

Environment Directorate

Environmental Protection
Pest Control

Survey Results August 2010

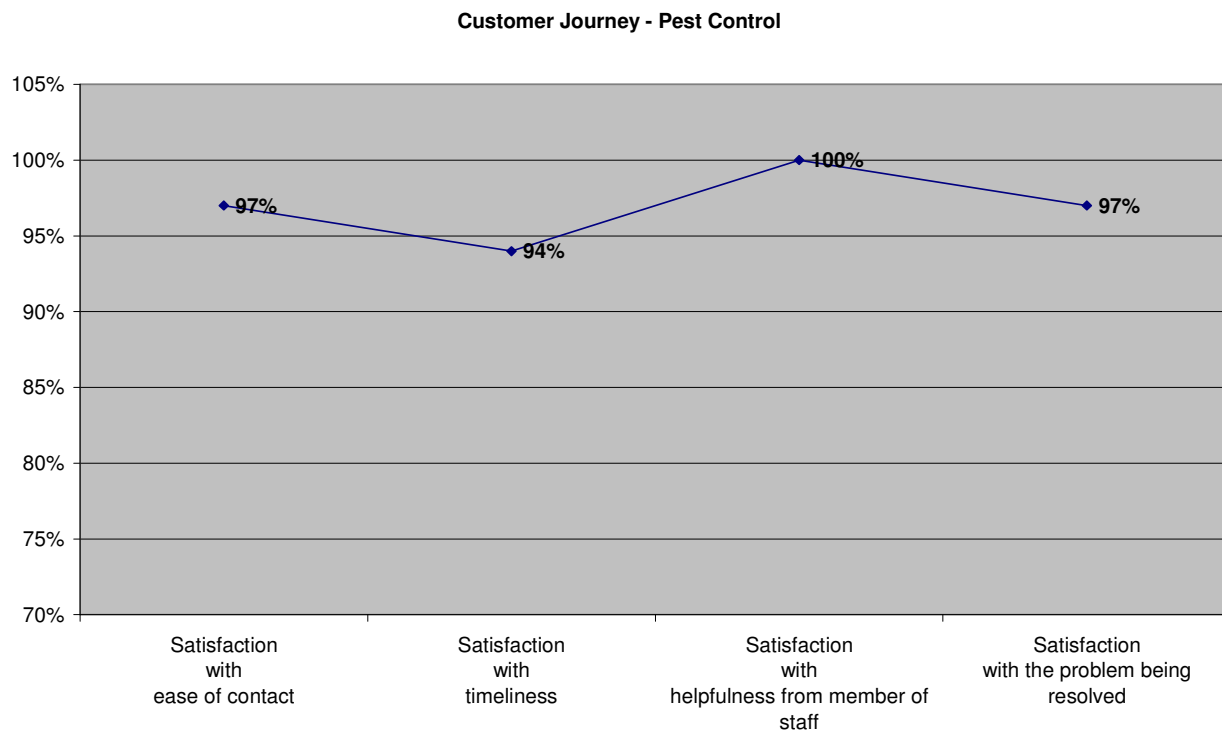


Pest Control Survey Results August 2010

A total of **37** 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 timeliness
- Satisfaction with helpfulness from member of staff
- Satisfaction with problem being resolved



The results are as follows:

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

Base	
	36 100.0%
Which area (ward) in the city of Salford do you live?	
<i>Barton</i>	1 2.8%
<i>Boothstown and Ellenbrook</i>	1 2.8%
<i>Broughton</i>	2 5.6%
<i>Cadishead</i>	1 2.8%
<i>Claremont</i>	2 5.6%
<i>Eccles</i>	5 13.9%
<i>Irlam</i>	1 2.8%
<i>Irwell Riverside</i>	2 5.6%
<i>Kersal</i>	1 2.8%
<i>Little Hulton</i>	5 13.9%
<i>Swinton South</i>	2 5.6%
<i>Walkden North</i>	4 11.1%
<i>Walkden South</i>	1 2.8%
<i>Weaste and Seedley</i>	1 2.8%
<i>Winton</i>	1 2.8%
<i>Worsley</i>	6 16.7%

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

A total of **28** people answered this question

Area (Ward)	0161 909 6500	0161 737 0551	Email Website
Barton	1 100% (3.6%)		
Broughton	1 50% (3.6%)		1 50% (3.6%)
Cadishead	1 100% (3.6%)		
Claremont	1 50% (3.6%)	1 50% (3.6%)	
Eccles	4 100% (14.3%)		
Irlam		1 100% (3.6%)	
Irwell Riverside	1 50% (3.6%)	1 50% (3.6%)	
Kersal	1 50% (3.6%)		
Little Hulton	3 100% (10.7%)		
Swinton South	2 100% (7.1%)		
Walkden North	4 100% (14.3%)		
Walkden South		1 100% (3.6%)	
Weaste & Seedley	1 100% (3.6%)		
Winton	1 100% (3.6%)		
Worsley	2 100% (7.1%)		

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
Base	35	30 85.7%	4 11.4%	1 2.9%
Which area (ward) in the city of Salford do you live?				
<i>Barton</i>	1 2.9%	1 100.0% 2.9%	- -	- -
<i>Boothstown and Ellenbrook</i>	1 2.9%	1 100.0% 2.9%	- -	- -
<i>Broughton</i>	2 5.7%	2 100.0% 5.7%	- -	- -
<i>Cadishead</i>	1 2.9%	1 100.0% 2.9%	- -	- -
<i>Claremont</i>	2 5.7%	2 100.0% 5.7%	- -	- -
<i>Eccles</i>	5 14.3%	3 60.0% 8.6%	1 20.0% 2.9%	1 20.0% 2.9%
<i>Irlam</i>	1 2.9%	1 100.0% 2.9%	- -	- -
<i>Irwell Riverside</i>	2 5.7%	2 100.0% 5.7%	- -	- -
<i>Kersal</i>	1 2.9%	1 100.0% 2.9%	- -	- -
<i>Little Hulton</i>	4 11.4%	4 100.0% 11.4%	- -	- -
<i>Swinton South</i>	2 5.7%	2 100.0% 5.7%	- -	- -
<i>Walkden North</i>	4 11.4%	4 100.0% 11.4%	- -	- -
<i>Walkden South</i>	1 2.9%	1 100.0% 2.9%	- -	- -
<i>Weaste and Seedley</i>	1 2.9%	1 100.0% 2.9%	- -	- -
<i>Winton</i>	1 2.9%	1 100.0% 2.9%	- -	- -
<i>Worsley</i>	6 17.1%	3 50.0% 8.6%	3 50.0% 8.6%	- -

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
Base	35	27 77.1%	8 22.9%
Which area (ward) in the city of Salford do you live?			
<i>Barton</i>	1 2.9%	1 100.0% 2.9%	- -
<i>Boothstown and Ellenbrook</i>	1 2.9%	1 100.0% 2.9%	- -
<i>Broughton</i>	2 5.7%	2 100.0% 5.7%	- -
<i>Cadishead</i>	1 2.9%	1 100.0% 2.9%	- -
<i>Claremont</i>	2 5.7%	2 100.0% 5.7%	- -
<i>Eccles</i>	5 14.3%	3 60.0% 8.6%	2 40.0% 5.7%
<i>Irlam</i>	1 2.9%	1 100.0% 2.9%	- -
<i>Irwell Riverside</i>	2 5.7%	2 100.0% 5.7%	- -
<i>Kersal</i>	1 2.9%	1 100.0% 2.9%	- -
<i>Little Hulton</i>	4 11.4%	4 100.0% 11.4%	- -
<i>Swinton South</i>	2 5.7%	- -	2 100.0% 5.7%
<i>Walkden North</i>	4 11.4%	4 100.0% 11.4%	- -
<i>Walkden South</i>	1 2.9%	- -	1 100.0% 2.9%
<i>Weaste and Seedley</i>	1 2.9%	1 100.0% 2.9%	- -
<i>Winton</i>	1 2.9%	1 100.0% 2.9%	- -
<i>Worsley</i>	6 17.1%	3 50.0% 8.6%	3 50.0% 8.6%

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

	Base	Were you told about the appointment system available?	
		Yes	No
Base	33	27 81.8%	6 18.2%
Which area (ward) in the city of Salford do you live?			
<i>Barton</i>	1 3.0%	1 100.0% 3.0%	- - -
<i>Boothstown and Ellenbrook</i>	1 3.0%	1 100.0% 3.0%	- - -
<i>Broughton</i>	2 6.1%	2 100.0% 6.1%	- - -
<i>Cadishead</i>	1 3.0%	1 100.0% 3.0%	- - -
<i>Claremont</i>	2 6.1%	1 50.0% 3.0%	1 50.0% 3.0%
<i>Eccles</i>	4 12.1%	2 50.0% 6.1%	2 50.0% 6.1%
<i>Inwell Riverside</i>	1 3.0%	1 100.0% 3.0%	- - -
<i>Kersal</i>	1 3.0%	1 100.0% 3.0%	- - -
<i>Little Hulton</i>	5 15.2%	5 100.0% 15.2%	- - -
<i>Swinton South</i>	2 6.1%	2 100.0% 6.1%	- - -
<i>Walkden North</i>	4 12.1%	3 75.0% 9.1%	1 25.0% 3.0%
<i>Walkden South</i>	1 3.0%	1 100.0% 3.0%	- - -
<i>Weaste and Seedley</i>	1 3.0%	1 100.0% 3.0%	- - -
<i>Winton</i>	1 3.0%	1 100.0% 3.0%	- - -
<i>Worsley</i>	6 18.2%	4 66.7% 12.1%	2 33.3% 6.1%

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	No opinion	Not satisfied
Base	30	18 60.0%	9 30.0%	1 3.3%	2 6.7%
Which area (ward) in the city of Salford do you live?					
<i>Barton</i>	1 3.3%	- -	1 100.0% 3.3%	- -	- -
<i>Boothstown and Ellenbrook</i>	1 3.3%	1 100.0% 3.3%	- -	- -	- -
<i>Broughton</i>	2 6.7%	- -	1 50.0% 3.3%	- -	1 50.0% 3.3%
<i>Cadishead</i>	1 3.3%	- -	1 100.0% 3.3%	- -	- -
<i>Claremont</i>	1 3.3%	1 100.0% 3.3%	- -	- -	- -
<i>Eccles</i>	3 10.0%	2 66.7% 6.7%	1 33.3% 3.3%	- -	- -
<i>Irlam</i>	1 3.3%	1 100.0% 3.3%	- -	- -	- -
<i>Irwell Riverside</i>	2 6.7%	2 100.0% 6.7%	- -	- -	- -
<i>Kersal</i>	1 3.3%	- -	1 100.0% 3.3%	- -	- -
<i>Little Hulton</i>	5 16.7%	3 60.0% 10.0%	1 20.0% 3.3%	1 20.0% 3.3%	- -
<i>Swinton South</i>	2 6.7%	1 50.0% 3.3%	1 50.0% 3.3%	- -	- -
<i>Walkden North</i>	3 10.0%	2 66.7% 6.7%	- -	- -	1 33.3% 3.3%
<i>Walkden South</i>	1 3.3%	- -	1 100.0% 3.3%	- -	- -
<i>Weaste and Seedley</i>	1 3.3%	1 100.0% 3.3%	- -	- -	- -
<i>Winton</i>	1 3.3%	1 100.0% 3.3%	- -	- -	- -
<i>Worsley</i>	4 13.3%	3 75.0% 10.0%	1 25.0% 3.3%	- -	- -

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
Base	35	8 22.9%	25 71.4%	2 5.7%
Which area (ward) in the city of Salford do you live?				
<i>Barton</i>	1 2.9%	1 100.0% 2.9%	- - -	- -
<i>Boothstown and Ellenbrook</i>	1 2.9%	- -	1 100.0% 2.9%	- -
<i>Broughton</i>	1 2.9%	- -	1 100.0% 2.9%	- -
<i>Cadishead</i>	1 2.9%	- -	- -	1 100.0% 2.9%
<i>Claremont</i>	2 5.7%	- -	2 100.0% 5.7%	- -
<i>Eccles</i>	5 14.3%	2 40.0% 5.7%	3 60.0% 8.6%	- -
<i>Irlam</i>	1 2.9%	- -	1 100.0% 2.9%	- -
<i>Irwell Riverside</i>	2 5.7%	- -	2 100.0% 5.7%	- -
<i>Kersal</i>	1 2.9%	1 100.0% 2.9%	- -	- -
<i>Little Hulton</i>	5 14.3%	1 20.0% 2.9%	3 60.0% 8.6%	1 20.0% 2.9%
<i>Swinton South</i>	2 5.7%	- -	2 100.0% 5.7%	- -
<i>Walkden North</i>	4 11.4%	- -	4 100.0% 11.4%	- -
<i>Walkden South</i>	1 2.9%	1 100.0% 2.9%	- -	- -
<i>Weaste and Seedley</i>	1 2.9%	- -	1 100.0% 2.9%	- -
<i>Winton</i>	1 2.9%	- -	1 100.0% 2.9%	- -
<i>Worsley</i>	6 17.1%	2 33.3% 5.7%	4 66.7% 11.4%	- -

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
Base	32	27 84.4%	5 15.6%
Which area (ward) in the city of Salford do you live?			
<i>Barton</i>	1 3.1%	1 100.0% 3.1%	- -
<i>Boothstown and Ellenbrook</i>	1 3.1%	1 100.0% 3.1%	- -
<i>Broughton</i>	2 6.3%	2 100.0% 6.3%	- -
<i>Claremont</i>	2 6.3%	1 50.0% 3.1%	1 50.0% 3.1%
<i>Eccles</i>	4 12.5%	3 75.0% 9.4%	1 25.0% 3.1%
<i>Irwell Riverside</i>	2 6.3%	2 100.0% 6.3%	- -
<i>Kersal</i>	1 3.1%	1 100.0% 3.1%	- -
<i>Little Hulton</i>	5 15.6%	4 80.0% 12.5%	1 20.0% 3.1%
<i>Swinton South</i>	2 6.3%	1 50.0% 3.1%	1 50.0% 3.1%
<i>Walkden North</i>	4 12.5%	4 100.0% 12.5%	- -
<i>Walkden South</i>	1 3.1%	- -	1 100.0% 3.1%
<i>Weaste and Seedley</i>	1 3.1%	1 100.0% 3.1%	- -
<i>Winton</i>	1 3.1%	1 100.0% 3.1%	- -
<i>Worsley</i>	5 15.6%	5 100.0% 15.6%	- -

Then they were asked was the problem resolved to your satisfaction

	Base	Was the problem resolved to your satisfaction?		
		Very satisfied	Satisfied	Not satisfied
Base	32	20 62.5%	11 34.4%	1 3.1%
Which area (ward) in the city of Salford do you live?				
<i>Barton</i>	1 3.1%	1 100.0% 3.1%	- -	- -
<i>Boothstown and Ellenbrook</i>	1 3.1%	1 100.0% 3.1%	- -	- -
<i>Broughton</i>	2 6.3%	- -	2 100.0% 6.3%	- -
<i>Cadishead</i>	1 3.1%	- -	1 100.0% 3.1%	- -
<i>Claremont</i>	2 6.3%	1 50.0% 3.1%	1 50.0% 3.1%	- -
<i>Eccles</i>	5 15.6%	3 60.0% 9.4%	2 40.0% 6.3%	- -
<i>Irwell Riverside</i>	2 6.3%	2 100.0% 6.3%	- -	- -
<i>Kersal</i>	1 3.1%	- -	1 100.0% 3.1%	- -
<i>Little Hulton</i>	3 9.4%	2 66.7% 6.3%	- -	1 33.3% 3.1%
<i>Swinton South</i>	2 6.3%	1 50.0% 3.1%	1 50.0% 3.1%	- -
<i>Walkden North</i>	4 12.5%	4 100.0% 12.5%	- -	- -
<i>Walkden South</i>	1 3.1%	1 100.0% 3.1%	- -	- -
<i>Weaste and Seedley</i>	1 3.1%	- -	1 100.0% 3.1%	- -
<i>Winton</i>	1 3.1%	1 100.0% 3.1%	- -	- -
<i>Worsley</i>	5 15.6%	3 60.0% 9.4%	2 40.0% 6.3%	- -

Then asked did they feel that they were treated fairly and sensitively at all times
A total of **33** people answered yes to this question

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

	Base	How satisfied were you with the overall level of service you received?	
		Very satisfied	Fairly satisfied
Base	32	26 81.3%	6 18.8%
Which area (ward) in the city of Salford do you live?			
<i>Barton</i>	1 3.1%	1 100.0% 3.1%	- -
<i>Boothstown and Ellenbrook</i>	1 3.1%	1 100.0% 3.1%	- -
<i>Broughton</i>	2 6.3%	1 50.0% 3.1%	1 50.0% 3.1%
<i>Claremont</i>	2 6.3%	2 100.0% 6.3%	- -
<i>Eccles</i>	5 15.6%	4 80.0% 12.5%	1 20.0% 3.1%
<i>Irwell Riverside</i>	2 6.3%	2 100.0% 6.3%	- -
<i>Kersal</i>	1 3.1%	1 100.0% 3.1%	- -
<i>Little Hulton</i>	4 12.5%	3 75.0% 9.4%	1 25.0% 3.1%
<i>Swinton South</i>	2 6.3%	2 100.0% 6.3%	- -
<i>Walkden North</i>	4 12.5%	4 100.0% 12.5%	- -
<i>Walkden South</i>	1 3.1%	- -	1 100.0% 3.1%
<i>Weaste and Seedley</i>	1 3.1%	- -	1 100.0% 3.1%
<i>Winton</i>	1 3.1%	1 100.0% 3.1%	- -
<i>Worsley</i>	5 15.6%	4 80.0% 12.5%	1 20.0% 3.1%

Literal responses

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

Flare No	Ward	Other
		No Comments

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

Flare No	Ward	Comments	Action Taken
A45169	Little Hulton	Im over 60 living with rats in my garden im a nervous wreck	
A46040	Little Hulton	I left it to late to ask for help I spent a lot treating it myself	
A44681	Worsley	The problem was not relevant to the pest control section	