

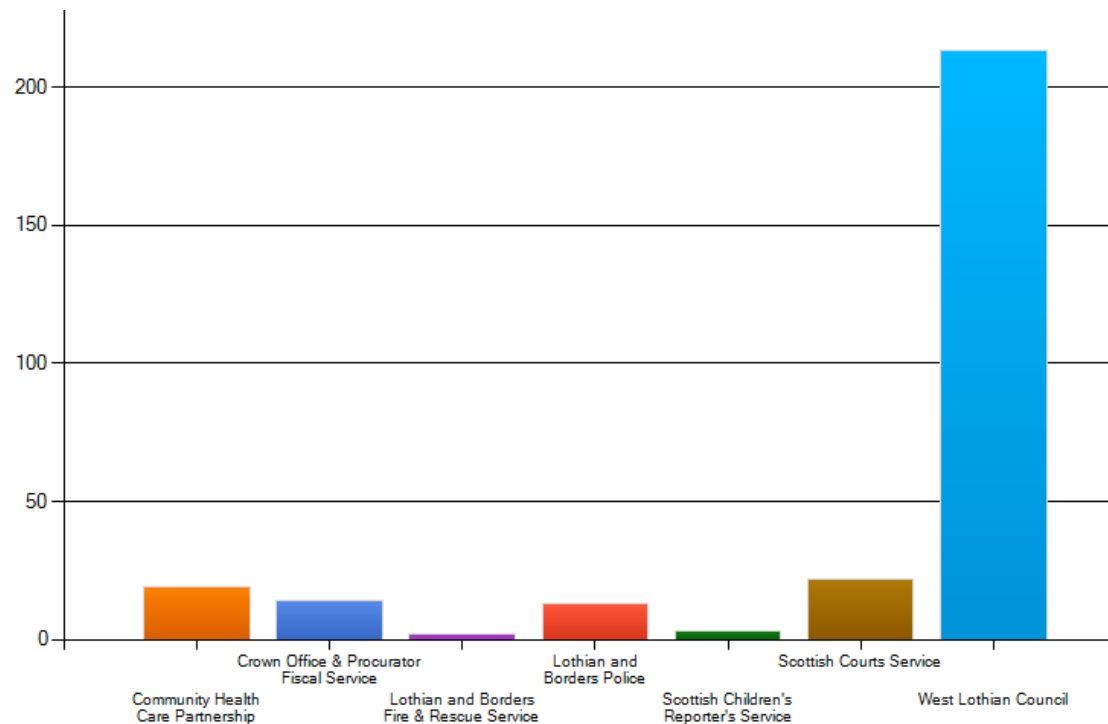
**CONSULTATION REPORT – CIVIC CENTRE OCCUPIER SURVEY 2011/12**

West Lothian Council's Property Management and Development team (PM&D) has responsibility for the management of the building and common facilities in Civic Centre. Our role includes maintenance and repair, health and safety, legislative compliance, energy management and the caretaking service.

In autumn 2011 we asked occupiers to take part in our second occupier survey, which is designed to elicit views on the suitability of the building and the way we deliver our service. We also invited comments and suggestions.

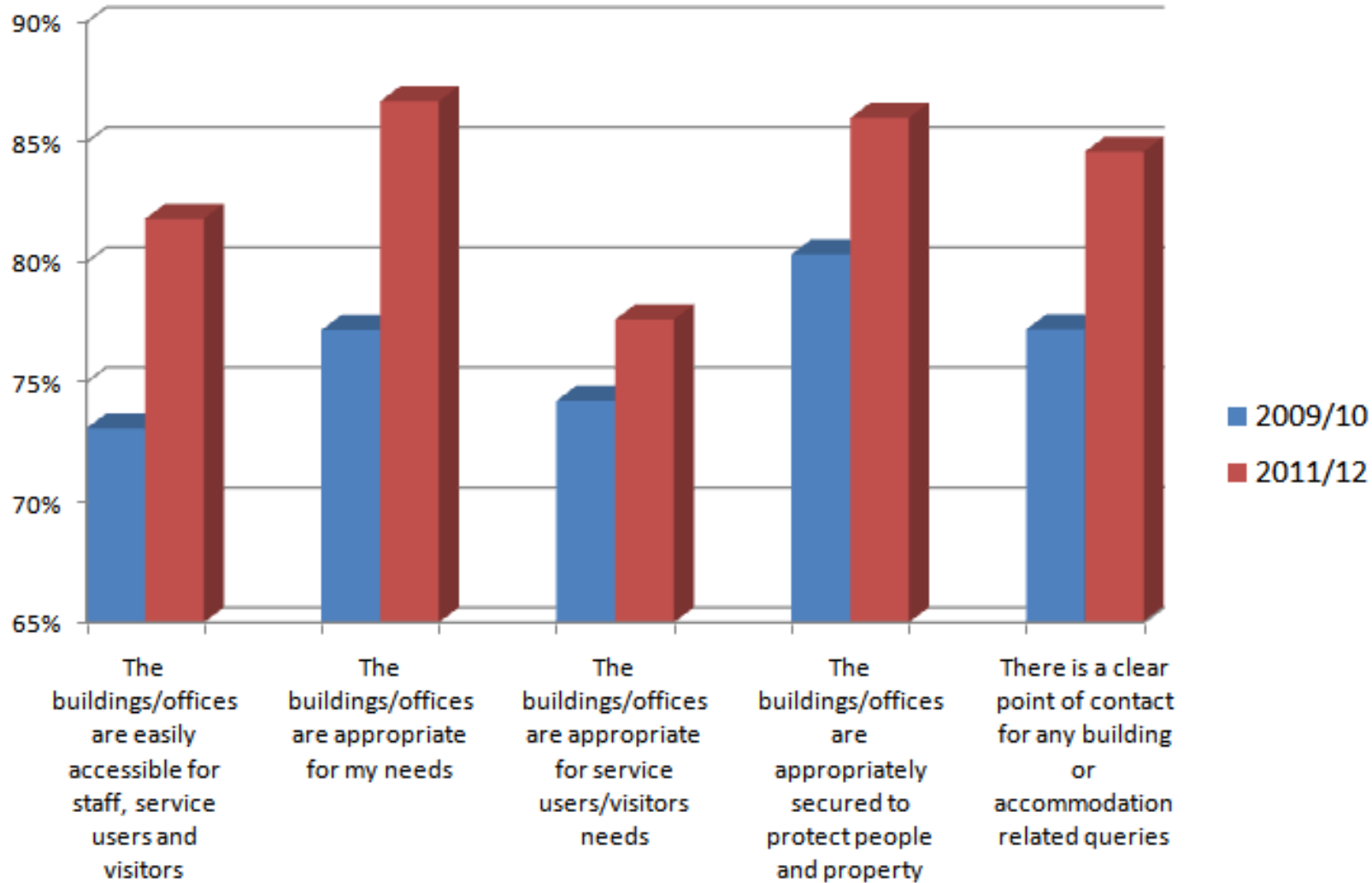
**Survey size and response**

Our survey went to over 1000 employees and building users from all seven partner organisations. We received 286 replies. The distribution of replies is shown below:



**Your views on Your building.**

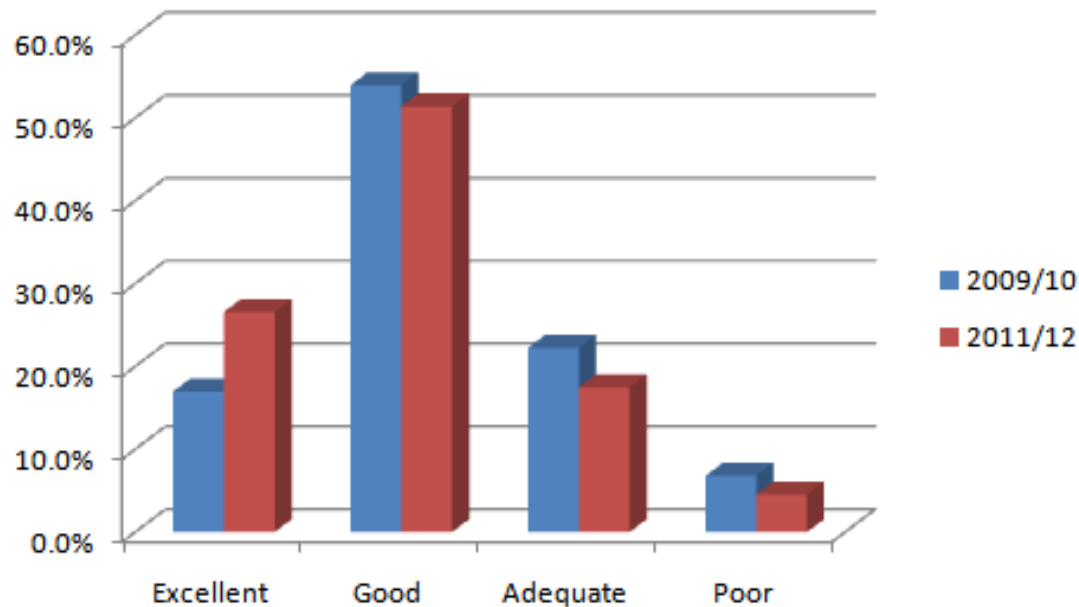
We asked five questions on the suitability of the building, achieving a minimum of 75% of respondents who “**Agreed**” or “**Strongly agreed**” with the statements made. This represented an improvement on your perception of the building since the previous survey in 2010:



In each case fewer than 2.5% of respondents “**Strongly Disagreed**” with the statements

## Service Delivery

We asked for your views on PM&D's delivery of the services we provide. Over three-quarters of those taking part considered our service delivery to be "Good" or "Excellent" – an improvement on the previous survey.



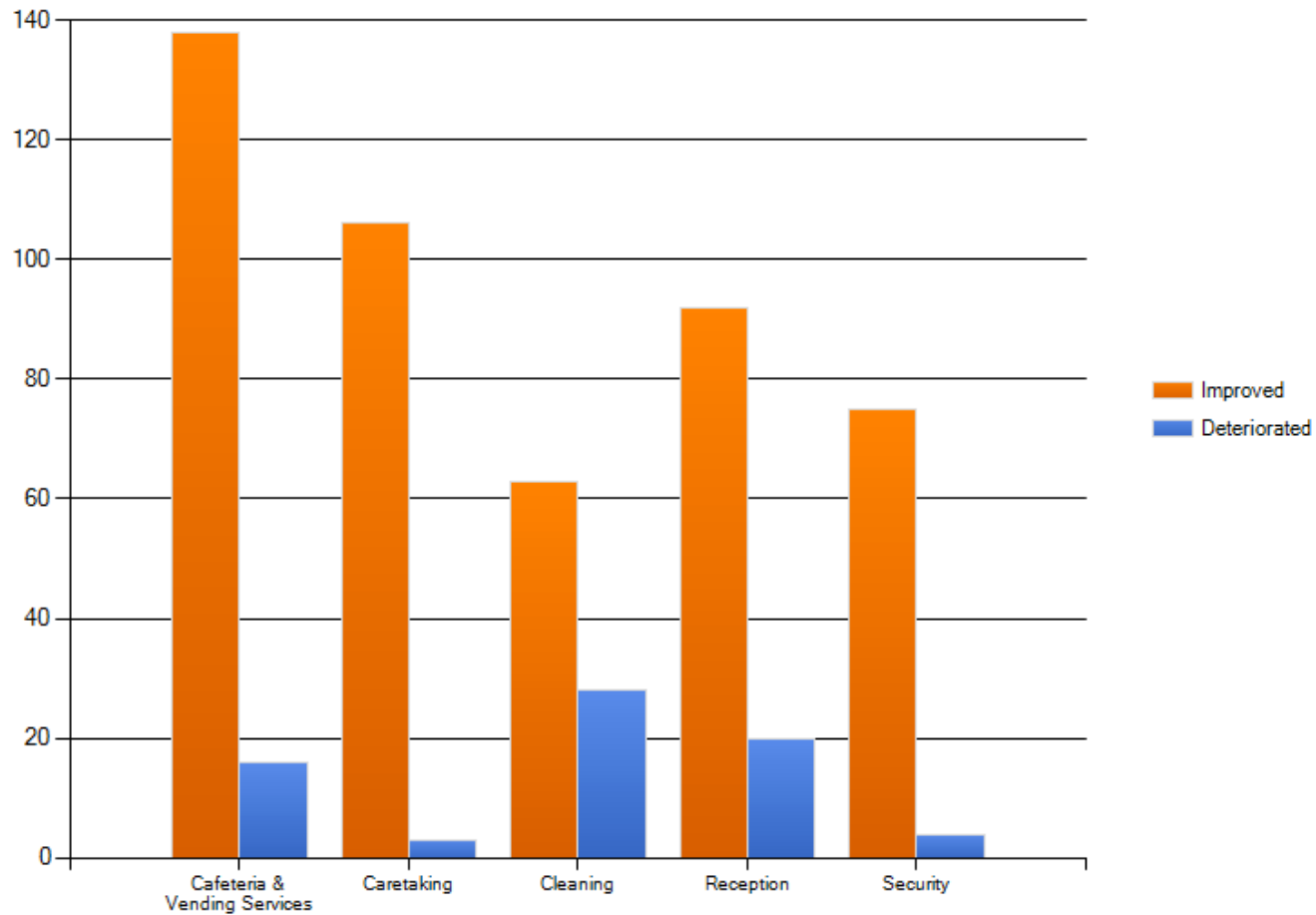
The section on Service Delivery included questions on the 5 Drivers of Customer Satisfaction – "Delivery"; "Timeliness"; "Information"; "Professionalism"; and "Attitude". In every case your replies told us that our performance had improved since the previous survey. However, we believe that we still need to improve aspects of communication. Your comments were particularly complimentary about our Caretakers.

**Point of Contact for Repairs** – 72% of occupiers knew how to report a repair, a similar level to our last survey.

**Building User Group** – just under half (48%) know that there is a Building User group, and that their Partner is represented. This is an increase from fewer than a quarter (24%) at the time of the last survey

**Cash Machine (ATM)** – We asked if you would like a cash machine in Civic Centre. 86% of you said yes, but only 7% would be willing to pay for transactions.

We asked about five specific services and facilities in Civic Centre – **Catering and Vending; Caretaking; Cleaning; Reception; and Security.** We wanted to see if you felt they had changed since you moved in.



## “YOU SAID, WE DID”

We received just under 400 individual comments about Civic Centre and the service we deliver. Unfortunately we are unable to provide a detailed reply to each of these comments, so we have categorised, and then prioritised them in order to prepare our action plan. We have also offered to discuss the results and comments for each partner with that organisations representative.

YOU SAID	WE DID
You would like an A.T.M. (cash machine) in Civic Centre, but want transactions to be free of charge	We will investigate whether it is possible to provide a free-standing, free A.T.M. in the foyer.
You had some concerns that some of the specific services (catering, cleaning etc) had deteriorated, and made positive suggestions for possible improvements.	We will discuss these with the service providers and will review the current level of service.
You had concerns about noise – in particular the lack of privacy in the interview rooms.	We will engage specialist acoustic engineers to advise us on any remedial measures
That there were still problems with communication both with PM&D staff, and generally within Civic Centre	We will review arrangements with our Partners, including nominated contacts within each organisation, the introduction of specialist email addresses, and a review of the Civic Centre web site.
There were still concerns about parking, particularly for some visitors	We carried out a review of Civic Centre Car Parking during the summer of 2011 and have introduced changes as a result, including securing parking for occupiers in the Terrace and Football Stadium car parks.. However, there is little more that can be done, particularly for visitors – although in many respects the situation in Livingston is better than would be experienced in many other towns and cities for visitors to the type of service delivered from Civic Centre
Generally there were fewer adverse comments about the heating, ventilation and air quality	We have been working on these since Civic Centre opened, including engaging specialists to look at improvements, and will continue to do so. A number of improvements are under active consideration.

Similarly, there were still concerns about localised street-lighting etc, and security within the building.

We have made improvements to lighting and CCTV coverage during the past year, some of which may only have become apparent since the survey was completed and the clocks went back. We have a further programme for the current year.

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 2012, and then every two years.

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

PM&D  
04.01.12