

**Boston Borough Council**  
**Building Control Customer Care Questionnaire – Quarter 3 and 4 – 2018/19**  
**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 9 completed paper questionnaire out of 18 that were issued, giving a response rate of 50%.

**SUMMARY RESULTS**

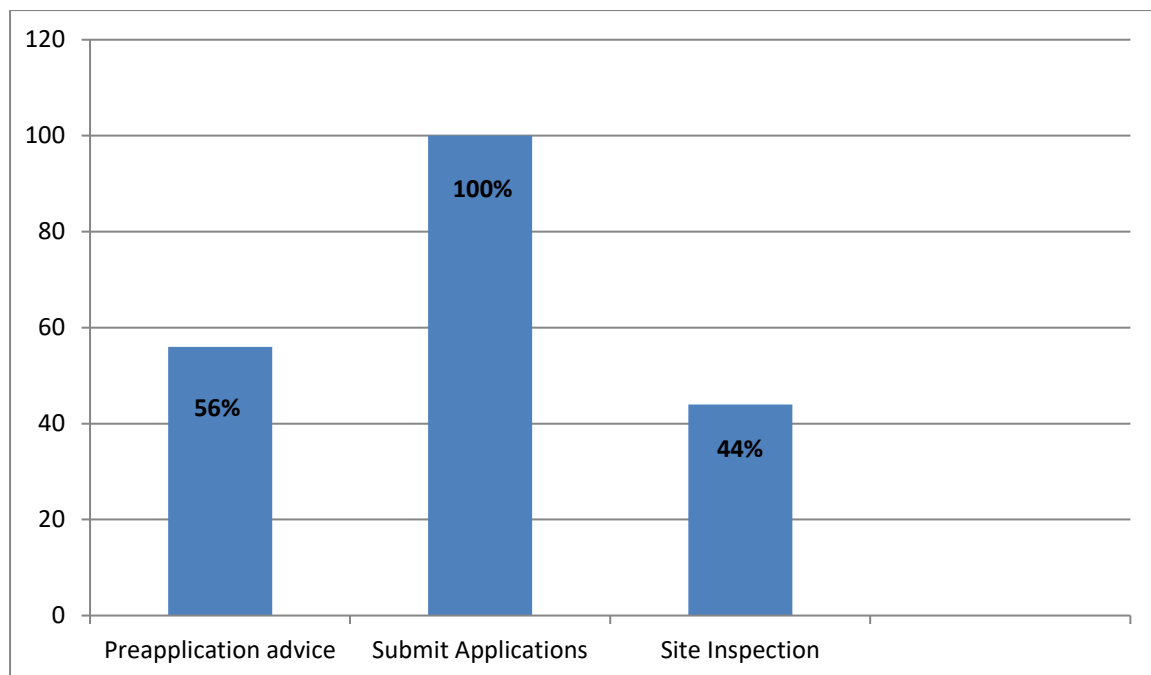
Below is a summary of the main findings from the questionnaire compared to the results for the previous 6 months when 9 questionnaires were completed. The full results are attached.

- 86%% of respondents rated the advice given prior to application as good or very good (compared to 100% in the previous 6 months)
- 89% of respondents rated the availability of staff as good or very good (the same as in the previous 6 months)
- 78% of respondents rated the attitude of staff as good or very good (compared to 100% the previous 6 months)
- 75% of respondents rated the number of inspections carried out as good or very good (compared to 100% in the previous 6 months)
- 78% of respondents rated the quality of inspections as good or very good (compared to 90% in the previous 6 months)
- 89% of respondents rated the speed of response time to site visits as good or very good (compared to 100% in the previous 6 months)
- 76% of respondents rated local knowledge and experience as good or very good (compared to 86% in the previous 6 months)
- 78% of respondents rated the overall satisfaction as good or very good (compared to 100% 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?**

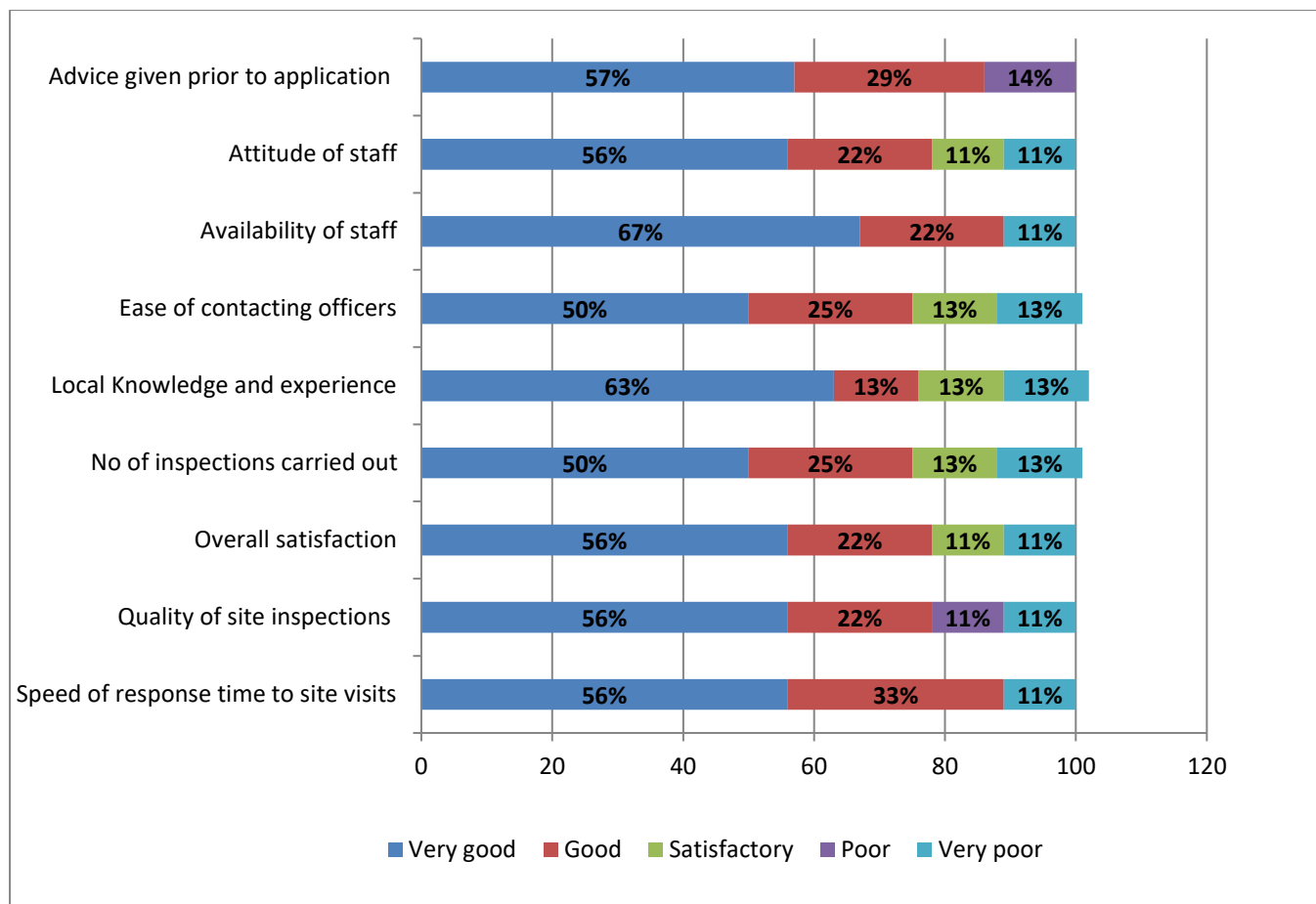
33% of respondents answered yes to this question.

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

78% of respondents answered yes to this question.

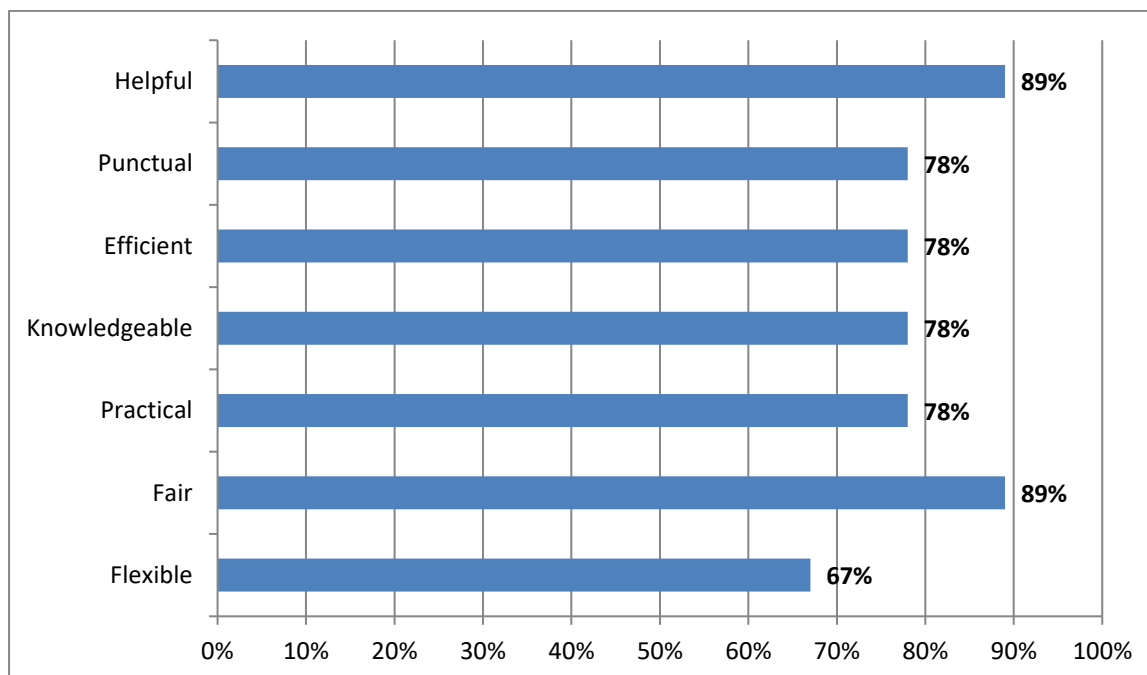
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**Q3. How would you rate the following aspects of the service?**



	<b>Very good</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>	<b>Very Poor</b>
Advice given prior to application	57%	29%	0%	14%	0%
Attitude of staff	56%	22%	11%	0%	11%
Availability of staff	67%	22%	0%	0%	11%
Ease of contacting officers	50%	25%	13%	0%	13%
Local knowledge and experience	63%	13%	13%	0%	13%
No of inspections carried out	50%	25%	13%	0%	13%
Overall satisfaction	56%	22%	11%	0%	11%
Quality of site inspections	56%	22%	0%	11%	11%
Speed of response time to site visits	56%	33%	0%	0%	11%

**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 and 11% satisfactory.

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

- Extremely helpful and informative advice given when needed. Thank you
- Officers had conflicting views of compliance