

SAFE & WELL VISITS – 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 postcard system. All staff conducting Safe & Well Visits are asked to leave a postcard at every property they visit. Of the 119 people who returned the card, 39 people (33%) gave permissions for their data to be matched and of these, job numbers were available for 28 people. Over the period **119** cards were returned from 3,457 visits that have been closed down – a 3.4% response rate. The results were as follows:

Q1 The officers that visited were professional?

	Total	%
Strongly agree	108	92
Agree	10	8
Neither	0	0
Disagree	0	0
Strongly disagree	0	0

(1 respondent did not answer the question)

Q2 The officers that visited were friendly and approachable?

	Total	%
Strongly agree	109	92
Agree	10	8
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	104	87
Agree	15	13
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	64	81
Agree	12	15
Neither	3	4
Disagree	0	0
Strongly disagree	0	0
Not applicable	29	0

(11 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	99
Fairly satisfied	1	1
Neither	0	0
Fairly dissatisfied	0	0
Very dissatisfied	0	0

Q6 How could we improve the Safe & Well service?

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

- 'Make visits more regularly or maybe just a call to make sure everything is alright'.
- 'A yearly visit would be welcome to check the alarms'.
- 'The officers were extremely courteous and kind. It would have been helpful to have known they were coming in advance of their visit. Having recently been scammed by a company, I am hesitant about dry callers'.
- 'At a time when hackers are having so many successes, I can see no possible justification for the Fire Service needing the date of birth of a member of the public. Please consider omitting such requests, or at least asking for his/her year of birth only'.
- 'Bring the system into the 21st century, questions on computer tablets, key in answers, data then sent direct to appropriate data bases. Speed up, more accurate information'.
- 'Advertise more to let the public know about the great service you provide'.

ACTION: Please could P&I consider the above suggested improvements and feedback to the Service Improvement team.

- 'I don't think you could have improved our visit, thank you for your help'.
- 'Very good service'.
- 'No further comments, I was very pleased that your officer called with good advice'.
- 'Not a thing, he was brilliant. Generally he was pleased with our safety measures and ability, so there was no need for any extra help or advice. Thoroughly delighted by the advice and help given'.
- 'We are very lucky to have such an excellent fire service, you do a great job, thank you'.
- 'I believe every aspect for safety was covered, I'd like to say they reassured me that what I was doing was correct'.

- 'In my opinion no improvement is required'.
- 'Service very good, can't see there is much need for improvement'.
- 'You can't improve the Safe & Well visit service we received from the fire officers'.
- 'Don't think you can improve, so good, thank you'.
- 'Overall a very good service'.
- 'You cannot improve, the visit was very good and friendly'.
- 'XX was an absolute credit to Derbyshire Fire & Rescue Service'.
- 'We were very satisfied with the service we received from your friendly staff'.
- 'The service is adequate as it is, the fire fighter was very efficient'.
- 'No improvement necessary, very satisfied, thank you'.
- 'Keep doing what you are doing'!
- 'Nothing, received a brilliant service and very grateful that it is free'.
- 'No improvement needed'.
- 'Some good advice that you don't think about'.
- 'Already a very good service'.
- 'Excellent, very helpful and understanding, not made to feel an idiot. Thank you'.
- 'The service was first class, thank you for the visit, much appreciated'.
- 'All the information was very good, as a pensioner living in an above flat it gave me reassurance. Thank you'.
- 'I was very happy to receive the very helpful information from fire fighter XX and didn't think there was room for improvement'.
- 'We don't think you can improve the visit, we are very satisfied'.
- 'No need for change'.
- 'The level of service was perfectly adequate therefore no improvement required'.
- 'It was very comprehensive, so I can't think of any changes needed'.
- 'The visit was very good and very understandable'.
- 'No improvement needed, your officers were polite, friendly and informative. 10 out of 10'!
- 'No improvement needed'.
- 'Two new smoke alarms fitted, thank you'.
- 'I would like to say how friendly, helpful and human your two officers were. I cannot say anything to improve this valuable service'.
- 'The guys that came out were fantastic, very professional and really informative'.
- 'Appreciated the visit, very good'.
- 'The fire officer who came acted in a professional manner, he was a credit to the service'.
- 'Perfect, thank you'.
- 'Very good advice'.

- 'It was totally satisfactory, we were most grateful'.
- 'Thank you for the smoke alarm'.
- 'This service in my opinion is excellently provided and leaves me confident that the practical experience in their field of work is invaluable, allowing them to speak with authority. Thank you'.