

Appendix A

Compliments & Complaints Received

2012/13 – 2014/15

1. Purpose

The purpose of this report is to understand the type of feedback received, most, from the residents of Buckinghamshire and Milton Keynes.

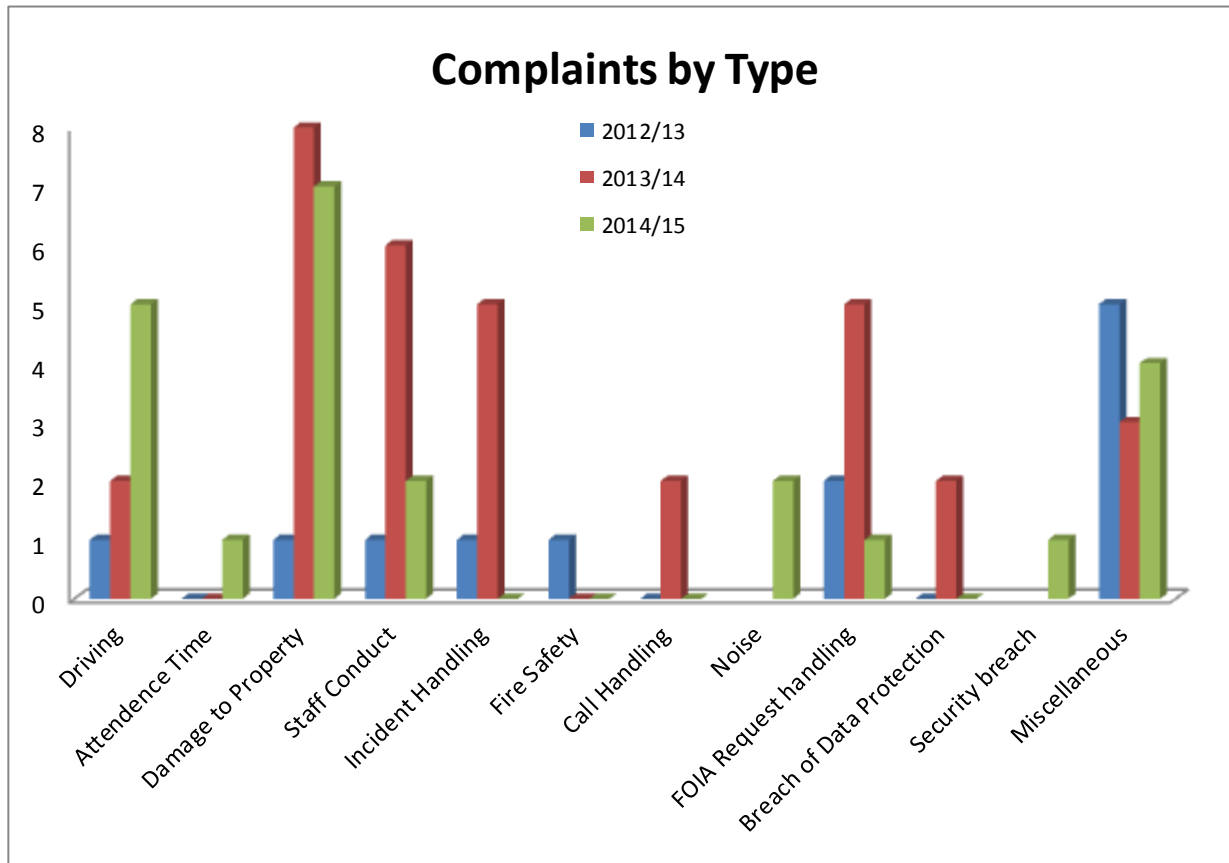
This report includes three years of complaints data for the period 2012/13 - 2014/15

2. 2014/ 2015 Compliments

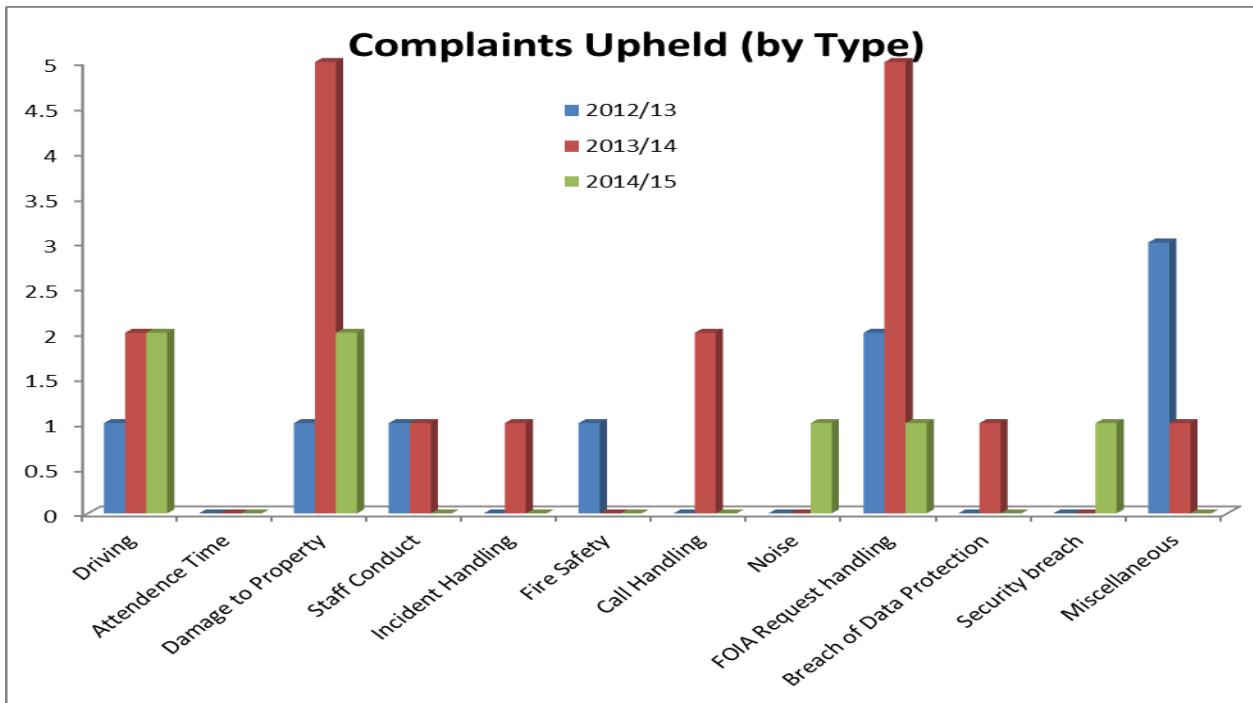
Fifty-four letters of thanks were received from members of the public who were pleased with services they received or witnessed these include how fires in their homes were managed, delivery of home fire safety checks and advice, considerate driving near a horse, animal rescues, rescuing a child locked in a car, courteous behaviour, support at community events and for the "inconsiderate parking" initiative whereby posters were displayed in a local resident's street where he was very concerned that emergency services would be unable to get to a house that was on fire. There will have been many more verbal compliments paid directly to Authority staff.

3. 2014/2015 Complaints

Twenty three complaints were received in 2014/15 compared to thirty-three in 2013/14. There were no complaints about fire safety, incident or call handling or about breaches of data protection. Call handling complaints will continue to be reported on even though the Thames Valley Control Room is now operational.



- 3.1 Although we received five complaints about **driving** only two of these were upheld and the drivers have since received refresher training.
- 3.2 The complaint about **attendance** time was not upheld as it related to a fire alarm in a swimming pool that did not result in an emergency call.
- 3.3 Two of the complaints about **damage to property** were upheld compared to five in the previous year. Recent training, for investigators, from the Local Government Ombudsman emphasised the importance of rigorous investigations into property damage to ensure that public money is protected.
- 3.4 Of the two complaints about **staff conduct** one was withdrawn and the other was not upheld as it was based on a lack of understanding of Fire and Rescue Service powers under the Fire and Rescue Service Act 2004.
- 3.5 We received a complaint about the **noise** of car horns being sounded before 07:30am during a period of industrial action and have included this with the complaints that were upheld.
- 3.6 Only seven of the twenty-three complaints were upheld compared to eighteen in 2013/14 when thirty-three complaints were received and nine of the twelve in 2012/13.



4. Cost of Corrective Action

As stated in previous reports, the cost to the Authority in investigating a complaint can be significantly more than the cost of the corrective action. Improvements in the complaints management processes may assist in reducing the time needed to investigate a complaint but the Authority's aim is to reduce the number of complaints received by process improvements and deterring people from making complaints for compensation where there is no evidence of the Authority being financially liable. This approach is best practice as advised by the Local Government Ombudsman.

5. Was the Complainant Satisfied?

We continue to try to gather feedback from complainants to determine if they are satisfied with how their complaint was handled. In 2013/14 sixteen of the thirty-three complainants advised they were satisfied with the handling of their complaints (even though in six instances the complaint was not upheld) of the other seventeen only one advised they were unsatisfied with the handling of their and that they would be taking this to the Information Commissioner. However no complaints had to be resolved by the Ombudsman or the Information Commissioner.

5. Process Development

The Compliments, Concerns & Complaints policy and procedures have been revised and amended to include best practice advice from the Local Government Ombudsman. These are included as appendices C, D and E.

6. After the incident - Customer satisfaction report 2014/15 (June 2015)

After the incident questionnaires are sent following incidents at domestic and non – domestic premises (except where serious injury/ fatality or significant damage/arson has occurred). The questionnaires are returned to Opinion Research Services (ORS) who analyse the returns and publish the results on an annual basis.

Not all fire and rescue services use ORS and currently there are 21 fire and rescue services using the service which provides a good comparison of publicly perceived performance.

Fire and rescue services are measured against 24 indicators in three groups (see table 1 for indicators).

Performance Management

The Authority continues to remain within the upper quartile nationally for after the incident reporting in relation to domestic properties. The last five years has seen a continual improvement overall in the public perception of the Authority's performance resulting in the Authority being ranked within the top five for the past four years nationally.

Of significance is that over the past five years the Authority has consistently outperformed the national average of offering post incident home fire safety checks (see chart 1).

Over the past five years the numbers of returns being submitted to ORS in relation to non-domestic after the incident questionnaires has fallen significantly with the effect that the Authority has not been ranked for the last three years.

Although overall 96% of those businesses that have had need of the services of the Authority are very satisfied with the service they have received, there are some areas where the performance is not so good and the Authority falls behind the national average. One of the areas where our performance is deemed poor is in the supply of a post incident booklet (see chart 2).

Historically ATI Questionnaires have only been sent to domestic accidental dwelling fires and non-domestic building fires. However, the scope of the survey allows a wider range of incident types to be included and with immediate effect questionnaires will be issued to the full range of incident types included within the survey in an effort to improve response levels.

Chart 1

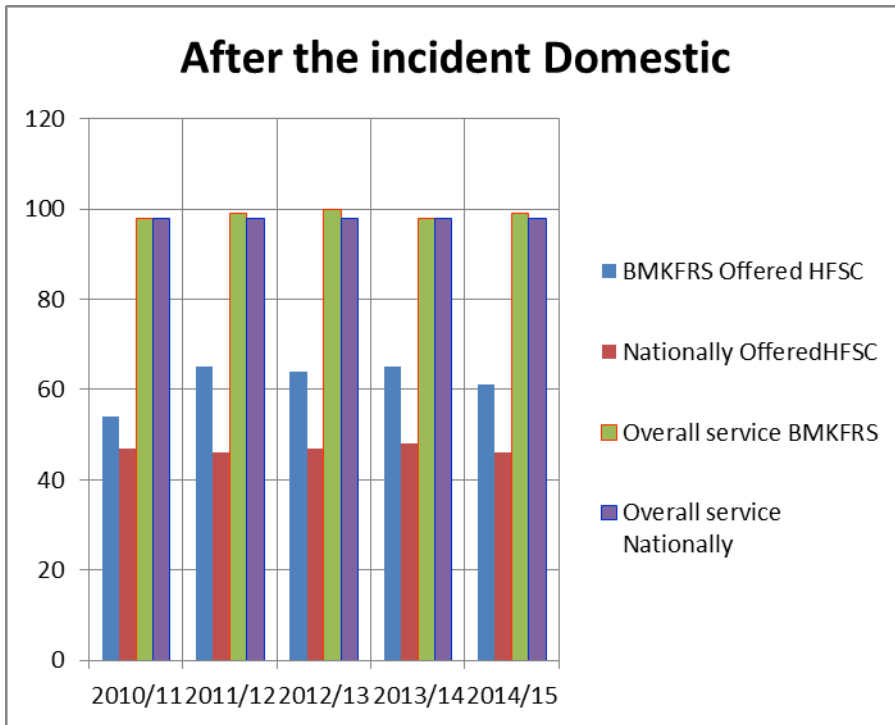


Chart 2

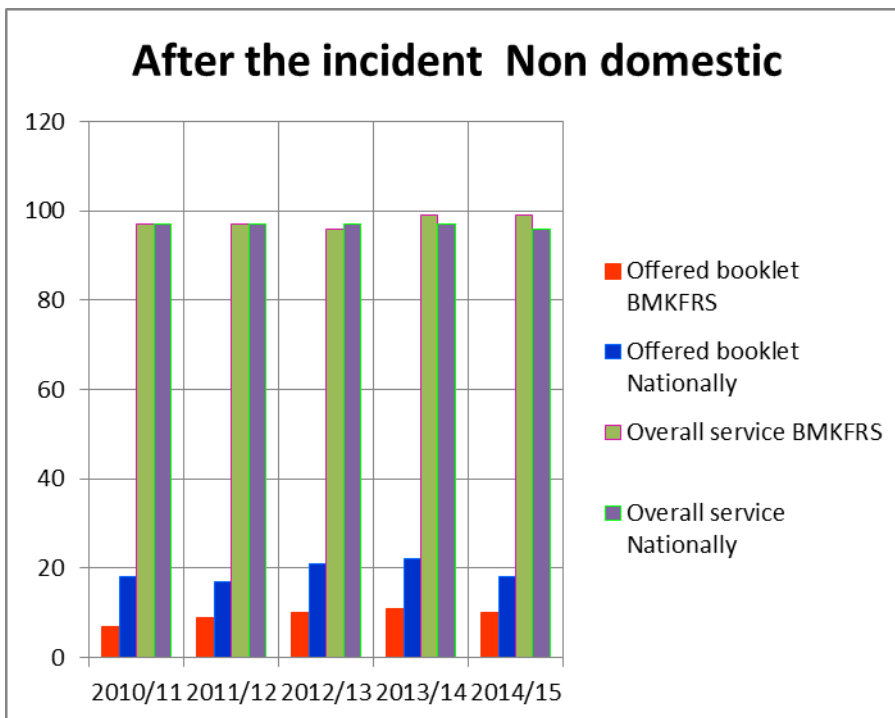


Table 1

Figure in **green** show significantly above average scores

Figures in **red** show significantly below average scores

Domestic	2010/11		2011/12		2012/13		2013/14		2014/15	
	BFRS	Nationally	BFRS	Nationally	BFRS	Nationally	BFRS	Nationally	BFRS	Nationally
	Initial contact polite	95	97	97	97	98	97	97	97	99
initial contact helpful	94	96	96	97	97	97	96	96	99	97
Initial contact efficient	95	96	97	97	98	97	97	97	99	97
Initial contact reassuring	91	93	92	94	95	94	93	94	95	94
Initial contact informative	90	92	92	94	95	94	92	93	95	94
Initial contact satisfactory	96	96	97	97	98	97	97	97	98	97
Speed of response	65	72	70	73	70	74	68	73	71	72
Informed during incident	99	96	97	96	96	96	96	97	99	96
FF polite	98	98	98	98	97	98	97	98	99	98
FF helpful	98	98	99	98	98	98	98	98	99	98
FF informative	97	97	98	97	98	97	97	97	99	97
FF efficient	98	98	99	98	98	98	98	98	99	98
FF sensitive	97	95	98	96	97	96	96	96	97	96
Effect kept to a minimum	99	99	100	99	100	99	100	99	100	99
Overall satisfaction at scene	98	98	99	98	99	99	99	98	98	98
Received safety advice at scene	89	83	93	84	92	85	95	86	94	85
Advice at scene useful	99	99	93	83	92	84	92	85	94	84
Offered HFSC	54	47	65	46	64	47	65	48	61	46
Offered booklet	36	34	41	32	52	34	41	33	50	35
Booklet was easy to understand	94	95	96	95	97	95	97	95	97	95
Was booklet informative	93	94	95	94	96	95	96	94	96	95
Was booklet helpful	93	94	95	94	95	94	95	94	95	95
Was booklet relevant	91	92	95	93	94	94	94	92	95	93
Overall service	98	98	99	98	100	98	98	98	99	98
National Ranking	13/25		4/24		2/19		5/20		2/18	

Non Domestic	2010/11		2011/12		2012/13		2013/14		2014/15	
	BFRS	Nationally	BFRS	Nationally	BFRS	Nationally	BFRS	Nationally	BFRS	Nationally
	Initial contact polite	96	94	98	95	95	95	99	96	100
Initial contact helpful	97	94	99	96	94	94	99	95	100	95
Initial contact efficient	97	95	99	96	94	93	99	96	98	95
Initial contact reassuring	89	90	95	92	91	91	93	93	98	92
Initial contact informative	89	91	95	91	91	91	97	93	98	93
Initial contact satisfactory	96	96	98	97	96	96	99	97	98	97
Speed of response	59	62	57	62	61	64	67	64	65	63
Kept informed during incident	98	96	98	96	94	97	100	97	100	96
FF polite	96	95	97	95	97	96	98	96	100	97
FF helpful	96	95	97	96	98	96	98	96	100	96
FF informative	95	94	96	94	95	95	98	94	100	95
FF efficient	97	95	97	96	98	97	100	96	100	96
FF sensitive	93	90	95	92	94	92	100	92	100	92
Effect kept to a minimum	100	98	98	98	97	99	100	98	100	97
Overall satisfaction at scene	98	97	99	97	99	97	97	97	97	97
Received safety advice at scene	75	76	78	75	81	84	79	79	79	78
Advice at scene helpful	97	99	98	99	100	100	100	100	93	98
Offered booklet	7	18	9	17	10	21	11	22	10	18
Overall satisfaction	97	97	97	97	96	97	99	97	99	96
National Ranking	9		4		N/A*		N/A*		N/A*	