

TAYSIDE VALUATION JOINT BOARD



Report on Issue of Customer Questionnaires by Tayside Valuation Joint Board

Year 2013-14

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INTRODUCTION

1 GENERAL

This is the eighth 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 i.e. June 2013 – June 2014.

Total number of questionnaires issued	=	507
Total number of questionnaires returned	=	131

This gives an overall return of 25.8% which is very similar to the 25.5% which was experienced in 2012-13. By way of comparison, 471 questionnaires were issued last year, 120 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
19	62	33	17

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 2013/14</u>	
<p>2A Did you get through to a person who could deal with your query?</p> <ul style="list-style-type: none">• Yes• No <p style="text-align: right;">Total:</p>	<p style="text-align: center;">92</p> <hr/> <p style="text-align: center;">92</p>	<p style="text-align: center;">100%</p>
<p>2B Were you aware of the name of the person who spoke to you?</p> <ul style="list-style-type: none">• Yes• No <p style="text-align: right;">Total:</p> <p>If No, would knowing the name have been helpful to you?</p> <ul style="list-style-type: none">• Yes• No <p style="text-align: right;">Total:</p>	<p style="text-align: center;">73</p> <p style="text-align: center;">19</p> <hr/> <p style="text-align: center;">92</p> <p style="text-align: center;">7</p> <p style="text-align: center;">11</p> <hr/> <p style="text-align: center;">18</p>	<p style="text-align: center;">79%</p> <p style="text-align: center;">21%</p> <p style="text-align: center;">39%</p> <p style="text-align: center;">61%</p>

<u>If you have phoned the office:</u>	<u>Number of Responses</u> <u>2013/14</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 <p style="text-align: right;">Total:</p>	18 2 <hr/> 20	90% 10%
3B Was there ease of access to the building? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	16 <hr/> 16	100%
3C Was there sufficient provision of facilities and information about our services available? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	15 2 <hr/> 17	88% 12%

<u>If you have received a visit from a member of our staff:</u>	<u>Number of Responses</u> <u>2013/14</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>69</p> <p>16</p> <hr style="width: 50%; margin: 0 auto;"/> <p>85</p> <p>65</p> <hr style="width: 50%; margin: 0 auto;"/> <p>65</p> <p>6</p> <p>10</p> <hr style="width: 50%; margin: 0 auto;"/> <p>16</p>	<p>81%</p> <p>19%</p> <p>100%</p> <p>37.5%</p> <p>62.5%</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>83</p> <hr style="width: 50%; margin: 0 auto;"/> <p>83</p>	<p>100%</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>83</p> <hr style="width: 50%; margin: 0 auto;"/> <p>83</p>	<p>100%</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>82</p> <hr style="width: 50%; margin: 0 auto;"/> <p>82</p>	<p>100%</p>

Comment: It has not historically been our normal practice to make appointments for carrying out routine survey work. However, the making of an appointment is now expected by many customers as the statistics above bear out.

<u>If your contact with the office was by letter, E-mail or Fax:</u>	<u>Number of Responses</u> <u>2013/14</u>	
5A Was it acknowledged in: <ul style="list-style-type: none"> • 1-5 days • 6-10 days • Longer than 10 days <p style="text-align: right;">Total:</p>	13 5 4 <hr style="width: 50%; margin: 0 auto;"/> 22	59% 23% 18%
5B Was this time acceptable to you? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	17 2 <hr style="width: 50%; margin: 0 auto;"/> 19	89% 11%

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.

<u>Appeal/Proposal:</u>	<u>Number of Responses 2013/14</u>	
<p>6A How long did it take to settle your appeal/proposal from the time you made it?</p> <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 <p style="text-align: right;">Total:</p>	<p>14</p> <p>1</p> <hr/> <p>15</p>	<p>93%</p> <p>7%</p>
<p>6B Was this time acceptable to you?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>14</p> <p>1</p> <hr/> <p>15</p>	<p>93%</p> <p>7%</p>
<p>6C When dealing with the office did we undertake to contact you within a specified period?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>11</p> <p>2</p> <hr/> <p>13</p>	<p>85%</p> <p>15%</p>
<p>6D Did the office do so?</p> <ul style="list-style-type: none"> • Always • Usually • Rarely • Never <p style="text-align: right;">Total:</p>	<p>6</p> <p>4</p> <p>1</p> <hr/> <p>11</p>	<p>55%</p> <p>36%</p> <p>9%</p>

<u>Appeal/Proposal:</u>	<u>Number of Responses</u> <u>2013/14</u>	
6E Do you feel a sufficient, clear and understandable explanation was given during your appeal discussions? • Yes • No <div style="text-align: right;">Total:</div>	13 <hr style="width: 50%; margin: auto;"/> 13	100%
6F Following your appeal/proposal, was it upheld? • Yes • No <div style="text-align: right;">Total:</div>	8 2 <hr style="width: 50%; margin: auto;"/> 10	80% 20%

<u>Overall impression:</u>	<u>Number of Responses</u> <u>2013/14</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: center;">91 30 4</p> <hr style="width: 100%;"/> <p style="text-align: center;">125</p>	<p style="text-align: center;">73% 24% 3%</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: center;">80 39 4</p> <hr style="width: 100%;"/> <p style="text-align: center;">123</p>	<p style="text-align: center;">65% 32% 3%</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: center;">83 36 1 1</p> <hr style="width: 100%;"/> <p style="text-align: center;">121</p>	<p style="text-align: center;">68% 30% 1% 1%</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: center;">2 2</p> <hr style="width: 100%;"/> <p style="text-align: center;">4</p>	<p style="text-align: center;">50% 50%</p>

<u>Overall impression:</u>	<u>Number of Responses</u> <u>2013/14</u>	
<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>1</p> <hr/> <p>1</p>	<p>100%</p>
<p>7F Overall, how satisfied were you with the service you received from us?</p> <ul style="list-style-type: none"> • Very Satisfied • Satisfied • Dissatisfied • Very Dissatisfied <p style="text-align: right;">Total:</p>	<p>84</p> <p>37</p> <p>2</p> <hr/> <p>123</p>	<p>68%</p> <p>30%</p> <p>2%</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

- My enquiry was dealt with very quickly and staff were most helpful.
- Completed form – received notice of banding – all worked very well.
- My query was answered by pleasant, interested people.
- “X” was very helpful in dealing with our situation.
- My problem was resolved most efficiently and courteously... Very impressed with service received.
- It would have been helpful to have the rating process explained.
- Valuation letter sent out to my tenants before it was sent to me.
- I was most impressed by the visit I received.
- The service I received was excellent.the staff were very helpful and friendly.
- The service was punctual in visiting our property. This was a few weeks ago and we haven't heard anything yet about valuation for council tax.
- It took 3 phone calls to get an answer and 2 letters before correct form arrived.
- I have contacted you on 3 occasions regarding council tax and electoral registration and on each occasion staff have been very helpful and professional.
- The person I spoke to was pleasant, knowledgeable and took time to explain the situation.
- Am still awaiting confirmation of revised banding for council tax.
- An excellent service was provided.
- ... very impressed with the professionalism of the staff....polite and courteous....individuals are a credit to your department.
- “Y” was very helpful. I am very happy with the service I received.
- We have been delighted with the Tayside Valuation Joint Board service and with the open nature of this questionnaire.
- Extremely helpful, friendly and professional. All explained and dealt with quicker than I had thought.
- The website has no provision for change of address forms.
- Mr “Z” was extremely helpful and professional in his conduct.
- Good prompt service. Very professional.
- Excellent service but is this survey necessary? What value does it impart to ratepayers?
- Everything was done well and on time with a satisfactory outcome.
- He could have been quicker – 2 hours seems excessively long for the purpose of the visit.
- Good professional straightforward service.

CONCLUSIONS

For 20113-14 the number of questionnaires issued has increased to 507 compared with 471 the previous year. The response rate of 25.8% represents only a marginal increase and continues to be at the level of the average response rate expected from surveys such as this.

On this occasion 62 of the forms returned are connected with council tax, 33 with non-domestic rates, 19 relate to electoral registration and 17 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 98% of customers stating that they were "very satisfied" (68%) or "satisfied" (30%) with the service. This is a very encouraging response. As can be seen from the analysis, a small number of people did express dissatisfaction with our service.

41 out of 131 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. A selection of typical comments is reproduced as part of this report.

A number of comments related to the actions of employees in other departments – these have not been counted as part of the feedback.

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 2013/14 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 an increasing 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 2014/15.

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?
- 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

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