

For Publication

Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge
Group
14 September 2017
Item No. 7

REPORT AUTHOR: HEAD OF SERVICE DELIVERY

SUBJECT: CUSTOMER SATISFACTION REPORT
QUARTER 1: (01 APRIL – 30 JUNE 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 1 2017/18 (01 April – 30 June 2017).

RECOMMENDATION

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

1. Executive Summary

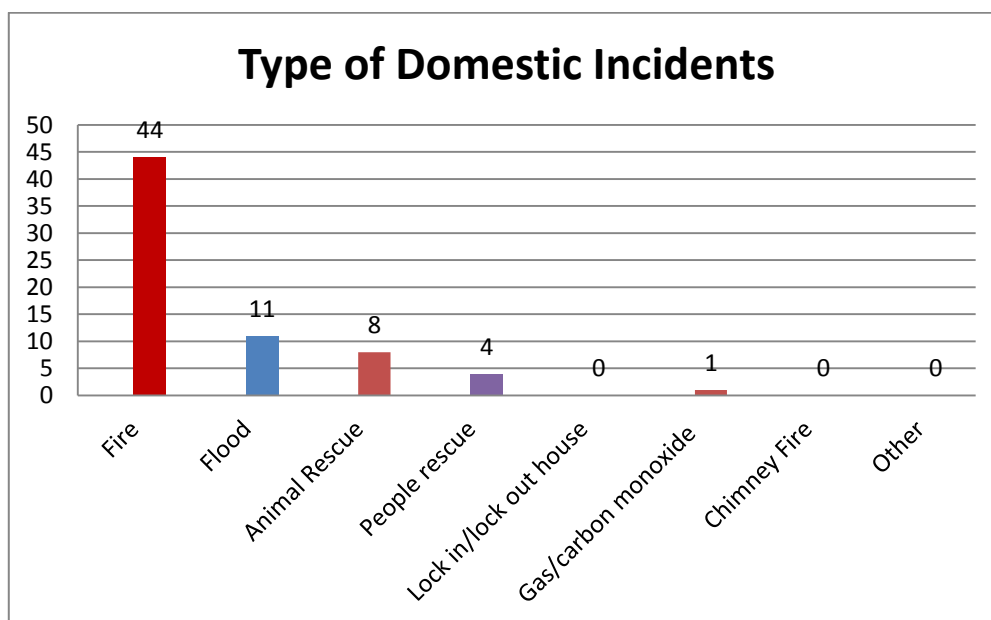
- 1.1. Customer satisfaction is measured through surveys (undertaken after an incident, following a Safe and Well visit (S&WV) or Fire Safety Audit), letters of compliments, and complaints.
- 1.2. Surveys undertaken in Q1 2017/18 indicate that 100% of respondents across all survey areas were either very or fairly satisfied with the overall service provided. The rate of responses for surveys issued in Quarter 1 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 Q1 2016/17 (return rate)
After the Incident (Domestic)	68	126	54%	31.0%
After the Incident (Non Domestic)	7	11	64%	40.5%
Safe and Well visit	229	425	54%	29.6%
Fire Safety Audit	102	180	56%	26.5%
Totals / Average Return rate	406	742	55%	31.9%

2. After the Incident (Domestic)

2.1. Type of Incident

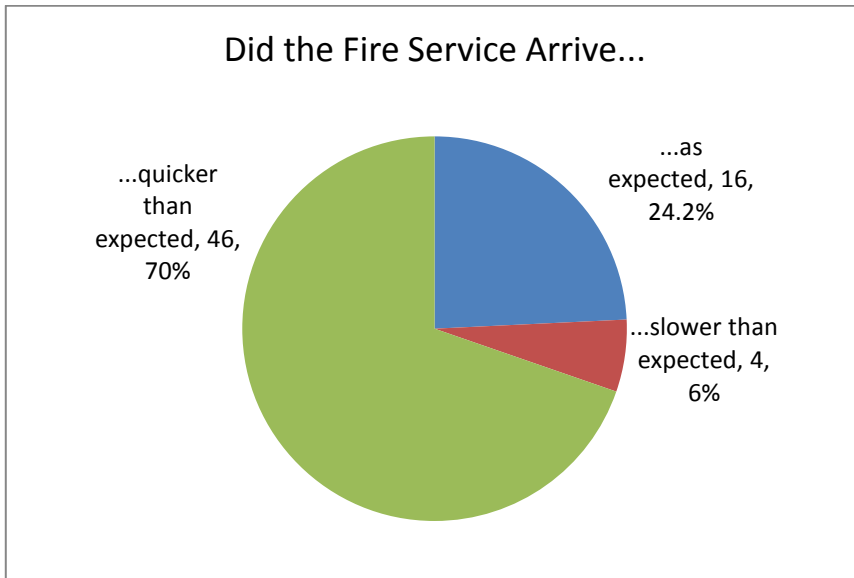


2.2. 126 surveys were sent out and 68 replies have been received, a response rate of 54%. The main incidents in which respondents were involved were fires, floods (in domestic properties), animal rescues or people rescues.

2.3. Overall satisfaction

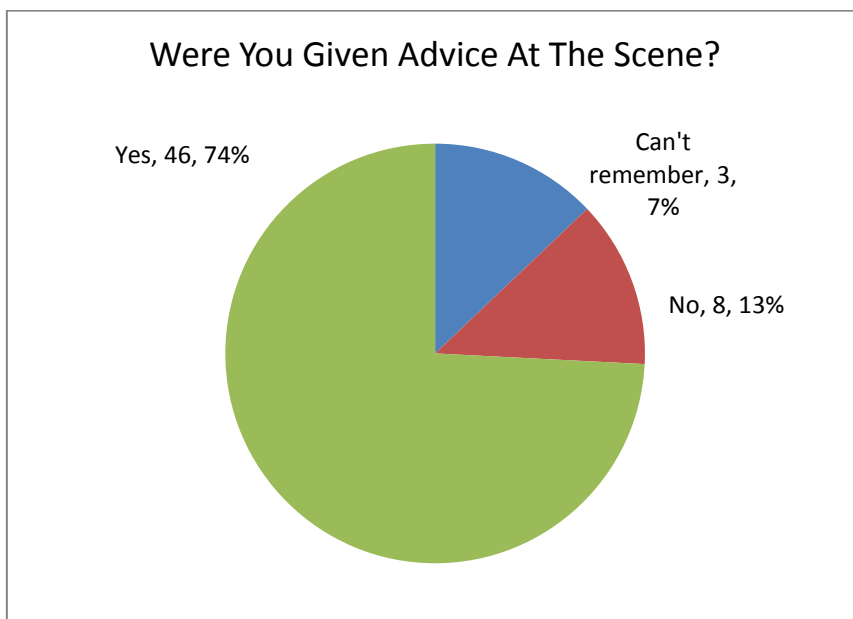
2.3.1 Everyone that replied to this question said they were very satisfied with the service they received and no one was dissatisfied with the service.

2.4. Arrival times



2.4.1. Of the 66 respondents who replied to this question, 6% did think the Service arrived slower than expected. 30 respondents had called the Service themselves and they were all positive about the assistance they received.

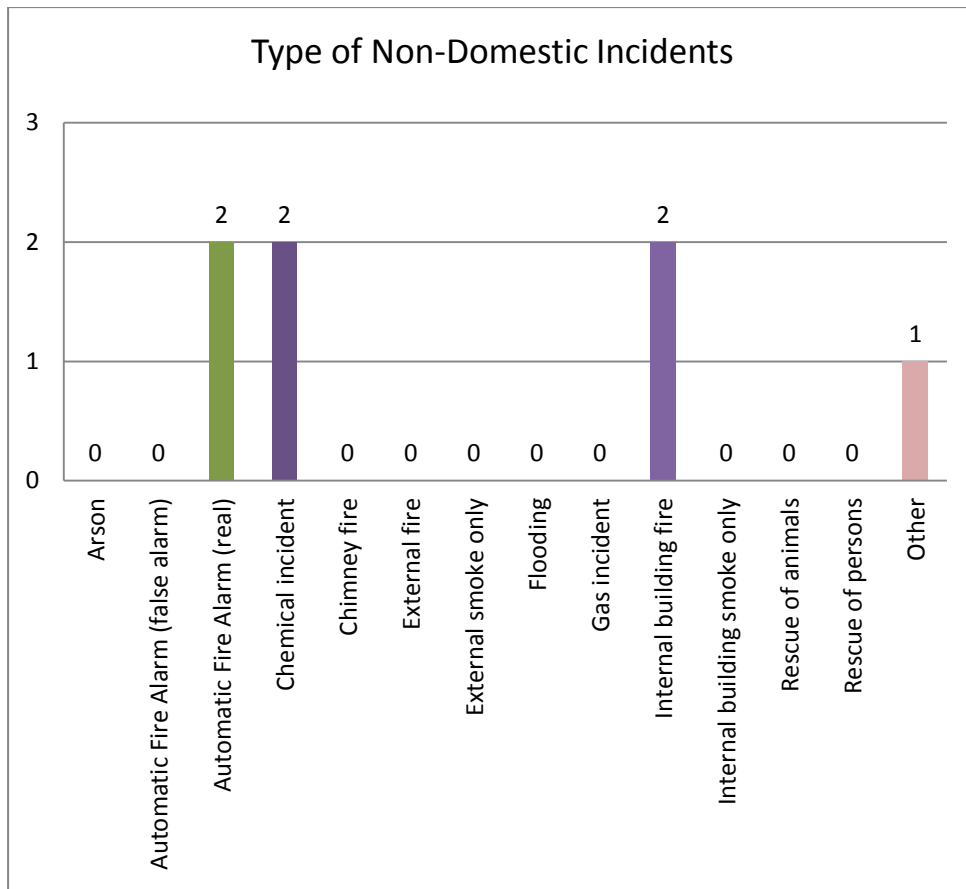
2.5. Advice given:



2.5.1. 57 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)

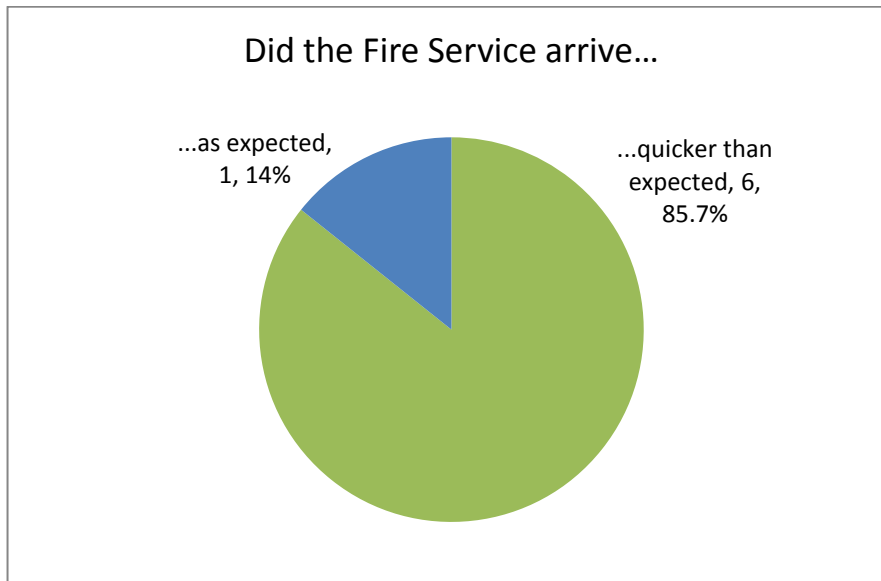
3.1. Type of Incident



3.1.1. There were only 11 incidents involving commercial properties during Quarter 1, and 7 survey responses have been received (a response rate of 58%).

3.1.2. In all 7 instances the respondent was very satisfied with the service they received from the Service.

3.2. Arrival Times



3.2.1. 7 respondents answered this question and in the majority of cases the Service arrived quicker than expected while for one it arrived as expected.

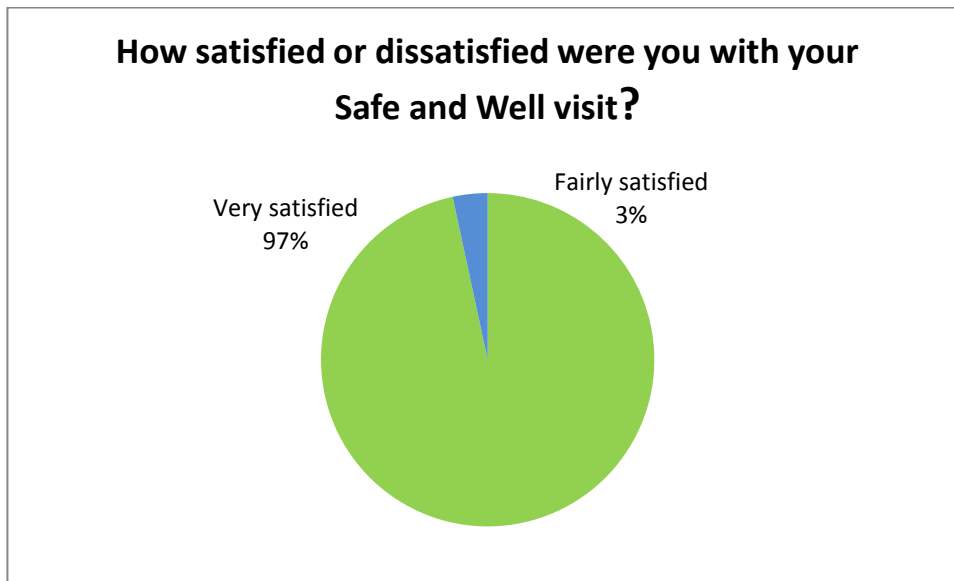
4. **Safe and Well Visits (S&WV)**

4.1. In April 2017 the Service moved from undertaking Home Fire Safety Checks to more targeted Safe and Well visits using the Exeter Database (a database of vulnerable people aged above 65 years provided to the Service by the NHS). This has changed the types of data collected as it is no longer relevant to ask those receiving Safe and Well visits where they heard about our visits as we now contact them, nor how long they wait for visits as we will make appointments with them to visit.

4.2. We are also changing the way we gather survey information, with the intention that the survey is completed at the end of the visit so that they are not bothered by receiving a questionnaire in the post some weeks (or months) after the actual visit. However this process is still being put into place and the following results have been obtained by a postal questionnaire.

4.3. 425 questionnaires were sent out during early August to those who had received a Safe and Well visit during April, May and June, the first quarter of 2017/18. From that, 229 questionnaires have been returned which gives a response rate of 54%.

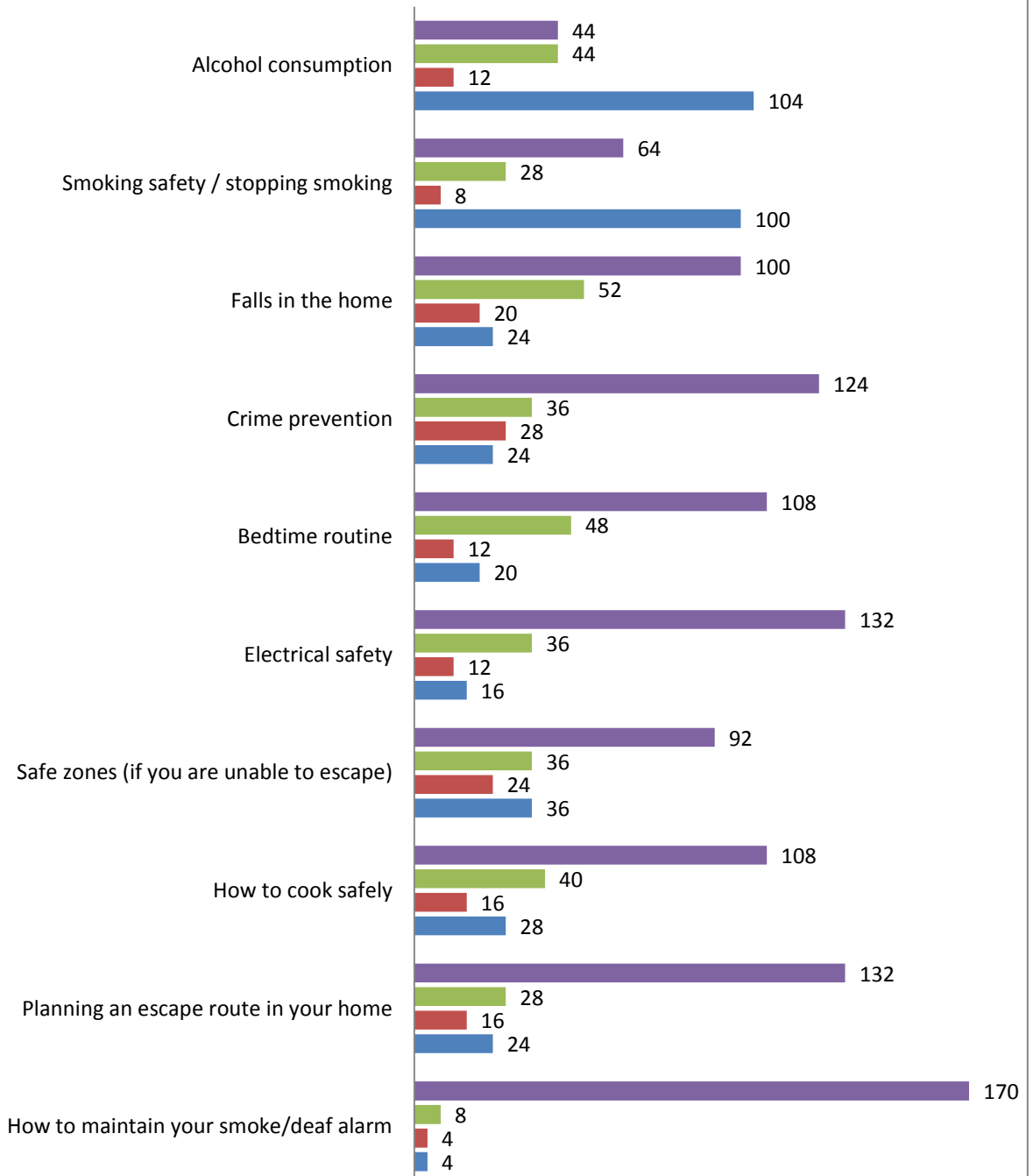
4.4. Overall Satisfaction



- 4.4.1. All respondents replied to this question on the survey and all were very or fairly satisfied with their S&WV.
- 4.4.2. Only two people who felt “fairly satisfied” gave their reasons for being “fairly satisfied”: one had their visit cut short due to the crew being called to an incident and the other had had to wait for their visit to take place.
- 4.4.3. 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.
- #### 4.5. Providing information
- 4.5.1. Part of the benefit from providing Safe and Well visits is the opportunity to give vulnerable people more information about a range of safety issues, such as how to avoid slips and trips and talking to them about smoking cessation and their use of alcohol.
- 4.5.2. The table below shows how much those visited thought the advice given had improved their knowledge of these safety issues.

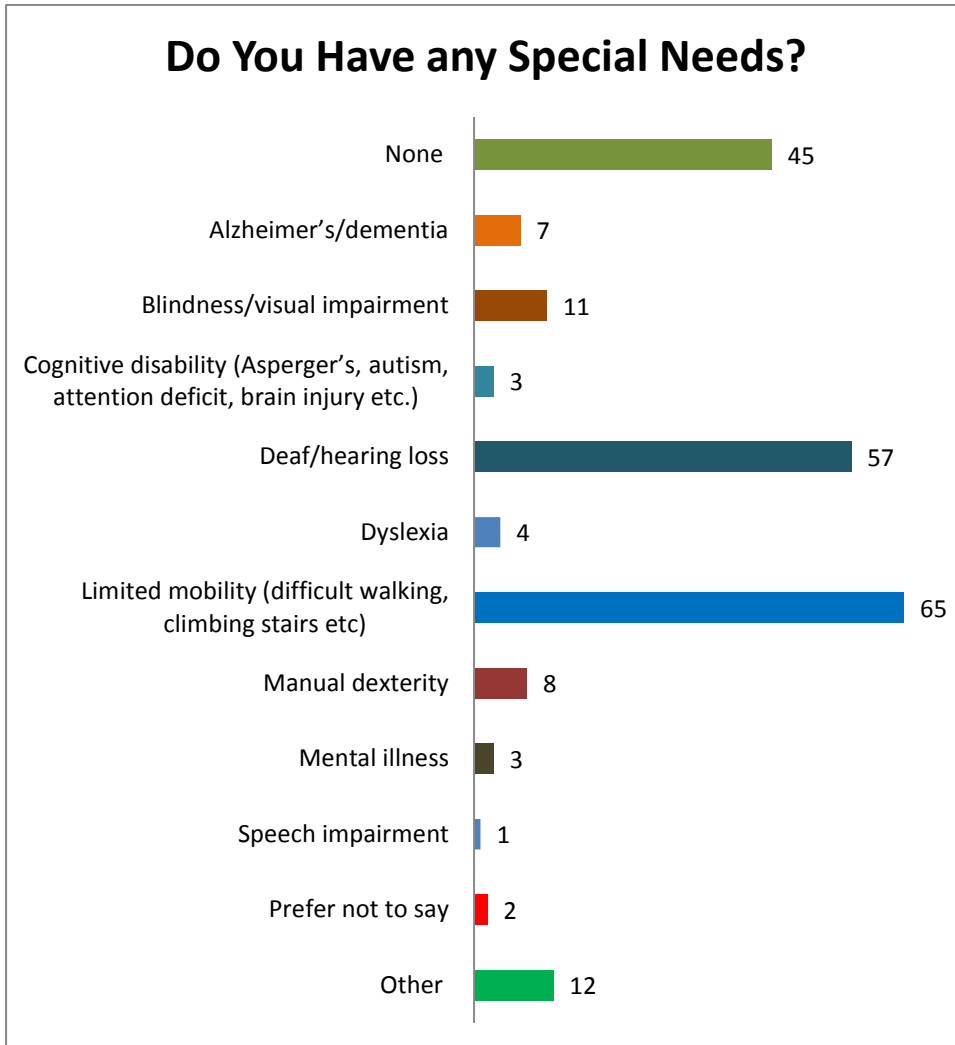
Did our Safe and Well visit improve your knowledge of the following?

■ Yes
 ■ No
 ■ Don't know/Can't remember
 ■ Not relevant to me



4.6. Health Issues

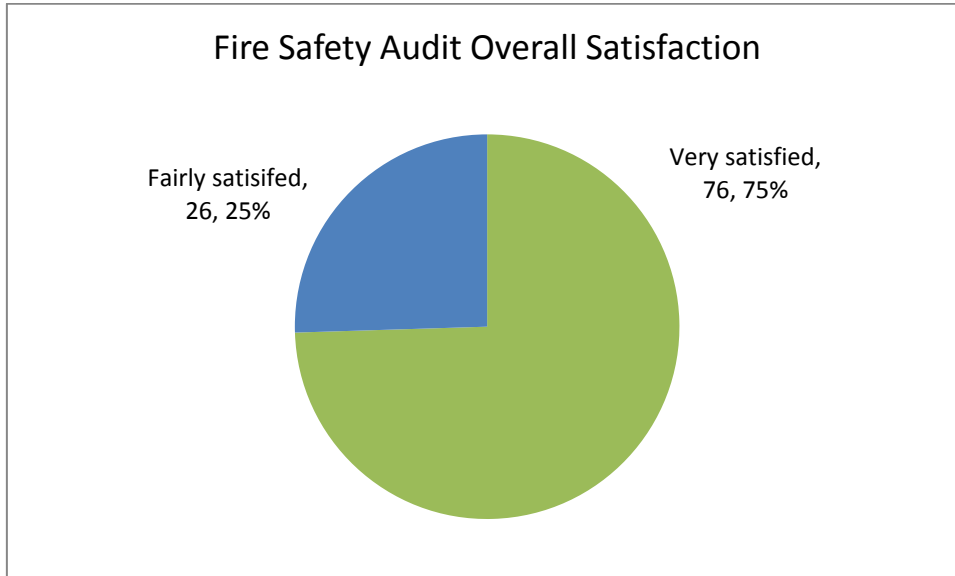
4.6.1. People who are receiving Safe and Well visits are considered vulnerable due to their age and other factors. Not all have serious health issues but the table below shows some of the common ailments affecting those visited.



5. Fire Safety Audit surveys (FSA)

5.1 Of the 180 surveys sent out, 102 were returned, a response rate of 56%.

5.2 Overall Satisfaction



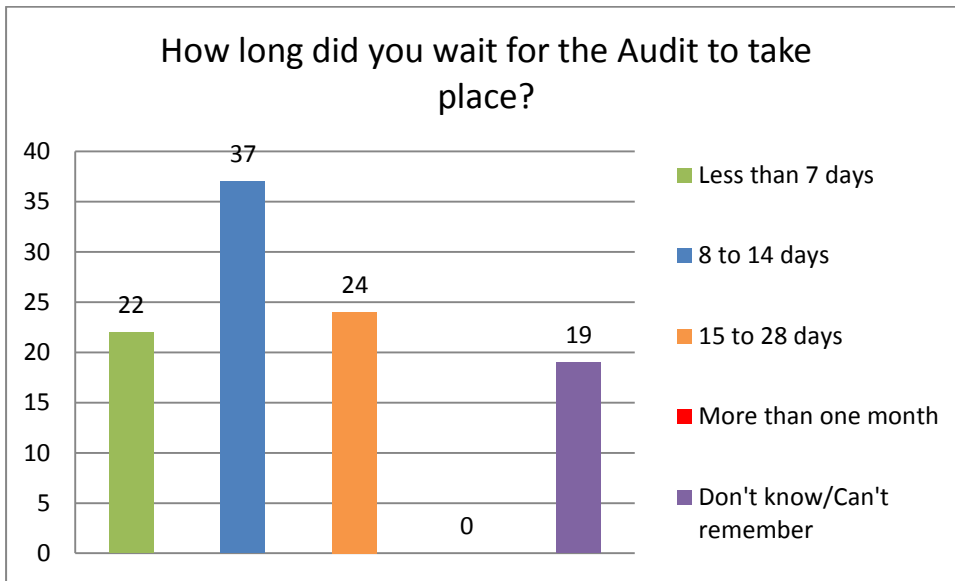
5.2.1 All were very or fairly satisfied with the Fire Safety Audit (FSA) they received.

5.3 Reason for Audit



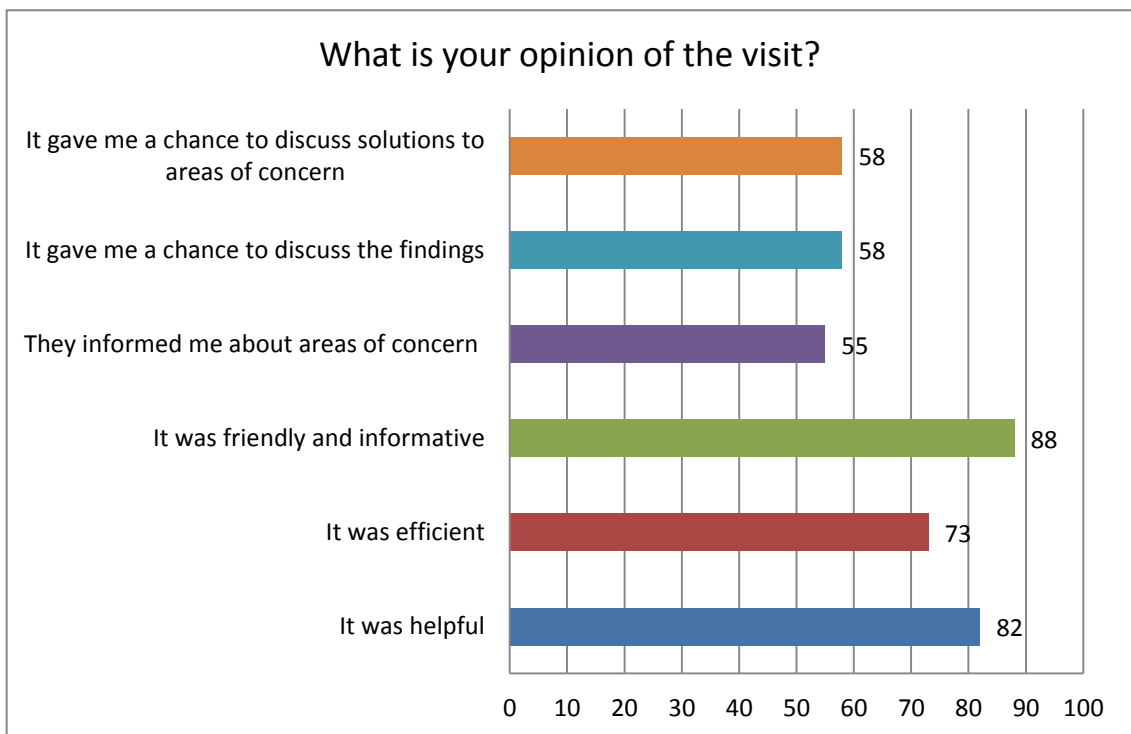
5.3.1 All respondents replied to this question on the survey and all FSA were carried out as part of the routine inspection programme.

5.4 Length of wait



5.4.1 All respondents replied to this question on the survey. 22 (22%) 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 19% could not remember how long they had waited.

5.5 FSA Outcomes



5.5.1. 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 (31%) of those having an FSA were required to take action (32 of the 102 who replied) with 87 receiving a written report, with which they were either very or fairly satisfied.

6 Matters arising from Surveys

6.1 Following the introduction of Safe and Well visits in April 2017 a new Safe and Well Visit survey has been undertaken. This is a revised version of the HFSC survey with questions that are no longer relevant removed and additional questions to assess the impact of the visit added. From Q2 these will be completed by those fitters and fire crews undertaking the visit rather than being posted out several months later.

6.2 The continuing drop in the number of incidents attended is reflected in the number of responses, particularly non-domestic incidents, which continues to be low.

6.3 The introduction of charging for non-emergency lock-ins and lock-outs may have reduced the number of calls to these incidents, causing a further drop in the number of responses to domestic incidents. It has not affected satisfaction amongst those involved in domestic incidents.

7 Compliments

7.1 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 first quarter the Service received 11 compliments – three in April, five in May and three in June.

8 Complaints

8.1. In the first quarter of 2017/18 the Service received no complaints.

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