



# Building Standards Customer Survey 2008

The Building Standards Section carry out a customer survey every two years to help gauge the quality of the service we provide.

Survey forms are sent out in November to a representative cross-section of the applicants and agents that use our service.

For the 2008 survey, 93 of our applicants and agents were sent survey forms.

We received 20 responses representing a 21.5 % return rate. Each respondent was sent a letter of thanks for their participation.

When asked to rate the overall service received from the Building Standards Section, 6 customers rated the service as excellent, 13 rated the service as good and 1 rated the service as average. These results are compared with those of 2006. An overall improvement in our service rating is evident, moving from good to excellent.

#### Overall service ratings for 2006 and 2008

| Rating    | 2006 | 2008        |
|-----------|------|-------------|
| Excellent | 8 %  | <b>30 %</b> |
| Good      | 92 % | 65 %        |
| Average   | 0 %  | 5 %         |

The responses to the survey's questions are analysed in more detail on the following pages.

For more details about the Customer Survey or the Building Standards Section please contact Ken Findlay on 01382 433001.

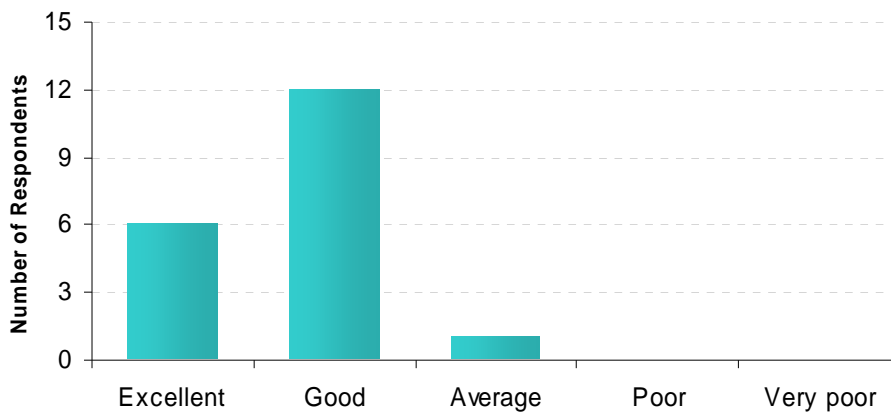
## Satisfaction

Overall Building Standards achieved very good standards of customer satisfaction. According to the survey:

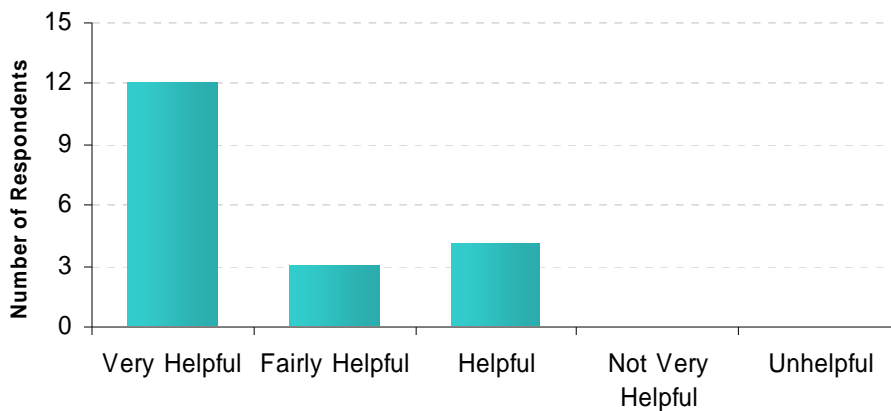
- 90% of respondents rated the overall service as 'good' or 'excellent'
- 95% of respondents found staff 'helpful' or better
- 95% of respondents were able to obtain their required information 'always' or 'on most occasions'

However, 10% of respondents found the process 'fairly complicated' or 'very complicated'

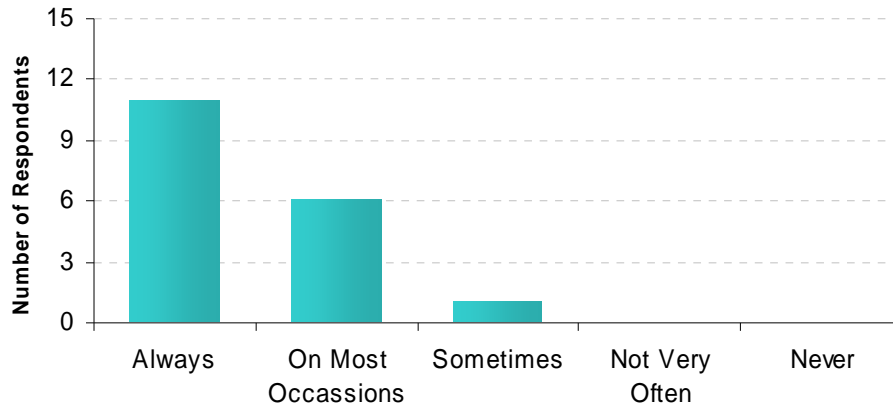
**How the overall service received from the Building Standards Section in dealing with applications was rated:**



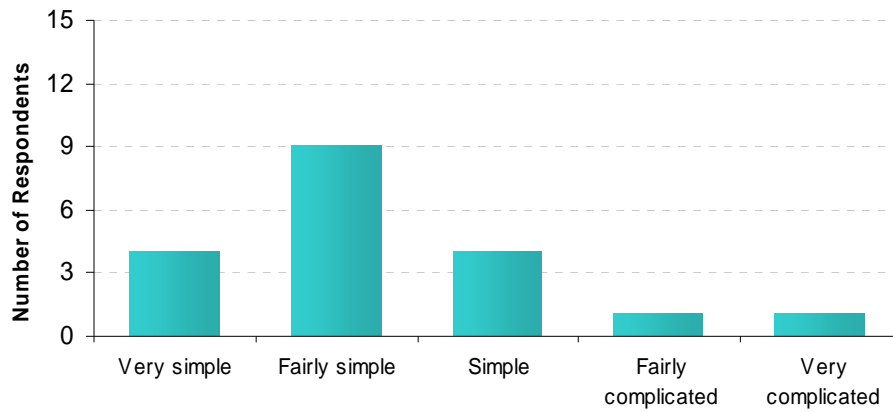
**How were the Staff who dealt with applications?**



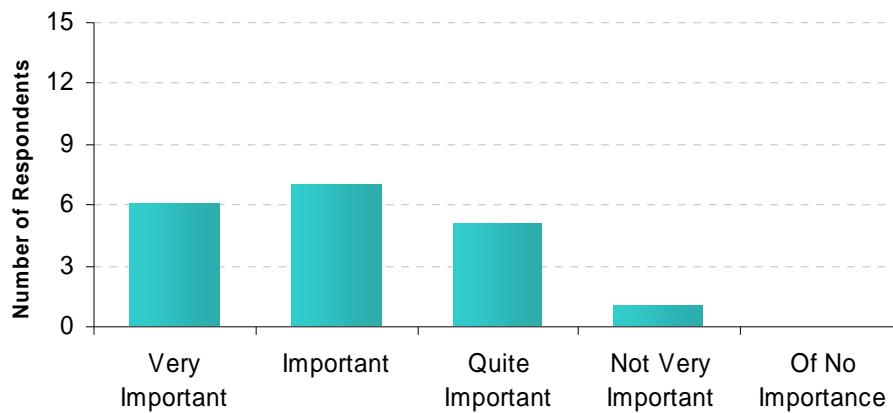
**Were the staff able to give you the necessary information?**



**Did you find the process simple?**



**Following the issue of a Building Warrant and the commencement of site works, how important to you are site inspections by Building Standards Staff?**

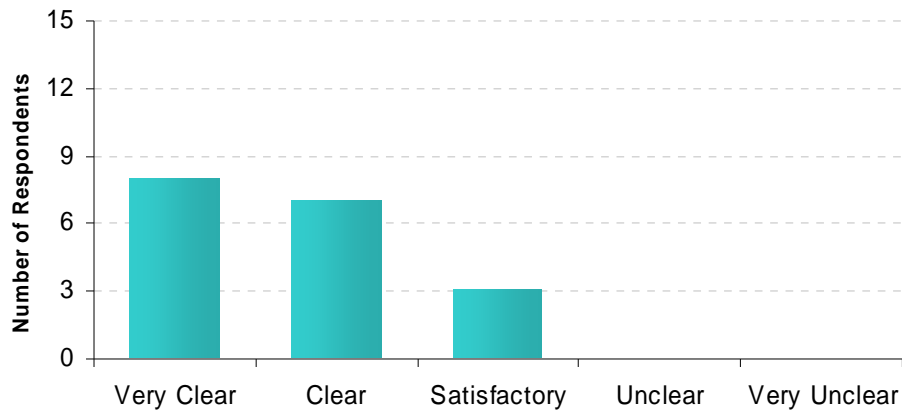


## Accuracy

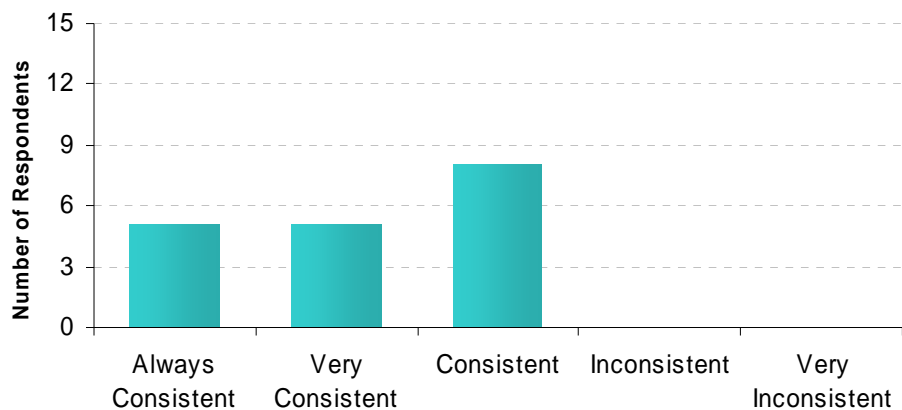
The survey looked at how customers found the accuracy and consistency of information supplied by Building Standards.

- 95% of respondents considered accuracy 'important' or 'very important'.
- 90% of respondents rated the accuracy of information supplied as 'satisfactory' or better.
- 90% of respondents rated the consistency of information supplied as 'consistent' or better.

**How was the quality/accuracy of the information/advice given?**



**Was the information received consistent?**



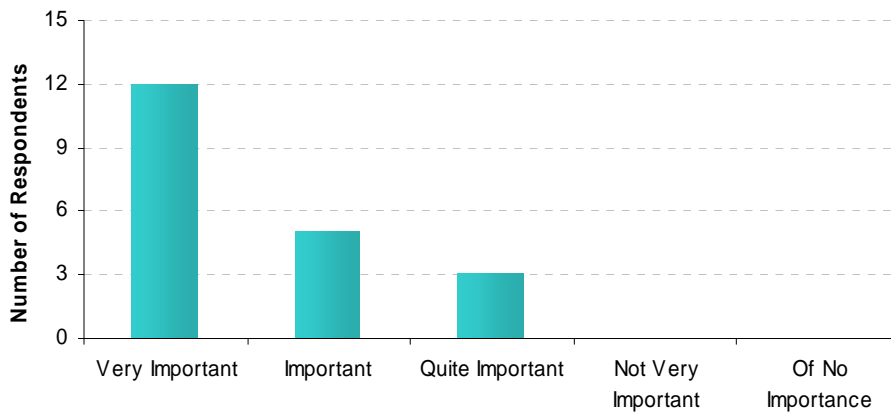
## Speed

The survey looked at the speed of response received by customers. 85% of respondents considered speed of dealing with application 'important' or 'very important'.

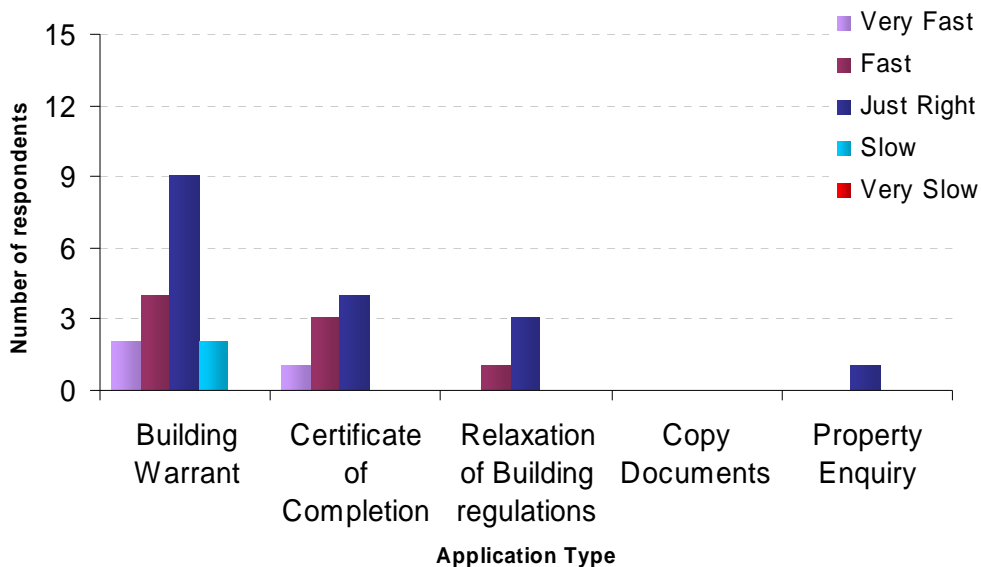
In most cases respondents found the speed of dealing with their application 'just right' or better.

However, 2 respondents found the time taken to finalise their building warrant applications 'slow'.

### How important is speed to you in dealing with an application?



### Time taken to finalise application



## **Conclusions**

The 2008 Customer Survey shows a high level of satisfaction with the service provided by the Building Standards Section. Levels of customer satisfaction are increasing; this is clearly shown in the overall service ratings for 2006 and 2008.

The Building Standards Section continues to strive to improve its service and will take note of the few cases where customers were a little disappointed.