

Pye Tait Consulting

**National Customer
Satisfaction Survey to
Support the New Building
Standards Verification
Performance Framework**

Report for:

Falkirk Council

July 2014

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1. Introduction

1.1 Background

The building standards system in Scotland is established under the Building (Scotland) Act 2003. The Act gives powers to Ministers to make building regulations, procedure regulations, fees regulations and other supporting legislation as necessary to fulfil the purposes of the Act. The purposes include setting building standards and dealing with dangerous and defective buildings.

The remit of the building standards system is to protect the public interest by setting out the standards to be met when building or conversion work takes place, to the extent necessary to meet the building regulations.

The standards are intended to:

- Secure the health, safety, welfare and convenience of persons in or about buildings and of others who may be affected by buildings or matters connected with buildings;
- Further the conservation of fuel and power; and
- Further the achievement of sustainable development.

The role of the Building Standards verifier is to protect the public interest by:

- Providing an independent check of applications for building warrants to construct buildings, provide services, fittings or equipment in buildings, or to convert buildings;
- Granting or refusing building warrants;
- Carrying out an independent check of construction activities through the process of reasonable inquiry; and
- Accepting or rejecting completion certificates.

Verifiers are appointed by Scottish Ministers and the Act provides for a variety of verifiers should they be required. At present, the only appointed verifiers are the 32 Scottish local authorities, each covering their own geographical area. The local authorities were re-appointed on 1 May 2011 for a further six-year period, on the basis that a new performance framework was established to improve the quality, compliance, consistency and predictability of verification activities.

In 2011 Pye Tait Consulting, on behalf of the Scottish Government, developed a set of nine national Key Performance Outcomes (KPOs), which were implemented as part of the Building Standards Verification Performance Framework and launched on 1st May 2012¹. The intention of these was, through more accurate and effective comparisons, to ensure consistency and quality in terms of outputs and overall service, along with a greater focus on peer review, benchmarking and sharing of best practice. Additionally the KPOs underpin a strong culture of continuous improvement. This encourages local authorities to commit to 'raising the bar' across all aspects of delivery and particularly in relation to quality, compliance and consistency of service, while still maintaining the public interest.

Three of the nine KPOs, categorised under '*Quality Customer Experience*', aim to ensure that verifiers provide high quality standards and services to customers, underpinned by clear and transparent communications, and an understanding of different customer and stakeholder types and their differing needs. These insights, and actions taken in response to them, are intended to bring about continuous improvement of the customer experience through regular measurement and assessment.

1.2 Purpose of the survey

In 2013 the Building Standards Division commissioned Pye Tait Consulting to develop and run the first national satisfaction survey. The survey was predicated on the need to obtain nationally consistent baseline data across all 32 local authorities in Scotland and to permit trends analysis in future years.

The survey relates particularly to KPO 5 of the new verification performance framework, titled: '*Improvement of the customer experience*'. The purpose of this KPO is for verifiers to gain a more detailed understanding of their different customer groups and to be able to respond appropriately to their needs.

The project was carried out in two phases:

Phase 1 (October 2013 – January 2014): Development of the first national customer satisfaction survey

Phase 2 (February 2014 – June 2014): Conducting the survey and providing analysis and reporting

¹ The Scottish Government (2012) *Building Standards Verification - Key Performance outcomes Handbook*. Available at: <http://www.scotland.gov.uk/Resource/0040/00403923.pdf> (Accessed 20/01/2014).

1.3 Survey approach

Preparatory work began in October 2013. The survey opened on 2nd April 2014 and closed on 12th May 2014.

- Local authorities sought consent from their customers (via an opt-out process) to having their contact details passed to Pye Tait, who then coordinated the survey;
- The historic cut-off point for customers in scope of the first survey was set as 1st April 2013;
- For the purpose of the survey, customers were defined as:
 - a. Applicants for building warrants (including any agents);
 - b. Submitters of completion certificates (including any agents); and
 - c. Other individuals and businesses that have interacted with the building standards service;
- Local authorities were only asked to supply Pye Tait with customer names and email addresses. They were not asked to supply additional application information relating to each customer, for example project types and fee income bands;
- The survey was hosted online and customers with email addresses were directly invited to participate;
- Local authorities were at liberty to promote the survey link to all their customers via other means, as appropriate;
- When completing the survey, customers were asked to select the local authority to which their responses were attributed. Customers of multiple local authorities were invited to complete the survey more than once, as applicable.

The full project methodology is presented in Appendix 1.

2.1 Presentation of results

Customer satisfaction survey reports have been produced at the national (Scotland) level and for

This report presents the findings for customers of **Falkirk Council**.

To enable comparability with the national report, the majority of Figures and Tables express data

The total number of responses and overall survey response rate (shown in section 2.2, below) va

As an indicator of possible differences in perceptions by type of customer, breakdowns have bee

- Overall, how would you rate your satisfaction with the local authority building standards se
- Overall to what extent did the service you receive from the local authority building standar

It should be noted that the findings have not been subject to statistical tests to determine the sign

2.2 Achieved sample

A	Number of customer email addresses supplied to Pye Tait:	203
B	Of these – number of customers unique to Falkirk (i.e. not also customers of other local authorities):	102
C	Total survey responses attributed to Falkirk:	23
D	Response rate for Falkirk (C as a percentage of A):	11.3%
E	Response rate for Scotland* (for reference):	18.2%

*NB: The response rate for Scotland is not directly comparable with individual local authority resp

2.3 Respondent profile

The profile of survey respondents by 'type' of customers is shown in Figure 1. This covers:

- Direct building warrant applicants and/or direct submitters of completion certificates;
- Agents only, i.e. those acting on behalf of applicants; and
- Multiple or 'other' capacities (for example agents that also classified themselves as direct a

Figure 1 Customer type

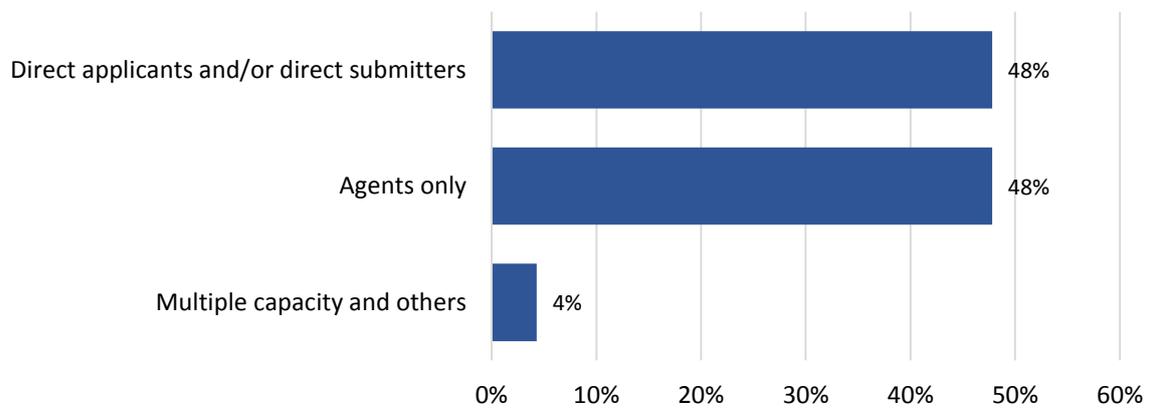
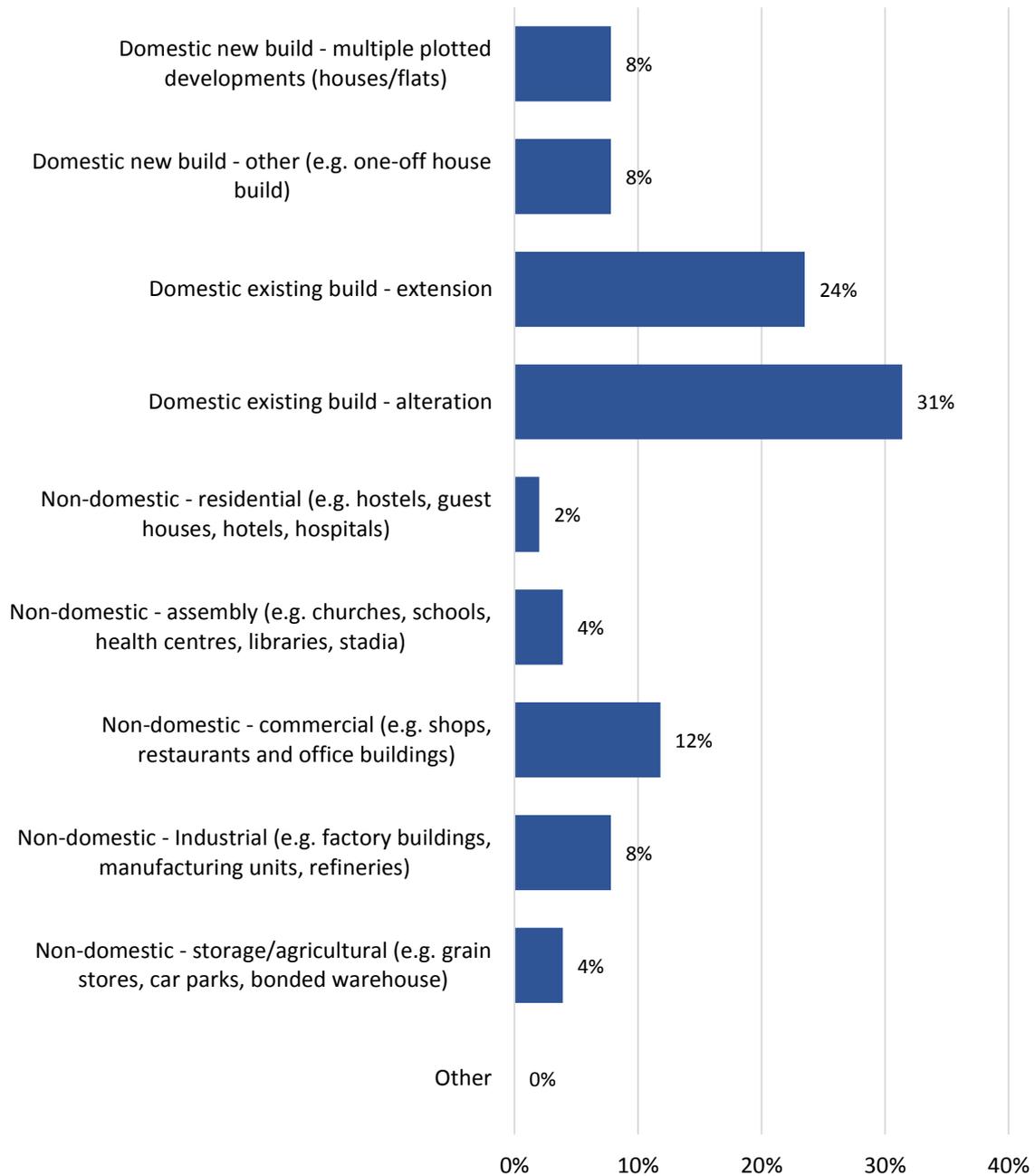


Table 1 shows the profile of survey respondents by customer type and category of application ma

Table 1 Customer type by category of application

The mix of work categories for which surveyed customers had applied, is shown in Figure 2. The

Figure 2 Categories of building work



² Proportions in certain Figures and Tables may not add up to exactly 100% due to rounding.

2.4 Headlines

Indicators	Falkirk	Scotland
<i>Green shading = above the national average Red shading = below the national average</i>		
OVERALL SATISFACTION		
Overall satisfaction with the service received (score out of 10)	8.1	7.5
MEETING EXPECTATIONS		
Extent to which the service met expectations (score out of 10)	8.1	7.4
Very/fairly satisfied with the timeliness of various aspects of the service	82%	65%
Kept very/fairly well informed about the progress of an application or submission	78%	63%
QUALITY OF SERVICE		
Strongly agree/agree to some extent that sufficient advice and guidance was received to meet needs	87%	73%
Strongly agree/agree to some extent that building standards service staff were polite and courteous	91%	88%
Yes - an inspection visit was undertaken by building standards staff	65%	61%
Very/fairly satisfied with the quality of the advice and guidance received from inspection staff	87%	82%
Yes – aware are of the need to notify the building standards service prior to commencing warrantable work	100%	98%
COMMUNICATIONS		
Would prefer to exchange written communication with building standards via email rather than hard copy letter (implies more customers want electronic communication)	87%	86%
Satisfied with the <u>accuracy</u> of written information (score out of 10)	8.2	8.0
Satisfied with the <u>quality</u> of written information (score out of 10)	8.2	8.0
ACCESSIBILITY		
Have visited the building standards section of the Council's website	83%	82%
Found the information they were looking for on the Council's website	95%	81%
Have visited the building standards service offices	65%	54%
Very/fairly satisfied with the reception service	100%	80%
Very/fairly satisfied with accessibility of staff	87%	75%

3. Overall Satisfaction and Meeting Expectations

3.1 Overall satisfaction

Customers were asked to rate their overall satisfaction with the building standards service on a scale from 1 'not at all satisfied' to 10 'completely satisfied'.

Green shading = above the national average
Red shading = below the national average

	All customers	Direct applicants/ submitters	Agents	Multiple capacity and others
Average rating for Falkirk:	8.1	7.2	8.9	9.0
Average rating for Scotland:	7.5	7.5	7.4	7.6

3.2 Meeting expectations

Customers rated the extent to which they felt the local authority building standards service had met their expectations, on a scale from 1 'not at all' to 10 'completely'.

Green shading = above the national average
Red shading = below the national average

	All customers	Direct applicants/ submitters	Agents	Multiple capacity and others
Average rating for Falkirk:	8.1	7.3	8.9	9.0
Average rating for Scotland:	7.4	7.5	7.4	7.8

Respondents were asked to provide a reason for how well the building standards service met their expectations. Summarised below are the most common strengths and weaknesses mentioned by customers across the whole of Scotland. These are supplemented by specific quotes to illuminate the experiences of Falkirk customers.

Strengths in meeting expectations – Scotland-wide perspective

The three most common reasons for customers providing a rating of 10 out of 10 include:

- Efficiency of verification;
- Quality of service; and
- Helpfulness of staff.

Among the explanations given for a rating of 8 or 9 out of 10, the most common were that:

- Staff are helpful, for example by developing a good relationship with customers;
- Staff provide good service, for example some first time applicants are grateful for being guided through the various stages of application process; and
- The service is efficient and prompt, for example response timescales and enquiry handling.

Strengths in meeting expectations – What customers of Falkirk said

The officer dealing with the request was very helpful and informative, and before sending in the application the staff were helpful in advising the process.

They were helpful, accommodating, and approachable which makes for good communication.

The team at Falkirk Council are excellent, approachable, reliable, pragmatic and professional.

Huge improvements have been made in the speed and professionalism with which applications are handled.

The application to completion was timeously attended to.

Possible weaknesses in meeting expectations – Scotland-wide perspective

The most common issues raised by these customers relate to the speed of application processing, with comments that the service can be slow, inconsistent, pedantic and bureaucratic.

Some issues were not specifically linked to service but more a result of policy, such as additional costs being imposed where modifications were requested by verification staff. Having said that, a small number of customers went on to express criticism about verification staff being seemingly unwilling to negotiate. Some respondents who gave the lowest ratings remarked that the advice received from verifiers had been contradictory during the application process, for example when dealing with different members of staff.

Possible weaknesses in meeting expectations – What customers of Falkirk said

Time taken to complete was too long.

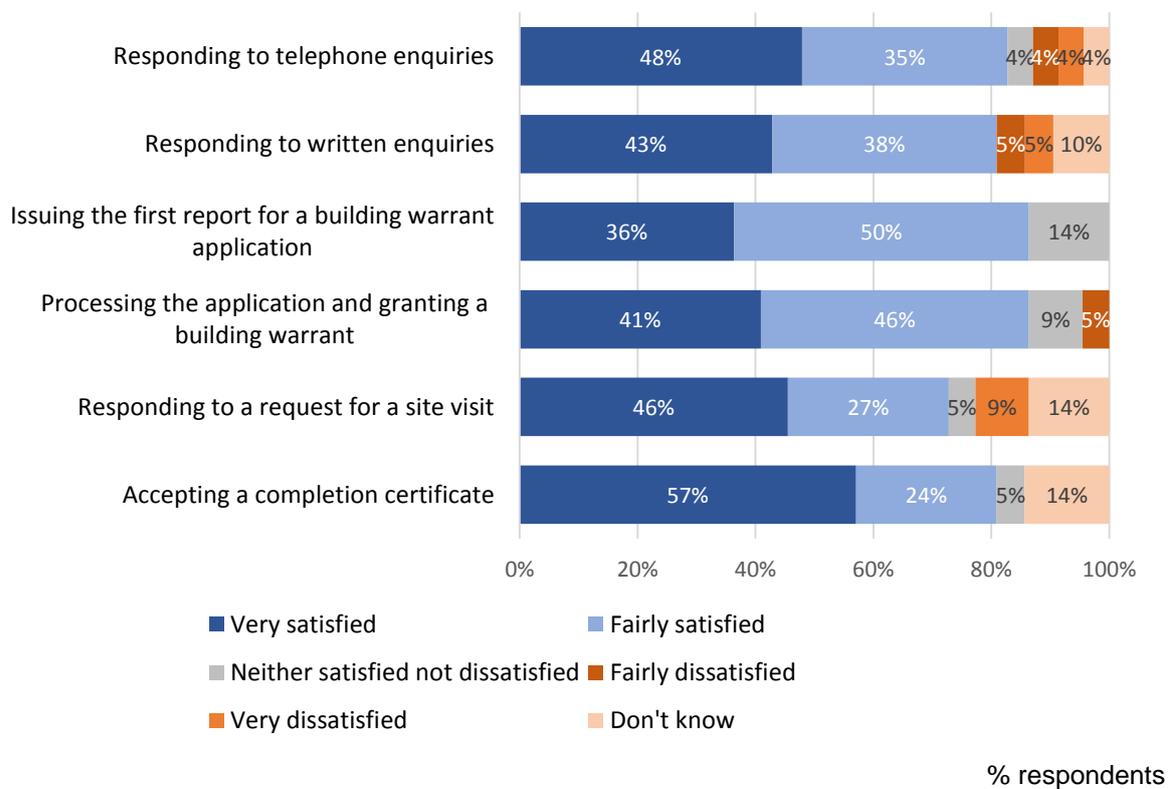
The online guide with regards to the detail level of the drawings was a bit misleading.

4. Timeliness and Keeping Customers Informed

4.1 Timeliness

Customers were asked to rate their satisfaction with the timeliness of various aspects of the service, from 'very satisfied' to 'very dissatisfied' (Figure 3).

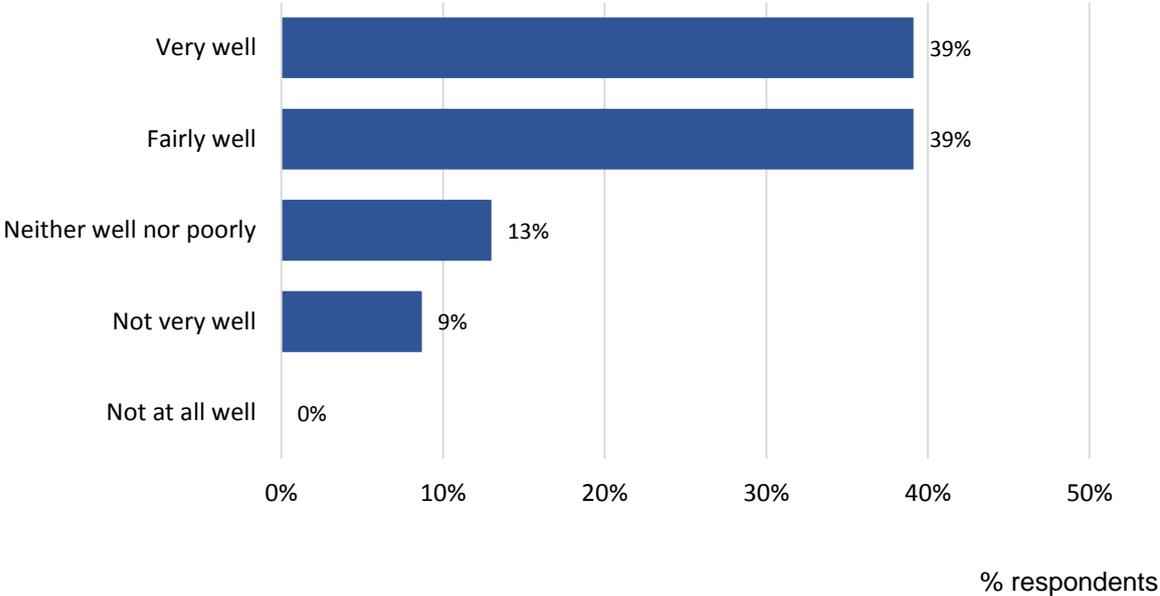
Figure 3 Timeliness of service aspects



4.2 Keeping customers informed

Where relevant, customers described how well they felt they were kept informed about the progress of their application (Figure 4).

Figure 4 How well customers were kept informed

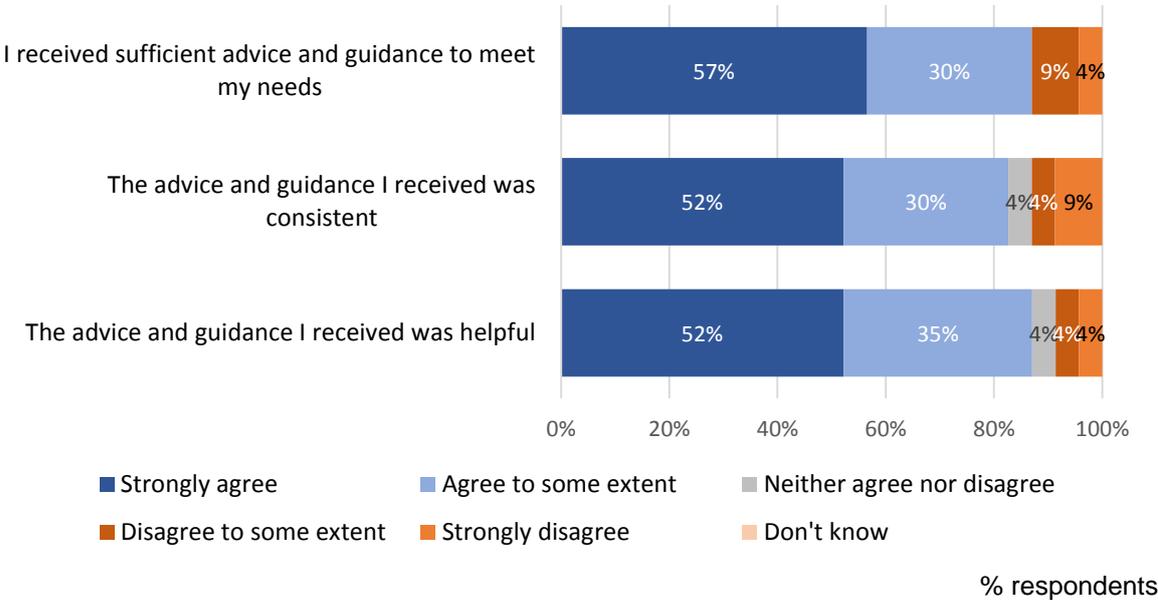


5. Quality of Service

5.1 Advice, guidance and staff service

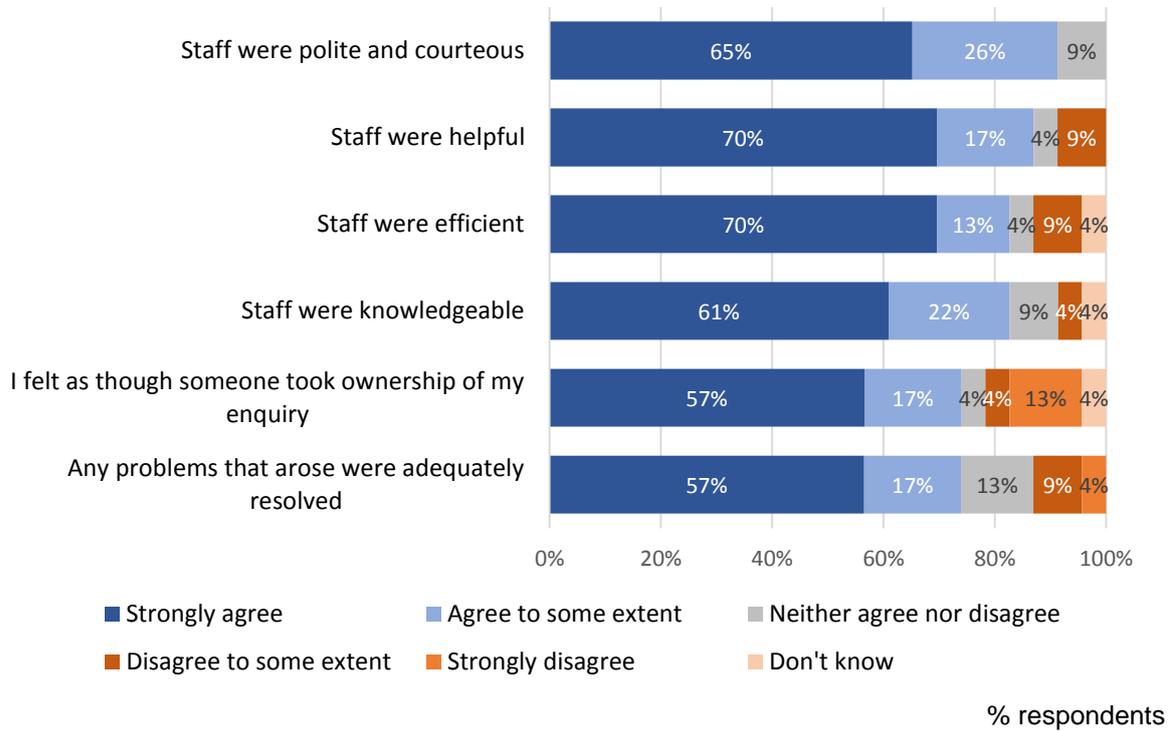
On a scale from 'strongly agree; to 'strongly disagree', customers rated the quality of advice and guidance they received (Figure 5).

Figure 5 Quality of advice and guidance received



On the same rating scale, customers rated the quality of staff service (Figure 6).

Figure 6 Quality of staff service



Customers who strongly agreed or strongly disagreed with at least one of the above statements were asked to provide their reasons.

Strengths in quality of service – Scotland-wide perspective

Across the whole of Scotland, customers who stated **strongly agree** to one or more of these statements generally described staff as:

- Approachable;
- Courteous;
- Friendly;
- Forthcoming;
- Knowledgeable;
- Pleasant; and
- Polite.

Strengths in quality of service – What customers of Falkirk said

Officers are always courteous and provide clear advice or refer to a line manager where necessary.

The speed and courtesy with which my requests were handled was excellent.

Falkirk Council have good staff within Building Standards who apply common sense and logic where required, and they also have a good grasp on the practicalities involved in the buildings trade.

Possible weaknesses in quality of service – Scotland-wide perspective

Again across Scotland, customers who stated **strongly disagree** to one or more of these statements gave the following types of reasons:

- Advice can be contradictory or of low quality;
- Communication processes are slow;
- Emails are not acknowledged quickly;
- Staff are difficult to contact; and
- Staff are unhelpful.

Possible weaknesses in quality of service – What customers of Falkirk said

I never received any site visits or requests for visits.

My phone enquiry was forgotten, my email was lost, and my site visit was also forgotten.

We did not receive the letter outlining issues.

5.2 Inspection visits

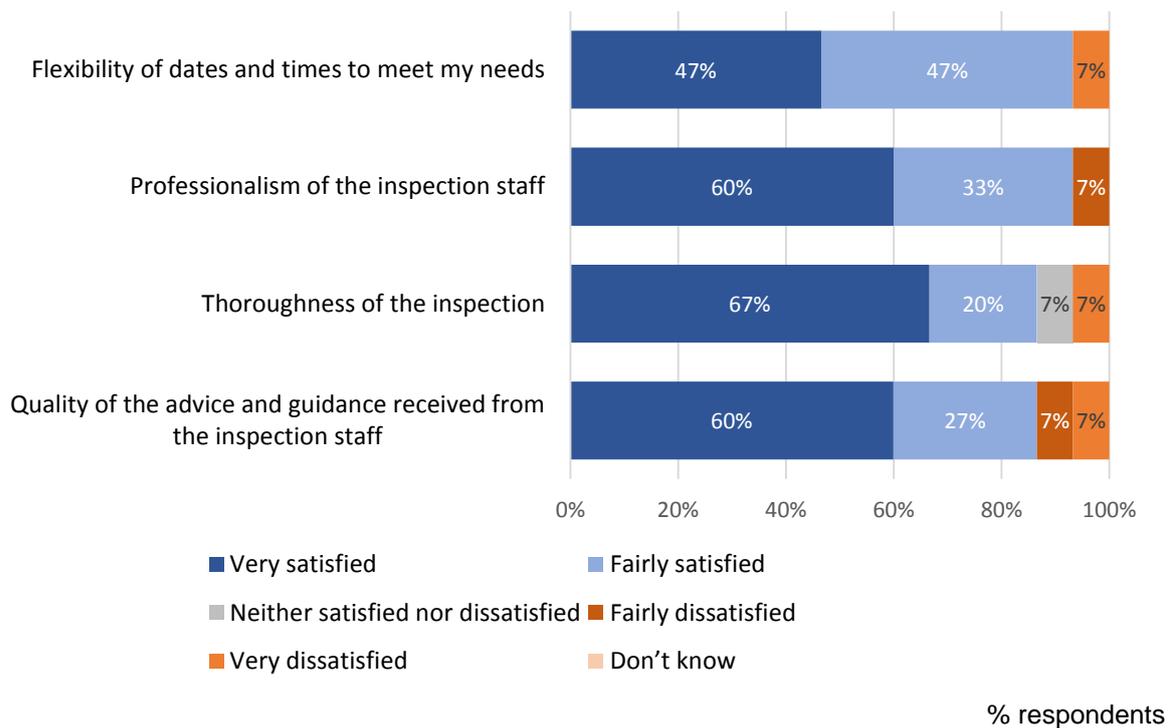
In total, 100% of customers stated that they were aware of the need to notify the building standards service prior to commencing warrantable work.

With respect to inspection visits:

- 65% of customers stated that an inspection visit was undertaken by building standards service staff;
- 17% of customers stated that an inspection did not take place; and
- 17% stated that they didn't know.

Customer satisfaction with various aspects of inspection visits is shown in Figure 7.

Figure 7 Satisfaction with inspection visits (all respondents)

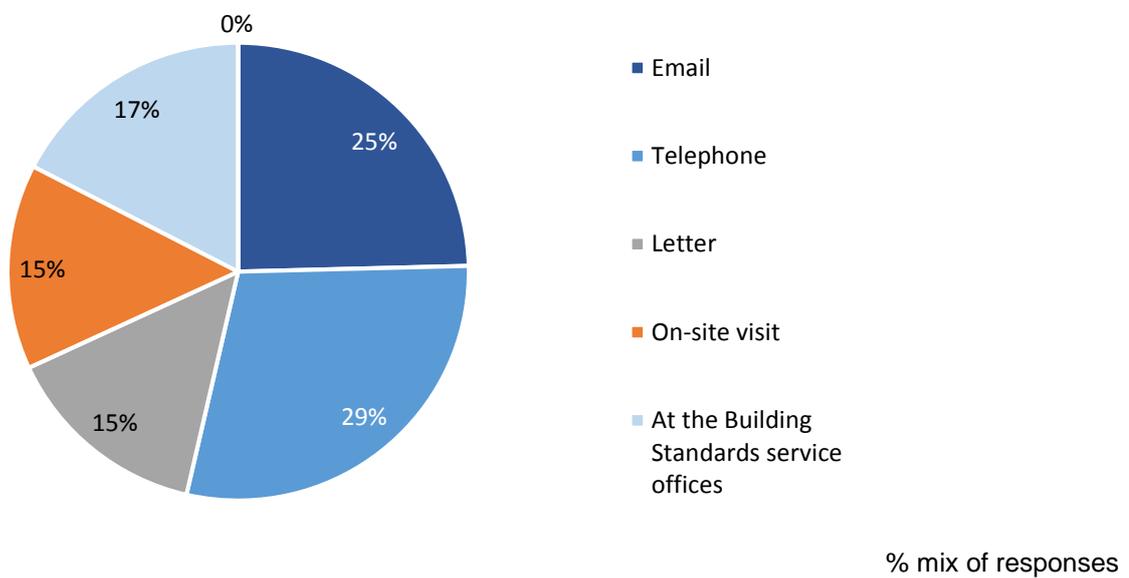


6. Communications

6.1 Channels of communication

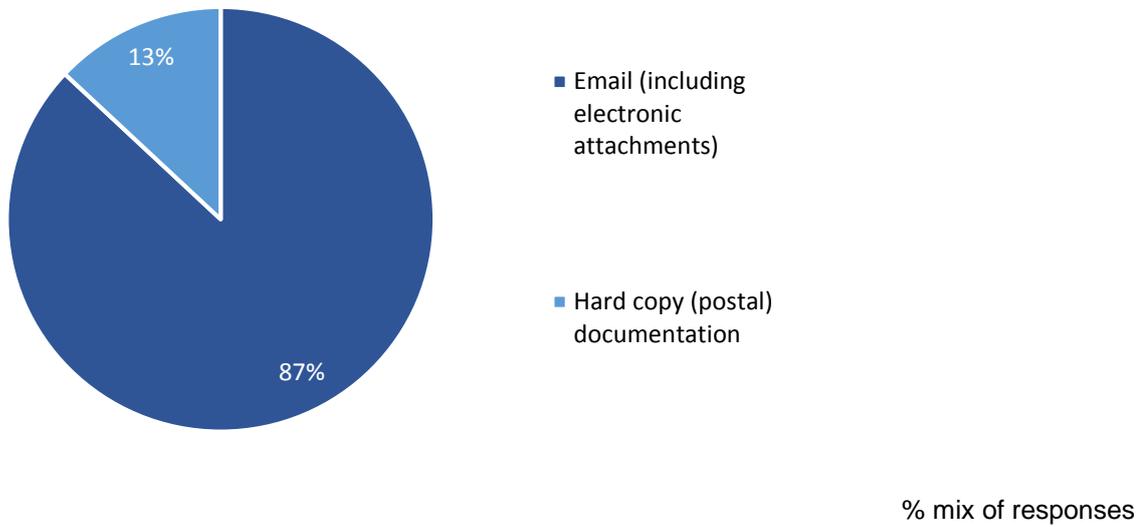
Surveyed customers have interacted with local authority building standards using a variety of channels, with email (25%) and telephone communications (29%) the most popular (Figure 8).

Figure 8 Channels of interaction



Looking towards the future, 87% of customers would prefer to exchange written communication with building standards via email (including electronic attachments) rather than a postal arrangement (Figure 9).

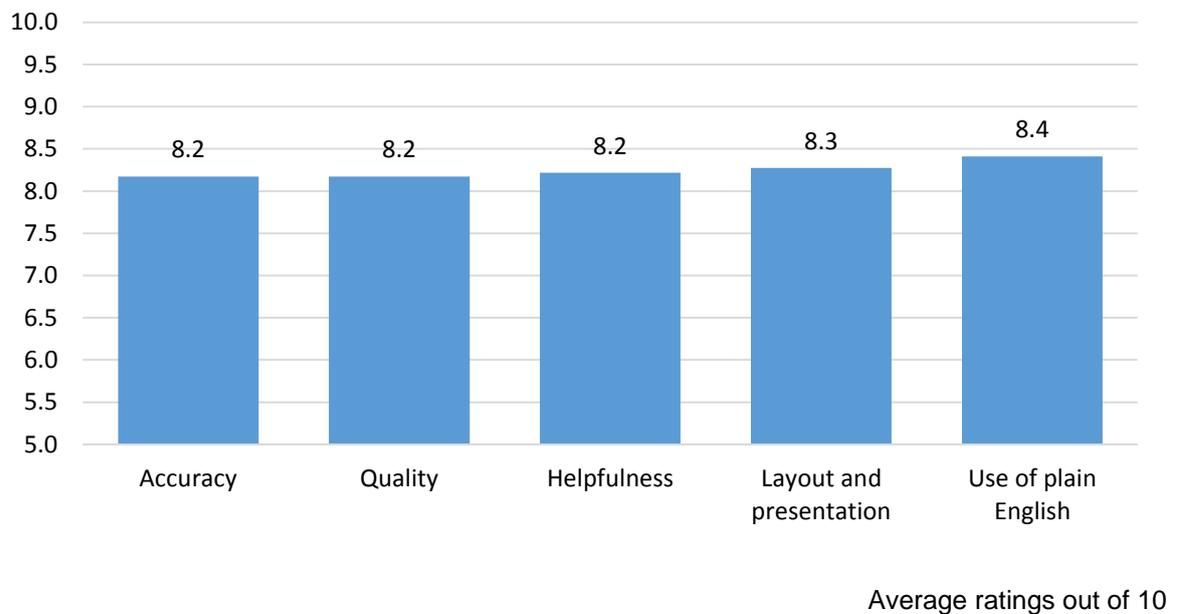
Figure 9 Preferred format for exchanging written information in the future



6.2 Written information and documentation

Customers were asked to rate the written information and documentation they received, against several criteria and on a scale from 1 'very poor' to 10 'very good' (Figure 10).

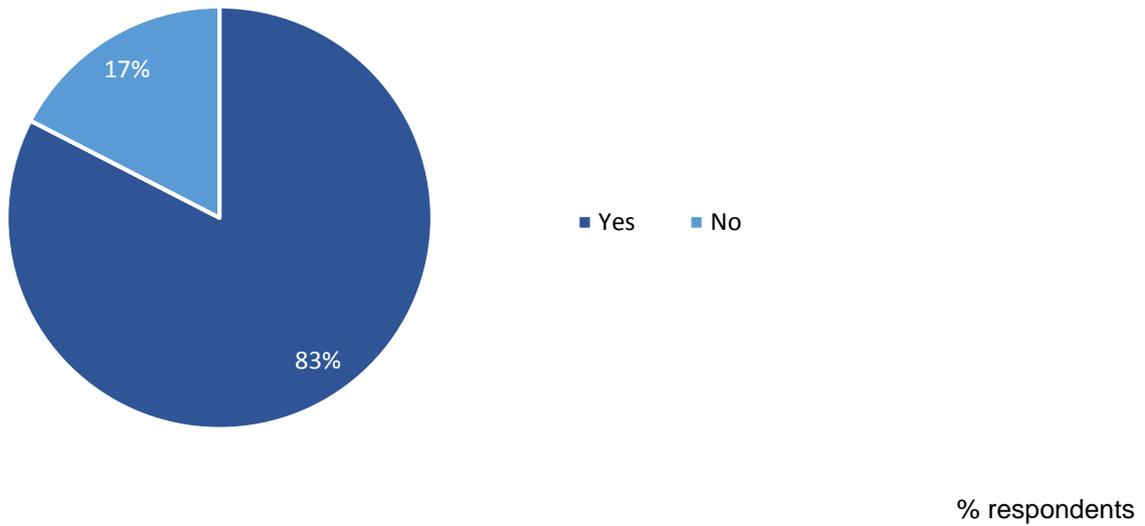
Figure 10 Quality of written information and documentation



6.3 Website information

Some 83% of customers reported having visited the building standards section of the Council's website (Figure 11).

Figure 11 Whether visited the building standards section of the local authority website



Of those customers that had visited the website, 95% confirmed that they found the information they were looking for (Figure 12).

Figure 12 Whether customers found the information being looked for on the website



Customers were asked to describe how they felt the building standards section of the local authority website could be improved.

Improving eBuilding Standards – Scotland-wide perspective

Common suggestions from customers across Scotland included:

- Introduce online applications;
- Present contact details together on an easily accessed webpage; and
- Improve the search function.

Listed below are a set of desired features (ordered from most to least popular) from customers across Scotland:

- Easier navigation to specific forms;
- Continuous updating of content;
- Separate content for frequent and infrequent customers;
- A clearer electronic payment system;
- A function to show the progress of applications;
- An index for the site;
- Better functionality with tablet and mobile devices;
- Information about the location of offices;
- More information about listed buildings;
- A list of warrants approved as well as warrants applied for;
- Access to previously approved drawings;
- An online discussion or 'help' forum, including Live chat; and
- Better information about the sustainability awards.

Improving eBuilding Standards – What customers of Falkirk said

Faster updates on the website of application status.

The online application portal could be a bit clearer and easier to navigate.

The various forms provided should be updated to allow the forms to be completed electronically rather than hand written.

Provide a directory of telephone numbers.

I didn't see a checklist of items that would generally be needed for a handful of common examples.

6.4 Improving communications in the future

Customers were asked in what ways the local authority building standards service could improve its overall communications in the future.

Communications – Scotland-wide perspective

Across Scotland, customers primarily described barriers that need to be overcome and there are noticeable differences in the answers given by direct applicants and agents.

A recurring issue among applicants of all local authorities is that verification staff can be hard to reach. Also that:

- Staff can be slow to respond;
- It can be hard to make face-to-face contact with verification staff; and
- It takes too long to arrange and complete visits.

Communications – What customers of Falkirk said

Provide confirmation upon receipt of documentation.

A dedicated contact would be helpful.

Reply to requested visits.

7. Accessibility

7.1 Making contact with the building standards service

Customers were asked to describe how easily they were able to make contact with the local authority building standards service.

Accessibility – Scotland-wide perspective

Common findings across Scotland are that:

- Staff are generally on-hand and available to answer any questions;
- A direct number is given out by the relevant member of staff;
- It is easy to locate contact details;
- The speed of response to messages or e-mails is swift; and
- It is a benefit to have the office based locally, i.e. as part of the local authority.

Accessibility – What customers of Falkirk said

It was relatively easy to find a contact number but no calls were returned and there was no indication when someone only works part-time.

They always come out to reception, answer the phone, and email back.

We need to phone them from time to time and they always respond to our queries within a day if not available.

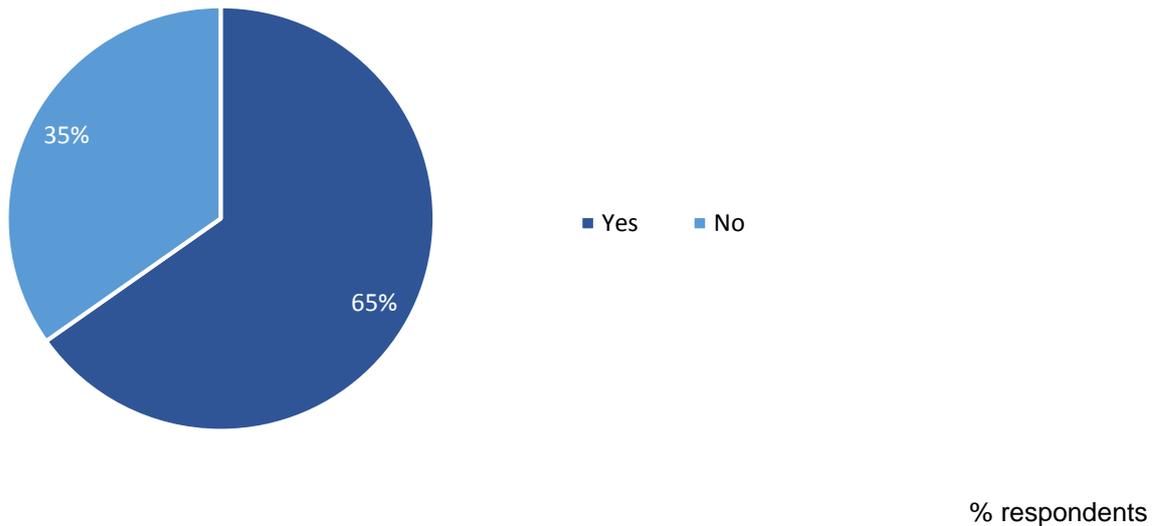
Staff are easy to contact and if you do not get the surveyor you are looking for, the person you do get is always happy to take a note/message.

Getting an actual case officer on the phone at any given time is problematic, some officers job share which can cause problems when dealing with projects.

7.2 Visiting the offices of the building standards service

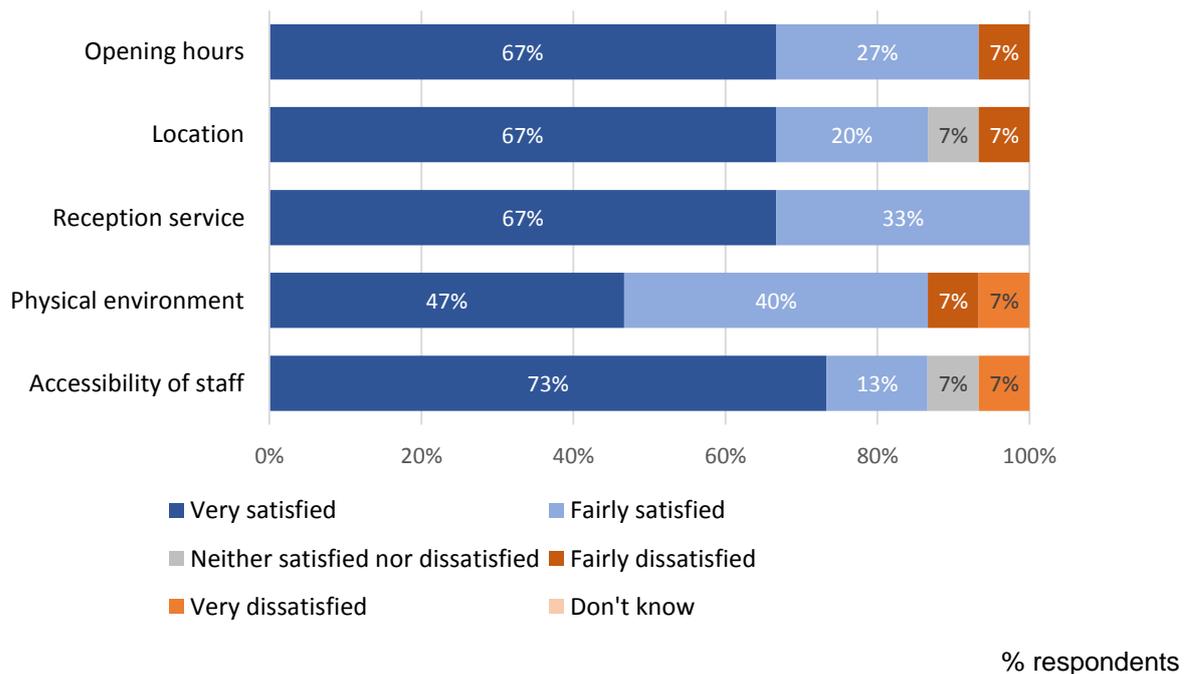
Among surveyed customers, 65% reported having visited the building standards service offices (Figure 13).

Figure 13 Whether visited the offices of the local authority building standards service



Customers who had visited the offices are generally satisfied with various specific aspects of the visit (Figure 14).

Figure 14 Satisfaction with specific aspects of the building standards service offices



Appendix 1: Methodology

Development of the survey

The development, hosting, analysis and reporting of the survey was carried out in two main phases. The timings and objectives of both phases are set out below.

Phase 1 (October 2013 – January 2014): Development of the first national customer satisfaction survey:

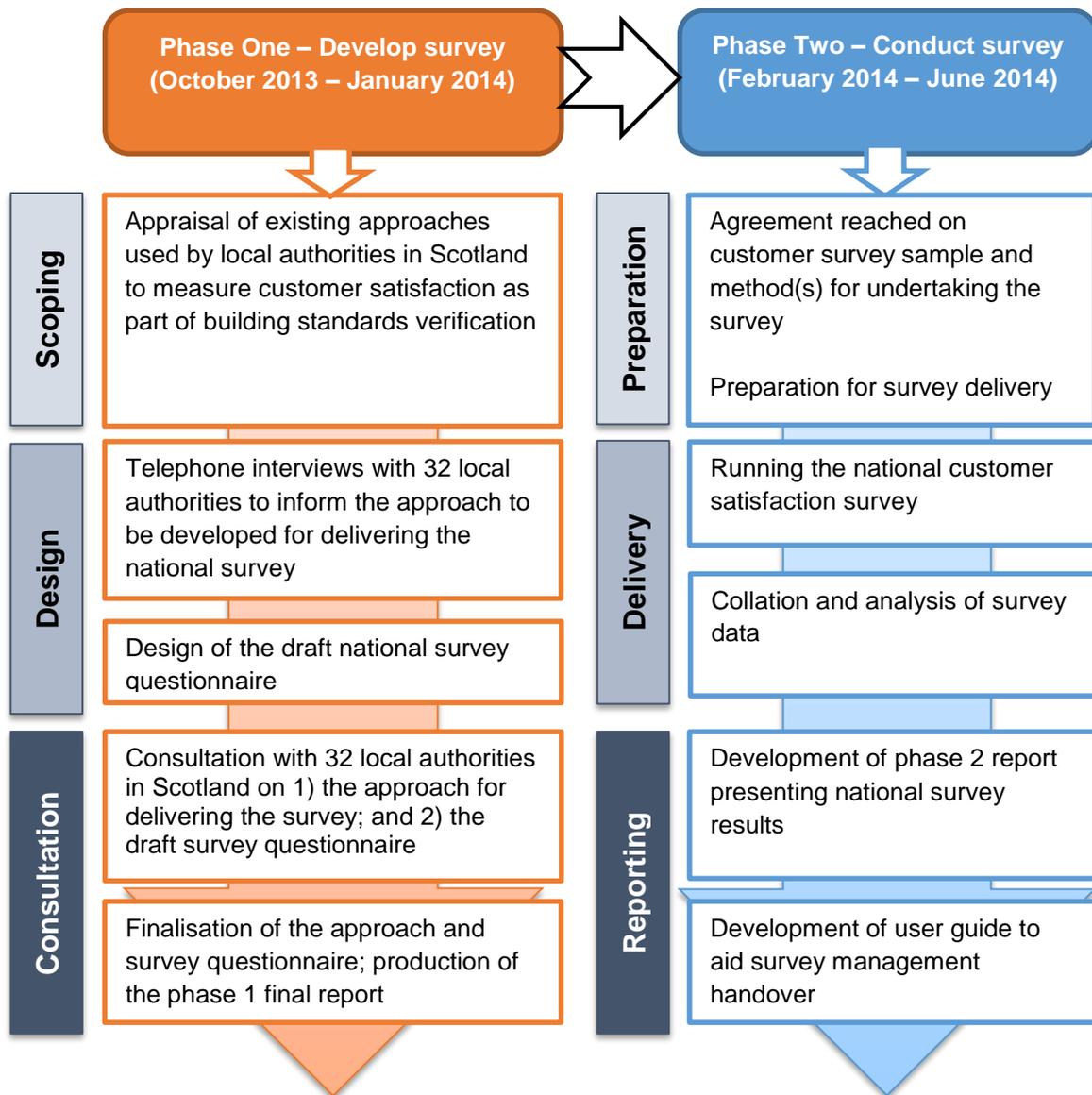
1. Undertake research into existing effective customer satisfaction surveys;
2. Investigate the potential use of the Customer Management Tool (CSMT);
3. Carry out research into the existing local authority building standards surveys;
4. Investigate individual local authority needs for a national building standards survey including local requirements;
5. Develop the national building standards customer survey methodology;
6. Develop a suitable annual questionnaire;
7. Develop a methodology to identify the customer sample; and
8. Test the proposed survey methodology and questionnaire with local authorities.

Phase 2 (February 2014 – June 2014): Conducting the initial survey and providing analysis and reporting:

1. Undertake the first national survey in April 2014;
2. Collate and analyse the results, and provide a report on the survey findings;
3. Undertake any adjustments to the survey tool/questions if required; and
4. Provide a post-survey report on the survey methodology for future years.

Summary of approach

The diagram below summarises the methodology used to deliver the project.



Detailed approach

Following completion of phase 1, the survey was delivered using the following mechanisms:

Local authorities sought consent from their customers (via an opt-out process) to having their contact details passed to Pye Tait, who then coordinated the survey.

Rationale:

- Ensured national consistency in the survey delivery process;
- Enabled initial central collation of:
 - customer numbers – in order to ascertain the size of the ‘survey population’ across all 32 local authorities in Scotland;
 - email address records – in order to determine which local authorities are more and less likely to be represented in the customer survey;
- Permitted a ‘de-duplication’ exercise to be undertaken against customer names/email addresses so that the same customers would not be emailed multiple times (a risk if mailings were undertaken by individual local authorities);
- Minimised work for local authorities, i.e. by not asking them to undertake the survey mailing and reminders themselves.

The historic cut-off point for customers in scope of the first survey was set as 1st April 2013.

Rationale:

- Historic customers dating back over one year (at the time the survey was operational in April 2014) would be less likely to recall their experiences;
- The cost and administrative time required for local authorities to obtain consent for customers dating back further than one year was considered to be prohibitive; and
- The selected cut-off point provided a database of sufficient size to permit reasonable statistical accuracy at the analytical stage.

All customers within the agreed time-period were invited to participate in the survey, as opposed to a sample of customers.

Rationale:

- Telephone interviews with BSMs raised concerns that the volume of customer email address records might vary between local authorities, with the risk that this might already limit the potential reach of the survey;
- The potential variance in customer numbers between local authorities (particularly those with email addresses) would make the development of a sample strategy particularly difficult; and
- The survey needed to be as fully inclusive as possible.

For the purpose of the survey, customers were defined as:

- a. Applicants for building warrants (including any agents);**
- b. Submitters of completion certificates (including any agents); and**
- c. Other individuals and businesses that have interacted with the building standards service.**

Customers are therefore primarily property owners, developers and their agents.

Local authorities were only asked to supply Pye Tait with customer names and email addresses. They were not asked to supply application information relating to each customer, for example project types and fee income bands.

Rationale:

- Given the intention to survey 'all' customers rather than a stratified sample – application information was not needed to define a sample strategy;
- It would not have been feasible to pre-seed application information into the survey questionnaire responses as some customers may have submitted multiple applications of different types for more than one local authority;
- The survey questionnaire was used to establish the capacity in which a respondent had been a customer of a local authority (including application-related information).

The survey was hosted online and only customers with email addresses were directly invited to participate (although local authorities were at liberty to promote the survey link via other means, as appropriate).

Rationale:

- The cost and administrative time associated with printing, mailing and subsequently entering response data from hard copy paper questionnaires for customers of all 32 local authorities would render a postal survey cost-prohibitive;
- The potential resource burden for local authorities in terms of printing and issuing paper questionnaires would have been prohibitive based on the feedback received from the telephone interviews; and
- Response times are typically longer for postal surveys and this could have had a negative impact on the requirement for timely results and feedback;
- An online survey was considered to be more environmentally sustainable.

Pye Tait Consulting hosted the online survey and carried out all analysis using SNAP 11 survey software.

Appendix 2: National Survey Questionnaire

Customer Satisfaction Survey for Building Standards *Please tell us what you think*

Introduction

The Scottish Government would like to obtain your views and feedback about the local authority Building Standards service in Scotland. This is a national survey that is being administered separately to customer feedback questionnaires issued by individual local authorities.

As a Building Standards customer since April 2013, we would like to hear about the quality of service you have received, for example when applying for a building warrant and/or submitting a completion certificate. We are interested in your views on the customer service you have experienced as opposed to the actual decision made in response to an application.

When answering the questions you will be asked to identify which local authority you are providing feedback on. If you have been a customer of more than one local authority and would like to provide additional feedback, please complete a separate survey.

The survey should take approximately 10 minutes to complete.

If you are unable to answer any questions, or if they are not applicable to you, please leave them blank.

Reassurance

Pye Tait Consulting is carrying out this survey independently on behalf of the Scottish Government and all 32 local authorities in Scotland.

The findings from the survey will be treated confidentially and reported anonymously by Pye Tait Consulting under the Data Protection Act 1988 and the Market Research Society (MRS) Code of Conduct.

If you have any queries, please contact Adrian Smith at Pye Tait Consulting, via a.smith@pyetait.com or by telephoning 01423 509433.

Thank you for taking the time to complete this online survey.

Please click the 'Next' button, below, to continue.

PART 1: About your application

Q1. Which ONE of the following local authorities are you responding about in this survey? (Please tick the appropriate box and complete a separate survey for any other local authorities of which you have been a customer since April 2013).

<input type="checkbox"/>	Aberdeen	<input type="checkbox"/>	Highland
<input type="checkbox"/>	Aberdeenshire	<input type="checkbox"/>	Inverclyde
<input type="checkbox"/>	Angus	<input type="checkbox"/>	Midlothian
<input type="checkbox"/>	Argyll and Bute	<input type="checkbox"/>	Moray
<input type="checkbox"/>	City of Edinburgh	<input type="checkbox"/>	North Ayrshire
<input type="checkbox"/>	Clackmannanshire	<input type="checkbox"/>	North Lanarkshire
<input type="checkbox"/>	Comhairle Nan Eilean Siar	<input type="checkbox"/>	Orkney
<input type="checkbox"/>	Dumfries and Galloway	<input type="checkbox"/>	Perth and Kinross
<input type="checkbox"/>	Dundee	<input type="checkbox"/>	Renfrewshire
<input type="checkbox"/>	East Ayrshire	<input type="checkbox"/>	Scottish Borders
<input type="checkbox"/>	East Dunbartonshire	<input type="checkbox"/>	Shetland
<input type="checkbox"/>	East Lothian	<input type="checkbox"/>	South Ayrshire
<input type="checkbox"/>	East Renfrewshire	<input type="checkbox"/>	South Lanarkshire
<input type="checkbox"/>	Falkirk	<input type="checkbox"/>	Stirling
<input type="checkbox"/>	Fife	<input type="checkbox"/>	West Dunbartonshire
<input type="checkbox"/>	Glasgow	<input type="checkbox"/>	West Lothian

Q2. In what capacity have you been a customer of the building standards service? [Tick all that apply]

<input type="checkbox"/>	Direct applicant for building warrant, for example building owner
<input type="checkbox"/>	Direct submitter of completion certificate, for example building owner
<input type="checkbox"/>	Agent working on behalf of an applicant or submitter
<input type="checkbox"/>	Other

If 'Other' – please specify: _____

Q3. For which of the following reasons did you make contact with your local authority building standards service? [Tick all that apply]

<input type="checkbox"/>	Application for a building warrant (including any pre-application discussion)
<input type="checkbox"/>	During construction, including submission of a completion certificate
<input type="checkbox"/>	Other reason/s

If 'Other' – please specify: _____

Q4. [Asked if Q3 = building warrant] How many building warrant applications have you submitted to this local authority since April 2013? If you are unsure, please provide a best estimate.

Q5. [Asked if Q3 = completion certificate] How many completion certificates have you submitted to this local authority for acceptance since April 2013? If you are unsure, please provide a best estimate.

Q6. For which of the following categories of work have you submitted an application? [Tick all that apply]

<input type="checkbox"/>	Domestic new build – multiple plotted developments (houses/flats)
<input type="checkbox"/>	Domestic new build – other (e.g. one-off house build)
<input type="checkbox"/>	Domestic existing build - extension
<input type="checkbox"/>	Domestic existing build - alteration
<input type="checkbox"/>	Non-domestic – residential (e.g. hostels, guest houses, hotels, hospitals)
<input type="checkbox"/>	Non-domestic – assembly (e.g. churches, schools, health centres, libraries, stadia)
<input type="checkbox"/>	Non-domestic – commercial (e.g. shops, restaurants and office buildings)
<input type="checkbox"/>	Non-domestic – Industrial (e.g. factory buildings, manufacturing units, refineries)
<input type="checkbox"/>	Non-domestic – storage/agricultural (e.g. grain stores, car parks, bonded warehouse)

If 'Other' – please specify: _____

PART 2: Meeting your expectations

Q7. Overall, to what extent did the service you received from the local authority building standards service meet your expectations? Please rate on a scale from 1 'not at all' to 10 'completely'.

Q8. Please provide your reasons for this rating:

PART 3: Timeliness

Q9. How satisfied were you with the time taken by the local authority building standards service to undertake each of the following? [Leave any statements blank if not applicable]

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Respond to telephone enquiries						
Respond to written enquiries						
Issue the first report for a building warrant application (e.g. detailing non-compliance or further information requested)						
Process the application and grant a building warrant						
Respond to a request for a site visit						
Accept a completion certificate						

Q10. How well did the local authority keep you informed about the progress of your application/submission (if applicable)?

	Very well
	Fairly well
	Neither well nor poorly
	Not very well
	Not at all well

PART 4: Advice, guidance and quality of service from building standards service staff

Q11. To what extent do you agree or disagree with each of the following statements about the advice and guidance you received from local authority building standards service staff?

	Strongly agree	Agree to some extent	Neither agree nor disagree	Disagree to some extent	Strongly disagree	Don't know
I received sufficient advice and guidance to meet my needs						
The advice and guidance I received was consistent						
The advice and guidance I received was helpful						

Q12. To what extent do you agree or disagree with each of the following statements about the quality of service received from building standards service staff:

	Strongly agree	Agree to some extent	Neither agree nor disagree	Disagree to some extent	Strongly disagree	Don't know
Staff were polite and courteous						
Staff were helpful						
Staff were efficient						
Staff were knowledgeable						
I felt as though someone took ownership of my enquiry						
Any problems that arose were adequately resolved						

Q13. [Only asked if 'Strongly Agree' to any of Q12 A – F] You have stated **STRONGLY AGREE** to at least one of the above statements with respect to the advice, guidance and quality of service you have received. Please can you explain what was particularly good?

Q14. [Only asked if 'Strongly Disagree' to any of Q12 A – F] You have stated STRONGLY DISAGREE to at least one of the above statements with respect to the advice, guidance and quality of service you have received. Please can you explain your reasons?

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Q15. Are you aware of the need to notify the building standards service before warrantable work commences?

	Yes
	No

Q16. Did you have an inspection visit by building standards service staff?

	Yes	Route to Q17
	No	Route to Part 5

Q17. How satisfied were you with each of the following aspects of the inspection visit:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Flexibility of dates and times to meet my needs						
Professionalism of the inspection staff						
Thoroughness of the inspection						
Quality of the advice and guidance received from the inspection staff						

PART 5: Communications

Q18. In which of the following ways did you interact with the local authority building standards service? [Tick all that apply]

<input type="checkbox"/>	Email
<input type="checkbox"/>	Telephone
<input type="checkbox"/>	Letter
<input type="checkbox"/>	On-site visit
<input type="checkbox"/>	At the building standards service offices
<input type="checkbox"/>	Other

If 'Other' – please specify: _____

Q19. On a scale from 1 'very poor' to 10 'very good' - how would you rate each of the following aspects of the local authority's written information and documentation:

	1,2,3,4,5,6,7,8,9,10
Accuracy	
Quality	
Helpfulness	
Layout and presentation	
Use of plain English	

Q20. Have you visited the building standards section of the local authority's website?

<input type="checkbox"/>	Yes	Route to Q21
<input type="checkbox"/>	No	Route to Q23

Q21. Did you find all the information you were looking for on the website?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

Q22. In what ways, if any, do you think the building standards section of the local authority's website could be improved?

Q23. In terms of how you would like to communicate with the local authority building standards service in the future – please rate the following forms of communication from 1 ‘most preferred option’ to 5 ‘least preferred option’.

Email	
Telephone	
Letter	
On-site visit	
At the building standards service offices	

Q24. In what ways, if any, do you think the local authority building standards service could improve its communications?

PART 6: Accessibility

Q25. How easy was it to make contact with your local authority building standards service? Please rate on a scale from 1 ‘very easy’ to 10 ‘very difficult’

Q26. Please provide your reasons for this rating:

Q27. Did you have reason to visit the offices of the local authority building standards service?

	Yes	Route to Q28
	No	Route to Q29

Q28. How satisfied are you with each of the following aspects of the building standards service offices:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Opening hours						
Location						
Reception service						
Physical environment						
Accessibility of staff						

PART 7: Overall satisfaction and final comments

Q29. Overall, how would you rate your satisfaction with the building standards service? Please rate on a scale from 1 'not at all satisfied' to 10 'completely satisfied'

Q30. Your views are important and the local authority would like the opportunity to contact you to discuss your feedback further. In order to do so, we require your consent to share your individual responses with them, along with your contact details. Are you happy for us to do so?

<input type="checkbox"/>	Yes	Route to Q31
<input type="checkbox"/>	No – I wish to remain anonymous	Route to Q34

Q31. [\[Only asked if Yes to Q30\]](#) Please provide your contact name:

Q32. [\[Only asked if Yes to Q30\]](#) Please provide your email address:

Q33. [\[Only asked if Yes to Q30\]](#) Please provide your contact telephone number:

Q34. Finally, do you have any final comments about how you believe the local authority building standards service could be improved in the future?

<Submit button> and thank you page.

Appendix 3: Survey Invitation Email

Email subject: Building Standards in Scotland – Customer Feedback Questionnaire

Dear [Name]

We are writing to you as a customer of the local authority Building Standards service in Scotland. This means that since 1st April 2013 you may have submitted a building warrant application, completion certificate, used the services of your own agent, or made other enquiries through your local authority Building Standards service. You may also have been an agent acting on behalf of an applicant.

The Scottish Government would like to obtain your views and feedback on the customer service you received. This will help identify which aspects are working well and any areas where improvements need to be made in the future.

We would be most grateful if you would spare 5 or 10 minutes to complete the online survey by clicking the link below:

[\[Link\]](#)

Your feedback is important to us, even if you are not able to answer all questions and/or have had limited contact with the local authority Building Standards service.

Further information, including our contact details, can be found via the survey link.

Many thanks for your time and contribution.

Kind regards,

[Name]

You may choose not to receive further e-mails about this research from [Name] simply by clicking [UNSUBSCRIBE](#). [Name/Registered Address]