

**BUSINESS FIRE SAFETY VISIT – CUSTOMER SATISFACTION FEEDBACK**  
**QUARTER FOUR 2019-20 (Jan - Mar 2020)**

The data for the fourth quarter of 2019/20 (January, February, March) has been collected using a combination of online and hard copy surveys. All staff conducting Business Fire Safety Visits are asked to leave a postcard at every property they visit. Over the period **20** surveys were returned (10 hard copy, 10 online) from 293 visits that have been closed down – a 6.8% response rate. The results were as follows:

**Q1 I understand why the fire safety visit was needed?**

	Total	%
Strongly agree	17	85
Agree	3	15
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

**Q2 The visit did not cause more disruption to the business than was necessary?**

	Total	%
Strongly agree	16	80
Agree	4	20
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

**Q3 The business was treated fairly?**

	Total	%
Strongly agree	16	80
Agree	4	20
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

**Q4 The actions identified were reasonable?**

	Total	%
Strongly agree	15	83
Agree	3	17
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	2	0

**Q5 I now feel better able to manage fire risk as a result of the advice provided?**

	Total	%
Strongly agree	14	70
Agree	6	30
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

**Q6 Overall, how satisfied or dissatisfied are you with the Business Fire Safety Visit service you received?**

	Total	%
Very satisfied	19	95
Fairly satisfied	1	5
Neither	0	0
Fairly dissatisfied	0	0
Very dissatisfied	0	0
N/A	0	0

**Q7 How could we improve our Business Fire Safety Visit service?**

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

- 'Regular visits and giving speeches of awareness and safety requirements at community gatherings i.e. Sunday temple service mosques and community centres etc.'
- 'By issuing the letter so that postage can be saved when the Officer was here. This happened on the last visit from a fire officer too'.
- 'Possibly to have information leaflets as lots of good advice given and lots to take in. Or an information sheet with links to the relevant websites'.

**ACTION:** Please could the Protection Team consider the above suggested comments/improvements and feedback to the Service Improvement Team.

- 'No concerns at all'.
- 'No improvement needed'.
- 'Nothing, we as a hospital care about fire safety, but we also know that should we need assistance from yourselves, you are always on hand to advise'.

**Q8 If you have used the DFRS website, did you find it useful?**

	Total	%
Yes	2	12
No	0	0
Not used the website	15	88

3 people did not answer this question.