

Environment Directorate

Environmental Protection
Pest Control

Survey Results October 2010



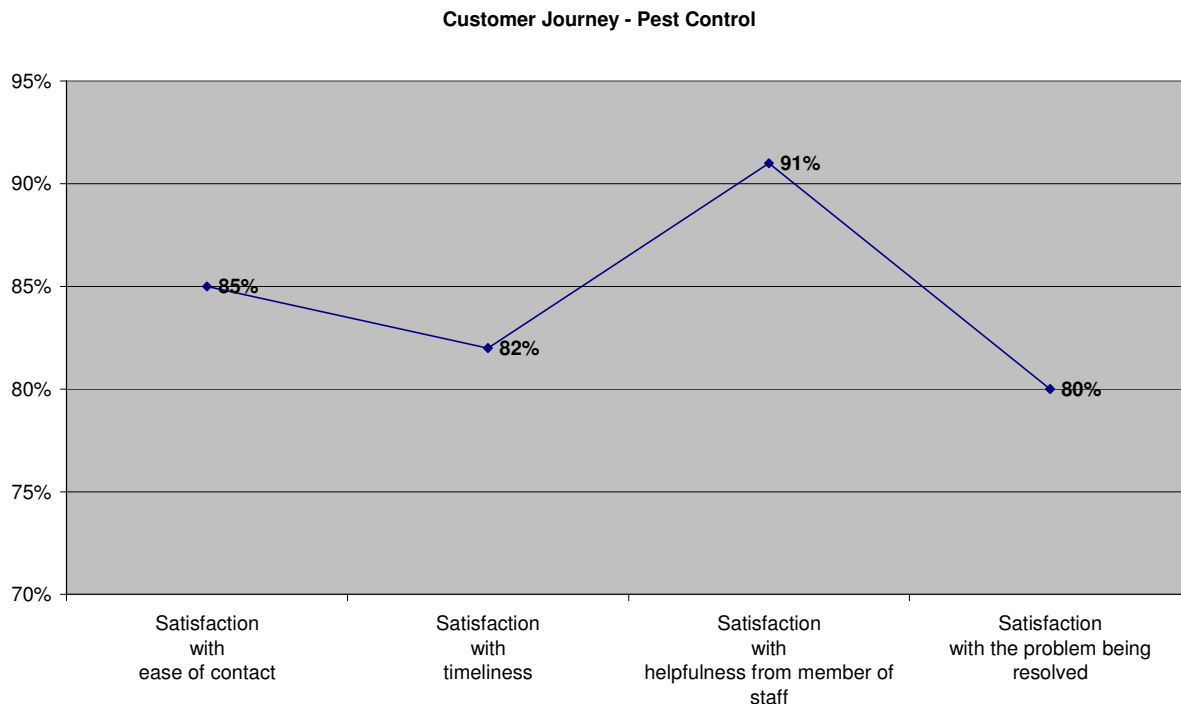
Pest Control Survey Results October 2010

A total of **48** 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 chart below shows that people were not very happy with the ease of contact however only 6 respondents out of 48 were not happy with this also the chart shows that customers were not happy with the timeliness however out of the 44 respondents that answered this question only 7 of them answered as unhappy this also shows a drop when asking people there satisfaction with the problem being resolved out of the 47 people who answered this only 9 of them answered as un satisfied



The results are as follows:

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

Base	48
Which area (ward) in the city of Salford do you live?	
<i>Boothstown and Ellenbrook</i>	3 6.3%
<i>Broughton</i>	9 18.8%
<i>Cadishead</i>	2 4.2%
<i>Claremont</i>	3 6.3%
<i>Eccles</i>	4 8.3%
<i>Irlam</i>	1 2.1%
<i>Irwell Riverside</i>	4 8.3%
<i>Kersal</i>	4 8.3%
<i>Little Hulton</i>	2 4.2%
<i>Pendlebury</i>	1 2.1%
<i>Swinton North</i>	1 2.1%
<i>Swinton South</i>	1 2.1%
<i>Walkden North</i>	3 6.3%
<i>Walkden South</i>	6 12.5%
<i>Weaste and Seedley</i>	2 4.2%
<i>Worsley</i>	2 4.2%

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
Base	40	33 82.5%	6 15.0%	1 2.5%
Area/Ward				
<i>Boothstown and Ellenbrook</i>	3 7.5%	1 3.0% 2.5%	2 33.3% 5.0%	- - -
<i>Broughton</i>	9 22.5%	8 24.2% 20.0%	1 16.7% 2.5%	- - -
<i>Cadishead</i>	2 5.0%	2 6.1% 5.0%	- - -	- - -
<i>Claremont</i>	3 7.5%	3 9.1% 7.5%	- - -	- - -
<i>Eccles</i>	2 5.0%	2 6.1% 5.0%	- - -	- - -
<i>Irwell Riverside</i>	3 7.5%	3 9.1% 7.5%	- - -	- - -
<i>Kersal</i>	4 10.0%	4 12.1% 10.0%	- - -	- - -
<i>Little Hulton</i>	2 5.0%	1 3.0% 2.5%	1 16.7% 2.5%	- - -
<i>Pendlebury</i>	1 2.5%	1 3.0% 2.5%	- - -	- - -
<i>Swinton South</i>	1 2.5%	1 3.0% 2.5%	- - -	- - -
<i>Walkden North</i>	3 7.5%	1 3.0% 2.5%	2 33.3% 5.0%	- - -
<i>Walkden South</i>	5 12.5%	4 12.1% 10.0%	- - -	1 100.0% 2.5%
<i>Weaste and Seedley</i>	1 2.5%	1 3.0% 2.5%	- - -	- - -
<i>Worsley</i>	1 2.5%	1 3.0% 2.5%	- - -	- - -

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	Very difficult
Base	48	31 64.6%	10 20.8%	3 6.3%	4 8.3%
Area/Ward					
<i>Boothstown and Ellenbrook</i>	3 6.3%	2 6.5% 4.2%	1 10.0% 2.1%	- - -	- - -
<i>Broughton</i>	9 18.8%	5 16.1% 10.4%	2 20.0% 4.2%	2 66.7% 4.2%	- - -
<i>Cadishead</i>	2 4.2%	1 3.2% 2.1%	1 10.0% 2.1%	- - -	- - -
<i>Claremont</i>	3 6.3%	2 6.5% 4.2%	- - -	- - -	1 25.0% 2.1%
<i>Eccles</i>	4 8.3%	4 12.9% 8.3%	- - -	- - -	- - -
<i>Irlam</i>	1 2.1%	1 3.2% 2.1%	- - -	- - -	- - -
<i>Irwell Riverside</i>	4 8.3%	3 9.7% 6.3%	1 10.0% 2.1%	- - -	- - -
<i>Kersal</i>	4 8.3%	3 9.7% 6.3%	1 10.0% 2.1%	- - -	- - -
<i>Little Hulton</i>	2 4.2%	1 3.2% 2.1%	1 10.0% 2.1%	- - -	- - -
<i>Pendlebury</i>	1 2.1%	1 3.2% 2.1%	- - -	- - -	- - -
<i>Swinton North</i>	1 2.1%	- - -	- - -	- - -	1 25.0% 2.1%
<i>Swinton South</i>	1 2.1%	1 3.2% 2.1%	- - -	- - -	- - -
<i>Walkden North</i>	3 6.3%	2 6.5% 4.2%	- - -	- - -	1 25.0% 2.1%
<i>Walkden South</i>	6 12.5%	3 9.7% 6.3%	3 30.0% 6.3%	- - -	- - -
<i>Weaste and Seedley</i>	2 4.2%	2 6.5% 4.2%	- - -	- - -	- - -
<i>Worsley</i>	2 4.2%	- - -	- - -	1 33.3% 2.1%	1 25.0% 2.1%

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	Very unhelpful
Base	46	29 63.0%	13 28.3%	3 6.5%	1 2.2%
Area/Ward					
<i>Boothstown and Ellenbrook</i>	3 6.5%	2 6.9% 4.3%	1 7.7% 2.2%	- - -	- - -
<i>Broughton</i>	9 19.6%	5 17.2% 10.9%	4 30.8% 8.7%	- - -	- - -
<i>Cadishead</i>	2 4.3%	1 3.4% 2.2%	1 7.7% 2.2%	- - -	- - -
<i>Claremont</i>	3 6.5%	2 6.9% 4.3%	- - -	1 33.3% 2.2%	- - -
<i>Eccles</i>	3 6.5%	3 10.3% 6.5%	- - -	- - -	- - -
<i>Irlam</i>	1 2.2%	1 3.4% 2.2%	- - -	- - -	- - -
<i>Irwell Riverside</i>	4 8.7%	3 10.3% 6.5%	1 7.7% 2.2%	- - -	- - -
<i>Kersal</i>	4 8.7%	2 6.9% 4.3%	1 7.7% 2.2%	- - -	1 100.0% 2.2%
<i>Little Hulton</i>	2 4.3%	1 3.4% 2.2%	1 7.7% 2.2%	- - -	- - -
<i>Pendlebury</i>	1 2.2%	1 3.4% 2.2%	- - -	- - -	- - -
<i>Swinton North</i>	1 2.2%	- - -	- - -	1 33.3% 2.2%	- - -
<i>Swinton South</i>	1 2.2%	1 3.4% 2.2%	- - -	- - -	- - -
<i>Walkden North</i>	3 6.5%	2 6.9% 4.3%	- - -	1 33.3% 2.2%	- - -
<i>Walkden South</i>	5 10.9%	5 17.2% 10.9%	- - -	- - -	- - -
<i>Weaste and Seedley</i>	2 4.3%	- - -	2 15.4% 4.3%	- - -	- - -
<i>Worsley</i>	2 4.3%	- - -	2 15.4% 4.3%	- - -	- - -

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

	Base	Were you told about the appointment system available?	
		Yes	No
Base	41	31 75.6%	10 24.4%
Area/Ward			
<i>Boothstown and Ellenbrook</i>	3 7.3%	3 9.7% 7.3%	- - -
<i>Broughton</i>	7 17.1%	6 19.4% 14.6%	1 10.0% 2.4%
<i>Cadishead</i>	2 4.9%	2 6.5% 4.9%	- - -
<i>Claremont</i>	3 7.3%	2 6.5% 4.9%	1 10.0% 2.4%
<i>Eccles</i>	2 4.9%	2 6.5% 4.9%	- - -
<i>Irlam</i>	1 2.4%	1 3.2% 2.4%	- - -
<i>Irwell Riverside</i>	3 7.3%	2 6.5% 4.9%	1 10.0% 2.4%
<i>Kersal</i>	4 9.8%	3 9.7% 7.3%	1 10.0% 2.4%
<i>Little Hulton</i>	2 4.9%	1 3.2% 2.4%	1 10.0% 2.4%
<i>Pendlebury</i>	1 2.4%	- - -	1 10.0% 2.4%
<i>Swinton North</i>	1 2.4%	- - -	1 10.0% 2.4%
<i>Swinton South</i>	1 2.4%	1 3.2% 2.4%	- - -
<i>Walkden North</i>	3 7.3%	1 3.2% 2.4%	2 20.0% 4.9%
<i>Walkden South</i>	4 9.8%	4 12.9% 9.8%	- - -
<i>Weaste and Seedley</i>	2 4.9%	2 6.5% 4.9%	- - -
<i>Worsley</i>	2 4.9%	1 3.2% 2.4%	1 10.0% 2.4%

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 satisfied with the times offered	
		Very satisfied	Satisfied
Base	29	16 55.2%	13 44.8%
Area/Ward			
<i>Boothstown and Ellenbrook</i>	1 3.4%	- - -	1 7.7% 3.4%
<i>Broughton</i>	5 17.2%	2 12.5% 6.9%	3 23.1% 10.3%
<i>Cadishead</i>	1 3.4%	- - -	1 7.7% 3.4%
<i>Claremont</i>	2 6.9%	2 12.5% 6.9%	- - -
<i>Eccles</i>	3 10.3%	2 12.5% 6.9%	1 7.7% 3.4%
<i>Irlam</i>	1 3.4%	1 6.3% 3.4%	- - -
<i>Inwell Riverside</i>	3 10.3%	3 18.8% 10.3%	- - -
<i>Kersal</i>	3 10.3%	1 6.3% 3.4%	2 15.4% 6.9%
<i>Little Hulton</i>	1 3.4%	1 6.3% 3.4%	- - -
<i>Swinton South</i>	1 3.4%	1 6.3% 3.4%	- - -
<i>Walkden North</i>	1 3.4%	- - -	1 7.7% 3.4%
<i>Walkden South</i>	4 13.8%	2 12.5% 6.9%	2 15.4% 6.9%
<i>Weaste and Seedley</i>	2 6.9%	1 6.3% 3.4%	1 7.7% 3.4%
<i>Worsley</i>	1 3.4%	- - -	1 7.7% 3.4%

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	44	10 22.7%	26 59.1%	6 13.6%	2 4.5%
Area/Ward					
<i>Boothstown and Ellenbrook</i>	3 6.8%	2 4.5%	- -	1 2.3%	- -
<i>Broughton</i>	8 18.2%	- -	5 11.4%	1 2.3%	2 4.5%
<i>Cadishead</i>	2 4.5%	- -	2 4.5%	- -	- -
<i>Claremont</i>	3 6.8%	2 4.5%	- -	1 2.3%	- -
<i>Eccles</i>	3 6.8%	- -	3 6.8%	- -	- -
<i>Irlam</i>	1 2.3%	- -	- -	1 2.3%	- -
<i>Irwell Riverside</i>	4 9.1%	1 2.3%	3 6.8%	- -	- -
<i>Kersal</i>	4 9.1%	- -	4 9.1%	- -	- -
<i>Little Hulton</i>	2 4.5%	- -	2 4.5%	- -	- -
<i>Pendlebury</i>	1 2.3%	- -	1 2.3%	- -	- -
<i>Swinton North</i>	1 2.3%	- -	- -	1 2.3%	- -
<i>Swinton South</i>	1 2.3%	1 2.3%	- -	- -	- -
<i>Walkden North</i>	3 6.8%	- -	2 4.5%	1 2.3%	- -
<i>Walkden South</i>	5 11.4%	1 2.3%	4 9.1%	- -	- -
<i>Weaste and Seedley</i>	2 4.5%	2 4.5%	- -	- -	- -
<i>Worsley</i>	1 2.3%	1 2.3%	- -	- -	- -

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	43	26 60.5%	12 27.9%	4 9.3%	1 2.3%
Area/Ward					
<i>Boothstown and Ellenbrook</i>	3 7.0%	2 7.7% 4.7%	1 8.3% 2.3%	- - -	- - -
<i>Broughton</i>	9 20.9%	4 15.4% 9.3%	2 16.7% 4.7%	3 75.0% 7.0%	- - -
<i>Cadishead</i>	2 4.7%	1 3.8% 2.3%	1 8.3% 2.3%	- - -	- - -
<i>Claremont</i>	3 7.0%	2 7.7% 4.7%	- - -	- - -	1 100.0% 2.3%
<i>Eccles</i>	4 9.3%	4 15.4% 9.3%	- - -	- - -	- - -
<i>Irlam</i>	1 2.3%	1 3.8% 2.3%	- - -	- - -	- - -
<i>Inwell Riverside</i>	4 9.3%	3 11.5% 7.0%	1 8.3% 2.3%	- - -	- - -
<i>Kersal</i>	4 9.3%	3 11.5% 7.0%	1 8.3% 2.3%	- - -	- - -
<i>Little Hulton</i>	2 4.7%	1 3.8% 2.3%	1 8.3% 2.3%	- - -	- - -
<i>Pendlebury</i>	1 2.3%	- - -	1 8.3% 2.3%	- - -	- - -
<i>Swinton North</i>	1 2.3%	- - -	- - -	1 25.0% 2.3%	- - -
<i>Swinton South</i>	1 2.3%	1 3.8% 2.3%	- - -	- - -	- - -
<i>Walkden North</i>	3 7.0%	1 3.8% 2.3%	2 16.7% 4.7%	- - -	- - -
<i>Walkden South</i>	3 7.0%	1 3.8% 2.3%	2 16.7% 4.7%	- - -	- - -
<i>Weaste and Seedley</i>	2 4.7%	2 7.7% 4.7%	- - -	- - -	- - -

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	46	22 47.8%	15 32.6%	8 17.4%	1 2.2%
Area/Ward					
<i>Boothstown and Ellenbrook</i>	3 6.5%	2 9.1% 4.3%	1 6.7% 2.2%	- - -	- - -
<i>Broughton</i>	9 19.6%	4 18.2% 8.7%	1 6.7% 2.2%	4 50.0% 8.7%	- - -
<i>Cadishead</i>	2 4.3%	1 4.5% 2.2%	1 6.7% 2.2%	- - -	- - -
<i>Claremont</i>	3 6.5%	2 9.1% 4.3%	- - -	1 12.5% 2.2%	- - -
<i>Eccles</i>	3 6.5%	2 9.1% 4.3%	1 6.7% 2.2%	- - -	- - -
<i>Irlam</i>	1 2.2%	- - -	1 6.7% 2.2%	- - -	- - -
<i>Irwell Riverside</i>	4 8.7%	3 13.6% 6.5%	1 6.7% 2.2%	- - -	- - -
<i>Kersal</i>	4 8.7%	2 9.1% 4.3%	2 13.3% 4.3%	- - -	- - -
<i>Little Hulton</i>	2 4.3%	- - -	2 13.3% 4.3%	- - -	- - -
<i>Pendlebury</i>	1 2.2%	- - -	1 6.7% 2.2%	- - -	- - -
<i>Swinton North</i>	1 2.2%	- - -	- - -	1 12.5% 2.2%	- - -
<i>Swinton South</i>	1 2.2%	1 4.5% 2.2%	- - -	- - -	- - -
<i>Walkden North</i>	3 6.5%	- - -	2 13.3% 4.3%	1 12.5% 2.2%	- - -
<i>Walkden South</i>	5 10.9%	2 9.1% 4.3%	2 13.3% 4.3%	1 12.5% 2.2%	- - -
<i>Weaste and Seedley</i>	2 4.3%	2 9.1% 4.3%	- - -	- - -	- - -
<i>Worsley</i>	2 4.3%	1 4.5% 2.2%	- - -	- - -	1 100.0% 2.2%

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	41	39 95.1%	2 4.9%
Area/Ward			
<i>Boothstown and Ellenbrook</i>	3 7.3%	3 7.7% 7.3%	- - -
<i>Broughton</i>	7 17.1%	7 17.9% 17.1%	- - -
<i>Cadishead</i>	2 4.9%	2 5.1% 4.9%	- - -
<i>Claremont</i>	3 7.3%	2 5.1% 4.9%	1 50.0% 2.4%
<i>Eccles</i>	4 9.8%	4 10.3% 9.8%	- - -
<i>Irwell Riverside</i>	4 9.8%	4 10.3% 9.8%	- - -
<i>Kersal</i>	4 9.8%	3 7.7% 7.3%	1 50.0% 2.4%
<i>Little Hulton</i>	2 4.9%	2 5.1% 4.9%	- - -
<i>Pendlebury</i>	1 2.4%	1 2.6% 2.4%	- - -
<i>Swinton North</i>	1 2.4%	1 2.6% 2.4%	- - -
<i>Swinton South</i>	1 2.4%	1 2.6% 2.4%	- - -
<i>Walkden North</i>	2 4.9%	2 5.1% 4.9%	- - -
<i>Walkden South</i>	4 9.8%	4 10.3% 9.8%	- - -
<i>Weaste and Seedley</i>	2 4.9%	2 5.1% 4.9%	- - -
<i>Worsley</i>	1 2.4%	1 2.6% 2.4%	- - -

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	Fairly dissatisfied	Very dissatisfied
Base	47	23 48.9%	15 31.9%	5 10.6%	4 8.5%
Area/Ward					
<i>Boothstown and Ellenbrook</i>	3 6.4%	2 8.7% 4.3%	1 6.7% 2.1%	- - -	- - -
<i>Broughton</i>	9 19.1%	4 17.4% 8.5%	2 13.3% 4.3%	3 60.0% 6.4%	- - -
<i>Cadishead</i>	2 4.3%	1 4.3% 2.1%	1 6.7% 2.1%	- - -	- - -
<i>Claremont</i>	3 6.4%	2 8.7% 4.3%	- - -	- - -	1 25.0% 2.1%
<i>Eccles</i>	4 8.5%	3 13.0% 6.4%	1 6.7% 2.1%	- - -	- - -
<i>Irlam</i>	1 2.1%	- - -	1 6.7% 2.1%	- - -	- - -
<i>Inwell Riverside</i>	4 8.5%	3 13.0% 6.4%	1 6.7% 2.1%	- - -	- - -
<i>Kersal</i>	4 8.5%	2 8.7% 4.3%	1 6.7% 2.1%	- - -	1 25.0% 2.1%
<i>Little Hulton</i>	2 4.3%	- - -	2 13.3% 4.3%	- - -	- - -
<i>Pendlebury</i>	1 2.1%	- - -	1 6.7% 2.1%	- - -	- - -
<i>Swinton South</i>	1 2.1%	1 4.3% 2.1%	- - -	- - -	- - -
<i>Walkden North</i>	3 6.4%	1 4.3% 2.1%	1 6.7% 2.1%	1 20.0% 2.1%	- - -
<i>Walkden South</i>	6 12.8%	2 8.7% 4.3%	2 13.3% 4.3%	1 20.0% 2.1%	1 25.0% 2.1%
<i>Weaste and Seedley</i>	2 4.3%	2 8.7% 4.3%	- - -	- - -	- - -
<i>Worsley</i>	2 4.3%	- - -	1 6.7% 2.1%	- - -	1 25.0% 2.1%

Literal responses

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

Flare No	Ward	Other
A56243	Swinton North	4 phone calls
A56802	Eccles	0161 925 1099
A58927	Walkden South	Phoned the town hall
A57946	Broughton	0161 737 0551

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
A58115	Swinton North	Yes after being told the cost of the service as a pensioner £47 is a lot of money to me	
A56243	Swinton North	I was passed on to 3 department before I could get a reply	
A58834	Irlam	Pest control staff very good but person on the phone didn't listen when I said I would be out on the Monday so I was out for the first visit	
A57287	Broughton	The man who did the spraying was okay the first time the second time another guy was with him and he was very rude. ive still got mice even though it has been sprayed twice	Passed to Nick Sear 02/12/2010
A56013	Kersal	The 2 guys that came out were great but the staff at your offices were rude, unhelpful and were so unprofessional	
A58768	Walkden South	I did not receive a response to my enquiry although the website stated I would receive one	
A55676	Eccles	The Pest Control department give excellent service	
A57458	Claremont	The first knowledge of any visit was when I found the advise to occupier pink slip on my doorstep it has been an act of faith on my part that the job was completed	
A59764	Irwell Riverside	I am concerned that most of my neighbours have seen mice in there homes could this rein fest my house you say in your leaflet that you do survey checks for pest infestation if so could you check other neighbours	Passed to Nick Sear 11/01/2011

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