

For Publication

**Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge
Group
30 November 2017
Item No. 8**

REPORT AUTHOR: HEAD OF SERVICE DELIVERY

**SUBJECT: CUSTOMER SATISFACTION REPORT
QUARTER 2: (01 JULY – 30 SEPTEMBER 2017)**

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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 2 2017/18 (01 July – 30 September 2017).

RECOMMENDATION

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

1. Executive Summary

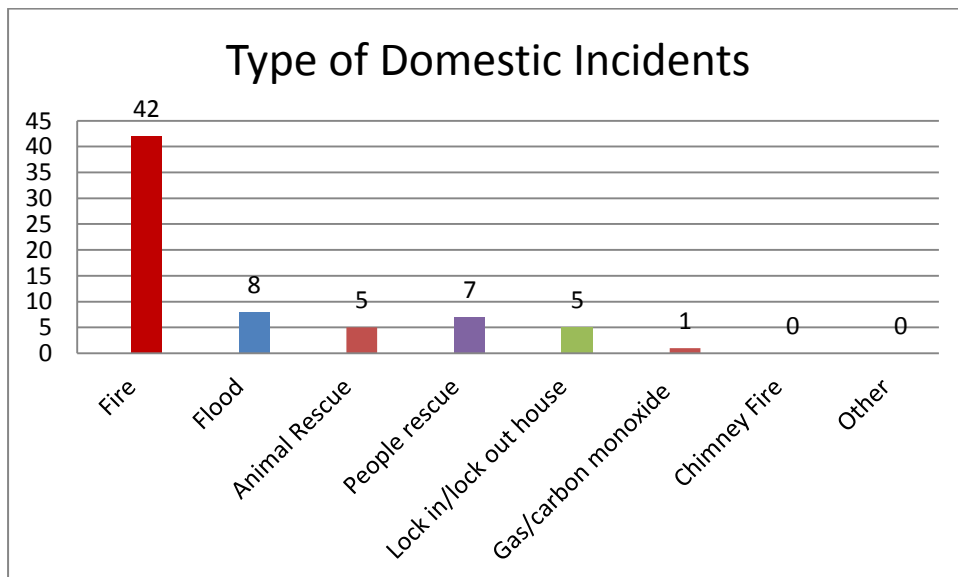
- 1.1. Customer satisfaction is measured through surveys (undertaken after an incident, following a Safe and Well visit (S&WV) or Fire Safety Audit), letters of compliments, and complaints.
- 1.2. Surveys undertaken in Q2 2017/18 indicate that 100% of respondents across all survey areas were either very or fairly satisfied with the overall service provided. The rate of responses for surveys issued in Quarter 2 is shown on the following page, with comparisons against the same period in 2016/17.

1.3. Figures in the report have been rounded to whole numbers.

Area surveyed	Total number of surveys returned	Total number of surveys sent	Return rate	Comparison to Q2 2016/17 (return rate)
After the Incident (Domestic)	68	120	57%	34.2%
After the Incident (Non Domestic)	14	21	67%	53.1%
Safe and Well visit	134	175	77%	52.2%
Fire Safety Audit	123	200	62%	42.5%
Totals / Average Return rate	339	516	66%	45.5%

2. After the Incident (Domestic)

2.1. Type of Incident

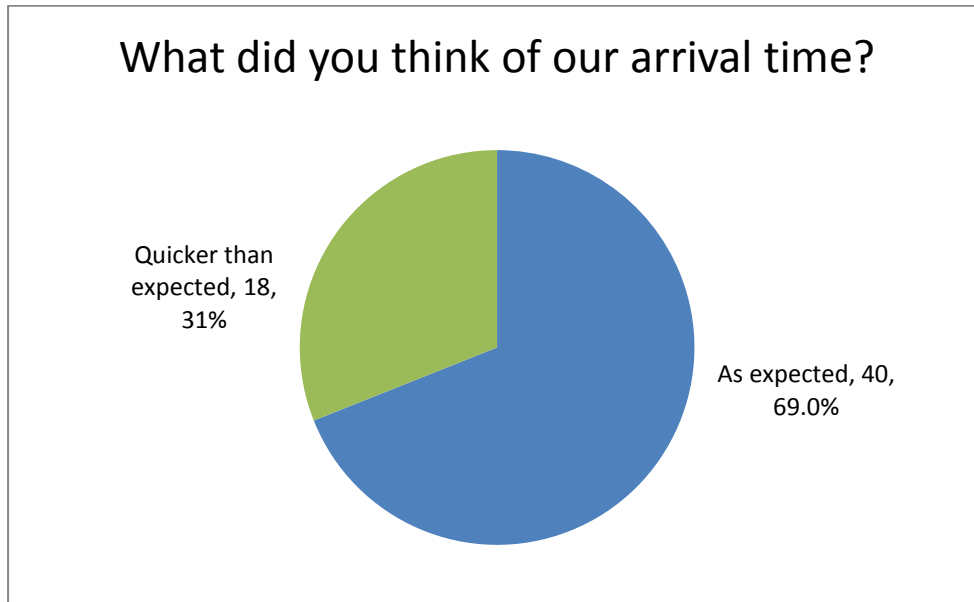


120 surveys were sent out and 68 replies have been received, a response rate of 57%. The main incidents in which respondents were involved were fires, floods (in domestic properties), animal rescues or people rescues.

2.2. Overall satisfaction

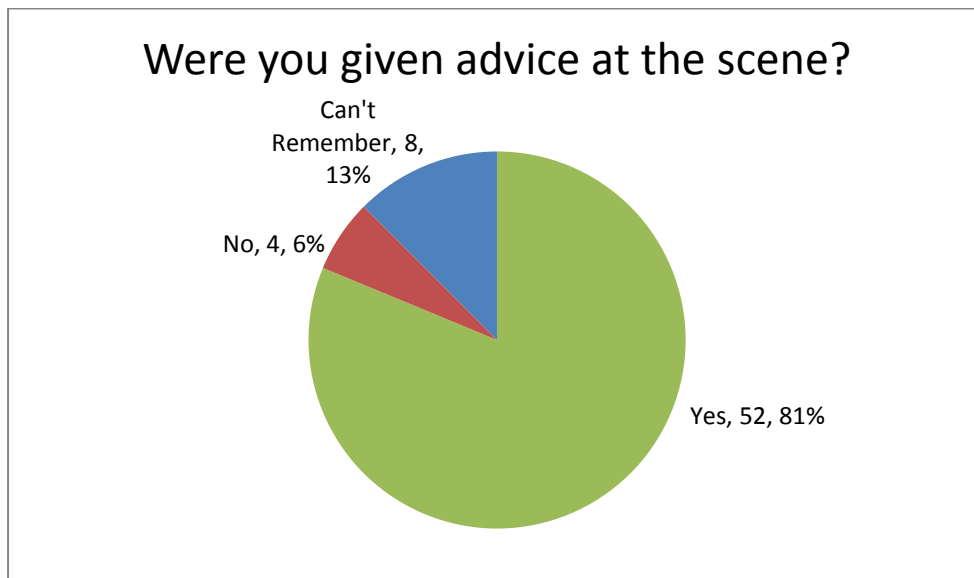
Everyone that replied to this question said they were very satisfied with the service they received and no one was dissatisfied with the service.

2.3. Arrival times



Of the 58 respondents who replied to this question none thought the Service arrived slower than expected. 32 respondents had called the Service themselves and they were all positive about the assistance they received.

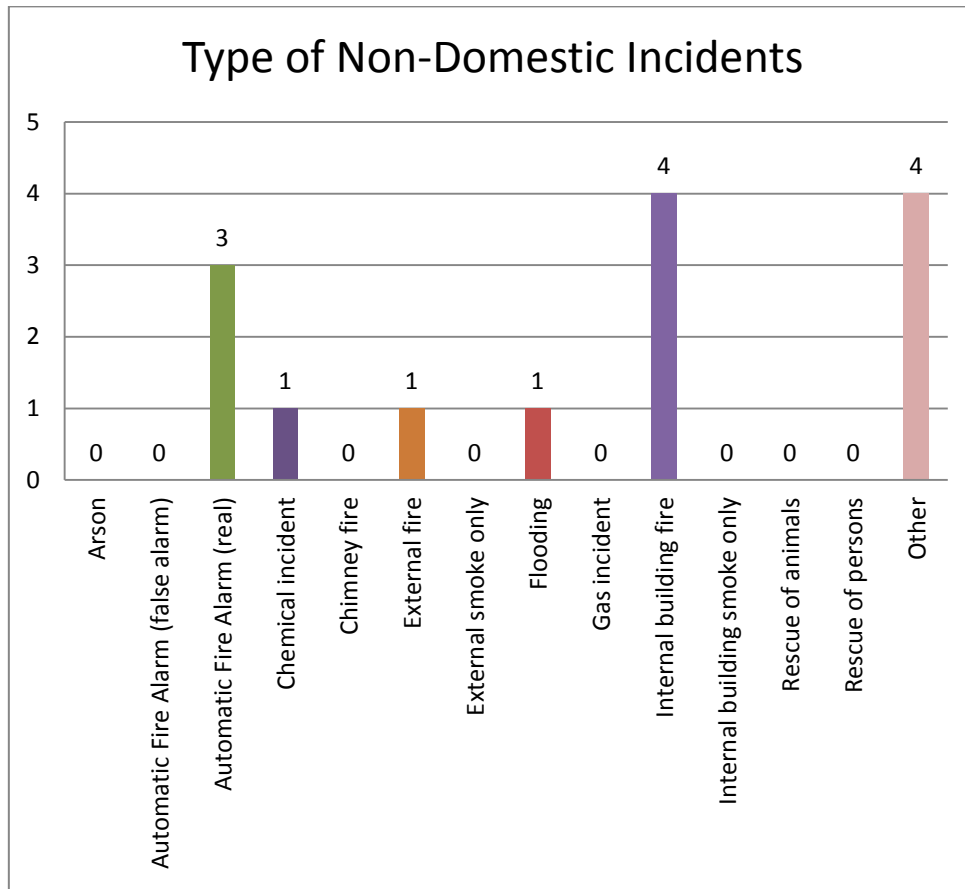
2.4. Advice given:



64 respondents replied to this question on the survey. The majority of those involved in incidents were given advice at the scene.

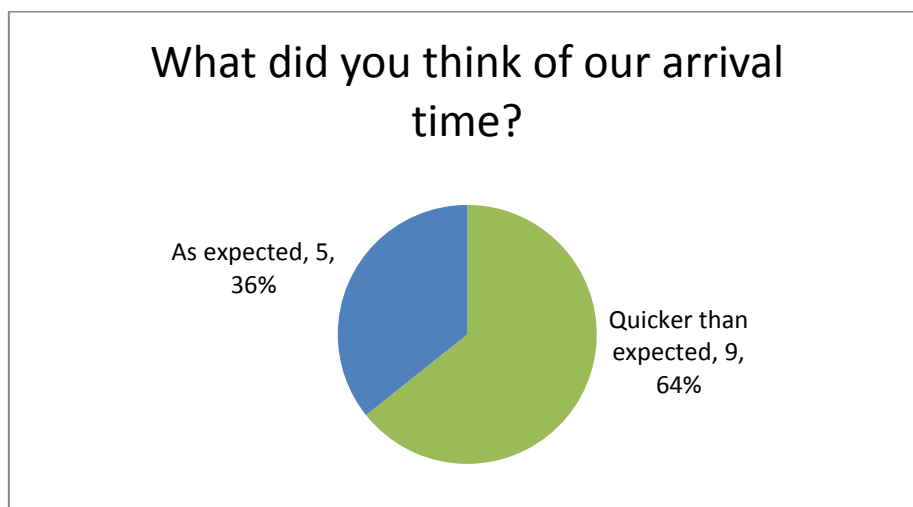
3. After the Incident (Non Domestic)

3.1. Type of Incident



There were only 21 incidents involving commercial properties during Quarter 2, and 14 survey responses have been received (a response rate of 67%). In all instances the respondent was very satisfied with the service they received from the Service.

3.2. Arrival Times



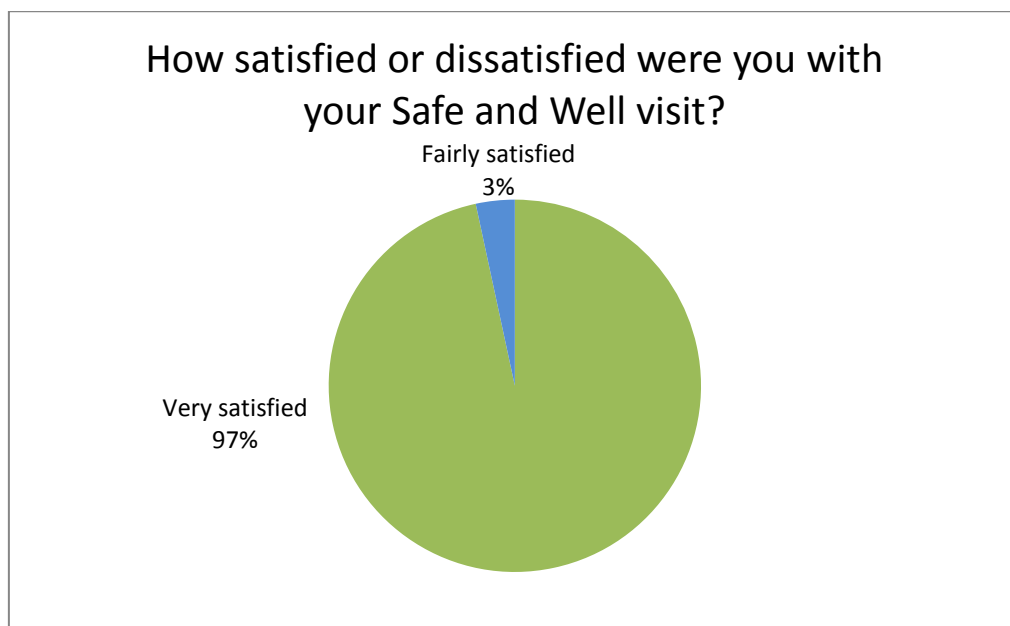
All respondents answered this question and in the majority of cases the Service arrived quicker than expected while for five we arrived as expected.

4. Safe and Well Visits (S&WV)

The majority of Safe and Well questionnaires are now completed at the end of the visit so that people are not inconvenienced by receiving a questionnaire in the post some weeks after the actual visit. This new process has increased the “return rate” as most are now completed at the end of the visit. However not everyone visited wished to complete a survey which has resulted in a response rate below 100%.

175 S&WV took place during Q2 and 134 questionnaires were completed and returned which gives a response rate of 77%. Engagement with all occupiers will continue to improve the return rates.

4.1 Overall Satisfaction



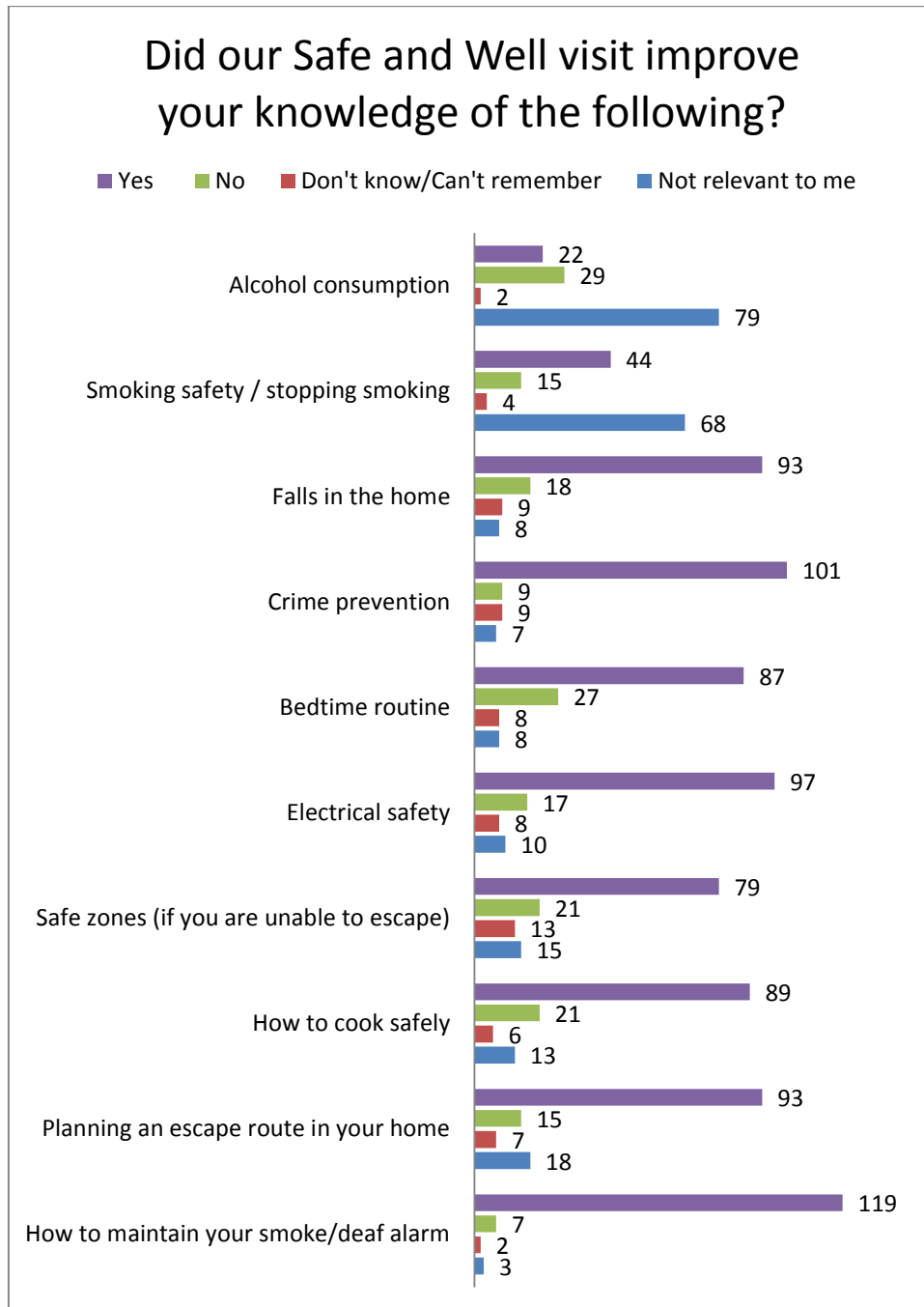
All respondents replied to this question on the survey and all were very or fairly satisfied with their S&WV.

There were many positive comments from those we visited about the service people received. The most common comment was that the staff visiting them, whether Community Safety staff or Firefighters were polite, friendly, helpful and professional.

4.2 Providing information

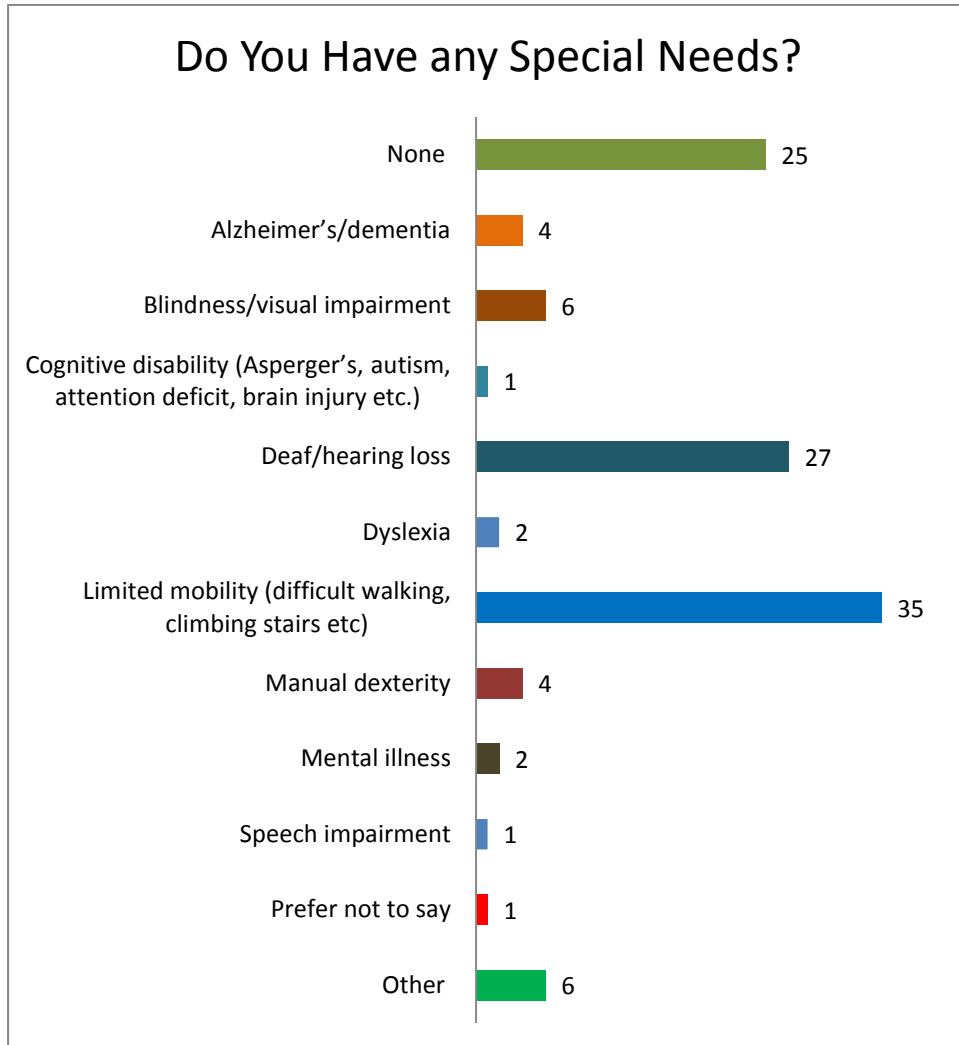
Part of the benefit from providing S&WV is the opportunity to give vulnerable people more information about a range of safety issues, and general wellbeing within their home environment, such as how to avoid slips and trips and talking to them about smoking cessation and their use of alcohol.

The table below shows how much those visited thought the advice given had improved their knowledge of these safety issues.



4.3 Health Issues

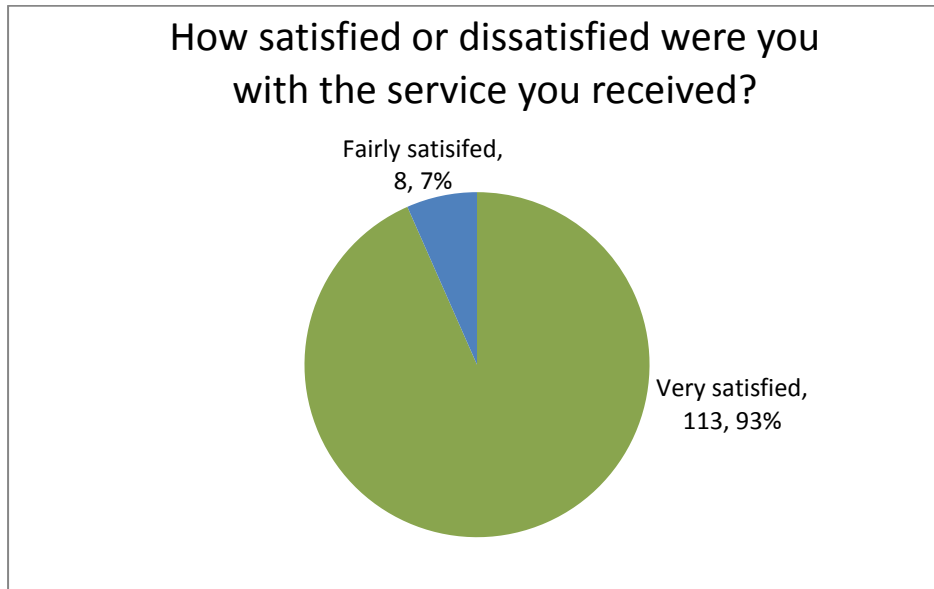
People who are receiving S&WV are considered vulnerable due to their age and other factors. Not all have serious health issues but the table below shows some of the common ailments affecting those visited.



5 Fire Safety Audit surveys (FSA)

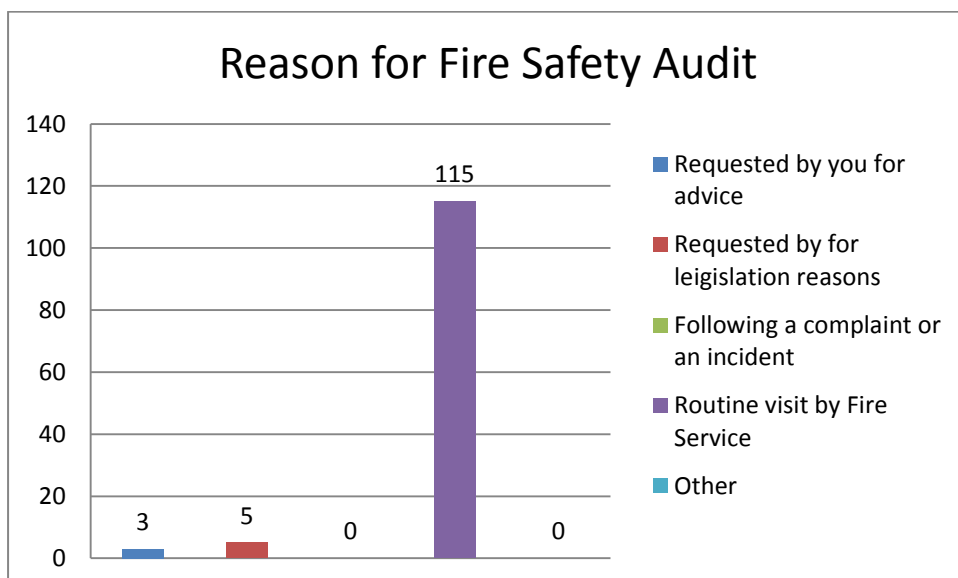
5.1 Of the 200 surveys sent out, 123 were returned, a response rate of 62%. These respondents did not answer every question.

5.2 Overall Satisfaction



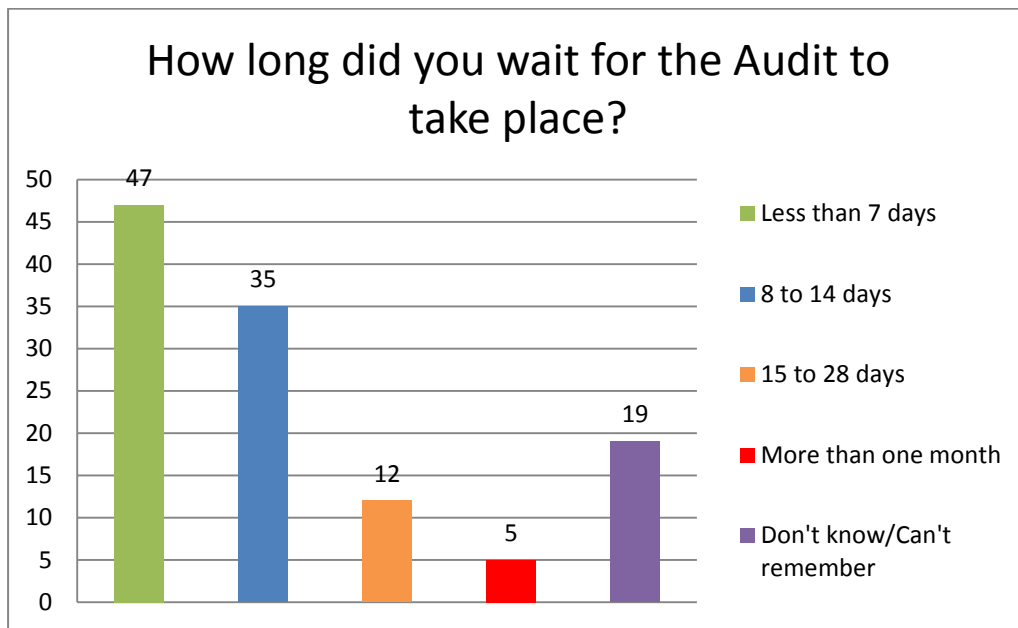
Of the 121 who gave an answer all were very or fairly satisfied with the Fire Safety Audit (FSA) they received.

5.3 Reason for Audit



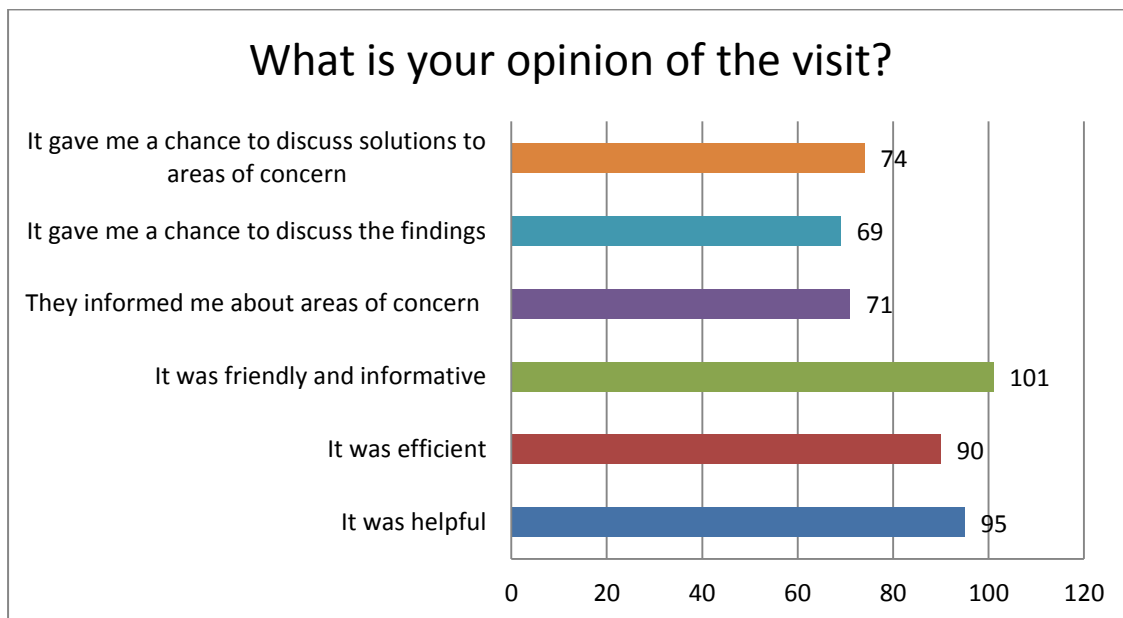
All respondents replied to this question on the survey and all FSAs were carried out as part of the routine inspection programme.

5.4 Length of wait



118 respondents replied to this question on the survey. 82 (69%) of the FSAs took place within two weeks of being booked and no company had to wait more than a month. It must be noted that 16% could not remember how long they had waited.

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 one third (29%) of those having an FSA were required to take action (35 of the 119 who replied to this question) with 93 receiving a written report, with which they were either very or fairly satisfied.

6 Matters arising from Surveys

6.1 The new S&WV survey has increased the “return rate” as they are completed at the end of the visit with the occupier. The responses for each question are, in general, in keeping with the postal surveys undertaken before and are as favourable, if not better, than previous surveys.

6.2 The number of incidents we attend has continued to drop and this is reflected in the number of responses, particularly non-domestic incidents, which continues to be low.

6.3 In general overall satisfaction with the Service remains extremely good.

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 quarter 2 the Service received 13 compliments – two in July, none in August and eleven in September.

8 Complaints

In quarter 2 of 2017/18 the Service received two, both have now been resolved.

**STRATEGIC OPERATIONAL COMMANDER GARY JEFFERY
HEAD OF SERVICE DELIVERY**