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**REPORT TO: POLICY AND RESOURCES COMMITTEE ON 9 SEPTEMBER 2014**

**SUBJECT: CUSTOMER SATISFACTION RESULTS FOR LEGAL SERVICES 2014**

**BY: CORPORATE DIRECTOR (CORPORATE SERVICES)**

**1. REASON FOR REPORT**

- 1.1 To ask Committee to scrutinise and note the results of the Customer Satisfaction Surveys undertaken for Legal and Licensing Services.
- 1.2 This report is submitted to Committee in terms of a Section III (A) (37) of the Council's Administrative Scheme relating to monitoring of all Central Support Services.

**2. RECOMMENDATION**

- 2.1 **It is recommended that Committee scrutinise and notes this report.**

**3. BACKGROUND**

- 3.1 Customer Satisfaction Surveys, used for the assessment of customer satisfaction levels both with a view to maximising the opportunity to compare current and previous results and with a view to meeting particular benchmarking requirements, were last undertaken for Legal and Licensing Services in 2012 and reported to this Committee on 30 October 2012 (para 9 of the minute refers).
- 3.2 Satisfaction questions framed by the Best Practice Subcommittee of the Society of Local Authority Legal and Administrative Representatives (SOLAR) were included in the 2012 survey. The questions asked were broadly in accordance with those asked in the National Standard – The Customer Services Management Tool (CSMT) but were tied specifically to issues of competence identified by SOLAR as particularly relevant to legal services. Use of the SOLAR questions also allows benchmarking of customer satisfaction in these areas with other authorities. The results of the 2013/14 SOLAR benchmarking exercise should be available for reporting by the end of the year.

- 3.3 A survey of internal customers was undertaken for legal services and of external customers for both general liquor licensing services and taxi licensing services, the latter on the view that taxi drivers would be most likely to respond to a satisfaction survey amongst those who hold civic government licences. A report on the Customer Satisfaction Results for all 3 surveys is attached at **Appendix 1**.
- 3.4 Issues arising from responses are summarised together with proposed action points, which will be reflected in relevant team/service plans as appropriate, in **Appendix 2**. Comments received as part of the surveys relating to Trading Standards and Customer Services have been shared with those services.

#### 4. **SUMMARY OF IMPLICATIONS**

- (a) **Moray 2023: A Plan for the Future/Service Plan**  
The delivery of effective and efficient public services is both a national and local priority and customer satisfaction is a key factor in addressing this priority.
- (b) **Policy and Legal**  
There are no direct policy or legal issues arising from this report.
- (c) **Resources (Financial, Risks, Staffing and Property) implications**  
There are no direct financial implications arising as a result of this report.
- (d) **Risk Implications**  
The correlation between risk and customer satisfaction results is detailed where relevant in the body of the report and appendices.
- (e) **Staffing Implications**  
The staffing implications where relevant to the satisfaction results are detailed in the body of the report and appendices.
- (f) **Property**  
None
- (g) **Equalities**  
No impact as regards equalities has been identified as a result of the Customer Satisfaction survey.
- (h) **Consultation**  
None

**5. CONCLUSION**

**5.1 Members are asked to scrutinise and note the results of the Customer Satisfaction surveys for Legal and Licensing Services for 2014.**

Author of Report: Margaret Forrest, Legal Services Manager (Litigation and Licensing); Aileen Scott and Alasdair McEachan, Legal Services Managers (Property and Contracts).

Background Papers:

Ref:



Signature:

Date: 27 August 2014

Designation: Head of Legal and Democratic Services

Name: Rhona Gunn