

# **TAYSIDE VALUATION JOINT BOARD**



**Report on Issue of Customer Questionnaires  
by  
Tayside Valuation Joint Board  
Year 2009-10**

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# 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 2009-June 2010.

Total number of questionnaires issued	=	154
Total number of questionnaires returned	=	41

This gives an overall return of 26.6%, which, from examination of similar surveys, is considered to be an acceptable level. The total number of forms issued compares with 167 issued in 2008–2009.

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

<b>Electoral Registration</b>	<b>Council Tax</b>	<b>Valuation for Non-Domestic Rates</b>	<b>Other/More than one</b>
15	16	5	5

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



<b><u>If you have visited the office:</u></b>	<b><u>Number of Responses</u></b> <b><u>2009/10</u></b>	
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>	5 2 - - <hr/> 7	71% 29%
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>	4 1 <hr/> 5	80% 20%
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>	2 1 <hr/> 3	66.6% 33.3%

<u>If you have received a visit from a member of our staff:</u>	<u>Number of Responses</u> <u>2009/10</u>	
<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 have been preferred?</p> <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <p style="text-align: right;">Total:</p>	<p>16 2</p> <hr/> <p>18</p>  <p>16 -</p> <hr/> <p>16</p>  <p>- 1</p> <hr/> <p>1</p>	<p>89% 11%</p>  <p>100%</p>  <p>100%</p>
<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>	<p>17 -</p> <hr/> <p>17</p>	<p>100%</p>
<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>	<p>17 -</p> <hr/> <p>17</p>	<p>100%</p>
<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>	<p>17 -</p> <hr/> <p>17</p>	<p>100%</p>

**Comment:** It is not our normal practice to make appointments for carrying out routine survey work, however the incidence of staff being required to make appointments is increasing.

<u>If your contact with the office was by letter, E-mail or Fax:</u>	<u>Number of Responses</u> <u>2009/10</u>	
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>	4 1 - <hr/> 5	80% 20%
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>	5 - <hr/> 5	100%

**Comment:** Although the information is limited it appears that the mail logging system has been helpful in reducing response times.





<u>Appeal/Proposal:</u>	<u>Number of Responses</u> <u>2009/10</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>	8 1 <hr style="width: 50%; margin: 0 auto;"/> 9	89% 11%
6F Following your appeal/proposal, was it upheld?  • Yes ..... • No .....  <div style="text-align: right;">Total:</div>	8 1 <hr style="width: 50%; margin: 0 auto;"/> 9	89% 11%

<b><u>Overall impression:</u></b>	<b><u>Number of Responses 2009/10</u></b>	
<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;">29 9 3 - <hr/>41</p>	<p style="text-align: center;">71% 22% 7%</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;">31 7 3 - <hr/>41</p>	<p style="text-align: center;">76% 17% 7%</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;">31 8 2 - <hr/>41</p>	<p style="text-align: center;">76% 19% 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 style="text-align: center;">- 2 <hr/>2</p>	<p style="text-align: center;">100%</p>

<u>Overall impression:</u>	<u>Number of Responses 2009/10</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"> <li>• Very Satisfied .....</li> <li>• Satisfied .....</li> <li>• Dissatisfied .....</li> <li>• Very Dissatisfied .....</li> </ul> <p style="text-align: right;">Total:</p>	<p>-</p> <p>-</p> <p>-</p> <p>-</p> <hr/> <p>-</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>31</p> <p>8</p> <p>2</p> <p>-</p> <hr/> <p>41</p>	<p>76%</p> <p>19%</p> <p>5%</p>

## Comments from Customer Questionnaires

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

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

- The appointment was made after two visits when I was out, which was a waste of staff time. As soon as the appointment was made all went smoothly.
- The staff in Perth were always exceedingly polite and helpful.
- My sister and I both thought that .... arrived on time, was friendly, explained things well and, as promised, kept us informed.
- My husband and I arrived just as the officer was going on her lunch break. Nevertheless she welcomed us and dealt with us very amicably and efficiently. She was a real credit to your staffing.
- I have always found the Perth office very helpful in any of my enquiries. They deal with any of my enquiries in a pleasant manner and very quickly. Thank you.
- Enquired regarding not receiving a poll card for the General Election – woman said that this happened to quite a number of people and just to go along to the polling station. Had to insist that they check my name was on the register – if it wasn't I would have wasted my time going along to vote. Unacceptable that voting card was not sent out and the fact that it appeared to be a usual occurrence.
- In these straitened times perhaps this is a luxury we cannot afford – if people are dissatisfied with your performance surely they will let you know.
- Staff in the Dundee office were polite, punctual and extremely knowledgeable as well as courteous.
- I have had contact with several members of your office, all of whom have been most helpful, polite and efficient.
- The visit was very efficient and unobtrusive.
- Excellent service from beginning to end – very helpful and informative.
- My enquiry about council tax rebanding was dealt with very quickly and thoroughly – thanks very much.

- Having just moved to Angus I have found staff dealing with council tax and electoral registration very friendly and helpful. Thanks to all.
- Visit was very timeous as I was just about to contact the office when the gentleman called. He was very pleasant and friendly and answered my questions knowledgeably.
- Excellent service, please keep up the good work.
- Had a visit to assess for council tax and was expecting the banding to be advised in a few days – still waiting? The property is not finished so maybe you are waiting for the completion certificate?
- I was very impressed by the service. I phoned in the morning and a visit was arranged for the same day. The person I dealt with was very helpful and of a pleasant manner.
- From first contact to resolution of my request took less than three weeks. Efficient and courteous treatment all round. Thank you.

In addition there was a comment about the difficulty of finding the Dundee office and also a detailed comment regarding duplication of visits to a property by different staff members. The customer who made this last comment received a written explanation of the circumstances.

## **CONCLUSIONS**

For 2009-10, the number of questionnaires issued decreased by around 8%. A pre-paid return envelope was provided and whilst the return rate has been disappointing at 26.6% this rate of return is comparable to that achieved for similar surveys.

On this occasion the majority of forms returned are split almost evenly between council tax and electoral registration. This was expected due to the greater number of electoral enquires in advance of the General Election.

Section 7 continues to generate generally favourable responses with 95% of customers stating that they were "very satisfied" (76%) or "satisfied" (19%) with the service. This is a very encouraging response, particularly as it represents an increase in the "very satisfied" grouping. As can be seen from 7C the main cause of dissatisfaction was the time taken to deal with an enquiry.

20 out of 41 customers took the opportunity to make comments. This is significantly greater than the number in 2008/09. The majority of the comments were positive, although some criticisms relating to inefficient working practices were made. 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.

In view of the increasing number of callers not being aware of the name of the staff member they were dealing with, and the indication in some cases that this would have been helpful, staff should be reminded to identify themselves in instances where discussions have become substantial.

The survey for 2009/10 was carried out on the same basis as in previous years and numbers of forms issued and response rates have remained at a similar level throughout.

As a result of the low response rate to these surveys, consideration should be given to increasing the numbers of forms issued in order to secure a more statistically significant return.

It is recommended that consideration be given to extending the sample base by developing questionnaires suitable for sending to ratepayers agents and, as recommended in previous reports, that consideration be given to developing and issuing questionnaires to other Local Authority Departments and perhaps the Board's own staff.

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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