



OPERATIONAL INCIDENT SURVEY 2024/25 - Quarter 1 & 2 RESULTS SUMMARY

SURVEY DETAILS

An Operational Incident Survey was issued in **November 2024** to a final sample size of **1,156 members of the public** to rate their experience and satisfaction levels with the service provided by NIFRS at incidents during the period **01 April 2024 to 30 September 2024**.

A total of **146** questionnaires were completed, returned and validated, achieving a response rate of **13%**, which 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.

"The response with vehicles at the scene was quick. The crews who attended the fire were exceptional... All the crews knew their exact roles and responsibilities [and] The commander on scene kept us informed"

Respondent feedback for Incident in Cadogan Station Area, Eastern Area Command

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 **135** respondents who answered this question, **99%** rated their experience as **Good** (n=7) or **Excellent** (n=127).

Respondents who answered **Average** to any of the questions, will be reviewed and if required will result in further action / investigation to see if any learning points can be identified.

"Arrived quickly, very professional and happy to speak to us about the fire etc... Made sure it was safe. Excellent service and very appreciated."

Respondent feedback for Incident in Ballymena Station Area, Northern 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		89%
GOOD		9%
AVERAGE		2%
POOR		0%
VERY POOR		0%

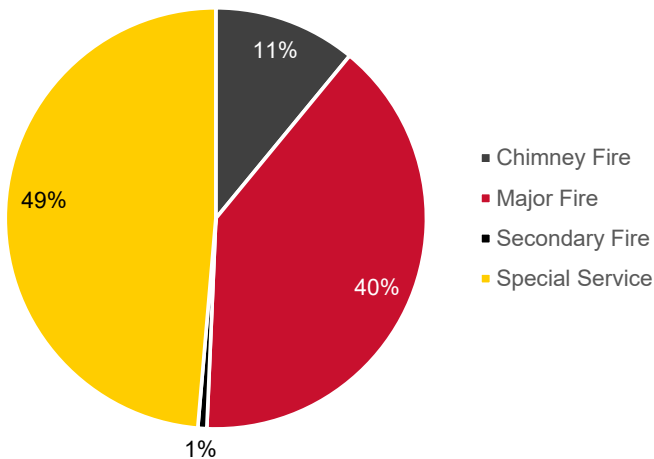
It is very pleasing to note that of the **90** respondents who answered this question, **98%** felt that the telephone contact with NIFRS was **Good** (n=8) or **Excellent** (n=88).

FIREFIGHTERS AT THE SCENE

EXCELLENT		94%
GOOD		5%
AVERAGE		1%
POOR		0%
VERY POOR		0%

INCIDENT BREAKDOWN

The diagram gives a breakdown of the returned / validated questionnaires (n=146) by Incident Type.



"The crew in attendance were professional and courteous, The response was rapid and when they were met by our onsite representative they assessed the situation quickly"

Respondent feedback for Incident in Lurgan Station Area, Southern Area Command

OVERALL EXPERIENCE OF NIFRS

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

Of the **146** respondents who answered this question, **97%** rated their overall experience of NIFRS as **Good** (n=9) or **Excellent** (n=132).

5 respondents answered **Average** and if required will result in further action / investigation to see if any learning points can be identified.

OVERALL EXPERIENCE

EXCELLENT		90%
GOOD		6%
AVERAGE		3%
POOR		0%
VERY POOR		0%

"The Fire Service and the response I received was amazing. Everyone was calm, professional, efficient, and made it very obvious that they knew exactly what they were doing, and they communicated clearly with one another and with me... I was so grateful to them all for their response. Thank you"

Respondent feedback for Incident in Northland Station Area, Western Area Command

SURVEY FOLLOW UP

- **6** respondents requested further contact from NIFRS in relation to their incident.
- **76** respondents asked that their details be added to the NIFRS Consultation List.
- **78** respondents agreed that they could be contacted to share their experience as Case Studies.
- **48** respondents chose not to remain anonymous, allowing for their names to be quoted along with their comments and **107** respondents were willing for their appreciation / comment to be used in NIFRS related documents / Social Media.
- **122** respondents left appreciations about the service they received from NIFRS.
- **9** 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*