

People's Voice Feedback

People's voice is a regular questionnaire sent out to over 1000 households asking for their feedback on the services supplied by NWDC. The questionnaire is sent out annually,

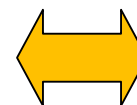
The most recent feedback has been as follows:

Streets and Grounds

1. How satisfied or dissatisfied are you that NWDC keeps Town centres clear of litter and refuse?
75.5% said they were either very or fairly satisfied against a target of 74% and an actual of 71% in 2006/07.



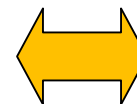
2. How satisfied or dissatisfied are you that NWDC keeps Villages clear of litter and refuse?
61.9% said they were either very or fairly satisfied.



3. How satisfied or dissatisfied are you that NWDC keeps Open Spaces clear of litter and refuse?
49.5% said they were either very or fairly satisfied.



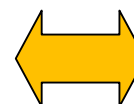
4. How satisfied or dissatisfied are you that NWDC keeps Your Street clear of litter and refuse?
58.0% said they were either very or fairly satisfied.



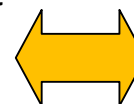
5. How satisfied or dissatisfied are you that NWDC keeps Highway Verges clear of litter and refuse?
36.0% said they were either very or fairly satisfied.



6. Do you think street cleaning has got better, stayed the same or got worse over the past three years?
64.5% said that it was the same or better.



7. Do you think that keeping of parks and open spaces tidy has got better, stayed the same or got worse over the past three years?
61.2% said that it was the same or better.



In summary, this is a mixed set of results but following the investment in streets with more staff and resources along with new schedules and more work carried out in the villages we would expect to see a significant improvement in results next year – Chris Couzins-Short

Refuse Service

8. How satisfied or dissatisfied are you with the reliability of the weekly household refuse collection service?

94.4% said they were either very or fairly satisfied against a target of 86% and an actual of 85% in 2006/07.



9. How satisfied or dissatisfied are you with the quality of the weekly household refuse collection service?

94.0% said they were either very or fairly satisfied against a target of 86% and an actual of 85% in 2006/07.



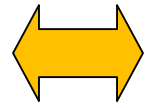
10. How satisfied or dissatisfied are you with the response to enquiries or complaints about the weekly household refuse collection?

34.7% said they were either very or fairly satisfied.



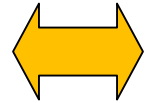
11. How satisfied or dissatisfied are you with the information of the weekly household refuse collection service?

70.4% said they were either very or fairly satisfied.



12. How satisfied or dissatisfied are you with the service from the refuse crews?

85.7% said they were either very or fairly satisfied.



13. How satisfied or dissatisfied are you with the overall service of the weekly household refuse collection service?

92.5% said they were either very or fairly satisfied against a target of 86% and an actual of 85% in 2006/07.



14. Do you think rubbish collection has got better, stayed the same or got worse over the past three years?

92.0% said that it was the same or better.



In summary, a very good set of results with some areas for improvement. Dealing with enquiries and complaints, information given to householders and general customer care are all areas we can look at improving and where we are looking to concentrate our efforts – Chris Couzins-Short