

West Lothian Council Property Management & Development

Customer consultation review 2015-2016

PM&D works with its customers, partners, stakeholders and other services of the council to deliver its services in the best way possible. As an integral part of this process we regularly consult with our customers to ensure that we meet their expectations and needs. Customer feedback is welcomed and we review our services as a result of comments received. This document outlines our activity during 2015-16 in formally consulting our customers.

Segmentation and consultation programme

As a result of our 2012 WLAM Assessment, during 2012-13 we continued to implement the modification to our programme of customer surveys and the methodology for reporting results. Our 2015 WLAM assessment confirmed this method is still appropriate.

The bi-annual survey programme is continuing, alternating the surveys of tenants of the councils commercial property portfolio and of occupiers of the councils office buildings. These provide us with insight into our customers' views and requirements, which influence the delivery of our service. In addition, the two yearly cycle allows time for these changes to be implemented and "bed in" before the next survey is despatched.

As with previous years we are striving to improve the response rate from our generic customer survey, which is now the only source of our performance indicators, by offering both electronic and paper versions of the survey.

Target setting

At the PM&D Quality Team meeting in June 2013 it was agreed that we should set challenging long term targets, aiming to reach 90% customer satisfaction in all PIs by 2016-17 with incremental targets being set accordingly. The exception is satisfaction with the equality of service delivery where the target will remain at 100%.

Overall Performance against Customer Service Standards (Customer Satisfaction)

The table below shows the results for our performance against the 12 questions in our generic customer survey, which are based on the 5 Drivers of Customer of Satisfaction. The responses show the percentage of results that were Excellent and Good. In all areas the results show an improvement over the previous year, and performance is above target. The survey size on this occasion was 34 against the previous year of 60.

Given the size of the survey a small change in the number of responses scoring the services as "good" and "excellent" can lead to a high variation in the percentage levels of satisfaction. We are performing ahead of our progressive target to reach 90% satisfaction by 2016-17. Several of our targets are already performing ahead of our progressive target having reached 100%. This level of high performance will be hard to sustain even if we are ahead of target.

Where respondents answered a question Adequate, Poor or Very Poor, they were asked for additional information, so that we could understand their response, where possible we will use this to identify changes to our service delivery.

Corporate PI ref.	Delivery: Please rate the following	Covalent Ref.	2014/15 result	2015/164 Target	2015/16 Result
6a.2	The service you received compared to what you needed	PMD.122	89.66%	88%	96.97%
6a.9	Our handling of any problems that arose	PMD.129	90.38%	87%	96.77%
6a.12	How easy it was to contact us	PMD.132	86.44%	87%	100%
	Timeliness: Please rate the following				
6a.1	The promptness of our response to your request?	PMD.121	87.72%	87%	96.97%
6a.8	Our ability to resolve your issue at the first point of contact?	PMD.128	90.74%	86%	96.88%
	Information: Please rate the following				
6a.3	Our performance in keeping you informed of the progress of your request?	PMD.123	87.27%	85%	100%
6a.10	The accuracy of the information provided, as relevant to your needs	PMD.130	91.38%	86%	100%
6a.11	The quality of the information provided, as relevant to your needs	PMD.131	89.83%	86%	96.88%
	Professionalism: Please rate the following				
6a.5	Our people's professionalism in terms of the knowledge and skills of our staff	PMD.125	91.53%	89%	100%
	Staff attitude: Please rate the following				
6a.4	Our people's attitude in terms of the friendliness and helpfulness of our	PMD.124	94.83%	90%	100%
	Our Service: Please rate the following				
6a.7	The overall quality of customer service.	PMD.127	88.33%	87%	96.88%
6a.6	Were you treated fairly? (NB Yes/no answer)	PMD.126	94.64%	100%	100%

Equality questionnaire

The equality questionnaire was developed during 2006/2007 to ensure that PM&D does not discriminate in the delivery of its services. It is primarily issued with application forms for the lease of our commercial property (shops, offices and industrial units). The questionnaire asks for comments and suggestions as to how we can improve our service – no comments were received.

Occupier Surveys

In the autumn we undertook surveys of both the Civic Centre and Council buildings occupiers. The occupiers of these were asked to take part in a survey to elicit views on the suitability of their building and the way we deliver our service. This is the first survey since the recent refurbishment works at St David House, the survey result 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 this is following the refurbishment of St David's House.

We received 366 responses about the services we deliver at the Civic Centre, in the comments fields in the survey. A number of issues were raised all of which have been categorised and prioritised for action. These have been reported back to occupiers as follows: -

“You said, We did”

The Civic Centre:

- Can at times be too noisy – The Civic Centre is largely an open plan office environment, and as such there is a general acceptance that an office of this type will naturally incur a certain noise level. Since the previous survey, we have brought in booths on the bridges which have noise cancelling properties in an effort to help reduce the noise issue on the bridges. However, all staff are requested to play their part and are to be aware of their surroundings, and to be respectful of others by keeping noise to a minimum.
- There is a lack of available meeting rooms/break out space – Meeting room availability has been an issue for some time now, and a review of room availability over a one month period took place and identified that the occupancy rate was approximately 50%. As a result, possible solutions continue to be investigated to identify methods to alleviate this issue so we can all make better use of resources. Staff are to be aware when using meeting rooms, that the time the rooms have been booked for is adhered to and, if a room is no longer required, that bookings are cancelled.
- Not enough options in the café menu and not enough food made, especially on days when the court is busy. Staff asked if the café would be able to accept payment cards - Response from Operational Services: Civic Centre Café provides a variety of products to the counter on a daily basis. Counter space is limited as is preparation space in kitchen. Other options have been looked at but unfortunately not considered primarily because of cost. Staff will make up products on request if nothing is available and when they are asked. The café is nearing completion of project to take card payments.
- There is a lack of Security at the East staff entrance/the doors at reception – The comments about security were taken on board and this issue has been investigated and the Security staff have been re-positioned to the East staff entrance; during normal working hours, affording better and more effective Security. The placement of Security at the reception doors is dependent on staff availability at the time and when there is no member of staff at the doors, CCTV is monitored by the Officer at the Security desk. Staff also play a vital and critical role in the maintenance of Security of any building. Staff must ensure that they do not hold doors open for people they cannot identify as working in the building, and should challenge anyone they are suspicious of or do not recognise as working in the facility.

St David's House:

- The variance in the temperature of the office - The heating and air conditioning 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
- 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
- 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

Building user groups

As Facilities Managers of the council's headquarter office buildings we have regular contact with council staff who occupy these properties. The Building User Groups (BUG's) provide a forum for feedback and comment from our colleagues, and for us to raise specific issues of concern (e.g. energy management). The BUG for Civic Centre includes all partners, and not just West Lothian Council employees. In most of the other buildings the management/occupier interface works best where a single officer is nominated as the focus for any occupier comment/concern – however, as the council's office rationalisation programme progresses we will review whether and how BUG's should operate in these properties.

Complaint and compliments analysis

We record feedback from customers who make comments or complaints about our service. In 2015/16 we received ten complaints, one of which was upheld. The complaint related to a security guards attitude. Two complaints were partially upheld regarding policy and standard of service for tenanted non-residential property.

April 2016

DATA LABEL: PUBLIC