

















1. Which part of our service have you recently used?

		Response Percent	Response Count
Rats		25.5%	105
Mice		10.7%	44
Wasps		68.1%	280
Ants		4.1%	17
Squirrels		0.7%	3
Fleas		0.7%	3
Bedbugs		0.2%	1
	1 Other (please specify)		16
answered question			411
skipped question			10






2. How did you find out about the Council's pest control service?

		Response Percent	Response Count
(a) Internet search		8.0%	22
(b) Council Website		44.7%	123
(c) Yellow pages		14.9%	41
(d) From a friend or neighbour		35.3%	97
	2 Other (please specify)		143
	answered question		275
	skipped question		146







3. My calls were answered quickly?

		Response Percent	Response Count
Strongly Agree		54.2%	225
Agree		41.9%	174
Neither Agree or Disagree		2.9%	12
Disagree		0.2%	1
Strongly Disagree		0.0%	0
Not Applicable		0.7%	3
	answered question		415
	skipped question		6







4. Our enquiry staff were polite?

		Response Percent	Response Count
Strongly Agree		62.1%	257
Agree		36.0%	149
Neither Agree or Disagree		1.2%	5
Disagree		0.5%	2
Strongly Disagree		0.0%	0
Not Applicable		0.2%	1
answered question			414
skipped question			7


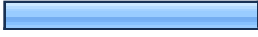




5. I was clearly told how the matter would be handled?

		Response Percent	Response Count
Strongly Agree		50.6%	207
Agree		43.5%	178
Neither Agree or Disagree		3.7%	15
Disagree		1.2%	5
Strongly Disagree		0.2%	1
Not Applicable		0.7%	3
answered question			409
skipped question			12







6. I am aware of what poison has been used?

		Response Percent	Response Count
Strongly Agree		45.1%	183
Agree		33.5%	136
Neither Agree or Disagree		7.1%	29
Disagree		7.1%	29
Strongly Disagree		1.5%	6
Not Applicable		5.7%	23
answered question			406
skipped question			15

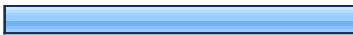





7. Were you satisfied with the time taken for the Pest Control Officer to respond to your request for service?

		Response Percent	Response Count
Strongly Agree		57.2%	235
Agree		37.7%	155
Neither Agree or Disagree		1.5%	6
Disagree		3.2%	13
Strongly Disagree		0.2%	1
Not Applicable		0.2%	1
answered question			411
skipped question			10






8. The Pest Control Officer kept to any pre arranged times?

		Response Percent	Response Count
Strongly Agree		56.8%	231
Agree		34.4%	140
Neither Agree or Disagree		2.0%	8
Disagree		1.7%	7
Strongly Disagree		0.2%	1
Not Applicable		4.9%	20
answered question			407
skipped question			14







9. The times available were convenient to me?

		Response Percent	Response Count
Strongly Agree		52.6%	215
Agree		40.6%	166
Neither Agree or Disagree		2.7%	11
Disagree		0.7%	3
Strongly Disagree		0.2%	1
Not Applicable		3.2%	13
answered question			409
skipped question			12

10. Our Pest Control Officer was polite/courteous and presentable?

		Response Percent	Response Count
Strongly Agree		69.2%	279
Agree		27.8%	112
Neither Agree or Disagree		0.2%	1
Disagree		0.2%	1
Strongly Disagree		0.0%	0
Not Applicable		2.5%	10
answered question			403
skipped question			18

11. Our Pest Control Operatives were knowledgeable and able to deal with any questions?

		Response Percent	Response Count
Strongly Agree		66.9%	273
Agree		27.9%	114
Neither Agree or Disagree		2.2%	9
Disagree		0.2%	1
Strongly Disagree		0.2%	1
Not Applicable		2.5%	10
answered question			408
skipped question			13



12. Overall How Well did We Perform? The matter has been resolved to my satisfaction?

		Response Percent	Response Count
Strongly Agree		67.9%	260
Agree		28.5%	109
Neither Agree or Disagree		1.8%	7
Disagree		0.3%	1
Strongly Disagree		0.0%	0
Not Applicable		1.6%	6
answered question			383
skipped question			38

13. If we were unable to resolve the issue did we clearly explain the reason why?

		Response Percent	Response Count
Strongly Agree		8.8%	31
Agree		5.7%	20
Neither Agree or Disagree		2.3%	8
Disagree		0.6%	2
Strongly Disagree		0.0%	0
Not Applicable		82.6%	290
answered question			351
skipped question			70


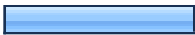

14. Did you pay for the service provided?

		Response Percent	Response Count
Yes		74.6%	308
No		25.4%	105
answered question			413
skipped question			8

15. If yes:

	Yes	No	Response Count
Was the price reasonable?	78.3% (227)	21.7% (63)	290
answered question			290
skipped question			131

16. We are reviewing how customers can pay for the services we provide. Which is your preferred method of payment?

		Response Percent	Response Count
Credit/debit card		60.6%	223
Cheque		28.3%	104
Cash		13.6%	50
answered question			368
skipped question			53





17. The Details of any charges (where applicable) were explained clearly to me?

		Response Percent	Response Count
Strongly Agree		39.7%	151
Agree		33.4%	127
Neither Agree or Disagree		7.6%	29
Disagree		1.6%	6
Strongly Disagree		0.0%	0
Not Applicable		17.6%	67
answered question			380
skipped question			41

18. As a result of the visit, I felt my home business was? (tick those relevant)

		Response Percent	Response Count
(a) Safer		72.2%	286
(b) Healthier		25.8%	102
(c) Cleaner		8.1%	32
(d) Improved Environment		21.0%	83
answered question			396
skipped question			25

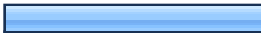

19. Overall how would you rate the quality of service provided?

		Response Percent	Response Count
Excellent		72.0%	288
Good		22.5%	90
Satisfactory		5.3%	21
Less than satisfactory		0.3%	1
Poor		0.0%	0
Unacceptable		0.0%	0
answered question			400
skipped question			21



20. We are reviewing when the pest control service is available. Would you be interested in a service that was provided?

	Yes	No	Response Count
(a) In the Evening (up to 7pm)	76.5% (286)	23.5% (88)	374
(b) Saturday (am)	79.1% (258)	21.2% (69)	326
answered question			394
skipped question			27



21. Have you seen the new livery on the pest control vans?

		Response Percent	Response Count
Yes		38.8%	156
No		61.2%	246
answered question			402
skipped question			19



22. Did you think it was appropriate for the service to advertise in this way?

		Response Percent	Response Count
Yes		84.8%	212
No		15.2%	38
answered question			250
skipped question			171

23. Did you use our website for information about pest control?

		Response Percent	Response Count
Yes		27.7%	108
No		72.3%	282
answered question			390
skipped question			31







24. Did this provide the information you needed?

		Response Percent	Response Count
Yes		77.3%	119
No		22.7%	35
answered question			154
skipped question			267


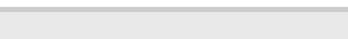
25. Comments, suggestions, observations

	Response Count
	184
answered question	184
skipped question	237

26. If you would like to receive feedback to this survey please complete this section.

		Response Percent	Response Count
Name:		13.5%	7
Address 1:		13.5%	7
Address 2:		7.7%	4
City/Town:		11.5%	6
Postal Code:		11.5%	6
Email Address:		84.6%	44
		answered question	52
		skipped question	369

27. To which authority do you belong?

		Response Percent	Response Count
SS		48.5%	204
SBC		51.5%	217
		answered question	421
		skipped question	0