



## Customer Satisfaction Survey 2008

### Executive Summary

- The Customer Satisfaction Survey was designed to produce an **overall assessment of customer satisfaction** for the Council as a whole
- The Customer Satisfaction Survey questionnaire was posted to all households during **February 2008**
- **All 139,500 South Lanarkshire households** were provided with access to the survey
- Only **1.5%** of the sample identified themselves as belonging to an **ethnic minority**
- **10.8%** of all respondents and others in their households identified they had a **disability**
- The **9848 responses** provided a **7.1% sample** providing  $\pm 0.7%$  statistical accuracy at the overall SLC level
- The **KPI** result produced an **86.5% satisfaction** with the service provided by the Council
- The highest satisfaction results with general service delivery were:
  - **Friendliness of Council staff** 94.3%
  - **Ease of getting in contact with the Council** 90.8%
  - **The knowledge of Council staff** 87.9%
- The lowest level of satisfaction in general service delivery was '**Tackling anti social behaviour**' which scored only 37.8% satisfaction
- The Council services with the highest satisfaction levels were:
  - **Library services** 92.6%
  - **Education** 88.8%
  - **Refuse collection** 88.1%

- **Maintenance of roads and pavements** recorded the lowest customer satisfaction with a score of 24.2%
- A total of 13,362 comments were received from respondents in response to open questions within the survey. 32.8% of positive comments related to **'Refuse and recycling services'**. Over 37% of negative comments related to **'Maintenance of streets and pavements'**
- Regional satisfaction figures vary significantly by area with **Rutherglen and Cambuslang recording a 91.0% score, 10.5% higher than Clydesdale**
- **Council Tenants** had a more positive perception of Council service delivery **with satisfaction scores higher than those of Owner Occupiers by an average of 8.5%**
- **The 'Over 65'** age group have a more positive perception of Council services, recording **satisfaction scores over 8% higher** than other age groups
- There is no significant variation in customer satisfaction levels between male and female respondents