

TAYSIDE VALUATION JOINT BOARD



**Report on Issue of Customer Questionnaires
by
Tayside Valuation Joint Board
Year 2008-09**

Contents

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

INTRODUCTION

1 GENERAL

This is the third 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 2008-June 2009.

Total number of questionnaires issued	=	167
Total number of questionnaires returned	=	41

This gives an overall return of 24.5%, which, from examination of similar surveys, is considered to be an acceptable level. It is noted that, although the number of questionnaires issued has increased from 159 (2007-08) to 167 the number of returns has fallen from 44 to 41.

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
5	22	9	5

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>2008/09</u>	
2A Did you get through to a person who could deal with your query? • Yes • No <div style="text-align: right;">Total:</div>	30 - <hr/> 30	100%
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>	29 1 <hr/> 30 1 - <hr/> 1	97% 3% 100%

Comment: Only one caller was not aware of the person they were speaking to.

<u>If you have visited the office:</u>	<u>Number of Responses</u> <u>2008/09</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>	7 2 - - <hr/> 9	78% 22%
3B Was there ease of access to the building? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	8 - <hr/> 8	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>	6 - <hr/> 6	100%

<u>If you have received a visit from a member of our staff:</u>	<u>Number of Responses</u> <u>2008/09</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>	<table style="margin-left: auto; margin-right: auto;"> <tr><td>20</td><td></td></tr> <tr><td>9</td><td></td></tr> <tr><td colspan="2"><hr/></td></tr> <tr><td>29</td><td></td></tr> </table> <table style="margin-left: auto; margin-right: auto;"> <tr><td>18</td><td></td></tr> <tr><td>-</td><td></td></tr> <tr><td colspan="2"><hr/></td></tr> <tr><td>18</td><td></td></tr> </table> <table style="margin-left: auto; margin-right: auto;"> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> <tr><td colspan="2"><hr/></td></tr> <tr><td>7</td><td></td></tr> </table>	20		9		<hr/>		29		18		-		<hr/>		18		3		4		<hr/>		7		<table style="margin-left: auto; margin-right: auto;"> <tr><td>69%</td><td></td></tr> <tr><td>31%</td><td></td></tr> </table> <table style="margin-left: auto; margin-right: auto;"> <tr><td>100%</td><td></td></tr> </table> <table style="margin-left: auto; margin-right: auto;"> <tr><td>43%</td><td></td></tr> <tr><td>57%</td><td></td></tr> </table>	69%		31%		100%		43%		57%	
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<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>	<table style="margin-left: auto; margin-right: auto;"> <tr><td>25</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td colspan="2"><hr/></td></tr> <tr><td>28</td><td></td></tr> </table>	25		3		<hr/>		28		<table style="margin-left: auto; margin-right: auto;"> <tr><td>89%</td><td></td></tr> <tr><td>11%</td><td></td></tr> </table>	89%		11%																							
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<p>4C Did we properly identify ourselves?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<table style="margin-left: auto; margin-right: auto;"> <tr><td>28</td><td></td></tr> <tr><td>-</td><td></td></tr> <tr><td colspan="2"><hr/></td></tr> <tr><td>28</td><td></td></tr> </table>	28		-		<hr/>		28		<table style="margin-left: auto; margin-right: auto;"> <tr><td>100%</td><td></td></tr> </table>	100%																									
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<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>	<table style="margin-left: auto; margin-right: auto;"> <tr><td>28</td><td></td></tr> <tr><td>-</td><td></td></tr> <tr><td colspan="2"><hr/></td></tr> <tr><td>28</td><td></td></tr> </table>	28		-		<hr/>		28		<table style="margin-left: auto; margin-right: auto;"> <tr><td>100%</td><td></td></tr> </table>	100%																									
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Comment: It is not our normal practice to make appointments for carrying out routine survey work.

<u>If your contact with the office was by letter, E-mail or Fax:</u>	<u>Number of Responses</u> <u>2008/09</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>	3 - 3 <hr/> 6	50% 50%
5B Was this time acceptable to you? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	2 2 <hr/> 4	50% 50%

Comment: A mail logging system has now been introduced which will allow closer monitoring of response times.

<u>Appeal/Proposal:</u>	<u>Number of Responses</u> <u>2008/09</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>8 - - 1 - - <hr/>9</p>	<p>89% 11%</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>8 1 <hr/>9</p>	<p>89% 11%</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>4 3 <hr/>7</p>	<p>57% 43%</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>4 - - - <hr/>4</p>	<p>100%</p>

<u>Appeal/Proposal:</u>	<u>Number of Responses</u> <u>2008/09</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>	6 - <hr/> 6	100%
6F Following your appeal/proposal, was it upheld? • Yes • No <div style="text-align: right;">Total:</div>	5 - <hr/> 5	100%

<u>Overall impression:</u>	<u>Number of Responses 2008/09</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;">22 14 2 1</p> <hr style="width: 100%;"/> <p style="text-align: right;">39</p>	<p style="text-align: right;">56% 36% 5% 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: right;">22 15 - 1</p> <hr style="width: 100%;"/> <p style="text-align: right;">38</p>	<p style="text-align: right;">58% 39% 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: right;">20 12 3 -</p> <hr style="width: 100%;"/> <p style="text-align: right;">35</p>	<p style="text-align: right;">57% 34% 9%</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;">1 3</p> <hr style="width: 100%;"/> <p style="text-align: right;">4</p>	<p style="text-align: right;">25% 75%</p>

<u>Overall impression:</u>	<u>Number of Responses 2008/09</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>-</p> <p>-</p> <p>1</p> <p>-</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>22</p> <p>15</p> <p>1</p> <p>-</p> <hr/> <p>38</p>	<p>58%</p> <p>39%</p> <p>3%</p>

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.

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....feel like anxiety has been lifted due to first class, personable, professional staff who had no issue with providing their names and contact numbers. Well done.
- My visit to the Assessors Office was to speak with Mr.... in my capacity as a Perth & Kinross Council officer. I found Mr... friendly and helpful.
- Although my appeal was successful I felt that it took a lengthy process to resolve the issue. I would have thought this could have been dealt with in a better manner. It felt as if, if I didn't contact you the problem might disappear.
- I applied for a postal vote and the form was sent to me promptly and the person I spoke to was polite and efficient.
- It would have been good to have been informed of the new council tax valuation. The girl who came to the house was excellent.
- It would be useful to know what the final valuation came to; we haven't heard.
- Revaluation visit in November. Still not had a notification of revised figure.
- New build house inspected for council tax. Inspector turned up unannounced with no appointment. If no one had been present - wasted time and mileage. He was polite and competent.
- Thanks for your help.

In addition there were two comments which appear to relate to payment rather than valuation matters.

CONCLUSIONS

For 2008-09, the number of questionnaires issued increased by around 5%. A pre-paid return envelope was provided and whilst the return rate has been disappointing at 24.5% this rate of return is comparable to that achieved for similar surveys.

Once again the majority of forms returned relate to contact on Council tax matters. This may be due in part to the ongoing media campaigns urging taxpayers to query their council tax bandings.

Sections 5B and 6B indicate some dissatisfaction in relation to time taken to respond to correspondence or to settle appeals/proposals, although only 3 respondents indicated this. This may be partly due to the increased number of council tax enquiries and partly because timescales for dealing with appeals can vary depending upon the amount of work required in the particular circumstances of individual cases.

Section 7 continues to generate generally favourable responses with 97% of customers stating that they were "very satisfied" (58%) or "satisfied" (39%) with the service. This is a very encouraging response. As can be seen from 7C the main cause of dissatisfaction was the time taken to deal with an enquiry.

Only 9 out of 44 customers took the opportunity to make comments, the majority of which were positive, although some criticisms relating to communication were expressed. The 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.

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.

Last year's report indicated that consideration should be given to extending the sample base. Whilst this did not happen in 2008/09, it is recommended that consideration be given to developing and issuing questionnaires to other Local Authority Departments and perhaps the Board's own staff.

As a result of the low response rate to the 2008/09 survey, consideration should be given to issuing reminders where appropriate.

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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