

AFTER THE INCIDENT – CUSTOMER SATISFACTION FEEDBACK
QUARTER ONE 2019-20 (April, May, June 2019)

The data for the first quarter of 2019/20 (April, May, June '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 15 were returned, a 21% response rate. The results were as follows:

Q1 Did the firefighters give you any general safety advice?

14 (93%) Yes

1 (7%) No

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

11 (85%) Yes

2 (15%) No

(2 respondents 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	15 (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:-

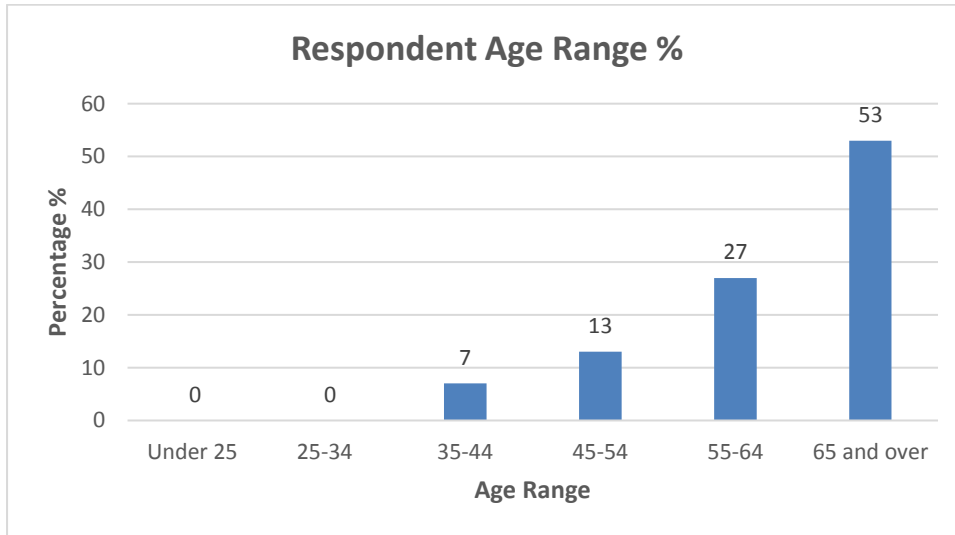
- 'They were amazing'.
- 'Prompt response, good advice, excellent service. Thank you'.
- 'Very caring at a traumatic time for my elderly mum'.
- 'Very helpful with everything'.
- 'Very efficient, thorough and kind. Very grateful to XX squad'.
- 'Very thorough and caring'.
- 'Don't know what we'd do without them. I was away at the time the fire started, my neighbour phoned the fire station. They couldn't praise the firefighters enough and neither could I, they did a wonderful job. Thank you'.
- 'Very professional team'.
- 'Calm, friendly and supportive. Arrived quickly and did a complete check of the house, could not ask for more'.

Q5 Are you?

5 (33%) Male

10 (67%) Female

Q6 What is your age group?



Q7 What is your ethnic origin?

White – 14 (93%)

Asian British – 1 (7%)