

## **BUSINESS FIRE SAFETY VISIT – CUSTOMER SATISFACTION FEEDBACK – QUARTER THREE 2018-19 (Oct - Dec 2018)**

The data for the second quarter of 2018/19 (October, November, December) 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 **29** surveys were returned from 255 visits that have been closed down – an 11% response rate. The results were as follows:

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

	Total	%
Strongly agree	25	89
Agree	3	11
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	1	0

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

	Total	%
Strongly agree	24	83
Agree	5	17
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

### **Q3 The business was treated fairly?**

	Total	%
Strongly agree	25	86
Agree	3	10
Neither	1	4
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

### **Q4 The actions identified were reasonable?**

	Total	%
Strongly agree	23	82
Agree	4	14
Neither	1	4
Disagree	0	0
Strongly disagree	0	0
N/A	1	0

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

	Total	%
Strongly agree	21	72
Agree	6	21
Neither	2	7
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	26	91
Fairly satisfied	1	3
Neither	1	3
Fairly dissatisfied	1	3
Very dissatisfied	0	0
N/A	0	0

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

The first four comments/suggestions below flag up possible improvements or issues, the first of which comes from the dissatisfied person and the second from the neither satisfied nor dissatisfied person. The remainder are not suggestions but rather positive comments praising the service or expressing no improvements are necessary.

- 'The issue with the rear fire escape and Subway was not resolved. The bins still block the fire escape and rubbish accumulates'.
- 'I really feel that there needs to be a clear distinction between 'care homes' and supported living projects, they are not the same. I agree that the fire procedures are equally important but a home is different to a business premises. Care homes are commercial premises'.
- 'It made no difference to our visit but other businesses might benefit from an advance checklist of things to have on hand for the visit, to make sure time isn't wasted trying to search for things on the day, e.g. the fire assessment (which was mentioned in the initial phone call) but also what type and where emergency lighting is etc.'.
- 'It would be good for the links in the letter to be sent via email, as I was unable to access them due to it being sent as a PDF document'.

**ACTION:** Please could the Protection team consider the above suggested improvements and feedback to the Service Improvement team. ?

- 'Nothing needed improving, excellent service'.
- 'It was educational and fair, I don't think you can improve'.
- 'Not applicable, thank you'.
- 'Nothing to add at this time'.
- 'No suggestions on improvements, the present system of an officer reviewing the incident and supplying fire safety information is excellent'.
- 'From my point of view there is no need, as everything was done very professionally'.
- 'These officers were an improvement on previous one, they were professional, concise and not at all officious'.
- 'Both officers were convivial and helpful'.

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

	Total	%
Yes	8	28
No	0	0
Not used the website	21	72