

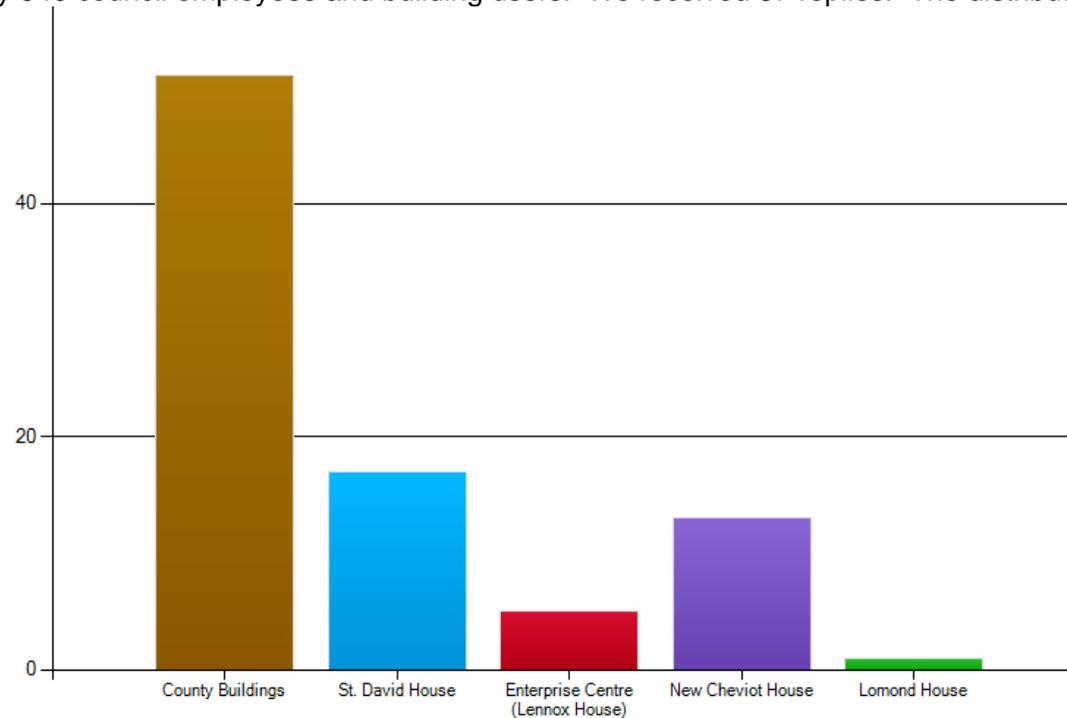
CONSULTATION REPORT – HEADQUARTER BUILDING OCCUPIER SURVEY 2011/12

West Lothian Council's Property Management and Development team (PM&D) has responsibility for the management of the building and common facilities in the Council's Headquarter buildings – i.e. County Buildings; St David House; Lennox House; New Cheviot House; and Lomond House. Our role includes maintenance and repair, health and safety, legislative compliance, energy management and, where appropriate, the caretaking and security services.

In autumn 2011 we asked occupiers to take part in a survey to elicit views on the suitability of their building and the way we deliver our service. We also invited comments and suggestions.

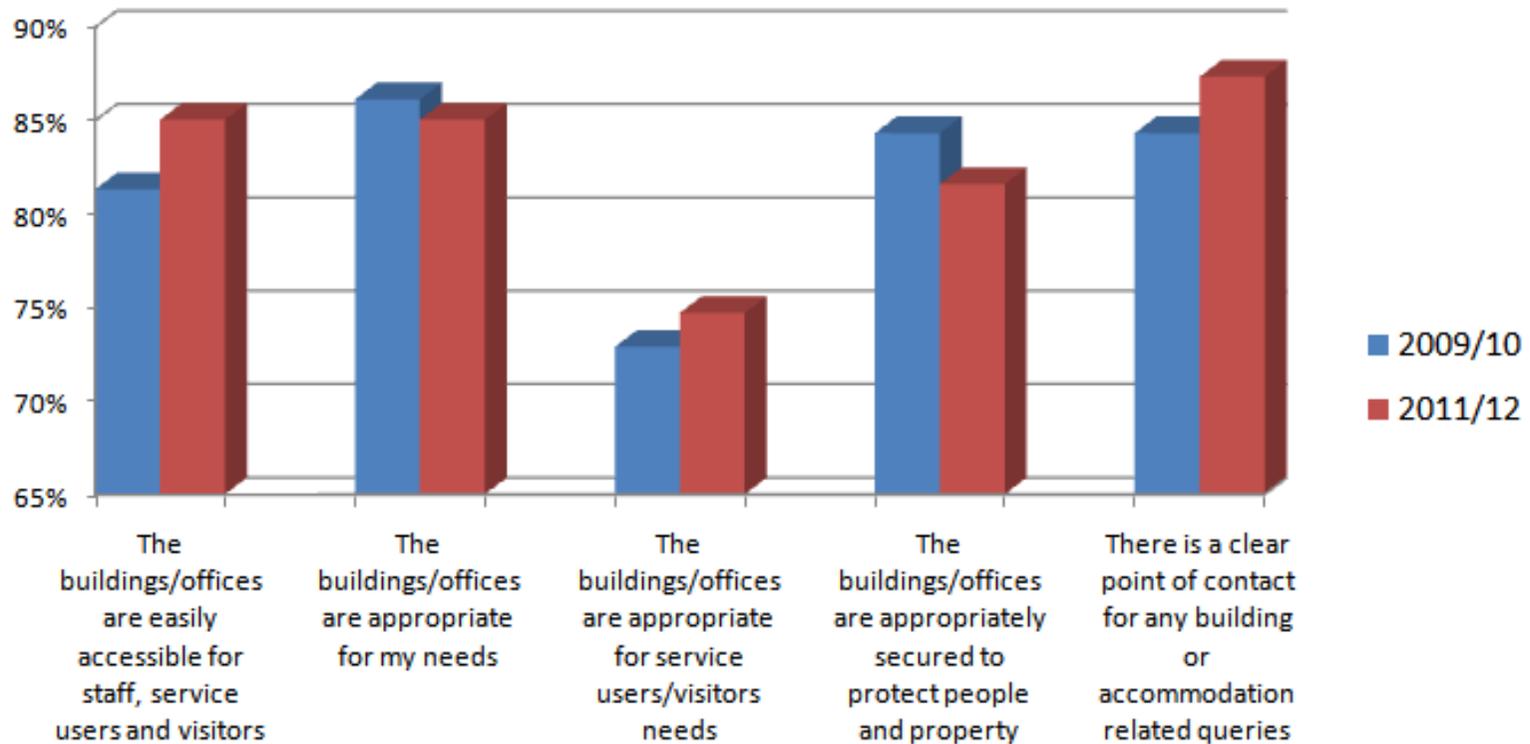
Survey size and response

Our survey went to approximately 540 council employees and building users. We received 87 replies. The distribution of replies is shown below:



Your views on Your building.

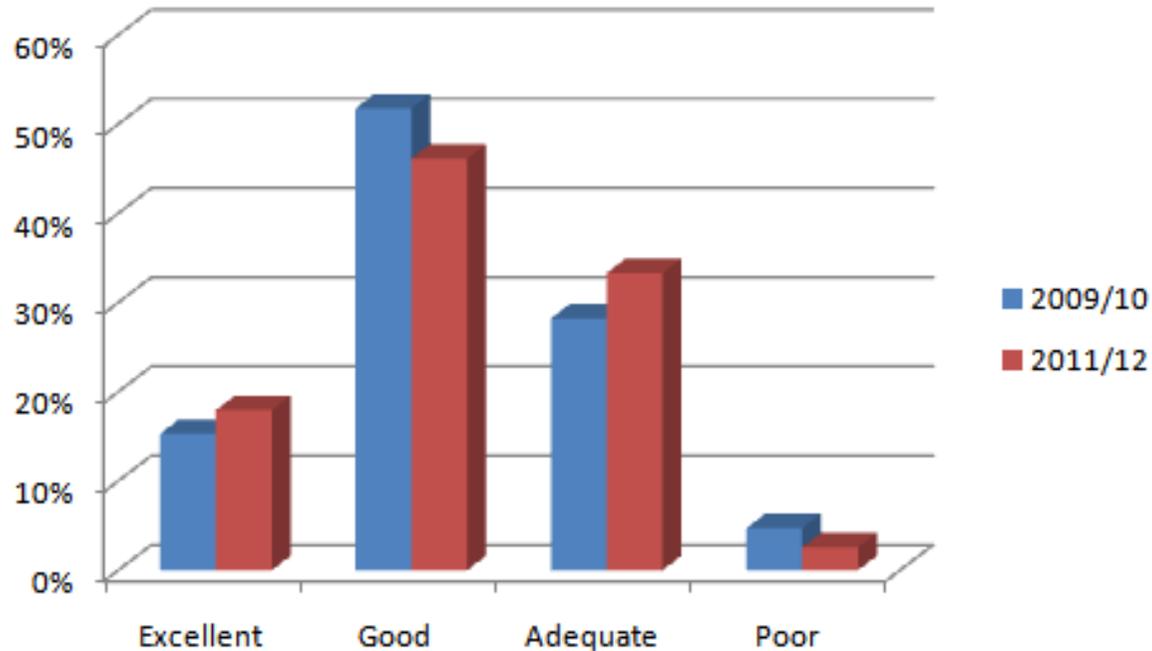
We asked five questions on the suitability of the building, achieving a minimum of 74% of respondents who “**Agreed**” or “**Strongly agreed**” with the statements made:



In each case fewer than 3.5% of respondents “**Strongly Disagreed**” with the statements

Service Delivery

We asked for your views on PM&D's delivery of the services we provide. Almost two thirds of those taking part considered our service delivery to be "Good" or "Excellent". This is marginally below the results from the previous survey.



The section on Service Delivery included questions on the 5 Drivers of Customer Satisfaction – “Delivery”; “Timeliness”; “Information”; “Professionalism”; and “Attitude”. Although the results were generally satisfactory, those for Timeliness and Information, in particular, were below our target, and represented a slight deterioration since our last survey. We believe this reflects the fact that we are no longer able to offer a dedicated member of our professional staff to manage these properties following Mike Bracher’s retirement. This post was not replaced as a result of “Tough Choices”, and the duties have had to be shared among staff who often have conflicting work priorities, and are unable to dedicate the time that had been available to Mike.

Point of Contact for Repairs – Over three quarters of occupiers knew how to report a repair (2009 – 69%).

Building User Group – but there are still fewer than 10% who know if there is a Building User Group! (2009 – 9%)

“YOU SAID, WE DID”

We received over 120 individual comments about the buildings and the service we deliver. Unfortunately we are unable to provide a detailed reply to each of these comments, so we have categorised, then prioritised them in order to prepare our action plan. We have also discussed the detailed comments relating to those buildings that will not be closing under the “Tough Choices” Office Rationalisation programme, with the Building User representatives.

Our ability to address some of the issues raised is determined by the council’s office rationalisation programme and the current financial climate.

YOU SAID	WE DID
Our service in respect of some of the 5 Drivers has deteriorated since our previous survey	We will seek to improve the service provided, as staff resources allow.
There were concerns about the quality, timing, and information provided about the programming and execution of repairs	We will discuss these with colleagues in Maintenance and Building services in order to secure a better service
New Cheviot - There were concerns about parking, particularly for some visitors	As the property is leased from a private landlord, dedicated parking is limited to the spaces that we have been allocated. However, additional secure spaces have been made available in the Terrace car park. There is little more that can be done, particularly for visitors – although in many respects the situation in Livingston is better than would be experienced in many other towns and cities for visitors to the type of service delivered from New Cheviot
New Cheviot – availability of meeting rooms	We will investigate the use of some of the existing space for ah-hoc meeting rooms.
St David House – Accessibility. In particular the back door, reception/security and disabled access.	We have programmed the introduction of a new access intercom and CCTV camera to help visitors. We will also look at a more efficient use of the space in the ground floor.

County Buildings – general concerns were expressed about the suitability of the building	Issues of accessibility, security, meeting space, heating and cleaning will be discussed and reviewed in detail through the building user group. In addition a review of the current accommodation will be carried out to see how it might be used more efficiently
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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 towards the end of 2012.

In the meantime comments and suggestions can be sent to propertymanagement@westlothian.gov.uk

PM&D - 04.01.12