

## Appendix 4- Family Home Safety Check Scheme – Customer Evaluation

A phone survey was completed by Business Support staff of a 10% random sample of parents who received a home safety check in quarter 3.

76% of respondents stated that they felt the service was important or very important.

93% of respondents felt that the quality of service was very good or excellent.

93% of respondents stated that the professionalism of staff was very good or excellent.

97% of respondents stated that they have made changes to keep their household safer due to the information/equipment received during the HSC.

Additional feedback:

“The officer was very friendly”

“Very happy with the service!”

“Very beneficial”