

**For Publication**

**Bedfordshire Fire and Rescue Authority  
Service Delivery Policy and Challenge  
Group  
1 December 2016  
Item No. 8**

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**REPORT AUTHOR: HEAD OF COMMUNITY SAFETY**

**SUBJECT: CUSTOMER SATISFACTION REPORT  
QUARTER 2: (1 JULY – 30 SEPTEMBER 2016)**

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Background Papers: None

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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.*

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## **PURPOSE**

To report the levels of Customer Satisfaction during Quarter 2 2016/17 (1 July – 30 September 2016).

## **RECOMMENDATION**

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

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### 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.

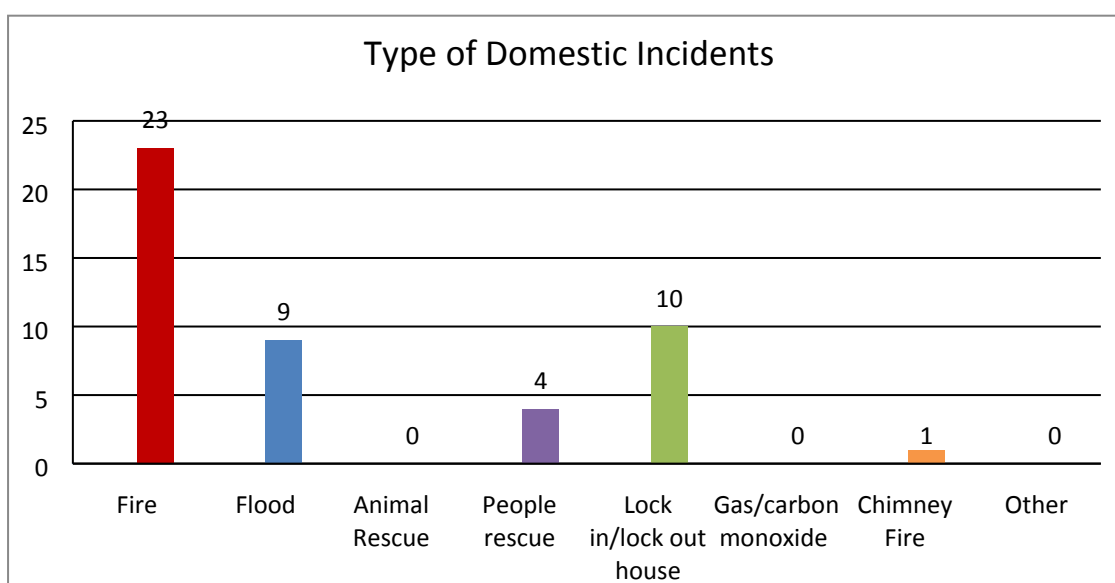
1.2 Surveys undertaken in Q2 2016/17 indicate that 99% of respondents across all survey areas were either very or fairly satisfied with the overall service provided. Two businesses were dissatisfied with Fire Safety Audits as they did not agree with the outcome of the Audit or its timing (see section 5 below). The rate of responses for surveys issued in Quarter 2 is shown on the following page, with comparisons against the same period in 2015/16.

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 Q2 2015/16
After the Incident (Domestic)	51	149	34.2%	16 (32%)
After the Incident (Non Domestic)	17	32	53.1%	30 (50%)
Home Fire Safety Checks (HFSC)	133	255	52.2%	66 (66%)
Fire Safety Audit	85	200	42.5%	18 (36%)
<b>Totals/Average Return Rate</b>	286	636	45.5%	130 (46%)

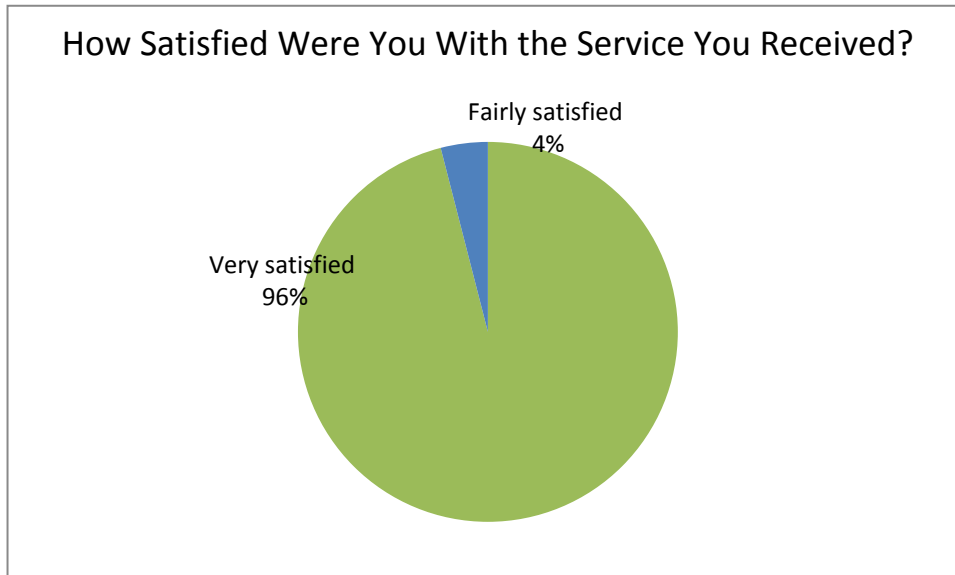
## 2. After the Incident (Domestic)

### 2.1 Type of Incident:



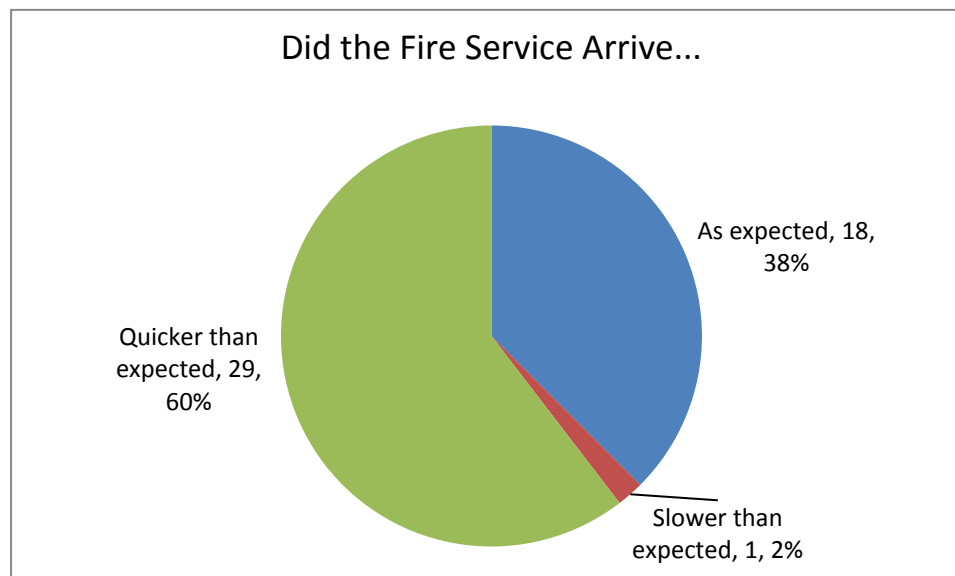
149 surveys were sent out and 51 replies have been received, a response rate of 34.2%. The main incidents which respondents were involved in were fires, lock ins or lock out and flooding. Four people did not state the nature of their incident.

## 2.2 Overall Satisfaction:



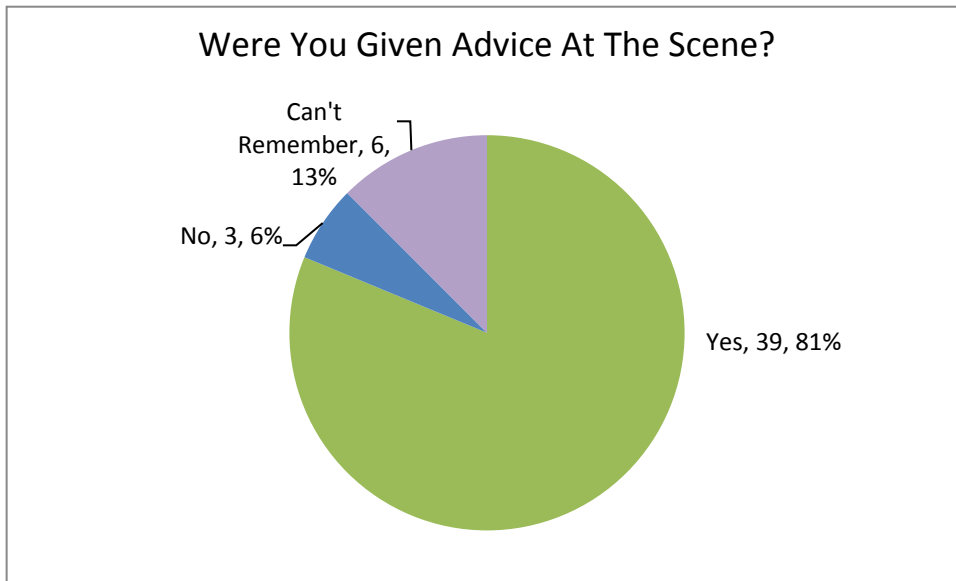
96% of those who replied to the survey said they were very satisfied with the service they received, 4% were fairly satisfied with the service provided.

## 2.3 Arrival Times:



48 of 51 respondents replied to this question on the survey. Only one person thought the Service arrived slower than expected. 32 of respondents had called the Service themselves and they were all positive about the assistance they received.

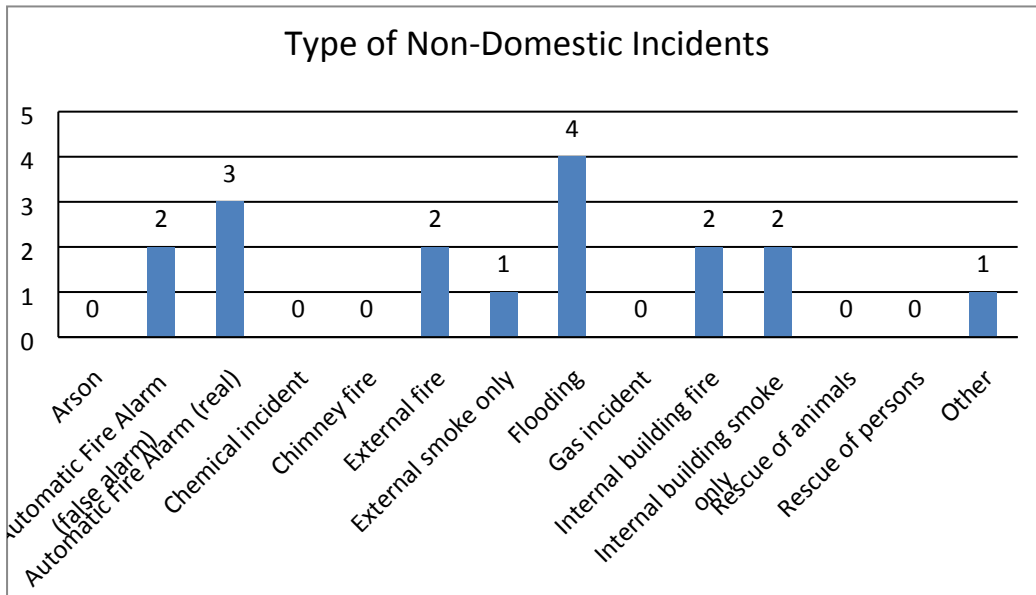
**2.4 Advice Given:**



48 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)**

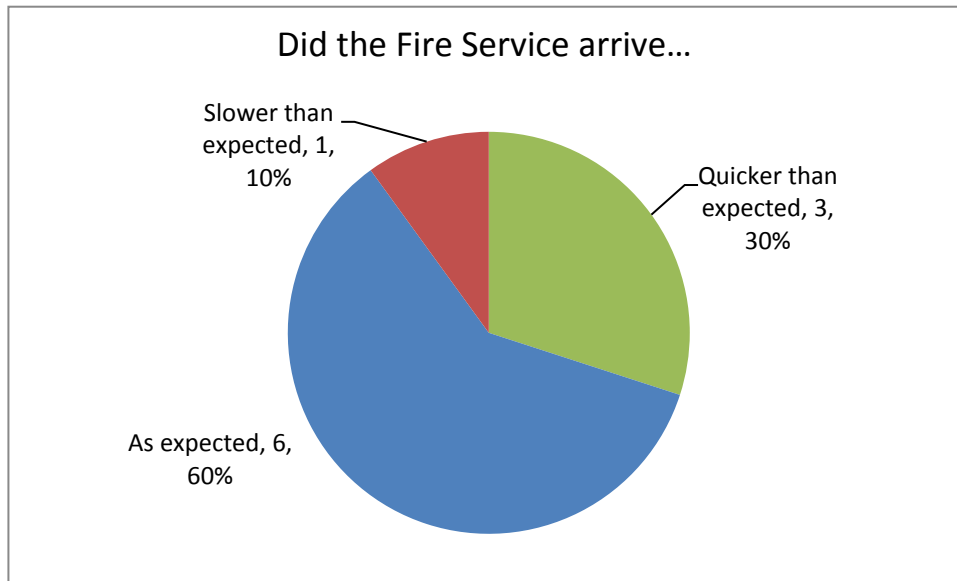
**3.1 Type of Incident:**



There were only 32 incidents involving commercial properties during Quarter 2, and 17 survey responses have been received (a response rate of 53.1%).

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

### 3.2 Arrival Times:

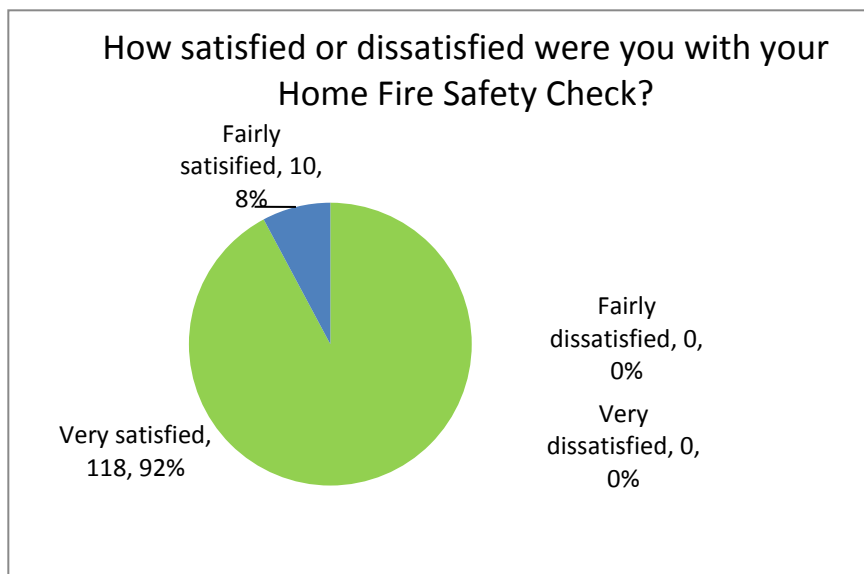


Only ten of the 17 respondents answered this question and in the majority of cases the Service arrived as expected and if not, in a time that was quicker than expected.

### 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 133 were returned, which exceeded the number returned in 2015/16 and gives a response rate of 52.2%.

### 4.2 Overall Satisfaction:

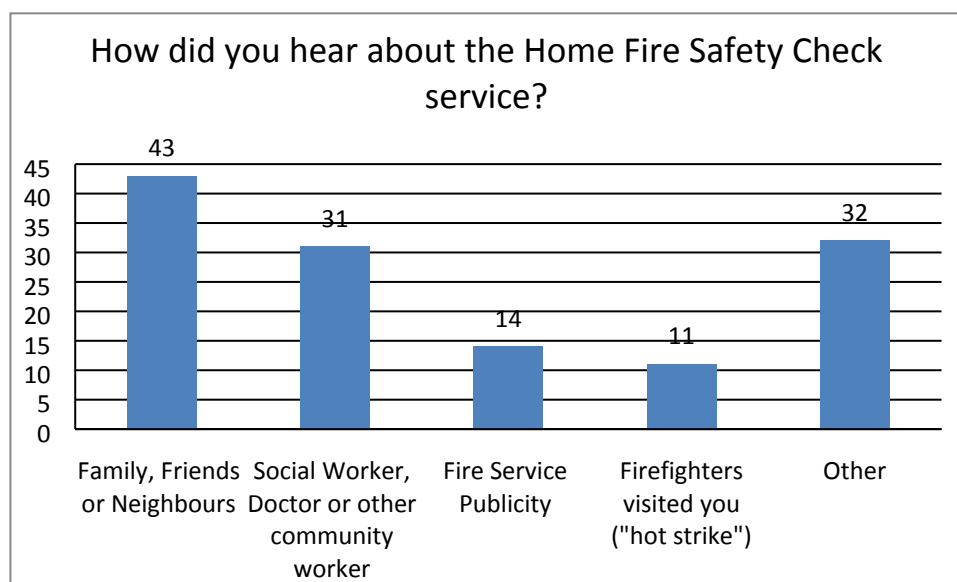


128 of 133 respondents replied to this question on the survey and all of those who responded were very or fairly satisfied with their HFSC.

There were many positive comments about the service people received from us including:

- *Very polite and kind officer who very patiently and thoroughly explained fire safety and how to look after the fire alarm;*
- *Pleasant and polite, very observant of what was on the hob! And explaining the safety of closing doors at night;*
- *Really fantastic, so kind. I am also deaf and they understood which made me feel comfortable;*
- *I was made to feel safe in my own home [from someone who had an arson proof letter box fitted following a neighbour's anti-social behaviour];*
- *I will remember how to prevent fire, and all health and safety rules. In addition, I also remember how to protect my family from any hazard.*

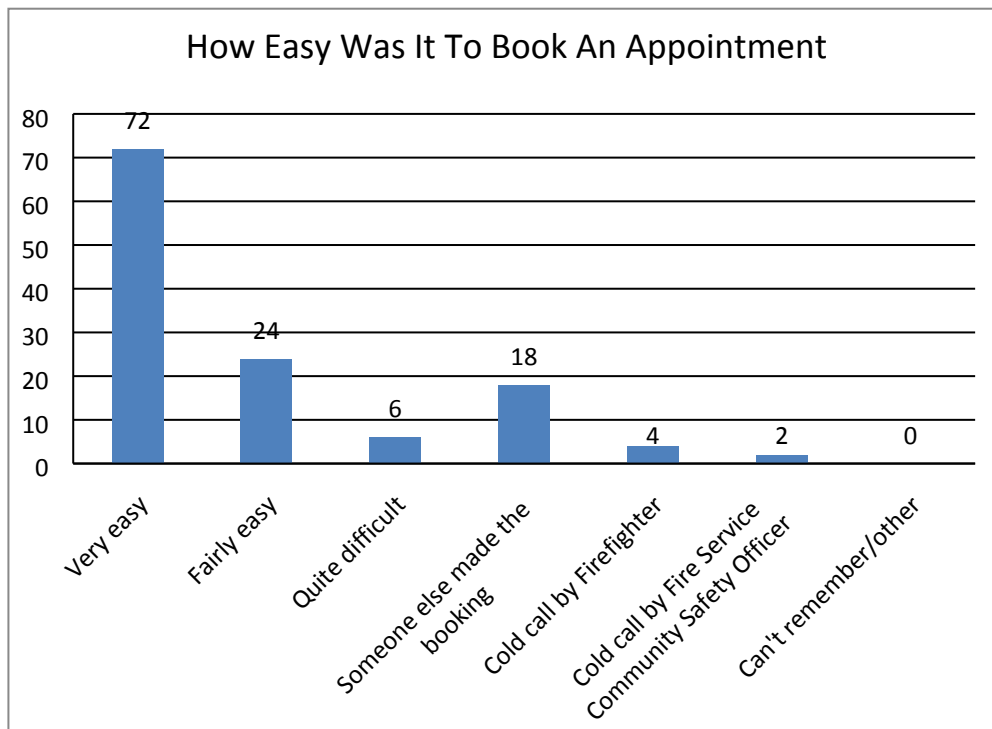
### 4.3 Publicising HFSCs:



Many people are hearing about HFSC from friends and neighbours as well as from community workers, medical staff and other agencies such as Age UK. Talks to community groups were also an important way of informing people as well as 'hot-strikes' following incidents. Safe and Well visits have also been carried out 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). One person had found out about HFSC through social media.

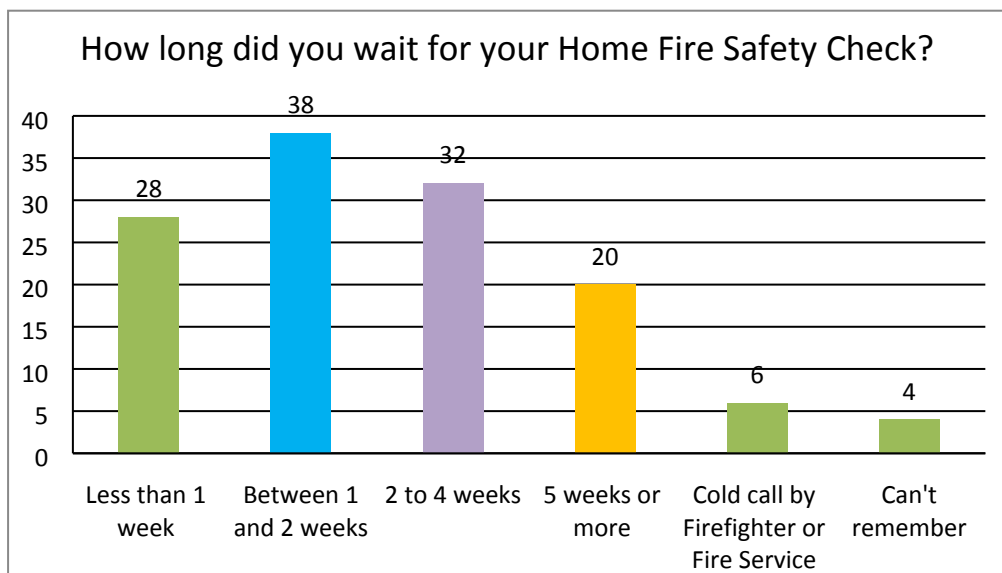
Only two people did not respond to the question about how they heard about the HFSC.

#### 4.4 Ease of Booking:



Of the 126 who replied to the question, 76% of people found it very or fairly easy to book their HFSC while 14% had the appointment made for them and 6 people received their bookings as part of a 'hot strike'.

#### 4.5 Waiting Time:

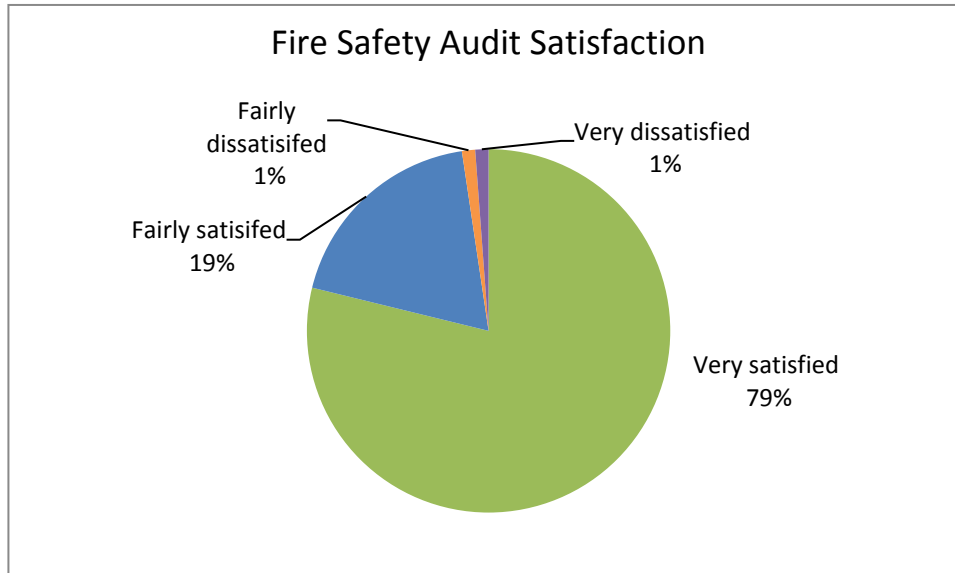


128 of 133 respondents replied to this question on the survey. The majority of customers received their HFSC as a 'hot strike' or within two weeks of booking their appointment (52%) but 16% (20 people) waited longer than five weeks.

5. Fire Safety Audit surveys (FSA)

5.1 Of the 200 surveys sent out, 85 were returned, a response rate of 42.5%.

5.2 **Overall Satisfaction:**



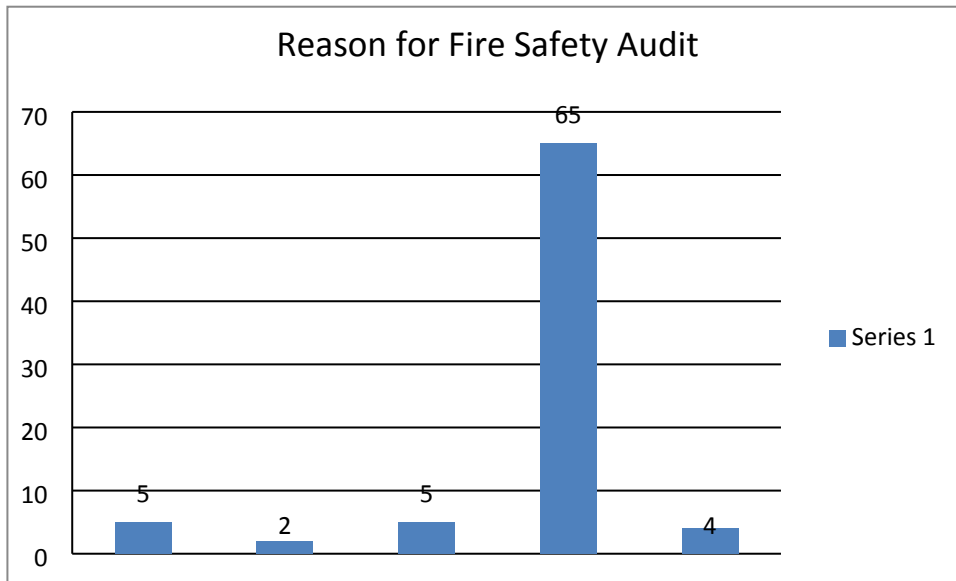
All but two of those responding were very or fairly satisfied with the Fire Safety Audit (FSA) they received.

Those dissatisfied left the following reasons:

- *As the officer closed my premises. I have emergency exits already for the restaurant. I do not see why he had the need of showing authority. I understand that people living upstairs use the exit and there was no lighting which I installed after the visit. But I am very upset as to why he closed the restaurant and at 9pm. I explained that there is an exit for customers but the guy would not listen. However my work that was said to be completed. But overall attitude was terrible.*
- *The visit was unscheduled and occurred at the most inconvenient time possible [the business was a theatre, however, they did find the visit helpful as it highlighted some areas that required attention].*

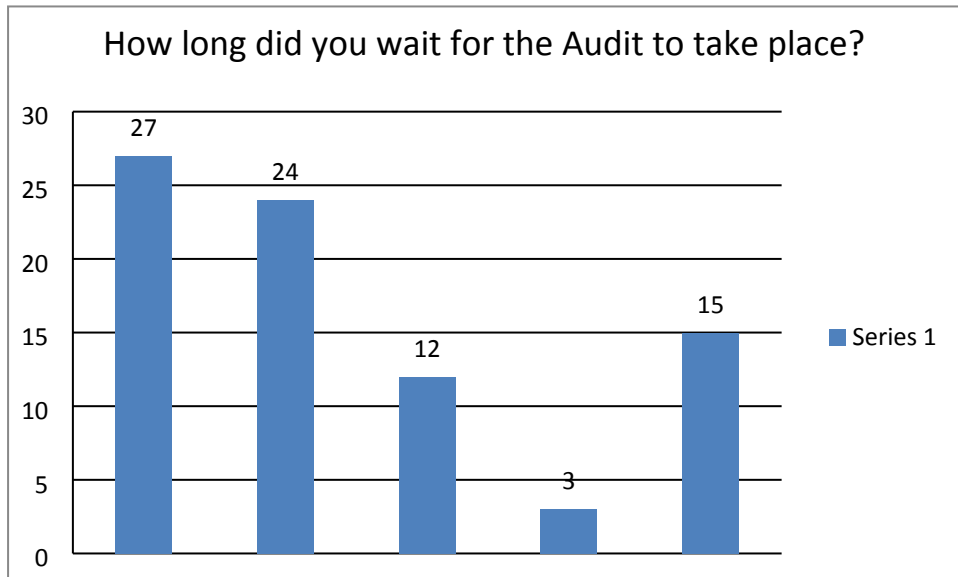


### 5.3 Reason for Audit:



81 of 85 respondents replied to this question on the survey. The majority of FSA were carried out as part of the routine inspection programme; however, there are other times where fire safety advice is actively sought or follows a call from the public about concern for a premises.

### 5.4 Length of Wait:



81 respondents replied to this question on the survey. 51 (62.9%) of the FSAs took place within two weeks of being booked, but 15 (18.5%) 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. Half of those having an FSA were required to take action (46 of the 85 who replied) with 54 receiving a written report, with which they were all very satisfied.

## 6. Matters Arising From Surveys

- The continuing drop in the number of incidents attended reflects the numbers of responses, particularly non-domestic incidents, which continues to be low;
- Fire Service publicity either through medical or social work professionals or talks to community groups, continues to be a major source of Home Fire Safety Checks;
- Our support for the ambulance service to gain entry to premises is beginning to show in the domestic incident responses.

## 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 second quarter the Service received eight compliments – five in July, one in August and two in September.

8. Complaints

In the second quarter of 2016/17 the Service received two complaints, both are still outstanding, awaiting investigation. Complaints against the Service are processed in accordance with the Service's complaints procedure.

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