

STREETSCENE SERVICES

CUSTOMER SATISFACTION SURVEY AUGUST 2012

Overall Total Questionnaires 129

1. Do you know what Streetscene is?

Yes	57	44.19%
No	72	55.81%

2. Do you know the number to contact Streetscene?

Yes	41	31.78%
No	88	68.22%

3. Have you noticed any improvement in the general cleanliness of the County in the last 6 months?

Yes	84	65.12%
No	44	34.11%
Same	1	0.77%

4. What is your opinion on the following services provided by Streetscene

a. The Streets/Footways in Flintshire

Usually clean and tidy	57	44.19%
Could be cleaner but overall ok	69	53.48%
Not of acceptable cleanliness	3	2.33%

b. The overall winter gritting service

Excellent	32	24.81%
Acceptable	75	58.14%
Poor	22	17.05%

c. The overall grass cutting service

Excellent	45	34.88%
Acceptable	71	55.04%
Poor	13	10.08%

d. The condition of the roads and pavements

Excellent	14	10.85%
Acceptable	87	67.44%
Poor	28	21.71%

5. Are there any changes you feel necessary to improve the Environmental service provided by the Council?

Yes	47	36.44%
No	49	63.56%

6. How satisfied are you with the new waste collection service?

V.Satisfied	52	40.31%
Satisfied	62	48.06%
Neither	8	6.20%
Dissatisfied	3	2.33%
V.Dissatisfied	4	3.10%

7. Do you need any additional containers?

Blue Box	8	5.88%
Blue Bag	51	37.50%
White Sacks	31	22.79%
Food Waste Containers	7	5.15%
Bio Bags	8	5.88%
Brown Bin	5	3.68%
None	26	19.12%