



Customer Satisfaction Survey 2024/25 - Results

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1. INTRODUCTION

- 1.1. The annual Customer Satisfaction Survey for the council's procurement function was issued in April/May 2025.
- 1.2. The questionnaire was issued to 145 customers and 39 were completed, amounting to a return rate of 26.9%.
- 1.3. 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.
- 1.4. Customers were asked to respond to statements using a scale of 1 - 6, 1 being strongly disagree and 6 being strongly agree.

2. FEEDBACK

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

- **97.4%** Understood when they should obtain advice or assistance from the Procurement Team.
- **87.2%** Felt that advice could easily be obtained from the Procurement Team in a fair and consistent manner.
- **89.7%** 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.
- **68.4%** Agreed that they were advised of any changes that affected them in advance.
- **71.8%** Were satisfied with the quality and value of contracts negotiated by the procurement function.
- **68.4%** Were satisfied with the quality and value of contracts negotiated by the procurement function.
- **81.6%** Were satisfied that actual goods or services delivered accurately corresponded to their requirements.
- **94.9%** Were satisfied in general with the procurement function.
- **48.7%** Felt that the procurement function had performed better than previously in the past year.

2.2. Areas which are showing an increase in satisfaction are highlighted below:

97.4% of respondents understood and were satisfied with the quality and accuracy of information received. This is a substantial increase from previous year (89.7%).

94.9% of respondents were generally satisfied with the procurement function, a substantial increase from previous year (89.7%).

71.8% were satisfied with the quality and value of contracts negotiated.

48.7% of respondents felt that the procurement function had performed better than in the previous year, and 43.6% felt there had been no change.

2.3. There are areas where the service can be improved, and the Customer Satisfaction Action Plan 2025/26 (page 9) has been informed by these results.

CUSTOMER SATISFACTION SURVEY 2024/25 – COMMENTS (19)

Comments	Notes
All appears to work well and are very quick in responding and are great regarding the communication aspect of the work.	Noted thank you for your kind comments.
I find some of the procurement documentation difficult to navigate and wish there was a more 'plain English' version just to aid navigation of the different options/ levels of funding etc. however, procurement officers are very approachable and often answer my questions quickly. It would just be useful for when we are discussing procurement options internally within the team (i.e. planning next steps and who will lead on procuring something). I strongly believe there should be gateway approvals for certain levels of spend and/or risk that are clear for all staff who operate projects. These should be agreed hold points in a projects journey, which closely involves the procurement team, that requires senior staff to approve the project through to the next phase. This would reduce the amount of additional paperwork and email traffic/ questions when asking a senior manager to sign off CS/CARR etc and would allow better appointment of project sponsors and project teams. Procurement staff are a key part of any project and need to be kept up to date with progress so should be either key developers or even 'owners' of that process.	PCCMT to ensure links in Hub are up to date with the procurement manual, guide and templates to ensure all staff have access to the “plain English” Manual which helps non procurement staff understand procurement. In addition, PCCMT will ensure all third-tier managers are aware of the procurement training that is available on the Council's training page LEON to enable them to share it with their officers who may not be aware it is available to them.
A great team to deal with.	Thank you for your kind comment.
Always make things clear and easy to understand and extremely helpful.	Thank you for your kind comment.
Listen to the requirements and stop shopping around for the cheapest option, which is not always the best option.	Noted. PCCMT source anything over £1k for council service teams based on Most Economic Advantageous Tender requirements (MEAT).
There is a knowledge gap where procurement staff don't have the understanding how engineering contracts on the ground actually work (This is not a criticism). It may be helpful to have a combined role where a procurement officer gets engineering experience or vice versa. The old system where a procurement officer worked within a dedicated	Noted. The “old system” has been adopted with lead procurement officers dedicated to specific service teams so that a working relationship and knowledge base can be developed across both teams. PCCMT will liaise with third tier

Comments	Notes
department worked well but with home working this option becomes difficult.	colleagues to ascertain if any specific training can be offered to PCCMT. We have already had specific training on NEC4 engineering contracts early in the year along with our Infrastructure and Design colleagues. However, it may be useful to shadow each other during the CSM process to get a better understanding of what is involved in managing an engineering contract from both service and procurement perspective.
The team now seem to be getting better resourced which is helping us. Big thanks to Emma Graham and her colleagues, be lost without them!!	Thank you for your kind comment.
Become much more user friendly - current system (pecos, team etc) is not proactive.	Noted. PCCMT carry out regular online drop in question-and-answer sessions for all users of Pecos to ensure users have a full understanding of the system.
EPT is extremely efficient, helpful and quick to respond to queries.	Thank you for your kind comment.
Continued engagement with service teams has made things far better from my perspective. This should continue in the future.	Thank you for your kind comment. Bi-monthly meetings with third-tier managers are helping with communication and engagement.
Our service is heavily involved in the procurement function. It has been a struggle in recent years, due to issues with procurement resource, however, when we do have support, it has been greatly appreciated. We work well with the procurement team, and they support when resource allows.	Thank you for your kind comment. The past year has been a challenge resource wise. Pleased to advise we will be fully resourced by June 2025.
We have an excellent service from our colleagues in Procurement. Everyone is always happy to provide advice and work in a quick and efficient manner.	Thank you for your kind comment.
Additional charges made by companies we have to use, for transport to Highlands is really not acceptable. Is there any way this could be considered when making a	Noted. This comment will be shared with our Education purchasing team who will investigate and

Comments	Notes
contract, as a small rural school on mainland we regularly get hit with this cost after ordering :(communicate their findings to all the schools.
Lewis and Mirela are amazing, they are always available and can usually always find a solution, achieving VFM in Argyll and Bute is tricky when sometimes we are lucky to get even one willing Contractor.	Thank you for your kind comment.
Need to look at use of local contractors more if possible - could be a big saving for the Council. I know some work has been done but more needs to be able to be done.	Noted and agree. PCCMT will continue to work with services to develop contract opportunities for local contractors and continue to encourage our main contractors (tier 1) to sub-contract where they can to our local supply base.
Rothesay Pavilion Project: the support received has been exemplary very professional and value adding.	Thank you for your kind comment.
Thank you for the training session.	Thank you for your kind comment.
Where the questions do not relate to what I use the system for I have entered option 3 in the absence of a n/a option.	Noted.
Keep the momentum going with the usual help and assistance.	Thank you for your kind comment.

CUSTOMER SATISFACTION ACTION PLAN 2024/25 – UPDATE

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	Completed and ongoing. Induction Procurement training on LEON. Procurement page on the hub and website regularly reviewed and updated.
Improve communication methods between PCCMT staff and their service colleagues.	March 2025	Completed and ongoing. Minimum of bi-monthly meetings with our third-tier manager colleagues with set agenda to ensure PCCMT meeting their service team colleagues procurement requirements.
Continue to deliver procurement training to service managers and their officers on their roles and responsibilities in the procurement process.	March 2025	Completed and ongoing. There has been a number of training sessions with our service team colleagues in 2024/25 ensuring staff have a full understanding of their role in the procurement process.

CUSTOMER SATISFACTION ACTION PLAN 2025/26

Action	By	Comment
Deliver procurement training to service managers and their officers on their roles and responsibilities in the procurement process.	March 2026	
Review and update procurement page on the hub to make it more user friendly.	March 2026	
Regular engagement with service teams and PCCMT to ensure they are kept up to date with any changes to procurement process.	March 2026	
Engage with third-tier manager colleagues to determine if opportunity to shadow contract management process of engineering contract to enable both service team and procurement officers to have a better understanding of each other's role.	March 2026	
Education Purchasing Team to communicate with Head Teacher colleagues and review orders when excessive delivery charges have occurred and share outcomes of review with Head Teacher colleagues.	March 2026	
Regular PECOS training to be made available for our PECOS users	March 2026	