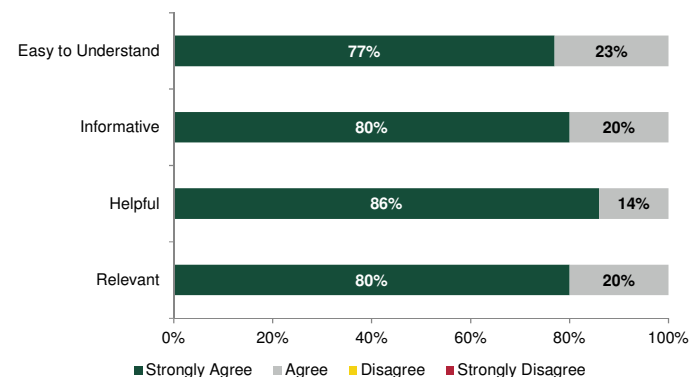


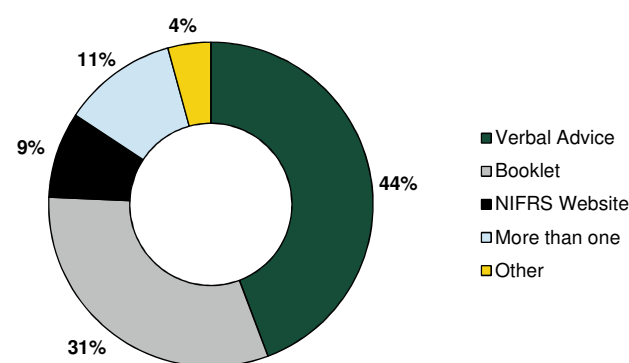
3. INFORMATION AND ADVICE CONTINUED

Q3.2 Thinking about the quality of the advice given, do you agree or disagree that it was...?



The quality of advice given received high levels of satisfaction across all categories, with 100% of respondents agreeing or strongly agreeing that the advice they received at their incident from NIFRS was easy to understand, informative, helpful and relevant.

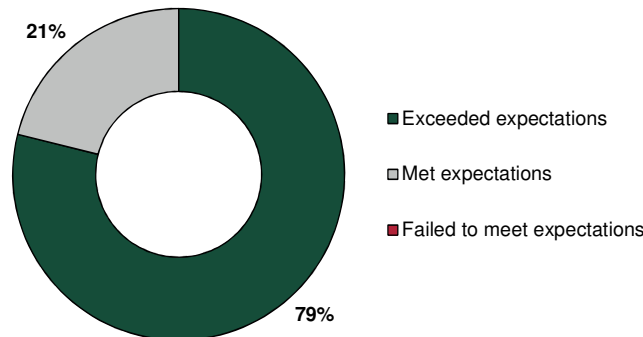
Q3.3 In what format would you prefer to receive safety advice from NIFRS in the future?



The majority of respondents (44%, n=31) answering this question have highlighted that their preferred option for future advice is verbal. This was closely followed with 31% (n=22) of respondents wanting future safety advice in the form of a booklet.

4. OVERALL SERVICE

Q4.1 Taking everything into account, did the quality of the service exceed, meet or fail to meet your expectations?



Overall NIFRS achieved a high level of customer satisfaction with 100% (n=71) of respondents answering that the quality of the service they received met or exceeded their expectations.

This positive response reinforces the good work that NIFRS is carrying out within the community and encourages our on going pursuit of excellence at all levels of the organisation.

COMMENTS MADE BY RESPONDENTS

"Staff are always pleasant, efficient and professional."
Respondent feedback Knock Fire Station, Eastern Area Command.

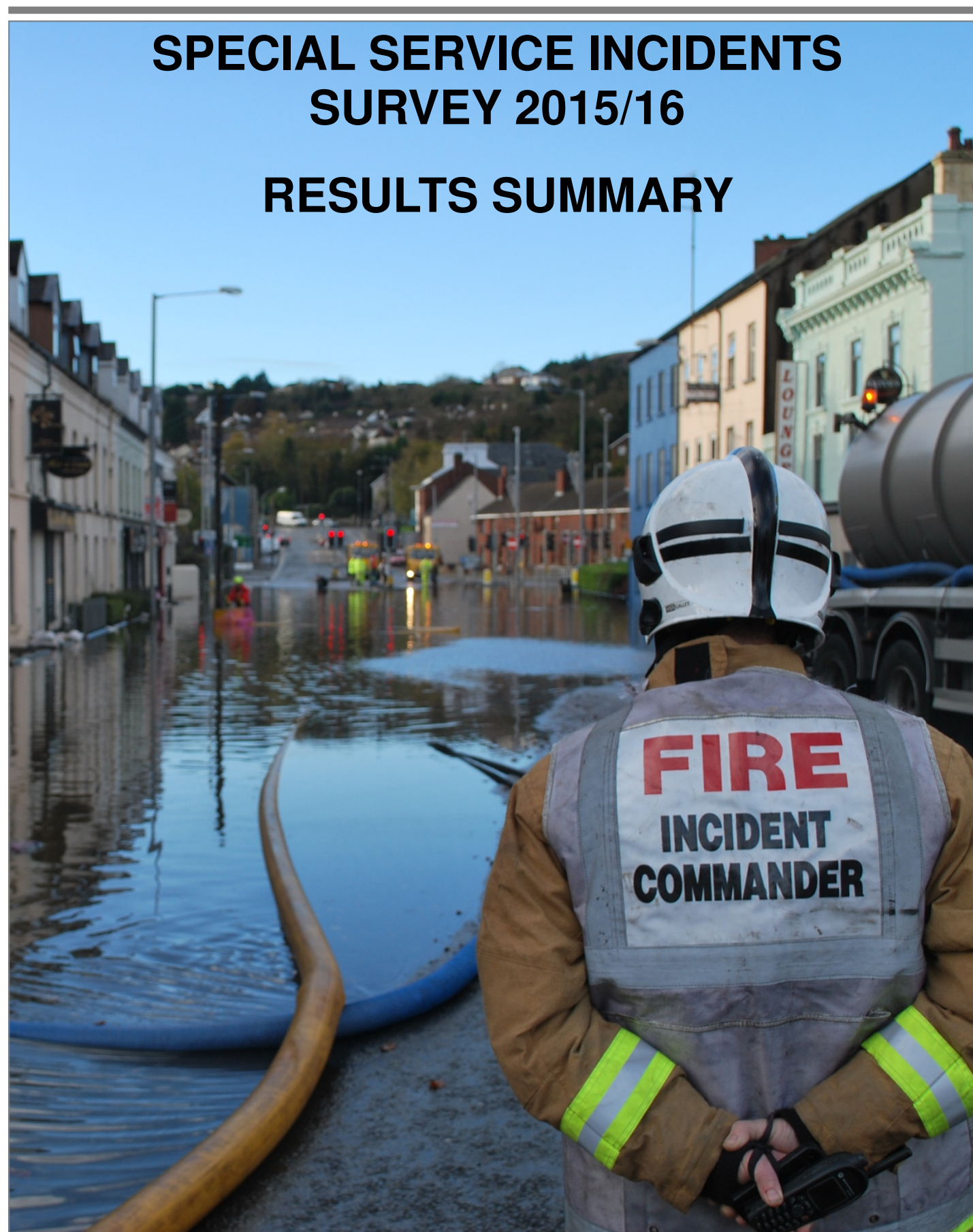
"The Officers involved were exceptional from start to finish. Thorough in all aspects of their work."
Respondent feedback Portrush Fire Station, Northern Area Command.

"Immediate response... Very supportive, sensitive and quick."
Respondent feedback Ballynahinch Fire Station, Southern Area Command.

"The speed in which the response was made was more than impressive as was the knowledge and expertise of the firefighters."
Respondent feedback Crescent Link Fire Station, Western Area Command.



Northern Ireland
Fire & Rescue Service



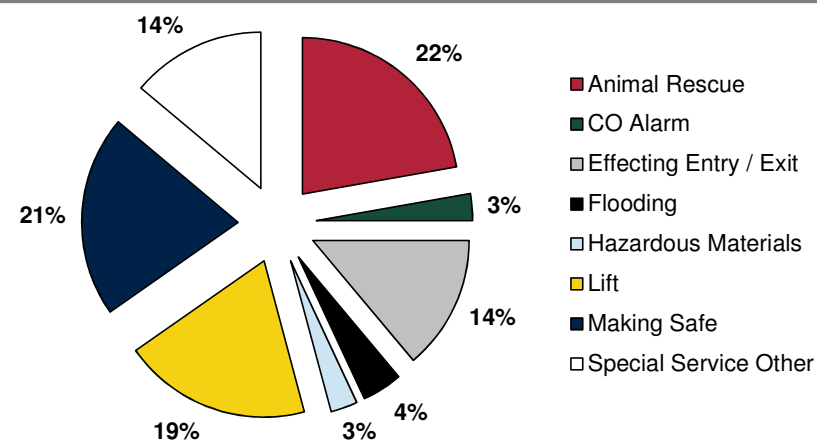
SPECIAL SERVICE INCIDENTS SURVEY 2015/16 - RESULTS SUMMARY

This report summarises the responses received during Northern Ireland Fire & Rescue Service (NIFRS) Special Service Incidents Survey. A total of **239** questionnaires were issued to members of the public who called NIFRS to a special service incident during 2015/16 and a total of **72** questionnaires were completed and returned, achieving a response rate of **30%**.

A special service incident, is a non-fire related incident including animal rescue, CO alarm, flooding, hazardous materials and lift rescue etc (this is a non-exhaustive list). For the purpose of this survey road traffic collisions are excluded.

This summary reports only on questions answered by respondents; questions left unanswered or answered 'Don't Know' are excluded from the analysis. Questions completed incorrectly have been disregarded and where total percentages do not add up to 100% this can be attributed to computer rounding.

INCIDENT TYPE OF QUESTIONNAIRES RETURNED



1. INITIAL CONTACT

Q1.1 Did you contact the Emergency Services yourself?

58% said YES **42% said NO**

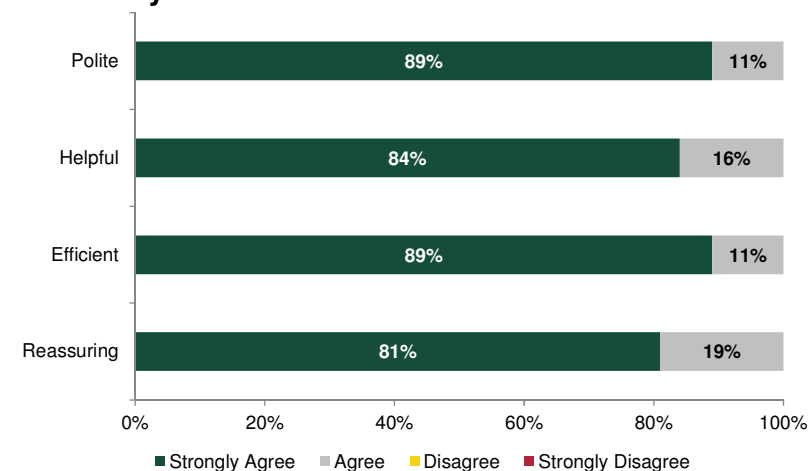
(Q1.2 for internal monitoring purposes only.)

Q1.3 When passed from the BT operator to NIFRS was your call answered...?

QUICKER THAN EXPECTED **AS EXPECTED** **SLOWER THAN EXPECTED**
50% **50%** **0%**

It is pleasing to note that 100% (n=30) of respondents felt their call was answered quicker than or as expected.

Q1.4 Thinking about your contact with NIFRS on the telephone, do you agree or disagree that they were...?



NIFRS achieved high levels of customer satisfaction with 100% of respondents agreeing or strongly agreeing that their contact on the telephone with NIFRS was polite, helpful, efficient and reassuring.

The positive responses reinforce our pursuit of open and honest communication with all our stakeholders, especially those who have had to avail of our services.

SPECIAL SERVICE INCIDENTS SURVEY 2015/16 - RESULTS SUMMARY

Q1.5 Did you consider the amount of information you were expected to provide to the NIFRS telephone operator to be...?

0% said TOO LITTLE **100% said SUFFICIENT** **0% said TOO MUCH**

Out of 38 respondents who answered this question 100% said that the information they were expected to provide was sufficient. These responses highlight the experience of the NIFRS telephone operators in targeting questions that result in the most relevant incident information being given by a member of the public, allowing the rapid deployment of the required resources.

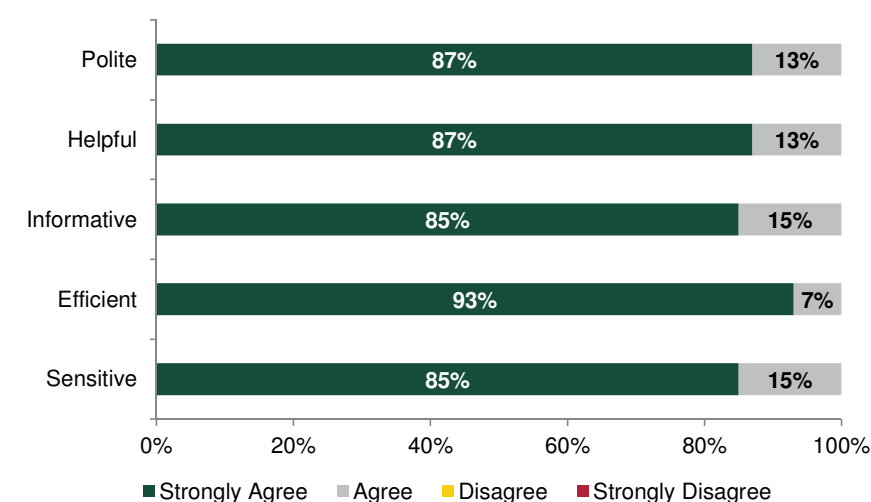
2. AT THE SCENE

Q2.1 In your opinion, was the Fire Appliance arrival time to the incident...?

QUICKER THAN EXPECTED **AS EXPECTED** **SLOWER THAN EXPECTED**
63% **37%** **0%**

It is pleasing to note that 100% (n=67) of respondents felt that the Fire Appliance arrival time to the incident was as expected or quicker than expected.

Q2.2 Thinking about the Firefighters at the scene, do you agree or disagree that they were...?



Firefighters who attended the incident scene received high levels of satisfaction with 100% of respondents agreeing or strongly agreeing that they were polite, helpful, informative, efficient and sensitive.

The positive responses from Q2.1 and Q2.2 highlight the success of Firefighters in achieving our mission to deliver a fire and rescue service to ensure the safety and wellbeing of our community.

Q2.3 Do you feel NIFRS kept the effects of the incident to a minimum?

96% said YES **4% said NO**

96% (n=68) of respondents felt that the effects of their incident was kept to a minimum. This highlights the efforts of Firefighters in minimising the impact of an incident on members of the public who required our services.

4% (n=3) of respondents felt that the effects of their incident were not kept to a minimum, the details of which have been forwarded to the relevant Area Commander for their information and feedback.

3. INFORMATION AND ADVICE

Q3.1 Were you given any safety advice by NIFRS after your incident that may help to prevent a reoccurrence?

77% said YES **23% said NO**

Q3.1a Form of safety advice given to the respondents who answered yes to Q3.1:

VERBAL ADVICE **VIA BOOKLET** **COMBINATION**
83% **6%** **11%**