

For Publication

Bedfordshire Fire and Rescue Authority  
Service Delivery Policy and Challenge Group  
19 September 2018  
Item No. 7

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**REPORT AUTHOR:** HEAD OF PROTECTION

**SUBJECT:** CUSTOMER SATISFACTION REPORT QUARTER 1: (01 APRIL – 30 JUNE 2018)

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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 1 2018/19 (01 April – 30 June 2018).

## RECOMMENDATION

That Members consider 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), and letters of compliments and complaints.

1.2. Surveys undertaken in Q1 2018/19 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 below, with comparisons against the same period in 2017/18.

1.3. There has been a drop in the return rate for Safe and Well visit surveys and this may be due to the change from posting these to having them completed following the visits or being left with those receiving the visit. This will be explored with a view to increasing the return rate.

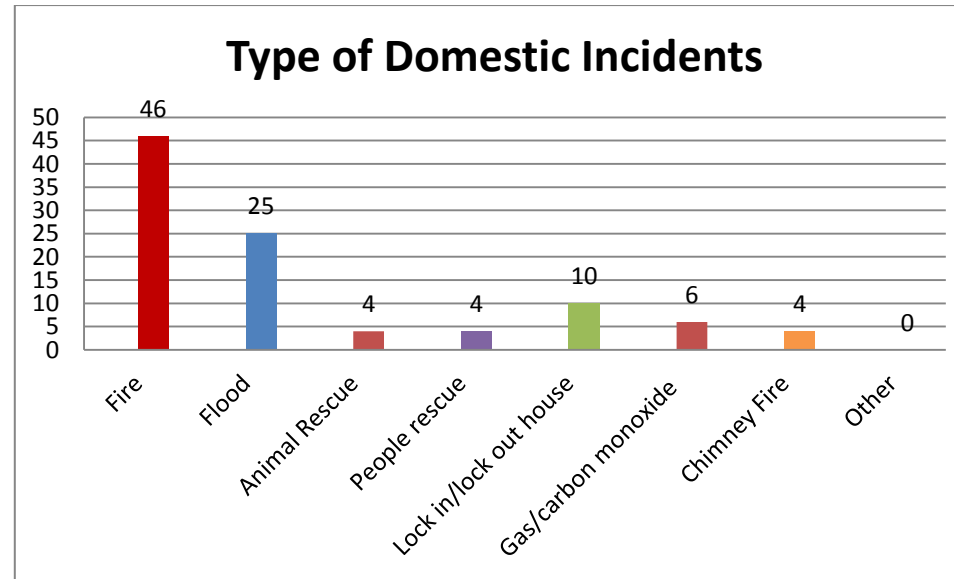
1.4. Figures in the report have been rounded to whole numbers.

Area surveyed	Total number of surveys returned	Total number of surveys sent	Return rate	Comparison to Q1 2017/18 (return rate)
After the Incident (Domestic)	116	203	57%	54%
After the Incident (Non Domestic)	14	21	67%	64%
Safe and Well visit	108	775*	14%	54%
Fire Safety Audit	102	165	62%	56%
<b>Totals / Average Return rate</b>	340	1,164	29%	55%

\* This is a figure for the number of visits undertaken.

## 2. After the Incident (Domestic)

### 2.1. Type of Incident

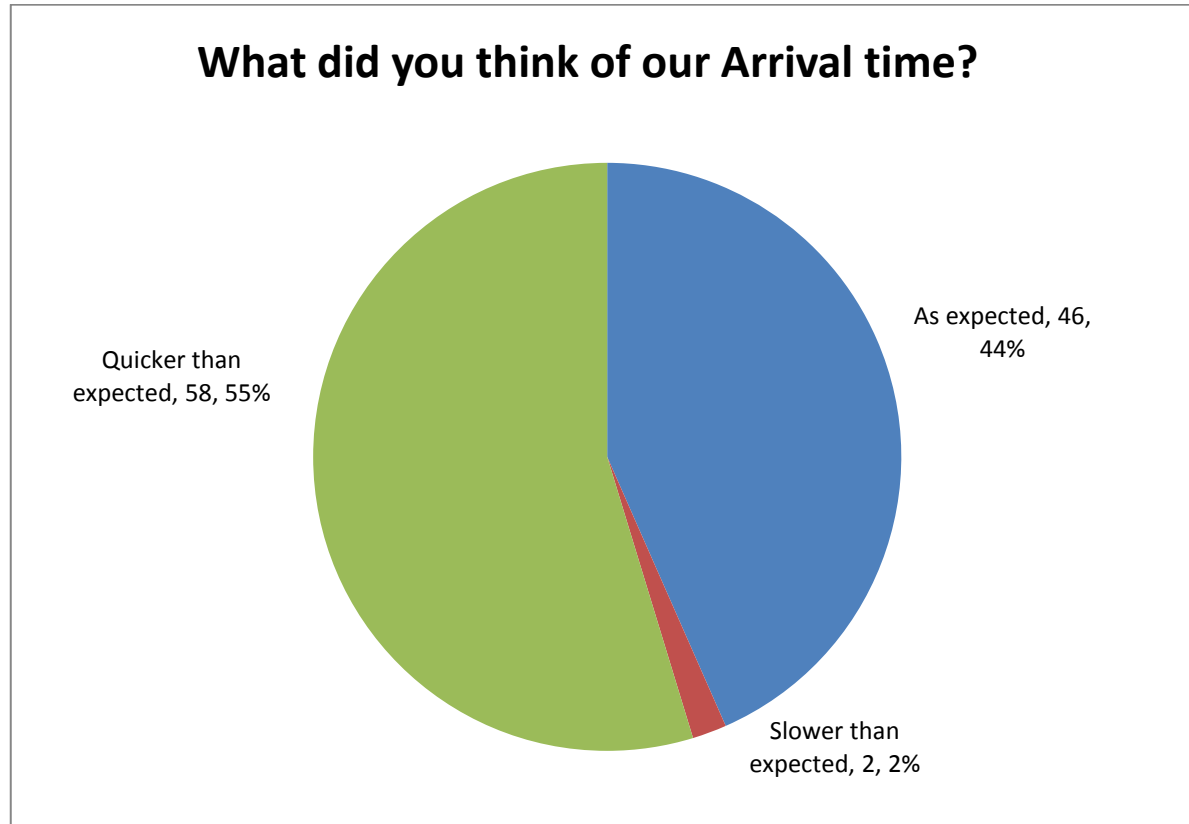


203 surveys were sent out and 116 replies have been received, a response rate of 57%. The main incidents in which respondents were involved were fires, floods (in domestic properties) and lock ins or lock outs.

### 2.2. Overall satisfaction

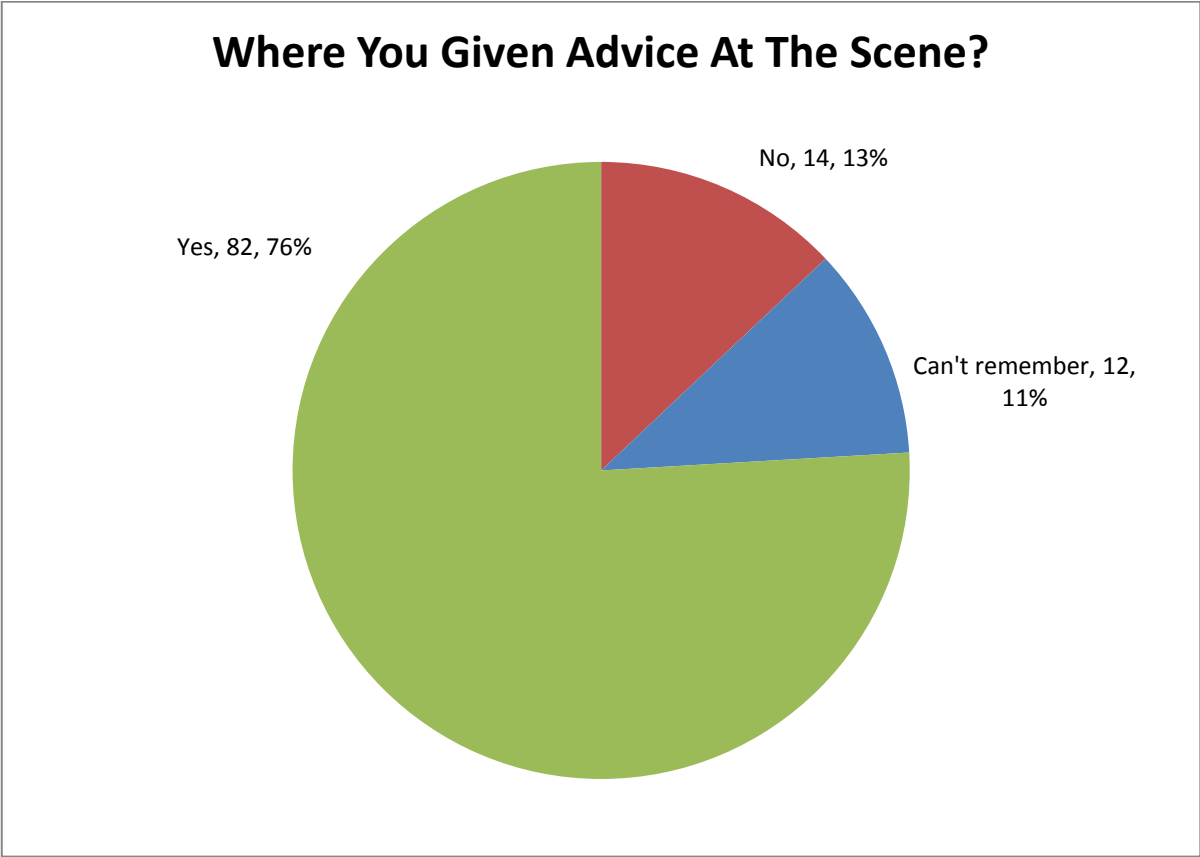
Almost everyone that replied to this question said they were very satisfied with the service they received (106 were very satisfied and 4 fairly satisfied). No one was dissatisfied with the service.

### 2.3. Arrival times



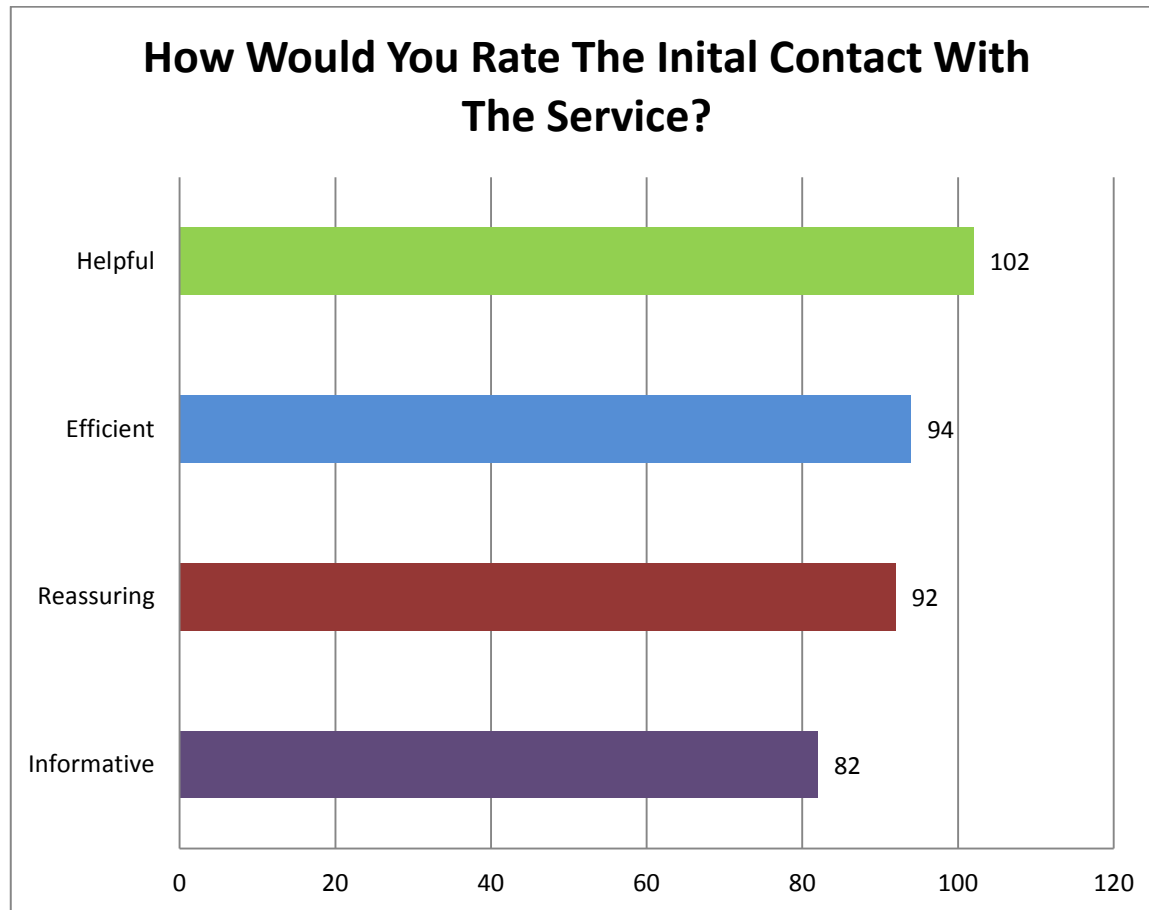
Of the 106 respondents who replied to this question, 2 people thought the Service arrived slower than expected. 70 (60%) respondents had called the Service themselves and they were all positive about the assistance they received.

2.4. Advice given



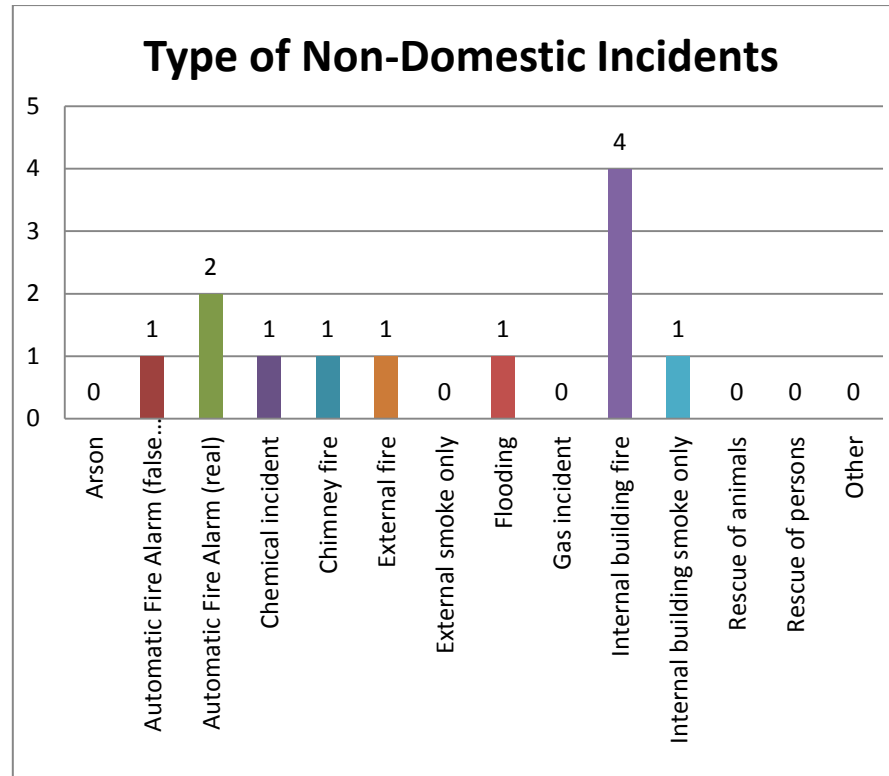
108 respondents replied to this question on the survey. Over three quarters of those involved in incidents were given advice at the scene.

Many people found contact with the Service to be helpful, efficient, reassuring and informative.



### 3. After the Incident (Non Domestic)

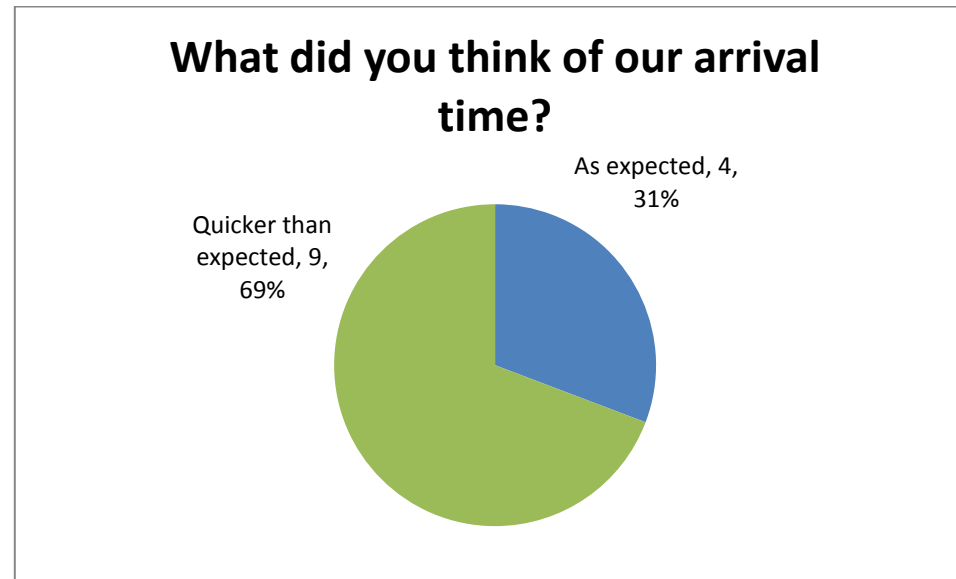
#### 3.1. Type of Incident



There were only 21 incidents involving commercial properties during Quarter 1, and 14 survey responses have been received (a response rate of 67%, however there were only 12 response to this question).

In all 14 instances the respondent was very satisfied with the service they received from the Service.

### 3.2. Arrival Times



13 respondents answered this question and in the majority of cases the Service arrived quicker than expected.

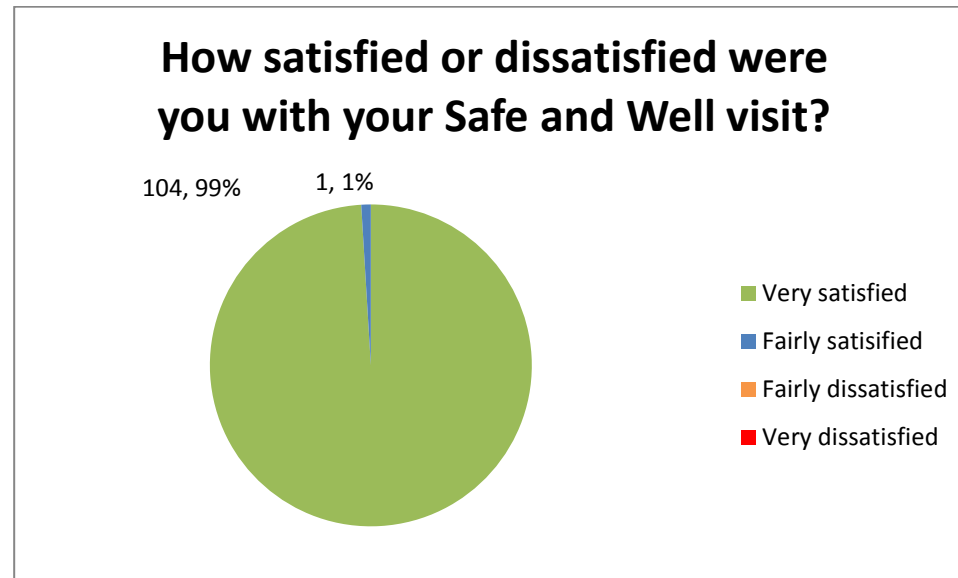
### 4. Safe and Well Visits (S&WV)

The 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 had increased the "return rate" as they were being completed at the end of the visit. However not everyone visited wished to complete a survey which resulted in a response rate below 100%.

However in Q1 775 S&WVs took place and only 108 questionnaires were completed and returned which gives a response rate of 14%. This drop in the return rate may be due to questionnaires being left for people to complete and then not being returned. This will be investigated to improve the figures in the future.



#### 4.1. Overall Satisfaction



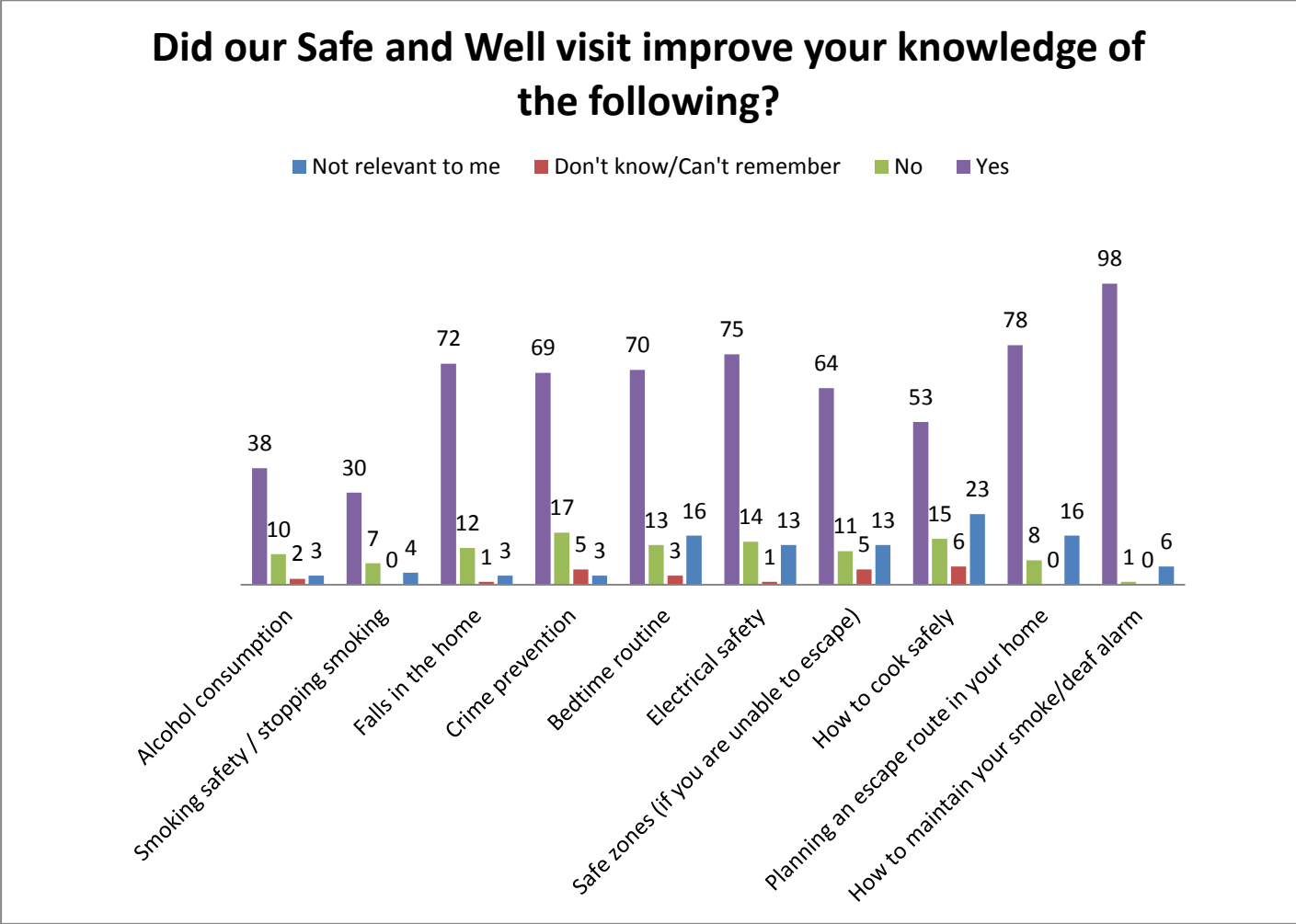
Of the 105 people who answered this question all respondents but one were very satisfied with their S&WV, one person being fairly satisfied.

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

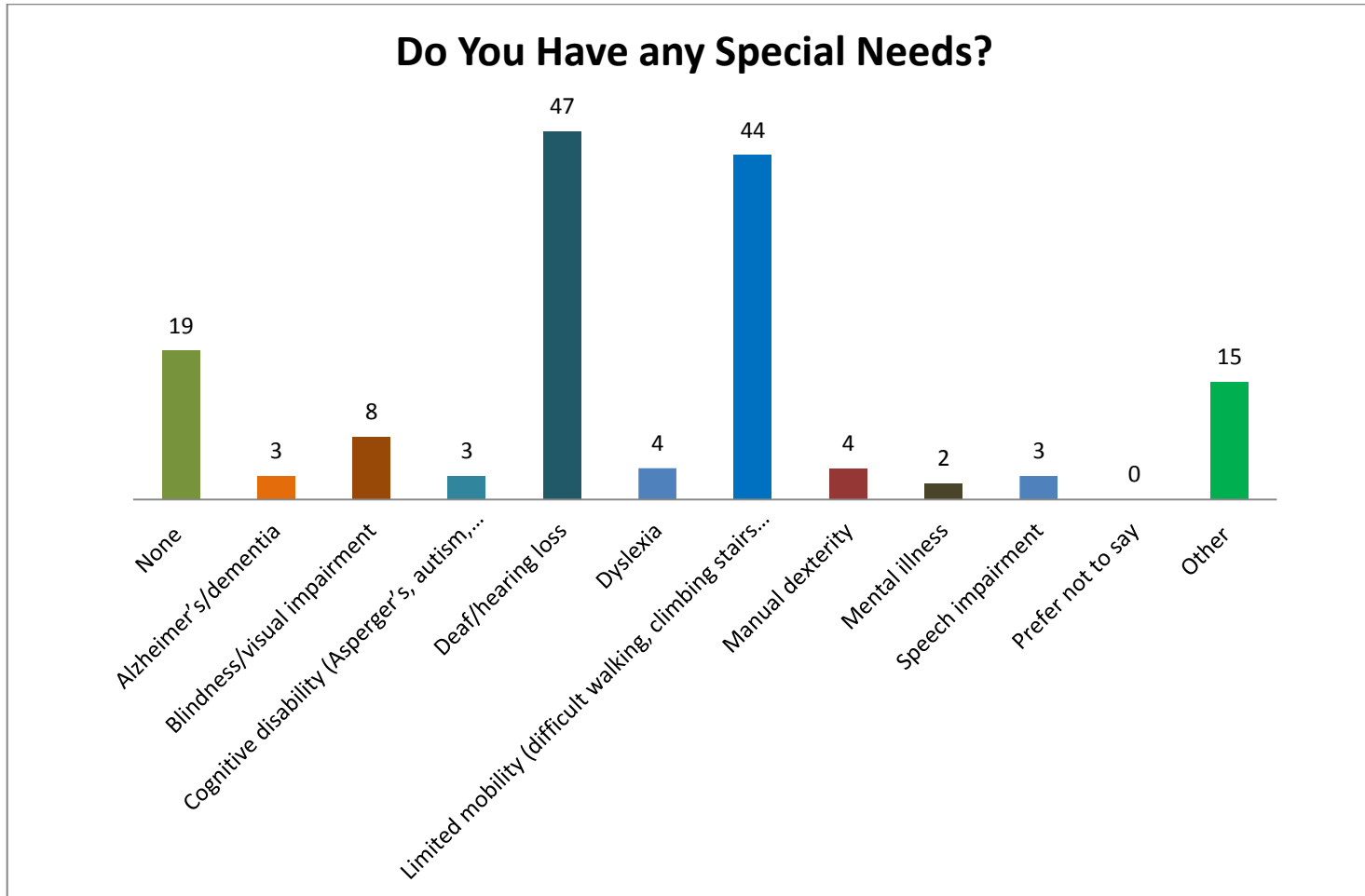
Part of the benefit from providing Safe and Well visits is the opportunity to give vulnerable people more information about a range of safety issues, such as how to avoid slips and trips and talking to them about smoking cessation and their use of alcohol.

The table below shows how much those visited thought the advice given had improved their knowledge of these safety issues. In many cases three quarters of people benefited from advice on a wide range of topics. This was lower for alcohol consumption and smoking as many people did not smoke or consume alcohol.



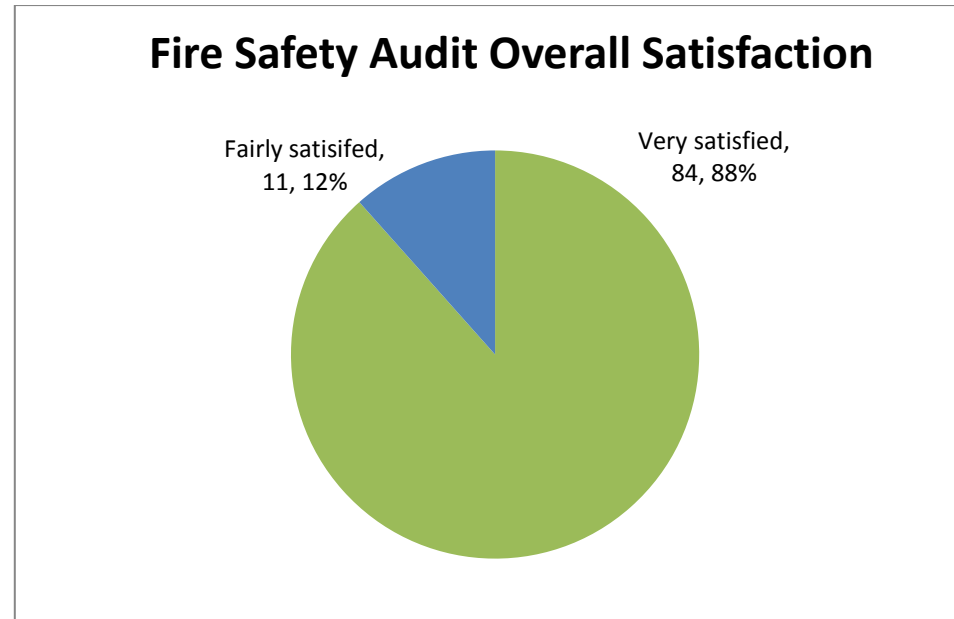
### 4.3. Health Issues

People who are receiving Safe and Well visits are considered vulnerable due to their age and other factors. Not all have health issues, but the table below shows some of the common issues affecting those visited. These include loss of hearing (with implications for the need for specialised smoke alarms for the hard of hearing) and limited mobility (with implications for their ability to escape from their property quickly).



## 5. Fire Safety Audit surveys (FSA)

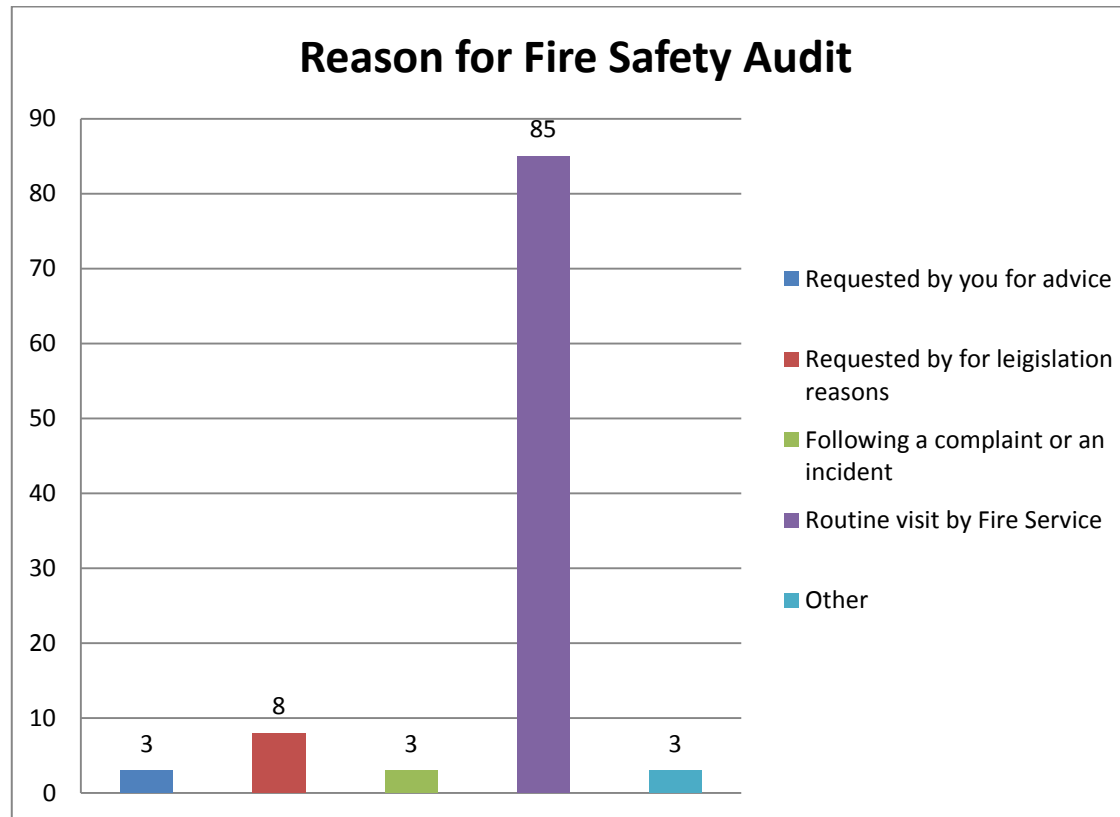
### 5.1. Overall Satisfaction



Of the 165 surveys sent out, 102 were returned, a response rate of 62%.

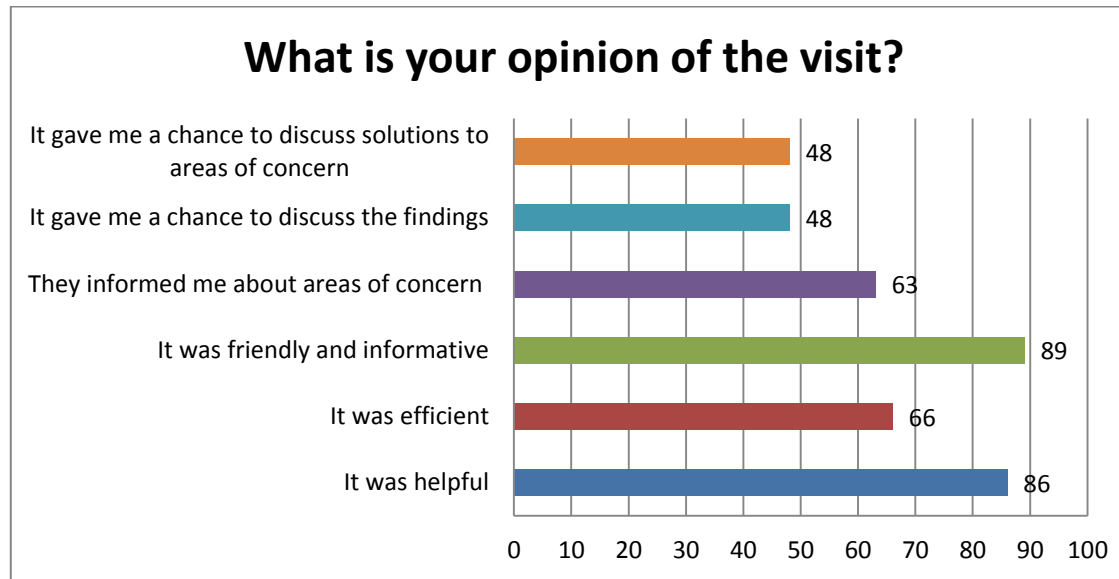
Not everyone responded to this question but of those who did all were very or fairly satisfied with the Fire Safety Audit (FSA) they received. One person did express dissatisfaction at the service they received but from their comments this appeared to be because they had not, in over twenty years, had been subject to a FSA rather than anything to do with the FSA itself. Overall they were fairly satisfied with the FSA.

## 5.2. Reason for Audit



Once again not all respondents replied to this question but of those who did almost all said their FSA were carried out as part of the routine inspection programme.

### 5.3. 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. Around half (48%) of those having an FSA were required to take action (48 of the 102 who replied) with 58 receiving a written report, with which they were either very or fairly satisfied.

### 6 Matters arising from Surveys

The level of customer satisfaction across all services continues to remain very high.

The fall in the return rate for Safe and Well visit questionnaires will be investigated.

## **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 first quarter the Service received five compliments, three in April and two in May.

## **8 Complaints**

In the first quarter of 2018/19 the Service received six complaints: one in April, satisfied at Stage 1 and upheld; one in May, satisfied at Stage 1 and upheld and four in June, all satisfied at Stage 1, two upheld and two not upheld.

**SOC IAN EVANS  
HEAD OF PROTECTION**