

REPORT AUTHOR: HEAD OF RESPONSE

SUBJECT: CUSTOMER SATISFACTION SURVEY REPORT
END OF YEAR REPORT (1 APRIL 2017 – 30 MARCH
2018)

For further information on this Report contact: Mark Hustwitt
Communication and Engagement Manager
Tel No: 01234 845161

Background Papers: None

PURPOSE:

To report year end results of Customer Satisfaction surveys conducted from 1 April 2017 – 31 March 2018.

RECOMMENDATION:

To acknowledge the high levels of customer satisfaction achieved throughout the year and note that the changes in the method of gathering data trialled during 2016/17 have now been implemented for 2017/18 following the change from Home Fire Safety Checks to Safe and Well visits.

1. Executive Summary

The Service received 99% satisfaction rating from local people during 2017/18 for the services that we provided to them.

This demonstrates an overall level of satisfaction across all services surveyed and this remains consistent with previous years.

During 2017/18 Quarterly Customer Satisfaction Surveys were undertaken to establish the levels of customer satisfaction in the following service areas:

- attending an incident at a domestic property;
- attending an incident at a non-domestic property;
- conducting a Safe and Well visit (formerly Home Fire Safety Checks);
- conducting a Fire Safety Audit.

Throughout the year survey results have been reported to the Service Delivery Leadership Team, Corporate Management Team and Fire and Rescue Authority and the findings have provided opportunities for the Service, to build upon areas of sound performance and where necessary identify potential improvements.

During 2017/18 the Service has established a consistent approach for gathering data and information against our performance.

The results reflect the change from Home Fire Safety Checks to Safe and Well Visits made in April 2017. Also as most appointments for a Fire Safety Audit are made by the Service, we have changed the question in the Fire Safety Audit survey from “*How long did you have to wait for the Audit to take place?*” to “*Was the initial appointment time and date kept by the Fire Safety Officer?*”. As this change took place halfway through the year the results on this issue in Q 1 & 2 and Q 3 & 4 are not comparable.

As in previous years we have achieved high rates of customer satisfaction across those areas surveyed.

2. **Overall Results**

During 2017/18 we received a total of 1,506 completed surveys, compared to 1,186 in 2016/17. Of the 1,337 people who responded to the question “*How satisfied were you with our overall service?*” 1,238 (94%) agreed they were very satisfied with the service they had received with the remainder saying they were fairly satisfied.

Area Surveyed	Surveys Issued	Surveys Returned	Rate of Return 2017/18
After the Incident (Domestic)	665	351	53%
After the Incident (Non-Domestic)	80	47	59%
HFSCs / Safe and Well visits	1139	634	56%
Fire Safety Audits	845	474	56%

Area Surveyed	Return rate 2017/18	Return rate 2016/17	Return rate 2015/16	Return rate 2014/15	Return rate 2013/14
After the Incident (Domestic)	53%	40%	50%	66%	56%
After the Incident (Non-Domestic)	59%	50%	57%	60%	58%
HFSCs / Safe and Well visits	56%	49%	30%	79%	54%
Fire Safety Audits	56%	42%	75%	64%	30%

3 Individual Survey Results

3.1 **After the Incident (Domestic):**

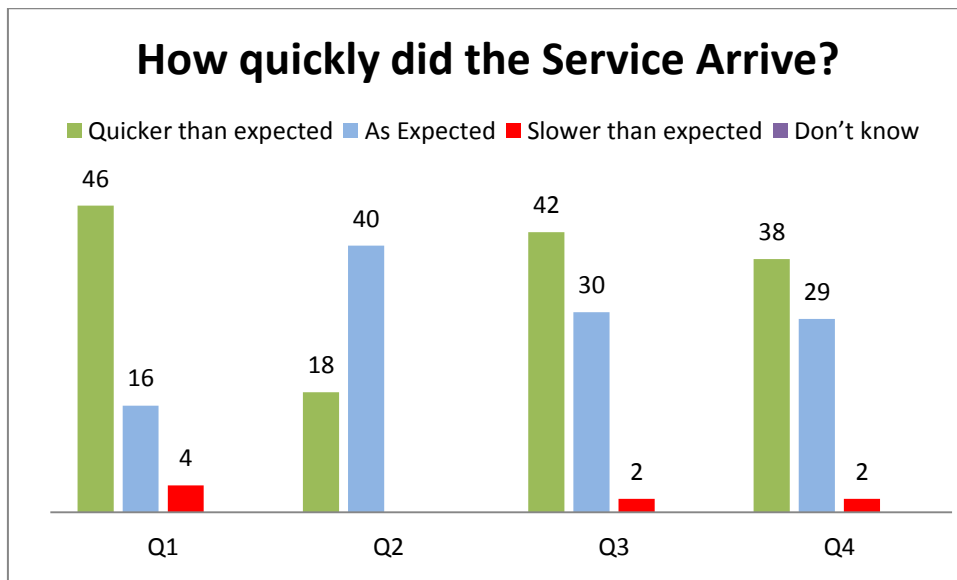
No complaints were received through the customer satisfaction surveys.

A total of 351 completed surveys were received back during the year (up from 214 in 2016/17).

Of the 351 respondents who said they contacted our Service Control, all said they were either very or fairly satisfied with the initial contact.

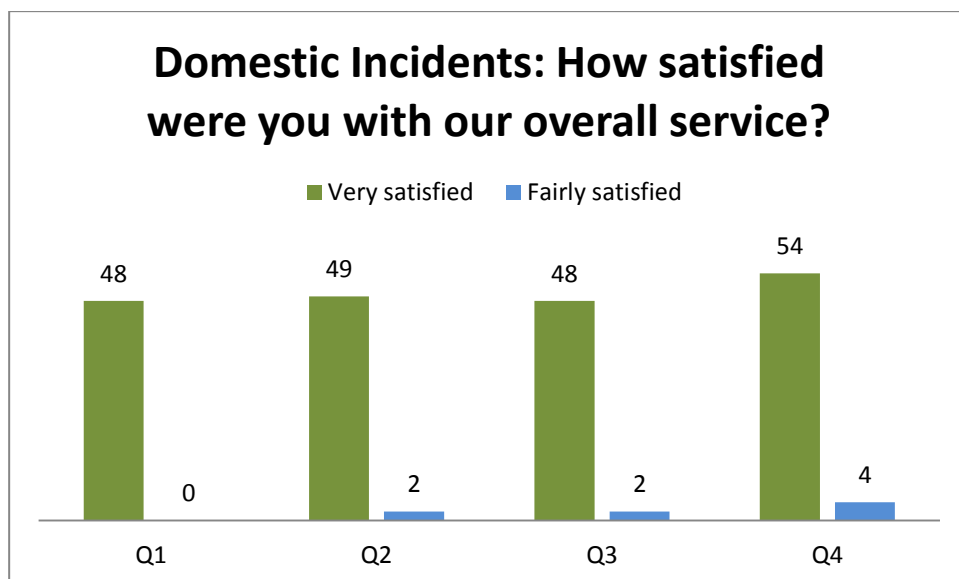
3.1.1 *Q1 – Q4 Incident response times*

144 responders out of 267 who replied to this question (56%) stated the fire service arrived quicker than expected, whilst eight felt that we were slower than expected.



3.1.2 Q1 - Q4 Overall satisfaction with Service received

All 207 respondents who replied to the question “How satisfied were you with our overall service?” were either very or fairly satisfied with the service they received.

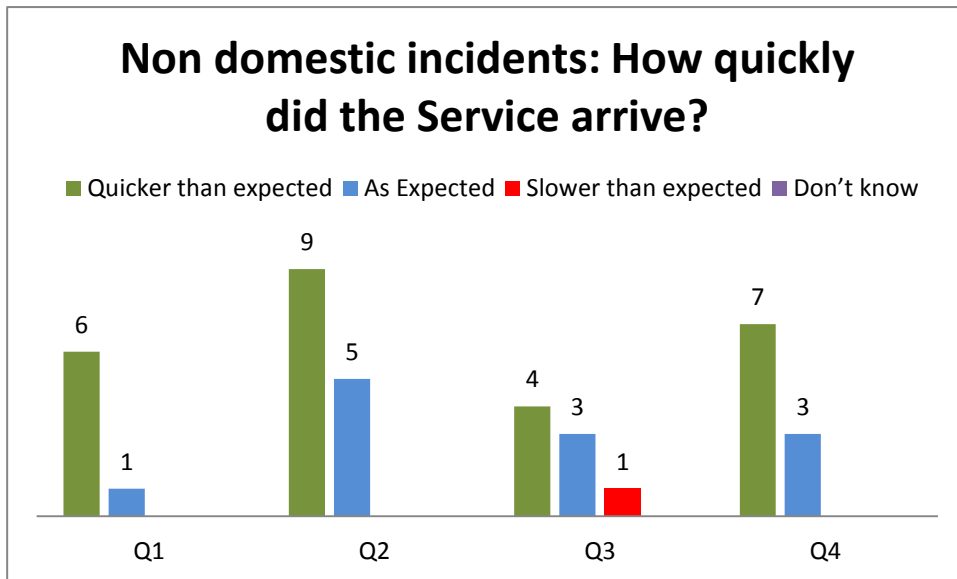


3.2 After the Incident (Non Domestic):

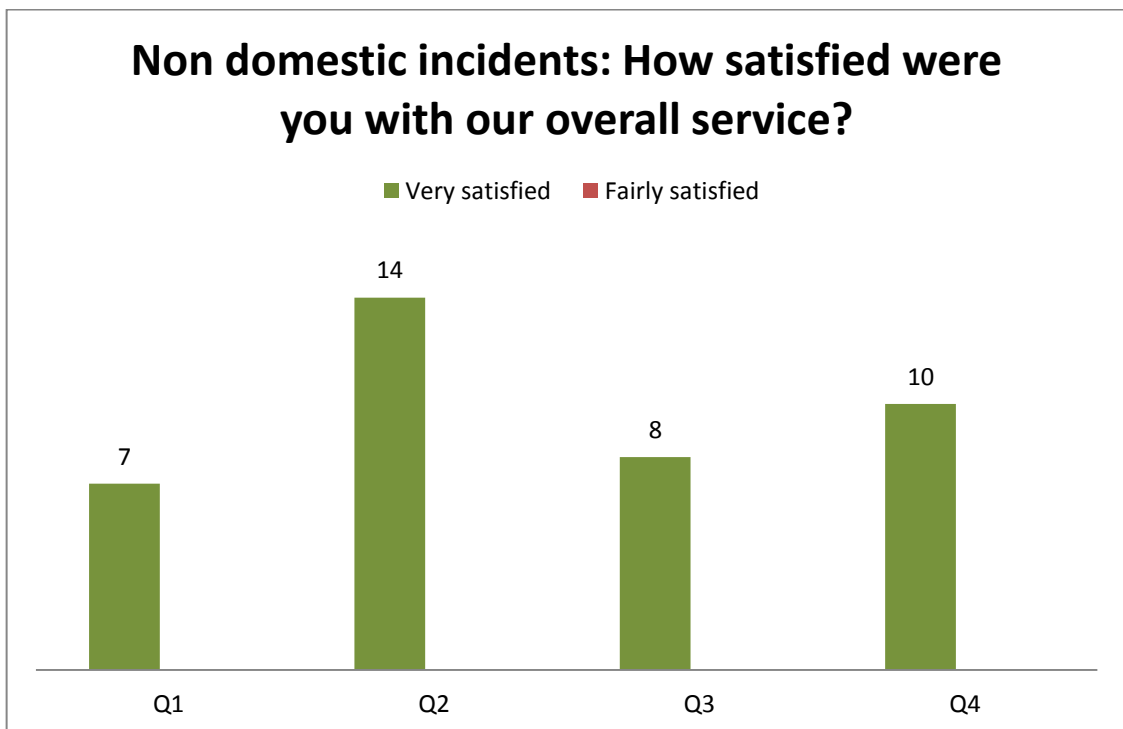
80 surveys were issued by post and 47 completed surveys were received back for reporting purposes. No complaints were received through the customer satisfaction surveys.

3.2.1 Q1 – Q4 Incident response times

26 of the 39 responders (67%) to this question said the Fire Service arrived quicker than expected. Only one thought the response was slower than expected.



All of the 39 people who responded to the question said they were very or fairly satisfied with the service they received.



3.3 Safe and Well Visits

From April 2017 the Service has been undertaking Safe and Well visits in place of the Home Fire Safety Checks carried out previously. As these are now scheduled by the Service and based upon the needs of the most vulnerable people in our communities, some previous questions, such as “How long did you wait for your Home Fire Safety Check?” and “How easy was it to make an appointment?” are no longer applicable and have been removed from the survey. Surveys are now either completed at the end of the

visit or left with the person, or persons, receiving the visit and returned via a reply paid envelope.

Through the year 632 people responded to our survey and almost all stated they were either very or fairly satisfied with the service they received.

3.3.1 Q1 – Q4 Overall satisfaction with Safe and Well visits

612 of 632 respondents (97%) said they were either very or fairly satisfied with the S&WV service.

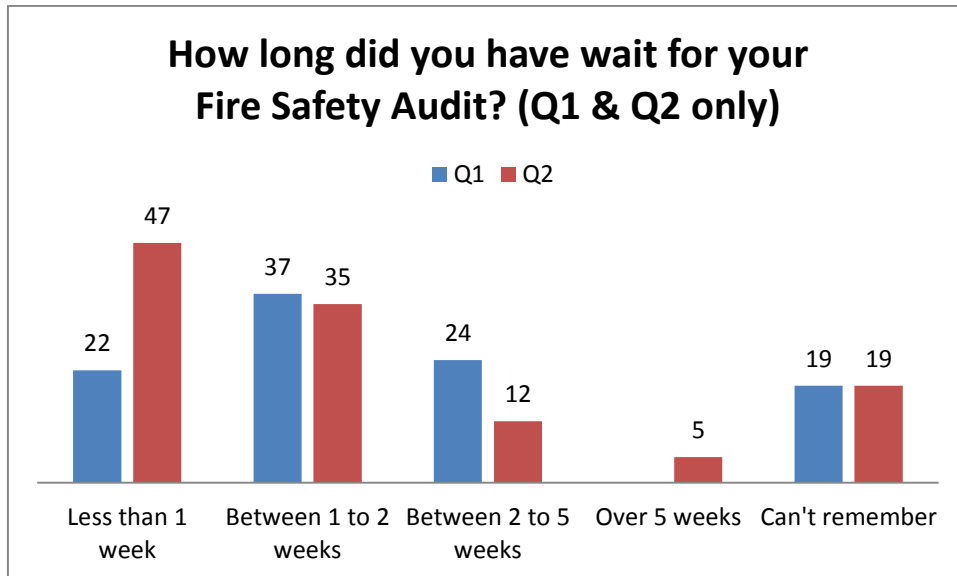


3.4. Fire Safety Audit Surveys:

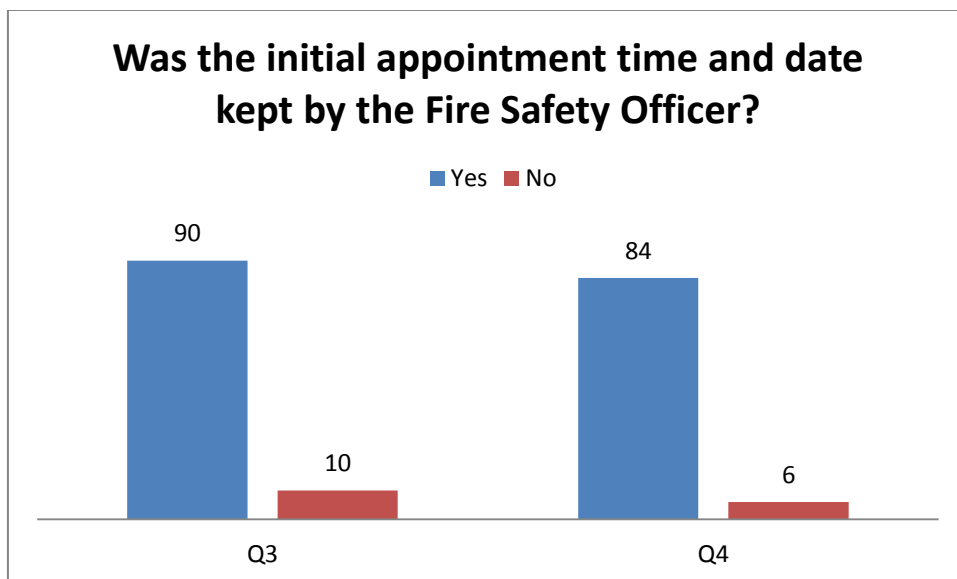
No complaints were received through the customer satisfaction survey.

A total of 845 Fire Safety Audit surveys were issued throughout the year with a return of 474 completed surveys (56%).

3.4.1 Q1 – Q2 How long did you wait for your Fire Safety Audit?



As mentioned in the introduction due to changes in the way appointments are made by the Protection Team the question “How long did you have to wait for your Fire Safety Audit?” was changed to “Was the initial appointment time and date kept by the Fire Safety Officer?”

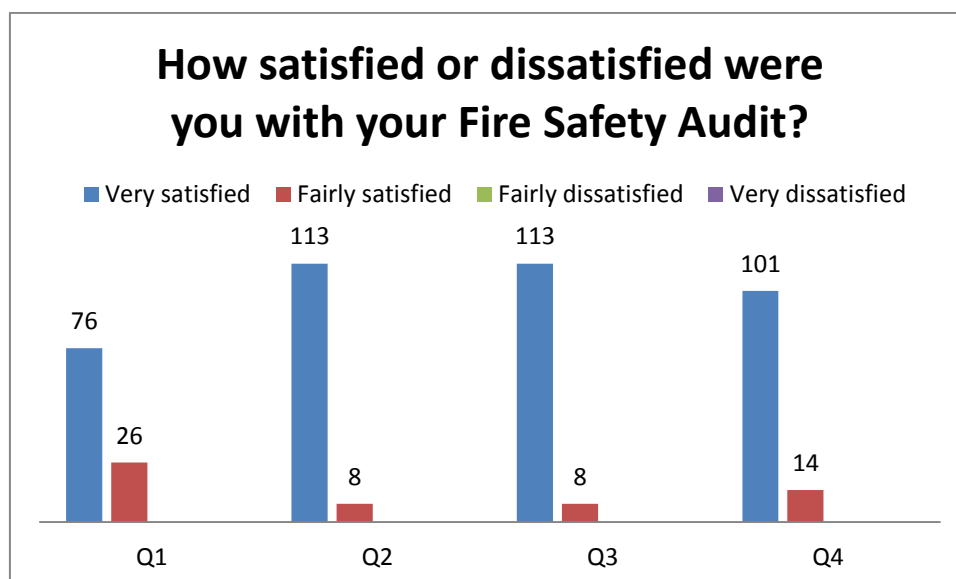


As we can see from above in 9 out of 10 cases appointments are being met.

3.4.2 Q1 – Q4 Did you receive a written report?

360 responders confirmed they had received a written report and stated they were either very or fairly satisfied with the contents.

3.4.3 How satisfied were you with your Fire Safety Audit?



459 respondents said they were either very or fairly satisfied with their Fire Safety Audit.

4. Compliments

The Service received 49 compliments from members of the public by letter and email during the past year, compared to 61 in 2016/17.

From Luton Foodbank to WC John Field and Fire Cadets

Thank you so much for supporting Luton Foodbank's first Colour Run event. We really appreciate the help your volunteers gave us on the day, without their support we would not have been able to run it. Please pass on our thanks to all involved. The Colour Run has raised £4,700 for the foodbank so far, with more sponsor money due in. In the last year, Luton Foodbank gave out over 8,000 food parcels. We rely on food and money being donated from the local community, through the generosity of ordinary people. Without your support at our events and fundraisers we would not be able to give out food to those who need it in Luton. Thank you for supporting Luton Foodbank to alleviate food poverty in Luton, and we hope to work with you again soon.

From Lord-Lieutenant of Bedfordshire, Helen Nellis to CFO Fuller regarding visit by HM Queen to Whipsnade

I was so pleased to see you at Whipsnade today and that you were able to participate in such a happy and memorable day. I know that the Fire and Rescue Service played a key role in ensuring the safety and security of HM The Queen, the Duke of Edinburgh and the guests, for which I am grateful. Please pass on my thanks to all involved. We showed that we do things professionally, but warmly in Bedfordshire!

From a resident from Biggleswade to Biggleswade Station

I would like to bring to your attention the helpfulness of the Biggleswade Community Fire personnel who kindly helped me today with an unusual task. It was to remove a ring from my 'enlarged' finger and 'expert' Eddie carried this task with care and a perseverance as it was a struggle due to the type of 'metal', and with his colleagues observing. Apparently the 'instrument' has rarely been used but it was good to learn of this 'additional' skill of a Fire Officer/Firefighter. I appreciated their courtesy and help and to say a 'Thank You' to them all.

From Wilstead Primary School to Kempston Red Watch following a visit to the school

Dear Fire Station thank you for coming to Wilstead Primary School, it was really funny when I beat you in the dressing race. I really enjoyed spraying the hose and taking the photo. From Layla.

Dear Kempston Fire Station Thank you for coming to Wilstead Primary School to tell us about fire. I enjoyed firing the hose. From Lisa

Dear Kempston Fire Station Thank you for coming to Wilstead Primary School to tell us about fire. We learnt all about never playing with matches. I enjoyed the poem. From Francesca.

Dear Kempston Fire Station Thank you for coming to Wilstead Primary School to tell us about fire, we learnt a lot about matches. We had loads of fun with the hose. What I enjoyed the most was when the water went in the classroom. From Dillon.

From a resident in Toddington to CFO Fuller following a flooding incident

I am writing this note to express my appreciation to the Toddington Fire Crew who were so helpful to me last night. My next door neighbour is overseas for 5 weeks and I have a key to their house. At 11.00pm I noticed water coming from the roof area. I went inside to discover water pouring through the upstairs ceiling and then through to the downstairs!! I could not find the stopcock, or the mains electricity switch, got no response from Anglian Water so in desperation I called the Fire Service - what a relief when they arrived. Their response was so helpful, professional, calm and considerate and I am writing to let you know how much I valued their help and support and ask you to pass on my thanks to a fine group of men who are a great credit to your organisation.

5. Complaints

Complaints against the Service are processed in accordance with the Service's three stage complaints procedure:

- Stage 1 Complaint is investigated and responded to within 10 days.

- Stage 2 The complainant is not satisfied with the outcome of Stage 1.
 CMT Member (or Deputy) undertakes further action as necessary to resolve the issue within 10 working days.

Stage 3 The complainant remains dissatisfied with the outcome of their complaint and the matter is referred to ACO HR and Organisational Development for further investigation and response.

Should the complainant remain dissatisfied at the end of Stage 3 the complainant may refer the matter to the Ombudsman. Any actions arising from the Ombudsman are received and monitored by ACO HR and Organisational Development.

During the year the Service received eight complaints. This compares to 14 in 2016/17 and 21 in 2015/16.

Seven complaints were satisfied at Stage 1; five were upheld and two were not upheld. One complaint is still pending.

GARY JEFFERY
HEAD OF RESPONSE