

## Example question set from 2016-17: Apply for building control (England, Wales and Northern Ireland) showing 'all councils tested' scores performance

*NB Question highlighted in red is an 'essential question' that must be answered correctly for the council to meet the standard for this task. Questions highlighted in blue affect star ranking*

### Questions to be answered "Yes"

- Would you recommend that other councils look at this implementation as an example of good practice? 9%
- Does a Google search lead me to the task? 100%
- Can I easily find out whether the work I have commissioned (extension including new bathroom) requires building regulations approval (requires a building standards approval in Scotland) 74%
- Am I told on the council's web pages (without having to read through a pdf) that I may be fined or required pay to get the work re-done if non-compliant work is discovered 31%
- Am I told on the council's web pages (without having to read through a pdf) that there are different options: applying for a building notice or making a full plans application ? 88%
- Can I find out what it will cost to get a building notice/full plans application for my project ? 80%
- Is the whole process for building notice/ full plans from application to certification (warrant in Scotland) made clear? 36%
- Am I told on the council's web pages (without having to read through a pdf) that the work will be inspected and a certificate given at the end of the process 58%
- Am I told on the council's web pages (without having to read through a pdf) that the certificate (building warrant in Scotland) is an important document if/when the property comes to be sold 39%
- Can I or my agent apply for a building notice/make full plans application online 57%
- Can I easily find a phone number for the building contro/regulations department to call if I need assistance 90%
- Does the home page link me directly to the task? 92%
- Does the service landing page link me directly to this task? 96%
- Does a search for the task description return the correct result listed in the first five results? 87%
- Does the A to Z list include this task? 73%
- Do all of the above routes lead to a consistent destination? 77%

### Other questions affecting standard achieved

- Was the content you reviewed free of any out of date information? 93%
- Overall, how do you rate the journey plus task completion? 2.5

### Non-scoring questions

- Was the content you reviewed concise and free of jargon? 75%