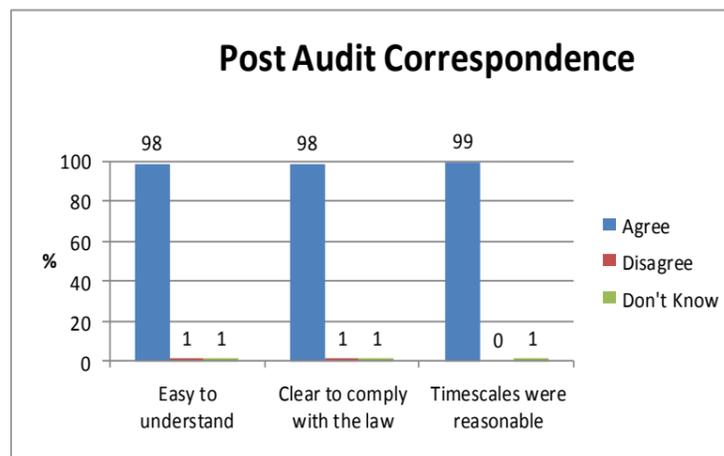
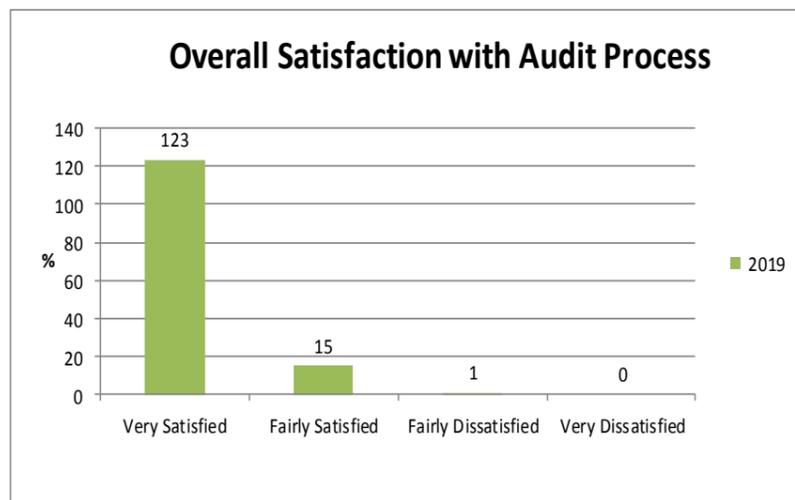


OVERALL

Respondents were asked their opinion of the correspondence they received following the fire safety audit and the response was excellent, as shown by this chart.



Each respondent was asked 'Overall, how satisfied or dissatisfied were you with the fire safety audit process?'
99% stated they were satisfied with the service provided.



When asked about three specific stages of the audit process, respondents answered the following:

Initial Contact	100%	exceeded/met expectations
During the Visit	100%	exceeded/met expectations
After the Visit	99%	exceeded/met expectations



Northern Ireland
Fire & Rescue Service

This survey was conducted by the Prevention & Protection Department. For further information, please contact Mrs Sonya Marshall, Prevention & Protection, Northern Ireland Fire & Rescue Service, 1 Seymour Street, Lisburn, BT27 4SX.
 Tel: 028 9266 4221 or Email: sonya.marshall@nifrs.org

REF: FS/2019



Northern Ireland
Fire & Rescue Service

Protecting Our Community

PREVENTION & PROTECTION FIRE SAFETY AUDIT SURVEY 2019

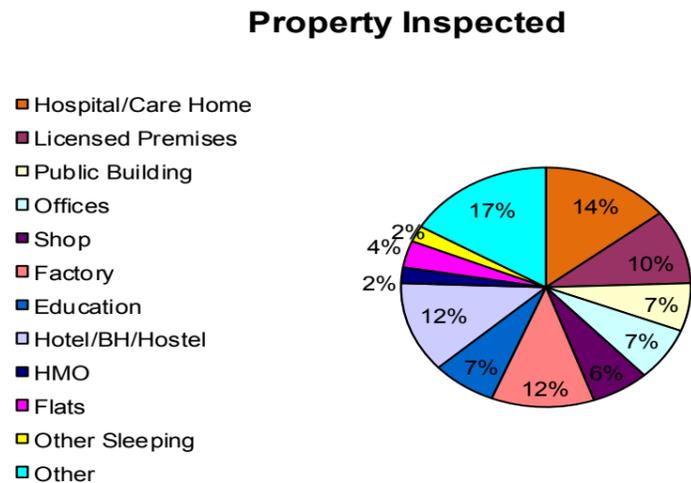


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INTRODUCTION

Northern Ireland Fire & Rescue Service (NIFRS) conducted its Fire Safety Audit Survey during the months of January and February 2019. A questionnaire was issued to a sample of 500 businesses and organisations across Northern Ireland which recently had a fire safety audit carried out on their premises. The Prevention & Protection Department carried out this survey to allow our fire safety audit process to be assessed and, on this occasion, received a 28% response rate.

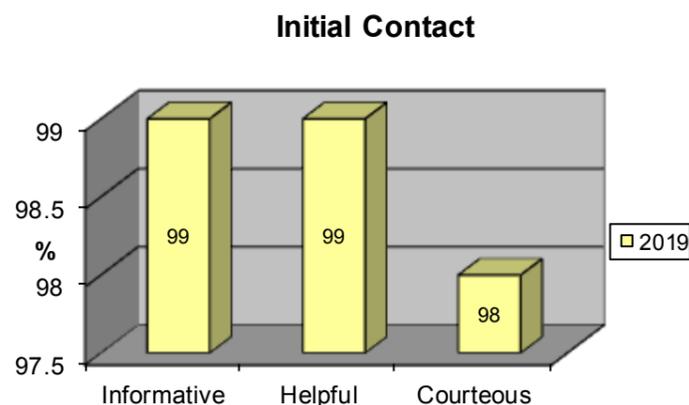
The type of business/organisation to return the survey is broken down in the following chart:



CONTACT

When asked about the length of time it took NIFRS to carry out the audit following our request, respondents answered:

46% within 1 working day
 13% within 2-5 working days
 24% within 1-2 weeks
 15% within 3-4 weeks
 2% more than 4 weeks



'Individual was informative and approachable.'

'Inspector was extremely courteous, took his time to explain everything - an absolute credit to his profession.'

'The Officer was pleasant, knowledgeable, friendly and I found the audit very helpful.'

'Excellent service and follow-up by Auditing Officers.'

As illustrated in the graph, a high percentage of respondents agree or strongly agree that initial contact with NIFRS was informative, helpful and courteous.

Respondents stated that 98% of appointments made were kept by NIFRS Fire Safety Inspectors.

JOINT INSPECTIONS?

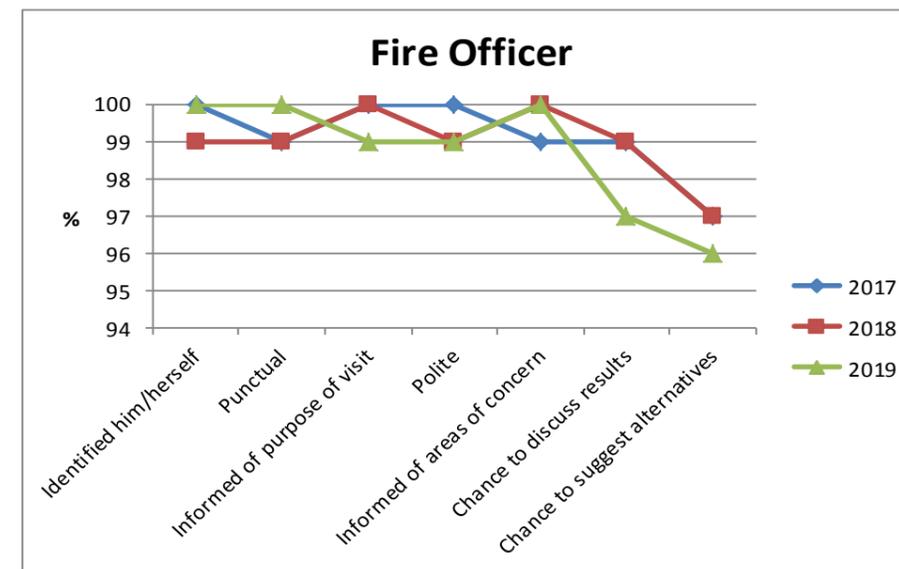
'No, slightly different areas of responsibility which may lengthen and complicate the inspection.'

'Yes, joined up approach. No duplication.'

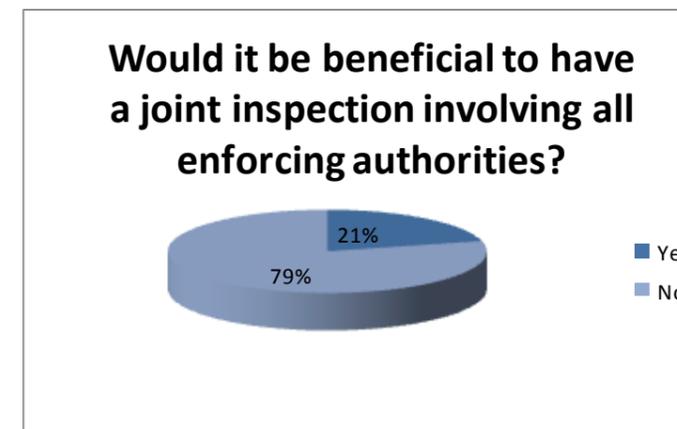
99% of respondents stated the inspection caused minimal disruption to their business.

THE INSPECTION

Respondents were asked questions about the Fire Safety Inspectors in attendance at their premises and how they felt the Inspectors dealt with the appointment. The overall consensus continues to be very positive as indicated in the following chart:



98% of respondents stated that the same Fire Safety Inspector dealt with them throughout the inspection process.



Survey respondents were given four options to choose in relation to their most recent audit. They were asked was the visit:

- Requested by NIFRS to comply with legislation? **78%**
- As a result of a fire incident at the premises? **9%**
- Following a complaint regarding the premises? **4%**
- Other? **9%**