



Household waste collection customer satisfaction survey

Please tell us how you think we are doing.

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Staff and information	T N	le 11 . I	<u> </u>			Т.,
	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Friendliness of the crew						
How smartly dressed are staff?						
Change of day information						
Service information supplied on the council website						
Service information on the council social media						
Service information from contact centre staff						
Ease of reporting issues to the local authority						
Household dry recycling (paper/plastics/tins/gl	ass) collection	services Excellent	Good	Acceptable	Poor	Vanunaar
	applicable	Excellent	Good	Acceptable	Poor	Very poor
Containers/bins used for collection						
Frequency of collection						
Overall satisfaction						
Household food waste collection services						1
	l Not		(-004	Accentable		
	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Containers/bins used for collection		Excellent			Poor	very poor
Frequency of collection						
	applicable					
Frequency of collection Overall satisfaction	applicable					
Frequency of collection Overall satisfaction Household garden waste collection services	applicable					
Frequency of collection Overall satisfaction Household garden waste collection services Containers/bins used for collection	applicable					
Frequency of collection Overall satisfaction Household garden waste collection services	applicable Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Frequency of collection Overall satisfaction Household garden waste collection services Containers/bins used for collection Frequency of collection Cost of collection (if any charge is made by the council for this service)	applicable Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Frequency of collection Overall satisfaction Household garden waste collection services Containers/bins used for collection Frequency of collection Cost of collection (if any charge is made by the	applicable Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Frequency of collection Overall satisfaction Household garden waste collection services Containers/bins used for collection Frequency of collection Cost of collection (if any charge is made by the council for this service)	applicable Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Frequency of collection Overall satisfaction Household garden waste collection services Containers/bins used for collection Frequency of collection Cost of collection (if any charge is made by the council for this service) Overall satisfaction	applicable Not applicable	Excellent	Good	Acceptable	Poor	Very poor

	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Containers/bins used for collection						
Frequency of collection						
Overall satisfaction						





	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Reliability of collection (not including bank holidays)						
Are bins returned neatly after collection?						
Is anything that the crew has dropped picked up?						
Special assistance for collections where your health or age means that we bring your bins out from your property						





Parks and open spaces (such as playing fields, woodlands and meadows) customer satisfaction survey

Please tell us how you think we are doing.

Please answer 'Not applicable' if the question asked is not relevant to you.

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	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Friendliness of staff						
How smartly dressed are staff?						
Service information supplied on the council website						
Service information on the council social media						
Service information from contact centre staff						
Ease of reporting issues to the local authority						
Services provided						
	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Provision of flower beds / floral displays						
Provision of outdoor sports pitches / playing fields						
Provision of children's playgrounds						
Provision of public parks						
Provision of public toilets in parks						
Provision of litter bins in parks						
Provision of dog waste bins in parks						
Service standards						
	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Maintenance of grass areas						
Maintenance of flower beds						
Litter removal in grassed areas						
Removal of dog waste from public green spaces						
Frequency of emptying litter bins						
Control of weeds on hard surfaces (e.g. on paths or footways)						
Maintenance of children's playgrounds						
Maintenance of outdoor pitches / playing fields						
Feeling of safety in public parks						
Organised events in public parks						
Overall are you happy with the Parks and open sp	aces service	Ye	S		No	





Cemetery customer satisfaction survey

Please tell us how you think we are doing.

Please answer 'Not applicable' if the question asked is not relevant to you.

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	Not	Excellent	Good	Acceptable	Poor	Very poor
	applicable					
Friendliness of staff						
How smartly dressed are staff?						
Ease of obtaining information						
Ease of reporting problems						

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Camica	provided
Services	brovideo

cervices provided							
	Not applicable	Excellent	Good	Acceptable	Poor	Very poor	
Gardens of remembrance for cremated remains							
Cemetery burial services							
Memorial options							

Service standards

	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Standard of litter clearance in horticultural areas						
Standard of grave maintenance						
Standard of grounds maintenance						
Feeling of personal safety in cemeteries						
Open days for the public						
Keeping cemeteries clear of dog waste						
Ensuring dogs are kept under control in cemeteries						