



**Northern Ireland
Fire & Rescue Service**

PROTECTION FIRE SAFETY AUDIT SURVEY 2024



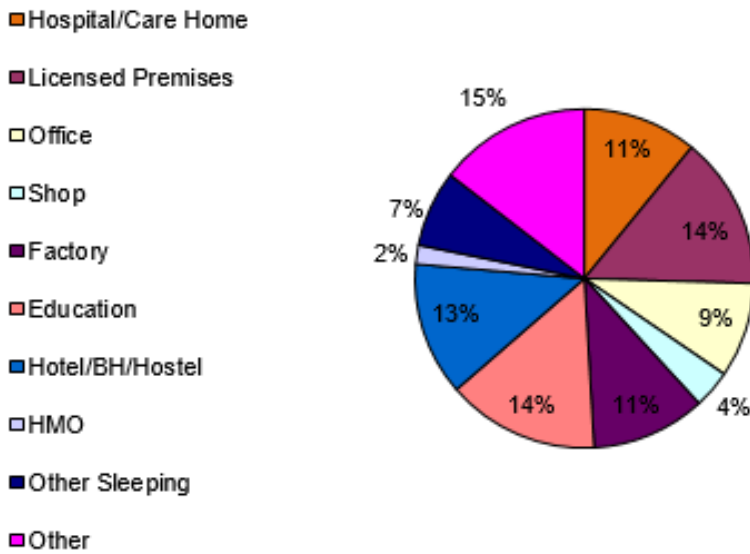
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INTRODUCTION

Northern Ireland Fire & Rescue Service (NIFRS) conducted its Fire Safety Audit Survey during the months of January and February 2024. 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. The Service Delivery Directorate carried out this survey to allow our fire safety audit process to be assessed and, on this occasion, received a 26% response rate.

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

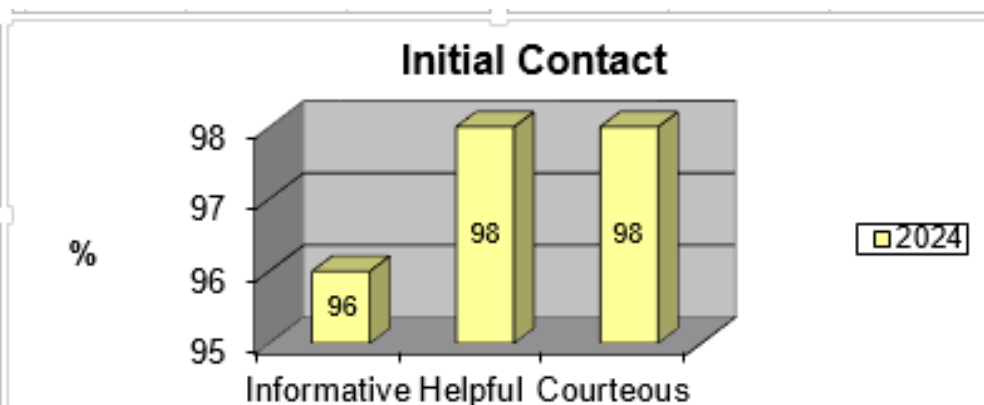
Property Inspected



CONTACT

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

- 41%** within 1 working day
- 6%** within 2-5 working days
- 32%** within 1-2 weeks
- 15%** within 3-4 weeks
- 6%** more than 4 weeks



“Very happy about the whole process.”

“The Officer was very informative, polite and helpful throughout the process. He explained everything clearly and succinctly for me.”

“It was extremely professional and allowed me to get works done by the EA that were extremely overdue or incomplete. Thank you for your Support.”

As illustrated in the graph, 97% of respondents agree or strongly agree that initial contact with NIFRS was informative, helpful and courteous.

THE INSPECTION

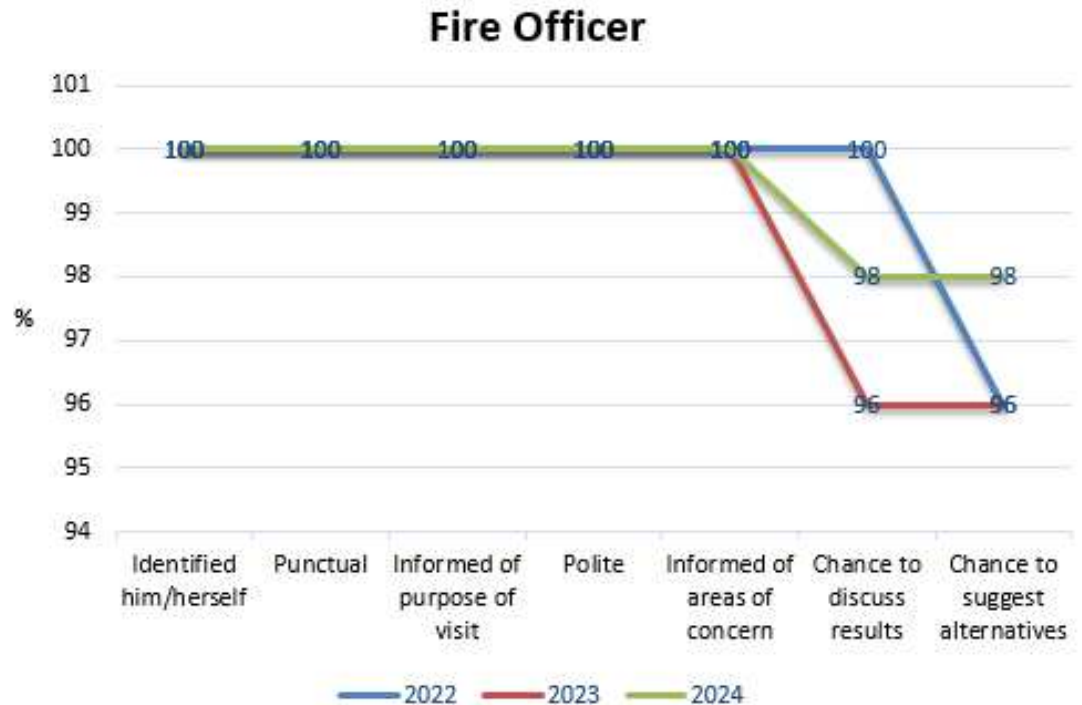
Respondents stated that 96% of appointments made were kept by NIFRS Fire Safety Inspectors.

“The officer was very polite and friendly. We barely knew he was there.”

“Very polite, understanding and professional Fire Safety Inspector.”

98% of respondents stated the inspection caused minimal disruption to their business.

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.

ADDITIONAL COVID-19 MEASURES INTRODUCED

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

98% of Officers considered COVID-19 safety precautions when planning and undertaking the inspection.

98% of appointments/inspections were managed to reflect COVID-19 restrictions.

REASON FOR VISIT

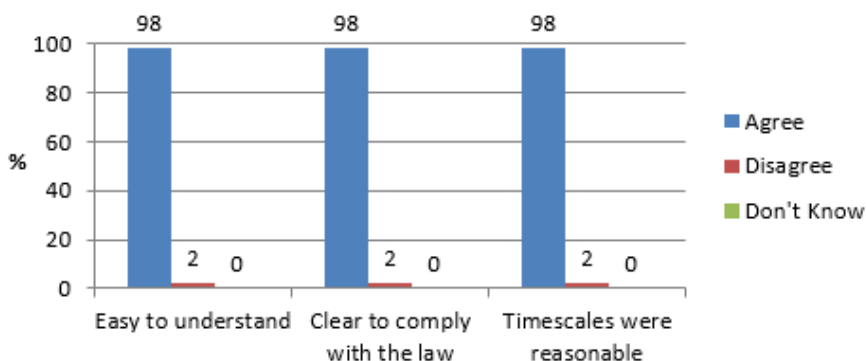
Survey respondents were given four options to choose in relation to their most recent audit. They were asked was the visit:

- 1 Requested by NIFRS to comply with legislation? **74%**
- 2 As a result of a fire incident at the premises? **16%**
- 3 Following a complaint regarding the premises? **2%**
- 4 Other? **8%**

OVERALL

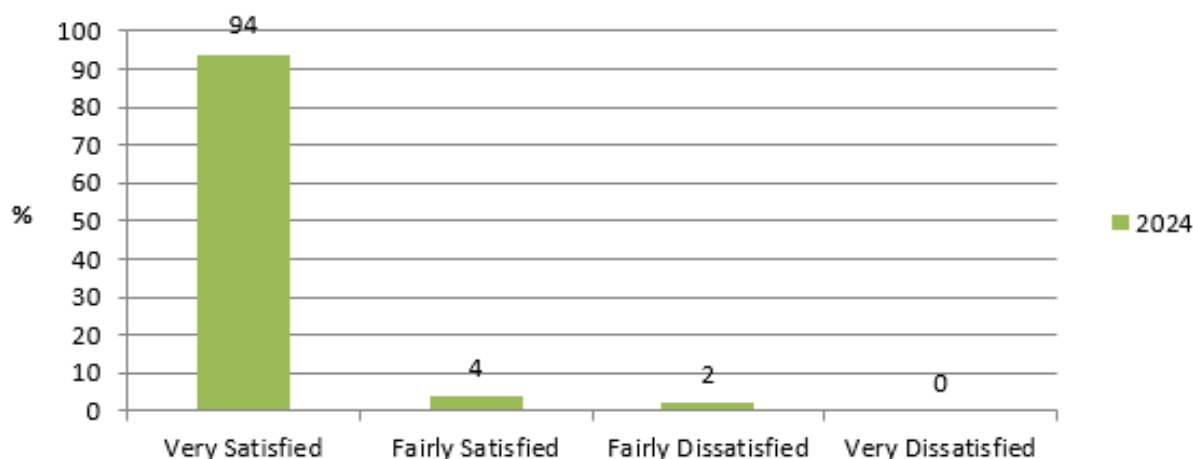
Post Audit Correspondence

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?”
98% stated they were satisfied with the service provided.

Overall Satisfaction with Audit Process



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



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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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