

# Appendix 2: National Survey Questionnaire

## 2020 Customer Satisfaction Survey for Building Standards Please tell us what you think

### Introduction

The Scottish Government (Building Standards Division) would like to obtain your views and feedback about the local authority verifier Building Standards service in Scotland. This is a national survey that is being administered separately to customer feedback questionnaires issued by individual local authorities.

As a Building Standards customer since April 2019, we would like to hear about the quality of service you have received, for example when applying for a building warrant and/or submitting a completion certificate. We are interested in your views on the customer service you have experienced as opposed to the actual decision made in response to an application.

### How to complete the survey

You will be asked to identify which local authority verifier your feedback relates to. If you have been a customer of more than one local authority verifier and would like to provide additional feedback, please complete a separate survey.

The survey should take approximately 10 minutes to complete (this may take a little longer depending on how much feedback you wish to give). Please note, the final question asks you for any additional comments or feedback not covered by the previous questions.

As you progress through the survey, you will only be presented with those questions that are relevant to you. If you are unable to answer any questions, or if you feel they are not applicable, please leave them blank.

### Reassurance

Pye Tait Consulting is carrying out this survey independently on behalf of the Scottish Government and all 32 local authorities in Scotland. The findings from the survey will be treated confidentially and reported anonymously by Pye Tait Consulting under the Data Protection Act 2018 and the Market Research Society (MRS) Code of Conduct.

If you have any queries, please contact Tom Wilson at Pye Tait Consulting, via [t.wilson\[at\]pyetait.com](mailto:t.wilson@pyetait.com) or by telephoning 01423 509433

Thank you for taking the time to complete this online survey. To continue, please select a local authority verifier to provide your views and feedback. Please note that after you press 'submit' at the end of this survey, you will return to this page and your response for this local authority verifier will be marked as 'completed' (below).

**PART 1: About you and your application: [Local authority verifier selected]**

**Q1.** In order to minimise selection error, customers were no longer presented with this drop-down list of 32 local authorities to manually select which to provide feedback about. Instead, this information was either pre-filled (for customers of one local authority verifier) or a dynamically controlled reduced list was presented for customers of more than one local authority verifier (typically agents).

Which ONE of the following local authorities are you responding about in this survey? (Please tick the appropriate box and complete a separate survey for any other local authorities of which you have been a customer since April 2019).

<input type="checkbox"/>	Aberdeen	<input type="checkbox"/>	Highland
<input type="checkbox"/>	Aberdeenshire	<input type="checkbox"/>	Inverclyde
<input type="checkbox"/>	Angus	<input type="checkbox"/>	Midlothian
<input type="checkbox"/>	Argyll and Bute	<input type="checkbox"/>	Moray
<input type="checkbox"/>	City of Edinburgh	<input type="checkbox"/>	North Ayrshire
<input type="checkbox"/>	Clackmannanshire	<input type="checkbox"/>	North Lanarkshire
<input type="checkbox"/>	Comhairle Nan Eilean Siar	<input type="checkbox"/>	Orkney
<input type="checkbox"/>	Dumfries and Galloway	<input type="checkbox"/>	Perth and Kinross
<input type="checkbox"/>	Dundee	<input type="checkbox"/>	Renfrewshire
<input type="checkbox"/>	East Ayrshire	<input type="checkbox"/>	Scottish Borders
<input type="checkbox"/>	East Dunbartonshire	<input type="checkbox"/>	Shetland
<input type="checkbox"/>	East Lothian	<input type="checkbox"/>	South Ayrshire
<input type="checkbox"/>	East Renfrewshire	<input type="checkbox"/>	South Lanarkshire
<input type="checkbox"/>	Falkirk	<input type="checkbox"/>	Stirling
<input type="checkbox"/>	Fife	<input type="checkbox"/>	West Dunbartonshire
<input type="checkbox"/>	Glasgow	<input type="checkbox"/>	West Lothian

**Q2.** In what capacity have you been a customer of the Building Standards service? [Tick one only]

<input type="checkbox"/>	Applicant for a building warrant and/or submitter of a completion certificate (e.g. building owner/tenant)
<input type="checkbox"/>	Agent working on behalf of another applicant/submitter
<input type="checkbox"/>	BOTH of the above, i.e. direct applicant/submitter AND agent
<input type="checkbox"/>	Other

If 'Other' – please specify: \_\_\_\_\_

**Q3.** [Only asked if Option 1 selected to Q2] Did you use an agent to act on your behalf as part of the application process?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Don't know

**Q4.** For which of the following reasons did you make contact with your local authority verifier Building Standards service? [Tick all that apply]

<input type="checkbox"/>	To discuss your proposal before applying for a building warrant
<input type="checkbox"/>	To make an application for a building warrant
<input type="checkbox"/>	During construction, including submission of a completion certificate
<input type="checkbox"/>	Other reason/s

If 'Other' – please specify: \_\_\_\_\_

**Q5.** For which of the following categories of work have you submitted an application? [Tick all that apply]

<input type="checkbox"/>	Domestic new build – multiple plotted developments (houses/flats)
<input type="checkbox"/>	Domestic new build – other (e.g. one-off house build)
<input type="checkbox"/>	Domestic existing build - extension
<input type="checkbox"/>	Domestic existing build - alteration
<input type="checkbox"/>	Non-domestic – residential (e.g. hostels, guest houses, hotels, hospitals)
<input type="checkbox"/>	Non-domestic – assembly (e.g. churches, schools, health centres, libraries, stadia)
<input type="checkbox"/>	Non-domestic – commercial (e.g. shops, restaurants and office buildings)
<input type="checkbox"/>	Non-domestic – Industrial (e.g. factory buildings, manufacturing units, refineries)
<input type="checkbox"/>	Non-domestic – storage/agricultural (e.g. grain stores, car parks, bonded warehouse)

If 'Other' – please specify: \_\_\_\_\_

**PART 2: Meeting your expectations: [Local authority verifier selected]**

**Q6.** Overall, to what extent did the service you received from the local authority verifier Building Standards service meet your expectations? Please rate on a scale from 1 'not at all' to 10 'completely'?

**Q7.** Please provide your reasons for this rating:

**PART 3: Progressing your application: [Local authority verifier selected]**

**Q8.** How satisfied were you with the time taken by the local authority verifier Building Standards service to undertake each of the following? [Leave any statements blank if don't know or not applicable]

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Respond to telephone enquiries					
Respond to written enquiries					
Issue the first report for a building warrant application (e.g. detailing non-compliance or further information requested)					
Process the application and grant a building warrant					
Respond to a request for a site visit					
Accept a completion certificate					

**Q9.** How satisfied are you with the way you were informed about the progress of your application? [Leave blank if don't know or not applicable]

	Very satisfied
	Fairly satisfied
	Neither satisfied nor dissatisfied
	Fairly dissatisfied
	Very dissatisfied

**Q10.** [Only asked if 'fairly dissatisfied' or 'very dissatisfied' to Q9] What are your reasons?

**PART 4: Quality of service: [Local authority verifier selected]**

**Q11.** To what extent do you agree or disagree with each of the following statements about the advice and guidance you received from local authority verifier Building Standards service staff? [Leave any statements blank if don't know or not applicable]

	Strongly agree	Agree to some extent	Neither agree nor disagree	Disagree to some extent	Strongly disagree
I received sufficient advice and guidance to meet my needs					
The advice and guidance I received was consistent					
The advice and guidance I received was helpful					

**Q12.** To what extent do you agree or disagree with each of the following statements about the quality of service received from Building Standards service staff? [Leave any statements blank if don't know or not applicable]

	Strongly agree	Agree to some extent	Neither agree nor disagree	Disagree to some extent	Strongly disagree
Staff were polite and courteous					
Staff were helpful					
Staff were efficient					
Staff were knowledgeable					
I felt as though someone took ownership of my enquiry					
Any problems that arose were adequately resolved					
I felt valued as a customer					

**Q13.** [Only asked if 'Strongly Agree' to any components of Q11 or Q12] You have stated STRONGLY AGREE to at least one of the above statements with respect to the advice, guidance and quality of service you have received. Please can you explain what was particularly good?

**Q14.** [Only asked if 'Strongly Disagree' to any components of Q11 or Q12] You have stated STRONGLY DISAGREE to at least one of the above statements with respect to the advice, guidance and quality of service you have received. Please can you explain your reasons?

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**Q15.** Are you aware of the need to notify the Building Standards service before warrantable work commences?

	Yes
	No

**Q16.** Are you aware of the new Construction Compliance Notification Plan (CCNP) which is issued by the local authority verifier at the same time as the building warrant is granted?

	Yes – aware but not familiar
	Yes – aware and familiar
	No – not aware

**Q17.** Did you have an inspection visit by Building Standards service staff?

	Yes	<a href="#">Route to Q18</a>
	No	<a href="#">Route to Part 5</a>
	Don't know	<a href="#">Route to Part 5</a>

**Q18.** How satisfied were you with each of the following aspects of the inspection visit?  
[Leave any statements blank if don't know or not applicable]

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Flexibility of dates and times to meet my needs					
Professionalism of the inspection staff					
Quality of the advice and guidance received from the inspection staff					
Your understanding of the next steps following the inspection					

**PART 5: Communications: [Local authority verifier selected]**

**Q19.** In which of the following ways did you interact with the local authority verifier Building Standards service? [Tick all that apply]

<input type="checkbox"/>	Email
<input type="checkbox"/>	Telephone
<input type="checkbox"/>	Letter
<input type="checkbox"/>	On-site visit
<input type="checkbox"/>	At the Building Standards service offices
<input type="checkbox"/>	Other

If 'Other' – please specify: \_\_\_\_\_

**Q20.** On a scale from 1 'very poor' to 10 'very good' - how would you rate each of the following aspects of the local authority verifier's written information and documentation:

	1,2,3,4,5,6,7,8,9,10
Accuracy	
Quality	
Helpfulness	
Layout and presentation	
Use of plain English	

**Q21.** Have you visited the Building Standards section of the local authority verifier's website?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

**Q22.** How satisfied are you with each of the following forms of electronic communication made available by the local authority verifier Building Standards service? [Leave any statements blank if don't know or not applicable]

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Website					
Email					
SMS/text message					
e-newsletter					

**Q23.** [Only asked if 'fairly dissatisfied' or 'very dissatisfied' to any of Q22 A to D] You stated FAIRLY DISSATISFIED or VERY DISSATISFIED to at least one of the options in the last question about electronic communication. What are your reasons?

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**Q24.** Generally, in what ways (if any) do you think the local authority verifier Building Standards service could improve its communications?

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**PART 6: Accessibility: [Local authority verifier selected]**

**Q25.** How easy was it to make contact with the local authority verifier Building Standards service via each of the following methods? Please rate on a scale from 1 'very difficult' to 10 'very easy'

	1,2,3,4,5,6,7,8,9,10
In general	
By phone	
By email	
In person	

**Q26.** Please provide reasons for your ratings:

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**Q27.** To what extent do you agree or disagree with the following statements in relation to the local authority verifier Building Standards service? [Leave any statements blank if don't know or not applicable]

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
Building Standards service staff are accessible if I want to meet with them in person					
Building Standards service staff are approachable					

**Q28.** Did you visit the offices of the local authority verifier Building Standards service?

Yes	<a href="#">Route to Q29</a>
No	<a href="#">Route to Q30</a>

**Q29.** How satisfied are you with each of the following aspects of the Building Standards service offices? [Leave any statements blank if don't know or not applicable]

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Reception service					
Waiting time					
Privacy for discussions					

**PART 7: Overall satisfaction and final comments: [Local authority verifier selected]**

**Q30.** Overall, how would you rate your satisfaction with the Building Standards service? Please rate on a scale from 1 'not at all satisfied' to 10 'completely satisfied'

Finally, do you have any final comments about how you believe the local authority verifier Building Standards service could be improved in the future?