

WEST LoTHIAN COUNCIL, PROPERTY MANAGEMENT & DEVELOPMENT

## **CONSULTATION REPORT – COUNCIL BUILDING OCCUPIER SURVEY 2015/16**

West Lothian Council's Property Management and Development team (PM&D) has responsibility for the management of the building and common facilities in Council office buildings – i.e. County Buildings Annex; St David House; and New Cheviot House. Our role includes maintenance and repair, health and safety, legislative compliance, energy management and, where appropriate, the caretaking and security services.

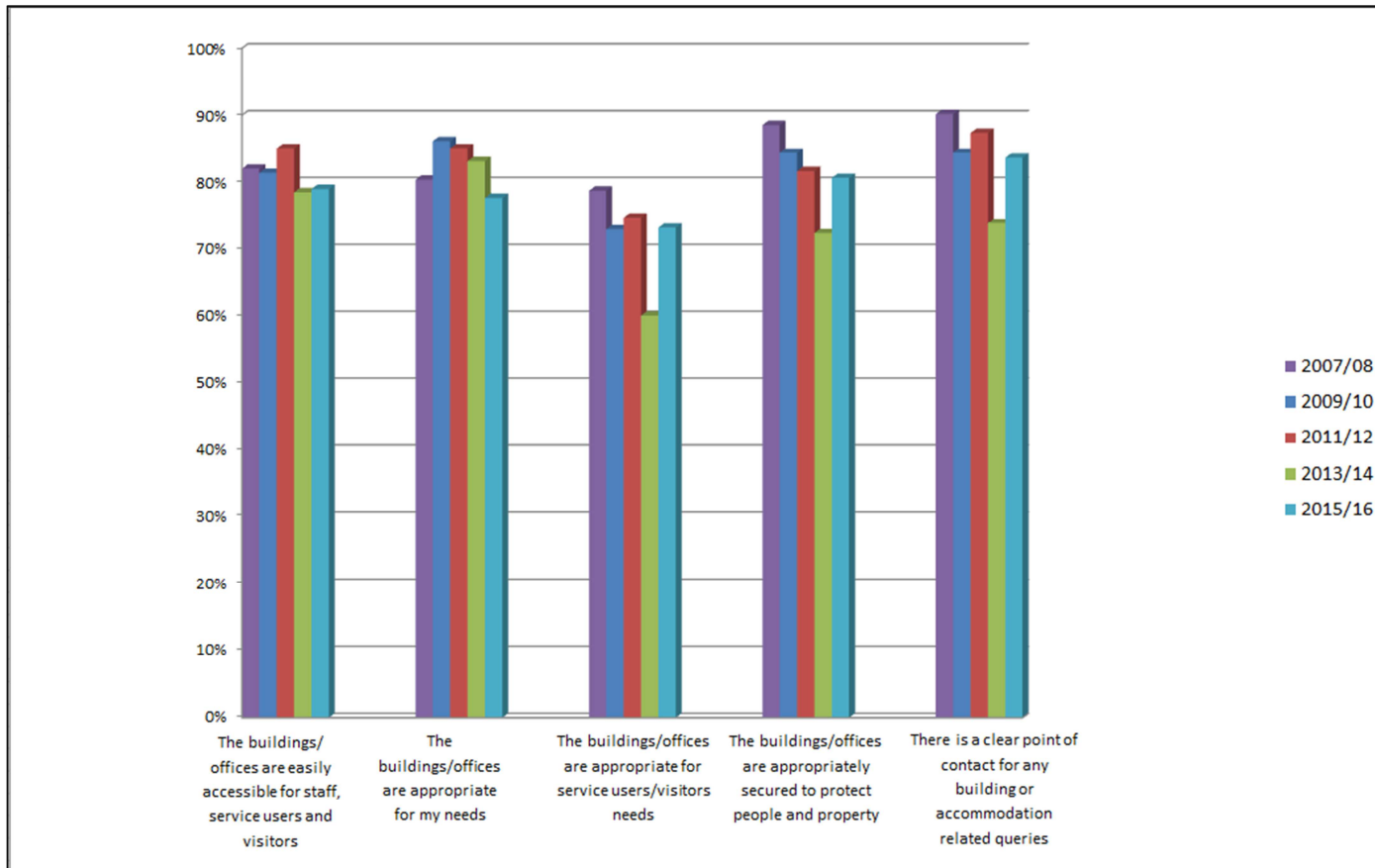
In autumn 2015 we asked occupiers to take part in a survey to elicit views on the suitability of their building and the way we deliver our service. We also invited comments and suggestions.

### **Survey size and response**

Our survey went to more than 400 council employees and building users. We received 67 replies – 68.78% of the responses were from staff based on about two thirds from St David House and one third from New Cheviot House.

**Your views on Your building.**

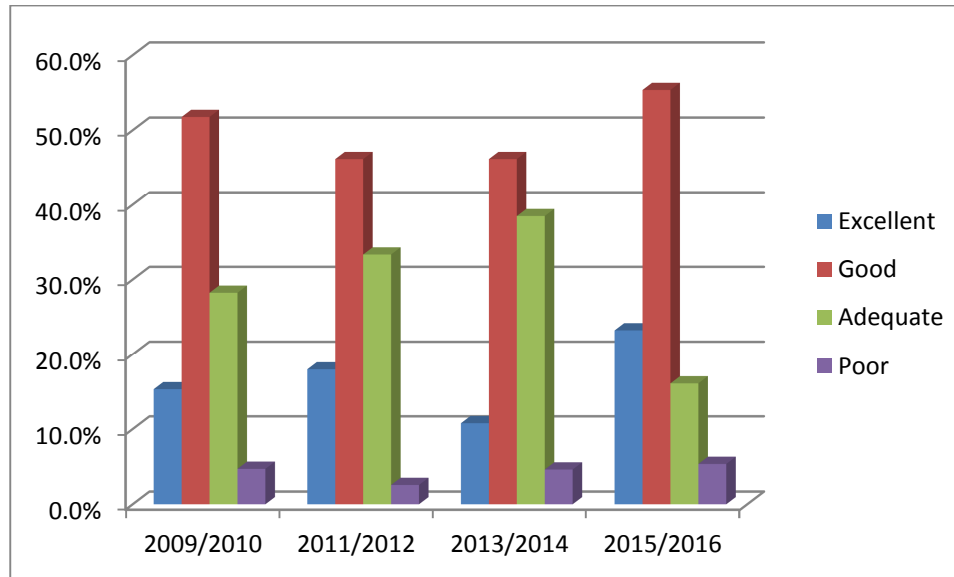
We asked five questions on the suitability of the building, achieving a minimum of 73% of respondents who “Agreed” or “Strongly agreed” with the statements made:



Given the recent refurbishment works at St David House, responses to these questions were expected to be up on previous surveys, and this has generally proved to be the case. The question relating to whether a building is appropriate for the needs of the service and visitors shows a 13% improvement on previous survey.

## Service Delivery

We asked for your views on PM&D's delivery of the services we provide. 78% of those taking part in the survey considered our service delivery to be either "Good" or "Excellent". This is an overall 21% improvement from the previous survey:



**Point of Contact for Repairs** – 15% of occupiers knew how to report a repair (2013 – 59%), (2011 – 77%). We will through the usual channels ensure that staff are advised of who to contact regarding repairs

**Building User Group** – 29% of occupiers now know if there is a Building User Group (2013 – 26%), (2011 – 9%).

## **“YOU SAID, WE DID”**

We received over 70 individual comments about the buildings and the service we deliver.

Whilst we are unable to provide a detailed reply to each of these comments, we have summarised the most common comments and our responses below:

<b>YOU SAID</b>	<b>WE DID</b>
St David's House – Heating and Air Conditioning – The variance in the temperature of the office	The system is controlled in zones and these have been adjusted on a number of occasions to give the best coverage possible. Any further issues should be directed to the Building User Group.
St David's House – Works Notification	With regard to ongoing and future works it is difficult to provide advance notice of contractors visits unless these are IT related or directly affect your working environment. This is the same custom and practice across all council properties.
St David's House – Main door intercom and customer access	We understand that this is an issue requiring rectification. The Building User Group will find a suitable working practice for the intercom, entry doors and visitor access.
St David's House – Access to the car park at the rear of the building	Unfortunately we can't make the car park exclusively for staff or visitors to use because other occupiers has rights to use it under the terms of its lease
St David's House – Provision and availability of Bike Store and Lockers	Although there are no bike racks at St David's House there are racks at the Partnership Centre. The lockers are not meant for bulk storage if there is an issues with space please contact the Building User Group
New Cheviot – General Repair	We are aware of the condition of the building and have sought repair where appropriate. However due to the forthcoming relocation these matters will no longer be an issue

New Cheviot – Meeting rooms are not sound proof	The meeting rooms and reception area were not designed to be sound-proof. Costs were obtained for soundproofing the main reception office but the level of expenditure couldn't be justified as the building is due to be vacated in 2016.
Council Buildings – Cleaning	There have been a number of comments regarding cleaning of the buildings. This matter is within the remit of Operational Services who due to cost control measures have issued a council wide cleaning policy that has been approved by the Council Executive.

We would like to thank everyone who took part in the survey, and always welcome comments on the service we provide. The survey will be repeated towards the end of 2017.

In the meantime comments and suggestions can be sent to [propertymanagement@westlothian.gov.uk](mailto:propertymanagement@westlothian.gov.uk)

PM&D - 27.1.16