

**Office Location - Durham**  
**Inspection Questionnaire Results**

**01/01/2016 - 31/03/2016**

**Target 90% (Excellent / Very Good)**

Excellent V Good    Good    Average    Poor    V Poor

Number of Questionnaires Received

54
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Ease of contact/availability of Building Control staff

30	22	2			
55.56%	40.74%	3.70%	0.00%	0.00%	0.00%

Time taken to respond to your request for inspection

36	17		1		
31.48%	1.00%	0.00%	1.85%	0.00%	0.00%

Helpfulness of staff

37	15	1	1		
27.78%	27.78%	1.85%	1.85%	0.00%	0.00%

Quality of advice/information

39	11	1	2	1	
72.22%	20.37%	1.85%	3.70%	1.85%	0.00%

Your overall opinion of the service

37	13	3	1		
68.52%	24.07%	5.56%	1.85%	0.00%	0.00%

Do you feel you have received value for money?

Yes	No
52	2
96.30%	3.70%

Do you feel the service could be improved?  
 (Please comment on reverse side)

Yes	No
4	50
7.41%	92.59%

As part of Best Value we have set up a Focus Group  
 Would you be interested in being a member of the Group

Yes	No
1	53
1.85%	98.15%