

For Publication

Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge
Group
15 March 2018
Item No. 13

REPORT AUTHOR: HEAD OF SERVICE DELIVERY

SUBJECT: CUSTOMER SATISFACTION REPORT
QUARTER 3: (01 OCTOBER – 31 DECEMBER 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 3 (Q3) 2017/18 (01 October – 31 December 2017).

RECOMMENDATION

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

1. Executive Summary

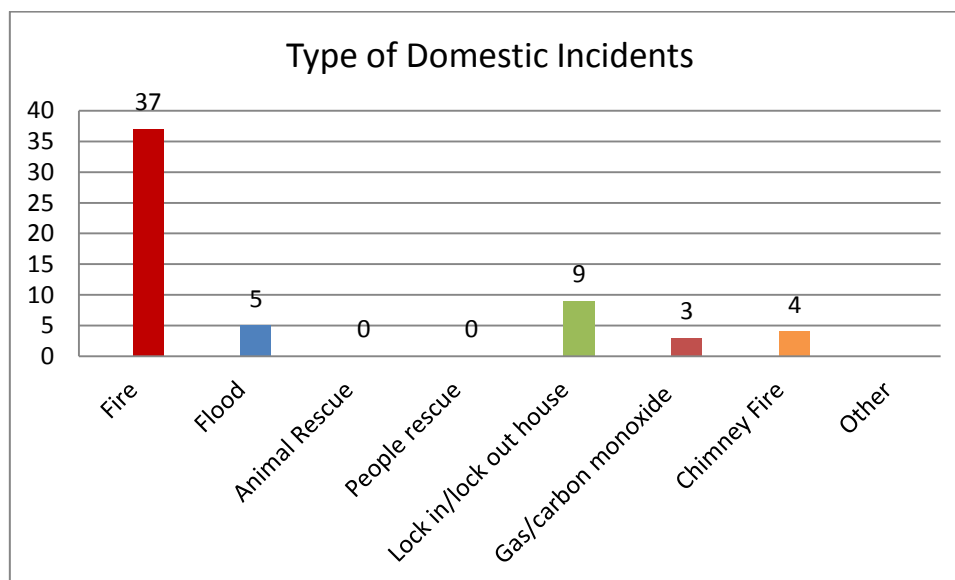
- 1.1. Customer satisfaction is measured through surveys (undertaken after an incident, following a Safe and Well visit (S&WV) or Fire Safety Audit), letters of compliments, and complaints.
- 1.2. Surveys undertaken in Q3 2017/18 indicate that 100% of respondents across all survey areas were either very or fairly satisfied with the overall service provided. The rate of responses for surveys issued in Q3 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 Q3 2016/17 (return rate)
After the Incident (Domestic)	64	110	58%	47%
After the Incident (Non Domestic)	8	17	47%	57%
Safe and Well visit	132	289	46%	59%
Fire Safety Audit	110	176	62.5%	47%
Totals / Average Return rate	314	592	53%	53%

2. After the Incident (Domestic)

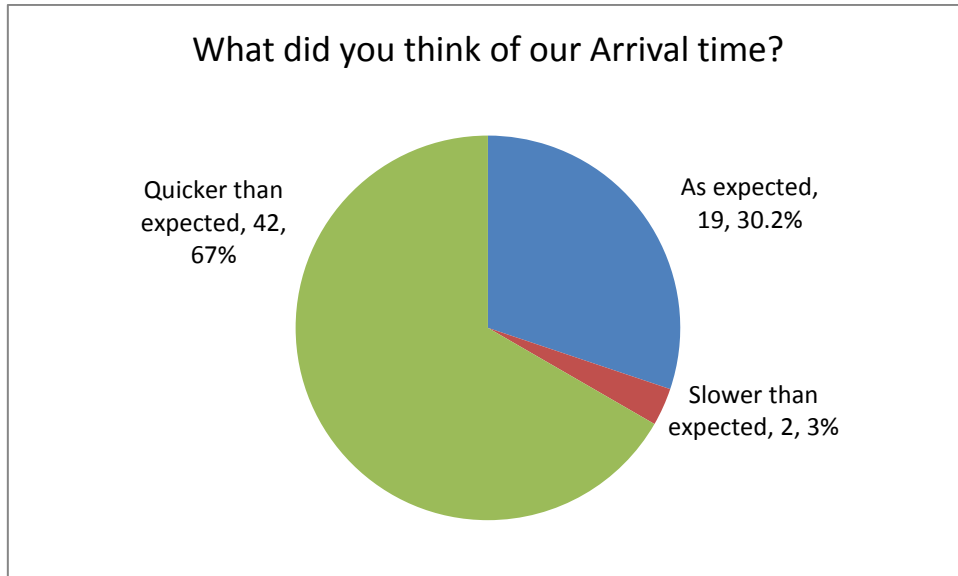
2.1. Type of Incident



2.2. 110 surveys were sent out and 64 replies have been received, a response rate of 58%. The main incidents in which respondents were involved were fires and lock ins or lock outs.

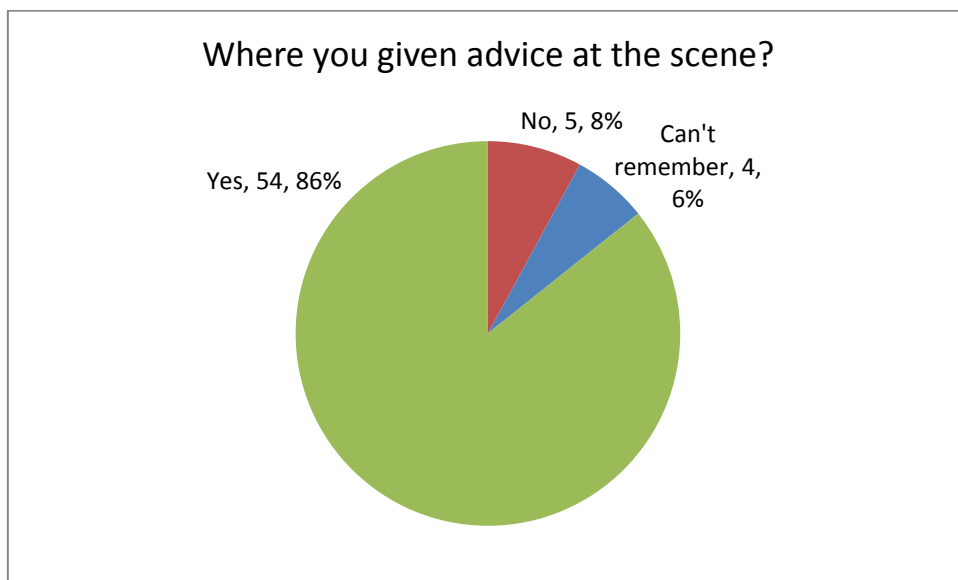
2.3. **Overall satisfaction** - Everyone that replied to this question said they were very or fairly satisfied with the service they received and no one was dissatisfied with the service.

2.4. Arrival times



2.5. Of the 63 respondents who replied to this question only two thought the Service arrived slower than expected. 38 respondents had called the Service themselves and they were all positive about the assistance they received.

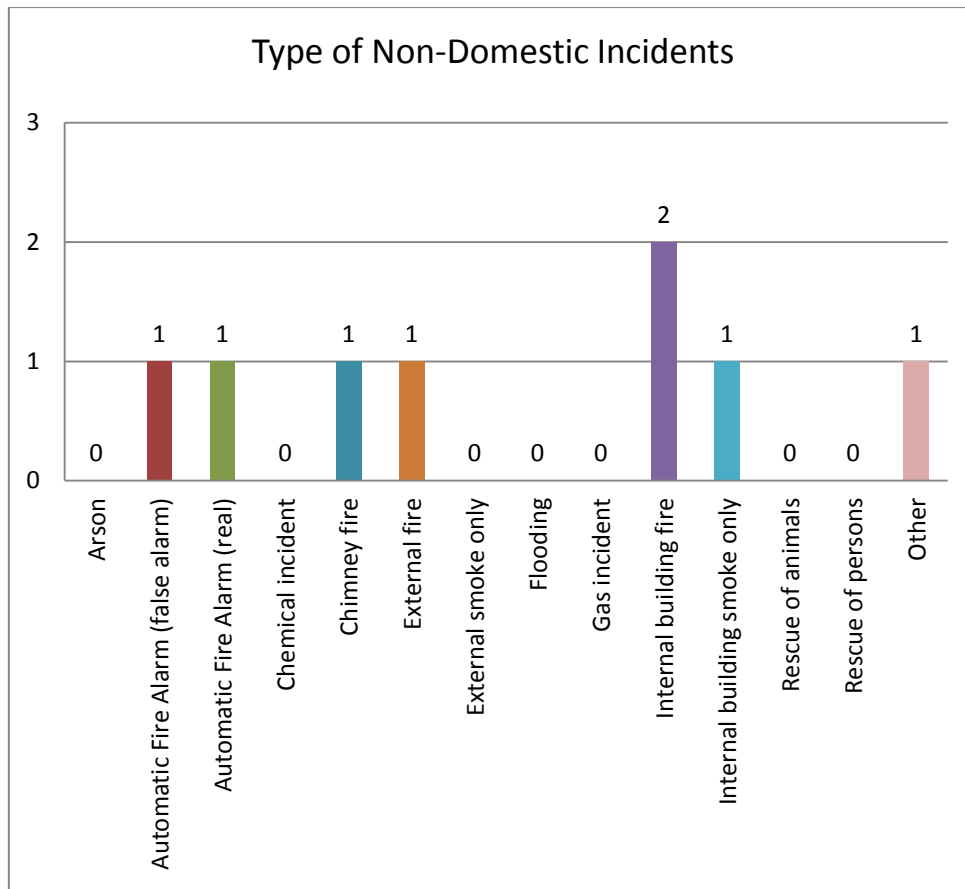
2.6. Advice given:



2.7. 63 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)

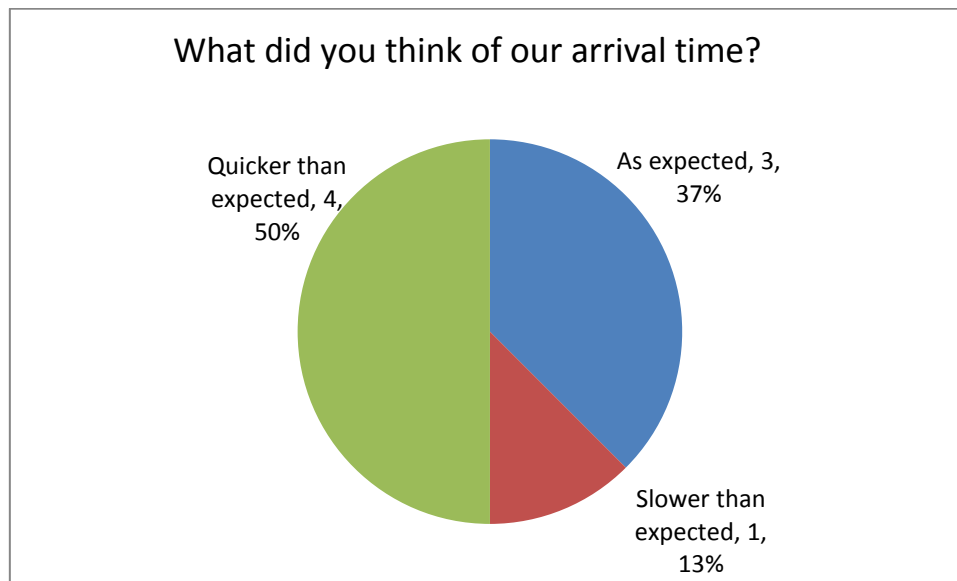
3.1. Type of Incident



3.2. There were only 17 incidents involving commercial properties during Q3 , and 8 survey responses have been received (a response rate of 47%).

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

3.4. Arrival Times



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

4. Safe and Well Visits (S&WV)

4.1. 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%.

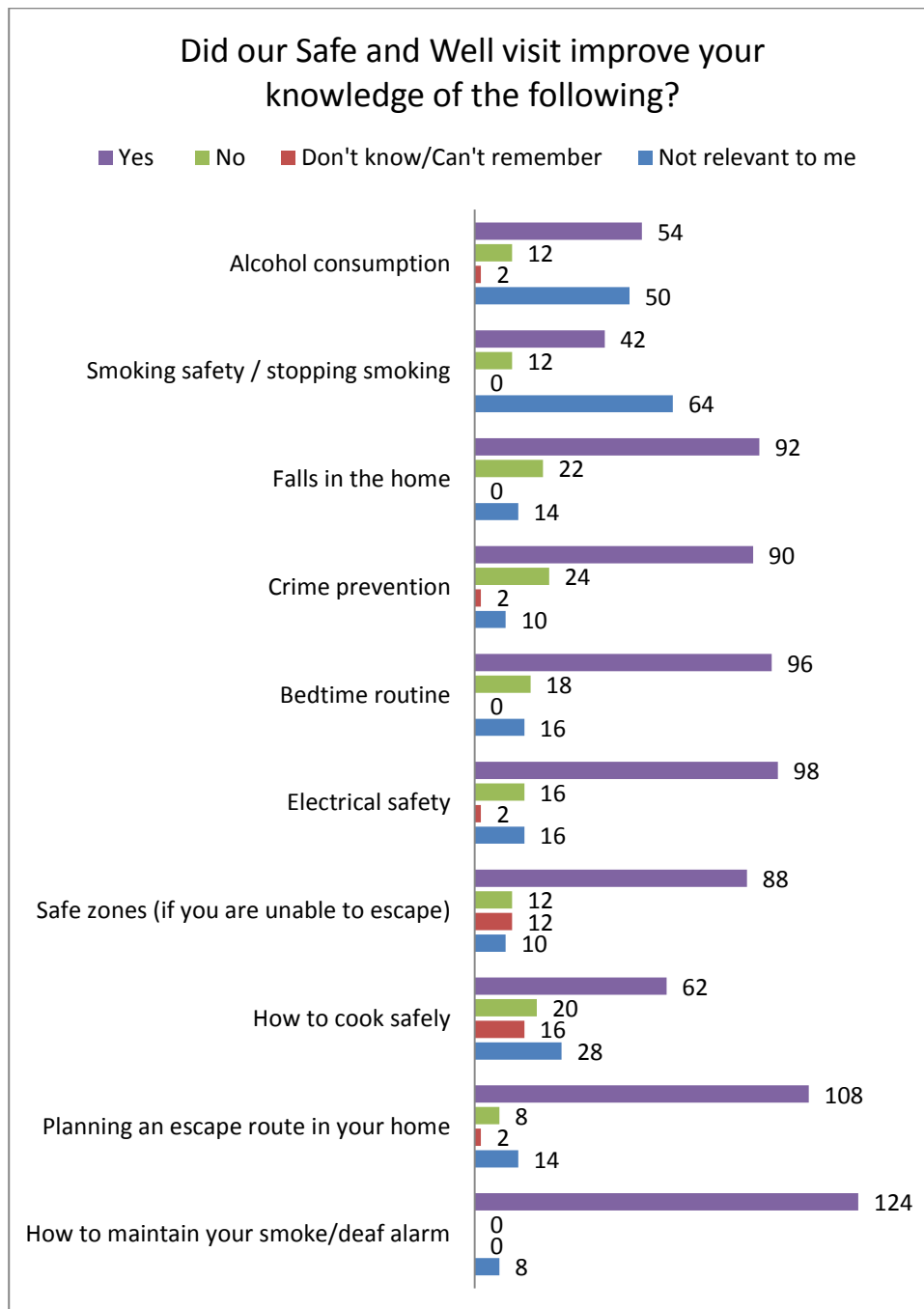
4.2. 289 S&WV took place during Q3 and 132 questionnaires were completed and returned which gives a response rate of 46%. This is a drop from previous quarters and the reasons for this will be investigated.

4.3. **Overall Satisfaction** - All respondents, 100%, replied to this question on the survey and all were very satisfied with their S&WV.

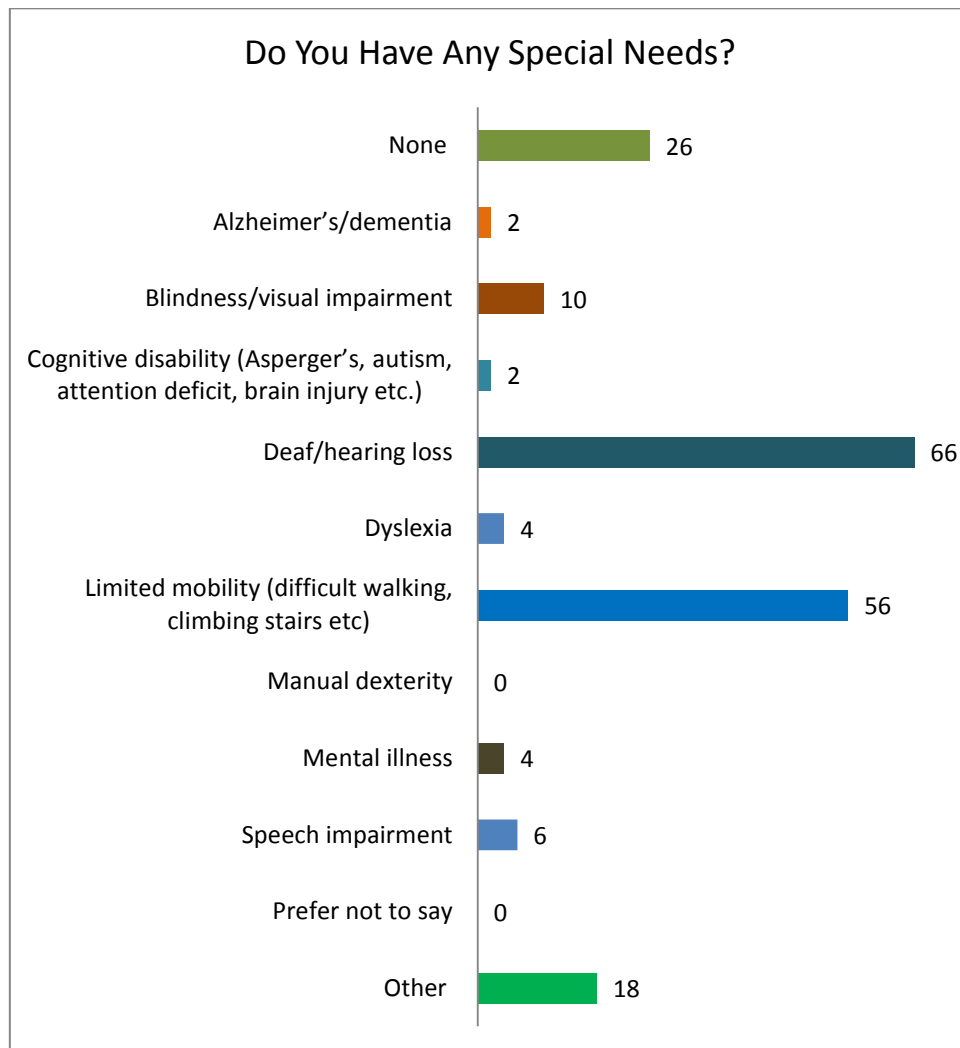
4.4. There were many positive comments from those we visited about the service people received. The most common comment was that the staff visiting them, whether Community Safety staff or Firefighters were polite, friendly, helpful and professional.

4.5. **Providing information** - 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.

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



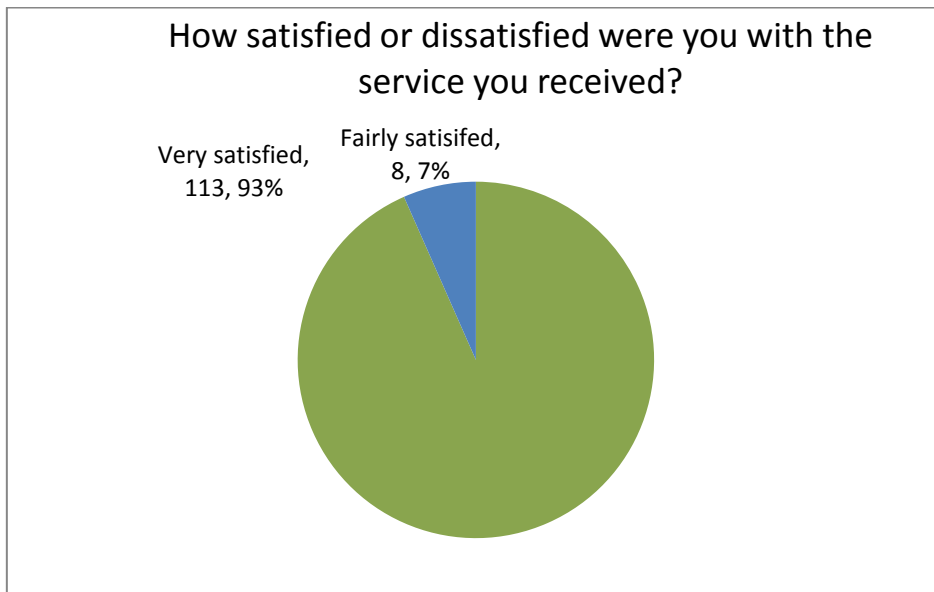
4.7 **Health Issues** - People who are receiving S&WV are considered vulnerable due to their age and other factors. Not all have serious health issues but the table below shows some of the common ailments affecting those visited.



5. Fire Safety Audit surveys (FSA)

5.1. Of the 176 surveys sent out, 110 were returned, a response rate of 62%. These respondents did not answer every question.

5.2. Overall Satisfaction



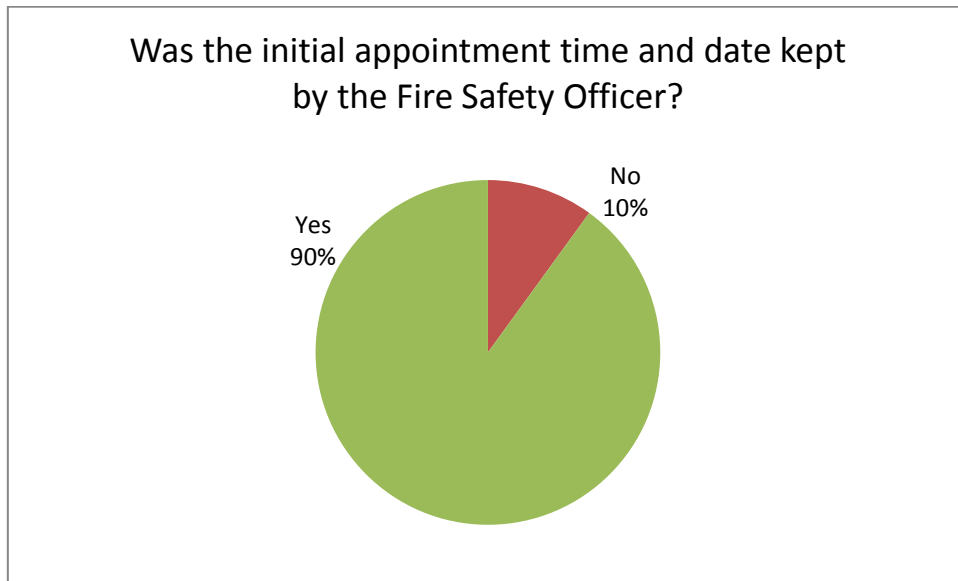
5.3. Of the 121 who gave an answer all were very or fairly satisfied with the Fire Safety Audit (FSA) they received.

5.4. Reason for Audit



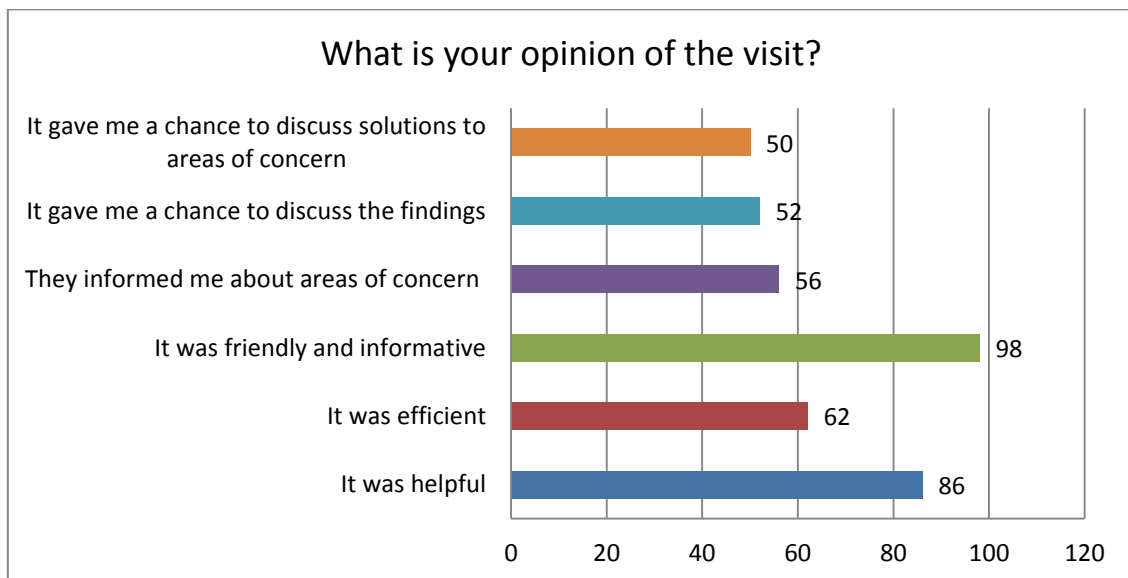
5.5. Of those respondents replied to this question on the survey almost all FSAs were carried out as part of the routine inspection programme.

5.6 Was the appointment time kept?



5.7 100 respondents replied to this question on the survey and in 9 out of 10 instances the time and date of the appointment was kept. In some cases recipient of the visit had to change the time and in others it was re-arranged. There were no negative comments about this.

5.8 FSA Outcomes



5.9 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. 40% of those receiving a FSA were required to take action (44 of the 110 who replied to this question) with 90 receiving a written report, with all but one very or fairly satisfied with it. The dissatisfied person had received some useful information during the visit but not all of this had been reflected in the written report.

6 Matters arising from Surveys

6.1 The new S&WV survey has increased the “return rate” as they are completed on 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

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 Q3 the Service received 11 compliments – one in October, seven in November and four in December.

8 Complaints

8.1 In Q3 of 2017/18 the Service received three complaints, one in each month. All were upheld and satisfied at Stage 1.

**SOC GARY JEFFERY
HEAD OF SERVICE DELIVERY**