

# **TAYSIDE VALUATION JOINT BOARD**



## **Report on Issue of Customer Questionnaires by Tayside Valuation Joint Board**

**Year 2015-16**

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# INTRODUCTION

## 1 GENERAL

This is the tenth 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 as an Appendix 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 2015 – June 2016.

Total number of questionnaires issued	=	210
Total number of questionnaires returned	=	62

This gives an overall return of 29.6% which is an improvement on the 26.7% which was experienced in 2014-15. By way of comparison, 165 questionnaires were issued last year, 44 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
15	33	10	4

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 2015-16	
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>	48 1 49	98% 2%
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>	42 6 48 3 3 6	87% 13% 50% 50%
If you have visited the office	Number of Responses 2015-16	
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>	12 7 0 0 19	63% 37%
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>	17 1 18	94% 6%
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>	19 19	100%

If you have received a visit from a member of our staff	Number of Responses 2015-16																			
<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;">27</td> <td style="text-align: center;">69%</td> </tr> <tr> <td style="text-align: center;">12</td> <td style="text-align: center;">31%</td> </tr> <tr> <td style="text-align: center;">39</td> <td></td> </tr> <tr> <td style="text-align: center;">26</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;">26</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">25%</td> </tr> <tr> <td style="text-align: center;">9</td> <td style="text-align: center;">75%</td> </tr> <tr> <td style="text-align: center;">12</td> <td></td> </tr> </table>	27	69%	12	31%	39		26	100%	0		26		3	25%	9	75%	12		
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<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;">37</td> <td style="text-align: center;">97%</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">3%</td> </tr> <tr> <td style="text-align: center;">38</td> <td></td> </tr> </table>	37	97%	1	3%	38														
37	97%																			
1	3%																			
38																				
<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;">37</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;">37</td> <td></td> </tr> </table>	37	100%	0		37														
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<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;">36</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;">36</td> <td></td> </tr> </table>	36	100%	0		36														
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**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 some customers as the statistics above bear out.

If your contact with the office was by letter, E-mail or Fax	Number of Responses 2015-16	
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;">9</p> <p style="text-align: center;">2</p> <p style="text-align: center;">1</p>	<p style="text-align: center;">75%</p> <p style="text-align: center;">17%</p> <p style="text-align: center;">8%</p>
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;">11</p> <p style="text-align: center;">1</p>	<p style="text-align: center;">92%</p> <p style="text-align: center;">8%</p>
	<p style="text-align: center;">12</p>	

**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 2015-16	
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>	6 1 1 0 0 0	75% 12.5% 12.5%
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>	6 1 7	86% 14%
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>	8 0 8	100%
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>	4 2 0 0 6	67% 33%
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>	8 0 8	100%
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>	8 0 8	100%

Overall Impression	Number of Responses 2015-16	
<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>46 15 1 0</p> <hr/> <p>62</p>	<p>74% 24% 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>46 14 2 0</p> <hr/> <p>62</p>	<p>74% 23% 3%</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>49 11 2 0</p> <hr/> <p>62</p>	<p>79% 18% 3%</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>1 2</p> <hr/> <p>3</p>	<p>33% 66%</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 1 0</p> <hr/> <p>0</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"> <li>• Very Satisfied</li> <li>• Satisfied</li> <li>• Dissatisfied</li> <li>• Very Dissatisfied</li> </ul> <p style="text-align: right;">Total:</p>	<p>48 10 1 0</p> <hr/> <p>59</p>	<p>81% 17% 2%</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

- Good telephone manner – very good service
- 1st class service
- Efficient helpful service – no complaints
- Very pleased with the help I got
- Treated very well by X... One problem – a lot of steps at office and my wife is disabled
- Super-efficient – dealt with there and then – dealt with politely and very personably – top marks to Y..and her boss
- Easy and quick solution – Thank you
- Helpful phone conversations – query dealt with promptly – excellent service
- Very helpful
- Very helpful and pleasant
- Pleasantly surprised by the efficiency and courtesy shown
- Great response – call returned within 10 minutes
- Experience excellent – very efficient and friendly
- Those I was dealing with were conscientious but seemed to have an overload of work – I was given fair consideration and treated with respect – very important
- Staff friendly and helpful
- No appointment made but identification presented and person was friendly and efficient
- Punctual – explained things well – very pleasant
- Very satisfied with the way I was treated

## Conclusions

For 2015-16 the number of questionnaires issued has increased to 216 compared with 165 the previous year. The response rate of 29% is a slight increase on the average response rate expected from surveys such as this.

On this occasion 33 of the forms returned are connected with Council Tax, 10 with Non-Domestic Rates, 15 relate to Electoral Registration and 4 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” (81%) or “satisfied” (17%) with the service. This is a very encouraging response. As can be seen from the analysis, one person did express dissatisfaction with our service but on reading further comments made it appears that their problem lies with another Council department.

22 out of 62 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 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. Where comments were lengthy only the main statements of satisfaction/dissatisfaction have been noted.

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 3 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 2015-16 was carried out on the same basis as in previous years and all staff reminded to issue forms wherever possible. This has resulted in the number of forms issued increasing substantially, 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 2016-17.

The customer questionnaire for 2015-16 was supplemented with additional questions which asked customers if they fell into any of the protected characteristic groups as defined in the Equalities Act 2010. The responses received allowed 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.

## **Equalities Monitoring**

As noted above, the customer questionnaire for 2015-16 was supplemented with additional questions which asked customers if they fell into any of the protected characteristic groups as defined in the Equalities Act 2010.

Responses were received on 58 of the 62 forms returned. The responses indicated that those returning the forms were exclusively white (ethnic group). The gender divide was almost 50:50 male/female and the age group was predominantly over 55. Four responses indicated that the person had a disability. The problem of access to one of our offices for people in wheelchairs was mentioned in one of the responses.

As this is the first year of gathering equalities information in respect of our customers it is difficult to draw any firm conclusions from the responses other than the particular issue of access for a disabled person at our Forfar office.

# 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

## EQUALITIES MONITORING

Tayside Valuation Joint Board is committed to eliminating discrimination and providing equality in all aspects of its services. In order to ensure that this is the case, detailed monitoring of feedback requires to be carried out. Your assistance would be appreciated in providing the following information, which will be treated in the strictest confidence.

### 1 What is your ethnic group?

Chose one from Section A to G

- A White**
- Scottish
- Other British
- Irish
- Gypsy/Traveller
- Eastern European (eg Polish)
- B Mixed or Multiple Ethnic Group**
- Any mixed or multiple ethnic group
- C Asian (including Scottish/British)**
- Pakistani, Pakistani Scottish or Pakistani British
- Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- Indian, Indian Scottish or Indian British
- Chinese, Chinese Scottish or Chinese British
- D African**
- African, African Scottish or African British
- Other
- E Caribbean or Black**
- Caribbean, Caribbean Scottish or Caribbean British
- Black, Black Scottish or Black British
- F Arab**
- Arab, Arab Scottish or Arab British
- Other
- G Prefer not to answer**
- Other (please specify)

### 2 How would you describe your gender?

- Female
- Male
- Prefer not to answer

### 3 What is your age

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 +

### 4 Under the terms of the Equality Act 2010, a disability is defined as a physical or mental impairment, which has a substantial and long-term adverse effect on a person's ability to carry out day-to-day tasks.

Do you consider that you have a disability? Yes  No

**THANK YOU FOR YOUR CO-OPERATION**  
**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)