



After the Incident Survey Results 2019/20

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After the Incident survey results

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Executive summary

When Leicestershire Fire and Rescue Service (LFRS) have attended an incident, those involved are asked to complete a voluntary survey to provide information about the incident and give feedback to help understand how they perform at various stages of an incident.

This report provides an analysis of the survey responses received in 2019/20 (1st April 2019 to 31st March 2020).

In 2019/20 a total of 208 responses to the survey were received; 45% involved a fire, 29% involved a 'Special Service' incident (e.g. animal rescue, flood, medical incident or gaining entry), 6% involved a false alarm, 2% involved a road traffic collision and 17% were classified as 'other' (e.g. triggered carbon monoxide alarms, fuel spillages etc.).

When respondents were asked whether they made the initial 999 call to emergency services themselves, 58% answered 'yes'. Of the respondents who made the call themselves, 98% agreed that the customer service team who handled their call were helpful, 99% agreed that they were both professional and polite, and 96% agreed that they were informative and 93% agreed that they were reassuring. Respondents were asked about their overall satisfaction with their initial contact, of which 97% were very satisfied and 3% were satisfied. There were not any respondents who expressed dissatisfaction with this aspect of the service.

Many respondents were present at the scene of the incident (88%), of which: 70% felt the service arrived quicker than expected, 94% felt very well informed at the scene of the incident and 100% of respondents were very satisfied with the service they received overall. The vast majority of respondents were positive about the team who were present at the scene of the incident, 99% agreed that they were both helpful and professional and 98% agreed that they were informative, polite and reassuring. Most respondents received information or advice from LFRS after the incident (97%), of which 95% found this information and advice very useful and 87%

had adopted the advice they had been given.

The majority (99%) of respondents agreed that the Fire and Rescue service kept the effects of the incident to a minimum. Almost a quarter of respondents (14%) were required to relocate to another property. A small proportion of respondents said they/someone else were injured at the incident (5%) and had to take time off of work following the incident (10%).

Overall, positive feedback was received in every section of the survey and 100% of respondents expressed overall satisfaction with the service they received from LFRS.

When asked what LFRS did particularly well, being 'calm' and 'reassuring' were the most reoccurring comments mentioned by respondents. Many said that they appreciated how helpful and informative the team were in handling the incident. Others described the team using words such as 'professional', 'kind', 'friendly' and 'brave'. Other responses included a 'thank you' or expressed gratitude towards the service provided by LFRS.

Respondents were also asked whether they were dissatisfied with any aspect of the service. Many respondents did not answer the question, and of those who did, the majority responded 'no' or 'not applicable'. Others used this question as an opportunity to express additional positive feedback.

The final open-ended question asked respondents whether they had any suggestions for how the Fire and Rescue service could improve their services. Excluding 'no' and 'not applicable' responses and further positive comments, some respondents made some specific suggestions (e.g. ensuring not to limit reduce coverage of fire stations across Leicestershire districts). Few expressed concerns about the future funding for, and protection of our emergency services.

Chapter 1: Introduction and methodology

Introduction

The After the Incident survey was designed to help the Leicestershire Fire and Rescue Service (LFRS) understand how they perform at various stages of an incident.

After LFRS have attended an incident, those involved are given a card with information on how to access the After the Incident online survey to complete in their own time. Paper copies of the survey were made available upon request. The survey asked for information about the incident and feedback on the following areas:

- Call handling
- Incident management
- Handover and Impact
- Overall satisfaction

For independence and impartiality the survey, data analysis and report were commissioned from the Business Intelligence Service at Leicestershire County Council. This report focuses on the responses received to the survey between 1st April 2019 and 31st March 2020.

Analysis methodology

In total, between 1st April 2019 to 31st March 2020, 208 responses were received to the online survey. The responses to this survey have been analysed in Chapter 2.

Graphs and tables have been used to assist explanation and

analysis. Survey question results have been reported based on those who provided a valid response i.e. removing the 'don't know' options and no replies. Percentage totals may not add up to 100% due to rounding or multiple-choice questions.

The survey contained three open-ended questions:

- Was there anything the Fire and Rescue Service did particularly well?
- If you were dissatisfied with any part of the service, please explain why.
- If you have any suggestions on how the Fire and Rescue Service could improve our service please state below.

For each question, all comments were read and a coding frame was devised. The comments were then re-read, and thematically coded using the coding frame. The comments provided were summarised and indicative quotes were used to provide a narrative. Open comment themes are available in Appendix 1.

Survey respondent profile

Just over four-fifths (83%) of respondents were responding to the survey about a domestic/ individual incident and almost one fifth (17%) were business incidents. Notably, the sample appeared underrepresented by males (41%) compared to females (59%).

A full list of respondent demographics is on pages 19-20.

Chapter 2: Survey response analysis

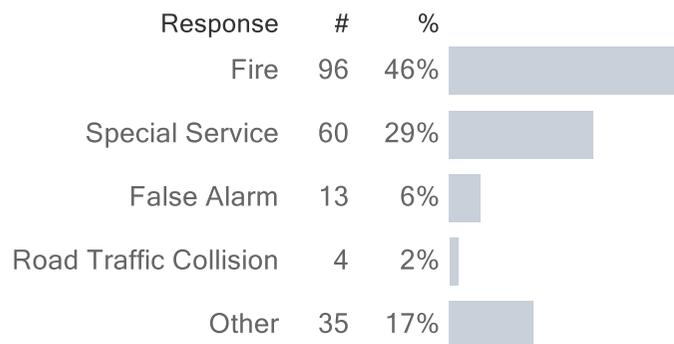
Incident type

Chart 1 shows the number of each type of incident reported between 1st April 2019 to 31st March 2020.

The largest number of incidents were in response to an experience of a fire (46%). Many respondents (29%) completed the survey about a 'special service' incident e.g. animal rescue, medical incident, flood or gaining entry.

Some responded to the survey about a false alarm (6%). Few were in response to an incident involving a road traffic collision (2%). There were 35 incidents classified as 'other' (17%), including small children locked in cars, triggered carbon monoxide alarms and fuel spillages.

Chart 1: Incident type

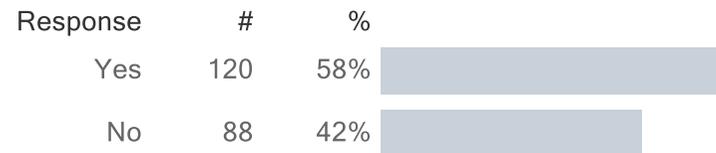


Base = 208

Call handling - 999 Customer Service

There were 58% of respondents who called the 999 emergency services themselves (see Chart 2).

Chart 2: Whether the respondent called the emergency services themselves



Base = 208

Of those who did not call themselves, 53% said someone else called, 15% did not see the incident, 11% had an automatic alarm system and 21% provided other reasons (see Chart 3).

Chart 3: Why the respondent did not call the emergency services

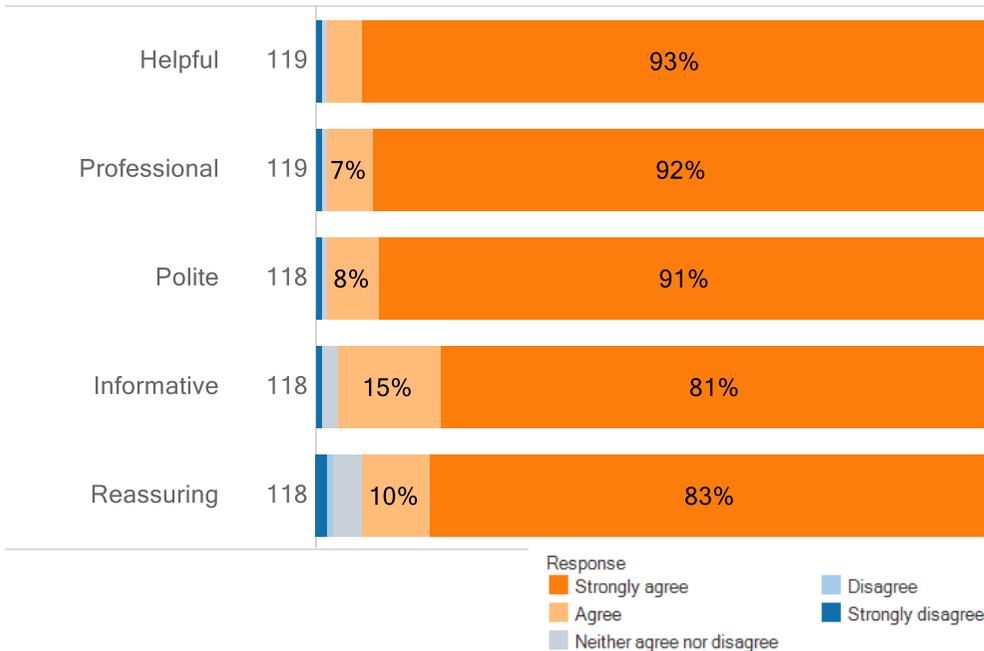


Base = 85

The respondents who called emergency services themselves were asked the extent to which they agreed or disagreed that the control team who handled their 999 call were: helpful, professional, polite, informative and reassuring.

The vast majority of respondents were positive about each of the five aspects in which their call was handled. Chart 4 shows 98% of respondents agreed that the control service team who handled their call were helpful, 99% agreed that they were both professional and polite and 96% agreed that they were informative and 93% agreed that they were reassuring.

Chart 4: Experience of staff who handled initial 999 call



Respondents were asked about their overall satisfaction with their initial contact. Chart 5 shows 97% of respondents were very satisfied and 3% were satisfied. There were not any respondents who expressed dissatisfaction with this aspect of the incident.

Chart 5: Overall satisfaction with initial 999 call.



Base = 119

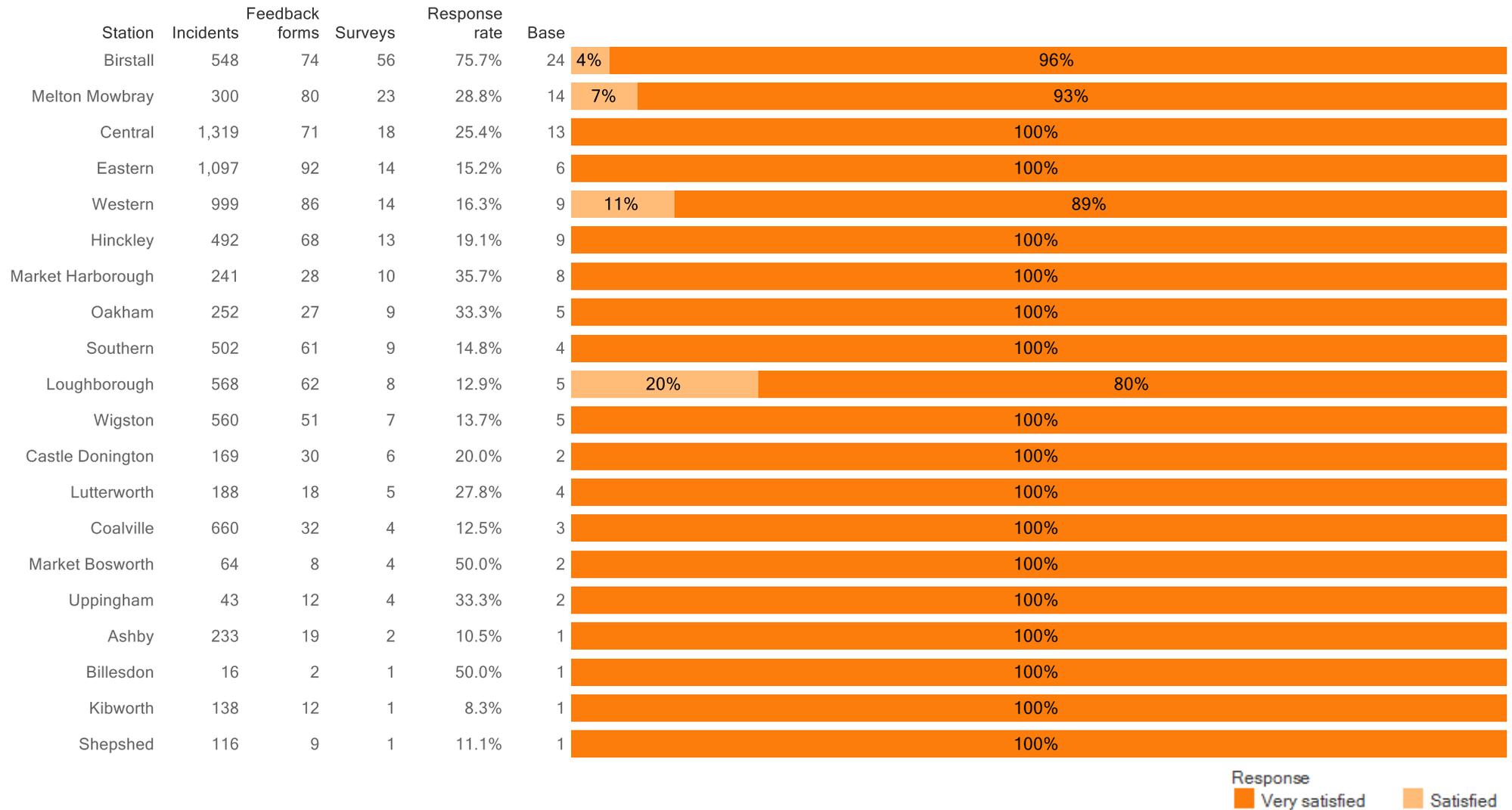
Chart 6 provides a station breakdown of respondents' overall satisfaction with their initial 999 emergency service call. Response rates were varied as a result of low base counts for some stations.

Incidents handled by Birstall station generated the highest response rate to the survey (75.7%). Of the respondents who had an incident handled by Birstall, 96% said they were very satisfied and 4% said they were satisfied with the control team who handled their call.

Similarly, of the respondents who answered the survey about an incident handled by Melton Mowbray, 93% said they were very satisfied and 7% said they were satisfied with the service received on this call.

After the Incident survey results

Chart 6: Overall satisfaction with initial 999 contact - Station Breakdown (ordered by number of survey responses)



At the scene of the incident

Chart 7 shows there were 184 respondents who said they were present at the scene of the incident (88%).

Chart 7: Present at the scene



Chart 8 shows that of the respondents who were present at the scene, 70% felt that the Fire and Rescue Service arrived quicker than they expected and 29% felt that they arrived as expected. There was one respondent that said the service was slower than expected.

Chart 8: Fire and Rescue Service arrival

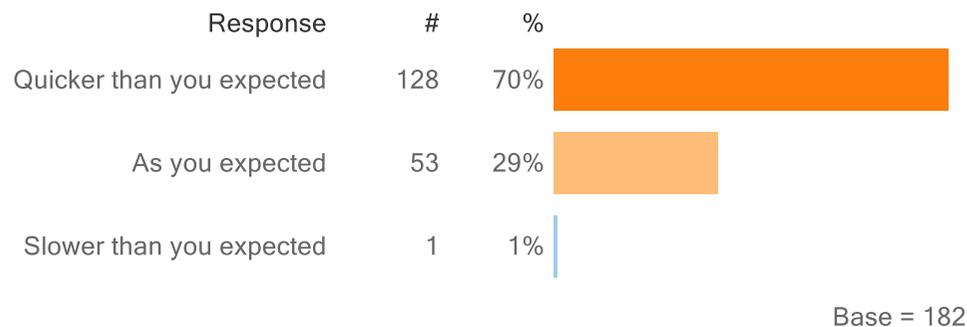


Chart 9 shows that of the respondents who were present at the scene, 94% felt very well informed, and 6% felt fairly well informed.

Chart 9: Informed at the scene

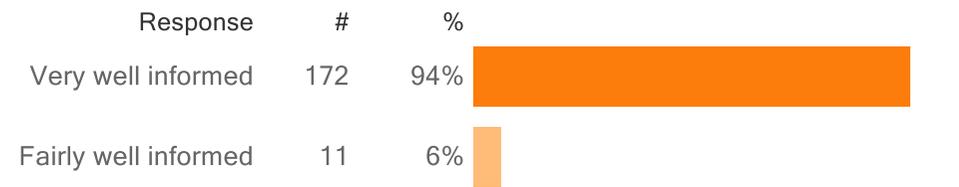
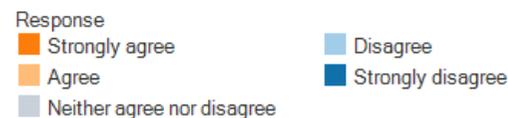
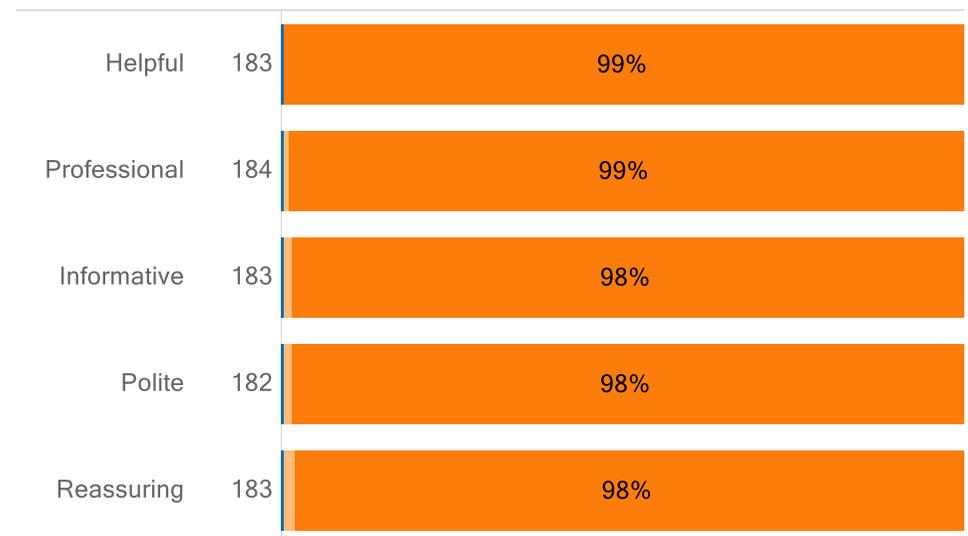


Chart 10 shows the vast majority of respondents were positive about the team who were present at the scene of the incident. Chart 10 shows 99% of respondents who were present at the scene agreed that the team who attended their incident were both helpful and professional, and 98% agreed that they were informative, polite and reassuring.

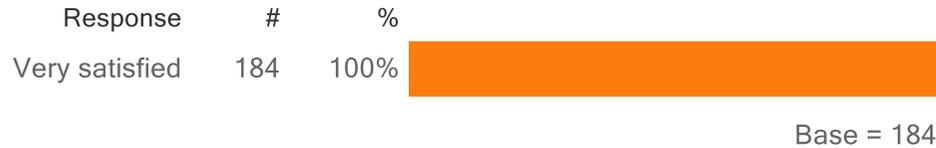
Chart 10: Experience of LFRS staff at the scene



After the Incident survey results

As shown in Chart 11, 100% of respondents were very satisfied with the service they received at the scene.

Chart 11: Satisfaction of service received at the scene



Respondents were asked whether they had received information or advice during/after the incident. Chart 12 shows that 97% of respondents said they had received information or advice during/after the incident. There were seven respondents who said they had not.

Chart 12: Whether the respondent received information after the incident

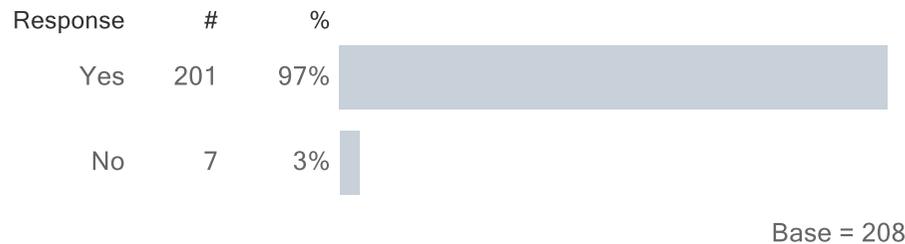


Chart 13 shows that all respondents found the information and/or advice that they had received after the incident to be either very useful (95%) or fairly useful (6%).

Chart 13: How useful the information or advice was

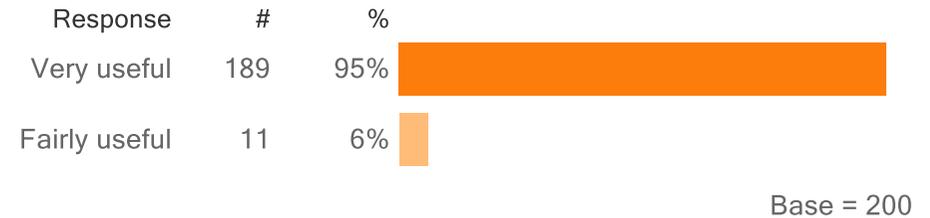


Chart 14 shows 87% of respondents said that all of the advice they were given during or after the incident had been adopted, with 12% stating some of the advice they had received had been adopted.

One respondent said that they had not adopted much of the advice they were given, and one respondent said that they had adopted none of it.

Chart 14: Whether the advice given from the LFRS was adopted

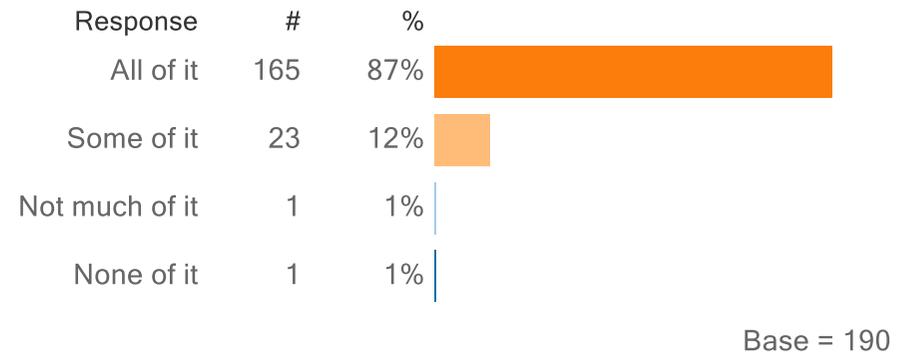
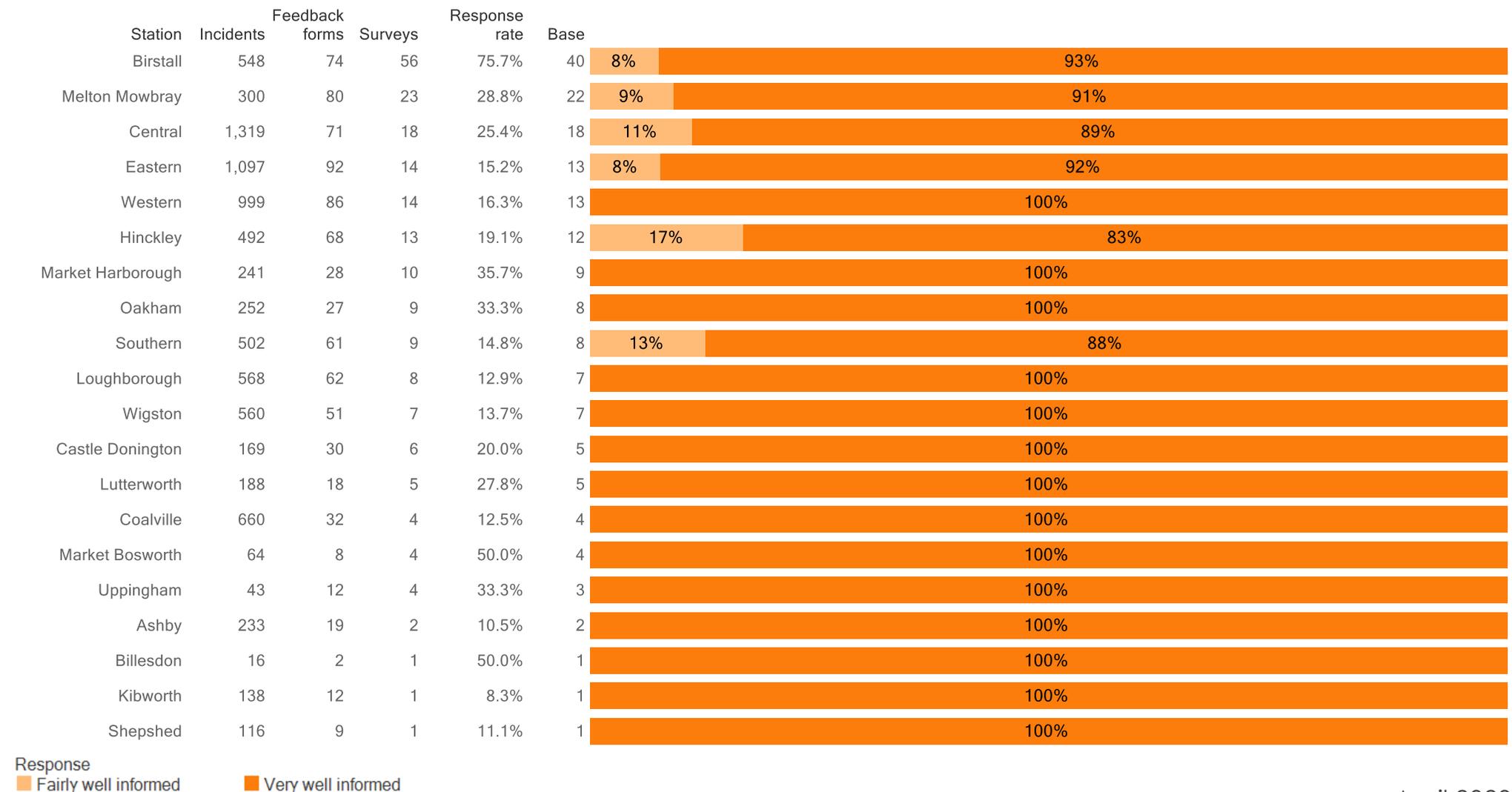


Chart 15 provides a station breakdown of how well informed respondents felt at the scene of the incident. Response rates were varied as a result of low base counts for some stations.

Of the respondents who had an incident handled by Birstall, 93% said they felt very well informed and 8% said they felt fairly well informed at the scene of the incident. Similarly, of the respondents who answered the survey about an incident handled by Melton Mowbray, 91% said they felt very well informed and 9% said they

felt fairly well informed at the scene. Incidents handled by Hinckley received a higher number of respondents who said they felt fairly well informed (17%), however 83% of respondents still said they felt very well informed at the scene of the incident.

Chart 15: How well informed at the scene - Station Breakdown (ordered



After the Incident survey results

Chart 16 provides a station breakdown of how satisfied respondents felt with the overall service received at the scene of the incident. Response rates were varied as a result of low base counts

for some stations. All respondents (100%) of each station said they were 'very satisfied' with the service provided at the scene.

Chart 16: Overall satisfaction with service received at the scene - Station Breakdown (ordered by number of survey responses)

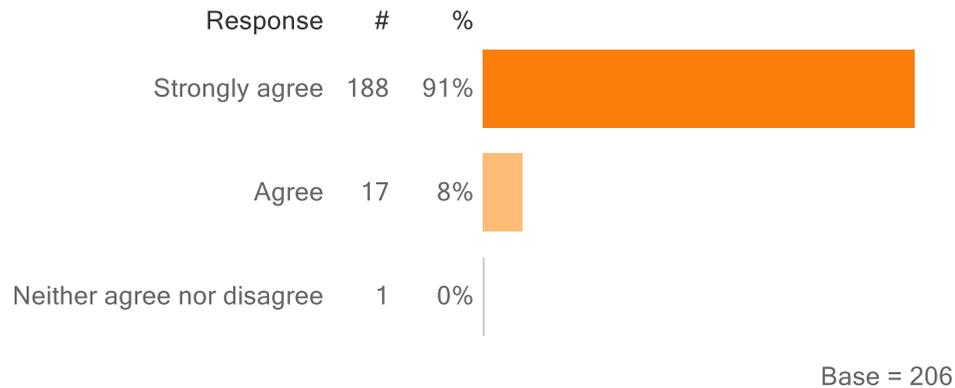
Station	Incidents	Feedback forms	Surveys	Response rate	Base	Response
Birstall	548	74	56	75.7%	40	100%
Melton Mowbray	300	80	23	28.8%	22	100%
Central	1,319	71	18	25.4%	18	100%
Eastern	1,097	92	14	15.2%	13	100%
Western	999	86	14	16.3%	14	100%
Hinckley	492	68	13	19.1%	12	100%
Market Harborough	241	28	10	35.7%	9	100%
Oakham	252	27	9	33.3%	8	100%
Southern	502	61	9	14.8%	8	100%
Loughborough	568	62	8	12.9%	7	100%
Wigston	560	51	7	13.7%	7	100%
Castle Donington	169	30	6	20.0%	5	100%
Lutterworth	188	18	5	27.8%	5	100%
Coalville	660	32	4	12.5%	4	100%
Market Bosworth	64	8	4	50.0%	4	100%
Uppingham	43	12	4	33.3%	3	100%
Ashby	233	19	2	10.5%	2	100%
Billesdon	16	2	1	50.0%	1	100%
Kibworth	138	12	1	8.3%	1	100%
Shepshed	116	9	1	11.1%	1	100%

Response
■ Very satisfied

Impact on respondents

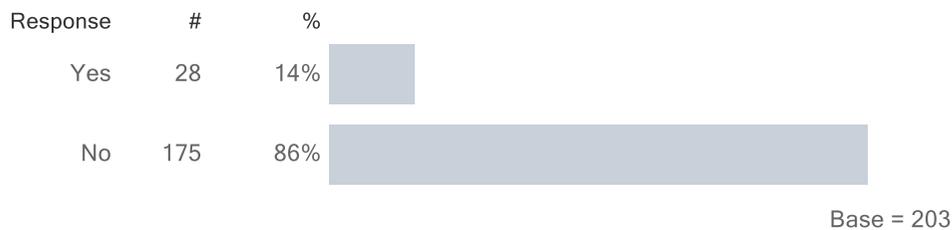
Chart 17 shows 91% of respondents strongly agreed and 8% agreed that the Fire and Rescue team who attended the scene kept the effects of the incident to a minimum.

Chart 17: Whether the Fire and Rescue team kept effects to a minimum



Respondents were asked whether they were required to relocate to another property as a result of the incident, of which 14% of respondents said they were (see Chart 18).

Chart 18: Whether respondents had to relocate to another property



Respondents were asked whether they, or anyone else were injured as a result of the incident. Chart 19 shows 10 respondents said that someone was injured (5%).

Chart 19: Whether anyone at the incident was injured *



Respondents were also asked whether they or anyone else needed to take time off of work following the incident. Chart 20 shows there were 21 respondents who answered 'yes' (10%).

Chart 20: Whether anyone had to take time off of work

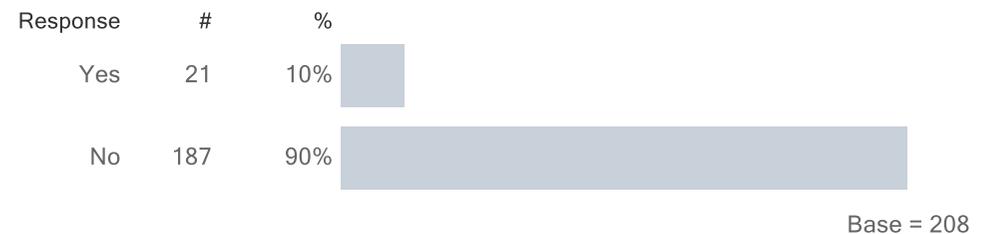


Chart 21 provides a station breakdown of the extent to which respondents agreed or disagreed that the Fire and Rescue service kept the effects of the incident to a minimum. Response rates were varied as a result of low base counts for some stations.

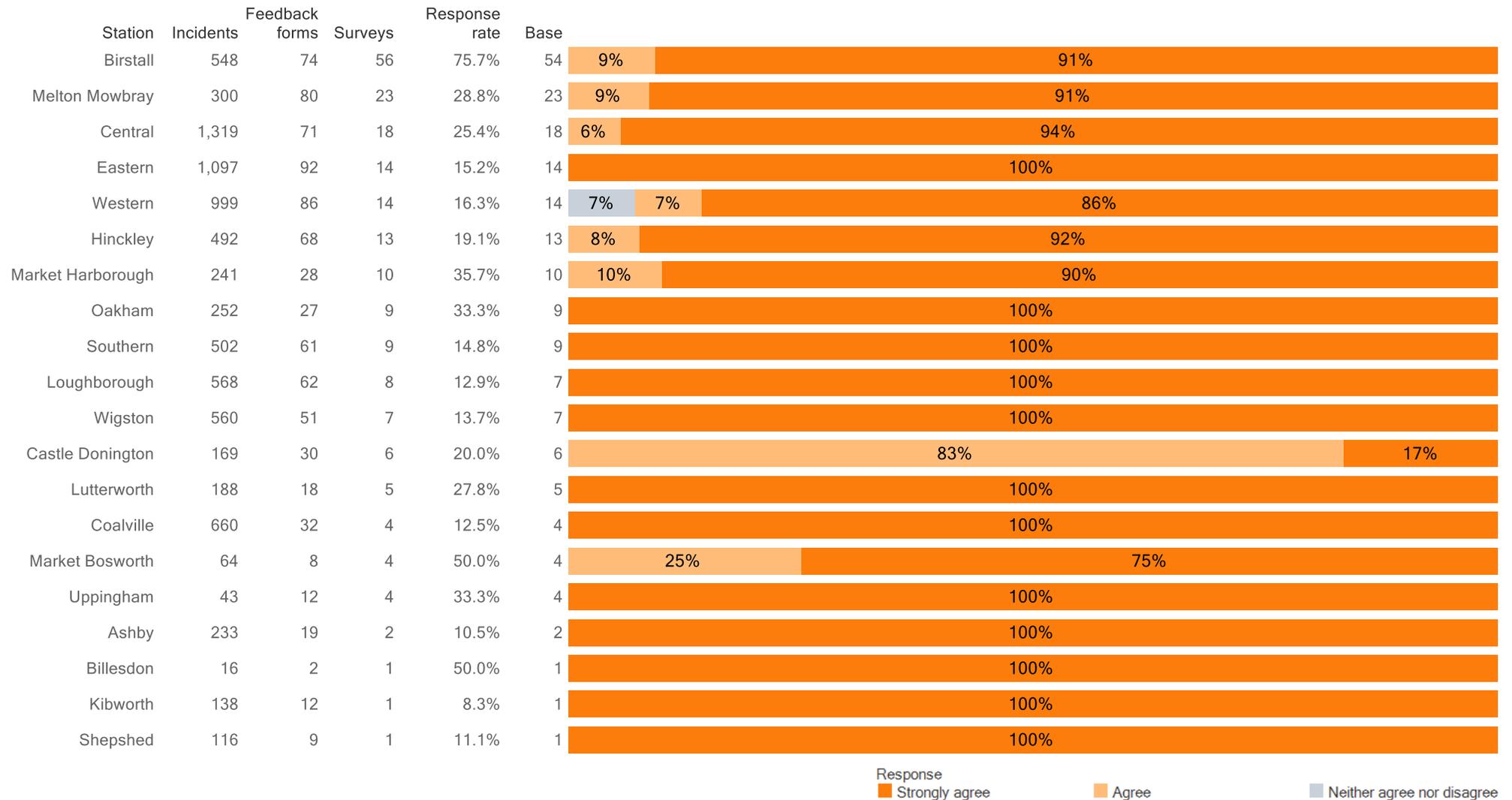
* true injury rate is likely to be higher than reported, as feedback cards are less likely to be given out at incidents featuring significant injuries

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Of those who had their incident handled by Western, 86% strongly agreed, 7% agreed and 7% neither agreed nor disagreed that the effects of the incident were kept to a minimum. Of those who had

an incident handled by Birstall or Melton Mowbray, 91% strongly agreed and 9% agreed that LFRS kept the effects of the incident to a minimum.

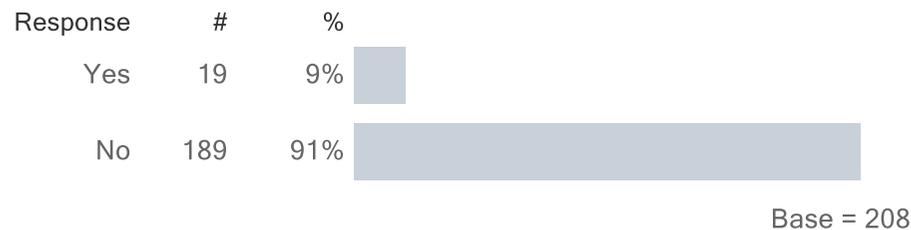
Chart 21: Keeping the effects of the incident to a minimum - Station breakdown (ordered by number of survey responses)



Previous experience

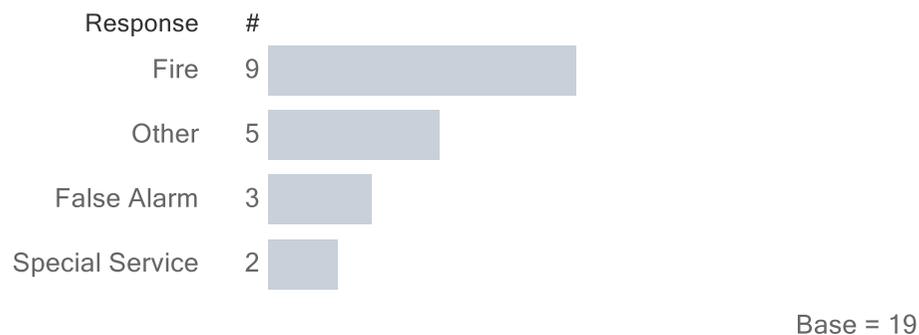
Respondents were asked whether they had previously had an incident during the past 3 years, even if the Fire and Rescue Service had not been called. Chart 22 shows that 19 respondents had (9%).

Chart 22: Respondents who had previous incidents in the last 3 years



Of those that had previously had an incident in the last 3 years: 9 incidents involved a fire, 3 were false alarms, 2 involved a special service and 5 were considered to be 'other' (as shown in Chart 23).

Chart 23: Previous incidents experienced by respondents



Overall satisfaction

Chart 24 shows that 99% of respondents were very satisfied with the service they received from the Fire and Rescue service, from raising the call to any follow-up contact they had. One respondent said they were satisfied. Dissatisfaction was not expressed by any respondents.

Chart 24: Overall satisfaction with the service

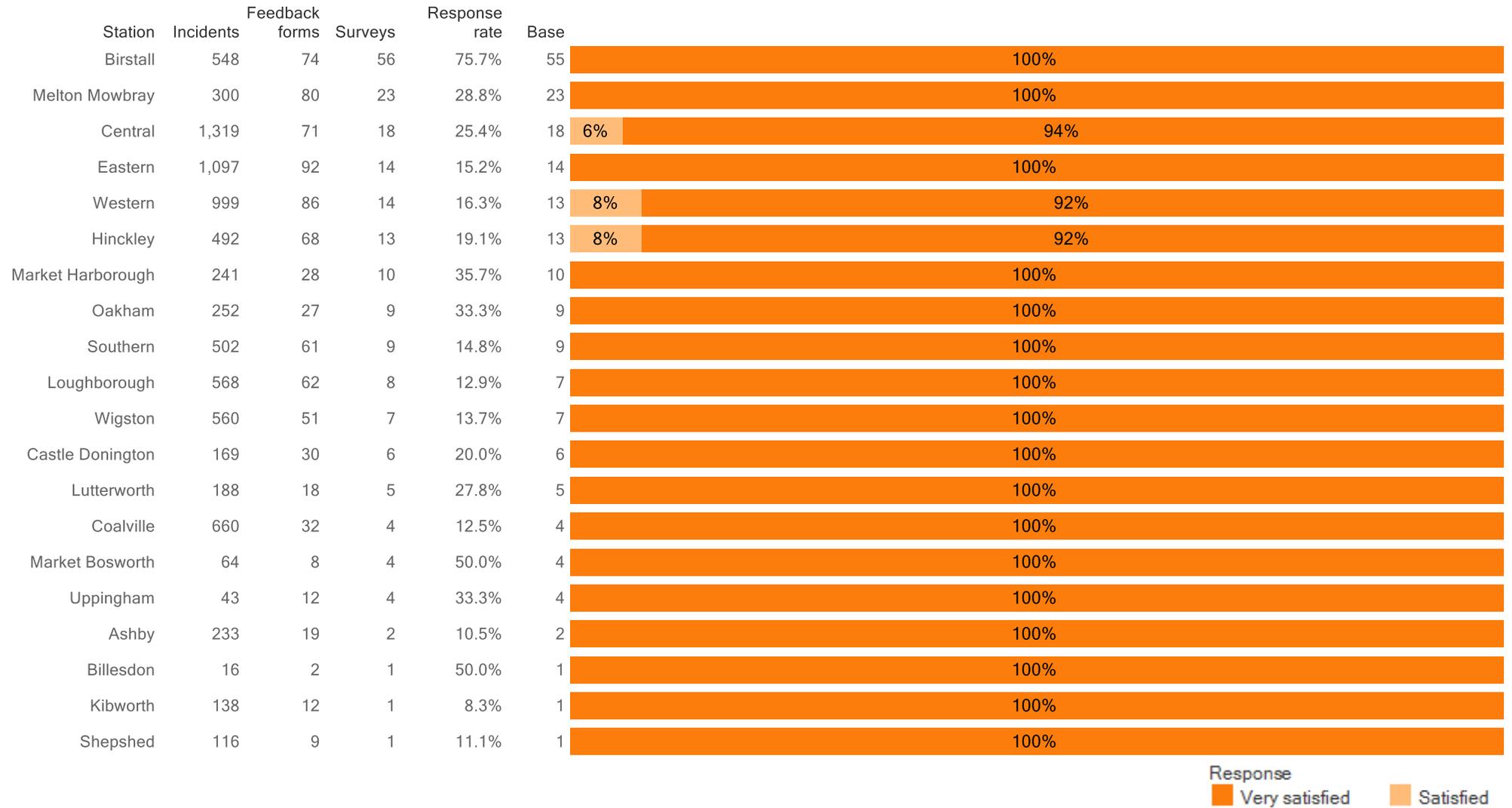


Chart 16 provides a station breakdown of how satisfied respondents felt with the overall service they received from LFRS. Response rates were varied as a result of low base counts for some stations.

Of the respondents who had an incident handled by Birstall, 100% said they were very satisfied overall with the service. Of the incidents handled by both Hinckley or Western, 92% of respondents were very satisfied and 8% of respondents were satisfied with the service overall.

After the Incident survey results

Chart 25: Overall satisfaction with the service - Station breakdown (ordered by number of survey responses)



Open-comment analysis

The following section provides analysis of the three open-comment survey questions (a full list of themes are available in Appendix 1).

What did we do well?

Respondents were asked whether there was anything the Fire and Rescue Service did particularly well. Overall, the respondents provided very positive feedback to this question. Many of the respondents mentioned several of the coded themes within their response to this question.

A large number of respondents commented on how the Fire and Rescue Service team who attended their incident were calm and reassuring. Many mentioned how the team were helpful, informative and had given them useful advice. Others described the team using words such as: professional, kind, friendly, efficient, approachable, non-judgemental and brave.

Many respondents were impressed with other aspects of the service, particularly referencing how quick the team were to respond, their prioritisation of public safety and checking back after the incident. Several respondents appreciated the Fire and Rescue team's efforts to keep damage to a minimum.

One respondent specifically stated that the team who handled their incident were 'a credit to the Fire and Rescue Service'. Correspondingly, other responses included a 'thank you' or expressed how 'grateful' they were to the team; there were a few cases where the team had saved the respondent's life.

"The Coalville crew were amazing! They talked us through what they were doing and why. Were very efficient, polite and reassuring to my teenage daughter as she was quite worried by the fire. They added a bit of humour to make a stressful scenario a bit more relaxed. A credit to the fire service"

"Throughout the call out the fire brigade were polite, really helpful & put me at ease. They kept me informed on everything they were doing & checked to make [sure] everything was safe & advised me on what to do next. I would like to do next. I would like to say a big thank you for all they did"

"The firefighters that came to help were extremely professional, very polite and helpful and left us with some very good advice. We were very impressed with how quickly they arrived and got the whole issue under control. They were very understanding and kind"

"The team at Leicestershire Fire and Rescue Services were here within minutes of reporting the fault. I have been advised on the correct steps that I will need to take as well as how they will be supporting me further to have this matter resolved. All members [were] empathetic and professional with their approach to the matter. I would like to thank everyone for the amazing service especially at this unreasonable hour of the morning"

"I had a heart attack and collapsed on the road. One of your firemen named [fireman's name] helped me up. And later, advised me what to do next. I continued with my days routine but went to A&E later because of his advice...It's because of [fireman's name] that I am alive today. He helped me that day, in more ways than one. He is a true hero and I owe him my life. Thank you so much for helping me"

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Was anyone dissatisfied?

Respondents were asked if they were dissatisfied with any part of the service and to explain why. Many respondents did not answer this question and of those who did, the majority responded 'nothing at all', 'no' or 'not applicable'.

Several respondents left positive feedback, by expressing satisfaction of the service they received and their gratification for the Fire and Rescue team who handled their incident.

"Absolutely nothing I could fault from the whole service"

"None... the guys are great and really need to be recognised for this"

"100% satisfied, fire crew were very professional in their duty"

Were there any suggested improvements?

Respondents were asked whether they had any suggestions for how the Fire and Rescue Service could improve their services.

Apart from 'no', 'n/a' or 'no improvement' responses, several respondents provided positive feedback about the specific team who handled their incident, or the Fire and Rescue service as an organisation. Some respondents left encouraging comments such as 'keep up the good work' and 'keep doing an amazing job'. Others thanked the team who attended their incident and commented on the professionalism of the service they received.

Whilst the majority of feedback provided were positive responses, there were a couple of suggestions made by respondents including: the possibility of sharing the location of the incident with LFRS via mobile to provide accurate directions and enable quicker arrival times and ensuring not to limit/ reduce coverage of fire stations across districts. Some expressed concerns about the future funding for and protection of our emergency services.

"No improvements necessary. An exceptional service and lightning-fast"

"Excellent service. Thank you very much for all that you do"

"Keep doing what you all do – fantastic team work"

"Please keep local stations open. If you move them to a main town or single unit I feel this would be very dangerous move for everyone that lives in small towns & rural areas. They work brilliantly as they are"

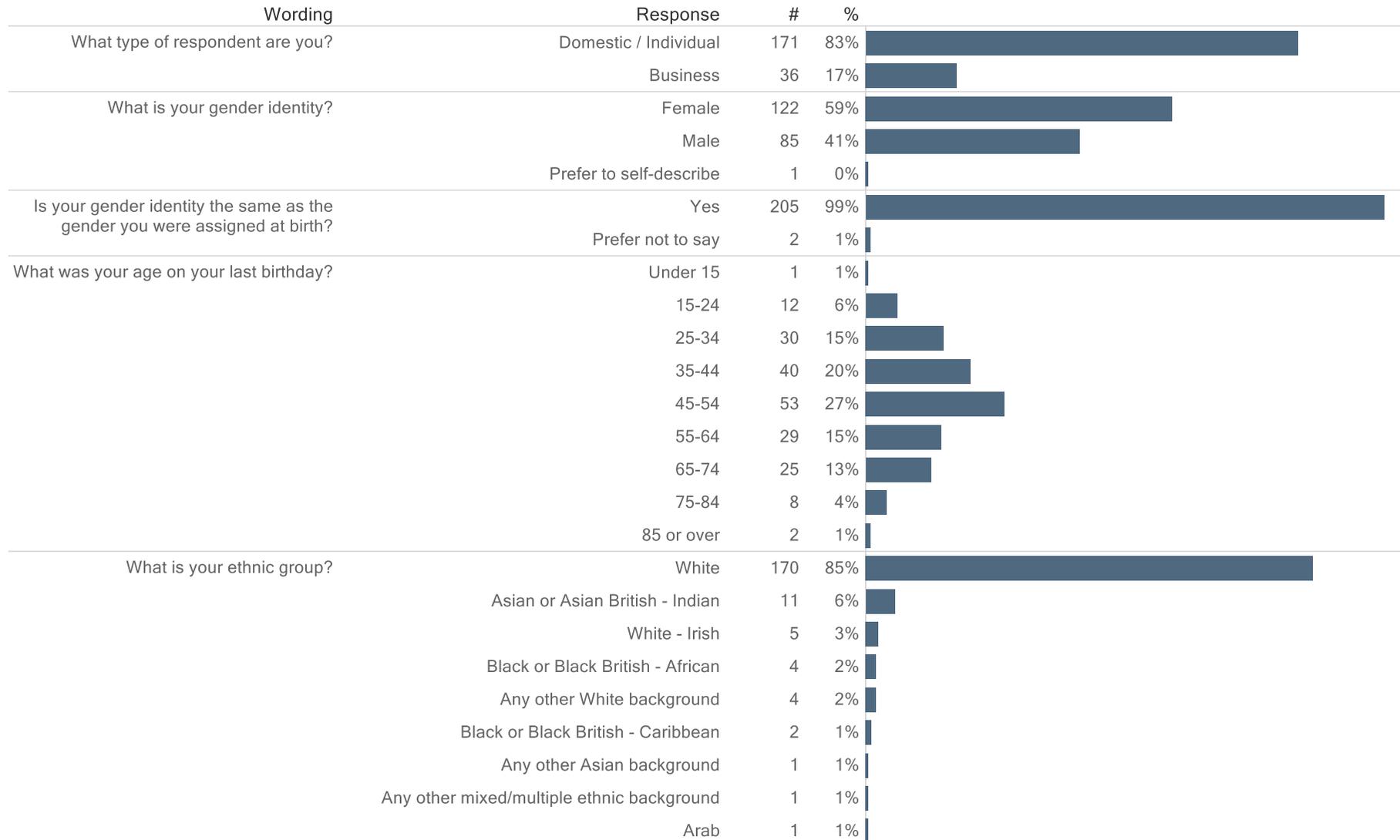
"Nothing in terms of the firemen or the service, the bigger question is how do we protect the integrity of the service with the high demands being placed across the ambulance and other emergency services, so they can focus on what they do best"

"The only observation I can make is that as someone outside of the loop now I am not sure if social service will be contacted by the fire service to inform them of what has happened and how such incidents can be avoided in future. In particular, whether fire control can have the number to the key safe to gain access if they need to again in an emergency"

"The postcode for our property takes vehicles to an address to properties behind us on some sat-navs, as this used to be the access point to the new houses. So fire engines briefly went to the wrong road. Don't know what the solution is as a known problem. As I knew it was difficult to find us I sent someone down to end of road to wave in. How can residents help emergency services find them? Could sharing location on the mobile phone for example help?"

Respondent Demographics

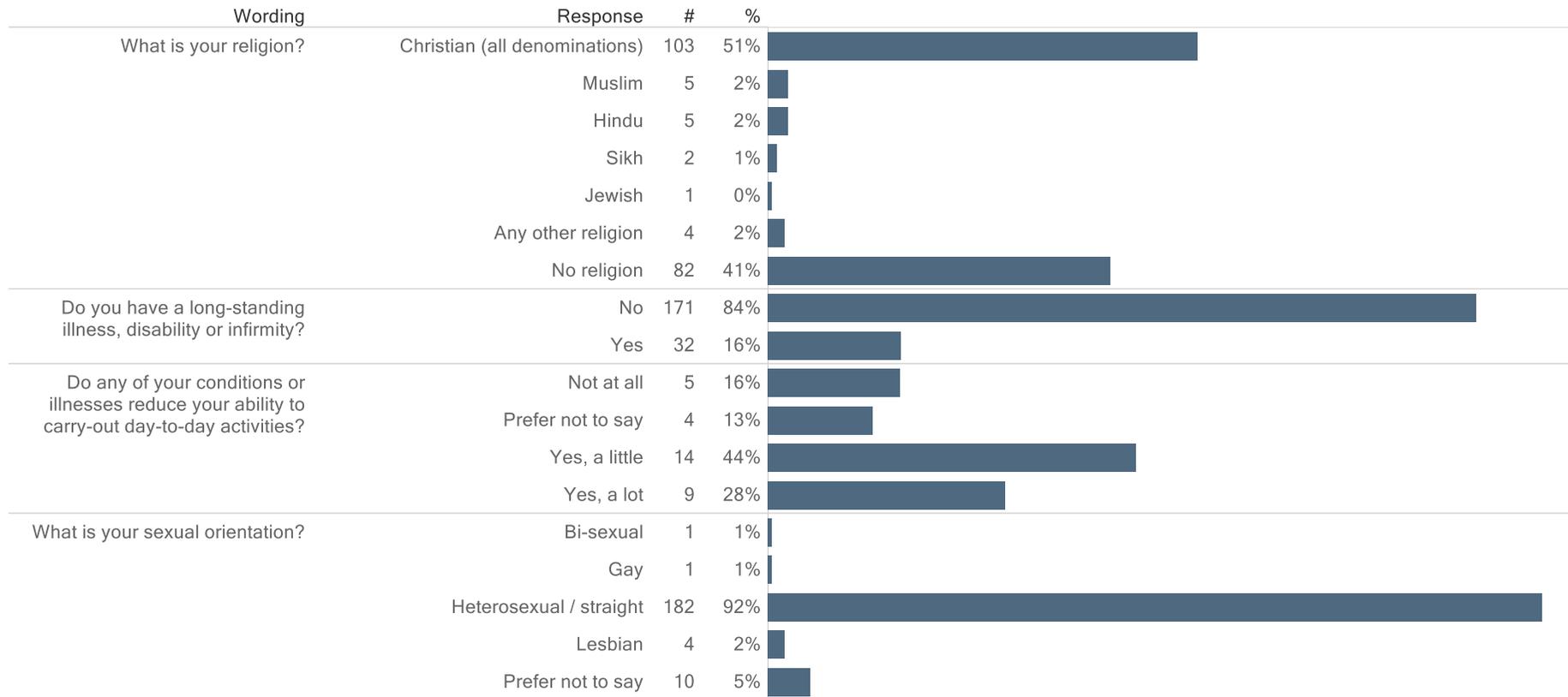
Chart 26: Respondent demographics



Base = 199 to 208

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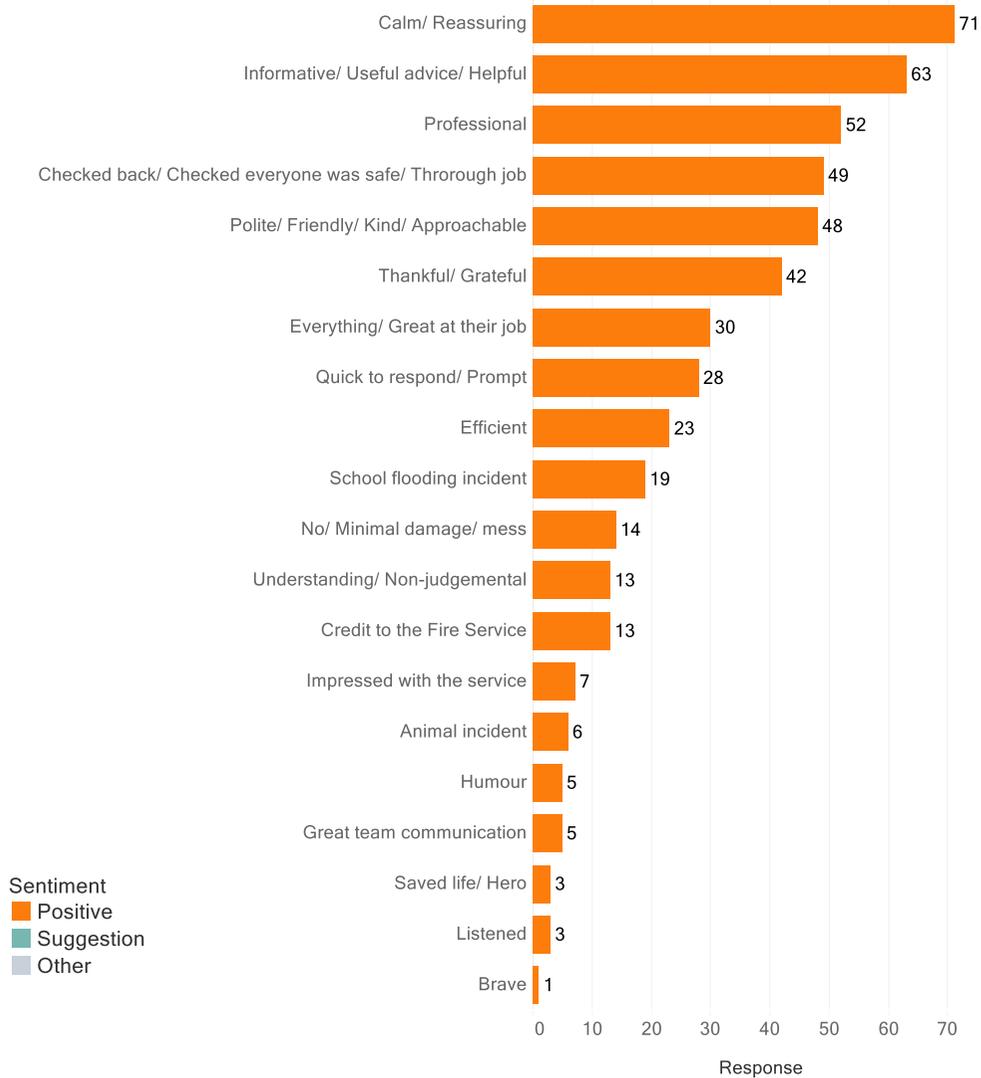
Chart 27: Respondent demographics (2)



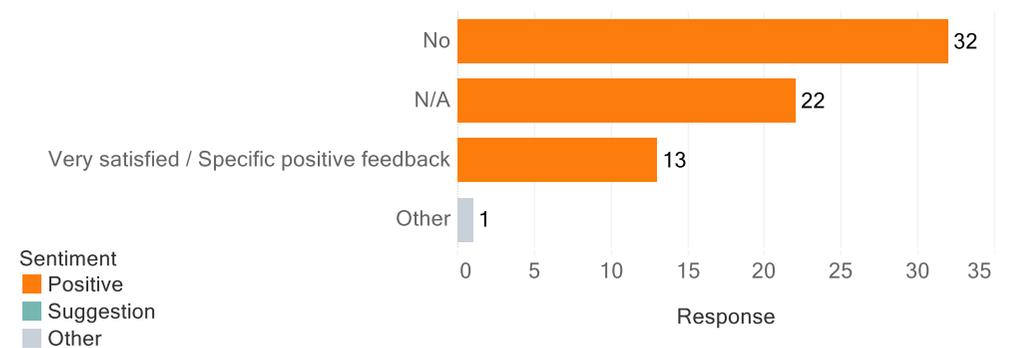
Base = 32 to 203

Appendix 1 - All open comment themes

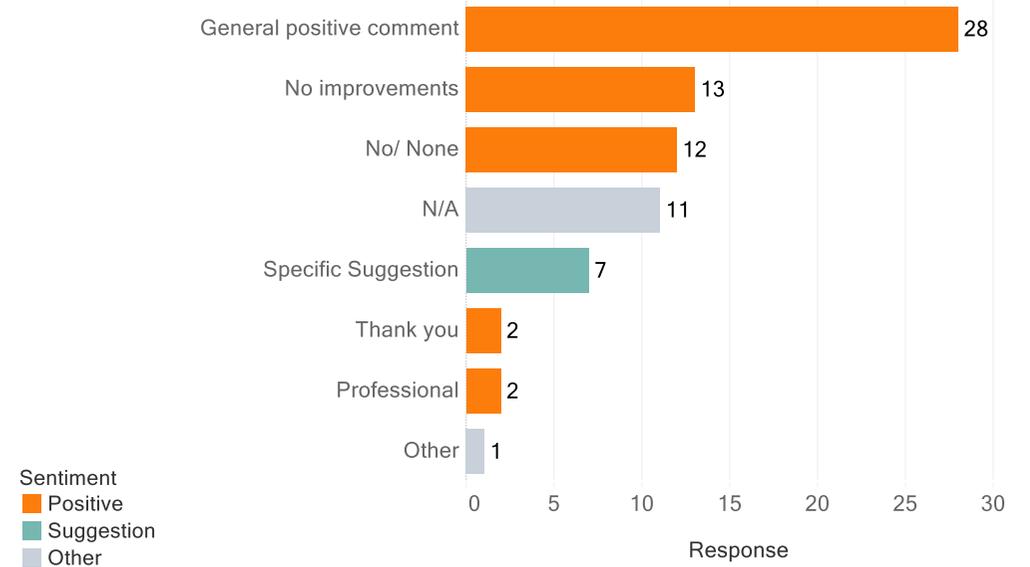
Question 21: Was there anything the Fire and Rescue Service did particularly well?



Question 22: If you were dissatisfied with any part of the service, please explain why .



Question 23: If you have any suggestions on how the Fire and Rescue Service could improve our service, please state below.



After the Incident survey results



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