

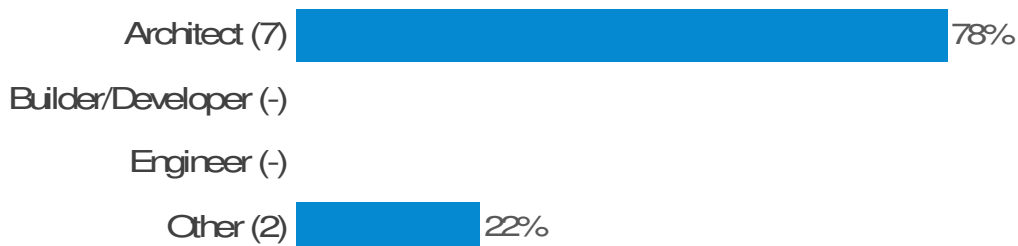


NORTH YORKSHIRE  
BUILDING CONTROL PARTNERSHIP

## North Yorkshire Building Control Agent Satisfaction Survey 2020/21

This report shows the results for the 9 responses received

### In which capacity do you use the Building Control Service?

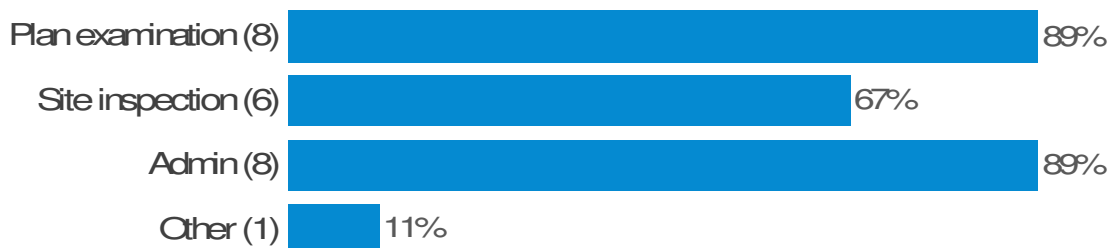


### (If Other, please specify)

Building Surveyor

Planner

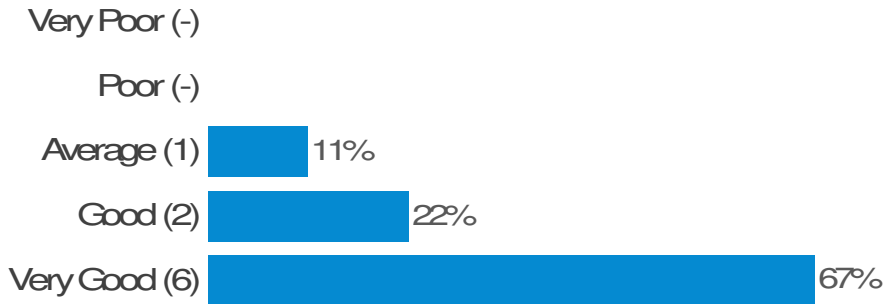
### As a user of the service what areas do you come into contact with? (Please tick all that apply)



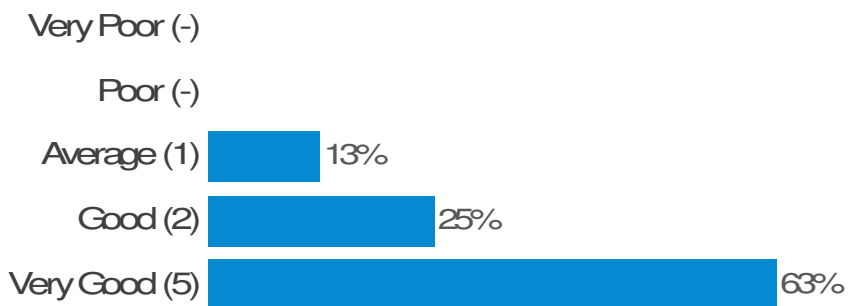
### (If Other, please specify)

Pre application & general enquiries

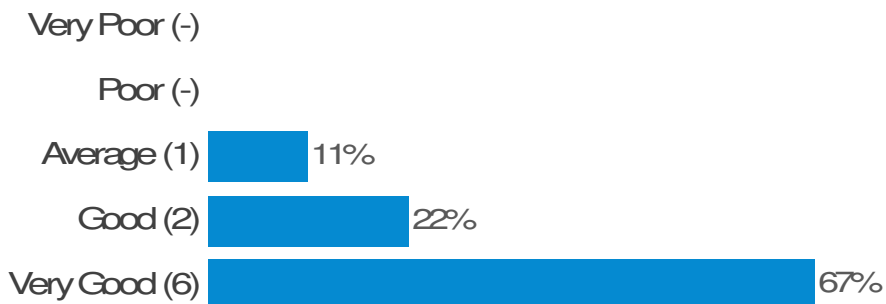
**Please rate the following aspects of the service:  
(Advice given)**



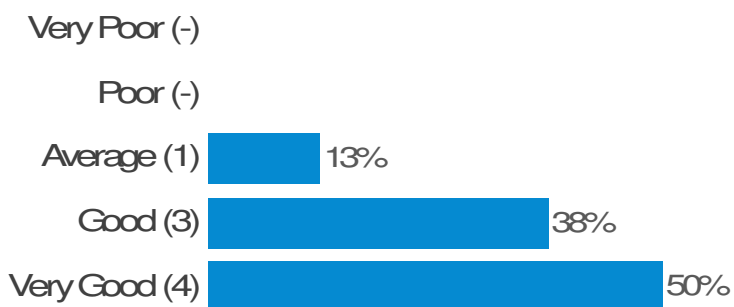
**Please rate the following aspects of the service:  
(Availability of staff)**



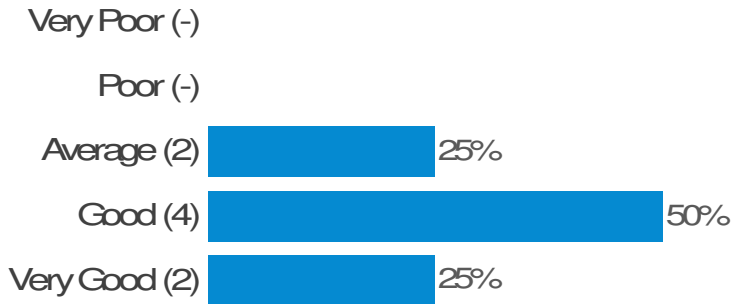
**Please rate the following aspects of the service:  
(Attitude of staff)**



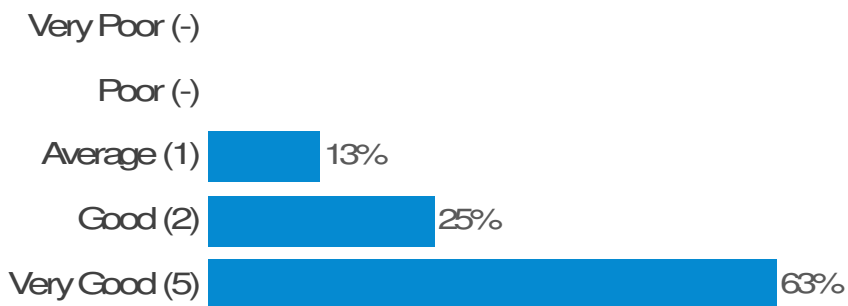
**Please rate the following aspects of the service:  
(Speed of plans examination)**



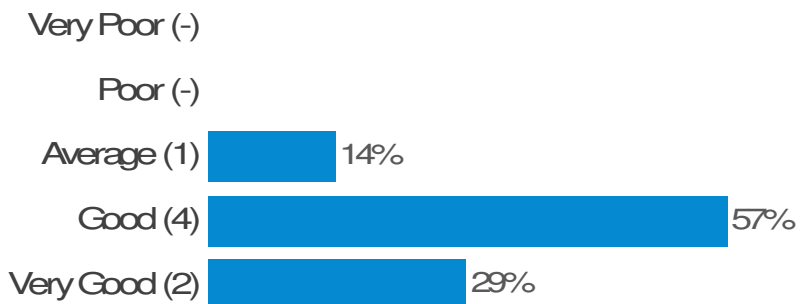
**Please rate the following aspects of the service:  
(Number of site inspections )**



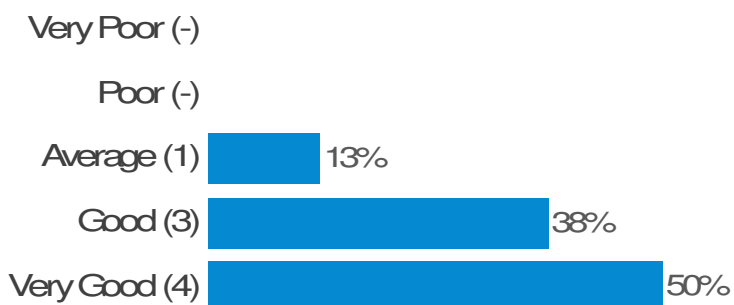
**Please rate the following aspects of the service:  
(Quality of service)**



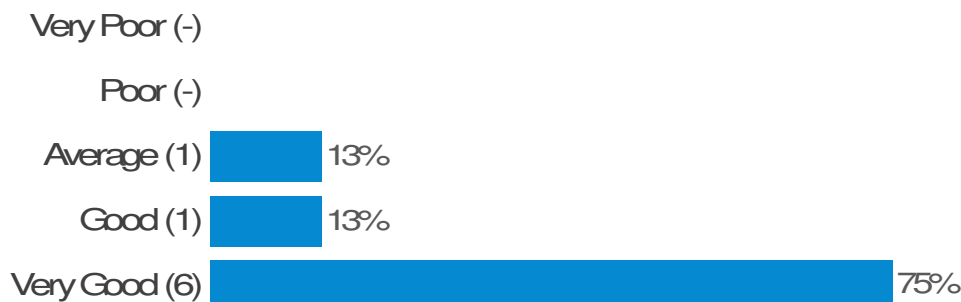
**Please rate the following aspects of the service:  
(Speed of response to site inspection requests)**



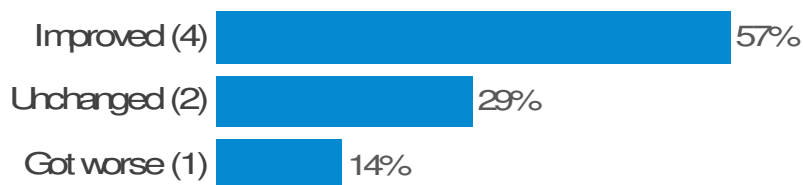
**Please rate the following aspects of the service:  
(Overall value for money)**



**Please rate the following aspects of the service:  
(Do you consider our staff to be helpful and responsive?)**



**If you are a regular user, has the quality of the service in the last five years:**



**Have you found any aspects of the Building Control service particularly good?  
(Please make specific comment)**

Rapid plan examination. Exceptionally good value for money especially when local knowledge is added in.

The fact that Building Control Officers are happy to provide an initial look over a potential project prior to a formal application to provide help and advise for projects about to enter the planning system. Helps identify areas of potential issue and eliminate those issues early on.

Pre application & general advice is very good and staff are very responsive and helpful with any enquires. The plan checking process on the whole is a little quicker than it has been.

Attitude of staff

Being able to seek advise on projects which are yet to reach building control

Always helpful

**What aspects of the Building Control service do you think could be improved?  
(Please make specific comment)**

In reality very little. There is no substitute for friendly but professional service.

Speed on allocating an office for plan check.

I think that there needs to be more communication between the office and site. It is often the case that the site inspectors have different interpretations to matters than plan checking officers in some cases after we have been specifically requested to attend a matter to achieve compliance. A prime example is levels and types of insulation particularly where area weighted U Values have been applied due to excessively glazed schemes. We can be asked to justify / increase levels of insulation at plan checking stage whereas the site inspector may accept a lesser provision which then leads to clients and contractors questioning our initial approach as there is clearly often cost implications.

Nothing that springs to mind

You'll know the issues we sometimes have about overkill of requested information-but one to discuss when Covid is over

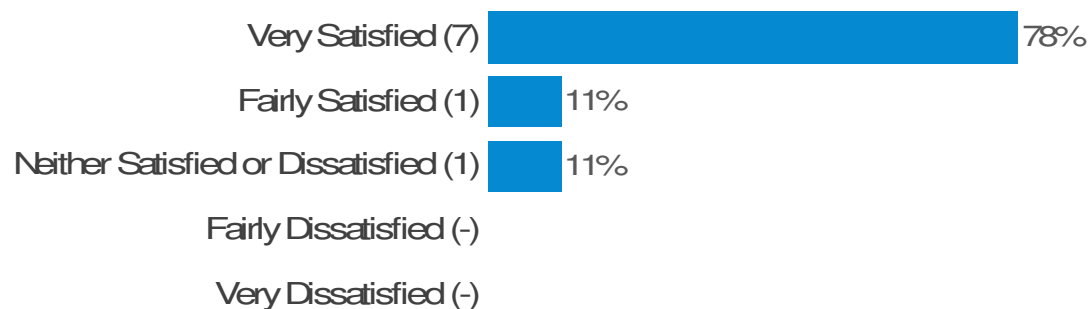
## Do you feel that that NYBCP have handled the current Covid-19 situation, since March 2020, in a proper and professional manner?



### Any further comments?

In my opinion of acting as an agent with many other service providers I have found that NYBCP is always prepared to go further in order to provide a focussed professional service. NYBCP will always be my preferred option. Thank you.

## What is your overall impression of the North Yorkshire Building Control service?



### Any further comments?

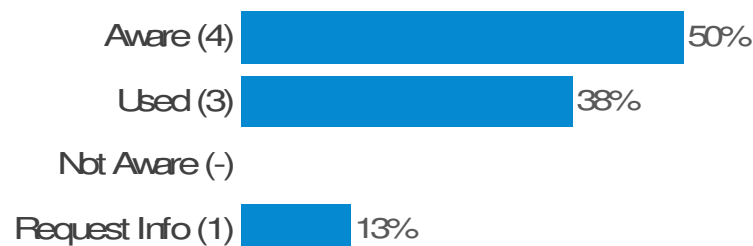
Always meets and often surpasses my requirements.

The staff are friendly, knowledgeable and good to deal with

## Have you used or are you aware of any of the following:

Please tick 'Request Info' if you would like us to send you more information on the options below.

(LABC Warranty)



**Have you used or are you aware of any of the following:**

**Please tick 'Request Info' if you would like us to send you more information on the options below.**

**(LABC Building Excellence Awards)**

Aware (4)  57%

Used (4)  57%

Not Aware (-)

Request Info (-)

**Have you used or are you aware of any of the following:**

**Please tick 'Request Info' if you would like us to send you more information on the options below.**

**(Partnership Authority Scheme)**

Aware (5)  71%

Used (2)  29%

Not Aware (-)

Request Info (-)

**Have you used/do you use an Approved Inspector?**

YES (8)  100%

NO (-)

**If YES, what aspects of the Approved Inspector service do you consider they do better than ourselves?**

Sometimes a little more flexibility.

Nothing, the same.

I dont think that they do anything better and only ever use approved inspectors when specifically instructed to do so by a client

Only used where site inspections in other Local Authority areas are required and they are not to the standard we receive in your area.

Less pedantic

Very few offer an equivalent service. The only reason i use another company is if the work is out of the area or a client requests to use another company

None

### Do you consider that the Building Control process has added value to the finished development/project?



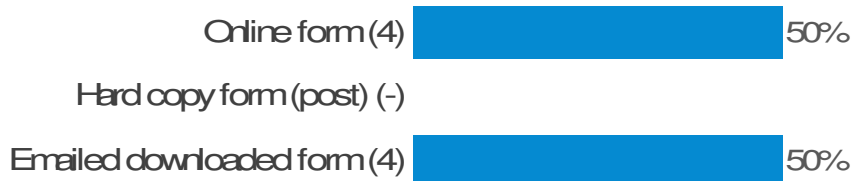
### Did the Building Control Officer apply the Building Regulations in a professional manner?



### Do you consider the Building Control service provides value for money?



### What would be your preferred method of application submission?

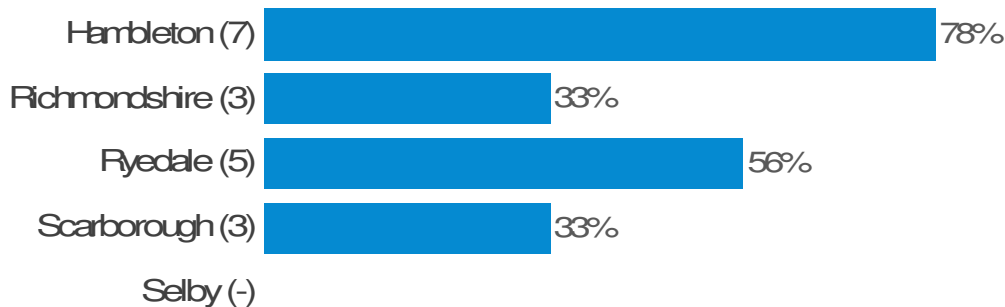


### Any further comments?

Please keep all submissions options available. Rural areas do not always have reliable Internet/Broadband provision.

The letter generated immediately following a submission is frustrating. We always advise our clients immediately upon submission of an application that payment is due and ask them to contact NYBCP in order to make the payment. Perhaps the incomplete letter could be issued with a 2/3 day delay period?

### Which Council Area do you predominantly work in?



**We would welcome any other comments you wish to make on our service.**

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Please speed up the process of providing quotations and allocating officers once the quote has been accepted and instruction sent.

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Helen (Winfield) was particularly helpful today Thanks

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Keep up the good work!