

TAYSIDE VALUATION JOINT BOARD



**Report on Issue of Customer Questionnaires
by
Tayside Valuation Joint Board**

Year 2006/07

Contents

Introduction	3
Results of Questionnaires Returned	4
Comments from Questionnaires	12
Conclusions	13
Recommendations	13
Copy of questionnaire	14

Introduction

1 GENERAL

The decision to issue customer satisfaction questionnaires was taken as a result of Tayside Valuation Joint Board's commitment to Best Value and creating a customer focus. The content of the questionnaire was decided following examination of those used by other Scottish Assessors and consideration of previous comments made by stakeholders. A copy of the questionnaire is attached to this report.

2 QUESTIONNAIRES WERE ISSUED TO THE FOLLOWING:

- 1 Customers who have telephoned the office.
- 2 Customers who have visited the office.
- 3 Customers who have received a visit from a member of staff.
- 4 Customers who have made contact with the office by letter, E-mail or Fax.
- 5 Customers who have settled an appeal / proposal.

It was accepted that customers may have had contact by one or more of the above and this is reflected in the results.

The questionnaire was issued to a random sample of customers on a regular basis over a period of one year i.e. May 2006 to May 2007.

Total number of questionnaires issued = 113
Total number of questionnaires returned = 44

This gives an overall return of 39%, which, from examination of similar surveys, is considered to be an acceptable level.

The number of customers who stated which service their contact with the office related to is as follows:

Electoral Registration	Council Tax	Valuation for Non-Domestic Rates	Other/ More than one
10	15	13	6

This report analyses the data returned by customers, lists comments made and offers recommendations as a result of this data.

Results of Questionnaires Returned

<u>If you have phoned the office:</u>		<u>Number of Responses</u> <u>2006/07</u>	
2A	Did you get through to a person who could deal with your query? • Yes • No <div style="text-align: right;">Total</div>	35 1 <hr style="width: 50%; margin: 0 auto;"/> 36	97% 3%
2B	Were you aware of the name of the person who spoke to you? • Yes • No <div style="text-align: right;">Total</div> If No , would knowing the name have been helpful to you? • Yes • No <div style="text-align: right;">Total</div>	30 5 <hr style="width: 50%; margin: 0 auto;"/> 35 3 2 <hr style="width: 50%; margin: 0 auto;"/> 5	86% 14% 60% 40%

<u>If you have visited the office:</u>		<u>Number of Responses</u> <u>2006/07</u>	
3A How convenient did you find the opening hours <ul style="list-style-type: none"> • Very convenient • Fairly convenient • Not very convenient • Not at all convenient <div style="text-align: right; margin-top: 10px;">Total</div>	12 1 0 0 <hr style="width: 50%; margin: 0 auto;"/> 13	92% 8% 0% 0%	
3B Was there ease of access to the building? <ul style="list-style-type: none"> • Yes • No <div style="text-align: right; margin-top: 10px;">Total</div>	10 2 <hr style="width: 50%; margin: 0 auto;"/> 12	83% 17%	
3C Was there sufficient provision of facilities and information about our services available? <ul style="list-style-type: none"> • Yes • No <div style="text-align: right; margin-top: 10px;">Total</div>	11 0 <hr style="width: 50%; margin: 0 auto;"/> 11	100% 0%	

<u>If you have received a visit from a member of our staff:</u>	<u>Number of Responses</u> <u>2006/07</u>	
	<p>4A Did we make an appointment for a visit?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total</p> <p>If Yes, were we punctual?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total</p> <p>If No, would an appointment have been preferred?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total</p>	<p>20 4</p> <hr/> <p>24</p> <p>20 0</p> <hr/> <p>20</p> <p>2 2</p> <hr/> <p>4</p>
<p>4B Was the time of our visit convenient to you?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total</p>	<p>22 1</p> <hr/> <p>23</p>	<p>96% 4%</p>
<p>4C Did we properly identify ourselves?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total</p>	<p>22 0</p> <hr/> <p>22</p>	<p>100% 0%</p>
<p>4D Was the purpose of the visit clearly explained?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total</p>	<p>22 0</p> <hr/> <p>22</p>	<p>100% 0%</p>

<u>If your contact with the office was by letter, E-mail or Fax:</u>	<u>Number of Responses</u> <u>2006/07</u>	
	5A Was it acknowledged in: <ul style="list-style-type: none"> • 1-5 days • 6-10 days <p style="text-align: right;">Total</p>	7 2 <hr/> 9
5B Was this time acceptable to you? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total</p>	4 1 <hr/> 5	80% 20%

<u>Appeal/Proposal:</u>		<u>Number of Responses</u> <u>2006/07</u>	
6A How long did it take to settle your appeal/proposal from the time you made it? <ul style="list-style-type: none"> • Up to 3 months • 3 to 6 months • 6 to 12 months • 12 to 18 months • 18 months + • Don't know/Can't remember <div style="text-align: right; margin-right: 20px;">Total</div>	5 0 1 2 0 0 <hr style="width: 50%; margin: 0 auto;"/> 8	63% 0% 12% 25% 0% 0%	
6B Was this time acceptable to you? <ul style="list-style-type: none"> • Yes • No <div style="text-align: right; margin-right: 20px;">Total</div>	10 0 <hr style="width: 50%; margin: 0 auto;"/> 10	100% 0%	
6C When dealing with the office did we undertake to contact you within a specified period? <ul style="list-style-type: none"> • Yes • No <div style="text-align: right; margin-right: 20px;">Total</div>	10 1 <hr style="width: 50%; margin: 0 auto;"/> 11	91% 9%	
6D Did the office do so? <ul style="list-style-type: none"> • Always • Usually • Rarely • Never <div style="text-align: right; margin-right: 20px;">Total</div>	7 1 0 0 <hr style="width: 50%; margin: 0 auto;"/> 8	87% 13% 0% 0%	
6E Do you feel a sufficient, clear and understandable explanation was given during your appeal discussions? <ul style="list-style-type: none"> • Yes • No <div style="text-align: right; margin-right: 20px;">Total</div>	7 0 <hr style="width: 50%; margin: 0 auto;"/> 7	100% 0%	

<u>Appeal/Proposal:</u>	<u>Number of Responses</u> <u>2006/07</u>	
6F Following your appeal/proposal, was it upheld? <ul style="list-style-type: none"> • Yes • No <div style="text-align: right; margin-top: 10px;">Total</div>	7 1 <hr style="width: 50%; margin: 0 auto;"/> 8	87% 13%

<u>Overall impression:</u>		<u>Number of Responses</u> <u>2006/07</u>	
<p>7A How would you assess the helpfulness and friendliness of the people you dealt with?</p> <ul style="list-style-type: none"> • Excellent • Good • Fair • Poor <p style="text-align: right;">Total</p>	<p style="text-align: right;">36 8 0 0</p> <hr style="width: 100%;"/> <p style="text-align: right;">44</p>	<p style="text-align: right;">82% 18% 0% 0%</p>	
<p>7B How would you assess the competence and efficiency of the people you dealt with?</p> <ul style="list-style-type: none"> • Excellent • Good • Fair • Poor <p style="text-align: right;">Total</p>	<p style="text-align: right;">32 12 0 0</p> <hr style="width: 100%;"/> <p style="text-align: right;">44</p>	<p style="text-align: right;">73% 27% 0% 0%</p>	
<p>7C How satisfied were you with the time taken to deal with your enquiry?</p> <ul style="list-style-type: none"> • Very Satisfied • Satisfied • Dissatisfied • Very Dissatisfied <p style="text-align: right;">Total</p>	<p style="text-align: right;">37 5 0 0</p> <hr style="width: 100%;"/> <p style="text-align: right;">42</p>	<p style="text-align: right;">88% 12% 0% 0%</p>	
<p>7D If you were unhappy about the service you received, did you complain?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total</p>	<p style="text-align: right;">0 0</p> <hr style="width: 100%;"/> <p style="text-align: right;">0</p>	<p style="text-align: right;">0% 0%</p>	
<p>7E If you complained, how satisfied were you with the way we dealt with your complaint?</p> <ul style="list-style-type: none"> • Very Satisfied • Satisfied • Dissatisfied • Very Dissatisfied <p style="text-align: right;">Total</p>	<p style="text-align: right;">0 1 0 0</p> <hr style="width: 100%;"/> <p style="text-align: right;">1</p>	<p style="text-align: right;">0% 100% 0% 0%</p>	

<u>Overall impression:</u>		<u>Number of Responses</u> <u>2006/07</u>	
7F Overall, how satisfied were you with the service you received from us? <ul style="list-style-type: none"> • Very Satisfied • Satisfied • Dissatisfied • Very Dissatisfied <div style="text-align: right; margin-top: 10px;">Total</div>	33 8 0 0 <hr/> 41	80% 20% 0% 0%	

Comments from Customer Questionnaires

The following is a list of all comments noted in the comments and suggestions box.

The feedback is provided anonymously, therefore there has been no follow up possible.

Staff names have been blanked out of the comments listed below.

LIST OF COMMENTS

- Excellent service. I wish the actual council were half as friendly and helpful as your employees.
- Thanks for your help in a recent Council Tax matter. Your service is excellent and your assessor who handled my enquiry was very helpful and he sorted out the situation I had been in for a couple of months in a day.
- If the council tax assessment had been right in the first place then there would have been no need for all of this!
- Got through first time. Was told someone would call back about my query. This happened quickly and questions answered. No problems, happy with service.
- A member of staff from the Forfar office came to see me. He was smartly dressed, very mannerable, showed ID and took his time to explain the matter he was dealing with. Very impressed.
- The staff who responded to my enquiry at the Forfar office were polite, friendly and clearly very knowledgeable. I cannot praise their response to my enquiry highly enough.
- I contacted both departments i.e. Council Tax and Non-Domestic Rates. I found your staff very helpful and the time they gave me was much appreciated. I was very happy with your service and the people I dealt with seemed genuinely interested. It is so nice to talk to someone who does what they say and phones back when they say etc.
- Mr [REDACTED] at Perth was very helpful regarding our new premises.
- Have had dealings with [REDACTED] and am thoroughly impressed by her attention to detail and willingness to help and advise.
- Keep the rates down and the good work up.
- An excellently run office with pleasant staff.
- Excellent and efficient service.
- I would particularly like to commend Mr [REDACTED], the valuer who deals with our properties for being unfailingly helpful and courteous.

- The person who came to see me had excellent inter personal skills and competently and pleasantly dealt with a difficult situation. I was very impressed as he had a difficult job.
- “So far so good”. I have only very recently moved here so I cannot really comment.
- The people I dealt with at Angus Council (Forfar) about my electoral query were very friendly and helpful.
- I found the service very personable, informative and efficient.
- Staff extremely helpful and polite, both on the telephone and during my visit to the office. Service was excellent – staff very efficient and friendly.

CONCLUSIONS

The level of response to the issue of customer questionnaires is good, with a return rate of 39%. It should be noted that a pre-paid return envelope was provided.

This level of response would seem to indicate that the format of the questionnaire was acceptable to customers.

Section 7 generated very favourable responses with 100% of customers stating that they were “very satisfied” (80%) or “satisfied” (20%) with the service. This is a very encouraging response.

In Section 8, 18 out of 44 customers took the opportunity to make comments, only one of which was slightly critical. The comments are reproduced as part of this report.

It is very encouraging to note the overall level of satisfaction that customers have with the services we provide.

RECOMMENDATIONS

Staff should be made aware of the existence of the report and given the opportunity to read it. In addition, it should be made available to the public and all stakeholders, possibly by publishing it on the Board’s website.

Where members of staff have been identified in the comments section, line managers should discuss with them the feedback on the service provided.

Although the majority of callers were aware of name of the person they were speaking to a few were not. Staff should be advised to identify themselves when answering the telephone.

Staff should be advised of acceptable time periods within which responses to enquiries should be made. Where full responses are expected to take longer than 7 working days initial acknowledgements should be issued.

It is recommended that the customer survey continue for year 2007/08 to allow continuing assessment of service delivery. However, a larger customer sample should be targeted. It is also recommended that other customers of the Board are targeted.

Staff should be advised of the importance of customer service and of their role in providing a good quality of service delivery.

TAYSIDE VALUATION JOINT BOARD



HAVE YOUR SAY ABOUT OUR SERVICE

This survey is to be completed anonymously. All details provided will only be used to improve our levels of service.

Please tick the appropriate box.

Please identify which service your contact with the office related to

Electoral Registration Council Tax Valuation for Non-Domestic Rates

Other (Please specify)

Section 1 – Divisional Office

1A Please indicate which Divisional Office your contact was with:

Angus Division

Dundee Division

Perth & Kinross Division

Section 2 – If you have phoned the Office

(If you have never telephoned the office, please go to Section 3)

2A Did you get through to a person who could deal with your query?

➤ Yes

➤ No

2B Were you aware of the name of the person who spoke to you?

➤ Yes

➤ No

If No, would knowing the name have been helpful to you

➤ Yes

➤ No

Section 3 – If you have visited the Office

(If you have never visited the office, please go to Section 4)

3A How convenient did you find the opening hours?

- Very convenient
- Fairly convenient
- Not very convenient
- Not at all convenient

3B Was there ease of access to the building?

- Yes
 - No
- (If No, please comment in Section 8)

3C Was there sufficient provision of facilities and information about our services available?

- Yes
 - No
- (If No, please comment in Section 8)

Section 4 – If you have received a visit from a member of our staff

(If you have never received a visit, please go to Section 5)

4A Did we make an appointment for a visit?

- Yes
- No

- If Yes, were we punctual?
Yes
- No

- If No, would an appointment have been preferred?
Yes
- No

4B Was the time of our visit convenient to you?

- Yes
- No

4C Did we properly identify ourselves?

- Yes
- No

4D Was the purpose of the visit clearly explained?

- Yes
- No

Section 5 – If your contact with the office was by letter, e-mail or fax

(If you have never made contact by letter, e-mail or fax, please go to Section 6)

- 5A Was it acknowledged in:
 - 1 – 5 days
 - 6 – 10 days
 - Longer than 10 days
- 5B Was this time acceptable to you?
 - Yes
 - No

Section 6 – Appeal/Proposal

(If your contact did not relate to an appeal or proposal, please go to Section 7)

- 6A How long did it take to settle your appeal/proposal from the time you made it?
 - Up to 3 months
 - 3 to 6 months
 - 6 to 12 months
 - 12 to 18 months
 - 18 months +
 - Don't know/Can't remember
- 6B Was this time acceptable to you?
 - Yes
 - No
- 6C When dealing with the office did we undertake to contact you within a specified period?
(If you answer No, please go to Section 6E)
 - Yes
 - No
- 6D Did the office do so?
 - Always
 - Usually
 - Rarely
 - Never
- 6E Do you feel a sufficient, clear and understandable explanation was given during your appeal discussions?
 - Yes
 - No
 (If you wish to comment, please see Section 8)
- 6F Was the appeal/proposal successful?
 - Yes
 - No

Section 7 – Overall Impression

- 7A How would you assess the helpfulness and friendliness of the people you dealt with?
 - Excellent
 - Good
 - Fair
 - Poor

- 7B How would you assess the competence and efficiency of the people you dealt with?
 - Excellent
 - Good
 - Fair
 - Poor

- 7C How satisfied were you with the time taken to deal with your enquiry?
 - Very Satisfied
 - Satisfied
 - Dissatisfied
 - Very Dissatisfied

- 7D If you were unhappy about the service you received, did you complain?
 - Yes
 - No

- 7E If you complained, how satisfied were you with the way we dealt with your complaint?
 - Very Satisfied
 - Satisfied
 - Dissatisfied
 - Very Dissatisfied

- 7F Overall, how satisfied were you with the service you received from us?
 - Very Satisfied
 - Satisfied
 - Dissatisfied
 - Very Dissatisfied

Section 8 – Your comments and suggestions

Please use separate sheet if required

Thank you for your comments

Please return in the envelope provided

Floor 6, Nethergate Centre
35 Yeaman Shore
DUNDEE DD1 4BU
Tel: 01382 221177 Fax: 01382 315600
Website address: www.tayside-vjb.gov.uk