

Outcomes of the 2018 Customer Satisfaction Survey

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City Council



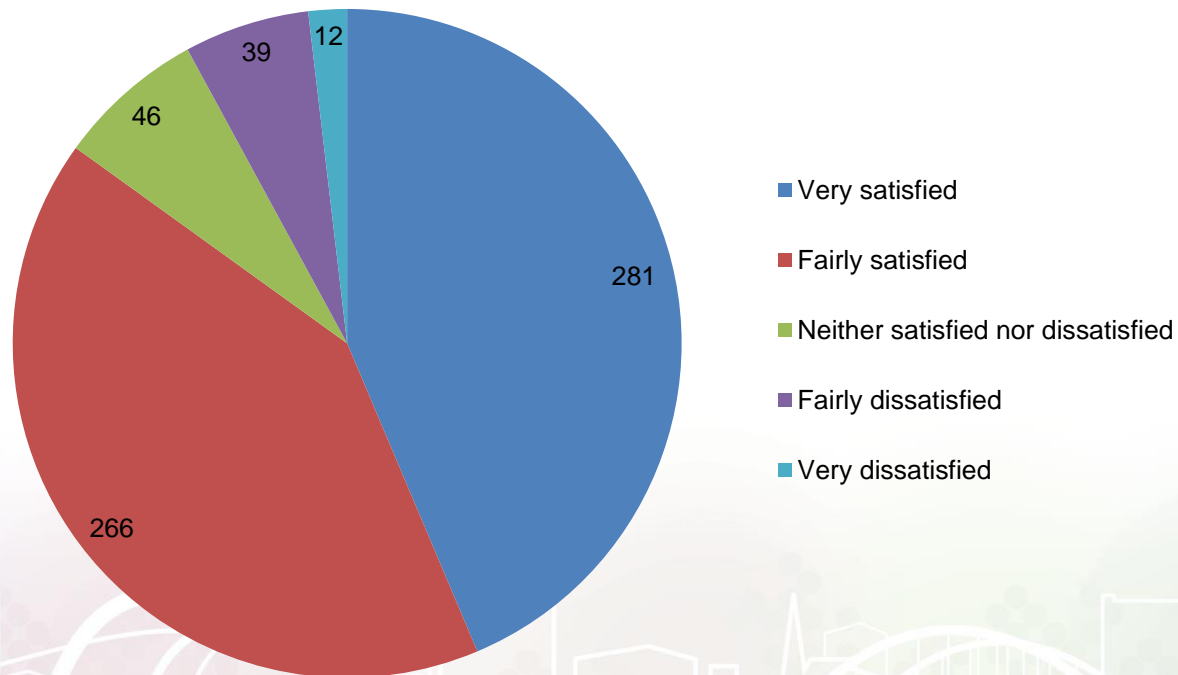
Background

- In January 2018, all Sheffield City Council's allotment tenants were sent a Customer Satisfaction Survey (along with several other documents)
- 723 completed surveys were returned (24.7%)
- This presentation summarises the results



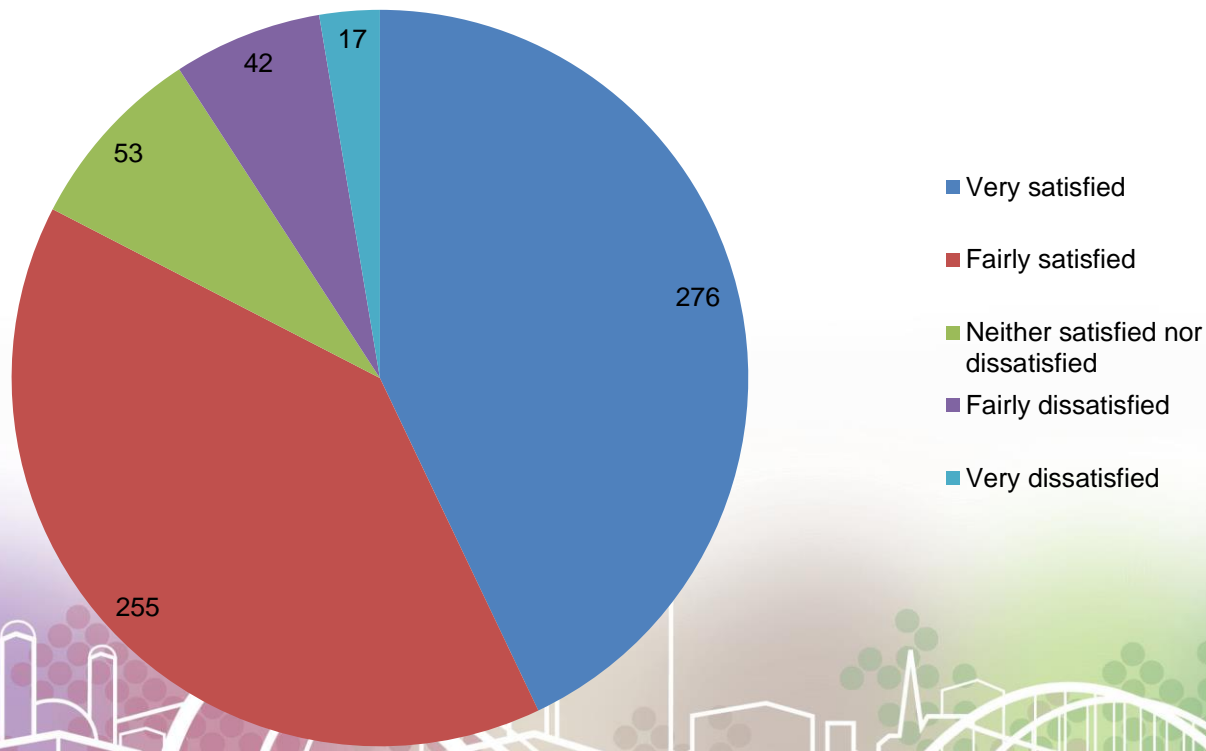
Section 1: Your site and plot

- Q1. Overall, how satisfied are you with your allotment plot(s)?



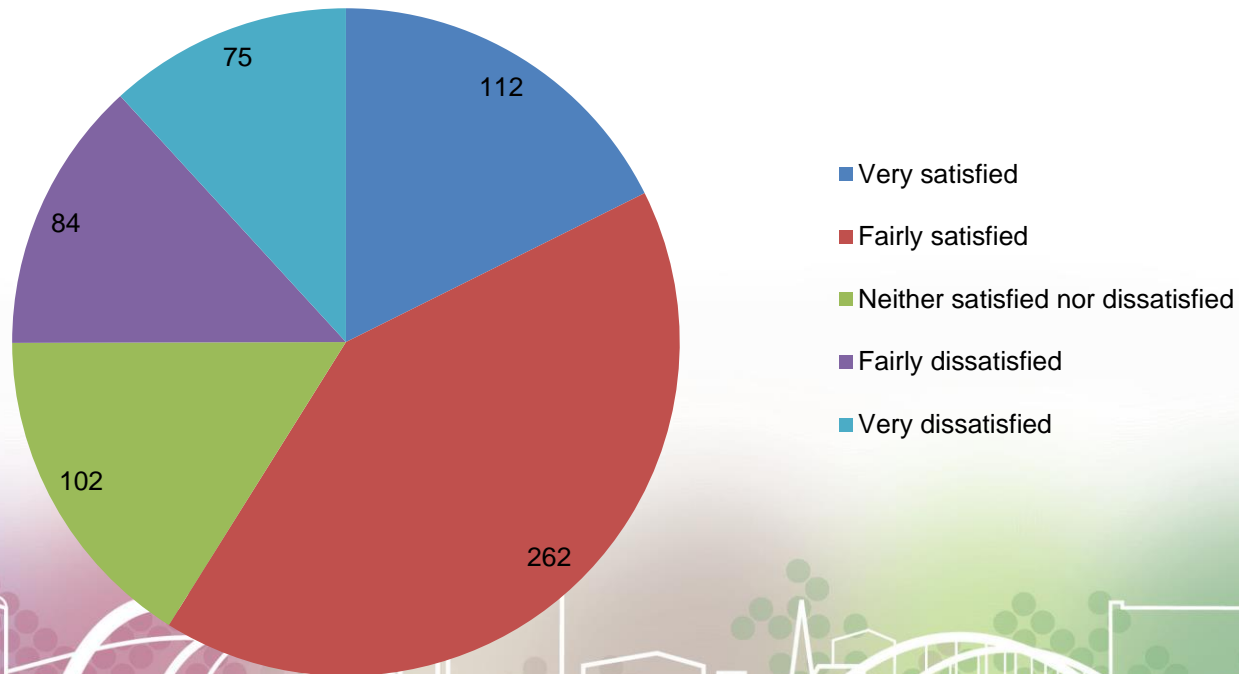
Section 1: Your site and plot

- Q2. Overall, how satisfied are you with your allotment site?



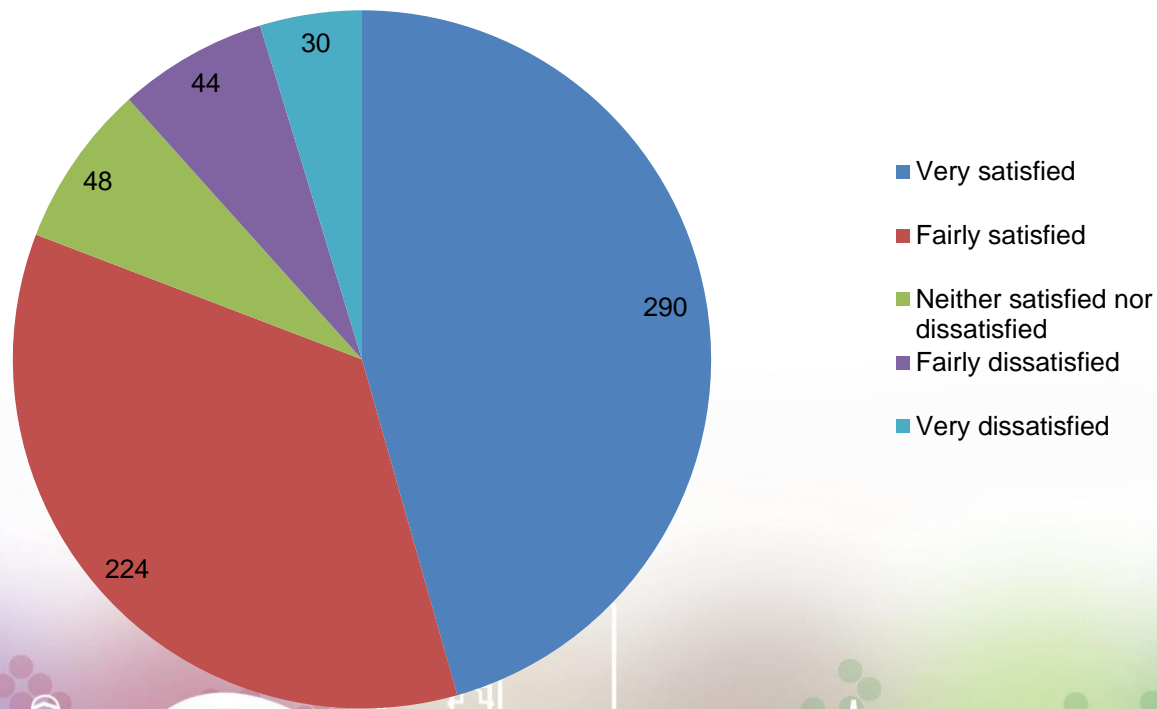
Section 1: Your site and plot

Q3. How satisfied are you with security at your allotment site?



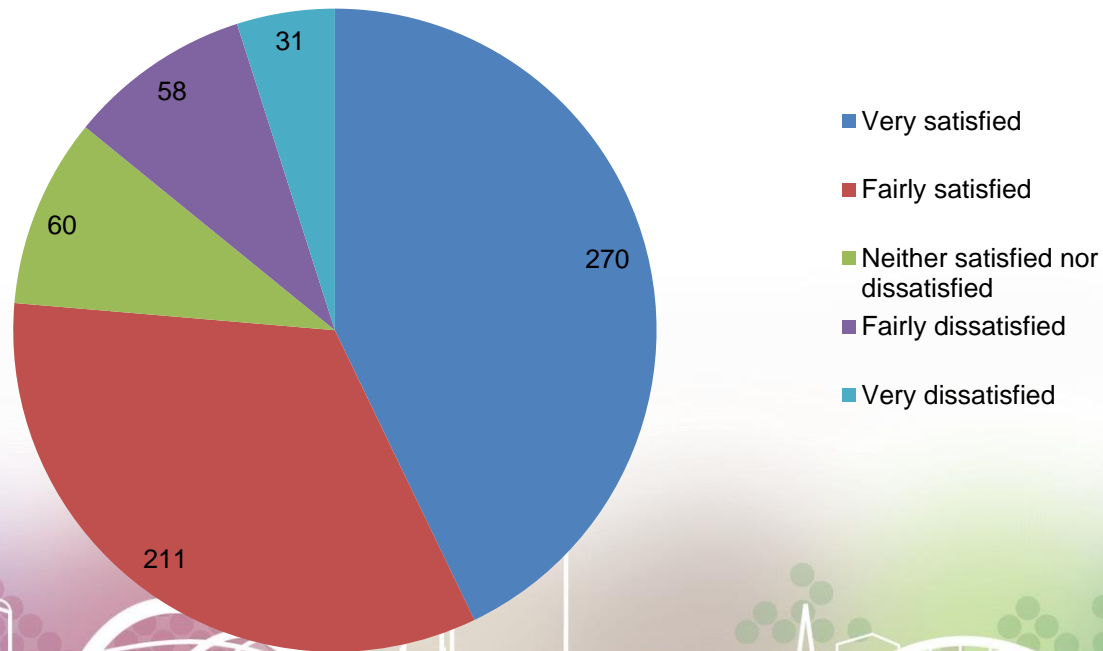
Section 1: Your site and plot

Q4. How satisfied are you with access to your allotment?



Section 1: Your site and plot

Q5. How satisfied are you with the water infrastructure at your allotment site?



Section 1: Your site and plot

Frequent or notable comments:

- Neighbours neglect their plot/hedges/shared path
- Not enough taps/taps are difficult to use
- Please convert more ground taps to standpipes
- Too many interruptions to the water supply/supply should be on more of the year

Section 1: Your site and plot

- Trees are causing shading/reducing the cultivatable area
- The plot/site is too steep
- The plot was in poor condition when taken on
- Structures in poor condition were present on the plot when it was taken on
- There are drainage problems

Section 1: Your site and plot

- There are access problems (due to hedges/surface/lack of vehicular access)
- Security is inadequate/tenants don't lock the gate
- Security has improved
- There was rubbish on the plot when it was taken on
- The plot is loved/highly valued

Section 1: Your site and plot

- Problems with the behaviour of other tenants, e.g. noise/parking in lanes
- Problems with litter/antisocial behaviour
- Problems with overgrown vacant plots
- Problems with dog mess
- Problems with rats/treatment is inadequate
- No community
- A great community

Section 1: Your site and plot

- Plot is not private enough
- Plot is poor value for money
- Plot is good value for money
- Parking is problematic



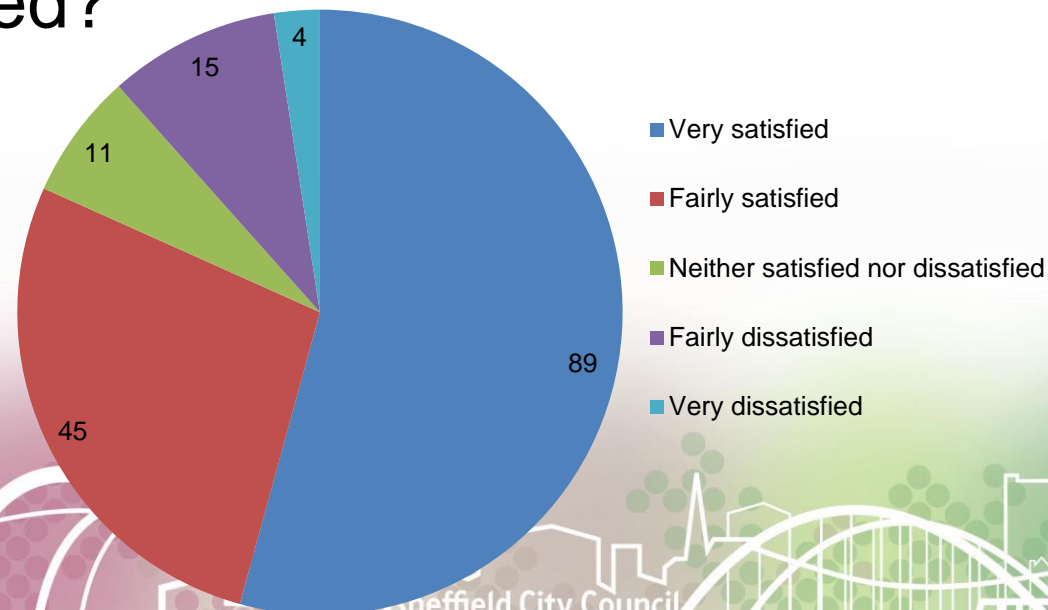
Section 2: Practical Support

Q6. Have you ever received any practical support from the allotment office?

Yes 22.7%

No 77.3%

Q7. If yes, how satisfied were you with the support you received?



Section 2: Practical Support

Frequent or notable comments:

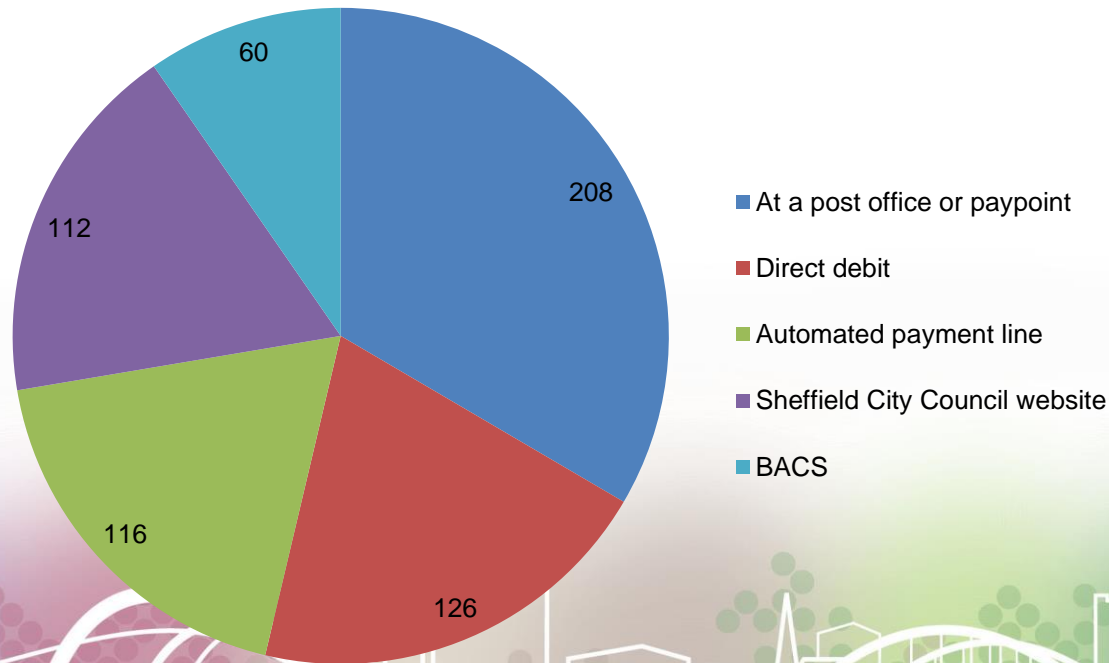
- I was not aware that help is available
- I appreciated strimming/rubbish removal/help with trees
- More skips/rubbish removal please
- Great help from the Allotment Society
- The ranger was pleasant/punctual/hardworking

Section 2: Practical Support

- Having only one ranger is limiting
- The hedges should be flailed
- Assistance was very prompt
- Assistance was too slow
- Assistance was refused
- More help should be given to new tenants
- There should be more maintenance/preparation of vacant plots

Section 3: Paying for your plot

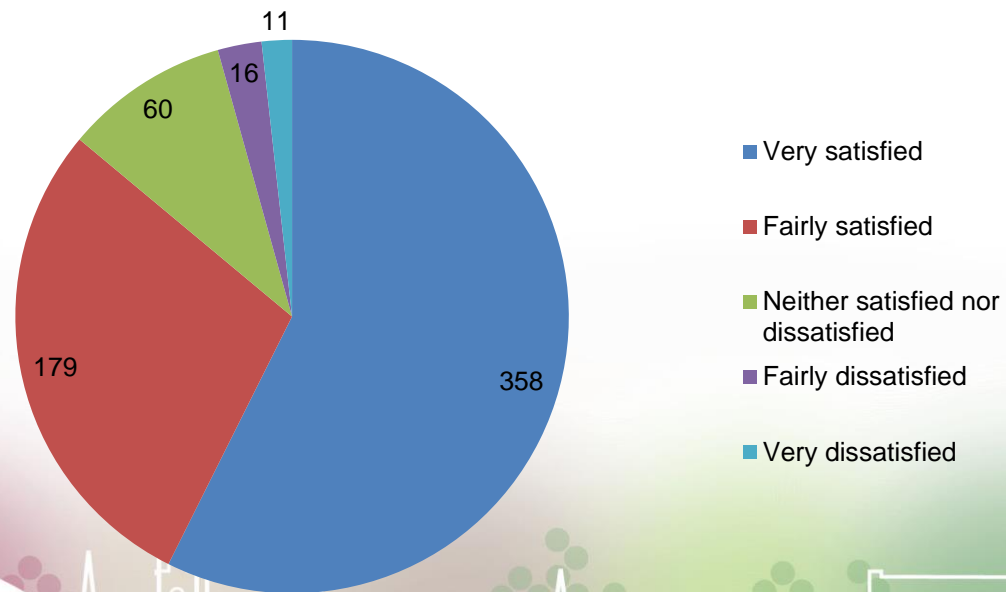
Q8. How do you usually pay your allotment invoice?



Section 3: Paying for your plot

Q9. How satisfied are you with your experience of using this method of payment?

Overall:



Section 3: Paying for your plot

Q9. How satisfied are you with your experience of using this method of payment?

Breaking it down into the various payment methods, the most common response for each method was as follows:

| Method of payment | Most frequent response |
|--------------------------------|------------------------|
| Post office/paypoint | Very satisfied |
| Automated payment line | Very satisfied |
| BACS | Very satisfied |
| Direct debit | Very satisfied |
| Sheffield City Council website | Fairly satisfied |

Section 3: Paying for your plot

Frequent or notable comments:

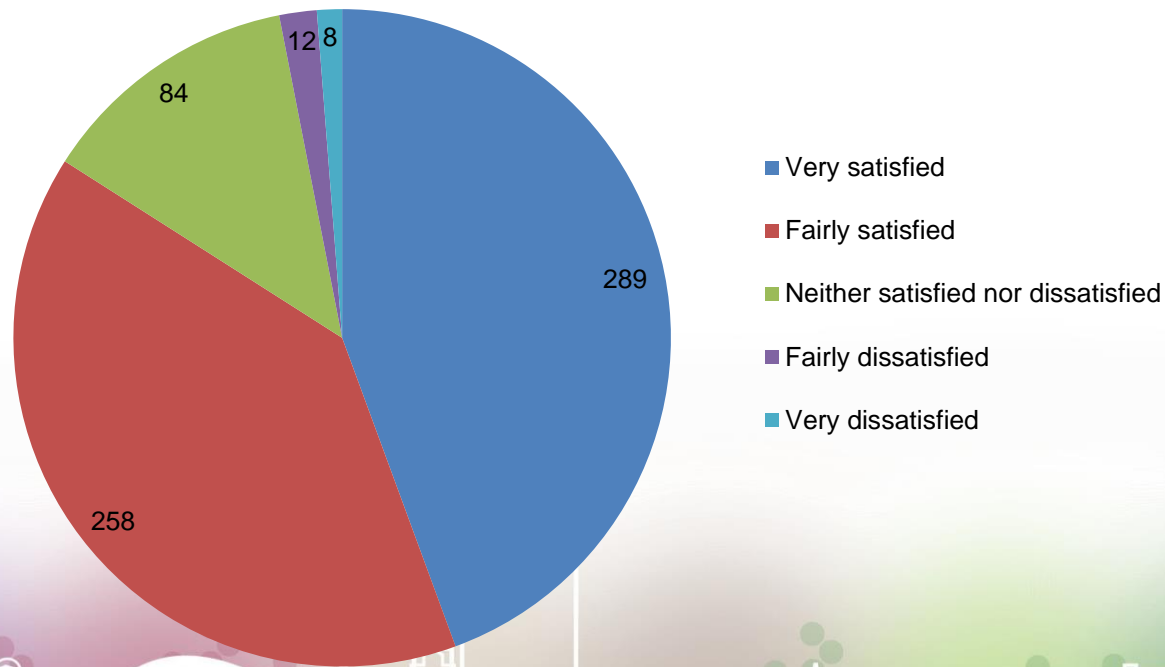
- It is good to have a choice of methods of payment
- Payment via SCC website is difficult; the reference number is confusing
- Direct debit payment should be available for invoices that are under £100
- It is good to be able to spread the cost
- The size categories are unfair

Section 3: Paying for your plot

- The water charge is too high
- I object to having to claim a concession each year
- Having an allotment remains a cheap hobby/good value
- The charges are relatively high compared to other cities
- I would be willing to pay for additional services

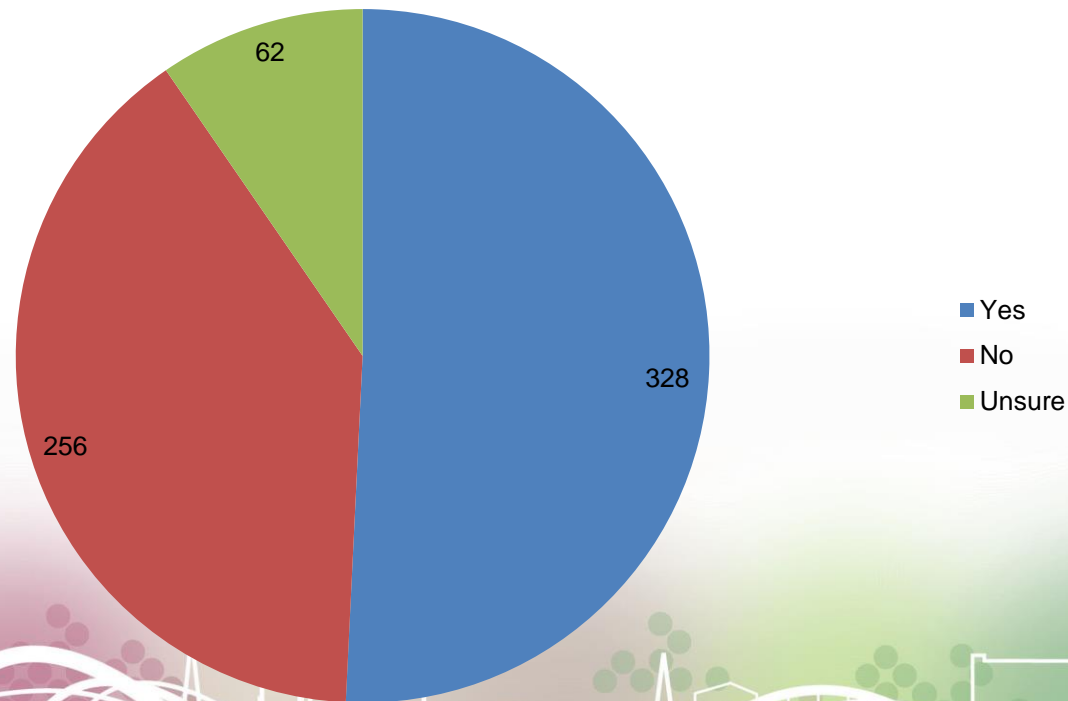
Section 4: Communication

Q10. How satisfied are you with general correspondence that is sent to all tenants?



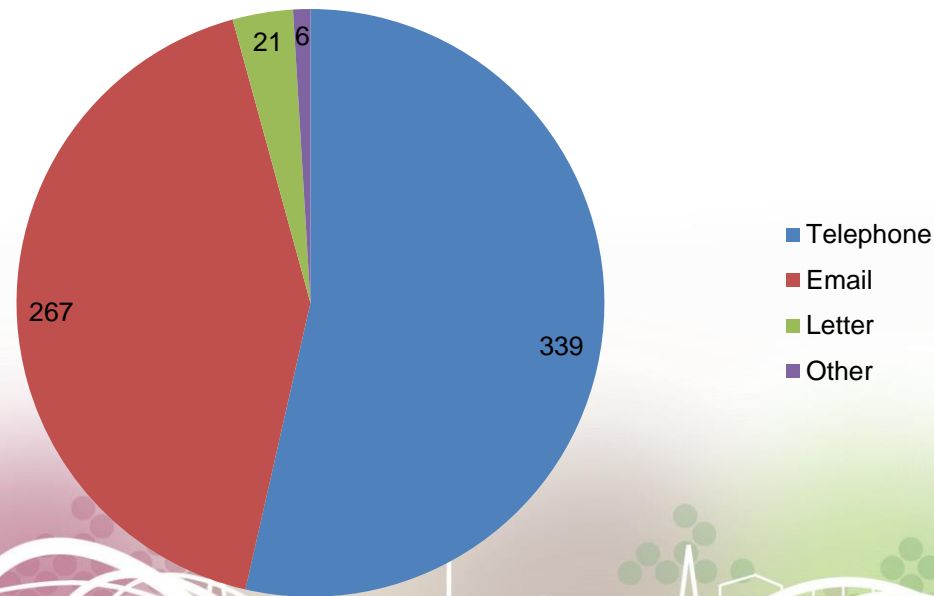
Section 4: Communication

Q11. Would you rather receive more correspondence from us by email when possible?



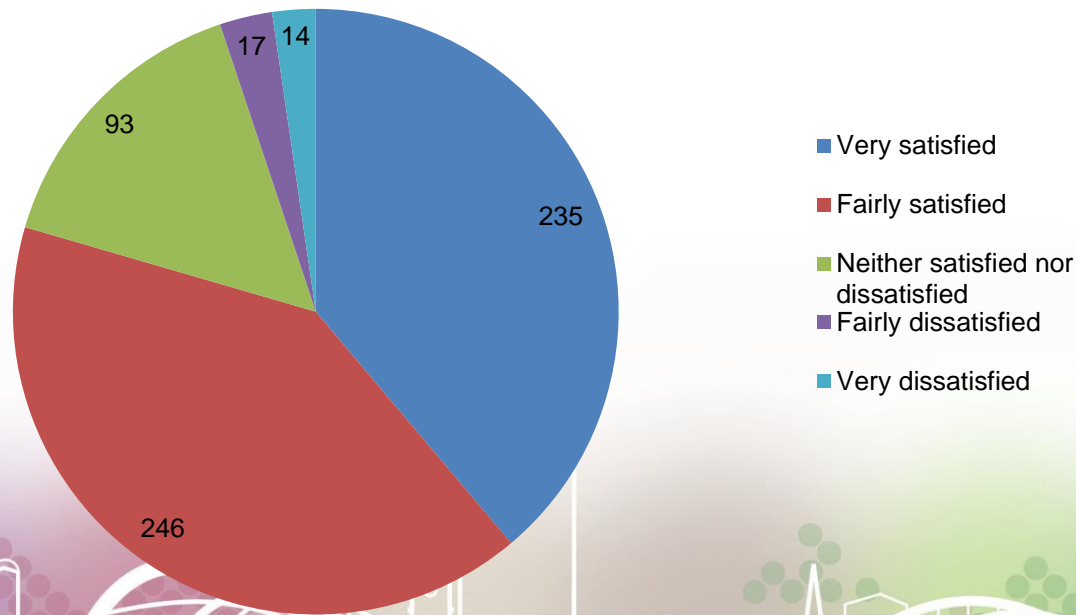
Section 4: Communication

Q12. What is your preferred method of getting in touch with the Allotment Office?



Section 4: Communication

Q13. How satisfied are you with the speed of our response when you have contacted us?



Section 4: Communication

Q14. When you have contacted us, have you felt that our response was clear?

Yes 90.5%

No 9.5%



Section 4: Communication

Frequent or notable comments:

- The response is always excellent
- Use less paper correspondence
- I prefer paper correspondence
- More newsletters please. Targeted to sites, sent by email
- There is too much correspondence
- Provide more information about things like skips/upcoming projects. By email/notice boards/website

Section 4: Communication

- I never hear from the allotment society or federation
- Responses are quick and understanding
- I was disappointed to have received an inspection letter/tone should be more supportive
- There should be more open meetings for all tenants

Section 5: Getting Involved

Q15. Are you aware of the ways you can get involved with improving your site and shaping the service?

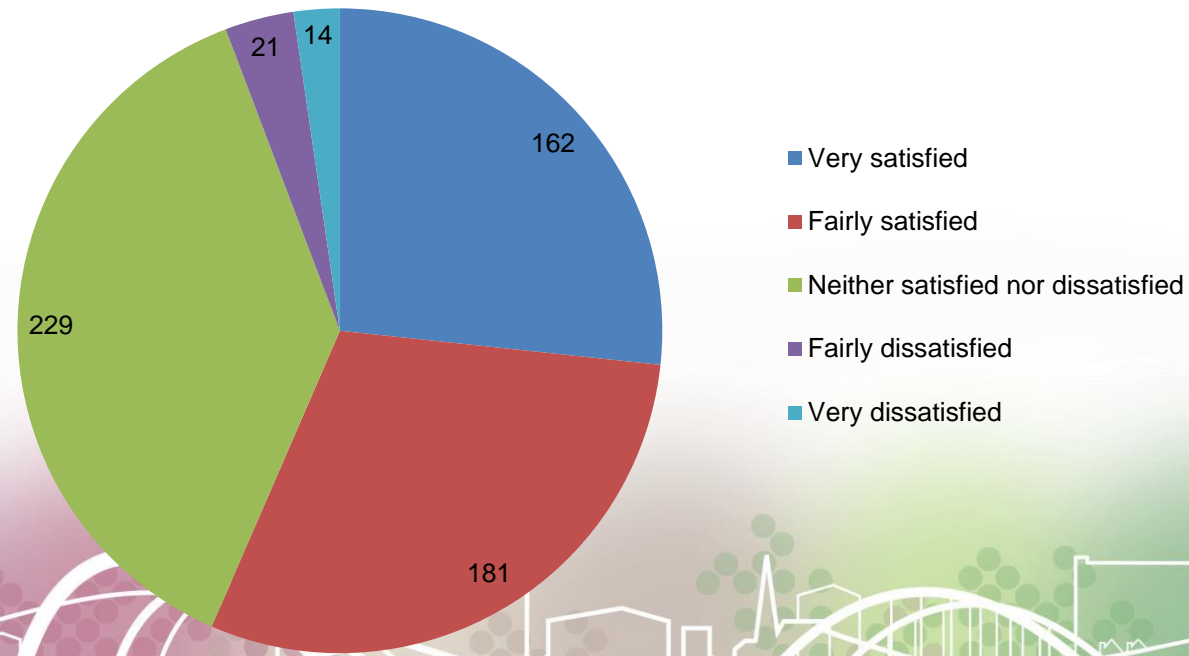
Yes 76.5%

No 23.5%



Section 5: Getting Involved

Q16. How satisfied are you with opportunities for getting involved?



Section 5: Getting Involved

Frequent or notable comments:

- Allotment societies are helpful/cliqey/officious/have too many arguments/vibrant/a thriving community group/hut provides a great service on a Sunday
- There are too many questionnaires
- I would like more information about how to get involved

General comments

- Rules for use of allotments should be relaxed, e.g. selling produce
- Thank you for your hard work/ 'On the whole, the SCC allotment office provide a great service'/ 'A much more professional service provided than in the past'/'Lovely office/staff'/ 'Very grateful and pleased you are there'
- Can't grants be accessed?

General comments

- Thank you for the seasonal bonfire ban. Can it be extended?
- I object to the seasonal bonfire ban
- Services have improved
- Services have been reduced
- Please publicise the outcomes of the survey via allotment societies
- I have not seen officers/rangers on site
- Brilliant work at Harris Road getting plots back into use

General comments

- There should be security patrols
- An equipment share scheme would be helpful
- There should be more site inspections/tenancy enforcement
- Stick to basic services
- The Council should be more creative, particularly when it comes to income generation

Conclusions/Responses/Actions

- Overall the outcomes of the survey are encouraging
- We cannot act on every suggestion but we will take appropriate actions where we can
- Site security should remain a priority



Conclusions/Responses/Actions

- Whilst overall tenants appear to be happy with their plot/site and the access to it, a number of people raised issues about drainage and access. The Allotment Office will work with allotment societies to try to identify where problems still remain and feed this information into the winter site improvements program. Tenants are also encouraged to report issues directly to the office.

Conclusions/Responses/Actions

- For the 2019/2020 site improvements long-list, we will review the provision of taps and try to identify where the provision is poorest and should be improved
- In some cases standpipes are not suitable due to lack of space and the risk of damage by vehicles, however we can consider replacing some ground taps with standpipes on a case by case basis

Conclusions/Responses/Actions

- Many people find payment via the SCC website difficult. We are aware that the instructions on the page where you enter your details are misleading. This page belongs to the bank and cannot be changed. We have improved the instructions on the previous page, and give instructions in our annual mail-out. The on line payment system may be changing in the future

Conclusions/Responses/Actions

- Many tenants would like to pay by direct debit for invoices under £100. We have previously been unable to offer this because it is not cost effective. Changes to the direct debit system we use may make this possible in the future; we will offer it if possible



Conclusions/Responses/Actions

- We have amended the offer letter we send to new tenants to say that assistance may be available. We do not currently have the capacity to proactively maintain vacant plots, but are happy to strim them for new tenants if needed when they are taken on
- We will continue to provide skips where they are most needed as frequently as we can



Conclusions/Responses/Actions

- Having analysed the water charges and expenditure over a 5 year period, we did not find the charge to be significantly high. We did propose slightly reducing the water charge and increasing the rental charge, but this was not well received at the allotment advisory group. We feel it would be unfair to tenants on sites without water if the maintenance of the water supplies was paid for from the rental element not the water element

Conclusions/Responses/Actions

- We are working on a chargeable hedge-cutting pilot scheme
- We will endeavour to give more site specific updates, in partnership with allotment societies
- Inspection letters relate to breaches of tenancy, and need to be clear about the requirements and the potential consequences, but we are making some slight changes to the wording

Conclusions/Responses/Actions

- There is some appetite for more on-line correspondence rather than postal. This is not always possible for legal reasons, but we will explore options for using emails and the website more
- We may try carrying out future surveys on line
- We will continue our annual tree work program, and consider extending this in 2019/2020

Conclusions/Responses/Actions

- Open meetings for all tenants will be considered if appropriate if there are any major policy changes to consult on in the future
- Many of the rules, e.g. no selling produce, are from Allotment Law and not within our power to change
- Grants are applied for when possible, but are not a dependable source of income. Many grants are not available to local authorities carrying out statutory functions. We are happy to support allotment societies to apply for grants.

Conclusions/Responses/Actions

- Professional security patrols would be cost prohibitive, but we are happy to support 'Allotment watch' schemes
- Site inspections remain a priority. Each site receives 2 full inspections a year, and often additional follow-up inspections. We do not have capacity to commit to more than this.



Conclusions/Responses/Actions

Many thanks to everyone who took the time to complete the survey.

These outcomes will be publicised on our website.

