



Customer Satisfaction Survey 2023/24 - Results

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INTRODUCTION

- 1.0 The annual Customer Satisfaction Survey for the Council's procurement function was issued in April/May 2024.
- 1.1 The questionnaire was issued to 150 customers and 39 were completed, amounting to a return rate of 26%.
- 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):

2023/24	
89.7%	Understood when they should obtain advice or assistance from the Procurement Team.
92.3%	Felt that advice could easily be obtained from the Procurement Team in a fair and consistent manner.
92.3%	Understood and were satisfied with the quality and accuracy of the information that they receive from the Procurement Team.
81.1%	Are aware of what contracts are available for them to use.
71.8%	Agreed that they were advised of any changes that affected them in advance.
66.7%	Were satisfied with the quality and value of contracts negotiated by the procurement function.
73.7%	Were satisfied that the systems in place for ordering goods are easy to access and user friendly.
82.1%	Were satisfied that actual goods or services delivered accurately corresponded to their requirements.
89.7%	Were satisfied in general with the procurement function.
46.2%	Felt that the procurement function had performed better than previously in the past year.

2.1 5 out of 10 areas are showing increases in satisfaction - advice could easily be obtained in a fair and consistent manner; understood and satisfied with the quality and accuracy of information received; aware of what contracts are available; satisfied the systems in place for ordering are easy to access and user friendly; and a substantial increase of respondents felt that the procurement function had performed better than previously.

46.2% of respondents felt that the procurement function had performed better than previously, and 48.7% felt there had been no change.

2.2 There are areas where the service can be improved and the Customer Satisfaction Action Plan 2024/25 has been informed by these results.

CUSTOMER SATISFACTION SURVEY 2023/24 – COMMENTS

Comments	Notes
The system is complicated for a new user. There is very little guidance that is simple to understand. All guidance is very wordy - have you thought of making flow charts to simplify some of the guidance. Communication is seriously lacking - I am rarely kept up to date with progress and it is frustrating to have to continually ask for info.	Noted. PCCMT manager has been asked to provide a short overview of the procurement process within the section of how the Council works for the on-boarding and induction of new employees. It will give new employees information about the requirement for us to procure goods and services. This should support this comment. In addition, the PCCMT manager had highlighted to PCCMT staff at May 2024 team meeting the essential requirement to keep service team staff updated on progress, as she received a couple of emails requesting status of tendering exercises. This should result in improved communications.
The process of ordering and tendering is getting more difficult all the time. Lack of staff to cover our requirements.	Noted. PCCMT year on year have an increased workload as demand for requirements increases across Council services. PCCMT have recently recruited and as at July 2024 will have a full team.
The education procurement team is fantastic. Very helpful, easy to contact and responsive. I believe this team helps to ensure best value for the Council.	Thank you for your kind comment.
Procurement (in my opinion) is like the secret service - we know they are there and roughly what they do - but the inner workings are a mystery. All the staff are helpful, professional and it's not their fault that I don't really understand the system. Whilst I don't wish to be in the inner sanctum a wee peek in would be good.	Noted. As per above, the on-boarding and induction training along with reviewing the information on the Hub should enable service staff to have a better understanding of what PCCMT do for them to enable them to deliver services.
Procurement has always provided my projects with an excellent service.	Thank you for your kind comment.
Create a DPS for consultants for Property Services. This is long overdue and appointing consultants not on an existing framework is difficult and can be time consuming.	Noted. PCCMT are currently working on developing a DPS with our Property Services colleagues.
Excellent service - always helpful and solution orientated - big help to me fulfilling my role.	Thank you for your kind comment.
As always, provided with an excellent procurement service.	Thank you for your kind comment.

CUSTOMER SATISFACTION SURVEY 2023/24 – COMMENTS

Comments	Notes
<p>The reason I inserted "better" was due to a member of staff securing a provider to insert a RCCTV (redeployable camera) for me in Lochgilphead. This action ensured I was able to deliver my job role efficiently and timely without hours of involvement in trying to locate sufficient contractors, thus ensuring our communities in the specific area were safe. I would like this to continue as it was a streamlined approach.</p> <p>I would like a system where all services can link in with existing contractors that other services have procured within Argyll and Bute Council. The annual CCTV Maintenance and repair contract is dealt with very efficiently in your team.</p>	<p>Thank you for your kind comment, the officer leading the procurement has been notified.</p> <p>Services are able to access all contracts that have been awarded regardless of which service department awarded it.</p>
<p>It's not always best value for money to use term contractors for all the works with our properties as there are other approved contractors that can carry out the works just as good and quicker and better value for money. But the Council is tied by using the term contractors in all areas for general maintenance repairs.</p>	<p>Noted and agreed. PCCMT have advised Property services of this and advised they can access other contractors via different contracts should they need to. The Council is not tied to using the term contractors if they are not delivering best value for the service.</p>
<p>We work very closely with the procurement team and always have a positive experience.</p>	<p>Thank you for your kind comments.</p>
<p>Raise awareness around personal roles and responsibilities for officers managing contracts.</p> <p>Raise awareness around legal advice on public subsidy and its impacts to be included in all risk registers to remind officers of their responsibilities.</p> <p>Raise awareness for senior managers to support their teams in applying the rules.</p> <p>Training for senior managers in applying procurement rules and functions to save months in dispute and confusion internally and externally with partners.</p>	<p>Noted, PCCMT are developing on-boarding and induction specific procurement training for new starts together with a refresh of the procurement hub.</p> <p>There is a Council wide subsidy control group which PCCMT are members of to provide specific legal advice to service teams on subsidy control. The group's role, led by Economic Development colleagues, is to raise awareness for senior managers of the subsidy control rules and provide guidance to managers as to their roles and responsibilities when subsidy control applies to their work.</p> <p>PCCMT are continuing with their annual training for senior managers on procurement rules and changes as well as having bi monthly meetings with them to discuss any concerns they have.</p>

CUSTOMER SATISFACTION SURVEY 2023/24 – COMMENTS

Comments	Notes
<p>The procurement page on the hub is very technical and not very user friendly. Ideally a form of flow chart that signposts to either people or forms of contract that can be used.</p> <p>I find it difficult to know where I am in the 'queue' I don't want to hassle officers but I need to know when my work is going to be progressed, scheduled or uploaded. I am not sure how that can be 'fixed' - perhaps a regular newsletter or visibility of a queue spreadsheet/contract tracker to allow people to know what has been assigned to whom?</p> <p>The process. I appreciate there is a need for processes to provide evidence to scrutineers, auditors and the public if necessary that money allocated for spend is required and approved correctly. The processes desperately need to be streamlined and modernised to improve efficiency and reduce the burden on senior officers who are already busy. I would recommend the council consider looking at an implementing Unifier software (or a similar package) that can combine a number of different procurement and financial elements of contract management, provides excellent tracking and audit-ability and can even be extended to Suppliers, which can support SME's in improving their own contract management and is already common place in some larger suppliers that we currently work with. It would be a mammoth task but potentially money well spent and other partner agencies/local councils that could support and coach us through the transfer process.</p> <p>All the procurement staff I have dealt with have been fabulous and work extremely hard to ensure I have the correct documents and follow the correct pathways to procure the work I need correctly. I am extremely grateful to them.</p>	<p>Noted. As above, we will be introducing on-boarding and induction guidance as well as updating the hub information to help service teams understand the process.</p> <p>PCCMT officers have been instructed to improve regular communications with their service team colleagues to ensure they are aware when their procurements will take place.</p> <p>PCCMT are currently rolling out the Council's contract management framework across council services to ensure contracts are being managed effectively and efficiently. Once this project is finalised, PCCMT will be looking to implement a contract management system to support service teams deliver their services for the future. This is a piece of work that is happening nationally as many Councils do not have any contract management systems in place as well as Scotland Excel.</p>
<p>Since my change of role I have less direct contact with Procurement. However, I have had one disappointing experience this year. For a tender run in December 23 relating to the Data Platform Consultancy procurement I submitted my scoring sheets to procurement on 25/1/24. At time of writing (20/5) I have not seen the results of procurement desktop scoring.</p>	<p>Noted. The PCCMT manager had highlighted to PCCMT staff at May 2024 team meeting the essential requirement to keep service team staff updated on progress, as she received a couple of emails requesting status of tendering exercises. This should result in improved communications.</p>

CUSTOMER SATISFACTION ACTION PLAN 2023/24 – UPDATE

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	Completed - refresher training provided to senior managers and their officers at regular times throughout the year.
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	Completed - lessons learned shared with service teams and their managers throughout the year for their particular procurement exercise. This will now be extended to ensure all PCCMT staff have an awareness of lessons learned across all the services and not just the services they work for. In addition, lessons learned will be shared at the Procurement Board to ensure a strategic view is taken.
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	Completed.

CUSTOMER SATISFACTION ACTION PLAN 2024/25

Action	By	Comment
Finalise on-boarding and induction procurement training. Review and update procurement page on the hub to make it more user friendly.	March 2025	
Improve communication methods between PCCMT staff and their service colleagues.	March 2025	
Continue to deliver procurement training to service managers and their officers on their roles and responsibilities in the procurement process.	March 2025	