

SAFE & WELL VISITS – CUSTOMER SATISFACTION FEEDBACK – QUARTER THREE 2018-19 (Oct - Dec 2018)

The data for the third quarter of 2018/19 (October, November, December) 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 120 people who returned the card, 48 people (40%) gave permissions for their data to be matched and of these, job numbers were available for 39 people. Over the period **120** cards were returned from 3074 visits that have been closed down – a 4% response rate. The results were as follows:

Q1 The officers that visited were professional?

	Total	%
Strongly agree	111	93
Agree	9	7
Neither	0	0
Disagree	0	0
Strongly disagree	0	0

Q2 The officers that visited were friendly and approachable?

	Total	%
Strongly agree	112	94
Agree	7	6
Neither	0	0
Disagree	0	0
Strongly disagree	0	0

(1 respondent did not answer the question)

Q3 The advice I received on fire safety was clear and understandable?

	Total	%
Strongly agree	110	92
Agree	10	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	66	81
Agree	13	16
Neither	2	3
Disagree	0	0
Strongly disagree	0	0
Not applicable	34	0

(5 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	118	98
Fairly satisfied	2	2
Neither	0	0
Fairly dissatisfied	0	0
Very dissatisfied	0	0

Q6 How could we improve the Safe & Well service?

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

- 'Let us know in advance when you're likely to call'.
- 'Give the Safe & Well visit more high profile to the general public in the local press. I didn't know about this until the visit for my smoke alarm, it was very informative for me as an older person, especially the safety advice in case of fire. Thank you'.
- 'The visit was excellent and very helpful, but it was pure chance that I was both at home and had time for the visit to take place'.
- 'Visit more frequently, as it must be about seven or eight years since my alarms were fitted'.
- 'By providing information on types of kitchen appliances to avoid i.e. fridge freezers and microwaves with plastic back panels'.
- 'Visit more often'.
- 'Nothing except to notify beforehand of your visit. The officer was polite and I am impressed with your service.'

ACTION: Please could P&I consider the above suggested improvements and feedback to the Service Improvement team. The suggestions regarding making prior appointments have been made previously, can we provide clarification of our approach to booking appointments on any information we leave at the property?

- 'Just keep doing what you're doing, it's great! Thank you'.
- 'No improvement needed, perfect service'.
- 'These guys were fantastic! I am grateful to them and the service generally!'.
- 'The officers were professional and respectful, there is not much I can add to improve the service. Thank you to all concerned'.
- 'They were brilliant'.

- 'Being so far from the station, we knew it would take a while for help to get to us. We are grateful for all the fire and safety advice we received. I think everyone should have a visit'.
- 'An excellent service'.
- 'As far as I am concerned, the visit was conducted clearly and informatively'.
- 'Both officers were very helpful with their advice'.
- 'The two officers that came were fantastic and very helpful'.
- 'The prompt, polite and professional visit could not have been improved on. We were especially pleased with the advice we received'.
- 'Could not be better'.
- 'Everything was perfect, thank you'.
- 'It would be difficult to better the service presented'.
- 'Don't think you can, excellent service'.
- 'Well I'm not sure that you can, I found that most things were discussed, even down to chip pans, candles, smoking, closing doors, making sure everything is switched off and that we check our smoke alarms often'.
- 'No improvements needed, very good meeting the officers'.
- 'A perfect and very professional service, excellent safety advice'.
- 'No improvement necessary, good presentation, everything explained and detailed in an easy to understand manner'.
- 'The service was very professional, I cannot think of any improvements'.
- 'On my experience of talking to your officer, I don't think there is anything that needs improving'.
- 'I cannot think of any improvements to the service, very helpful indeed'.
- 'Excellent service, very grateful for advice and knowledge'.
- 'The visiting officers were excellent and I don't think there could be any improvement on the Safe & Well visit service. Thank you'.
- 'I couldn't fault it'.
- 'We were pleased to have the opportunity to discuss domestic safety with professionals, this was helpful and reassuring'.
- 'We offered advice on referrals, but did not need it at present. Good to know help is there though'.
- 'Very satisfied'.
- 'The Safe & Well visit we received was informative and reassuring, they gave helpful and clear advice'.
- 'The team were efficient and I feel they bent over backwards to install new alarms and talk me through how to monitor and use them. Thank you'.
- 'Everything was fine, two smoke alarms were fitted which was welcome. Thank you'.
- 'It was just fine as it was'.

- 'No need to improve, smoke alarms and carbon mon checked. Discussed pros and cons related to visit, i.e. escape and safety tips. Booklet gives clear and concise instructions of what to do and what not to do'.
- 'Not sure that you could'.
- 'The officer was very courteous and informative. Excellent advice!'
- 'I don't think you can'.
- 'You could not improve'.
- 'Everything was done very well, the young man was very professional and likeable'.
- 'Our experience could not be improved, thank you'.
- 'Not one way that I can think of, very impressed with DFRS, thank you'.