

**ANGUS COUNCIL**

**ROADS COMMITTEE**

**24 JANUARY 2002**

**CUSTOMER SATISFACTION SURVEY**  
**LIGHTING MAINTENANCE 2000/01**

**REPORT BY THE ACTING DIRECTOR OF ROADS**

**ABSTRACT**

This Report outlines the findings of a recently completed Customer Satisfaction Survey for lighting maintenance carried out during financial year 2000/01 and compares the results with similar surveys carried out during 1998/99 and 1999/2000.

**1 RECOMMENDATIONS**

It is recommended that the Committee agree:-

- i) to note the positive findings of the recently completed Customer Satisfaction Survey.
- ii) to note that similar surveys will be carried out each financial year.
- iii) to note that further investigations are required to determine the best way forward to convey what the current maintenance regime is with regard to street lighting maintenance to the citizens of Angus.

**2. INTRODUCTION**

Whilst carrying out the Lighting Maintenance Best Value Service Review in May 1999 (Reported to Roads Committee 8<sup>th</sup> June 1999, Report No.594/99) it was decided that annual surveys should be carried out in order to gauge the level of Customer Satisfaction relating to this service provision.

It was decided that the most appropriate means available to achieve this was to carry out a telephone survey, utilising a formal questionnaire, (copy attached), of customers who had reported a lighting fault via CLARENCE/ACCESS Line.

It was felt that these customers would provide the most accurate assessment of the service provision as they had obviously taken the time to report a fault to the Council and were therefore appreciative of the service and would also have had first hand experience of the fault repair response.

The survey information was split into summer and winter to determine if there was an appreciable difference in the service provision due to the different fault scouting regimes between the summer and winter months.

In 1998/99, the fault scouting regime was that every street light in Angus was visually inspected every week in the winter months (October - March) and every two weeks in the summer months (April - September).

Since 1999/2000 fault scouting has been carried out on a weekly basis during the winter months only.

Surveys were carried out for the years 1998/99, 1999/2000 and 2000/01. Randomly chosen customers who had reported faults to CLARENCE/ACCESS Line were telephoned and the number of customers called each year are detailed in the table below.

	No of Customers		
	1998/99	1999/00	2000/01
Summer	63	106	50
Winter	70	115	98
<b>TOTAL</b>	<b>133</b>	<b>221</b>	<b>148</b>

### 3. DETAILS

The questionnaire was devised in order to determine the level of customer satisfaction with all aspects of the lighting maintenance provision and the results were collated against the following questions:-

- i) Were you advised of the normal timescale to carry out this type of repair?
- ii) Were you satisfied with the actual time taken to carry out the repair?
- iii) Were you satisfied with the overall service provided by the Council in dealing with this particular fault?
- iv) Were you satisfied with the way in which the work was carried out?

The following comments set out the reasons for a question's inclusion in the survey and the results gleaned from the consultation exercise are detailed in the Appendices.

#### **Were you advised of timescale of repair?**

It was wished to determine if the customers had been made aware of the maintenance regime as this could materially affect their expectation of what the level of service should be as against the actual level of service provided.

The collated information is detailed in Table 1 in the Appendices.

Over the course of the 3 years there has been a slight improvement, going from:-

**19% being advised of the timescale of repair during 1998/99, down to 16% being advised of the timescale of repair during 1999/00, up to 23% being advised of the timescale of repair during 2000/01.**

Although this aspect of the service provision is not of paramount importance, the critical aspect being the actual repair of the inoperative lights, this area would most certainly have to be improved upon in future.

It should be noted that on average, over the 3 years, 69% of people who had not been advised of the timescale of repair said it would have been helpful to them if they had known this information.

### **Were you satisfied with time taken to carry out repair?**

This question relates to the most critical aspect of the service provision.

The collated information is detailed in Table 2 in the Appendices.

Generally, there has been a slight improvement going from:-

**56% satisfied with the time taken to carry out the repair during 1998/99, up to 70% satisfied with the time taken to carry out the repair during 1999/00, down to 68% satisfied with the time taken to carry out the repair during 2000/01.**

Despite this slight improvement there is definite room for further improvement however it should be noted that most people who were unhappy with this aspect of the service provision commented that "the repair took longer than expected".

Whilst accepting that people will be unhappy about any delay in effecting a repair to a dark lamp it may be that their "expectation levels" are unrealistic and it is important that the people of Angus are made aware of the current maintenance regime. It is hoped that more information passed to callers at the time of their call will result in a better understanding of the systems that are in place.

Further to the above, it is worthwhile comparing the levels of customer satisfaction in relation to repairs carried out during the summer and winter months.

After analysing the results of the 1998/99 survey it was decided to try an alternative maintenance regime in order to try and close the Performance Gap between 52% satisfaction during the summer months and 60% satisfaction during the winter months.

It was felt that the fortnightly maintenance during the summer months directly contributed to this Performance Gap therefore it was decided to introduce weekly maintenance during the summer months.

However, due to the fact that it was impracticable to carry out weekly fault scouting throughout the summer months this weekly maintenance was based on calls received by CLARENCE, ACCESS Line and the Lighting Staff.

This Performance Gap was most certainly improved, going from:-

**52% satisfied (summer), 60% (winter) during 1998/99 to  
66% satisfied (summer), 73% (winter) during 1999/00 to  
66% satisfied (summer), 67% (winter) during 2000/01.**

Although there is still room for improvement in relation to the overall satisfaction level of 68% the introduction of the alternative maintenance regime (i.e. weekly during the summer months) has totally eradicated the summer/winter Performance Gap.

### **Were you satisfied with overall service provided by the Council?**

Although the repair to the inoperative light is the most critical aspect of the service provision it was also wished to ascertain the levels of customer satisfaction with the whole of the service provision from the first point of contact i.e. CLARENCE/ACCESS Line through to the repair of the fault.

The collated information is detailed in Table 3 in the Appendices.

Unfortunately, over the course of the 3 years there has been a decline in the levels of customer satisfaction, going from:-

**90% satisfied with overall service during 1998/99, to  
83% satisfied with overall service during 1999/00, to  
73% satisfied with overall service during 2000/01.**

Despite this decline the levels of customer satisfaction are still positively high at 73% however there is obviously room for improvement in this aspect of the service provision.

### **Were you satisfied with the way in which the work was carried out?**

It was wished to determine the levels of customer satisfaction with regard to the actual work on site to see if this was an area of concern.

The collated information is detailed in Table 4 in the Appendices.

Over the course of the 3 years there has been an overall improvement going from:-

**50% satisfied with the way the repair was carried out during 1998/99, to  
87% satisfied with the way the repair was carried out during 1999/00, to  
75% satisfied with the way the repair was carried out during 2000/01**

Despite the overall improvement in the levels of customer satisfaction there is still room for further improvement in this aspect of the service provision.

### **Contextual Information**

#### **National Performance Indicators**

Whilst the survey showed that 68% of people called were satisfied with the time taken to carry out the repair it is worth putting this statistic in perspective in the context of the Statutory Performance Indicators relating to Lighting Maintenance.

The published information relating to Indicator Number 4 Street Lighting "Elapsed time from notification to the Council to the completion of the repair" is reproduced in the Table below.

		Angus	Dundee	Perth & Kinross	Aberdeen shire	Scottish Average
Average time for repair	2000/01	2 days	Not Available	Not Available	Not Available	Not Available
Average time for repair	1999/00	3 days	3 days	3 days summer 2 days winter	6 days	4 days
Average time for repair	1998/99	3 days summer 2 days winter	3 days	2 days summer 2 days winter	9 days	4 days

This information clearly shows that Angus Council is providing a comparable service to neighbouring Councils and is providing a service which is better than the Scottish Average.

#### **Future Surveys**

The previous years surveys have been carried out by the ACCESS Line staff and it has become apparent throughout this process that calling the residents to discuss previous faults is problematic when the fault could have been reported/repared any time up to a year previously.

To combat this problem the survey for 2001/02 (and all future surveys) are now carried out throughout the year on a quarterly basis rather than waiting to the year end and carrying out an annual survey.

This will benefit the ACCESS Line staff, as the work will be better packaged and will therefore be more manageable however, more importantly, it will benefit the citizens of Angus as the fault report/repair will be fresh in their minds and they will be able to provide more relevant comments.

## **4. FINANCIAL IMPLICATIONS**

There are no financial implications arising from this Report.

**5. HUMAN RIGHTS IMPLICATIONS**

There are no Human Right Implications arising from this Report.

**6 CONSULTATION**

The Chief Executive, The Director Finance, and the Director of Law and Administration have been consulted in the preparation of this report.

**7 CONCLUSION**

It can be seen from the Report that Angus Council is generally providing a service which is acceptable to the citizens of Angus, which is comparable with neighbouring Councils and which is better than the average for all Scottish Councils.

It is also accepted however that there is still room for improvement. This service provision will therefore continue to be monitored via future customer satisfaction surveys to facilitate Continuous Improvement

R W McNeil  
ACTING DIRECTOR OF ROADS

NOTE

The following background papers as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied on to any material extent in preparing this Report:-

Report No 594/99 – Angus Council Roads Committee 8 June 1999 - Best Value Service Review – Lighting Maintenance

JMCF/AS  
10 January 2002  
REPORTS/surv.light.maint

**I. LIGHTING MAINTENANCE**

**II. TELEPHONE QUESTIONNAIRE**

Good Morning/Good Afternoon, I am calling from Angus Council Roads Department. We are presently carrying out a Customer Satisfaction Survey in connection with our Street Lighting Service.

Would it be possible to take a few minutes of your time and ask you to answer 5 questions to assist us in the Survey?

If 'No': - Sorry to trouble you.

We note from our records that you have reported a lighting fault, when reporting this fault:

1. Were you advised of the normal time scale to carry out this type of repair?

Yes  No

IF YES

IF NO

Did you consider this timescale reasonable in your opinion?

Yes

No

Would this have been helpful

Yes

No

IF NO:- What timescale would you regard as reasonable? \_\_\_\_\_

2) Were you satisfied with the actual time take to carry out the repair?

Yes  No

IF NO:- Reason \_\_\_\_\_

3) Were you satisfied with the overall service provided by the Council in dealing with this particular fault?

Yes  No

IF NO:- Reason \_\_\_\_\_

4) Were you satisfied with the way in which the work was carried out? Yes  No

IF NO:- Reason

Pavement/Road surface not property reinstated

Poor Traffic Signing/Barriers/Temporary arrangements for pedestrians i.e. Poor Safety on site

Impolite/Unhelpful Staff

Noise Pollution/Unsocial Working Hours

Worked Caused Inconvenience

Repaired but faulty again within short period

Other

Details \_\_\_\_\_

Thank you for your time and assistance

Remember you can call CLARENCE free on 0800 23 23 23 to report Street Lighting faults and other Road Defects



**CUSTOMER SATISFACTION SURVEY - LIGHTING MAINTENANCE 2000/01**

**TABLE 1**

<b>ADVISED TIMESCALE OF REPAIR</b>																			
1998/99						1999/00						2000/01							
	No. of Customers	Yes		No		No. of Customers	Yes		No		Don't Know		No. of Customers	Yes		No		Don't Know	
		No.	%	No.	%		No.	%	No.	%	No.	%		No.	%	No.	%	No.	%
<b>SUMMER</b>	63	14	22	49	78	106	17	16	64	60	25	24	50	13	26	36	72	1	2
<b>WINTER</b>	70	11	16	59	84	115	20	17	80	70	15	13	98	23	24	58	59	17	17
<b>TOTALS</b>	<b>133</b>	<b>25</b>	<b>19</b>	<b>108</b>	<b>81</b>	<b>221</b>	<b>37</b>	<b>17</b>	<b>144</b>	<b>65</b>	<b>40</b>	<b>18</b>	<b>148</b>	<b>36</b>	<b>24</b>	<b>94</b>	<b>64</b>	<b>18</b>	<b>12</b>

**CUSTOMER SATISFACTION SURVEY - LIGHTING MAINTENANCE 2000/01**

**TABLE 2**

<b>SATISFIED WITH TIME TAKEN TO CARRY OUT THE REPAIR</b>																					
		1998/99						1999/00								2000/01					
	No. of Customers	Yes		No		No. of Customers	Yes		No		Don't Know		No. of Customers	Yes		No		Don't Know			
		No.	%	No.	%		No.	%	No.	%	No.	%		No.	%	No.	%	No.	%		
<b>SUMMER</b>	63	33	52	30	48	106	70	66	34	32	2	2	50	33	66	16	32	1	2		
<b>WINTER</b>	70	42	60	28	40	115	84	73	29	25	2	2	98	67	68	25	26	6	6		
<b>TOTALS</b>	<b>133</b>	<b>75</b>	<b>56</b>	<b>58</b>	<b>44</b>	<b>221</b>	<b>154</b>	<b>70</b>	<b>63</b>	<b>28</b>	<b>4</b>	<b>2</b>	<b>148</b>	<b>100</b>	<b>68</b>	<b>41</b>	<b>28</b>	<b>7</b>	<b>4</b>		

**CUSTOMER SATISFACTION SURVEY - LIGHTING MAINTENANCE 2000/01**

**TABLE 3**

<b>SATISFIED WITH OVERALL SERVICE</b>																			
		1998/99				1999/00							2000/01						
	No. of Customers	Yes		No		No. of Customers	Yes		No		Don't Know		No. of Customers	Yes		No.		Don't Know	
		No.	%	No.	%		No.	%	No.	%	No.	%		No.	%	No.	%	No.	%
<b>SUMMER</b>	63	56	89	7	11	106	88	83	18	17	0	0	50	30	60	18	36	2	4
<b>WINTER</b>	70	64	91	6	9	115	95	83	20	17	0	0	98	76	78	21	21	1	1
<b>TOTALS</b>	<b>133</b>	<b>120</b>	<b>90</b>	<b>13</b>	<b>10</b>	<b>221</b>	<b>183</b>	<b>83</b>	<b>38</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>148</b>	<b>106</b>	<b>72</b>	<b>39</b>	<b>26</b>	<b>3</b>	<b>2</b>

**CUSTOMER SATISFACTION SURVEY - LIGHTING MAINTENANCE 2000/01**

**TABLE 4**

<b>SATISFIED WITH WAY THE REPAIR WAS CARRIED OUT</b>																					
		1998/99						1999/00						2000/01							
	No. of Customers	Yes		No		Don't Know		No. of Customers	Yes		No		Don't Know		No. of Customers	Yes		No		Don't Know	
		No.	%	No.	%	No.	%		No.	%	No.	%	No.	%		No.	%	No.	%	No.	%
<b>SUMMER</b>	63	30	48	7	11	26	41	106	90	85	7	7	9	8	50	33	66	14	28	3	6
<b>WINTER</b>	70	36	51	4	6	30	43	115	102	89	4	3	9	8	98	76	78	10	10	12	12
<b>TOTALS</b>	<b>133</b>	<b>66</b>	<b>50</b>	<b>11</b>	<b>8</b>	<b>56</b>	<b>42</b>	<b>221</b>	<b>192</b>	<b>87</b>	<b>11</b>	<b>5</b>	<b>18</b>	<b>8</b>	<b>148</b>	<b>109</b>	<b>74</b>	<b>24</b>	<b>16</b>	<b>15</b>	<b>10</b>