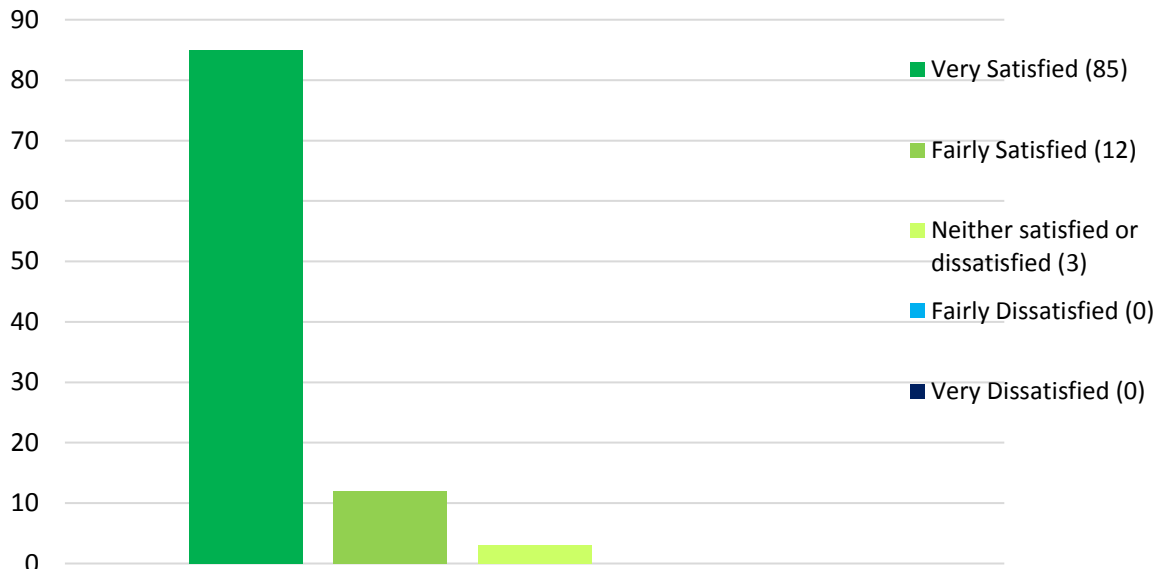


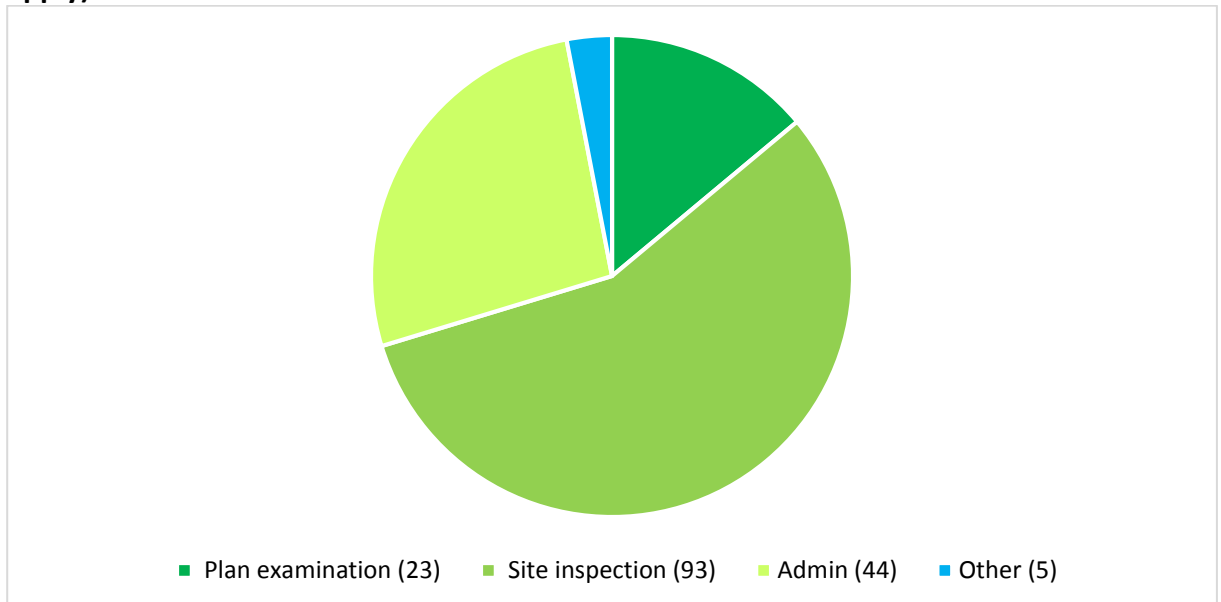
Service Delivery Questionnaire

This report presents an analysis of the Service Delivery Questionnaire responses on the North Yorkshire Building Control Partnership from 1 April 2022 to 30 September 2022, showing the results of the 100 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)



Other (please specify)

-
- Legal documentation
-
- House owner.
-
- Property owner where works were completed
-
- Householder
-
- Advice and guidance on how to proceed with Regularisation.
-

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

	Very Poor	Poor	Average	Good	Very Good
Advice given	0	1	5	20	74
Attitude of staff	0	0	5	9	86
Speed of plans examination	0	0	7	26	67
Availability of staff	0	0	8	23	69
Number of site inspections	1	0	4	23	72
Quality of service	0	1	3	15	81
Speed of response to site inspection requests	0	0	6	13	81
Overall value for money	1	3	9	34	53

4. What aspects of the service did you find particularly good?

Booking and able to make payment over phone

Whole service was very good

customer service

Speed of response

Very efficient , prompt and helpful in organising a site visit and subsequent paperwork

Contact was very helpful even with lockdown

Initial advice and empathy, as a retrospective application; plus speed in bringing to a close

All aspects very good

The speed of the service and site visits. The friendly approach with great advise to a novice (me).

The whole process was very easy.

Informative, communicative, helpful, professional, timely, knowledgeable and accessible service throughout from Tristan.

Staff availability and speed of service.

Extremely quick friendly service couldn't fault it. Thank you very much

Speed at which a visit could be arranged most of the time there was available appointments the next day.

The general attitude of everyone I dealt with was great, always trying to be helpful and keen to please. I also got the impression that the building control officers (Steve and Tristan) were very knowledgeable.

Site inspection, interaction, politeness, feedback

The surveyor was approachable and made the whole process far less stressful than anticipated.

Ease of use and prompt response

Friendly, knowledgeable staff.

It was good to deal with the same person and very impressed with their superb knowledge

Responsiveness of the inspection team.

Speed of response

The staff that answered my calls were excellent, helpful and 'patient' , and all paperwork came through very quickly, Tristan visited us in February and was approachable and helped with our issue , very satisfactory service

VERY PROFESSIONAL

Prompt, friendly, professional.

Helpfulness of the staff. Having no experience in this area I needed help and advice and the staff were great.

Very helpful staff throughout the process
All round a good service and explained well.
Overall service unfot
Friendly, helpful and extremely quick and efficient respo
Attitude and helpfulness of those involved
The site visits and information
The people. Friendly and professional.
Speed of site attendance to maintain progress of work. Good understanding of raft foundation complexity and interpretation of engineers detail. Pragmatism in overcoming site constraints
When I didn't know which form I needed to complete I rang and they sent me the correct form direct to me.
N/A
The professional but friendly approach of the site inspectors
Advice on safety
When I made my initial application I was unsure of a couple of questions on the form so I contacted NYBCP's office and the lady was most helpful and knew exactly how to help me without having to ask anyone else for assistance. Very polite, professional and easy to understand what I needed to do in order to complete the documentation. In fact all staff have been absolutely first class!
Karen was knowledgeable and quick. Mike was friendly and very professional
Mike was very encouraging for my first self build and always available when needed for both inspections and advice. He is a credit to your organisation
The impartiality and knowledge that was well ahead of the builder.
Ivan Wooler the Administration Officer was particularly helpful - our consent took some time due to delays on our side but at each step he was quick to respond, had great information and was able to assist. He really made the experience much smoother for us
Speed of service and advice provided
Speed came out to look at the extension and quick response to emails
n/a
n/a
all fine
I have had no personal contact with the Service so have so comment. To my knowledge, the service did not visit the site for inspection at all.
all of them
very good helpful attitude from all staff encountered (on phone, email and in person) very understanding of my inexperience with your services
Inspectors helpful and give good service
Communication and very Friendly
Advice given.
Simon Peart was very good at providing advice when requested
Can't comment
To be fair, it was all good, easy and straight forward.
Seems to be a general willingness to help which sets you off on the right foot
Good communication and very helpful staff. The application and site inspection was quick and easy to arrange.
Availability and speed of submission to inspection. The ability to contact the inspector direct to discuss the project.
The Building Inspector was very helpful and knowledgeable and gave advice freely.

Efficient, friendly and helpful

Speed of visit and speed of Certificate produced

Advice given by inspectors

Speedy turn around

All

speed of service

Speed of response

Team work

advised on what was needed and responded quickly once the missing documents were submitted

Never late always on time and very professional in their line of work

The knowledge and advice offered

The help and advice from site officer Mr Mike Helm was invaluable.

The response time from David Morris, from me leaving a message to an actual visit time was extremely good. If I had any concerns or questions they were always answered.

The inspections

Speed and helpfulness

Swift

The fact there is no time limit to completing any stage of the process. We could call on the inspector, who was really helpful, for any advice at any time. We could call on the inspector, who was really helpful, for any advice at any time. We will use NYBCP for any future projects and recommend to others.

The service was timely, simple and clear.

Lady on the telephone, Karen Herron was very pleasant and helpful... Building Inspector Ivan Wooler was friendly and efficient.... what more could I ask!.

Very courteous employee

Customer service on phone

Polite service from people on telephone.

The project was mostly renovation of an old house . There is often a judgement to be made in getting as close as possible to compliance without destroying ancient features.

approachable, good, sensible advice.

The availability of site inspections

From application to certification' all entirely satisfied

Speedy arrangement of inspection. helpful staff on phone calls.

Helpful, pragmatic and professional team. Excellent responsive service

Helpful, pragmatic and professional team. Excellent responsive service. I was amazed I could get an inspection the same week I called to book and that certificates were issued the same day.

Having an independent, qualified person working with me to ensure that the building work complied with current standards.

I found that the team who answered the phone were prompt, professional and very helpful. Advice given was very useful, not just about building control issues but the entire approval process. Thanks for a great service

They were very punctual and straight forward.

The whole process went well, Considering we had covid to deal with, the service you provided was as good as it could be. Communication was good and prompt

Overall a very helpful and professional service that was delivered by competent staff, who were able to offer advice when needed.

Very quick to get a site inspection. And very informative when on site answering all my questions

Any queries I had were dealt with very well by the Office staff and the original Inspector.

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

Been able to book a morning slot or afternoon slot for an inspection It's simply not good enough to be told the inspector will visit within an 8 hour slot. Couriers are able to predict a delivery time so it is possible. A phone call an hour before arrival would be convenient especially when access to a home/building is required

None

Builder did not think that foundations needed to be so deep for a single story building conversion where a door was replaced by a window. I don't think it was explained to him why this was needed

None

None

?

None on this occasion

Due to this been my first experience of building control I don't know of any improvements that could be made. You fully met my expectations.

Only my suggestion would be on the form filling in would be for building control fill out the relevant form on the items they are surveying on site to make it easier for the customer.

None

Make pre payment clearer.

None

Didn't feel like the inspectors really looked at anything . Lucky for me I have a good builder I can trust. I was surprised that they didn't make any notes or take any photos while they were here and none of them actually went outside to check any works. as well as the x 2 bifold doors we extended the brick chimney breast, no photos notes were taken the inspector just said yeah that's fine, when my builder explained what he had done. what I'm trying to say is if you had a rogue builder doing substandard work I'm not sure it would have been picked up. Also once we had completed we were advised we would need another visit once we had completely finished which I found strange, The inspector that came just asked for a copy of the calculation report which we had on the 2nd visit.

Nothing - I had a great experience with nybcp!

None

No info provided.

If building control documents were available online in the same way planning permissions are available

Difficult to comment as I only had involvement with the service for the final inspection. The contractor was involved with all other inspections.

Not able to comment

No comment.

Value for money

None

AT PRESENT NONE

Emails detailing progress with the builder would have helped. Our builder acted as our liaison with the Building Control Service after the start of the work and probably should have kept us

better informed (although a very competent builder, he isn't the world's greatest communicator!).
I don't think there was anything that could be improved
N/A
I didn't find anything that really needed improvement. It's the first time I have used building control so I cannot comment but my service was fine.
Unfortunately due to illness and COVID we did not have a designated officer.
None
None
Plans and Building control to be more connected. Were told full Planning permission not required but amount of admin and other requirements requested from building control felt both areas are not connected. Would like to see a little more information from planning if full planning not required, for example, there may be structural calculations to be considered, energy Heat Loss Check sheet may be required, etc. This may help in the speed of the actual build as these could be obtained before the build start.
More concrete inspection times (smaller time windows for visits).
Nothing in my experience
More clarity on the website as to what forms are needed for ? And how to find them?
N/A
Getting in touch sometimes
Better communication-timely on-site visits
I really can't think of any areas for improvement.
N/A
None
I think for most people they will only do one or maybe two building projects in a lifetime, so it is good to have somebody around that has the knowledge and authority to ensure the build is completed correctly. I think most novices would be happy to pay for more site visits to check the builder is doing things properly.
The only thing I would say is realistically it's a look and see inspection i.e. I could have looked and said that it passed. It's a lot of money to pay for someone to look at a steel beam and say it looks like a steel beam
None
None that I am aware of
n/a
n/a
All fine
To my knowledge, the service did not visit the site for inspection at all. If you did, then making the property owner aware would be useful
Do not know
The two fees I have paid I feel should have been just one. I had two simple applications , one for windows and one for a new cloakroom. They have both been covered in a single visit by a single inspector so I feel it would have been fairer just to pay one £210 fee
Speed of plans approved
None, I am very happy with Everything
None really
None
Can't comment
None

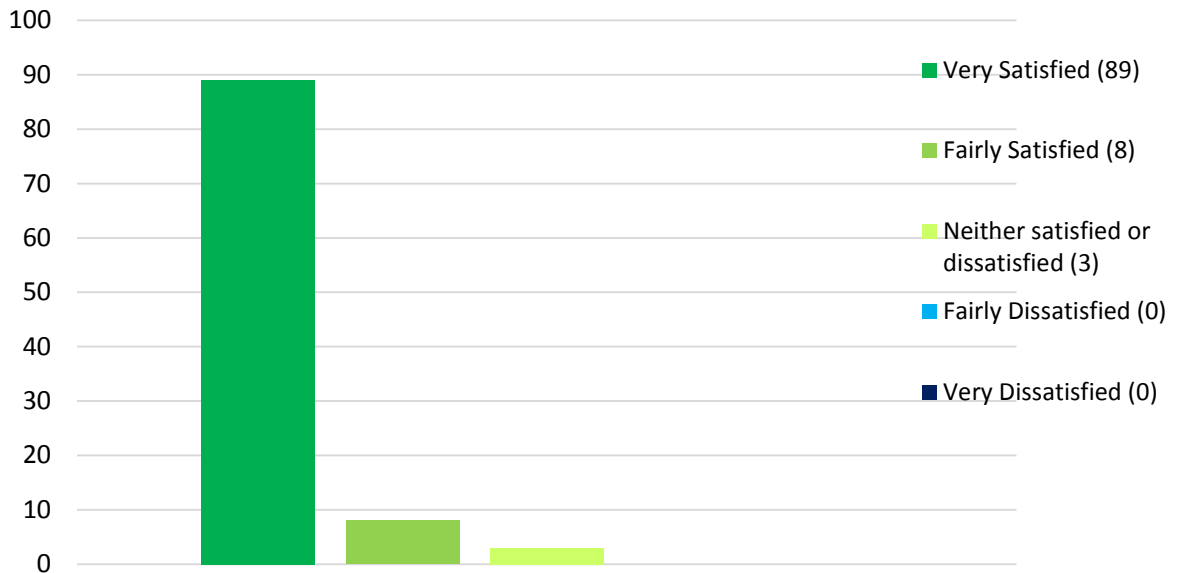
Nothing in particular
No complaints at all
N/A
Would be helpful if an approximate appointment time could be given.
None
None
As far as I'm concerned everything good
Very pricey
It met my requirements
can't think of anything
None
More resources for site inspections
first person who took my call wasn't particularly helpful, building control officer was very helpful and gave me good advice
N/A
None
I was happy with everything.
I can't think of anything.
the fact that i had to pay an extra £120 that I wasn't told about at the beginning
None that we noticed
None
Not really
You need to broadcast what an excellent service you provide !
None.
None
No comments
Simplifying advice on submission of plans.
None. I have always found the Inspectors to be constructive and creative in suggesting ways to meet compliance.
All good
Fully satisfied
None in my experience
not sure
None
None
None
The first inspection was missed as the surveyor rang the doorbell then left, despite me being in all day. Recommend the surveyor also has a phone number to ring if no one answers the door, will save any misunderstandings. Otherwise, a really good service, thank you
There was a big delay in receiving the sign-off, I chased this up as I hadn't heard anything for a couple of months after completion and found it was due to missing photos. If they had informed me the photos were missing the turnaround could have been a lot quicker.
I think all communication was fairly good and straight forward with my inspector David Morris also with my conversations with Northallerton, so cant really think of any thing to suggest to improve things.

I think that due to work load of the staff in the service, responsiveness to requests for site visits sometimes takes a little longer, and therefore this can hold up on site progress, however this issue is about capacity and demand of the service not the staff employed.

None to mention after this inspection

When there was a change of Inspector the delay in visiting the site was very poor

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



7. Do you have any comments regarding Building Control staff?

Again need to be able to book a slot rather than a day slot. I had not heard from building control or received the certificate 3 weeks plus after the inspection so I chased it and it arrived the following day by email.

Perfect

Very professional

Both the office person and inspector helpful and efficient

From initial contact to final site inspection really helpful

Very helpful

As a novice you hear of many stories of aggressive building control staff that like to make peoples life hard because they can. My experience is totally opposite, all staff I had contact with were over friendly and gave great advice that was accurate and timely.

Very pleasant and helpful.

Most impressed by Tristan.

They are very polite and friendly

Excellent - see above

There role is to ensure that building work is done in compliance, site inspection allow this at various stages of construction and to a standard that meets health and safety requirements

Approachable and made the process less stressful.

Efficient

Telephone reception and site inspectors all seemed to be friendly, helpful and knowledgeable.

No

Our inspector (Tristan) has been great throughout the process and very responsive.

As above

As above, ie prompt, friendly, helpful and professional.

David Morris, who dealt with my application, was very helpful, and dealt with all my email enquiries quickly and efficiently. Thank you David.

See previous comment

Pleasant and helpful

No

Very friendly, efficient and knowledgeable and helpful with questions asked.

I found them to be helpful

N/A

No

As mentioned previously, all NYBCP staff with whom I had dealings with provided a professional, friendly and helpful approach and made the process as smooth as possible.

Excellent

Mike was very encouraging for my first self build and always available when needed for both inspections and advice. He is a credit to your organisation

Simon Peart was always on site when he said he would arrive. He was very approachable and offered good advice on what needed to be done. Simon's knowledge of the building regulations was the best of anyone who worked on the project!

Very pleasant when visiting, were able to attend quickly which was very helpful

NO

Never met them not talked to them

no

Excellent

Helpful and professional

Keep Up The Good Work

Very helpful

No

All staff were friendly and efficient.

Mike was accessible and accommodating with regards to inspections.

Very helpful

Thank you

No

Very friendly

They are all helpful

Building control officer was spot on

N/A

Mike Hetherington is incredibly helpful, knowledgeable, and professional and very prompt at attending site. Thank you

All pleasant and helpful

Friendly, efficient, approachable.

All the staff I spoke with were extremely professional, helpful, friendly and knowledgeable. It was lovely to speak with actual people who cared enough to listen to my problem, who wanted to help me and did their very best to help me. My expectations were surpassed. I spoke with Chloe, Maria, Ivan Wooler, Karen and Mark Collins. They couldn't have been any more helpful. They were truly a pleasure to deal with. They are a credit to NYBCP. Thank you.

Very friendly and efficient.

When registered as a Builder with the NHBC I once made the mistake of using it for Building Control. Disastrous experience. What a relief to work again with NYBCP.

All extremely helpful with any uncertain issues

Helpful, pragmatic and professional team. Excellent responsive service. I was amazed I could get an inspection the same week I called to book and that certificates were issued the same day.

Helpful, pragmatic and professional team. Excellent responsive service. I was amazed I could get an inspection the same week I called to book and that certificates were issued the same day.

No

Very professional service, thank you

They were all very professional and efficient.

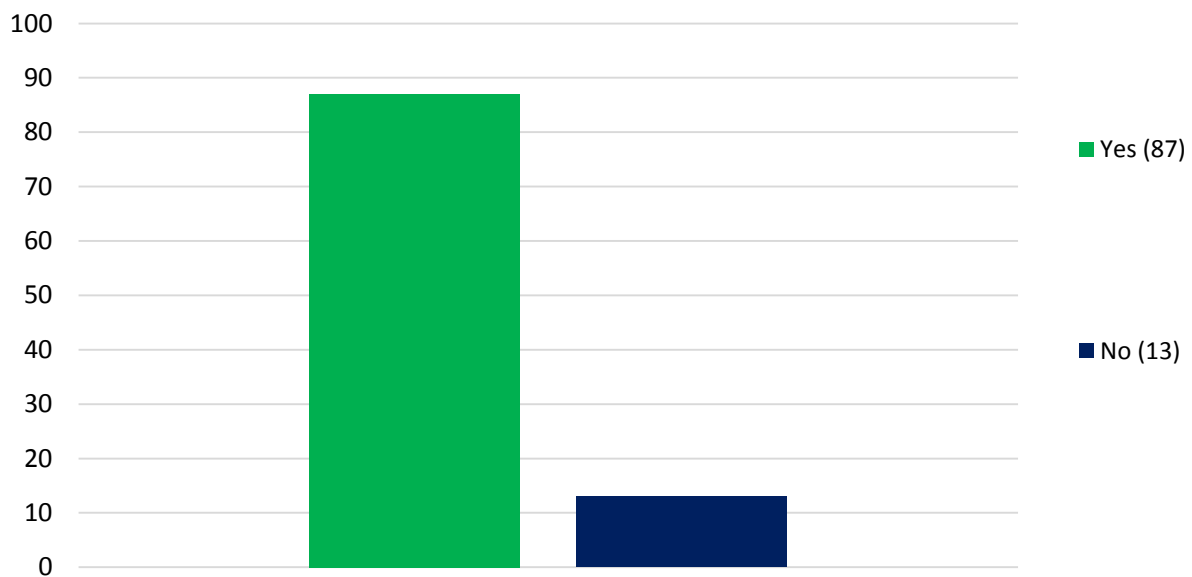
All staff that I have been in contact with have all been polite and helpful and knowledgeable.

None

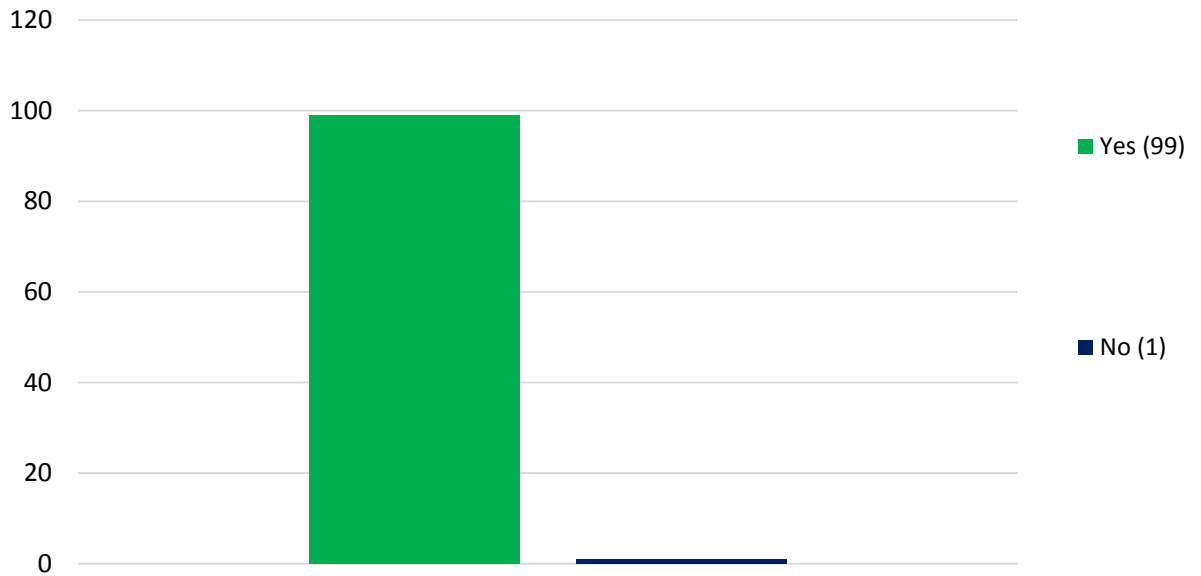
Inspector was very punctual and polite and answered all questions I had regarding the visit and my future BC application

I had a great service from Julie and the Office team

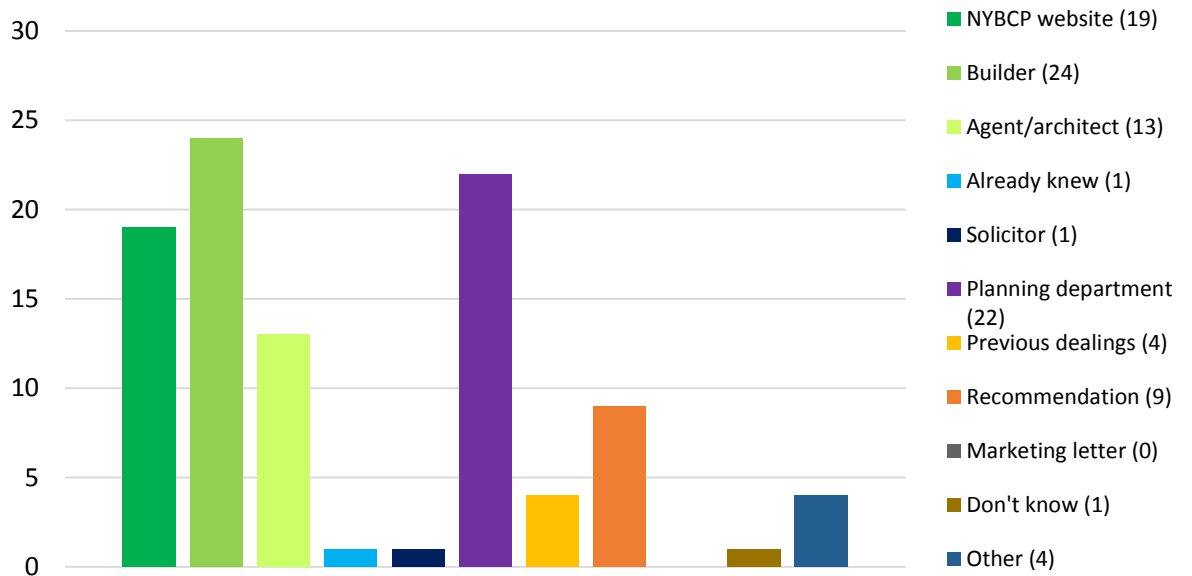
8. Do you consider that the Building Control process has added value to the finished development/project?



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



10. 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.

Bookable slots
Easy uncomplicated service
Keep up the great work, you really exceeded my expectations and made what could have been a stressful situation easy with your help and advice. Thank you very much and keep safe guys!
No
My builder spoke to the Planning control officer directly and that ensured the process flowed smoothly
No info provided.
I have answered all the questions on "Aspects of the service" as it would not let me leave them blank even though not applicable eg. site inspections
None
Unsure of the Building Control process has added value to the finished project, but it ensures the project is to the required standards with no shortcuts, so in the long run assists in the selling of the property, therefore overall a valuable service.
N/A
Well done to all concerned!
"A bit expensive for an oldie like me"
No contact made with building owner.
none
The reason for saying no to the question about added value is that I chose the windows carefully and was advised well by the supplier and the person who fitted them. I don't feel that this should really require building control and the only added value I can see is in avoiding problems if I sell the house in future. That's only added value because I'm required to have a certificate by the regs.
None
Unable to comment as our only contact was the final inspection. COVID prevented any further contact
Should incorporate the offer of an insurance backed structural warranty
No comments
Thank you
I think that the service was excellent. Thank You.
Initially the planning person who came to see me (she left some time ago) was shall we say was disliked by a lot of people but the inspectors through the build were very good.
Good value.
I just want to thank the NYBCP and their staff for all their help and hard work in guiding me through the process of Regularisation. They were a pleasure to deal with and made the whole process from start to finish, painless and enjoyable. Thank you so much.
Keep the helpful work going to help applicants
Very happy with the service
A pleasant experience

Comment/ Complaint

Thank you.

Thank you very much for your speedy service

n/a

Mike was very encouraging for my first self build and always available when needed fir both inspections and advice. He is a credit to your organisation

Impressed with speed of visit, production of certificate, and helpfulness of Steve by letting us know when he would be coming.

N/A

Thank you to everyone involved from a very delighted customer.

Very well informed inspector, polite and punctual. Good experience
