



DEVON &  
SOMERSET  
FIRE & RESCUE SERVICE

# Barnstaple Group Customer Insight Report

## Compliments, Complaints and Customer Satisfaction Surveys

This document brings together customer feedback from compliment, complaints and customer satisfaction surveys. It gives results at a Group level and accompanies a corporate level customer insight document.

Corporate Planning Department

Devon & Somerset  
Fire & Rescue Service

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## Introduction and purpose of document

Over the past three years Devon and Somerset Fire and Rescue Service (DSFRS) has monitored customer satisfaction through a variety of methods. Since 2007/08 the numbers and types of compliments and complaints have been analysed and reported on an annual basis. Also, since 2007/08 surveys have been sent to a sample of domestic and non-domestic premises to monitor and report satisfaction levels with the service received at incidents. From 2009/10 a Home Fire Safety Visit (HFSV) follow up survey was sent to a sample of customers who have received a HFSV, this will be the first year data from this survey has been available for reporting. Finally, since the start of 2010/11 a survey to monitor satisfaction with customers who have received a Fire Safety Audit has started to be sent to a sample of customers, the results of which will be available for reporting next year.

In previous years the results from the different methods have been reported in a series of separate reports. For the 2009/10 these results have been combined into one customer insight report. This will allow DSFRS to examine customer satisfaction in a more holistic approach, by not only identifying good and poor performance in specific areas of service delivery but by also allowing comparison of satisfaction between different areas of service delivery. By doing this the data gathered will be utilised more effectively and a clearer understating of customer perceptions of DSFRS will be obtained. This will in turn allow DSFRS to better plan for service improvement on its journey to excellence and provided a concise document for assessment against criteria 6a<sup>1</sup> of the EFQM Excellence Model.

To accompany the corporate level customer insight document 12 Group level documents have been created. These documents profile the complaints and compliments received by each group and give the result for questions from the surveys that DSFRS have identified are of the most importance to the organisation. Alongside the results for each Group the overall score for DSFRS is given, to help to give an indication of how the Group is performing within the service. To compare how Groups are performing against each other and to view the national benchmarking score for DSFRS, the corporate level document will need to be referred to.

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<sup>1</sup> 6a Customer Results – Perceptions

## PART 1: COMPLIMENTS AND COMPLAINTS

This section presents a summary of the public compliments and complaints received by Devon and Somerset Fire and Rescue Service (DSFRS) between 1<sup>st</sup> April 2009 and 31<sup>st</sup> March 2010.

The Complaints Officer, Corporate Planning Section, Service Headquarters, coordinates the administration of all public compliments. When received compliments are passed onto the Complaints Officer. The details are logged and a copy is forwarded to the Chief Fire Officer and the Group Commander or line manager of the department that is the subject of the compliment.

The Complaints Officer also coordinates the administration of all public complaints, records the detail of the complaint and ensures the complaint is passed on to the appropriate Group Commander or member of the Service Management Board. The outcome of the investigation is fed back to the complainant and also the Complaints Officer who records the outcome and monitors unresolved cases.

### Compliments

Barnstaple Group received 9 compliments during 2009/10, this was 8 more than received in the previous year. The average number of compliments received per 100,000 population in DSFRS was 9. Barnstaple Group received 10 per 100 000 of their population which was just above the services average.

Table 1 – Compliment year on year comparison

2009/10	2008/09	2007/08
9	1	4

The majority of compliments made about Barnstaple Group related to educational talks, which demonstrates the increasing number of compliments DSFRS is starting receive about its prevention work.

Table 4 – Breakdown of the types of compliments received by Barnstaple Group

	2009/10	2008/09	2007/08
Educational talk	4	0	1
Emergency response	3	0	2
Involvement in community event	1	1	0
HFSV/advice given	1	0	1
Partnership working	0	0	0
Other	0	0	0

### Complaints

Barnstaple Group received 2 complaints during 2009/10 this was 1 more than the previous year. The average number of complaints received per 100,000 population for DSFRS was 2.0, Barnstaple Group received 0.7 per 100,000 for their population this was below the average.

Table 3 – Complaint year on year comparison

2009/10	2008/09	2007/08
2	1	2

The two complaints made about Barnstaple Group related to inappropriate behaviour/attitude and performance of duty.

Table 4 – Breakdown of the types of complaints received by Barnstaple Group

	<b>2009/10</b>	<b>2008/09</b>	<b>2007/08</b>
Inappropriate behaviour/attitude	1	0	0
Performance of duty	1	0	1
Other	0	1	0
Driving	0	0	0
Driving appliance/DSFRS vehicle to an incident	0	0	1
Driving to station	0	0	0
Damage during operation	0	0	0

One complaint investigated by Barnstaple Group was completed within the required 14 days the other complaints are still open.

Table 5 – Breakdown of the days taken to resolve the complaints received by Barnstaple Group

	<b>2009/10</b>	<b>2008/09</b>	<b>2007/08</b>
>14	1	1	1
14 days to 1 month (28 days)	0	0	1
More than 1 month	0	0	0
Open Complaint	1	0	0

## PART 2: HOME FIRE SAFETY VISIT FOLLOW UP SURVEY

The Home Fire Safety Visit follow-up survey is used to gain feedback and monitor satisfaction following the delivery of a HFSV by DSFRS. The survey provides users with the opportunity to feedback their experience with the HFSVs they received.

The DSFRS return rate for the HFSV follow up survey was 56%, this equalled 924 surveys, for Barnstaple Group 53 surveys were returned.

Respondents were asked if they agreed or disagreed that the DSFRS personnel who visited their home were polite, helpful, efficient and informative. Barnstaple scored just below the overall DSFRS score for strongly agreeing with all these qualities.

Table 1a: Do you agree or disagree that the FRS personnel who visited your home were...?

<b>DSFRS</b>	<b>Strongly agree</b>	<b>Tend to agree</b>	<b>Neither</b>	<b>Tend to disagree</b>	<b>Strongly disagree</b>
Polite	97%	3%	0%	0%	0%
Helpful	96%	4%	0%	0%	0%
Efficient	95%	4%	0%	0%	0%
Informative	95%	5%	0%	0%	0%

Table 1b: Do you agree or disagree that the FRS personnel who visited your home were...?  
- Barnstaple

<b>Barnstaple</b>	<b>Strongly agree</b>	<b>Tend to agree</b>	<b>Neither</b>	<b>Tend to disagree</b>	<b>Strongly disagree</b>
Polite	96%	4%	0%	0%	0%
Helpful	94%	4%	2%	0%	0%
Efficient	94%	4%	2%	0%	0%
Informative	94%	4%	2%	0%	0%

Respondents were then asked if they felt the advice given by DSFRS personnel was useful and easy to understand. Barnstaple personnel scored the same as the overall DSFRS score for the advice being useful and 3% less than the DSFRS score for advice being easy to understand.

Table 2a: During their visit do you agree that the advice given by the FRS personnel was ...?

<b>DSFRS</b>	<b>Strongly agree</b>	<b>Tend to agree</b>	<b>Neither</b>	<b>Tend to disagree</b>	<b>Strongly disagree</b>
Useful	90%	9%	0%	0%	0%
Easy to understand	92%	8%	0%	0%	0%

Table 2b: During their visit do you agree that the advice given by the FRS personnel was ...?  
- Barnstaple

<b>Barnstaple</b>	<b>Strongly agree</b>	<b>Tend to agree</b>	<b>Neither</b>	<b>Tend to disagree</b>	<b>Strongly disagree</b>
Useful	90%	8%	2%	0%	0%
Easy to understand	89%	9%	2%	0%	0%

Respondents were then asked how satisfied they were with the HFSV they had received. Barnstaple scored just below the overall DSFRS score.

Table 3: Thinking about the HFSV itself, how satisfied or dissatisfied were you with the service you received?

	<b>DSFRS</b>	<b>Barnstaple</b>
Very satisfied	95%	94%
Fairly satisfied	5%	4%
Neither	0%	2%
Fairly dissatisfied	0%	0%
Very dissatisfied	0%	0%

Respondents were then asked if since receiving the HFSV they had adopted any new fire safety measures in their home. Barnstaple scored 13% below the overall DSFRS score of 69%.

Table 4: As a result of the HFSV, have you since adopted any new fire safety measures for your home?

	<b>DSFRS</b>	<b>Barnstaple</b>
Yes	69%	56%
No	40%	44%
Total	100%	100%

Respondents were then asked which fire safety measures they currently have in their home. The three measures Barnstaple scored highest for were; having a planned escape route, stopped using a chip pan and having a fire extinguisher. For closing internal doors at night and turning off/removing plugs at night Barnstaple scored 50%, 45% lower than the overall DSFRS service score.

Table 5: Which of the following fire safety measures do you currently have/do you take in your home?

	<b>DSFRS</b>	<b>Barnstaple</b>
A planned escape route	76%	85%
Close internal doors at night	74%	24%
Turn off/remove plugs at night	67%	22%
Stopped using chip pan	40%	74%
A fire extinguisher	23%	65%
A fire blanket	16%	28%
None of these	2%	2%
None stated	1%	2%

## PART 3 – AFTER THE INCIDENT SURVEY

The After the Incident Survey is used to gain feedback and monitor satisfaction following attendance at an incident by DSFRS. The survey provides users with the opportunity to feedback their experience and with the service they received. There are two different surveys available, one for domestic surveys and one for non-domestic premises. Part 3a of the report details the results for domestic properties.

### PART 3a – AFTER THE INCIDENT SURVEY, DOMESTIC PREMISES

The DSFRS return rate for the after the incident survey of domestic premises was 29%, this equalled 401 surveys, for Barnstaple Group 22 surveys were returned.

Respondents were asked if they agreed or disagreed that Firefighters at the scene were helpful, efficient, informative, polite and sensitive. Barnstaple scored over the overall DSFRS score for strongly agreeing with all these qualities, scoring 100% for being helpful and informative.

Table 1a: Thinking about the Firefighters at the scene, do you agree or disagree that they were .....

DSFRS	Strongly Agree	Tend to Agree	Neither	Tend to disagree	Strongly Disagree
Helpful	96%	3%	1%	0%	1%
Efficient	94%	5%	0%	0%	0%
Informative	94%	4%	1%	0%	0%
Polite	93%	6%	1%	0%	0%
Sensitive	90%	6%	2%	1%	1%

Table 1b: Thinking about the Firefighters at the scene, do you agree or disagree that they were - Barnstaple

Barnstaple	Strongly Agree	Tend to Agree	Neither	Tend to disagree	Strongly Disagree
Helpful	100%	0%	0%	0%	0%
Efficient	95%	5%	0%	0%	0%
Informative	100%	0%	0%	0%	0%
Polite	95%	5%	0%	0%	0%
Sensitive	90%	0%	10%	0%	0%

Respondents were then asked if they felt the effects of the incident were kept to a minimum, 100% of respondents from Barnstaple agreed the effects had been kept to a minimum.

Table 2: Do you feel the FRS kept the effects to a minimum?

	DSFRS	Barnstaple
Yes	99%	100%
No	1%	0%
Total	100%	100%



Respondents were then asked if they were offered a HFSV, 43% said they were with 33% accepting the offer. This was above the overall service score for DSFRS.

Table 3: Where you offered a Home Fire Safety Visit?

All incidents	DSFRS	Barnstaple
Yes – accepted it	29%	33%
Yes – declined it	8%	10%
No	63%	57%
Total	100%	100%

Respondents were then asked if they were offered an information/advice booklet after the incident, 19% said they had and had read it. This was below the overall service score for offering a booklet, but all respondents who were offered the booklet went on to read it.

Table 4: Were you offered a FRS information/advice booklet after your incident?

	DSFRS	Barnstaple
Yes – read it	27%	19%
Yes – did not read it	1%	0%
No	72%	81%
Total	100%	100%

Respondents were then asked how satisfied they were with the service they had received. Barnstaple scored the same as the overall DSFRS score.

Table 5: Taking everything into account, how satisfied or dissatisfied are you with the service you received from the FRS?

	DSFRS	Barnstaple
Very satisfied	95%	95%
Fairly satisfied	5%	5%
Neither	1%	0%
Fairly dissatisfied	0%	0%
Very dissatisfied	0%	0%
Total	101%	100%

## PART 3b – AFTER THE INCIDENT SURVEY, NON-DOMESTIC PREMISES

The DSFRS return rate for the after the incident survey of non-domestic premises was 29%, this equalled 451 surveys, for Barnstaple 25 surveys were returned.

Respondents were asked if they agreed or disagreed that Firefighters at the scene were helpful, efficient, informative, polite and sensitive. Barnstaple scored over the overall DSFRS score for strongly agreeing with all these qualities, apart from polite where they scored 2% below.

Table 1a: Thinking about the Firefighters at the scene, do you agree or disagree that they were .....

DSFRS	Strongly Agree	Tend to Agree	Neither	Tend to disagree	Strongly Disagree
Polite	82%	16%	2%	1%	0%
Helpful	83%	15%	2%	1%	0%
Efficient	82%	15%	2%	0%	0%
Informative	79%	18%	2%	1%	0%
Sensitive	72%	18%	8%	1%	1%

Table 1b: Thinking about the Firefighters at the scene, do you agree or disagree that they were – Barnstaple

Barnstaple	Strongly Agree	Tend to Agree	Neither	Tend to disagree	Strongly Disagree
Polite	80%	16%	4%	0%	0%
Helpful	84%	12%	4%	0%	0%
Efficient	89%	11%	0%	0%	0%
Informative	83%	12%	4%	0%	0%
Sensitive	79%	8%	12%	0%	0%

Respondents were then asked if they felt the effects of the incident were kept to a minimum, 100% of respondents from Barnstaple agreed the effects had been kept to a minimum.

Table 2: Do you feel the FRS kept the effects to a minimum?

	DSFRS	Barnstaple
Yes	98%	100%
No	2%	0%
Total	100%	100%

Respondents were then asked if they were given any safety advice at the scene, 62% said they were, scoring 8% below the overall service score for DSFRS.

Table 3: Were you given any general safety advice by the FRS at the scene?

	DSFRS	Barnstaple
Yes	70%	62%
No	30%	38%
Total	100%	100%

Respondents were then asked if the advice they were given was helpful, 100% agreed it was.

Table 4: If yes, did you find the advice you were given helpful?

	<b>DSFRS</b>	<b>Barnstaple</b>
Yes	99%	100%
No	1%	0%
Total	100%	100%

Respondents were then asked if they were given an information or advice booklet after their incident, 12% said they had been. This was just below the overall score for DSFRS.

Table 5: Were you offered a FRS information/advice booklet after your incident?

	<b>DSFRS</b>	<b>Barnstaple</b>
Yes	13%	12%
No	87%	88%
Total	100%	100%

Respondents were then asked how satisfied they were with the service they had received Barnstaple scored just above the overall DSFRS score.

Table 6: Taking everything into account, how satisfied or dissatisfied are you with the service you received from the FRS?

	<b>DSFRS</b>	<b>Barnstaple</b>
Very satisfied	87%	89%
Fairly satisfied	10%	11%
Neither	2%	0%
Fairly dissatisfied	1%	0%
Very dissatisfied	0%	0%
Total	100%	100%

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## Conclusion

During 2009/10 Barnstaple Group received more compliments than the previous year. They also received more complaints, however this was only 2 complaints in total.

Barnstaple scored just below the overall DSFRS score for personnel being polite, helpful, efficient and informative, however this was often only by 1 or 2 percent. Areas of improvement that can be identified for Barnstaple personnel from the HFSV results are people adopting fire safety measure after receiving a HFSV. Where people have adopted a fire safety measure there is room for improvement in the number of people that close internal doors at night and turn off/removing plugs at night.

For the after the incident domestic survey Barnstaple scored above the overall DSFRS score for Firefighters at the scene being helpful, efficient, informative, polite and sensitive and 100% for the effects of the incident being kept to a minimum. Although Barnstaple scored below the service average for offering an information/advice booklet, everyone who received a copy read it.

For the after the incident non-domestic survey Barnstaple scored around the overall DSFRS score for Firefighters at the scene being helpful, efficient, informative, polite and sensitive and 100% for the effects of the incident being kept to a minimum. They scored below the overall service score for giving safety advice at the scene and giving information/advice booklet after the incident.

Over the past year Barnstaple have increased the number of compliments they have received and have scored around or above the overall service score for Firefighters being helpful, efficient, informative, polite and sensitive at incidents. Areas for improvement can be identified as people adopting fire safety measures after receiving a HFSV and the provision of safety information during and after incidents.