

For Publication

Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge Group
07 March 2019
Item No. 9

REPORT AUTHOR: COMMUNICATIONS AND ENGAGEMENT MANAGER

SUBJECT: CUSTOMER SATISFACTION REPORT
QUARTER 3, 2018/19: (01 APRIL 2018 – 31 MARCH 2019)

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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 2018/19 (01 APRIL 2018 – 31 MARCH 2019).

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 compliment and complaint.

1.2. Surveys undertaken in Q3 2018/19 indicate that 99% of respondents across all survey areas were either very or fairly satisfied with the overall service provided. . This is consistent performance with previous reporting for 2018/19. The rate of responses for surveys issued in Quarter 3 is shown on the next page, with comparisons against the same period in 2017/18.

1.3. Figures in the report have been rounded to the nearest whole numbers.

1.4 Response rates.

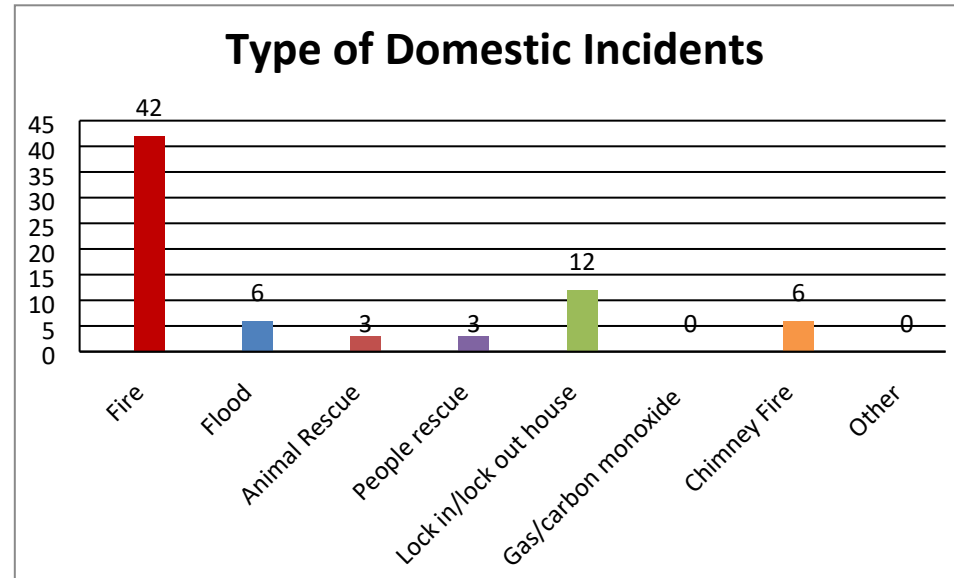
| Area surveyed | Total number of surveys returned | Total number of surveys sent | Return rate | Comparison to Q3 2017/18 (return rate) |
|-----------------------------------|---|-------------------------------------|--------------------|---|
| After the Incident (Domestic) | 81 | 157 | 52% | 58% |
| After the Incident (Non Domestic) | 11 | 23 | 48% | 47% |
| Safe and Well Visit | 264 | 764* | 35% | 46% |
| Fire Safety Audit | 164 | 309 | 53% | 62.5% |

| | | | | |
|---|-----|-------|-----|-----|
| | | | | |
| Totals / Average Return rate | 520 | 1,253 | 42% | 53% |

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

2. After the Incident (Domestic)

2.1. Type of Incident

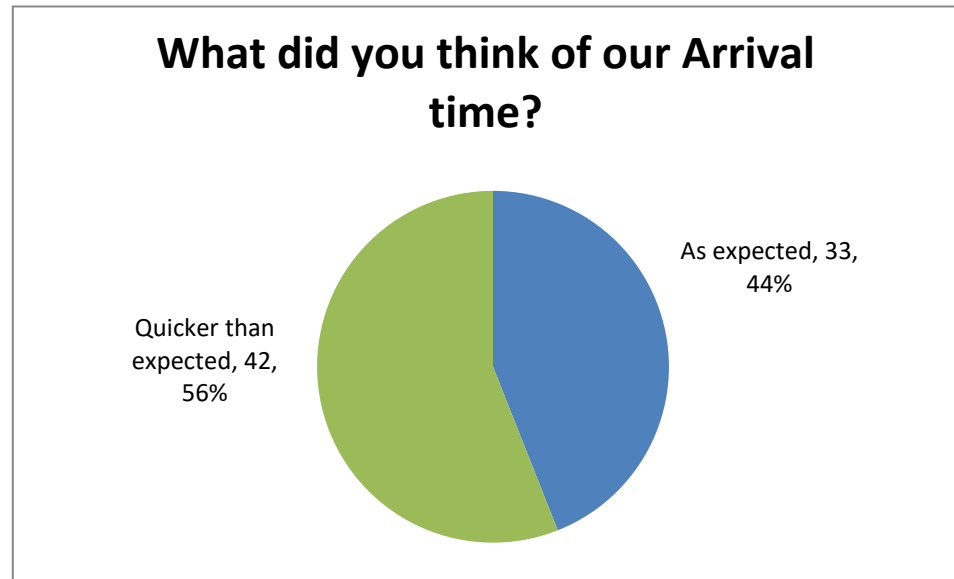


157 surveys were sent out and 81 replies were returned, providing a response rate of 52%. 72 respondents (88%) stated that their incident fell within three categories; a fire, locked in / out of property and flooding. The remaining 12% relates to rescues and animal rescue.

2.2. Overall satisfaction

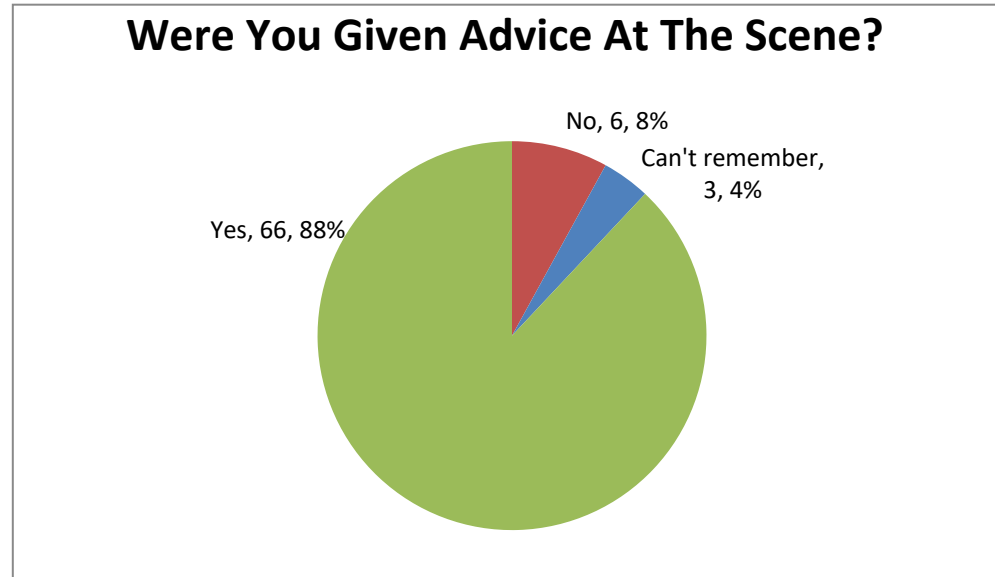
Everyone that responded to this question (66 out of 81) was very or fairly satisfied with the service they received. No one stated that they were dissatisfied with the service they received (15 respondents did not choose to answer this question).

2.3. Arrival times



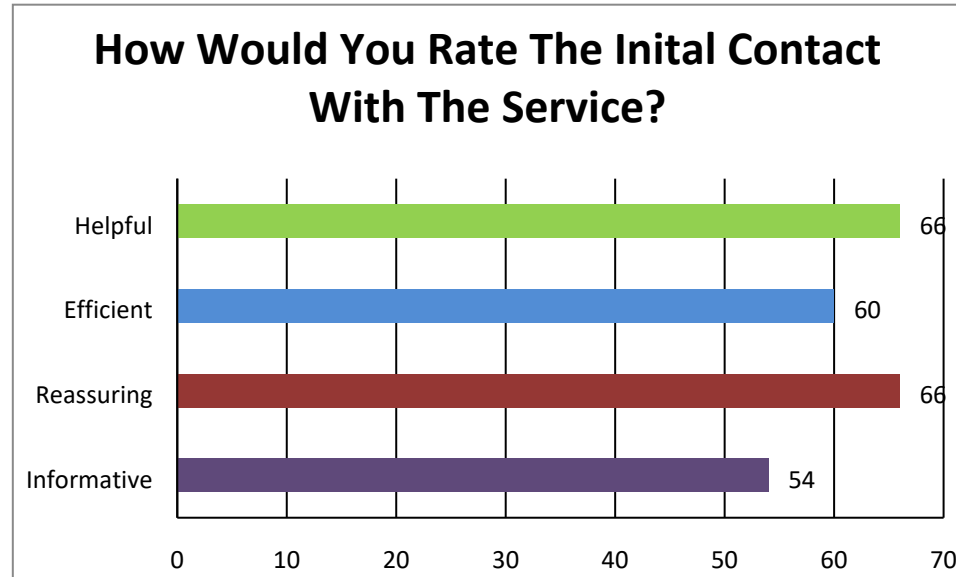
Of the 75 respondents who replied to this question, 42 (56%) thought the Service arrived quicker than expected, none thought the Service arrived slower than expected. 59% of respondents had called the Service themselves and they were all positive about the assistance they received. None of the respondents to this question stated that the time to arrive was slower than they expected.

2.4. Advice given



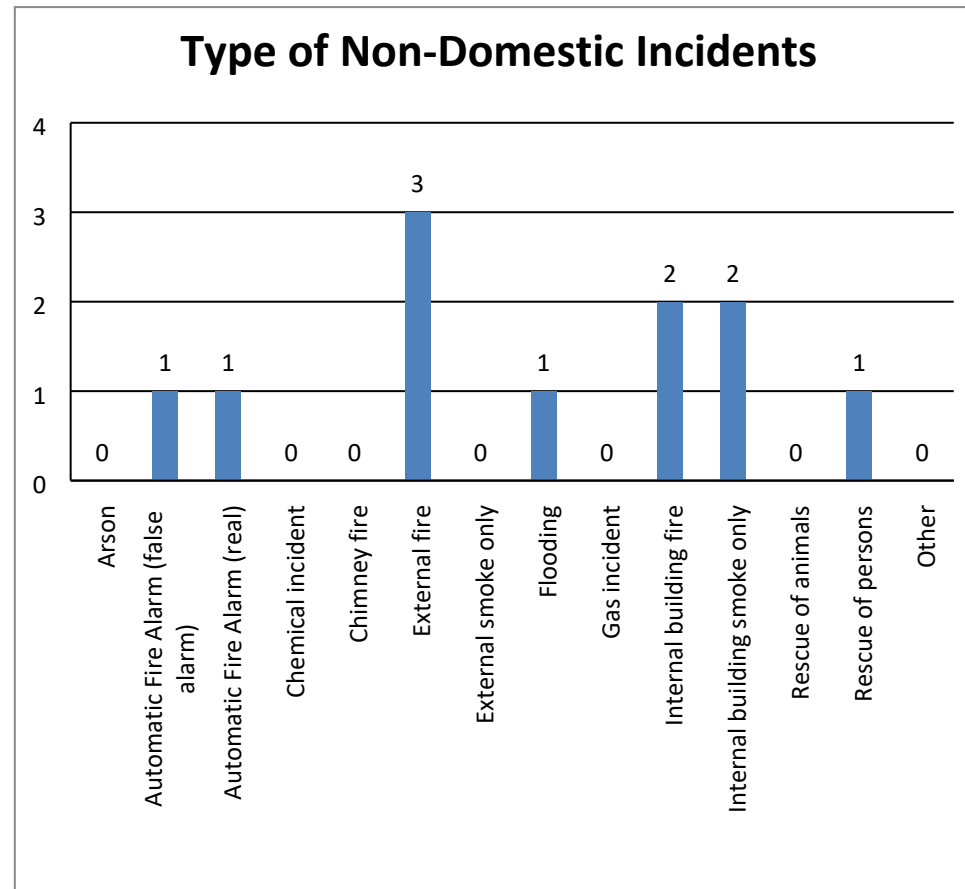
75 respondents replied to this question on the survey, 66 (88%) of those involved in incidents were given advice at the scene.

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



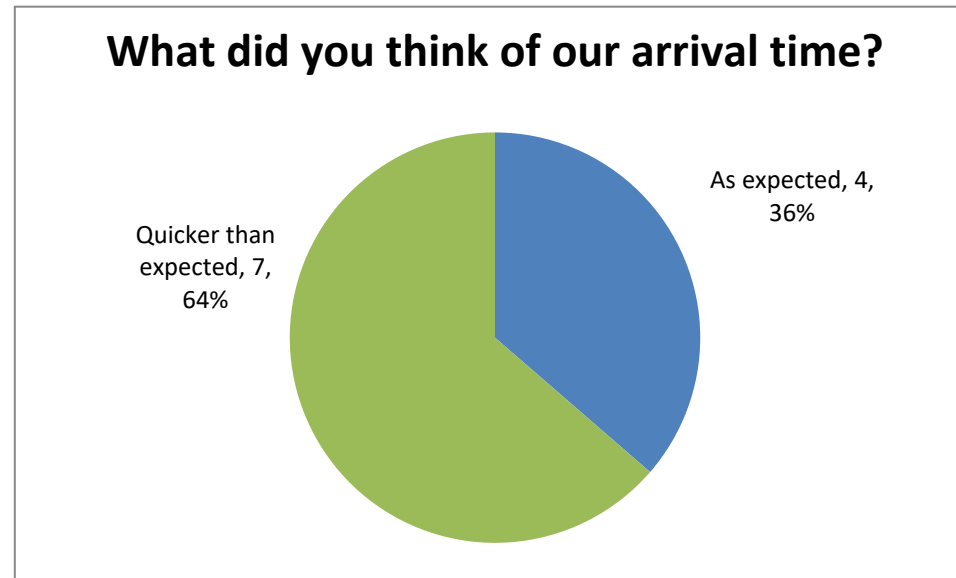
3. After the Incident (Non Domestic)

3.1. Type of Incident



There were only 21 incidents involving commercial properties during Q3, from which 11 survey responses have been received (a response rate of 48%). In all 11 instances the respondent was very satisfied with the service they received from the Service.

3.2. Arrival Times

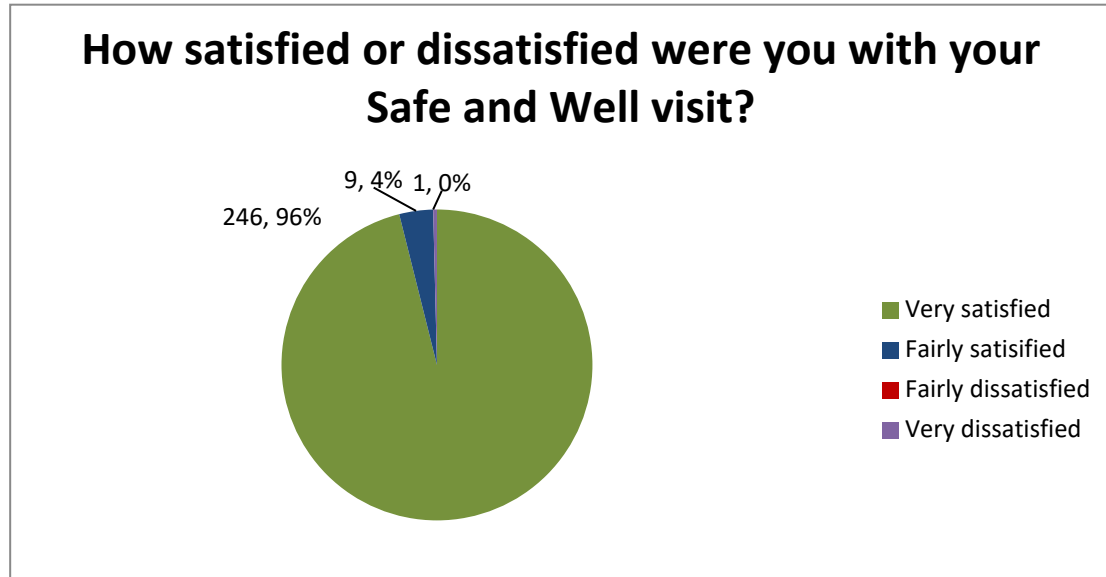


11 respondents answered this question and they were evenly divided on whether the Service arrived quicker than expected or as expected. None thought we arrived slower than expected.

4. Safe and Well Visits (S&WVs)

During Q3 764 Safe and Well Visits took place and we continued to ask those visited to complete a S&WV questionnaire at the end of the visit. We have supported this by sending surveys to households in November 2018 and January 2019 that had not submitted one.

4.1. Overall Satisfaction



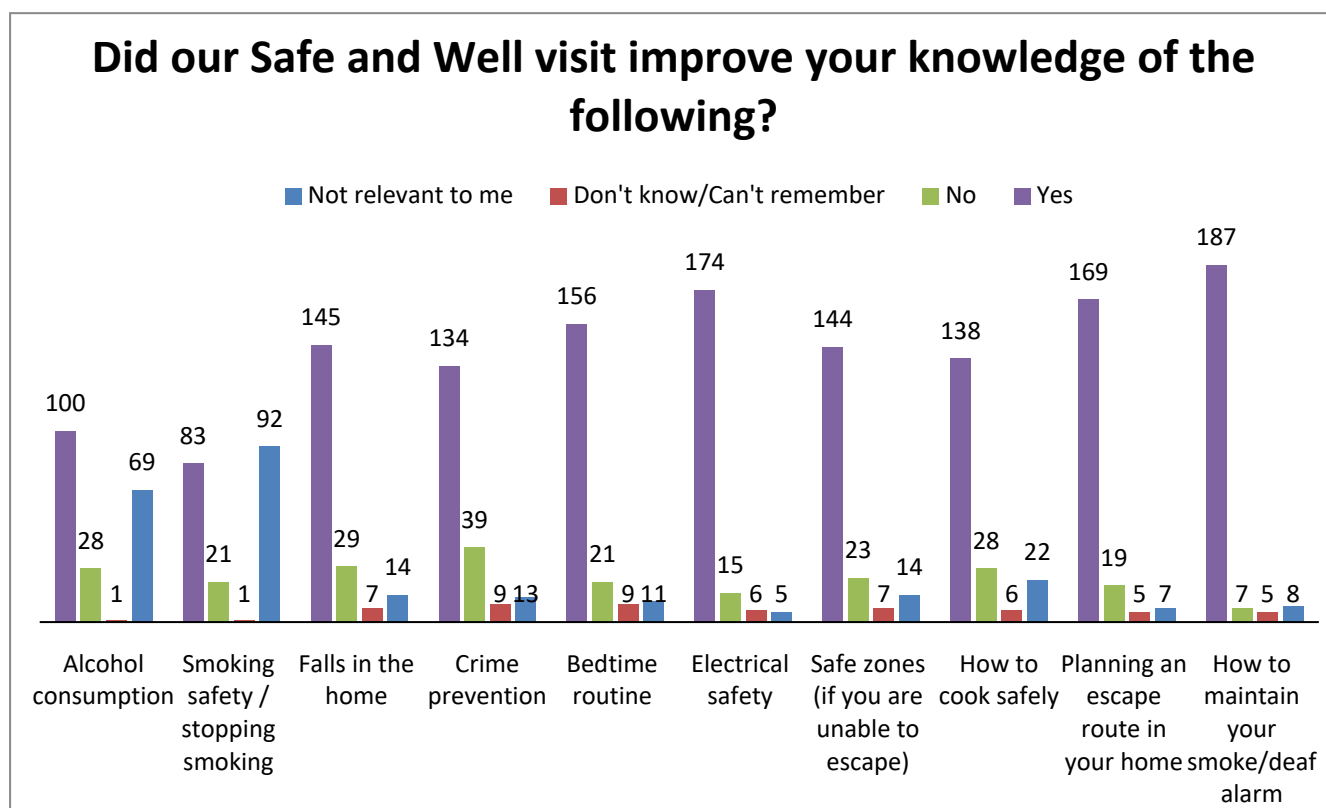
Of the 246 people who answered this question all respondents that replied, except for one, were very or fairly satisfied with their S&WV. One person stated that they were very dissatisfied. The reason for their dissatisfaction is that their smoke alarm battery was not working after the visit. Community Safety team have actioned this through the supply of a replacement.

There continues to be many positive comments provided from those we visited about the service that they have received from us. 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

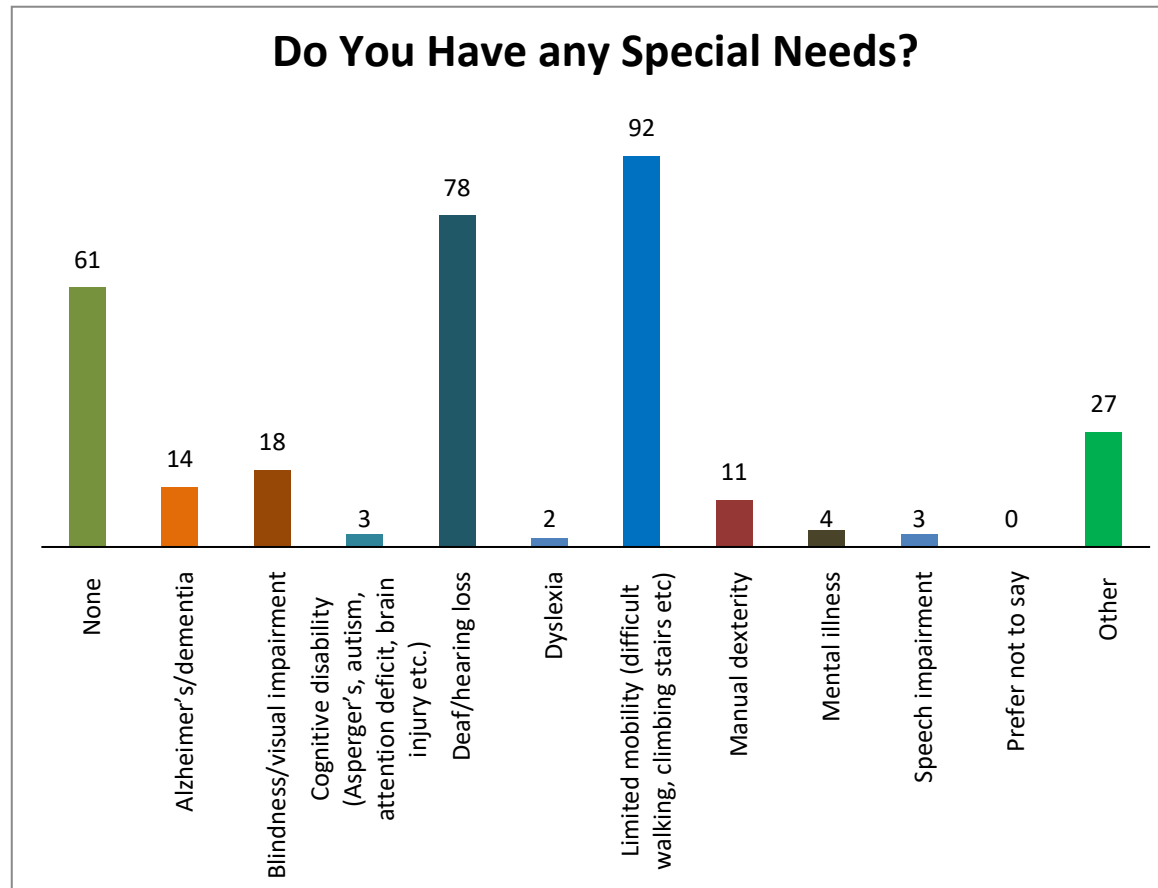
Part of the benefit of Safe and Well Visits is the opportunity to give vulnerable people more information about a range of safety issues, such as how to avoid slips and trips and talking to them about smoking cessation and their use of alcohol.

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



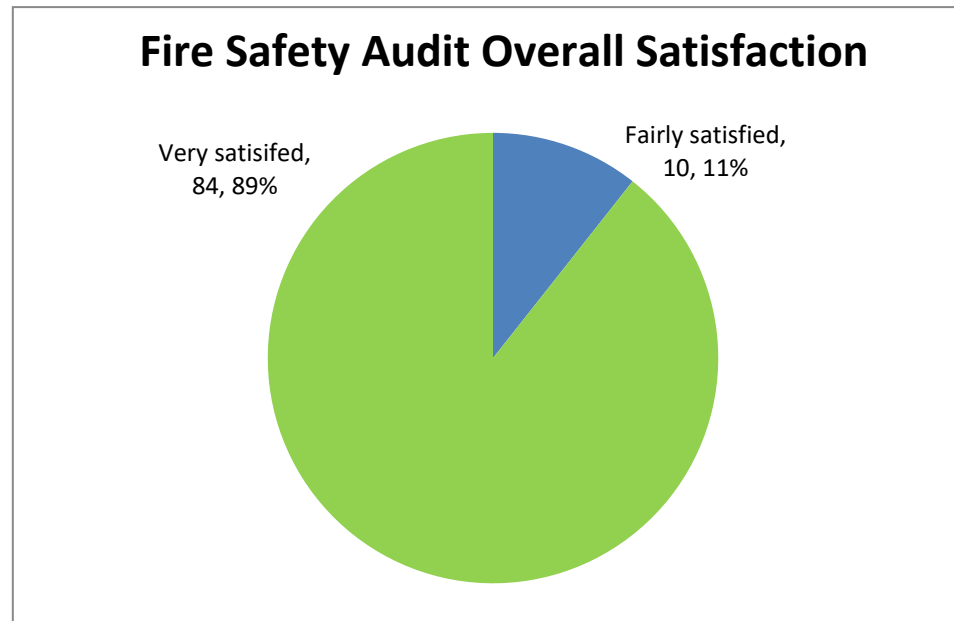
Health Issues

People who are receiving Safe and Well Visits are considered vulnerable due to their age and other factors; we specifically target these visits to those in our highest risk groups. Not all have health issues, however 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)

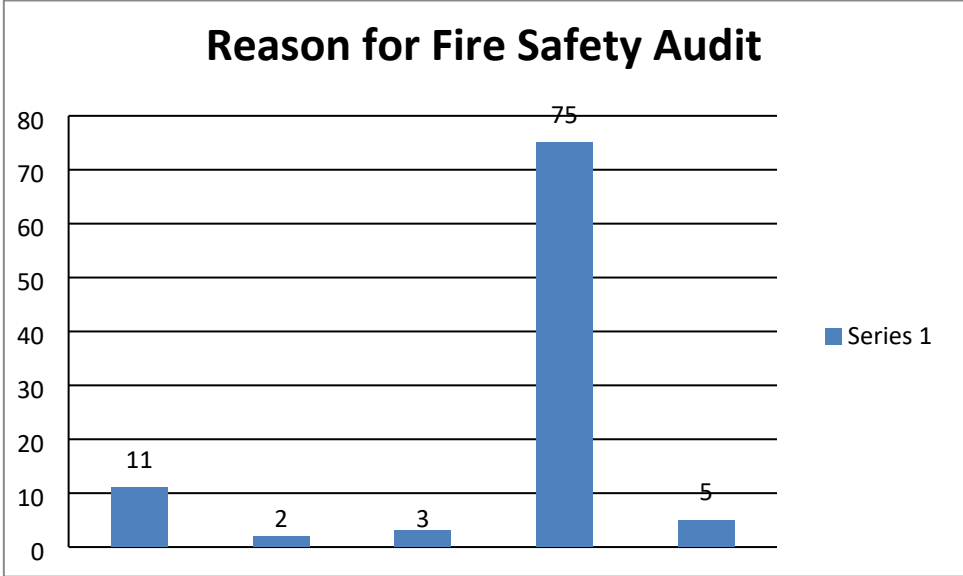
5.1. Overall Satisfaction



Of the 309 surveys sent out, 164 were returned, a response rate of 53%.

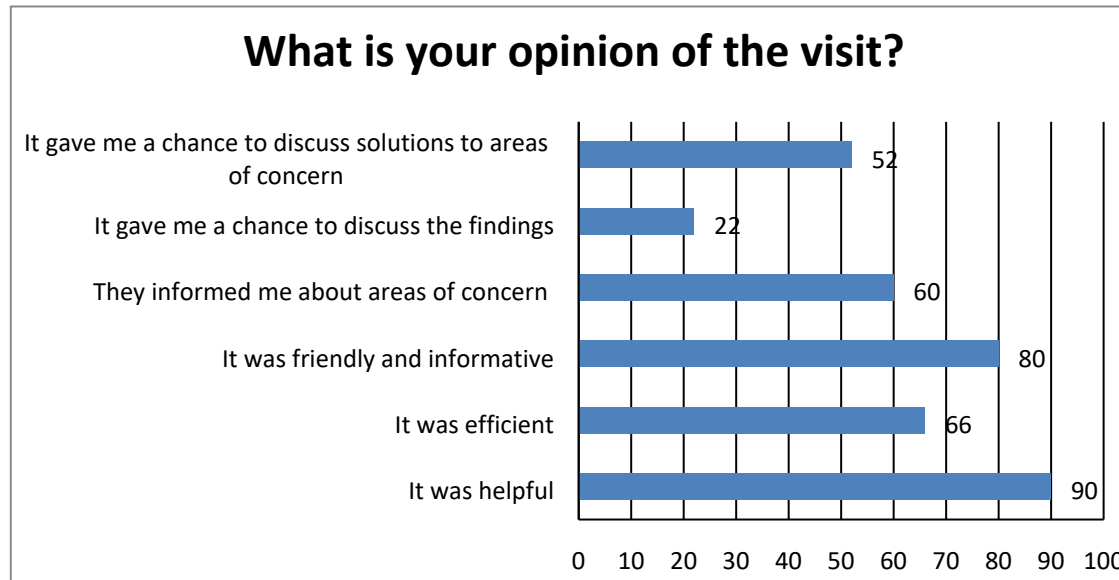
Not everyone responded to the question about overall satisfaction but of those who did (96) all were very or fairly satisfied with the Fire Safety Audit (FSA) they received.

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



Those premises receiving FSAs found our inspection teams to be helpful, friendly and informative as well as giving them an opportunity to discuss areas of concern and their findings. Under half (48%) 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 Q4 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. We are to explore alternative ways to undertake these surveys that that is more efficient and effective at providing the feedback we wish to gain.

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 third quarter 2018/19 the Service received 15 compliments, five in October, seven in November and three in December. Compliments are published in the Blue Bulletin newsletter and informed to the Fire and Rescue Authority.

8 Complaints

In the third quarter of 2018/19 the Service received four complaints: two in October(both satisfied at Stage 1, not upheld), one in November (satisfied at Stage 1, not upheld) and one in December, which has been satisfied at Stage 1 upheld).

**SOC IAN EVANS
HEAD OF PROTECTION**