

Pye Tait Consulting

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

Report for:

Falkirk Council

November 2015

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1.1 Background to the survey

The Building Standards system in Scotland was 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

The national customer satisfaction for Building Standards survey aligns with KPO5 of the verification performance framework for Building Standards, titled: '*Improvement of the customer experience*'. The purpose of this KPO is for local authority verifiers to gain a more detailed understanding of their different customer groups and respond appropriately to their needs.

In 2013 the Scottish Government commissioned Pye Tait Consulting to develop and run the first national survey. This was predicated on the need to obtain nationally consistent data on customer perceptions of their local authority Building Standards service. It was also intended that the survey would provide baseline data in order to permit trends analysis over future years². In 2015 Pye Tait Consulting was commissioned to undertake the second national survey and the findings for Falkirk Council are presented in this report.

1.3 Methodology

Preparatory work began in February 2015. The Building Standards Division, in conjunction with Local Authority Building Standards Scotland (LABSS) and Pye Tait Consulting, undertook a review of the questionnaire used for the first national survey. As a result of this review, some changes were made to the questionnaire in line with national customer service priorities.

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

² The Scottish Government (2014) *National Customer Satisfaction Survey to Support the New Verification Performance Framework (Phase 2 report)*. Available at: www.gov.scot/Resource/0045/00456855.pdf

The scope of the survey was all Building Standards customers from 1st April 2014 to 31st March 2015, defined as:

- a. Applicants for building warrants (including any agents);
- b. Submitters of completion certificates (including any agents); and
- c. Others that have interacted with the Building Standards service.

Local authorities sought consent from their customers to supplying their contact details (name and email address only) with Pye Tait Consulting for the express purpose of being invited to participate in the survey. To obtain customer consent, local authorities incorporated a Privacy Notice as part of the Application for Building Warrant form and/or contacted customers by email to provide the opportunity to opt out prior to their contact details being shared with Pye Tait Consulting.

The survey opened on 2nd September and closed on 5th October 2015. It was hosted online and customers with email addresses were directly invited by Pye Tait Consulting to participate. Local authorities were at liberty to promote the survey link to their own customers (i.e. those within scope) as appropriate.

When completing the survey, customers were asked to select the local authority to which their response related. Customers of multiple local authorities were invited to complete the survey more than once, as applicable.

2. Summary of Results

2.1 Presentation of results

Customer satisfaction survey reports have been produced at the national (Scotland) level and for all individual local authorities in Scotland.

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

The findings are anonymous and based on the perceptions of customers responding to the survey. They provide an indication of possible strengths and weaknesses in customer service although they do not explore the extent to which any particular issues may be within or outside of local authority control.

The results have not been subject to statistical tests to determine the significance of any apparent patterns and should therefore be treated with caution.

To enable comparability with the national report, the majority of Figures and Tables express data in terms of the percentage of survey respondents. Percentages shown in charts may not add up to precisely 100% due to the impact of rounding

The total number of responses and overall survey response rate (shown in section 2.2, below) varies from local authority to local authority. As such, the majority of the results are presented at their highest level (i.e. 'all' customers) as opposed to breakdowns by 'type' of customer.

As an indicator of possible differences in perceptions by type of customer, additional breakdowns have been provided for two core questions:

- *Overall, how would you rate your satisfaction with the local authority Building Standards service (on a scale from 1 'not at all satisfied' to 10 'completely satisfied')?*
- *Overall to what extent did the service you receive from the local authority Building Standards service meet your expectations (on a scale from 1 'not at all' to 10 'completely')?*

2.2 Achieved sample

The achieved sample (including the national survey response rate) is shown in Table 1.

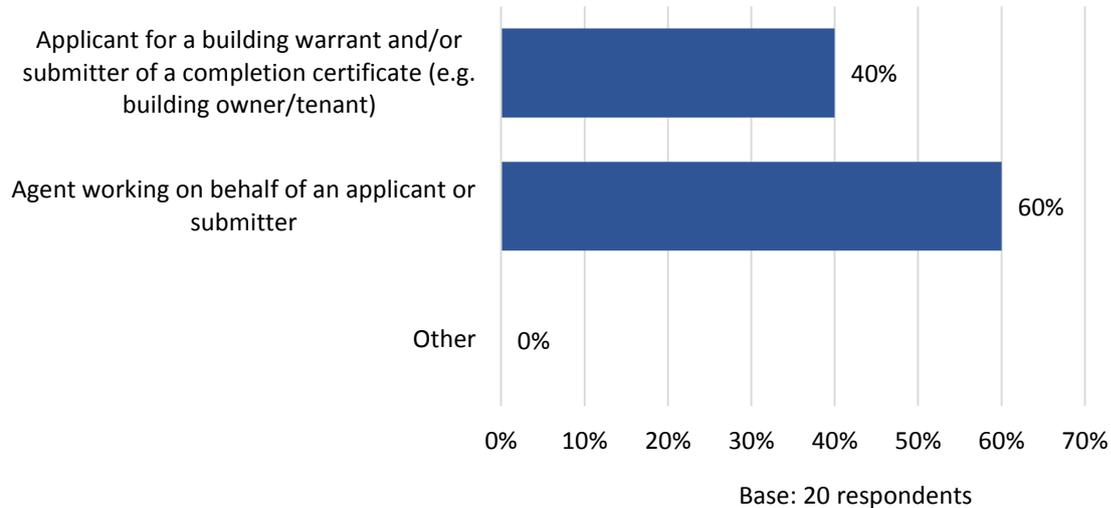
Table 1 Achieved sample and response rate

A	Number of customer email addresses supplied to Pye Tait:	147
B	Of these – number of customers unique to Falkirk (i.e. not also customers of other local authorities):	70
C	Total survey responses attributed to Falkirk:	20
D	Response rate for Falkirk (C as a percentage of A):	13.6%
E	Response rate for Scotland (for reference):	15.6%

2.3 Respondent profile

Less than half of customers responding to the survey (40%) were direct applicants for building warrants and/or submitters of completion certificates³ in the 2014/15 financial year (the period in scope of the survey). The majority (60%) represent agents acting on behalf of applicants (Figure 1).

Figure 1 Customer type



³ From this point forward the term 'direct applicants' is used for ease of reference when referring to direct applicants for building warrant and/or direct submitters of completion certificates.

Among direct applicants, a minority (25%) confirmed that they used an agent to act on their behalf as part of the application process (Figure 2).

Figure 2 Use of an agent (direct applicants/submitters only)

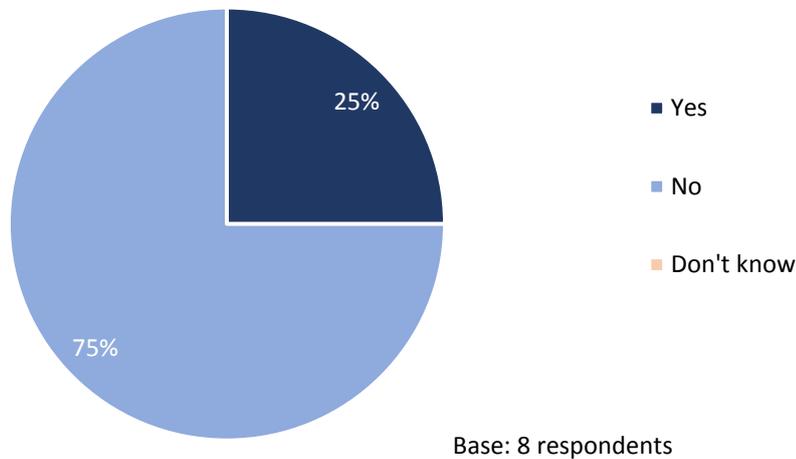
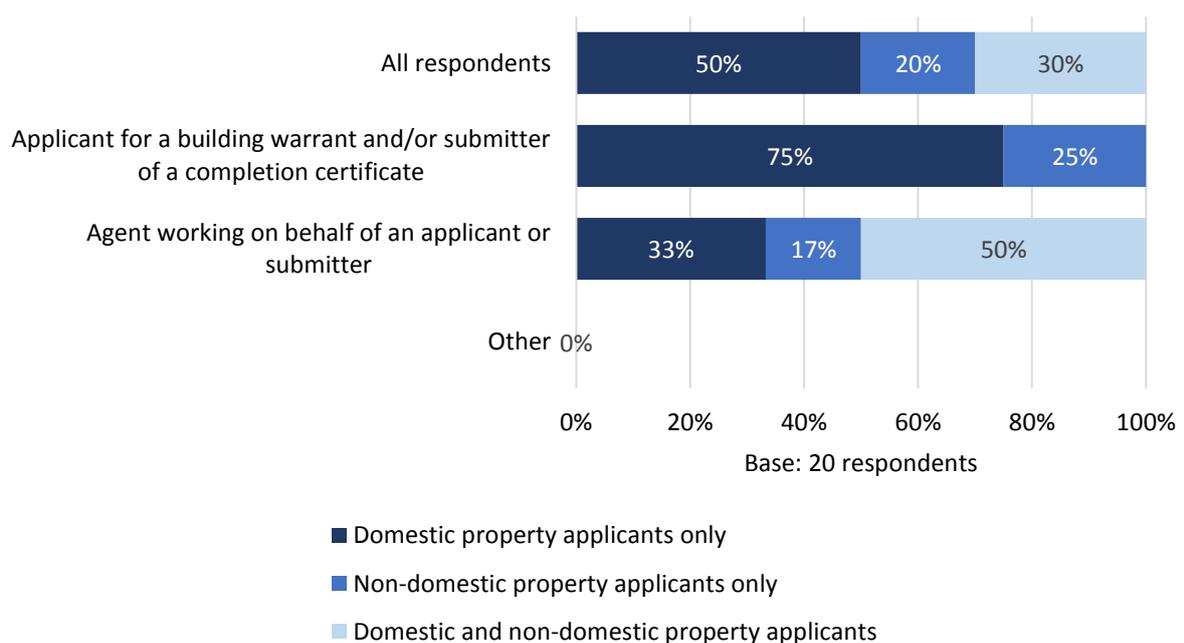


Figure 3 shows the profile of survey respondents by customer type and category of application made to the Building Standards service.

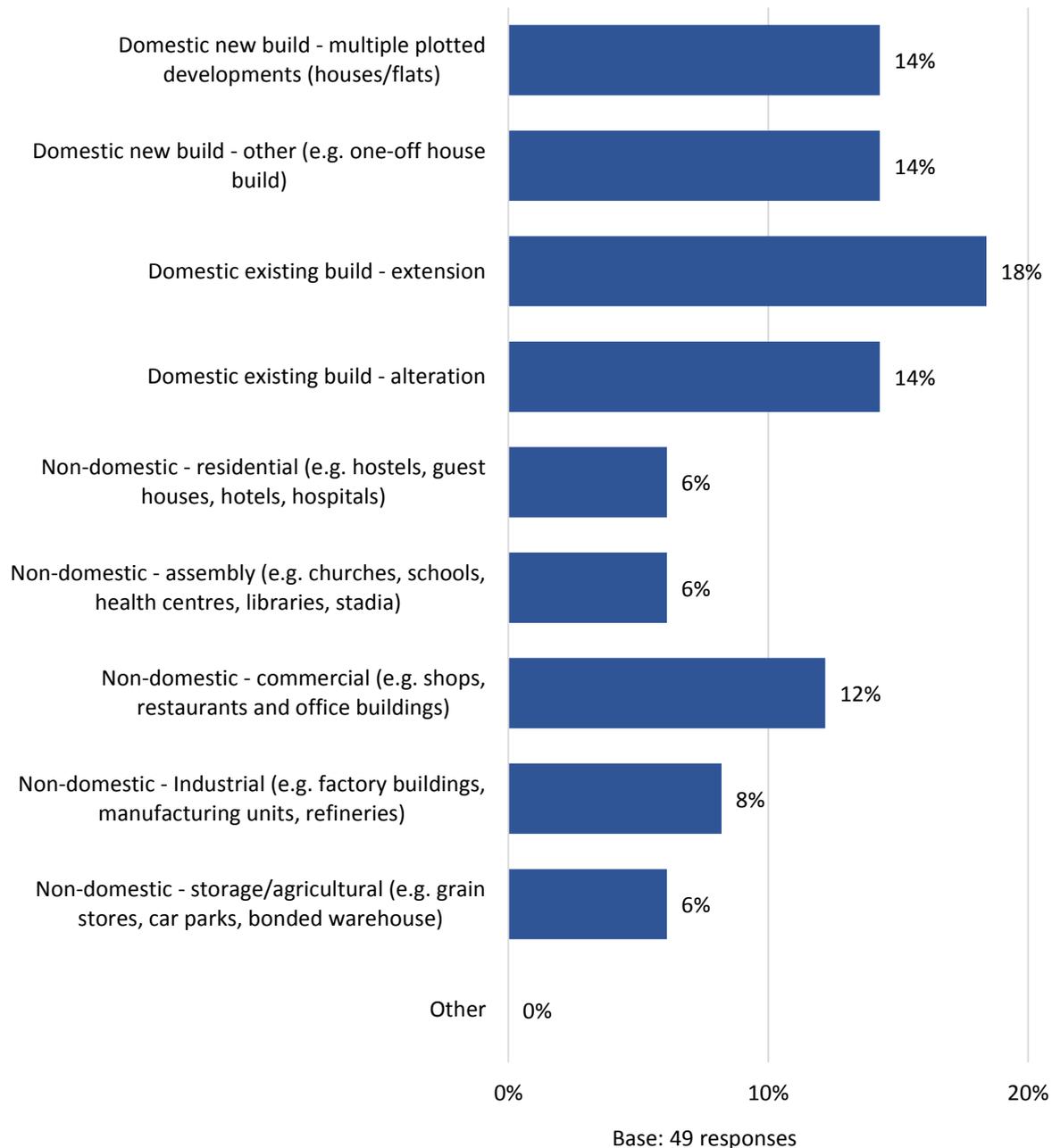
Direct applicants responding to the survey are primarily domestic customers of the Building Standards system, whereas agents represent a broader mix between domestic, commercial and mixed (both domestic and commercial) customers – Figure 3.

Figure 3 Customer type by category of application



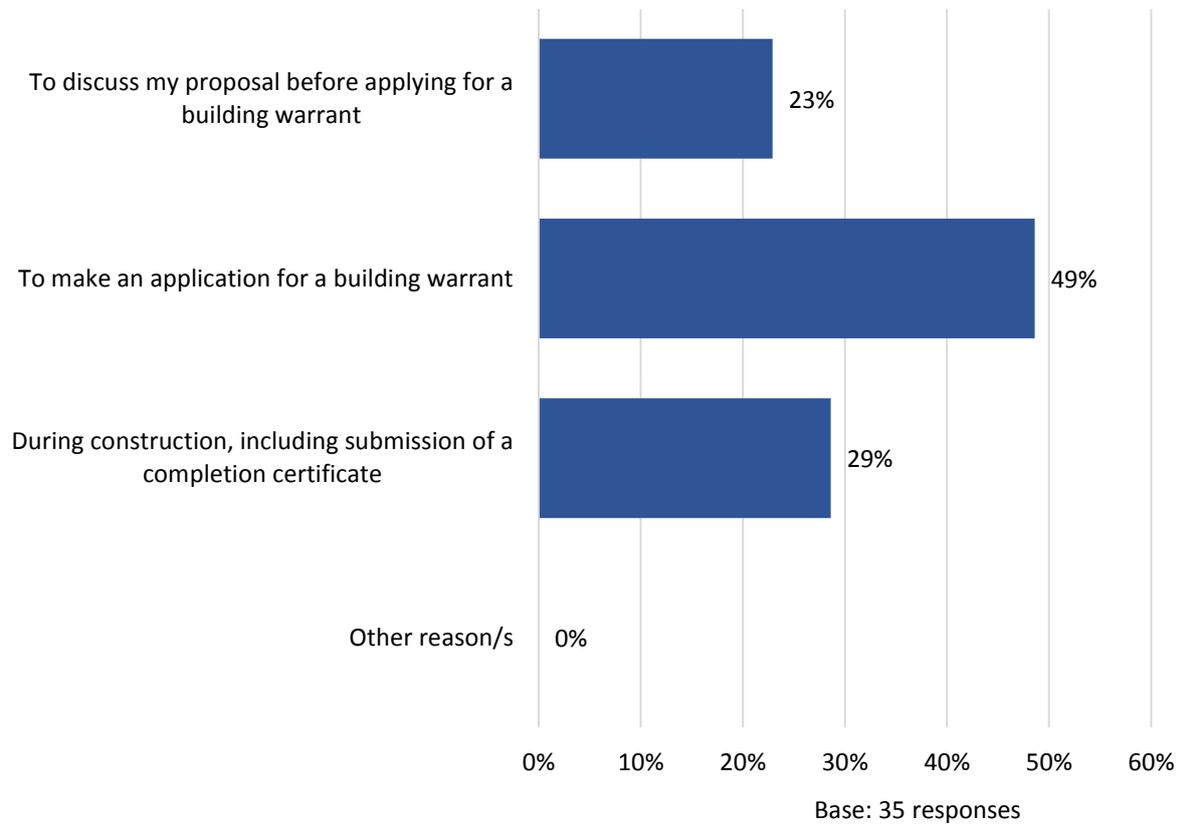
A more detailed breakdown of the categories of building work for which surveyed customers had applied, is shown in Figure 4. These categories are drawn from the Building Standards verification performance framework and used by local authorities for reporting purposes.

Figure 4 Categories of building work



The most common reason for surveyed customers to make contact with their local authority Building Standards service was to make an application for a building warrant (Figure 5).

Figure 5 Reasons for making contact with the Building Standards service



2.4 Headlines

Table 2 presents the 2015 headline customer satisfaction results. The use of colour coding compares these with the equivalent results for 2014.

The 2015 Scotland-wide national results are also shown for information.

Table 2 Headline results and comparisons with Scotland

Performance indicators <i>Green shading = higher than 2014 Yellow shading = just below 2014 (within 5% or score of 0.5) Red shading = below 2014 (more than 5% or score of 0.5)</i>	<i>Scotland 2015</i>	Falkirk 2015	Falkirk 2014
OVERALL SATISFACTION			
Overall satisfaction with the service received (out of 10)	7.1	6.4	8.1
MEETING EXPECTATIONS			
Extent to which the service met expectations (out of 10)	7.1	6.3	8.1
Very/fairly satisfied with the timeliness of various aspects of the service	58%	46%	82%
Kept very/fairly well informed about the progress of an application or submission	58%	45%	78%
QUALITY OF SERVICE			
Strongly agree/agree to some extent that sufficient advice and guidance was received to meet needs	69%	55%	87%
Strongly agree/agree to some extent that Building Standards service staff were polite and courteous	83%	60%	91%
Yes - an inspection visit was undertaken by Building Standards staff	64%	74%	65%
Very/fairly satisfied with the quality of the advice and guidance received from inspection staff	78%	64%	87%
Yes – aware of the need to notify the Building Standards service prior to commencing warrantable work	97%	100%	100%
COMMUNICATIONS			
Satisfied with the <u>accuracy</u> of written information (out of 10)	7.9	7.0	8.2
Satisfied with the <u>quality</u> of written information (out of 10)	7.8	7.2	8.2
ACCESSIBILITY			
Building Standards service staff are accessible if I want to meet them in person	65%	60%	n/a
Building Standards service staff are approachable	74%	60%	n/a
Very/fairly satisfied with the reception service	82%	85%	100%

3. Overall Satisfaction and Meeting Expectations

3.1 Overall satisfaction

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

Table 3 Overall satisfaction with the Building Standards service

	All customers	Direct applicants/ submitters	Agents	Other
2015 average rating:	6.4	7.8	5.5	n/a
2014 average rating:	8.1	7.2	8.9	9.0
<i>2015 average rating Scotland-wide:</i>	<i>7.1</i>	<i>7.1</i>	<i>7.0</i>	<i>7.2</i>

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'.

Table 4 Extent to which the service met expectations

	All customers	Direct applicants/ submitters	Agents	Other
2015 average rating:	6.3	7.8	5.3	n/a
2014 average rating:	8.1	7.3	8.9	9.0
<i>2015 average rating Scotland-wide:</i>	<i>7.1</i>	<i>7.2</i>	<i>6.9</i>	<i>7.4</i>

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:

- Helpfulness of staff;
- Good communications; and
- Efficiency of verification.

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

- The overall service is efficient and prompt, for example application processing and enquiries are responded to and dealt with quickly, and
- Staff are helpful and competent; for example comprehensive advice and assistance is provided throughout the entire process.

Strengths in meeting expectations – What customers of Falkirk said:

“I received clear advice on warrant requirements at the start of construction. Regular visits were easily arranged to allow for inspection of works.”

Direct applicant

“I got a quick response, and it was easy to deal with staff; they had a common sense approach.”

Agent

“The staff were very knowledgeable and always willing to help.”

Direct applicant

“There was good clear information and assistance given. Knowledgeable staff were always willing to help.”

Agent

Possible weaknesses in meeting expectations – Scotland-wide perspective:

The most common issues raised by respondents are the perceived speed of the application process (with comments that response timescales can be slow); that communications can be fragmented and advice inconsistent within and between local authorities.

It should be noted that the survey did not explore the extent to which certain issues may be outside of local authority control, for example any hold-ups in the supply of information by third parties.

Possible weaknesses in meeting expectations – What customers of Falkirk said:

“The service we received was fine. However, the timeframe was too long for a commercial company with business targets to achieve.”

Direct applicant

“The Officer took three weeks to respond to amended plans and despite indicating that I could be contacted by email or phone regarding further issues, a letter was sent out.”

Agent

“The application process is laborious and time consuming. I completed the form and had to wait 20 days for a response (standard lead-times) and once the response was received I had to provide additional information which was never asked for in the original application form (again another 20 days’ response time).”

Direct applicant

“The inspector did not make the requisite site visits.”

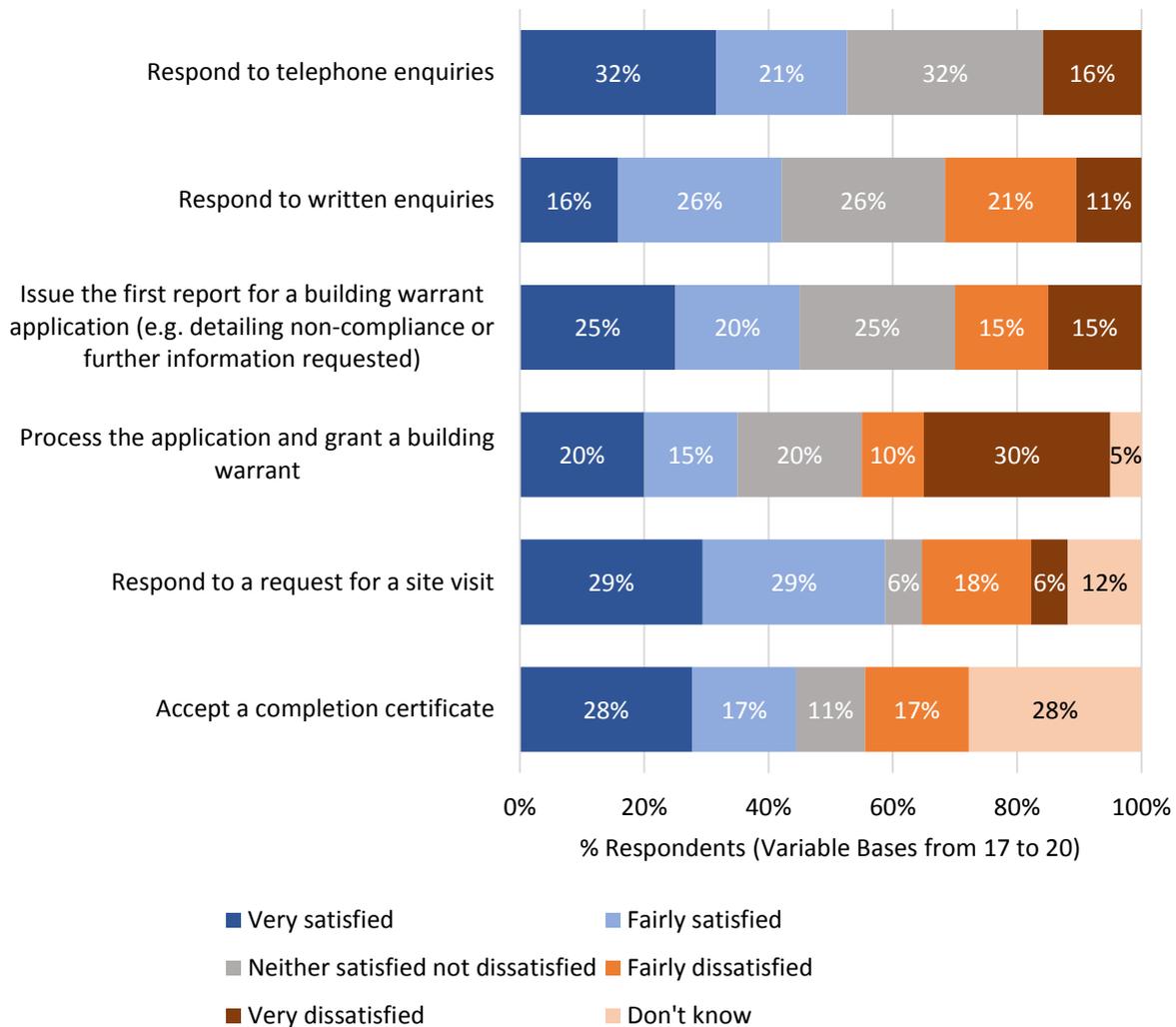
Agent

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 6).

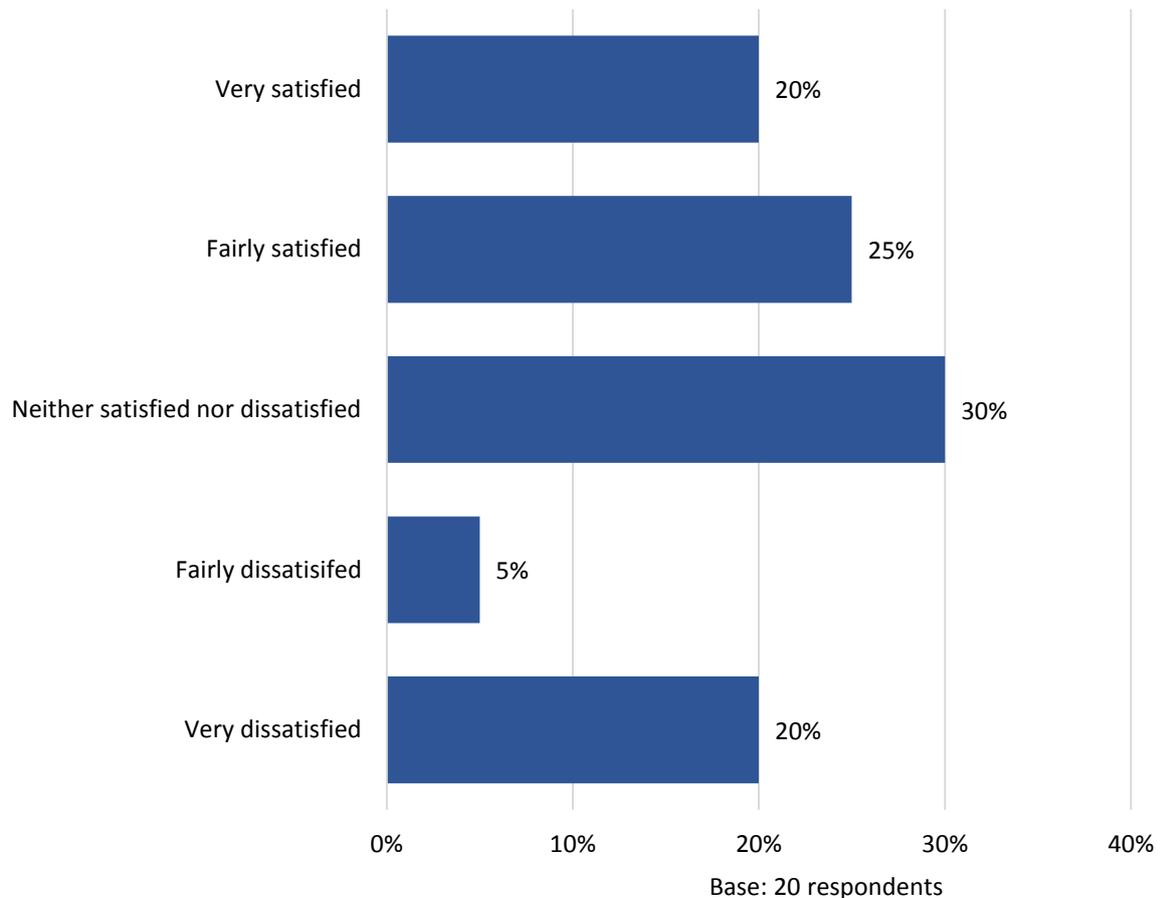
Figure 6 Timeliness of service aspects



4.2 Keeping customers informed

Where relevant, customers described how well they felt they were kept informed about the progress of their application (Figure 7).

Figure 7 How well customers were kept informed



Respondents stating 'fairly dissatisfied' or 'very dissatisfied' were asked to give supporting reasons.

Possible weaknesses in keeping customers informed – Scotland-wide perspective:

In some cases, applicants report a lack of clarity from local authorities around timescales associated with the Building Standards process, as well as delays for which they perceive the local authority to be at fault. These customers tend to feel that staff are not sufficiently pro-active in communicating and/or have experienced difficulties contacting the individual handling within the local authority who is handling their application.

Agents have experienced variations in the level and quality of communication between local authorities, suggesting that this can have a negative effect on their working relationships with applicants. Suggestions were given to make the system simpler and more efficient, including more use of email communication rather than hard copy letters.

Possible weaknesses in keeping customers informed – What customers of Falkirk said:

“The application has taken a long time, there has been a lack of correspondence and it has been difficult to get a hold of the relevant Officer.”

Agent

“Our emails were rarely answered and so we had to follow up the progress by visiting the office.”

Direct applicant

“I asked for advance notification by email to speed the process up. However the authority continued to send out information by second class mail which seemed to take over seven days to reach us.”

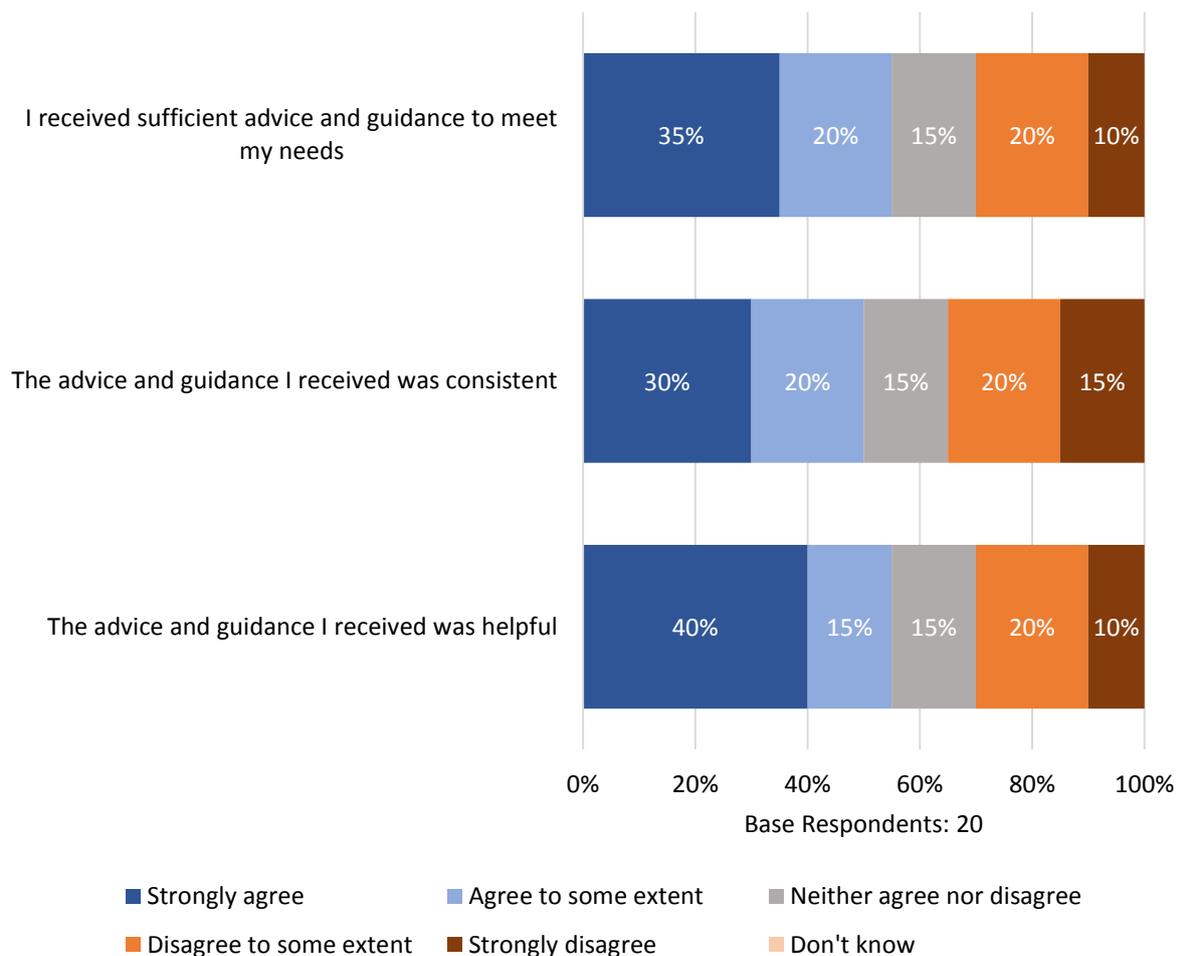
Agent

5. Quality of Service

5.1 Advice, guidance and staff service

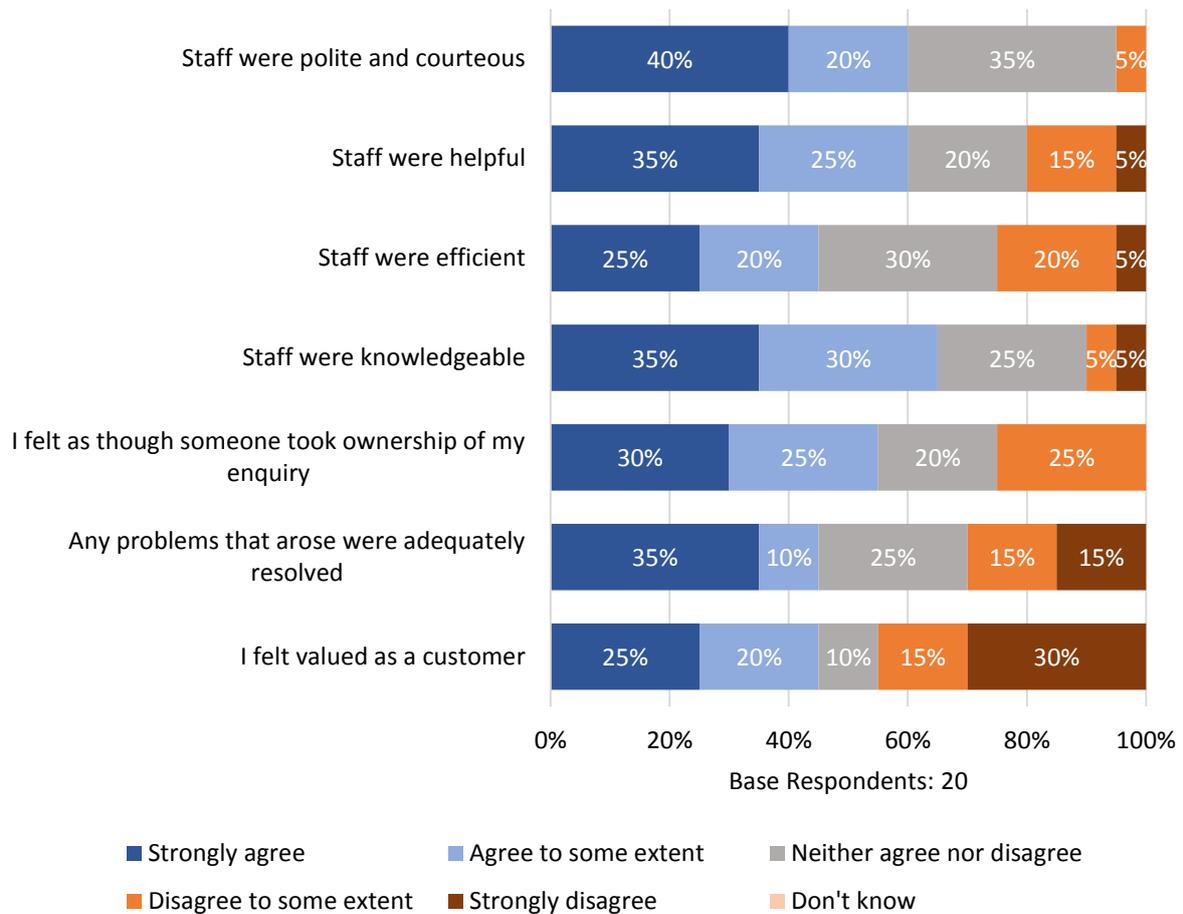
On a scale from 'strongly agree; to 'strongly disagree', customers rated the quality of advice and guidance they received (Figure 8).

Figure 8 Quality of advice and guidance received



On the same rating scale, customers rated the quality of staff service (Figure 9).

Figure 9 Quality of staff service



Customers strongly agreeing and/or strongly disagreeing with at least one of the above statements were asked to provide their reasons.

Strengths in quality of service – Scotland-wide perspective

The most common adjectives given to describe staff include the following:

- Knowledgeable;
- Polite;
- Efficient;
- Helpful;
- Courteous;
- Professional; and
- Friendly.

A small number of respondents, particularly direct applicants, commended the prompt and efficient response they received when enquiring or requesting advice and guidance about their application.

Strengths in quality of service – What customers of Falkirk said:

“A knowledgeable inspector visited the site and was helpful in explaining the process.”

Direct applicant

“It is a good authority to deal with. There is a definite chain of command and they are helpful and easy to communicate with.”

Agent

“We had one point of contact throughout who was very helpful. Being a lay person I had a few queries and all were quickly resolved.”

Direct applicant

“The service received was good, the Officers handled our enquiry well and all members of staff were friendly and willing to help.”

Agent

Possible weaknesses in quality of service – Scotland-wide perspective:

The most common issues raised by customers across Scotland are that:

- Staff can be difficult to contact, making it hard to elicit a response to a query or application;
- Staff are not always proactive in communicating;
- Advice given by different members of staff (and between different local authorities) can be conflicting; and
- Some staff show a poor attitude, complacency and lack customer service skills.

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

“The Officer during the process did not resolve outstanding issues with our application.”

Agent

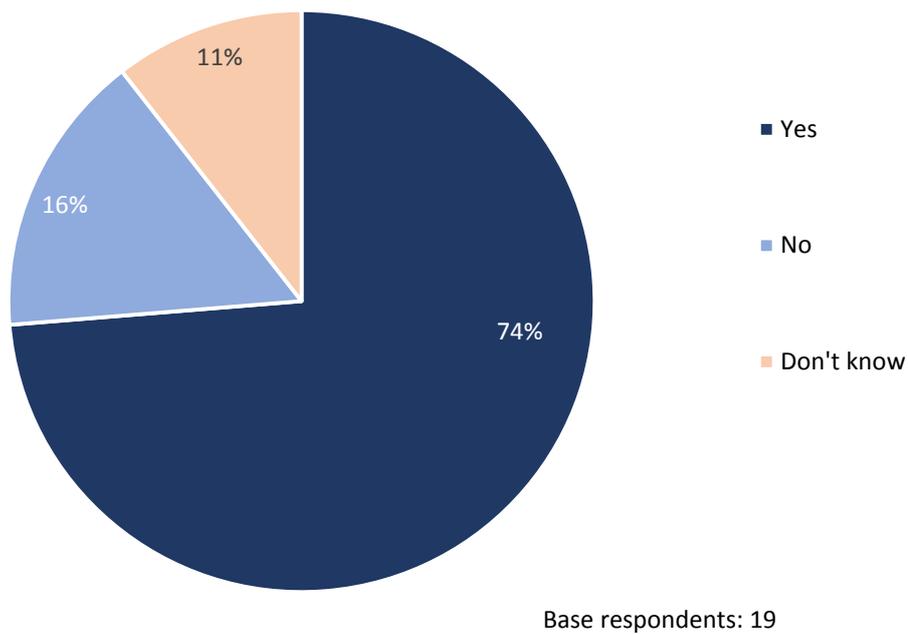
“You constantly have to chase up the status of the warrant and continually push for issues to be dealt with. The time taken for the Officer to respond to even minor queries is far too long, and the majority of my emails go unanswered.”

Agent

5.2 Inspection visits

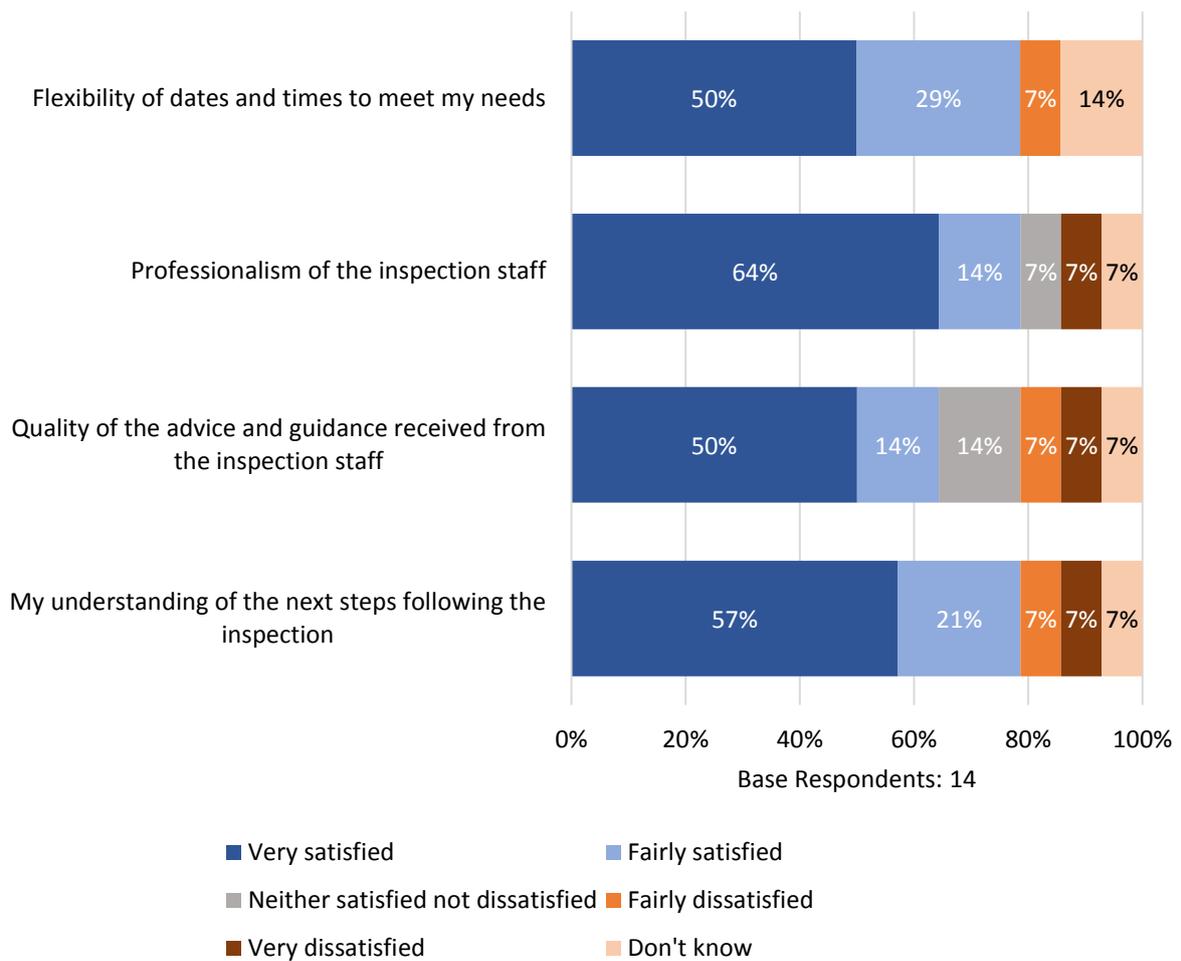
In total, 74% of customers stated that an inspection visit was undertaken by Building Standards service staff (Figure 10).

Figure 10 Whether an inspection was carried out by Building Standards service staff



Customers' satisfaction with various aspects of their inspection visit is shown in Figure 11.

Figure 11 Satisfaction with inspection visits

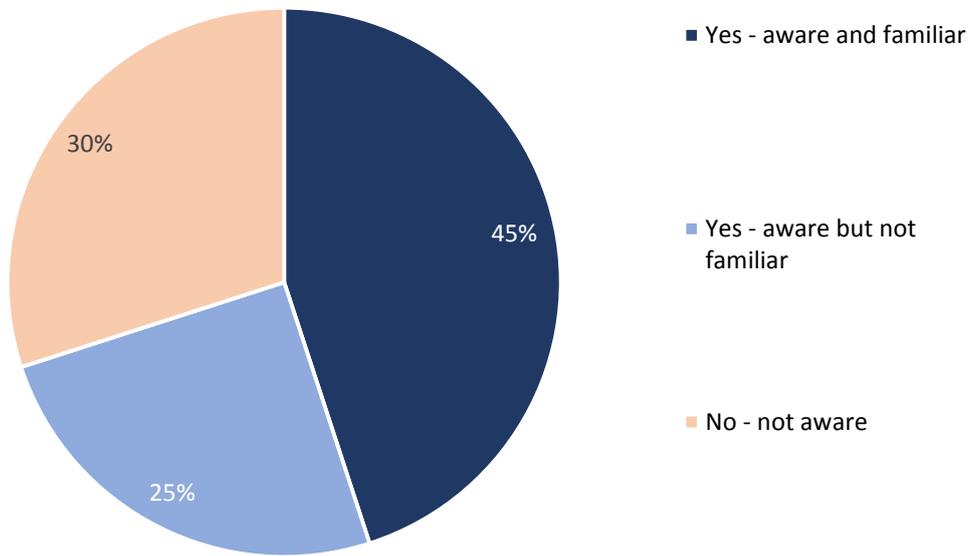


5.3 Meeting the requirements

All respondents stated that they were aware of the need to notify the Building Standards service prior to commencing warrantable work.

In total, 45% of customers reported being aware of, and familiar with, the new Construction Compliance Notification Plan (CCNP) which is issued by the local authority at the same time as the building warrant is granted (Figure 12).

Figure 12 Awareness of the Construction Compliance Notification Plan (CCNP)



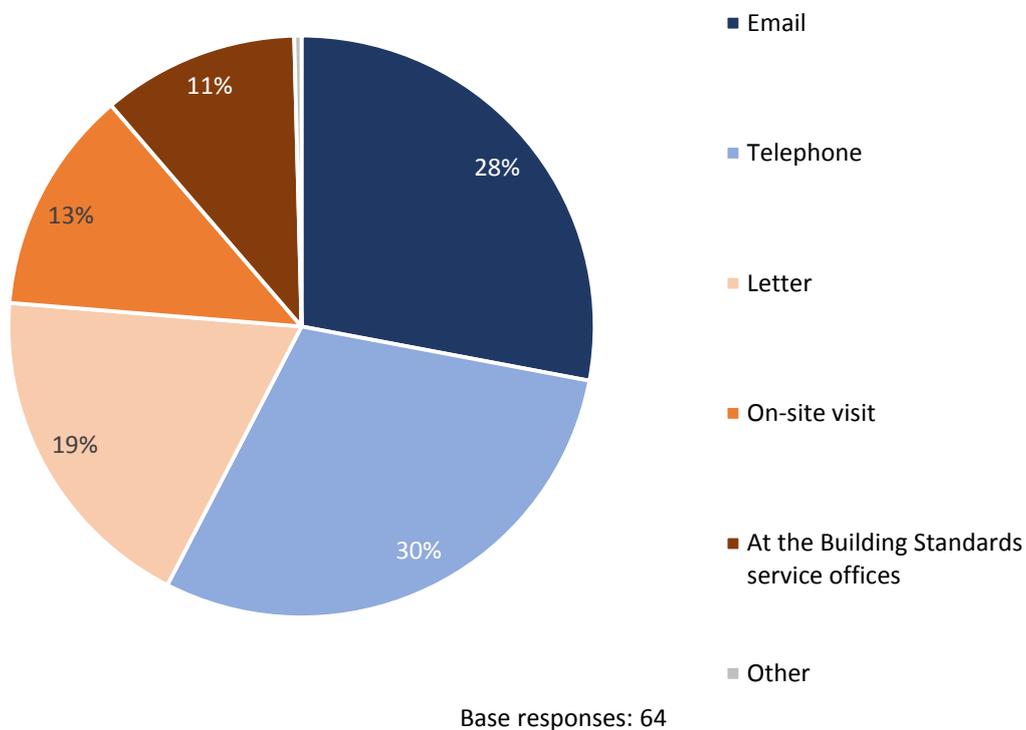
Base respondents: 20

6. Communications

6.1 Channels of communication

Surveyed customers have interacted with local authority Building Standards using a variety of channels. Telephone and email are the most popular forms of communication (Figure 13).

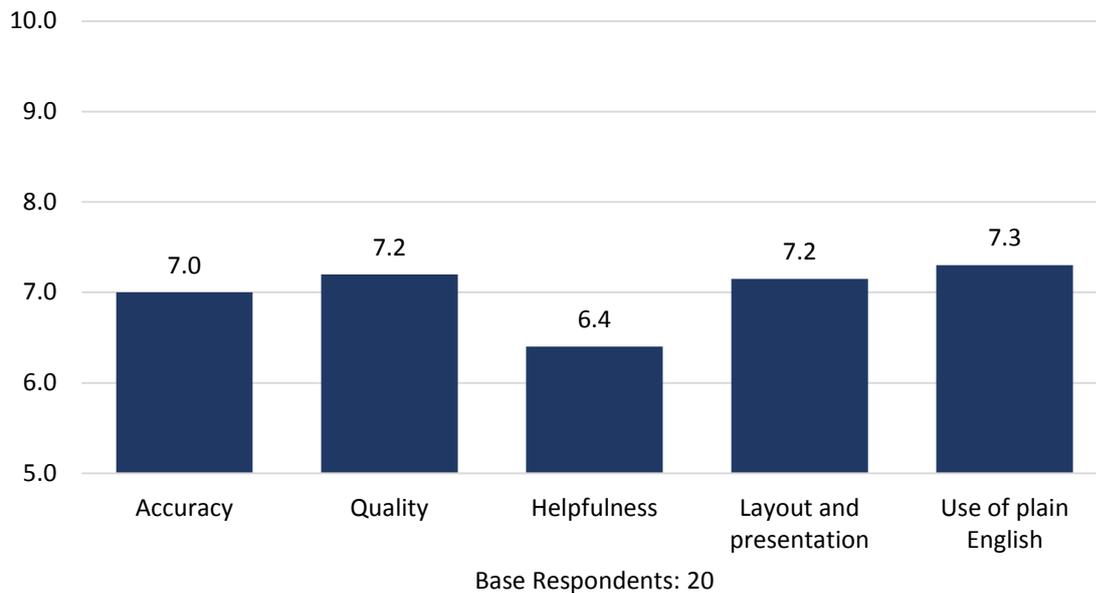
Figure 13 Channels of interaction



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 14).

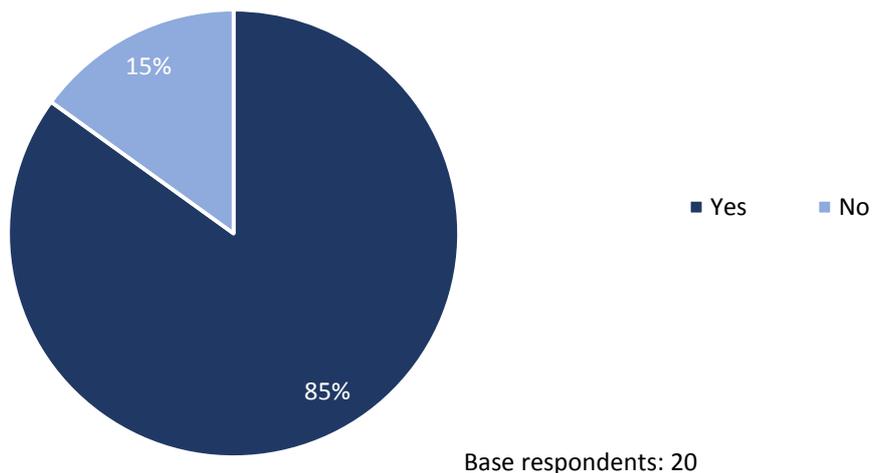
Figure 14 Quality of written information and documentation



6.3 Electronic communications

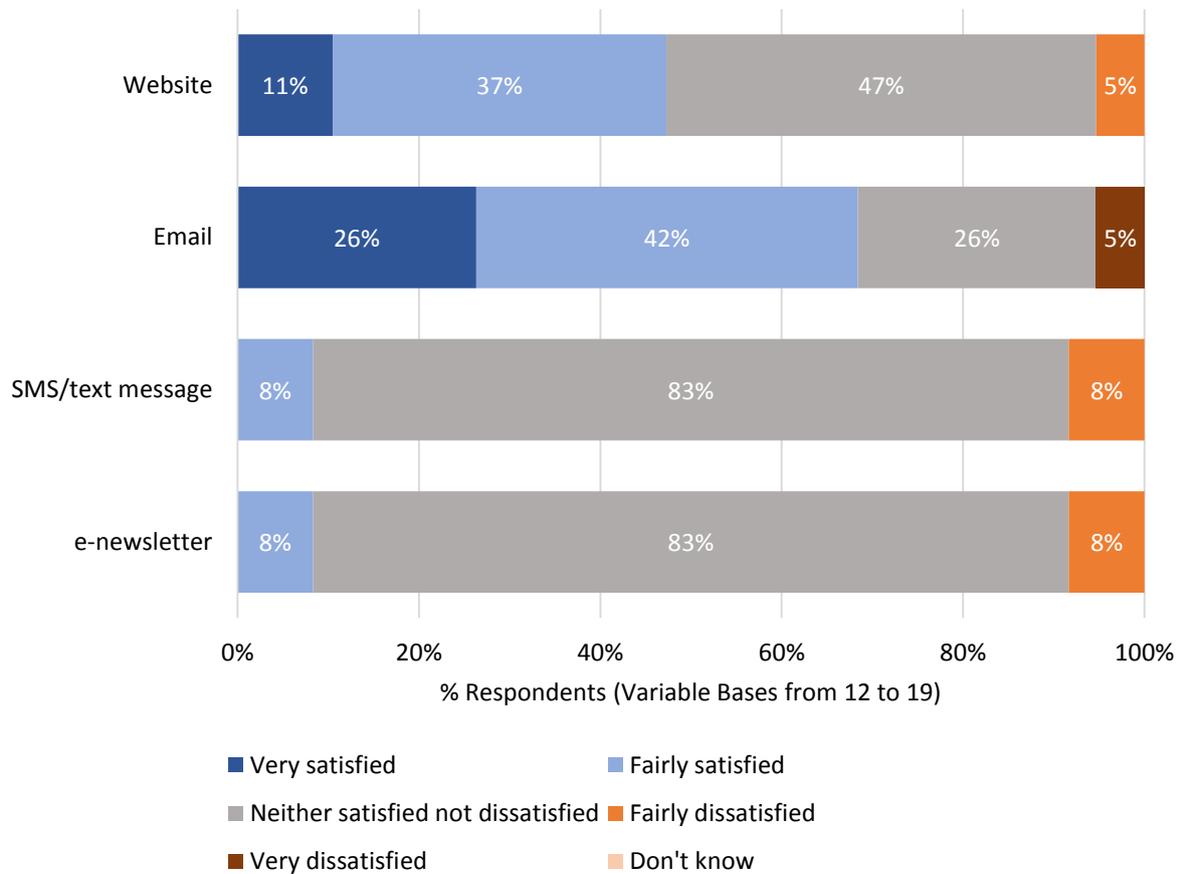
The majority (85%) of customers reported having visited the Building Standards section of their local authority’s website (Figure 15).

Figure 15 Whether visited the Building Standards section of the local authority website



Customers were also asked to rate their satisfaction with specific forms of electronic communication made available by their local authority Building Standards service (Figure 16).

Figure 16 Satisfaction with electronic communications



Respondents stating ‘fairly dissatisfied’ or ‘very dissatisfied’ with respect to at least one of the above forms of electronic communication were asked to give their reasons.

Possible weaknesses associated with electronic communications – Scotland-wide perspective:

The most common reasons mentioned by customers across Scotland are as follows:

- Email communications are not always answered, the speed of response can be slow and the terminology overly complex;
- Websites are not user friendly, seem overly complex, can difficult to navigate and do not make it easy to access the information needed.

Possible weaknesses associated with electronic communications – What customers of Falkirk said:

“The online warrant submission was a waste of time because Building Standards asked for the paper copies as well.”

Agent

“It was difficult to find information on the website and impossible to find contact telephone numbers.”

Agent

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. Customers primarily described barriers that need to be overcome and the main reasons are set out below as raised by applicants and agents, respectively.

Suggestions for improving communications – Scotland-wide perspective:

Customers primarily described barriers that need to be overcome and the main reasons are set out below as raised by applicants and agents, respectively.

Applicants

The two main issues are that:

- Staff can be slow in acknowledging or responding to customer enquiries; and
- Staff can be unhelpful and seem to lack customer service skills.

The main suggestions for improvement include:

- Speeding up the process by setting tight staff response time-frames;
- Ensuring staff receive more regular customer service training; and
- Using more straightforward/less technical language in communications so that applicants can fully understand what is being communicated.

Agents

The most common suggestions among agents for improving communications (ordered from most to least cited) are that:

- There should be an electronic system for submitting documents and applications;
- E-mail communications should be used more extensively;
- Tighter response times should be implemented; and
- Each customer's records should be accessible to each Building Standards Officer.

Suggestions for improving communications – What customers of Falkirk said:

“When points are raised following issues with the initial building warrant application it would be helpful if they were more descriptive, as it is hard to determine what the exact issue is. Following this, it would be helpful if staff could respond to queries in a more timely fashion and return phone calls or emails in a prompt manner.”

Agent

“The website could have more information on what detail is required in the application process, which should be easy to find and follow.”

Direct applicant

“Ensure someone is available to cover for the verifier when off sick, on holiday or on a course etc. At present if the Officer is on holiday it appears the application is left untouched for the duration.”

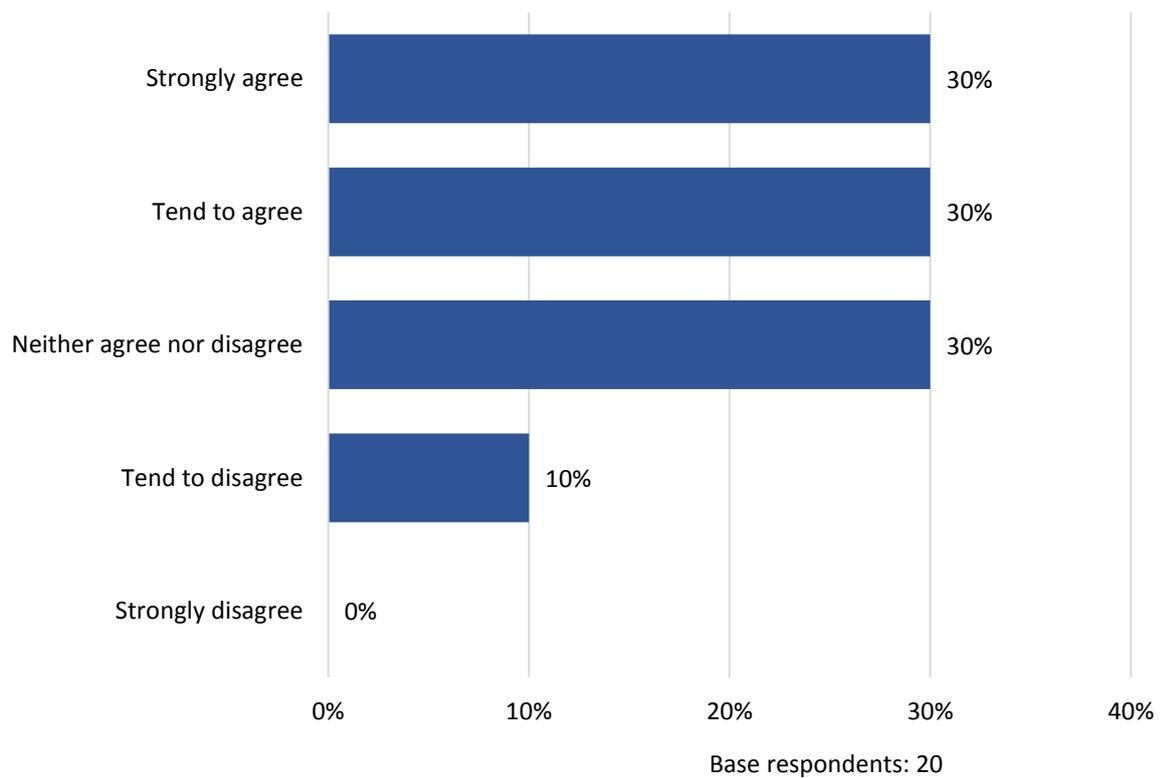
Agent

7. Accessibility

7.1 Making contact with the Building Standards service

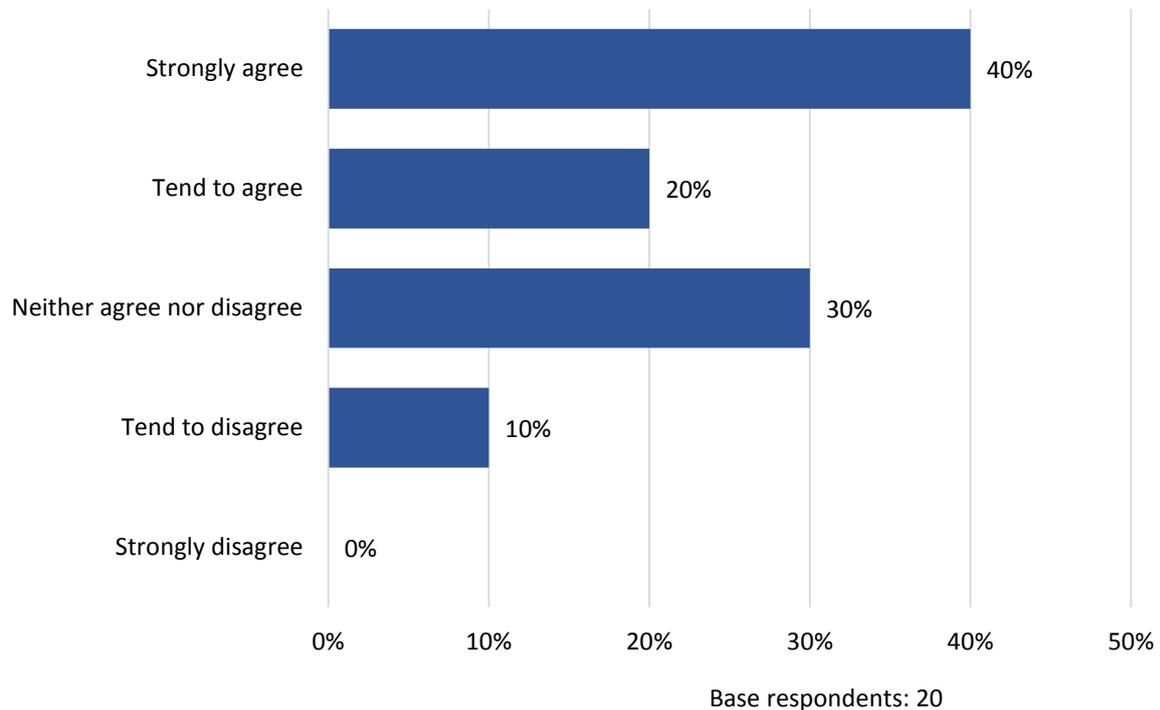
The majority of customers agree that Building Standards service staff are accessible if they want to meet with them in person (Figure 17).

Figure 17 Building Standards service staff are accessible to meet in person



The majority also agree that Building Standards service staff are approachable (Figure 18).

Figure 18 Building Standards service staff are approachable



Customers were asked to describe how easy it is to make contact with their local authority Building Standards service.

Accessibility – Scotland-wide perspective:

Among those customers finding it generally easy to make contact, the most common reasons are that:

- Staff are generally available to answer any queries;
- Staff are quick to respond to emails and telephone messages; and
- It is easy to locate the appropriate email addresses and telephone numbers of staff.

Among customers with less positive experiences, the issues include:

- Long delays or lack of response to emails or telephone messages;
- Staff not being available to respond to emails or telephone calls; and
- Difficulties locating the contact details of individual staff members.

Accessibility – What customers of Falkirk said:

“The Building Standards team are flexible, helpful and proactive.”

Agent

“I visited the council offices several times in compiling the application information and was able to meet with the Officer on each occasion.”

Direct applicant

“It was not always easy to speak to the person that was dealing with my application.”

Direct applicant

“Email correspondence is easy; however contact via other methods can be difficult. Phone calls are not always be returned.”

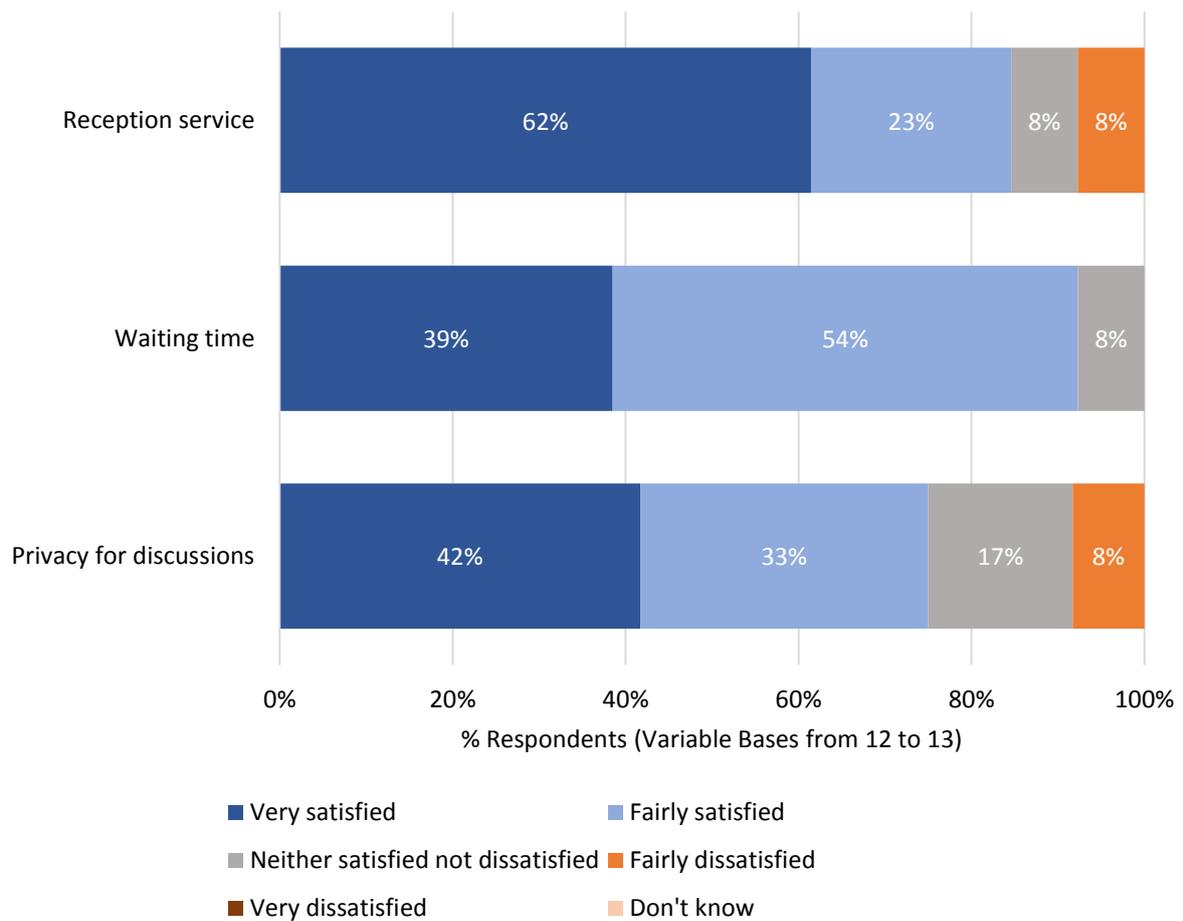
Agent

7.2 Visiting the offices of the Building Standards service

A total of 65% of customers reported having visited the Building Standards service offices at Falkirk.

Customers who had visited the offices are generally satisfied with various specific aspects of the visit (Figure 19).

Figure 19 Satisfaction with specific aspects of the Building Standards service offices



Appendix 1: National Survey Questionnaire

2015 Customer Satisfaction Survey for Building Standards

Please tell us what you think

Introduction

The Scottish Government (Building Standards Division) 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 2014, 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.

How to complete the survey

You will be asked to identify which local authority your feedback relates to. 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 you and 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 2014).

<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 one only]

<input type="checkbox"/>	Applicant for a building warrant and/or submitter of a completion certificate (e.g. building owner/tenant)
<input type="checkbox"/>	Agent working on behalf of another applicant/submitter
<input type="checkbox"/>	BOTH of the above, i.e. direct applicant/submitter AND agent
<input type="checkbox"/>	Other

If 'Other' – please specify: _____

Q3. [Only asked if Option 1 selected to Q2] Did you use an agent to act on your behalf as part of the application process?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Don't know

Q4. For which of the following reasons did you make contact with your local authority Building Standards service? [Tick all that apply]

<input type="checkbox"/>	To discuss your proposal before applying for a building warrant
<input type="checkbox"/>	To make an application for a building warrant
<input type="checkbox"/>	During construction, including submission of a completion certificate
<input type="checkbox"/>	Other reason/s

If 'Other' – please specify: _____

Q5. 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

Q6. 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'?

Q7. Please provide your reasons for this rating:

PART 3: Progressing your application

Q8. 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 don't know or not applicable]

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
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					

Q9. How satisfied are you with the way you were informed about the progress of your application? [Leave blank if don't know or not applicable]

	Very satisfied
	Fairly satisfied
	Neither satisfied nor dissatisfied
	Fairly dissatisfied
	Very dissatisfied

Q10. [Only asked if 'fairly dissatisfied' or 'very dissatisfied' to Q9] What are your reasons?

PART 4: Quality of service

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? [Leave any statements blank if don't know or not applicable]

	Strongly agree	Agree to some extent	Neither agree nor disagree	Disagree to some extent	Strongly disagree
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? [Leave any statements blank if don't know or not applicable]

	Strongly agree	Agree to some extent	Neither agree nor disagree	Disagree to some extent	Strongly disagree
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					
I felt valued as a customer					

Q13. [Only asked if 'Strongly Agree' to any of Q11 A to C or Q12 A to G] 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 Q11 A to C or Q12 A to G] 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?

--

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

	Yes
	No

Q16. Are you aware of the new Construction Compliance Notification Plan (CCNP) which is issued by the local authority at the same time as the building warrant is granted?

	Yes – aware but not familiar
	Yes – aware and familiar
	No – not aware

Q17. Did you have an inspection visit by Building Standards service staff?

	Yes	Route to Q18
	No	Route to Part 5
	Don't know	Route to Part 5

Q18. How satisfied were you with each of the following aspects of the inspection visit? [Leave any statements blank if don't know or not applicable]

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Flexibility of dates and times to meet my needs					
Professionalism of the inspection staff					
Quality of the advice and guidance received from the inspection staff					
Your understanding of the next steps following the inspection					

PART 5: Communications

Q19. In which of the following ways did you interact with the local authority Building Standards service? [Tick all that apply]

	Email
	Telephone
	Letter
	On-site visit
	At the Building Standards service offices
	Other

If 'Other' – please specify: _____

Q20. 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	

Q21. Have you visited the Building Standards section of the local authority's website?

	Yes
	No

Q22. How satisfied are you with each of the following forms of electronic communication made available by the local authority Building Standards service? [Leave any statements blank if don't know or not applicable]

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Website					
Email					
SMS/text message					
e-newsletter					

Q23. [Only asked if 'fairly dissatisfied' or 'very dissatisfied' to any of Q22 A to D] You stated FAIRLY DISSATISFIED or VERY DISSATISFIED to at least one of the options in the last question about electronic communication. What are your reasons?

--

Q24. Generally, 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 the local authority Building Standards service via each of the following methods? Please rate on a scale from 1 'very easy' to 10 'very difficult'

	1,2,3,4,5,6,7,8,9,10
In general	
By phone	
By email	
In person	

Q26. Please provide reasons for your ratings:

--

Q27. To what extent do you agree or disagree with the following statements in relation to the local authority Building Standards service? [Leave any statements blank if don't know or not applicable]

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
Building Standards service staff are accessible if I want to meet with them in person					
Building Standards service staff are approachable					

Q28. Did you visit the offices of the local authority Building Standards service?

Yes	Route to Q29
No	Route to Q30

Q29. How satisfied are you with each of the following aspects of the Building Standards service offices? [Leave any statements blank if don't know or not applicable]

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Reception service					
Waiting time					
Privacy for discussions					

PART 7: Overall satisfaction and final comments

Q30. 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'

Q31. 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 Q32
<input type="checkbox"/>	No – I wish to remain anonymous	Route to Q35

Q32. [\[Only asked if Yes to Q32\]](#) Please provide your contact name:

Q33. [\[Only asked if Yes to Q32\]](#) Please provide your email address:

Q34. [\[Only asked if Yes to Q32\]](#) Please provide your contact telephone number:

Q35. Finally, do you have any final comments about how you believe the local authority Building Standards service could be improved in the future?

Appendix 2: 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 2014 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. This may take a little longer depending on how much feedback you wish to give.

PLEASE CLICK HERE TO LAUNCH THE SURVEY

Your feedback is important to us, even if you are not able to answer all questions 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,

Pye Tait Consulting (on behalf of the Scottish Government, Building Standards Division)

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