

# **TAYSIDE VALUATION JOINT BOARD**



**Report on Issue of Customer Questionnaires  
by  
Tayside Valuation Joint Board  
Year 2014-15**

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# INTRODUCTION

## 1 GENERAL

This is the ninth 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 2014 – June 2015.

Total number of questionnaires issued	=	165
Total number of questionnaires returned	=	44

This gives an overall return of 27% which is very similar to the 25.8% which was experienced in 2013-14. By way of comparison, 507 questionnaires were issued last year, 130 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
9	21	8	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

If you have phoned the office	Number of Responses 2014/15	
2A Did you get through to a person who could deal with your query? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	31	97%
	1	3%
	32	
2B Were you aware of the name of the person who spoke to you? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <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>	26	79%
	7	21%
	33	
	3	43%
	4	57%
7		
If you have visited the office	Number of Responses 2014/15	
3A How convenient did you find the opening hours? <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>	7	78%
	2	22%
	0	
	0	
9		
3B Was there ease of access to the building? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	9	100%
	0	
	9	
3C Was there sufficient provision of facilities and information about our services available? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	7	88%
	1	12%
	8	

If you have received a visit from a member of our staff	Number of Responses 2014/15																	
<p>4A Did we make an appointment for a visit?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p> <p>If <b>Yes</b>, were we punctual?</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 an appointment been preferred?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">23</td> <td style="text-align: center;">82%</td> </tr> <tr> <td style="text-align: center;">5</td> <td style="text-align: center;">18%</td> </tr> <tr> <td style="text-align: center;">28</td> <td></td> </tr> <tr> <td style="text-align: center;">23</td> <td style="text-align: center;">100%</td> </tr> <tr> <td style="text-align: center;">23</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">40%</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">60%</td> </tr> <tr> <td style="text-align: center;">5</td> <td></td> </tr> </table>	23	82%	5	18%	28		23	100%	23		2	40%	3	60%	5		
23	82%																	
5	18%																	
28																		
23	100%																	
23																		
2	40%																	
3	60%																	
5																		
<p>4B Was the time of our visit convenient to you?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">26</td> <td style="text-align: center;">93%</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">7%</td> </tr> <tr> <td style="text-align: center;">28</td> <td></td> </tr> </table>	26	93%	2	7%	28												
26	93%																	
2	7%																	
28																		
<p>4C Did we properly identify ourselves?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">28</td> <td style="text-align: center;">100%</td> </tr> <tr> <td style="text-align: center;">0</td> <td></td> </tr> <tr> <td style="text-align: center;">28</td> <td></td> </tr> </table>	28	100%	0		28												
28	100%																	
0																		
28																		
<p>4D Was the purpose of the visit clearly explained?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">28</td> <td style="text-align: center;">100%</td> </tr> <tr> <td style="text-align: center;">0</td> <td></td> </tr> <tr> <td style="text-align: center;">28</td> <td></td> </tr> </table>	28	100%	0		28												
28	100%																	
0																		
28																		

**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.

If your contact with the office was by letter, E-mail or Fax	Number of Responses 2014/15	
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> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">1</p> <p style="text-align: center;">0</p> <p style="text-align: center;">0</p> <hr/> <p style="text-align: center;">1</p>	100%
5B 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>	<p style="text-align: center;">2</p> <p style="text-align: center;">0</p> <hr/> <p style="text-align: center;">2</p>	100%

**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 2014/15	
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>	8 0 0 0 0 0 8	100%
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>	7 0 7	100%
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>	5 3 8	63% 37%
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>	3 1 0 0 4	75% 25%
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>	7 1 8	87% 13%
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>	6 0 6	100%

Overall Impression	Number of Responses 2014/15	
<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>33 9 1 0</p> <hr/> <p>43</p>	<p>77% 21% 2%</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>31 10 1 1</p> <hr/> <p>43</p>	<p>72% 23% 2.5% 2.5%</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>32 6 2 1</p> <hr/> <p>41</p>	<p>78% 14.5% 5% 2.5%</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>0 1</p> <hr/> <p>1</p>	<p>100%</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>0 0 0 0</p> <hr/> <p>0</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>33 7 1 0</p> <hr/> <p>41</p>	<p>80.5% 17% 2.5%</p>



## Comments from Customer Questionnaires

The following are the 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

- I called to ask for clarification on a Council Tax banding. I was completely satisfied with the explanation.
- No complaints – good service – very efficient.
- Delay from moving in until payments started. Important that staff pass on information quickly to avoid delays in billing.
- Assessor turned up without appointment at inconvenient time. Making appointments would save time and money.
- Very pleased and happy with service.
- Phoned Electoral Registration office as postcode not on system so online service not available.
- Very good service from your officer.
- Concern at time taken to pass information between Assessor and Finance?
- .....X gave excellent customer service – helpful, prompt and friendly. BUT concerned at lack of follow up confirmation.
- .....Y from the Perth office was extremely professional and helpful. Thank you.
- Impressed by attitude of staff – cheerful, helpful, efficient and polite. Please pass this on to the staff because I would like them to know that they are appreciated.
- Phoned regarding Council Tax and Electoral – connected quickly and had positive and helpful response.
- Called regarding registration for voting – no confirmation received.
- Problems with incorrect address on correspondence. Situation now resolved. Ladies in the office were very polite and helpful which was appreciated.
- Good service, very helpful. ....Z on reception was very professional.
- We have had excellent service extended to us. The level of professionalism and quality of service has more than exceeded anything we received in ....X region.

## Conclusions

For 2014-15 the number of questionnaires issued has fallen back to 165 compared with 507 the previous year. The response rate of 27% continues to be at the level of the average response rate expected from surveys such as this.

On this occasion 21 of the forms returned are connected with Council Tax, 8 with Non-Domestic Rates, 9 relate to Electoral Registration and 6 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 97.5% of customers stating that they were "very satisfied" (80.5%) or "satisfied" (17%) 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.

16 out of 44 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. The completed questionnaires are returned to the Assistant Assessors responsible for the administration of the divisional offices so that feedback can be given to staff and improvements made to the service where required.

The comments received are 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 7 recorded complaints. These were all dealt with satisfactorily by senior members of staff at a local level and none required further investigation by management.

## 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 2014/15 was carried out on the same basis as in previous years and all staff reminded to issue forms wherever possible. Unfortunately the number of forms issued has fallen back significantly, although the statistical outcome remains constant compared with previous years. 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 reinforced for 2015/16.

The customer questionnaire for 2015/16 is to be supplemented with additional questions which will ask customers if they fall into any of the protected characteristic groups as defined in the Equalities Act 2010. Any responses received will allow us to assess how well our service meets the needs of these sections of society.

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**

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)