

Environmental Management Questionnaire Allotments May 2008

Introduction

A user survey was distributed to all allotment holders in the Borough. The aim was to gauge customer satisfaction levels with the service and identify areas for improvement. During May 2008, 600 questionnaires were distributed along with a FREEPOST return envelope. 151 questionnaires were returned (25% return rate).

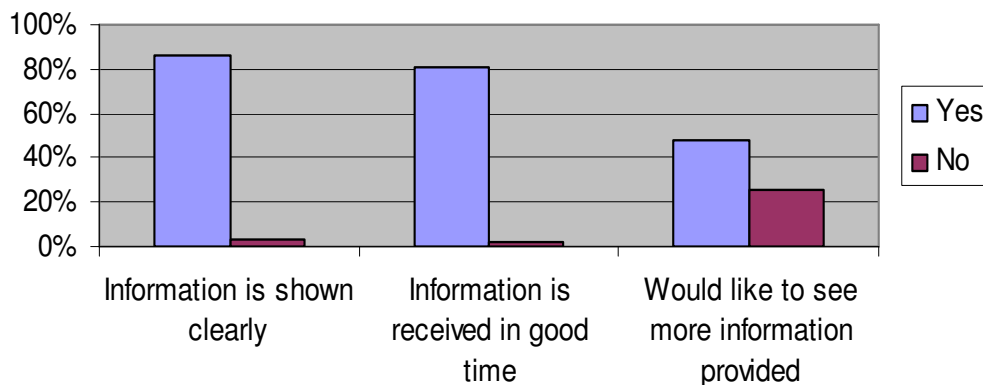
Summary of Results

A full list of results are available in *Appendix A*

Q1 Please give your opinion on the information we provide about allotments.

78% of respondents said they had received information, of these over 80% said the information was clear and was received in good time. Almost half of all respondents would like to see more information, just over a quarter said they receive enough.

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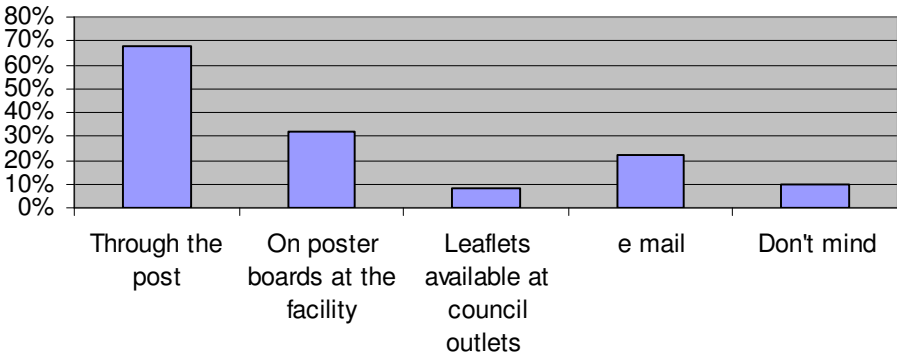


Respondents were given the opportunity to make additional comments. A small number suggested terms & conditions or rules should be displayed on notice boards and a few people would like the representatives contact details given out.

Q2 *How would you prefer to receive information about the service or facilities we provide?*

68% of respondents were happy with information through the post. Almost a third would like to see it displayed on the notice boards and just over a fifth would like it on email.

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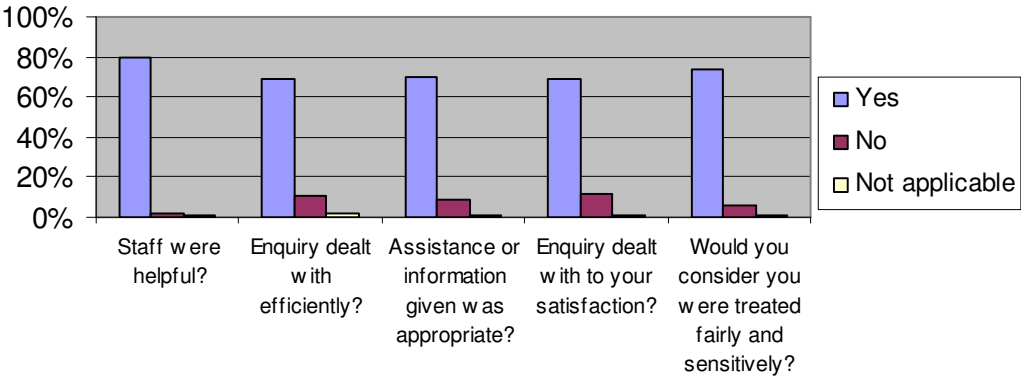


Q3 *If you have been in contact the Council in the last 6 months about an allotment please tell us how you found our service.*

Half of the respondents have been in contact with the allotment service. 80% of these considered staff to be helpful, 2% said unhelpful. Almost 70% of those who had been in contact thought the enquiry was dealt with efficiently, that the assistance or information was appropriate and that their enquiry was dealt with to their satisfaction, between 9% and 12% answered negatively to these questions.

Almost three quarters of those contacting the Council said they were treated fairly and sensitively, 6% said they were not and 20% declined to answer.

Q3 If you have been in contact with the Council in the last 6 months about an allotment please tell us how you found our service



Additional unprompted comments were made by respondents, a list is given in *Appendix A*. Out of the 20 comments made 12 were very positive feedback, 5 were negative and 2 were suggestions for improvement.

Q4 At which allotment site do you have a plot?

Responses were received from all allotments sites, the number tended to reflect the size of the site.

Q5 Do you have any further comments about the allotment service we provide?

This was an open ended question giving the respondent the opportunity to make additional comments on the allotment service. The most common responses were categorised.

Generally customers were not happy with plots not maintained and felt the Council should take action. There are concerns regarding security and the height of fences and gates. A system of collecting rubbish was requested, maybe providing a skip, some of the rubbish problem is fly tipping from residents. Allotments holders would also like to see a better water supply, more tanks and allow the use of hoses.

Conclusion

From the responses allotment holders are generally satisfied with the current service. The information they receive is of a good standard, but almost half of the respondents would like to see more. Sending information by post is preferred, although displaying it on notice boards is also favoured. Emails are becoming more popular and consideration should be given to this, as currently it is not used at all.

Following discussions with allotment staff, some of the issues raised by the respondents are being addressed or there are reasons why the current service cannot be altered. Consideration should be given to providing information in the form of a brief newsletter, particularly to report on Allotment Watch Meetings. Whilst allotment representatives do have the opportunity to meet with the Council, it is difficult to ensure that all allotment holders are aware of the outcomes of the meetings or have the opportunity to brief the representative on their concerns.