

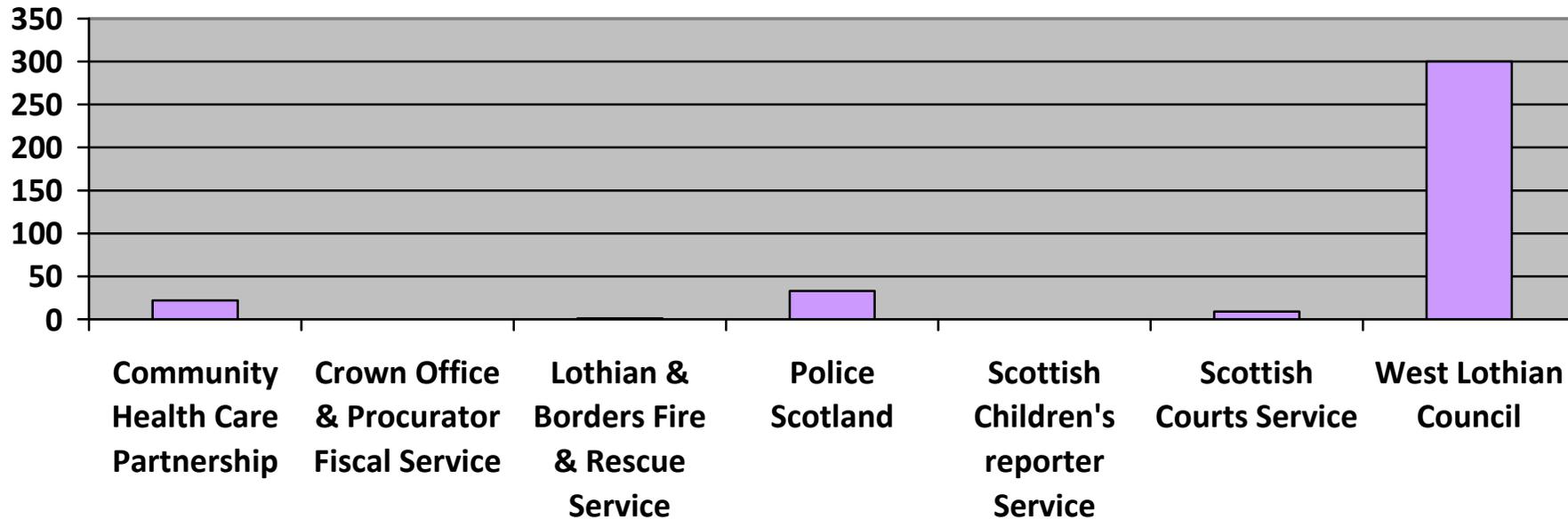
CONSULTATION REPORT – CIVIC CENTRE OCCUPIER SURVEY 2015/16

West Lothian Council's Property Management and Development team (PM&D) has responsibility for the management of the building and common facilities in the Civic Centre. Our role includes maintenance and repair, health and safety, legislative compliance, energy management and the caretaking service.

In autumn 2015 we asked occupiers to take part in our fourth occupier survey, which is designed to elicit views on the suitability of the building and the way we deliver our service. We also invited comments and suggestions.

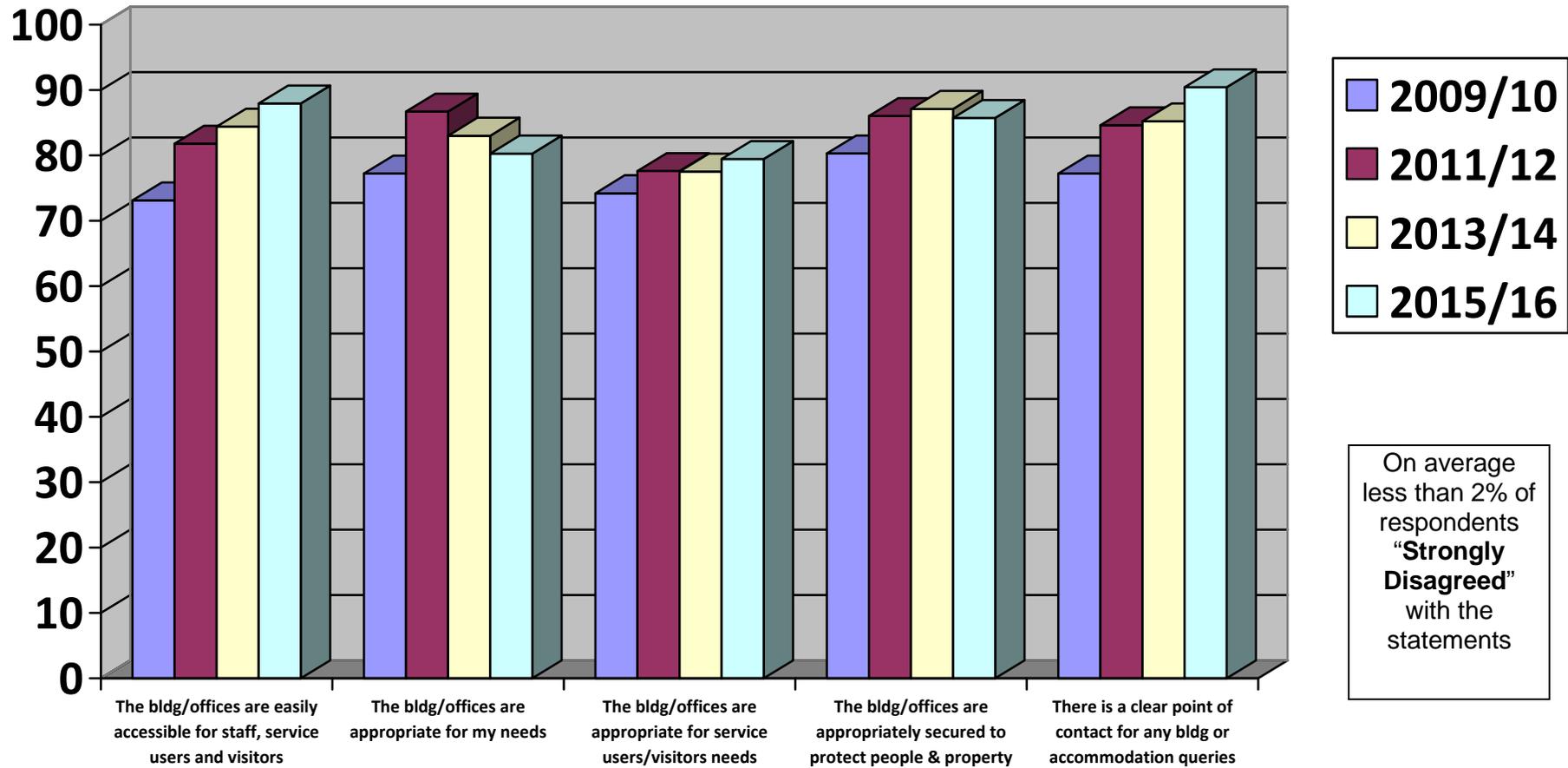
Survey size and response

Our survey went to over 1000 employees and building users from all seven partner organisations. We received 366 replies, compared with 418 in 2013/14. The distribution of replies is shown below:



Your views on your building:

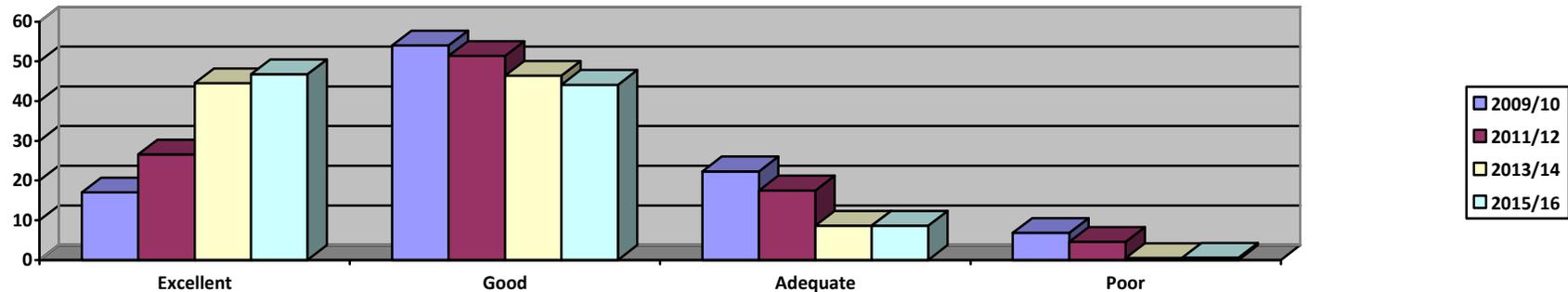
We asked five questions on the suitability of the building, achieving a minimum of 75% of respondents who “**Agreed**” or “**Strongly agreed**” with the statements made. With the exception of question 2 and 4, this still represented an overall improvement on your perception of the building since previous surveys:



Service Delivery

We asked for your views on PM&D's delivery of the services we provide. Over 90% of those taking part considered our service delivery to be "Good" or "Excellent" – We had an increase from previous surveys, with 47% now thinking PM&D's service to be excellent.

Once again, your comments were particularly complimentary about our Caretakers.



Point of Contact for Repairs – 77% of occupiers knew how to report a repair, which is an improvement from our last survey. Of note; the repair request process is detailed on the WLC intranet under, 'Council Building Info – West Lothian Civic Centre.'

Building User Group – 53% know that there is a Building User Group, and that their Partner is represented. This response is up since the previous survey of 47%. Of note; Heads of Service nominate appropriate representatives, and it is those individuals who are responsible for raising departmental issues from within their services and affording feedback after the regular quarterly meetings.

External hard FM provider – Since 01 Apr 14, Arthur McKay has been the chosen Civic Centre hard FM maintenance contractor. 11% of occupiers thought that the services had improved during this period whilst 31% felt there was no change. 52% of people didn't know if there was a change in the level of service whilst 5.31% felt that our new hard FM maintenance contractor had caused the level of service to deteriorate.

“YOU SAID, WE DID”

We received just under 500 responses about the Civic Centre and the service we deliver in the comments field in the survey, many of them covering multiple issues. Unfortunately the scale of response, whilst welcome, means that we are unable to provide a detailed reply to each of these comments. So we have categorised, and then prioritised them, in order to prepare our action plan.

As in the three previous surveys, office temperature featured highly in the comments and suggestions we received and in addition this year the standard of Operational Services changes to the cleaning of the building was also raised by occupants as a concern.

Office temperature

The majority of the building's heating, cooling and ventilation is controlled by a combination of mechanical and natural means. The target is to keep the temperature between 20°C and 24°C – which itself is a fairly wide range – but the nature of such a large building means that there will be local temperature variations. Nevertheless, the majority of the building does maintain the targeted temperature, and we will continue to refine the temperature settings if we are able to do so. The system also provides building ventilation, which is a statutory requirement. Unfortunately, some occupiers can perceive this as being an unwanted draughts and where this is the case individuals should contact their Line Manager in the first instance, who are encouraged to report this to the Building Manager to establish if possible solutions to individual situations could be identified and enacted without impeding on the basic purpose and abilities of the system.

We are, however, acutely conscious that individual preferences and tolerances vary, and we do expect all staff to play their part by accommodating their colleagues, and dressing appropriately.

Cleaning

The following response to cleaning issues was received from Operational Services:

Due to DBO savings within Operational Services and throughout the council the cleaning specification was changed in all council buildings. In the Civic Centre for West Lothian Council areas. This means the frequency of certain cleaning tasks has changed. The cleaning is being monitored and issues arising being dealt with. The transition has been trying for both cleaning staff and building users.

YOU SAID	WE DID
The building can at times be too noisy.	<p>The Civic Centre is largely an open plan office environment, and as such there is a general acceptance that an office of this type will naturally incur a certain noise level. Since the previous survey, we have brought in booths on the bridges which have noise cancelling properties an effort to help reduce the noise issue on the bridges.</p> <p>However, all staff are requested to play their part and are to be aware of their surroundings, and to be respectful of others within their environment by keeping noise to a minimum.</p>
There is a lack of available meeting rooms/ break out space.	<p>Meeting room availability has been an issue for some time now, and a review of room availability over a one month period took place and identified that the occupancy rate was approximately 50%.</p> <p>As a result, possible solutions continue to be investigated to identify methods to alleviate this issue so we can all make better use of our resources.</p> <p>Staff are to be aware when using meeting rooms, that the time the rooms have been booked for is adhered to and, if a room is no longer required, that bookings are cancelled.</p>
Not enough options in the café menu and not enough food made, especially on days when the court is busy. Staff also asked if the café would be able to accept payment cards.	<p>Response from Operational Services: Civic Centre Café provides a variety of products to the counter on a daily basis. Counter space is limited as is preparation space in kitchen. Other options have been looked at but unfortunately not considered primarily because of cost Staff will make up products on request if nothings available and when they are asked.</p> <p>The café is nearing completion of project to take card payments; this will be up and running asap.</p>
There is a lack of Security at the East staff entrance/the doors at reception.	<p>The comments about security were taken on board and this issue has been investigated and the Security staff have been re-positioned to the East staff entrance; during normal working hours, affording better and more effective Security.</p> <p>The placement of Security at the Reception doors is dependent on the availability of staff at the time, although when there is not a member of staff placed at the doors it is monitored on CCTV by the Officer at the Security desk.</p> <p>Staff also play a vital and critical role in the maintenance of Security of any building. Staff must ensure that they do not hold doors open for people they cannot identify as working in the building, and should challenge anyone they are suspicious of or do not recognise as working in the facility.</p>

We would like to thank everyone who took part in the survey, and always welcome comments on the service we provide. The survey will be repeated every two years.

In the meantime comments and suggestions may be made to – propertymanagement@westlothian.gov.uk