

## Appendix 11 – Customer Satisfaction Results

**Table 1: % Of Customers Who Felt The Service Had Got Better Or Worse Over the last 12 Months<sup>1</sup>  
(2009/10)**

	<b>Better</b>	<b>Worse</b>
Keeping public land clear of litter	14%	8%
Refuse collections (Green/black bin)	19%	7%
Doorstep recycling (green box)	25%	5%
Local recycling centres (banks)	17%	3%
Cleanliness of recycling centres (banks)	14%	4%
Graffiti removal	9%	2%
Fly posting removal	8%	2%
Abandoned or burnt out car removal	11%	2%

**Table 2: Satisfaction with Aspects of Refuse & Recycling, Environmental Health and Pest Control Services<sup>1</sup>**

	<b>2008/09</b>		<i>2009/10</i>		<i>Trend</i>
	<b>Very/fairly satisfied</b>	<b>Fairly/very dissatisfied</b>	<b>Very/fairly satisfied</b>	<b>Fairly/very dissatisfied</b>	
<b>Household waste collection</b>					
SE248 Cleanliness of street after collection	78%	13%	78%	12%	↔
<b>Recycling banks and other recycling facilities</b>					
Local Recycling centres i.e. bank sites	76%	11%	83%	7%	↑
SE247 Accessibility of sites	82%	12%	84%	9%	↑
Range of materials	82%	11%	85%	9%	↑
Frequency of emptying	64%	19%	N/A	N/A	↔
SE249 With cleanliness and tidiness of site	76%	12%	59%	N/A	↓
Servicing recycling centres	82%	8%	84%	7%	↑
Overall provision of facilities	83%	9%	84%	8%	↑
<b>Anti-social Behaviour</b>					
Graffiti removal	70%	6%	73%	10%	↑
Fly-posting removal	66%	11%	74%	9%	↑
Abandoned or burnt out car removal	72%	7%	80%	5%	↑

<sup>1</sup> 2009/10 Health & Environmental Services Customer Satisfaction Survey

	2008/09		2009/10		
Environmental Health	Very/fairly satisfied	Fairly/very dissatisfied	Very/fairly satisfied	Fairly/very dissatisfied	Trend
SE222 received full explanation	57%	43%	64%	36%	↑
SE226 Overall Satisfaction	80%	15%	80%	14%	↔
SE223 Satisfaction with Pest Control	92%	N/a	88%	N/A	↓

**Table 3. Business Satisfaction<sup>2</sup>**

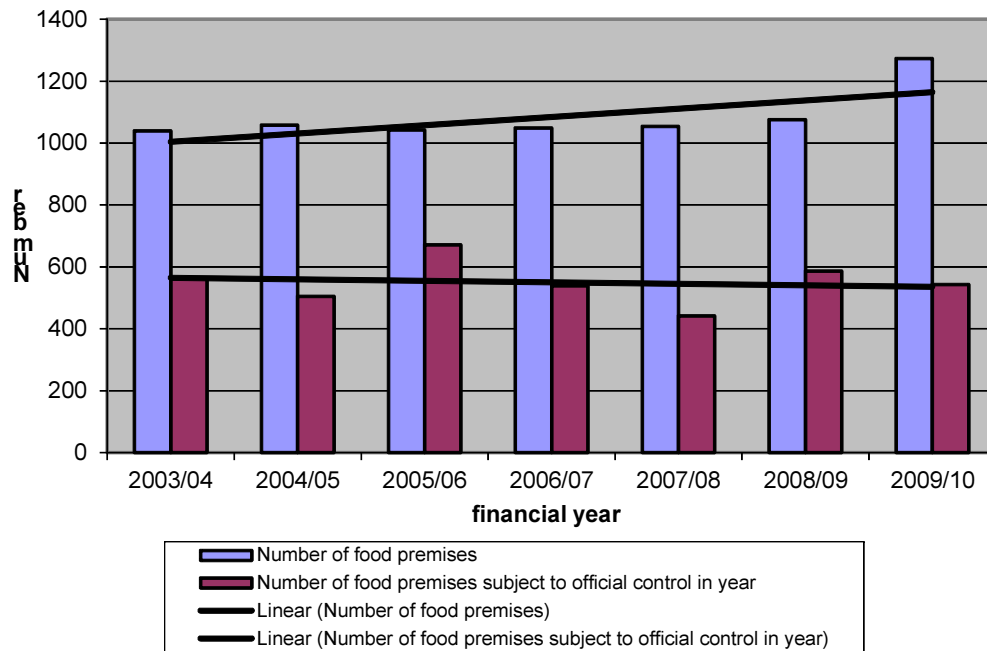
NI182	Satisfaction of businesses with local authority regulation services	2008/09	2009/10
		80%	82

Overall Compliant and Non-compliant businesses	2008/09		2009/10	
	Positive Reply	Negative Reply	Positive Reply	Negative Reply
Treated Fairly	98%	1%	95%	2%
Contact Helpful	95%	3%	93%	1%
Ease of contacting Department	82%	7%	88%	10%
Helpfulness	97%	1%	83%	2%
Polite and courteous	99%	0%	N/A	N/A
Level of Information provided	95%	1%	94%	1%
Made clear why contacting the business	100%	0%	84%	16%
Made clear what were requirements as opposed to recommendations	98%	2%	99%	1%
Agreed provide Value for Money	83%	12%	N/A	N/A
Received further Information requested	92%	8%	84%	16%
Further Information easy to understand	100%	0%	100%	0%

<sup>2</sup> 2009/10 Health & Environmental Services Business Satisfaction Survey

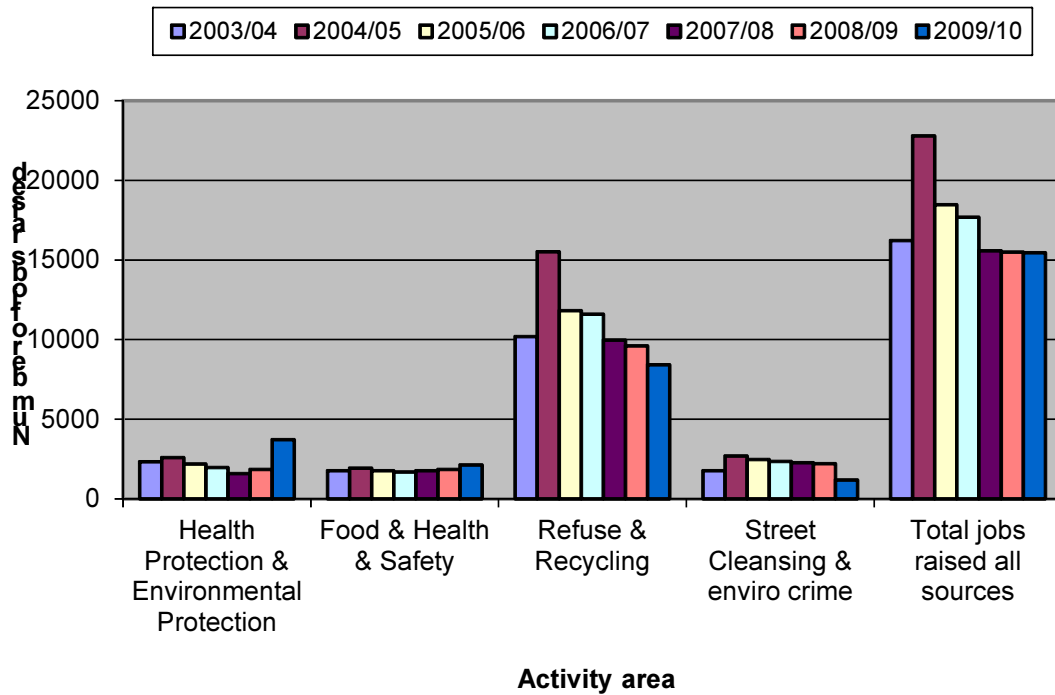
## Appendix 12: Activity Demands on the Service 2003 - 2010

Figure 1: Food control in South Cambridgeshire



Source: Food Standards Agency Returns: Table 2.1 Food hygiene - Compliance with inspection programme 2002/03 to 2009/10

Figure 2: Reactive activity in year by area



Source: Performance reports Proactive SCDC 2003/04 to 2009/10