

***TAYSIDE VALUATION JOINT BOARD***



**Report on Issue of Customer Questionnaires  
by  
Tayside Valuation Joint Board  
Year 2012-13**

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# INTRODUCTION

## 1 GENERAL

This is the seventh twelve month period during which users of our services have been asked to provide feedback on the service they received.

The decision was taken to issue customer satisfaction questionnaires as a result of Tayside Valuation Joint Board's commitment to Best Value and creating a customer focus. 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 ie June 2012 – June 2013.

Total number of questionnaires issued	=	471
Total number of questionnaires returned	=	120

This gives an overall return of 25.5% which is very similar to the 26% which was experienced in 2011-12. By way of comparison, 134 questionnaires were issued last year, 35 of which were returned.

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
6	63	36	15

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

## RESULTS OF QUESTIONNAIRES RETURNED

If you have phoned the office:	Number of Responses 2012/13	
<p>2A Did you get through to a person who could deal with your query?</p> <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <p style="text-align: right;">Total:</p>	<p>93</p> <p>5</p> <hr style="width: 50%; margin: 0 auto;"/> <p>98</p>	<p>95%</p> <p>5%</p>
<p>2B Were you aware of the name of the person who spoke to you?</p> <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <p style="text-align: right;">Total:</p> <p>If <b>No</b>, would knowing the name have been helpful to you?</p> <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <p style="text-align: right;">Total:</p>	<p>83</p> <p>14</p> <hr style="width: 50%; margin: 0 auto;"/> <p>97</p> <p>5</p> <p>9</p> <hr style="width: 50%; margin: 0 auto;"/> <p>14</p>	<p>86%</p> <p>14%</p> <p>36%</p> <p>64%</p>

If you have visited the office:	Number of Responses 2012/13	
<p>3A How convenient did you find the opening hours?</p> <ul style="list-style-type: none"> <li>• Very convenient .....</li> <li>• Fairly convenient .....</li> <li>• Not very convenient .....</li> <li>• Not at all convenient .....</li> </ul> <p style="text-align: right;">Total:</p>	<p>12</p> <p>3</p> <p>-</p> <p>-</p> <hr style="width: 50%; margin: 0 auto;"/> <p>15</p>	<p>80%</p> <p>20%</p>
<p>3B Was there ease of access to the building?</p> <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <p style="text-align: right;">Total:</p>	<p>15</p> <p>-</p> <hr style="width: 50%; margin: 0 auto;"/> <p>15</p>	<p>100%</p>
<p>3C Was there sufficient provision of facilities and information about our services available?</p> <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <p style="text-align: right;">Total:</p>	<p>15</p> <p>1</p> <hr style="width: 50%; margin: 0 auto;"/> <p>16</p>	<p>94%</p> <p>6%</p>



If your contact with the office was by letter, E-mail or Fax:	Number of Responses 2012/13	
5A Was it acknowledged in: <ul style="list-style-type: none"> <li>• 1-5 days .....</li> <li>• 6-10 days .....</li> <li>• Longer than 10 days .....</li> </ul> <div style="text-align: right; margin-right: 20px;">Total:</div>	16 2 4 <hr style="width: 50%; margin: 0 auto;"/> 22	73% 9% 18%
5B Was this time acceptable to you? <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <div style="text-align: right; margin-right: 20px;">Total:</div>	19 1 <hr style="width: 50%; margin: 0 auto;"/> 20	95% 5%

**Comment:** In some cases staff may respond to a written enquiry by telephone which may delay a formal written acknowledgement. A mail logging system is in operation which allows monitoring of response times.

Appeal/Proposal:	Number of Responses 2012/13	
6A How long did it take to settle your appeal/proposal from the time you made it? <ul style="list-style-type: none"> <li>• Up to 3 months .....</li> <li>• 3 to 6 months .....</li> <li>• 6 to 12 months .....</li> <li>• 12 to 18 months .....</li> <li>• 18 months + .....</li> <li>• Don't know/Can't remember .....</li> </ul> <p style="text-align: right;">Total:</p>	16 - - - 1 - <hr/> 17	94%    6%
6B Was this time acceptable to you? <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <p style="text-align: right;">Total:</p>	16 1 <hr/> 17	94% 6%
6C When dealing with the office did we undertake to contact you within a specified period? <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <p style="text-align: right;">Total:</p>	15 5 <hr/> 20	75% 25%
6D Did the office do so? <ul style="list-style-type: none"> <li>• Always .....</li> <li>• Usually .....</li> <li>• Rarely .....</li> <li>• Never .....</li> </ul> <p style="text-align: right;">Total:</p>	11 1 - 1 <hr/> 13	84% 8%  8%
6E Do you feel a sufficient, clear and understandable explanation was given during your appeal discussions? <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <p style="text-align: right;">Total:</p>	13 1 <hr/> 14	93% 7%
6F Following your appeal/proposal, was it upheld? <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <p style="text-align: right;">Total:</p>	14 2 <hr/> 16	87.5% 12.5%

Overall impression:	Number of Responses 2012/13	
<p>7A How would you assess the helpfulness and friendliness of the people you dealt with?</p> <ul style="list-style-type: none"> <li>• Excellent .....</li> <li>• Good .....</li> <li>• Fair .....</li> <li>• Poor .....</li> </ul> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">84 33 - 1</p> <hr style="width: 100%;"/> <p style="text-align: center;">118</p>	<p style="text-align: center;">71% 28% - 1%</p>
<p>7B How would you assess the competence and efficiency of the people you dealt with?</p> <ul style="list-style-type: none"> <li>• Excellent .....</li> <li>• Good .....</li> <li>• Fair .....</li> <li>• Poor .....</li> </ul> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">79 35 - 1</p> <hr style="width: 100%;"/> <p style="text-align: center;">115</p>	<p style="text-align: center;">69% 30% - 1%</p>
<p>7C How satisfied were you with the time taken to deal with your enquiry?</p> <ul style="list-style-type: none"> <li>• Very Satisfied .....</li> <li>• Satisfied .....</li> <li>• Dissatisfied .....</li> <li>• Very Dissatisfied .....</li> </ul> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">83 29 1 1</p> <hr style="width: 100%;"/> <p style="text-align: center;">114</p>	<p style="text-align: center;">73% 25% 1% 1%</p>
<p>7D If you were unhappy about the service you received, did you complain?</p> <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">1 1</p> <hr style="width: 100%;"/> <p style="text-align: center;">2</p>	<p style="text-align: center;">50% 50%</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"> <li>• Very Satisfied .....</li> <li>• Satisfied .....</li> <li>• Dissatisfied .....</li> <li>• Very Dissatisfied .....</li> </ul> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">1 - - -</p> <hr style="width: 100%;"/> <p style="text-align: center;">1</p>	<p style="text-align: center;">100%</p>
<p>7F Overall, how satisfied were you with the service you received from us?</p> <ul style="list-style-type: none"> <li>• Very Satisfied .....</li> <li>• Satisfied .....</li> <li>• Dissatisfied .....</li> <li>• Very Dissatisfied .....</li> </ul> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">86 27 - 1</p> <hr style="width: 100%;"/> <p style="text-align: center;">114</p>	<p style="text-align: center;">75% 24% - 1%</p>



## COMMENTS FROM CUSTOMER QUESTIONNAIRES

The following are some typical comments noted in the comments and suggestions box, including the few that expressed criticism or dissatisfaction.

Most of the feedback is provided anonymously, therefore there has been no follow up possible. Where customers provided their name and address in relation to a critical comment a full written response to the comments was made.

Where the member of staff was identified in the comments the appropriate line manager was informed in order that the staff member could be complimented, or otherwise, on the service provided. Staff names have been blanked out of the comments listed below.

### List of Comments

- "X" provided an excellent service. Responded quickly and was polite and courteous.
- The Perth team were very helpful and professional. ...customer focussed approach.
- If certain questions (related to council tax billing) were asked by the Assessor it would save others getting involved and therefore time and money.
- Efficient, friendly and helpful!
- Help and assistance second to none – Well done!
- Helpful and understanding staff.
- It was a joy to deal with someone who knows their job and is committed to an excellent level of service.
- Very professional, informative and a tremendous help.
- Filling in surveys is a complete waste of time!
- Your staff are the best I have encountered in any project I have been involved in.
- Why did the Assessor need to measure the extension when it was as per approved plans?
- Efficient service.
- Appointments should always be made – no exceptions.
- Very satisfied with the response.
- Everyone I spoke to was very helpful.
- Very poor service.
- Only issue – it took three months to give us a council tax band.
- Very pleased with friendliness of staff and their helpfulness.

## **CONCLUSIONS**

For 2012-13, although the number of questionnaires issued was increased substantially to 471 compared with 134 the previous year, the response rate of 25.5% continues to be at the level of the average response rate expected from surveys such as this.

On this occasion 63 of the forms returned are connected with council tax, 36 with non-domestic rates, 6 relate to electoral registration and 15 cover more than one category. The return pattern mirrors proportionately the numbers issued to customers under the three headings.

Section 7 continues to generate predominantly favourable responses. Although some dissatisfaction was expressed this did not prevent 99% of customers stating that they were "very satisfied" (75%) or "satisfied" (24%) with the service. This is a very encouraging response. As can be seen from the analysis, a number of people did express dissatisfaction with our service in respect of valuers "cold calling" for property inspections. Although one person did make that point in the comments section it is clear from the forms that subsequent actions by our staff are viewed positively.

39 out of 120 customers took the opportunity to make comments. The majority of the comments were positive and it is gratifying to note that most people have a very positive experience in when dealing with our staff. Where dissatisfaction regarding final outcome is noted or a request is made for information, these matters are followed up if possible. However, because the return can be made anonymously, it is not always possible to do so. One or two of the comments related to the actions of employees in other departments. A selection of typical comments are reproduced as part of this report.

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

It should be noted that, in addition to the opportunity to comment via the customer questionnaires, our customers can also make use of the Board's Complaints Procedure to express dissatisfaction with any aspects of our service. During the period covered by this report there were no recorded complaints.

## **RECOMMENDATIONS**

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

The survey for 2012/13 was carried out on the same basis as in previous years and all staff were reminded to issue forms wherever possible. The result has been a significantly larger number of returns to analyse which has proved useful in providing a more meaningful basis for the conclusions and recommendations. It is recommended that staff be reminded of the value of the feedback obtained from the survey and that the policy of issuing forms to as many customers as possible be continued for 2013/14.

The possibility of extending the sample base by developing questionnaires suitable for sending to ratepayers agents remains to be considered.

Management should continue to stress to staff the importance of customer service and of their individual roles in providing the best possible 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?  
(If you wish to comment, please see Section 8)
- Yes .....
  - No .....
- 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, Whitehall House  
35 Yeaman Shore  
DUNDEE DD1 4BU  
Tel: 01382 221177 Fax: 01382 315600  
Website address: [www.tayside-vjb.gov.uk](http://www.tayside-vjb.gov.uk)