



NORTH YORKSHIRE  
BUILDING CONTROL PARTNERSHIP

## North Yorkshire Building Control Stakeholder Survey 2020/21

This report shows the results for the 7 responses received.

**Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Reliability (e.g. do we do things when we say we will))**

Very Satisfied (5) 71%

Satisfied (2) 29%

Moderately Satisfied (-)

Dissatisfied (-)

Very Dissatisfied (-)

**Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Responsiveness (e.g. our speed of response to your enquiries))**

Very Satisfied (5) 71%

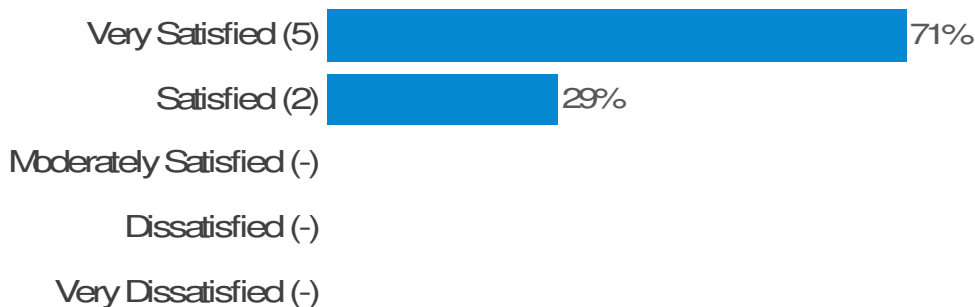
Satisfied (2) 29%

Moderately Satisfied (-)

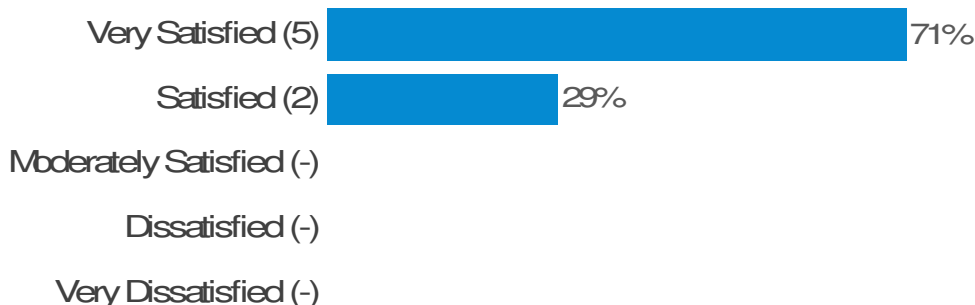
Dissatisfied (-)

Very Dissatisfied (-)

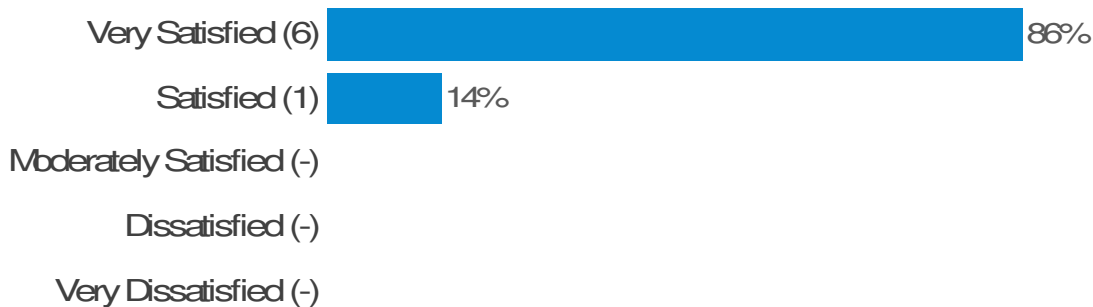
**Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Competence (e.g. the knowledge and skill of our staff))**



**Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Access (e.g. the ease with which you can contact us))**



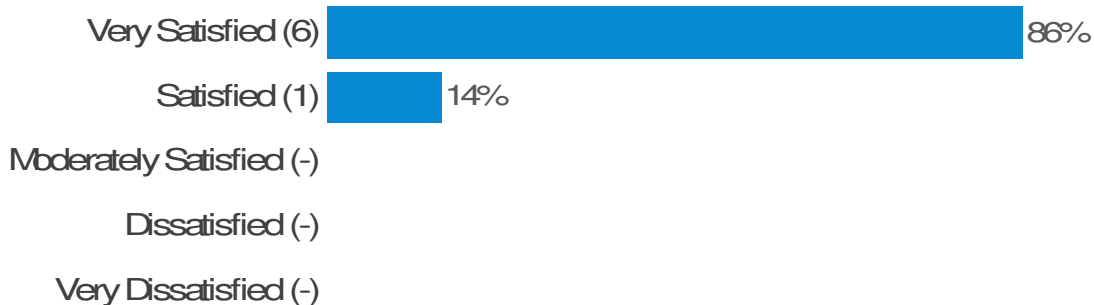
**Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Courtesy (e.g. politeness shown by our staff))**



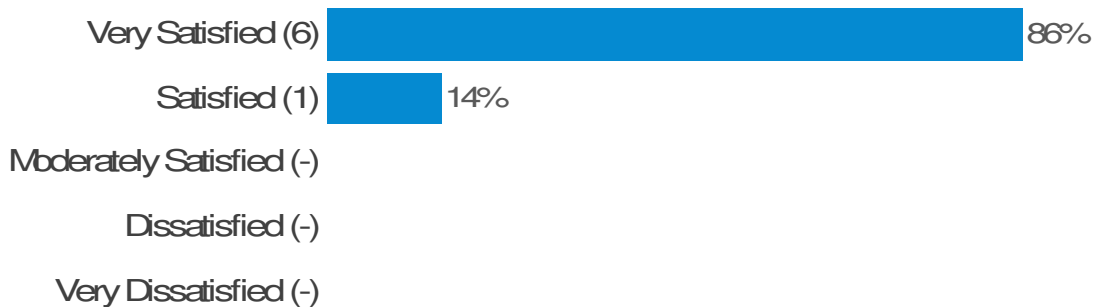
**Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Communication (e.g. the clarity of our statements or explanations))**



**Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Credibility (e.g. the believability of our statements))**



**Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Security (e.g. how well we keep confidential data private))**



**Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Understanding (e.g. making the effort to understand your needs))**

Very Satisfied (6)  86%

Satisfied (1)  14%

Moderately Satisfied (-)

Dissatisfied (-)

Very Dissatisfied (-)

**Please indicate your satisfaction with North Yorkshire Building Control Partnership against the criteria below by ticking one box on each row. (Overall Satisfaction)**

Very Satisfied (5)  71%

Satisfied (2)  29%

Moderately Satisfied (-)

Dissatisfied (-)

Very Dissatisfied (-)

**Please note any particular strengths of North Yorkshire Building Control Partnership:**

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Strong management

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Strong professionalism. Strong ethos. Availability. Knowledge of the area. Communication skills. Willingness to assist whenever possible and friendly manner.

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Staff have good technical knowledge. Reliable.

**Do we have any areas for improvement?**

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Staff appear to be very stretched at times due to the general surge in work within the area and therefore perhaps some additions to the team maybe beneficial to your clients and team.

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More involvement in both pre-planning and post planning decision matters which jointly cover planning and building regulation matters.

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

Yes (6)  100%

No (-)

**Any further comments?**

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Please continue what you are doing Maintain your existing high standards Communicate regularly with us the agents working in the local area.