

For Publication

Bedfordshire Fire and Rescue Authority  
Service Delivery Policy and Challenge Group  
29 November 2018  
Item No. 9

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**REPORT AUTHOR: HEAD OF PROTECTION**

**SUBJECT: CUSTOMER SATISFACTION REPORT - QUARTER 2: (01 JULY – 30 SEPTEMBER 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 2 2018/19 (01 July – 30 September 2018).

## RECOMMENDATION

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

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### 1. Executive Summary

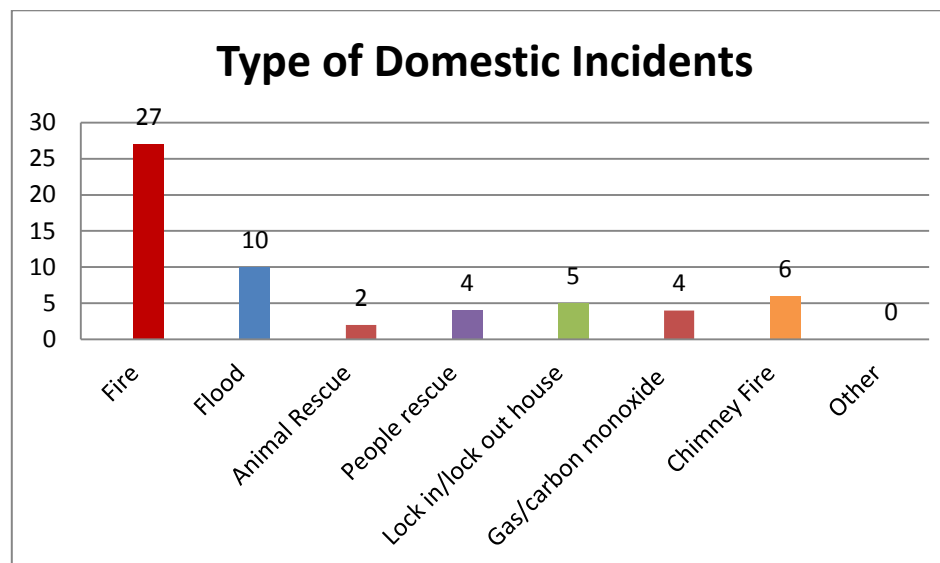
- 1.1. Customer satisfaction is measured through surveys (undertaken after an incident, following a Safe and Well visit (S&WV) or Fire Safety Audit), and letters of compliments and complaints.
- 1.2. Surveys undertaken in Q2 2018/19 indicate that 99% of respondents across all survey areas were either very or fairly satisfied with the overall service provided. Of the 15 responses from commercial organisations that suffered an incident all were very satisfied with the service they received. The rate of responses for surveys issued in Quarter 2 is shown on the next page, with comparisons against the same period in 2017/18.
- 1.3. To deal with the reduction in the return rate for Safe and Well Visit surveys (S&WVs) experienced in Q1, which has been attributed to a change in how surveys were being completed, during October we mailed out 500 surveys to a sample of addresses where a Safe and Well Visits had been completed. This has enabled the number of responses to double from the previous quarter (from 108 to 259) although the return rate remains low. However, there remains a consistently positive response to Safe and Well Visits with all but one person very or fairly satisfied with their service.
- 1.4. In order to improve return rates for S&WVs we will be working more closely with crews to ensure they understand the importance of carrying out the survey, sending questionnaires to recipients of S&WVs within a month of the visit taking place and exploring electronic ways of completing the survey.
- 1.5. 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 Q2 2017/18 (return rate)
After the Incident (Domestic)	69	111	62%	57%
After the Incident (Non Domestic)	15	28	54%	67%
Safe and Well Visit	259	797*	33%	77%
Fire Safety Audit	96	153	63%	62%
<b>Totals / Average Return rate</b>	393	1,089	40%	66%

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

## 2. After the Incident (Domestic)

### 2.1. Type of Incident

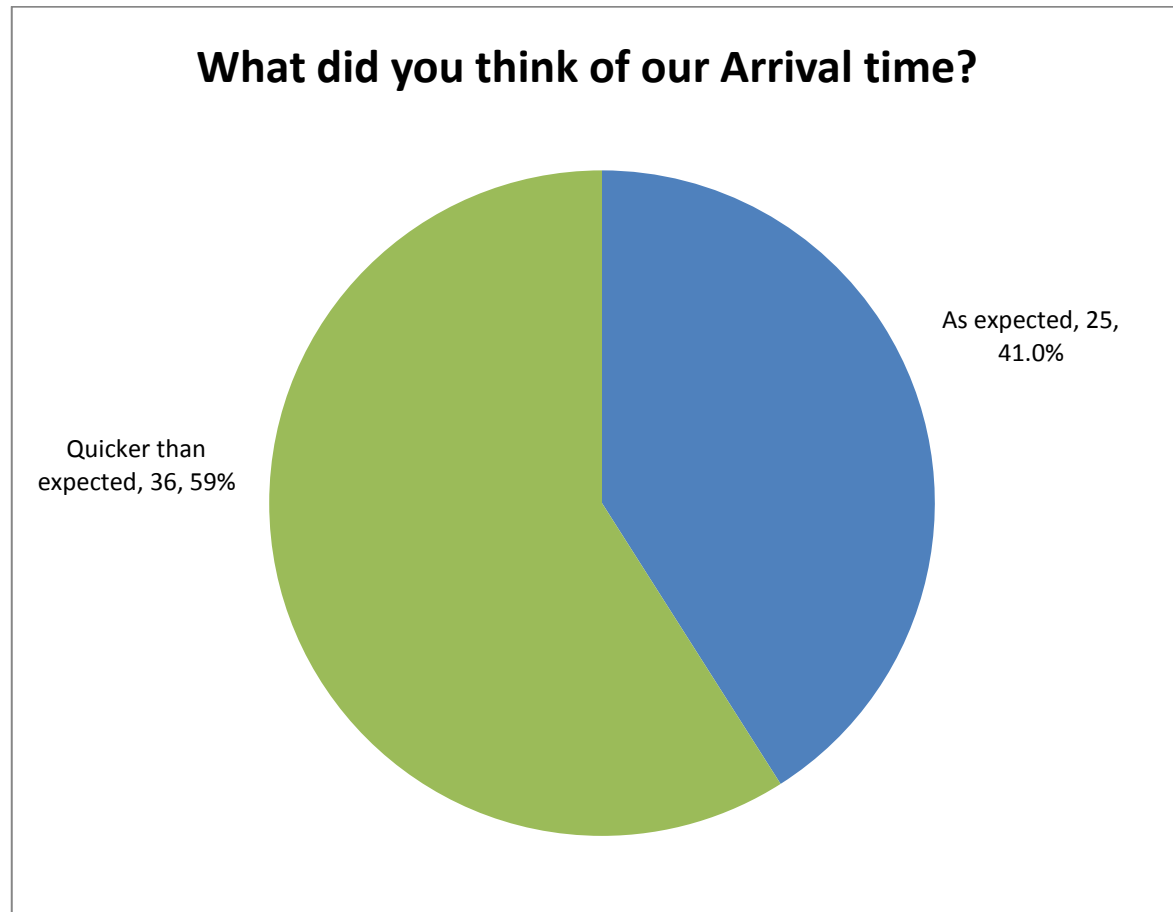


111 surveys were sent out, which is a low number due to the low number of incidents where an addressable location was provided (i.e. this excludes fires in open countryside, road traffic collisions and similar incidents). 69 replies have been received, a response rate of 62%. 58 respondents gave details of the incidents they were involved and in the main types included fires, flooding (in domestic properties) and lock-ins or lock-outs.

### 2.2. Overall satisfaction

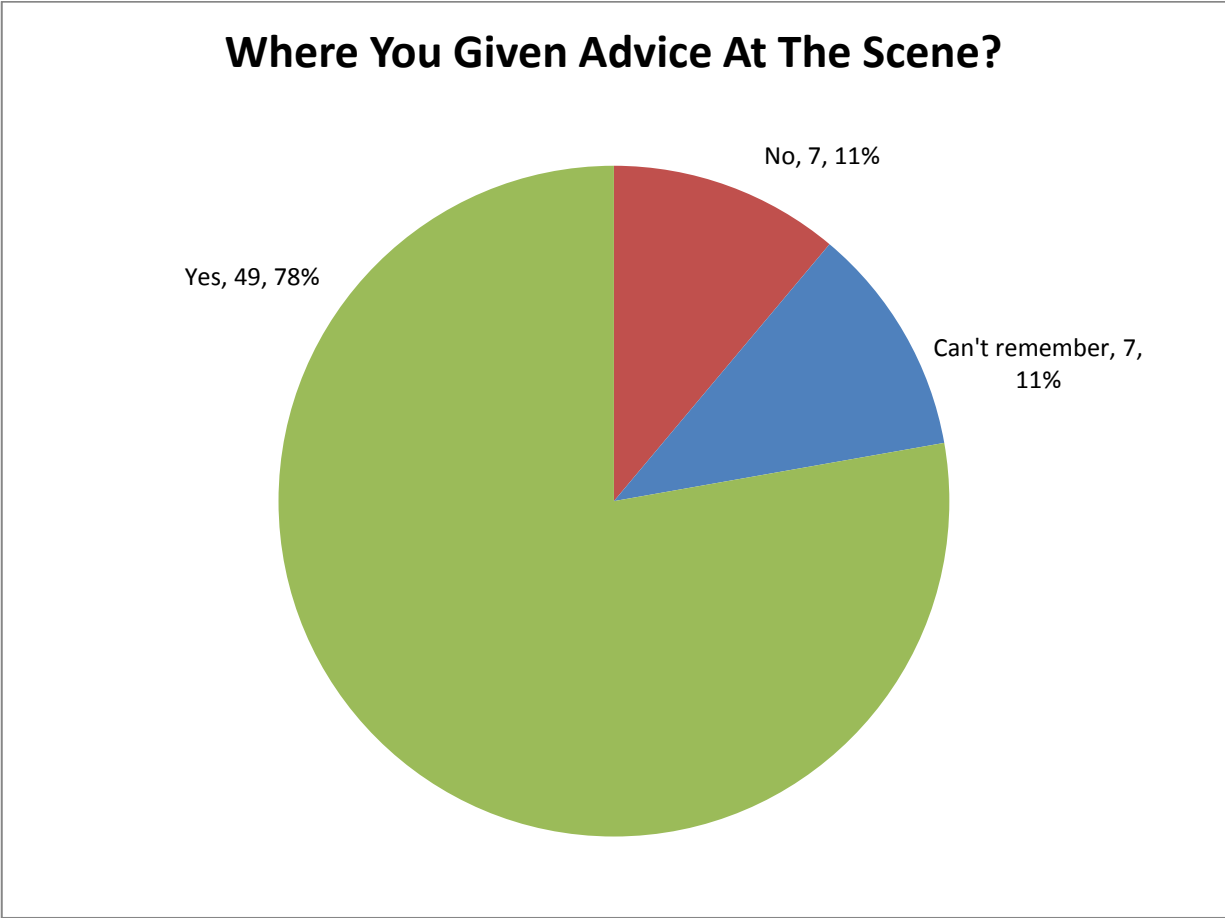
Everyone that responded to this question (65 out of 69) was very satisfied with the service they received. No one was dissatisfied with the service (i.e. 4 respondents did not choose to answer this question).

### 2.3. Arrival times



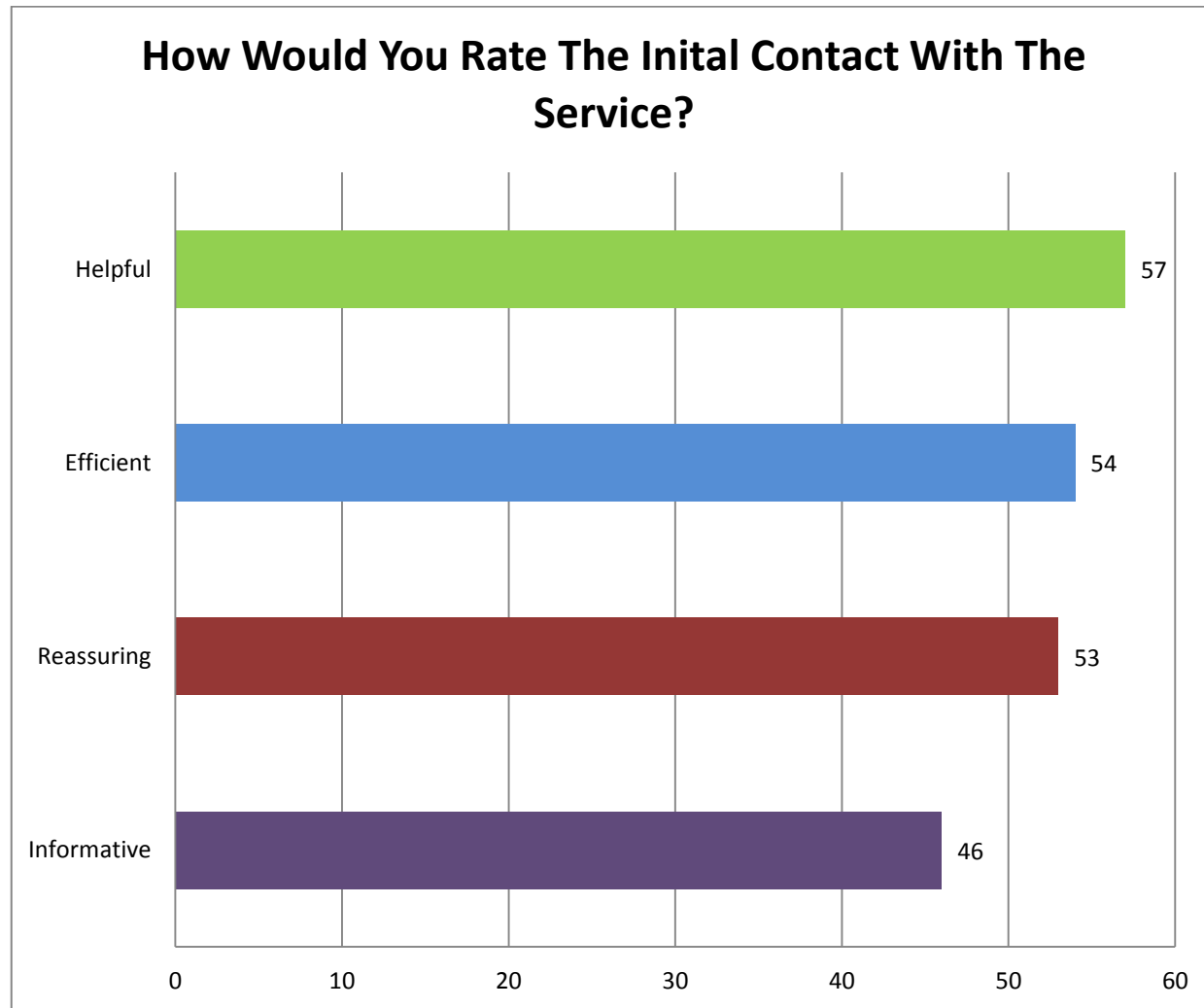
Of the 61 respondents who replied to this question, 36 (59%) thought the Service arrived quicker than expected, none thought the Service arrived slower than expected. 67% of respondents had called the Service themselves and they were all positive about the assistance they received.

2.4. Advice given



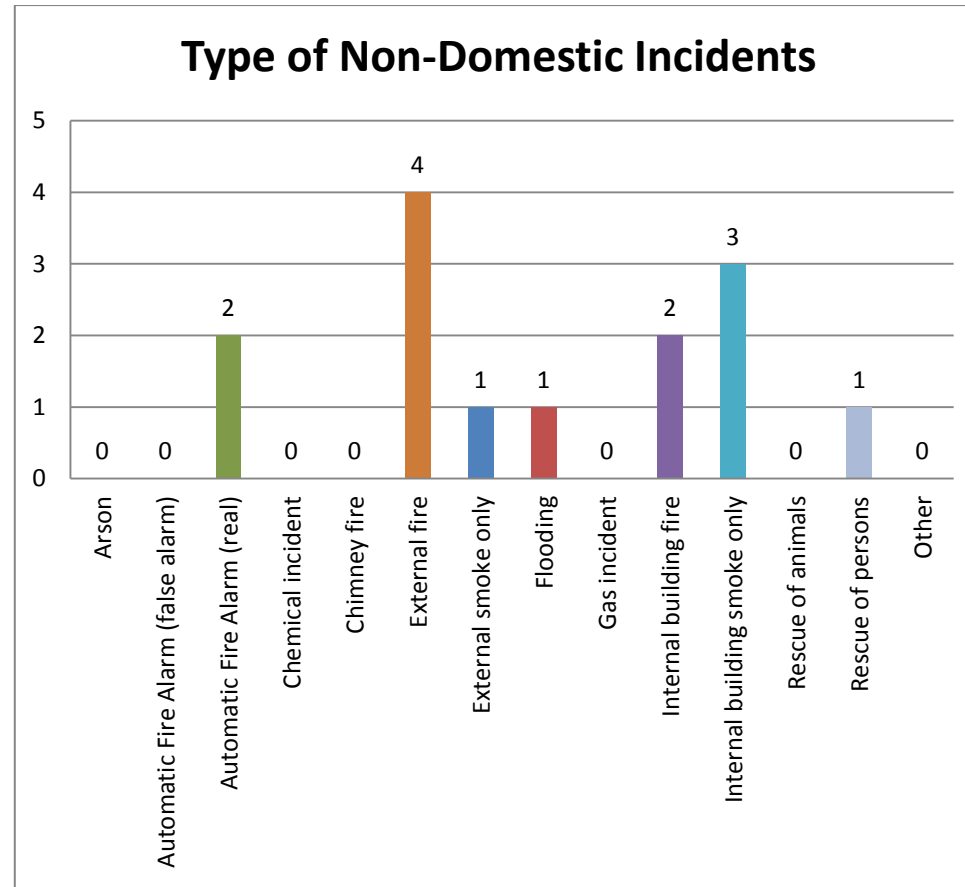
63 respondents replied to this question on the survey, 49 (78%) of those involved in incidents were given advice at the scene.

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



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

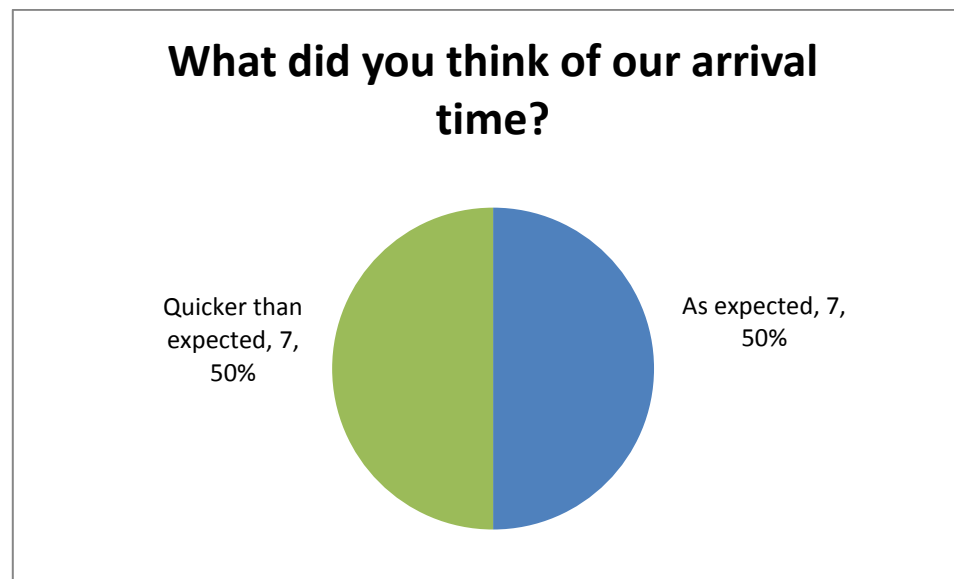
#### 3.1. Type of Incident



There were only 28 incidents involving commercial properties during Q2, and 15 survey responses have been received (a response rate of 54%). In all 15 instances the respondent was very satisfied with the service they received from the Service.



### 3.2. Arrival Times

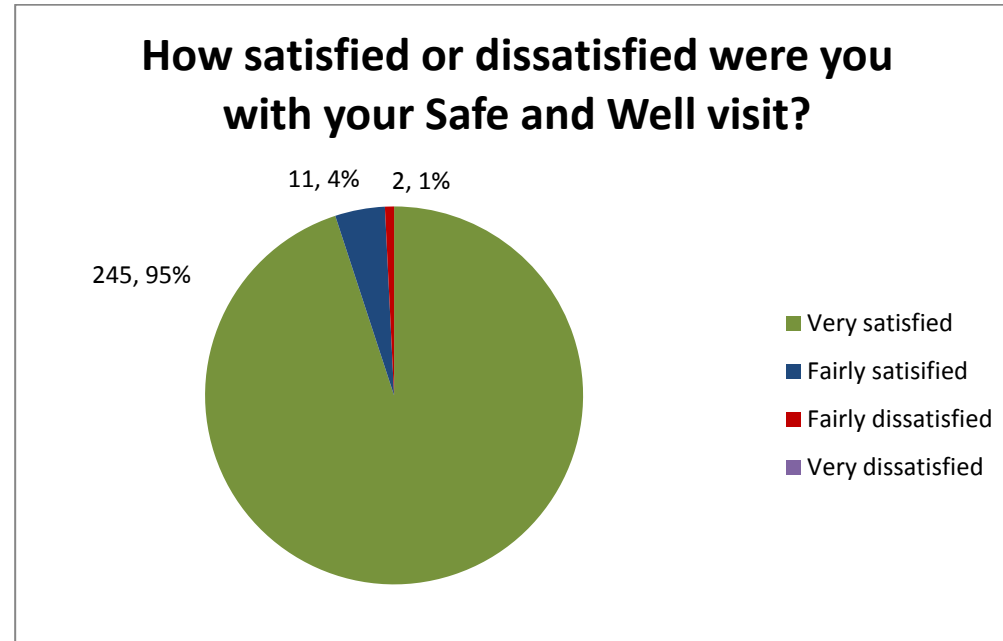


14 respondents answered this question and they were evenly divided on whether the Service arrived quicker than expected or as expected. None thought we arrived slower than expected.

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

During Q2 Safe and Well Visit questionnaires were to be 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. In Q2 797 S&WVs took place, however, a low rate of completed surveys were submitted. To improve the quality of evidence further surveys were sent in October by post to 500 randomly selected recipients of S&WVs (cross checked with those who had already completed surveys to ensure we did not ask the same people twice). This has more than doubled the number of surveys received from 108 in Q1 to 259 in Q2, increasing the response rate from 14% in Q1 to 33% in Q2. Further work will be undertaken in Q3 to continue to boost this return rate including working more closely with crews to ensure they understand the importance of carrying out the survey, sending questionnaires to recipients of S&WVs within a month of the visit taking place and exploring electronic ways of completing the survey.

#### 4.1. Overall Satisfaction



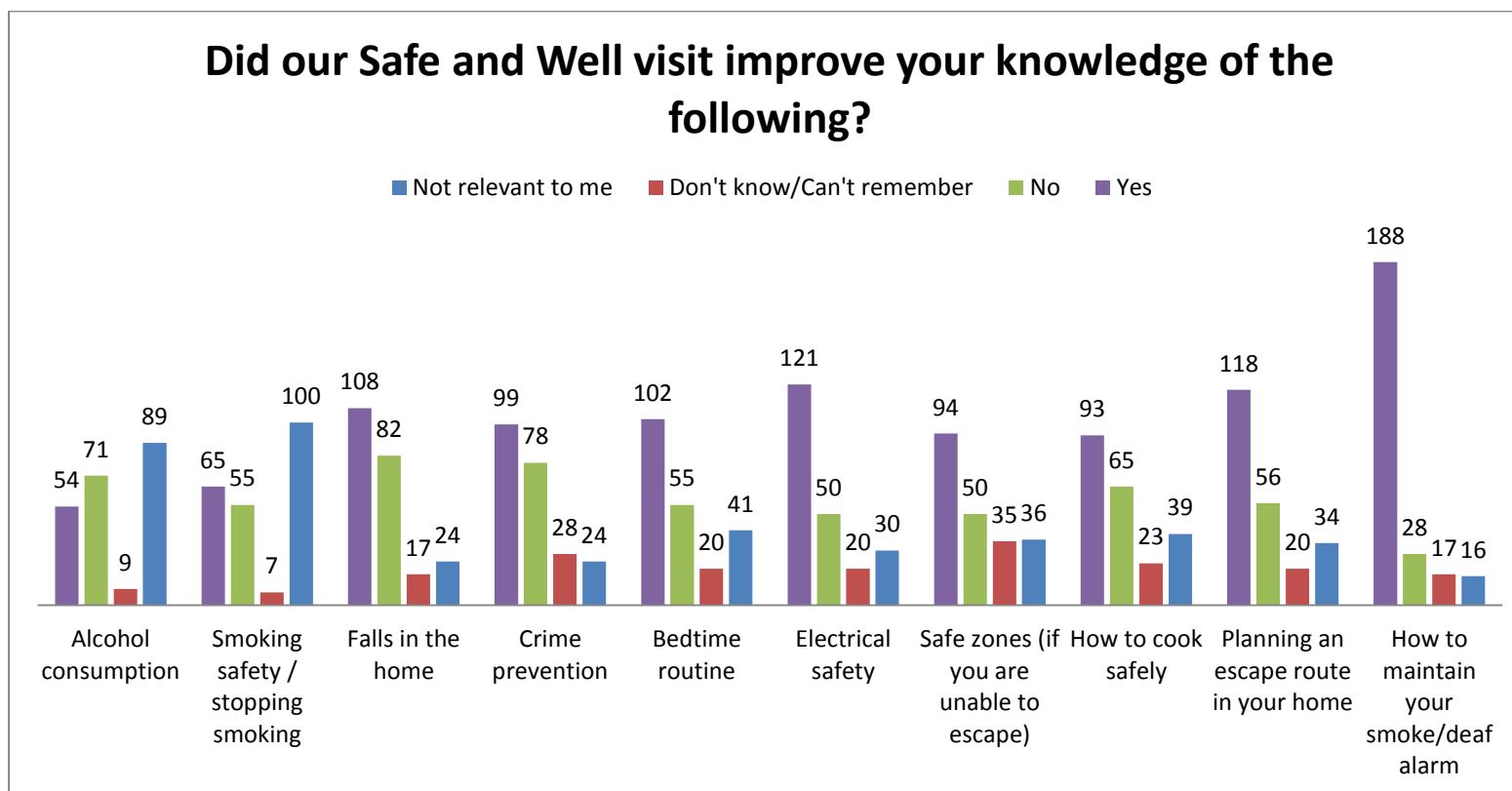
Of the 258 people who answered this question all respondents that replied, but two, were very or fairly satisfied with their S&WV. One person was fairly dissatisfied because their newly installed smoke alarm had fallen down the day after it had been put up. Those installing smoke alarms are not allowed to fix these with screws and so they are only stuck to the ceiling with the resident advised to have someone permanently attach it in place. The other fairly dissatisfied person thought sending two firefighters in a fire engine was unnecessary. They were visited because they had an oxygen cylinder at the property and thought the firefighters were “pleasant and efficient”.

As ever 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 courteous, polite, friendly, helpful and professional.

## 4.2. Providing information

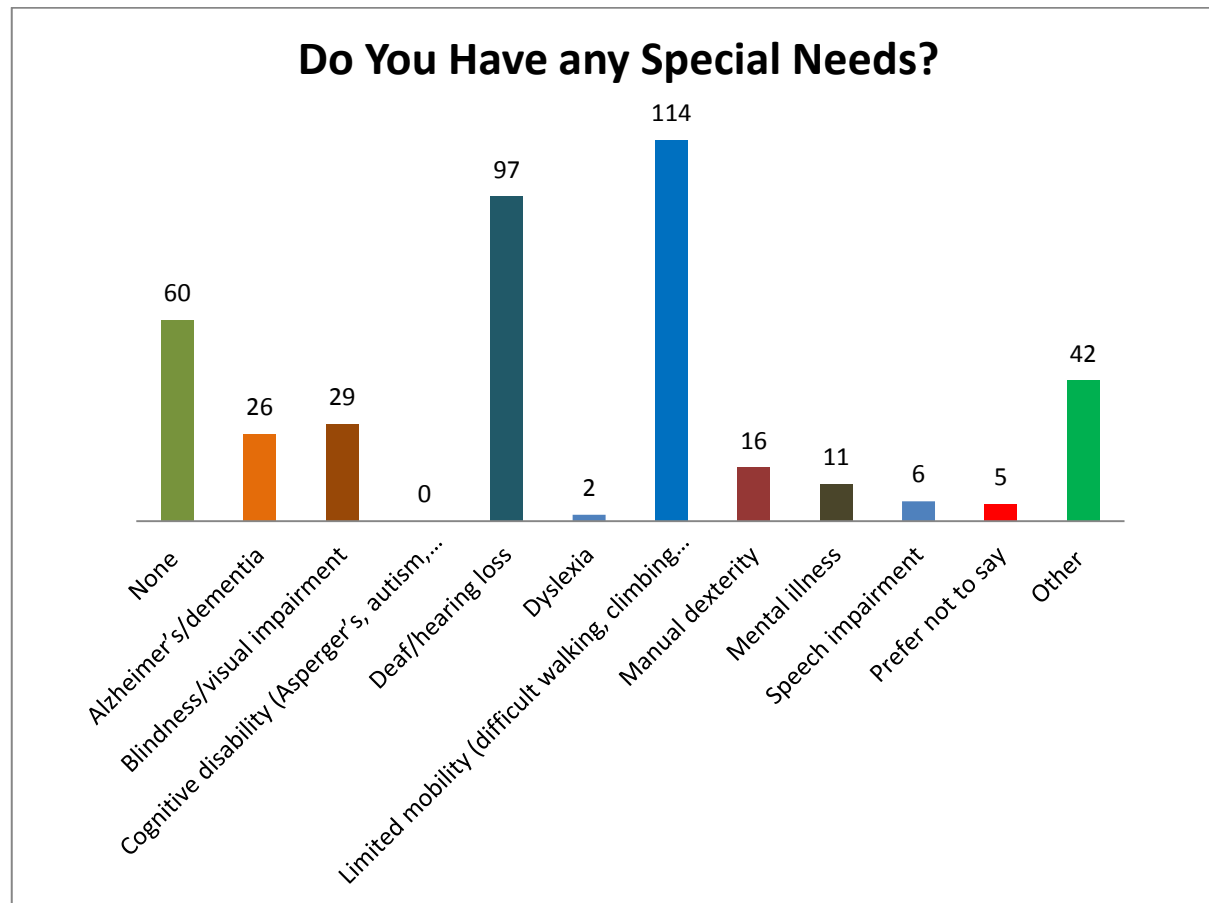
Part of the benefit of Safe and Well Visits is the opportunity to give vulnerable people more information about a range of safety issues, such as how to avoid slips and trips and talking to them about smoking cessation and their use of alcohol.

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 consumer alcohol.



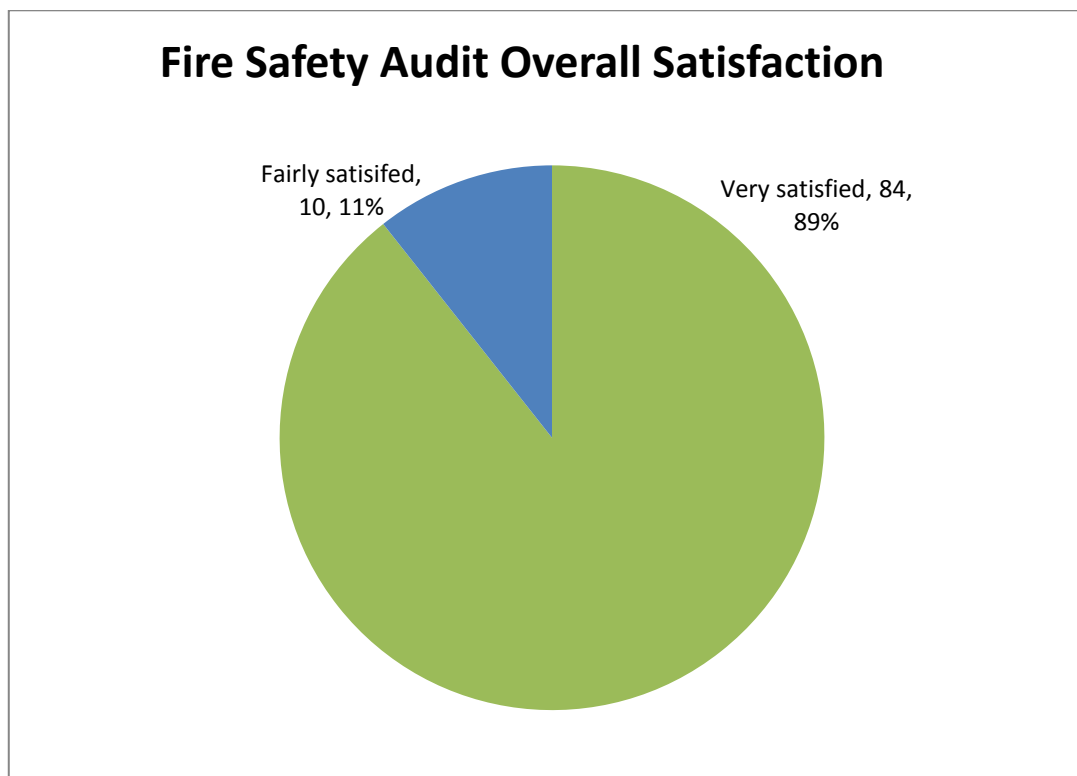
### 4.3. Health Issues

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)

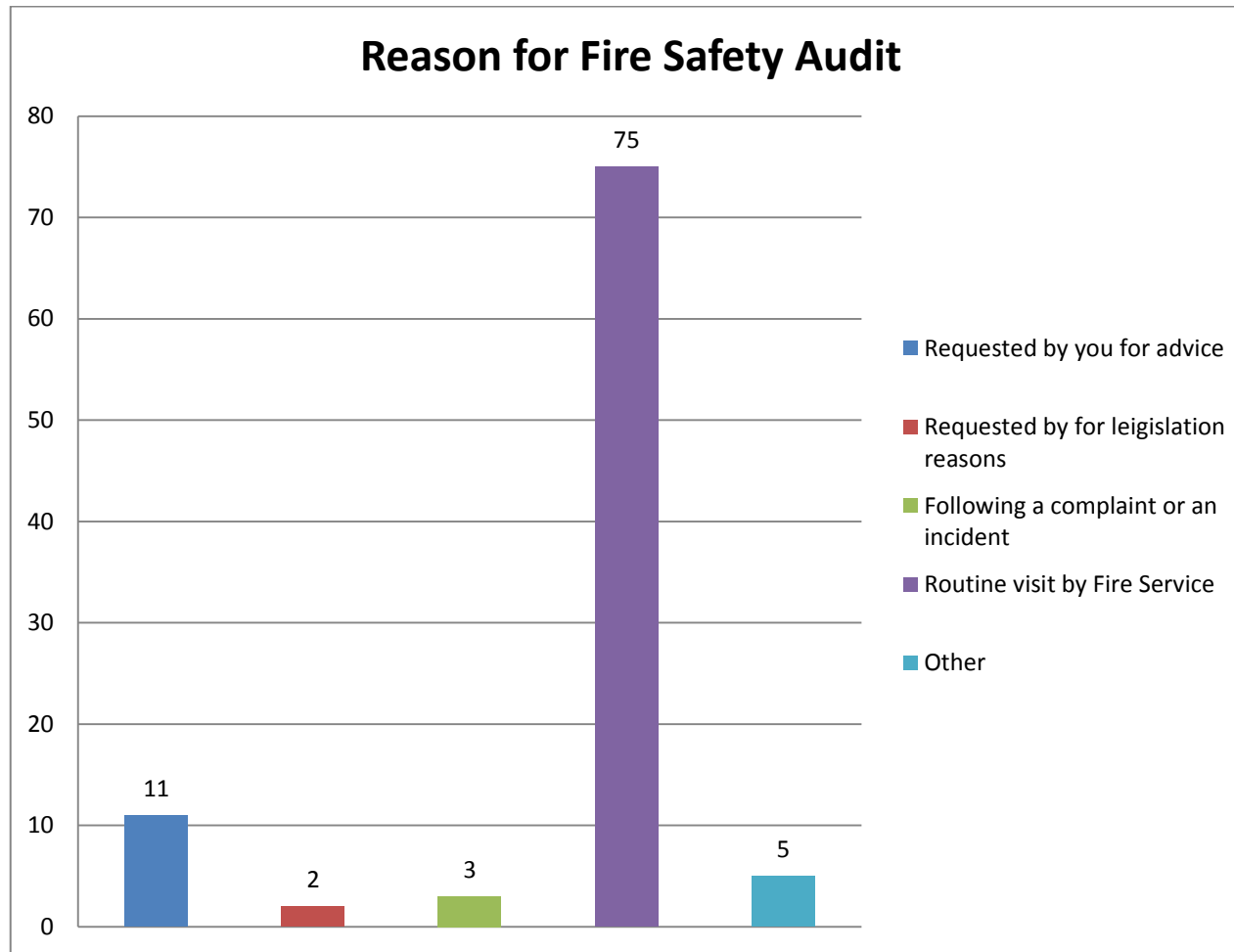
### 5.1. Overall Satisfaction



Of the 153 surveys sent out, 96 were returned, a response rate of 63%.

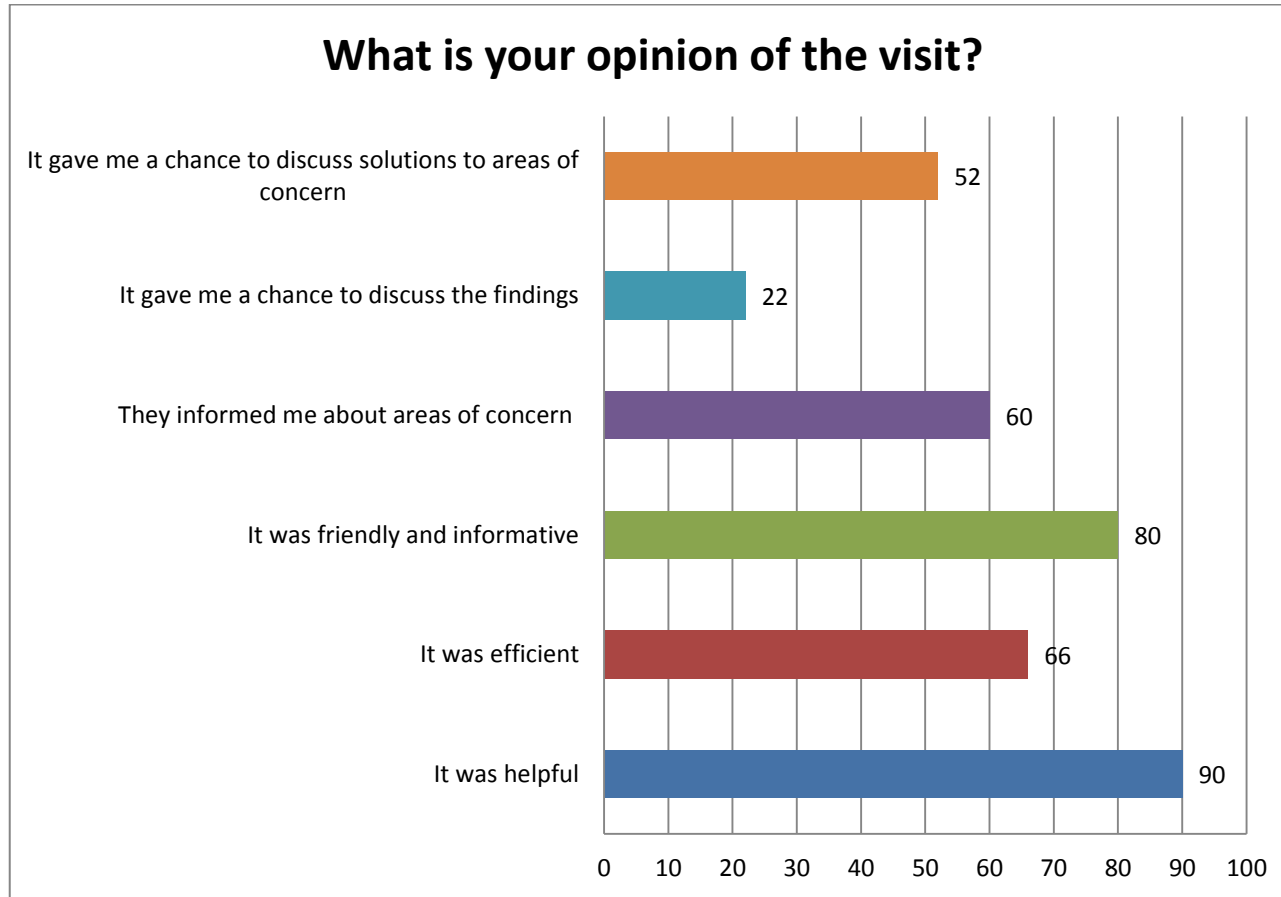
Not everyone responded to the question about overall satisfaction but of those who did (94) all were very or fairly satisfied with the Fire Safety Audit (FSA) they received.

## 5.2. Reason for Audit



Almost all respondents 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. Under half (44%) of those having an FSA were required to take action with 62 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.

Despite a mail out to those receiving Safe and Well Visits the return rate on surveys remains lower than the previous year. Further steps will be taken in Q3 to both increase the number of surveys completed at the time of the visit and to increase rates of return by mailing surveys to those receiving visits.

## **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 17 compliments, five in July, six in August and six in September.

## **8 Complaints**

In the second quarter of 2018/19 the Service received six complaints: none in July, five in August (all satisfied at Stage 1, four upheld and one not upheld) and one in September, which has been satisfied at Stage 2 and was not upheld.

**SOC IAN EVANS  
HEAD OF PROTECTION**