



# **CUSTOMER SATISFACTION SURVEY**

## **2022/2023 - RESULTS**

# TABLE OF CONTENTS

INTRODUCTION..... 3

FEEDBACK ..... 4

CUSTOMER SATISFACTION SURVEY 2022/23 – COMMENTS ..... 5

CUSTOMER SATISFACTION ACTION PLAN 2022/23 – UPDATE ..... 7

CUSTOMER SATISFACTION ACTION PLAN 2023/24 ..... 8

## INTRODUCTION

- 1.0 The annual Customer Satisfaction Survey for the Council's procurement function was issued in May 2023.
- 1.1 The questionnaire was issued to 166 customers and 32 were completed, amounting to a return rate of 19.3%.
- 1.2 The questionnaire, provided by the Scottish Government, comprises 10 standard questions and includes sections on Communication, Quality of Service, Overall Satisfaction and a final question allowing customers the opportunity to provide additional comments.
- 1.3 Customers were asked to respond to statements using a scale of 1 - 6, 1 being strongly disagree and 6 being strongly agree.

# FEEDBACK

2.0 Feedback received indicated that - (each refers to responses of 4 or higher):

2022/23	Questions
93.8%	Understood when they should obtain advice or assistance from the Procurement Team.
90.7%	Felt that advice could easily be obtained from the Procurement Team in a fair and consistent manner.
87.6%	Understood and were satisfied with the quality and accuracy of the information that they receive from the Procurement Team.
71.8%	Are aware of what contracts are available for them to use.
75.0%	Agreed that they were advised of any changes that affected them in advance.
73.3%	Were satisfied with the quality and value of contracts negotiated by the procurement function.
66.7%	Were satisfied that the systems in place for ordering goods are easy to access and user friendly.
82.7%	Were satisfied that actual goods or services delivered accurately corresponded to their requirements.
90.3%	Were satisfied in general with the procurement function.
31.0%	Felt that the procurement function had performed better than previously in the past year.

2.1 6 out of 10 areas are showing increases in satisfaction - advice could easily be obtained in a fair and consistent manner, aware of what contracts are available, advised in advance of any changes, satisfied with the quality and value of contracts negotiated, goods or services delivered accurately corresponded to their requirements, and a substantial increase with the procurement function in general.

Although 31.0% of respondents felt that the procurement function had performed better than previously, 62.1% felt there had been no change.

2.2 There are areas where the service can be improved and the Customer Satisfaction Action Plan 2023/24 has been revised to address these issues.

## CUSTOMER SATISFACTION SURVEY 2022/23 – COMMENTS

Comments	Notes
Procurement team members are knowledgeable and always happy to help. I have found their customer service to be of a consistently high standard.	Noted
The team are always helpful and listen to and understand what I am trying to achieve.	Noted
Procurement should allow us to use term contractors in other areas to carry out maintenance works if the term contractor in that area, if we think it is too expensive and should allow us to use any contractor that has been vetted and approved by the council. We would get more value for money if this was the case.	<p>Noted and currently being implemented. Property Design Manager asked if this could happen. PCCMT manager advised yes for all the new contracts, appropriate clauses now built in to allow this.</p> <p>In addition, PCCMT manager advised for existing term maintenance contracts, if term contractor too expensive then property team can carry out quick quote and use another contractor to ensure best value.</p>
Fantastic support from Christine for a recent Framework Agreement.	Noted
Procurement is a complicated process!	Noted
Some aspects of procurement still left to the service. Accurate records/current contracts not held on-file which is concerning.	Noted
If you have questions or issues, it would be good to have step by step answers on how to resolve. Users don't always have financial/PECOS background so would be helpful if this was remembered when providing advice.	Noted, pecosadmin provide monthly newsletters on updates/news on new suppliers, processes etc. In addition, @pecosadmin available to answer questions/issues and regularly provide training events to users.
Ordering through PECOS does not always give the cheapest price for the identical product(s). This is frustrating. Some price match arrangements would be beneficial for the Council.	Noted
Team very helpful and respond promptly to enquiries. Very smooth and helpful transition re my recent re-contracting for a provider.	Noted

**CUSTOMER SATISFACTION SURVEY 2022/23 – COMMENTS**

<b>Comments</b>	<b>Notes</b>
The education procurement team is extremely helpful and responsive to queries.	Noted
Procurement service is great, PECOS less so.	Noted
I engage a lot with our Procurement Team and would like to praise their professionalism and levels of assistance I receive.	Noted
It takes too long to get a purchase order processed, this affects service delivery.	Noted

## CUSTOMER SATISFACTION ACTION PLAN 2022/23 – UPDATE

Action	By	Comment
Provide refresher procurement training to service staff to ensure they have an understanding of their roles and responsibilities in managing their suppliers/ contractors to ensure best value is being delivered.	March 2023	Refresher procurement training and lessons learned FAQs workshops have taken place throughout 2022/23 – to date marine ops, roads and amenity services, property, infrastructure and design, economic development and programme managers team, commercial services have had theirs – positive feedback and actions identified and agreed.
Carry out a lessons learned exercise with all third tier service managers and their teams who are regularly involved in tender exercises to determine their concerns, issues and gain an understanding of how PCCMT can support them to deliver their services, as well as providing them with a better understanding of what we are required to via by statute to ensure we work as an improved Council wide team to deliver the end results.	March 2023	Refresher procurement training and lessons learned FAQs workshops have taken place throughout 2022/23 – to date marine ops, roads and amenity services, property, infrastructure and design, economic development and programme managers team, commercial services have had theirs – positive feedback and actions identified and agreed.
Continue to provide monthly updates to council staff who use PECOS to ensure they are kept up to date with new contract awards, changes in contracts, deliveries etc.	March 2023	Monthly updates issued by @pecosadmin training and support also provided.
PCCMT will review its tender documents and processes to determine if any efficiencies/changes can be made.	March 2023	Completed. Tender documents/processes reviewed. PCCMT now utilising updated documents/processes.

# CUSTOMER SATISFACTION ACTION PLAN 2023/24

Action	By	Comment
Continue to provide refresher procurement training to service staff to ensure they have an understanding of their roles and responsibilities in managing their suppliers/contractors to ensure best value is being delivered.	March 2024	
Continue to carry out lessons learned exercises with all third tier service managers and their teams who are regularly involved in tender exercises to determine their concerns, issues and gain an understanding of how PCCMT can support them to deliver their services, as well as providing them with a better understanding of what we are required to via by statute to ensure we work as an improved Council wide team to deliver the end results.	March 2024	
Review the content and continue to provide monthly updates to council staff who use PECOS to ensure they are kept up to date with new contract awards, changes in contracts, deliveries etc. and continue to offer training/support as required.	March 2024	