Annual Supplier Feedback Survey 2013/14

1. Corporate Procurement Unit Staff: please rate the following:

	Excellent	Good	Adequate	Poor	Very Poor	Not Applicable	
1) Staff Attitude: The conduct and helpfulness of staff	41 (53.2%)	26 (33.8%)	5 (6.5%)	1 (1.3%)	0	4 (5.2%)	77 responses
2) Professional competence; staff knowledge and understanding of procurement practice	36 (46.8%)	30 (39.0%)	7 (9.1%)	0	1 (1.3%)	3 (3.9%)	77 responses
3) Communication; The way staff kept you informed	34 (44.2%)	26 (33.8%)	7 (9.1%)	5 (6.5%)	2 (2.6%)	3 (3.9%)	77 responses
4) Service Delivery: staff's ability to meet your expectations and needs	29 (37.7%)	29 (37.7%)	10 (13.0%)	2 (2.6%)	2 (2.6%)	5 (6.5%)	77 responses
5) Information Accuracy: The accuracy of information provided	30 (39.0%)	32 (41.6%)	8 (10.4%)	2 (2.6%)	2 (2.6%)	3 (3.9%)	77 responses
6) Information Quality: The quality and clarity of information provided	30 (39.0%)	28 (36.4%)	11 (14.3%)	3 (3.9%)	2 (2.6%)	3 (3.9%)	77 responses
7) Fairness: The extent to which matters were dealt with in a fair and sensitive manner	31 (40.3%)	28 (36.4%)	8 (10.4%)	1 (1.3%)	4 (5.2%)	5 (6.5%)	77 responses
8) Timeliness: The promptness of staff to your requests/queries	30 (39.0%)	33 (42.9%)	5 (6.5%)	2 (2.6%)	2 (2.6%)	5 (6.5%)	77 responses
9) Quality of Service: Overall quality of the Corporate Procurement Unit service	31 (40.3%)	32 (41.6%)	10 (13.0%)	1 (1.3%)	1 (1.3%)	2 (2.6%)	77 responses

77 people answered at least one part of this question (100.0%)

2. Accessibility of the Corporate Procurement Unit: please rate the following:

Corporate Procurement Unit Webpage: http://www.westlothian.gov.uk/business/tendersandcontracts/

	Excellent	Good	Adequate	Poor	Very Poor	Not Applicable	
1) The ease and availability of procurement information and the promotion of contract opportunities	25 (32.5%)	33 (42.9%)	5 (6.5%)	4 (5.2%)	2 (2.6%)	8 (10.4%)	77 responses
The accessibility of	27	34	5	4	1	6	77

2) Corporate Procurement Unit staff	(35.1%)	(44.2%)	(6.5%)	(5.2%)	(1.3%)	(7.8%)	responses
3) The user friendliness of our Webpage (see link above)	21 (27.3%)	34 (44.2%)	9 (11.7%)	3 (3.9%)	1 (1.3%)	9 (11.7%)	77 responses

77 people answered at least one part of this question (100.0%)

3. Would you recommend our service to others?

1) **Yes** — 88.3% (68)

2) **No** — 11.7% (9)

0 — 77

77 people answered this question (100.0%)

4. Council Contracts: please rate the following:

Link to Public Contracts Scotland website:
http://publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00140

	Excellent	Good	Adequate	Poor	Very Poor	Not Applicable	
1) The fairness, openness and transparency of our tender processes	30 (39.0%)	30 (39.0%)	7 (9.1%)	2 (2.6%)	2 (2.6%)	6 (7.8%)	77 responses
2) The quality and clarity of information contained within our tenders	29 (37.7%)	28 (36.4%)	8 (10.4%)	2 (2.6%)	4 (5.2%)	6 (7.8%)	77 responses
3) The commitment of the council to develop relationships with your organisation	30 (39.0%)	28 (36.4%)	6 (7.8%)	5 (6.5%)	4 (5.2%)	4 (5.2%)	77 responses
4) The clarity of contract performance measures to ensure effective delivery of the contract	28 (36.4%)	27 (35.1%)	10 (13.0%)	4 (5.2%)	2 (2.6%)	6 (7.8%)	77 responses
5) The extent to which problems are identified, necessary actions are agreed and progress is monitored	23 (29.9%)	32 (41.6%)	7 (9.1%)	5 (6.5%)	2 (2.6%)	8 (10.4%)	77 responses

77 people answered at least one part of this question (100.0%)

5. Where you are required to attend supplier management meetings with the council as part of our Contract and Supplier Management process, how do you rate the effectiveness of this process?

1) **Excellent** — 28.6% (22)

77 people answered this question (100.0%)

6. Are you given the opportunity to provide innovative suggestions or ideas to assist with the delivery of your contract?

77 people answered this question (100.0%)

7. If you use subcontractors to deliver West Lothian Council contracts, do you pay them within 30 days?

77 people answered this question (100.0%)

8. If you are a subcontractor to a West Lothian Council contracted supplier, are you paid within 30 days by the contracted supplier?

77 people answered this question (100.0%)

9. Have you ever subcontracted a West Lothian Council contract to a Voluntary Sector or Social Enterprise organisation?

77 people answered this question (100.0%)

10. How do you advertise subcontracting opportunities?

77 people answered this question (100.0%)

12. Do you currently pay the Living Wage to your employees?

www.livingwage.org.uk

£8.80 for London and £7.65 for the rest of the UK

77 people answered this question (100.0%)

13. West Lothian Council is committed to maximising Community Benefits from its procurement activities. Would you be willing to support our commitment and deliver additional economic, social or environmental conditions as part of a council contract?

77 people answered this question (100.0%)

14. Complaints: please rate the following:

Complaints Procedure: http://www.westlothian.gov.uk/Council_and_government/690/672

	Excellent	Good	Adequate	Poor	Very Poor	Not Applicable	
1) Ease of understanding and clarity of our Complaints Procedure (see link above)	17 (22.1%)	26 (33.8%)	2 (2.6%)	2 (2.6%)	0	30 (39.0%)	77 responses
2) The resolution of complaints against the Corporate Procurement Unit within a reasonable time	12 (15.6%)	21 (27.3%)	2 (2.6%)	0	1 (1.3%)	41 (53.2%)	77 responses
3) Awareness and availability of the escalation process, if not satisfied with the outcome of a complaint	14 (18.2%)	24 (31.2%)	2 (2.6%)	0	1 (1.3%)	36 (46.8%)	77 responses

77 people answered at least one part of this question (100.0%)

You Said (Original Comment)	We Did
Complaints and issues are not resolved or the reply is unsatisfactory.	The Corporate Procurement Unit have fully adopted the West Lothian Council Complaints Procedure. Full details can be found on the council Internet site: www.westlothian.gov.uk/complaints
There is very little attempt to establish relationships with suppliers.	Procurement offer Procurement Surgeries for potential suppliers to attend and obtain procurement advice. Contract and supplier management arrangements are in place with existing suppliers for all high risk council contracts. West Lothian Business Gateway run events and training to help companies win and deliver public sector contracts. To find out more email bgateway@westlothian.gov.uk.
We were advised that we would have a verbal instruction followed up by a formal letter, these letters never arrived and we had several unanswered questions at the end of the tender exercise.	Procurement processes now ensure that each unsuccessful supplier is offered a tender de-brief and all tenderers are formally advised of how they placed in the procurement process.
There is a lack of continuity due to varying personnel within Procurement on a regular basis.	The staffing compliment within Procurement has been reviewed and a new structure for the unit has been introduced. This will ensure better continuity of staff for both customers and suppliers.
We provide a care at home service in West Lothian and the extensive commissioning of 15 minute visits is more extensive in West Lothian than other council areas and is of real concern.	This is not under the remit of Corporate procurement however we have communicated and discussed this issue with the relevant council service area.
I think the whole procurement system is to complicated for the average person. If you can get a clever person to answer the questions correctly you are going to get a council contract.	West Lothian Council takes an active role in the Supplier Development Programme which arranges 'meet the buyer' and other training events throughout Scotland. We encourage all suppliers to register with the website for regular updates on training and events: www.sdpscotland.co.uk. West Lothian Business Gateway run events and training to help companies win and deliver public sector contracts. To find out more email bgateway@westlothian.gov.uk

You Said (Original Comment)	We Did
Information could be clearer, less ambiguous, easier to follow and easier to access.	All quotation information is available on the Public Contract Scotland Quick Quote system and all tender information is available on the Public Contract Scotland Tender system to ensure full transparency. We also ask for feedback from suppliers on the accuracy and quality of information at the end of every tender process. We review all results and feedback on a monthly basis at team meetings.
We have never had the opportunity to work with you despite being on the Supported Business Framework.	The CPU team have been reminded that there is a Supported Business Framework available and to utilise this framework where possible.
Throw out EU guidelines that say you can't favour local companies that operate in West Lothian.	All of our goods, services and works are tendered in line with EU Regulations and the council's Standing Orders.
West Lothian Council are always one of the best local authorities to deal with and everything is always carried out professionally. My only thought is communication could be better and more regular.	A communication strategy is currently being worked on. The Corporate Procurement Unit also have a specific performance indicator to measure customer and supplier satisfaction with communication. We review all results and feedback on a monthly basis at team meetings.
Go back to the old way of tendering, it was much fairer and easier.	Procurement are required to ensure full transparency and electronic tendering provides this. West Lothian Business Gateway run events and training to help companies win and deliver public sector contracts. To find out more email bgateway@westlothian.gov.uk
The biggest issue that we face is the supply of products to you via the Scotland Excel contract as they do not have experience in our industry to compile and run a tender.	For each contract developed by Scotland Excel, the Corporate Procurement Unit and a technical representative from the relevant council Service Area attend a UIG (User Intelligence Group) to provide Scotland Excel with the technical knowledge required.

You Said (Original Comment)	We Did
I find West Lothian Council a closed shop with poor or bias staff and no real business sense or fairness.	All of our goods, services and works are tendered in line with EU Regulations and council Standing Orders to ensure that Best Value is indeed achieved. All quotation information is available on the Public Contract Scotland Quick Quote system and all tender information is available on the Public Contract Scotland Tender system to ensure full transparency. Contract management is in place to ensure the provider is providing the service in line with contract requirements.