

Core Services Survey report

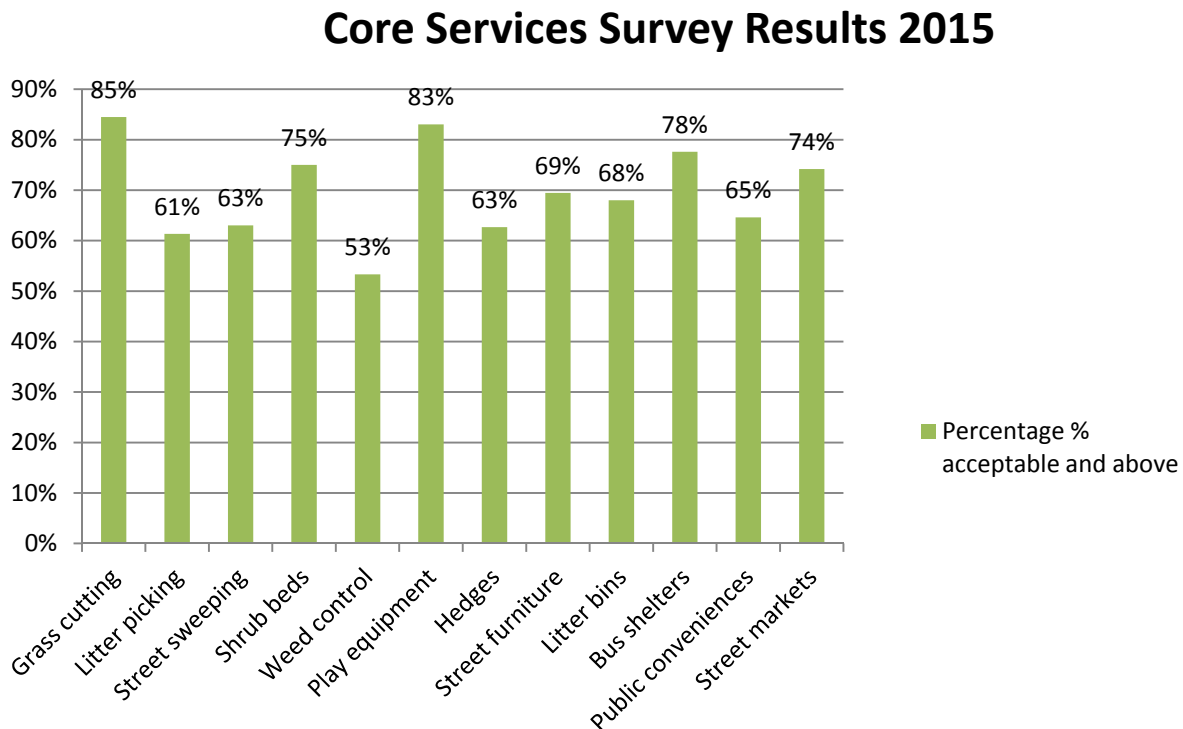
Street and on line surveys for users of Mendip towns were launched in August/September 2015 (this is now closed) to measure the residents of Mendip and visitors to the District's' satisfaction with aspects of the core services contract for various service areas.

Areas that were included in the survey were;

- Grass cutting
- Litter picking
- Street sweeping
- Shrub beds
- Weed control
- Play equipment
- Hedges
- Street furniture
- Litter bins
- Bus shelters
- Public conveniences
- Street markets

There were 77 responses to the aspects of the combined surveys carried out.

The combined results indicating that the services have achieved customers expectations as acceptable and above are shown in the bar graph below. Not all aspects were scored by all the responders.



An action plan has been created by our contractor 'The Landscape Group' to improve aspects where the service has fallen below 55% of customer's expectation.

Action Plan

Aspect	Planned action	Completion date
Weed	Recruiting staff in-house for next financial year rather than using a sub contractor. The timing of spraying will be changed to throughout the year rather than block spraying i.e. not just in April and Sept	Ongoing

Comments

Key themes emerging from open comments provided by customers consist of the following:

- More bus shelters required especially in Street
- More frequent cleaning of bus shelters
- Weed control an issue
- More seating and benches required
- Not enough Public Conveniences
- Litter on streets and overflowing bins

A lot of the issues identified in the survey fall outside the contractual specification like grass cutting / street cleansing within privately owned areas and installing of bus shelters which are provided by Somerset County Council.