

SAFE & WELL VISITS – CUSTOMER SATISFACTION FEEDBACK
QUARTER ONE 2019-20 (Apr - Jun 2019)

The data for the first quarter of 2019/20 (April, May, June '19) 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 33 people who returned the card, 14 people (42%) gave permissions for their data to be matched and of these, job numbers were available for 9 people. Over the period **33** cards were returned from 3264 visits that have been closed down – a 1.0% response rate. The results were as follows:

Q1 The officers that visited were professional?

	Total	%
Strongly agree	32	97
Agree	1	3
Neither	0	0
Disagree	0	0
Strongly disagree	0	0

Q2 The officers that visited were friendly and approachable?

	Total	%
Strongly agree	32	97
Agree	1	3
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	32	97
Agree	1	3
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	19	95
Agree	0	0
Neither	1	5
Disagree	0	0
Strongly disagree	0	0
Not applicable	12	0

(1 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	32	97
Fairly satisfied	1	3
Neither	0	0
Fairly dissatisfied	0	0
Very dissatisfied	0	0

Q6 How could we improve the Safe & Well service?

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

- 'I am still not entirely sure how long a battery will continue bleeping on the occasion of a fire?'

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

- 'The officer was very kind, helpful and told me all the help I could get if need be'.
- 'Quite satisfactory, made me realise how little I knew about the situation'.
- 'No improvements needed, a great service, the officers who visited us were very professional and helpful'.
- 'I was very happy with the service I received, I think that it couldn't be improved in any way. Thank you for such a great community service. Great!'
- 'Excellent service and nice to know we are being cared for'.
- 'The officers were pleasant and very kind. I could understand quite a bit'.
- 'Service is quite adequate'.
- 'Prompt, friendly and efficient. Thank you!'
- 'You cannot improve on perfection'.
- 'Pleasant young man and very helpful, I understood what he told me'.
- 'No improvements needed, really helpful advice'.
- 'The service was excellent and I appreciated a second smoke detector. Very many thanks'.