

BUSINESS FIRE SAFETY VISIT – CUSTOMER SATISFACTION FEEDBACK
QUARTER FOUR 2019-20 (Jan - Mar 2020)

The data for the fourth quarter of 2019/20 (January, February, March) 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 (10 hard copy, 10 online) from 293 visits that have been closed down – a 6.8% 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	16	80
Agree	4	20
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

Q4 The actions identified were reasonable?

	Total	%
Strongly agree	15	83
Agree	3	17
Neither	0	0
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	14	70
Agree	6	30
Neither	0	0
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?

The first three comments/suggestions below flag up possible improvements, the remainder are not suggestions but rather positive comments praising the service.

- 'Regular visits and giving speeches of awareness and safety requirements at community gatherings i.e. Sunday temple service mosques and community centres etc.'
- 'By issuing the letter so that postage can be saved when the Officer was here. This happened on the last visit from a fire officer too'.
- 'Possibly to have information leaflets as lots of good advice given and lots to take in. Or an information sheet with links to the relevant websites'.

ACTION: Please could the Protection Team consider the above suggested comments/improvements and feedback to the Service Improvement Team.

- 'No concerns at all'.
- 'No improvement needed'.
- 'Nothing, we as a hospital care about fire safety, but we also know that should we need assistance from yourselves, you are always on hand to advise'.

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

	Total	%
Yes	2	12
No	0	0
Not used the website	15	88

3 people did not answer this question.