

BUSINESS FIRE SAFETY VISIT – CUSTOMER SATISFACTION FEEDBACK
QUARTER FOUR 2018-19 (Jan - Mar 2019)

The data for the fourth quarter of 2018/19 (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 **19** surveys were returned from 297 visits that have been closed down – a 6.4% response rate. The results were as follows:

Q1 I understand why the fire safety visit was needed?

	Total	%
Strongly agree	16	84
Agree	3	16
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	84
Agree	3	16
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

Q3 The business was treated fairly?

	Total	%
Strongly agree	18	95
Agree	1	5
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

Q4 The actions identified were reasonable?

	Total	%
Strongly agree	17	94
Agree	1	6
Neither	0	0
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	14	74
Agree	3	16
Neither	2	10
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	18	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?

There were no improvement suggestions this quarter, but rather positive comments praising the service, or expressing no improvements are necessary.

- 'I really couldn't improve this visit, the fire officer was really great. Thanks very much'.
- 'I couldn't improve on what X did, she was very helpful and very sensitive to our situation. Thanks very much'.
- 'The officers were thorough and courteous and gave good constructive feedback'.
- 'The service was exemplary from start to finish, no improvements suggested'.
- 'No improvement required'.
- 'Not at all'.
- 'This is the first visit that I have had whilst at the school and I found the process very positive'.

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

	Total	%
Yes	6	33
No	1	6
Not used the website	11	61

(1 respondent did not answer this question).