

# WEST DUNBARTONSHIRE COUNCIL

## Report by the Chief Executive

Corporate Services Committee: 28 June 2006

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**Subject: Results of Members' Services Survey**

### **1. Purpose**

- 1.1** The purpose of this report is to inform the Committee on the outcome of a recent customer service survey carried out seeking feedback on the service provided to Members.

### **2. Background**

- 2.1** As part of the Council's commitment to improving its services, a questionnaire was issued to all 22 Elected Members of the Council seeking their views on the service provided to them by the staff in the Members' Services section, reception staff and also Council Officers. The questionnaire for Garshake Road also asked for comment on the service provided at the Municipal Buildings in Dumbarton.
- 2.2** A total of 44 questionnaires were issued, with each Member given the opportunity to comment on the service provided at the Members' bases at Rosebery Place, Clydebank and Garshake Road, Dumbarton.

### **3. Main Issues**

#### Details of Customer Survey

- 3.1** A total of 21 questionnaires were returned, 10 provided feedback for Rosebery Place and 11 provided feedback for Garshake Road.
- 3.2** Each questionnaire asked a number of questions and responses were rated using a scale of 1 to 5 with 1 being poor and 5 being excellent. A space was also provided after each question allowing for comments.
- 3.3** Analysis of both questionnaires is attached as Appendix 1 (Garshake Road) and Appendix 2 (Rosebery Place).

#### Results of Survey

- 3.4** Overall the feedback from both questionnaires has proved to be positive with the service provided to Members by staff consistently scoring an average of 4 or above. Staff have been made aware of the results of the survey and have noted any areas where there could be improvements made.

### **3.5** Parking issues

It is acknowledged that there are problems with parking at both Garshake Road and Rosebery Place. Measures to alleviate the problem at the Council Offices in Garshake Road have now been implemented with a specific area of the lower car park being lined off for Elected Members and the existing Members' area utilised as disabled parking. At Rosebery Place, officers will again be asked to monitor the use of Members' spaces and disabled spaces and all staff using the facility will be reminded of the permitted areas for parking.

### **3.6** Training

Feedback from the questionnaires has highlighted that Members feel there is a lack of training provided for their particular needs. Members will be advised of the training opportunities available through the employee development team based in Personnel Services. Also as part of the preparations for the elections in 2007, it is envisaged that training will be conducted on the new STV voting system which will be introduced. Following the election there will also be induction training conducted for all Elected Members.

## **4. Personnel Issues**

- 4.1** There may be personnel issues resulting from the introduction of any new training.

## **5. Financial Implications**

- 5.1** There may be implications for the Members' Services budget as a result of any training requirements for Members that may be identified.

## **6. Conclusions**

- 6.1** Feedback from the questionnaires will be used as a basis for making change to the service provided, and it is anticipated that a repeat of the survey will be carried out in 2007.

## **7. Recommendations**

- 7.1** The Committee is asked to note the contents of the report.

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Tim Huntingford  
Chief Executive

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**Person to Contact:** Stephen Brown, Head of Legal and Administrative Services

Tel (01389) 737800

**Background Papers:** None

**Wards Affected:** No wards affected.

## Garshake Road Survey Results

### 1. Did you experience any problems with the following facilities:-

	<b>Yes</b>	<b>No</b>
Parking	45.5%	54.5%
Signage for parking	10%	90%
Access to building	10%	90%
Toilets	10%	90%
Induction loop	12.5%	87.5%

All following questions were scored on a scale of 1 to 5 with 1 being poor and 5 being excellent.

<i>Question</i>	<i>Average Score</i>
<b>2. How would you rate the facilities provided for the use of Elected Members?</b>	
Meeting Rooms	<b>3.9</b>
Office Furniture	<b>4</b>
Computer Equipment	<b>3.6</b>
Software Packages	<b>3.6</b>
Office Equipment	<b>3.7</b>
Kitchen/Catering	<b>3.1</b>
<b>3. How would you rate the way you are dealt with by Council Officers and Reception Staff?</b>	
Courtesy	<b>4.5</b>
Helpfulness	<b>4.5</b>
Efficiency	<b>4.4</b>
<b>4. How would you rate the way you are dealt with by Secretarial Staff?</b>	
Courtesy	<b>4.6</b>
Helpfulness	<b>4.6</b>
Efficiency	<b>4.6</b>
<b>5. How would you rate the service provided by Secretarial Staff?</b>	
Quality	<b>4.4</b>
Accuracy	<b>4.4</b>

Time taken	<b>3.8</b>
Managing diaries	<b>4</b>
Arranging appointments	<b>4</b>
Surgery Arrangements	<b>3.9</b>
Office supplies	<b>4.4</b>
<b>6. How would you rate the training made available to Elected Members?</b>	<b>2.8</b>

## Rosebery Place Survey Results

### 1. Did you experience any problems with the following facilities:-

	<b>Yes</b>	<b>No</b>
Parking	70%	30%
Signage for parking	0%	100%
Access to building	14.3%	85.7%
Toilets	25%	75%
Induction loop	0%	100%

All following questions were scored on a scale of 1 to 5 with 1 being poor and 5 being excellent.

<i>Question</i>	<i>Average Score</i>
<b>2. How would you rate the facilities provided for the use of Elected Members?</b>	
Meeting Rooms	<b>3</b>
Office Furniture	<b>4.1</b>
Computer Equipment	<b>4</b>
Software Packages	<b>3.4</b>
Office Equipment	<b>3.9</b>
Kitchen/Catering	<b>3.6</b>
<b>3. How would you rate the way you are dealt with by Council Officers and Reception Staff?</b>	
Courtesy	<b>4.2</b>
Helpfulness	<b>4.1</b>
Efficiency	<b>4</b>
<b>4. How would you rate the way you are dealt with by Secretarial Staff?</b>	
Courtesy	<b>4.3</b>
Helpfulness	<b>3.9</b>
Efficiency	<b>4.1</b>
<b>5. How would you rate the service provided by Secretarial Staff?</b>	
Quality	<b>3.9</b>
Accuracy	<b>3.9</b>

Time taken	<b>3.7</b>
Managing diaries	<b>4.2</b>
Arranging appointments	<b>4.1</b>
Surgery Arrangements	<b>3.9</b>
Office supplies	<b>3.9</b>
<b>6. How would you rate the training made available to Elected Members?</b>	<b>2.6</b>