

Boston Borough Council
Building Control Customer Care Questionnaire – Quarter 1 and 2 – 2018/19
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 questionnaire out of 18 that were issued, giving a response rate of 56%.

SUMMARY RESULTS

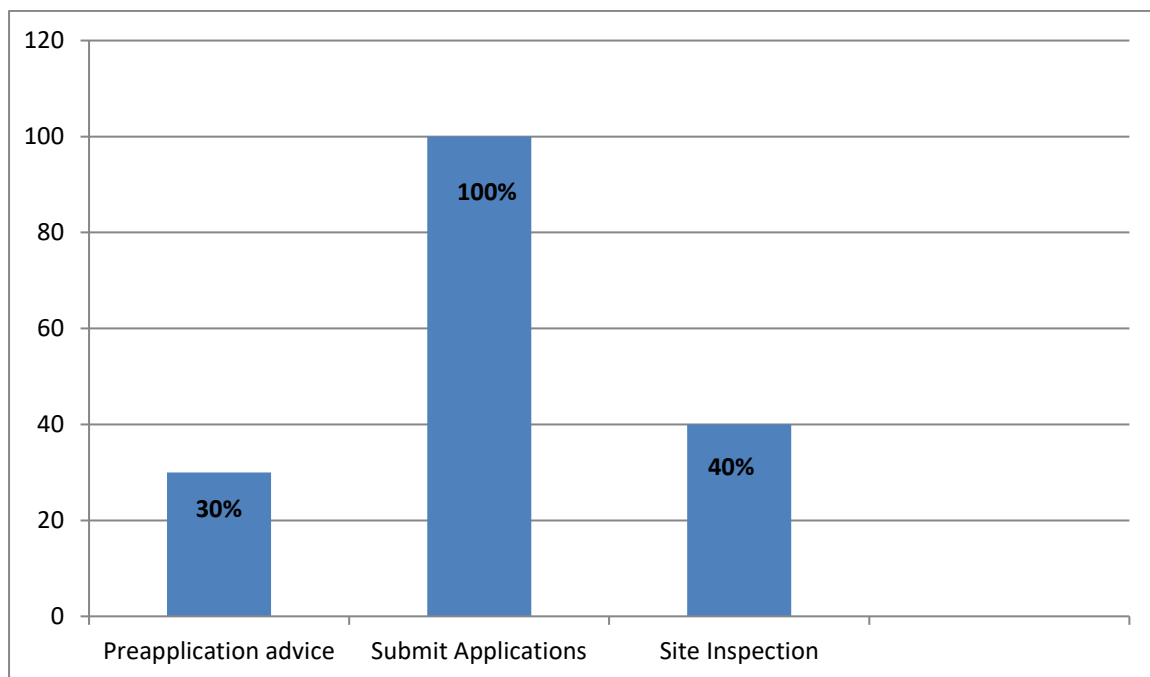
Below is a summary of the main findings from the questionnaire compared to the results for the previous 6 months when 10 questionnaires were completed. The full results are attached.

- 100% of respondents rated the advice given prior to application as good or very good (compared to 86% in the previous 6 months)
- 89% of respondents rated the availability of staff as good or very good (compared to 92% 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)
- 90% of respondents rated the quality of inspections as good or very good (compared to 100% 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)
- 86% of respondents rated local knowledge and experience as good or very good (compared to 100% in the previous 6 months)
- 100% of respondents rated the overall satisfaction as good or very good (the same as in the previous 6 months)

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?

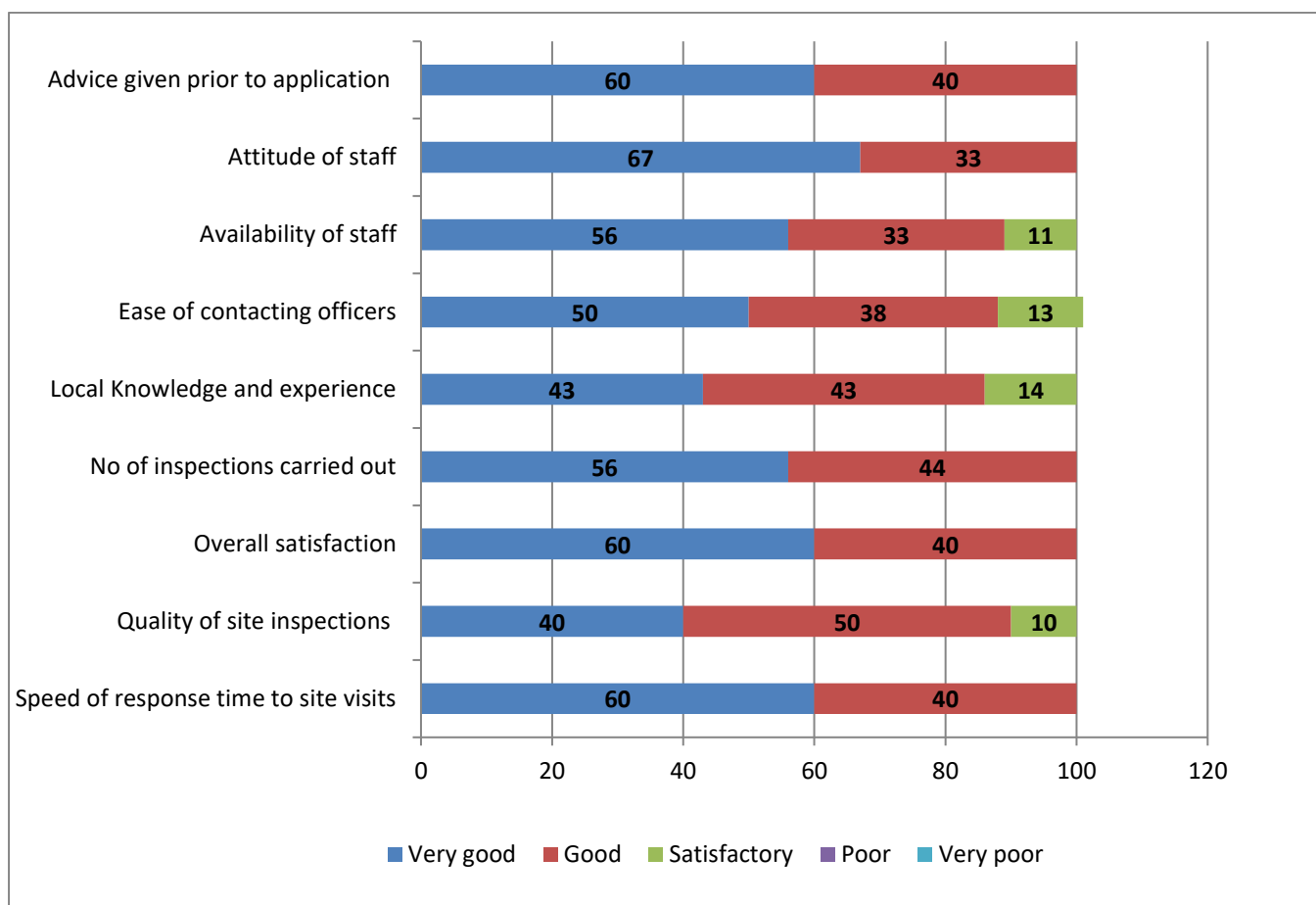
50% of respondents answered yes to this question.

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

80% of respondents answered yes to this question.

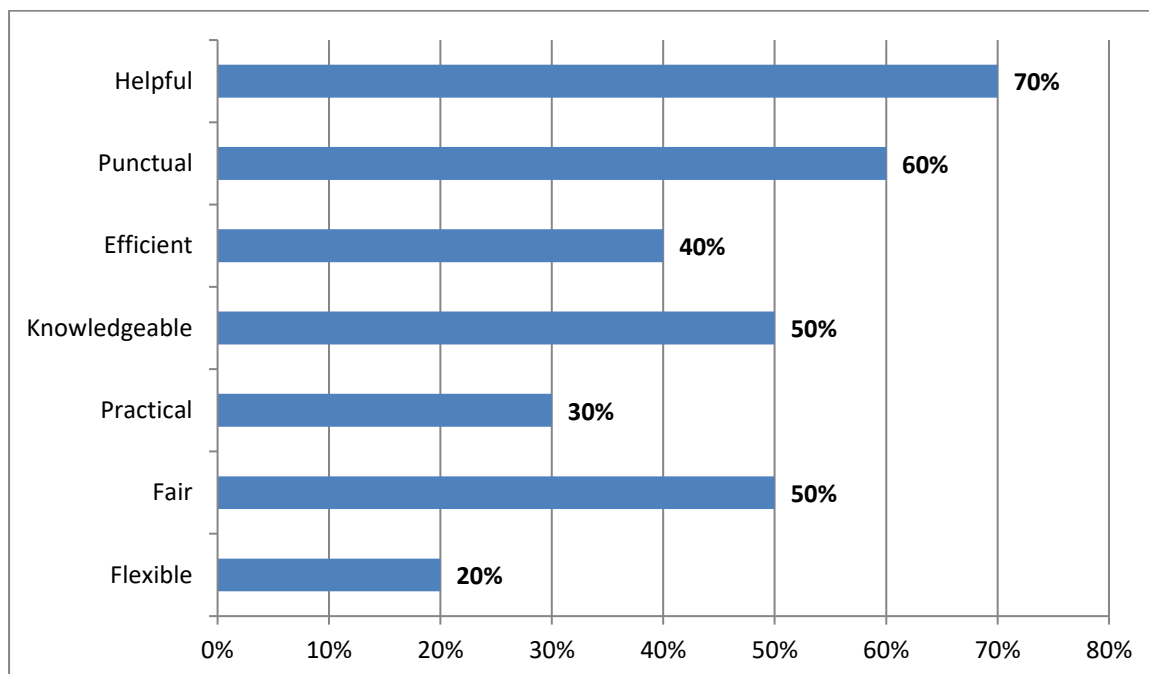
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Q3. How would you rate the following aspects of the service?



	Very good	Good	Satisfactory	Poor	Very Poor
Advice given prior to application	60%	40%	0%	0%	0%
Attitude of staff	67%	33%	0%	0%	0%
Availability of staff	56%	33%	11%	0%	0%
Ease of contacting officers	50%	38%	13%	0%	0%
Local knowledge and experience	43%	43%	14%	0%	0%
No of inspections carried out	56%	44%	0%	0%	0%
Overall satisfaction	60%	40%	0%	0%	0%
Quality of site inspections	40%	50%	10%	0%	0%
Speed of response time to site visits	60%	40%	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, with 8% describing it as good.

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

- First time of dealing with building control. so the builder made all the arrangements re: visits so a more accurate appraisal would be from them. Thank you for the document of completion certificate
- Our builder organised this part of the job for us. We were told when inspections were due, introduced to the inspectors and found them very helpful and also flexible due to poor weather conditions.