

Boston Borough Council
Building Control Customer Care Questionnaire – Quarter 1 and 2 – 2017/18
Results

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 9 completed paper questionnaire out of 23 that were issued, giving a response rate of 40%.

SUMMARY RESULTS

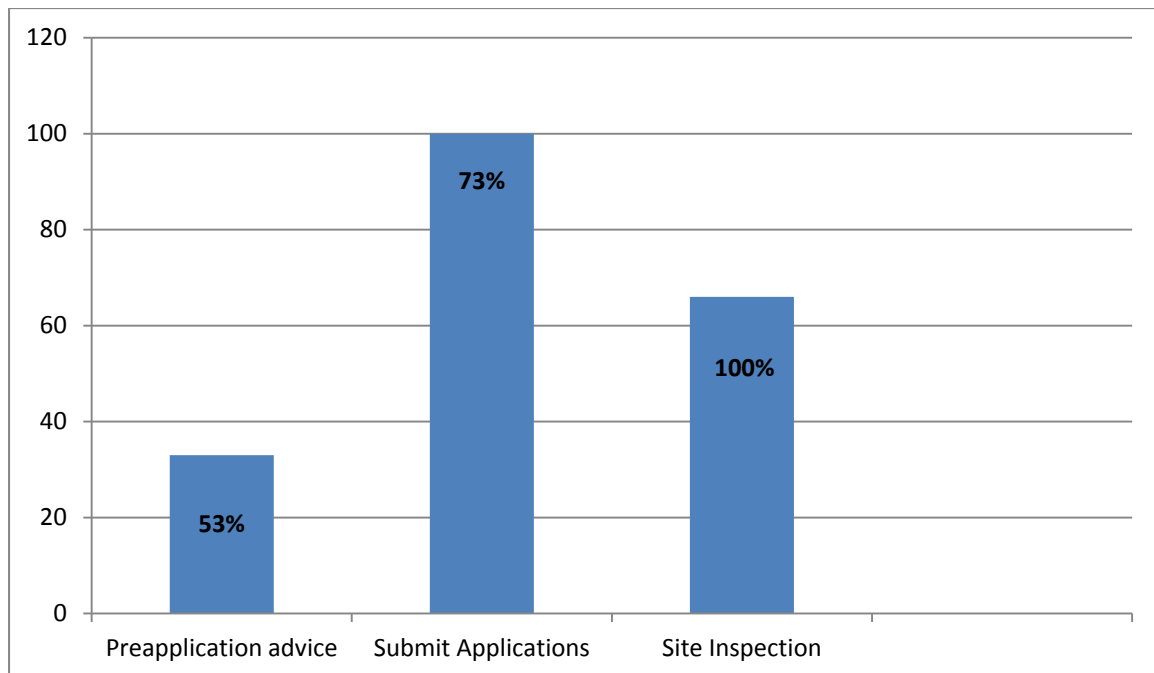
Below is a summary of the main findings from the questionnaire compared to the results for the previous 6 months when 9 questionnaires were completed. The full results are attached.

- 80% 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 75% in the previous 6 months)
- 100% of respondents rated the attitude of staff as good or very good (compared to 86% in the previous 6 months)
- 100% of respondents rated the number of inspections carried out as good or very good (compared to 75% in the previous 6 months)
- 88% 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 88% in the previous 6 months)
- 100% of respondents rated local knowledge and experience as good or very good (compared to 88% in the previous 6 months)
- 88% 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 9 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?

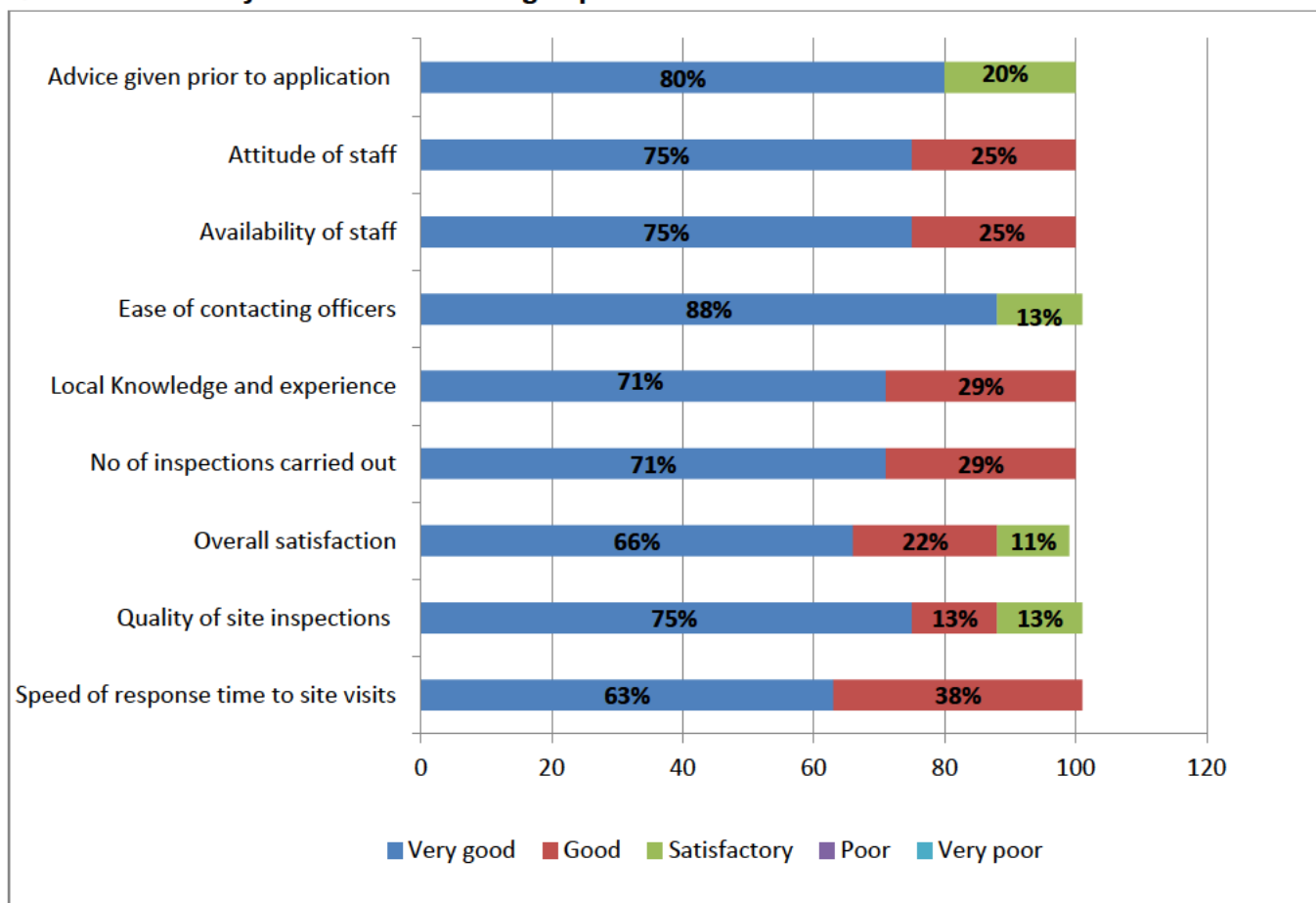
66% of respondents answered yes to this question.

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

89% of respondents answered yes to this question.

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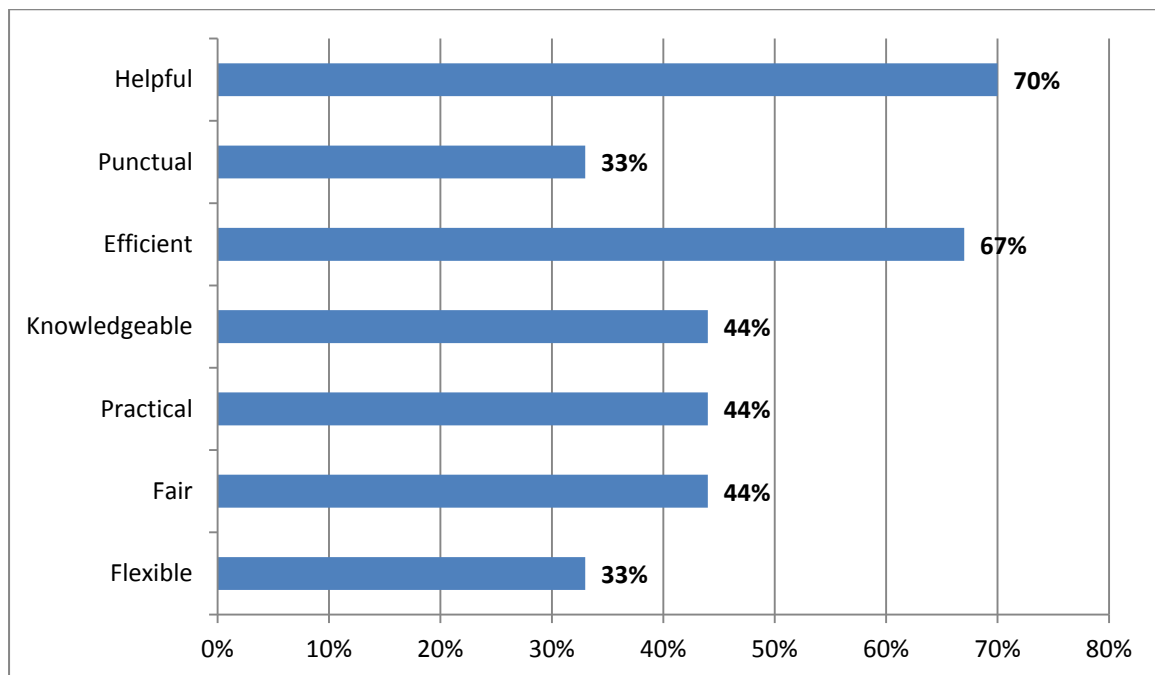
Q3. How would you rate the following aspects of the service?



	Very good	Good	Satisfactory	Poor	Very Poor
Advice given prior to application	80%	0%	20%	0%	0%
Attitude of staff	75%	25%	0%	0%	0%
Availability of staff	53%	40%	7%	0%	0%
Ease of contacting officers	88%	0%	13%	0%	0%
Local knowledge and experience	71%	29%	0%	0%	0%
No of inspections carried out	71%	29%	0%	0%	0%
Overall satisfaction	75%	13%	13%	0%	0%
Quality of site inspections	75%	13%	13%	0%	0%
Speed of response time to site visits	63%	38%	0%	0%	0%

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



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

67% of respondents described the overall quality of service as very good, with 22% describing it as good.

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

- Delivered what we required and took on the advice given on the visit – thank you
- Overall my experience has been outstanding with special thanks to xx and xx for being extra helpful, resourceful and professional – a complete pleasure to work with and welcome to drop by anytime.
- I want to say thank you very much for the perfect job!!