

OPERATIONAL INCIDENT SURVEY 2017-18 RESULTS SUMMARY

SURVEY DETAILS

An Operational Incident Survey was issued in March 2018 to a sample of **1202 members of the public** to assess satisfaction levels with the service provided by NIFRS at incidents during the period July 2017 to December 2017. A total of **186** questionnaires were completed and returned, achieving a response rate of **15%**.

This summary reports only on questions answered by respondents; questions left unanswered are excluded from the analysis. Where percentages in the report do not add up to 100% this can be attributed to computer rounding.






A sample of the comments received from respondents are provided throughout the leaflet for your information.

"Superb response and extremely professional and helpful. Thanks again."

Respondent feedback for Knock






TELEPHONE CONTACT

Respondents were asked to rate their telephone contact with NIFRS. The breakdown of answers is shown below:

NIFRS TELEPHONE CONTACT		
EXCELLENT		88%
GOOD		12%
AVERAGE		0%
POOR		1%
VERY POOR		0%

It is very pleasing to note that of the **181** respondents who answered this question 88% felt that the telephone contact with NIFRS was Excellent.

FIREFIGHTERS AT THE SCENE

FIREFIGHTERS AT THE SCENE		
EXCELLENT		95%
GOOD		4%
AVERAGE		1%
POOR		0%
VERY POOR		0%

Respondents were asked to rate the fire crew who attended their incident. The breakdown of answers is shown to the left.

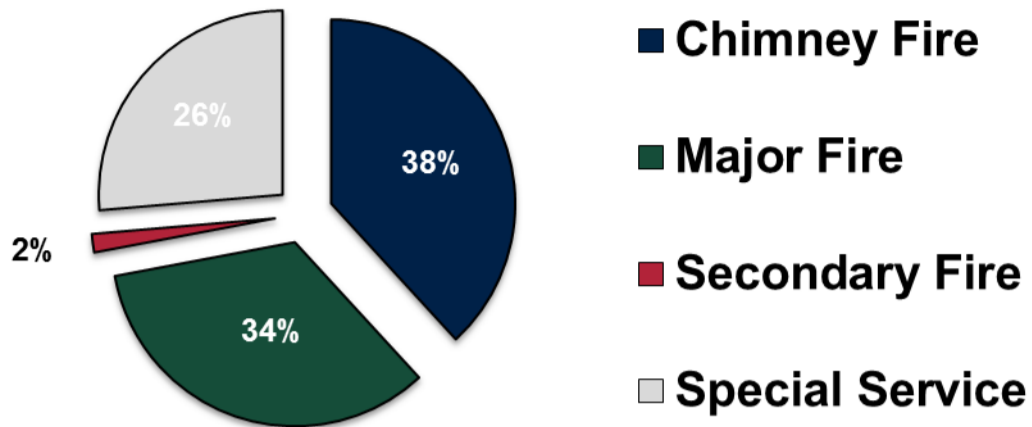
It is very pleasing to note that of the 186 respondents who answered this question 99% rated the firefighters who attended their incident as Good or above.

"The fast thinking and speed of the fire crew saved the building, I can't thank them enough."

Respondent feedback for Ballycastle

INCIDENT BREAKDOWN

The diagram below shows the breakdown of incident type of the **186** returned questionnaires:



"Feel thankful to have such a wonderful service and to know that your home was going to be in safe hands."

Respondent feedback for Fintona

NIFRS OVERALL EXPERIENCE

NIFRS OVERALL SERVICE		
EXCELLENT		94%
GOOD		4%
AVERAGE		2%
POOR		0%
VERY POOR		0%

Respondents were asked to rate their overall NIFRS experience at their incident. The breakdown of answers is shown left.

Of the 186 people who answered this question 98% of respondents rated their NIFRS experience as Good or Excellent. Overall Experience was generally received positively.

"Your professionalism was faultless, both at the incident and during the subsequent investigation. Words written or spoken are not enough to thank you."

Respondent feedback for Bangor.

SURVEY FOLLOW UP

- Only 2 respondents requested contact from NIFRS in relation to their incident.
- 7 respondents made comments that required further investigation by NIFRS.
- 87 respondents asked that their details be added to the NIFRS Consultation List
- 82 respondents agreed that they could be contacted to share their experience as Case Studies.
- 113 respondents left appreciations about the service they received from NIFRS.

All the above information was forwarded to the relevant Area Command and Department for further investigation and action as appropriate.