

# Environment Directorate

*Environmental Protection*  
*Pest Control*

## Survey Results April 2010

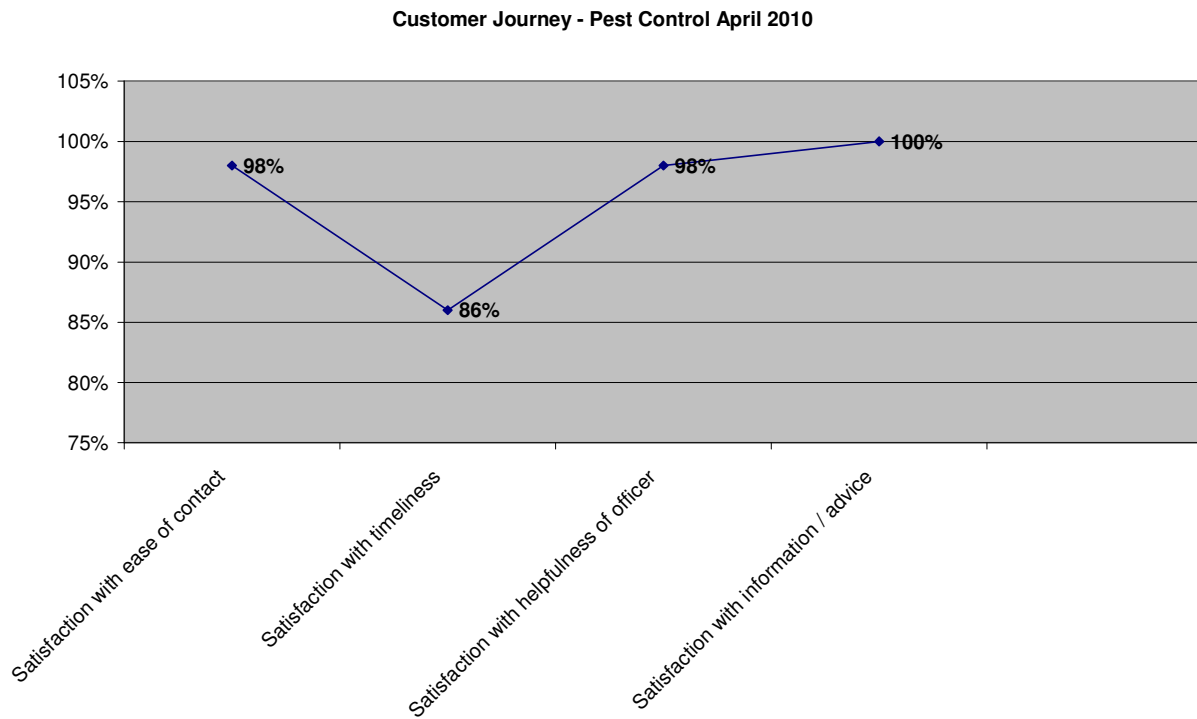
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A total of 59 surveys were returned

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

- First point of contact; ie customer contact centre
- Satisfaction with time it took to carry out request
- Satisfaction with helpfulness of officer
- Satisfaction of how request was handled



The results are as follows:

We asked clients which area (ward) in the city of Salford they lived

Base	
	59 100.0%
Which area (ward) in the city of Salford do you live?	
<i>Boothstown and Ellenbrook</i>	9 15.3%
<i>Broughton</i>	7 11.9%
<i>Claremont</i>	5 8.5%
<i>Eccles</i>	4 6.8%
<i>Irlam</i>	1 1.7%
<i>Irwell Riverside</i>	1 1.7%
<i>Kersal</i>	2 3.4%
<i>Langworthy</i>	2 3.4%
<i>Little Hulton</i>	7 11.9%
<i>Ordsall</i>	1 1.7%
<i>Swinton North</i>	4 6.8%
<i>Swinton South</i>	5 8.5%
<i>Walkden North</i>	1 1.7%
<i>Weaste and Seedley</i>	2 3.4%
<i>Winton</i>	1 1.7%
<i>Worsley</i>	7 11.9%

**Key to the % is as follows: Base % is at the top of the graph in blue, the broken down % is in the separate column and broken down further per ward and overall total % is also shown.**

### We asked how they made their request for service

	Base	How did you make your request for service?		
		Telephone call to 0161 909 6500	Telephone call to 0161 737 0551	E-mail/web site
<b>Base</b>	51	39 76.5%	10 19.6%	2 3.9%
<b>Which area (ward) in the city of Salford do you live?</b>				
<i>Boothstown and Ellenbrook</i>	8 15.7%	5 62.5% 9.8%	3 37.5% 5.9%	- - -
<i>Broughton</i>	4 7.8%	3 75.0% 5.9%	1 25.0% 2.0%	- - -
<i>Claremont</i>	4 7.8%	4 100.0% 7.8%	- - -	- - -
<i>Eccles</i>	4 7.8%	3 75.0% 5.9%	1 25.0% 2.0%	- - -
<i>Irlam</i>	1 2.0%	1 100.0% 2.0%	- - -	- - -
<i>Irwell Riverside</i>	1 2.0%	- - -	1 100.0% 2.0%	- - -
<i>Kersal</i>	2 3.9%	2 100.0% 3.9%	- - -	- - -
<i>Langworthy</i>	2 3.9%	2 100.0% 3.9%	- - -	- - -
<i>Little Hulton</i>	7 13.7%	5 71.4% 9.8%	2 28.6% 3.9%	- - -
<i>Ordsall</i>	1 2.0%	1 100.0% 2.0%	- - -	- - -
<i>Swinton North</i>	4 7.8%	3 75.0% 5.9%	- - -	1 25.0% 2.0%
<i>Swinton South</i>	4 7.8%	2 50.0% 3.9%	1 25.0% 2.0%	1 25.0% 2.0%
<i>Walkden North</i>	1 2.0%	1 100.0% 2.0%	- - -	- - -
<i>Weaste and Seedley</i>	2 3.9%	2 100.0% 3.9%	- - -	- - -
<i>Winton</i>	1 2.0%	1 100.0% 2.0%	- - -	- - -
<i>Worsley</i>	5 9.8%	4 80.0% 7.8%	1 20.0% 2.0%	- - -

## Then they were asked how easy it was to contact us

	Base	How easy was it to make this contact?		
		Very easy	Fairly easy	Fairly difficult
<b>Base</b>	59	47 79.7%	11 18.6%	1 1.7%
<b>Which area (ward) in the city of Salford do you live?</b>				
<i>Boothstown and Ellenbrook</i>	9 15.3%	8 88.9% 13.6%	1 11.1% 1.7%	- - -
<i>Broughton</i>	7 11.9%	4 57.1% 6.8%	3 42.9% 5.1%	- - -
<i>Claremont</i>	5 8.5%	4 80.0% 6.8%	1 20.0% 1.7%	- - -
<i>Eccles</i>	4 6.8%	4 100.0% 6.8%	- - -	- - -
<i>Irlam</i>	1 1.7%	1 100.0% 1.7%	- - -	- - -
<i>Irwell Riverside</i>	1 1.7%	1 100.0% 1.7%	- - -	- - -
<i>Kersal</i>	2 3.4%	1 50.0% 1.7%	1 50.0% 1.7%	- - -
<i>Langworthy</i>	2 3.4%	1 50.0% 1.7%	1 50.0% 1.7%	- - -
<i>Little Hulton</i>	7 11.9%	6 85.7% 10.2%	1 14.3% 1.7%	- - -
<i>Ordsall</i>	1 1.7%	1 100.0% 1.7%	- - -	- - -
<i>Swinton North</i>	4 6.8%	3 75.0% 5.1%	1 25.0% 1.7%	- - -
<i>Swinton South</i>	5 8.5%	3 60.0% 5.1%	2 40.0% 3.4%	- - -
<i>Walkden North</i>	1 1.7%	1 100.0% 1.7%	- - -	- - -
<i>Weaste and Seedley</i>	2 3.4%	2 100.0% 3.4%	- - -	- - -
<i>Winton</i>	1 1.7%	1 100.0% 1.7%	- - -	- - -
<i>Worsley</i>	7 11.9%	6 85.7% 10.2%	- - -	1 14.3% 1.7%

**They were then asked how helpful the member of staff was dealing with your enquiry**

	Base	How helpful was the member of staff dealing with your enquiry...		
		Very helpful	Helpful	Unhelpful
<b>Base</b>	59	47 79.7%	11 18.6%	1 1.7%
<b>Which area (ward) in the city of Salford do you live?</b>				
<i>Boothstown and Ellenbrook</i>	9 15.3%	8 88.9% 13.6%	1 11.1% 1.7%	- - -
<i>Broughton</i>	7 11.9%	6 85.7% 10.2%	1 14.3% 1.7%	- - -
<i>Claremont</i>	5 8.5%	5 100.0% 8.5%	- - -	- - -
<i>Eccles</i>	4 6.8%	4 100.0% 6.8%	- - -	- - -
<i>Irlam</i>	1 1.7%	1 100.0% 1.7%	- - -	- - -
<i>Inwell Riverside</i>	1 1.7%	1 100.0% 1.7%	- - -	- - -
<i>Kersal</i>	2 3.4%	1 50.0% 1.7%	1 50.0% 1.7%	- - -
<i>Langworthy</i>	2 3.4%	1 50.0% 1.7%	1 50.0% 1.7%	- - -
<i>Little Hulton</i>	7 11.9%	6 85.7% 10.2%	1 14.3% 1.7%	- - -
<i>Ordsall</i>	1 1.7%	- - -	1 100.0% 1.7%	- - -
<i>Swinton North</i>	4 6.8%	3 75.0% 5.1%	1 25.0% 1.7%	- - -
<i>Swinton South</i>	5 8.5%	3 60.0% 5.1%	2 40.0% 3.4%	- - -
<i>Walkden North</i>	1 1.7%	1 100.0% 1.7%	- - -	- - -
<i>Weaste and Seedley</i>	2 3.4%	2 100.0% 3.4%	- - -	- - -
<i>Winton</i>	1 1.7%	1 100.0% 1.7%	- - -	- - -
<i>Worsley</i>	7 11.9%	4 57.1% 6.8%	2 28.6% 3.4%	1 14.3% 1.7%

### They were then asked were you told about the appointment system available

	Base	Were you told about the appointment system available?	
		Yes	No
<b>Base</b>	54	44 81.5%	10 18.5%
<b>Which area (ward) in the city of Salford do you live?</b>			
<i>Boothstown and Ellenbrook</i>	7 13.0%	6 85.7% 11.1%	1 14.3% 1.9%
<i>Broughton</i>	6 11.1%	4 66.7% 7.4%	2 33.3% 3.7%
<i>Claremont</i>	5 9.3%	4 80.0% 7.4%	1 20.0% 1.9%
<i>Eccles</i>	3 5.6%	3 100.0% 5.6%	- - -
<i>Irlam</i>	1 1.9%	1 100.0% 1.9%	- - -
<i>Irwell Riverside</i>	1 1.9%	1 100.0% 1.9%	- - -
<i>Kersal</i>	2 3.7%	2 100.0% 3.7%	- - -
<i>Langworthy</i>	2 3.7%	1 50.0% 1.9%	1 50.0% 1.9%
<i>Little Hulton</i>	7 13.0%	5 71.4% 9.3%	2 28.6% 3.7%
<i>Ordsall</i>	1 1.9%	- - -	1 100.0% 1.9%
<i>Swinton North</i>	3 5.6%	3 100.0% 5.6%	- - -
<i>Swinton South</i>	5 9.3%	3 60.0% 5.6%	2 40.0% 3.7%
<i>Walkden North</i>	1 1.9%	1 100.0% 1.9%	- - -
<i>Weaste and Seedley</i>	2 3.7%	2 100.0% 3.7%	- - -
<i>Winton</i>	1 1.9%	1 100.0% 1.9%	- - -
<i>Worsley</i>	7 13.0%	7 100.0% 13.0%	- - -

**Then asked if they answered yes to above, were they satisfied with times offered**

	Base	If you have answered 'Yes' to Q5 above, were you satisfie...		
		Very satisfied	Satisfied	Not satisfied
<b>Base</b>	46	27 58.7%	16 34.8%	3 6.5%
<b>Which area (ward) in the city of Salford do you live?</b>				
<i>Boothstown and Ellenbrook</i>	7 15.2%	6 85.7% 13.0%	1 14.3% 2.2%	- - -
<i>Broughton</i>	4 8.7%	1 25.0% 2.2%	2 50.0% 4.3%	1 25.0% 2.2%
<i>Claremont</i>	4 8.7%	2 50.0% 4.3%	2 50.0% 4.3%	- - -
<i>Eccles</i>	4 8.7%	4 100.0% 8.7%	- - -	- - -
<i>Irlam</i>	1 2.2%	1 100.0% 2.2%	- - -	- - -
<i>Irwell Riverside</i>	1 2.2%	1 100.0% 2.2%	- - -	- - -
<i>Kersal</i>	2 4.3%	- - -	2 100.0% 4.3%	- - -
<i>Langworthy</i>	1 2.2%	- - -	1 100.0% 2.2%	- - -
<i>Little Hulton</i>	5 10.9%	2 40.0% 4.3%	3 60.0% 6.5%	- - -
<i>Swinton North</i>	3 6.5%	2 66.7% 4.3%	- - -	1 33.3% 2.2%
<i>Swinton South</i>	3 6.5%	2 66.7% 4.3%	1 33.3% 2.2%	- - -
<i>Walkden North</i>	1 2.2%	1 100.0% 2.2%	- - -	- - -
<i>Weaste and Seedley</i>	2 4.3%	2 100.0% 4.3%	- - -	- - -
<i>Winton</i>	1 2.2%	1 100.0% 2.2%	- - -	- - -
<i>Worsley</i>	7 15.2%	2 28.6% 4.3%	4 57.1% 8.7%	1 14.3% 2.2%

Then they were asked after your made your initial enquiry how quickly did we respond to your request

	Base	After you made your initial enquiry how quickly did we respond to your request?			
		0 - 1 working days	2 - 4 working days	5 - 7 working days	Over 7 working days
<b>Base</b>	58	12 20.7%	38 65.5%	7 12.1%	1 1.7%
<b>Which area (ward) in the city of Salford do you live?</b>					
<i>Boothstown and Ellenbrook</i>	9 15.5%	4 44.4% 6.9%	4 44.4% 6.9%	1 11.1% 1.7%	- - -
<i>Broughton</i>	7 12.1%	- -	4 57.1% 6.9%	2 28.6% 3.4%	1 14.3% 1.7%
<i>Claremont</i>	5 8.6%	1 20.0% 1.7%	3 60.0% 5.2%	1 20.0% 1.7%	- -
<i>Eccles</i>	4 6.9%	2 50.0% 3.4%	2 50.0% 3.4%	- -	- -
<i>Irlam</i>	1 1.7%	- -	1 100.0% 1.7%	- -	- -
<i>Irwell Riverside</i>	1 1.7%	- -	1 100.0% 1.7%	- -	- -
<i>Kersal</i>	2 3.4%	- -	2 100.0% 3.4%	- -	- -
<i>Langworthy</i>	2 3.4%	2 100.0% 3.4%	- -	- -	- -
<i>Little Hulton</i>	7 12.1%	- -	7 100.0% 12.1%	- -	- -
<i>Ordsall</i>	1 1.7%	- -	1 100.0% 1.7%	- -	- -
<i>Swinton North</i>	4 6.9%	1 25.0% 1.7%	3 75.0% 5.2%	- -	- -
<i>Swinton South</i>	5 8.6%	1 20.0% 1.7%	2 40.0% 3.4%	2 40.0% 3.4%	- -
<i>Walkden North</i>	1 1.7%	- -	1 100.0% 1.7%	- -	- -
<i>Weaste and Seedley</i>	2 3.4%	1 50.0% 1.7%	1 50.0% 1.7%	- -	- -
<i>Winton</i>	1 1.7%	- -	1 100.0% 1.7%	- -	- -
<i>Worsley</i>	6 10.3%	- -	5 83.3% 8.6%	1 16.7% 1.7%	- -

### They were then asked how informative did you find the pest control staff

	Base	How informative did you find the pest control staff?	
		Very good	Fairly good
<b>Base</b>	58	49 84.5%	9 15.5%
<b>Which area (ward) in the city of Salford do you live?</b>			
<i>Boothstown and Ellenbrook</i>	9 15.5%	8 88.9% 13.8%	1 11.1% 1.7%
<i>Broughton</i>	7 12.1%	7 100.0% 12.1%	- - -
<i>Claremont</i>	5 8.6%	3 60.0% 5.2%	2 40.0% 3.4%
<i>Eccles</i>	4 6.9%	4 100.0% 6.9%	- - -
<i>Irlam</i>	1 1.7%	1 100.0% 1.7%	- - -
<i>Irwell Riverside</i>	1 1.7%	1 100.0% 1.7%	- - -
<i>Kersal</i>	2 3.4%	1 50.0% 1.7%	1 50.0% 1.7%
<i>Langworthy</i>	2 3.4%	1 50.0% 1.7%	1 50.0% 1.7%
<i>Little Hulton</i>	7 12.1%	7 100.0% 12.1%	- - -
<i>Ordsall</i>	1 1.7%	1 100.0% 1.7%	- - -
<i>Swinton North</i>	4 6.9%	2 50.0% 3.4%	2 50.0% 3.4%
<i>Swinton South</i>	5 8.6%	4 80.0% 6.9%	1 20.0% 1.7%
<i>Walkden North</i>	1 1.7%	1 100.0% 1.7%	- - -
<i>Weaste and Seedley</i>	2 3.4%	2 100.0% 3.4%	- - -
<i>Winton</i>	1 1.7%	1 100.0% 1.7%	- - -
<i>Worsley</i>	6 10.3%	5 83.3% 8.6%	1 16.7% 1.7%

### Then they were asked was the problem resolved to your satisfaction

	Base	Was the problem resolved to your satisfaction?			
		Very satisfied	Satisfied	Not satisfied	Very unsatisfied
<b>Base</b>	57	34 59.6%	14 24.6%	7 12.3%	2 3.5%
<b>Which area (ward) in the city of Salford do you live?</b>					
<i>Boothstown and Ellenbrook</i>	9 15.8%	6 66.7% 10.5%	3 33.3% 5.3%	-	-
<i>Broughton</i>	7 12.3%	2 28.6% 3.5%	3 42.9% 5.3%	1 14.3% 1.8%	1 14.3% 1.8%
<i>Claremont</i>	5 8.8%	2 40.0% 3.5%	2 40.0% 3.5%	1 20.0% 1.8%	-
<i>Eccles</i>	4 7.0%	3 75.0% 5.3%	1 25.0% 1.8%	-	-
<i>Irlam</i>	1 1.8%	1 100.0% 1.8%	-	-	-
<i>Irwell Riverside</i>	1 1.8%	-	1 100.0% 1.8%	-	-
<i>Kersal</i>	2 3.5%	-	1 50.0% 1.8%	1 50.0% 1.8%	-
<i>Langworthy</i>	2 3.5%	1 50.0% 1.8%	-	1 50.0% 1.8%	-
<i>Little Hulton</i>	6 10.5%	4 66.7% 7.0%	2 33.3% 3.5%	-	-
<i>Ordsall</i>	1 1.8%	1 100.0% 1.8%	-	-	-
<i>Swinton North</i>	4 7.0%	2 50.0% 3.5%	-	2 50.0% 3.5%	-
<i>Swinton South</i>	5 8.8%	3 60.0% 5.3%	1 20.0% 1.8%	1 20.0% 1.8%	-
<i>Walkden North</i>	1 1.8%	1 100.0% 1.8%	-	-	-
<i>Weaste and Seedley</i>	2 3.5%	2 100.0% 3.5%	-	-	-
<i>Winton</i>	1 1.8%	1 100.0% 1.8%	-	-	-
<i>Worsley</i>	6 10.5%	5 83.3% 8.8%	-	-	1 16.7% 1.8%

**Then asked did they feel that they were treated fairly and sensitively at all times**

	Base	Did you feel that you were treated fairly and sensitively at all times?	
		Yes	No
<b>Base</b>	52	51 98.1%	1 1.9%
<b>Which area (ward) in the city of Salford do you live?</b>			
<i>Boothstown and Ellenbrook</i>	7 13.5%	7 100.0% 13.5%	- - -
<i>Broughton</i>	7 13.5%	7 100.0% 13.5%	- - -
<i>Claremont</i>	5 9.6%	5 100.0% 9.6%	- - -
<i>Eccles</i>	4 7.7%	4 100.0% 7.7%	- - -
<i>Irlam</i>	1 1.9%	1 100.0% 1.9%	- - -
<i>Irwell Riverside</i>	1 1.9%	1 100.0% 1.9%	- - -
<i>Kersal</i>	1 1.9%	1 100.0% 1.9%	- - -
<i>Langworthy</i>	2 3.8%	2 100.0% 3.8%	- - -
<i>Little Hulton</i>	7 13.5%	7 100.0% 13.5%	- - -
<i>Ordsall</i>	1 1.9%	1 100.0% 1.9%	- - -
<i>Swinton North</i>	3 5.8%	2 66.7% 3.8%	1 33.3% 1.9%
<i>Swinton South</i>	5 9.6%	5 100.0% 9.6%	- - -
<i>Walkden North</i>	1 1.9%	1 100.0% 1.9%	- - -
<i>Weaste and Seedley</i>	2 3.8%	2 100.0% 3.8%	- - -
<i>Winton</i>	1 1.9%	1 100.0% 1.9%	- - -
<i>Worsley</i>	4 7.7%	4 100.0% 7.7%	- - -

Then finally they were then asked overall, how satisfied were you with the service you received

	Base	How satisfied were you with the overall level of service you received?		
		Very satisfied	Fairly satisfied	Very dissatisfied
<b>Base</b>	56	41 73.2%	14 25.0%	1 1.8%
<b>Which area (ward) in the city of Salford do you live?</b>				
<i>Boothstown and Ellenbrook</i>	8 14.3%	6 75.0% 10.7%	2 25.0% 3.6%	- - -
<i>Broughton</i>	6 10.7%	3 50.0% 5.4%	3 50.0% 5.4%	- - -
<i>Claremont</i>	4 7.1%	3 75.0% 5.4%	1 25.0% 1.8%	- - -
<i>Eccles</i>	4 7.1%	4 100.0% 7.1%	- - -	- - -
<i>Irlam</i>	1 1.8%	1 100.0% 1.8%	- - -	- - -
<i>Irwell Riverside</i>	1 1.8%	1 100.0% 1.8%	- - -	- - -
<i>Kersal</i>	2 3.6%	- - -	2 100.0% 3.6%	- - -
<i>Langworthy</i>	2 3.6%	1 50.0% 1.8%	1 50.0% 1.8%	- - -
<i>Little Hulton</i>	7 12.5%	6 85.7% 10.7%	1 14.3% 1.8%	- - -
<i>Ordsall</i>	1 1.8%	1 100.0% 1.8%	- - -	- - -
<i>Swinton North</i>	4 7.1%	2 50.0% 3.6%	2 50.0% 3.6%	- - -
<i>Swinton South</i>	5 8.9%	4 80.0% 7.1%	1 20.0% 1.8%	- - -
<i>Walkden North</i>	1 1.8%	1 100.0% 1.8%	- - -	- - -
<i>Weaste and Seedley</i>	2 3.6%	2 100.0% 3.6%	- - -	- - -
<i>Winton</i>	1 1.8%	1 100.0% 1.8%	- - -	- - -
<i>Worsley</i>	7 12.5%	5 71.4% 8.9%	1 14.3% 1.8%	1 14.3% 1.8%

**Literal responses**

**We asked how they made their request for service, if other to advise**

Flare No	Ward	Other
A22591	Worsley	0161 791 4711

**Then asked did they feel that they were treated fairly and sensitively at all times, if not please advise**

Flare No	Ward	Other	Action Taken
A23326	Kersal	We have a rat problem, a box was left, we went on holiday, my son caught 2 not sure if anyone has returned	<b>Re input A23326</b>
A23672	Swinton North	Mouse was still running about after 4 days, caught ourselves. Satisfied with service but not outcome	
A19463	Broughton	letter and photo's attached - photo's of air vents with large holes, suggest netting to stop vermin	<b>Copies to JS for info</b>