

BUSINESS FIRE SAFETY VISIT – CUSTOMER SATISFACTION FEEDBACK
QUARTER ONE 2019-20 (Apr - Jun 2019)

The data for the first quarter of 2019/20 (April, May, June) has been collected using a combination of online and hard copy surveys. All staff conducting Business Fire Safety Visits are asked to leave a postcard at every property they visit. Over the period **20** surveys were returned from 267 visits that have been closed down – a 7.5% response rate. The results were as follows:

Q1 I understand why the fire safety visit was needed?

	Total	%
Strongly agree	17	85
Agree	3	15
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

Q2 The visit did not cause more disruption to the business than was necessary?

	Total	%
Strongly agree	16	80
Agree	4	20
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

Q3 The business was treated fairly?

	Total	%
Strongly agree	17	85
Agree	3	15
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

Q4 The actions identified were reasonable?

	Total	%
Strongly agree	15	79
Agree	4	21
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	1	0

Q5 I now feel better able to manage fire risk as a result of the advice provided?

	Total	%
Strongly agree	15	75
Agree	2	10
Neither	3	15
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

Q6 Overall, how satisfied or dissatisfied are you with the Business Fire Safety Visit service you received?

	Total	%
Very satisfied	19	95
Fairly satisfied	1	5
Neither	0	0
Fairly dissatisfied	0	0
Very dissatisfied	0	0
N/A	0	0

Q7 How could we improve our Business Fire Safety Visit service?

There were no improvement suggestions this quarter, but rather positive comments praising the service, or expressing no improvements are necessary.

- 'All satisfactory, visit was very informative, XX was very helpful'.
- 'It was absolutely fine as it was'.
- 'N/A XX was great'.
- 'We were visited by two officers, over the course of 6 months. Both were very helpful and informative. Both made us understand the importance of Fire Safety and were very patient with the committee that oversee our business, as we are community owned'.
- 'I found the visit very informative and I enjoyed showing you around. It was good to hear you were happy with our working systems and that you were also willing to offer any help for future improvements'.

Q8 If you have used the DFRS website, did you find it useful?

	Total	%
Yes	4	20
No	0	0
Not used the website	16	80