

AFTER THE INCIDENT – CUSTOMER SATISFACTION FEEDBACK
QUARTER THREE 2019-20 (October, November, December 2019)

The data for the third quarter of 2019/20 (October, November, December '19) has been collected using a postcard system. 78 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 20 were returned, a 26% response rate. The results were as follows:

Q1 Did the firefighters give you any general safety advice?

20 (100%) Yes 0 (0%) No

Q2 If you had a fire were you offered a Safe & Well check?

19 (100%) Yes 0 (0%) 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	19 (95%)
2	1 (5%)
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:-

- 'Fast at arriving, thorough at ensuring we were safe after and looked at fire alarms within. Didn't just look at the problem, looked into smoke detection etc'.
- 'Very fast, thorough response. Very pleased with how they handled the situation and all the advice that was offered'.
- 'They came so quickly and reassured us'.
- 'They were here almost immediately, reassured us, took it seriously and dealt with it quickly. They told us we had done the right thing and had not wasted their time'.
- 'Professional, friendly, courteous team and I would give them an A+'.
- 'Attended with care, consideration and assurance'.
- 'Fast response'.

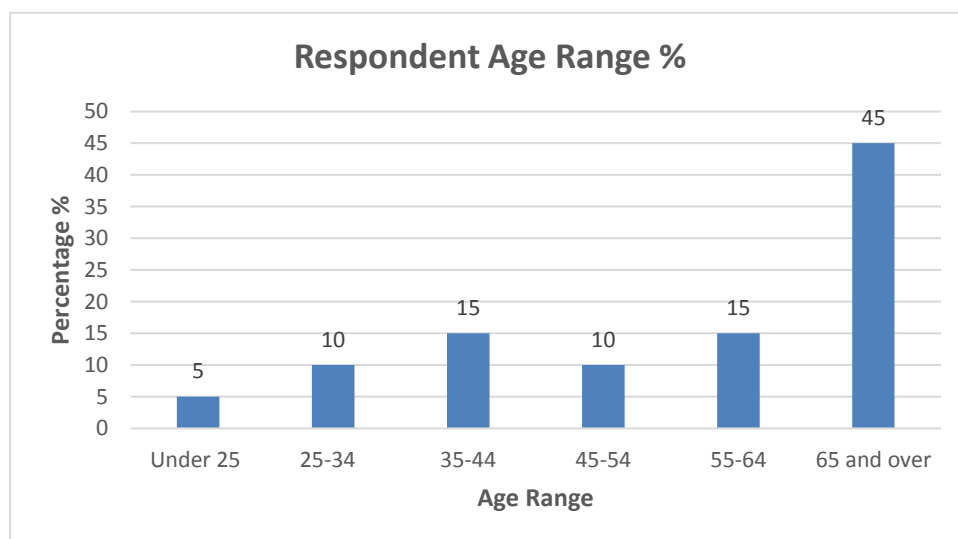
- 'Very quick to respond'.
- 'Very helpful, proactive and reassuring. Very happy with how our incident was dealt with'.
- 'Arrived very quickly, very professional. I am in a wheelchair and my husband was at the other side of town, so I was very reassured as I'd felt helpless'.
- 'So organised and explained everything, great job done. Made you feel at ease, very concerned not only about the fire etc. but making sure we were okay'.
- 'All the firefighters were very good, I have nothing to complain about at all'.
- 'Quick, efficient, professional and very reassuring and helpful'.
- 'They made me feel safe'.
- 'Excellent service'.
- 'Fantastic, so nice'.
- 'They arrived quickly and we were happy with the service. Thank you'.

Q5 Are you?

4 (21%) Male 15 (79%) Female

(1 respondent did not answer this question)

Q6 What is your age group?



Q7 What is your ethnic origin?

White – 17 (85%)

Asian British – 2 (10%)

African – 1 (5%)