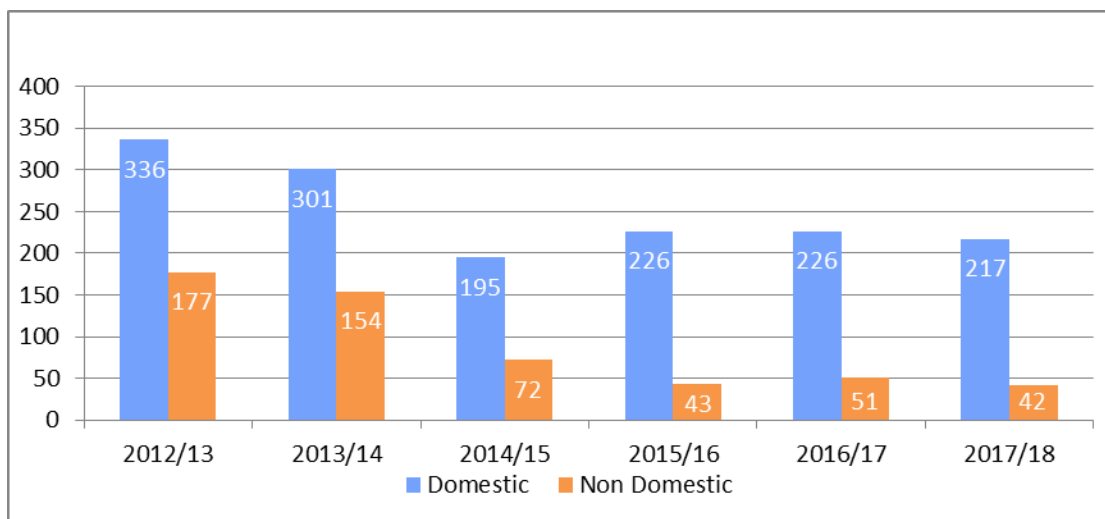


After the Incident Survey 2017-18 – Summary of Results

After the Incident surveys are sent to selected residential and business addresses that have experienced an incident attended by LFRS.

1. Responses

There was a decrease in responses in 2017/18 compared to 2016/17 for both domestic and non-domestic incidents.



The following tables illustrate (for both domestic and non-domestic incidents):

- The percentage score for 2017/18;
- Where we are ranked nationally (against other FRs that have taken the survey and have sufficient responses to warrant a benchmark). Green shading illustrates above average national performance, red below average and yellow average.
- The percentage increase or decrease from 2016/17. Green illustrates an improvement; red a deterioration and yellow no change.
- In the main, answers that are either 'strongly' or 'tend to agree' are used to make up the percentage scores.

2. Initial Contact

Initial Contact:	DOMESTIC			NON-DOMESTIC		
	2017/18 %	Ranking nationally (of 9)	Compared to 2016/17	2017/18 %	Ranking nationally (of 7)	Compared to 2016/17
Polite	99.1	6	-0.1%	100.0	3	0.0%
Helpful	98.2	5	-0.3%	100.0	3	+3.3%
Efficient	99.1	2	-0.9%	100.0	3	0.0%
Reassuring	97.1	6	-0.5%	93.3	3	-3.3%
Informative	97.1	5	+0.4%	96.7	2	-3.3%
Satisfaction with Initial Contact	98.3	9	-1.0%	100.0	6	+3.4%

For domestic incidents there has been a slight reduction when compared to the previous year in terms of initial contact with staff, i.e. Control operators. All areas showed some reduction, except for the category 'reassuring' which showed some improvement when compared to the previous year. In domestic incidents, 113 people were very satisfied with contact overall, 6 were satisfied, with 1 person that was neither satisfied nor dissatisfied and 1 person was very dissatisfied.

The ranking score in the benchmarking report gives Leicestershire a ranking score of 9 out of 9 services, with 1 being the best.

For non-domestic incidents, there were 30 people satisfied with initial contact overall, which was 100% satisfied. There was no one that was dissatisfied with initial contact overall. This showed a 3.4% improvement when compared to last year.

The ranking score in the benchmarking report gives Leicestershire a ranking score of 6 out of 7 services, with 1 being the best. This was despite all categories being above average national performance. The 'satisfaction with initial contact' is a separate question which asks about the overall satisfaction and is not an average of all of those other indicators combined (polite, helpful etc.).

3. At the Scene

At the scene	DOMESTIC			NON-DOMESTIC		
	2017/18 %	Ranking nationally (of 9)	Compared to 2016/17	2017/18 %	Ranking nationally (of 7)	Compared to 2016/17
Speed of response	88.7	6	-2.7%	88.9	6	-3.8%
Kept informed during incident	95.2	5	-2.3%	97.3	6	-0.4%
FFs polite	99.5	7	0.0%	97.3	3	-0.4%
FFs helpful	98.3	7	-0.6%	97.2	4	-2.8%
FFs informative	97.7	8	+0.5%	97.2	3	-2.8%
FFs efficient	97.2	8	-2.3%	97.2	3	-2.8%
FFs sensitive	96.5	5	-1.8%	91.7	3	-3.4%
Effects of incident kept to minimum	97.8	9	-2.2%	100.0	1 (= with 4 others)	0.0%
Satisfaction with service at scene	98.4	7	-1.1%	100.0	2	+2.3%

Of those present at the time of the incident, the majority of people for both domestic and non-domestic incidents felt the arrival time of the fire service was either quicker than expected, or as expected. Only 8 of 186 domestic respondents and 2 of 36 non-domestic respondents felt that the response time was slower than expected.

There were hardly any areas of improvement from 2016/17, although overall for non-domestic respondents, showed overall satisfaction with the service at the scene at 100%.

However, there were improvements shown when comparing against national performance for non-domestic incidents. The ranking score in the benchmarking report gives Leicestershire a ranking score of 2 out of 7 services, with 1 being the best for non-domestic incidents. The majority of categories showed Leicestershire scoring above the average. For domestic incidents, the ranking score in the benchmarking report gives Leicestershire a ranking score of 7 out of 9 services, with 1 being the best for domestic incidents.

Positive comments include:

- *"They stayed until the situation was under control, which was very reassuring."*
- *"Told us step by step what they were doing."*
- *"Very calm and super efficient."*
- *"They talked us through everything and kept double checking that everything was safe. The chimney was found not to be on fire, though there was a lot of smoke."*
- *"Were very careful to keep mess minimal."*
- *"Very fast response."*
- *"Explained fully the reason for the call. No fire and all were safe on arrival. Very informative."*
- *"Very reassuring and friendly, both on the phone and at the scene. Fire service made sure I was ok before leaving!"*

There were of course some areas of dissatisfaction and suggestions for improvement:

- *"We were dismayed that the water supply on the fire engine ran out before the shed fire was extinguished. It was disconcerting when they left to refill their tank"*
- *"The inspector who followed up was rude."*
- *"It was not made clear that my husband should seek medical advice for his burn when the FRS treated it."*
- *"Initial 999 not answered competently or quickly."*
- *"Seemed a slow response."*
- *"Reopen the fire stations that have closed down."*
- *"More empathy for people with mental issues."*

4. Information and advice

Information and Advice	DOMESTIC			NON-DOMESTIC		
	2017/18 %	Ranking nationally (of 9)	Compared to 2016/17	2017/18 %	Ranking nationally (of 7)	Compared to 2016/17
Received safety advice at scene	82.0	8	+1.8%	77.8	6	+10.8%
Advice at scene helpful	n/a	n/a	n/a	100.0	1 (= with 5 others)	0.0%
Offered Home Fire Safety Check (HFSC)	45.0	6	+5.2%	n/a	n/a	n/a
Has advice received been adopted	58.0	n/a	-3.1%	89.3	n/a	+5.1%
Offered information booklet	35.5	6	+1.5%	22.0	1	+16.1%
Did you read booklet	n/a	n/a	n/a	87.5	n/a	-12.5%
Booklet was easy to understand	100.0	4	+1.6%	88.9	n/a	-11.1%
Booklet was informative	100.0	3	0.0%	88.9	n/a	-11.1%
Booklet was helpful	100.0	4	0.0%	88.9	n/a	-11.1%
Booklet was relevant	96.4	3	-1.6%	88.9	n/a	-11.1%

Information and advice responses for domestic residents have shown good improvements from the previous year. Respondents that were offered a HFSC increased by 5.2% (45.0%). However, the majority (55.0%) of people were not offered an HFSC. One hundred percent of people found the Booklet of information offered was easy to understand, informative, helpful and relevant.

Of the non-domestic respondents there was a significant increase in the percentage that were offered an information booklet (22.0%), an increase of 16.1%.

Encouragingly, the number of people being offered a HFSC for domestic residents has shown an increase, along with them being offered a booklet. For non-domestic the number of people being offered a booklet has increased significantly. The majority found the information booklets useful and informative when they were offered. Given the positive feedback on these, and that advice does seem to be adopted, it should be recommended that they are given out more frequently.

There is no overall ranking score in the benchmarking report regarding information and advice, but the majority of categories are above average national performance for non-domestic incidents and for domestic incidents Leicestershire were performing above average, for the booklet being informative, helpful and relevant.

5. Overall Service

	DOMESTIC			NON-DOMESTIC		
	2017/18 %	Ranking nationally (of 9)	Compared to 2016/17	2017/18 %	Ranking nationally (of 7)	Compared to 2016/17
Satisfaction with overall service	96.2	5	-2.4%	97.6	5	-0.4%

Almost all domestic and non-domestic respondents were satisfied with the level of service they received. Domestic incidents showed a reduction (2.4%) in the level of satisfaction when compared to 2016/17 and non-domestic respondents showed a 0.4% reduction in satisfaction from 2016/17.

Of the 212 domestic valid responses, 2 people was fairly dissatisfied and 2 people very dissatisfied with the overall service. There were 4 people that were neither satisfied nor dissatisfied. 196 people were very satisfied and 8 people were fairly satisfied with the overall service.

The ranking score in the benchmarking report gives Leicestershire a ranking score of 5 out of 9 services, with 1 being the best.

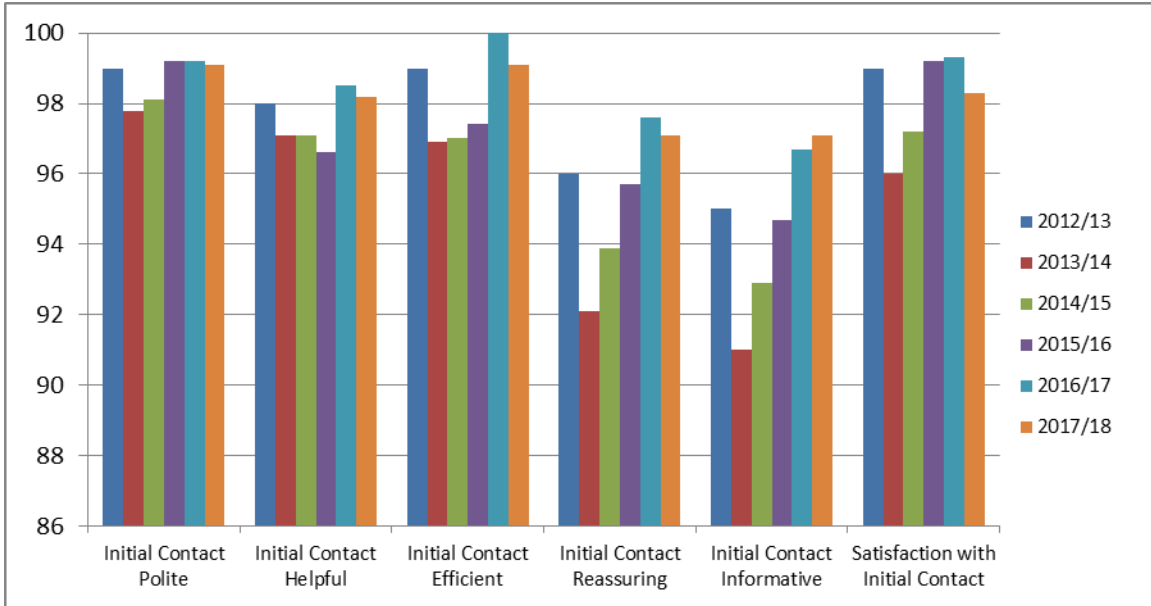
Of the 42 ATI non-domestic valid responses, only 1 person expressed they were neither satisfied nor dissatisfied with the overall service. 38 people were very satisfied and 3 people were fairly satisfied with the overall service.

The ranking score in the benchmarking report gives Leicestershire a ranking score of 5 out of 7 services, with 1 being the best.

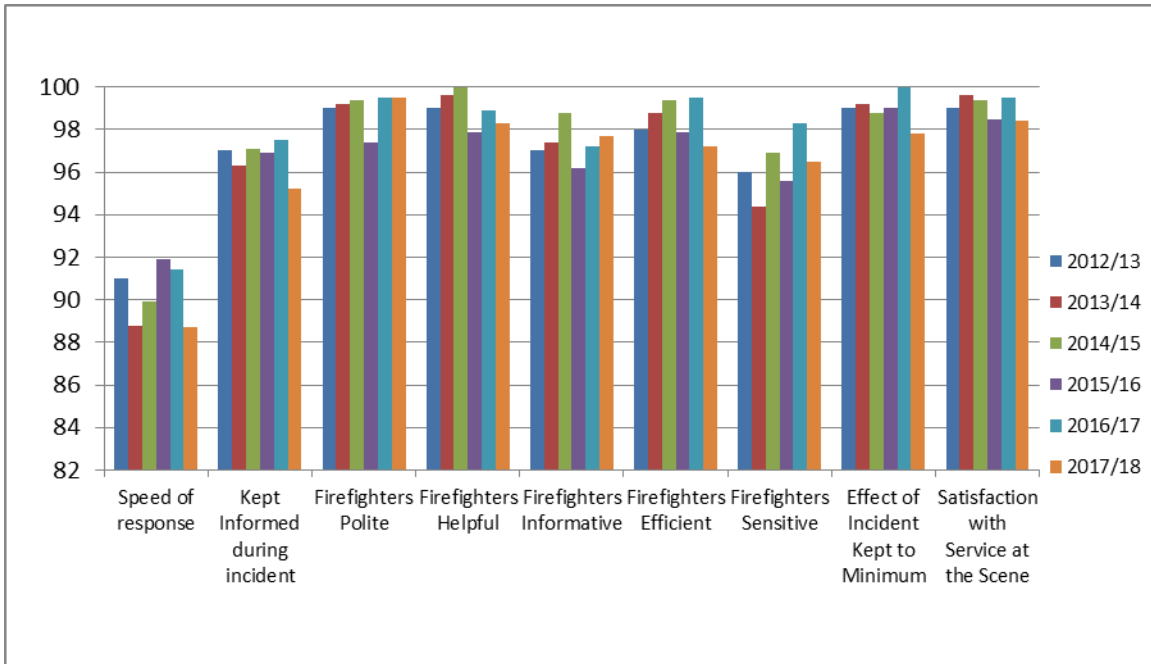
Graphs Showing Six Year Performance (where information is available)

DOMESTIC INCIDENTS

1. Initial contact (domestic)

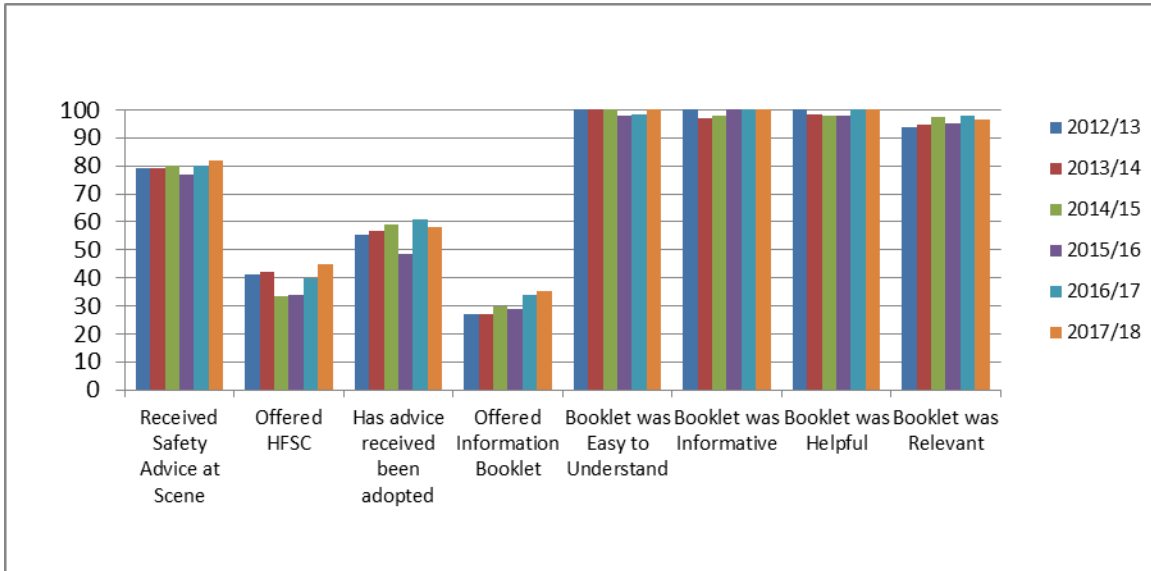


2. At the scene (domestic)

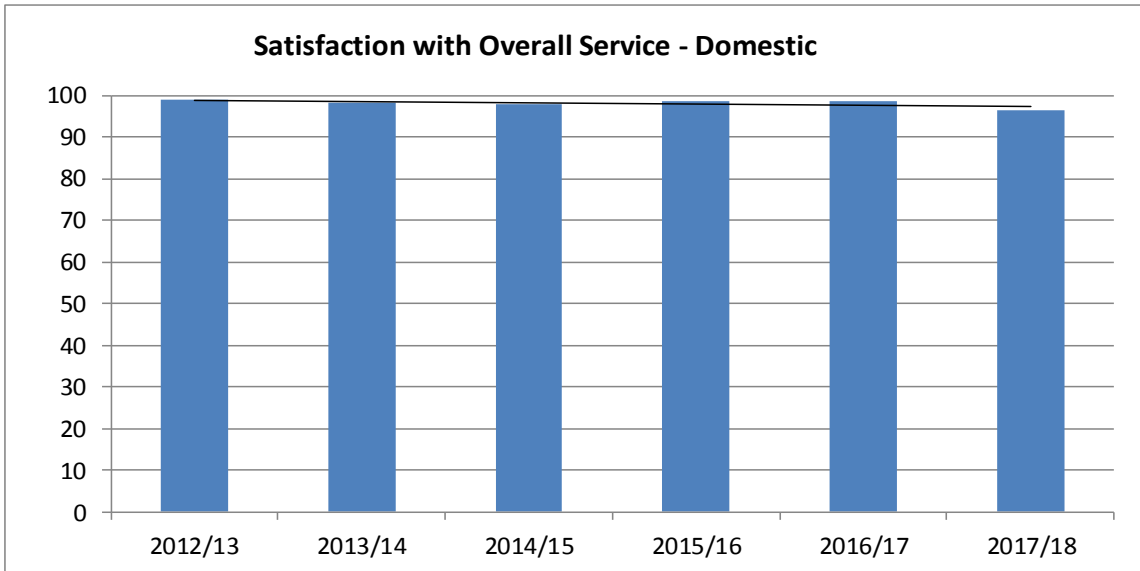


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3. Information and Advice (domestic)

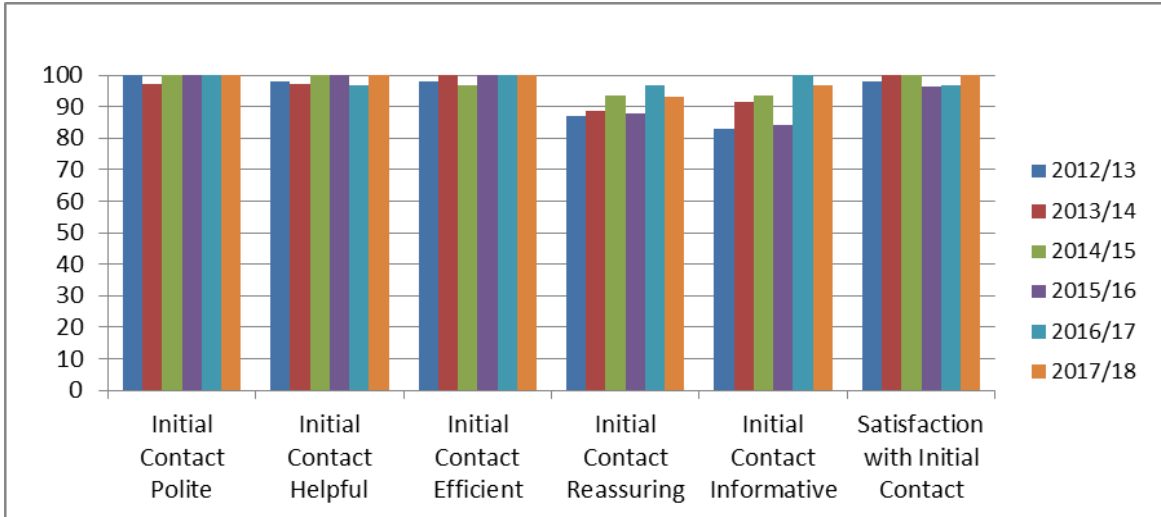


4. OVERALL SATISFACTION (domestic)

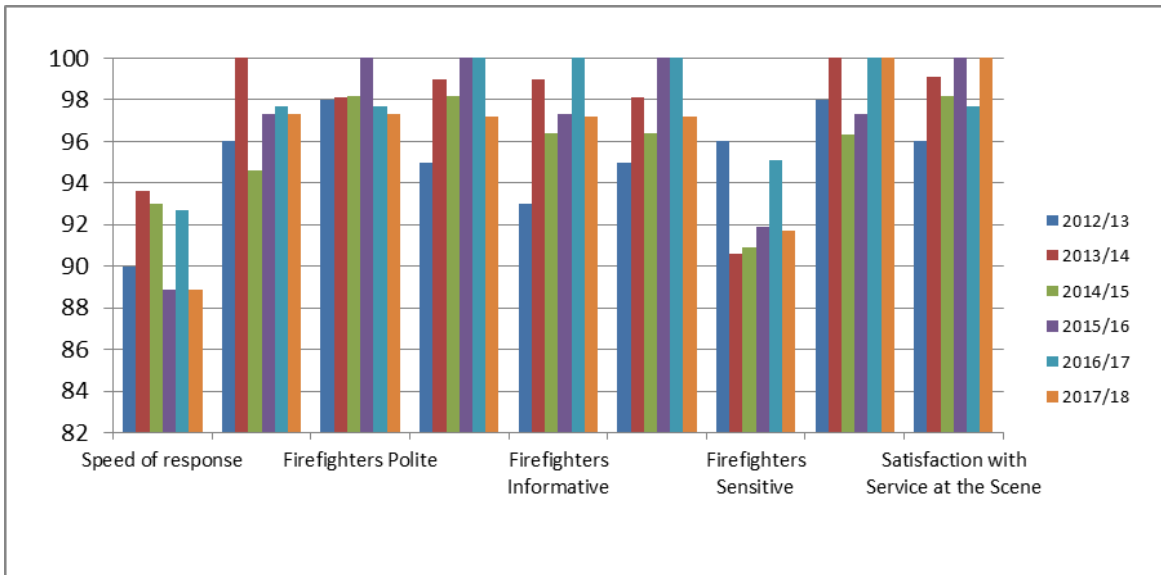


NON-DOMESTIC INCIDENTS

1. Initial contact (non-domestic)

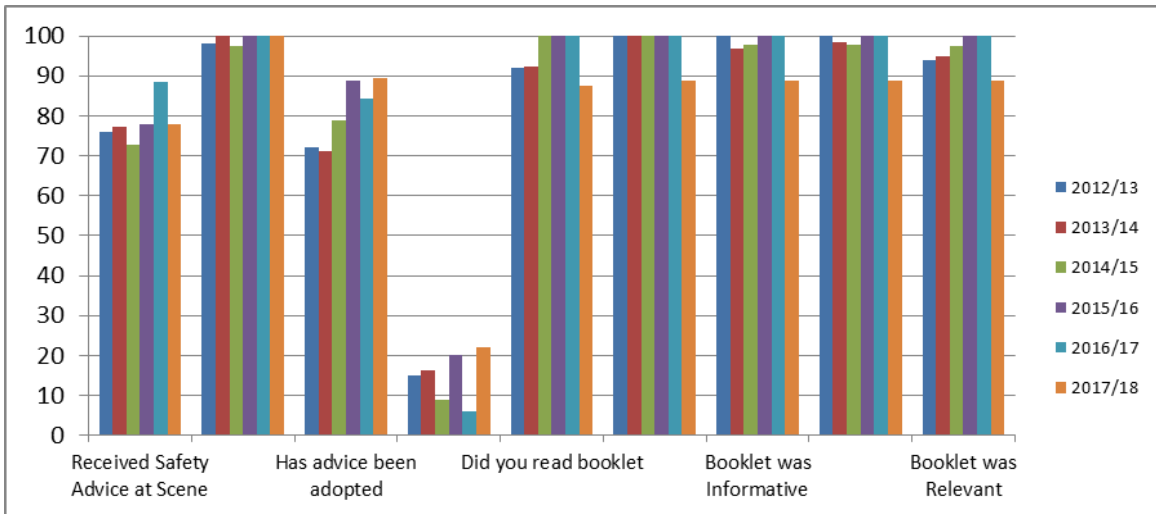


2. At the scene (non-domestic)



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3. Information and Advice (non-domestic)



4. OVERALL SATISFACTION (non-domestic)

