

Environment Directorate

Grounds Maintenance – Schools Customer Satisfaction

Survey Results Winter
October 2009 to March 2010



A total of **26** surveys were returned out of a possible **66** which equates to **39%** return.

The results are as follows:

We asked how they would rate the following:

Base	The overall performance of Liveability Services Grounds Maintenance Division?		
	Very Good	Good	Fair
26	15 58%	10 38%	1 4%

Base	High standards of maintenance on grass areas?		
	Very Good	Good	Fair
26	15 58%	10 38%	1 4%

Base	Helpfulness of staff?	
	Very Good	Good
26	18 69%	8 31%

Base	High standards of maintenance on outdoor sports pitches?		
	Very Good	Good	Fair
18	9 50%	8 44%	1 6%

Base	Presentation of staff?		
	Very Good	Good	Fair
26	17 65%	8 31%	1 4%

Base	High standards of maintenance on shrub beds? (excluding pruning)			
	Very Good	Good	Fair	Poor
18	7 39%	8 44%	2 11%	1 6%

Base	Ease of obtaining information & reporting deficiencies		
	Very Good	Good	Fair
24	10 42%	13 54%	1 4%

Base	Speed of response to service requests & enquiries - target 30 days?		
	Very Good	Good	Fair
25	14 56%	9 36%	2 8%

Base	An overall value for money service?		
	Very Good	Good	Fair
26	12 46%	11 42%	3 12%

Base	High standards of maintenance on rose beds?		
	Very Good	Good	Fair
11	4 36%	6 55%	1 9%

Base	Invoicing submission and accuracy?		
	Very Good	Good	Fair
26	15 58%	8 31%	3 12%

Base	High standards of maintenance on flower beds?		
	Very Good	Good	Fair
16	7 44%	7 44%	2 13%

Base	High standards of weed control? (scheduled works only)	
	Very Good	Good
22	9 41%	13 59%

Base	High standards of maintenance relating to trees? (service request only)		
	Very Good	Good	Fair
8	3 38%	4 50%	1 13%

Base	High standards of maintenance relating to hedge cutting?	
	Very Good	Good
12	5 42%	7 58%

Base	On site health and safety compliance?		
	Very Good	Good	Fair
22	12 55%	9 41%	1 5%

Then they were asked if they were happy with the billing service according to their SLA agreement:

23 people answered this question stating **yes** as their answer.

We then asked clients did they require a meeting with the Schools Liaisons Officer to review their grounds maintenance requirements.

23 people answered this question, **2** said **yes** and **21** said **no**.

If they answered yes to the above question they were asked how often they would like a review meeting.

2 people answered this question, both wanting meetings **on request**.

The following is a list of areas which were reported as being poor or very poor; they are listed in priority order first being the highest priority. i.e. number who responded and found this service poor or very poor.

Areas of Concern	No. finding this a priority	Action Taken	Date Completed
High standards of maintenance on shrub beds (excluding pruning)	1		
The overall performance of Environmental Maintenance Grounds Maintenance Division	0		
Helpfulness of staff	0		
Courteous of staff	0		
Presentation of staff	0		
Ease of obtaining information and help	0		
Ease of reporting deficiencies and making complaints	0		
Speed of answering your telephone call – target 20 seconds	0		
Speed of response to service requests and enquiries – target 30 days	0		
Speed of response in dealing with service problems	0		
An overall value for money service	0		
Invoicing submission and accuracy	0		
High standards of maintenance on grass areas	0		
High standard of maintenance of sports pitches	0		
High standard of maintenance to rose beds	0		
High standard of maintenance of flower beds	0		
High standard of weed control (scheduled works only)	0		
High standards of maintenance relating to hedge cutting	0		
High standard of maintenance relating to trees (service request only)	0		
On site health and safety compliance	0		

Grounds Maintenance - Schools Customer Satisfaction
Period – Winter (Oct 09 to Mar 10)
Issues / Comments of Concern (Poor or very poor)

Case No. Completed By & Contact for Billing	Review Meetings Required Issue / Comment	Cause for Concern	Actions Taken Including Date
1. W Clarke The Deans PS Vicarage Road Swinton M27 0WA Mrs P Frayne 0161 728 2089	No meeting required No comments	None	No actions required
2. Michelle Midgley Primrose Hill PS Ordsall Salford M5 3PJ Michelle Midgley 0161 921 2400	No meeting required No comments	None	No actions required
3. V Rutty Irlam PS Liverpool Road Irlam M44 6NA Val Rutty 0161 775 2015	No meeting required No comments	None	No actions required

Case No. Completed By & Contact for Billing	Review Meetings Required Issue / Comment	Cause for Concern	Actions Taken Including Date
<p>4. J Priestley Ellenbrook PS Longwall Avenue Ellenbrook Worsley M28 7PS</p> <p>No details given</p>	<p>No meeting required</p> <p>No comments</p>	None	No actions required
<p>5. Janet Whittle Beech St PS Beech Street Winton Eccles M30 8GB</p> <p>Janet Whittle 0161 789 1553</p>	<p>No meeting required</p> <p>No comments</p>	None	No actions required
<p>6. Gill Evans St Mary's CE PC Buckingham Road Cadishead M44 5HG</p> <p>Chris Banks 0161 775 9594</p>	<p>No meeting required</p> <p>No comments</p>	None	No actions required

Case No. Completed By & Contact for Billing	Review Meetings Required Issue / Comment	Cause for Concern	Actions Taken Including Date
7. Sue Sparrow Swinton High Sch Sefton Road Swinton M27 0FG Sue Sparrow 0161 921 1441	No meeting required No comments	None	No actions required
8. Ken Rawlinson Barton Moss PC Trippier Road Peel Green Eccles M30 7PT 0161 921 1840	No meeting required Very good team all-round, Sam and co.	None	No actions required
9. Collette Knox St Mary's RC PS Hemming Drive Eccles M30 0FJ Collette Knox 0161 789 4532	No meeting required	Re grass cutting – it would be helpful if they could ring ahead to ensure staff cars don't block access gates.	Diarise grass cutting calendar for call to school of works.

Case No. Completed By & Contact for Billing	Review Meetings Required Issue / Comment	Cause for Concern	Actions Taken Including Date
10. Claire Harris The New St Edmunds RC Sch Queen Street Little Hulton M38 0WH Val Lomax 0161 790 2329	No meeting required No comments	None	No actions required
11. S Aldred Godfrey Ermen Memorial CE PS School Road Eccles M30 7BJ S Aldred 0161 789 4382	No meeting required No comments	High standards of maintenance on shrub beds? (excluding pruning)	Discuss shrub beds
12. Rosanne Eckersley Christ the King RC PS Holly Avenue Walkden Worsley M28 3DW Ann Clancy 0161 790 4329	Yes meeting required	It would be helpful to have prior knowledge of grass cutting days in order to arrange children's playtimes accordingly. Thank you	Diarise grass cuttings calendar for call to school of works. Please contact school to confirm correct details.

Case No. Completed By & Contact for Billing	Review Meetings Required Issue / Comment	Cause for Concern	Actions Taken Including Date
13. James Brindley PS Parr Fold Ave Walkden Worsley M28 7HE 0161 790 8050	No meeting required No issue the grounds maintenance team is absolutely excellent	None	No actions required
14. P Burke St Mark's RC PS Queensway Clifton Swinton M27 8QE Norman Robinson 0161 794 3876	Yes meeting required No comments	More consultation re spraying weed killer in areas where you decide it's not possible to grass cut.	Meeting required to discuss these points
15. St Paul's CE PS Neville Road Salford M7 3PT No details given	No meeting required No comments	None	No actions required

Case No. Completed By & Contact for Billing	Review Meetings Required Issue / Comment	Cause for Concern	Actions Taken Including Date
16. Jean Farrell St Georges RC High School Parsonage Drive Worsley M28 5SH Jean Farrell 0161 790 4420	No meeting required No comments	None	No actions required
17. T Whitaker Irlam Endowed PS Chapel Road Irlam M44 6EE Jenny Musgrave 0161 775 2911	No meeting required No comments	None	No actions required
18. Kath Partridge St Lukes CE PS Eccles New Road Salford M5 2NX Kath Partridge 0161 736 3455	No meeting required No comments	None	No actions required

Case No. Completed By & Contact for Billing	Review Meetings Required Issue / Comment	Cause for Concern	Actions Taken Including Date
19. Wardley CE PS Mossbank Road Pendlebury Swinton M27 8XB Sue Melia 0161 793 7058	No meeting required No comments	None	No actions required
20. S Birtwistle St Augustine's CE PS Bolton Road Pendlebury Swinton M27 8UX Sue Birtwistle 0161 794 4083	No meeting required Always very approachable via e-mail	None	No actions required
21. P Morrison Springwood PS Barton Lane Swinton M27 5LP Paul Morrison 0161 778 0022	No meeting required No comments	None	No actions required

Case No. Completed By & Contact for Billing	Review Meetings Required Issue / Comment	Cause for Concern	Actions Taken Including Date
<p>22. Jennifer Murphy St Joseph's The Worker RC PS Cutnook Lane Hr Irlam M44 6GX</p> <p>Jennifer Murphy 0161 775 4348</p>	<p>No meeting required</p> <p>No comments</p>	<p>None</p>	<p>No actions required</p>
<p>23. P Wright St Peter's CE PS Vicarage Road Swinton M27 OWA</p> <p>Peter Wright 0161 794 2616</p>	<p>No meeting required</p> <p>Any questions I have are always promptly dealt with by Gary Greenhalgh. PS Sam (female member of the workforce) is very helpful and has done a great job with the flowerbed in front of the school</p>	<p>None</p>	<p>No actions required</p>
<p>24. K Fenna Brentnall PS Northumberland Street Salford M7 4RP</p> <p>Katherine Fenna 0161 792 4317</p>	<p>No meeting required</p> <p>No comments</p>	<p>None</p>	<p>No actions required</p>

Case No. Completed By & Contact for Billing	Review Meetings Required Issue / Comment	Cause for Concern	Actions Taken Including Date
25. Gail Smith Langworthy Rd PS Langworthy Rd Salford M6 5PP Gail Smith 0161 921 1965	No meeting required No comments	None	No actions required
26. B Walker Moorside PS Holdsworth St Swinton M27 0LM B Walker 0161 921 1297	No meeting required No comments	None	No actions required New phone number noted

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