

AFTER THE INCIDENT – CUSTOMER SATISFACTION FEEDBACK
QUARTER FOUR 2018-19 (January, February, March 2019)

The data for the fourth quarter of 2018/19 (January, February, March '19) has been collected using a postcard system. 88 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 **27** were returned, a 31% response rate. The results were as follows:

Q1 Did the firefighters give you any general safety advice?

26 (96%) Yes

1 (4%) No

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

18 (72%) Yes

7 (28%) 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	27 (100%)
2	0 (0%)
3	0 (0%)
4	0 (0%)
5	0 (0%)

Q4 Further comments:-

Action(s)

Whilst all respondents stated they were satisfied with the service, can response please reply to the following comments:-

- 'Very reassuring after I'd put out the fire myself. With my area being quite difficult to access wonder if regular 'checks' would be a good idea?
- Excellent, very caring, compassionate and very professional. The next day I had a loss assessor knock on the door, I was very upset, how do these 'ambulance chasers' know I had a fire, they are preying on vulnerable people'.

Positive comments as follows:-

- 'They came very quickly'.
- 'Because they are brilliant'.
- 'Very quick response, thank you for tackling the fire so rapidly, I dread to think what might have happened'.

- 'They worked hard to put out the fire'.
- 'Arrived within minutes, very reassuring and thorough. They were impressive, did not talk down to me and made me feel safe'.
- 'Firefighters response very good, very helpful, even though there was no fire, just smoke. Took time to talk things through'.
- 'They were a good help'.
- 'Fast and reliable, very polite, thorough and very efficient'.
- 'Quick to attend and made sure we were safe before leaving'.
- 'Very helpful'.
- 'Very quick to attend, dealt with problem professionally, very helpful and polite. We need this service, but they are underpaid'.
- 'They were brilliant'.
- 'Amazing service and care, could not have got any better service, very professional and caring'.
- 'Couldn't have been more helpful and kind'.
- 'Very caring and efficient, arrived very promptly and couldn't have been more kind'.
- 'They did not take long to get here and were very good'.
- 'Excellent service with recent small fire, also have now had chimney swept following advice'.
- 'Soon on the scene, gave oxygen re. Smoke inhalation and cleared the flat of smoke'.
- 'Quick to respond and understanding'.
- 'Excellent, saved my life and my animals too'.

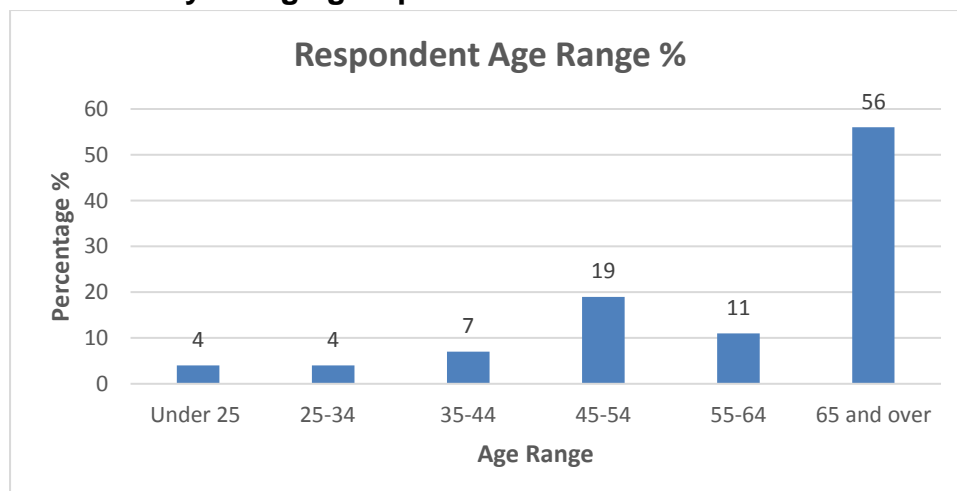
Q5 Are you?

10 (42%) Male

14 (58%) Female

(3 respondents did not answer this question)

Q6 What is your age group?



Q7 What is your ethnic origin?

White – 23 (100%)

(4 respondents did not answer this question)