

AFTER THE INCIDENT – CUSTOMER SATISFACTION FEEDBACK –QUARTER ONE 2018-19 (April, May, June 2018)

The data for the first quarter of 2018/19 (April, May, June) has been collected using a postcard system. 100 postcards were sent out to the householders where a fire incident had occurred (excluding properties at which there had been a serious injury or fatality, a deliberate fire or where the postal address is incomplete). Over the period **18** were returned, an 18% response rate. The results were as follows:

Q1 Did the firefighters give you any general safety advice?

17 (94%) Yes

1 (6%) No

Q2 If you had a fire were you offered a Home Safety Check?

15 (94%) Yes

1 (6%) No

(2 respondents did not answer this question)

Q3 How would you rate the service you receive from Derbyshire Fire & Rescue? (1 is good, 5 is poor)

1	18 (100%)
2	0 (0%)
3	0 (0%)
4	0 (0%)
5	0 (0%)

Q4 Further comments:-

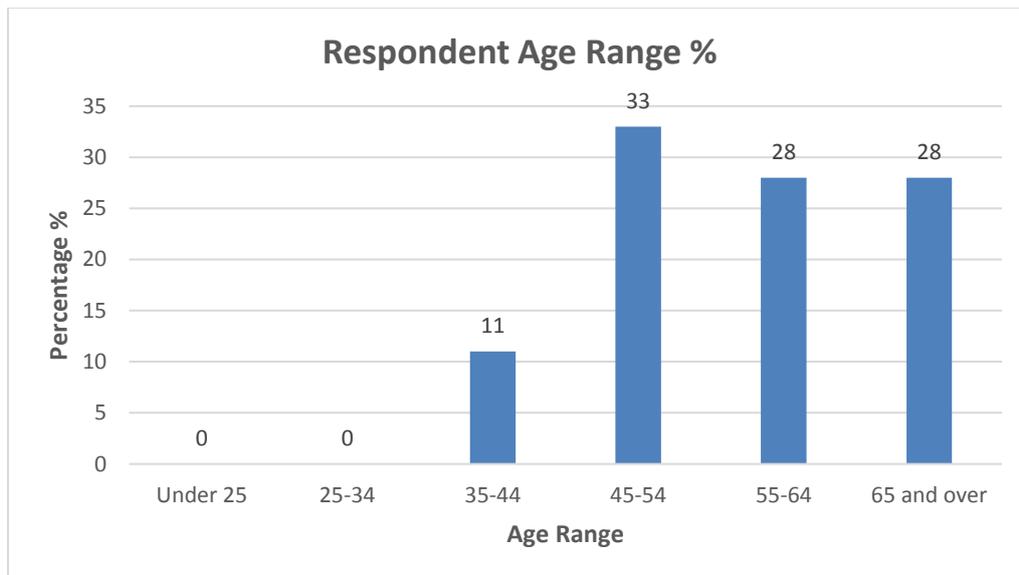
- 'Had a washing machine fire and the fire service were excellent'.
- 'Fantastic, thoughtful and caring. Cannot praise the fire fighters enough, very reassuring'.
- 'Arrived quickly'.
- 'All were amazing, thank you'.
- 'Quick response'.
- 'Dealt with quickly and caring, they did their best, so very pleased'.
- 'Cannot fault anything, very professional service, thank you'.
- 'Very polite and helpful'.
- 'Prompt and professional, I had a fire in early hours of morning but fire engine turned up straight away and fire was dealt with immediately. After care was brilliant too'.
- 'Professional and thorough'.
- 'Fast, supportive, respectful and professional'.

- 'Very efficient, good communication with us'.

Q5 Are you?

5 (31%) Male 11 (69%) Female
(2 respondents did not answer this question)

Q6 What is your age group?



Q7 What is your ethnic origin?

White – 17 (100%)
(1 respondent did not answer this question)