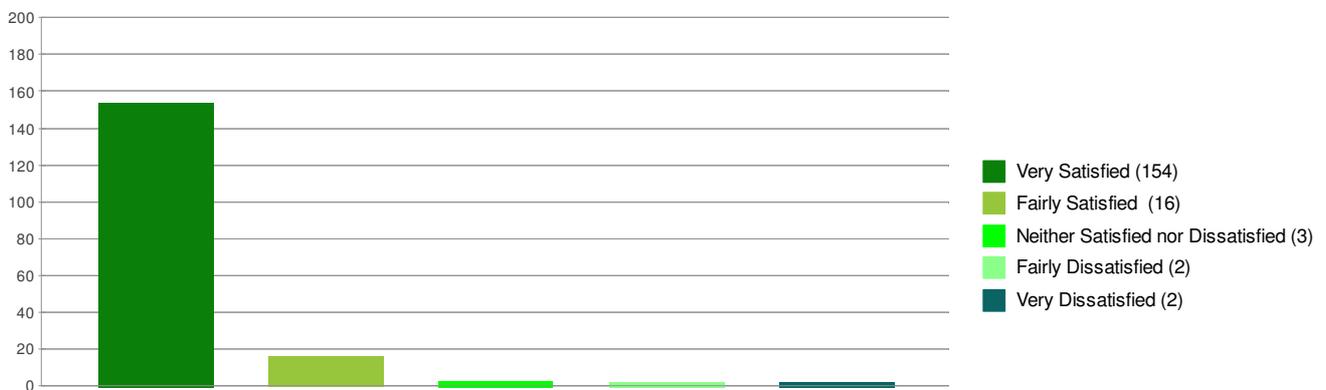


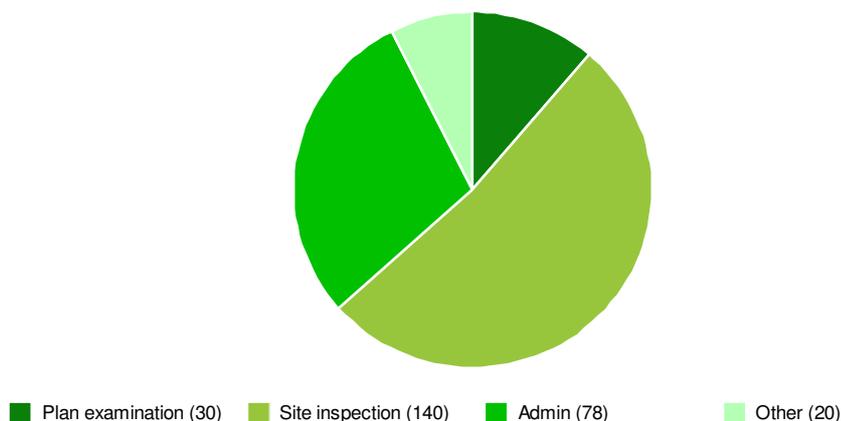
Service Delivery Questionnaire

This report presents an analysis of the Service Delivery Questionnaire responses on the North Yorkshire Building Control Partnership from 1 April 2021 to 30 December 2021, showing the results of the 177 responses received.

1. What was your initial impression of the Building Control Service?



2. As a user of the service, what areas did you come into contact with? (Tick all that apply)



2a. If Other, please specify

Required copies of certs for alterations done to late parents property
 Home owner
 Unsure - Simon Nichol
 Request for duplicate certificate of completion
 Building customer
 first time project managing own self build involved with all areas
 Home owner
 Request for Building Control Certificate
 copy planning certificate
 Window Insertion
 Requesting copy of Building Regs Cert
 Applicant
 REGULARISATION
 As the home owner with the builder liaising with Building Control
 On site inspection
 building control
 I am the home owner were building work being done.
 Building Regulations inspection and certificate
 Certificate of Building completion
 Good contact response
 Owner of property

3. Please rate the following aspects of the North Yorkshire Building Control Partnership service

	Very Poor	Poor	Average	Good	Very Good
Advice given	2	1	3	36	130
Availability of staff	-	3	8	32	123
Attitude of staff	1	4	2	23	144
Speed of plans examination	1	1	3	35	110
Number of site inspections	2	1	7	25	123
Quality of service	2	2	4	26	137
Speed of response to site inspection requests	-	2	4	27	132
Overall value for money	2	4	22	39	105

What aspects of the service did you find particularly good?



5. What aspects of the service do you think could be improved?

- Price for what was actually done!
- Nothing that i am aware of
- None
- None in the context of my requirements
- Price
- Website instructions on payment could have been clearer e.g. what payment reference to use so that you could link payment to application as I don't recall any application reference being received at point of submission.
- Not sure it's been a off project
- Took a while for me to track down the right person to speak to regarding finalising the certificate. Was a little sketchy with covid protocols too.
- Shorten paper trail
- N/a
- Nil
- Fine as they are now.
- None
- None.
- Nothing.
- none
- None
- None
- it's very expensive for small works, obviously better value for large projects
- None, all requirements met
- None
- I can't fault it
- None
- None from my point of view.
- All good, from my experience
- Inspectors to offer advice, not tell you to put more insulation under the 220mm rafters with 170mm foam; not tell you to add brackets on rafter to ridge nailed connection when it is in compression. Called twice and arranged a final survey; waited in no one turned up; when finally discussed this inspector stated could not attend due to COVID, why did staff book a visit. Inspector would not offer advice on drainage, wanted sump but we had no space
- Reduce cost for council tax payers
- None
- NA
- Price

5. What aspects of the service do you think could be improved?

None

It was quite slow and frustrating resolving the final stages in order to gain the certificate of completion. Probably due to lack of communication. I got the impression that the service was just too busy to be able to cope with the amount of clients.

None

Not sure

None that I can think of. Obviously Covid impacted on getting the work signed off sooner but this did not impact us.

Information about how to submit documentation Ability to see completed documentation after completion Maybe ability to creat own account for the duration of the application

One inspector says x another says y.

No real problems except time but that was due to covid

Nothing comes to mind!

This is difficult as inspections at each stage would occurred if not for Covid. Improvement would be to have requested photos of each stage so additional build costs could have been avoided

Slight confusion regarding our initial application and payment - this could be clearer.

None

none

None, most happy.

n/a

None

none

better return of emails

None that I could identify.

Certain office staff could be quite dismissive and impatient.

Service pretty damned good.

In my opinion no aspects need improving.

Very satisfied

Can't fault the service, absolutely brilliant

None

I expected a much fuhrer inspection , ie never went up ladder or inside loft , also signed it passed before completion, having alsorts problems with roof still not completed.

help in recommending builders e.g. providing a service where names of possible builders are put forward to building control and they then comment on whether they have any adverse dealings with the builder. Helps weed out the bad ones.

nothing to add

None

N/a

Do not know

Was initially given the wrong information on fees

The initial payment wasn't the smoothest

None

Cost !

Time taken to complete

Perhaps you could look at the "charging cost bands" again, as my small extension of some 3,5 mt sq internal did not really warrant the total fee charged. Having said this, i accept that even a "small job" needs minimum stage checks. I think it came within the 10mt sq cost band. Shame you could not have a lesser cost band for say 5 mt sq or less.

5. What aspects of the service do you think could be improved?

Whilst an exceptional circumstance the Covid crisis did not seem to be handled well by specific staff due to shielding. Having contacted the original inspector to arrange final inspection we heard nothing. With subsequent contact from ourselves 8 months later it was explained visits were shortly restarting, we then heard no more until chasing again in September 2021 when we were told Mr Yuell was on holiday and then retiring. His replacement should be commended having responded promptly and been most helpful.

We were surprised he did not know all the details of the old windows which were on the plans.

None

Everything always good

Everything always good

none

None that I am aware of following my usage on the Build Regs side

No improvement required from my experience.

No thoughts.

im not sure , i was content with the service received

N/A

Quicker response

None

Some confusion on final visit. Inspector thought he was inspecting footings not a window.

None

Nothing

None we found the team and experience great.

N/A

None

Nothing really the inspection was helpful

Nothing i can think of.

Overall service works well, cannot think of any way to improve.

The lack of site inspections (due to Covid) was worrying, but I assume that this is not normally a problem.

N/A

-

None

n/a

None as far as we are aware.

none

Public awareness of new. HDC structure and the NYBCP. people still relate to one council system in place

We had to wait a long time for the completion certificate.

none that I have recent experience of.

None

It was impressive from my point of view.

Because of unusual circumstances(Covid restrictions) I can't give a constructive answer.

The original letter I received was so bad I thought it was a con / spam and threw it away. You should look at your communications and get some proper letterheaded paper printed.

There needs to be a better way of covering work when people leave. It took a phone call from us to find out where the certificate of completion was to find out for over two years there had been none and no follow up. Builders put in the wrong ply board and had to replace it with fire retarded board. So for two years, we were at all edged risk.

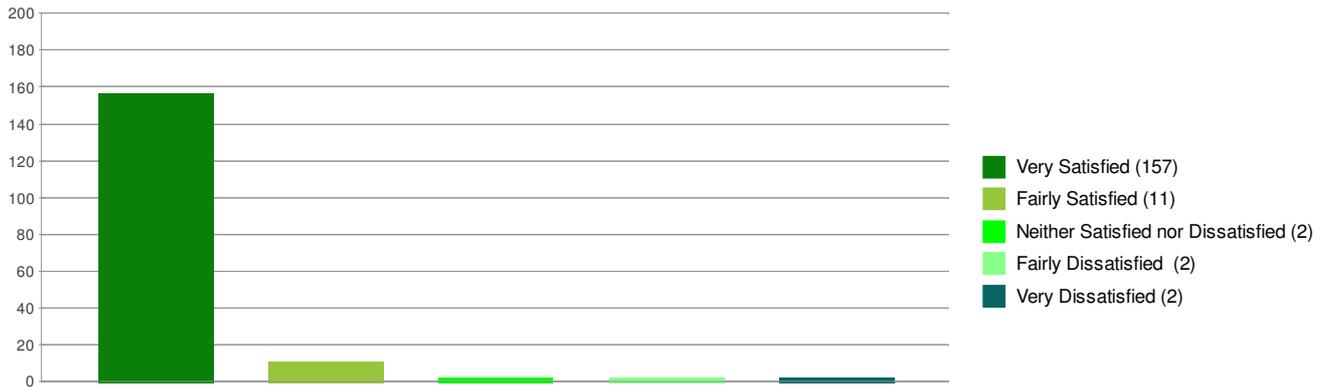
Totally satisfied

None

No issues with any of the officers, but may be better if one officer oversaw the entire project. That said, I appreciate the reasons why this is not always possible - workload, geographical area, Covid etc.

All very good

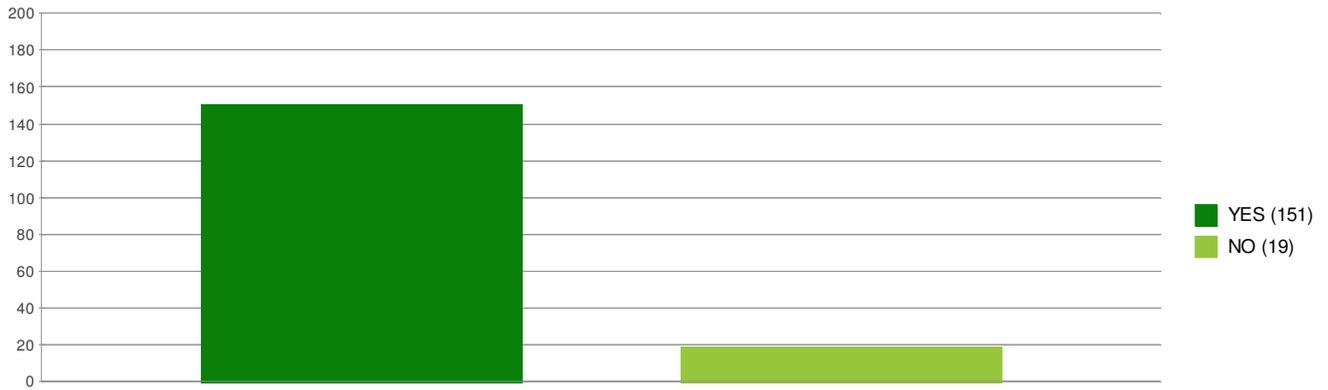
6. How would you rate the Building Control staff in being helpful and responsive to your needs?



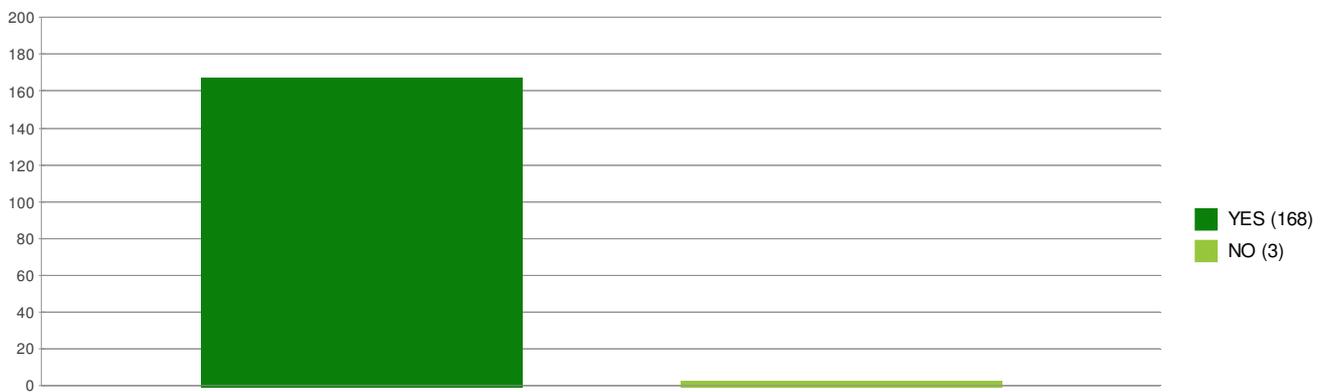
Any comments:

- Only dealt with Dave Morris and as a novice project manager I couldn't fault him
- I was very surprised that a local government department could improvise so successfully, getting the job done speedily without recourse to the primary contact who was on leave. Well done
- See Q5
- Very helpful
- Approachable, knowledgeable and friendly
- As before - Ivan, Liam, Simon were excellent.
- Covid restricted freedom of staff
- Very helpful
- Exceptional customer service.
- This rating is Based on the office team- not the site visits.
- N/A
- From my initial phone call, to receipt of the certificate, Brilliant
- Excellent always responded timely to questions and provided valuable advice. Excellent considering the pandemic too.
- Ivan, who my phone contact was with, was helpful, friendly and efficient.
- Quite willing to explain their requirements set against the Reg's/COP's and any constraints imposed. Also not forgetting your office admin staff who were always very helpful and thorough in their approach.
- At start of works required specification of one area of footings was changed three times by reponsible inspector. Admin staff were extremely helpful in clarifying some requirements.
- Brilliant, assisted a non trade person like me with sound advice.
- Very efficient and easy to deal with
- Applicable to all that I have been in contact with.
- fast response and good free advice
- Recently I've been happier now we have sign off and the lady I spoke to was very helpful. My initial dealings were not good (2 years ago).
- The chap who visited site was outstanding
- As previously stated - helpful advice and very responsive to requests etc.

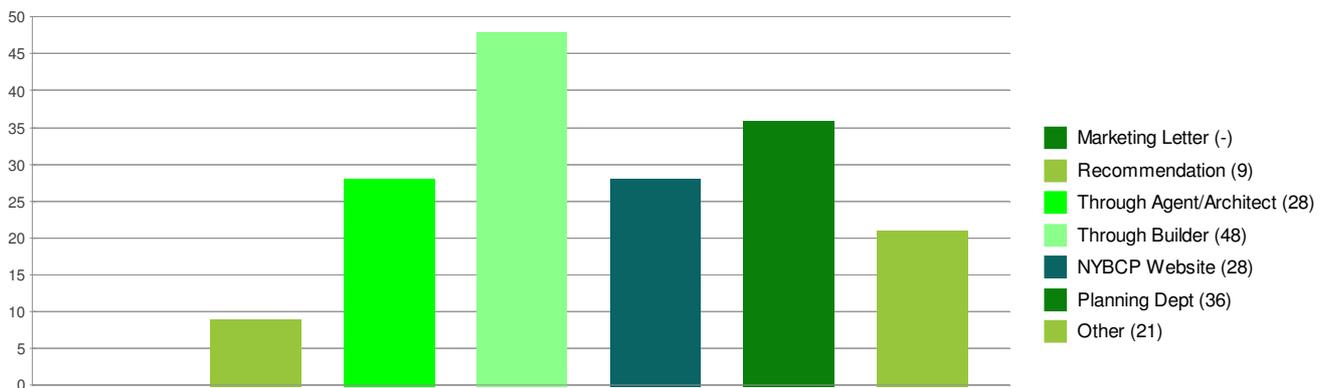
7. Do you consider that the Building Control process has added value to the finished development/project?



8. Did the Building Control officer apply the Building Regulations in a professional manner?



9. Where did you first hear about the North Yorkshire Building Control Partnership?



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

completely satisfied
Very good service and advice also a prompt service
Some hub/application website would be useful.
My thanks to all involved
Thanks for your help today!
Thank you for your help
None
Thank you
I was very impressed with the technical knowledge and efficiency of David Morris.
site visit excellent
Great service, keep it up.
none
N/A
Very happy - thank you.
It's a very good professional service
When I first started the project the initial contact with the office staff was both friendly and helpful and paved the way for what was an easy project. Thanks to all concerned in these difficult times.
Straight forward service conducted by knowledgeable staff . Thank you.
See Q5
Maintain prompt, efficient service
All very good! Thankyou
Mark Collins was very helpful
we are satisfied with all that was over seen for us a very helpfull team
perhaps better communication with regard to queries. I think you just had too many clients on the go.
See earlier comments
It is great to receive the correct guidance as it ensures that our property is fully compliant and in the future there will be no obstacles should we sell.
Excellent prompt professional service
Thought it was excellent overall and very pleased
Hope that everyone has remained safe during the pandemic and your service gets back to some normality
Happy with the overall process and experience.
Keep up the good work
I really appreciated the help of Ivan in the offices and Mike Helm the inspector
overall good service just needs speedy response
My experience of the service was very satisfactory. The friendly and professional attitude of all the staff I dealt with was exceptional. Keep up the good work. Many thanks for a very well received service.
Once again- site visits were pleasant and constructive. All great. I did have a few calls with the office where I found someone quite abrupt and to me, didn't feel like a pleasant conversation.
No complaints. They even phoned me at home on a Friday evening at 7pm to apologise for a cock up. All put right. So.....no complaints.
Just keep on providing a brilliant service
Only that the member of staff gave me the email address as .com rather than .gov but a small quibble!
Prompt and excellent service, thank you
Basically waste of money, signed roof off , not complete having loads of problems , leaking in etc very disappointed.
Extremely supportive.
just keep up the standards that you have attained
N/a
My Certificate of Completion was sent in error to someone else. I had to phone to find out where it was. Was told it had been emailed to a person unknown to me. It was then correctly sent to me.
N/A

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

Simon Peart was excellent he gave us the confidence that everything carried out on the project met all legal requirements, this was vital as this was a self managed project.

Keep on delivering the existing service levels. Do not forget to reward your staff/be responsive to their needs, as technical working life becomes more difficult and the general public/construction sector are harder to "police" and please!

Both we and our bilder feel that local building control were far more useful and reponsive than using third party companies to provide an inspection service.

We are very satisfied with the outcome.

Great staff

Very professional and friendly

very helpful staff, thank you

I was very impressed with the service. I think it's the only service I've used recently where they haven't given Covid as an excuse for taking ages to do something. Response times were excellent and staff in Admin and Surveying were very helpful and friendly.

Many thanks for a prompt, professional & friendly service

Superb service across the board. Thank you to Mike Helm for his quality of service and professionalism.

The general approach and assistance throughout the process was excellent including the timely receipt of my completion notice. Thanks to Liam and Simon

Pleasure to deal with you

Speedy and well delivered service

Very happy with the service

I thank you again for your service especially due to the effects to the pandemic, and feel that now have peace of mind.

Thanks to the team

-

n/a

Well organised Department which is user friendly.

Maintain current standards of staff.

Keep it up, very pleased with services

A potentially tricky procedure for the uninitiated simplified by an easy, uncomplicated and effective explanation and subsequent procedure.

Thank you for the advice and support throughout.

Once reminded, service was outstanding

Some people just want to complain. In our case all the process was a simple one and much appreciated to all concerned. Thankyou

Maintain that good report with the client.

Nothing to add