

# Wiltshire Council

## Street scene contractor performance survey

**This survey looks at the various services provided under the councils Street Scene contract with Iverde to see how well that contract is performing in the eyes of the various stakeholders such as the public, Town and Parish Councils. Your views will help us assess performance and make improvements where they are felt to be necessary. The survey should take no longer than 10 minutes to fill out and all your answers will be treated in the strictest confidence although we will want to share results with the contractor to ensure that any improvements can be made.**

### About you

Q1 Are you answering this survey as?

- A resident
- A Town or Parish Council representative
- Another organisation or group

If you said Town, Parish,  
organisation or group can you  
please say which?

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### Grounds maintenance

**The Council employs a contractor Iverde to undertake its ground maintenance duties according to a written schedule and specification. We would like to know from your experience what you think of the quality of the work done and whether the resulting work is satisfactorily undertaken**

Q2 Is the grass cut to the same height across the area mown (it is acceptable for cut grass to be left and not removed from the grassed area).

- Yes
- No

If no please give details

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- Q3 Is any litter present collected before the grass is cut? This means that following grass cutting there is no shredded litter left on the grassed area
- Yes
  - No

If no please give details

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- Q4 Are grass cuttings removed from footways, paths and hard areas following cutting? This means that any grass cuttings produced during mowing is cleared from non-grassed areas within 24hours.
- Yes
  - No

If no please give details

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- Q5 Are the hedges cut evenly? This means where a hedge is cut the result is a hedge that has a consistent surface
- Yes
  - No

If no please give details

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- Q6 When hedges are cut, is the area left clean and tidy?
- Yes
  - No

If no please give details

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## Street cleansing

- Q7 Have you reported an issue with the litter collection in the last 6 months?
- Yes
  - No

Q8 Was your issue dealt with in a timely manner?

Yes

No

If no please give details \_\_\_\_\_

## Overall satisfaction

Q9 Have you reported an issue with the litter bins collections in the last 6 months?

Yes

No

Q10 Was the issue dealt within a maximum fourteen days (statutory guidance time frame)?

Yes

No

If no please give details \_\_\_\_\_

Q11 Was there a reoccurrence of this issue in subsequent weeks?

Yes

No

If yes please give details \_\_\_\_\_

## Priorities

**The Council is looking to ensure that the wishes of the public and its various stakeholders are given precedence in its contracts so that our contractors do what our stakeholders regard as a priority. The following service choices have been chosen to allow the councils stakeholders to indicate which if any they think should be given greater priority.**

Q12 How far do you agree or disagree with the following priority statements?

The current amenity land maintenance standard for grass cutting is a minimum frequency of a cut a month. Hedges and shrubs are cut if deemed a priority through the winter.

In adverse weather conditions or where there are higher priority requirements for the council's resources the maintenance standards are reduced. For example grass cutting may be extended to six weekly.

	Agree	Disagree
Wiltshire Council should concentrate on scheduled litter collection rather than the current reactive litter service?	<input type="checkbox"/>	<input type="checkbox"/>
Wiltshire Council should concentrate on an annual cutting of amenity hedges and shrubs rather than a reactive service based on safety issues or complaints	<input type="checkbox"/>	<input type="checkbox"/>
Wiltshire Council should maintain closed churchyards and cemetery grounds in its control to a higher standard than that for amenity land	<input type="checkbox"/>	<input type="checkbox"/>
Wiltshire Council should maintain car parks in its control to a higher standard than that for amenity land	<input type="checkbox"/>	<input type="checkbox"/>
Wiltshire Council should maintain country parks in its control to a higher standard than that for amenity land	<input type="checkbox"/>	<input type="checkbox"/>

## Finally

Q13 Do you have any further comments to make about the performance of the Street Scene contract?

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**Thank you for taking the time to reply to this survey. Your answers are important to us. If you want to know more about the survey you can contact xxxxx at yyyy or alternatively.....**