

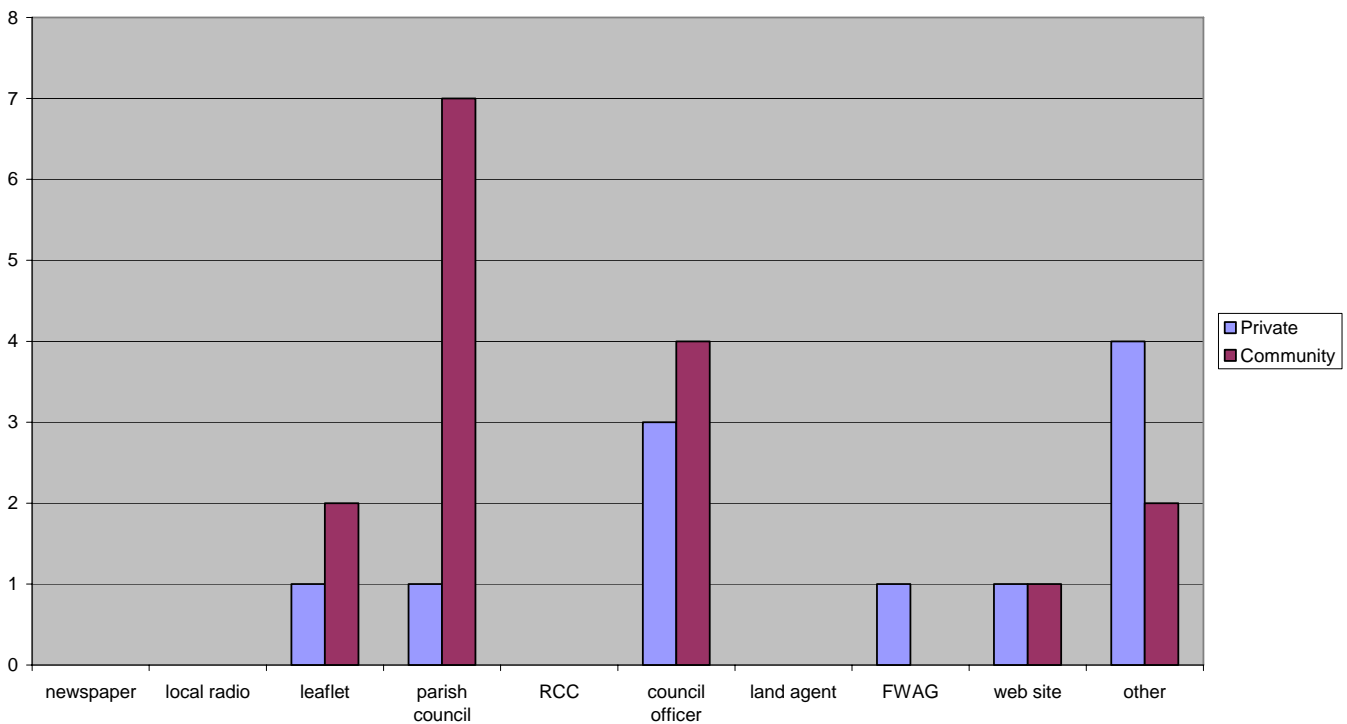
## SHIRE Environmental Improvement Grant Customer Satisfaction Survey Results 2007-2008

This is the fifth year on year customer satisfaction survey for SHIRE Environmental Improvement Grants. Private Grants are no longer available but some schemes remain from previous years.

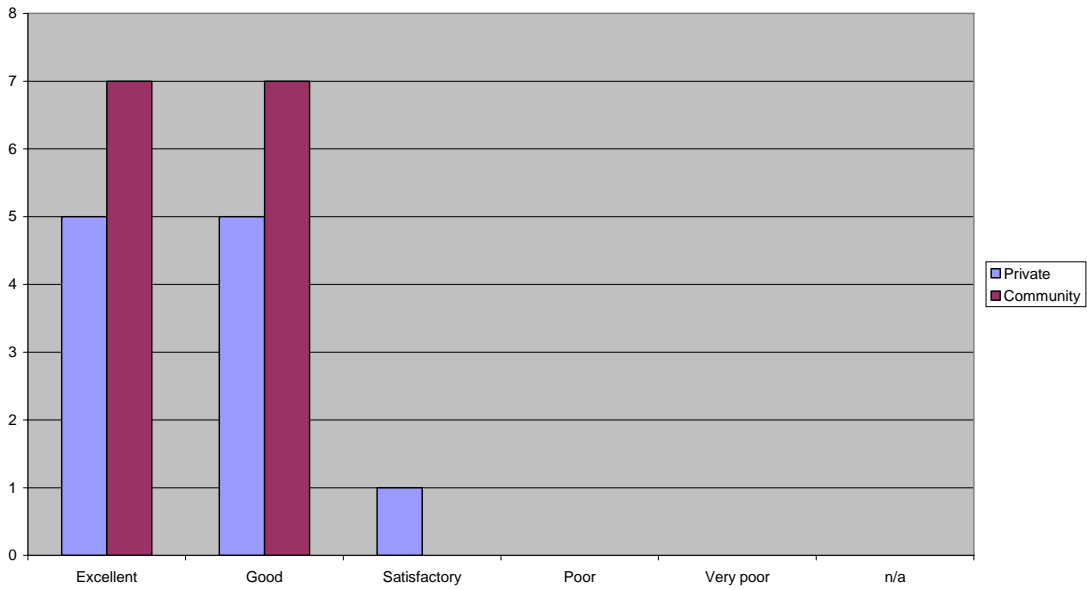
Once again the results have proved to be excellent with a high level of satisfaction for both the administration process and the technical advice given by officers. Overall, 94% of respondents thought the service they were receiving was excellent or very good.

- Out of 25 respondents 11 were Private Applications and 14 were Community.
- All Private Applications were for a value of under £2000
- Seven Community Applications had a value under £2000, one was £2-5000 and six were over £5000 in value.
- All applicants were successful in receiving at least an interim payment or part of the funding that they asked for.

How did you hear about the Shire Grant scheme?

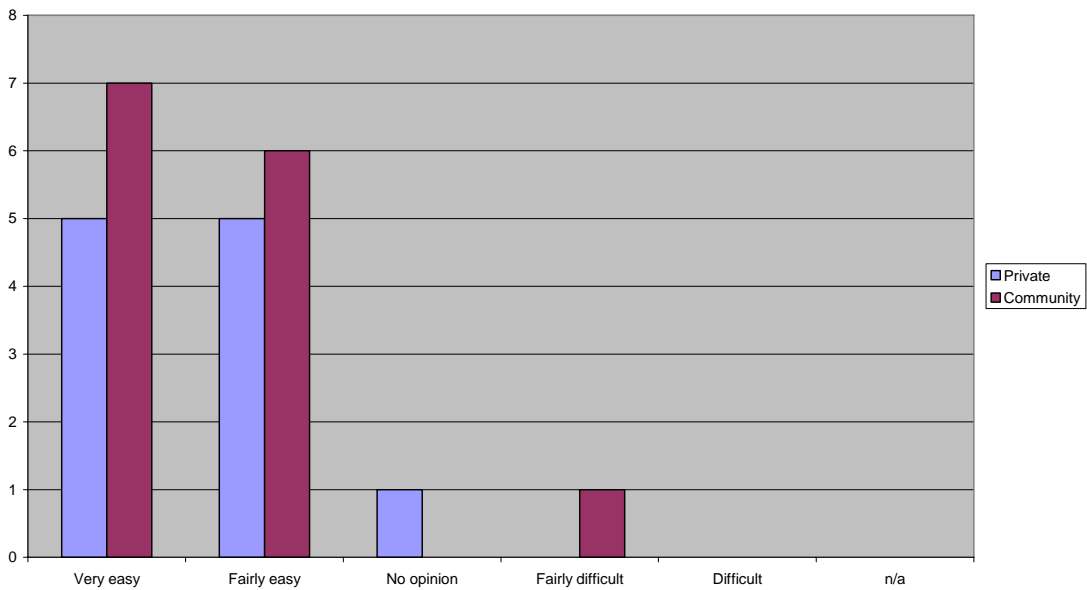


How do you rate the information provided in the Shire Grant Pack?



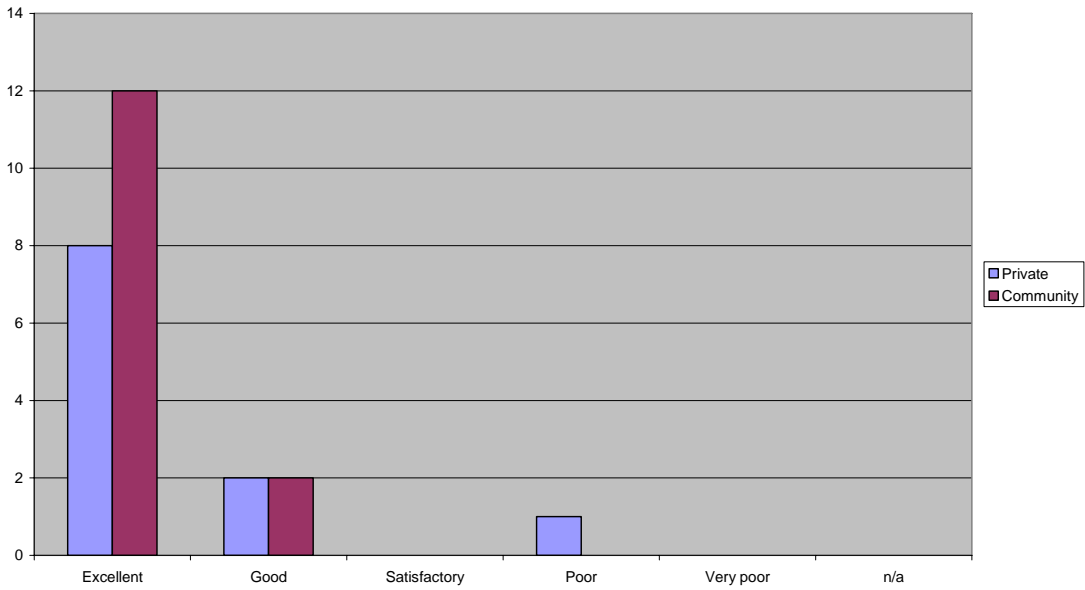
An increased percentage of respondents thought that the information provided was excellent when compared with last year. There were no negative comments about the application pack.

How easy was it to complete the application form?



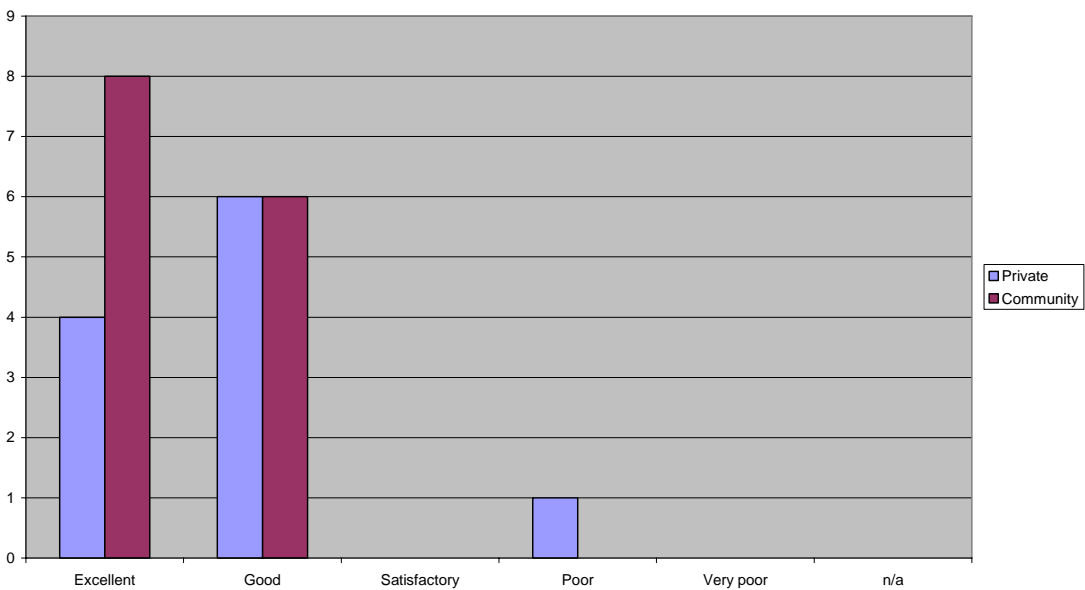
Perhaps due to the greater clarity of information provided an increased percentage of applicants were finding it easier to complete the application form. Only one respondent found it fairly difficult.

How do you rate the support provided by the Officer?

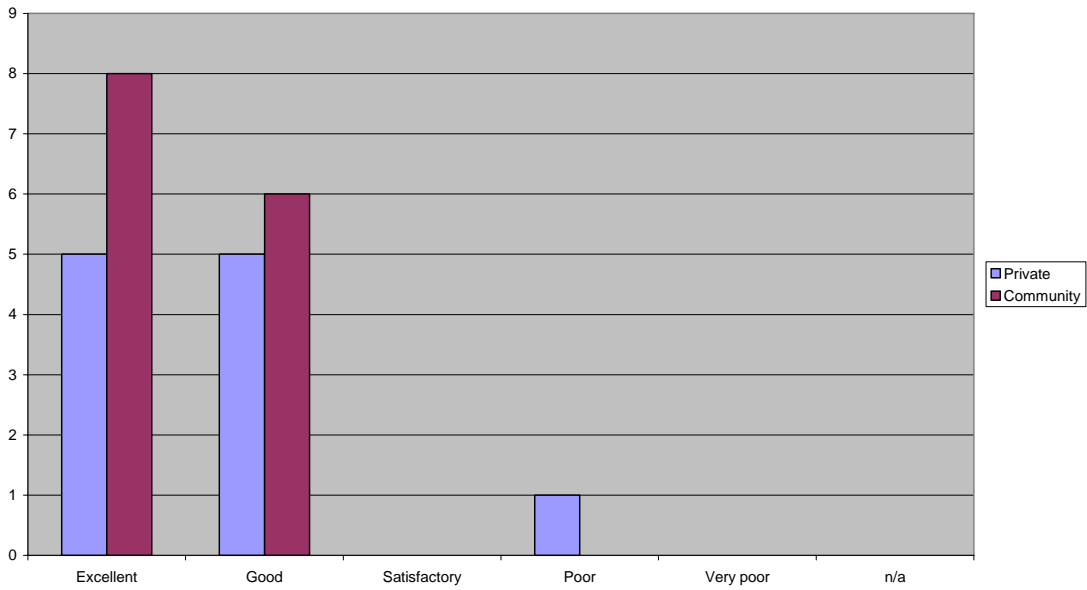


Only one applicant did not think the service provide by the Shire Grant Officer was excellent or very good. No supporting comments were provided by this applicant who also rated the following two questions “poor”.

How do you rate the speed with which your application was dealt with?

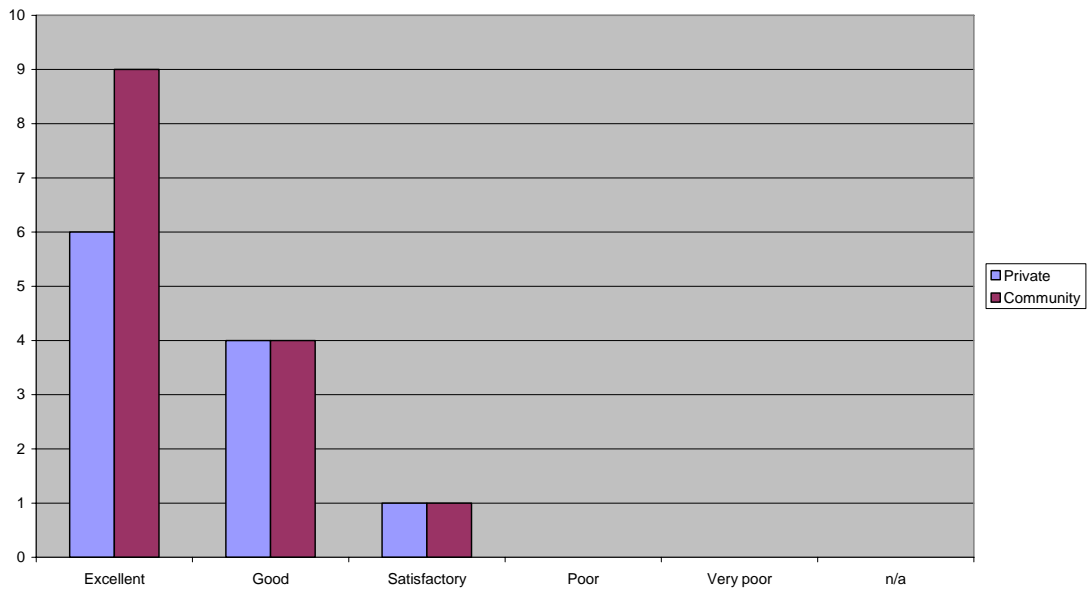


How do you rate the quality of the written information received?

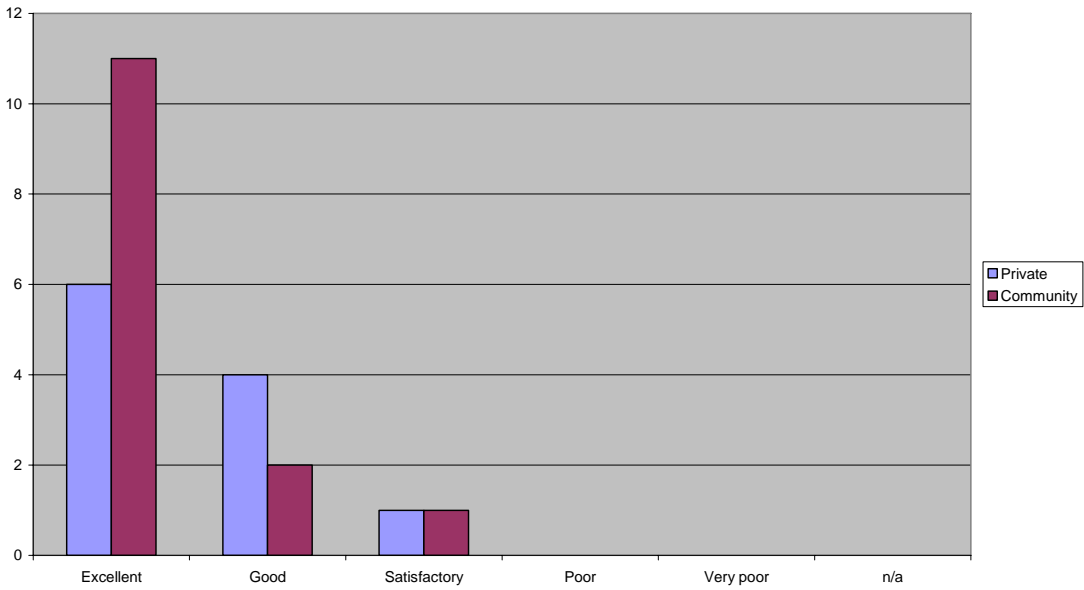


Both questions above returned a high percentage of excellent and very good responses with an increase on the previous year's results.

How do you rate the speed that your grant was paid?

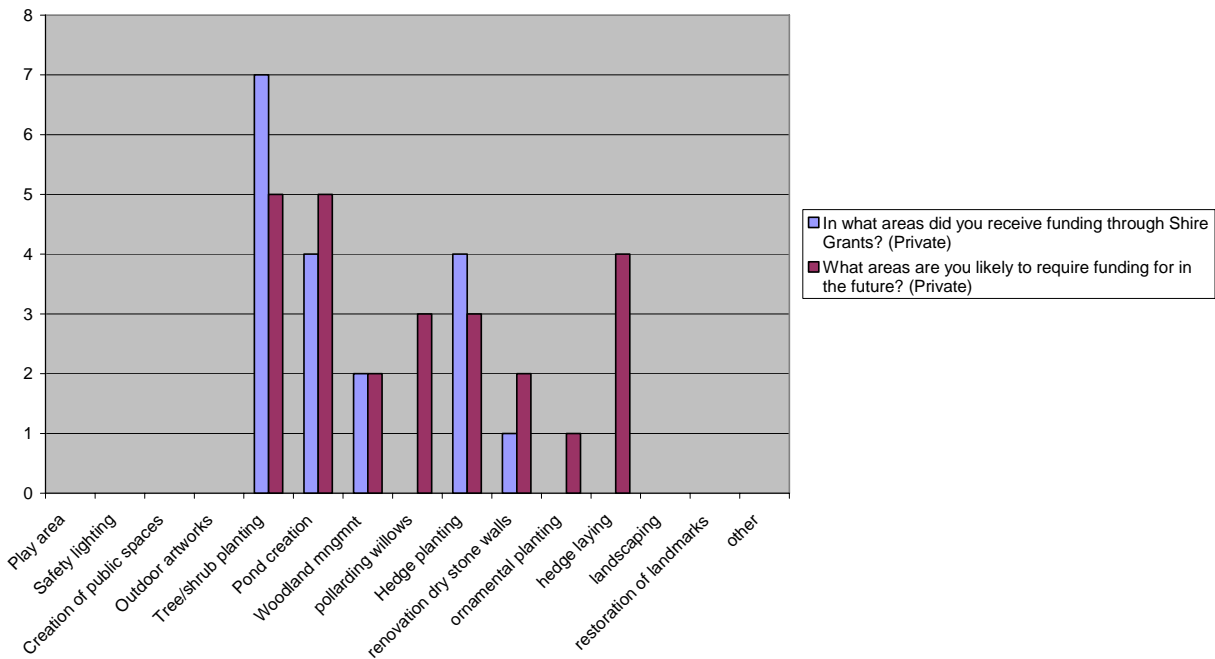


How do you rate the support you were given in making your claim?

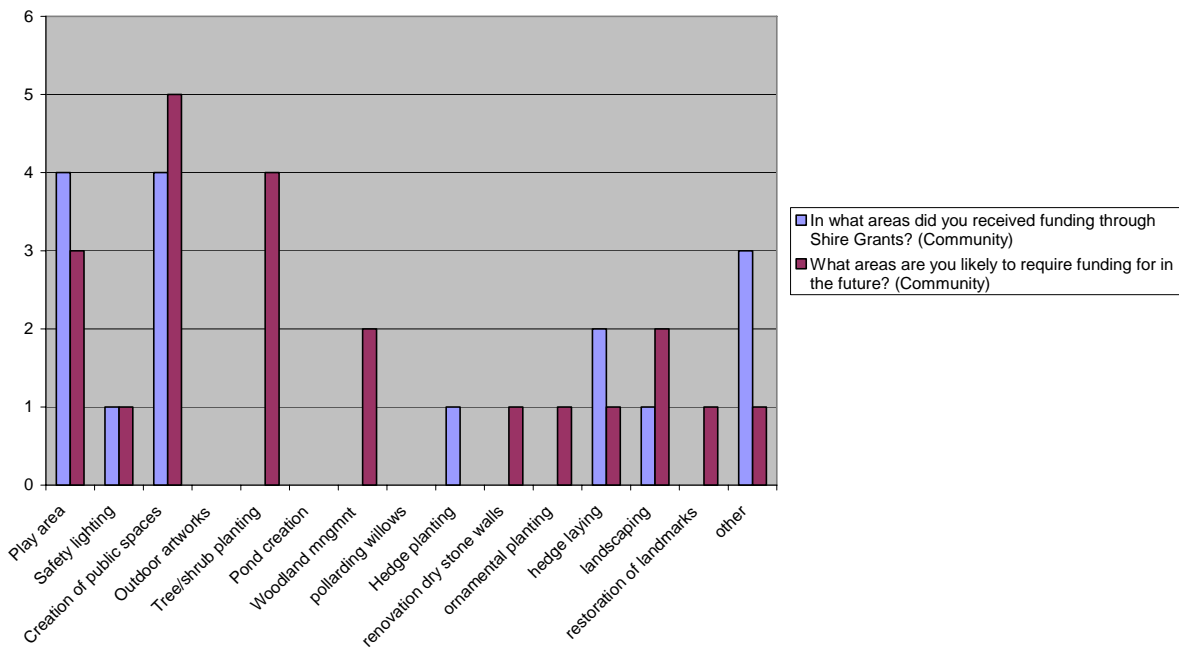


The Grant payment process was rated very highly by nearly all applicants with nobody finding the system less than satisfactory and overall an increase in satisfaction levels on the previous year.

Type of funding received / required (Private)



### Types of funding received / required (Community)



Once again applicants are looking for funding for a range of projects. Grants for play areas continue to be popular with Parish Councils. Creation of public spaces, tree planting and landscaping works appear to be what community groups are looking for funding for in the near future. Private applicants would like to be able to apply for funding for tree planting and hedge planting.

COMMENTS	ACTION
<b>Community</b>	
"Excellent" (in reference to Officer contact)	
"We didn't realise we had to contact our local councillor"	Review guidelines
(reference to self assessment)"very useful", "very helpful", "very beneficial" etc...	
"Difficulty with breakdown of material and labour costs"	Review guidelines
"Thank you for all your help and support"	
"The Parish Council were very pleased with the friendly way in which the application was dealt with"	
"I was very pleased with the whole process"	
<b>Private</b>	
"Very professional comments from Andy Jackson"	
(with reference to self assessment)	
"satisfactory", "ok", "useful"	
More technical information on tree planting	
"Guidelines were printed on exceptionally high quality paper which was very nice but I did wonder whether it was...necessary"	
"Sad to hear the grant has stopped"	
"Support from Andy and staff has been brilliant"	
(Any information that you found difficult to provide?) "quotation from more than one contractor"	
"(the Grant) Must continue"	
"Shire grants have been the deciding factor to carry out environmental schemes. Many good projects will not happen... without some assistance."	