

## **SAFE & WELL VISITS – CUSTOMER SATISFACTION FEEDBACK – QUARTER TWO 2018-19 (July - Sept 2018)**

The data for the second quarter of 2018/19 (July, August, September) 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 63 people who returned the card, 31 people (49%) gave permissions for their data to be matched and of these, job numbers were available for 21 people. Over the period **63** cards were returned from 3082 visits that have been closed down – a 2% response rate. The results were as follows:

### **Q1 The officers that visited were professional?**

	Total	%
Strongly agree	60	95
Agree	3	5
Neither	0	0
Disagree	0	0
Strongly disagree	0	0

### **Q2 The officers that visited were friendly and approachable?**

	Total	%
Strongly agree	62	98
Agree	1	2
Neither	0	0
Disagree	0	0
Strongly disagree	0	0

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

	Total	%
Strongly agree	58	94
Agree	4	6
Neither	0	0
Disagree	0	0
Strongly disagree	0	0

(1 respondent did not answer the question)

### **Q4 I am pleased the officer(s) made referrals for me to other organisations (% excludes not applicable responses)?**

	Total	%
Strongly agree	31	78
Agree	7	17
Neither	2	5
Disagree	0	0
Strongly disagree	0	0
Not applicable	20	0

(3 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	62	98
Fairly satisfied	1	2
Neither	0	0
Fairly dissatisfied	0	0
Very dissatisfied	0	0

**Q6 How could we improve the Safe & Well service?**

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

- 'Possibly by annual checks on smoke alarms for elderly people'.
- 'Maybe to pay visits to the over 70's, if only to remind them of Fire Safety in their home. I myself are grateful re. visit, as my questions were answered'.
- 'I know it's rather difficult but maybe pre-warn people of visit. The officers and crew had time and explained everything, thank you for the service provided'.
- 'Only checked the alarm at the bottom of the stairs, did not include the one at the top of the stairs'.
- '1<sup>st</sup> time for 20+ years'.

**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?

- 'I cannot see any room for improvement. The lady who came to see me was very professional and explained everything in detail. She was very pleasant and understanding, I rate her 10 out of 10'.
- 'XX who came to visit us was brilliant and a credit to your company. She advised us on lots of things we didn't know which was so useful'.
- 'No need to improve as it is a very good service, keep it up'.
- 'No improvement required, thank you'.
- 'I was very impressed and can't think of any improvements'.
- 'The two gentlemen who visited me were marvellous, I could not have wished for two nicer and informative chaps'.
- 'I cannot speak highly enough of XX team, they were friendly and extremely professional in all aspects of the above'.
- 'Not sure how to improve the service'.

- 'No need to'.
- 'Come again, after all it's for our welfare, thank you'.
- 'The officers were professional, friendly and efficient, thank you very much'.
- 'Difficult to improve'.
- 'We cannot fault the service your officer gave us'.
- 'I was most impressed with everything'.
- 'No improvement needed, the two officers were excellent, being very professional'.
- 'They were very thorough with the information they gave me and also very understanding and friendly, telling us things we'd never thought of'.
- 'It was wonderful to be so well looked after, thank you'.
- 'Difficult to say, everything okay'.
- 'No improvement needed'.
- 'Very pleased with the present system'.
- 'Thank you for coming'.