

Opinion Research Services (ORS) - Customer Survey of Fire Safety Audits

Opinion Research Services were commissioned by the Service to undertake a survey of customers having received a Premises Fire Safety Audit following the introduction of the Regulatory Reform (Fire Safety) Order.

500 questionnaires were therefore distributed to various businesses that had recently been visited by a Fire Safety Inspecting Officer carrying out a Premises Fire Safety Audit. Of the 500 questionnaires issued, 205 were returned, representing a very good comparative response rate of 41%.

Analysis of the response data indicated that customer satisfaction levels were extremely positive, e.g.

- 98% of respondents are satisfied with the service they received during initial contact.
- Almost all respondents hold a positive view of the Fire Safety Officer who visited them.
- 97% of respondents agree that the inspection caused minimal disruption to their business.
- 89% of respondents received a written report following the Audit visit. A large majority of respondents who received a written Audit report agree that it was easy to understand (95%) and clearly indicated any changes required (95%).
- Nearly all respondents (97%) are satisfied with the level of consistency exhibited by the Fire Safety Officer(s).
- 93% of respondents agree that, as a result of the Audit process, they feel they are better equipped to manage risk in their premises.

However, the Survey also enabled the identification of areas requiring some attention, e.g. –

- 4% were not informed at the time of the visit that any actions were required.
- Some felt the format of the schedules of work issued was not helpful
- Some dissatisfaction expressed at timescales given for the completion of works

The overall survey analysis demonstrates that Fire Safety Inspecting Officers are evidently assisting responsible persons in a courteous and professional manner in meeting their statutory responsibilities under the Regulatory Reform (Fire Safety) Order.