

Q4 Was your application: (Please tick one box only)
 Granted permission/consent..... Refused permission/consent.....

Q5 Setting aside whether your individual application was successful or not, how satisfied or dissatisfied were you with the service provided by the Council in processing your application?
 Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

ABOUT YOUR PREVIOUS PLANNING APPLICATION(S)

Q6 Have you applied to the Planning Department for planning consent prior to the above planning application?
 Yes..... Continue with Q7 No Go to Q8 Don't recall. Go to Q8

Q7 Please indicate how many times you have applied to the planning department for planning consent? (Please tick one box per row)

	1-5	6-10	11-20	21-50	51+	N/A, Don't know
In the last six months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the last six to 12 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One to two years ago	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over two years ago	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 Have you made more than one application in the last three years?
 Yes Continue with Q9 No Go to Q10

Q9 For each of the following elements of the planning service provided, please indicate whether you think the service has got better or worse over the last three years, or if it stayed the same? (Please tick one box per row)

	Better	Stayed the same	Worse	N/A, Don't know
The advice and help provided to submit my application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided about the progress of my application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The promptness with which queries about my application were dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The clarity of the reasons for the decision given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The fairness with which my application was dealt with and my viewpoint listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NEW SERVICES AVAILABLE

Since the last applicants' customer satisfaction survey was conducted in 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 applicants. Your time in responding to these is appreciated, as this will enable the service to judge whether these changes have been of benefit.

Please continue by completing this section overleaf.

VOICEMAIL SERVICES

Q10 Have you left a voicemail message on a Planning Officer's telephone?

- Yes..... Continue with Q11
- No..... Go to Q14
- Have not made contact over the phone..... Go to Q14

Q11 Did you find the Officer's recorded message clear?

- Yes.....
- No.....

Q12 How would you rate our service in terms of time taken to return your call?

- Prompt (within 24 hours).....
- Average (within 2-5 days).....
- Slow (over 5 days).....

Q13 Overall, how satisfied are you with the voicemail facility introduced by the Planning Service?

- Very dissatisfied.....
- Dissatisfied.....
- Neither.....
- Satisfied.....
- Very satisfied.....

PUBLIC ACCESS

Q14 Have you used the Public Access facility available through the Internet?

- Yes..... Continue with Q15
- No..... Go to Q19

Q15 What did you use this for?

- Download application form.....
- Seek planning guidance.....
- Observe progress on an application.....
- View committee agenda.....
- Other.....

If Other, please specify

Q16 Did you find what you were looking for?

- Yes.....
- No.....

Q17 Overall, how satisfied were you with the Public Access website facility?

- Very dissatisfied.....
- Dissatisfied.....
- Neither.....
- Satisfied.....
- Very satisfied.....

Q18 What other information, if any, would you want to see made available on this facility?

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.

Q19 Did you complete one of these revised forms prior to submission of your application?

- Yes..... Continue with Q20
- No..... Go to Q23
- Not applicable for the type of application..... Go to Q23

Q20 Did you find the form easy to complete?

- Yes.....
- No.....

Q21 How do you consider this form could be improved?

Q22 How would you rate our service in terms of the time taken to respond to your enquiry?

- Prompt.....
- Average.....
- Slow.....

ABOUT YOURSELF

To ensure that we are meeting the needs of all applicants it is important that we ask you a few questions about yourself. As with all the questions your answers will be completely confidential. Please note, if you are an agent answer these questions about yourself NOT on behalf of a client.

Q23 Are you:

- Male
- Female

Q24 What was your age on your last birthday?

Q25 Which of these activities best describes what you are doing at present? (Please tick one box only)

- Employee in full-time job (30 hours plus per week)
 - Employee in part-time job (less than 30 hours per week)
 - Self employed full or part-time
 - On a government supported training programme (eg Modern apprenticeship /Training for work)
 - Full-time education at school, college or university
 - Unemployed and available for work
 - Permanently sick/disabled
 - Wholly retired from work
 - Looking after home
 - Doing something else
- If doing something else', please specify:
-

Q26 Do you have any long-standing illness, disability or infirmity? (long standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)

- Yes Continue with Q27
- No Go to Q28

Q27 Does this illness or disability limit your activities in any way?

- Yes
- No

Q28 To which of these groups do you consider you belong? (Please tick one box only)

- White British
 - White Irish
 - Any other White background
 - Caribbean
 - African
 - Any other Black background
 - White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other Mixed background
 - Indian
 - Pakistani
 - Bangladeshi
 - Any other Asian background
 - Chinese
 - Other ethnic group
- If any other Ethnic group, please specify:
-

Q29 Do you have any other comments?

Thank you very much for taking part in this survey. Please return using the enclosed pre-paid envelope.

Office use only.....

If you require a copy of this questionnaire in large print, please contact 01892 554128