
REPORT AUTHOR: HEAD OF COMMUNITY SAFETY

SUBJECT: CUSTOMER SATISFACTION REPORT
QUARTER 3 (1 OCTOBER – 31 DECEMBER 2016)

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Background Papers: None

Implications (tick ✓):

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

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

PURPOSE

To report the levels of Customer Satisfaction during Quarter 3 2016/17 (01 October – 31 December).

RECOMMENDATION

That Members acknowledge the report and the continuing good levels of customer satisfaction.

1. Executive Summary
 - 1.1. Customer satisfaction is measured through surveys (undertaken after an incident, following a Home Fire Safety Check (HFSC) or Fire Safety Audit), letters of compliments, and complaints.

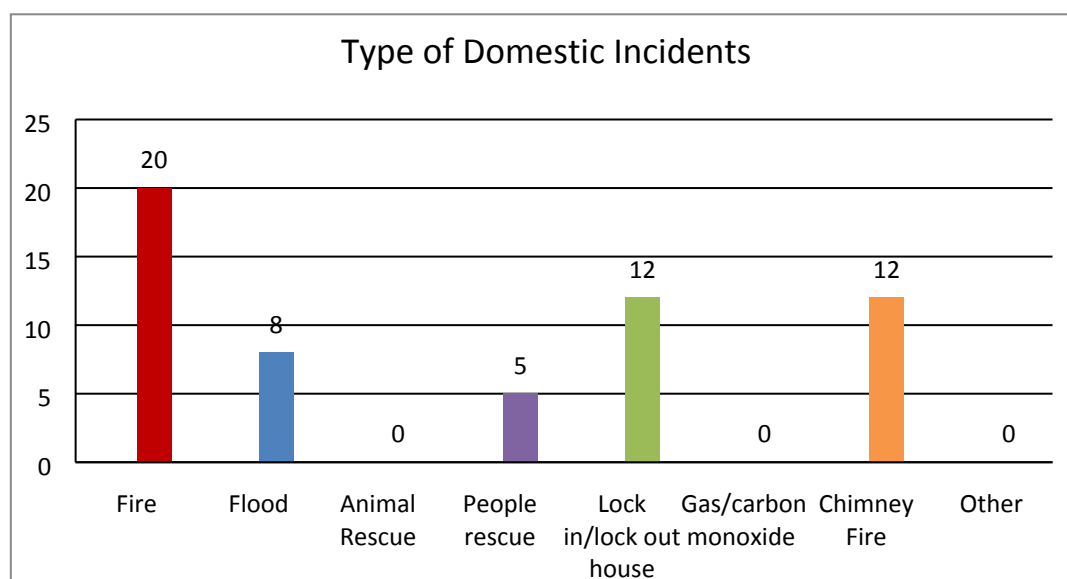
1.2. Surveys undertaken in Q3 2016/17 indicate that 99% of respondents across all survey areas were either very or fairly satisfied with the overall service provided. The rate of responses for surveys issued in Quarter 3 is shown on the following page, with comparisons against the same period in 2015/16. In comparison to Q2 2016/17 the number of surveys returned has increased very slightly, however the Community Engagement Manager is continually looking for opportunities to see how the Service can increase the level of responses to these surveys.

1.3. Numbers in the report have been rounded to one decimal place.

Area surveyed	Total number of surveys returned	Total number of surveys sent	Return rate	Comparison to Q3 2015/16
After the Incident (Domestic)	57	121	47%	76 (84%)
After the Incident (Non Domestic)	12	21	57%	13 (57%)
Home Fire Safety Checks (HFSC)	150	255	59%	146 (97%)
Fire Safety Audit	94	200	47%	75 (83%)
Totals/Average Return Rate	298	597	53%	310 (80%)

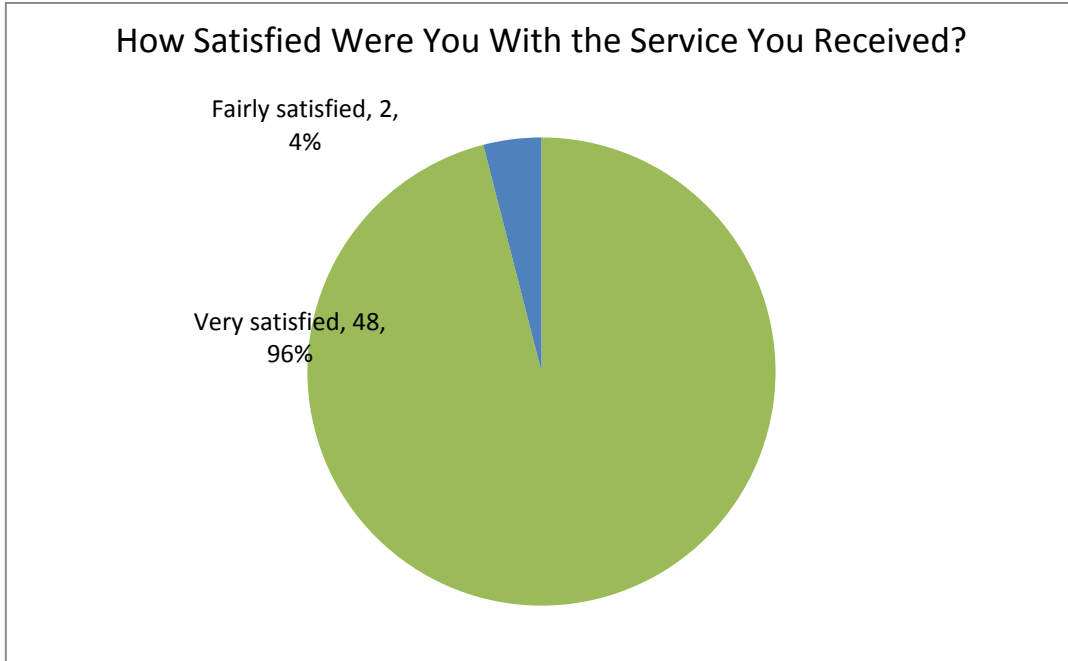
2. After the Incident (Domestic)

2.1. **Type of Incident:**



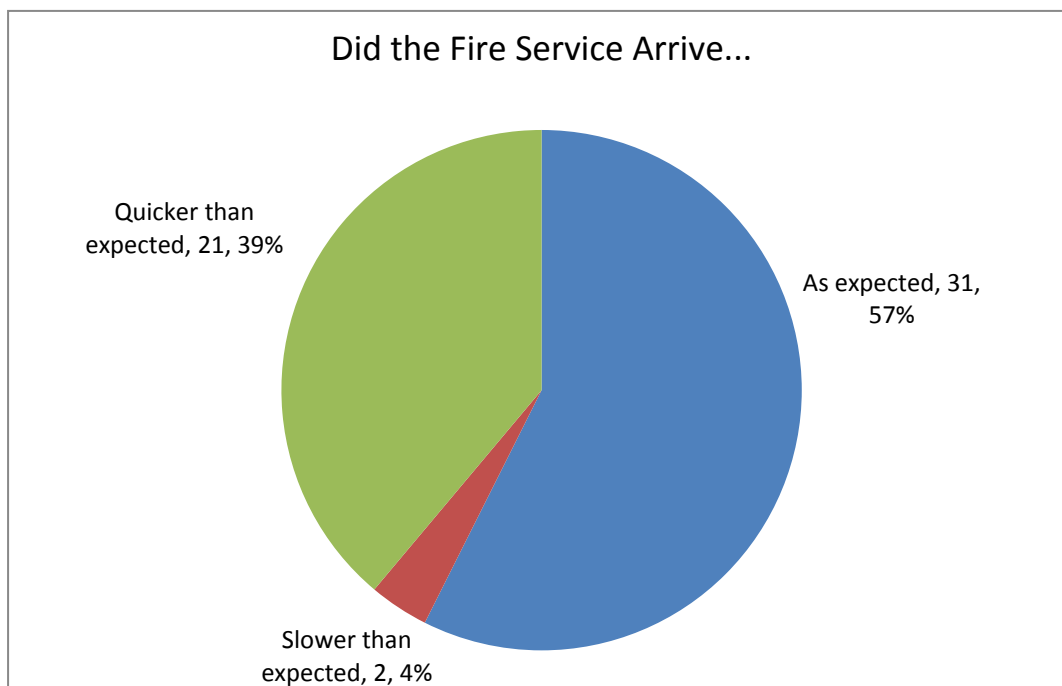
121 surveys were sent out and 57 replies have been received, a response rate of 47%. The main incidents in which respondents were involved were fires, chimney fires, lock ins or lock outs.

2.2. Overall Satisfaction:



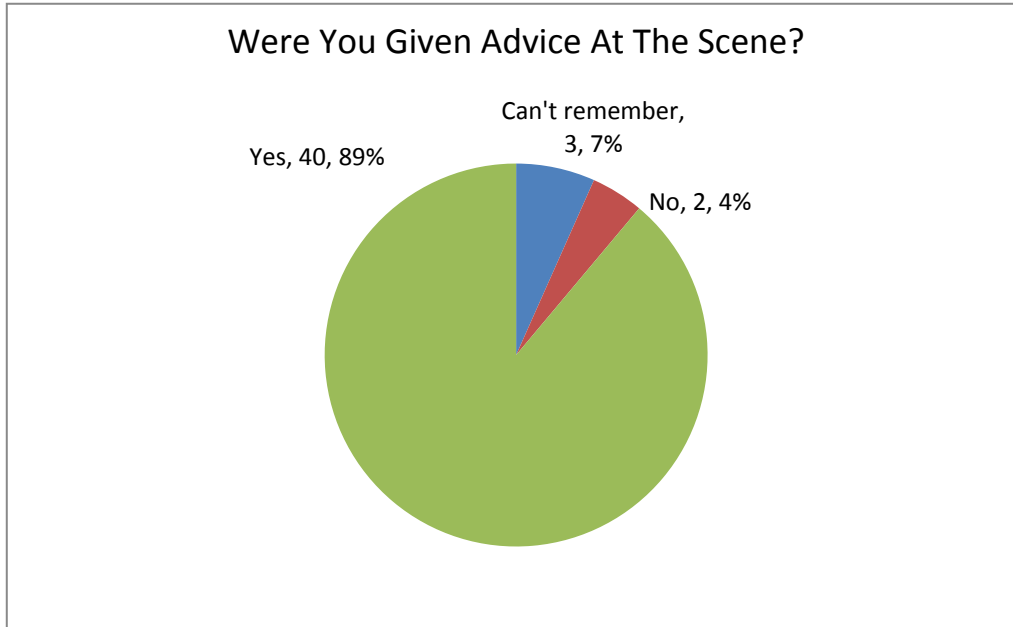
96% of those who replied to the survey said they were very satisfied with the service they received, 4% were fairly satisfied with the service provided. No one was dissatisfied with the service.

2.3. Arrival Times:



96% of those respondents who replied to this question thought the Service arrived quicker than expected or as expected, only two people (4%) thought the Service arrived slower than expected. 39 of respondents had called the Service themselves and they were all positive about the assistance they received.

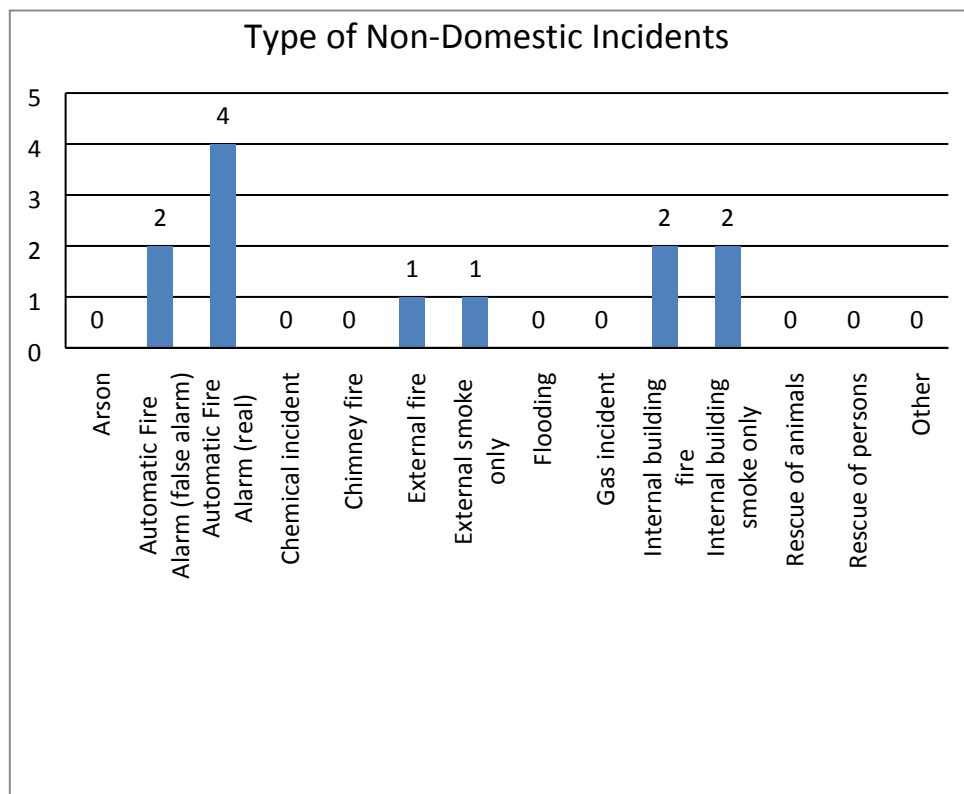
2.4. Advice Given:



45 respondents replied to this question on the survey. A majority of those responses confirmed they were given advice at the scene.

3. After the Incident (Non Domestic)

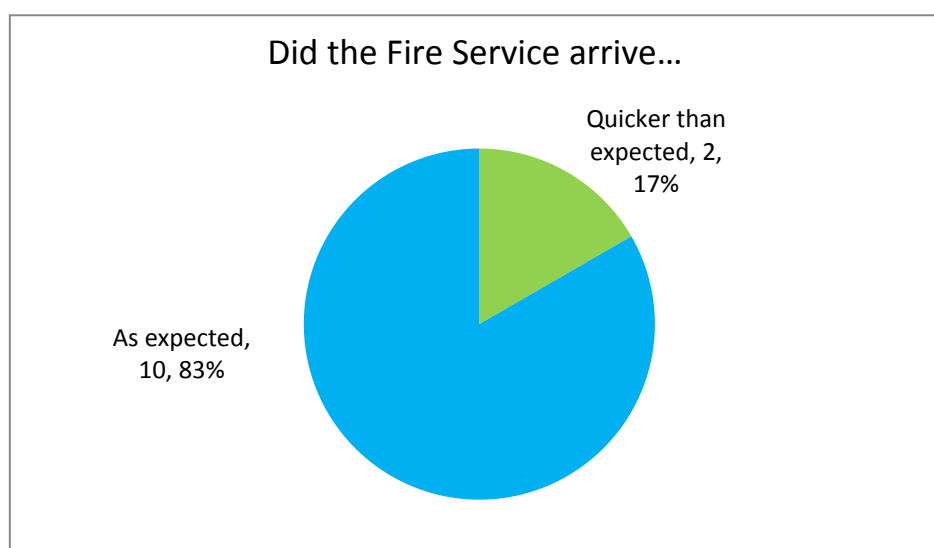
3.1. Type of Incident



There were only 21 incidents involving commercial properties during Quarter 3, and 12 survey responses have been received (a response rate of 57%).

In all instances the respondent was very or fairly satisfied with the service they received from the Service.

3.2. **Arrival Times:**

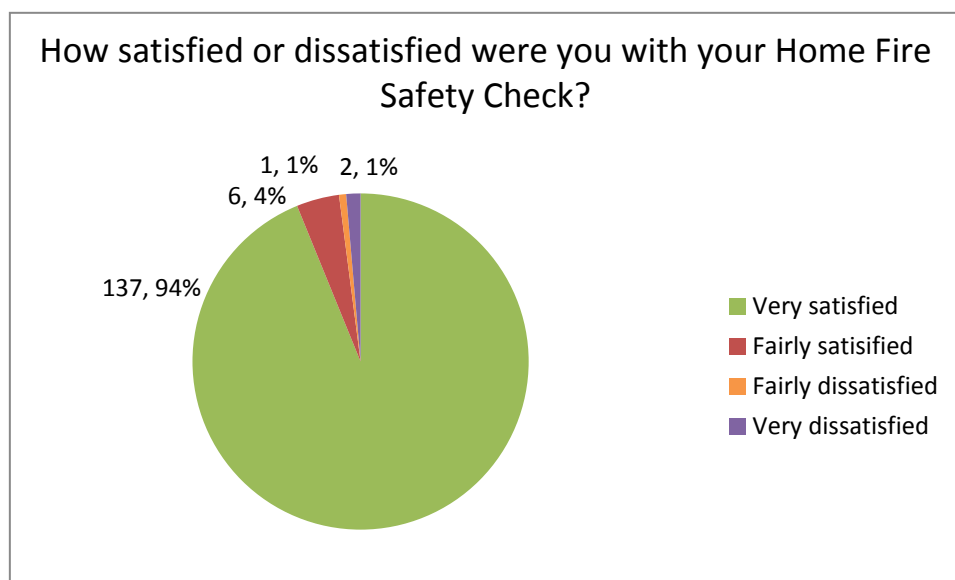


All 12 respondents answered this question and in the majority of cases the Service arrived as expected and if not, in a time that was quicker than expected.

4. Home Fire Safety Check (HFSC)

4.1. 255 questionnaires were sent out to those who had received a Home Fire Safety Check (HFSC) during this quarter. From that 150 were returned, which exceeded the number returned in Q3 2015/16 and giving a response rate of 59%.

4.2. **Overall Satisfaction:**



Of the 146 respondents, who replied to this question on the survey all but four of those who responded were very or fairly satisfied with their HFSC.

The 'fairly dissatisfied' respondent said: *'The Fire Safety Check person did not check the upstairs of the property or the rear of the property. I feel there should have been a certificate awarded based on the Fire Safety Check of the property.'*

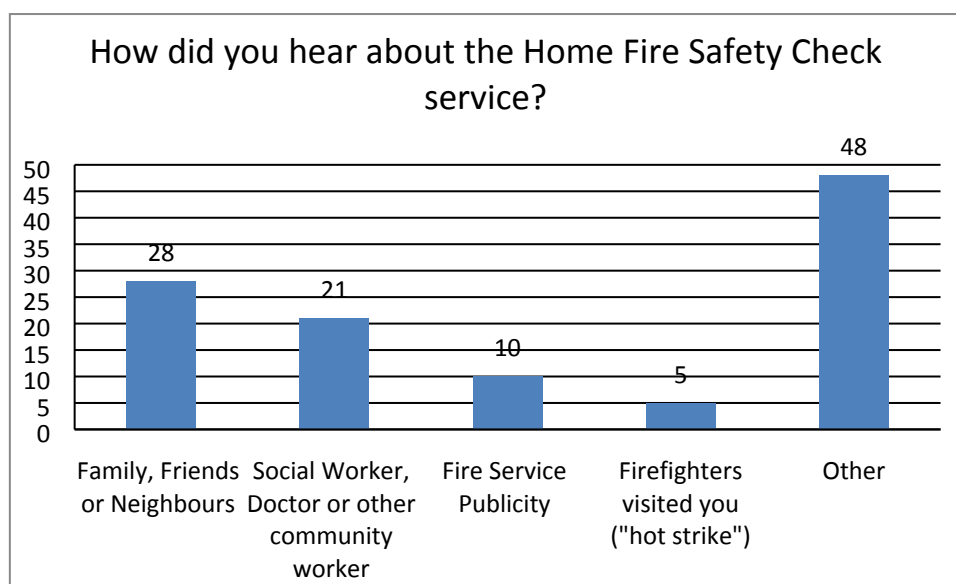
The two 'dissatisfied' respondents did not say why they were dissatisfied and they may have just ticked the wrong box as their other comments were positive, one saying *'Excellent service'* and the other saying they had gained *'Piece of mind'*.

There were many positive comments about the service people received from those we visited. The most common comment was that the staff visiting them, whether Community Safety staff or Firefighters were polite, friendly, helpful and professional. They also took time to explain things to people. Other comments included:

- *He made my mother feel safe. All the information that was given made even myself think! Very good.*

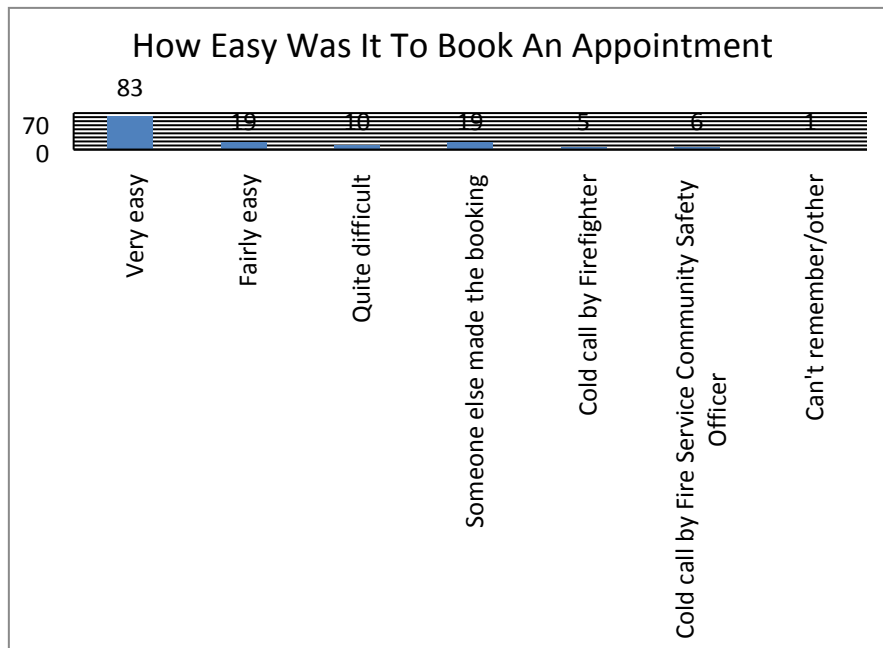
- *Very helpful with information and advice. Also had a problem as one of the units fell, he came round straight away and fixed it.*
- *Very pleased with the information about safety in the home and what to do in case of fire. I would like to thank the young lady who came to see me.*
- *Two very nice friendly Firefighters, who were very efficient and helpful.*
- *Mr Walker was so kind to my husband who has Alzheimer's, he explained just what he was doing and why. He was so kind and caring. Thank you for a wonderful service.*
- *We need to plan an escape route and to make sure we stay together when we escape the fire. Andy Martin was very good and made sure I could hear the alarms at night with the pad by the bed. We are very happy with the visit and feel satisfied with the service. We could not reach the alarms ourselves.*

4.3. Publicising HFSCs:



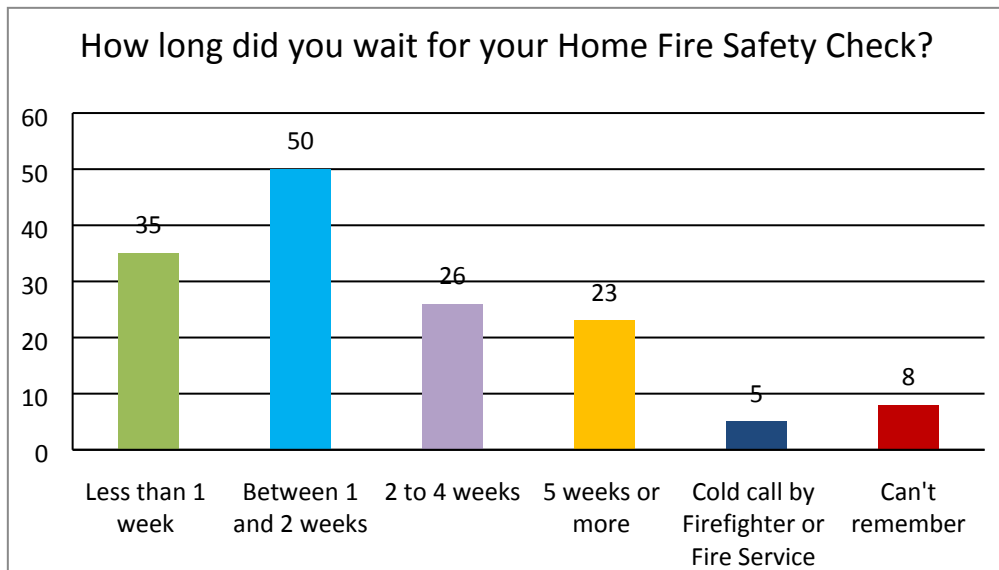
38 respondents skipped this question. Of those that did answer many had heard about HFSC from friends and neighbours as well as from community workers, medical staff and other agencies such as Age UK and Age Concern. Talks to community groups were also an important way of informing people as well as 'hot-strikes' following incidents. People are now being notified by letter that they qualify for a Safe and Well Visit which are being piloted by the Community Safety Team as a result of the Service's use of the Exeter Database (a database of vulnerable people aged above 65 years provided to the Service by the NHS). Several people had found out about HFSCs from our website.

4.4. **Ease of Booking:**



Of the 143 who replied to the question, 71% of people found it very or fairly easy to book their HFSC while 13% had the appointment made for them and 3% of people received their bookings as part of a 'hot strike'.

4.5. **Waiting Time:**



147 of 150 respondents replied to this question on the survey. The majority of customers received their HFSC as a "hot strike" or within two weeks of booking their appointment (61%) but 16% (23 people) waited longer than five weeks.

5. Fire Safety Audit surveys (FSA)

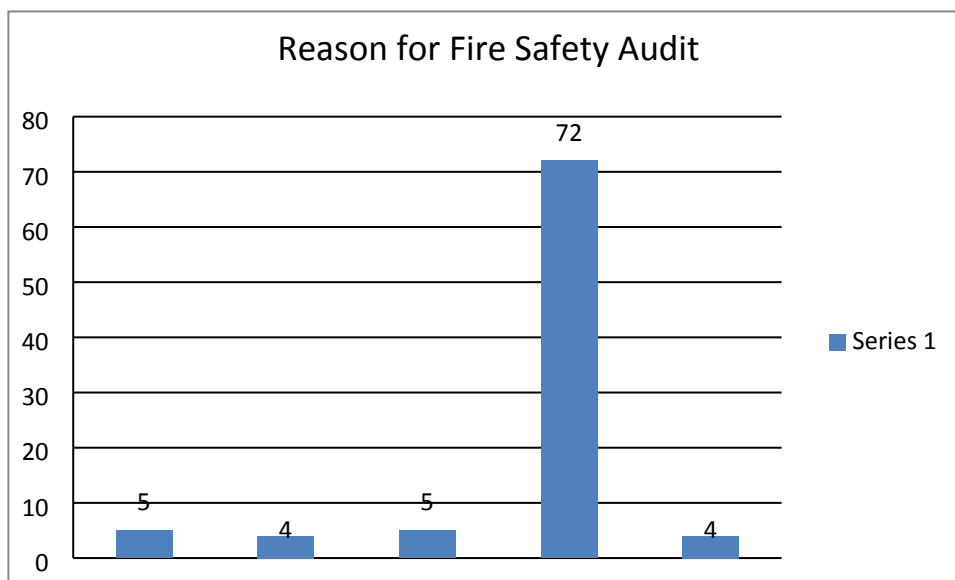
5.1 Of the 200 surveys sent out, 94 were returned, a response rate of 47%.

5.2 **Overall Satisfaction:**



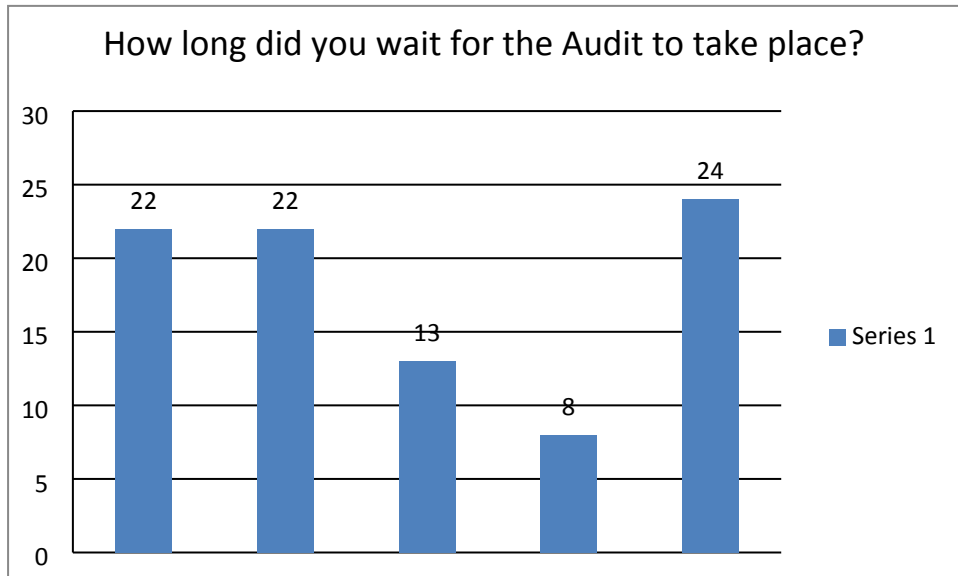
All were very or fairly satisfied with the Fire Safety Audit (FSA) they received.

5.3 **Reason for Audit:**



90 of 94 respondents replied to this question on the survey. The majority of FSAs were carried out as part of the routine inspection programme; however there are other times where fire safety advice is actively sought or follow a call from the public concerned about a premises.

5.4 Length of Wait:



89 respondents replied to this question on the survey. 44 (49%) of the FSAs took place within two weeks of being booked and only 8 (9%) had to wait more than a month.

5.5 FSA Outcomes:



In general those receiving FSAs found them to be helpful, friendly and informative as well as giving them an opportunity to discuss areas of concern and their findings. Under half of those having an FSA were required to take action (37 of the 88 who replied) with 46 receiving a written report, with which they were all very satisfied.

6. Matters arising from Surveys

- The introduction of the revised arrangements for non-emergency lock-ins and lock-outs will reduce the number of incident attendances, subsequently we are likely to see the reduction in number of surveys distributed;
- Some people are receiving letters direct from the Service as part of the piloting of Safe and Well Visits, their feedback remains consistent with other respondents;
- While satisfied with our visit, many of those receiving HFSCs did report that their smoke alarms did fall from their ceiling after being placed there. Our current policy on fixing smoke alarms does not allow us to screw these into the ceiling, but to fix them to the ceiling with glue. This continues to be monitored.

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 third quarter the Service received 21 compliments – 6 in October, 8 in November and 7 in December.

8. Complaints

In the third quarter of 2016/17 the Service received three complaints. Two were satisfied at Stage 1 of the Service's complaints procedure (one upheld and one not upheld) and one is still outstanding, awaiting investigation. Complaints against the Service are processed in accordance with the Service's complaints procedure.

**STRATEGIC OPERATIONAL COMMANDER GARY JEFFERY
HEAD OF COMMUNITY SAFETY**