

Appendix E – Sample Public Survey

Section One: CURRENT PERFORMANCE

The purpose of the Clean & Green Service Review is to assess the current performance of the service and then set a strategic direction for the service to ensure it focuses its resources and efforts on what our customers, residents and visitors value the most.

This first section is aimed at helping us understand your view of the CURRENT performance of the service.

About you; please enter your age group and post code below. Your postcode will highlight the specific needs for your area and your age group will help us identify

- 1. How satisfied are you with the current overall satisfaction with the service provided by the District Council. This rating is for the overall service, questions about specific areas of work will follow.**

Excellent	Very Good	Average	Poor	Very Poor
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- 2. How satisfied are you with the following:**

Countryside Management (Pic Tor, High Tor, Lover's Walks, grounds maintenance and safety checks)

Frequency:

Too much	Just Right	Needs More	Needs a lot more
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Quality of work:

Excellent	Very Good	Average	Poor	Very Poor
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Grave Preparation and Safety Maintenance; the Clean and Green Team work as part of a wider burial service to provide grave preparation across 8 active burial sites. This includes grave digging, ensuring headstones are moved and laying artificial grass. We also work across XXX number of closed churchyards to ensure headstones are safely maintained; following legal guidance to check every headstone once every five years.

Frequency:

Too much	Just Right	Needs More	Needs a lot more
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Quality of work:

Excellent	Very Good	Average	Poor	Very Poor
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Grounds Maintenance – parks, churchyards and open spaces

Frequency:

Too much	Just Right	Needs More	Needs a lot more
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Quality of work:

Excellent	Very Good	Average	Poor	Very Poor
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Pest Control Service; we have 2 pest control operatives highly qualified to manage rats, bedbugs, cockroaches, ants, fleas, mice, wasps in indoor and outdoor settings.

Quality of work:

Excellent	Very Good	Average	Poor	Very Poor
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Play Area Maintenance

Frequency:

Too much	Just Right	Needs More	Needs a lot more
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Quality of work:

Excellent	Very Good	Average	Poor	Very Poor
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Public Litter Bin Emptying

Frequency:

Too much	Just Right	Needs More	Needs a lot more
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Sport pitches - marking and maintenance

Frequency:

Too much	Just Right	Needs More	Needs a lot more
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Quality of work:

Excellent	Very Good	Average	Poor	Very Poor
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Street Cleansing – dealing with fly tipping, litter, dog fouling (more than this?)

Frequency:

Too much	Just Right	Needs More	Needs a lot more
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Quality of work:

Excellent	Very Good	Average	Poor	Very Poor
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Cleaning of Public Toilets

Frequency:

Too much	Just Right	Needs More	Needs a lot more
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Quality of work:

Excellent	Very Good	Average	Poor	Very Poor
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Also, if you have needed to make a service request or access information, we would really appreciate your views on the following:

Ease of access to information (i.e. mowing or cleaning schedules, what we do etc.)

Excellent	Very Good	Average	Poor	Very Poor	n/a
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Response to queries or complaints

Excellent	Very Good	Average	Poor	Very Poor	n/a
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Friendliness, approachability and helpful of our team

Excellent	Very Good	Average	Poor	Very Poor	n/a
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3. Can you please rank the following services in order of importance to you

- Countryside Management
- Play Area Maintenance
- Street Furniture Installation
- Street Cleansing
- Grounds Maintenance
- Sport pitches marking and maintenance
- Pest Control
- Public litter bin emptying
- Cleaning of public toilets
- Grave Preparation and Safety Maintenance
- Taxi Inspections

Section Two: FUTURE IMPROVEMENTS

This next section aims to help us understand how you would like to use to focus our resources and efforts in the coming years, as we look to development the service to meet future demands and requirements.

4. Which 3 areas of work would you like us to improve on in the future:

- Countryside Management
- Play Area Maintenance
- Street Furniture Installation
- Street Cleansing
- Grounds Maintenance
- Sport pitches marking and maintenance
- Pest Control
- Public litter bin emptying
- Cleaning of public toilets
- Grave Preparation and Safety Maintenance
- Taxi Inspections

5. Can you please rank the below list in order of importance to you

- Easier access to information (mowing and cleaning schedules, etc.)
- Improved communication (social media and web updates, etc.)
- Greater focus on environmental issues (biodiversity, nature habitats, greener technology and equipment, etc.)
- More community projects and/or greater community involvement
- Developing a more commercial approach to help reduce to the cost of the service (i.e.: increased capacity in pest control)
- Keep doing what you're doing

MORE

6. If the Council was to extend its commercial aspects, what services would you like us to offer?

7. Do you have any other requests or comments that would help in the development of the service?

8. Please share any positive experiences you have had with our service?

9. We would like to hold a further consultation survey to delve deeper into some of the areas above and to give us more specific feedback. If you would be willing to take part, please provide your email below.
