

**Boston Borough Council**  
**Building Control Customer Care Questionnaire – Quarter 1 and 2 – 2016/17**  
**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 15 completed paper questionnaires out of 39 issued, giving a response rate of 38%.

## **SUMMARY RESULTS**

Below is a summary of the main findings from the questionnaire compared to the results for the previous 6 months when 17 questionnaires were completed. The full results are attached.

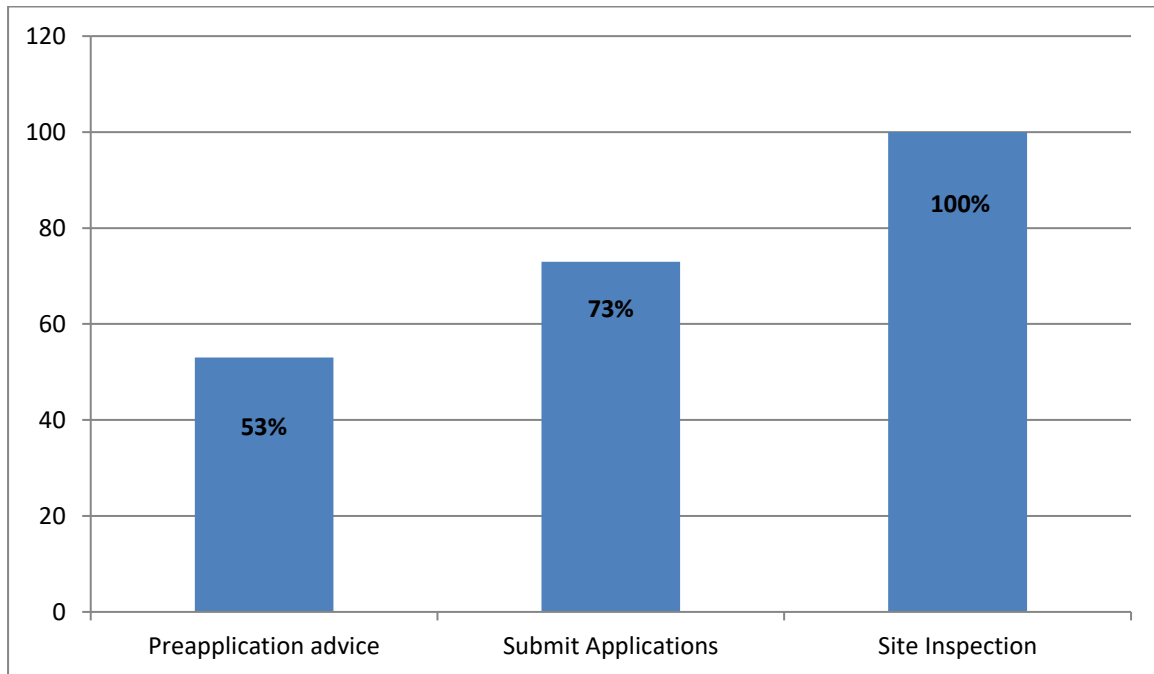
- 78% of respondents rated the advice given prior to application as good or very good (compared to 88% in the previous 6 months).
- 93% of respondents rated the availability of staff as good or very good (compared to 88% in the previous 6 months).
- 94% of respondents rated the attitude of staff as good or very good (compared to 95% in the previous 6 months).
- 93% of respondents rated the number of inspections carried out as good or very good (compared to 94% in the previous 6 months).
- 100% of respondents rated the quality of site inspections as good or very good (compared to 77% in the previous 6 months).
- 100% of respondents rated the speed of response time to site visits as good or very good (compared to 69% in the previous 6 months).
- 100% of respondents rated local knowledge and experience as good or very good (compared to 95% in the previous 6 months).
- 100% of respondents rated ease of contacting officers as good or very good (compared to 95% in the previous 6 months).

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**FULL RESULTS**

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The following is the analysis of the 15 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?**

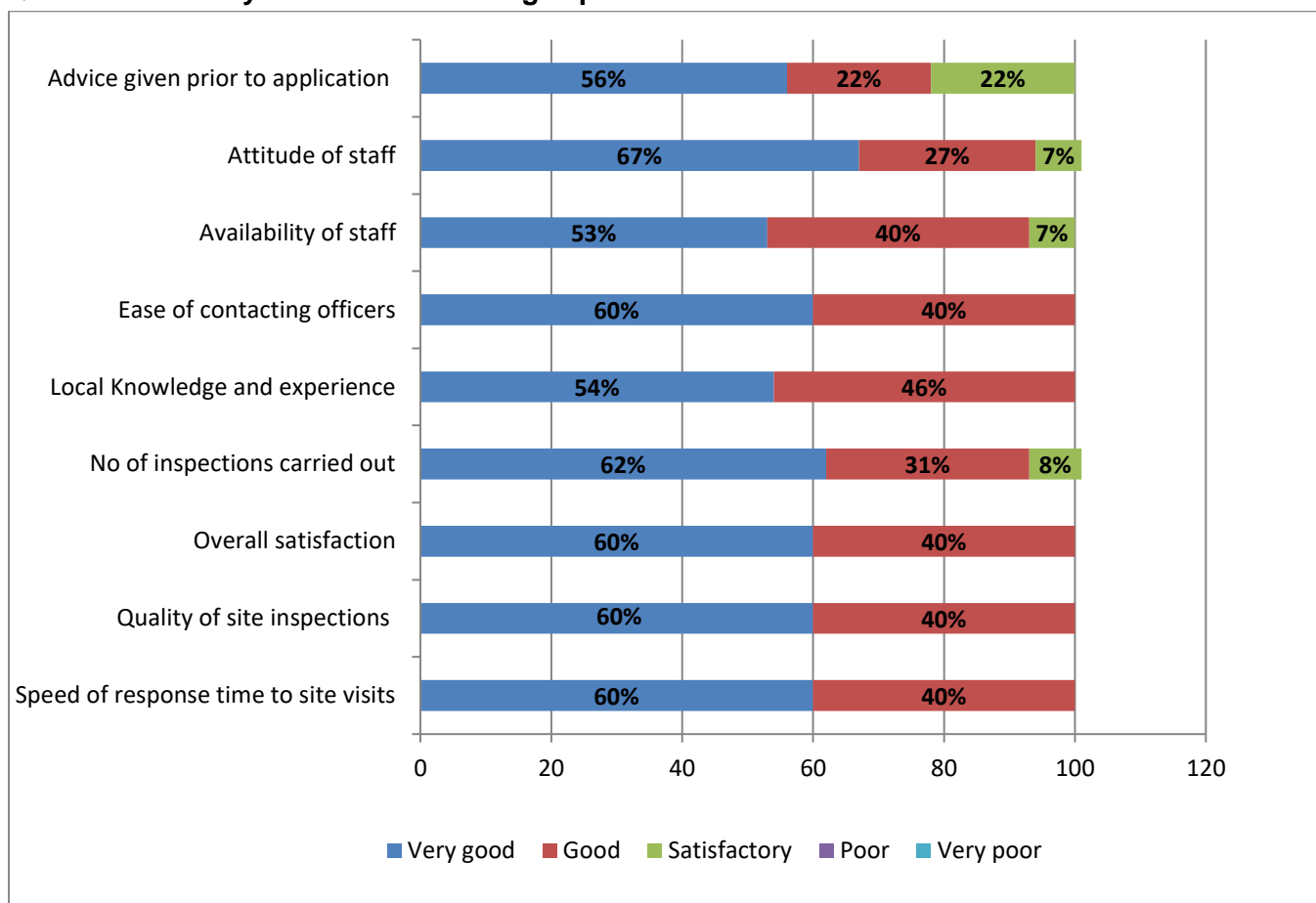
73% of respondents answered yes to this question.

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

93% of respondents answered yes to this question.

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

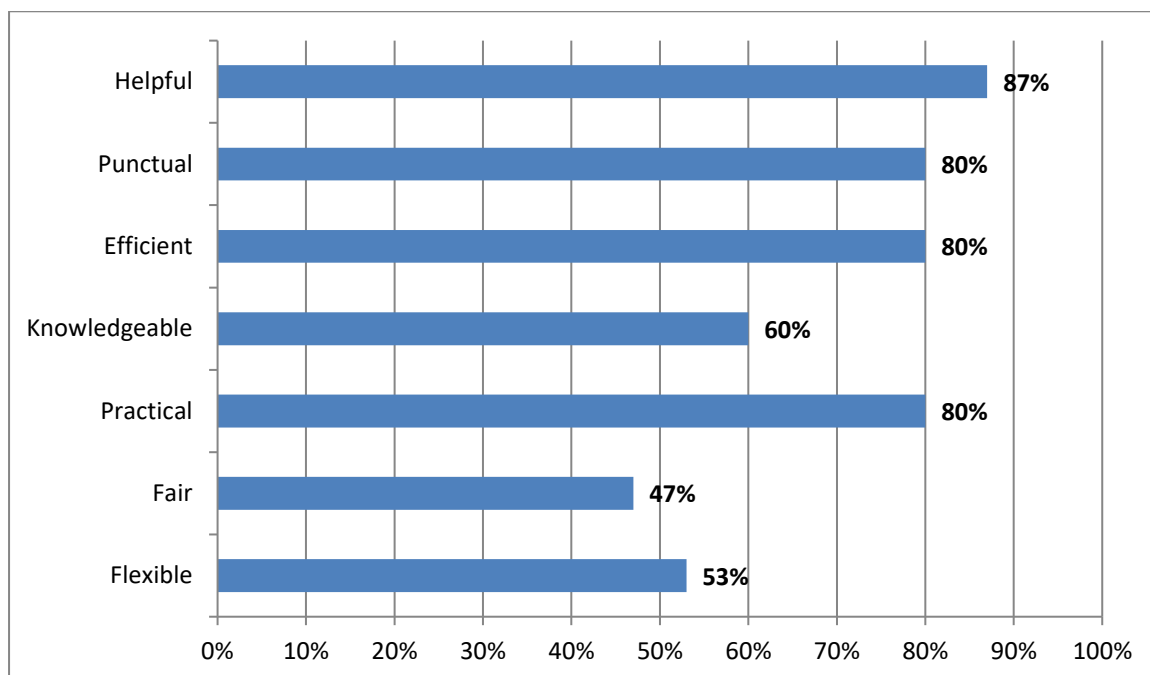


	<b>Very good</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>	<b>Very Poor</b>
Advice given prior to application	56%	22%	22%	0%	0%
Attitude of staff	67%	27%	7%	0%	0%
Availability of staff	53%	40%	7%	0%	0%
Ease of contacting officers	60%	40%	0%	0%	0%
Local knowledge and experience	54%	46%	0%	0%	0%
No of inspections carried out	62%	31%	8%	0%	0%
Overall satisfaction	60%	40%	0%	0%	0%
Quality of site inspections	60%	40%	0%	0%	0%
Speed of response time to site visits	60%	40%	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?**

60% of respondents described the overall quality of service as very good, with 40% describing it as good.

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

- Inspectors very helpful
- Very fair, approachable and helpful. Thank you
- I always found the building inspectors would book an appointment at a time that was most convenient for me and also very punctual
- Having to put in cavity trays is a waste of time and expensive loss of insulation does not help when fitting them.
- No, very good, Good
- Was an easy process and all information was helpful, many thanks
- Many thanks for all help and advice given

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