
REPORT AUTHOR: HEAD OF COMMUNITY SAFETY

SUBJECT: CUSTOMER SATISFACTION SURVEY REPORT
QUARTER 3 (1 OCTOBER – 31 DECEMBER 2015)

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Background Papers: None

Implications (tick ✓):

LEGAL		FINANCIAL	
HUMAN RESOURCES		EQUALITY IMPACT	
ENVIRONMENTAL		POLICY	
CORPORATE RISK	Known	CORE BRIEF	
	New	OTHER (please specify)	✓

Any implications affecting this report are noted at the end of the report.

PURPOSE:

To report the results of Customer Satisfaction surveys conducted from 1 October 2015 – 31 December 2015.

RECOMMENDATION:

That Members acknowledge the high levels of customer satisfaction achieved through Quarter 3.

1. Introduction

1.1 Surveys are undertaken to establish the levels of customer satisfaction in the following service areas:

- attending an incident at a domestic property;
- attending an incident at a non-domestic property;
- conducting a Home Fire Safety Check; and
- conducting a Fire Safety Audit.

1.2 The results of the surveys are reported to the Service Delivery Management Team, Corporate Management Team and Fire and Rescue Authority providing opportunities to build upon areas of sound performance and identify potential improvements.

2. Executive Summary

2.1 There were no complaints received via the customer satisfaction process in Q3 2015/16. Overall 100% of respondents across all survey areas stated they were very or fairly satisfied with our overall service.

Area Surveyed	Surveys Issued	Surveys Returned	Rate of Return
After the Incident (Domestic)	90	76	84%
After the Incident (Non-Domestic)	23	13	57%
Home Fire Safety Check Follow Up Surveys	150	146	97%
Fire Safety Audits	90	75	83%

3. Results

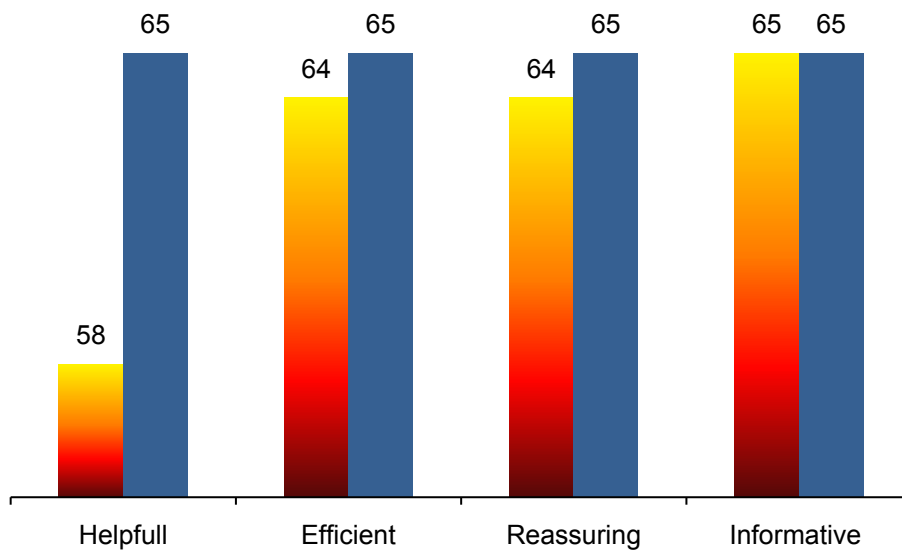
3.1 After the Incident (Domestic):

No complaints were received through the customer satisfaction service.

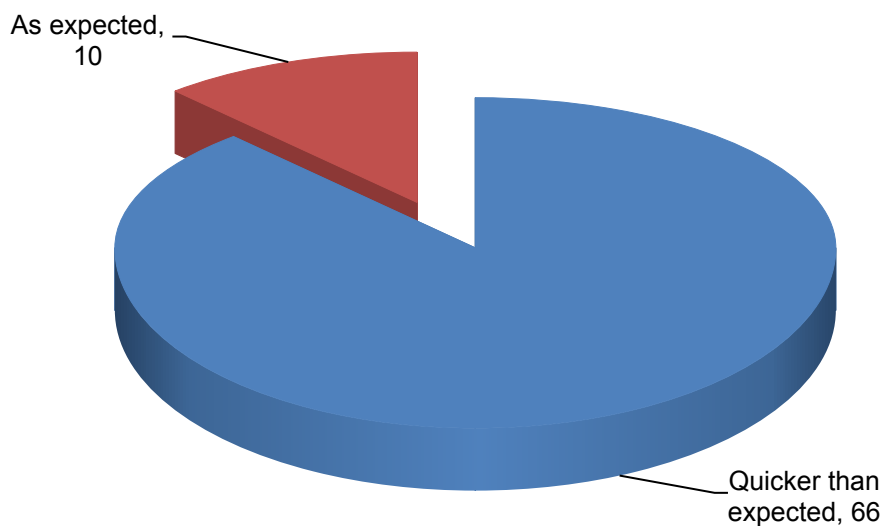
90 surveys were posted out with a total of 75 completed surveys returned for feedback purposes.

Of the 67 respondents who claimed they contacted our Service Control, all 67 stated they were either very or fairly satisfied with the initial contact.

3.1.1 Initial contact with Control Communication Centre (67 responders)



3.1.2 Incident response times (76 responses)



66 responders stated the fire service arrived quicker than expected and 10 as expected.

All 76 responders stated they were either very or fairly satisfied with the overall service they received.

4. After the Incident (Non Domestic)

No complaints were received through the customer satisfaction service.

23 surveys were issued by either post or emailed via a survey link.

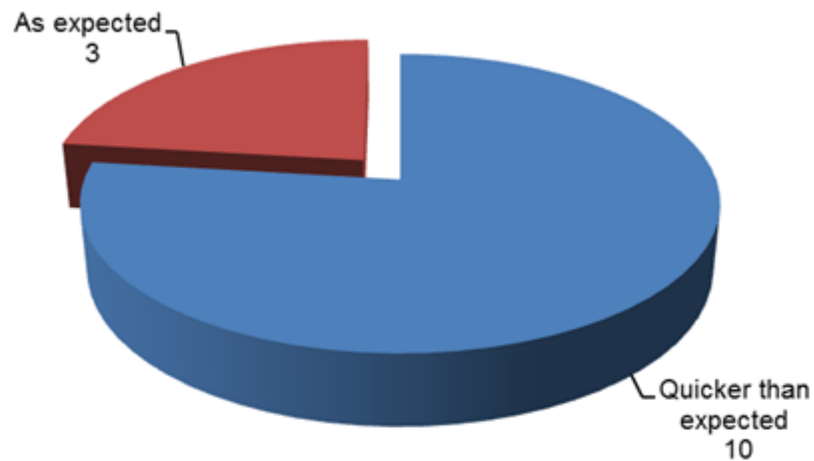
9 completed surveys were received back via survey link, 4 by post for reporting purposes.

12 claimed to have been present at the time of the incident.

11 claimed to have contacted the Control Communication Centre, all 11 stated they were either very or fairly satisfied with the way in which their call was handled.

All 10 responders stated that at the scene the Service arrived quicker than expected with 3 claiming arrival was as expected.

4.1 *Response times: (13 responses)*



All 13 responders claimed they were either very or fairly satisfied with the overall service they received.

5. Home Fire Safety Check Surveys

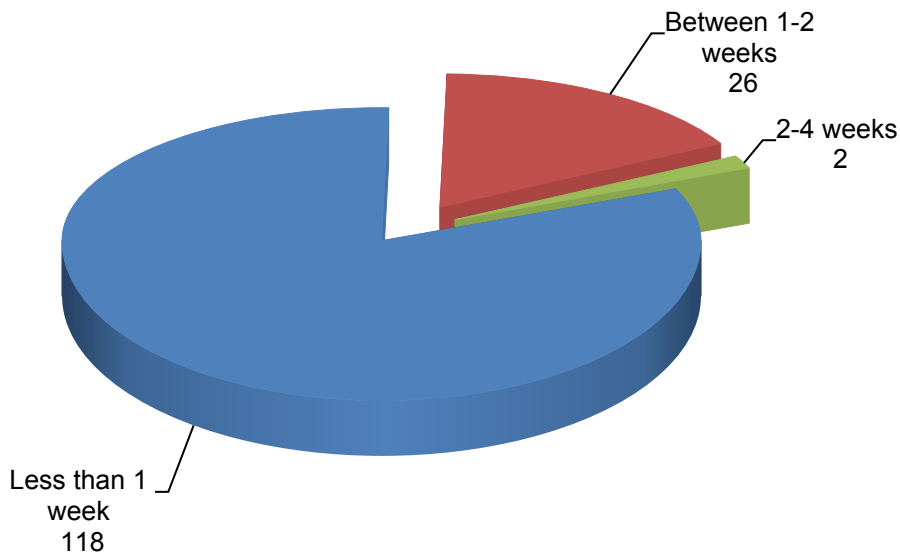
No complaints were received through the customer satisfaction process.

150 surveys were posted out with 146 completed survey returns. 25 of the 150 residents were contacted via telephone for feedback purposes.

All 146 responders stated they were either very or fairly satisfied with the service they received.

118 responders claimed they received a HFSC within less than 1 week, with 26 claiming they waited between 1-2 weeks, and 2 waited between 2-4 weeks.

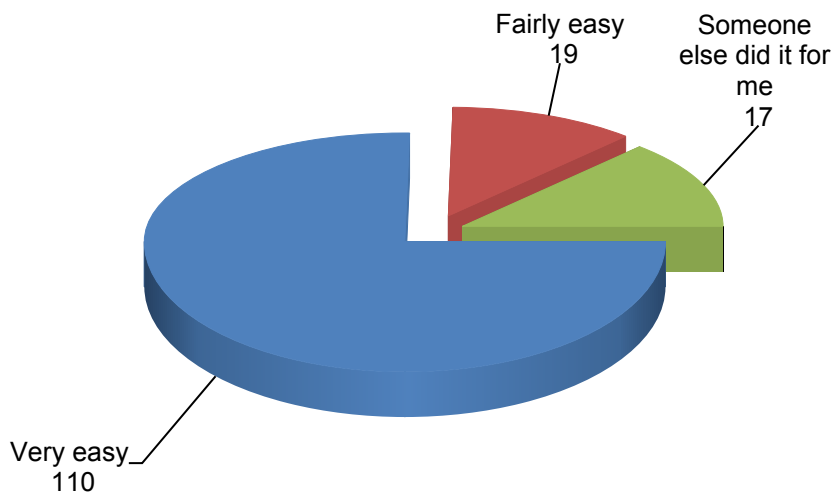
5.1 *How long did you wait for your Home Fire Safety Check?
(146 responses)*



The majority of 118 responders claimed they waited less than 1 week for the HFSC with 45 claiming they had an immediate HFSC via a hot strike.

96 positive compliments were received within the quarter, in praise of the attitude, helpfulness and friendliness of the Community Safety Fitters.

5.2 *How easy was it to make the appointment? (146 responses)*



110 residents claimed that it was very easy to make the appointment with 19 claiming it was fairly easy and 17 claimed they had the appointment made for them.

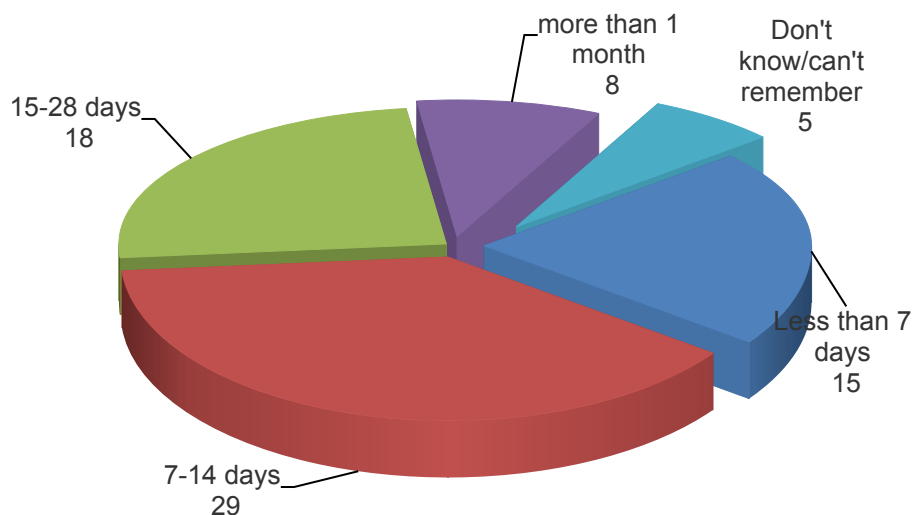
All 146 responders claimed they were either very or fairly satisfied with the HFSC service.

6. Fire Safety Audit Surveys

No complaints were received through the customer satisfaction service.

A total of 90 Fire Safety Audit surveys were issued throughout the quarter with a return of 75 completed surveys. The majority of returns were received by the electronic survey link.

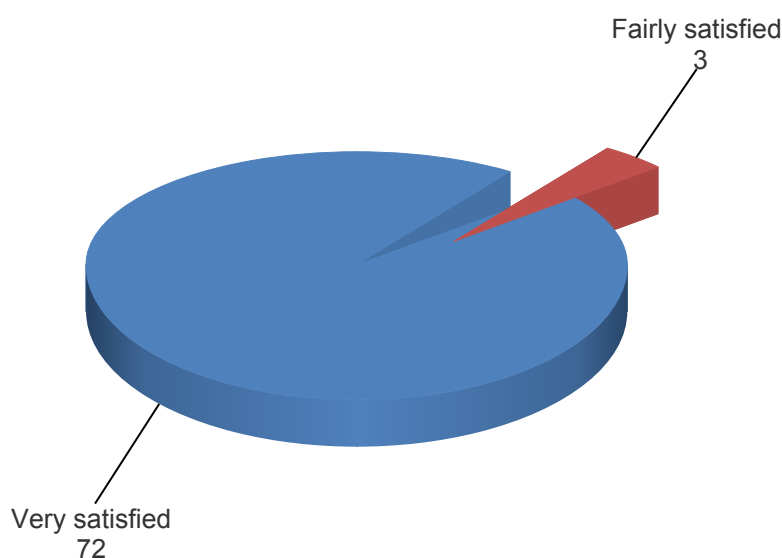
6.1 *How long did you wait for your Fire Safety Audit? (75 responses)*



66 claimed they felt the audit process had been helpful and stated they believed the process to be fairly conducted.

68 claimed they had already received a written report, of which 63 claimed to be very satisfied, 5 were neither satisfied or dissatisfied with the report.

6.2 *Overall satisfaction with audit process (75 responses)*



All 75 responders claimed they were very or fairly satisfied with the audit process.

7. Compliments

The Service is pleased to have received a number of compliments from members of the public. These are received by letter and email. In the 3rd quarter of 2015/16 the Service received 25 compliments.

8. Complaints

Complaints against the Service are processed in accordance with the Service's three stage complaints procedure:

- Stage 1 Complaint is investigated and responded to within 10 days.
- Stage 2 The complainant is not satisfied with the outcome of Stage 1. CMT Member (or Deputy) undertakes further action as necessary to resolve the issue within 10 working days
- Stage 3 The complainant remains dissatisfied with the outcome of their complaint and the matter is referred to ACO HR and Organisational Development for further investigation and response.

Should the complainant remain dissatisfied at the end of Stage 3 the complainant may refer the matter to the Ombudsman. Any actions arising from the Ombudsman are received and monitored by ACO HR and Organisational Development.

In the 3rd quarter of 2015/16, the Service received six complaints.

Five complaints were settled at Stage 1, one complaint escalated to Stage 2.

9. Additional Information

Feedback from all areas remains positive with zero complaints received via customer satisfaction surveys.

Issuing surveys electronically via survey link has proved successful.

Direct telephone contact for feedback with residents for home fire safety checks has been successful.

**SERVICE OPERATIONAL COMMANDER G JEFFERY
HEAD OF COMMUNITY SAFETY**