



Building Use Studies (BUS) occupant survey results for 1998 and 2011

The diagrams above show average responses by staff to 12 key questions in the BUS surveys in 1998 (on the left) and 2011 (on the right), just before the recent changes. For comparability, the 2011 survey excludes occupants in the converted kitchen and dining area. The satisfaction scales run from 1 (poor, on the left) to 7 (good), apart from the final question – the effect of environment in the building on perceived productivity – which goes from -20% to +20%. Green squares show where average scores are significantly better than benchmark values at the 95% confidence level. Orange circles indicate averages that are similar. For most occupant satisfaction variables, The Elizabeth Fry Building remains significantly above average. There are no red triangles, which would indicate scores significantly worse than average. The question about image (to visitors) was not asked in 1998.

The score for overall comfort in 2011 is at the 79th percentile of the reference data set, while in 1998 it was at the very top. Two things have happened since then: perceived conditions in the building are not quite as good

(e.g. the overall comfort score has fallen from 5.41 to 5.20), whilst buildings with better comfort levels have subsequently been surveyed. The 1998 result for Elizabeth Fry now falls at the 90th percentile of the 2011 reference dataset.

The main influence on comfort is likely to be the higher occupation density. The variable most affected is summertime temperature, where the average score has fallen from what was a very good 5.30 (the most comfortable in the 1998 dataset) to 4.24. The effect is exacerbated by a loss of perceived control in the open plan areas. Perceived air quality in summer has also fallen, but remains significantly above average. The average score for noise has dropped from 5.05 to 4.24, and is now indistinguishable from the average. The main causes are probably the creation of open plan offices and the growth in traffic on Chancellor's Drive – particularly regular buses, which did not go past the building in 1998. Some people also mentioned noise from the ventilation plant.