

Boston Borough Council
Building Control Customer Care Questionnaire – Quarter 3 and 4 – 2016/17
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 10 completed paper questionnaires out of 25 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 15 questionnaires were completed. The full results are attached.

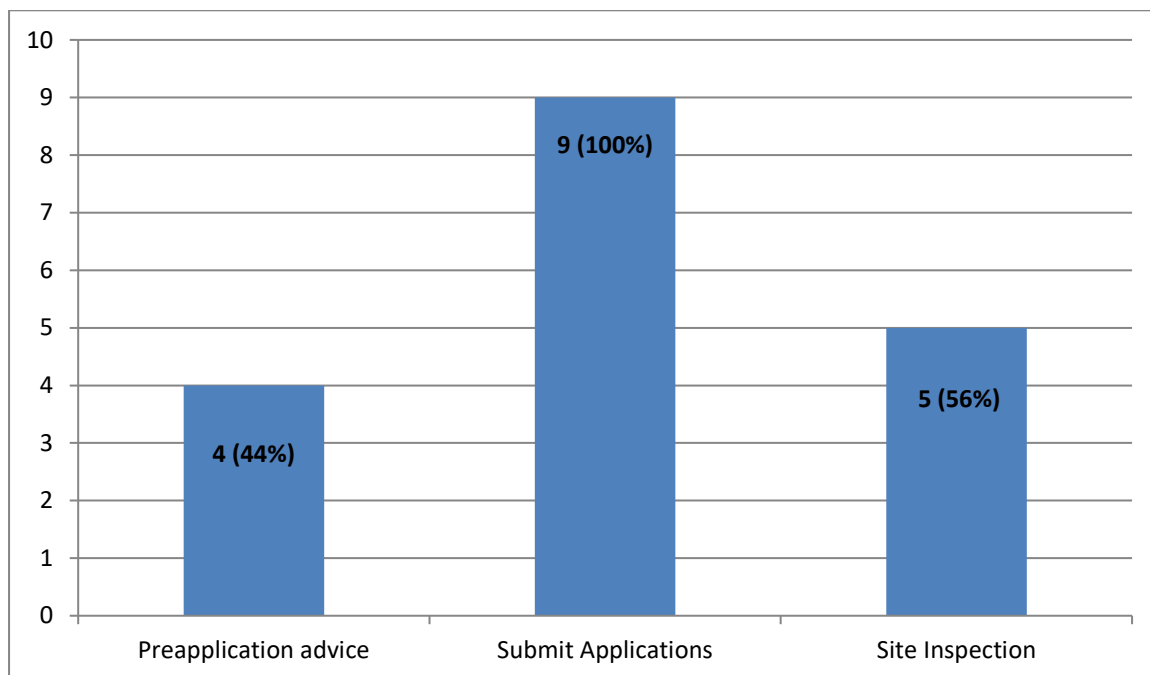
- 86% of respondents rated the advice given prior to application as good or very good (compared to 78% in the previous 6 months).
- 76 % of respondents rated the availability of staff as good or very good (compared to 93% in the previous 6 months)
- 88% of respondents rated the attitude of staff as good or very good (compared to 94% in the previous 6 months).
- 75% of respondents rated the number of inspections carried out as good or very good (compared to 93% in the previous 6 months).
- 77% of respondents rated the quality of site inspections as good or very good (compared to 100% in the previous 6 months).
- 88% of respondents rated the speed of response time to site visits as good or very good (compared to 100% on the previous 6 months).
- 100% of respondents rated local knowledge and experience as good or very good. (Compared to 100% in the previous 6 months).
- 88% of respondents rated ease of contacting officers as good or very good (compared to 100% in the previous 6 months).

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FULL RESULTS

The following is the analysis of the 10 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?

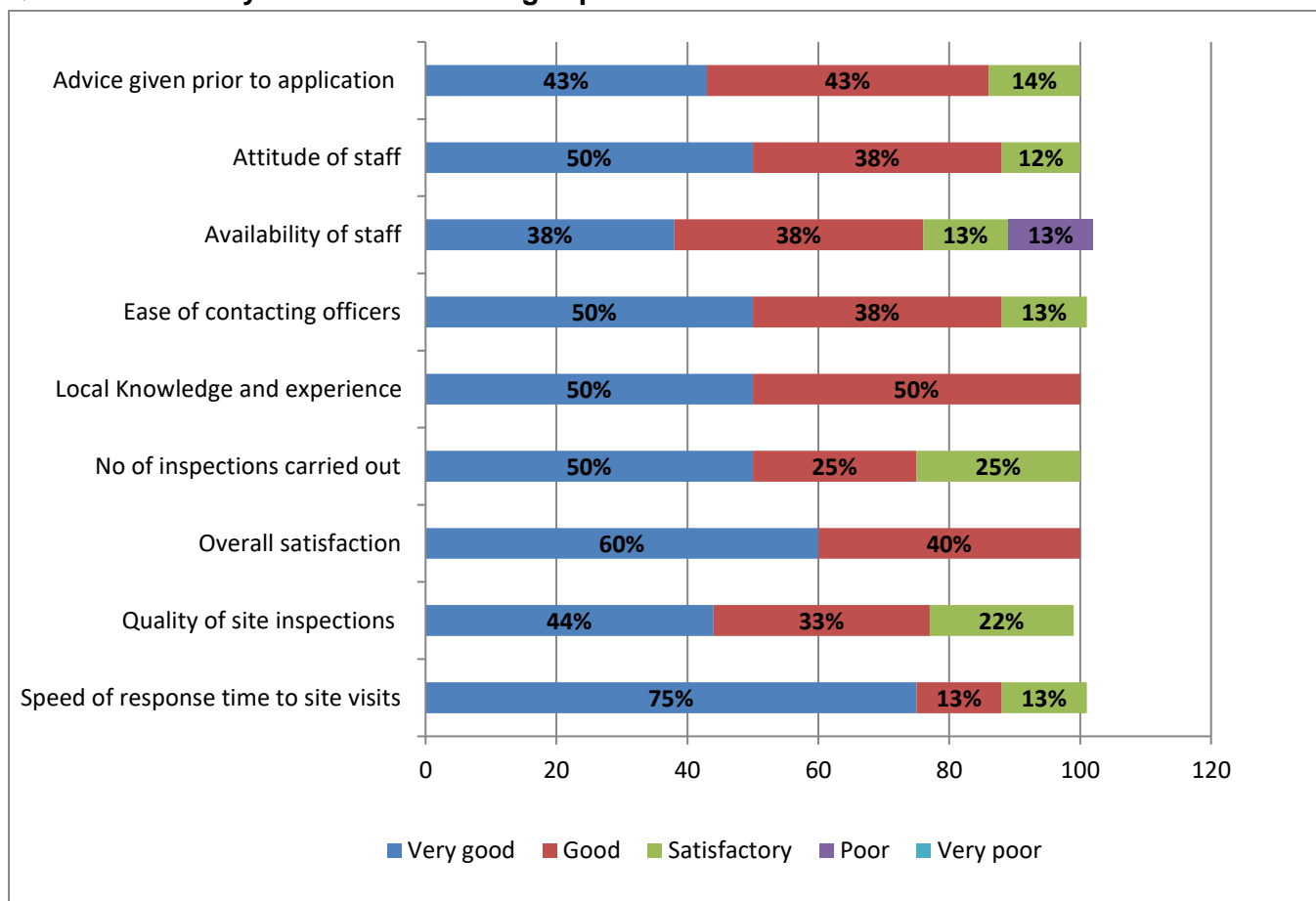
90% of respondents answered yes to this question.

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

80% of respondents answered yes to this question.

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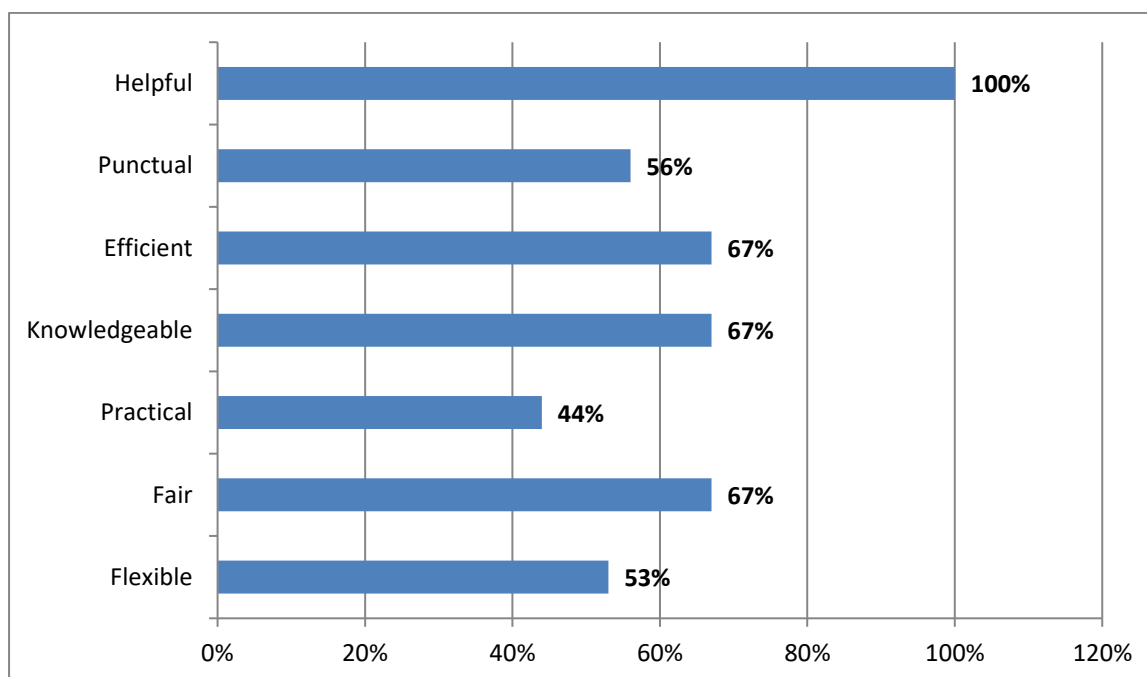
Q3. How would you rate the following aspects of the service?



	Very good	Good	Satisfactory	Poor	Very Poor
Advice given prior to application	43%	43%	14%	0%	0%
Attitude of staff	50%	38%	12%	0%	0%
Availability of staff	38%	38%	13%	13%	0%
Ease of contacting officers	50%	38%	13%	0%	0%
Local knowledge and experience	50%	50%	0%	0%	0%
No of inspections carried out	50%	25%	25%	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	75%	13%	13%	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?

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

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

- On the whole my husband and i found the building control officers to be very good. Please note the certificate was sent to our address of [removed identifiable information], Boston. We are now living [removed identifiable information]
- I found the on-site advice given during inspections most helpful. An excellent service.
- On last visit mark turned up on time and very helpful Boston Council are lucky to have him as an employee
- No problems
- Council inspections only dealt with the Builder and Architect.
- Did not have anything to do with buildings control as the builders sorts all visits.

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