



Report No:

Agenda Item:

<b>Report to:</b>	<b>CORPORATE BOARD</b>						
<b>Meeting Date:</b>	<b>28 OCTOBER 2024</b>						
<b>Report Title:</b>	<b>SFRS COMPLIMENTS ANNUAL REPORT 2023/24</b>						
<b>Report Classification:</b>	<b>For Approval</b>	<b>Board/Committee Meetings ONLY For Reports to be held in Private Specify rationale below referring to <u>Board Standing Order 9</u></b>					
		<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>
<b>1</b>	<b>Purpose</b>						
1.1	To provide the Corporate Board with a summary of the Compliments Annual Report 2023/24.						
<b>2</b>	<b>Background</b>						
2.1	<p>At the Scottish Fire and Rescue Service (SFRS) we are committed to continually improving the service we provide to our communities and recognise that to achieve this goal we must listen and respond to the views of the public.</p> <p>We use the feedback we receive to monitor our performance and incorporate this information into our planning and governance processes in order to continually improve our service. We are keen to hear examples of good practice; excellent service delivery; individual acts of bravery or heroism; or of the simple attention to detail which exemplifies the caring service we provide to Scotland's communities.</p> <p>Coupled with other performance information, such as satisfaction surveys and the benchmarking of performance indicators against other organisations, the compliments we receive can help to build an accurate picture of how our service is performing and to develop improvement plans that are based on sound evidence.</p>						
<b>3</b>	<b>Main Report/Detail</b>						
3.1	<p>Performance indicators are produced showing the numbers and types of compliments received within each Local Senior Officer (LSO) Area or Department. These indicators form part of our suite of internal performance management indicators, which are reported quarterly to the Information Governance Group. The SFRS publish annual compliments statistics on our website.</p> <p>Compliments can be received throughout the Service, by any member of staff. This can be via the Website contact us page, by letter or by card. Stations often receive thank you cards and drawings from groups following station visits.</p> <p>On occasion, the compliment will also ask for details on how to make a donation to our chosen charity.</p> <p>While compliments made via social media channels are noted by the Communications Team, they are then forwarded to <a href="mailto:SFRS.CCandE@firescotland.gov.uk">SFRS.CCandE@firescotland.gov.uk</a> for recording and</p>						

processing. This process is embedded in the revised Compliments Handling Policy and Procedure.

Below is some of the key statistical data for 2023/24:

Period	Total No Compliments Received	Change from previous year
2023/24	111	-72
2022/23	183	+92
2021/22	91	-50
2020/21	141	+13
2019/20	128	N/A

The overall number of compliments has fallen from 183 in 2022/23 to 111 in 2023/24. However, it should be noted that during 2022-23 there were 54 compliment/condolences received last year after the loss of Firefighter Barry Martin, giving many thanks for the commitment shown by firefighters daily.

A full breakdown of statistics is available in Appendix 1, Including by:

- Service Delivery Area/Department
- Categories

Appendix 2 shows some examples of Compliments by the service.

Analysis of compliments data is reviewed quarterly by IGG. We work closely with Corporate Communications to highlight events, celebrating any good work carried out by staff in the SFRS Weekly Brief which allows the use of compliments as meaningful tool for managers to cultivate a positive work environment and motivate teams.

### Benchmarking

Whilst preparing this report it has become apparent that there are limited organisations who publish compliment statistics regularly. The only relevant comparison we have been able to make is with London Fire Brigade:

Period	SFRS Compliments	London FB Compliments
2023/24	111	271
2022/23	183	282
2021/22	91	223

SFRS have shown a decrease from last year of 72 and London Fire Brigade figures have decreased by 11.

Information Governance are arranging a meeting with London Fire Brigade to discuss how they deal with compliments and what processes they have in place which we can perhaps learn from.

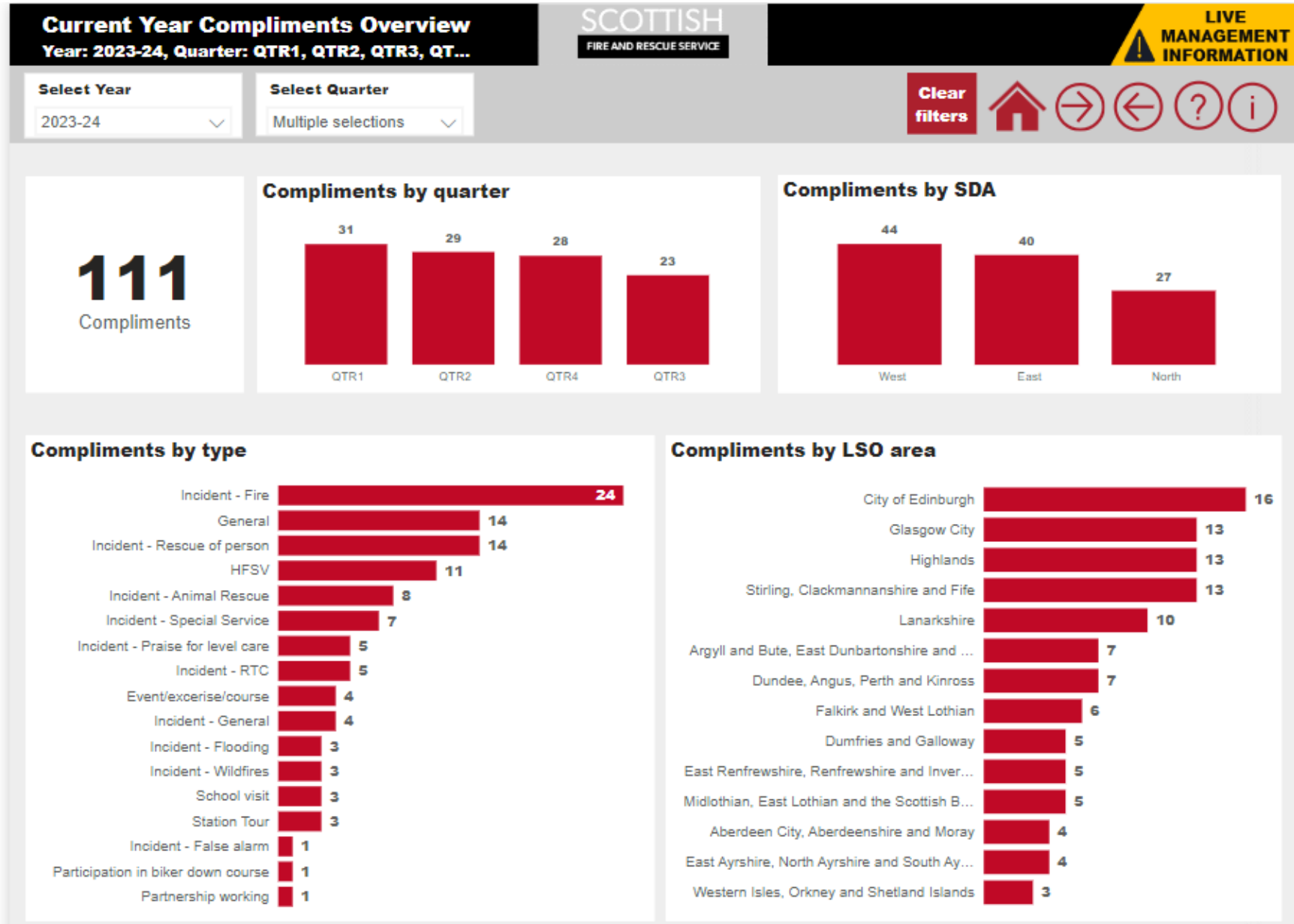
### Recording

We continue to use Sharepoint (Lists) to collate compliments which allows us to use Power BI to interrogate the data and provide a more detailed analysis which is more user friendly and meaningful.

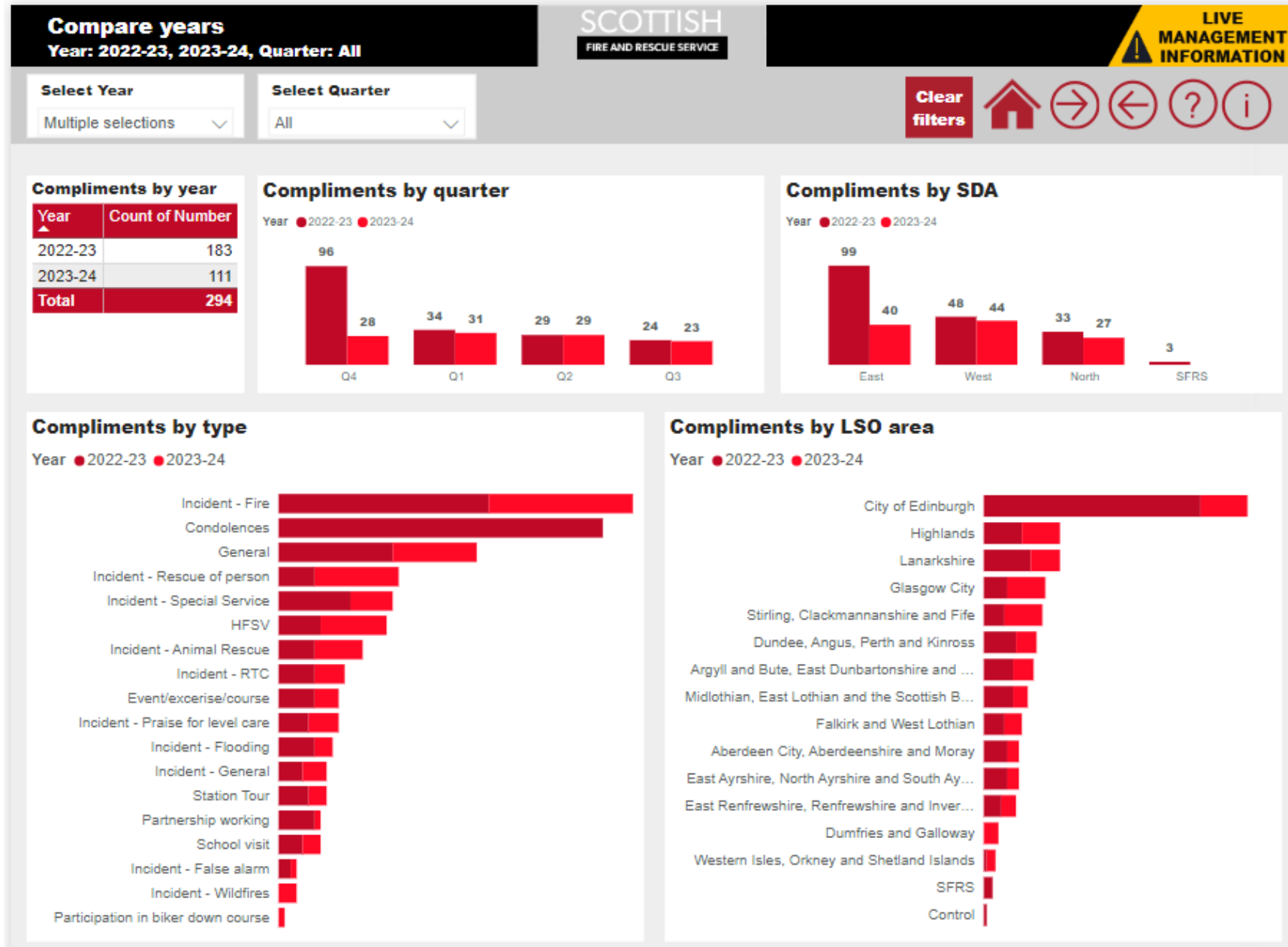
SFRS procedure asks that any compliments are forwarded by post or email to a central point, however we understand this process needs reviewed to ensure all compliments are captured. We are aware that a number of compliments are not being captured as they are sent directly into local stations and placed on noticeboards etc which are not included in our statistics.

	<p>Also, with more use of SFRS Facebook accounts and Twitter, there are many compliments we are not aware of and therefore not included in the statistics either. Whilst Corporate Communications monitor the SFRS account, feedback on many of the local accounts is not captured and collated.</p> <p>Communications and Engagement are continuing to review social media platforms to identify all current practices, streamline sites, and improve our review techniques and capture the majority of compliments.</p> <p>These changes are to support our organisation in evaluating our own performance, driving improvement and sharing good practice throughout the Service thus ensuring we provide excellent service to our customers through effective compliments recording procedures.</p> <p>Information Governance have initially met with Service Improvement to discuss ways of demonstrating good practice and showing continuous improvement in our work. Arrangements are being made to follow this up in more detail.</p>	
<b>4</b>	<b>Recommendation</b>	
4.1	The Corporate Board are asked to note the contents of this report and the methods of collating/analysing data and making improvements, based on the SFRS Compliments Handling Policy and Procedure. Also, to approve the report for publication to the SFRS Website at the end of October 2024.	
<b>5</b>	<b>Core Brief</b>	
5.1	N/A	
<b>6</b>	<b>Appendices/Further Reading</b>	
6.1	Appendix 1 – Statistics Appendix 2 – Examples of Compliments	
<b>7</b>	<b>Key Strategic Implications</b>	
7.1	<b>Key Strategic Implications Considered and those Identified Added Appropriately to Main Report/Detail (Section 3. Above)</b>	<b>Yes/No</b>
<b>Prepared by:</b>	Information Governance Manager/Data Protection Officer	
<b>Sponsored by:</b>	Head of Communications and Engagement	
<b>Presented by:</b>	Information Governance Manager/Data Protection Officer	
<b>Links to Strategy and Corporate Values</b>		
<p>The Compliments process supports Outcome 5 - We are a progressive organisation, use our resources responsibly and provide best value for money to the public. We will achieve this by:</p> <p>Improving the use of data and business intelligence to support decision making.</p> <p>Proactively engaging with and providing more accessible information on what we do for the public and our stakeholders.</p>		
<b>Governance Route for Report</b>	<b>Meeting Date</b>	<b>Report Classification/ Comments</b>
Information Governance Group	1/08/2024	Approved
Corporate Board	28/10/2024	Approved

APPENDIX 1 - Compliments 2023-24



Comparison of Compliments from 2022-23 and 2023-24



## APPENDIX 2 - Examples of Compliments

### Incident- Fire

Your incredibly brave men attended the fire at Breadalbane Street on 14 March and mine and my husband's flat was on the top floor. I stood and watched as you moved heaven and earth to get the fire under control and did so in very difficult circumstances given the design of the development. I know this is your job but my husband and I are very very grateful that you do your utmost every single time you go to a fire to save lives and property at the risk to your own lives. I just wanted you to know that there are very grateful people out there for your incredible service. Thank you.

### Incident – Rescue of Person

On Monday 18th March 2024 at approximately 1am, my 85 year old father had an accident in his home in Newton Stewart. He fell downstairs and through a glass door. My understanding is the ambulance and fire service attended the incident. I believe the fire service crew were instrumental in extracting my father so that he could be treated and removed to Stranraer. Learning of the incident in Australia, I booked a flight to be with my father. I wish to pay the highest compliments to those in attendance from SFRS and offer my heartfelt thanks on behalf of our family. My father passed away on March 24th as result of complications arising from his accident. We are indebted to all those who have contributed to his care over this past week. This includes the helicopter crew who airlifted my father to Glasgow. I don't know at this stage whether this crew are affiliated with SFRS. I will find out. Please pass on this message to all those involved.

I would like to thank the water rescue crews of Forres and Inverness who came out to assist me on the 13.03.24 at Altyre on the river Findhorn when I became marooned on an island due to a flash flood. The crews showed professionalism and were highly competent. I hope that you will pass on my thanks to the crews concerned.

### Incident – Animal Rescue

I received a call from Janice Coultart saying that she watched the water rescue incident on Sunday morning, 17 September 2023 when a dog was rescued from the Nith. She said she simply wanted to express how lovely it was to watch the Firefighters rescue the dog in a lovely considerate manner. It was such a positive thing to watch, in a world which is so often hard and negative. Would you be good enough to pass on her comments to the crews involved in the rescue please.

### Special Service

On Friday 24th November there were two crews from Invergordon, one full crew and one two person crew with a specialist appliance both from Inverness called to an incident at Fearn.

These Crews were all amazing making sure the train was safe and looking after the passengers providing heating and lighting as well as assisting the trolley steward serving teas and coffees to passengers and to go one step further they went round with a rubbish bag to tidy up the train. They were all very professional and helped keep passengers spirits up. I was on the train at the time and they were all truly amazing. I truly cannot thank them enough for their professionalism and how well the 3 crews worked together like a military operation.

### **School Visit**

A fire engine visited Maddiston Primary School yesterday as part of their Summer Fayre. My 12 year old daughter Aysha took a break from helping in the cafe to visit. I've never seen her so enthusiastic. She came back and told me all about her tour of the fire vehicle and announced that that's what she wanted to do when she was older. I told her that would be an amazing vocation. I wanted to reach out and say thank you so much to the wonderful crew.

### **HFSV**

Compliment Comment: I would like to say thanks to a very attentive crew from Whithorn fire station who came to place an alarm system at my parents house. My parents would also like to pass on their thanks to the professional and friendly crew who are a credit to your service. Thanks again for keeping them safe!

### **STATION TOUR**

Dear Sir/Madam, Just wanted to drop a quick email to say thank you very much to the team at Tollcross Fire Station in Edinburgh for an amazing evening last Thursday (16th Mar) showing my Scout group around the fire station and the fire engines. We all had a great time and the Scouts thoroughly enjoyed themselves - and so did the leaders. The guys that were on that night were very kind and very good with the Scouts. Thank you once again Scout Leader 60th Braid Scouts

### **MULTI AGENCY**

I'm a Paramedic with the Scottish Ambulance Service on the 25/11/2023 @0330 hrs I attended to a incident on the Tay Road Bridge Dundee, I would like to pass on my thanks to the Scottish Fire and Rescue personnel who attended this incident for their professionalism and excellent scene management and the work they carried out, also the help they gave myself and other Ambulance personnel at scene. The patient survived and is recovering in hospital.