

BUSINESS FIRE SAFETY VISIT – 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 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 **31** surveys were returned from 258 visits that have been closed down – a 12% response rate. The results were as follows:

Q1 I understand why the fire safety visit was needed?

	Total	%
Strongly agree	26	84
Agree	5	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	24	77
Agree	5	16
Neither	1	3
Disagree	0	0
Strongly disagree	0	0
N/A	1	3

Q3 The business was treated fairly?

	Total	%
Strongly agree	28	90
Agree	3	10
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

Q4 The actions identified were reasonable?

	Total	%
Strongly agree	27	87
Agree	4	13
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

Q5 I now feel better able to manage fire risk as a result of the advice provided?

	Total	%
Strongly agree	24	77
Agree	6	19
Neither	1	3
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	30	97
Fairly satisfied	1	3
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?

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

- 'By giving reasonable notice of any intended visit, only to ensure that there will be a responsible member of the Board available to assist'.
- 'Be sure the secretary is aware if access to the tenants' property is required. I twice asked if this was the case, so I could give my tenants adequate and legally required notice. On both occasions I was told only the communal areas would be inspected. This proved to be inaccurate'.

ACTION: Please could the Protection team consider the above suggested improvements and feedback to the Service Improvement team. ?

- 'Not at all, the advice given on the fire safety visit is always tailored to our special needs students and is always welcomed'.
- 'No improvement necessary! Made perfect sense once pointed out'.
- 'The visit went smoothly and I honestly cannot think of any improvements needed'.
- 'Very satisfied, thank you'.
- 'Officers were really helpful in supporting this new service with practical ideas and positive suggestions in line with my questions. Very helpful visit and could have been more tuned into the client group we support here'.
- 'Nothing to improve'.

- 'We were very impressed with XX, please pass on our thanks'.
- 'I can't think of any way to improve. XX was professional and very informative'.

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

	Total	%
Yes	7	23
No	0	0
Not used the website	24	77