

Annual Supplier Feedback Survey 2012/13

1. Corporate Procurement Unit Staff: please rate the following:

	Excellent	Good	Adequate	Poor	Very Poor	Not Applicable	
1) Staff Attitude: The conduct and helpfulness of staff	29 (47.5%)	29 (47.5%)	1 (1.6%)	0	1 (1.6%)	1 (1.6%)	61 responses
2) Professional competence; staff knowledge and understanding of procurement practice	26 (42.6%)	30 (49.2%)	2 (3.3%)	1 (1.6%)	1 (1.6%)	1 (1.6%)	61 responses
3) Communication; The way staff kept you informed	20 (32.8%)	30 (49.2%)	7 (11.5%)	2 (3.3%)	1 (1.6%)	1 (1.6%)	61 responses
4) Service Delivery: staff's ability to meet your expectations and needs	20 (32.8%)	30 (49.2%)	5 (8.2%)	1 (1.6%)	1 (1.6%)	4 (6.6%)	61 responses
5) Information Accuracy: The accuracy of information provided	22 (36.1%)	27 (44.3%)	7 (11.5%)	3 (4.9%)	1 (1.6%)	1 (1.6%)	61 responses
6) Information Quality: The quality of information provided	21 (34.4%)	28 (45.9%)	8 (13.1%)	1 (1.6%)	2 (3.3%)	1 (1.6%)	61 responses
7) Fairness: The extent to which matters were dealt with in a fair and sensitive manner	24 (39.3%)	29 (47.5%)	3 (4.9%)	0	2 (3.3%)	3 (4.9%)	61 responses
8) Timeliness: The promptness of staff to your requests/queries	22 (36.1%)	28 (45.9%)	5 (8.2%)	1 (1.6%)	2 (3.3%)	3 (4.9%)	61 responses
9) Quality of Service: Overall quality of the Corporate Procurement Unit service	23 (37.7%)	34 (55.7%)	1 (1.6%)	0	2 (3.3%)	1 (1.6%)	61 responses

61 people answered at least one part of this question (100.0%)

2. Accessibility of the Corporate Procurement Unit: please rate the following:

Corporate Procurement Unit Webpage: <http://www.westlothian.gov.uk/business/tendersandcontracts/>

	Excellent	Good	Adequate	Poor	Very Poor	Not Applicable	
1) The availability of procurement information and the promotion of contract opportunities	21 (34.4%)	27 (44.3%)	7 (11.5%)	2 (3.3%)	1 (1.6%)	3 (4.9%)	61 responses
2) The accessibility of Corporate Procurement Unit staff	21 (34.4%)	27 (44.3%)	7 (11.5%)	2 (3.3%)	1 (1.6%)	3 (4.9%)	61 responses
3) The user friendliness of our Webpage (see link above)	18 (29.5%)	28 (45.9%)	9 (14.8%)	0	0	6 (9.8%)	61 responses

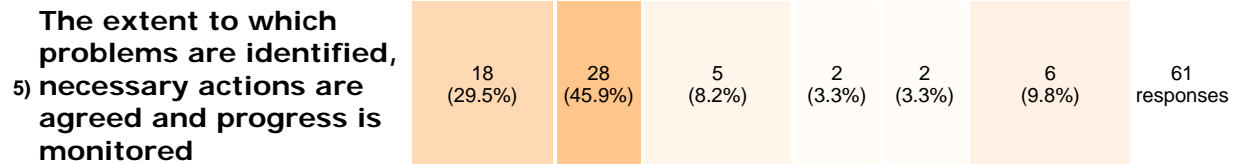
61 people answered at least one part of this question (100.0%)

3. Council Contracts: please rate the following:

Link to Public Contracts Scotland website:

http://publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00140

	Excellent	Good	Adequate	Poor	Very Poor	Not Applicable	
1) The fairness, openness and transparency of our tender processes	28 (45.9%)	24 (39.3%)	3 (4.9%)	2 (3.3%)	2 (3.3%)	2 (3.3%)	61 responses
2) The quality and clarity of information contained within our tenders	17 (27.9%)	28 (45.9%)	11 (18.0%)	0	3 (4.9%)	2 (3.3%)	61 responses
3) The commitment of the council to develop relationships with your organisation	19 (31.1%)	32 (52.5%)	4 (6.6%)	2 (3.3%)	2 (3.3%)	2 (3.3%)	61 responses
4) The clarity of contract performance measures to ensure effective delivery of the contract	16 (26.2%)	31 (50.8%)	6 (9.8%)	2 (3.3%)	2 (3.3%)	4 (6.6%)	61 responses



61 people answered at least one part of this question (100.0%)

4. Do you currently pay the Living Wage to your employees?

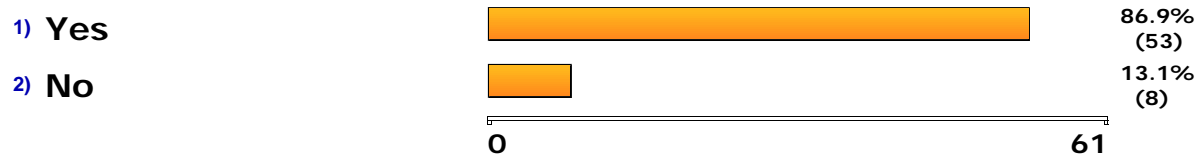
www.livingwage.org.uk

£8.55 for London and £7.45 for the rest of the UK



61 people answered this question (100.0%)

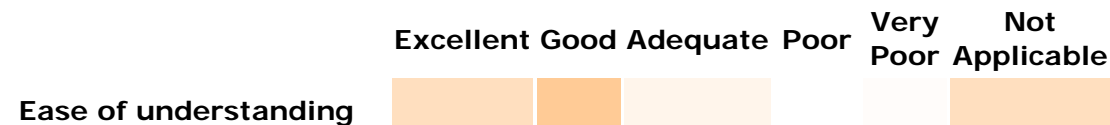
5. West Lothian Council is committed to maximising Community Benefits from its procurement activities. Would you be willing to support our commitment and deliver additional economic, social or environmental conditions as part of a council contract?



61 people answered this question (100.0%)

6. Complaints: please rate the following:

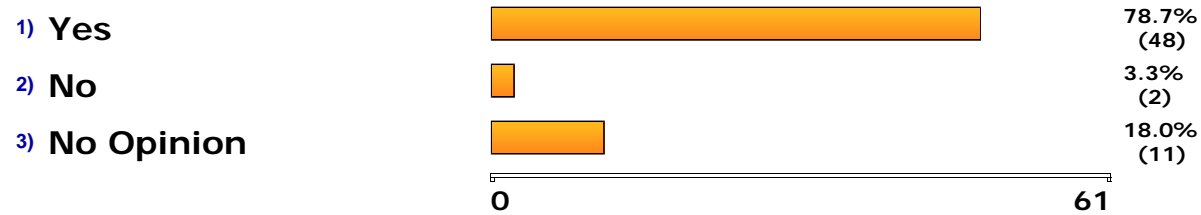
Complaints Procedure: http://www.westlothian.gov.uk/Council_and_government/690/672



and clarity of our 1) Complaints Procedure (see link above)	15 (24.6%)	25 (41.0%)	5 (8.2%)	0	1 (1.6%)	15 (24.6%)	61 responses
The resolution of complaints against the 2) Corporate Procurement Unit within a reasonable time	11 (18.0%)	22 (36.1%)	5 (8.2%)	0	1 (1.6%)	22 (36.1%)	61 responses
Awareness and availability of the 3) escalation process, if not satisfied with the outcome of a complaint	10 (16.4%)	24 (39.3%)	4 (6.6%)	0	1 (1.6%)	22 (36.1%)	61 responses

61 people answered at least one part of this question (100.0%)

7. Would you recommend our service to others?



61 people answered this question (100.0%)

YOU SAID	WE DID
We have worked with the council for many years however we were not invited to tender for the latest contract.	Unfortunately not all tenderers are taken to ITT stage however all council tender contracts are advertised online and are therefore open to all companies to participate in.
We would like to be informed with regards to where our tender ranked in regards to the winning tender.	Procurement processes now ensure that all tenderers are advised of how they placed in the procurement process. However, commercial sensitive information will not be provided.
Communication could be better and faster.	A specific performance indicator has been put in place to measure customer and supplier satisfaction with communication. Performance is discussed on a monthly basis at staff meetings.
Best Value should be considered and not just price alone.	All of our goods, services and works are tendered in line with EU Regulations and council Standing Orders to ensure that Best Value is indeed achieved. In addition, all tenders with a 100% cost are now review by Procurement before being published.
Issuing Tender documents without Bills of Quantities is time consuming and expensive for the tenderers.	This is not under the remit of Corporate procurement however we have communicated and discussed this issue with the relevant council service area.
There could be more dialogue between procurement and the supplier in order to maximise savings after frameworks are awarded.	Contract and supplier management arrangements for frameworks has been reviewed.
You have not used our services within the last twelve months.	We will only issue surveys to companies that we have used in the last twelve months.
Quicker feedback after contract award would be helpful.	A specific performance indicator has been put in place to measure customer and supplier satisfaction with timeliness. Performance is discussed on a monthly basis at staff meetings.
It would be a good idea if council contracts were for more than three years if the exact same contract is likely to be repeated on expiry.	The term of every contract is now reviewed by Procurement as part of our contract strategy process.
It would be good if there was a procurement course to attend to make sure we were doing all the best we can.	Procurement have always offered Procurement Surgeries for suppliers to attend and obtain procurement advice. Additional procurement workshops will be considered.
We would appreciate the opportunity to expand on our services currently provided to you.	All of our goods, services and works are tendered in line with EU Regulations and council Standing Orders.