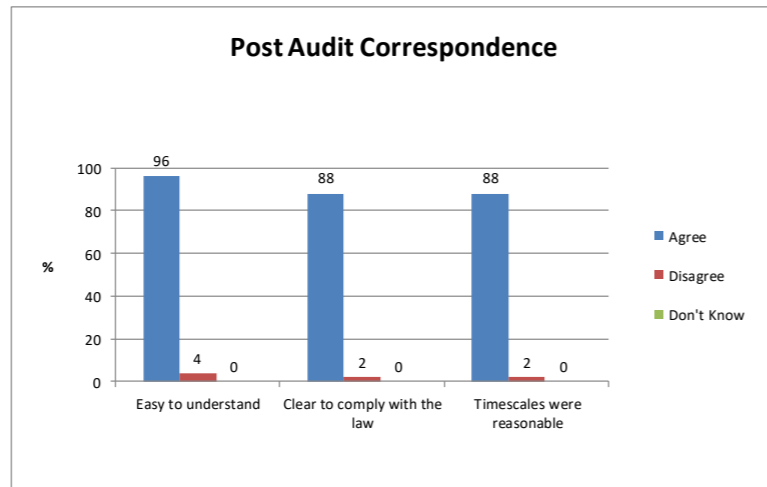
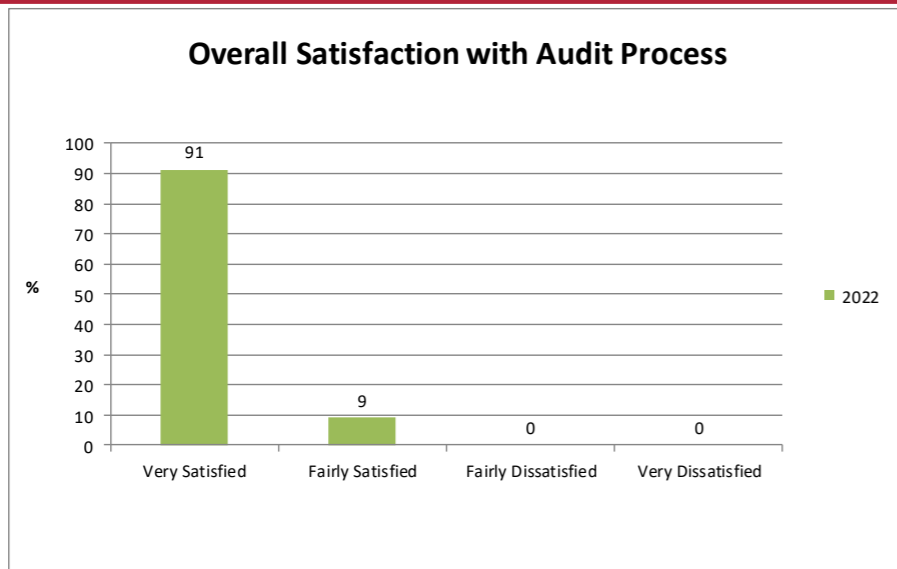


# OVERALL

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?"  
**100% 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	100%	exceeded/met expectations



Northern Ireland  
Fire & Rescue Service

This survey was conducted by the Service Delivery Directorate. For further information, please contact Mrs Sonya Marshall, Prevention & Protection, Northern Ireland Fire & Rescue Service, 1 Seymour Street, Lisburn, BT27 4SX.

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REF: FS/2022



Northern Ireland  
Fire & Rescue Service

## PROTECTION FIRE SAFETY AUDIT SURVEY 2022



[www.nifrs.org](http://www.nifrs.org)

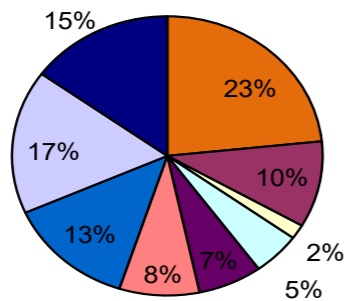
# INTRODUCTION

Northern Ireland Fire & Rescue Service (NIFRS) conducted its Fire Safety Audit Survey during the months of January and February 2022. A questionnaire was issued to a reduced sample of 200 businesses and organisations across Northern Ireland which recently had a fire safety audit carried out on their premises during the COVID-19 pandemic. The Service Delivery Directorate 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:

## Property Inspected

- Hospital/Care Home
- Licensed Premises
- Public Building
- Office
- Shop
- Factory
- Education
- Hotel/BH/Hostel
- Other

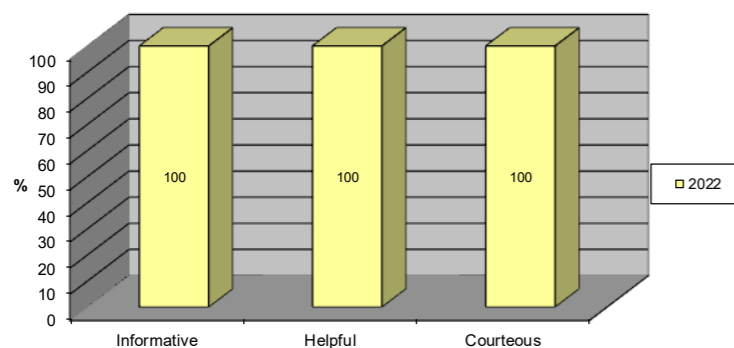


# CONTACT

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

- 42% within 1 working day
- 13% within 2-5 working days
- 26% within 1-2 weeks
- 15% within 3-4 weeks
- 4% more than 4 weeks

Initial Contact



“The audit process was very fair and all NIFRS staff were very professional in their approach.”

“Very professional and helpful.”

“Inspector was very accommodating.”

“Knowledge and experience in fire safety matters was exemplary.”

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 94% of appointments made were kept by NIFRS Fire Safety Inspectors.

“I found the audit process to be very informative and helpful. It was good to know what we should/should not be doing. I was very grateful for the help and information.”

“The Fire Safety Officer was very polite, conducted a walkabout and provided feedback verbally and in writing.”

98% 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:



100% of respondents stated that the same Fire Safety Inspector dealt with them throughout the inspection process.

## ADDITIONAL COVID-19 MEASURES INTRODUCED

When asked about three additional measures taken by the Fire Safety Inspector that were introduced during the COVID-19 pandemic, the percentage response was as follows:

- 100% of Officers considered COVID-19 safety precautions when planning and undertaking the inspection.
- 100% of appointments/inspections were managed to reflect COVID-19 restrictions.
- 100% of occasions where PPE (masks) and social distancing were employed by Officers.

## REASON FOR VISIT

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

- 1 Requested by NIFRS to comply with legislation? 80%
- 2 As a result of a fire incident at the premises? 5%
- 3 Following a complaint regarding the premises? 2%
- 4 Other? 13%