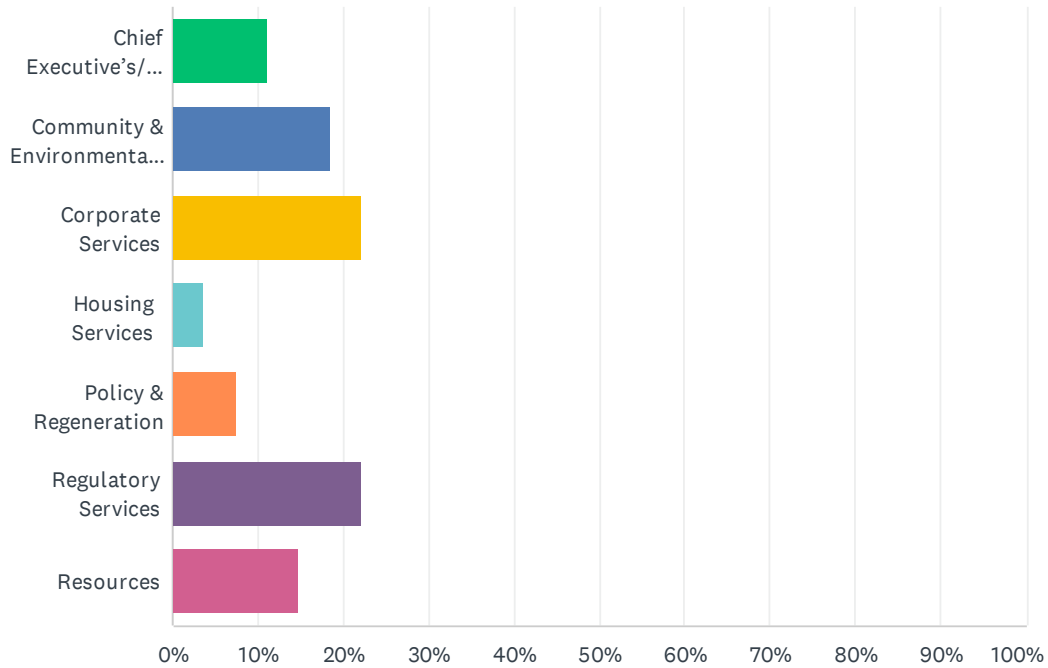


## Q1 Which service area do you work in?

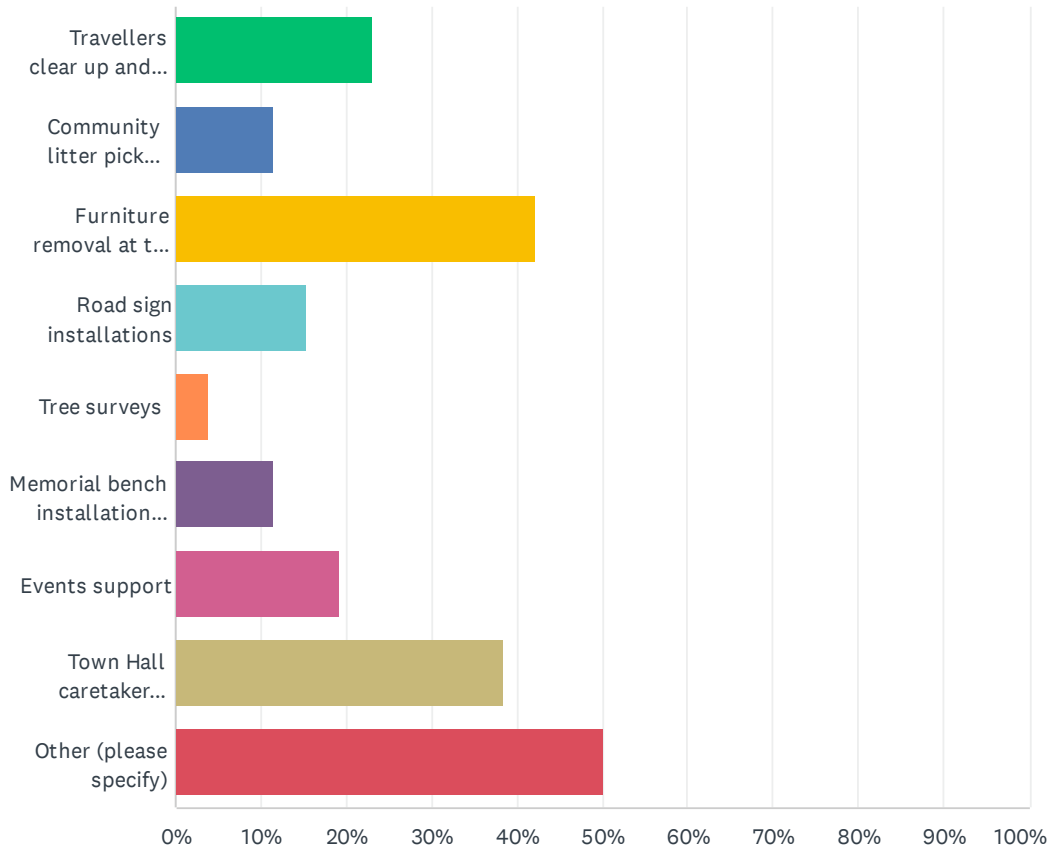
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Chief Executive's/HR & Payroll	11.11%	3
Community & Environmental Services	18.52%	5
Corporate Services	22.22%	6
Housing Services	3.70%	1
Policy & Regeneration	7.41%	2
Regulatory Services	22.22%	6
Resources	14.81%	4
<b>TOTAL</b>		<b>27</b>

## Q2 What service/s does the Clean & Green team provide for your department (tick all that apply)?

Answered: 26 Skipped: 1



ANSWER CHOICES	RESPONSES
Travellers clear up and evictions	23.08% 6
Community litter pick collections	11.54% 3
Furniture removal at the Town Hall	42.31% 11
Road sign installations	15.38% 4
Tree surveys	3.85% 1
Memorial bench installation and maintenance	11.54% 3
Events support	19.23% 5
Town Hall caretaker support	38.46% 10
Other (please specify)	50.00% 13
Total Respondents: 26	

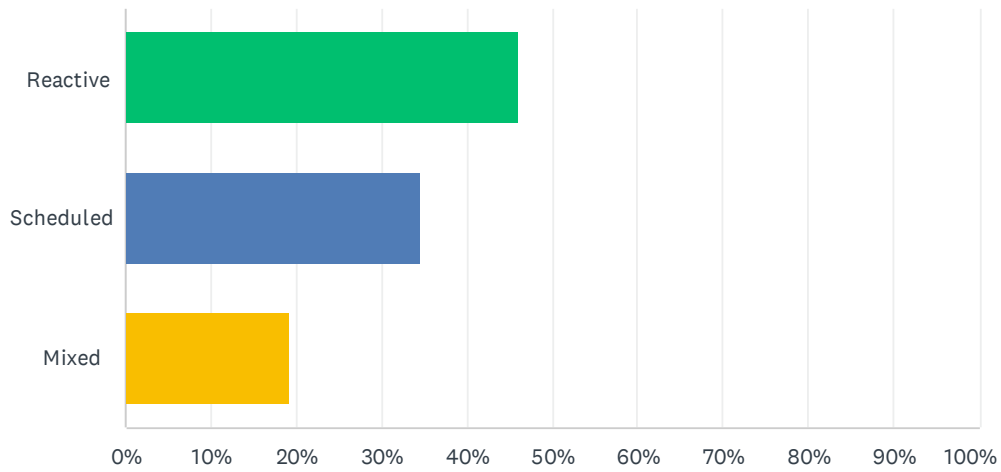
#	OTHER (PLEASE SPECIFY)	DATE
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## Clean & Green Service Review

1	Pavement Licence and Street Trading Licence Advice. The depot garage mechanics provide taxi testing service	12/7/2021 9:41 AM
2	Help with fly tipping/removal and general waste. Sometimes the C&g team are the eyes and ears of the Council as they are out and about on district daily.	12/7/2021 8:48 AM
3	Cutting back hedges/shrubs and trees in council car parks and around CCTV cameras	10/21/2021 9:21 AM
4	Operational side of the Burial Service	9/28/2021 9:09 AM
5	Burials	9/27/2021 2:00 PM
6	Attend reported Anti-social behaviour complaints re littering/drug use and clean up. Cut back and tidy overgrown hidden areas causing concern.	9/22/2021 9:20 AM
7	Providing information (e.g. absence data and accident reports)	9/21/2021 12:54 PM
8	help with insurance	9/20/2021 1:58 PM
9	N/A C&G team and my work do not really overlapp, except for the maintenance of the green spaces on Hurst Farm	9/20/2021 11:25 AM
10	advice on current jobs from supervisors. Grafitti removal	9/20/2021 10:58 AM
11	Note for Qs 3 and 4 - it is part reactive, part scheduled. And partly from budget, partly not	9/20/2021 9:50 AM
12	Ground maintenance of parks	9/20/2021 9:22 AM
13	assistance delivering urgent bin requests, receive our bin orders, help store bins at the depot	9/20/2021 9:18 AM

### Q3 Is the service/s mainly reactive or scheduled?

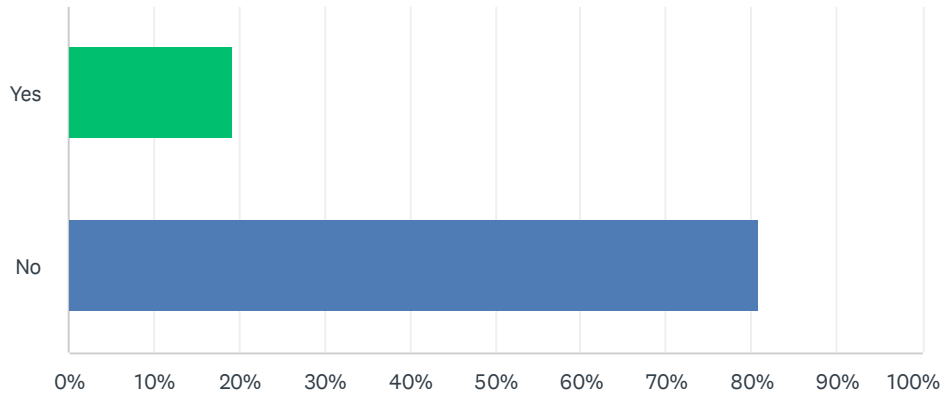
Answered: 26 Skipped: 1



ANSWER CHOICES	RESPONSES	
Reactive	46.15%	12
Scheduled	34.62%	9
Mixed	19.23%	5
<b>TOTAL</b>		<b>26</b>

### Q4 Do you hold a budget for this service?

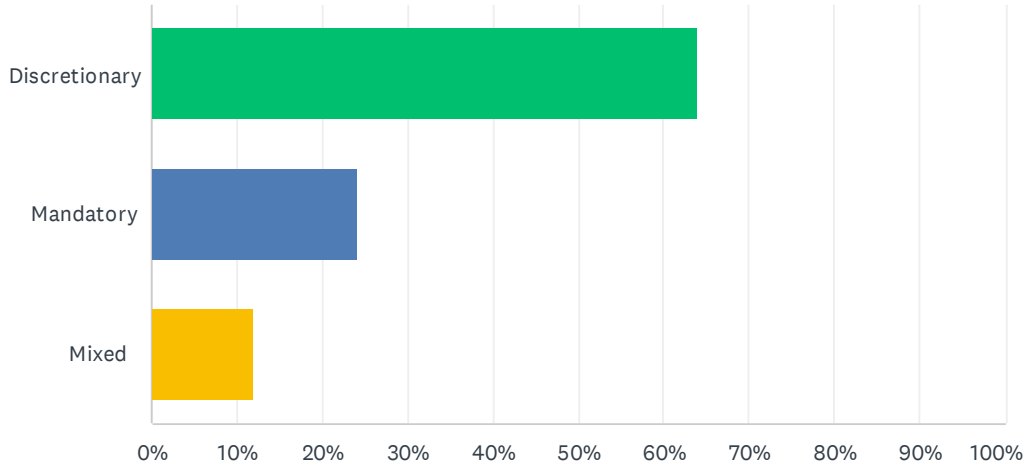
Answered: 26 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	19.23%	5
No	80.77%	21
TOTAL		26

### Q5 Is the service/s mainly discretionary or mandatory? (Mandatory by law e.g. burials service)?

Answered: 25 Skipped: 2



ANSWER CHOICES	RESPONSES	
Discretionary	64.00%	16
Mandatory	24.00%	6
Mixed	12.00%	3
<b>TOTAL</b>		<b>25</b>

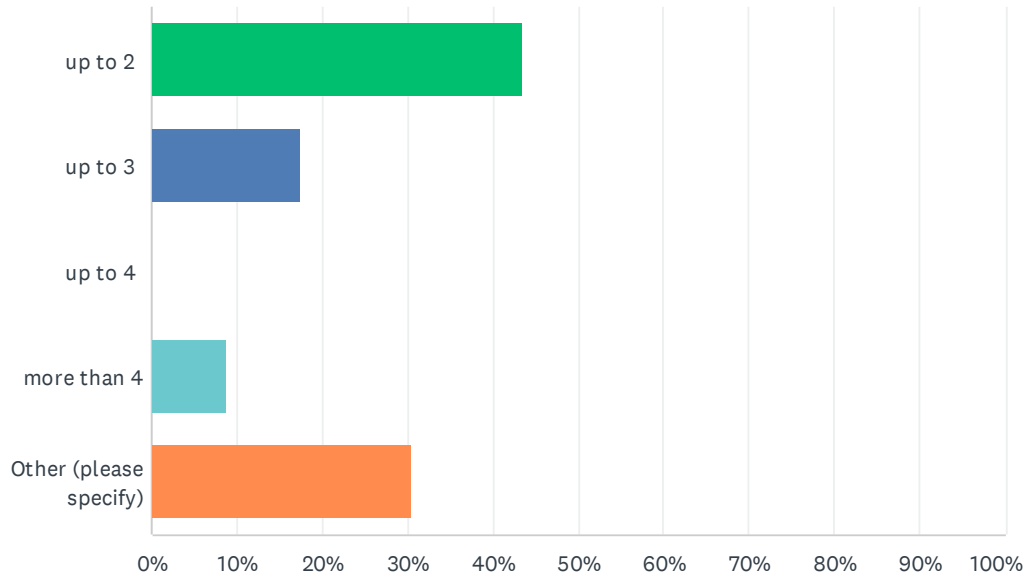
## Q6 What skills do you think the Clean & Green team need to carry out this work?

Answered: 17 Skipped: 10

#	RESPONSES	DATE
1	technical, efficiency, attention to detail, can-do attitude.	12/7/2021 9:41 AM
2	they use tractors/tow vehicles and elbow grease! and a strong stomach.	12/7/2021 8:48 AM
3	Nothing addition to what skills they already have as a grounds maintenance team	10/21/2021 9:21 AM
4	Street Name plates - Need knowledge of the area and how to erect said signs and memorial benches Work with colleagues to find alternative locations should they need to	10/19/2021 1:05 PM
5	Empathy, sensitivity, discretion, grave digging	9/28/2021 9:09 AM
6	know land ownership, work standards	9/28/2021 8:45 AM
7	sack barrow and be able bodied	9/27/2021 11:31 AM
8	Full able body with a Sack barrow	9/27/2021 11:31 AM
9	To be able to plan a series of site visits, interpret provided plans of land holdings, recognise the high risk areas within a site, identify tree species, undertake visual tree assessments of trees in those areas to identify hazards presented by the trees, recommend appropriate and prioritised mitigation works, request further inspection by DDDC's Trees Officer for cases requiring more experience/detailed knowledge, record gathered information for storage and further processing.	9/24/2021 8:18 AM
10	As well as general litter clean up, they need to be aware of drug equipment (needles etc). Also skills in dealing with the public who can be angry and upset.	9/22/2021 9:20 AM
11	Manual handling & customer service for office moves Administration and time management for administration	9/21/2021 12:54 PM
12	polite and honest and equipment to photograph areas	9/20/2021 1:58 PM
13	-Landscape and horticulture skills - aboricultural skills	9/20/2021 11:25 AM
14	Politeness, Manual handling, flexibility, helpful.	9/20/2021 10:58 AM
15	Spacial awareness	9/20/2021 9:52 AM
16	a strong stomach reactive and efficient	9/20/2021 9:25 AM
17	Those working in parks maintenance require horticultural knowledge.	9/20/2021 9:22 AM

## Q7 How many staff do you think would be needed to undertake this work if known?

Answered: 23 Skipped: 4



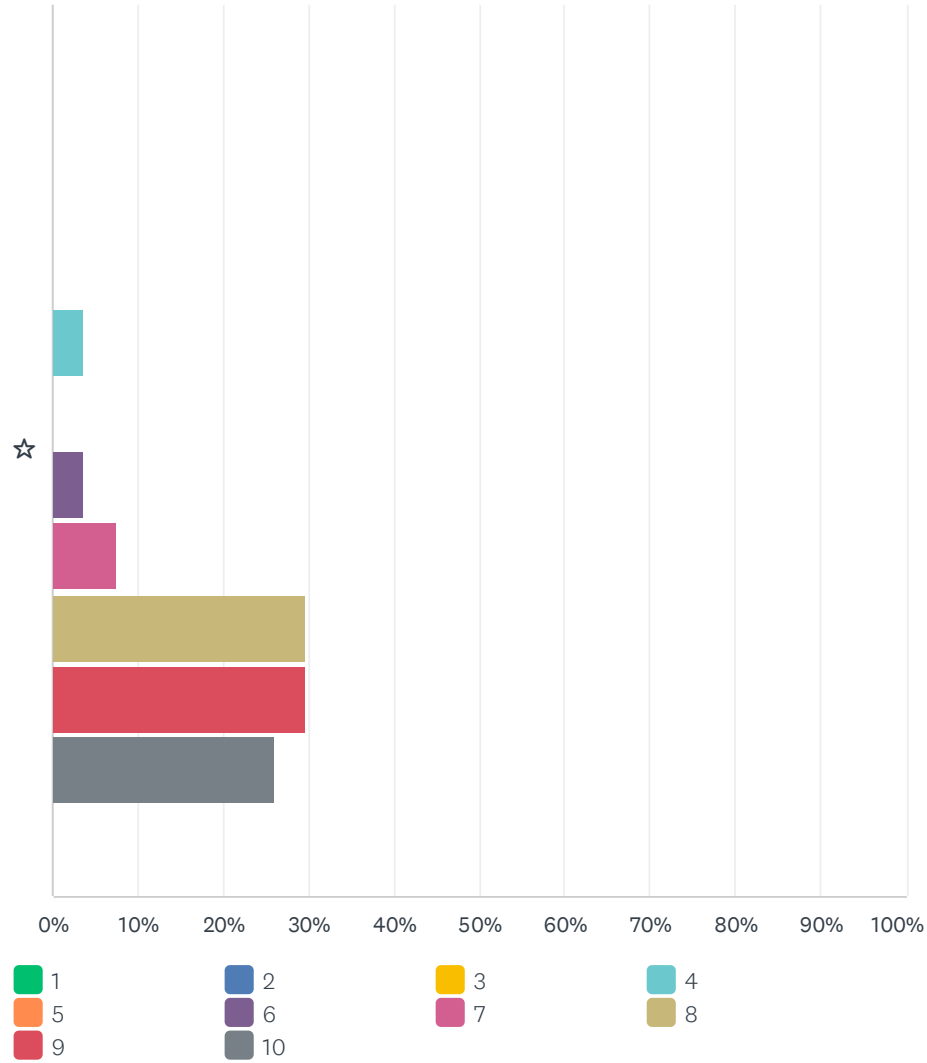
ANSWER CHOICES	RESPONSES	
up to 2	43.48%	10
up to 3	17.39%	4
up to 4	0.00%	0
more than 4	8.70%	2
Other (please specify)	30.43%	7
<b>TOTAL</b>		<b>23</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Don't know as it is usually pulled in with other duties.	12/7/2021 9:41 AM
2	it depends on the size of the Traveller encampments, the amount of waste to be removed and the size of the site	12/7/2021 8:48 AM
3	Unknown	10/21/2021 9:21 AM
4	dont know	9/28/2021 8:45 AM
5	I would think it would depend on the job	9/22/2021 9:20 AM
6	do not know	9/20/2021 11:25 AM
7	different skill set for different activities so unable to specify how many	9/20/2021 10:58 AM



## Q8 From 1 to 10 with 10 being excellent how well you do rate the service the Clean & Green team provide?

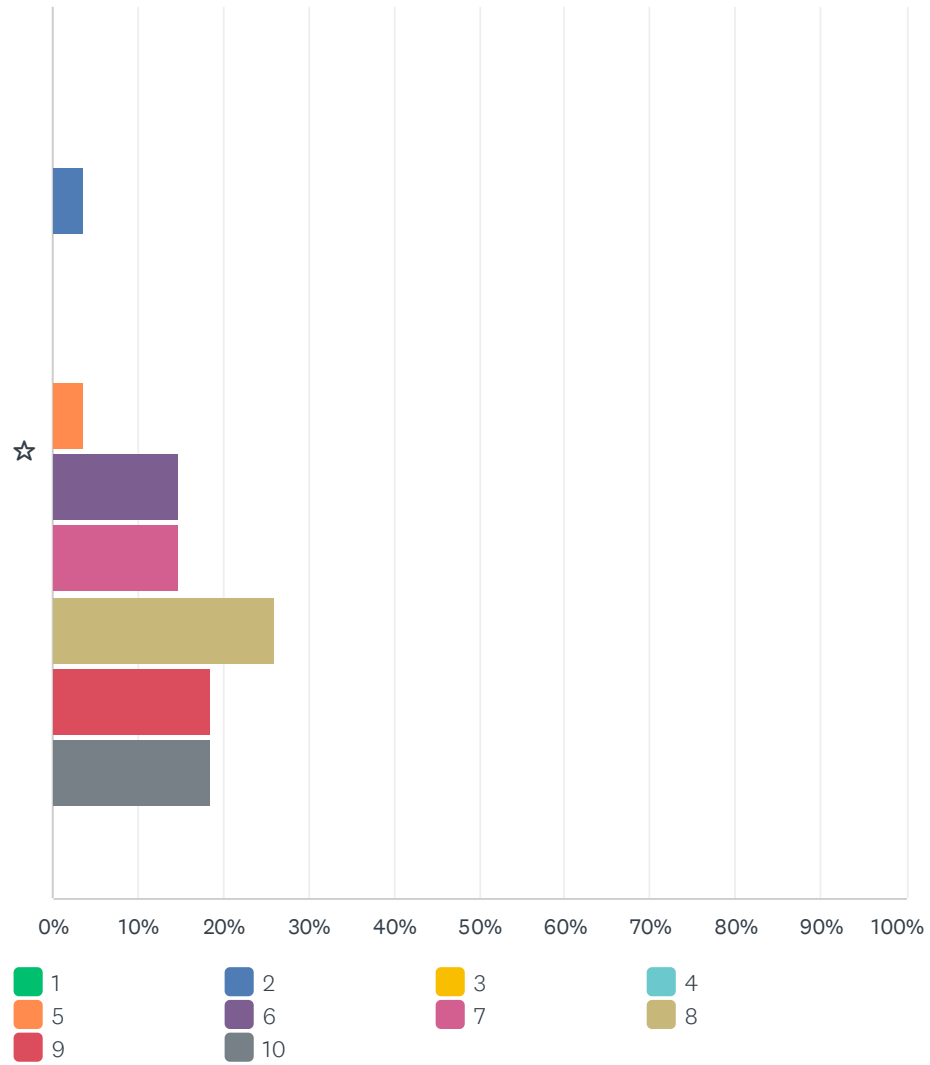
Answered: 27 Skipped: 0



	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	3.70%	0.00%	3.70%	7.41%	29.63%	29.63%	25.93%	27	8.52
	0	0	0	1	0	1	2	8	8	7		

## Q9 How to you rate the communication from the Clean & Green team?

Answered: 27 Skipped: 0



	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	3.70%	0.00%	0.00%	3.70%	14.81%	14.81%	25.93%	18.52%	18.52%	27	7.78
	0	1	0	0	1	4	4	7	5	5		

## Q10 How do you think we could improve our service delivery?

Answered: 16 Skipped: 11

#	RESPONSES	DATE
1	Can't improve on excellency - but to maintain the standard an increase in staff is probably necessary long-term.	12/7/2021 9:41 AM
2	We all ready have an excellent inter department working relationship with the C&G team, but it would be nice to see the team more often.	12/7/2021 8:48 AM
3	More resource and equipment	10/21/2021 9:21 AM
4	We have been fortunate in recent years that the C&G team have fitted memorial benches and street name plates (although this has not been formalised) and this has worked extremely well as the Supervisors are very familiar with their areas and the signs been installed in the right place at the right time. This reduces the amount of officer time working with external contractors with the margin for error greater. Unfortunately, they have not been able to provide this service this year due to other commitments, so more resource would ensure efficiencies both financial and timescales terms.	10/19/2021 1:05 PM
5	Since holding regular Burials 'staff' meetings the service is much improved. Better communication and improvements to the service overall	9/28/2021 9:09 AM
6	Speed and accuracy in administration from supervisors	9/21/2021 12:54 PM
7	timeliness. they are under pressure to deliver but insurance deadlines are very tight	9/20/2021 1:58 PM
8	think we should re-visit how we maintain our green spaces, look at how to maintain for wildlife, but not to the detriment of making spaces neglected, or unusable because open spaces become overgrown, which is what I am seeing is happening. There needs to be more flexibility to adjust maintenance regime, as usage of parks change. Think this is a district wide issue that needs to be looked at. How does this fit in with a wider District with policy of improving wildlife and biodiversity. Should we identify a 're-wielding' strategy that looks at all green spaces we own in the district.	9/20/2021 11:25 AM
9	employ more staff	9/20/2021 10:58 AM
10	Clearer schedules/info etc for jobs so members of the public get the info when they call	9/20/2021 10:13 AM
11	Knowing which supervisor does what, (eg parks toilets markets, or areas?) or do they all do the same?	9/20/2021 10:10 AM
12	Provide overtime and sickness paperwork in a more timely manner	9/20/2021 9:52 AM
13	Lower service standards a little - C&G provides a gold plated service to the public and it should lower these slightly to provide better value	9/20/2021 9:50 AM
14	you do a grand job	9/20/2021 9:25 AM
15	Increase the numbers of staff. The staff are doing a good job but there is not enough of them	9/20/2021 9:22 AM
16	The Clean and Green Team have been very supportive of the Waste Team over the last 10 months and all the work that they have done for us has been excellent	9/20/2021 9:18 AM

## Q11 What do you think the team does well?

Answered: 18 Skipped: 9

#	RESPONSES	DATE
1	Keep all of our parks and roundabouts in an excellent condition. Do a great job keeping litter bins emptied and the town centre pavements clean. Work really hard supporting the Council Markets and other ones at Xmas etc... They do seem to enjoy their work - and should be very proud of their achievements.	12/7/2021 9:41 AM
2	They get stuck in and face some unpleasant tasks head on. we (Environmental Health) have good telephone and email communication with supervisors and manager.	12/7/2021 8:48 AM
3	The want to do a good job, familiarity with the area	10/21/2021 9:21 AM
4	They are dedicated to doing a good job for their community and attention to detail is second to none, always willing to look for solutions to issues which may arise.	10/19/2021 1:05 PM
5	Continues to improve and the Manager is keen and enthusiastic to understand and improve the service	9/28/2021 9:09 AM
6	Reports issues	9/28/2021 8:45 AM
7	Responding to requests and feedback is good.	9/22/2021 9:20 AM
8	Looking after the District	9/21/2021 12:54 PM
9	they are good natured and cheerful even under stress	9/20/2021 1:58 PM
10	the work they do, they do well.	9/20/2021 11:25 AM
11	attendance to jobs	9/20/2021 10:58 AM
12	react to issues when they arise	9/20/2021 10:13 AM
13	they keep the district tidy and the parks a nice place to visit	9/20/2021 10:10 AM
14	Any of my contacts with Clean and green staff I find all staff polite and friendly	9/20/2021 9:52 AM
15	Exceptionally high service standards	9/20/2021 9:50 AM
16	respond quickly to request for service and do a good clear up.	9/20/2021 9:25 AM
17	Many have pride in their work and are very helpful	9/20/2021 9:22 AM
18	The Clean and Green Team are always ready to help	9/20/2021 9:18 AM

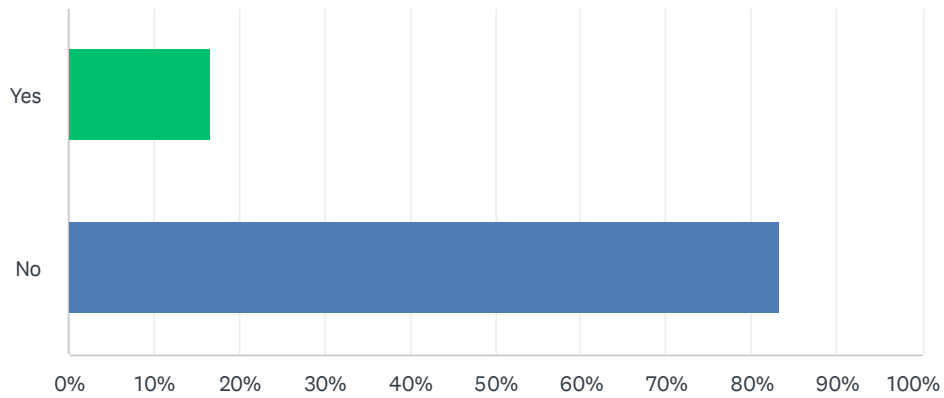
## Q12 Are there any other services you would like the Clean & Green team to perform for your department?

Answered: 12 Skipped: 15

#	RESPONSES	DATE
1	Can't think of any at the moment.	12/7/2021 9:41 AM
2	N/A	12/7/2021 8:48 AM
3	Gully cleansing in car parks General street furniture works, such as installing height barriers and minor repairs in car parks	10/21/2021 9:21 AM
4	Occasionally site inspections and technical advice	10/19/2021 1:05 PM
5	No	9/28/2021 9:09 AM
6	no	9/27/2021 11:31 AM
7	No	9/27/2021 11:31 AM
8	No	9/21/2021 12:54 PM
9	no suggestion	9/20/2021 11:25 AM
10	supply of temporary toilet cleaners	9/20/2021 10:58 AM
11	Window cleaning	9/20/2021 10:13 AM
12	no	9/20/2021 9:18 AM

### Q13 Thinking of question 12, is there a budget for this service?

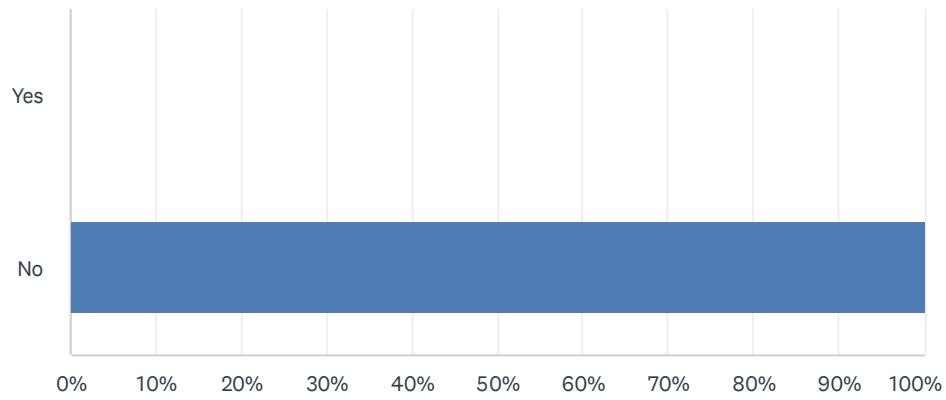
Answered: 12 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	16.67%	2
No	83.33%	10
TOTAL		12

### Q14 If so, are you the budget holder?

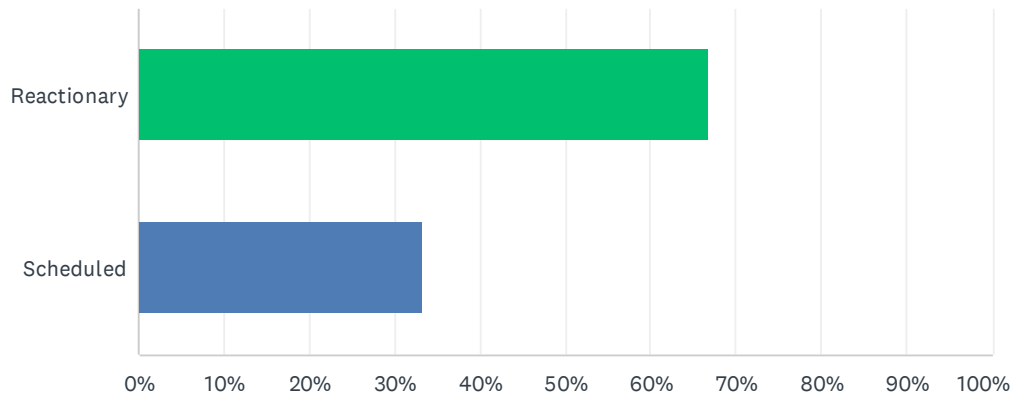
Answered: 10 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	10
TOTAL		10

## Q15 Would this service be reactionary or scheduled?

Answered: 9 Skipped: 18

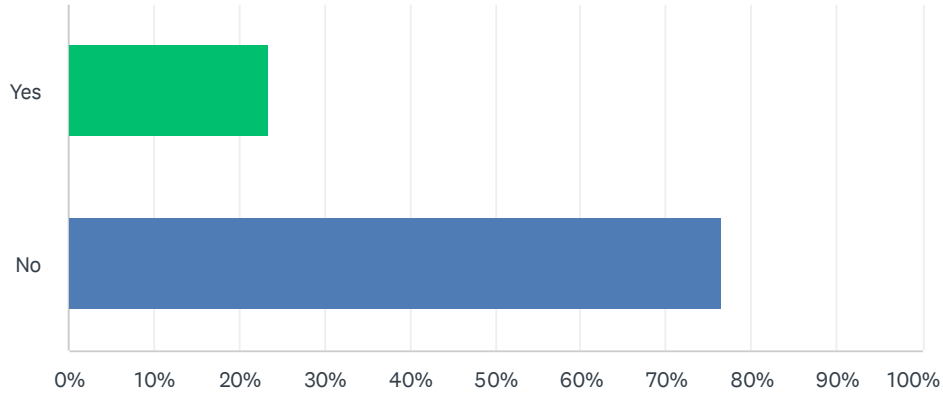


ANSWER CHOICES	RESPONSES	
Reactionary	66.67%	6
Scheduled	33.33%	3
TOTAL		9



### Q16 Do you think it would be worthwhile to have a team dedicated to your departments and others in order to complete your work and not collide with the clean and green duties?

Answered: 17 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	23.53%	4
No	76.47%	13
TOTAL		17

## Q17 Are there any other comments that would be beneficial to add to our service review

Answered: 12 Skipped: 15

#	RESPONSES	DATE
1	Not sure that there would be sufficient work for the team - but may be for the whole of Regulatory Services.	12/7/2021 9:41 AM
2	With regards to Q14 there are multiple budget holders and Q15 this could be mixed and Q17 i am not sure there would be enough works for a while team and the works not all the same so i am not sure i would be best placed to determine this	10/21/2021 9:21 AM
3	I would prefer C&G to carryout the aforementioned works rather than outsource the work, as i believe it would be more effective and efficient. I also believe this would provide a better service and help manage customer expectations and satisfaction	10/19/2021 1:05 PM
4	no	9/27/2021 11:31 AM
5	I recommend that the Countryside Rangers, who are the members of the C and G team involved in the tree surveys, are encouraged to attend 'Basic Tree Survey' training course provided by the Arboricultural Association.	9/24/2021 8:18 AM
6	The volume of requests is fairly infrequent and I always get a good job done and positive feedback from complainants.	9/22/2021 9:20 AM
7	To manage attendance more closely/ timely to support staff but also to maximise the capacity of the team	9/21/2021 12:54 PM
8	Think there is an issue around tree maintenance, esp ash die back tree removal and how we replant. Suggest we set up local tree seedling nurseries (to grow local provenance trees from local seeds) working with local schools. Something we are working on already on Hurst Farm, but maybe we can role this out in the wider district and clean and green team can replant x-number of trees a week as part of their jobs? Think that be also nice contribution towards climate change action to publicise to the public.	9/20/2021 11:25 AM
9	the teams work extremely hard under difficult circumstances which is much appreciated.	9/20/2021 10:58 AM
10	A different questionnaire would perhaps gained more info. BSU takes calls for C&G all the time. We have a better idea than some what people ask for.	9/20/2021 10:13 AM
11	Seasonal hours are problematic when staff change roles or leave from an admin point of view, staff can end up owing the Council salary or the Council may owe the employee dependant on when the change takes place.	9/20/2021 9:52 AM
12	Fundamentally disagree with Q16 - we should NOT be considering setting up tiny empires. We need to think across the WHOLE council (we are small enough as it is)	9/20/2021 9:50 AM