

## Analysis of Customer Care Customer Survey 2008

This survey was sent to customers along with their completion certificate. These customers having completed their relationship with us will be familiar with the role of Building Control. Contact with staff from the commencement of a building project to its completion would have been experienced.

This analysis confirms the following:

### How would you rate Building Control staff in the following areas of our Customer Charter?

- |   |   |
|---|---|
| 1. Courteous  | Very <b>75%</b> Ok <b>25%</b> Not at all <input type="checkbox"/> Don't know <input type="checkbox"/>       |
| 2. Friendly   | Very <b>75%</b> Ok <b>25%</b> Not at all <input type="checkbox"/> Don't know <input type="checkbox"/>       |
| 3. Helpful  | Very <b>75%</b> Ok <b>25%</b> Not at all <input type="checkbox"/> Don't know <input type="checkbox"/>       |
| 4. Professional at all times                          | Very <b>81%</b> Ok <b>19%</b> Not at all <input type="checkbox"/> Don't know <input type="checkbox"/>       |
| 5. Punctual with appointments                         | Very <b>69%</b> Ok <b>25%</b> Not at all <input type="checkbox"/> Don't know <b>6%</b>                      |
| 6. Give clear and accurate information about services | Always <b>82%</b> Often <b>12%</b> Hardly ever <input type="checkbox"/> Don't know <b>6%</b>                |
| 7. Respond quickly to inquiries                       | Always <b>81%</b> Often <b>19%</b> Hardly ever <input type="checkbox"/> Don't know <input type="checkbox"/> |
| 8. Treat you fairly and equally                       | Always <b>88%</b> Often <b>12%</b> Hardly ever <input type="checkbox"/> Don't know <input type="checkbox"/> |
| 9. Treat you sensitively                              | Always <b>87%</b> Often <b>13%</b> Hardly ever <input type="checkbox"/> Don't know <input type="checkbox"/> |

10. Respect confidentiality Always **81%** Often **13%** Hardly ever  Don't know **6%**
11. Put health and safety first Always **86%** Often  Hardly ever  Don't know **14%**
12. Deal effectively with your complaints Always **50%** Often **14%** Hardly ever  Don't know **36%**

### How satisfied are you with the following customer care standards?

13. We acknowledge letters and e-mails within 3 working days. Satisfied **77%** Not satisfied  Don't know **23%**
14. We respond to letters and e-mails within 10 working days. Satisfied **77%** Not satisfied  Don't know **23%**
15. We reply to phone messages within 2 working days. Satisfied **94%** Not satisfied **6%** Don't know
16. When you telephone us, do staff identify themselves and the Building Control department on the phone?  
Always **94%** Often **6%** Hardly ever  Don't know
17. Did you call in to see us with an appointment? Yes **20%** No **80%**
18. If so, were you seen within 5 minutes **100%** 10 minutes  Longer  \_\_\_\_\_

19. If you called in without a pre-booked appointment, were you seen within

10 minutes **100%**    20 minutes     Longer  \_\_\_\_\_

20. How satisfied/dissatisfied were you with the service provided?

Satisfied **100%**    Not satisfied     Don't know

21. Building Control can carry out inspections outside core hours of 9.00am -5.00 pm Monday to Friday to suit your specific needs. Would you find a Saturday morning inspection helpful?

Yes **74%**                  No **13%**                  Don't know **13%**

22. Do you have any suggestions for improving the Building Control service?

**(1) 'No; keep doing the good job'**

**(2) 'Saturday Inspections'**

**(3) 'No totally satisfied with the service'**

**(4) 'Excellent service'**

23. How can we improve the choice offered to our customers?

**(1) 'After hour service for working people'**

**(2) 'Current service if maintained is more than adequate'**

24. Do you have a disability that makes it difficult for you to access the information and services provided by this office?

Yes  No **100%**

If yes, are there any improvements you would like to suggest?

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## Complaints

25. Have you ever made a complaint, comment or compliment to Building Control? Yes **6%** No **94%**

26. If you made a complaint, what was it about? \_\_\_\_\_

27.. How well do you think Building Control handled your complaint? Effectively  ok  Not well at all

28. Did you find the response time punctual? Yes **100%** No  Don't know

29. How would you improve the complaints system? \_\_\_\_\_

## Our standards of service

Our standards

**We aim to:**

30. Register and acknowledge applications

within 3 working days.  
(STANDARD 1)

31. Assess domestic plans and provide a response within 14 working days.  
(STANDARD 2)

32. Assess non-domestic plans and provide a response within 20 working days.  
(STANDARD 3)

33. Assess all amended plans and provide a response within 10 working days.  
(STANDARD 4)

34. Provide an approval within 3 days for technically cleared plans.  
(STANDARD 5)

35. Carry out requests for finds and hardcore site inspections within 24 hours.  
(STANDARD 6)

36. Respond to regularisation applications within 15 days  
(STANDARD 7)

	How satisfied are you with the standard?			Is the standard relevant?		
	Yes	No	Don't know	Yes	No	Don't know
30. Register and acknowledge applications within 3 working days. (STANDARD 1)	100%			100%		
31. Assess domestic plans and provide a response within 14 working days. (STANDARD 2)	92%		8%	86%	14%	
32. Assess non-domestic plans and provide a response within 20 working days. (STANDARD 3)	67%		33%	100%		
33. Assess all amended plans and provide a response within 10 working days. (STANDARD 4)	82%		18%	100%		
34. Provide an approval within 3 days for technically cleared plans. (STANDARD 5)	92%		8%	100%		
35. Carry out requests for finds and hardcore site inspections within 24 hours. (STANDARD 6)	92%		8%	100%		
36. Respond to regularisation applications within 15 days (STANDARD 7)	83%		17%	100%		

Thank you for taking the time to do this survey.