

WYFRA	AUDIT COMMITTEE	2 NOVEMBER 2007	ITEM NO
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REPORT OF: DIRECTOR OF CORPORATE RESOURCES

PURPOSE OF REPORT: TO INFORM MEMBERS OF THE FEEDBACK FROM THE QUALITY OF SERVICE SURVEY 2006/7

RECOMMENDATIONS: THAT MEMBERS NOTE THE CONTENTS OF THE REPORT

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT DETAILS

EXEMPTION CATEGORY: Paragraph 3 – Financial or Business affairs

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BACKGROUND PAPERS: Quality of Service : After the Incident Survey – Domestic Incidents 2006/7

Quality of Service : After the Incident Survey – Non-Domestic Incidents 2006/7

1 BACKGROUND

- 1.1 In order to monitor performance, a Quality of Service survey is undertaken on a monthly basis. Each month, a questionnaire is sent to a 10% random selection of the locations of incidents attended the previous month by fire stations throughout West Yorkshire.
- 1.2 The questionnaire is sent by West Yorkshire Fire and Rescue Service (WYFRS) and returned directly to an independent research company via a freepost envelope. The returned questionnaires are analysed and a feedback report is sent to WYFRS.

The questionnaire covers areas such as:

- Satisfaction with the initial contact with the Fire Service
- Service provided at the scene
- Information and advice given
- Follow-up contact from the Fire Service after the incident
- Overall satisfaction with the service

2 INFORMATION

- 2.1 During 2006/7, 700 questionnaires were sent out. 167 domestic and 66 non-domestic questionnaires were returned. This is a response rate of approximately 33%, which is very good for this type of consultation.
- 2.2 The results of the survey were sent to WYFRS in the form of cross-tabulation report which can be viewed by Members as background papers if necessary.
- 2.3 However, a summary of the results is attached in appendix A which also details a comparison with the results from the previous years feedback.
- 2.4 Overall, the feedback is positive with 97% of respondents completing the domestic (incidents in the home) questionnaire expressing satisfaction with the service they received and 96% of respondents to the non-domestic questionnaire expressing satisfaction with the service they received.
- 2.5 More detailed analysis of the results are available in Appendix A.

3 FINANCIAL IMPLICATIONS

3.1

4 EQUALITY AND FAIRNESS IMPLICATIONS

- 4.1 Equality data is collected as part of this survey.

5 RECOMMENDATIONS

- 5.1 That Members note the contents of the report.