



**LEICESTERSHIRE**  
**FIRE and RESCUE SERVICE**



# After the Incident Survey Results 2022/23

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## After the Incident survey results

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## Executive summary

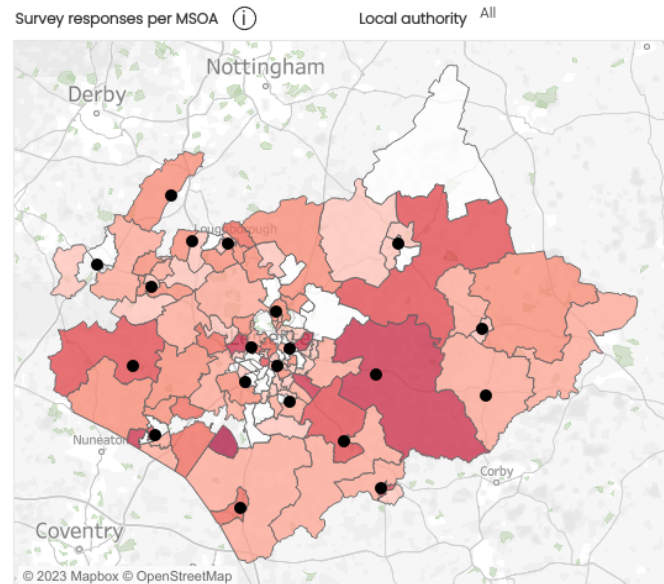
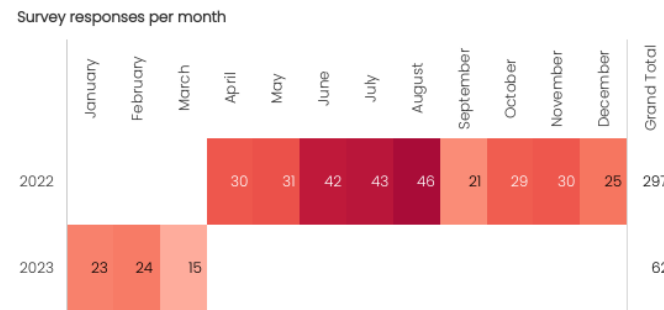
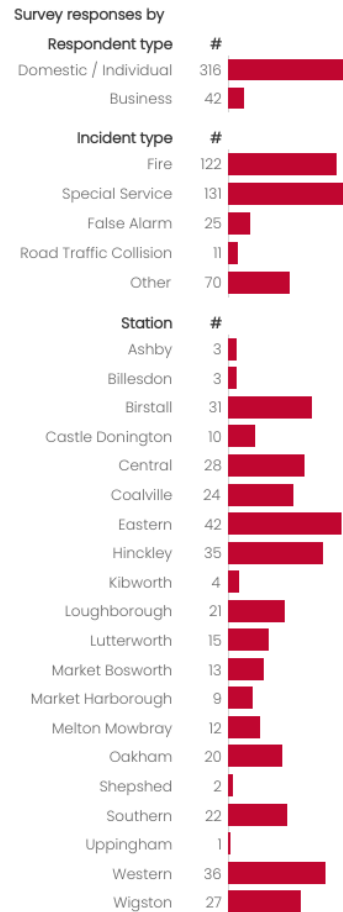
After Leicestershire Fire and Rescue Service (LFRS) have attended an incident, those involved are asked to complete a voluntary survey to provide information about the incident and provide feedback to help understand how the service performed at various stages of an incident.

This report provides an analysis of the survey responses received in 2022/23 (1st April 2022 to 31st March 2023).

The final open-ended question asked respondents whether they had any suggestions for how the Fire and Rescue Service could improve their services. Most comments were positive or stated 'no'/'not applicable'. A minority of respondents made specific suggestions, including providing accessible information on fire prevention and providing follow-up aftercare.

## AFTER THE INCIDENT QUESTIONNAIRE

Data added at the end of each month | Filter data by clicking on/off charts (hold ctrl for multiple selections) | Filter(s) on



Month of survey  
Multiple values



**359** survey responses received between Apr 2022 – Mar 2023

Satisfaction metrics (hover over %s for more detail)

**97.7%** were satisfied with the initial contact

**98.2%** said the Service arrived on time or quicker than expected

**100.0%** felt informed during the incident

**98.0%** agreed the effects of the incident were kept to a minimum

**89.7%** said the incident did not result in an injury

**99.7%** were satisfied with the overall service received

Survey, data and dashboard managed by Business Intelligence, Leicestershire County Council on behalf of Leicestershire Fire and Rescue Service  
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## 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
- Handover and Impact
- Incident management
- 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 2022 to 31st March 2023.

### Analysis methodology

In total, between 1st April 2022 to 31st March 2023, 359 responses were received to the 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. Therefore, the total number of responses will vary for each question. 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 open-ended 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

Most survey responses related to a domestic/ individual incident (88%) and a smaller proportion were about a business incident (12%). More females than males responded to the survey, 63% compared to 37%. A full list of respondent demographics is on pages 22 to 24.

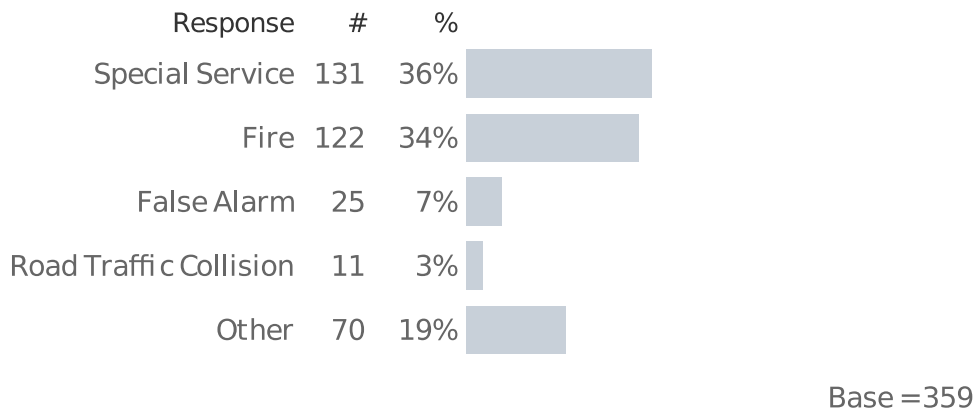
## Chapter 2: Survey response analysis

### Incident type

Chart 1 shows the number and type of incidents reported between 1st April 2022 to 31st March 2023.

Over a third of incidents were in response to a 'special service' incident e.g. animal rescue, medical incident, flood or gaining entry (36%) or a fire (34%). Just under a fifth of incidents were classified as 'other' (19%), including children accidentally locking the responsible adult out of a house, or accidentally being locked in a car, triggered carbon monoxide alarms or helping elderly individuals. Some survey responses related to a false alarm (7%). Few responses were about an incident involving a road traffic collision (3%).

**Chart 1:** Incident type



### Call handling - 999 Customer Service

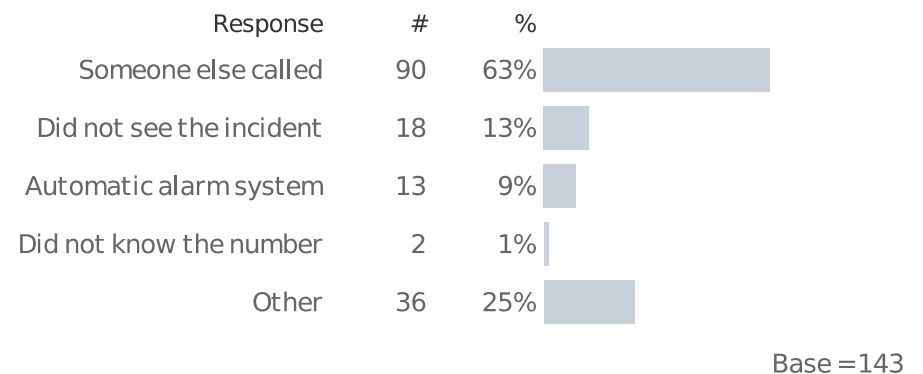
Most respondents (60%) called the 999 emergency services themselves (see Chart 2).

**Chart 2:** Whether the respondent called the emergency services



Of those who did not call themselves, 63% said someone else called, 13% did not see the incident, and 9% had an automatic alarm system (see Chart 3). A quarter of respondents said 'other', examples given included staff at a care home or that the call handler sent the fire brigade. Two respondents said they did not know the number (1%).

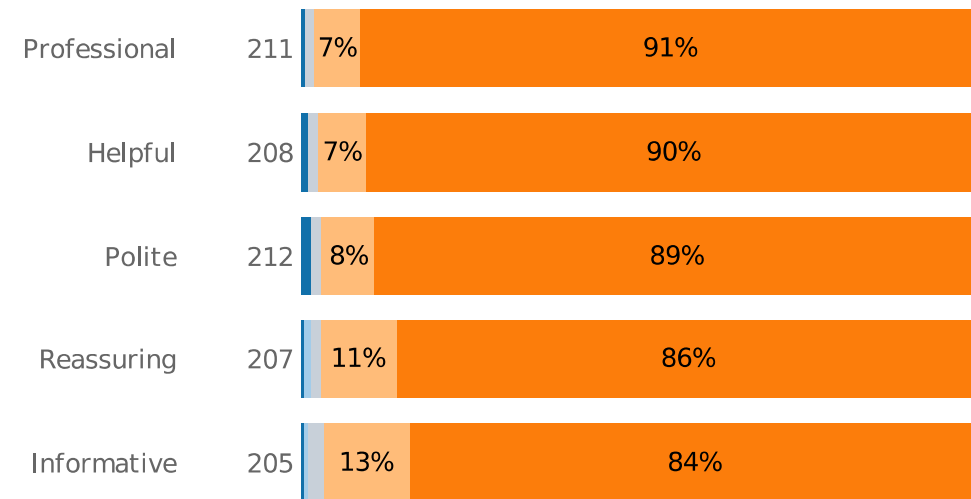
**Chart 3:** Why the respondent did not call the emergency services themselves (multiple-choice)



The respondents who called the 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 majority of respondents were positive about each of the five aspects in which their call was handled.

Chart 4 shows 91% of respondents strongly agreed that the control service team who handled their call were professional, 90% strongly agreed that they were helpful, 89% strongly agreed that they were polite, 86% strongly agreed that they were reassuring and 84% strongly agreed that they were informative. Two respondents strongly disagreed that they were helpful (1%) and three respondents strongly disagreed that the control services team were polite (1%).

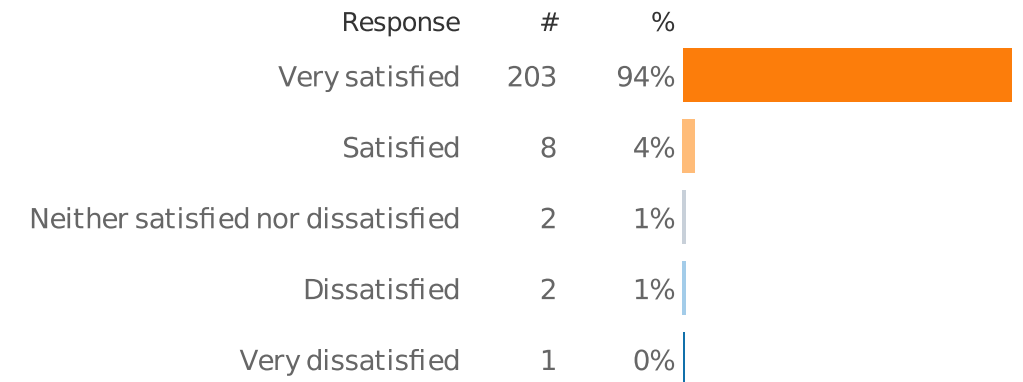
**Chart 4:** Experience of staff who handled initial 999 call



Response  
 ■ Strongly disagree ■ Disagree ■ Neither agree nor disagree  
 ■ Agree ■ Strongly agree

Respondents were asked about their overall satisfaction with their initial contact. Chart 5 shows 94% of respondents were very satisfied and 4% were satisfied. Two respondents said they were neither satisfied nor dissatisfied (1%) and two respondents said they were dissatisfied (1%) with this aspect of the service. One respondent said they were very dissatisfied.

**Chart 5:** Overall satisfaction with initial 999 call.



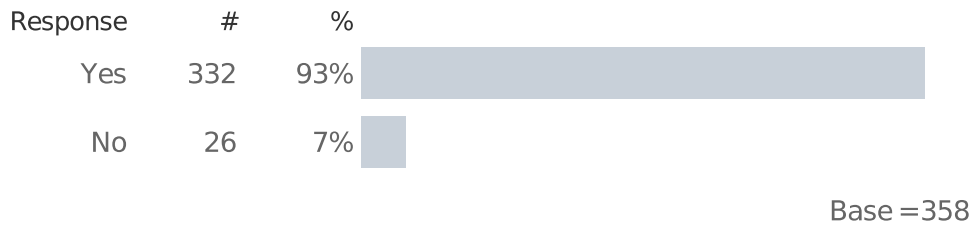
Base =216

After the Incident survey results

## At the scene of the incident

Chart 6 shows 93% of respondents said they were present at the scene of the incident .

**Chart 6:** Present at the scene



Respondents were asked whether they had a fire escape plan. In this context a fire escape plan is knowing and practicing how you would exit a building in an emergency.

Chart 7 shows that of the respondents who were present at the scene, just under half (48%) had a fire escape plan and 13% did not.

**Chart 7:** Fire escape plan

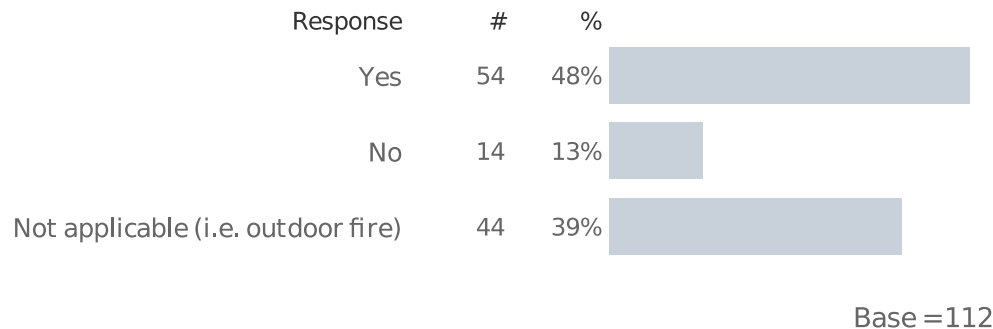
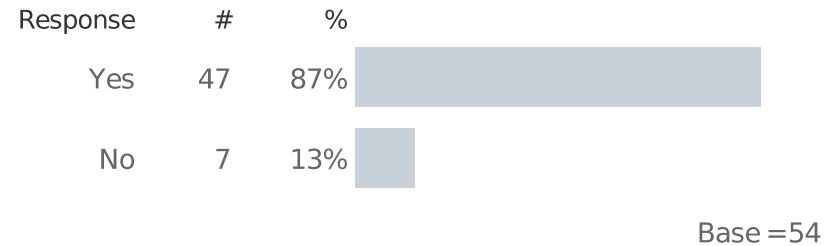


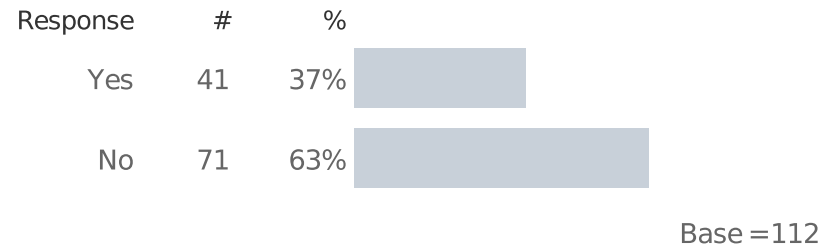
Chart 8 shows, out of the 54 respondents who had a fire escape plan 87% followed this plan and 13% did not.

**Chart 8:** Following the fire escape plan



Of those who responded about a fire incident, 37% said they tried to tackle the fire themselves (see Chart 9).

**Chart 9:** Tackling the fire themselves





## At the scene of the incident

Chart 10 shows that of the respondents who were present at the scene, three quarters (75%) felt that the Fire and Rescue Service arrived quicker than they expected and just under a quarter (23%) felt that they arrived as expected. A minority of respondents felt the service was slower than expected (2%).

**Chart 10:** Fire and Rescue Service arrival

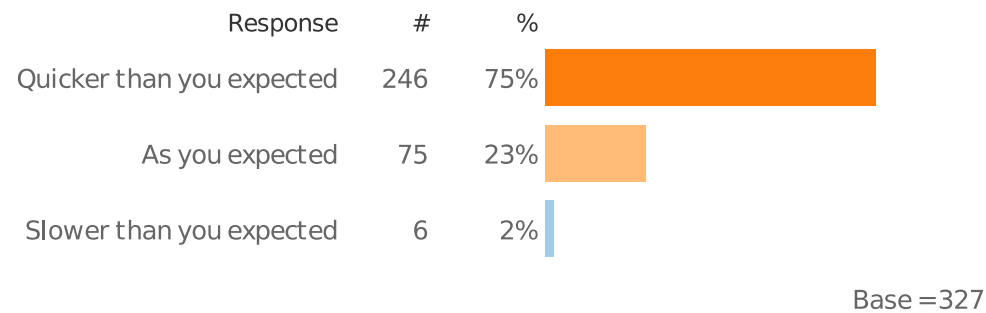


Chart 11 shows the majority of respondents who were present at the scene felt very well informed (93%) and 7% felt fairly well informed.

**Chart 11:** Informed at the scene

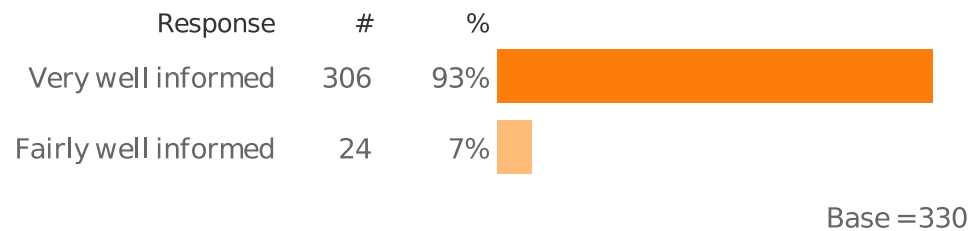
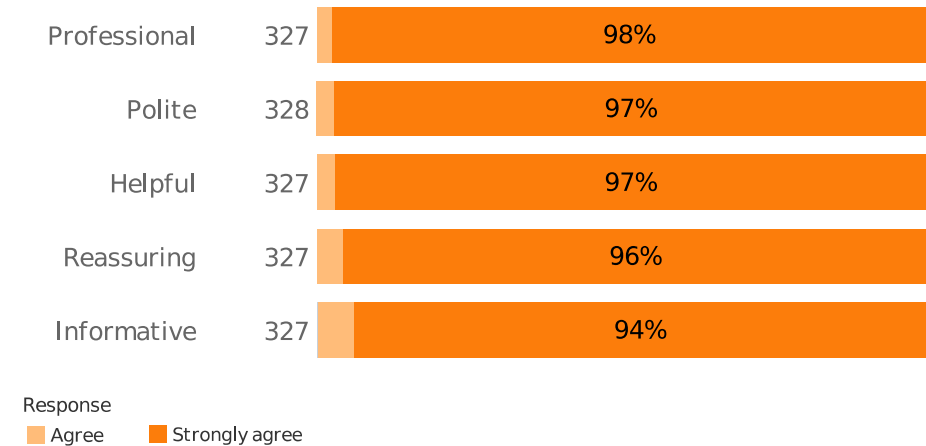


Chart 12 shows all respondents were positive about the team who attended their incident. The majority of respondents strongly agreed that the team who attended their scene were professional (98%), polite (97%), helpful (97%), reassuring (96%) and informative (94%).

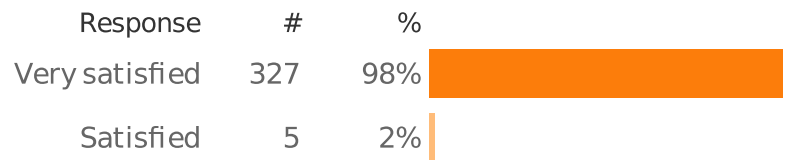
**Chart 12:** Experience of LFRS staff at the scene



## After the Incident survey results

As shown in Chart 13, all respondents were satisfied with the service received at the scene. The majority of respondents (98%) said they were very satisfied and 2% said they were satisfied.

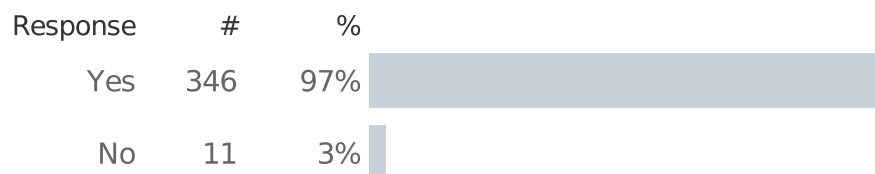
**Chart 13:** Satisfaction of service received at the scene



Base = 332

Respondents were asked whether they had received information or advice during or after the incident. Chart 14 shows that 97% of respondents said they had received information or advice during or after the incident. There were 11 respondents who said they had not (3%).

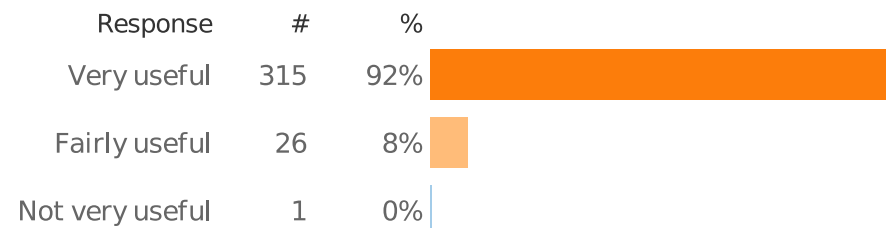
**Chart 14:** Whether the respondent received information during/after the incident



Base = 357

Chart 15 shows most respondents found the information and/or advice that they had received after the incident to be either very useful (92%) or fairly useful (8%). One respondent said they did not find it very useful.

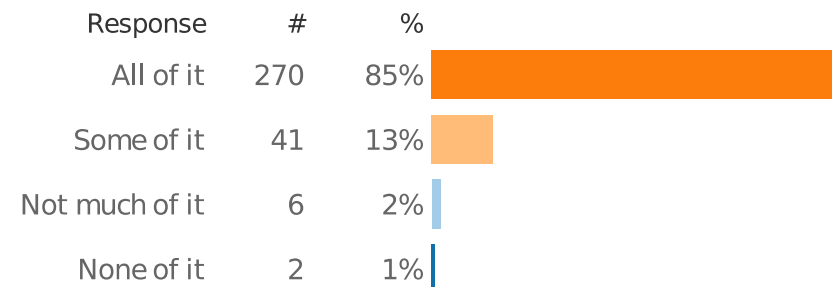
**Chart 15:** How useful the information or advice was



Base = 342

Chart 16 shows that 85% of respondents said that all of the advice they were given during or after the incident had been adopted, with 13% stating some of the advice they had received had been adopted. A small proportion said they had not adopted much of the advice (2%) or any of the advice (1%).

**Chart 16:** Whether the advice given from the LFRS was adopted

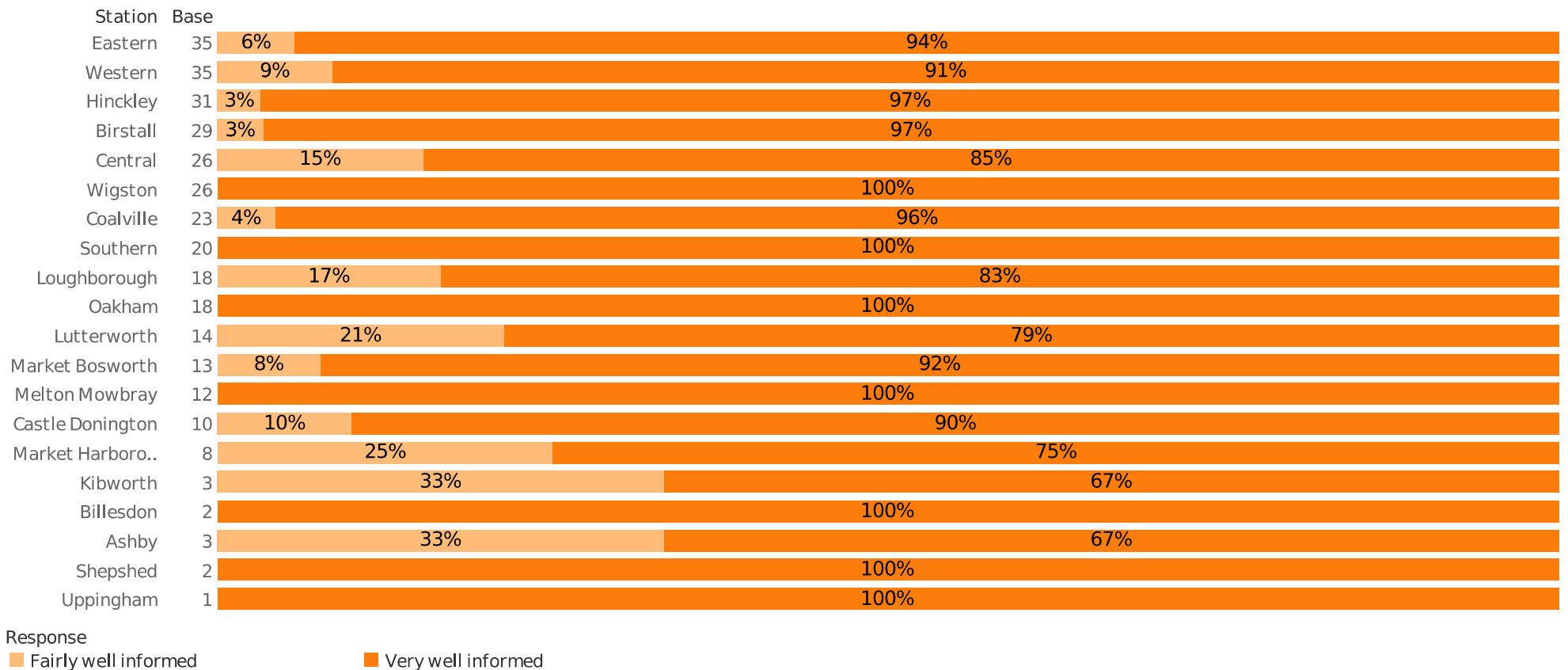


Base = 319

Chart 17 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 (returned surveys) for some stations. It shows that all respondents across all stations said they felt informed at the scene.

Of those who had an incident handled by Eastern, 94% said they felt very well informed and 6% fairly well informed. For Western, 91% said they felt well informed and 9% fairly well informed. Of the respondents who answered the survey about an incident that was handled by Hinckley and Birstall stations, 97% said they felt very well informed and 3% said they felt fairly informed.

**Chart 17:** How well informed at the scene - Station Breakdown, ordered by number of survey responses (Base)

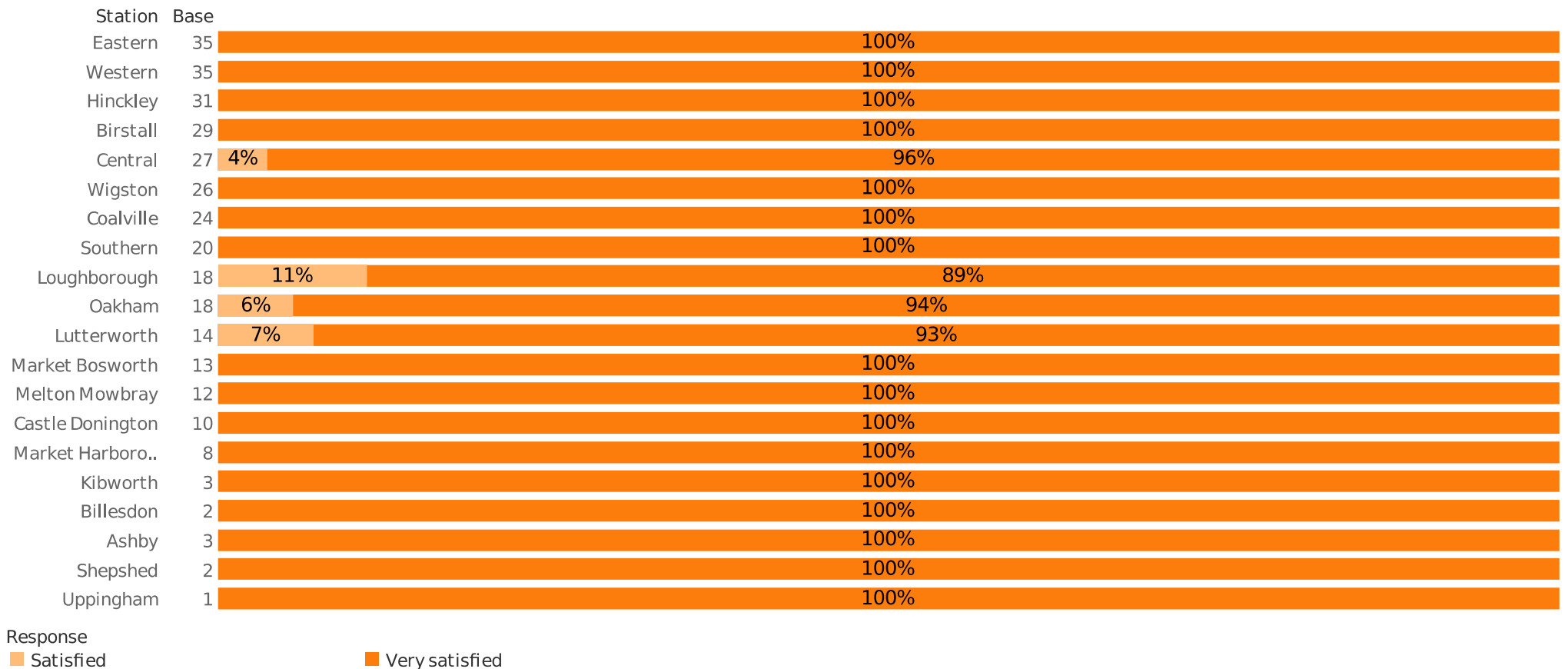


## After the Incident survey results

Chart 18 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 (returned surveys) for some stations.

All respondents for 16 out of 20 stations said they were very satisfied with the service provided at the scene. For Loughborough, 89% said they felt very satisfied and 11% felt satisfied.

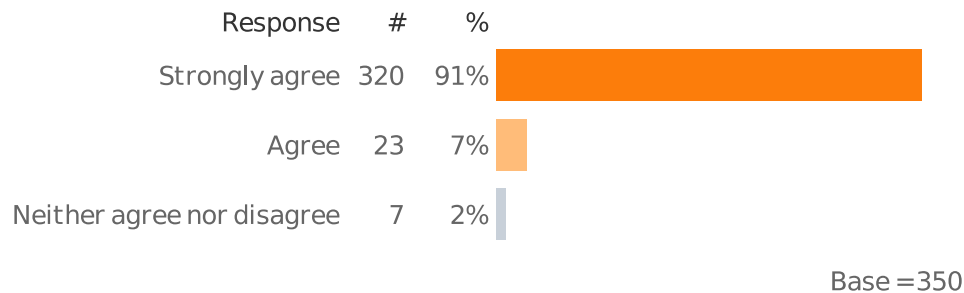
**Chart 18:** Overall satisfaction with service received at the scene - Station Breakdown, ordered by number of survey responses (Base)



## Impact on respondents

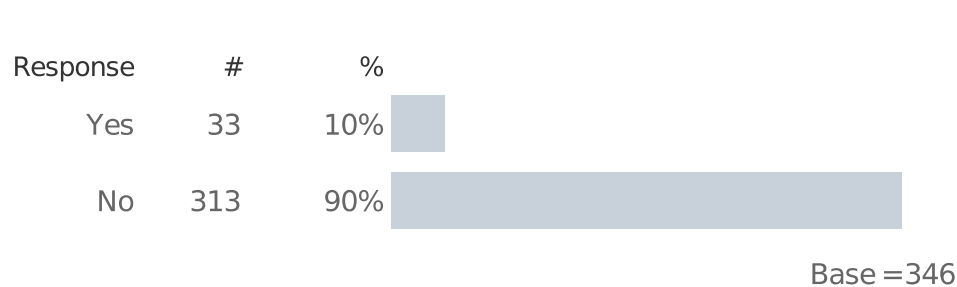
Chart 19 shows 91% of respondents strongly agreed, 7% agreed and 2% neither agreed or disagreed that the Fire and Rescue team who attended the scene kept the effects of the incident to a minimum.

**Chart 19:** Whether the Fire and Rescue team kept effects to a minimum



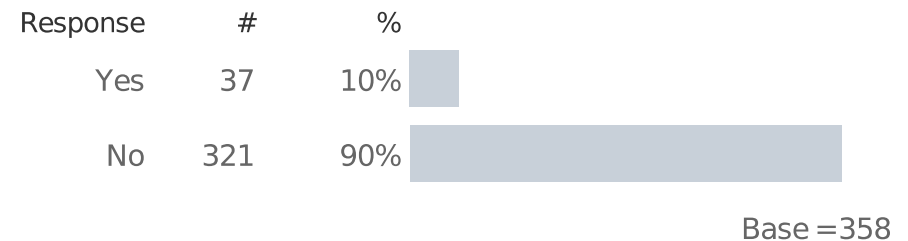
Respondents were asked whether they were required to relocate to another property as a result of the incident, of which 10% of respondents said they were (see Chart 20).

**Chart 20:** Whether respondents had to relocate to another property



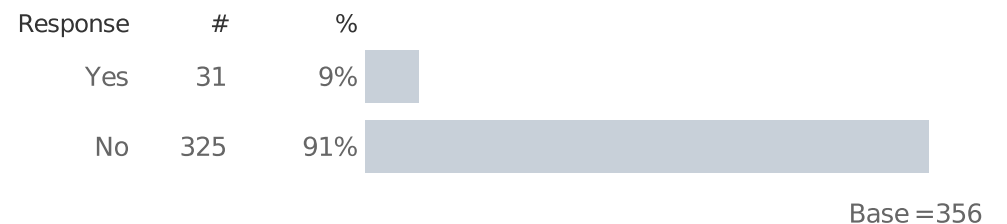
Respondents were asked whether they, or anyone else were injured as a result of the incident. Chart 21 shows that one in ten of respondents said that someone was injured (10%).\*

**Chart 21:** Whether anyone at the incident was injured \*



Respondents were also asked whether they or anyone else needed to take time off work following the incident. Chart 22 shows 9% of respondents answered 'yes'.

**Chart 22:** Whether anyone had to take time off work



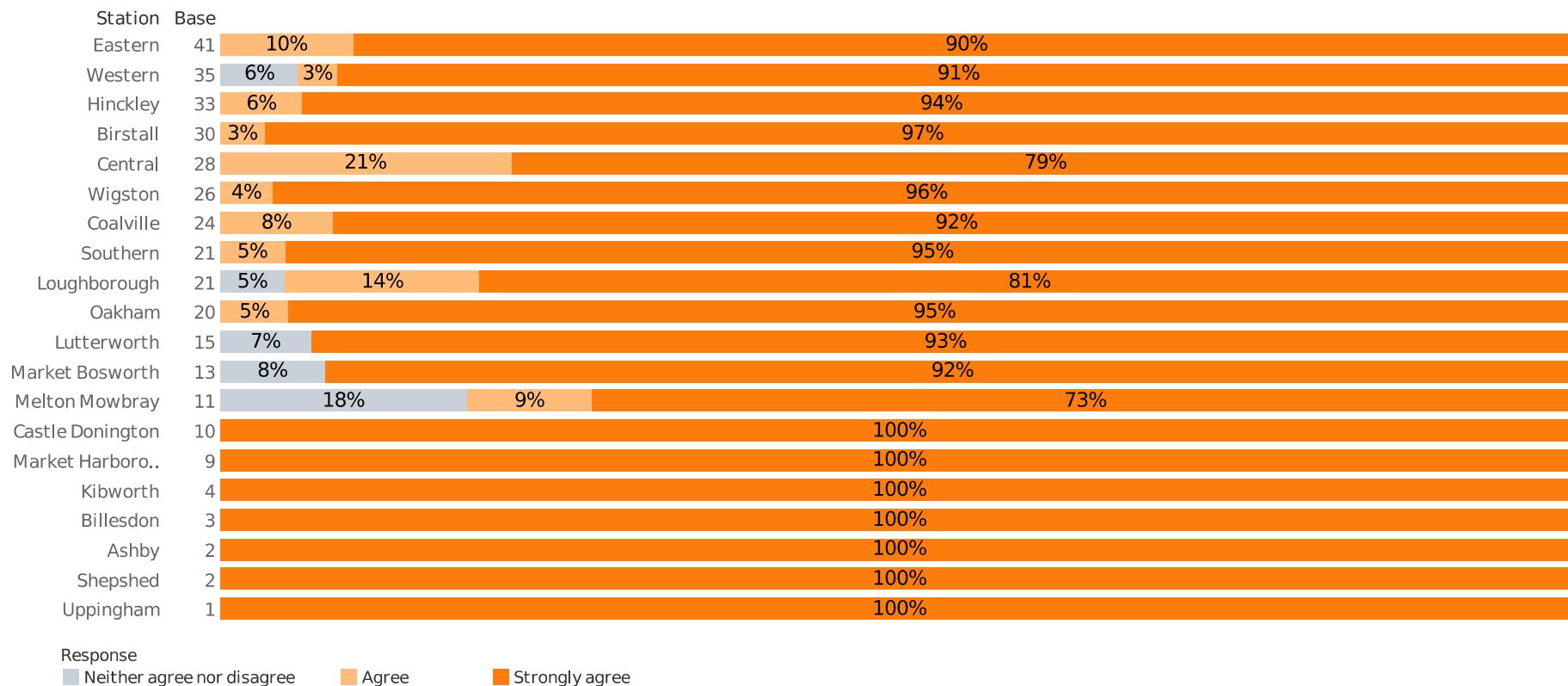
\* true injury rate is likely to be higher than reported, as feedback cards are less likely to be given out at incidents featuring significant injuries

## After the Incident survey results

Chart 23 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 (returned surveys) for some stations.

Of those who had their incident handled by Eastern, 90% said they strongly agreed and 10% agreed that the effects of the incident were kept to a minimum. Of those who responded about Western, 91% of respondents strongly agreed, 3% agreed and some respondents (6%) neither agreed or disagreed with this statement.

**Chart 23:** Keeping the effects of the incident to at the scene to a minimum - Station breakdown, ordered by number of survey responses (Base)



## 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 24 shows that over a tenth of respondents said 'yes' (11%).

**Chart 24:** Respondents who had previous incidents in the last 3 years

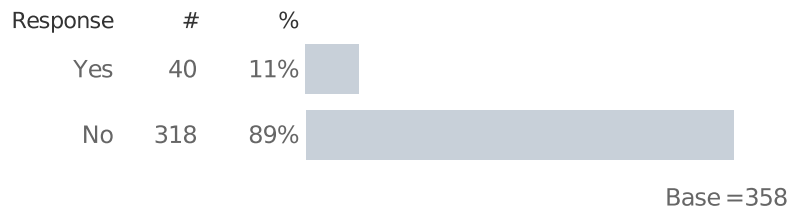
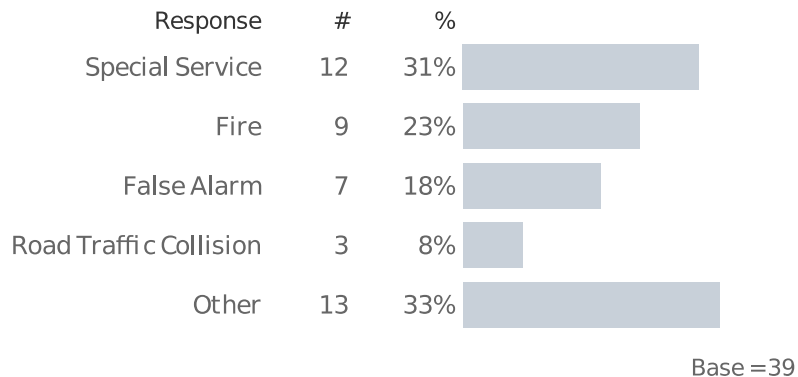


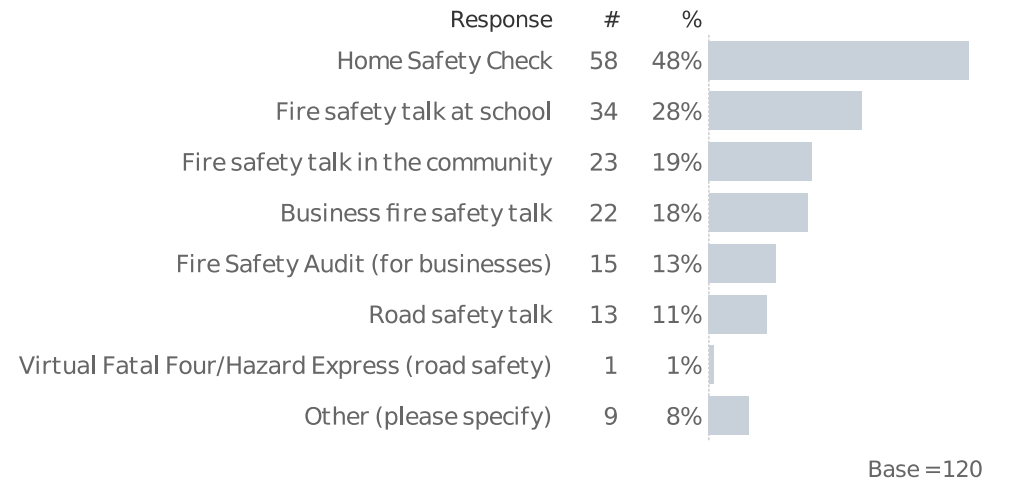
Chart 25 shows that 12 respondents said their previous incident involved a special service. Nine respondents said their previous incident was a fire, seven said their previous incident was a false alarm and three said it was a road traffic collision. There were 13 respondents that said they had an other previous incidents, such as fitting an alarm or a school visit.

**Chart 25:** Previous incidents experienced by respondents



Respondents were asked if they ever received any services from the Fire and Rescue Service prior to the current incident. Chart 26 shows that from the 120 respondents who had, 48% had a home safety check, 40% had a fire safety talk at school, 27% had a fire safety talk in the community and 26% had a business fire safety talk. There were nine respondents that said 'other', such as fitting a fire alarm.

**Chart 26:** Previous fire and rescue services received by respondents

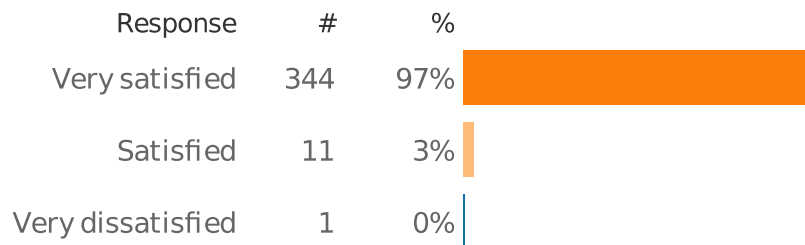


After the Incident survey results

## Overall satisfaction

Chart 27 shows that the majority of the respondents (97%) were very satisfied and 3% were 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 very dissatisfied.

**Chart 27:** Overall satisfaction with the service



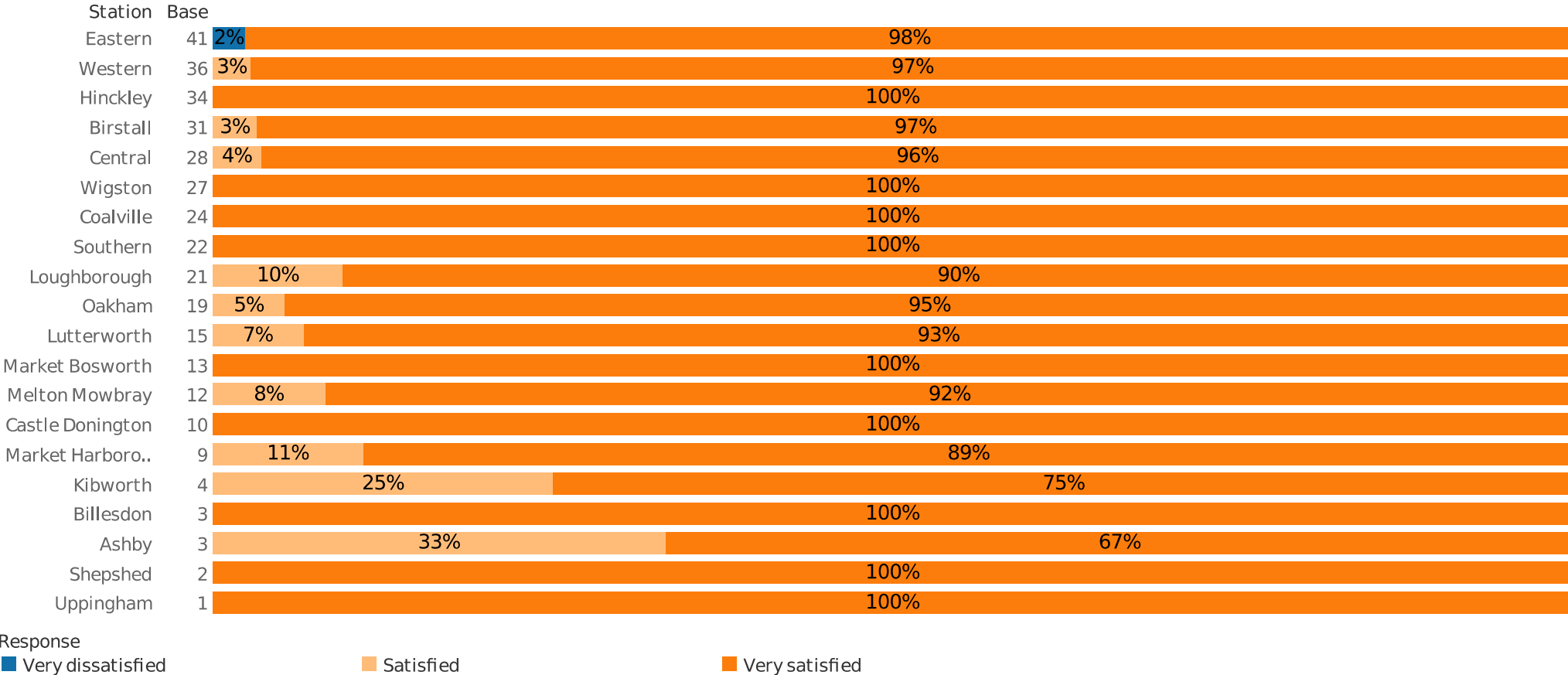
Base =356



Chart 28 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 (returned surveys) for some stations.

Of the respondents who had an incident handled by Eastern, 98% said they were very satisfied overall with the service and one person (2%) said they were very dissatisfied with the service overall. Of the incidents handled by all other stations, the overall satisfaction was rated by respondents as very satisfied or satisfied.

**Chart 28:** Overall satisfaction with the service - Station Breakdown, ordered by number of survey responses (Base)



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After the Incident survey results

## Open-comment analysis

The following section provides analysis of the three open-comment questions relating to the 'Overall experience' section in the survey (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. The respondents provided very positive feedback to this question.

The highest number of respondents mentioned that the Fire and Rescue Service Team who attended their incident were calm, reassuring and made them feel safe. Many respondents also mentioned that the Fire and Rescue Team were polite, friendly and caring. These comments were often made in relation to keeping the public informed or giving useful advice and being helpful. Several respondents also said that the team were 'professional' when communicating with them and carrying out their role. Respondents were impressed with how promptly the Fire and Rescue Team arrived to the scene and how quickly they dealt with the incident.

Others commented that the Fire and Rescue Service did everything well and others took the opportunity to thank those individuals and teams who they had contact with.

Respondents who mentioned good communication referenced that they were appreciative of the knowledge and information provided by the service, specifically in relation to fire safety.

The Fire and Rescue services were described as treating people with respect, ensuring dignity of individuals and acting in a way that was empathetic. Respondents were also happy that they resolved the issue they were called for.

*"Treated us as people that required professional interaction as well as being responsive to us being shocked and upset. The information provided was useful, questions we would have asked were already being answered to put us at ease and not bring about further stress due to it."*

*"They were so understanding, polite and extremely professional in what they did for me and my dog Max, they even provided water for him because I had ran out. They were all OUTSTANDING!! Thank you all so much."*

*"They quickly arrived at the incident. They were well-mannered and polite. Very informative and answered all of our questions. They helped our neighbour next door with a fire alarm and explained fire safety to all of us. We appreciate everything they did. Extremely satisfied with them."*

*"Quick at the scene and made me feel at ease. Everyone was very polite and reassuring."*

*"Everything, couldn't fault them."*

*"They stayed to mop up some of the water for me, which I didn't expect and was very grateful for."*

*"They are a very friendly team, they are a very reassuring team, they take control of the situation immediately and made my dad feel safe and that he hadn't annoyed them because he had fallen on the floor and they came to help him, they are polite ... they spoke to my dad and respect level was very high, the teamwork is fantastic they reassured me ... nothing was too much trouble for them, watching the fire service teamwork made me so proud of them all! Thank you."*

“Support, reassurance and checked fire safety in our home. Excellent, friendly professional service throughout.”

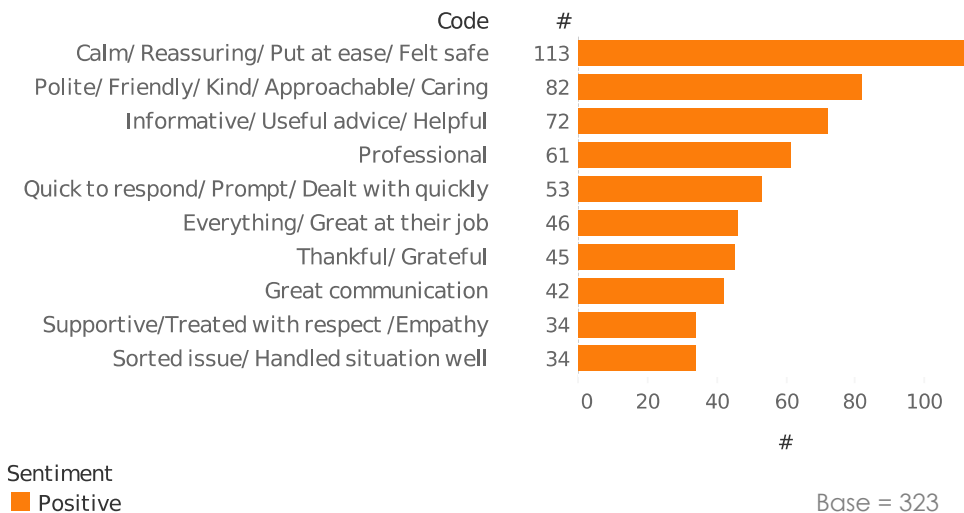
“They did not judge me. They smiled and reassured me as I felt really stupid. They checked everything was safe. They fitted a free smoke alarm in my hall.”

“I felt silly and got a bit upset and I was assured it was all going to be ok, which really helped me in that moment.”

“They fitted fire alarm and gave us advice on it.”

“Dealt with the issue effectively, with good humour.”

**Chart 29:** What we did well - Top 10 codes



**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 'no', 'none', or 'not applicable'.

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

Eight respondents were dissatisfied with an aspect of the service they received, these comments included issues with initial contact and delays in waiting for the team to arrive.

Three respondents made specific suggestions around improving the speed of arrival and providing more accessible information about how to avoid future incidents, and what to do about fire damage.

“Some things were not clear during my first phone call.”

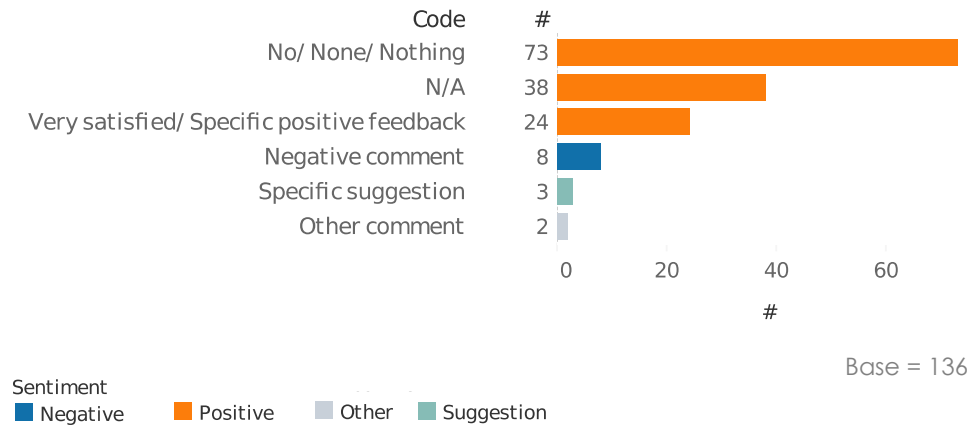
“My only disappointment was deployment time. We waited an excess of 25 minutes when we are a small town with a full time crew.”

“Follow up to understand cause of fire and how it may be prevented in the future. Information about what we should do next as a result of fire damage.”

“More information to avoid a future fire. Elderly neighbours – not sure they fully understood how to minimise the chances of a new fire.”

## After the Incident survey results

**Chart 30:** Areas of dissatisfaction - Top 10 codes



## 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', 'no improvement' or 'not applicable' responses, several respondents provided general 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 your outstanding work'. Several respondents thanked the team who attended their incident, whilst others expressed how impressed they were with service they received. Respondents also mentioned how professional, kind and understanding the Fire and Rescue Team were.

Although the majority of feedback provided was positive, there were a couple of suggestions made by respondents including: improving communication during the initial contact, arriving quicker to the scene, providing more information about how to avoid future incidents and delivering a better aftercare experience. Respondents also felt the service deserved more funding from the government and a pay increase for their work.

*"More rapid response would have been helpful."*

*"Tips to reduce the chances of a fire handout or do's and don'ts re. ways to reduce chances of a fire (one for handout in winter, one for summer) given to people who experience a fire or an almost fire. Clear instructions to older people or info that they can have explained to them by family members."*

*"Better aftercare experience."*

*"My experience was very good, I guess pay them more (this wasn't mentioned by the crew, but like most emergency services I suspect they could do with great pay than basic inflation)."*

*"No improvements they are amazing."*

*"Not at all. Incredible service. Incredible people."*

*"N/A I cannot speak highly enough of the service received."*

*"Excellent service, also followed up the day after the incident to check everything was ok."*

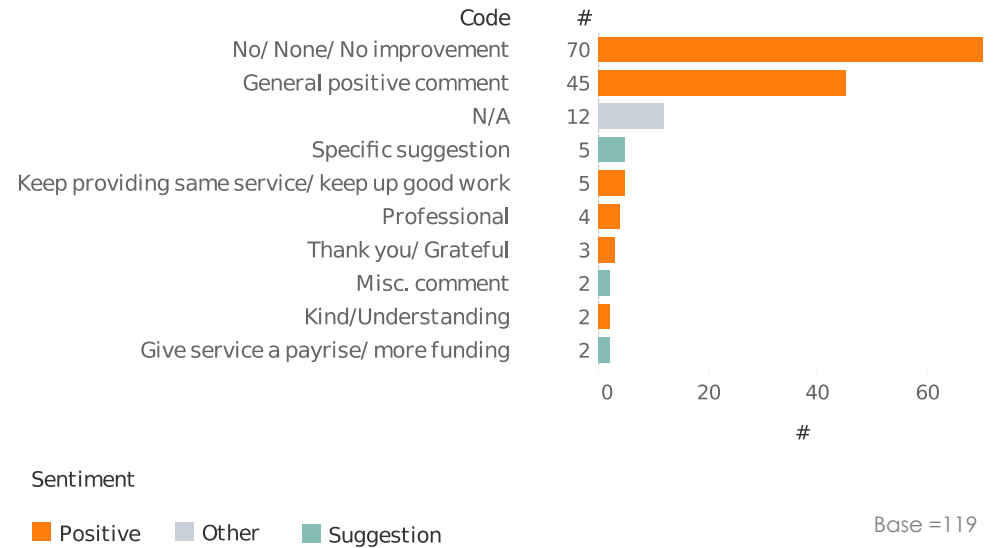
*"Keep on with the good work and keep saving lives."*

*"I was extremely impressed by all of the service. Thanks again."*

*"I cannot think of anything as they did everything so well and in a professional manner."*

*"These fire service workers know what they are doing practically as well as have kindness and understanding when handling a difficult situation for people involved."*

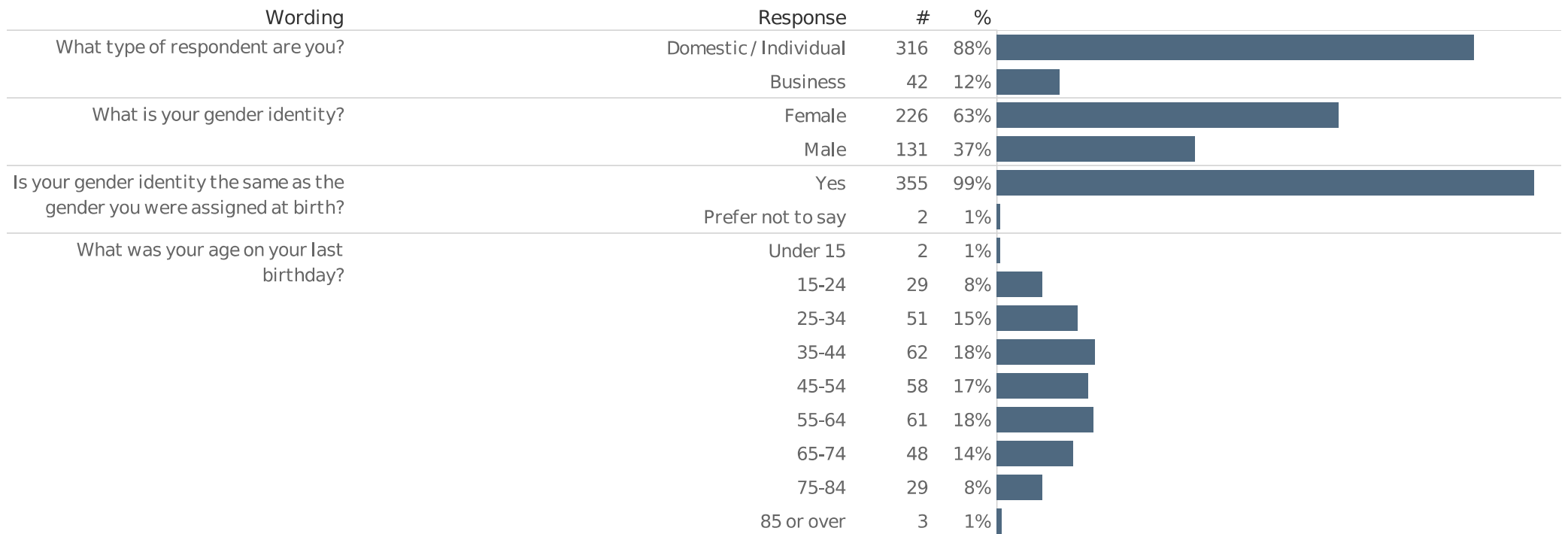
**Chart 31:** Suggestions for improvements - Top 10 codes



After the Incident survey results

## Respondent Demographics

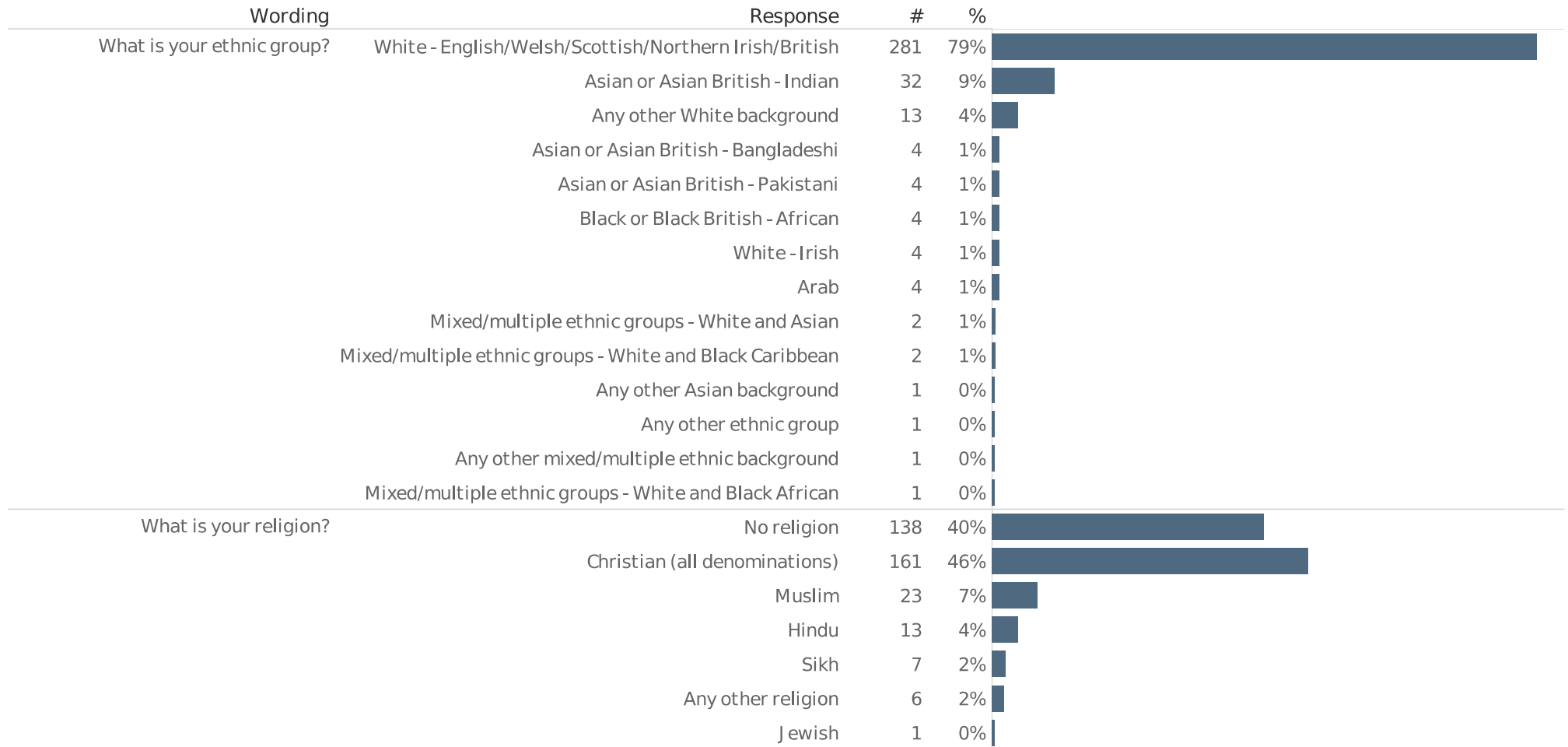
**Chart 32:** Respondent demographics (1)



Base = 343 to 358

Respondents are asked about their gender identity, including 'female', 'male' and 'I use another term'.

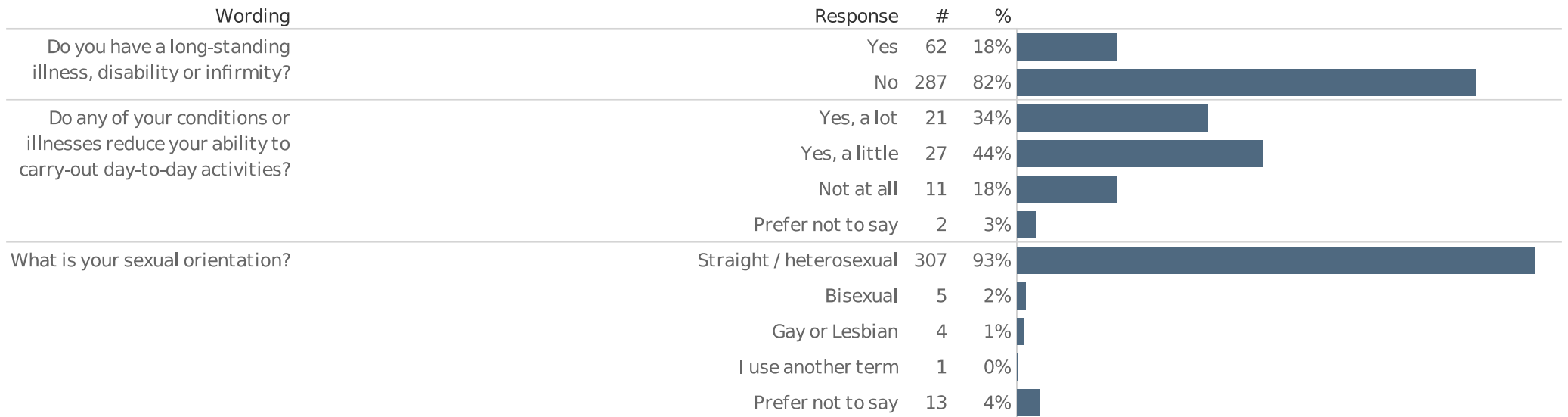
**Chart 33:** Respondent demographics (2)



Base =349 to 354

## After the Incident survey results

**Chart 34:** Respondent demographics (3)

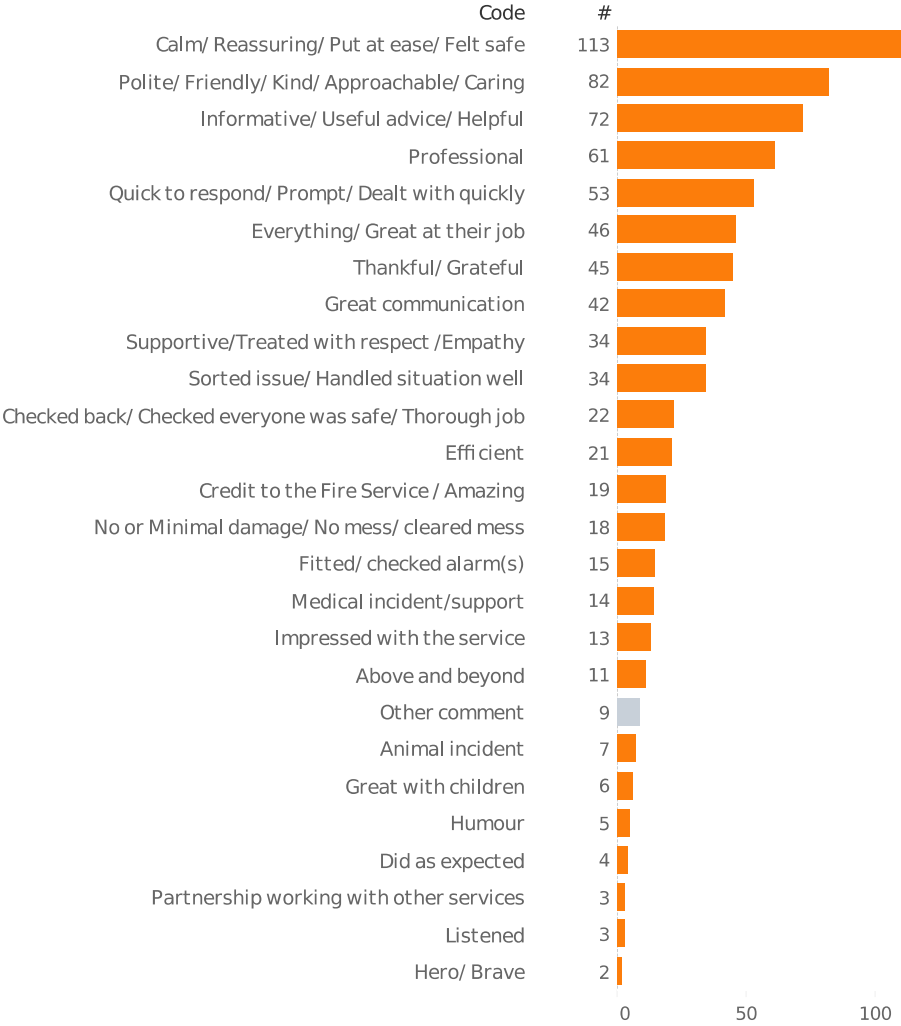


Base =61 to 349



# Appendix 1 - All open comment themes

**Chart 35:** Was there anything the Fire and Rescue Service did particularly well?



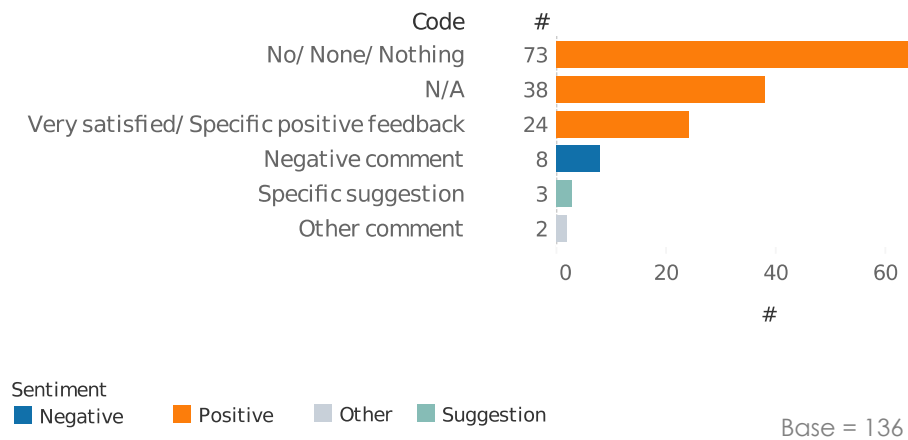
Sentiment  
■ Positive ■ Other

Base = 323

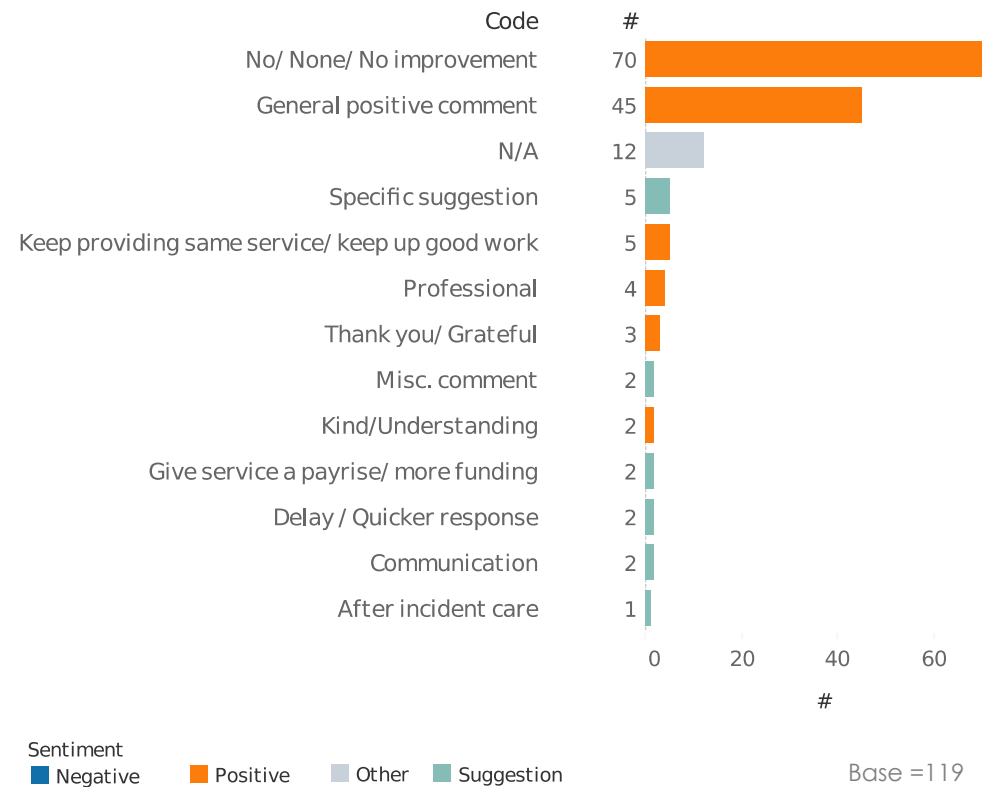
75

## After the Incident survey results

**Chart 36:** If you were dissatisfied with any part of the service, please explain why.



**Chart 37:** If you have any suggestions on how the Fire and Rescue Service could improve our service, please state below.





**LEICESTERSHIRE**  
**FIRE and RESCUE SERVICE**



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