

INTRODUCTION

1.0 The annual C

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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.

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CUSTOMER SATISFACTION SURVEY 2023/24 COMMENTS

Comments Notes

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.

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?

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 counc s4 186.26 07(or)-301(on) 11.04 mficier

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CUSTOMER SATISFACTION ACTION PLAN 2023/24 UPDATE

Action	Ву	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

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CUSTOMER SATISFACTION ACTION PLAN 2024/25

Action	Ву	Comment
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Finalise on-

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