



In 2006/07, 15% of people who requested our service were sent a satisfaction survey. The return rate was 37% which is comparable with previous years.

### Nature of complaint

Pest Control	40%
Pollution & Noise	24%
Animal Welfare	18%
Food Safety	8%
Health & Safety	4%
Housing & Drainage	5%
Environmental Protection	1%

### Satisfaction with initial response from Contact Centre / Admin Team

	Year 06/07	Direction	Against previous years
Excellent	39%	↓	Satisfaction has fallen 6% on previous year. % excellent or good = 2006/07 – 86% 2005/06 – 91% 2004/05 – 93% 2003/04 – 87%
Good	47%		
Fair	10%		
Poor	2%		
Spoke direct to officer	2%		

### Satisfaction with the time it took for an officer to contact

	Year 06/07	Direction	Against previous years
Prompt	58%	↑	Satisfaction has improved and is up to 6% higher than previous years
Satisfactory	39%		
Poor	0.5%		
Unacceptable	2.5%		

### Satisfaction with the officer's manner

	Year 06/07	Direction	Against previous years
Excellent	47%	↑	Satisfaction has improved slightly on last year
Good	46%		
Fair	5%		
Poor	2%		

### If you were visited, did the officer show their ID card ?

	Year 06/07	Direction	Against previous years
Yes	77%	↓	Has fallen 8% on previous year(s) Animal Welfare & Pest Control lowest. Housing & Pollution team were 100%.
No	23%		

### Was the officer's advice easy to understand ?

Yes	Year 06/07	Direction	Against previous years
Verbal	98%	↔	No change
Written	94%		

### If the matter was ongoing were you kept informed?

	Year 06/07	Direction	Against previous years
Yes	79%	↑	10% improvement against last year. AW and H&P biggest improvements
No	21%		

### Was your complaint or enquiry resolved ?

	Year 06/07	Direction	Against previous years
Yes	70%	↑	Improvement on previous years Housing & Pollution Team resolved 60% due to nature of enquiries
No	20%		

### If the enquiry was not resolved were you advised why?

	Year 06/07	Direction	Against previous years
Yes	50%	↔	No change
No	50%		

### How would you rate the overall service you received from the Environmental Health Team?

	Year 06/07	Direction	Against previous years
Excellent	41%	↔	1% change on last year
Good	45%		
Fair	12%		
Poor	2%		

We also ask customer to rate our services in order of priority to them. Results were as follows :

- 1<sup>st</sup> - Pollution and noise control
- 2<sup>nd</sup> - Community Safety (*crime and anti-social behaviour*)
- 3<sup>rd</sup> - Animal Welfare (*stray dogs, fouling, kennels*)
- 4<sup>th</sup> - Enforcing Food Safety
- 5<sup>th</sup> - Environmental Management (*air quality, contaminated land*)
- 6<sup>th</sup> - Investigating food poisoning and infectious disease
- 7<sup>th</sup> - Pest control
- 8<sup>th</sup> - Investigating housing complaints (*overcrowding, unfitness, landlords*)
- 9<sup>th</sup> - Enforcing Health & Safety (*including accidents at work*)
- 10<sup>th</sup> - Licensing of pubs, clubs, taxis and gaming establishments
- 11<sup>th</sup> - Home Energy Efficiency
- 12<sup>th</sup> - Issuing housing grants (*disabled adaptations and home improvement*)
- 13<sup>th</sup> - Promoting Healthier living (*Food Safety & Community Health*)
- 14<sup>th</sup> - Water sampling (*private water supplies, pools*)
- 15<sup>th</sup> - Promoting local Sustainable Development