

Environment Directorate

Environmental Protection
Pest Control

Survey Results September 2010



Pest Control Survey Results September 2010

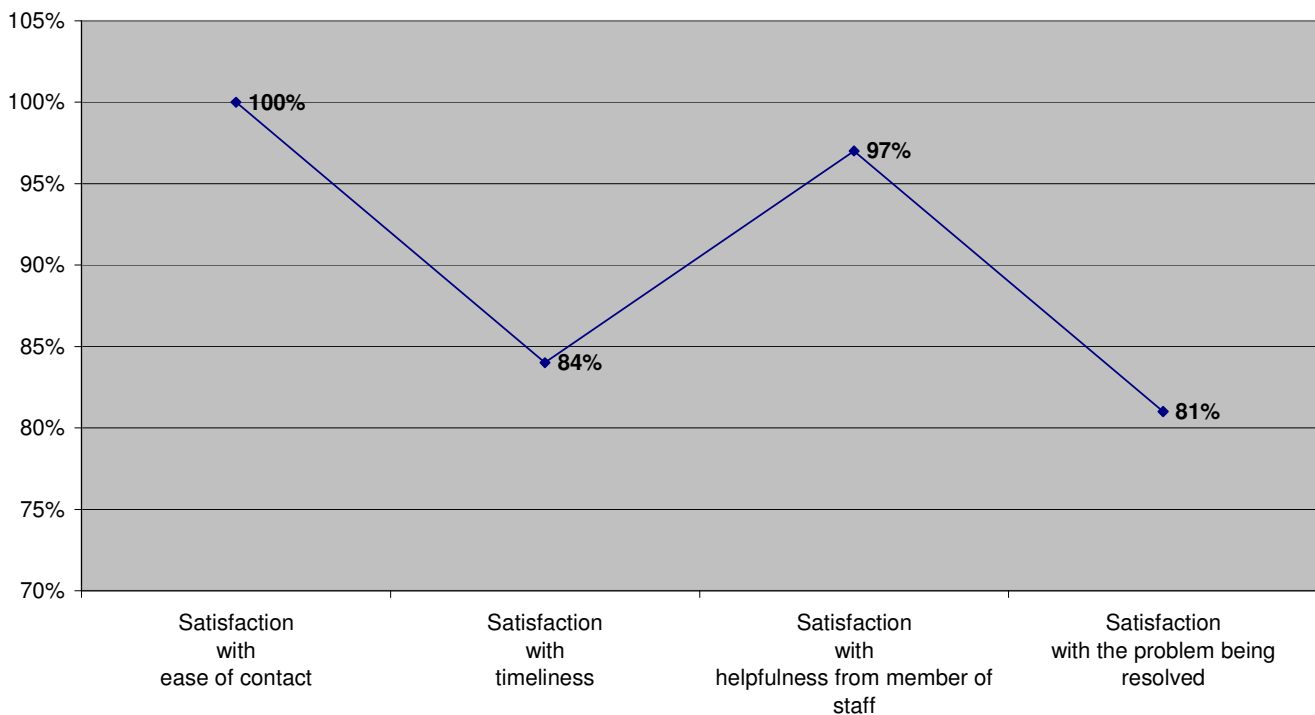
A total of **33** surveys were returned

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 time it took to respond to the initial request however out of the 33 respondents only 5 respondents were unhappy also on the chart it shows that the problem was not resolved to the customers satisfaction however out of the 33 respondents on 6 respondents answered not satisfied

Customer Journey - Pest Control



The results are as follows:

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

Base	32 100.0%
Which area (ward) in the city of Salford do you live?	
<i>Boothstown and Ellenbrook</i>	1 3.1%
<i>Broughton</i>	7 21.9%
<i>Cadishead</i>	1 3.1%
<i>Irwell Riverside</i>	1 3.1%
<i>Kersal</i>	1 3.1%
<i>Little Hulton</i>	1 3.1%
<i>Pendlebury</i>	3 9.4%
<i>Swinton North</i>	4 12.5%
<i>Swinton South</i>	1 3.1%
<i>Walkden North</i>	3 9.4%
<i>Walkden South</i>	2 6.3%
<i>Weaste and Seedley</i>	1 3.1%
<i>Winton</i>	1 3.1%
<i>Worsley</i>	5 15.6%

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	25	23 92.0%	2 8.0%
Which area (ward) in the city of Salford do you live?			
<i>Broughton</i>	5 20.0%	5 100.0% 20.0%	- -
<i>Cadishead</i>	1 4.0%	1 100.0% 4.0%	- -
<i>Irwell Riverside</i>	1 4.0%	1 100.0% 4.0%	- -
<i>Kersal</i>	1 4.0%	1 100.0% 4.0%	- -
<i>Pendlebury</i>	3 12.0%	3 100.0% 12.0%	- -
<i>Swinton North</i>	3 12.0%	3 100.0% 12.0%	- -
<i>Swinton South</i>	1 4.0%	1 100.0% 4.0%	- -
<i>Walkden North</i>	3 12.0%	3 100.0% 12.0%	- -
<i>Walkden South</i>	2 8.0%	2 100.0% 8.0%	- -
<i>Weaste and Seedley</i>	1 4.0%	- -	1 100.0% 4.0%
<i>Winton</i>	1 4.0%	- -	1 100.0% 4.0%
<i>Worsley</i>	3 12.0%	3 100.0% 12.0%	- -

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	31	21 67.7%	10 32.3%
Which area (ward) in the city of Salford do you live?			
<i>Boothstown and Ellenbrook</i>	1 3.2%	- - -	1 100.0% 3.2%
<i>Broughton</i>	7 22.6%	6 85.7% 19.4%	1 14.3% 3.2%
<i>Cadishead</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Irwell Riverside</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Kersal</i>	1 3.2%	- - -	1 100.0% 3.2%
<i>Little Hulton</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Pendlebury</i>	3 9.7%	2 66.7% 6.5%	1 33.3% 3.2%
<i>Swinton North</i>	4 12.9%	3 75.0% 9.7%	1 25.0% 3.2%
<i>Swinton South</i>	1 3.2%	- - -	1 100.0% 3.2%
<i>Walkden North</i>	3 9.7%	2 66.7% 6.5%	1 33.3% 3.2%
<i>Walkden South</i>	2 6.5%	1 50.0% 3.2%	1 50.0% 3.2%
<i>Weaste and Seedley</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Winton</i>	1 3.2%	- - -	1 100.0% 3.2%
<i>Worsley</i>	4 12.9%	3 75.0% 9.7%	1 25.0% 3.2%

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	31	21 67.7%	10 32.3%
Which area (ward) in the city of Salford do you live?			
<i>Boothstown and Ellenbrook</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Broughton</i>	7 22.6%	4 57.1% 12.9%	3 42.9% 9.7%
<i>Cadishead</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Irwell Riverside</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Kersal</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Little Hulton</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Pendlebury</i>	3 9.7%	2 66.7% 6.5%	1 33.3% 3.2%
<i>Swinton North</i>	4 12.9%	2 50.0% 6.5%	2 50.0% 6.5%
<i>Swinton South</i>	1 3.2%	- - -	1 100.0% 3.2%
<i>Walkden North</i>	3 9.7%	2 66.7% 6.5%	1 33.3% 3.2%
<i>Walkden South</i>	2 6.5%	2 100.0% 6.5%	- - -
<i>Weaste and Seedley</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Winton</i>	1 3.2%	- - -	1 100.0% 3.2%
<i>Worsley</i>	4 12.9%	3 75.0% 9.7%	1 25.0% 3.2%

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

	Base	Were you told about the appointment system available?	
		Yes	No
Base	30	23 76.7%	7 23.3%
Which area (ward) in the city of Salford do you live?			
<i>Boothstown and Ellenbrook</i>	1 3.3%	1 100.0% 3.3%	- -
<i>Broughton</i>	7 23.3%	5 71.4% 16.7%	2 28.6% 6.7%
<i>Cadishead</i>	1 3.3%	- -	1 100.0% 3.3%
<i>Irwell Riverside</i>	1 3.3%	1 100.0% 3.3%	- -
<i>Kersal</i>	1 3.3%	- -	1 100.0% 3.3%
<i>Pendlebury</i>	3 10.0%	2 66.7% 6.7%	1 33.3% 3.3%
<i>Swinton North</i>	4 13.3%	3 75.0% 10.0%	1 25.0% 3.3%
<i>Swinton South</i>	1 3.3%	1 100.0% 3.3%	- -
<i>Walkden North</i>	3 10.0%	3 100.0% 10.0%	- -
<i>Walkden South</i>	2 6.7%	2 100.0% 6.7%	- -
<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 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	24	15 62.5%	8 33.3%	1 4.2%
Which area (ward) in the city of Salford do you live?				
<i>Boothstown and Ellenbrook</i>	1 4.2%	- - -	1 100.0% 4.2%	- - -
<i>Broughton</i>	5 20.8%	3 60.0% 12.5%	1 20.0% 4.2%	1 20.0% 4.2%
<i>Irwell Riverside</i>	1 4.2%	1 100.0% 4.2%	- - -	- - -
<i>Little Hulton</i>	1 4.2%	1 100.0% 4.2%	- - -	- - -
<i>Pendlebury</i>	2 8.3%	2 100.0% 8.3%	- - -	- - -
<i>Swinton North</i>	3 12.5%	3 100.0% 12.5%	- - -	- - -
<i>Swinton South</i>	1 4.2%	- - -	1 100.0% 4.2%	- - -
<i>Walkden North</i>	3 12.5%	1 33.3% 4.2%	2 66.7% 8.3%	- - -
<i>Walkden South</i>	2 8.3%	1 50.0% 4.2%	1 50.0% 4.2%	- - -
<i>Weaste and Seedley</i>	1 4.2%	- - -	1 100.0% 4.2%	- - -
<i>Winton</i>	1 4.2%	1 100.0% 4.2%	- - -	- - -
<i>Worsley</i>	3 12.5%	2 66.7% 8.3%	1 33.3% 4.2%	- - -

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	30	7 23.3%	19 63.3%	3 10.0%	1 3.3%
Which area (ward) in the city of Salford do you live?					
<i>Boothstown and Ellenbrook</i>	1 3.3%	- -	1 100.0% 3.3%	- -	- -
<i>Broughton</i>	6 20.0%	1 16.7% 3.3%	4 66.7% 13.3%	- -	1 16.7% 3.3%
<i>Cadishead</i>	1 3.3%	- -	1 100.0% 3.3%	- -	- -
<i>Inwell Riverside</i>	1 3.3%	- -	1 100.0% 3.3%	- -	- -
<i>Kersal</i>	1 3.3%	1 100.0% 3.3%	- -	- -	- -
<i>Little Hulton</i>	1 3.3%	1 100.0% 3.3%	- -	- -	- -
<i>Pendlebury</i>	3 10.0%	1 33.3% 3.3%	1 33.3% 3.3%	1 33.3% 3.3%	- -
<i>Swinton North</i>	4 13.3%	1 25.0% 3.3%	3 75.0% 10.0%	- -	- -
<i>Swinton South</i>	1 3.3%	- -	- -	1 100.0% 3.3%	- -
<i>Walkden North</i>	3 10.0%	1 33.3% 3.3%	2 66.7% 6.7%	- -	- -
<i>Walkden South</i>	2 6.7%	- -	2 100.0% 6.7%	- -	- -
<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%	- -

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	29	16 55.2%	11 37.9%	1 3.4%	1 3.4%
Which area (ward) in the city of Salford do you live?					
<i>Boothstown and Ellenbrook</i>	1 3.4%	1 100.0%	- -	- -	- -
<i>Broughton</i>	7 24.1%	2 28.6%	4 57.1%	- -	1 14.3%
<i>Cadishead</i>	1 3.4%	1 100.0%	- -	- -	- -
<i>Irwell Riverside</i>	1 3.4%	1 100.0%	- -	- -	- -
<i>Little Hulton</i>	1 3.4%	1 100.0%	- -	- -	- -
<i>Pendlebury</i>	3 10.3%	- -	2 66.7%	1 33.3%	- -
<i>Swinton North</i>	3 10.3%	1 33.3%	2 66.7%	- -	- -
<i>Swinton South</i>	1 3.4%	- -	1 100.0%	- -	- -
<i>Walkden North</i>	3 10.3%	2 66.7%	1 33.3%	- -	- -
<i>Walkden South</i>	2 6.9%	2 100.0%	- -	- -	- -
<i>Weaste and Seedley</i>	1 3.4%	1 100.0%	- -	- -	- -
<i>Winton</i>	1 3.4%	1 100.0%	- -	- -	- -
<i>Worsley</i>	4 13.8%	3 75.0%	1 25.0%	- -	- -

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	31	13 41.9%	12 38.7%	4 12.9%	2 6.5%
Which area (ward) in the city of Salford do you live?					
<i>Boothstown and Ellenbrook</i>	1 3.2%	1 100.0% 3.2%	- -	- -	- -
<i>Broughton</i>	7 22.6%	2 28.6% 6.5%	2 28.6% 6.5%	3 42.9% 9.7%	- -
<i>Cadishead</i>	1 3.2%	1 100.0% 3.2%	- -	- -	- -
<i>Inwell Riverside</i>	1 3.2%	- -	1 100.0% 3.2%	- -	- -
<i>Kersal</i>	1 3.2%	1 100.0% 3.2%	- -	- -	- -
<i>Little Hulton</i>	1 3.2%	1 100.0% 3.2%	- -	- -	- -
<i>Pendlebury</i>	3 9.7%	1 33.3% 3.2%	1 33.3% 3.2%	- -	1 33.3% 3.2%
<i>Swinton North</i>	4 12.9%	1 25.0% 3.2%	2 50.0% 6.5%	- -	1 25.0% 3.2%
<i>Swinton South</i>	1 3.2%	- -	1 100.0% 3.2%	- -	- -
<i>Walkden North</i>	3 9.7%	1 33.3% 3.2%	2 66.7% 6.5%	- -	- -
<i>Walkden South</i>	2 6.5%	2 100.0% 6.5%	- -	- -	- -
<i>Weaste and Seedley</i>	1 3.2%	1 100.0% 3.2%	- -	- -	- -
<i>Winton</i>	1 3.2%	- -	1 100.0% 3.2%	- -	- -
<i>Worsley</i>	4 12.9%	1 25.0% 3.2%	2 50.0% 6.5%	1 25.0% 3.2%	- -

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	31	27 87.1%	4 12.9%
Which area (ward) in the city of Salford do you live?			
<i>Boothstown and Ellenbrook</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Broughton</i>	7 22.6%	5 71.4% 16.1%	2 28.6% 6.5%
<i>Cadishead</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Irwell Riverside</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Kersal</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Little Hulton</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Pendlebury</i>	3 9.7%	2 66.7% 6.5%	1 33.3% 3.2%
<i>Swinton North</i>	4 12.9%	3 75.0% 9.7%	1 25.0% 3.2%
<i>Swinton South</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Walkden North</i>	3 9.7%	3 100.0% 9.7%	- - -
<i>Walkden South</i>	2 6.5%	2 100.0% 6.5%	- - -
<i>Weaste and Seedley</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Winton</i>	1 3.2%	1 100.0% 3.2%	- - -
<i>Worsley</i>	4 12.9%	4 100.0% 12.9%	- - -

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	31	19 61.3%	9 29.0%	1 3.2%	2 6.5%
Which area (ward) in the city of Salford do you live?					
<i>Boothstown and Ellenbrook</i>	1 3.2%	1 100.0%	- -	- -	- -
<i>Broughton</i>	7 22.6%	3 42.9%	2 28.6%	1 14.3%	1 14.3%
<i>Cadishead</i>	1 3.2%	1 100.0%	- -	- -	- -
<i>Irwell Riverside</i>	1 3.2%	1 100.0%	- -	- -	- -
<i>Kersal</i>	1 3.2%	1 100.0%	- -	- -	- -
<i>Little Hulton</i>	1 3.2%	1 100.0%	- -	- -	- -
<i>Pendlebury</i>	3 9.7%	2 66.7%	- -	- -	1 33.3%
<i>Swinton North</i>	4 12.9%	2 50.0%	2 50.0%	- -	- -
<i>Swinton South</i>	1 3.2%	- -	1 100.0%	- -	- -
<i>Walkden North</i>	3 9.7%	2 66.7%	1 33.3%	- -	- -
<i>Walkden South</i>	2 6.5%	1 50.0%	1 50.0%	- -	- -
<i>Weaste and Seedley</i>	1 3.2%	1 100.0%	- -	- -	- -
<i>Winton</i>	1 3.2%	- -	1 100.0%	- -	- -
<i>Worsley</i>	4 12.9%	3 75.0%	1 25.0%	- -	- -

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
A52696	Worsley	There was a delay in removing the wasps due to BT working on the roof	
A52889	Swinton North	I cannot believe I moved into a house ad I had to pay to get it fumigated	
A51968	Pendlebury	Lack of after care information	