

BUSINESS FIRE SAFETY VISIT – CUSTOMER SATISFACTION FEEDBACK
QUARTER TWO 2019-20 (Jul - Sep 2019)

The data for the second quarter of 2019/20 (July, August, September) 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 **24** surveys were returned (10 hard copy, 14 online) from 302 visits that have been closed down – a 7.9% response rate. The results were as follows:

Q1 I understand why the fire safety visit was needed?

| | Total | % |
|-------------------|-------|----|
| Strongly agree | 22 | 92 |
| Agree | 2 | 8 |
| 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 | 21 | 91 |
| Agree | 2 | 9 |
| Neither | 0 | 0 |
| Disagree | 0 | 0 |
| Strongly disagree | 0 | 0 |
| N/A | 1 | 0 |

Q3 The business was treated fairly?

| | Total | % |
|-------------------|-------|----|
| Strongly agree | 22 | 96 |
| Agree | 1 | 4 |
| Neither | 0 | 0 |
| Disagree | 0 | 0 |
| Strongly disagree | 0 | 0 |
| N/A | 1 | 0 |

Q4 The actions identified were reasonable?

| | Total | % |
|-------------------|-------|----|
| Strongly agree | 20 | 91 |
| Agree | 1 | 5 |
| Neither | 1 | 5 |
| Disagree | 0 | 0 |
| Strongly disagree | 0 | 0 |
| N/A | 2 | 0 |

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

| | Total | % |
|-------------------|-------|----|
| Strongly agree | 18 | 82 |
| Agree | 4 | 18 |
| Neither | 0 | 0 |
| Disagree | 0 | 0 |
| Strongly disagree | 0 | 0 |
| N/A | 2 | 0 |

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

| | Total | % |
|---------------------|-------|-----|
| Very satisfied | 24 | 100 |
| Fairly satisfied | 0 | 0 |
| 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, details below:-

- 'No improvements required'.
- 'It was perfect, officers very good at explaining things which are very important'.
- 'N/A'.
- 'Service was great'.
- 'The visit was a supportive, positive experience'.
- 'I cannot think of anything specific, but would like to say that the visits are very useful in helping us to maintain safe premises for our staff and residents. Having the chance to ask questions, go around the home and get advice is very helpful and can benefit both services'.
- 'We found the visit to be very informative and any information or advice given was reasonable and practical'.
- 'It's okay as it is'.
- 'This was a visit I requested because HIMO did their own fire inspection and asked for changes that the Fire Service had not requested. We all met up and the matter was resolved to everyone's satisfaction'.

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

| | Total | % |
|----------------------|-------|----|
| Yes | 6 | 25 |
| No | 0 | 0 |
| Not used the website | 18 | 75 |