

FEEDBACK: You said we did - 2014/15

The response rates in three out of the four surveys had dropped slightly, however the response rate increased in the other survey. The customer survey had a response rate of over 55% and the partner's survey was 40%. The Councillor's response rate was over 30%, and the Purchase to Pay customer's response rate was almost 30%.

YOU SAID - Customer Survey – General Feedback	WE DID
Took too long to respond.	In line with our service standards, Financial Management Unit (FMU) aims to deal with all enquiries in an efficient manner and will assess and prioritise customer enquiries based on their nature and complexity. Timescales for a response will be advised in agreement with customers.
While communication on any of processes and proposed changes is provided well, communication on any staffing changes or responsibilities and FMU structure can occasionally be missed.	FMU aim to consult with relevant services and other stakeholders on any changes proposed that will impact on customers. This is communicated to Heads of Services, Service Managers, and other key staff who have regular contact with FMU.
YOU SAID – Customer Survey - Service Standards	WE DID
Can you advise how you advise services of your performance as I'm not aware of how this is communicated?	The results of the FMU customer survey are reported on an annual basis via the unit's intranet page. In addition, the key performance indicators for FMU are reported to the Partnership and Resources Policy Development and Scrutiny Panel on a quarterly basis.
Move towards PECOS for all ordering, however the reports on expenditure need to be improved prior to phase 2.	There is an extensive range of Business Objects reports showing order commitments from PECOS. Requests for customised reports should be raised through Supportworks or the IT Service Desk.
Training: possibly some update on business objects. Although I have already raised this with my accounting support and a date has been set.	Business Object Users should contact their appropriate Accountant within FMU and request refresher training in relation to the use and interpretation of Business Objects Monitoring Reports. FMU will be happy to provide targeted and comprehensive guidance on the use of these reports.

Training: very basis training on how to read financial reports. General proficiency training for managers. Managers will devolved responsibility for budgets have asked for refresher training on systems.	Managers should contact their relevant FMU accountant and request training. FMU will be happy to provide one to one or group training as required.
YOU SAID - Customer Survey - Insurance Feedback	WE DID
I feel your survey is much too long. Is it possible to break it down and maybe consult about your standards at a different time say once a year?	All council surveys are required to be in a similar format in line with internal assessment processes. FMU currently issue an annual survey in line with council requirements.
YOU SAID – Purchase to Pay Survey – General Feedback	WE DID
Occasionally tax not taken off at source as detailed on invoice, could result in tax taken not enough at financial year end. Computer program change?	The council has a robust payment system in place to handle customer CIS deductions. Recent improvements to the council wide process for handling customer CIS deductions will further reduce the possibility of an error.
YOU SAID – Purchase to Pay Survey – Service Standards Feedback	WE DID
Multiple payments to me (supplier) of small amounts in the same week results in extra bank charges each time for me.	The council is committed to paying customers within 30 days from the date of an invoice. The council process daily payment runs to assist businesses with their cash flow. In a recent customer survey, feedback shows that 100% of our customers were satisfied with the payment terms. A single invoice with a summary of the week's charges attached could be a solution to the additional bank charges being levied.
Pay invoices on monthly basis, one bulk payment per calendar month, therefore reducing bank charges.	The council is committed to paying customers within 30 days from the date of an invoice. The council process daily payment runs to assist businesses with their cash flow. In a recent customer survey, feedback shows that 100% of our customers were satisfied with the payment terms. A single invoice with a summary of the week's charges attached could be a solution to the additional bank charges being levied.

YOU SAID – Purchase to Pay Survey – Payment Terms Feedback	WE DID
Late payments is usually cause by Admin Department of Social Services/OT failing to pass invoices to payment department in time.	West Lothian Council is committed to ensuring timely processing of invoices. Reminders are issued to staff to ensure that invoices are processed within agreed timescales.
YOU SAID – Partners Survey – General Feedback	WE DID
Overall the service was adequate. Areas for improvement would include more communication and quicker responses together with (in some cases) a more helpful/positive attitude.	In line with our service standards, FMU aims to deal with all enquiries in an efficient manner and will assess and prioritise customer enquiries based on their nature and complexity. Timescales for a response will be advised in agreement with customers.
YOU SAID – Partners Survey – Service Standards Feedback	WE DID
Advice sometimes unclear and slow in coming forward.	As above. In addition, FMU staff will aim to provide clear and concise information to queries.
To work more closely with partners and develop solutions collaboratively.	FMU aim to work in partnership with all customers and will continue to review our contribution to partner working to maximise our added value.