

**Boston Borough Council**  
**Building Control Customer Care Questionnaire – Quarter 1 and 2 2019/20**  
**Results**

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**METHODOLOGY**

The Customer Care questionnaire was issued to customers who had used the Council's Building Control service during the previous 6 months.

**RESPONSE RATE**

We received 14 completed paper questionnaire out of 28 that were issued, giving a response rate of 50%.

**SUMMARY RESULTS**

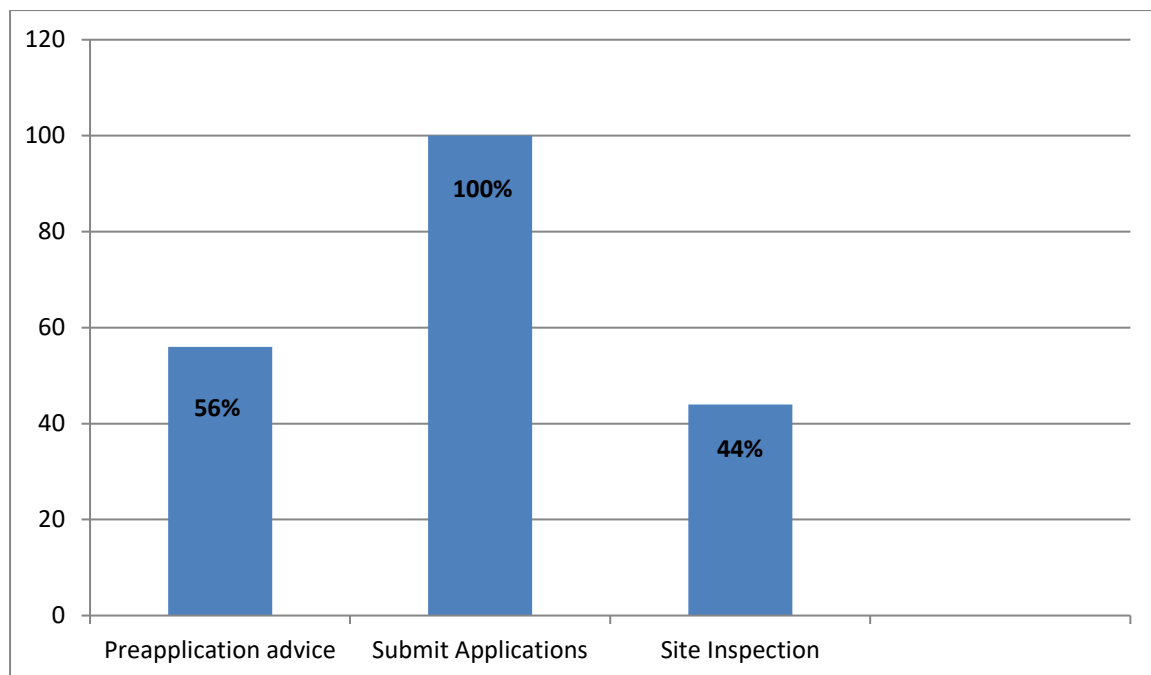
Below is a summary of the main findings from the questionnaire compared to the results for the previous 6 months when 9 questionnaires were completed. The full results are attached.

- 88%% of respondents rated the advice given prior to application as good or very good (compared to 86% in the previous 6 months)
- 100% of respondents rated the availability of staff as good or very good (compared to 86% in the previous 6 months)
- 100% of respondents rated the attitude of staff as good or very good (compared to 78% the previous 6 months)
- 92% of respondents rated the number of inspections carried out as good or very good (compared to 75% in the previous 6 months)
- 92% of respondents rated the quality of inspections as good or very good (compared to 78% in the previous 6 months)
- 100% of respondents rated the speed of response time to site visits as good or very good (compared to 89% in the previous 6 months)
- 76% of respondents rated local knowledge and experience as good or very good (the same as the previous year)
- 100% of respondents rated the overall satisfaction as good or very good (compared to 78% in the previous 6 months)

## **FULL RESULTS**

The following is the analysis of the 14 completed questionnaires.

### **Q1. What aspects of the Building Control Service have you come into contact with?**



### **Q2a. Did you use an architect/designer for your scheme?**

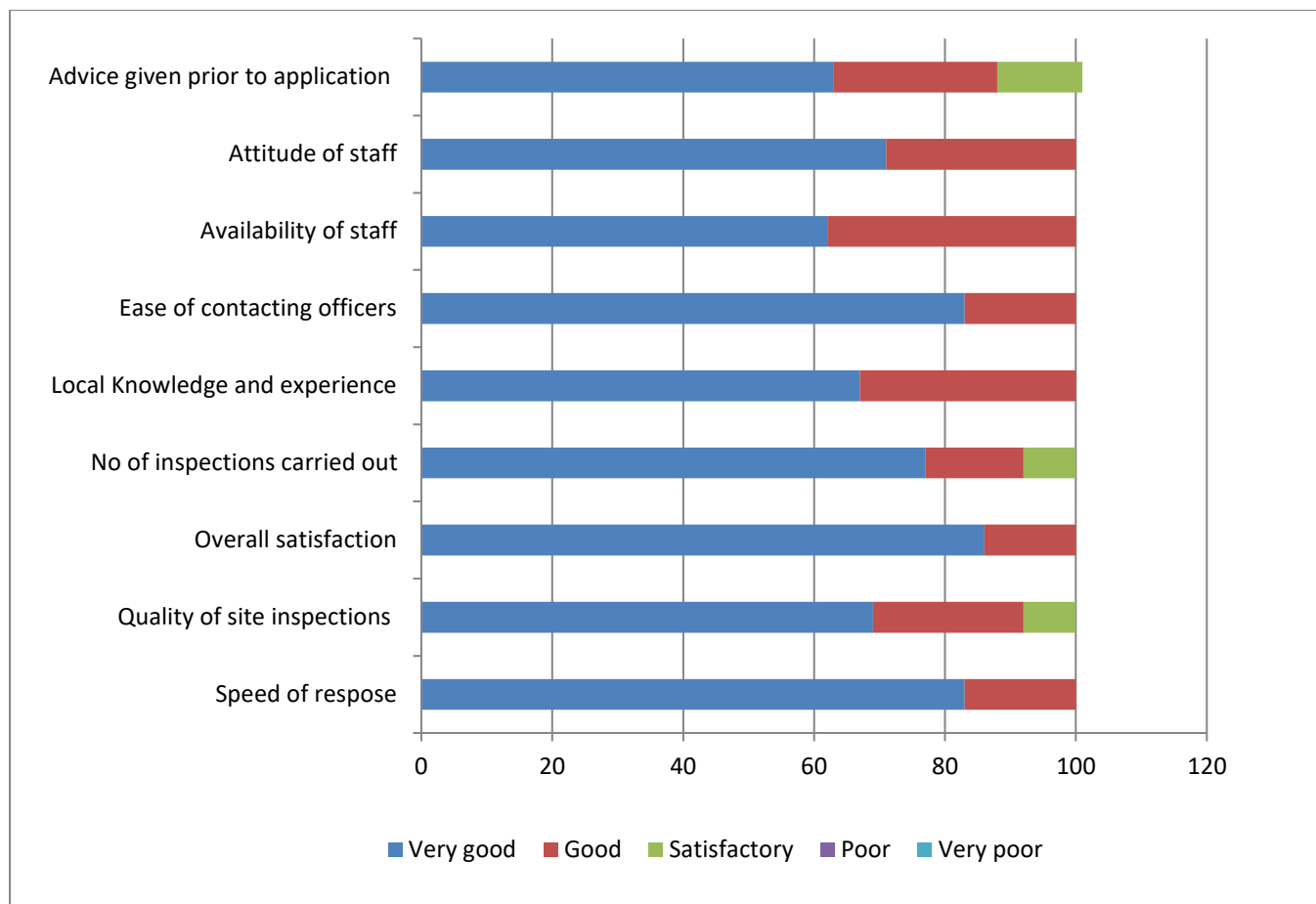
50% of respondents answered yes to this question.

### **Q2b. Did you engage a builder to carry out the work?**

79% of respondents answered yes to this question.

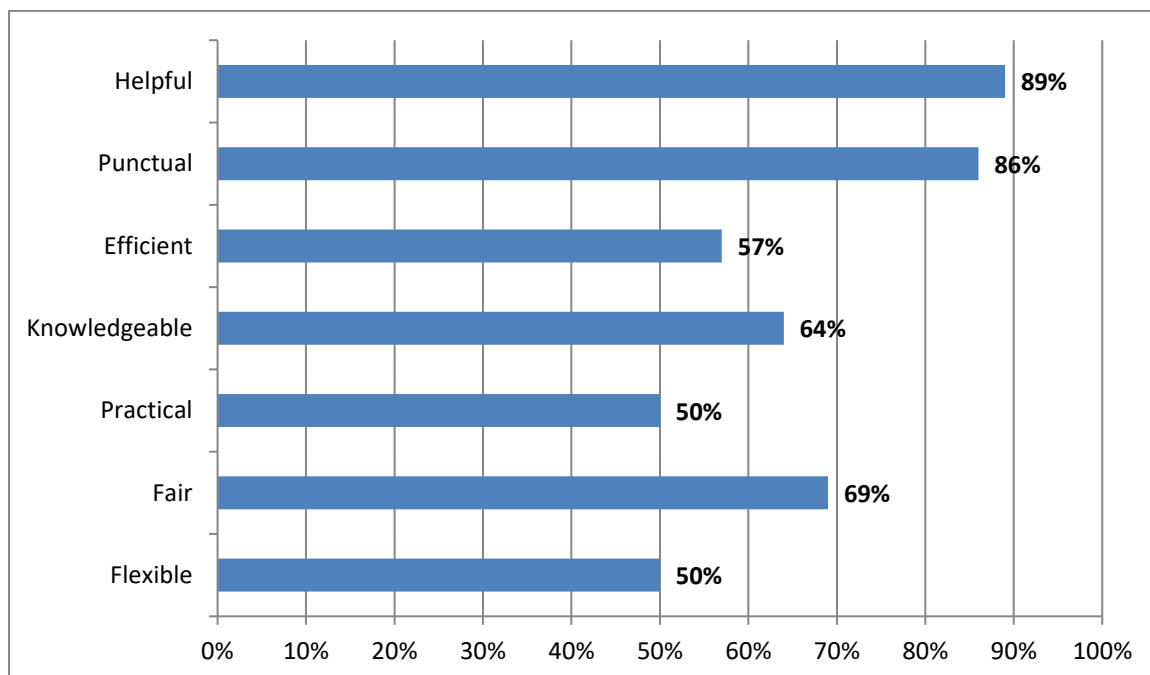
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**Q3. How would you rate the following aspects of the service?**



	<b>Very good</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>	<b>Very Poor</b>
Advice given prior to application	63%	25%	13%	0%	0%
Attitude of staff	71%	29%	0%	0%	0%
Availability of staff	62%	38%	0%	0%	0%
Ease of contacting officers	83%	17%	0%	0%	0%
Local knowledge and experience	63%	13%	13%	0%	0%
No of inspections carried out	77%	15%	8%	0%	0%
Overall satisfaction	86%	14%	0%	0%	0%
Quality of site inspections	69%	23%	8%	0%	0%
Speed of response time to site visits	83%	17%	0%	0%	0%

**4. When dealing with Building Control staff do you find them:**



**5. How would you describe the overall quality of service?**

100% of respondents described the overall quality of service as very good.

**6. Do you have any other comments regarding the service?**

- This was a conversation on existing garage spoke with XXX in the office, who was really helpful. The inspection team was also very helpful. All their knowledge has helped in making a fantastic accommodation.
- Cost of service seemed excessive in respect of time spent on site visits
- Our builder dealt with pre-application and site visits.

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