

**AFTER THE INCIDENT – CUSTOMER SATISFACTION FEEDBACK**  
**QUARTER TWO 2019-20 (July, August, September 2019)**

The data for the second quarter of 2019/20 (July, August, September '19) has been collected using a postcard system. 72 postcards were sent out to the householders where a fire incident had occurred (excluding properties at which there had been a serious injury or fatality, a deliberate fire or where the postal address is incomplete). Over the period 18 were returned, a 25% response rate. The results were as follows:

**Q1 Did the firefighters give you any general safety advice?**

18 (100%) Yes

0 (0%) No

**Q2 If you had a fire were you offered a Home Safety Check?**

15 (88%) Yes

2 (12%) No

(1 respondent did not answer this question)

**Q3 How would you rate the service you receive from Derbyshire Fire & Rescue? (1 is good, 5 is poor)**

1	18 (100%)
2	0 (0%)
3	0 (0%)
4	0 (0%)
5	0 (0%)

**Q4 Further comments:–**

During this quarter all comments received were positive (see below), so no further action required:-

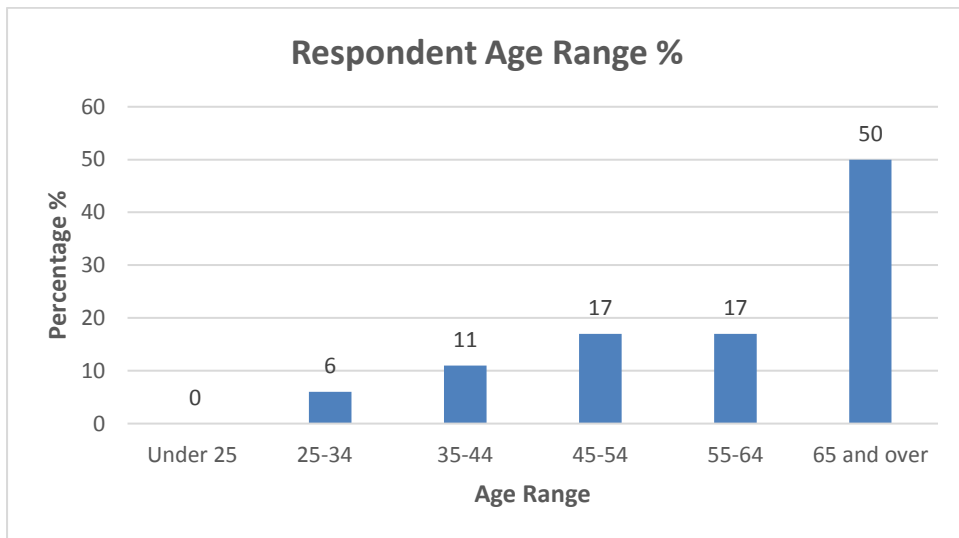
- 'Friendly, honest and helpful service'.
- 'Very quick response and every firefighter was brilliant and did a thorough inspection of the property'.
- 'Prompt, professional and helpful and the follow-up from XX with smoke alarms was much appreciated'.
- 'Very efficient'.
- 'Felt very safe and not worried'.
- 'Firefighters and team were very good and helpful'.
- 'Professional service'.
- 'The left us feeling safe after dealing with thick black smoke through the house at ground level, due to a burned out control heating oil boiler'.
- 'They were all very kind'.

- 'First class'.
- 'Excellent service from everybody'.
- 'Quick response, kind and understanding'.
- 'They were so good with my fire'.
- 'Speed of response good'.
- 'Brilliant team, thank you'.
- 'Excellent service, they were really good'.

**Q5 Are you?**

5 (29%) Male                      12 (71%) Female  
 (1 respondent did not answer this question)

**Q6 What is your age group?**



**Q7 What is your ethnic origin?**

White – 15 (94%)  
 Asian British – 1 (6%)  
 (2 respondents did not answer this question)