

Methodology

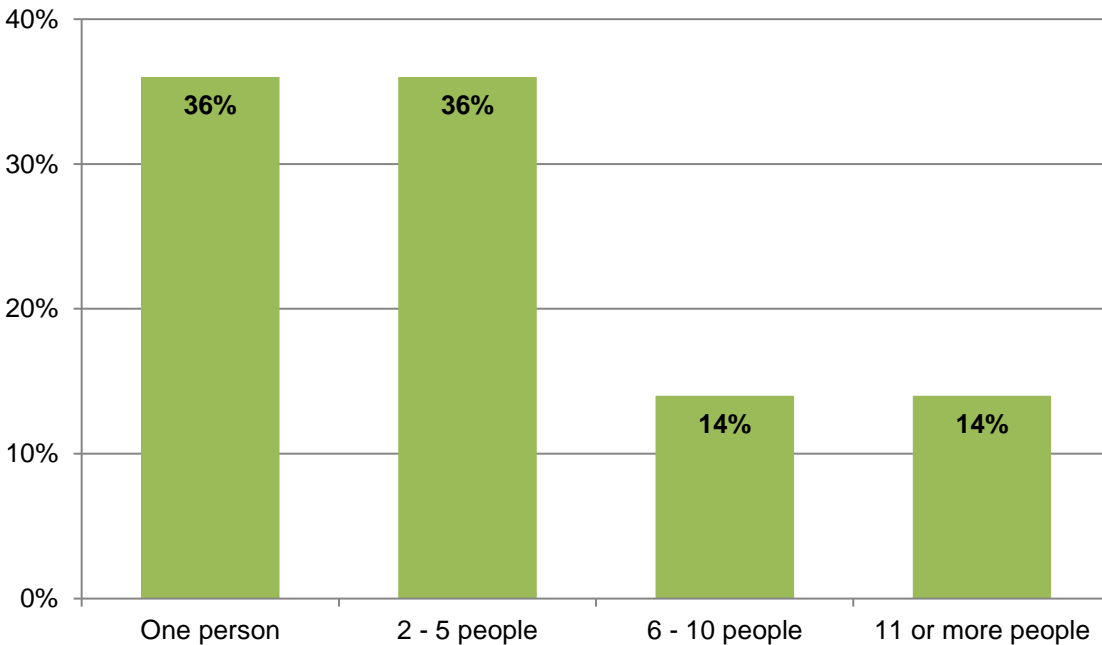
The Building Control Agents' Survey 2016 ran from 1st June 2015 to 4th July 2016. Surveys were sent out to 34 Building Control agents and this analysis is based on the 14 surveys that were completed, giving a response rate of 41%.

Headline Results

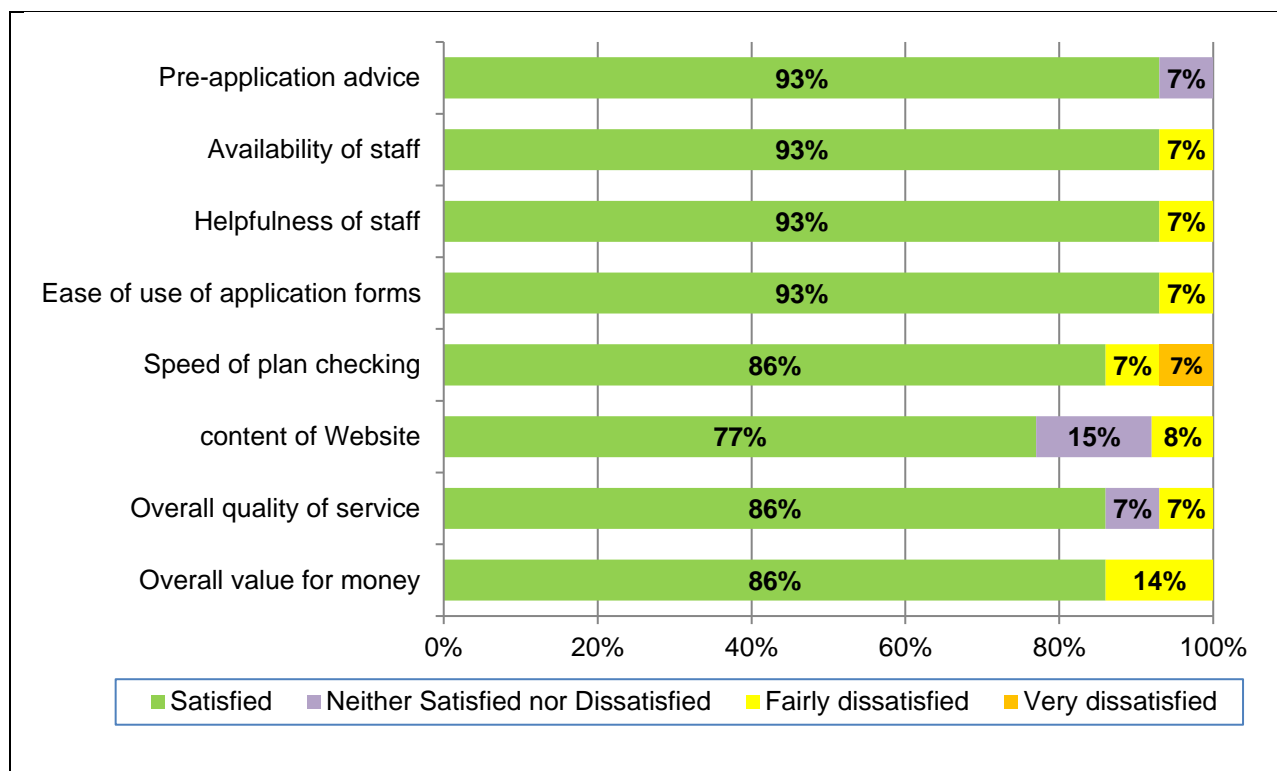
- 93% were satisfied with the overall quality of the building control service (this compares to 100% in 2015).
- 86% were satisfied with overall value for money (this compares to 100% in 2015).
- 93% were satisfied with Pre- application advice (compared to 80% in 2015).
- 93% of users were satisfied with the helpfulness of staff (this compares).

Full Results

Q1. How many people work in your organisation?

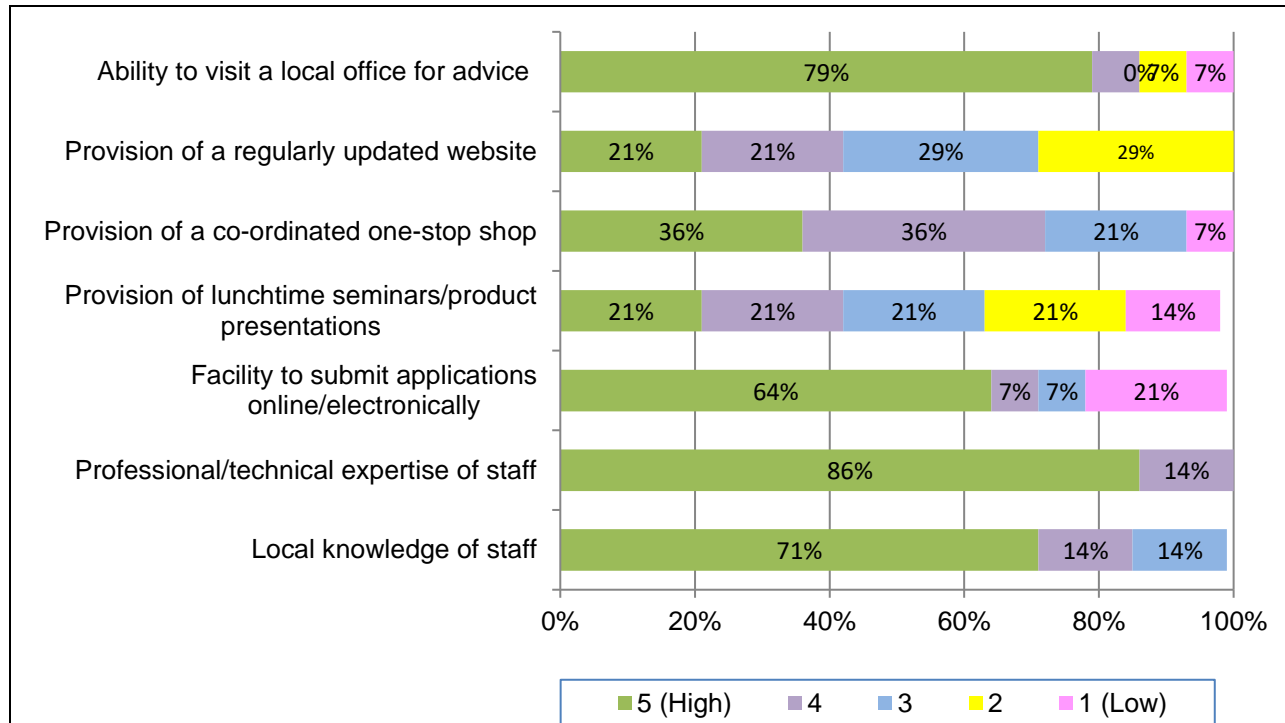


Q2. How satisfied or dissatisfied are you with the following aspects of the service?



	Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
Pre-application advice	93%	7%%	-	-
Availability of staff	93%	-	7%	-
Helpfulness of staff	93%	-	7%	-
Ease of use of application forms	93%	-	7%	-
Speed of plan checking	86%	-	7%	7%
Content of Website	77%	15%	8%	-
Overall quality of service	86%	7%	7%	-
Overall value of money	86%	-	14%	-

Q3. Please give a score between 1 - 5 in relation to how important / unimportant you consider the following (1 = low importance and 5 = high importance)



	High				Low
	5	4	3	2	1
Ability to visit a local office for advice	79%	7%	0%	7%	7%
Provision of a regularly updated website	21%	21%	29%	29%	0%
Provision of a co-ordinated one-stop shop	36%	36%	21%	0%	7%
Provision of lunchtime seminars/product presentations	21%	21%	21%	21%	14%
Facility to submit applications online/electronically	64%	7%	7%	0%	21%
Professional/technical expertise of staff	86%	14%	0%	0%	0%
Local knowledge of staff	71%	14%	14%	0%	0%

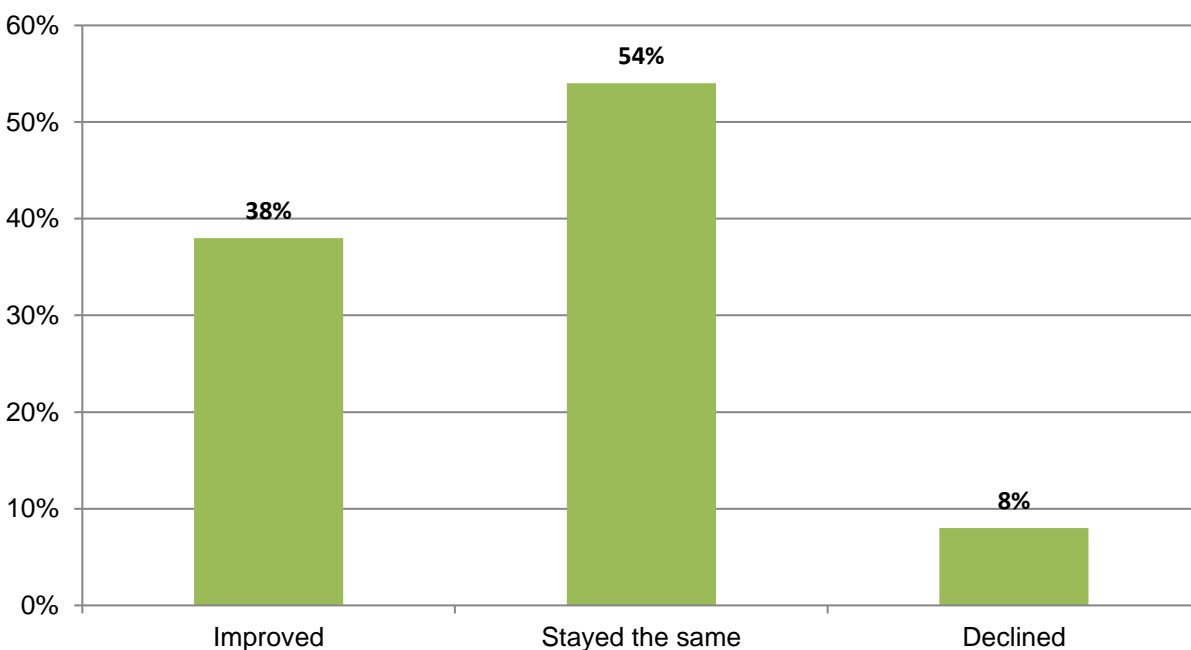
Q4. Do you submit Building Regulation applications to other Lincolnshire authorities?

79% of respondents replied Yes to this question.

**Q5. How does the overall quality and value for money of Boston Borough Council's Building Control Service compare to the following, neighboring authorities?
Boston is....**

38% of respondents thought the service had improved, 54% thought the service had stayed the same and 8% felt the service had declined.

Q6. If you are a regular user of Boston Borough Council's Building Control service, has the quality over the past year:



Q7. If you could make one service improvement what would it be?

The following 2 comments were received:

- Time taken to check applications. Especially commercial ones or ones that require consultation.
- Nothing
- No particular requests

Boston Borough Council
Building Control Agents' Survey 2013
Results

- Nothing. Really good service received.
- Faster responses on building regulation approvals.
- Better access to BCO by telephone
- Service is first class as it is