

Methodology

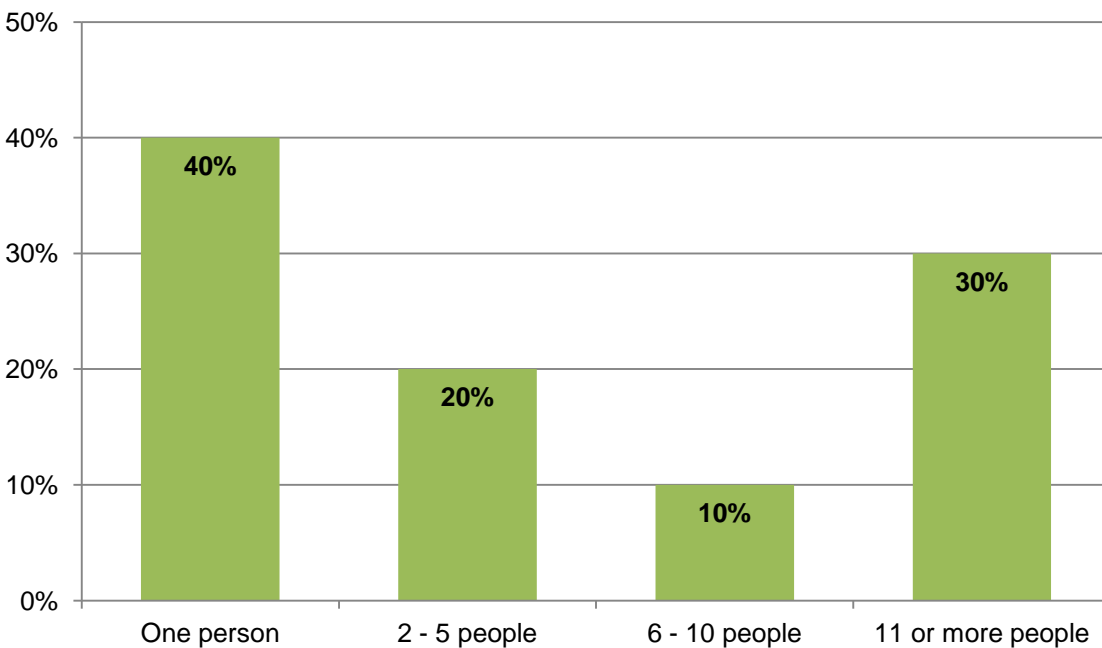
The Building Control Agents' Survey 2015 ran from 4th June 2015 to 30th June 2015. Surveys were sent out to 28 Building Control agents and this analysis is based on the 10 surveys that were completed, giving a response rate of 36%.

Headline Results

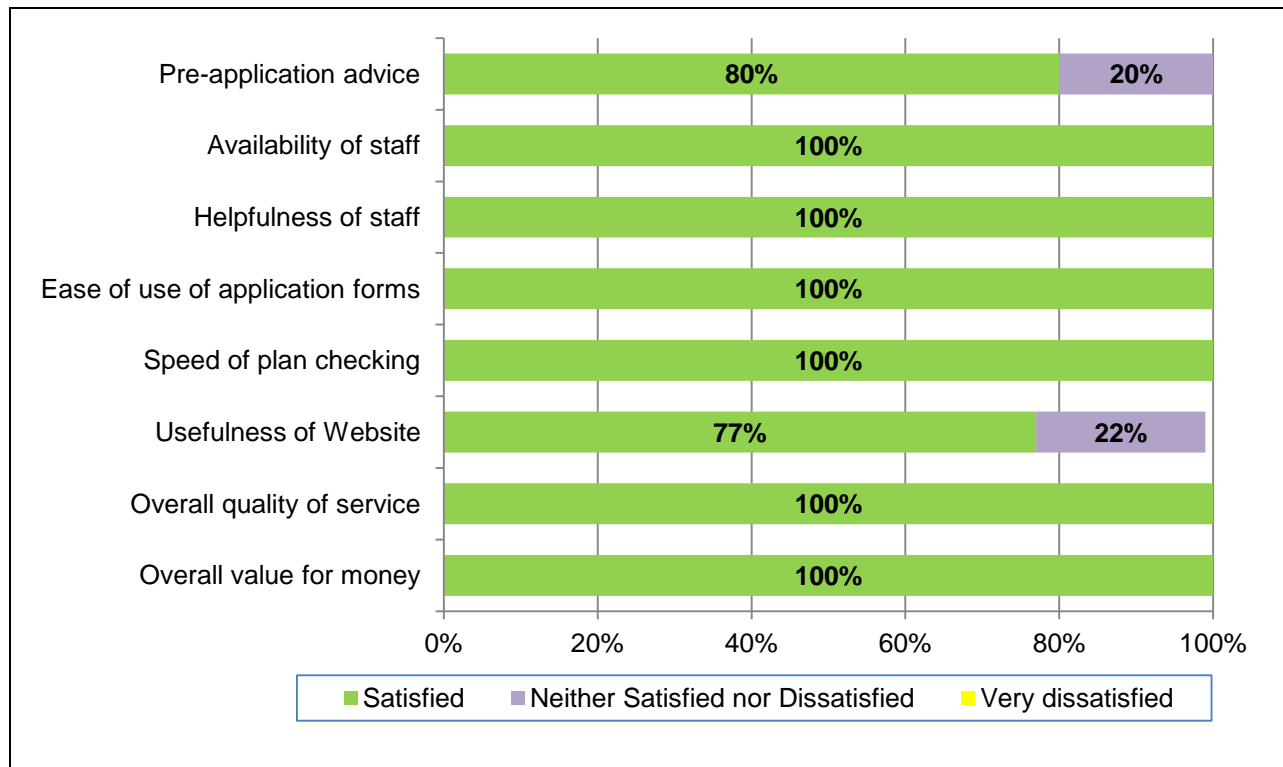
- 100% were satisfied with the overall quality of the building control service (the same as in 2014).
- 100% were satisfied with overall value for money (the same as in 2014).
- 80% were satisfied with Pre- application advice (compared to 100% in 2014).
- 100% of users were satisfied with the helpfulness of staff (the same as in 2014).

Full Results

Q1. How many people work in your organisation?

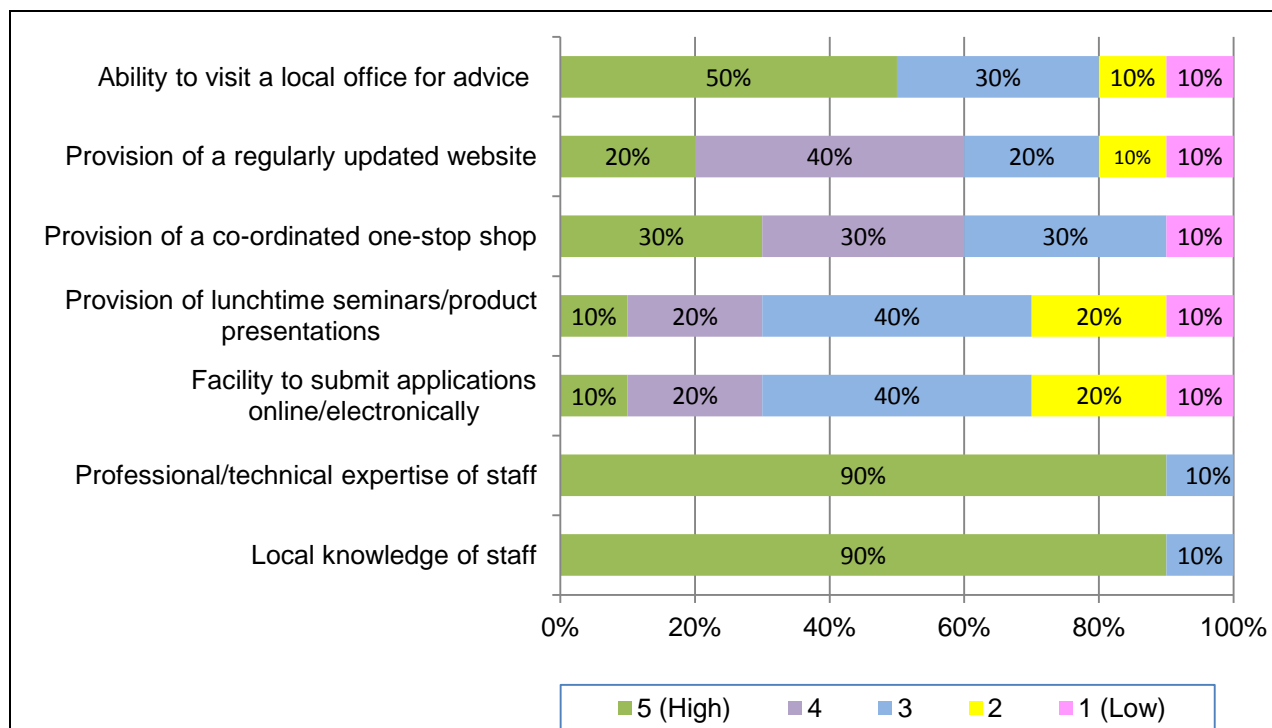


Q2. How satisfied or dissatisfied are you with the following aspects of the service?



	Satisfied	Neither Satisfied nor Dissatisfied	Very Dissatisfied
Pre-application advice	80%	20%	-
Availability of staff	100%	-	-
Helpfulness of staff	100%	-	-
Ease of use of application forms	100%	-	-
Speed of plan checking	100%	-	-
Usefulness of Website	77%	22%	-
Overall quality of service	100%	-	-
Overall value of money	100%	-	-

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	50%	0%	30%	10%	10%
Provision of a regularly updated website	20%	40%	20%	10%	10%
Provision of a co-ordinated one-stop shop	30%	30%	30%	0%	10%
Provision of lunchtime seminars/product presentations	10%	20%	40%	20%	10%
Facility to submit applications online/electronically	10%	20%	40%	20%	10%
Professional/technical expertise of staff	90%	0%	10%	0%	0%
Local knowledge of staff	90%	0%	10%	0%	0%

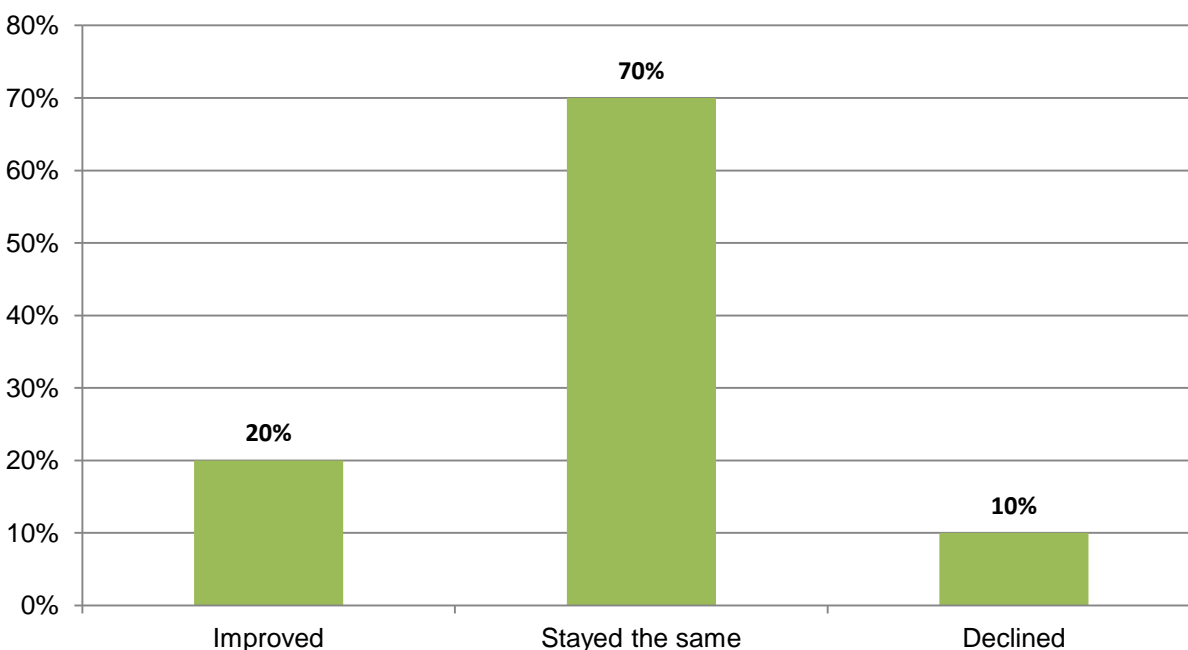
Q4. Do you submit Building Regulation applications to other Lincolnshire authorities?

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....**

56% of respondents thought the service had stayed the same and 44% thought the service had improved.

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:

- No fees
- Speed of plan checking service does not compare with for example South Kesteven. This is only reason for decline in Q6 and lack of CPD as West Lindsey