

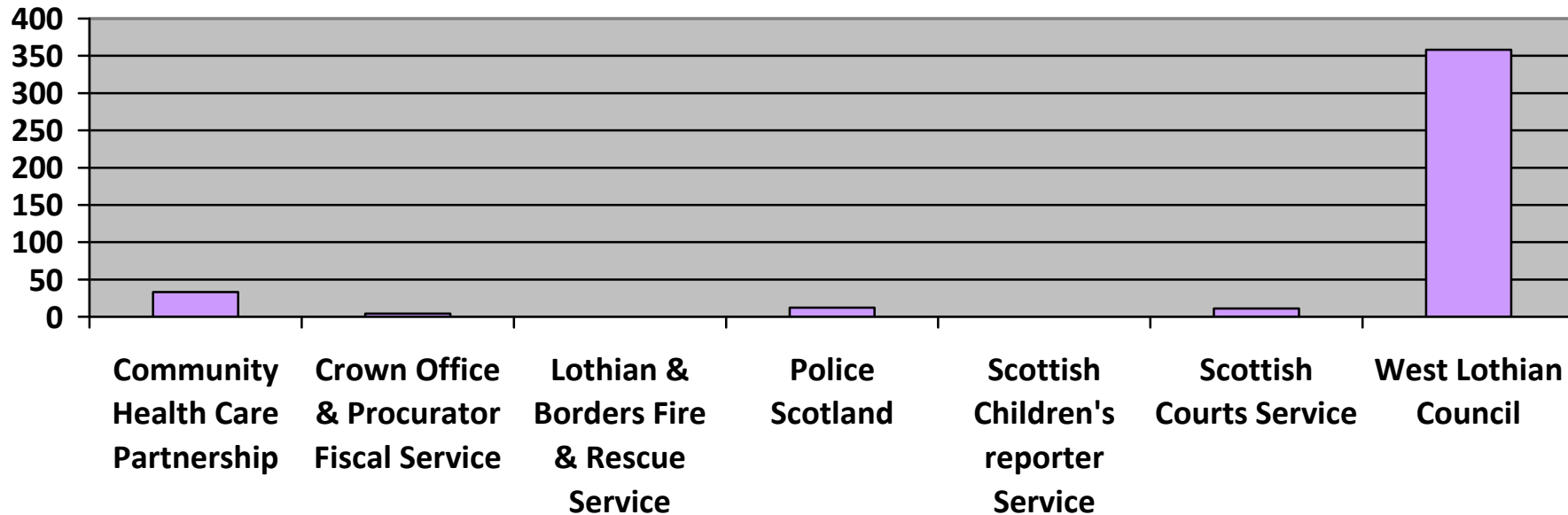
CONSULTATION REPORT – CIVIC CENTRE OCCUPIER SURVEY 2013/14

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

In autumn 2013 we asked occupiers to take part in our third 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.

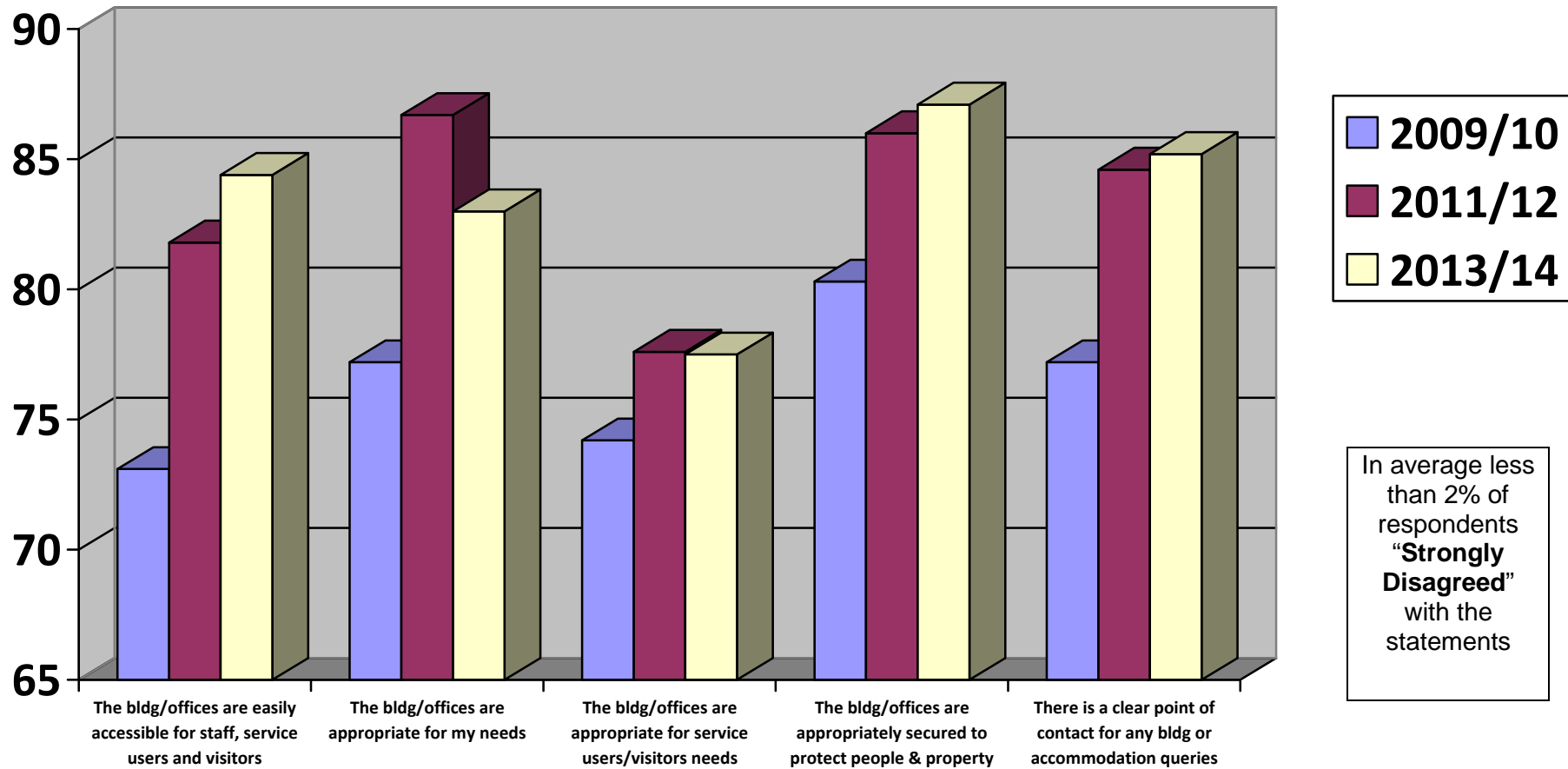
Survey size and response

Our survey went to over 1000 employees and building users from all seven partner organisations. We received 418 replies compared with 286 in 2011/12. The distribution of replies is shown below:



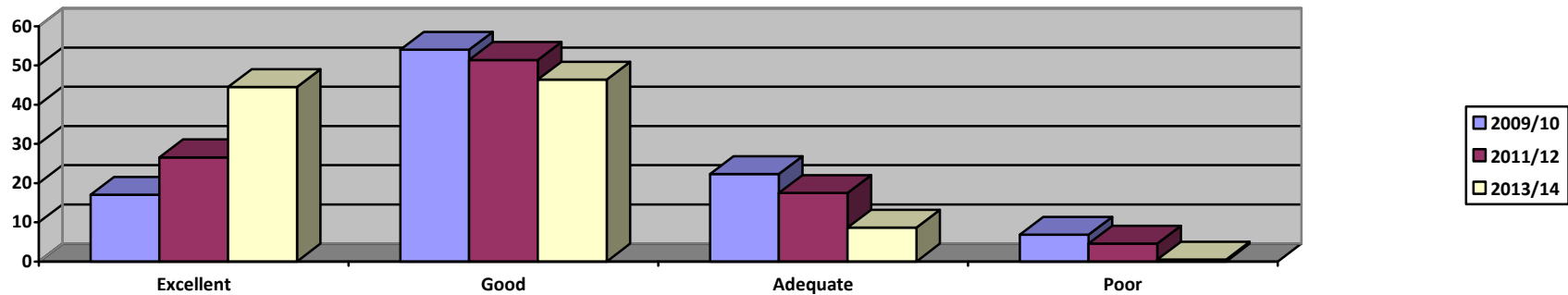
Your views on Your building.

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. With the exception of question 2, this still represented an overall improvement on your perception of the building since the previous surveys in 2011/2012 :



Service Delivery

We asked for your views on PM&D's delivery of the services we provide. Over 90% of those taking part considered our service delivery to be "Good" or "Excellent" – an improvement on the previous survey.



Your comments were particularly complimentary about our Caretakers.

Point of Contact for Repairs – 73% of occupiers knew how to report a repair, a similar level to our last survey.

Building User Group – just under half (42%) know that there is a Building User group, and that their Partner is represented. This response is slightly down on the last survey of 47%.

“YOU SAID, WE DID”

We received just under 550 responses about the Civic Centre and the service we deliver in the comments fields in the survey, many of them covering multiple issues. Unfortunately the scale of response, whilst welcome, means that 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.

As in the two previous surveys, two areas again featured highly in the comments and suggestions we received from customers – parking provision and the office temperature.

Parking

In contrast with many other town centre office locations, Livingston is well provided with car parking within walking distance of the Civic Centre, and many of these spaces are free of charge. While the amount of dedicated parking that we can offer is limited, we believe that staff and visitors to Civic Centre are favourably served in comparison with other locations. That said, parking is regularly reviewed, and circumstances change. The land adjacent to the football stadium has not been under the direct control of the council, but is almost exclusively used by staff and visitors. Although it will return to the council's control during the summer, and we will have a greater say in its availability for uses like the visiting circus, overall there is still no strong business case or rationale for the provision of additional dedicated parking.

Office temperature

The majority of the building's heating and cooling is controlled by a combination of mechanical means and natural ventilation. The target is to keep the temperature between 20°C and 24°C – which itself is a fairly wide range – but the nature of such a large building means that there will be air movement and local variation. Nevertheless the majority of the building does maintain the desired temperature, and we will continue to refine the temperature settings if we are able to do so.

We are, however, acutely conscious that individual preferences and tolerances vary, and we do expect staff to play their part by accommodating their colleagues, and dressing appropriately.

YOU SAID	WE DID
That the building 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 offices of this type will naturally incur a certain noise level. All staff are requested to play their part and respect others in the environment by keeping noise to a minimum. We are also looking at the potential use of different materials and soft furnishing in the 'street,' with a view to reducing noise in this area.
There is a lack of available meeting rooms.	Meeting room availability has been an issue for some time now, and a recent 'unofficial study' of room availability over a one month period identified that the occupancy rate was approximately 50%. As a result, possible solutions are currently being investigated to alleviate this issue so we can all make better use of our resources.
There is a lack of Security at the East staff entrance.	After the many comments on Security and access at the East end of the street, this issue has been investigated and the Security staff re-positioned to that entrance particularly at peak times, in the morning and at lunch, affording better and more effective Security.
Some staff do not have specific individually dedicated desks.	The Civic Centre, as with any building, is designed for a finite number of staff. With modern working practices and continuing efforts to better utilise the work space, not all staff will be afforded a permanent desk. This work practice is becoming more common and wide spread as organisations strive to make better more efficient use of their resources.
Some staff remarked that they would like to see screen/blinds.	A pilot initiative involving 3 separate areas of the Civic Centre is currently underway to establish if a tinted window film would provide a more effective and efficient solution as an alternative to window blinds whilst reducing glare and the solar load. Once this pilot has finished and its effectiveness gauged, if it is deemed suitable, it will be rolled out incrementally across the building.
A few staff commented that the lighting above desks was too bright.	The lighting engineer was called out and the system was restored to full automatic settings; whereby the lights no longer operate at 100% capacity at 2pm daily, but instead self-adjust dependant on the external lighting factors.

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 every two years.

In the meantime comments and suggestions may be made to – propertymanagement@westlothian.gov.uk