

WEST LOTHIAN COUNCIL, PROPERTY MANAGEMENT & DEVELOPMENT

CONSULTATION REPORT – HEADQUARTER BUILDING OCCUPIER SURVEY 2013/14

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

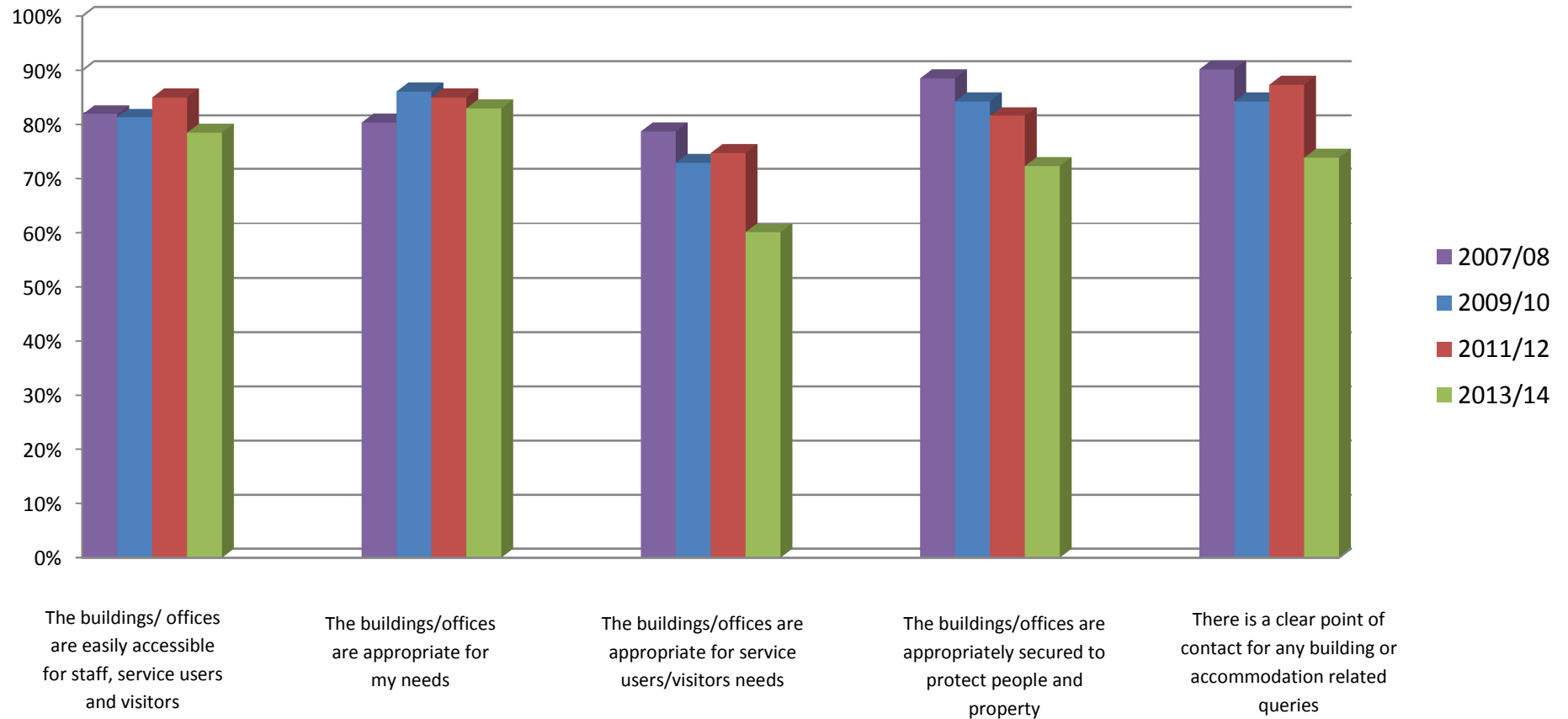
In autumn 2013 we asked occupiers to take part in a survey to elicit views on the suitability of their building and the way we deliver our service. We also invited comments and suggestions. Because of the temporary move to Lomond House, while County Buildings and St David House are being refurbished, we asked for responses 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.

Survey size and response

Our survey went to more than 400 council employees and building users. We received 65 replies – 57% of the responses were from staff based at St David House, 25% at County Buildings and 18% at New Cheviot House.

Your views on Your building.

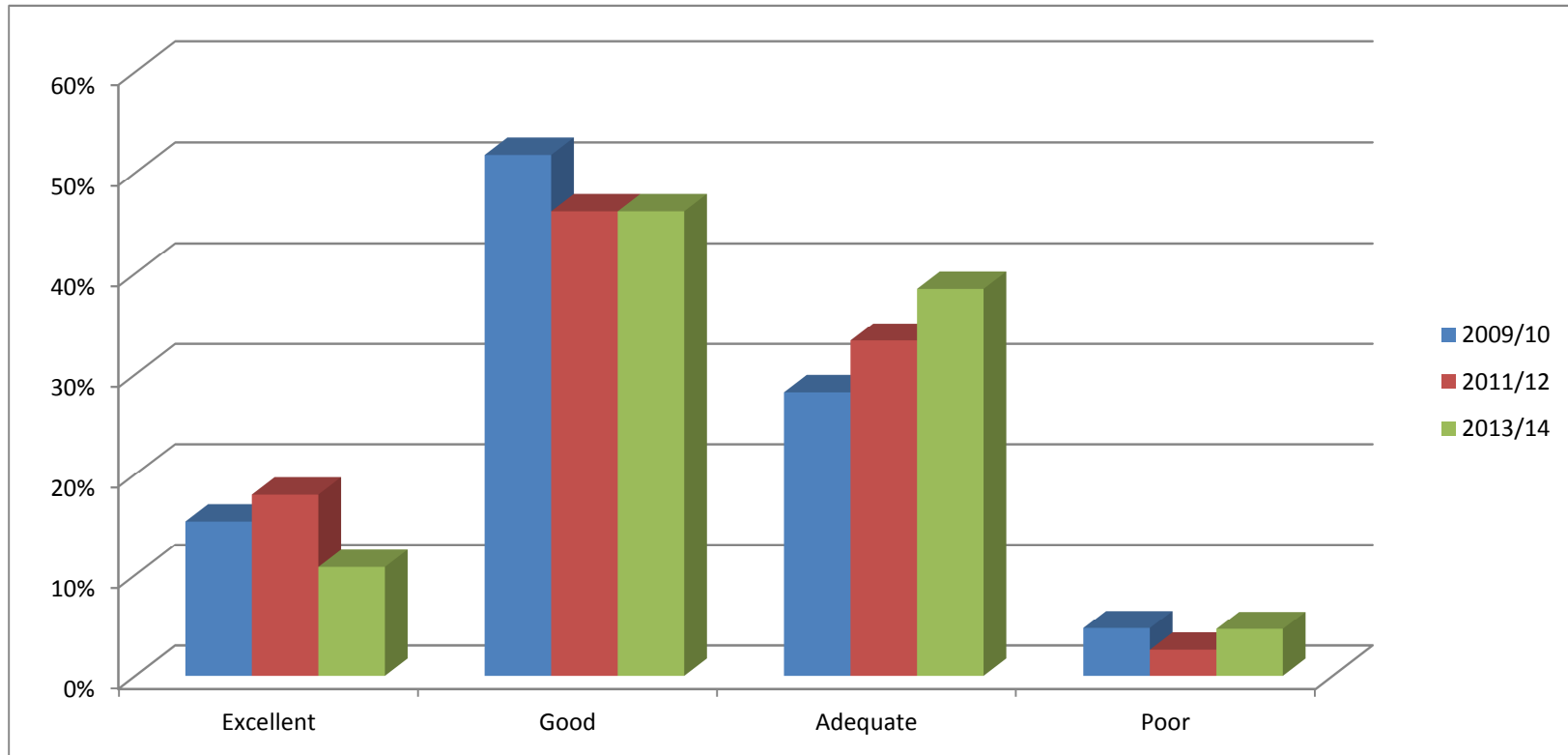
We asked five questions on the suitability of the building, achieving a minimum of 60% of respondents who “**Agreed**” or “**Strongly agreed**” with the statements made:



Given the refurbishment works pending at both St David House and County Buildings, responses to these questions were expected to be down on previous surveys, and this proved to be the case. Despite this, in each case fewer than 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. Almost three in five of those taking part considered our service delivery to be "Good" or "Excellent". This is marginally below the results from the previous survey although this is partly due to a move to a five-point scale, making direct comparison difficult:



Point of Contact for Repairs – 59% of occupiers knew how to report a repair (2011 – 77%).

Building User Group – 26% of occupiers now know if there is a Building User Group (2011 – 9%)

“YOU SAID, WE DID”

We received over 50 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:

YOU SAID	WE DID
County Buildings – suitability of the building and how services operate within it	Whilst the building is of a considerable age and “listed” in planning terms, a major refurbishment is programmed. This should address a number of issues of a maintenance nature. The second floor will no longer be used as office accommodation. The annex will no longer be accessible so there will be no future use of the sub-standard meeting rooms located there.
County Buildings – security and public access	Access to the building is secured by electronic swipe points so there should be no unaccompanied public access. Visitor management by staff in the building will be raised at the building user group, once the building is re-occupied.
St David’s House – run down and in a poor state of repair	The current refurbishment will address a number of issues in relation to comments regarding the overall feel and state of the building.
St David’s House – access, back door, reception/security	A new access intercom will be installed as part of the refurbishment, to help visitor access.
St David’s House – can the car park at the rear be exclusively for staff?	Unfortunately we can’t make the car park exclusively for staff use because Tesco has rights to use it under the terms of its lease.

New Cheviot – standard of cleanliness	Some cleaning issues were addressed following concerns raised. However, some of the issues mentioned in the survey, including cleaning of desks and tidying of kitchens, may be staff/management issues as they may not all fall within the remit of the cleaning contract.
New Cheviot – meeting rooms 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 before the end of 2015.

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 2015.

In the meantime comments and suggestions can be sent to propertymanagement@westlothian.gov.uk

PM&D - 02.04.14