

## Building Control Service

### Customer Survey action plan

We survey customer satisfaction by providing a reply paid survey questionnaire to every customer at the end of every completed building project we are inspecting. We also offer a QR link on the questionnaire we send out so people can complete the questions on their smart phone. In addition we offer the same questionnaire online which is a quick and easy way for customers to let us know how well we are meeting their needs. The survey was revised in 2016 to include additional questions about fairness and professionalism in addition to overall satisfaction.

The new questionnaire can be found here:-

[www.bathnes.gov.uk/services/planning-and-building-control/building-control/customer-questionnaire](http://www.bathnes.gov.uk/services/planning-and-building-control/building-control/customer-questionnaire)

We welcome feedback from our customers because it confirms when we are doing a good job and also alerts us when we need to improve. We are continually looking to keep our customer service to the highest standard and improve wherever we can.

We also provide a free text box on our questionnaires and we put up the replies on our latest news page here:-

[www.bathnes.gov.uk/services/planning-and-building-control/building-control/building-control-news](http://www.bathnes.gov.uk/services/planning-and-building-control/building-control/building-control-news)

### Our results

With the old style questionnaire between April – October 2016 we achieved the following results:-

Totals	5	4	3	2	1	%
Q1. Availability of Our Staff	63	7	0	0	0	100
Q2. Helpfulness of our Staff	63	7	0	0	0	100
Q3. Our Responsiveness to your Needs	61	6	1	1	1	96
Q4. The Quality of our Advice	57	12	1	0	0	99
Q5. How do you Rate your Overall Satisfaction?	62	8	1	0	0	99
where 5 = very good and 1 = very bad						

The overall customer satisfaction for this period is at 99%

For part of October & November 2016 we have received the first results back from our new customer questionnaires.

Totals	5	4	3	2	1	%
Q1. Availability of Our Staff	17	3	1	0	0	95
Q2. Delivering what we promised and dealing with any problems which arose	17	3	0	1	0	95
Q3. Professionalism and Knowledge of our Staff	17	3	1	0	0	95
Q4. Our Responsiveness to your needs	16	4	0	1	0	95
Q5. Helpfulness of our staff and their fair treatment and understanding of your needs.	17	3	1	0	0	95
Q6. The Quality of our advice and keeping you informed of progress.	15	4	1	0	1	90
Q7. How do you rate your overall satisfaction?	17	3	1	0	0	95
where 5 = very good and 1 = very bad						

The overall customer satisfaction from the early returns on the new survey is at 95% and as we receive more returns we are hoping the level will again move upwards. The fact that we email the link to the survey to most of our customers appears to mean that we are receiving more responses which is good.

### Our plans to improve

As a result of feedback from customers we produced an infographic video on the Building Control homepage to explain in simple terms what the building control process is all about [www.bathnes.gov.uk/buildingcontrol](http://www.bathnes.gov.uk/buildingcontrol)

We are also using our database to track the process of our applications so that we can ensure these are all dealt with in a timely manner.

Again as a result of customer feedback you can now view details of all building regulation applications online here:-

[www.bathnes.gov.uk/services/planning-and-building-control/building-control/view-building-regulation-applications](http://www.bathnes.gov.uk/services/planning-and-building-control/building-control/view-building-regulation-applications)