

West Lothian Council Property Management & Development

Customer consultation review 2013-2014

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 2013-14 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.

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. Whilst there are a number of areas where the percentage of satisfaction has fallen below that of the previous year, these results these are still above target in all barring two areas where the results are only marginally below target. All are at a consistently high level.

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. Notwithstanding this we are not compromising our aim to reach the progressive target of 90% satisfaction by 2016-17.

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

Corporate PI ref.	Delivery: Please rate the following	Covalent Ref.	2013 result	2013/14 TARGET	2014 result
6a.2	The service you received compared to what you needed	PMD.122	91.89%	83%	85.71%
6a.9	Our handling of any problems that arose	PMD.129	88.57%	82%	87.88%
6a.12	How easy it was to contact us	PMD.132	82.35%	80%	85.71%
	Timeliness: Please rate the following				
6a.1	The promptness of our response to your request?	PMD.121	86.11%	81%	85.71%
6a.8	Our ability to resolve your issue at the first point of contact?	PMD.128	78.13%	78%	82.86%
	Information: Please rate the following				
6a.3	Our performance in keeping you informed of the progress of your request?	PMD.123	85.71%	75%	85.29%
6a.10	The accuracy of the information provided, as relevant to your needs	PMD.130	82.35%	77%	82.35%
6a.11	The quality of the information provided, as relevant to your needs	PMD.131	85.71%	77%	79.41%
	Professionalism: Please rate the following				
6a.5	Our people's professionalism in terms of the knowledge and skills of our staff	PMD.125	94.44%	85%	85.71%
	Staff attitude: Please rate the following				
6a.4	Our people's attitude in terms of the friendliness and helpfulness of our staff	PMD.124	89.19%	90%	91.43%
	Our Service: Please rate the following				
6a.7	The overall quality of customer service.	P:PMD.127	89.74%	81%	80.56%
6a.6	Were you treated fairly? (NB Yes/no answer)	PMD.126	100%	100%	93.94%

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 Headquarter 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. Due to the temporary move to Lomond House, while County Buildings and St David House are being refurbished, we asked for responses to the headquarter survey to be based on the respondents normal work location. This will help us get a clearer picture of changes once staff return to their normal place of work, and we re-run the survey in 2015.

We received just under 550 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 - Open planning buildings have a naturally higher ambient noise level than cellular buildings. We are looking at the use of different materials and soft furnishing in the ‘street,’ to reduce noise in this area. Occupiers can assist by being more considerate to the needs of others.
- There is a lack of available meeting rooms - Possible solutions are being investigated to alleviate this issue but in the meantime those booking rooms can assist by better managing their own bookings.
- Some staff remarked that they would like to see screen/blinds - A pilot initiative involving the installation of tinted window film is underway. Should this prove successful it will be rolled out across the building.
- A few staff commented that the lighting above desks was too bright - The lighting engineer has restored the settings to fully automatic so the fittings self-adjust as necessary

Occupier again raised a number of issues where we are unable to guarantee further change, as previous changes have left us with little scope to do more.

- Parking. Whilst we appreciate that the dedicated free of charge parking is limited we believe that staff and visitors to Civic Centre are favourably served, but we will continue to review this on a regular basis.
- Office Temperature is controlled by a combination of mechanical means and natural ventilation and due to the size of the building there will always be local temperature variations. We will continue to refine the system where possible but there is no further action that can be taken beyond this
- Some staff do not have specific individually dedicated desks. - With modern working practices and continuing efforts to better utilise the work space, not all staff will be afforded a permanent desk.

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 2013/14 we received nine complaints only one of which was partially upheld. The complaint related to a repeat problem with an external client’s meeting room booking arrangements at the Civic Centre.

Focus Group

Community Asset Transfer has been a major focus over the last year and during the process we consulted with colleagues in Area Services. Prior to progressing a report to Council Executive a Focus Group was held with Community Groups and Voluntary Organisations who may be affected by the implementation, to outline the councils Policy and Guidance.

May 2014