

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 12 completed paper questionnaire out of 37 that were issued, giving a response rate of 32%.

SUMMARY RESULTS

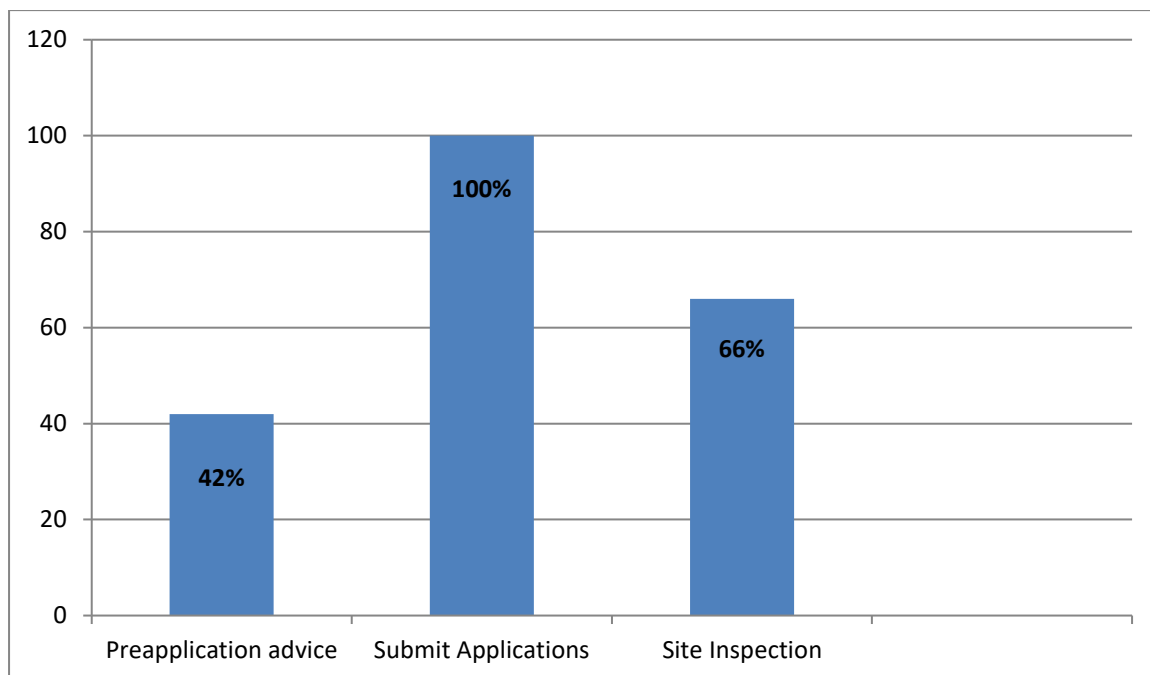
Below is a summary of the main findings from the questionnaire compared to the results for the previous 6 months when 9 questionnaires were completed. The full results are attached.

- 86% of respondents rated the advice given prior to application as good or very good (compared to 80% in the previous 6 months)
- 92% of respondents rated the availability of staff as good or very good (compared to 100% in the previous 6 months)
- 100% of respondents rated the attitude of staff as good or very good (the same as in the previous 6 months)
- 100% of respondents rated the number of inspections carried out as good or very good (the same as in the previous 6 months)
- 100% of respondents rated the quality of inspections as good or very good (compared to 88% in the previous 6 months)
- 100% of respondents rated the speed of response time to site visits as good or very good (the same as in the previous 6 months)
- 100% of respondents rated local knowledge and experience as good or very good (the same as in the previous 6 months)
- 100% of respondents rated the overall satisfaction as good or very good (compared to 88% in the previous 6 months)

FULL RESULTS

The following is the analysis of the 12 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?

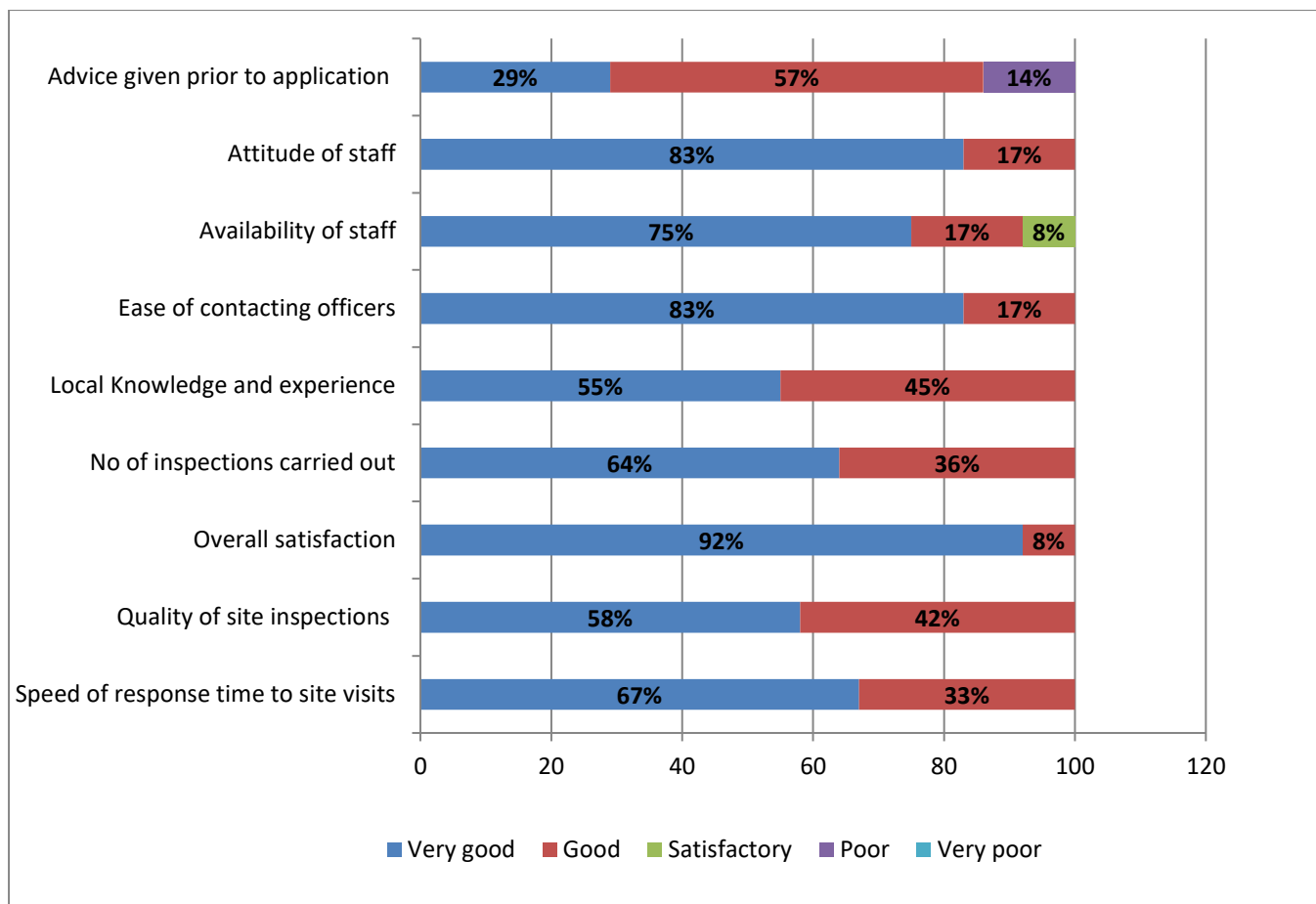
75% of respondents answered yes to this question.

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

100% of respondents answered yes to this question.

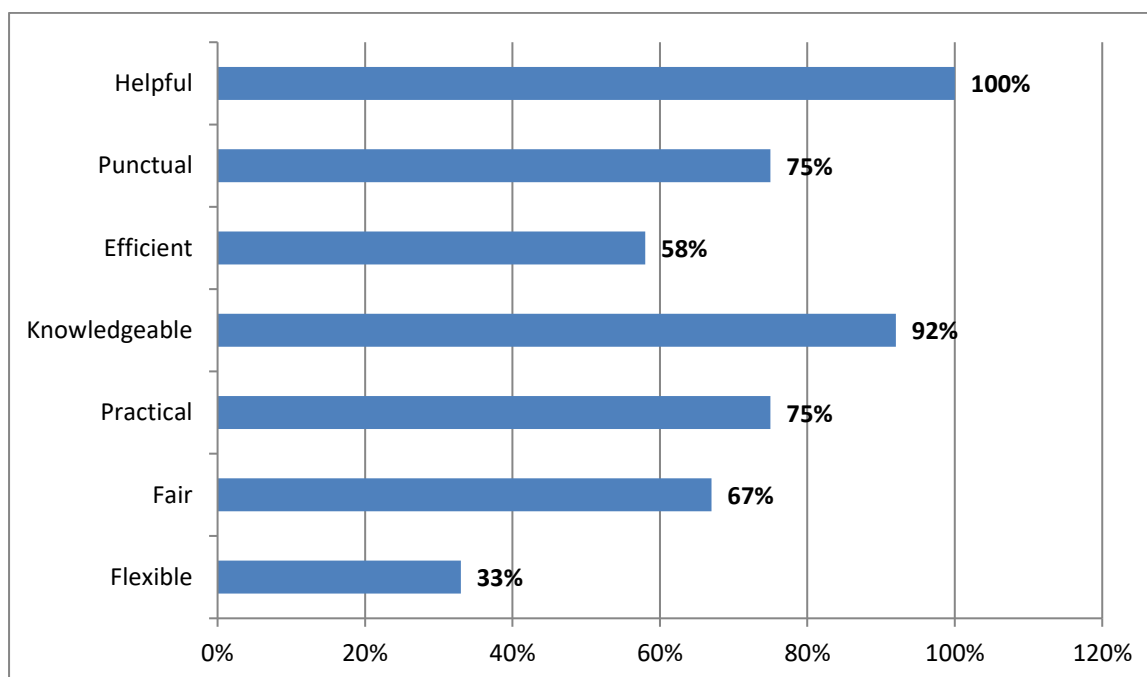
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Q3. How would you rate the following aspects of the service?



	Very good	Good	Satisfactory	Poor	Very Poor
Advice given prior to application	29%	57%	0%	14%	0%
Attitude of staff	83%	17%	0%	0%	0%
Availability of staff	75%	17%	8%	0%	0%
Ease of contacting officers	83%	17%	8%	0%	0%
Local knowledge and experience	55%	45%	0%	0%	0%
No of inspections carried out	64%	36%	0%	0%	0%
Overall satisfaction	92%	8%	0%	0%	0%
Quality of site inspections	58%	42%	0%	0%	0%
Speed of response time to site visits	67%	33%	0%	0%	0%

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



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

92% of respondents described the overall quality of service as very good, with 8% describing it as good.

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

- Cannot fault the service – XXX was approachable easy to contact and very good to deal with all round
- Just an idea you should keep to one inspector though out the process of the application
- Every member of building control I had contact with were extremely helpful and knowledgeable. This makes the build a smoother and better experience. So thanks for all your help and advice.
- Initial advice given was very poor, however later advise was very good.
- Very good service – thank you

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