

SAFE & WELL VISITS – CUSTOMER SATISFACTION FEEDBACK
QUARTER FOUR 2019-20 (Jan - Mar 2020)

The data for the fourth quarter of 2019/20 (January, February, March '20) 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 24 people who returned the card, 10 people (42%) gave permissions for their data to be matched and of these, job numbers were available for 8 people. Over the period **24** cards were returned from 2836 visits that have been closed down – a 0.8% response rate. The results were as follows:

Q1 The officers that visited were professional?

	Total	%
Strongly agree	21	88
Agree	3	12
Neither	0	0
Disagree	0	0
Strongly disagree	0	0

Q2 The officers that visited were friendly and approachable?

	Total	%
Strongly agree	22	92
Agree	2	8
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	22	92
Agree	2	8
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	11	79
Agree	2	14
Neither	1	7
Disagree	0	0
Strongly disagree	0	0
Not applicable	8	0

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

	Total	%
Very satisfied	24	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.

- 'It seems to me that it is already excellent! I was very impressed and reassured both on the day of the incident and on the Safe & Well Visit. Many thanks to your organisation'.
- 'Very efficient service'.
- 'No improvement needed. Excellent service, thank you'.
- 'We did not need any referrals at this time, but it's very reassuring to know there is help if we need it'.
- 'Can't think of anything'.
- 'I feel it covered everything required'.
- 'Your service was first class!'
- 'Thank you, a wonderful service'.
- 'Our Safe & Well Visit was extremely useful to us, it was conducted in a very professional and friendly manner, and the Officers put us at our ease and gave us a feeling of safety in our home'.