



OPERATIONAL INCIDENT SURVEY YEAR END 2023 RESULTS SUMMARY

SURVEY DETAILS

An Operational Incident Survey was issued in **February 2024** to a final sample size of **3,594 members of the public** to rate their experience and satisfaction levels with the service provided by NIFRS at incidents during the period **01 October 2022 to 31 December 2023**.

A total of **410** questionnaires were completed, returned and validated, achieving a response rate of **11%**. It is pleasing to note that this is a **2%** increase on the previous Survey.

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.






"Quick to respond, pleasant to deal with. Very efficient / knowledgeable."

**Respondent feedback for
Whitla Station, Eastern Area Command**

INITIAL TELEPHONE CONTACT

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

NIFRS INITIAL TELEPHONE CONTACT

EXCELLENT		92%
GOOD		6%
AVERAGE		1%
POOR		1%
VERY POOR		0%

It is very pleasing to note that of the **286** respondents who answered this question, **98%** felt that the telephone contact with NIFRS was **Good** (n=16) or **Excellent** (n=264).

1% (n=3) of respondents answered **Poor** and these instances have been flagged for further action / investigation to see if any learning points can be identified.






EXPERIENCE OF FIREFIGHTERS AT THE SCENE

Respondents were asked to rate their experience of the firefighters who attended the scene of their incident.

It is very pleasing to note that of the **390** respondents who answered this question, **99%** rated their experience as **Good** (n=17) or **Excellent** (n=371).

1 respondent answered **Average** and another **Very Poor** but this was not a sufficient figure to be captured in the %. These instances have been flagged for further action / investigation to see if any learning points can be identified.

FIREFIGHTERS AT THE SCENE

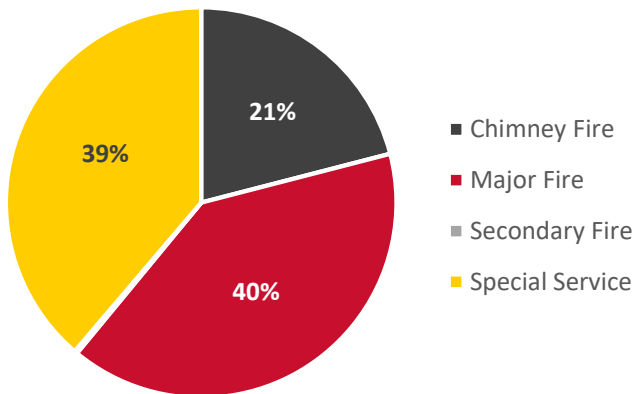
EXCELLENT		95%
GOOD		4%
AVERAGE		0%
POOR		0%
VERY POOR		0%

"Excellent Team. Very professional, courteous and supportive throughout."

Respondent feedback for Portrush Station, Northern Area Command

INCIDENT BREAKDOWN

The diagram gives a breakdown of the returned questionnaires (n=410) by Incident Type. 1 was returned in relation to a Secondary Incident but this was not a sufficient figure to be captured in the %



"I had never phoned the NIFRS before and they were absolutely excellent. I was so impressed with how they handled the situation... They were just brilliant and I'm so grateful."

**Respondent feedback for
Downpatrick Station, Southern Area Command**

OVERALL EXPERIENCE OF NIFRS

Respondents were asked to rate their overall experience of NIFRS at their incident.

Of the **410** respondents who answered this question, **99%** rated their overall experience of NIFRS as **Good** (n=26) or **Excellent** (n=380).

1 respondent answered **Average** but this was not a sufficient figure to be captured in the adjacent %. Also, 1% (n=3) of respondents answered **Very Poor**. These instances have been flagged for further action / investigation to see if any learning points can be identified.

OVERALL EXPERIENCE

EXCELLENT		93%
GOOD		6%
AVERAGE		0%
POOR		0%
VERY POOR		1%

"Response time was excellent, fire fighters were so very helpful and reassuring. Everything was completed swiftly and without any difficulty. A fantastic service. Thank you again for all your help."

**Respondent feedback for
Belleek Station, Western Area Command**

SURVEY FOLLOW UP

- **5** respondents requested further contact from NIFRS in relation to their incident.
- **218** respondents asked that their details be added to the NIFRS Consultation List.
- **208** respondents agreed that they could be contacted to share their experience as Case Studies.
- **332** respondents left appreciations about the service they received from NIFRS.
- **25** respondents made comments that required further action / investigation by NIFRS.

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

*Safer
Together*