

Gardening Assistance Scheme Questionnaire Report

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1. Summary

Questionnaire format: Paper surveys posted to all members of the gardening assistance scheme
Responses: 66 responses
Date range: 27th July to 22nd August 2017

2. Introduction

Members were sent a postal questionnaire to capture feedback about Chesterfield Borough Council's Gardening Assistance Scheme. At the end of the survey, respondents had the opportunity to take part in a prize draw to win £25 of Love To Shop vouchers

3. Questionnaire results

Q1. Which of the gardening services were carried out on your property?

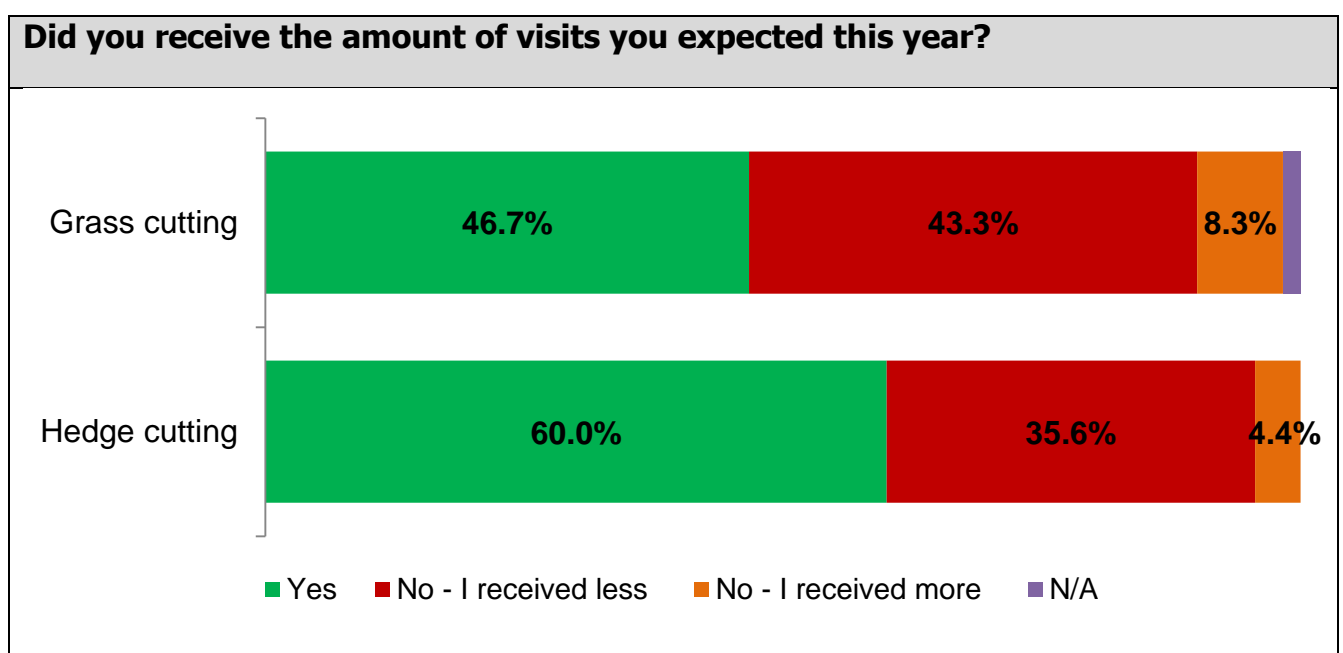
Respondents were asked to indicate one or both options of grass cutting and hedge cutting.

Which of the gardening services were carried out on your property?		
	Number	Percent
Grass cutting	63	95.5%
Hedge cutting	51	77.3%

Q2. Did you receive the amount of visits you expected this year?

Respondents were asked to indicate one option for grass cutting and one option for hedge cutting if applicable.

Did you receive the amount of visits you expected this year?								
	Yes		No – received less than expected		No – received more than expected		Not applicable	
	No.	%	No.	%	No.	%	No.	%
<i>Grass cutting</i>	28	46.7%	26	43.3%	5	8.3%	1	1.7%
<i>Hedge cutting</i>	27	60.0%	16	35.6%	2	4.4%	0	0.0%

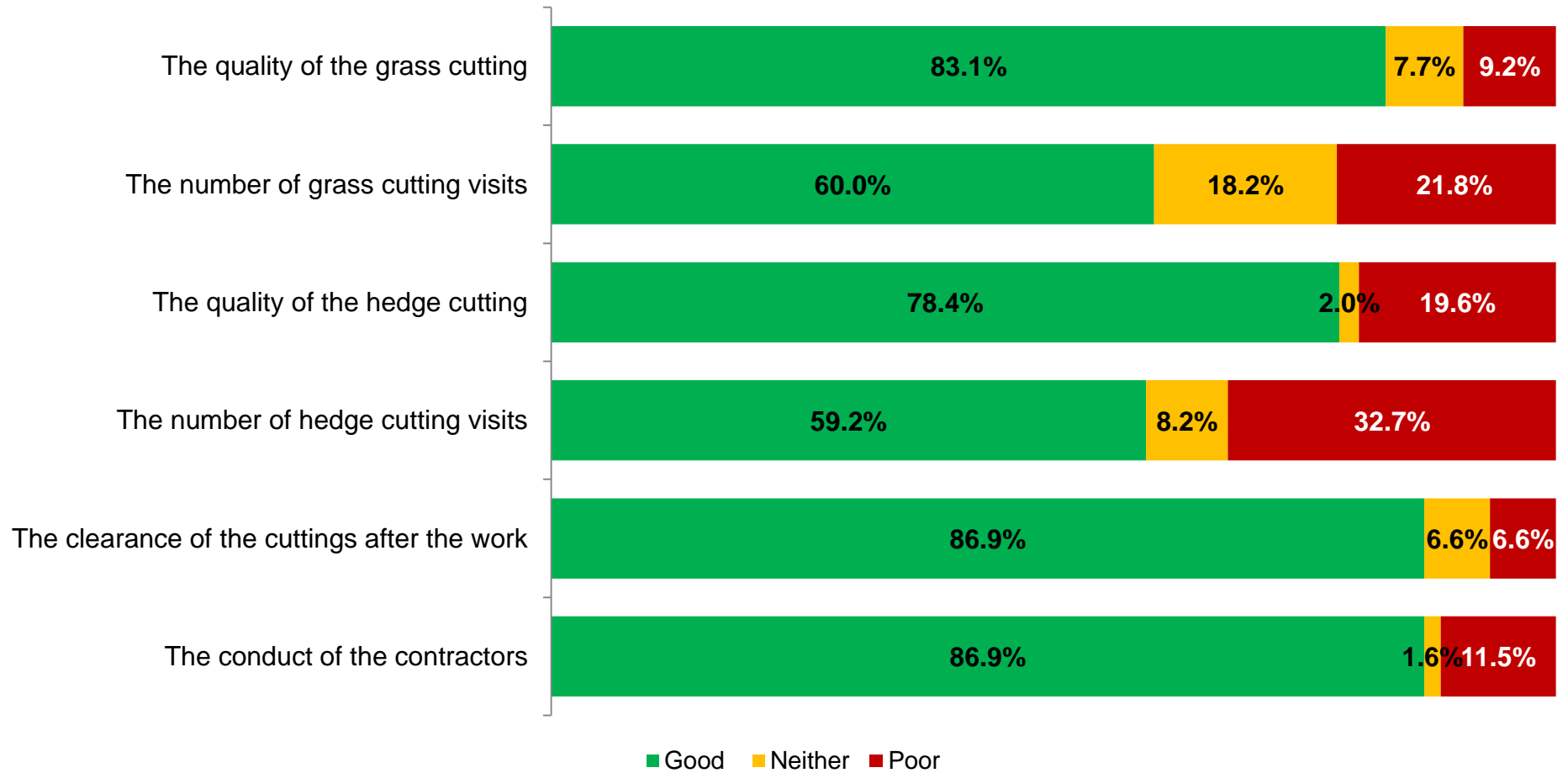


Q3. Please rate the following aspects of the Gardening Assistance Scheme.

Respondents were asked to indicate one option for each aspect, where applicable.

Please rate the following aspects of the Gardening Assistance Scheme.												
	Very good		Good		Neither		Poor		Very poor		N/A	
The quality of the grass cutting	20	29.9%	34	50.7%	5	7.5%	4	6.0%	2	3.0%	2	3.0%
The number of grass cutting visits	10	17.5%	23	40.4%	10	17.5%	9	15.8%	3	5.3%	2	3.5%
The quality of the hedge cutting	16	29.6%	24	44.4%	1	1.9%	7	13.0%	3	5.6%	3	5.6%
The number of hedge cutting visits	9	17.0%	20	37.7%	4	7.5%	8	15.1%	8	15.1%	4	7.5%
The clearance of the cuttings after the work	24	39.3%	29	47.5%	4	6.6%	4	6.6%	0	0.0%	0	0.0%
The conduct of the contractors	22	36.1%	31	50.8%	1	1.6%	6	9.8%	1	1.6%	0	0.0%

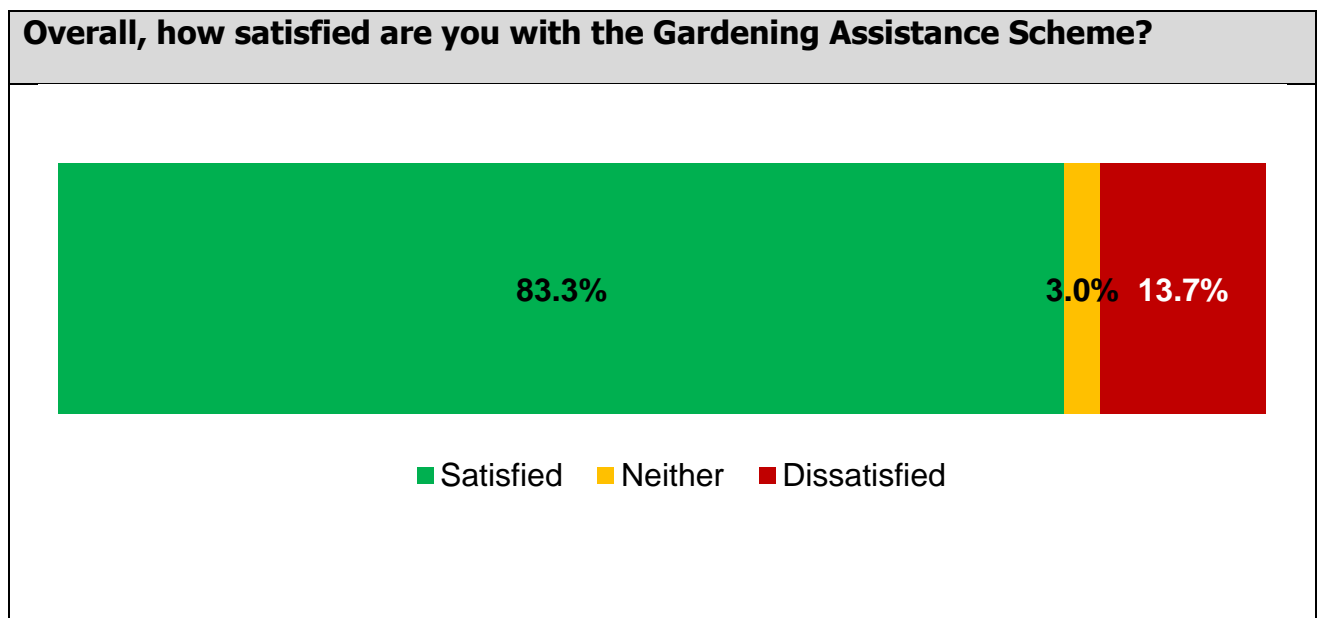
Please rate the following aspects of the Gardening Assistance Scheme (excluding N/A responses)



Q4. Overall, how satisfied are you with the Gardening Assistance Scheme?

Respondents were asked to indicate one option.

Overall, how satisfied are you with the Gardening Assistance Scheme?		
	Number	Percent
Very satisfied	29	43.9%
Fairly satisfied	26	39.4%
Neither	2	3.0%
Fairly dissatisfied	5	7.6%
Very dissatisfied	4	6.1%



Q5. Do you have any other comments or suggestions that you think could improve this service?

Comments made by respondents have been categorised into themes below.

Compliments about the service
<ul style="list-style-type: none"> <i>Very grateful to have help with the garden. I am very satisfied.</i> <i>Man in charge comes alone, very pleasant. I am not always up when he comes as I am 93yrs</i> <i>It is always good service and the garden at the front always looks nice when they have been.</i> <i>A very good job is being done, but I need to tell them about the border. Other than that I am happy with it.</i>

- *I could not have any better and thank you everybody who did a good job thanks so much.*
- *No. I am very happy with the service, I have spoken to the grass cutter, he was very polite and helpful.*
- *Up till now I have had 6 visits for grass cutting. Were late with the hedges but the gentleman was very good and sorry about the delay.*

Comments about the frequency of visits

- *Lawn last cut 20th June. Contractors rubbish. Not keeping up with visits for lawn cutting.*
- *The man who cuts the grass is ok. As of 29th July I have had 6 grass cuttings, I think it should be 8 by now. The hedges were cut but were cut really badly. I phoned and complained about it and you came out to see. The hedges were cut properly on the 8th July and did a really good job, the hedge is still a little bit too wide but it looks a lot better. The grass is cut ok when they come.*
- *Hedge: First cut seemed quite late and I have only had one cut so far this season. I think there is another cut due towards the end of summer/early autumn. I do think it requires more than two cuts per season.*
- *Things got off to a bad start when the first grass cut took place on 6th April or thereabouts but the next one didn't occur until mid-June meaning the garden was very overgrown. However the situation was rectified and regular cuts are now taking place. I understand there was a problem with a couple of workers. I would still like to see more than two hedge cuts over the season.*
- *Needs hedge cutting more - didn't get cut until middle of July and they were a mess. Had to chase them up to come and do it - needs doing before.*
- *Could a docket be left at each cut to save any question as to how many cuts etc have been done to save any disagreements?*
- *As stated I am very satisfied with the assistance scheme. My only wish is that the visits for the hedge cutting could be a little earlier in the year, the reason being that by the time they get to me in late July the height and growth of the hedge is shocking making it a very difficult job for the contractors.*
- *I didn't have any hedge cuttings last year. I wasn't home when they came and they never returned.*
- *You ask these each year. Based on last year, these new contractors, the hedge only cut once, never cut twice a year and they did not touch the hedge last year someone came back and did it. Hedge cut last week a lot better.*
- *We get the garden done properly now we have got the proper gardener back, instead of the other one, they didn't cut it very well, that was when they turned up.*
- *That they keep to coming regularly and not miss too many.*
- *If they cut the grass every two weeks then no, but it has been slow starting this year. The gardeners have been coming more now so that seems much better. Thank you*
- *Hedge cutting just been done, had to get somebody to cut it as I could not get scooter*

out. Is it possible in autumn to get hedge cut lower at front so I could at least see people! I don't get out much. Grass - for the first time this year - looks good. Since earlier hiccup grass being cut regularly.

Comments about the quality of the work

- *Perhaps hedge cutting could be cut closer, as hedges getting higher and broader.*
- *To pick up grass as I am disabled, I cannot do it myself.*
- *Just wish they would cut around the house under the front window and under the outhouse window and near the front door*
- *Couldn't the borders be a bit tidy?*
- *When the grass is cut, he also cut several rose bushes, about 5-6 that I won't see flower this year. Last week the chrysanthemums disappeared! To be honest I dread him coming. The hedge has only been cut once but they made an excellent job!!*
- *I am writing about this service on behalf of my late mother. Despite me contacting "tell them once" that should inform all government departments of my mother's death you sent this survey. As you sent it I would like to say the gardening service was disgraceful and when it came to my mother's funeral the garden looked terrible!!!*
- *When they came back to do remedial work on the hedges they were excellent, the two men were polite and they worked well. I was happy with the result but it could have been done in the first place.*
- *Would like grass cut shorter and tops of hedges to be cut, these haven't been cut for a few years.*

Comments about conduct and customer service

- *Staff not to bring family members to work! Several times gentleman's wife and young grandson have been on my property whilst grass was being cut! Very odd!*
- *I put poor for conduct because he was not very nice when he cut the hedge badly and he had to come back to do it again which he did badly again.*
- *I have never been quite happy with this company they are slap dash. My issue with the hedge this year has been well documented. When these people do turn up they seem to think they are doing tenants a favour even though we pay for this service.*
- *One particular member of staff is regularly creating problems and does not do his job properly, some of the others do better work. The receptionist is supposed to inform in advance of the day gardeners need access to my property - she isn't doing this.*
- *We know due to weather they can't always come on the same day, but you can't stay in every day. After several complaints about service we now receive phone calls to tell us what day they will be calling so we don't miss them. Hope it continues.*

4. Equality monitoring

Respondents were also asked to complete the following optional equality monitoring questions.

What is your gender?	
Male	22.1%
Female	72.1%
Transgender	0.0%
Prefer not to say	5.9%

How old are you?	
Under 18 years	0.0%
18 to 24 years	0.0%
25 to 34 years	2.9%
35 to 44 years	0.0%
45 to 54 years	8.7%
55 to 64 years	14.5%
65 to 74 years	21.7%
75 years and over	46.4%
Prefer not to say	5.8%

Do you consider yourself to have a disability?	
No	14.5%
Yes - affecting mobility	65.2%
Yes - affecting hearing	15.9%
Yes - affecting vision	13.0%
Yes - a learning disability	2.9%
Yes - affecting mental health	13.0%
Other disability	10.1%
Prefer not to say	11.6%

What is your ethnicity?	
White British	89.7%
Other White background	0.0%
Black or Black British	1.5%
Asian or Asian British	0.0%
Mixed ethnic group	0.0%
Other ethnic group	0.0%
Prefer not to say	8.8%

Which of the following best describes your religion?	
Buddhist	0.0%
Christian	66.2%
Hindu	0.0%
Jewish	0.0%
Muslim	0.0%
Sikh	0.0%
None	14.7%
Prefer not to say	16.2%