

Lincs Building Consultancy
Annual Consultation Report 2019/20
Published 28/01/2021

“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 the Lincs Building Consultancy consultation between 1st April 2019 to 31st March 2020 and our responses to this feedback.
2. The exercise has been performed with customers since 1999 to seek feedback in respect of the service and advice received by customers from the Lincs Building Consultancy Team.

Methodology

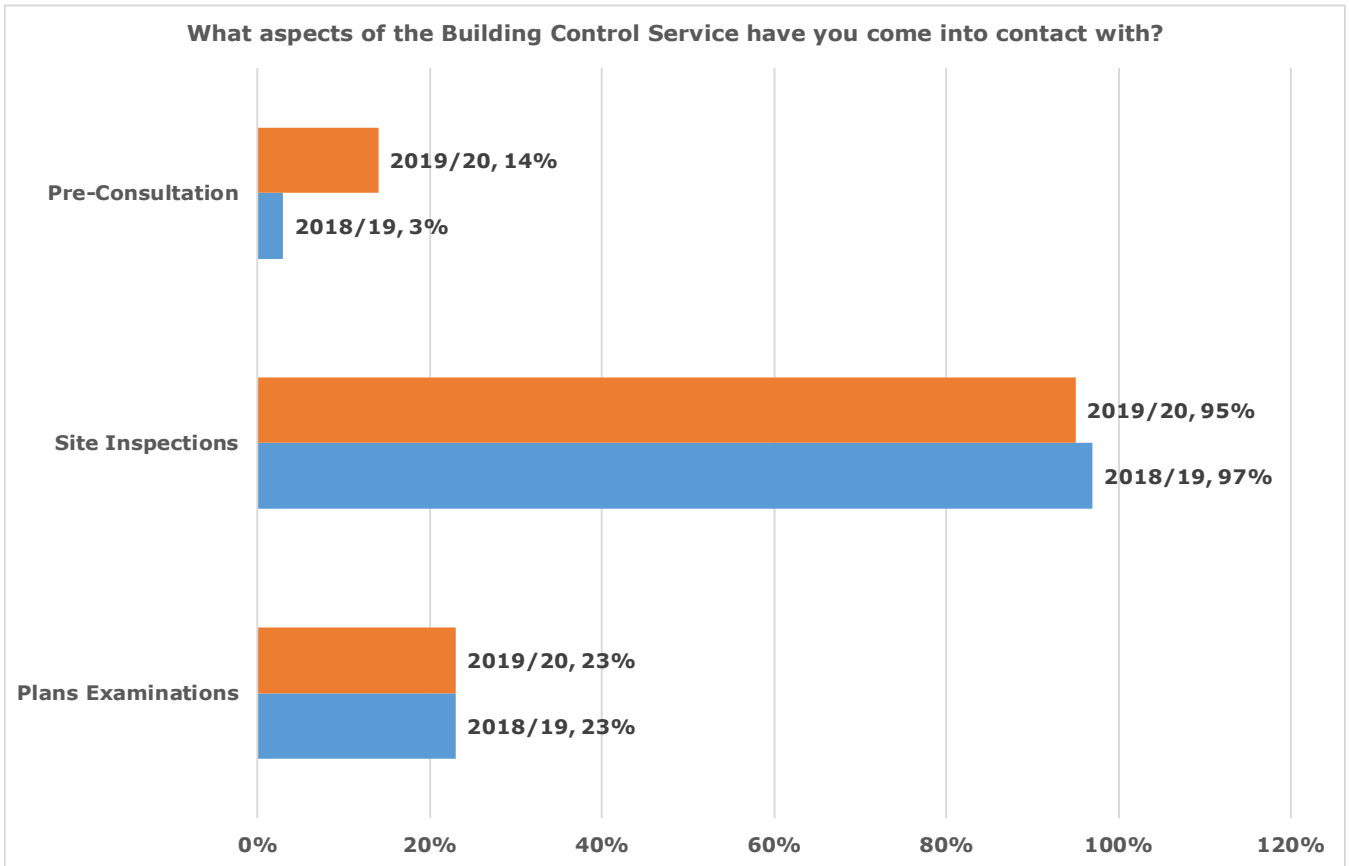
3. A paper questionnaire was sent out to all users of the service on completion of the work and a link to an online consultation was made available on the Council's website.
4. It should be noted that base data has been rounded to the nearest number (so may add up to between 99% and 101%). Where available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

Response Rate

5. A total of 25 copies were received during the year; 22 paper and 3 electronic copies; a decline of 14 responses when compared with the previous consultation exercise undertaken in 2018/19.
6. Response levels have continued to decline since 2008.

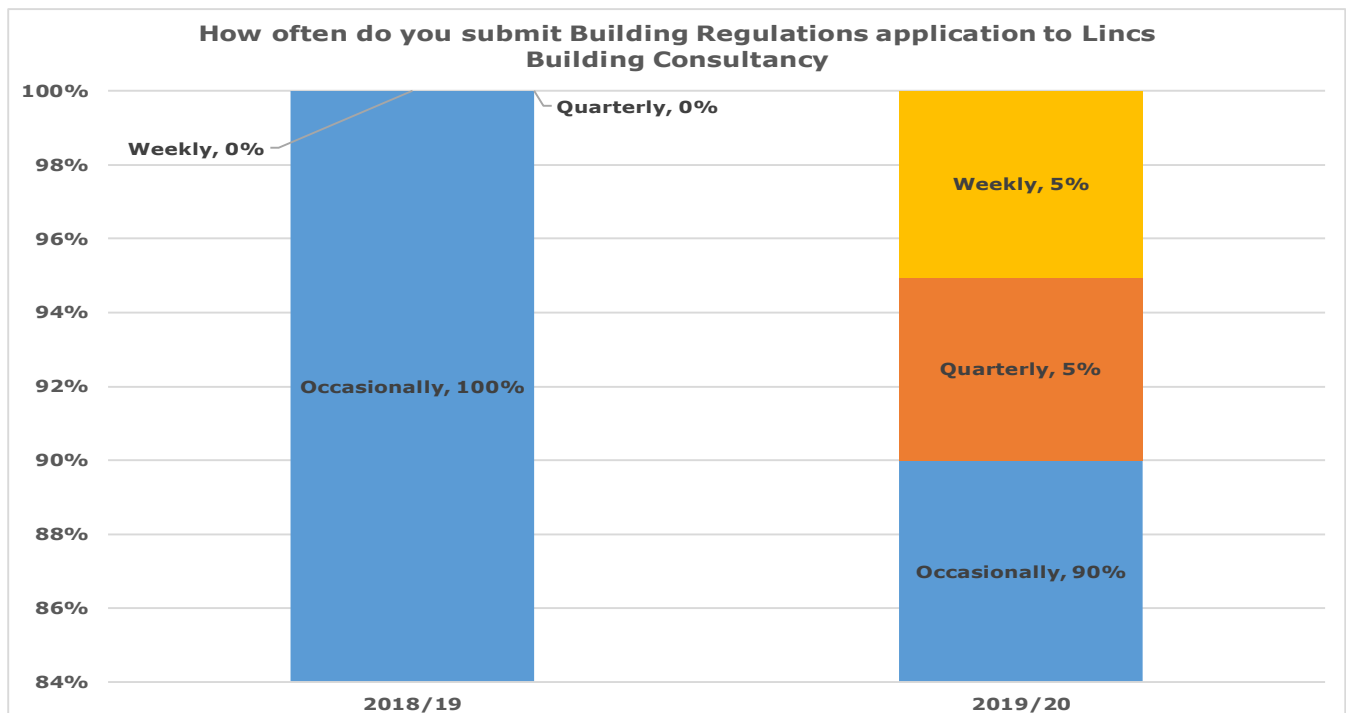
Results and Analysis

7. Respondents were asked to provide their Building Regulation Application number and site address/location. These have been passed to the Service Manager, Lincs Building Consultancy.
8. The comparison chart below shows that 'Site Inspections' continues to remain the most popular aspect of service respondents had come into contact with. It also shows that 'Pre-Consultation' has increased by 11% when compared with the previous consultation exercise undertaken in 2018/19. The remaining aspect 'Plans Examination' stayed the same when compared with the previous consultation exercises undertaken in 2018/19 and 2017/18.

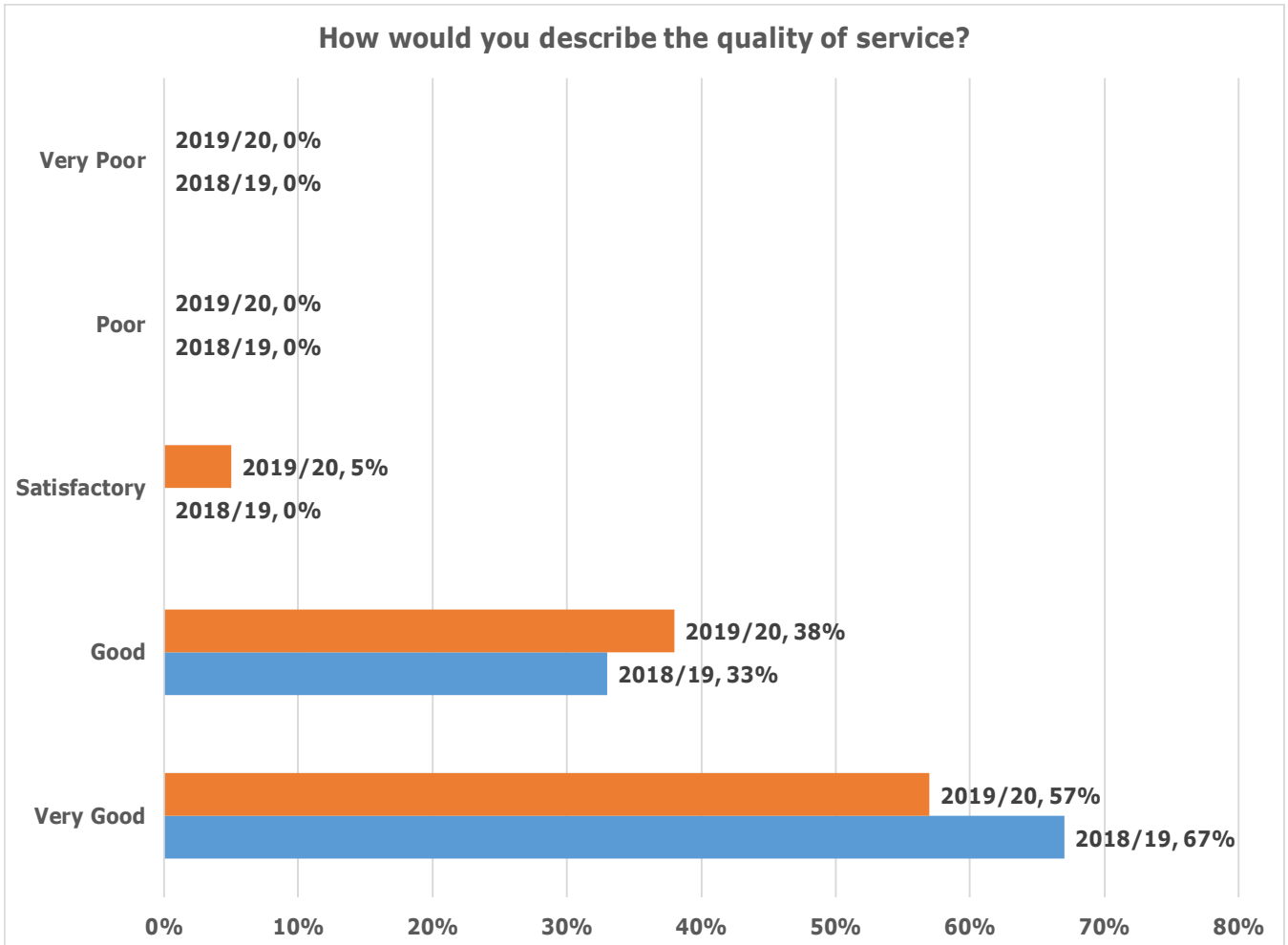


9. The comparison chart below shows there has been a slight change in how often respondents submitted Building Regulation applications to Lincs Building Consultancy when compared with the previous consultation exercise undertaken in 2018/19.

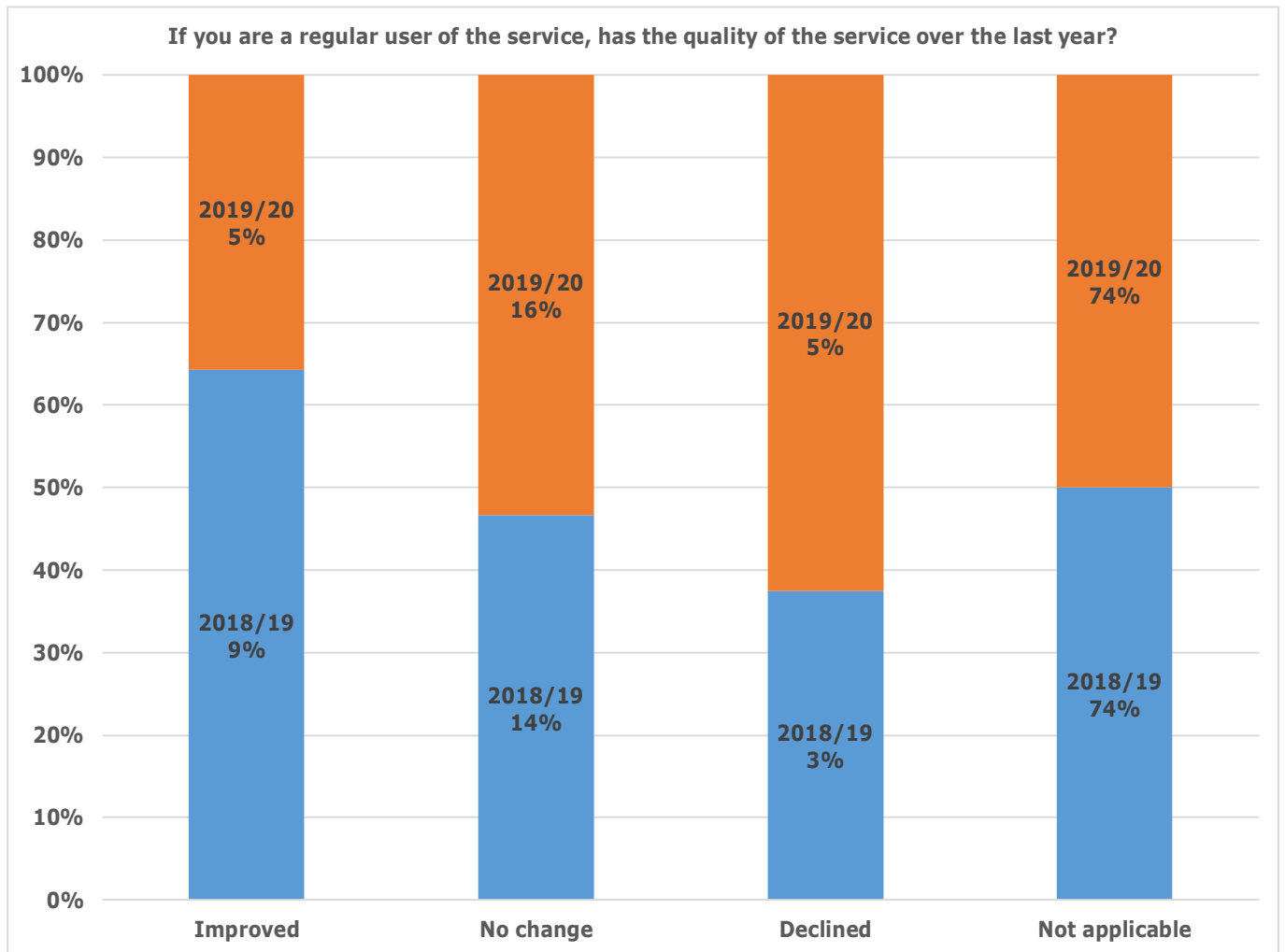
In 2019/20, 90% of respondents submitted Building Regulation applications 'Occasionally', 5% submitted them 'Quarterly', with the remaining 5% stating that they submitted them 'Weekly'. Whereas in 2018/19 all respondents submitted Building Regulation applications 'Occasionally'.



10. All respondents considered the Building Regulation form simple to use; an increase of 3% when compared with the previous consultation exercise undertaken in 2018/19
11. The comparison chart below shows that 95% of respondents described the quality of service as 'Very Good' or 'Good', with the remaining 5% describing it 'Satisfactory'. There has been a slight shift from 'Very Good' to 'Good' and 'Satisfactory' when compared with the previous consultation exercise undertaken in 2018/19.



12. Respondents were asked 'that if they were a regular user of the service, did they consider the quality of service over the last year had improved?' The comparison chart below shows that 5% of respondents considered it had 'Improved'; a slight decline of 4% when compared with the previous consultation exercise undertaken in 2018/19. It also shows that 16% of respondents considered there had been 'No change' in the quality of service, 74% considered the question was 'Not applicable' to them, with the remaining 5% of respondents considering the quality of service over the last year had 'declined'.



13. 27% of respondents had considered submitting their application online via our website; a slight increase of 3% when compared with the previous consultation exercise undertaken in 2018/19.
14. The comparison table below shows how respondents rated certain aspects of the service. Although there has been a slight decrease in the number of respondents that considered all aspects of the service 'Very Good' or 'Good', they still continue to be well received.

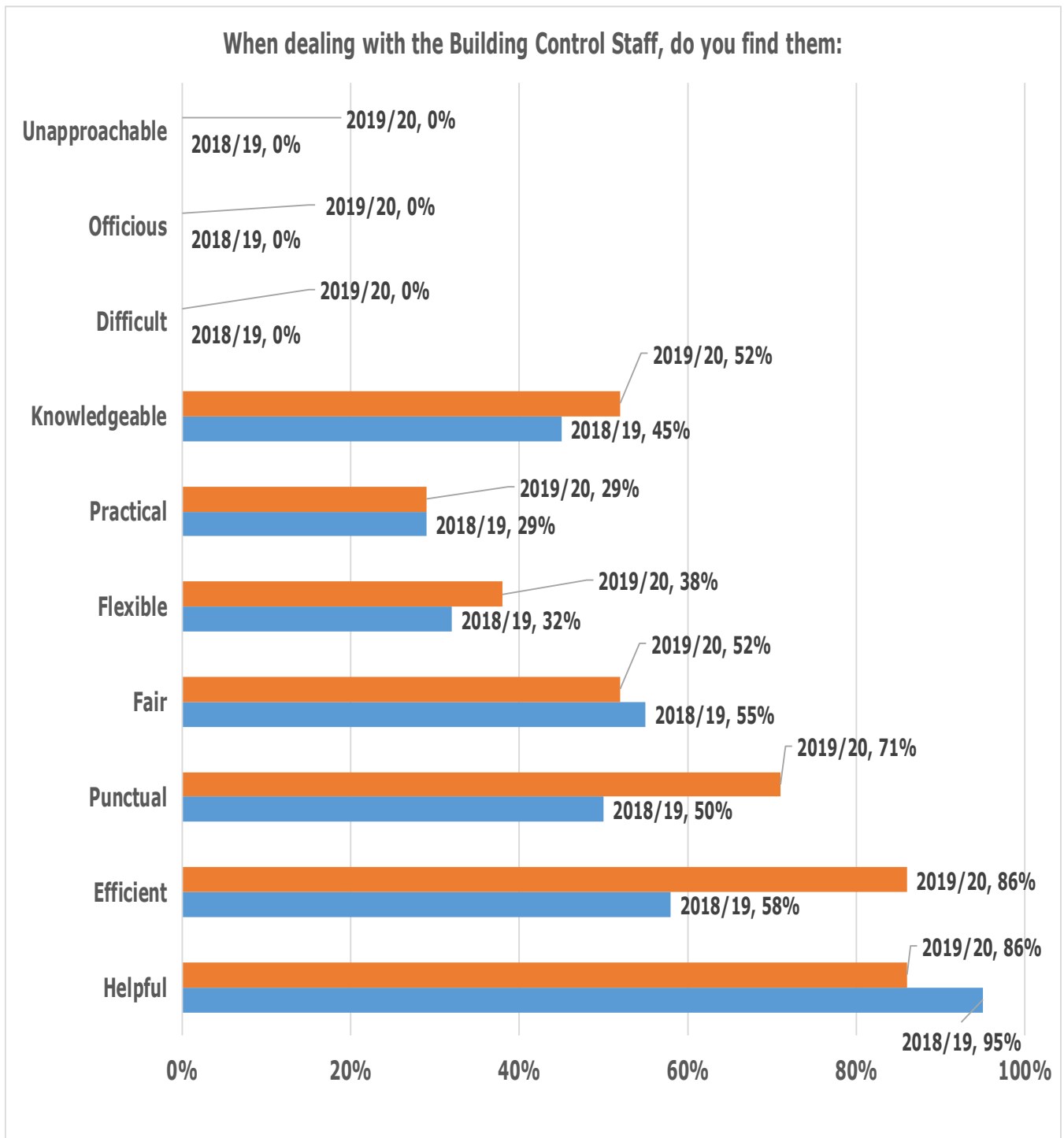
It is pleasing to note that the majority of respondents answered 'Not applicable' to 'if you had to make a complaint how did you find the complaint process'; this would indicate that they have not had to submit a complaint.

	18/19	19/20	18/19	19/20	18/19	19/20	18/19	19/20	18/19	19/20	18/19	19/20
	Very Good		Good		Satisfactory		Poor		Very Poor		N/A	
	%		%		%		%		%		%	
Advice given prior to application	38	32	41	32	3	18	0	0	0	0	16	18
Availability of staff	57	55	35	27	5	14	3	0	0	5	19	0
Attitude of staff	58	77	39	14	3	9	0	0	0	0	0	0
Inspections carried out when requested	57	64	38	18	5	14	0	5	0	0	0	0
Quality of site inspection	62	64	33	27	5	9	0	0	0	0	0	0
Speed of response time to site visits	58	64	29	23	11	14	3	0	0	0	0	0
Quality and speed of plan checking	37	36	31	23	9	14	3	0	0	0	20	27
Local knowledge and experience	51	43	32	38	5	0	0	5	0	0	11	14
Quality of information provided (Guidance notes etc.)	43	36	43	36	8	9	0	5	0	0	5	14
Ease of contacting officers	61	50	26	36	13	5	0	5	0	5	0	0
Value for money	32	24	24	24	38	38	5	5	0	5	0	5
If you had to make a complaint how did you find the complaint process?	3	0	3	5	3	5	0	0	0	0	91	90
If you have submitted an application online how did you rate it?	6	0	9	11	3	0	0	0	0	0	81	89

15. The comparison chart below shows that respondents found the Building Control staff 'Helpful', 'Efficient' and 'Punctual' as was the case when the previous consultation exercises were undertaken in 2018/19 and 2017/18.

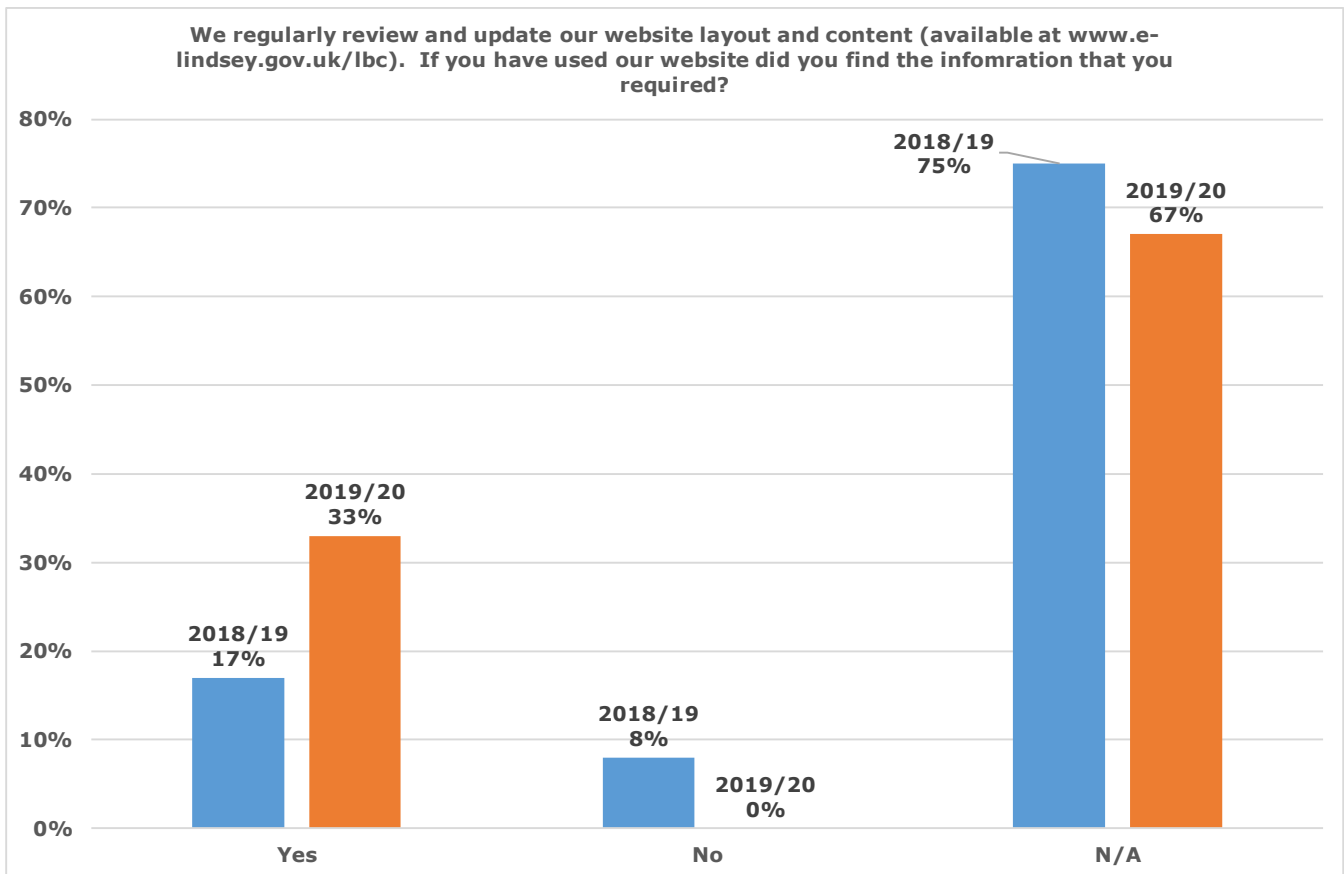
There has also been a significant increase in the areas detailed above, as follows:

- Punctual – an increase of 21%
- Efficient – an increase of 30%
- Knowledgeable – an increase of 7%



16. 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 33% of respondents had used the website and found the information they required; a significant increase of 16% when compared with the previous consultation exercise undertaken in 2018/19.

The chart also shows that 67% of respondents had not used the website; a decrease of 8% when compared with the previous consultation exercise undertaken in 2018/19.



17. Respondents were asked if they had any comments regarding the service or required any additional information. The majority of comments received were about how helpful, efficient and professional the Building Inspectors were, as was the case when the previous consultation exercise was undertaken in 2018/19.

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
<p>Always very helpful whenever contacted by me.</p> <p>First time using Building Control and probably the last. Used a builder for whom I laboured, to construct the structure with Planning (informed Permitted Development) and Building Control my responsibility. Drew up plans, found the guides on the website extremely useful and spoke to Building Control regarding insulation of roof. I was informed that I could not just put some insulation between the joists but would require ventilations or go for a warm roof over the ensuite. This meant that I could draw up compliant plans. The guides showed that I needed insulation below the floor in the ensuite part, specified joist sizes etc. To me it seemed that I needed to submit plans showing</p>	<p>Thank you very much for your positive comments which have been extended to the staff.</p>

Comments	Management Response
<p>all calculations etc. to Building Control. I calculated the loading on the lintels - I learnt about calculating loading on beams on a college course in my early 20s and it was the first time of using that knowledge. I also learnt how to calculate the attraction between two ships at sea and can only remember that you make one static but cannot think I will ever need to find out information on that. I then discovered that I could make an application using just a form. I submitted with the plans etc. that I had already complete. Just going by the form and inspections certainly makes carrying out a project far easier. However, it would have been horrendous trying to do the project with plans. So, as I said, it was the first time using Building Control and my thoughts were of jobsworth inspectors with horns coming out of their heads. I found the complete opposite. I had two Inspectors visit, (two named officers) and it was interesting contrasting the two as they are at different ends of their career. Overall, a pleasant easy experience. The fees did seem a little high but presumably as it is blanket based on floor area, some projects will be more complete and/or have problems. The only improvement I would suggest would be to make clearer the two types of complying with Building Control so that it is clear to people such as me that there is this way forward.</p> <p>A named officer was a delight to deal with. Thank you.</p> <p>All fine</p> <p>I was very pleased with the advice and help given by a named officer.</p> <p>The secretary was very helpful when I rung to arrange an inspection. A named officer was very good at answering questions over the phone. All in all in a good service! First time application for us so a great help!</p> <p>The service I received from all your staff was fast, knowledgeable and extremely good. We had excellent service all from a named officer in particular and a named officer in planning reception at Tedder Hall. All in all a painless experience and thank you to everyone</p>	

Comments	Management Response
<p>involved.</p> <p>Excellent service from start to finish.</p>	
<p>One missed a site visit as they couldn't find the property. Why weren't the contact details given to the inspector?</p> <p>We had two occasions when we were promised ring backs but they never happened. The main East Lindsey phone number is particularly slow to get you to the department you want and has a massively overblown GDPR diction. It would be nice to be given the department numbers right in at the start.</p>	<p>Thank you for your feedback. We are sorry that our officer did not have your contact details on the day.</p> <p>We have direct dial numbers to both our dedicated Technical Officers and our Surveyors which means you do not have to dial the main ELDC telephone number and hope that in the future you would find us much easier to contact.</p>
<p>They were under staffed and need more urgently</p>	<p>Thank you for your comment. We recognise the issue and are currently looking at ways to recruit more Surveyors into the service who are suitably qualified and experienced.</p>

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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