

Environment Directorate

Grounds Maintenance – Customer Satisfaction Survey

Survey Results
April to May 2010



Grounds Maintenance Customer Satisfaction Survey

This survey was carried out with people who had made a request for grounds maintenance. This survey was carried out by post. A total of **90** surveys were sent out with a return of **38 (33%)**

The Results are as follows:

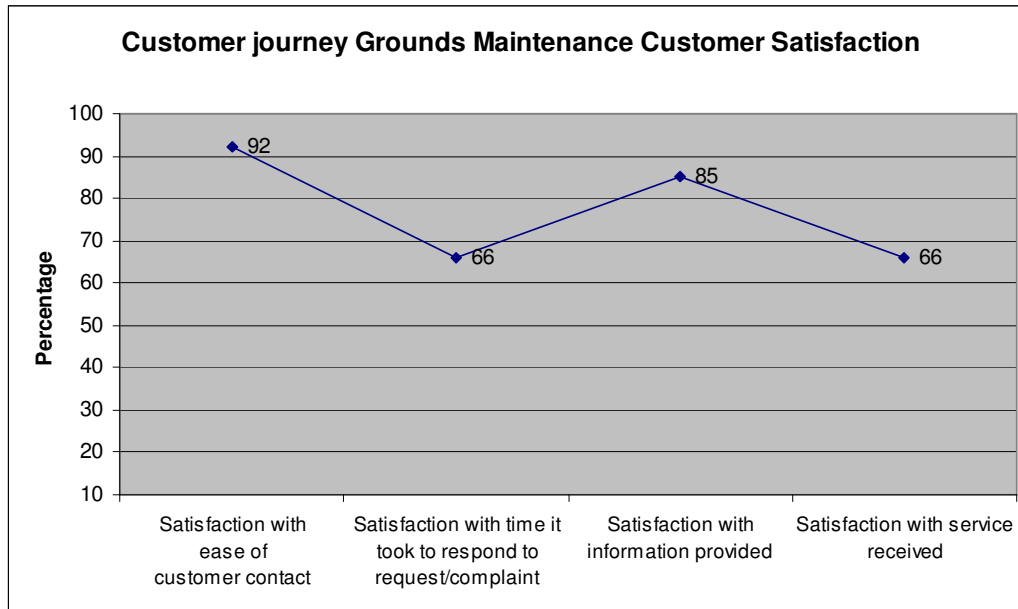
There were then asked which area of the city do they live

Base	
	37 100.0%
Which area of the city do you live in?	
<i>Boothstown and Ellenbrook</i>	3 8.1%
<i>Broughton</i>	2 5.4%
<i>Cadishead</i>	3 8.1%
<i>Claremont</i>	3 8.1%
<i>Eccles</i>	4 10.8%
<i>Irlam</i>	1 2.7%
<i>Kersal</i>	1 2.7%
<i>Langworthy</i>	1 2.7%
<i>Pendlebury</i>	2 5.4%
<i>Swinton North</i>	5 13.5%
<i>Swinton South</i>	2 5.4%
<i>Walkden North</i>	1 2.7%
<i>Winton</i>	3 8.1%
<i>Worsley</i>	6 16.2%

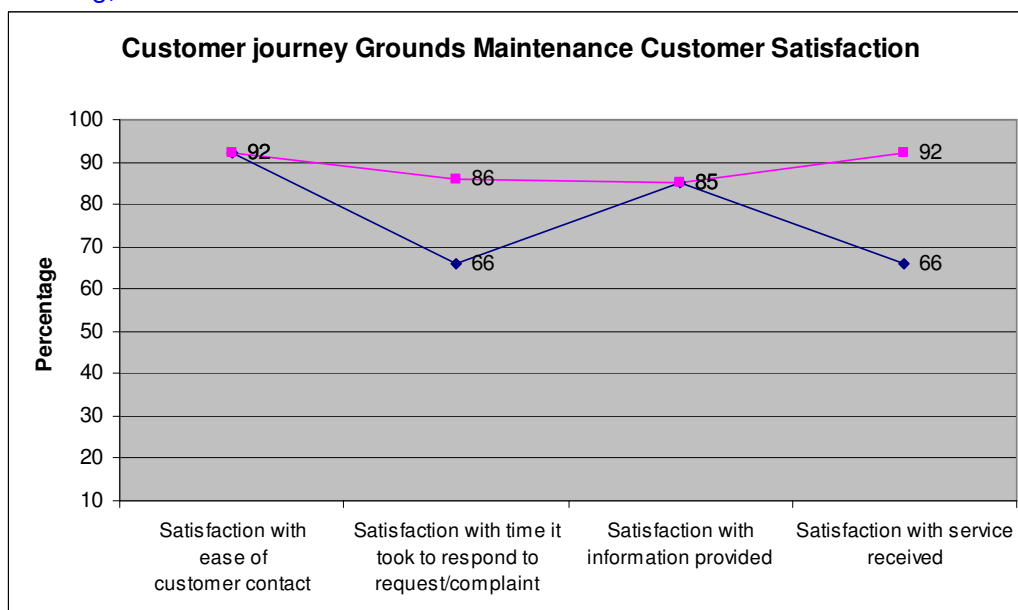
The following chart identifies satisfaction levels at various points throughout the customer's journey; based on;

- First point of contact i.e. customer contact centre
- Satisfaction with time it took to respond to the request/complaint
- Satisfaction with information provided
- Satisfaction with the service received

The chart shows that customers are not satisfied with the speed of response, on analysis 9 of the surveys returned related to trees, and although customers were informed of the lead times, they were not happy with this.



Taking the above into account, along with the overall satisfaction with the service, if these results are removed from the analysis the customer journey shows the following;



We then asked them how they contacted the service

Base	36 100.0%
How did you contact the service?	
<i>By Telephone</i>	31 86.1%
<i>In person</i>	1 2.8%
<i>In writing</i>	2 5.6%
<i>e-mail/web site</i>	4 11.1%
<i>Via Councillor</i>	1 2.8%

They were then asked how easy they found it to contact the service

Base	38 100.0%
How easy was it to contact us?	
<i>Very easy</i>	14 36.8%
<i>Easy</i>	21 55.3%
<i>Difficult</i>	2 5.3%
<i>Very difficult</i>	1 2.6%

Customers were asked after they had made their request if they were satisfied with the speed of the response

Base	38 100.0%
How satisfied were you with the speed the ...	
<i>Very Satisfactory</i>	13 34.2%
<i>Satisfactory</i>	12 31.6%
<i>Not satisfactory</i>	9 23.7%
<i>Very unsatisfactory</i>	4 10.5%

We then asked how informative they found the staff

Base	37 100.0%
How informative did you find our staff?	
<i>Very Good</i>	18 48.6%
<i>Fairly Good</i>	17 45.9%
<i>Fairly Poor</i>	1 2.7%
<i>Very Poor</i>	1 2.7%

Customers were asked if they were treated fairly and sensitively at all times

Base		38 100.0%
Did we treat you fairly at all times		
Yes		36 94.7%
No		2 5.3%

They were asked if they found the information they had been given easy to understand

Base		35 100.0%
If we gave you information/advice, was it easy to understand		
Very Easy		18 51.4%
Fairly Easy		11 31.4%
Very Difficult		1 2.9%
N/A		5 14.3%

Customers were asked how helpful they found the advice they had been given

Base		35 100.0%
How helpful was this advice?		
Very Helpful		13 37.1%
Helpful		9 25.7%
Not Helpful		4 11.4%
Very Unhelpful		4 11.4%
N/A		5 14.3%

Customers were asked how satisfied they were with the overall level of service

Base		36 100.0%
Overall, how satisfied were you with the service you rece...		
Very satisfactory		16 44.4%
Fairly Satisfactory		8 22.2%
Not satisfactory		10 27.8%
Very unsatisfactory		2 5.6%

Snap Case No.	Flare Ref No.	Q9. If for any reason throughout the process you were unsatisfied with anything what was the reason	Comments / Action taken
2	A31102	The response was really fast, however the work don on the hedges could have been better there were lots of branches coming out the hedges that were not trimmed correctly	
5	A27722	Telephone number was not entered correctly by switchboard operator therefore contact was not made until considerable time late. I was given 2 explanations why the hedges on Bolton Road were cut back to the extreme still not convinced that such radical measures were needed	
6	A25230	Refuse under bush/shrubs still evident excessive growth still unattended	
9	A30348	I have now requested for something to be done on the verge outside my property twice but have not seen any action taken	
10	A30200	I appreciate that there are SLA's got this type of problem but it is not right to be sent a satisfaction survey when we haven't heard and feedback from our initial enquiry	
11	A30826	No body has contacted myself concerning any aspect of the problem by phone or any other way	
12	A31914	Still not been to look at the trees in question	
13	A23414	Information taken on several occasions other councillors tried to help all to no avail! Told the fence had been inspected whilst we were on holiday – HOW?? 2 pairs of double wrought iron gates padlocked making the fence damaged invisible unless you are given access by us	
14	A31286	After speaking over the phone to your office I have had no further correspondence or appointments from you I an a widow 70 years of age this tree problem is very troublesome darkness to rooms in the house very depressing these houses are very dark to begin with I am also finding it very hard to clear debris	
15	A30065	With being disabled and the amount of leaves and extent of the tree branches blocking out light to the bedroom. Also on public pathways this is a hazard	
18	A25609	We think the cable has been cut through as the road light is now not working and it was prior to their visit	
28	A23411	My wife applied to have these branches taken down when your men were in the area we brought him in the garden and showed him the problem and he said he would make enquiries and get back to us he never did still waiting for the job to be done	
29	A22546	I was informed that the law had changed regarding overgrown trees what I could not understand was the fact that the person who was not in the wrong and has no light had to pay the first £300 WHY?? Surely it is the councils responsibility to make the person with the overgrown tree pay and nor the other way round is there a law stating that this should be no higher than 6ft blocking out light for neighbours I feel that the council has a responsibility to all the other tenants and should stop letting people get away with breaking the law and fine them £300	

Snap Case No.	Flare Ref No.	Q9. Is there any other way you feel this service could be improved, or are there are any comments you would like to make	Comments / Action taken
33	A32510	I emailed my request to have trees pruned back got no reply I then asked my partner to phone which she did the lady on the phone was helpful my partner told her about the problem and she also told her she had a fall in the garden we are now on the list which at the moment is 12 months	
35	A22750	Job not repaired yet gardeners use very large machine to mow lawns man sitting on the machine just broke the concrete on the small ledge one of the workmen said it was frost damage he said write to you R.E this then they could claim insurance for a bag of cement it is not worth the bother I am 82 years old, disabled so I cant repair this please help me if you can	
36	A29083	We asked the tree roots approx 10 meters away from our house to be cut as we found when we was having an extension built in 2009 they were growing around the drains and under the foundation in places they were about 50mm in diameter they had badly damaged the tarmac path between the tree and our lawn we was told that the path would be repaired as it was a hazard this was done but the roots were left untouched we were told when they were cut back the tarmac will be redone no further action has taken place to date	
37	A23155	We have a hole in the roof which we reported in January and again on the 19/05/2010 it should have been completed on the 3/06/2010 we are still waiting one workman said it was a very ridiculous you do not have a vent in the roof	
38	A31588	The area in question was sprayed with I presume weed killer sadly the overgrown weeds are still there and overgrowing. The area needs to be trimmed and cleared of all weeds and rubbish this is also the area were bins are collected and emptied weekly rubbish is overflown out the bins and left in this area it is also becoming a dumping ground for unwanted items	
2	A31102	Very fast response but quality of work was average	
8	A31920	Please do not put weed killer on grass, next to our fence as we think it may kill our plants	
9	A30348	Put plan into action and notify the person who contacted you what the plan of action will be	
11	A30826	In this case the service would be improved if you contacted myself	
13	A23414	Stop fobbing us off we have struggles to cut the hedge from drooping over our property and breaking posts and panels and as we are 75+80 we should not have to do your job. Also my husband had a stroke Etc and I have a main aortic metal implant = 2 by passes diabetes Etc we have already had to large trees fall over in our garden from the sports field during high winds we are not asking for the hedge to be chopped down it does a good job to combat vandalism just the rouge tree along with 2 small trees which in time will crow and carry on doing damage please help	

14	A31286	After phone call a follow up would be appreciated
18	A25609	It would have been nice to be consulted over the tree being taken down and not after the event
30	A32279	Too often your mower drivers risk their lives by driving round with the anti roll bar folded down when injured of course my council tax would be called on to pay sick leave or compensation the anti roll bars should be locked in the safe position or non folding
33	A32510	We don't expect to have our complaint dealt with straight away our neighbour has also reported her trees 12 months is abit ridiculous
35	A22750	Use smaller machines when cutting out laws back and front.
36	A29083	Our original complaints was about the tree roots and the tripping hazard was pointed out when a inspector called he said someone from the tree maintenance would look at the root of the problem but no one has been in touch since our neighbour has also complained about the tree 5 times in the last 2 years
37	A23155	We had to paint outside because it was in a disgraceful state
38	A31588	I believe as many residents are paying council tax we/they are entitled to have this area trimmed and cleared yearly at least also I have been asking for over 15 years now to have the street cleansing wagon to come around once a month after the environmental vehicles on a Friday to clear up the rubbish left by the bin men I will be making an appointment to see Marie Johnson neighbourhood manager with regards to this situation in the near future I have raised this problem with local MP Hazel Blears who has put me in contact with Marie my number is 0161 727 9668 if anyone is interested in talking with me to try and solve this problem

Grounds Maintenance Compliments

21	A28292	Excellent service
23	A27785	Very impressed with quick response as a couple of days after my phone call the job was done the pathways at the rear of our house was cleared of litter and overgrown grass Etc was cleared and cut down I did make a phone call to the office to thank you for a job well done

The following chart has the snap case number followed by the APP respondents reference and the category of there request/complaint these are for the respondents who left comments

Snap Case No.	Flare Ref No.	Category
2	A31102	Tree Causing Obstruction
5	A27722	Complaint about the service
6	A25230	Tree light/ Leaf Problems
8	A31920	Contact Services Request
9	A30348	Grass standard of work complaint
10	A30200	Tree light/ Leaf Problems
11	A30826	Shrubs/Flowers Condition
12	A31914	Tree light/ Leaf Problem
13	A23414	Tree causing damage
14	A31286	Tree light/ Leaf Problem
15	A30065	Tree light/ Light Problem
18	A25609	Tree Replacement
21	A28292	Grass Request Cutting
23	A27785	Shrubs/Flowers Condition
28	A23411	Tree light/ Leaf Problems
29	A22546	Tree light/ Leaf Problems
30	A32279	Complaint about the service
33	A32510	Tree Causing Obstruction
35	A22750	Complaint about service
36	A29083	Tree Stump removal & roots
37	A23155	Grass Standard of work complaint
38	A31588	Weed Entry

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