

**SAFE & WELL VISITS – CUSTOMER SATISFACTION FEEDBACK**  
**QUARTER TWO 2019-20 (Jul - Sep 2019)**

The data for the first quarter of 2019/20 (July, August, September '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 30 people who returned the card, 15 people (50%) gave permissions for their data to be matched and of these, job numbers were available for 7 people. Over the period **30** cards were returned from 3,428 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	29	97
Agree	1	3
Neither	0	0
Disagree	0	0
Strongly disagree	0	0

**Q2 The officers that visited were friendly and approachable?**

	Total	%
Strongly agree	29	97
Agree	1	3
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	28	93
Agree	2	7
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	12	71
Agree	5	29
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
Not applicable	11	0

(2 respondents did not answer this question)

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

	Total	%
Very satisfied	30	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?**

The first two comments/suggestions below flags up possible improvements, the remainder are not suggestions but rather positive comments praising the service.

- 'I didn't know about the service, so more advertising would be useful. I think it is a very worthwhile service'.
- Probably by making it more well known, understandably a time factor but if it prevents fires then this counteracts,

**ACTION:** Please could P&I consider the above suggested comments/improvements and feedback to the Service Improvement team.

- 'In view of my satisfaction with this professional visit I find it difficult to suggest any improvement'.
- 'Nothing, we were very pleased'.
- 'I don't think it needs improving, seemed very good to me'.
- 'Not necessary, already an excellent service. Keep up the good work! Thank you from one very satisfied customer'.
- 'Don't know, everything satisfactory'.
- 'Excellent service'.
- 'We were very grateful for the watch, officers and service – thank you'.
- 'An excellent service, I don't feel any room or any need for improvement'.
- 'I don't think it could be improved'.
- 'Excellent service provided by the Fire Service, their knowledge and professional approach to help and advise is greatly appreciated'.
- 'Excellent – quick and easy'.