



West Yorkshire
Fire & Rescue Service

Quality of Service Survey Policy

OFFICIAL

Ownership: Corporate Services

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Revision and Signoff Sheet

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Reviewers

Name	Version Approved	Position	Organisation	Date
Alison Davey	2	Best Value Officer	WYFRS	20/01/2005
Alison Davey	3	Head of Corporate Services	WYFRS	26/03/2024

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1 Introduction

West Yorkshire Fire and Rescue Service (WYFRS) is committed to continually improving the service it provides and ensuring excellent customer service.

Feedback about our service provision, with focus on delivery, timeliness, information, professionalism, and staff attitude, supports this. It gives an indication of how well WYFRS is carrying out its functions and where improvements can be made when appropriate. It also helps develop insight to better understand customer needs and preferences and gives assurance that all customers and customer groups are treated fairly.

WYFRS also feels it is essential to analyse and publicise satisfaction levels for the full range of customers for all the main areas of our service.

The purpose of the Quality of Service surveys is to gather views and opinions from the community on the service provided by West Yorkshire Fire and Rescue Service, after attending an incident or carrying out a Safe and Well visit. The feedback gathered on our performance can help us improve the quality of the service we provide.

If anyone requires assistance completing a survey, we will provide any reasonable adjustment or advice required. If this is the case, please contact Corporate Services at Fire Service Headquarters on telephone number 01274 682311.

2 After the Incident Surveys

Each month, a questionnaire is sent to a selection of the incidents attended at both domestic and non-domestic properties during the previous month.

Within the surveys we include specific questions relating to:

- The initial contact made with the Fire Service
- Timeliness of attendance.
- Service provided at the scene.
- Information and advice given.
- Overall satisfaction with the quality of customer service.

The questionnaire is sent out by WYFRS, and returned directly to an independent research company; Opinion Research Services in Swansea, via freepost. All responses are anonymous. Opinion Research Services then process the returned questionnaires, analyse the survey responses on behalf of the Authority and provide a report detailing the responses.

The name and address details will be randomly selected on a monthly basis from those available for incidents occurring the previous month.

It is imperative that the Authority respects individual sensitivity and therefore will not send a survey form to any address where it is known that:

- there has been a death or serious injury as a result of the incident.
- there is a grievance/complaint against the Fire Service by the owner/occupier of the premises.
- the Fire Service is in dispute with the owner/occupier of the premises, etc.
- there are other sensitive issues deemed appropriate.

3 Safe and Well Visit Follow-up Survey

Each month, a questionnaire is sent to a random selection of 125 of those properties at which a Safe and Well visit has been carried out.

The questionnaire is sent out by WYFRS, and returned directly to an independent research company; Opinion Research Services in Swansea, via freepost. All responses are anonymous. Opinion Research Services then process the returned questionnaires, analyse the survey responses on behalf of the Authority and provide a report detailing the responses.

The name and address details will be randomly selected from those that have received a Safe and Well visit in the previous month.