

**Lincs Building Consultancy
Annual Consultation Report 2018/19
Published March 2019**

“You Said, We Listened”

Prepared by the Consultation Team and Lincs Building Consultancy



Introduction to this consultation

1. In 2019 the Council introduced a 'You Said, We Listened' approach to consider feedback received through public engagement activities. This report contains the responses we received through this consultation and our responses to this feedback.
2. Consultation has been performed with customers since 1999; this report details the responses received for the Lincs Building Consultancy consultation between 1st April 2018 to 31st March 2019.
3. The exercise was performed to seek feedback in respect of the service and advice received by customers from the Lincs Building Consultancy Team.

Methodology

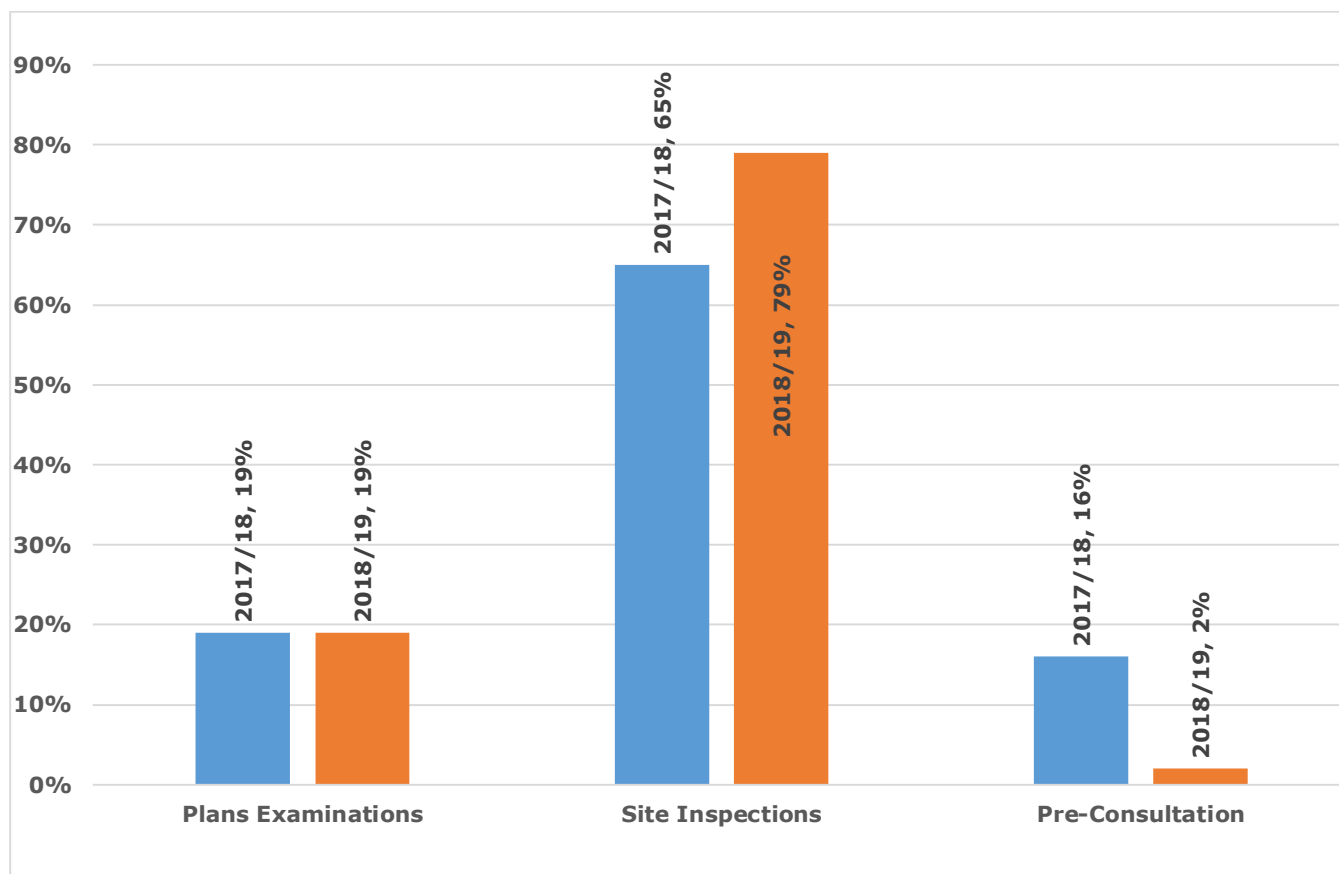
4. A paper questionnaire was sent out to all users of the service on completion of the work.
5. It should be noted that base data has been rounded to the nearest number (so may add up to between 99% and 101%). Where available this report details comparisons with the previous consultation.

Response Rate

6. A total of 39 paper copies were received during the year; a slight decline of 2 responses when compared with the previous consultation exercise undertaken in 2017/18.
7. Response levels have continued to decline since 2008.

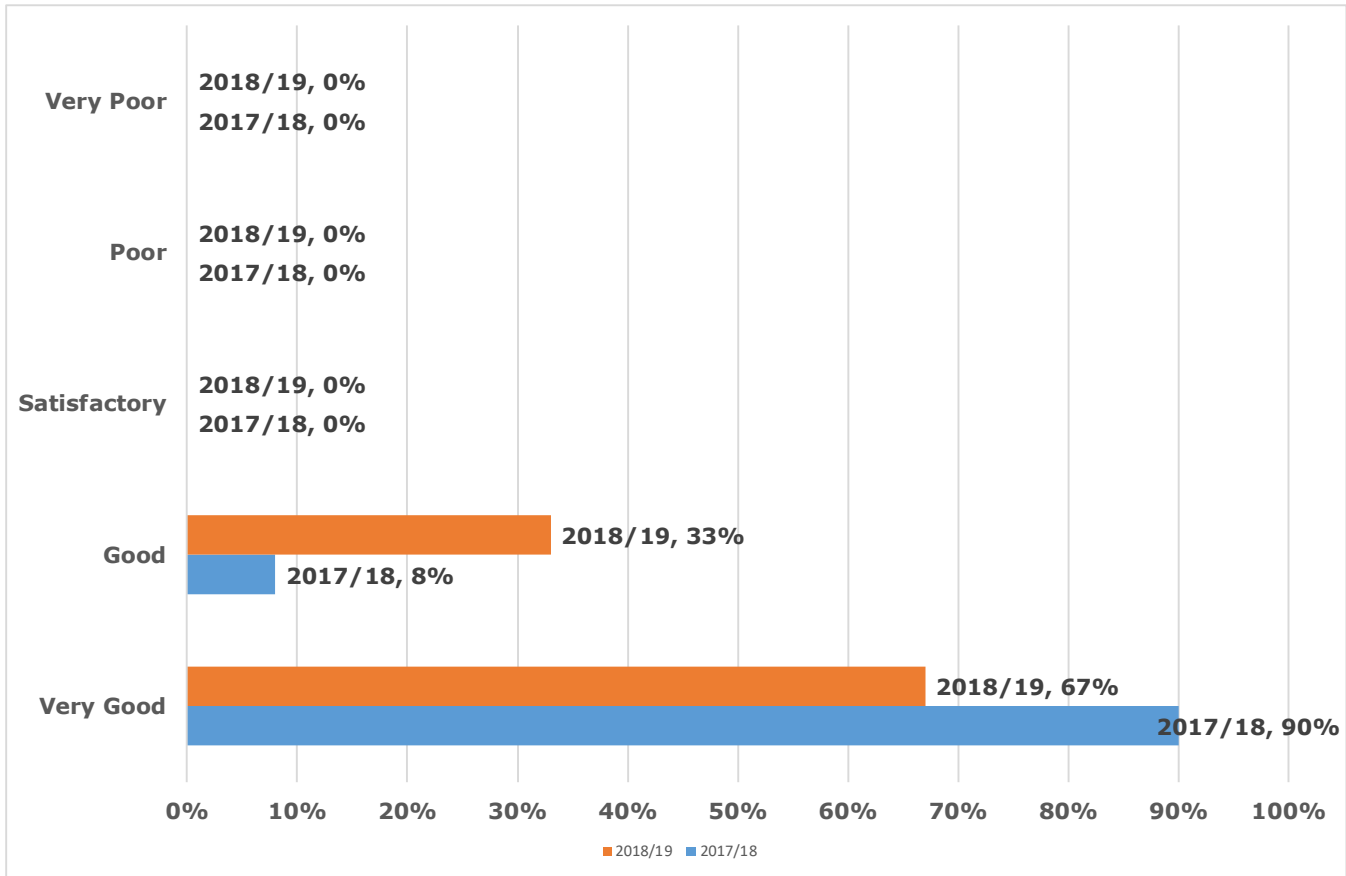
Results and Analysis

8. The comparison chart below shows which aspects of the Building Control service all respondents had come into contact with. As can be seen from the chart 'Site Inspections' continues to remain the most popular aspect of service respondents come into contact with. It should be noted that 'Pre-Consultation' has decreased by 16% when compared with the previous consultation exercise undertaken in 2017/18. The remaining aspect 'Plans Examination' has remained the same.

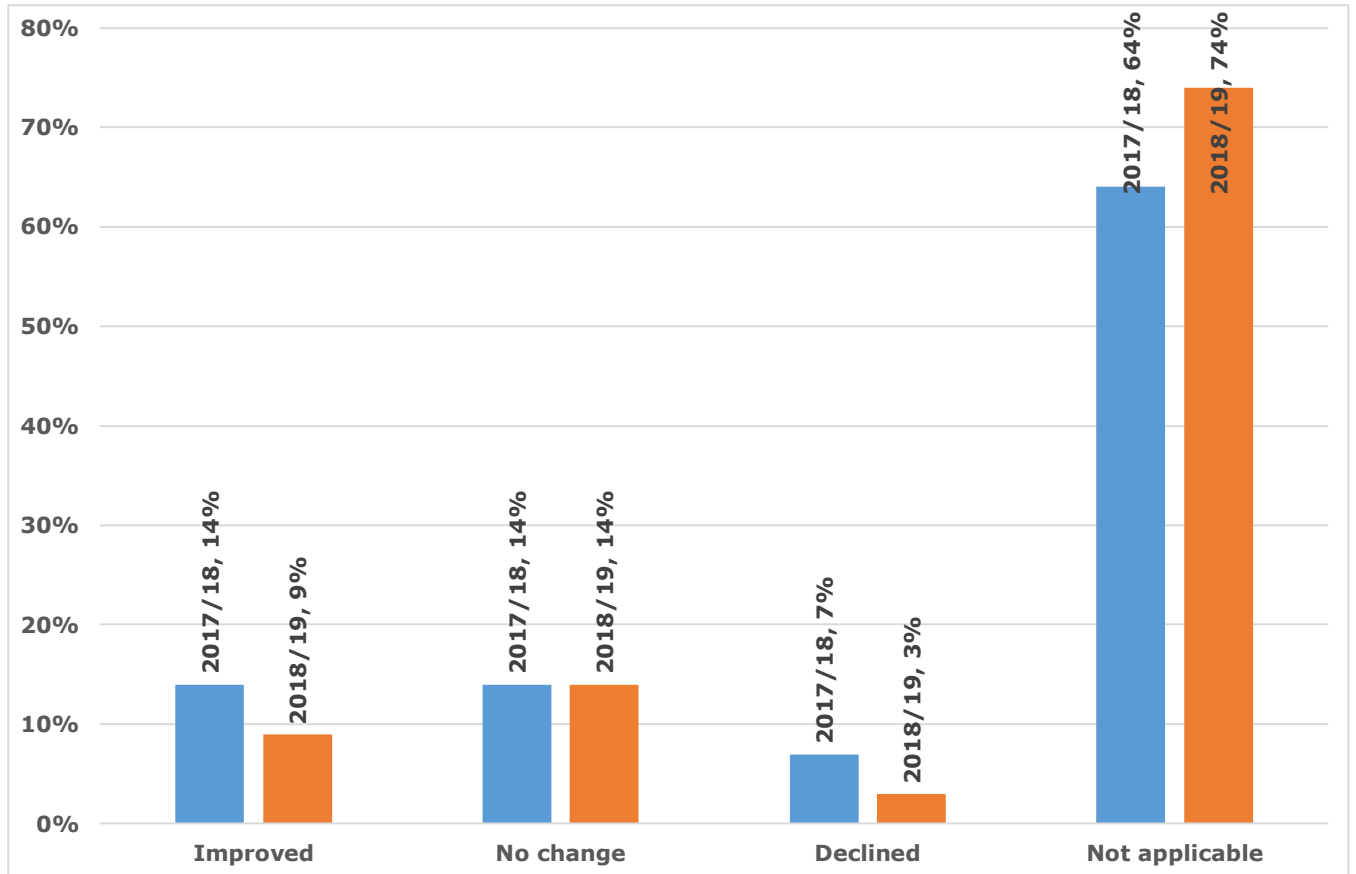


9. All respondents stated they 'Occasionally' submitted Building Regulation applications to Lincs Building Consultancy; an increase of 8% when compared with the previous consultation exercise undertaken in 2017/18.
10. 97% of all respondents considered the Building Regulation form simple to use; as was the case when the previous consultation exercise was undertaken in 2017/18.

11. The comparison chart below shows that all respondents described the quality of service as 'Very Good' or 'Good'. It should be noted that there has been a shift from 'Very Good' to 'Good' of 23% when compared with the previous consultation exercise undertaken in 2017/18.



12. The comparison chart below shows that 9% of all respondents considered the quality of service over the last year had 'Improved'; a slight decline of 5% when compared with the previous consultation exercise undertaken in 2017/18. The chart also shows that 14% of all respondents considered the quality of service had not changed; 74% considered that the question was 'Not applicable', with the remaining 3% of respondents considering the quality of service over the last year had declined.

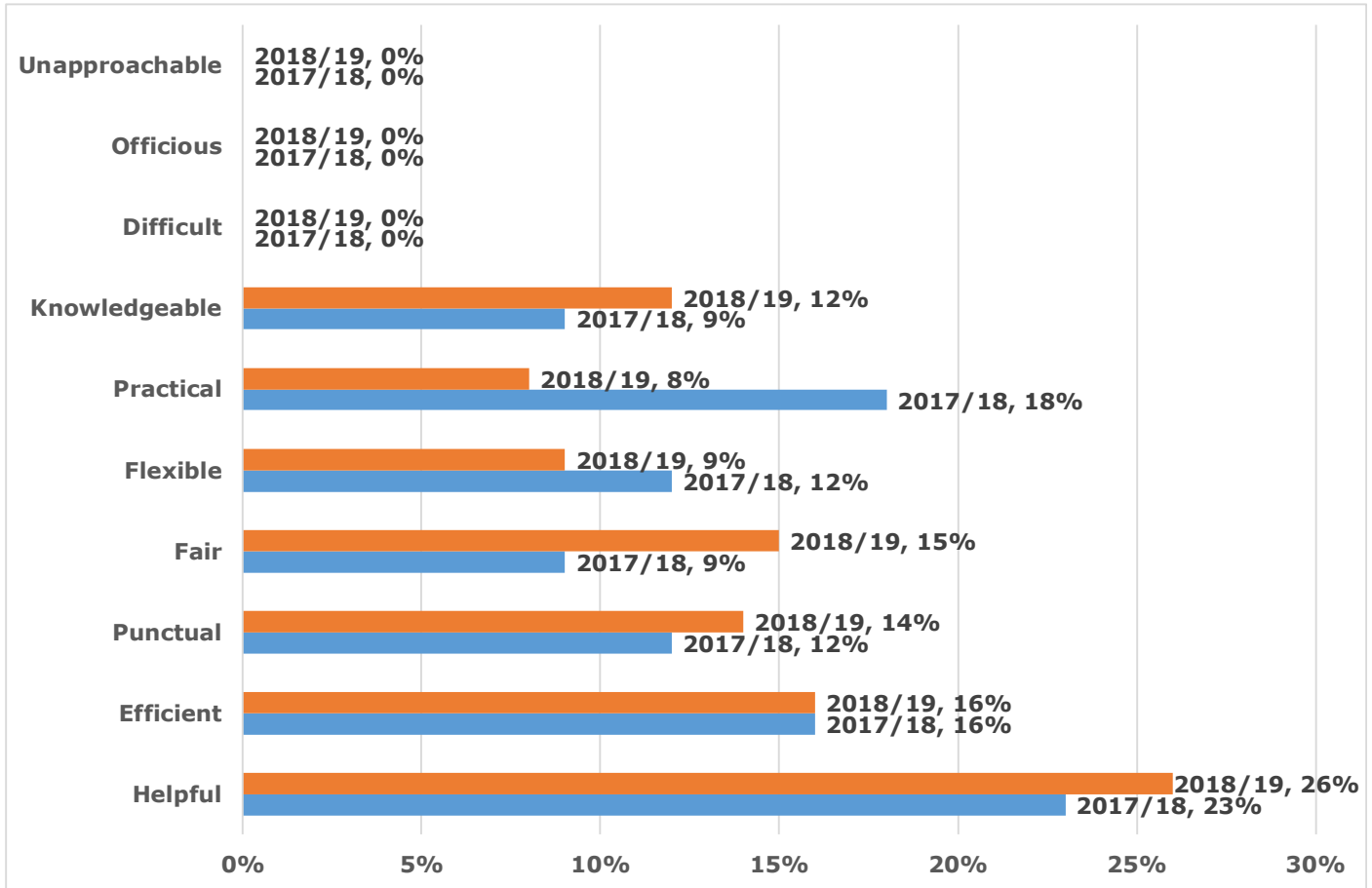


13. 24% of all respondents had considered submitting their application online via our website; a significant increase of 18% when compared with the previous consultation exercise undertaken in 2017/18.

14. The table below shows how all respondents rated certain aspects of the service. It is pleasing to note that all aspects of the service used by respondents continue to be well received.

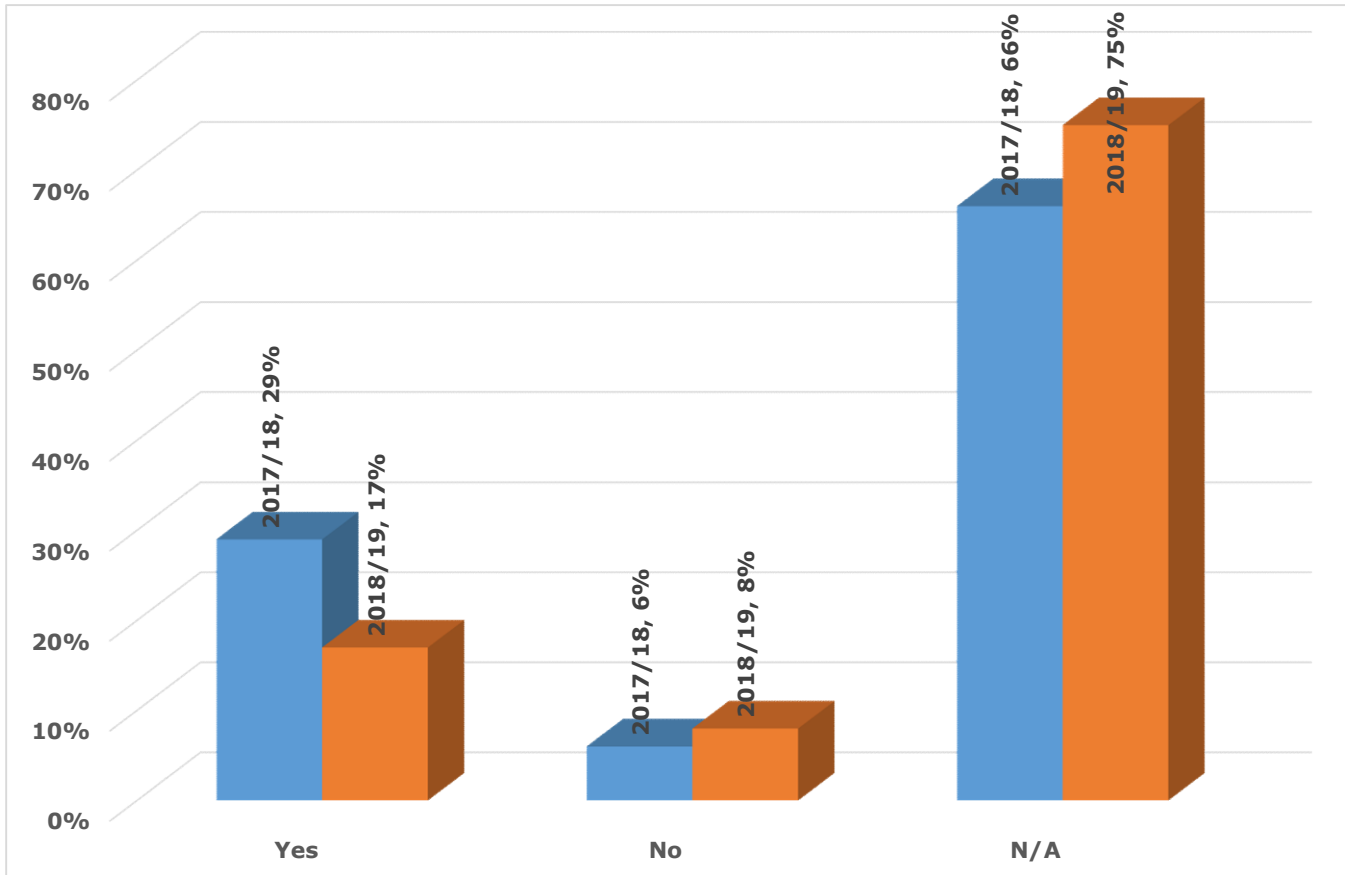
Analysis % Respondents							
		Very Good	Good	Satisfactor- y	Poor	Very Poor	Not App- licable
	473	44%	30%	9%	1%	-	16%
Advice given prior to application	37	38%	41%	3%	-	-	19%
Availability of staff	37	57%	35%	5%	3%	-	-
Attitude of staff	36	58%	39%	3%	-	-	-
Inspections carried out when requested	37	57%	38%	5%	-	-	-
Quality of site inspection	39	62%	33%	5%	-	-	-
Speed of response time to site visits	38	58%	29%	11%	3%	-	-
Quality and speed of plan checking	35	37%	31%	9%	3%	-	20%
Local Knowledge and experience	37	51%	32%	5%	-	-	11%
Quality of information provided (Guidance notes etc.)	37	43%	43%	8%	-	-	5%
Ease of contacting Officers	38	61%	26%	13%	-	-	-
Value for money	37	32%	24%	38%	5%	-	-
If you had to make a complaint how did you find the complaint process?	33	3%	3%	3%	-	-	91%
If you have submitted an application online how did you rate it?	32	6%	9%	3%	-	-	81%

15. The comparison chart below shows that all respondents found the Building Control staff 'Helpful', 'Efficient', 'Punctual', 'Knowledgeable' and 'Fair'; as was the case when the previous consultation exercise was undertaken in 2017/18.



16. All respondents were advised that Lincs Building Consultancy regularly review and update its website layout and content, and were asked if they used the website, did they find the information that they required. As can be seen from the comparison chart below 17% of all respondents had used the website and found the information they required; a significant decline of 12% when compared with the previous consultation exercise undertaken in 2017/18.

The chart also shows that 75% of all respondents had not used the website; an increase of 9% when compared with the previous consultation exercise undertaken in 2017/18.



17. All respondents were asked if they had any comments regarding the service or required any additional information. The majority of comments received were about the efficiency and professionalism of the Building Inspectors.

A full list of comments that have been grouped into themes, together with Lincs Building Consultancy responses, where applicable, are listed below:

Comments	Management Response
We had a visit from planning to see if the conservatory we were building needed planning even though we were told it was exempt. Then they didn't get back to us until I rang them and was then told by them it was exempt.	Thank you for your comment. It is usual for Planning Enforcement to check on all domestic projects when construction commences on site to check for conformity with their legislation; however this is

Comments	Management Response
	outside the realm of Building Control and we are unable to comment on their service standards.
To date I prefer to put in applications direct as opposed to using online. It is easier to get the information I need and speak to the department/officer direct and without delay.	Thank you for your constructive comment.
A very easy service to access. Someone was always available to speak to over the phone if needed. We had fantastic builders also whom kept us informed of inspections and gave regular updates.	Thank you for your positive comment.
Simply thank you for your guidance and support.	Thank you for your positive comment.
We have dealt with [named officer] and found him to be extremely knowledgeable and fair.	Thank you for your positive comment.
I have particularly valued the advice given on the project over the 6 months I have taken to complete it. I have used [named officer] as a sounding board far outside of his remit and he has responded positively each time. I appreciate his knowledge and experience.	Thank you for your positive comment.
[Named officer] has been a glimmer of hope in a stressful period. I'd like to express my gratitude to him and his team. Fantastic example of helpful guidance with knowledge and support. Thank you	Thank you for your positive comment.
All fine, thank you	Thank you for your positive comment.
The whole process was conducted efficiently and with professionalism.	Thank you for your positive comment.
[Named officer] was very helpful throughout the Building Regulations process. He was easy to contact and very knowledgeable when we had questions.	Thank you for your positive comment.

We Listened - Management response

Thank you to everyone that took the time to complete this survey. Lincs Building Consultancy is committed to offering the most up to date and customer driven approach in providing the service. Your feedback helps us to continue to develop and improve the service.

We will also be reviewing each area of the service to try and increase customer satisfaction levels even further.

Contact:

For more information relating to this report contact:

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