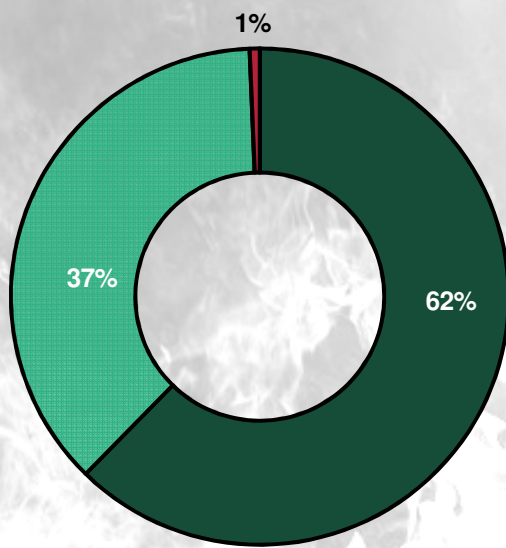


OVERALL SERVICE



■ Exceeded Expectations ■ Met Expectations ■ Failed to Meet Expectations

Overall NIFRS received a high level of Customer Satisfaction with 99% (n= 153) of respondents answering that the quality of service they received either met or exceeded their expectations.

1 respondent felt that NIFRS failed to meet their expectations and details of this questionnaire were forwarded to the relevant Area Command for information and feedback.

"Fire Service did a great professional job for myself and my family, they risked their own lives to save my home, kept me and my husband informed in everything they were doing. We are very grateful for everything. Great service in every way. Thank you so much."

Respondent feedback on overall NIFRS Service

SURVEY DETAILS

An Emergency Response Survey was issued in November 2015 to a sample of 578 members of the public to assess the satisfaction levels with the service provided by NIFRS at major, secondary and chimney fires during the period April 2015 to September 2015. A response rate of **27%** was achieved for this survey.

This summary reports only on questions answered by respondents; questions left unanswered or answered 'Don't Know' are excluded from the analysis. The figures quoted in the charts are percentages. Where percentages in the report do not add up to 100% this can be due to multiple responses or computer rounding.

Responses to questions and a sample of the comments received from respondents are provided throughout the leaflet for your information.

INCIDENT TYPE OF RETURNED QUESTIONNAIRES

MAJOR FIRE		76%
CHIMNEY FIRE		23%
SECONDARY FIRE		1%

This document has been designed and produced by the Operations Business Management Unit, Northern Ireland Fire & Rescue Service, Headquarters, 1 Seymour Street, Lisburn BT27 4SX

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**Northern Ireland
Fire & Rescue Service**

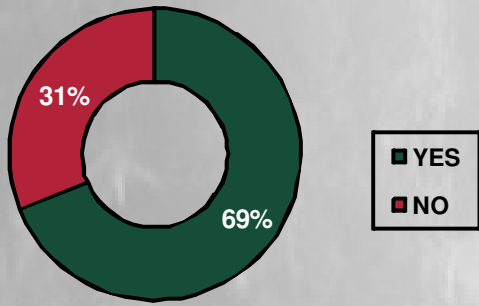
EMERGENCY RESPONSE SURVEY 2015/16 RESULTS SUMMARY

Protecting Our Community

EMERGENCY RESPONSE SURVEY 2015/16 RESULTS

INITIAL CONTACT

Q1.1 Did you call Emergency Services yourself?

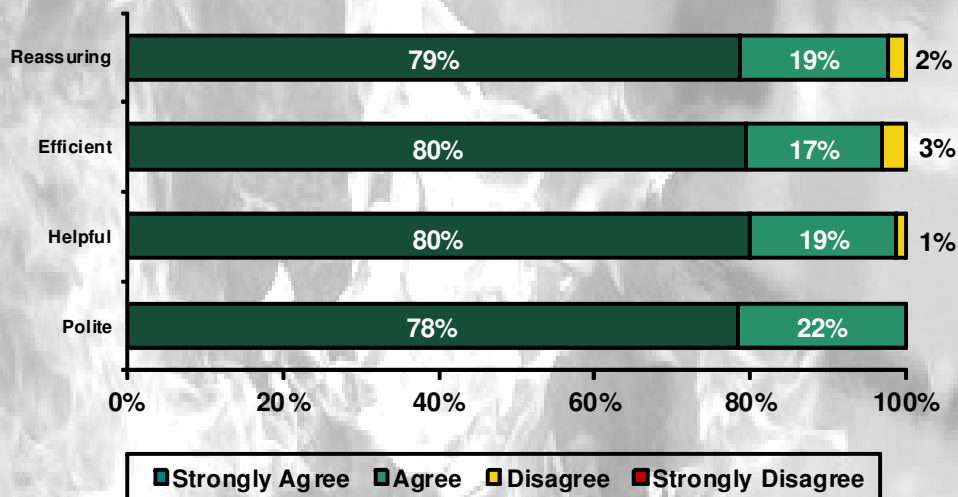


Q1.2 When passed from the BT Operator to NIFRS was your call answered...?

Quicker than Expected	As Expected	Slower than Expected
46%	52%	3%

3% (n=3) of respondents felt their call was answered slower than expected by the Fire Control Operators. Details of these incidents have been forwarded to the Regional Control Centre for information and feedback.

Q1.3 Thinking about your initial contact with NIFRS on the telephone, do you agree or disagree that they were:



It is pleasing to note that 100% of respondents felt that the Fire Control Operators were polite. A minimum of 97% satisfaction was achieved throughout all the other categories. Where a respondent answered 'Disagree' no further explanation was given.

Q1.4 Did you consider the amount of information you were expected to provide to the NIFRS Operator to be:

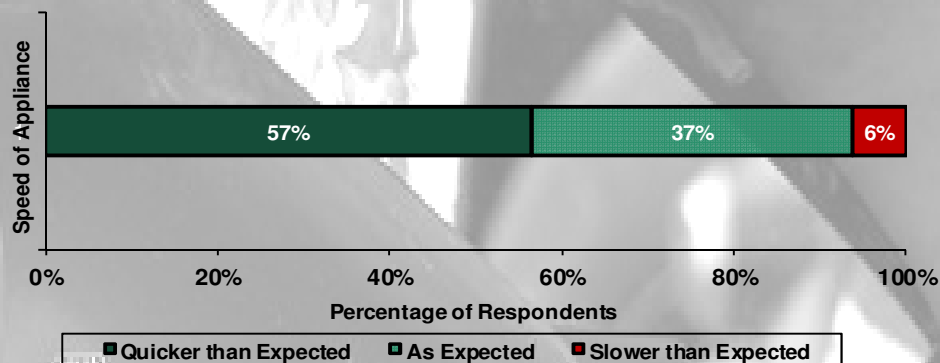
TOO LITTLE	1%	SUFFICIENT	97%	TOO MUCH	2%
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3% of respondents (n=3) felt that the Fire Control Operators required either too much or too little information during their call. Details of these incidents have been forwarded to the Regional Control Centre for information and feedback.

"I felt that the whole service provided from when I called until the Fire Service left was excellent, professional and very caring."
Respondent feedback for Springfield Station

AT THE SCENE

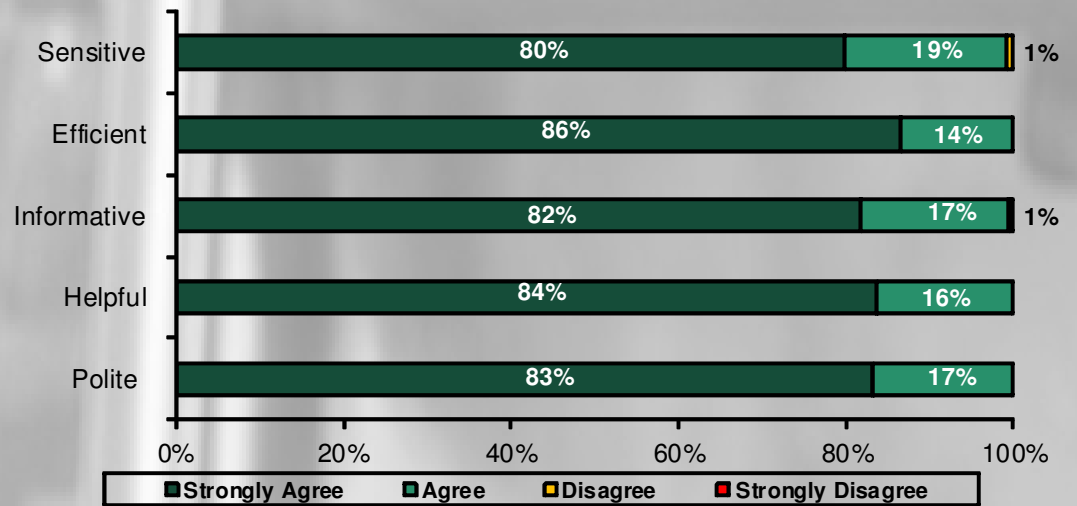
Q2.1 In your opinion, was the fire appliance arrival time to the incident:



6% (n=9) of respondents answered that the appliance arrived 'slower than expected'. After initial investigation it was found that only 2 of these did not meet NIFRS Emergency Response Standards. Details of these incident were forwarded to the relevant Area Command for investigation and feedback.

"The guys were all very efficient, clearly knew what they were doing and liaised with us the whole time - very impressed."
Respondent feedback for Larne Station

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



Firefighters at the scene received very high levels of satisfaction across all the categories. On the 2 occasions where a respondent answered 'Disagree' to 'Sensitive', and 'Informative' no explanation was given for this choice. No respondents selected 'Strongly Disagree' for any category in this question.

"Calmly and efficiently put the incident under control, kept us updated throughout, reassuring and professional."
Respondent feedback for Newtownards Station

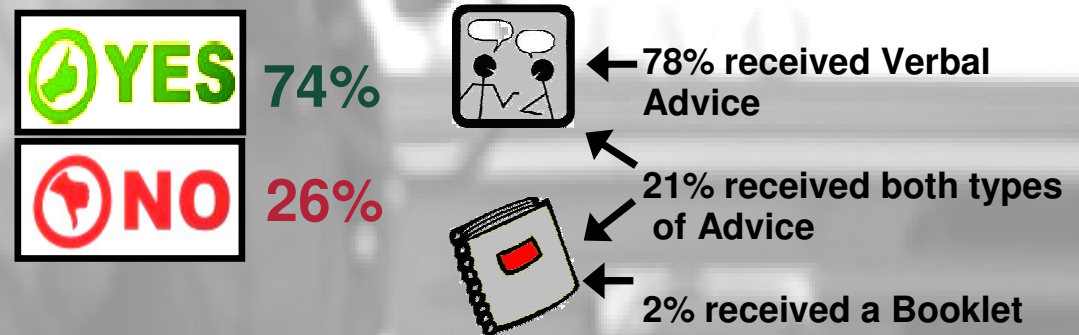
Q2.3 Do you feel NIFRS kept the effects of the incident to a minimum?

99% of respondents agreed that NIFRS kept the effects of the incident to a minimum.

Only 2 respondents (1%) felt NIFRS did not keep the effects to a minimum. Details were forwarded to the relevant Area Command for investigation. This highlights the efforts of Firefighters in minimising the impact of an incident on the members of the public.

INFORMATION AND ADVICE

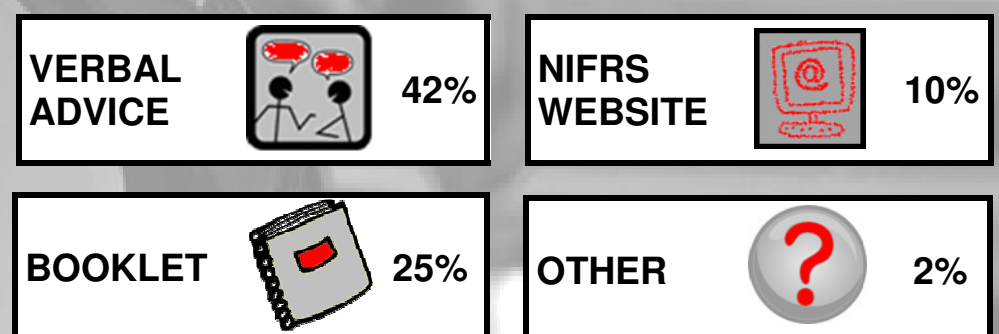
Q3.1 Were you given any fire safety advice by NIFRS after your incident to prevent a reoccurrence?



Q3.2 The below percentage of respondents were in agreement that the advice given was:

Easy to Understand	Informative	Helpful	Relevant
100%	100%	100%	100%

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



22% (n=31) of respondents selected more than 1 of these options. Responses for the 'Other' category included "Training", and "Small sticky signs to put on fridge and beside cooker to remind us to switch off."

"The quality of the service was very good. everyone was very helpful and really worked hard to get the fire under control, they were excellent."
Respondent feedback for Pomeroy Station