

Environment Directorate

Environmental Protection

Pest Control

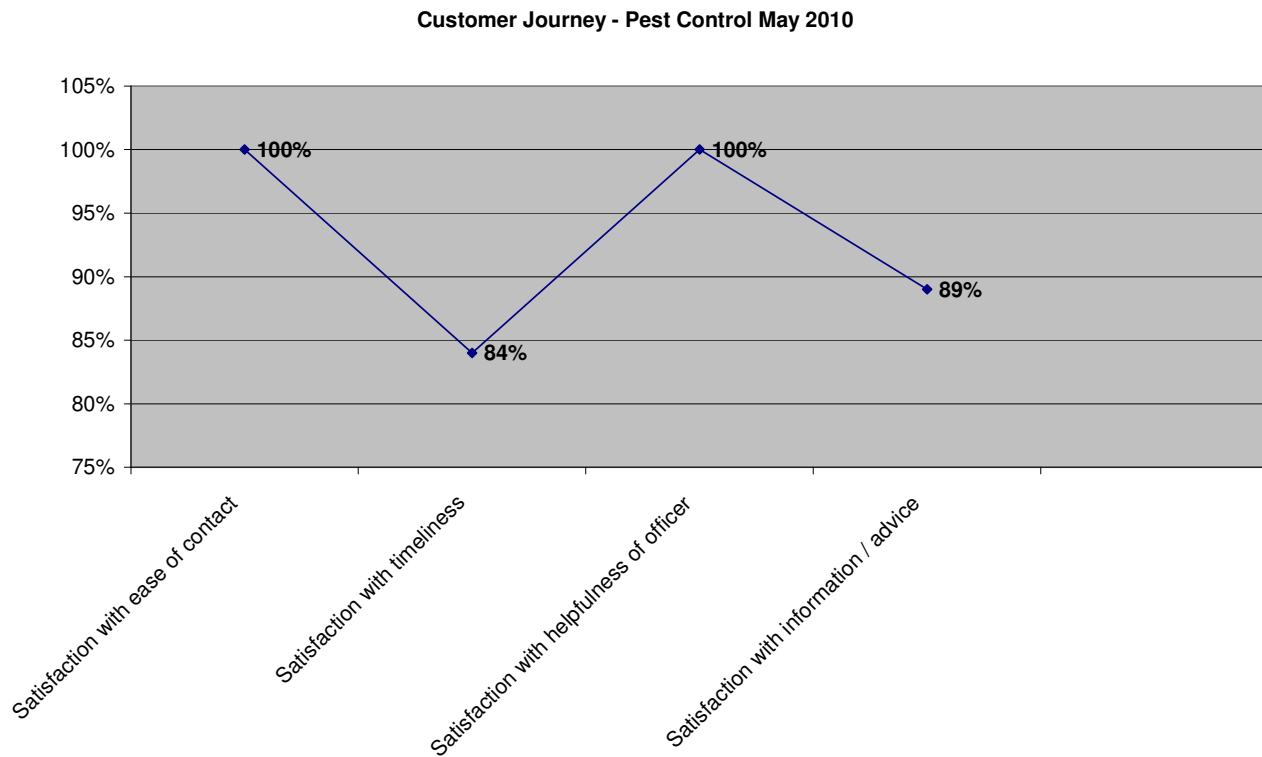
Survey Results May 2010



A total of **38** 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 with how request was handled



The results are as follows:

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

| Base | |
|---|--------------|
| | 38 100.0% |
| Which area (ward) in the city of Salford do you live? | |
| <i>Barton</i> | 1 2.6% |
| <i>Boothstown and Ellenbrook</i> | 2 5.3% |
| <i>Broughton</i> | 5 13.2% |
| <i>Cadishead</i> | 1 2.6% |
| <i>Claremont</i> | 2 5.3% |
| <i>Eccles</i> | 4 10.5% |
| <i>Irlam</i> | 1 2.6% |
| <i>Irwell Riverside</i> | 1 2.6% |
| <i>Little Hulton</i> | 7 18.4% |
| <i>Pendlebury</i> | 4 10.5% |
| <i>Swinton North</i> | 2 5.3% |
| <i>Walkden North</i> | 2 5.3% |
| <i>Walkden South</i> | 1 2.6% |
| <i>Winton</i> | 1 2.6% |
| <i>Worsley</i> | 4 10.5% |

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 |
| Base | 30 | 24 80.0% | 6 20.0% |
| 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> | 2 6.7% | 1 50.0% 3.3% | 1 50.0% 3.3% |
| <i>Broughton</i> | 3 10.0% | 2 66.7% 6.7% | 1 33.3% 3.3% |
| <i>Cadishead</i> | 1 3.3% | 1 100.0% 3.3% | - - |
| <i>Claremont</i> | 2 6.7% | 2 100.0% 6.7% | - - |
| <i>Eccles</i> | 4 13.3% | 2 50.0% 6.7% | 2 50.0% 6.7% |
| <i>Irlam</i> | 1 3.3% | 1 100.0% 3.3% | - - |
| <i>Irwell Riverside</i> | 1 3.3% | 1 100.0% 3.3% | - - |
| <i>Little Hulton</i> | 6 20.0% | 6 100.0% 20.0% | - - |
| <i>Pendlebury</i> | 2 6.7% | 1 50.0% 3.3% | 1 50.0% 3.3% |
| <i>Swinton North</i> | 2 6.7% | 2 100.0% 6.7% | - - |
| <i>Walkden North</i> | 2 6.7% | 1 50.0% 3.3% | 1 50.0% 3.3% |
| <i>Worsley</i> | 3 10.0% | 3 100.0% 10.0% | - - |

Then they were asked how easy it was to contact us

| | Base | How easy was it to make this contact? | |
|--|------------|---------------------------------------|--------------------|
| | | Very easy | Fairly easy |
| Base | 37 | 34 91.9% | 3 8.1% |
| Which area (ward) in the city of Salford do you live? | | | |
| <i>Barton</i> | 1 2.7% | 1 100.0% 2.7% | - - |
| <i>Boothstown and Ellenbrook</i> | 2 5.4% | 2 100.0% 5.4% | - - |
| <i>Broughton</i> | 4 10.8% | 4 100.0% 10.8% | - - |
| <i>Cadishead</i> | 1 2.7% | 1 100.0% 2.7% | - - |
| <i>Claremont</i> | 2 5.4% | 2 100.0% 5.4% | - - |
| <i>Eccles</i> | 4 10.8% | 3 75.0% 8.1% | 1 25.0% 2.7% |
| <i>Irlam</i> | 1 2.7% | 1 100.0% 2.7% | - - |
| <i>Irwell Riverside</i> | 1 2.7% | 1 100.0% 2.7% | - - |
| <i>Little Hulton</i> | 7 18.9% | 7 100.0% 18.9% | - - |
| <i>Pendlebury</i> | 4 10.8% | 4 100.0% 10.8% | - - |
| <i>Swinton North</i> | 2 5.4% | 2 100.0% 5.4% | - - |
| <i>Walkden North</i> | 2 5.4% | 2 100.0% 5.4% | - - |
| <i>Walkden South</i> | 1 2.7% | 1 100.0% 2.7% | - - |
| <i>Winton</i> | 1 2.7% | 1 100.0% 2.7% | - - |
| <i>Worsley</i> | 4 10.8% | 2 50.0% 5.4% | 2 50.0% 5.4% |

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 | 38 | 29 76.3% | 9 23.7% |
| Which area (ward) in the city of Salford do you live? | | | |
| <i>Barton</i> | 1 2.6% | 1 100.0% 2.6% | - - - |
| <i>Boothstown and Ellenbrook</i> | 2 5.3% | 2 100.0% 5.3% | - - - |
| <i>Broughton</i> | 5 13.2% | 2 40.0% 5.3% | 3 60.0% 7.9% |
| <i>Cadishead</i> | 1 2.6% | 1 100.0% 2.6% | - - - |
| <i>Claremont</i> | 2 5.3% | 1 50.0% 2.6% | 1 50.0% 2.6% |
| <i>Eccles</i> | 4 10.5% | 2 50.0% 5.3% | 2 50.0% 5.3% |
| <i>Irlam</i> | 1 2.6% | 1 100.0% 2.6% | - - - |
| <i>Irwell Riverside</i> | 1 2.6% | 1 100.0% 2.6% | - - - |
| <i>Little Hulton</i> | 7 18.4% | 6 85.7% 15.8% | 1 14.3% 2.6% |
| <i>Pendlebury</i> | 4 10.5% | 4 100.0% 10.5% | - - - |
| <i>Swinton North</i> | 2 5.3% | 2 100.0% 5.3% | - - - |
| <i>Walkden North</i> | 2 5.3% | 2 100.0% 5.3% | - - - |
| <i>Walkden South</i> | 1 2.6% | 1 100.0% 2.6% | - - - |
| <i>Winton</i> | 1 2.6% | 1 100.0% 2.6% | - - - |
| <i>Worsley</i> | 4 10.5% | 2 50.0% 5.3% | 2 50.0% 5.3% |

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

| | Base | Were you told about the appointment system available? | |
|--|------------|---|---------------------|
| | | Yes | No |
| Base | 37 | 31 83.8% | 6 16.2% |
| Which area (ward) in the city of Salford do you live? | | | |
| <i>Barton</i> | 1 2.7% | 1 100.0% 2.7% | - - - |
| <i>Boothstown and Ellenbrook</i> | 2 5.4% | 2 100.0% 5.4% | - - - |
| <i>Broughton</i> | 5 13.5% | 3 60.0% 8.1% | 2 40.0% 5.4% |
| <i>Cadishead</i> | 1 2.7% | 1 100.0% 2.7% | - - - |
| <i>Claremont</i> | 2 5.4% | 2 100.0% 5.4% | - - - |
| <i>Eccles</i> | 4 10.8% | 4 100.0% 10.8% | - - - |
| <i>Irlam</i> | 1 2.7% | 1 100.0% 2.7% | - - - |
| <i>Irwell Riverside</i> | 1 2.7% | - - | 1 100.0% 2.7% |
| <i>Little Hulton</i> | 7 18.9% | 7 100.0% 18.9% | - - - |
| <i>Pendlebury</i> | 4 10.8% | 4 100.0% 10.8% | - - - |
| <i>Swinton North</i> | 2 5.4% | 2 100.0% 5.4% | - - - |
| <i>Walkden North</i> | 2 5.4% | 2 100.0% 5.4% | - - - |
| <i>Winton</i> | 1 2.7% | 1 100.0% 2.7% | - - - |
| <i>Worsley</i> | 4 10.8% | 1 25.0% 2.7% | 3 75.0% 8.1% |

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 |
| Base | 31 | 21 67.7% | 9 29.0% | 1 3.2% |
| Which area (ward) in the city of Salford do you live? | | | | |
| <i>Barton</i> | 1 3.2% | - - | 1 100.0% 3.2% | - - |
| <i>Boothstown and Ellenbrook</i> | 2 6.5% | 2 100.0% 6.5% | - - | - - |
| <i>Broughton</i> | 3 9.7% | - - | 3 100.0% 9.7% | - - |
| <i>Cadishead</i> | 1 3.2% | 1 100.0% 3.2% | - - | - - |
| <i>Claremont</i> | 2 6.5% | 1 50.0% 3.2% | 1 50.0% 3.2% | - - |
| <i>Eccles</i> | 3 9.7% | 1 33.3% 3.2% | 1 33.3% 3.2% | 1 33.3% 3.2% |
| <i>Irlam</i> | 1 3.2% | 1 100.0% 3.2% | - - | - - |
| <i>Little Hulton</i> | 7 22.6% | 6 85.7% 19.4% | 1 14.3% 3.2% | - - |
| <i>Pendlebury</i> | 4 12.9% | 3 75.0% 9.7% | 1 25.0% 3.2% | - - |
| <i>Swinton North</i> | 2 6.5% | 2 100.0% 6.5% | - - | - - |
| <i>Walkden North</i> | 2 6.5% | 2 100.0% 6.5% | - - | - - |
| <i>Walkden South</i> | 1 3.2% | - - | 1 100.0% 3.2% | - - |
| <i>Winton</i> | 1 3.2% | 1 100.0% 3.2% | - - | - - |
| <i>Worsley</i> | 1 3.2% | 1 100.0% 3.2% | - - | - - |

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 |
| Base | 37 | 6 16.2% | 25 67.6% | 5 13.5% | 1 2.7% |
| Which area (ward) in the city of Salford do you live? | | | | | |
| <i>Barton</i> | 1 2.7% | - - | 1 100.0% 2.7% | - - | - - |
| <i>Boothstown and Ellenbrook</i> | 2 5.4% | - - | 2 100.0% 5.4% | - - | - - |
| <i>Broughton</i> | 5 13.5% | 2 40.0% 5.4% | - - | 3 60.0% 8.1% | - - |
| <i>Cadishead</i> | 1 2.7% | - - | 1 100.0% 2.7% | - - | - - |
| <i>Claremont</i> | 2 5.4% | - - | 1 50.0% 2.7% | 1 50.0% 2.7% | - - |
| <i>Eccles</i> | 4 10.8% | - - | 4 100.0% 10.8% | - - | - - |
| <i>Irlam</i> | 1 2.7% | - - | 1 100.0% 2.7% | - - | - - |
| <i>Irwell Riverside</i> | 1 2.7% | - - | - - | - - | 1 100.0% 2.7% |
| <i>Little Hulton</i> | 7 18.9% | 2 28.6% 5.4% | 5 71.4% 13.5% | - - | - - |
| <i>Pendlebury</i> | 4 10.8% | - - | 3 75.0% 8.1% | 1 25.0% 2.7% | - - |
| <i>Swinton North</i> | 2 5.4% | 1 50.0% 2.7% | 1 50.0% 2.7% | - - | - - |
| <i>Walkden North</i> | 2 5.4% | - - | 2 100.0% 5.4% | - - | - - |
| <i>Walkden South</i> | 1 2.7% | - - | 1 100.0% 2.7% | - - | - - |
| <i>Winton</i> | 1 2.7% | 1 100.0% 2.7% | - - | - - | - - |
| <i>Worsley</i> | 3 8.1% | - - | 3 100.0% 8.1% | - - | - - |

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 | Fairly poor | Very poor |
| Base | 37 | 26 70.3% | 7 18.9% | 3 8.1% | 1 2.7% |
| Which area (ward) in the city of Salford do you live? | | | | | |
| <i>Barton</i> | 1 2.7% | 1 100.0% 2.7% | - - | - - | - - |
| <i>Boothstown and Ellenbrook</i> | 2 5.4% | 2 100.0% 5.4% | - - | - - | - - |
| <i>Broughton</i> | 5 13.5% | 1 20.0% 2.7% | 3 60.0% 8.1% | 1 20.0% 2.7% | - - |
| <i>Cadishead</i> | 1 2.7% | 1 100.0% 2.7% | - - | - - | - - |
| <i>Claremont</i> | 2 5.4% | 2 100.0% 5.4% | - - | - - | - - |
| <i>Eccles</i> | 3 8.1% | 2 66.7% 5.4% | - - | 1 33.3% 2.7% | - - |
| <i>Irlam</i> | 1 2.7% | 1 100.0% 2.7% | - - | - - | - - |
| <i>Irwell Riverside</i> | 1 2.7% | - - | 1 100.0% 2.7% | - - | - - |
| <i>Little Hulton</i> | 7 18.9% | 6 85.7% 16.2% | 1 14.3% 2.7% | - - | - - |
| <i>Pendlebury</i> | 4 10.8% | 3 75.0% 8.1% | 1 25.0% 2.7% | - - | - - |
| <i>Swinton North</i> | 2 5.4% | 2 100.0% 5.4% | - - | - - | - - |
| <i>Walkden North</i> | 2 5.4% | - - | 1 50.0% 2.7% | - - | 1 50.0% 2.7% |
| <i>Walkden South</i> | 1 2.7% | 1 100.0% 2.7% | - - | - - | - - |
| <i>Winton</i> | 1 2.7% | 1 100.0% 2.7% | - - | - - | - - |
| <i>Worsley</i> | 4 10.8% | 3 75.0% 8.1% | - - | 1 25.0% 2.7% | - - |

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 |
| Base | 38 | 20 52.6% | 11 28.9% | 5 13.2% | 2 5.3% |
| Which area (ward) in the city of Salford do you live? | | | | | |
| <i>Barton</i> | 1 2.6% | - - | 1 100.0% 2.6% | - - | - - |
| <i>Boothstown and Ellenbrook</i> | 2 5.3% | 2 100.0% 5.3% | - - | - - | - - |
| <i>Broughton</i> | 5 13.2% | 1 20.0% 2.6% | 2 40.0% 5.3% | 1 20.0% 2.6% | 1 20.0% 2.6% |
| <i>Cadishead</i> | 1 2.6% | 1 100.0% 2.6% | - - | - - | - - |
| <i>Claremont</i> | 2 5.3% | 1 50.0% 2.6% | 1 50.0% 2.6% | - - | - - |
| <i>Eccles</i> | 4 10.5% | 1 25.0% 2.6% | 1 25.0% 2.6% | 2 50.0% 5.3% | - - |
| <i>Irlam</i> | 1 2.6% | 1 100.0% 2.6% | - - | - - | - - |
| <i>Irwell Riverside</i> | 1 2.6% | - - | - - | 1 100.0% 2.6% | - - |
| <i>Little Hulton</i> | 7 18.4% | 5 71.4% 13.2% | 1 14.3% 2.6% | 1 14.3% 2.6% | - - |
| <i>Pendlebury</i> | 4 10.5% | 1 25.0% 2.6% | 3 75.0% 7.9% | - - | - - |
| <i>Swinton North</i> | 2 5.3% | 1 50.0% 2.6% | 1 50.0% 2.6% | - - | - - |
| <i>Walkden North</i> | 2 5.3% | 1 50.0% 2.6% | - - | - - | 1 50.0% 2.6% |
| <i>Walkden South</i> | 1 2.6% | 1 100.0% 2.6% | - - | - - | - - |
| <i>Winton</i> | 1 2.6% | 1 100.0% 2.6% | - - | - - | - - |
| <i>Worsley</i> | 4 10.5% | 3 75.0% 7.9% | 1 25.0% 2.6% | - - | - - |

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 |
| Base | 34 | 31 91.2% | 3 8.8% |
| 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> | 2 5.9% | 2 100.0% 5.9% | - - - |
| <i>Broughton</i> | 3 8.8% | 3 100.0% 8.8% | - - - |
| <i>Cadishead</i> | 1 2.9% | 1 100.0% 2.9% | - - - |
| <i>Claremont</i> | 2 5.9% | 2 100.0% 5.9% | - - - |
| <i>Eccles</i> | 4 11.8% | 2 50.0% 5.9% | 2 50.0% 5.9% |
| <i>Irwell Riverside</i> | 1 2.9% | 1 100.0% 2.9% | - - - |
| <i>Little Hulton</i> | 7 20.6% | 6 85.7% 17.6% | 1 14.3% 2.9% |
| <i>Pendlebury</i> | 4 11.8% | 4 100.0% 11.8% | - - - |
| <i>Swinton North</i> | 2 5.9% | 2 100.0% 5.9% | - - - |
| <i>Walkden North</i> | 1 2.9% | 1 100.0% 2.9% | - - - |
| <i>Walkden South</i> | 1 2.9% | 1 100.0% 2.9% | - - - |
| <i>Winton</i> | 1 2.9% | 1 100.0% 2.9% | - - - |
| <i>Worsley</i> | 4 11.8% | 4 100.0% 11.8% | - - - |

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 | Fairly dissatisfied | Very dissatisfied |
| Base | 37 | 27 73.0% | 6 16.2% | 1 2.7% | 3 8.1% |
| Which area (ward) in the city of Salford do you live? | | | | | |
| <i>Barton</i> | 1 2.7% | 1 100.0% 2.7% | - - | - - | - - |
| <i>Boothstown and Ellenbrook</i> | 2 5.4% | 2 100.0% 5.4% | - - | - - | - - |
| <i>Broughton</i> | 5 13.5% | 2 40.0% 5.4% | 2 40.0% 5.4% | - - | 1 20.0% 2.7% |
| <i>Cadishead</i> | 1 2.7% | 1 100.0% 2.7% | - - | - - | - - |
| <i>Claremont</i> | 2 5.4% | 2 100.0% 5.4% | - - | - - | - - |
| <i>Eccles</i> | 4 10.8% | 2 50.0% 5.4% | - - | - - | 2 50.0% 5.4% |
| <i>Irlam</i> | 1 2.7% | 1 100.0% 2.7% | - - | - - | - - |
| <i>Irwell Riverside</i> | 1 2.7% | - - | 1 100.0% 2.7% | - - | - - |
| <i>Little Hulton</i> | 7 18.9% | 6 85.7% 16.2% | - - | 1 14.3% 2.7% | - - |
| <i>Pendlebury</i> | 3 8.1% | 3 100.0% 8.1% | - - | - - | - - |
| <i>Swinton North</i> | 2 5.4% | 2 100.0% 5.4% | - - | - - | - - |
| <i>Walkden North</i> | 2 5.4% | 1 50.0% 2.7% | 1 50.0% 2.7% | - - | - - |
| <i>Walkden South</i> | 1 2.7% | 1 100.0% 2.7% | - - | - - | - - |
| <i>Winton</i> | 1 2.7% | 1 100.0% 2.7% | - - | - - | - - |
| <i>Worsley</i> | 4 10.8% | 2 50.0% 5.4% | 2 50.0% 5.4% | - - | - - |

Literal responses

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

| Flare No | Ward | Other |
|----------|------------|---------------|
| A27620 | Pendlebury | 0161 925 1324 |
| A27868 | Pendlebury | 0161 794 4711 |

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 |
|----------|-----------|---|--------------|
| A27908 | Eccles | I do not no if anyone came out no one called or phoned to let me know | |
| A28008 | Broughton | 2 men came and were there for about 5 minuets | |

H:\Business Consultancy Unit\Consultation\REGULATORY SERVICES\Pest Control\2010\May 2010\Pest control Report May 2010.doc