



West Yorkshire
Fire & Rescue Service

Customer Service Standard Policy

PRE-POL-005



Contents

1	What is our offer?	3
2	Accessibility	4
3	Performance management	4
4	Data and information sharing.....	4
5	Equality and Diversity	4
6	Change / Review Record.....	5

1 What is our offer?

WYFRS currently holds the Customer Service Excellence standard. Under this standard we aim to focus on providing excellent service delivered in a timely and professional manner.

We deliver our Safe and Well programme across West Yorkshire. Our officers visit individual homes identifying and mitigating fire safety risks by offering advice and other interventions. They also use these visits to identify people with health and wellbeing issues and, with permission, forward referral details to appropriate support agencies. This enables us to intervene at the earliest opportunity to keep people safe and well within their homes.

We receive referrals to our service from other agencies such as community organisations, the NHS and social care providers and self-referrals from the public. We also identify those at risk when we carry out targeted campaigns.

Following a short initial assessment of reported risk, we determine the customer's likely level of fire safety risk and allocate their case to the appropriate team for a visit. If they are not eligible for a home visit, they have the option of receiving written fire safety advice and information or can complete an online education package. Some cases may be escalated if they are assessed as very high risk or urgent.

Once a referral has been received and initially assessed, we will:

- Contact individuals within **7 days** to arrange or confirm an appointment, clarify information, inform them who will be carrying out the visit and explain what will happen during the visit.
- Complete a Safe and Well visit within **28 days** (4 weeks) of the initial referral.
- Close all open cases on our database within **56 days** (8 weeks) at which point, the home visit process will be fully completed, and any onward referrals will have been made; or a case will have been cancelled.

On occasion we are not always able to contact an individual. We will

- Attempt to contact people initially by phone – unless an alternative preferred method of contact has been stated by the customer.
- Use other methods to establish contact with people as necessary i.e., text message, email, letter and door-knocking at the property.
- Cancel a referred case after **28 days** if we have not made contact, have exhausted all methods of contact including via referring partner agencies.

We hope that we can always demonstrate that we deliver the service we have promised but, if we are unable to meet these standards for any reason we will contact the customer, or referring partner, to advise why there has been a delay and what action we are taking to rectify the matter. Any comments or complaints about this service can be addressed to complaints.compliments@westyorkshire.gov.uk

2 Accessibility

We will promote our services not only through our use of traditional media such as radio, television and the press, but also through social media, our website, our partners and our presence within local communities.

People who are concerned about their fire safety can contact us via a variety of different methods i.e., web, email, mail, telephone or face-to-face and a proportionate response will be offered.

We will ensure that we contact people via their preferred method of contact to ensure their communication needs are met. Through our successful partnerships we will ensure that people's support needs are met, and joint visits will be carried out where appropriate.

3 Performance management

We will monitor our customer standards through regular audits of our database and any complaints or comments received. We will investigate any failures to deliver an excellent service and ensure that we learn from our mistakes and make efforts to effect positive change.

4 Data and information sharing

We will use compliant information-sharing protocols and agreements to share appropriate data and personal information with our partners and other relevant organisations.

5 Equality and Diversity

We will work with our partners to ensure that our Safe and Well service is accessible to all individuals within our local communities, particularly those at most risk of fire. We will engage with diverse groups and communities in West Yorkshire, to ensure that we remain flexible in our approach and continue to meet changing needs around fire prevention advice and information.

6 Change / Review Record

Date	Approver(s)	Version	Comments	Review Date
25/08/2022	S Donegan	1.0	Initial publication	-
17/03/2023	E Gealy	2.0	Accessibility check	