

# OPERATIONAL INCIDENT SURVEY 2016-17 RESULTS SUMMARY

## SURVEY DETAILS

An Operational Incident Survey was issued in March 2017 to a sample of 1329 members of the public to assess satisfaction levels with the service provided by NIFRS at incidents during the period July 2016 to December 2016. A total of 362 questionnaires were completed and returned, achieving a response rate of **27%**.

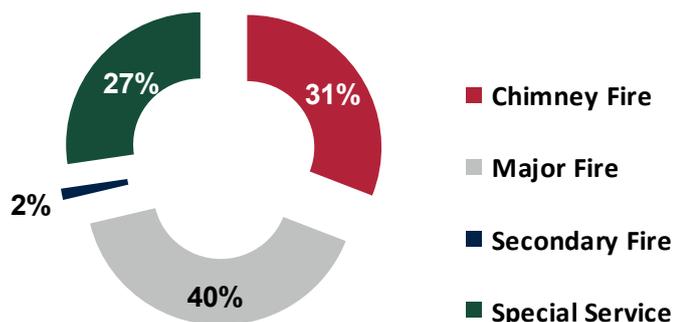
This summary reports only on questions answered by respondents; questions left unanswered are excluded from the analysis. Where percentages in the report do not add up to 100% this can be attributed to computer rounding.

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

*"Fast, efficient, professional and friendly as always. Thank you."*  
**Respondent feedback for Portadown Station**

## INCIDENT BREAKDOWN

The diagram below shows the breakdown of incident type of the 362 returned questionnaires.

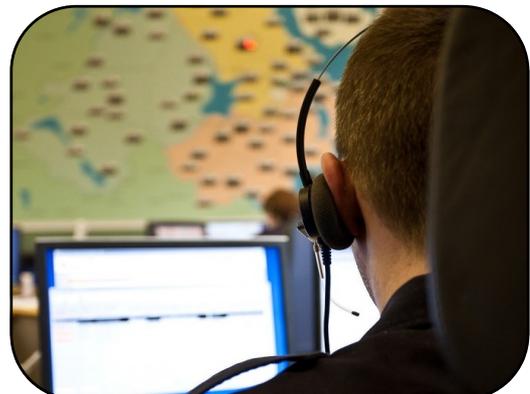


## TELEPHONE CONTACT

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

NIFRS TELEPHONE CONTACT		
EXCELLENT		84%
GOOD		15%
AVERAGE		1%
POOR		0%
VERY POOR		0%

It is very pleasing to note that of the 354 respondents who answered this question 100% felt that the telephone contact with NIFRS was average or above with 99% choosing either Excellent or Very Good. No respondents selected Poor or Very Poor for this question.



*"Any contact that I had was helpful and the people that arrived couldn't have done more."*  
**Respondent feedback for Cadogan Station**



*"Excellent service and a very helpful fire crew."*

Respondent feedback for Pomeroy Station

### FIREFIGHTERS AT THE SCENE

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

FIREFIGHTERS AT THE SCENE		
EXCELLENT		92%
GOOD		8%
AVERAGE		1%
POOR		0%
VERY POOR		0%

It is very pleasing to note that of the 361 respondents who answered this question 100% rated the fire crew who attended their incident as average or above. No respondents selected Poor or Very Poor for this question.

*"We found the Fire Crew who attended our house to be highly professional. They explained in detail what they were doing and their tidiness was exceptional."*

Respondent feedback for Ballymena Station

### NIFRS OVERALL EXPERIENCE

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

NIFRS OVERALL SERVICE		
EXCELLENT		91%
GOOD		8%
AVERAGE		1%
POOR		0%
VERY POOR		0%

Of the 361 people who answered this question 1 respondent rated their NIFRS experience as Poor. This equates to less than 0.5% and therefore is not displayed in the table above. Details of this incident have been forwarded to the relevant Area Command.

### SURVEY FOLLOW UP

- 14 respondents made comments that required further investigation by NIFRS.
- 11 respondents requested contact from NIFRS in relation to their incident.
- 154 respondents asked that their details be added to the NIFRS Consultation List
- 146 respondents agreed that they could be contacted to share their experience as Case Studies.
- 165 respondents left appreciations about the service they received from NIFRS.

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