

Methodology

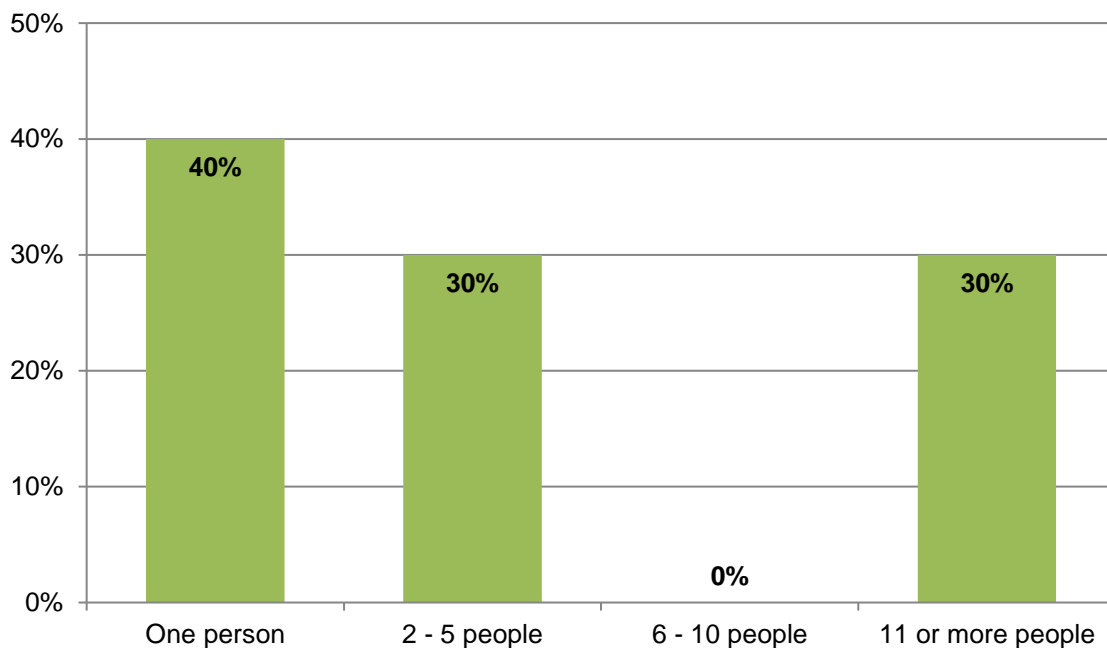
The Building Control Agents' Survey 2018 ran from May 2018 to June 2018. Surveys were sent out to 32 Building Control agents and this analysis is based on the 10 surveys that were completed, giving a response rate of 31.25%.

Headline Results

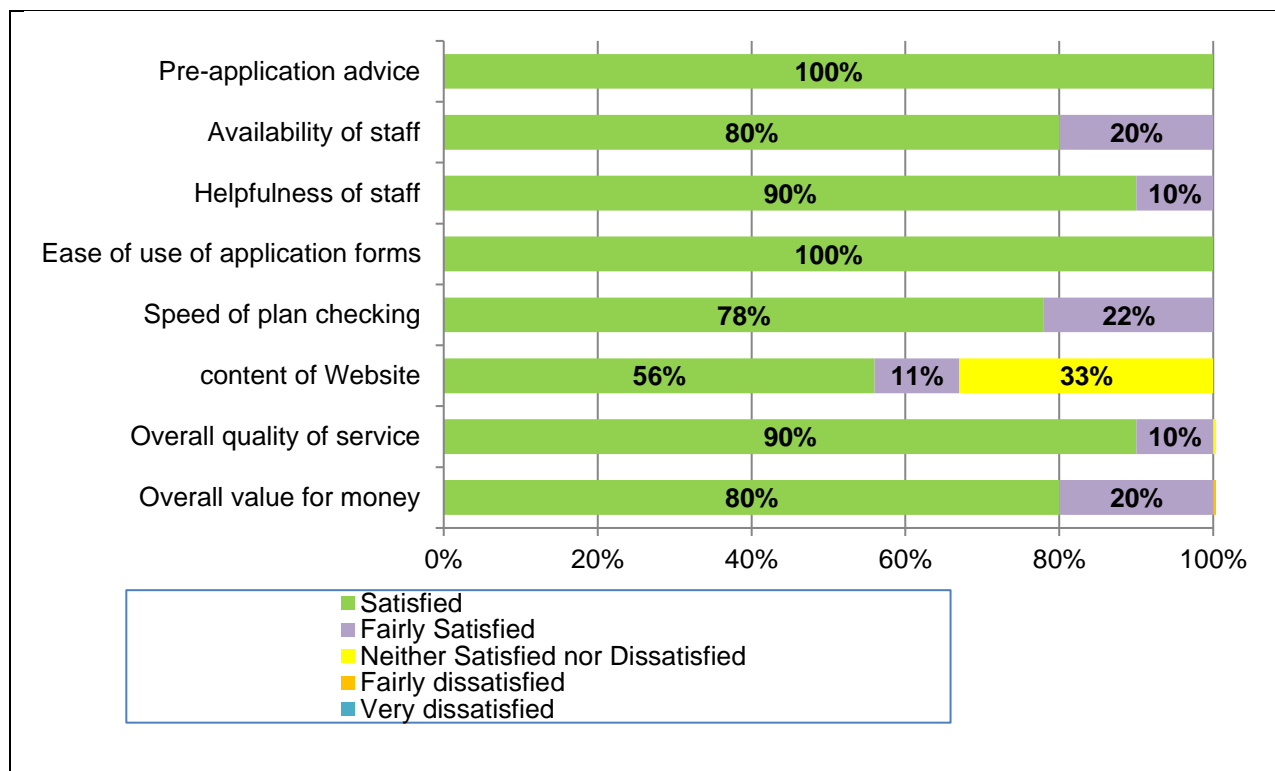
- 100% were satisfied or fairly satisfied with the overall quality of the building control service (this compares to 93% in 2016).
- 100% were satisfied or fairly satisfied with overall value for money (this compares to 86% in 2016).
- 100% were satisfied with Pre- application advice (compared to 93% in 2016).
- 100% of users were satisfied with the helpfulness of staff (this compares to 93% in 2016).

Full Results

Q1. How many people work in your organisation?

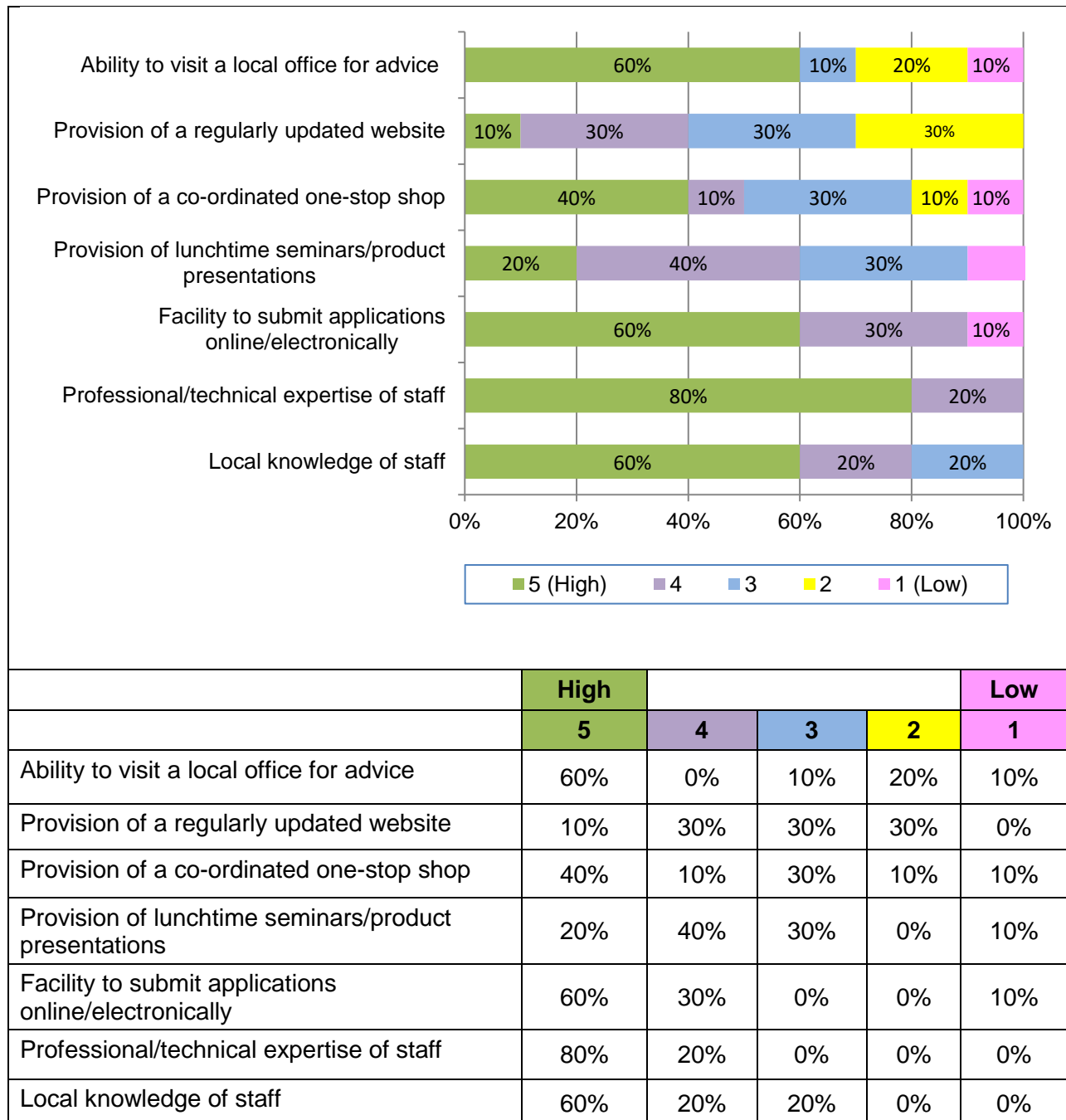


Q2. How satisfied or dissatisfied are you with the following aspects of the service?



	Satisfied	Fairly Satisfied	Neither Satisfied or Dissatisfied	Very Dissatisfied
Pre-application advice	100%	-	-	-
Availability of staff	80%	20%	-	-
Helpfulness of staff	90%	10%	-	-
Ease of use of application forms	100%	-	-	-
Speed of plan checking	78%	22%	-	-
Content of Website	56%	11%	33%	-
Overall quality of service	90%	10%	-	-
Overall value of money	80%	20%	-	-

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	60%	0%	10%	20%	10%
Provision of a regularly updated website	10%	30%	30%	30%	0%
Provision of a co-ordinated one-stop shop	40%	10%	30%	10%	10%
Provision of lunchtime seminars/product presentations	20%	40%	30%	0%	10%
Facility to submit applications online/electronically	60%	30%	0%	0%	10%
Professional/technical expertise of staff	80%	20%	0%	0%	0%
Local knowledge of staff	60%	20%	20%	0%	0%

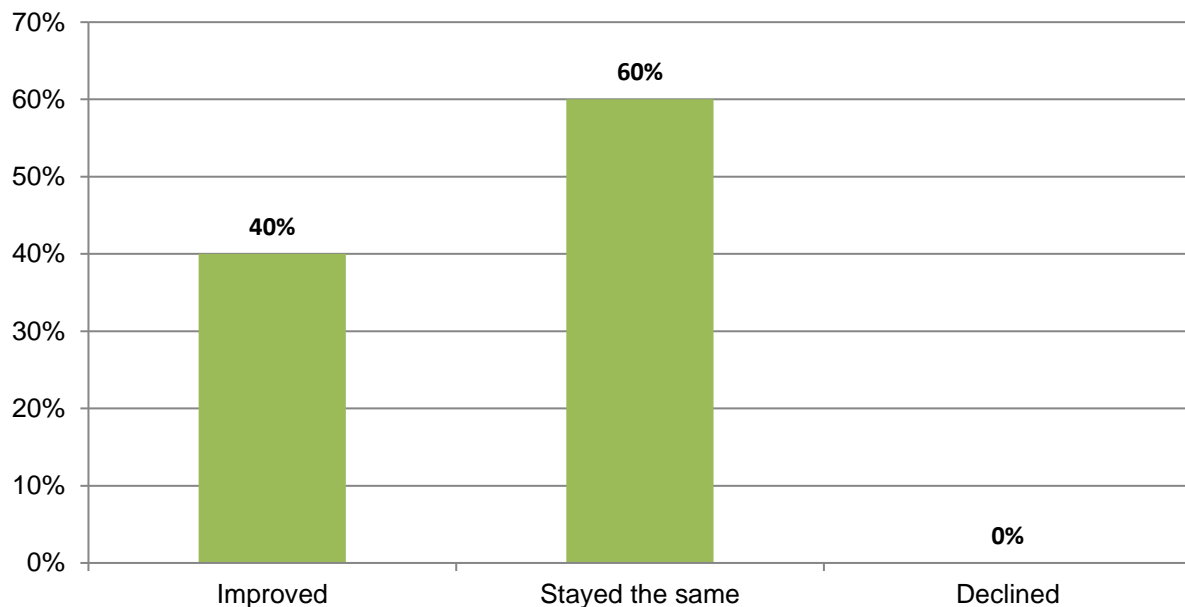
Q4. Do you submit Building Regulation applications to other Lincolnshire authorities?

90% 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....**

40% of respondents thought the service had improved, 60% thought the service had stayed the same.

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 7 comments were received:

- Always consistent admin support. Brilliant.
- Consistently good over the last few years
- You become of the team
- Personnel within your building control service team seems very helpful and are more commercially aware
- Recently applications have been dealt with in a quicker timeframe
- I have needed lots of technical advice over the year the quality of which has proved brilliant.
- I continue to be more than satisfied with the overall performance and accessibilities of the department. I see no need for anything further.

Boston Borough Council
Building Control Agents' Survey 2018
Results
