

SAFE & WELL VISITS – CUSTOMER SATISFACTION FEEDBACK
QUARTER THREE 2019-20 (Oct - Dec 2019)

The data for the third quarter of 2019/20 (October, November, December '19) has been collected using a postcard system. All staff conducting Safe & Well Visits are asked to leave a postcard at every property they visit. Of the 33 people who returned the card, 14 people (42%) gave permissions for their data to be matched and of these, job numbers were available for 10 people. Over the period **33** cards were returned from 3,033 visits that have been closed down – a 1.1% response rate. The results were as follows:

Q1 The officers that visited were professional?

	Total	%
Strongly agree	29	88
Agree	4	12
Neither	0	0
Disagree	0	0
Strongly disagree	0	0

Q2 The officers that visited were friendly and approachable?

	Total	%
Strongly agree	29	88
Agree	4	12
Neither	0	0
Disagree	0	0
Strongly disagree	0	0

Q3 The advice I received on fire safety was clear and understandable?

	Total	%
Strongly agree	27	82
Agree	6	18
Neither	0	0
Disagree	0	0
Strongly disagree	0	0

Q4 I am pleased the officer(s) made referrals for me to other organisations (% excludes not applicable responses)?

	Total	%
Strongly agree	14	74
Agree	5	26
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
Not applicable	14	0

Q5 Overall, how satisfied or dissatisfied are you with the Safe & Well Visit service you received?

	Total	%
Very satisfied	33	100
Fairly satisfied	0	0
Neither	0	0
Fairly dissatisfied	0	0
Very dissatisfied	0	0

Q6 How could we improve the Safe & Well service?

There were no improvement suggestions this quarter, but rather positive comments praising the service, or expressing no improvements are necessary (please see details below), therefore no actions arising.

- 'Really don't think the service needs improving, was extremely satisfied with the visit we had. We would like to pass on our thanks to the Fire & Rescue Service'.
- 'I think it's a wonderful idea, taking time to ask your wellbeing and how I cope around the house. The reminder of safety jogs your memory, just like a refresher course. Thank you very much'.
- 'All okay, well satisfied'.
- 'It's a very good service that was provided, I can't think of anything'.
- 'Cannot improve on perfection'.
- 'Nothing to add'.
- 'Not really, the officer was most helpful with the advice and a pleasant, friendly person'.
- 'The fire officer gave us some very good advice, thank you'.
- 'Perfect timing, batteries just gone flat in the present fire alarm! Excellent idea to visit homes and give advice'.
- 'Don't think you can, they advised me on a carbon monoxide detector, phoned the council and got one fitted within a week. Good job!'