

Planning Agents Customer Satisfaction Survey

Please place a tick or cross clearly in each box using a black pen.

COMMUNICATIONS

The questions in this section relate to the period in which your application was being considered including any pre-application contact with the planning service. You should relate these questions to the last application you submitted.

PLANNING RECEPTION

- Q1 Did you contact the Planning Service by visiting the Planning Reception?**
- Town Hall Continue with Q2
- Cranbrook Continue with Q2
- No Go to Q4

- Q2 Was your query dealt with by reception staff, or did they refer you to planning officers?**
- Dealt with by Reception Staff
- Referred to Planning Officers

- Q3 Overall, how would you rate your degree of satisfaction with the Reception Staff?**
- Very dissatisfied
- Dissatisfied
- Neither
- Satisfied
- Very satisfied

BY LETTER / EMAIL

- Q4 Did you write to us asking for advice or information?**
- Yes Continue with Q5
- No Go to Q8

- Q5 What was the speed of our reply?**
- Prompt (within 5 days)
- Average (5-10 days)
- Slow (over 10 days)

- Q6 Was our reply clear and easy to understand?**
- Yes No

- Q7 Did our reply provide you with the information that you needed?**
- Yes No

BY TELEPHONE

- Q8 Did you contact us by telephone for advice or information?**
- Town Hall Continue with Q9
- Cranbrook Continue with Q9
- No Go to Q13

- Q9 Did you get through to the person you wanted to speak to?**
- Yes No

- Q10 Did you get the information or advice you needed?**
- Yes No

- Q11 If you asked for a return call, how quick were we?**
- Prompt (within 24 hours)
- Average (within 2-5 days)
- Slow (over 5 days)

- Q12 What could we do to improve the quality of our communications with you, whether at reception, by letter, phone or other means?**

PROCESSING YOUR APPLICATION

Q13 Was your application valid when first submitted?

- Yes *Go to Q15*
No *Continue with Q14*

Q14 If No, was the guidance given in order to make your application valid clear?

- Yes
No

Q15 Did you seek information about the progress of your application?

- Yes *Continue with Q16*
No *Go to Q17*

Q16 Was it easy to obtain information about the progress of your application?

- Yes
No

Q17 Did we seek changes to your application?

- Yes *Continue with Q18*
No *Go to Q20*

Q18 Were you satisfied with the reasons given for the need to make changes?

- Yes
No

Q19 Did making changes lead to unacceptable delay in dealing with your application?

- Yes
No

Q20 Overall, how would you rate our service in terms of time taken to process your application?

- Very poor*
Poor
Neither
Good
Excellent

Q21 Overall, how would you rate your satisfaction with the process of handling your applications?

- Very dissatisfied*
Dissatisfied
Neither
Satisfied
Very satisfied

OUTCOME OF APPLICATION

Q22 What was the outcome of your application?

- Approved* *Continue with Q23*
Refused *Go to Q26*

POST DECISION SERVICE

Q23 Did you seek to make changes to the approved drawings?

- Yes *Continue with Q24*
No *Go to Q25*

Q24 If Yes, how do you rate our service in terms of the time taken to handle the amended plans?

- Very poor*
Poor
Neither
Good
Excellent

Q25 What do you think about the time we took to consider details required by planning conditions?

- Prompt*
Average
Poor

PLANNING AGENTS' USER GROUP

We have a planning agents' group which provides a means of communication with organisations like yours who submit planning applications.

Q26 If you are not a member of this group, would you like to?

- Participate in the group*
Receive more information
Not interested

NEW SERVICES AVAILABLE

Since the last agents' customer satisfaction survey was conducted in 2002/2003, the Planning Service has introduced many changes to improve customer service and assist all those with an interest in the Service. The following section contains questions on those changes relevant to planning agents. Your time in responding to these is appreciated, as this will enable the Service to judge whether these changes have been of benefit.

VOICEMAIL

Q27 Have you left a voicemail message on a Planning Officer's telephone?

Yes Continue with Q28

No Go to Q31

Have not made contact over the phone Go to Q31

Q28 Did you find the Officer's recorded message clear?

Yes

No

Q29 How would you rate our service in terms of the time taken to return your call?

Prompt (within 24 hours)

Average (within 2 - 5 days)

Slow (over 5 days)

Q30 Overall, how satisfied are you with the voicemail facility introduced by the Planning Service?

Very dissatisfied

Dissatisfied

Neither

Satisfied

Very satisfied

PUBLIC ACCESS

Q31 Have you used the Public Access facility available through the Internet?

Yes Continue with Q32

No Go to Q36

Q32 What did you use this for? (tick all that apply)

Download application form

Seek planning guidance

Observe progress on a application

View Committee Agenda

Other

If Other, please specify:

Q33 Did you find what you were looking for?

Yes

No

Q34 Overall, how satisfied are you with the Public Access Website?

Very dissatisfied

Dissatisfied

Neither

Satisfied

Very satisfied

Q35 What other information, if any, would you want to see made available on this facility?

RATIONALISED COMMITTEE CYCLES

Planning Committee meetings at the Cranbrook Office (Eastern Team) of the Borough Council are held every three weeks (previously four weeks) to increase the frequency of meetings.

Q36 If applicable, do you consider this improved the service you received in the processing of your application?

Yes

No

Not applicable

PRE-APPLICATION COMMUNITY INVOLVEMENT ON MAJOR APPLICATIONS
(defined as ten residential units or more or a site area exceeding 0.5 hectares)

Q37 The Service has produced a leaflet 'Guidelines for involving the community before submitting a planning application'. Have you seen a copy of this?
 Yes Continue with Q38
 No Go to Q41

Q38 Did you use the guidance given in this leaflet prior to submitting your planning application?
 Yes Continue with Q39
 No Continue with Q39
 Not applicable for the type of application Go to Q40

Q39 Did you find the leaflet helpful?
 Yes
 No

Q40 Is there anything else that you consider should be included in the leaflet?

Q41 If you have not seen a copy of the leaflet, would you like us to provide a copy to you?
 Yes
 No

PRE-APPLICATION ADVICE

Since the last agents' study the Service has introduced partial restoration of the pre-application advice. Advice is offered if a proposal meets at least one of the following four criteria: (1) It relates to a listed building (2) The scheme is major (defined as ten residential units or more or a site area exceeding 0.5 hectares) (3) The site is an allocated site (4) A previous application has either been refused or withdrawn.

Q42 Did you need to seek advice on items other than the above criteria?
 Yes Continue with Q43
 No Go to Q44

Q43 If Yes, to what extent did this service being restricted cause you problems?
 Did not cause any problems
 Caused slight inconvenience
 Caused significant inconvenience

Q44 Do you think there are other criteria which should be added to the list of instances where advice is offered?
 Yes Continue with Q45
 No Go to Q46

Q45 If Yes, please specify:

Q46 If you sought advice within the above criteria, how did you find the availability of Planning Officers to discuss your proposals?
 Prompt
 Average
 Slow
 Not applicable - sought advice outside of the criteria

Q47 Did you find the Planning Officers' requirements reasonable?
 Yes No

Q48 Was the pre-application advice consistent with the final recommendation on your application?
 Yes No

Q49 Overall, how would you rate the advice / guidance given?
 Very poor
 Poor
 Neither
 Good
 Excellent

PLANNING SERVICES CHARTER

Q50 Have you seen a copy of the Planning Services Charter?
 Yes Continue with Q51
 No Go to Q54

Q51 If yes, have you used it?

Yes Continue with Q52
No Go to Q53

Q52 If you have used it, how helpful did you find the Charter?

Very unhelpful
Unhelpful
Neither
Helpful
Very helpful

Q53 In what way, if any, do you consider the Charter could be improved?

Q54 If you have not seen a copy would you like us to provide you with a copy of the Planning Services Charter?

Yes
No

CHANGES IN THE DELEGATION SCHEME

Changes have been introduced to the delegation scheme, which have resulted in the Head of Planning Services being given delegated authority to determine a greater number and range of applications, and in most cases the three Principal Planning Officers (Team Leaders) being able to determine applications.

Q55 To what extent do you agree that this has improved the service given by Planning Services?

Strongly disagree
Disagree
Neither
Agree
Strongly agree

Q56 What do you consider could be done to improve the delegation scheme?

Q57 How effective is our delegation scheme compared with other Local Authorities you deal with?

Very poor
Poor
Neither
Good
Excellent

HOUSEHOLDER ENQUIRY FORM

In May 2004 a revised Householder Enquiry Form was introduced to assist people in receiving advice on whether planning permission was required for works proposed.

Q58 Did you complete one of these revised forms prior to submission of your application?

Yes Continue with Q59
No Go to Q60
Not applicable for the type of application Go to Q60

Q59 Did you find this form easy to complete?

Yes
No

Q60 How do you consider this form could be improved?

Q61 If you submitted a form, how would you rate our service in terms of the time taken to respond to your enquiry?

Prompt
Average
Slow

NEW APPLICATION FORMS

In January 2004 new application forms were introduced for applications for Listed Building Consent and Conservation Area Consent.

Q62 Which of the two forms did you use in submitting your application?

- Listed Building Consent
- Conservation Area Consent
- Not applicable to the type of application

Q63 Do you consider that the form provided you with sufficient guidance to submit the information necessary to register and process your application?

	Listed Building Consent	Conservation Area Consent
Yes	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>

Q64 What improvements, guidance/information, if any, do you consider could be made/added to the Listed Building Consent Form?

Q65 What improvements, guidance/information, if any, do you consider could be made/added to the Conservation Area Consent Form?

Q66 If you have any other comments, please use the space provided.

Thank you for completing this questionnaire. For your convenience, please return the questionnaire in the enclosed pre-paid envelope. All information given on this questionnaire will remain confidential and will be used solely by Tunbridge Wells Borough Council. No information will be given to any third party.

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