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Planning Service Customer Satisfaction Survey 2010

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Executive Summary

- In the summer of 2010 963 Customer Survey's were issued by post. Planning Service received 409 replies, a response rate of 42%. Of those responses, 46% were from applicants and 54% were from agents.
- Belfast and Craigavon Divisional Offices were the most used in 2009/10 (21% and 19% of respondents respectively).
- Three fifths (60%) of respondents obtained information from the Planning Service website or published guidance and information leaflets before submitting a planning application.
- Over a third (35%) of respondents received a decision within less than 4 months of submitting an application.
- 91% of respondents had their application approved.
- Three fifths (61%) of respondents believed the speed with which telephone queries were answered was good or satisfactory.
- Four fifths (82%) of respondents rated the professionalism of Planning Service staff as either good or satisfactory.
- The quality of advice received from Planning Service staff was rated as either good or satisfactory by 69% of respondents.
- Of those respondents who had used the service in the previous year, 22% felt the service had improved, 28% felt the service was about the same and 50% felt the service had got worse when compared with the 2008/09 year.
- 27% of survey respondents had complained about an aspect of the service provided by Planning Service. However, when this is broken down by respondent type it shows that whilst 41% of agents complained 11% of applicants complained (there is no way of knowing from the survey if the complaints were formal or in what form it took).
- 63% of respondents were satisfied with the overall service provided. When analysed by customer type, 75% of applicants were satisfied with the overall service compared with 52% of agents.

1. Introduction

1.1 Introduction and Survey Response Rate

The 2010 Planning Service Customer Satisfaction Survey took place during the field period from the 19th of July until the 29th of October 2010. The survey was issued to a random sample of 963 customers who had received a decision on at least one planning application between the 1st of April 2009 and the 31st of March 2010. A total of 409 responses were received, giving an overall response rate of 42% (up slightly from the 2008 survey which had a response rate of 39%).

1.2 Applicant Type

Are you an applicant or agent?

	Frequency	Percent
Applicant	188	46.3
Agent	218	53.7
Total	406	100.0

Table 1.2 Are you an applicant/agent?

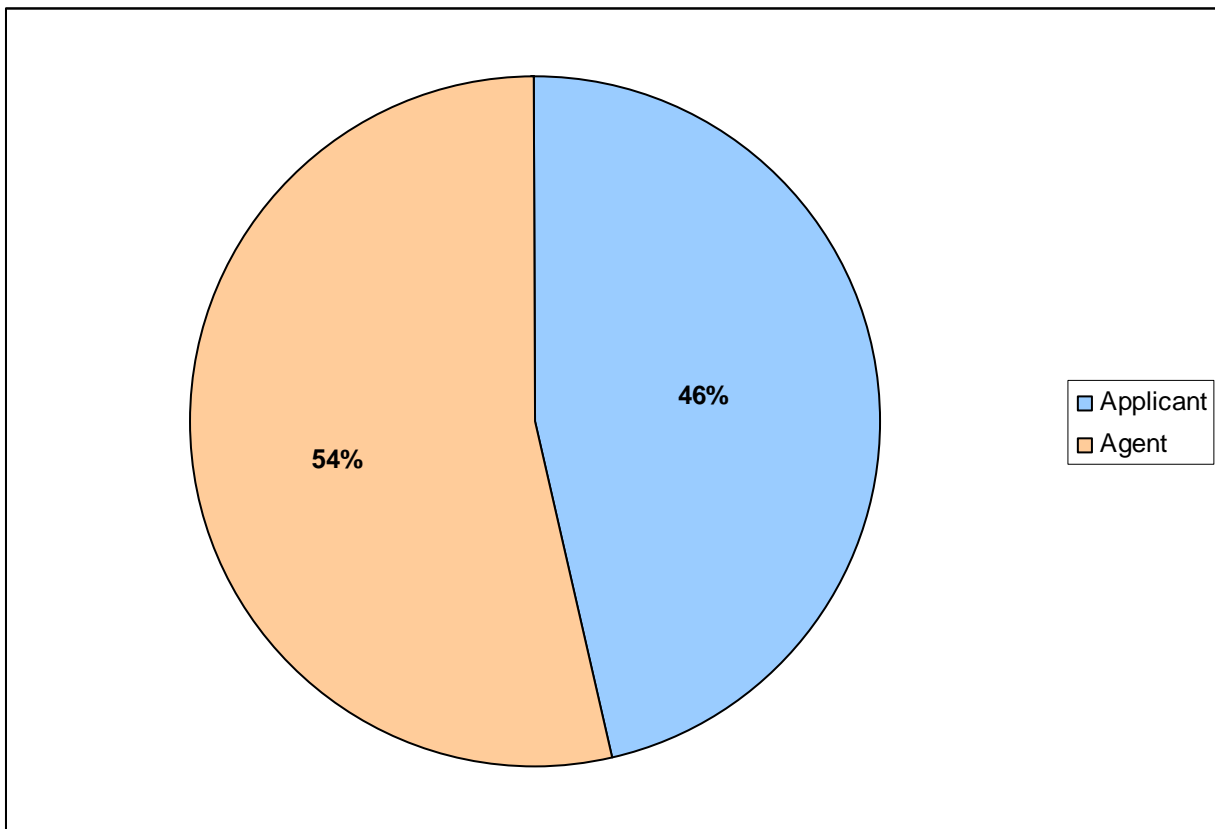


Fig 1.2 Applicant Type

- Overall, as a percentage of all those participating in this year's survey, 54% of respondents were agents and 46% were applicants.

1.3 Division

Which division do you use most often?

	Frequency	Percent
More than 1	6	1.6
Ballymena	52	13.5
Belfast	82	21.2
Craigavon	74	19.2
Downpatrick	10	2.6
HQ	65	16.8
Londonderry	44	11.4
Omagh	53	13.7
Total	386	100

Table 1.3 Division most used

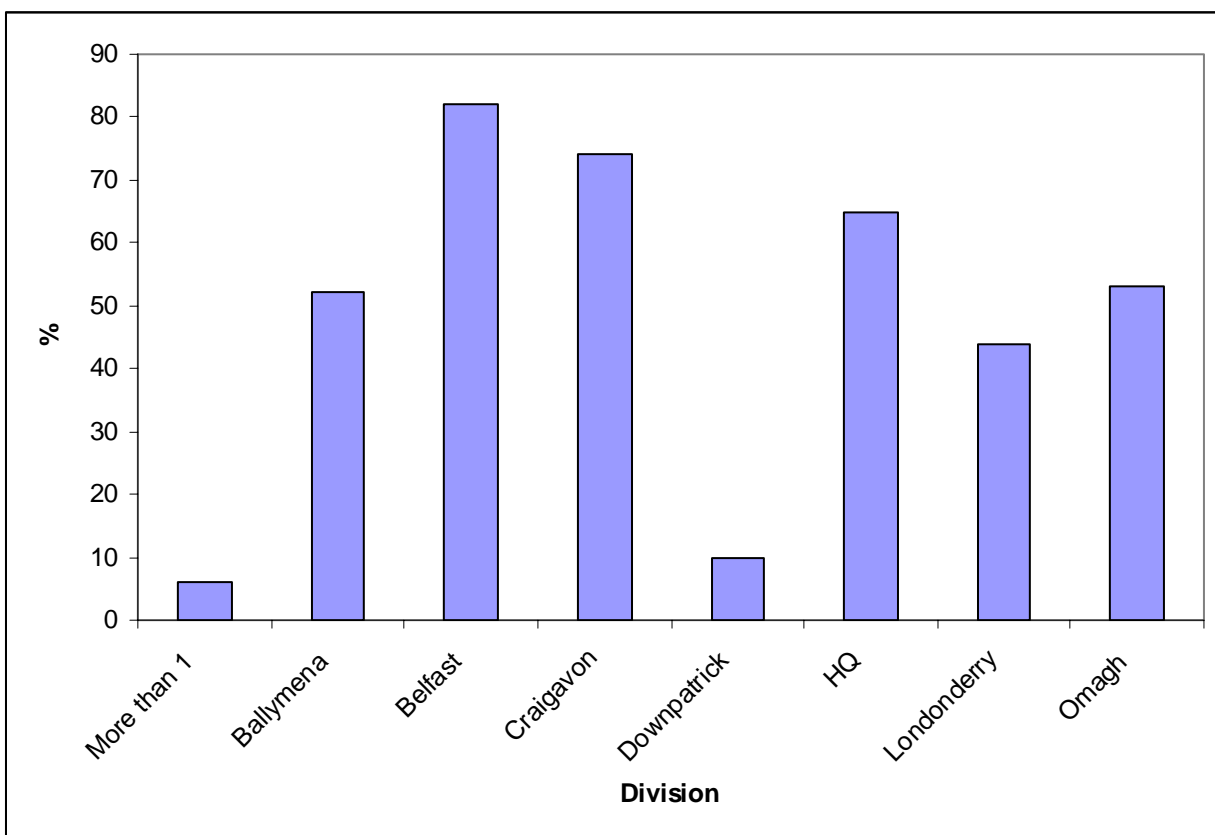


Fig 1.3 Division most used

- Belfast Divisional Office was the most used in 2009/10 (21% of respondents), followed by Craigavon (19%).
- Only 3% of respondents had used Downpatrick Planning Division the most in 2009/10. As such, the Downpatrick Division is underrepresented in the survey findings.

1.4 Applications Submitted

a. How many planning applications have you submitted in the last two years?

	Frequency	Percent
1-10	218	53.7
11-50	95	23.4
51-100	52	12.8
Over 100	41	10.1
Total	406	100

Table 1.4a Number of applications submitted

- Just over half (54%) of respondents had submitted between 1 and 10 applications in the last two years.
- In the 2008 customer survey 63% of respondents had submitted between 1 and 10 applications.
- One tenth (10%) of respondents had submitted over 100 applications in the last two years.

b. How many applications have you submitted in the last two years (by type of applicant)?

	Applicant	Agent	Total
1 - 10	176	41	217
11 - 50	8	87	95
51 - 100	1	50	51
Over 100	0	40	40
Total	185	218	403

Table 1.4b Number of applications submitted by applicant type

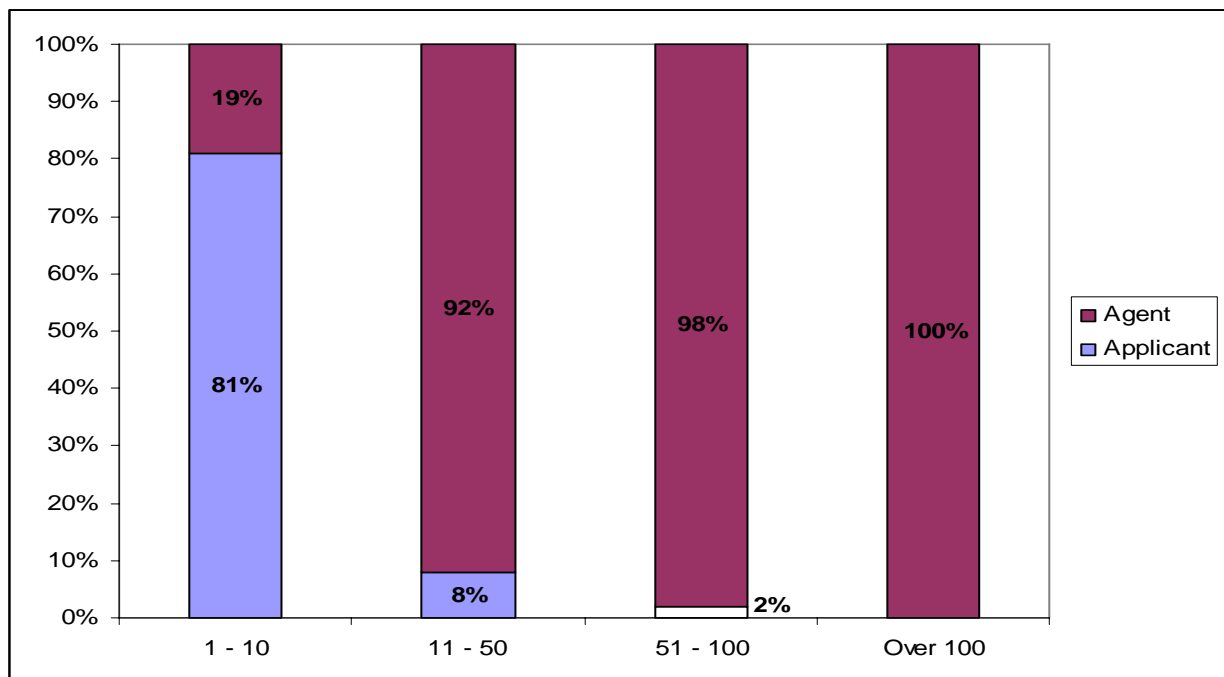


Fig 1.4 Number of applications submitted by applicant type

- Agents were more likely to have submitted more than 10 applications in the last two years than applicants.

2. Information Obtained

2.1 Source of Information

Before submitting an application did you obtain information from e.g. the Planning Service website, published guidance/information leaflets; divisional offices/staff etc?

	Frequency	Percent
Yes	243	60.3
No	160	39.7
Total	403	100

Table 2.1a Seek information

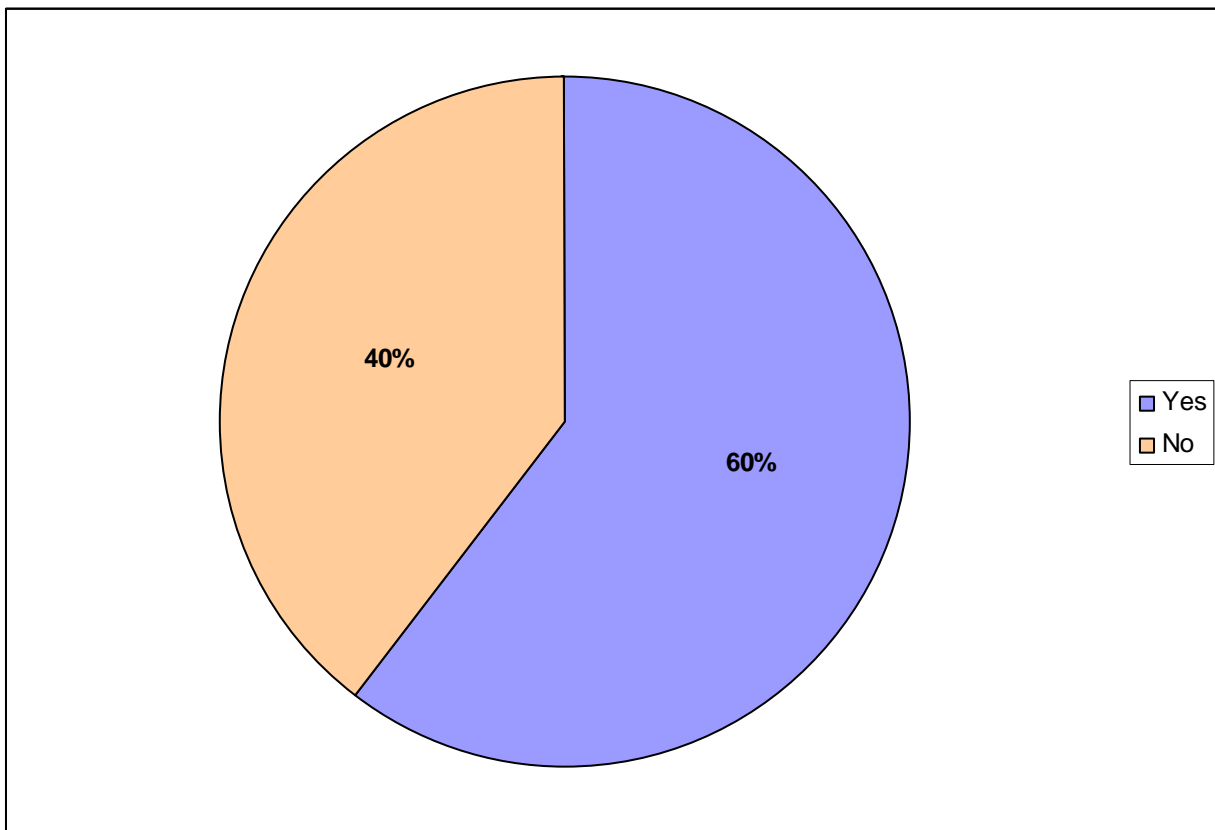


Fig 2.1 Seek information

- Three fifths (60%) of respondents had obtained information prior to submitting an application.
- This compares with 75% of respondents in the 2008 customer survey who had obtained information prior to submitting an application.

	Applicant		Agent	
	Frequency	Percent	Frequency	Percent
Yes	71	38.3	170	78.3
No	112	61.2	47	21.7
Total	183	100	217	100

Table 2.1b Seek information by applicant type

- Agents were more likely to see advice than applicants (78% as opposed to 38%).

2.2 Helpful Information

Is there any information that would have been helpful for you?

In all, 134 respondents made comments relating to information that would have been helpful. The most common themes to emerge were:

Areas for improvement

Lack of availability of planners (11)

Vagueness of information (11)

More information on fees/costs (10)

Pre-application discussions to determine if application viable (7)

Improve online information (5)

Enhanced information on area plans (4)

Provide staff contact details (telephone number, email address) (3)

Areas that were helpful

Information obtained was helpful (11)

Website was useful (5)

3. Length of Time for Decision

3.1 Length of Time

How long did you have to wait to receive a decision on your last application?

	Frequency	Valid Percent
Less than 4 months	139	34.6
4 - 8 months	142	35.3
9 - 12 months	54	13.4
Over 12 months	67	16.7
Total	402	100

Table 3.1 Time for decision

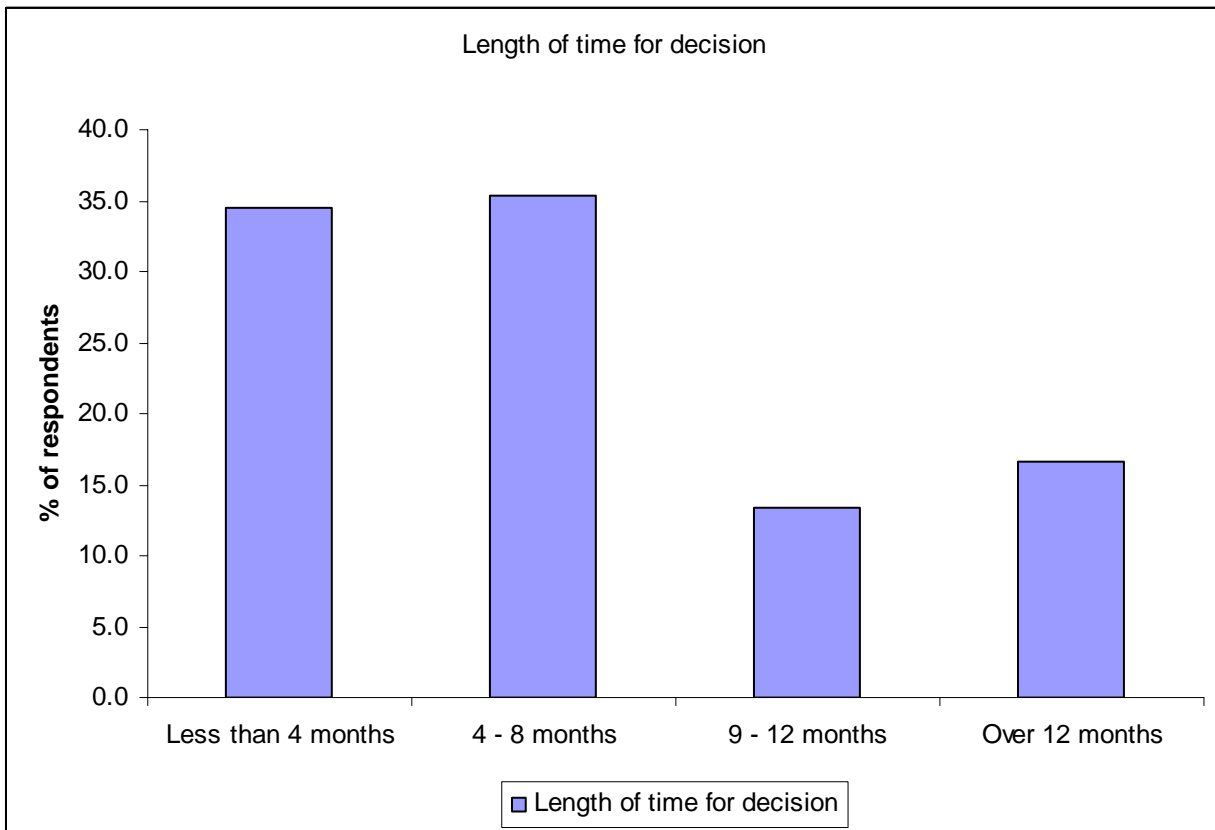


Fig 3.1 Length of time for decision

- The majority of planning application decisions (69.9%) was issued in eight months or under.
- Less than a fifth (17%) of respondents waited over 12 months for a decision.
- In the 2008 customer survey just over a third (34%) of respondents received a decision between 4 and 8 months after submitting an application, comparable to the 2010 survey findings.
- The number of applicants waiting more than 12 months for a decision has fallen from 22% in the 2008 customer survey to 17% in the 2010 survey, although this difference is not statistically significant.

4. Customer Experience

4.1 Speed in Dealing with Telephone Queries

From your experience how would you rate the speed in dealing with telephone queries?

	Frequency	Percent
Good	80	22
Satisfactory	143	39.4
Poor	140	38.6
Total	363	100

Table 4.1a Speed with telephone queries

	Applicant		Agent	
	Frequency	Percent	Frequency	Percent
Good	49	34.3	31	14.3
Satisfactory	57	39.9	85	39.2
Poor	37	25.9	101	46.5
Total	143	100	217	100

Table 4.1b Speed with telephone queries by applicant type

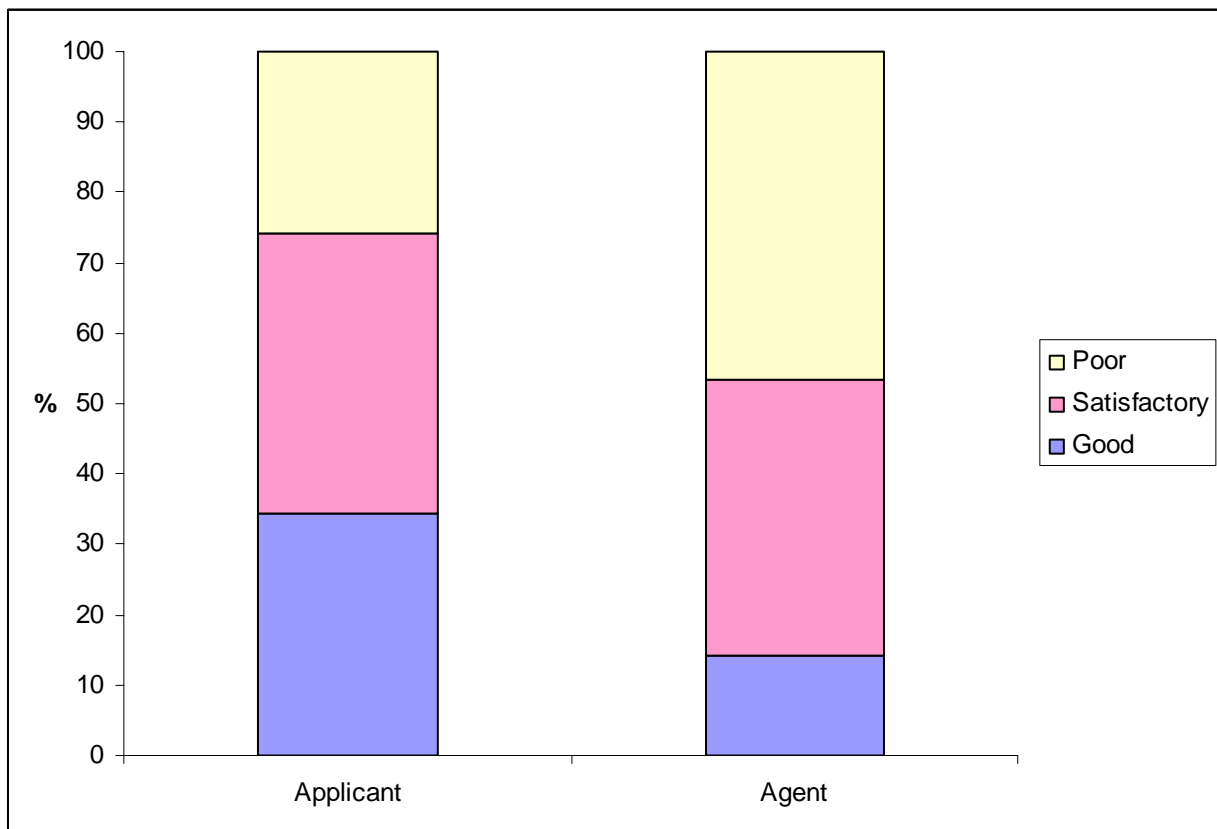


Fig 4.1 Speed in dealing with telephone queries by applicant type

- Over three fifths (61%) of all respondents rate the speed in which telephone queries are dealt with as satisfactory or good. This is an increase of seventeen percentage points from the 2008 customer survey where 44% of respondents rated this as satisfactory or good
- When analysed by applicant type, agents were more likely to rate this aspect of service as poor (47%) than applicants (26%).

4.2 Ability to Deal with Telephone Queries

From your experience how would you rate the ability to deal with telephone queries?

	Frequency	Percent
Good	78	21.8
Satisfactory	148	41.3
Poor	132	36.9
Total	358	100

Table 4.2a Ability to deal with telephone queries

	Applicant		Agent	
	Frequency	Percent	Frequency	Percent
Good	49	35.0	29	13.4
Satisfactory	59	42.1	88	40.7
Poor	32	22.9	99	45.8
Total	140	100	216	100

Table 4.2b Ability to deal with telephone queries by applicant type

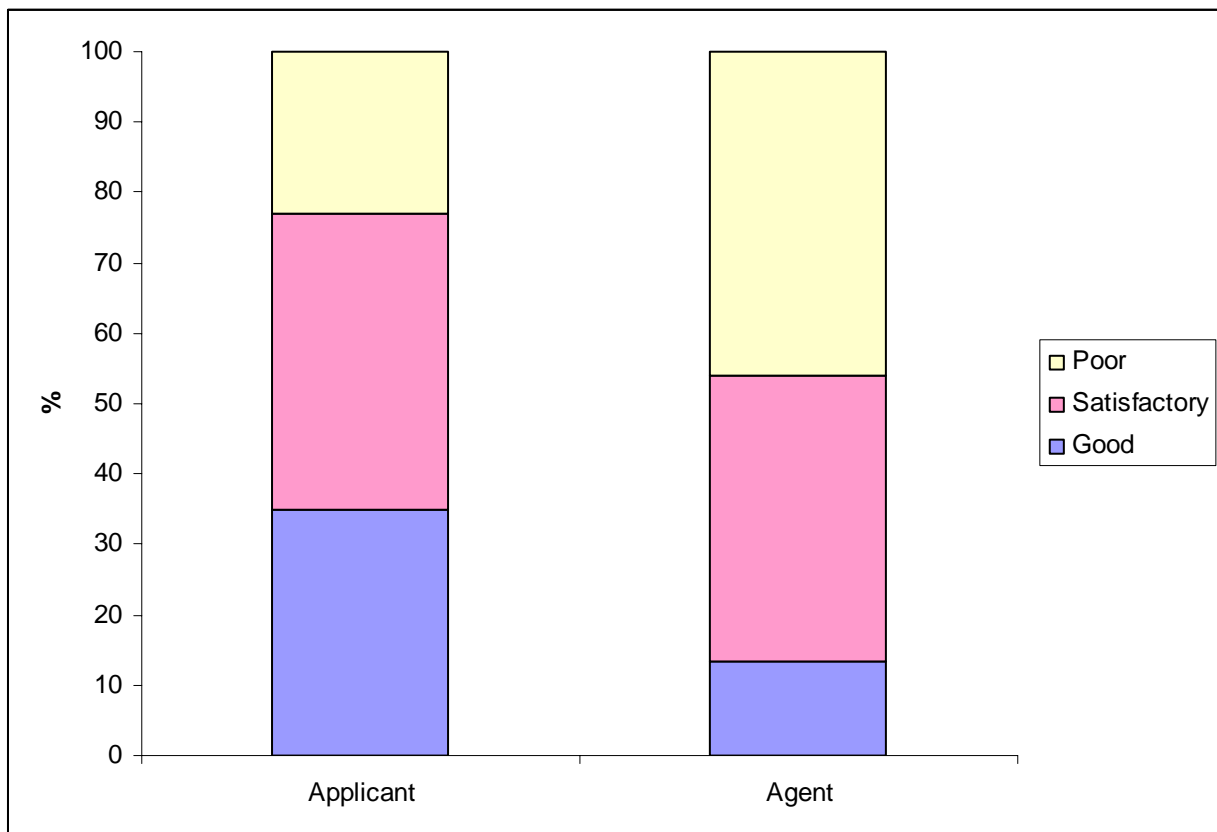


Fig 4.2 Ability to deal with telephone queries by applicant type

- 63% of applicable responses rated Planning Service’s ability to deal with telephone queries as satisfactory or good. This is an improvement on the 2008 survey findings of 47%.
- Agents were more likely to rate this as poor (46%) than applicants (23%).

4.3 Responding to Written Correspondence

From your experience how would you rate the response time to written correspondence?

	Frequency	Percent
Good	62	17.1
Satisfactory	143	39.5
Poor	157	43.3
Total	362	100

Table 4.3a Response to written correspondence

	Applicant		Agent	
	Frequency	Percent	Frequency	Percent
Good	44	29.9	18	8.4
Satisfactory	66	44.9	77	36.2
Poor	37	25.2	118	55.4
Total	147	100	213	100

Table 4.3b Response to written correspondence by applicant type

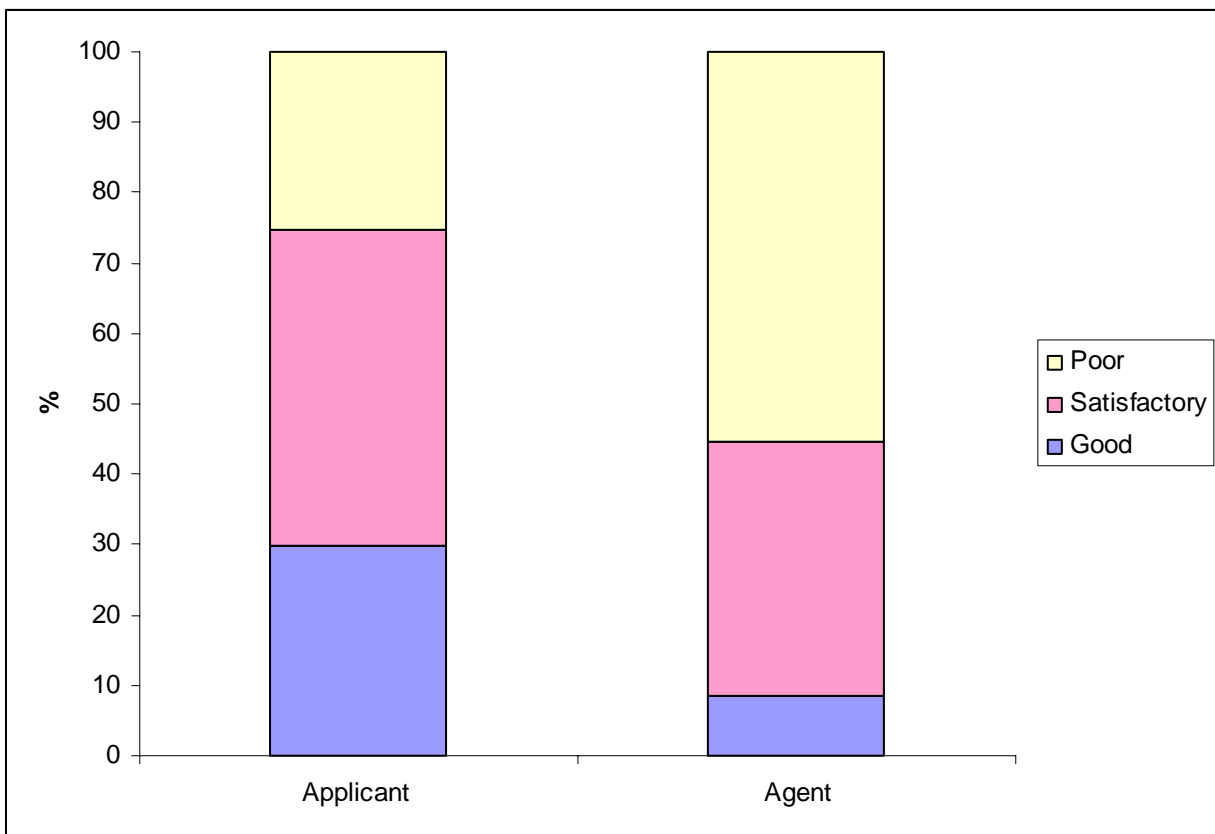


Fig 4.3 Response time to written correspondence by applicant type

- Almost three fifths (57%) of respondents felt that the Planning Service’s response to written correspondence was satisfactory/good, a significant increase on the 2008 customer survey findings of 40% rating this as satisfactory/good.
- There is a marked contrast in the responses to this question when analysed by applicant type. Agents were more likely to rate this aspect of customer service as poor (over half at 55%).
- Three quarters (75%) of applicants rated the response time to written correspondence as satisfactory or good. This compares with 45% of agents who rated this as satisfactory or good. It is not possible from this survey to know the nature or complexity of any written correspondence that Planning Service might have received.

4.4 Professionalism of Staff

From your experience how would you rate the professionalism of staff ie. Knowledge, courtesy?

	Frequency	Percent
Good	133	35.3
Satisfactory	175	46.4
Poor	69	18.3
Total	377	100

Table 4.4a Professionalism of staff

	Applicant		Agent	
	Frequency	Percent	Frequency	Percent
Good	73	45.6	60	27.9
Satisfactory	64	40.0	110	51.2
Poor	23	14.4	45	20.9
Total	160	100	215	100

Table 4.4b Professionalism of staff by applicant type

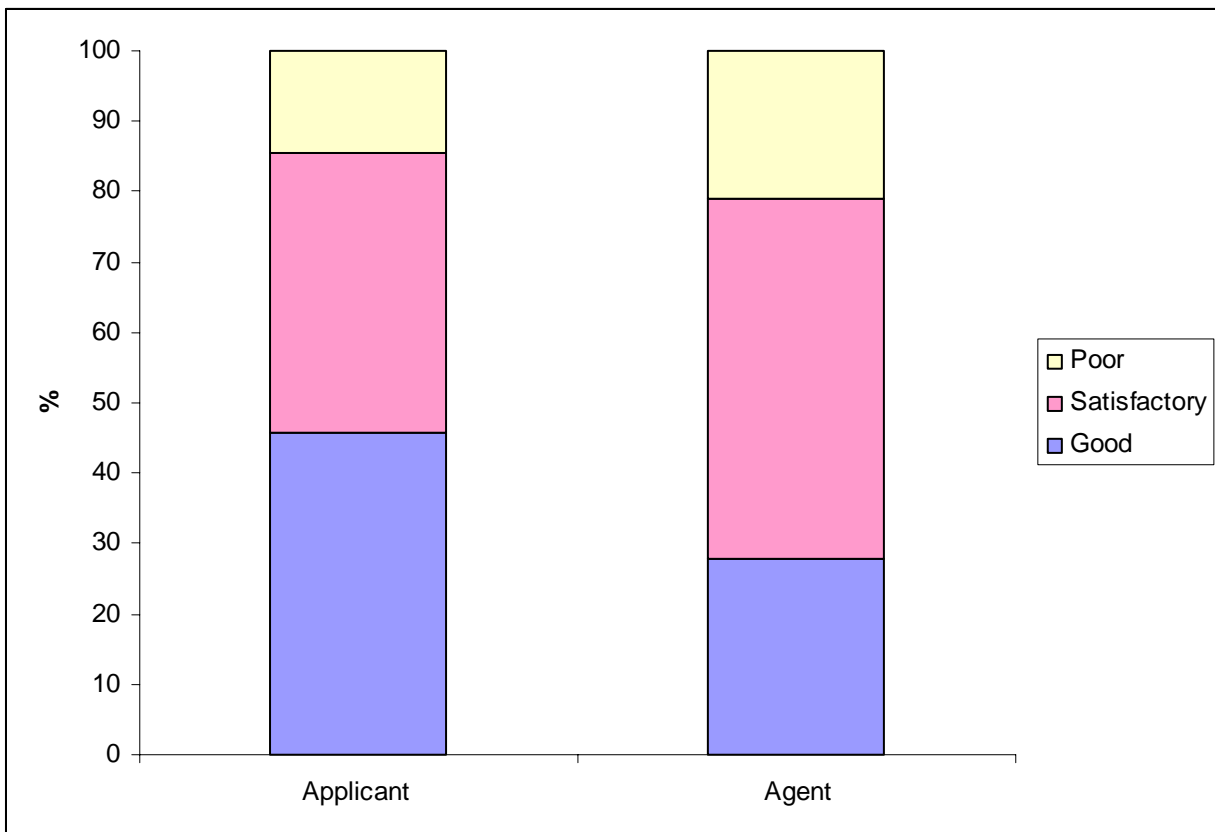


Fig 4.4 Professionalism of staff by applicant type

- Over four fifths (82%) of respondents rated the professionalism of Planning Service staff as satisfactory or good, up from the 2008 customer survey level of 68%.
- A greater proportion of agents than applicants rated the professionalism of Planning Service staff as poor although this difference was not statistically significant.

4.5 Customer Experience 2010 Compared with 2008

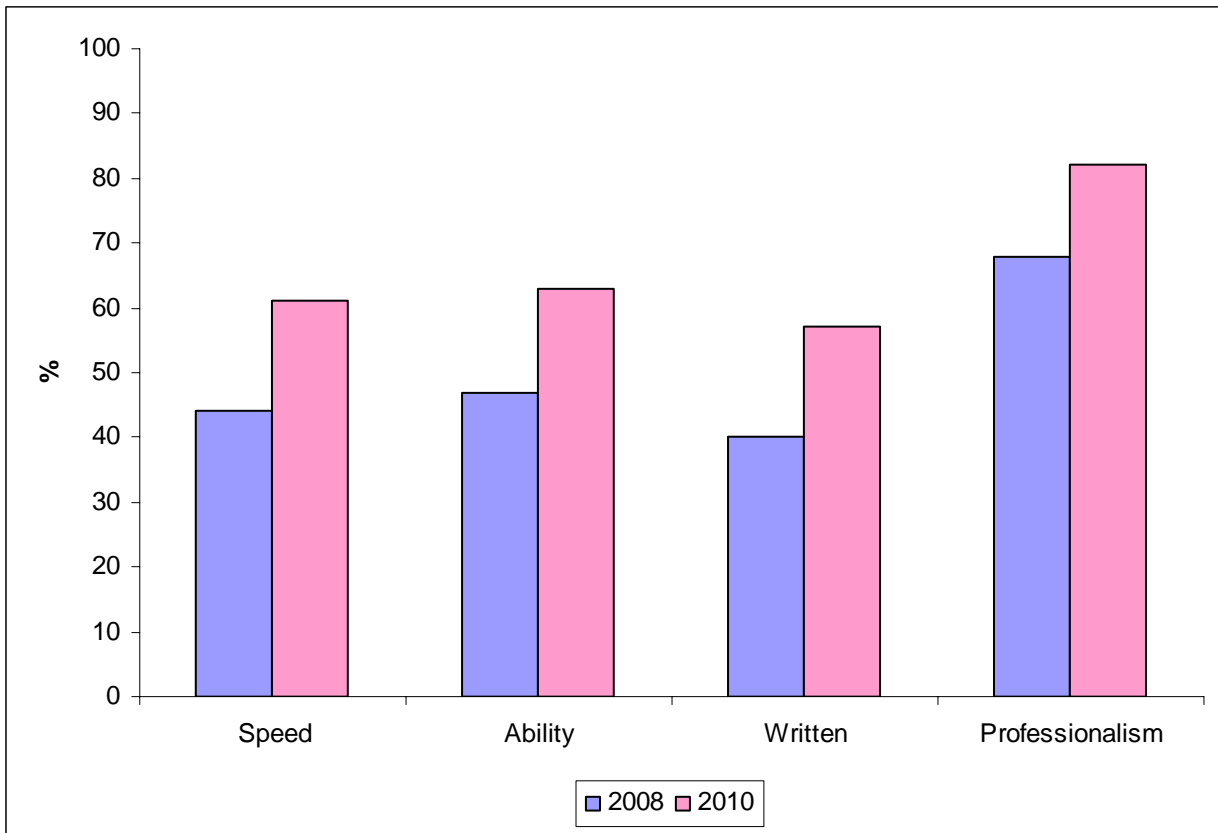


Fig 4.5 Customer experience either good/satisfactory by year of survey

- There has been significant improvement in customer experience between the two survey periods. In these four areas – speed in dealing with telephone queries, ability to deal with telephone queries, response to written correspondence, and overall professionalism of staff – there has been an improvement of between 14 and 17 percentage points.

5. Advice sought from Planning Service

5.1 Quality of Advice

How would you rate the quality of advice?

	Frequency	Percent
Good	87	24.6
Satisfactory	157	44.4
Poor	110	31.1
Total	354	100

Table 5.1a Quality of advice

	Applicant		Agent	
	Frequency	Percent	Frequency	Percent
Good	53	37.6	34	16.1
Satisfactory	58	41.1	99	46.9
Poor	30	21.3	78	37.0
Total	141	100	211	100

Table 5.1b Quality of advice by applicant type

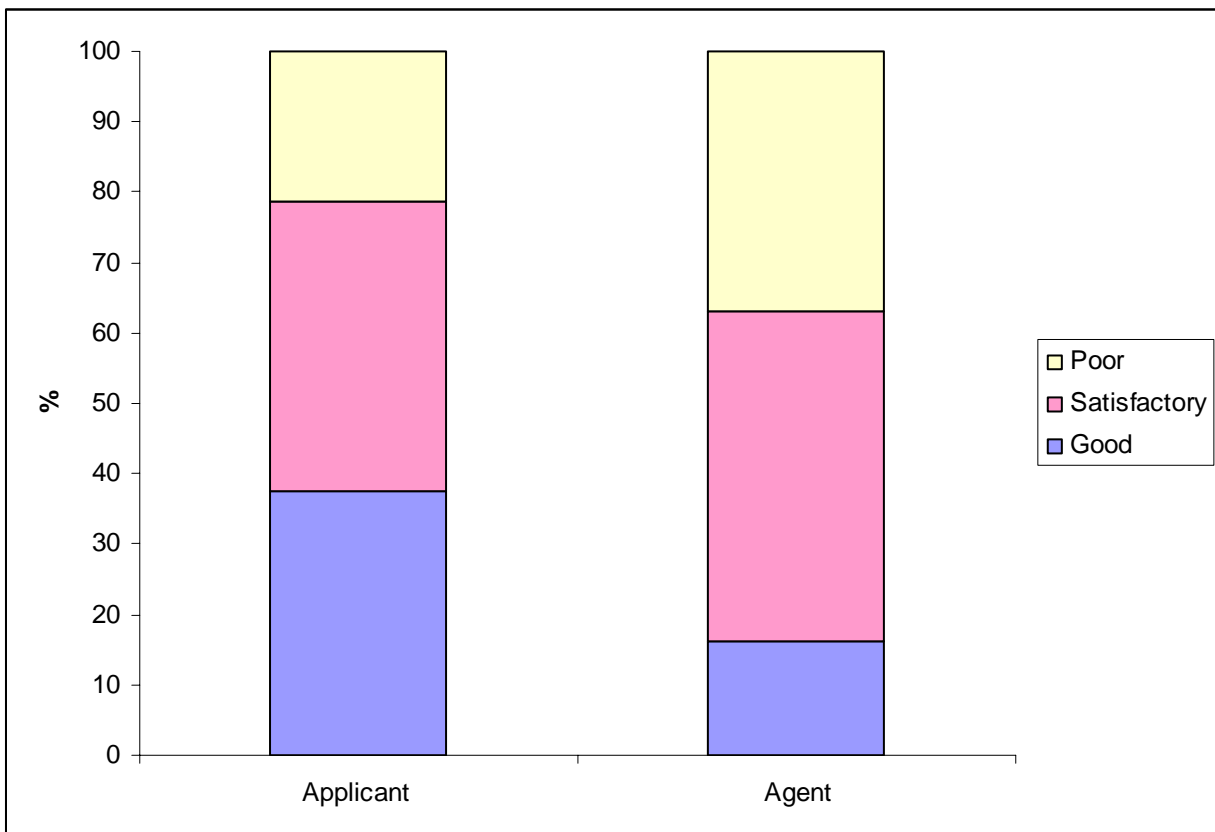


Fig 5.1 Quality of service by applicant type

- Overall, 69% of respondents felt the quality of advice to be satisfactory or good. This is an increase of nineteen percentage points from the 2008 survey.
- Agents were more likely to rate this aspect of Planning Service as poor (37% of agents who responded).

5.2 Clarity of Advice

How would you rate the clarity of advice?

	Frequency	Percent
Good	98	28.2
Satisfactory	172	49.4
Poor	78	22.4
Total	348	100

Table 5.2a Clarity of advice

	Applicant		Agent	
	Frequency	Percent	Frequency	Percent
Good	53	39.0	45	21.4
Satisfactory	62	45.6	110	52.3
Poor	21	15.4	55	26.2
Total	136	100	210	100

Table 5.2b Clarity of advice by applicant type

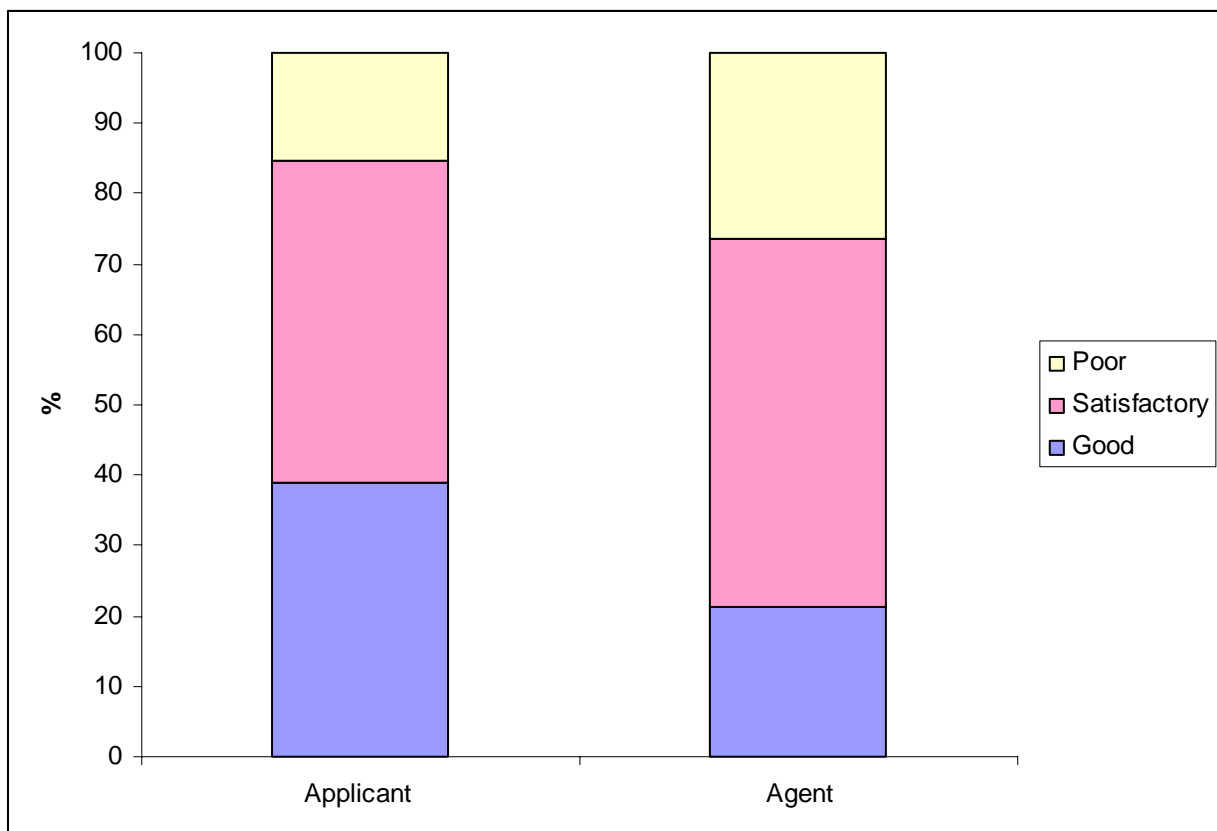


Fig 5.2 Clarity of advice by applicant type

- Over three quarters (78%) of respondents rated the clarity of advice as either satisfactory or good. This is a significant increase on the 2008 survey findings, where 59% of respondents rated the clarity of advice as satisfactory/good.
- A quarter (26%) of agents felt the clarity of advice was poor.

5.3 Comprehensiveness of Advice

How would you rate the comprehensiveness of advice?

	Frequency	Percent
Good	91	26.0
Satisfactory	154	44.0
Poor	105	30.0
Total	350	100

Table 5.3a Comprehensiveness of advice

	Applicant		Agent	
	Frequency	Percent	Frequency	Percent
Good	55	40.1	36	17.1
Satisfactory	56	40.9	98	46.4
Poor	26	19.0	77	36.5
Total	137	100	211	100

Table 5.3b Comprehensiveness of advice by applicant type

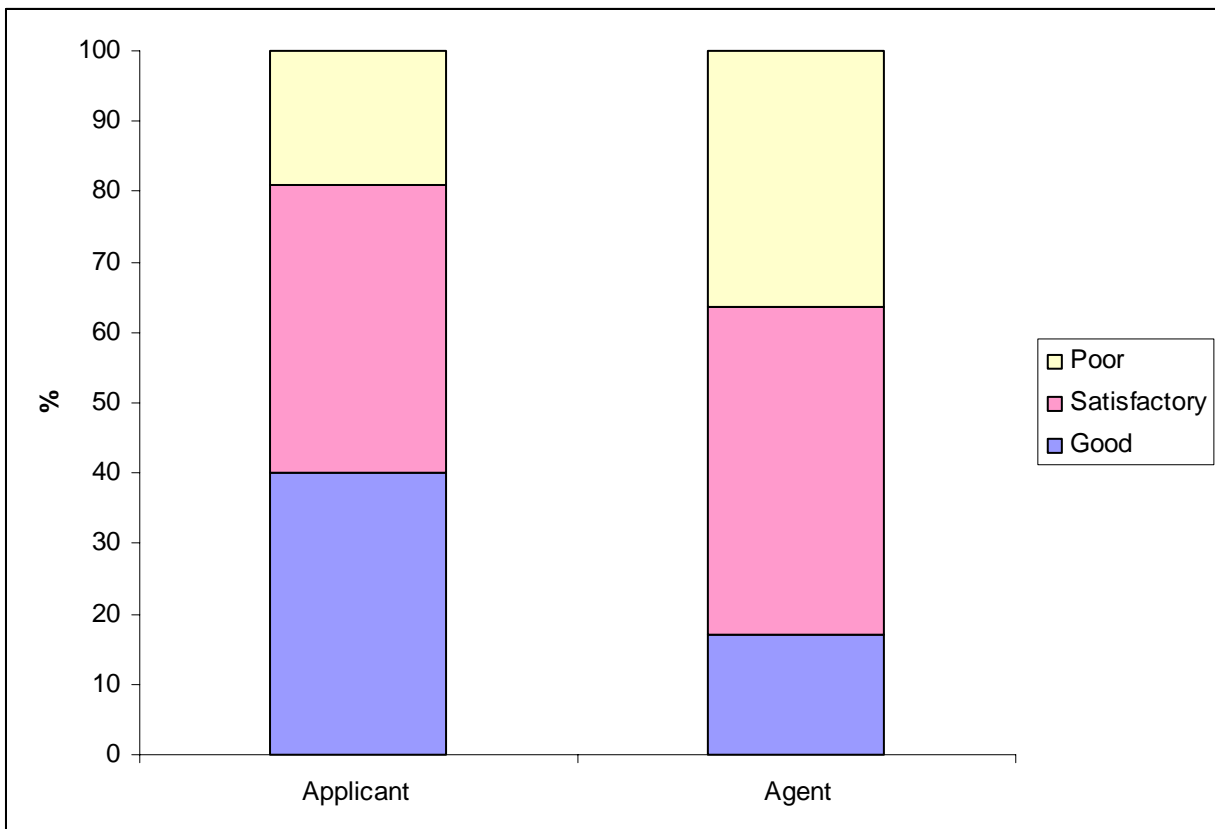


Fig 5.3 Comprehensiveness of advice by applicant type

- 70% rated the comprehensiveness of advice as either satisfactory or good, up from 49% in the 2008 survey findings.
- The proportion of applicants who rated this as good was over twice that of agents (40% of applicants compared with 17% of agents).

5.4 Timeliness of Advice

How would you rate the length of time to get advice?

	Frequency	Percent
Good	72	20.5
Satisfactory	141	40.2
Poor	138	39.3
Total	351	100

Table 5.4a Timeliness of advice

	Applicant		Agent	
	Frequency	Percent	Frequency	Percent
Good	49	34.8	23	11.1
Satisfactory	55	39	86	41.3
Poor	37	26.2	99	47.6
Total	141	100	208	100

Table 5.4b Timeliness of advice by type

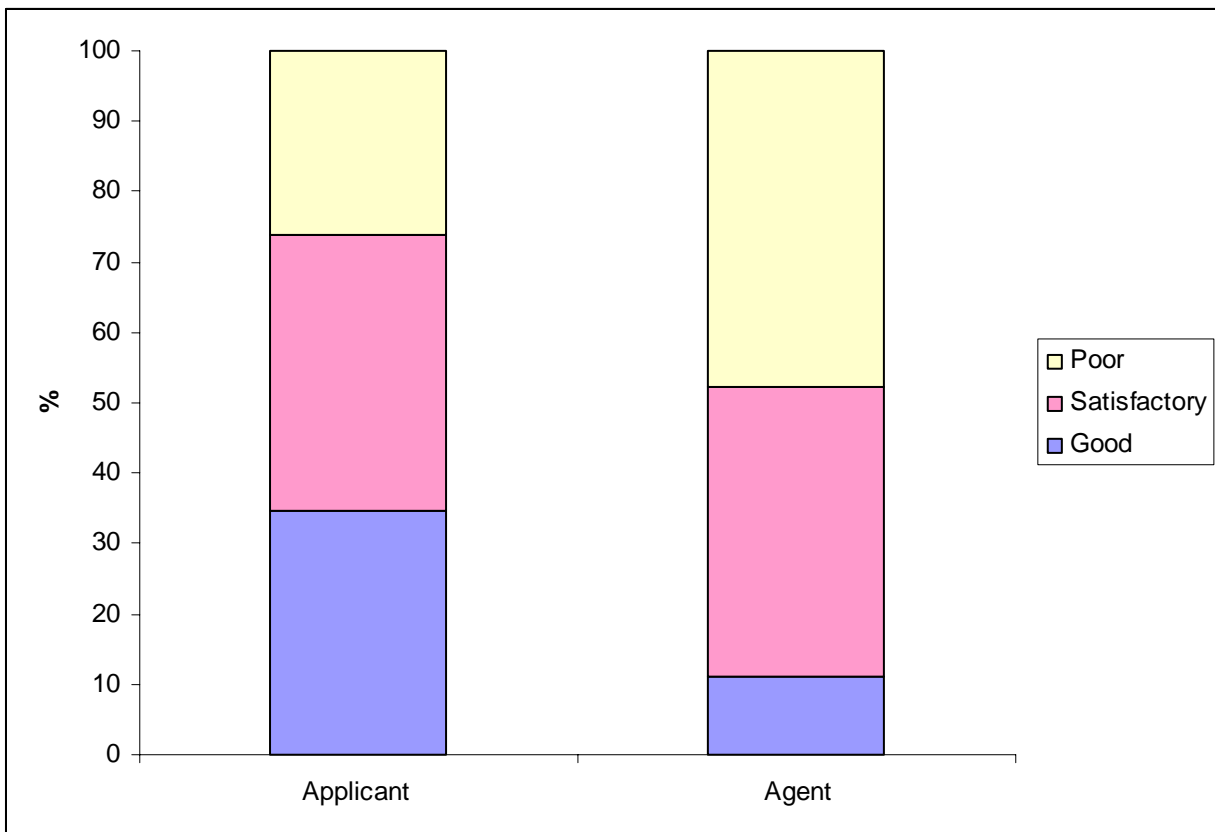


Fig 5.4 Timeliness of advice by applicant type

- Three fifths (61%) of survey respondents rated the length of time to get advice as being either satisfactory or good compared with 36% in the 2008 customer survey.
- Again, agents were more likely to feel that this level of service was poor (48% of agents, 26% of other applicants).

5.5 Planning Service Advice 2010 Compared with 2008

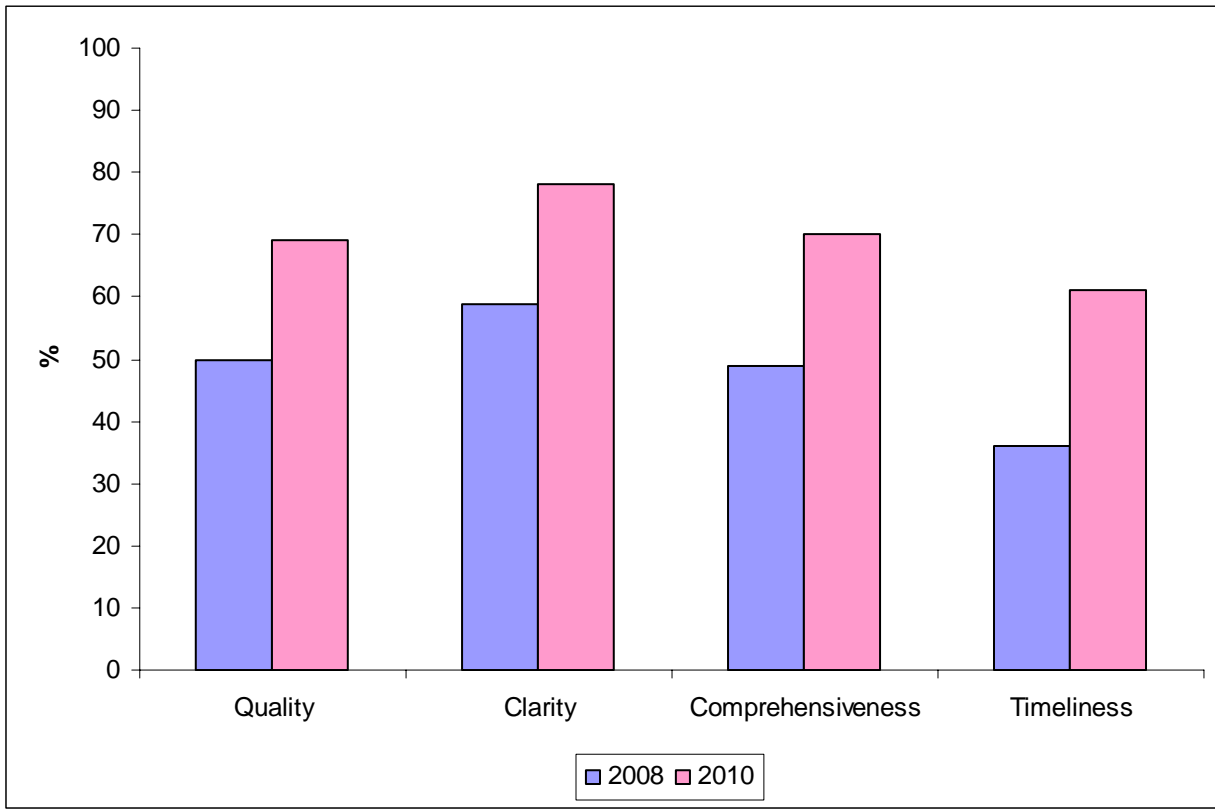


Fig 5.5 Advice either good/satisfactory by year of survey

- On all four indicators on the advice provided by Planning Service staff there has been significant improvement between the customer survey carried out in 2008 and the customer survey carried out in 2010.
- The quality and the clarity of the advice provided both increased by 19 percentage points.
- The timeliness of the advice provided increased by 25 percentage points.

6. Experience Compared with Previous Year

6.1 Use of Planning Service in Previous Year

Did you use the Planning Service in the previous year?

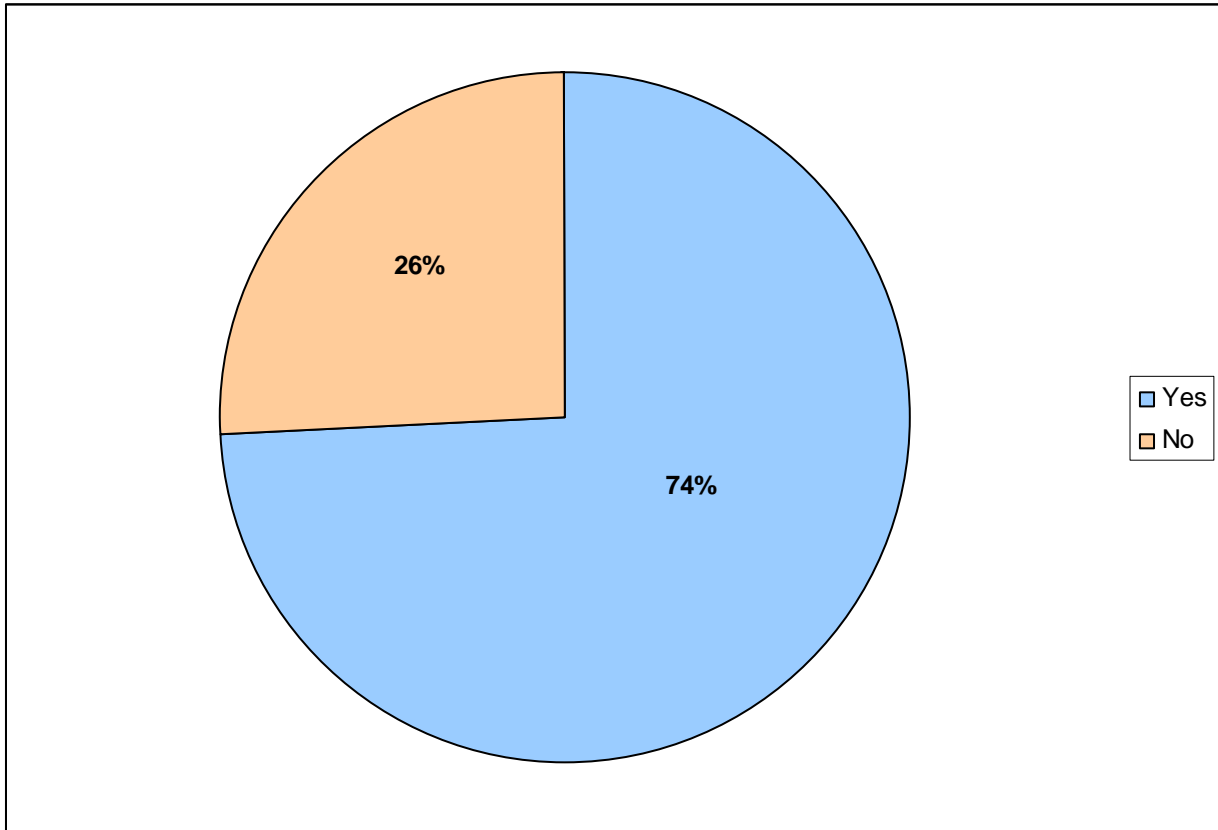


Fig 6.1 Use Planning Service in previous year

- Less than three quarters (74%) of respondents had made use of the Planning Service in the previous year.
- However, almost 100% of agents (217 out of the 218 who answered this question) had made use of the Planning Service in the previous year. The corresponding figure for applicants was 43%.

6.2 Service Compared with Previous Year

Do you think the service was better, worse or about the same as last year?

	Frequency	Percent
Better	62	21.8
Same	81	28.4
Worse	142	49.8
Total	285	100

Table 6.2 Service compared with previous year

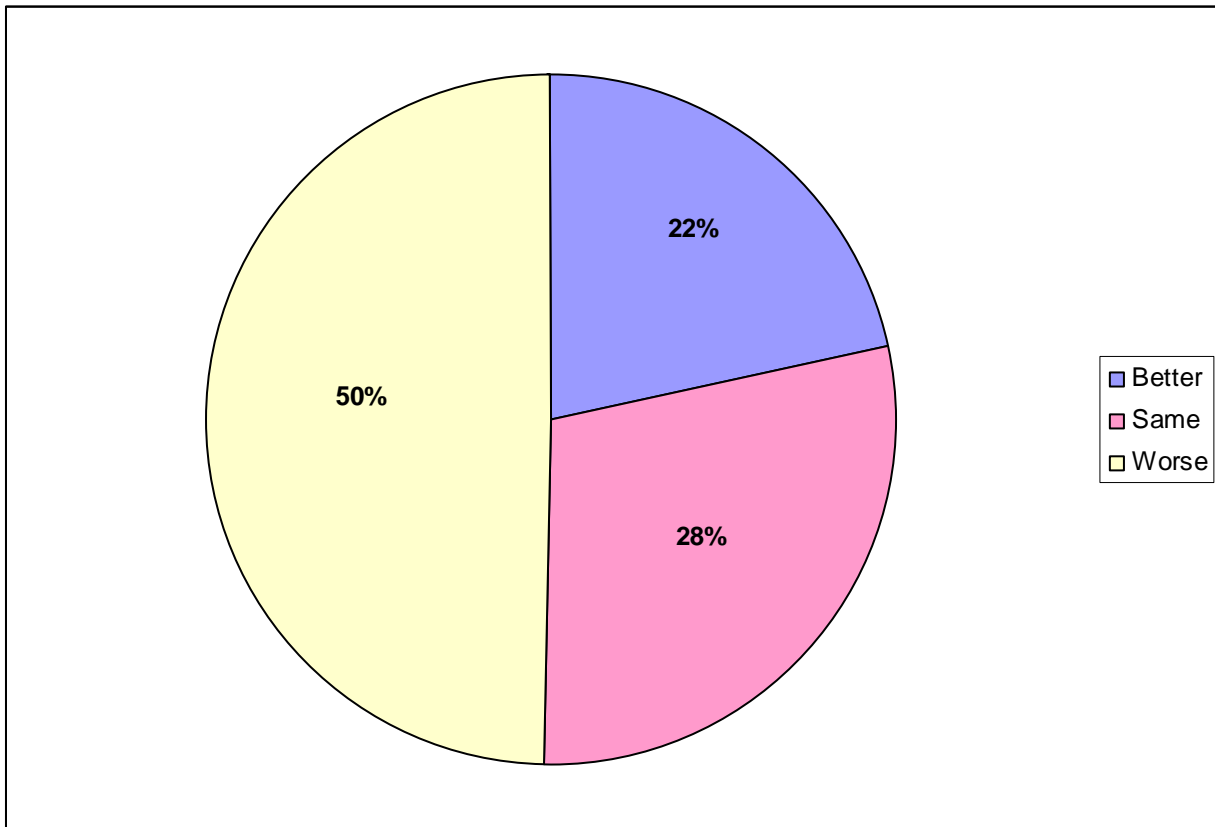


Fig 6.2 Service compared with previous year

- Half of those who answered this question felt that service was worse than it had been in the previous year.
- A fifth (22%) felt the service was better than the previous year. In the 2008 customer survey 10% of respondents felt the service was better than the previous year.

6.3 Reason

Why was this the case?

In all, 178 respondents made comments relating to service compared with the previous year. The most common themes to emerge were:

Service worse

Telephone system/101/NIDirect is poor (19 comments)

Applications dealt with at slower rate (14 comments)

Lack of availability of planner/getting to speak to right person (10 comments)

Staff unhelpful (6 comments)

Service improved

Queries/applications being dealt with quicker (23 comments)

Streamlined process has speeded up application process (5 comments)

Telephone system works well (3 comments)

7. Outcome of Last Application

7.1 Last Application

What was the outcome of your last application for planning permission?

	Frequency	Percent
Granted	357	90.8
Refused	36	9.2
Total	393	100

Table 7.1 Outcome of application

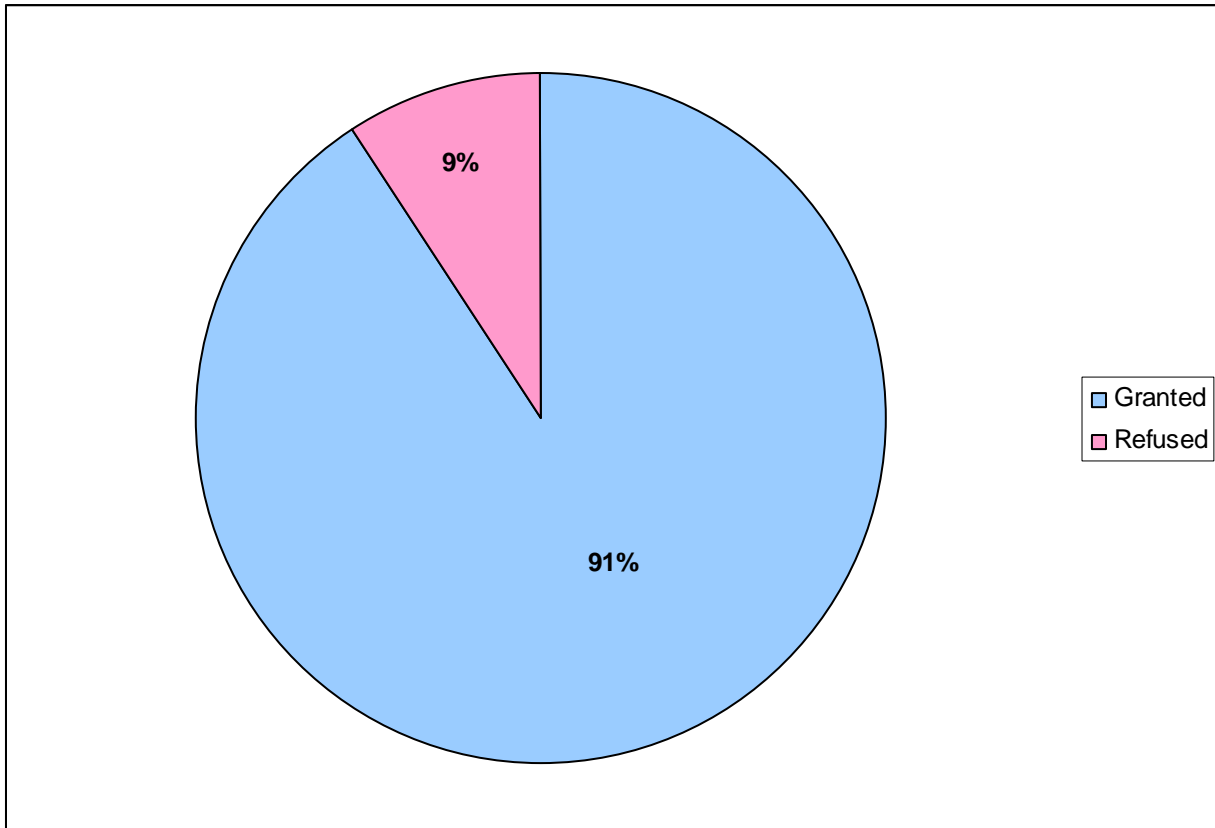


Fig 7.1 Outcome of application

- 91% of respondents were granted planning permission on their last planning application. In the 2009/10 business year Planning Service approved 94% of all planning applications.
- There was no significant difference between the proportion of planning applications granted for applicants and agents (93% and 89% respectively).

8. Planning Service Website

8.1 Accessing the Website

Do you access the Planning Service website?

	Frequency	Percent
Yes	289	71.7
No	114	28.3
Total	403	100

Table 8.1a Access website

	Applicant		Agent	
	Frequency	Percent	Frequency	Percent
Yes	77	42.1	210	96.8
No	106	57.9	7	3.2
Total	183	100	217	100

Table 8.1b Access website by type

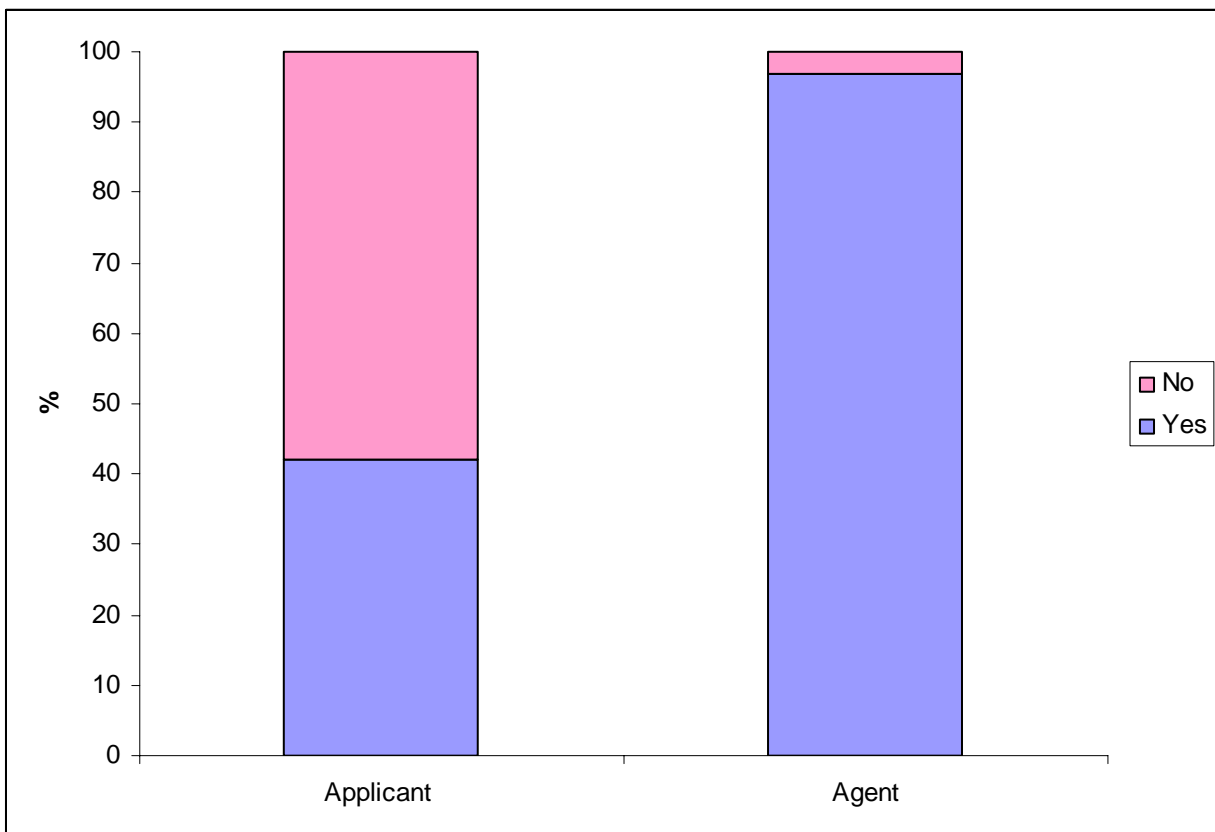


Fig 8.1 Access website by applicant type

- The proportion of respondents who stated that they had accessed the Planning Service website was down from 82% in the 2008 survey to 72% in the 2010 survey.
- Agents are much more likely to access the Planning Service website than other applicants (97% of agents compared with 42% of applicants).

8.2 Number of Times

If so, how often?

	Frequency	Percent
Daily	47	16.3
Weekly	123	42.7
Monthly	52	18.1
Occasionally used/used at least once	66	22.9
Total	288	100

Table 8.2a How often use website

	Applicant		Agent	
	Frequency	Percent	Frequency	Percent
Daily	4	5.1	43	20.7
Weekly	10	12.7	112	53.8
Monthly	14	17.7	38	18.3
Occasionally used/used at least once	51	64.6	15	7.2
Total	79	100	208	100

Table 8.2b How often use website by applicant type

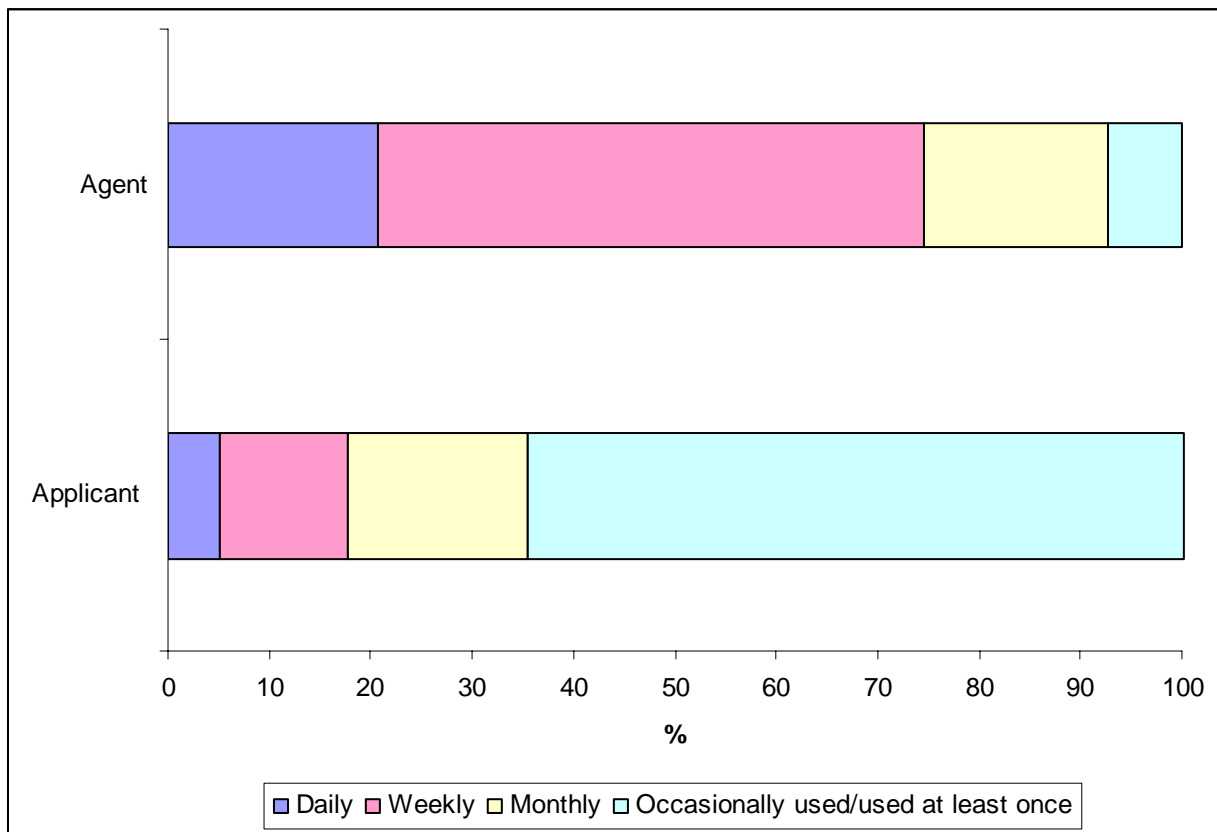


Fig 8.2 How often use website by applicant type

- Three fifths (59%) of respondents who had used the Planning Service website had visited it at least weekly.
- Agents are more likely to make use of the Planning Service website on a regular basis than applicants are. This would be expected given that agents are more likely to be dealing with several planning applications.

8.3 Purpose of Visiting Website

What is your main purpose for visiting the website?

In all, 275 respondents made comments relating to the purpose of visiting the website. The most common themes to emerge were:

Information on past and current applications (127 comments)

Policy information (57 comments)

Council schedules (51 comments)

Download application forms (35 comments)

Fees information (33 comments)

8.4 Rating of Website

How would you rate the website?

	Frequency	Percent
Good	127	43.6
Satisfactory	141	48.5
Poor	23	7.9
Total	291	100

Table 8.4a Rating of website

	Applicant		Agent	
	Frequency	Percent	Frequency	Percent
Good	33	41.2	94	45.0
Satisfactory	44	55.0	95	45.4
Poor	3	3.8	20	9.6
Total	80	100	209	100

Table 8.4b Rating of website by applicant type

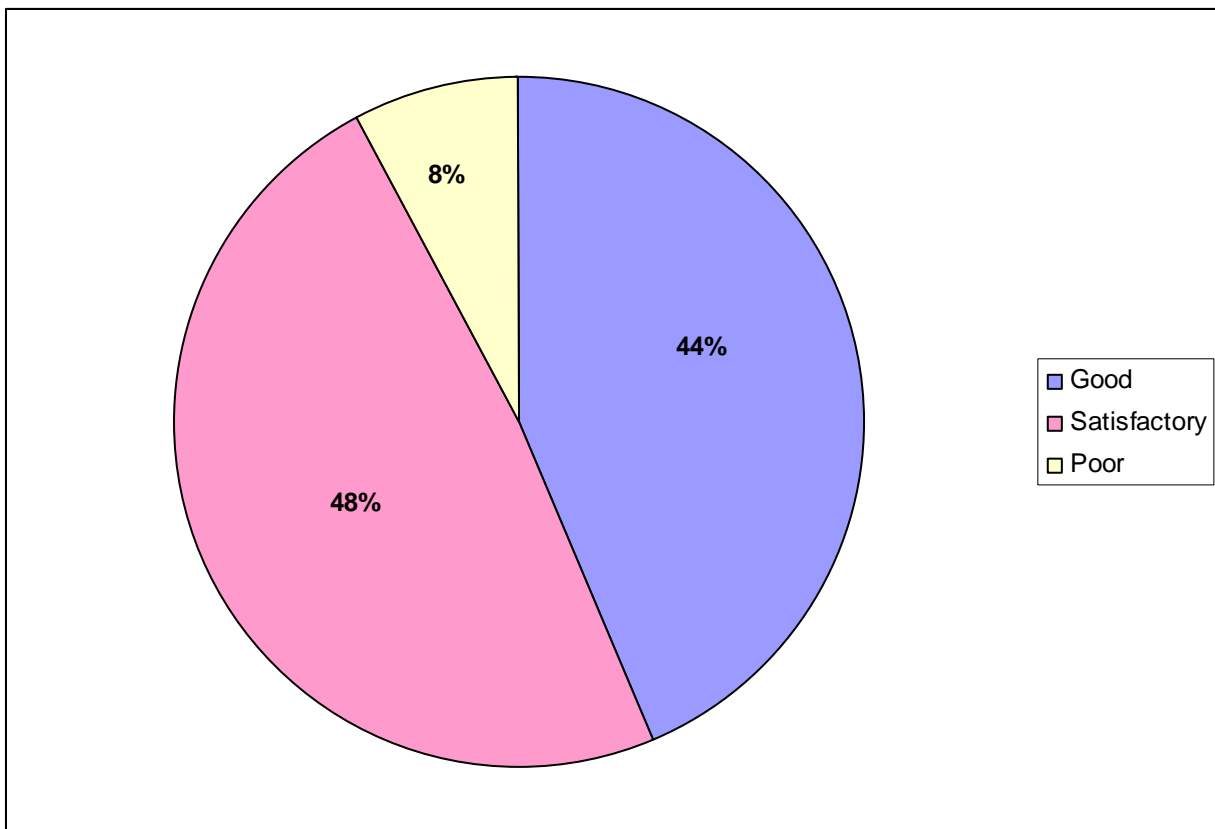


Fig 8.4 Rating of website by applicant type

- 44% of respondents who answered this question rated the Planning Service website as good and a further 48% rated it as satisfactory.
- However, 8% of respondents rated the site as poor compared with 3% of respondents in the 2008 survey.

8.5 Reason for Not Visiting Website

Why have you never visited the website?

In all, 93 respondents made comments relating to the reason for not visiting the website. The most common themes to emerge were:

Agent/architect did all the work (20 comments)

Did not feel the need to (19 comments)

No computer/not computer literate (19 comments)

Unaware of website (2 comments)

9. Complaints

9.1 Complained to Planning Service

Have you ever complained about any aspect of the service provided by the Planning Service?

	Frequency	Percent
Yes	108	27.5
No	285	72.5
Total	393	100

Table 9.1a Complained to Planning Service

	Applicant		Agent	
	Frequency	Percent	Frequency	Percent
Yes	19	10.8	87	40.7
No	157	89.2	127	59.3
Total	176	100	214	100

Table 9.1b Complained to Planning Service by applicant type

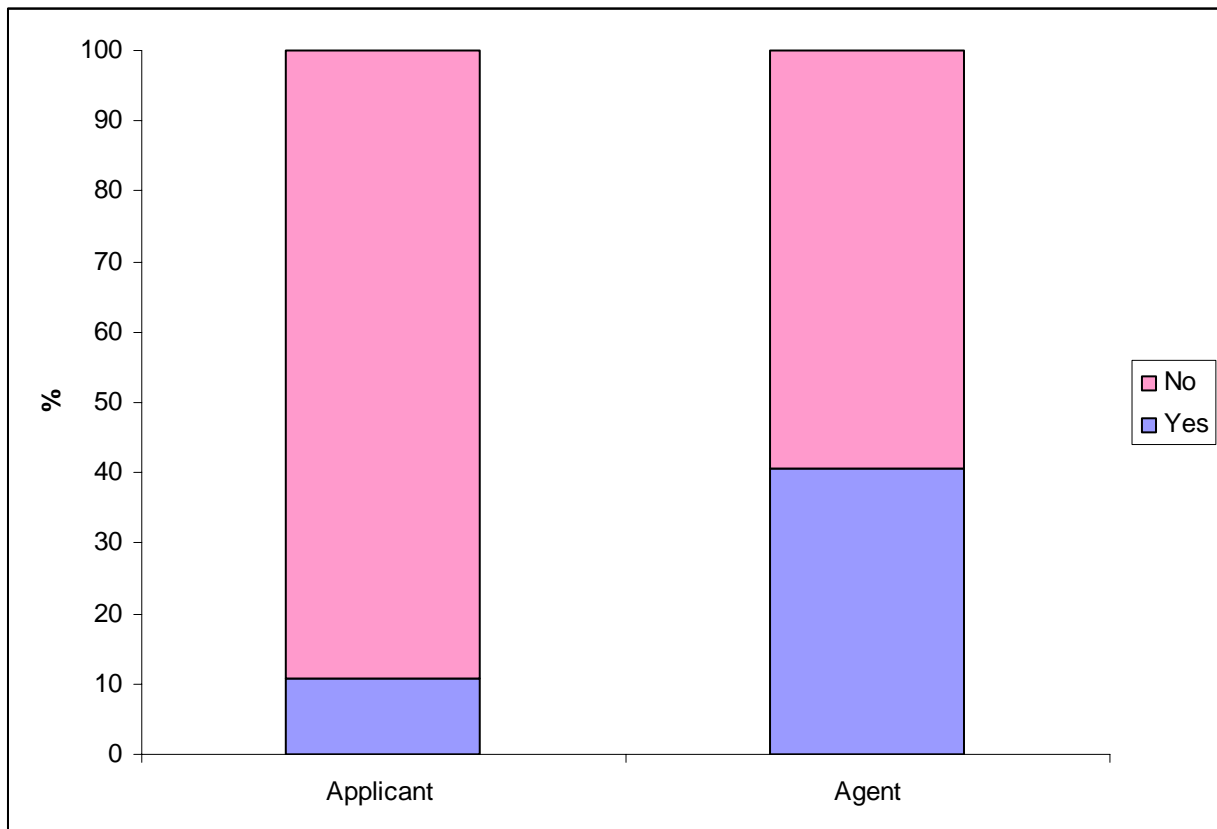


Fig 9.1 Complained to Planning Service by applicant type

- Over a quarter (28%) of respondents said that they had complained to Planning Service about an aspect of service provision. This compares with 45% of respondents to the 2008 survey.
- Agents were much more likely to have complained (41% of agents who responded) than applicants (11% of applicants who responded).
- It is not possible to tell from this survey if any complaints were of a formal or written nature.

9.2 Complaint Handling

How satisfied were you with the way your complaint was handled?

	Frequency	Percent
Satisfied	24	22.0
Dissatisfied	85	78.0
Total	109	100

Table 9.2 Complaint handling

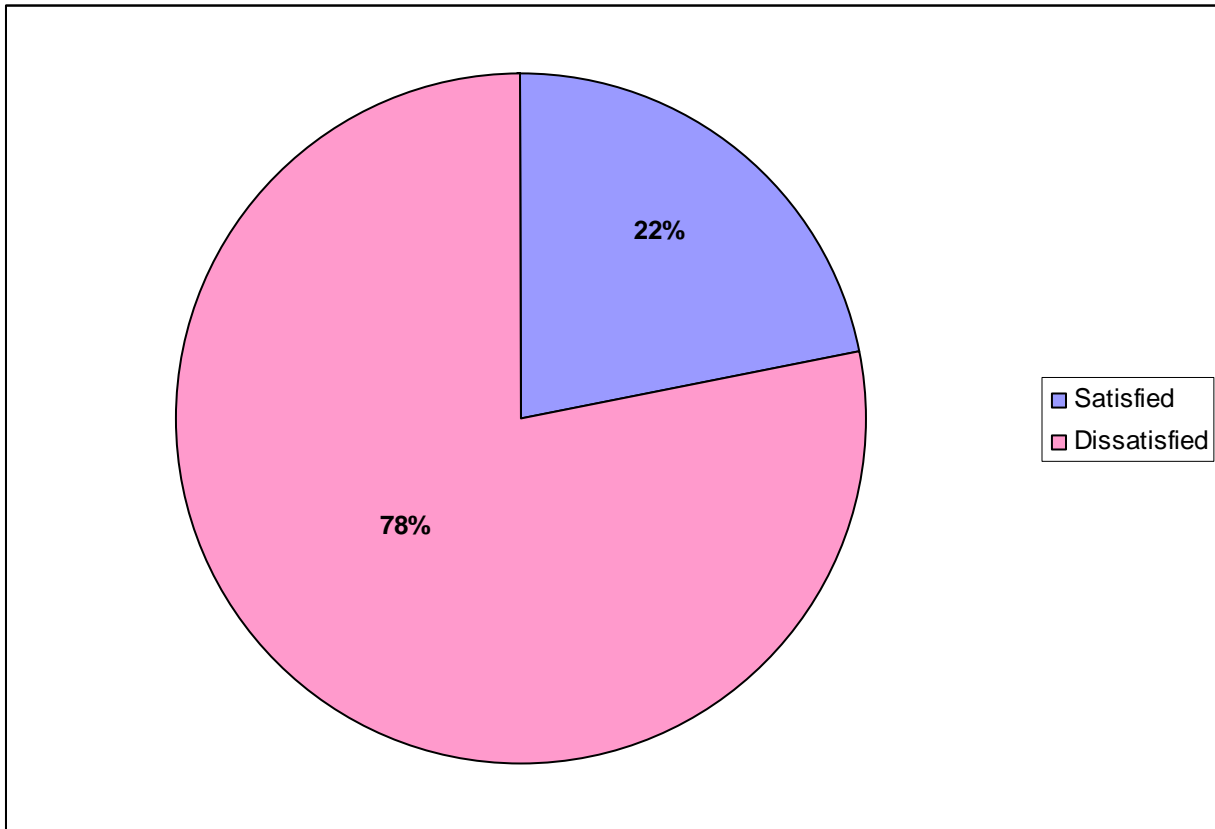


Fig 9.2 Complaint handling

- Just over a fifth (22%) of those who responded to this question were satisfied with how their complaint was handled. This is the same proportion as the last customer survey in 2008.

9.3 Problems Experienced

If dissatisfied, what problems did you experience?

A total of 89 respondents made comments relating to problems experienced regarding their complaint. Comments ranged widely but the most common themes were that the initial complaint had been ignored, planning officers lacked experience or knowledge, and the telephone system meant that it was difficult to access the appropriate person.

10. Overall Customer Satisfaction

10.1 Overall service

Taking all aspects into account, how satisfied or dissatisfied were you with the overall service you received?

	Frequency	Percent
Satisfied	248	62.6
Dissatisfied	148	37.4
Total	396	100

Table 10.1a Overall service

	Applicant		Agent	
	Frequency	Percent	Frequency	Percent
Satisfied	137	75.3	110	52.1
Dissatisfied	45	24.7	101	47.9
Total	182	100	211	100

Table 10.1b Overall service by applicant type

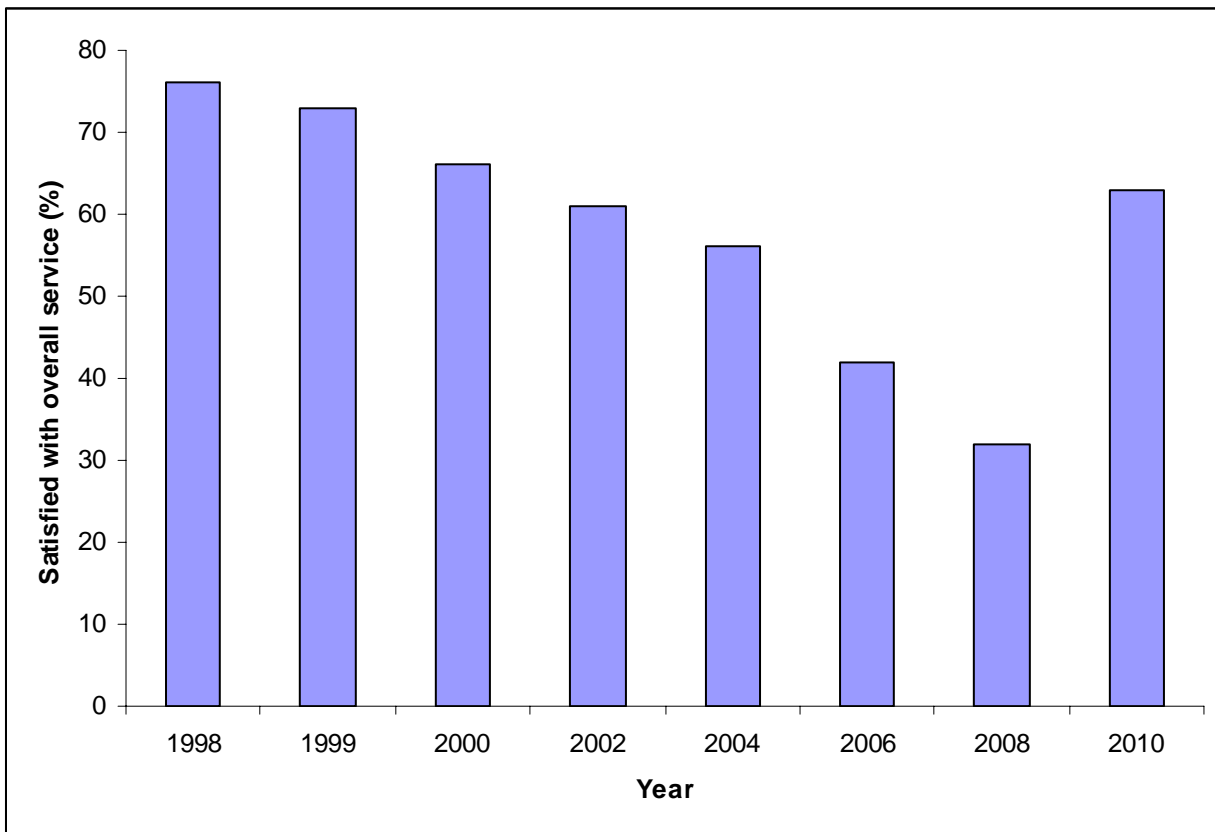


Fig 10.1 Proportion satisfied with overall service, 1998 to 2010

- Over three fifths (63%) of respondents were satisfied with the overall service received from Planning Service.
- When broken down by applicant type, agents were less likely to be satisfied with the overall service than other applicants (52% of agents, 75% of applicants).
- The proportion of respondents who are satisfied with the overall service provide by Planning Service is 31 percentage points higher than in 2008 and at 63% is at its highest level since 2000.

10.2 Additional Comments

There were a total of 206 comments from respondents. As one would anticipate, these ranged over a number of areas. However, the key themes were:

Areas for improvement

Lack of consistency in decisions/lack of professionalism (27 comments)

Slowness of decisions (26 comments)

Negative comments on the 101 system/timeliness of call backs (18 comments)

Difficulty in accessing planners (17 comments)

Inappropriate planning approvals (4 comments)

Positive overall experience

Impressive service/helpfulness of staff (18 comments)

Appendix: Customer Satisfaction Survey 2010: Questionnaire [Paper version]

Planning Service – Customer Survey

Please complete the questions below in relation to your last planning application by ticking the box which corresponds to your answer.

- Q.1 Are you an Applicant? Agent?
- Q.2 Which Planning Service division do you use most often? (Tick one answer only)
- | | | | |
|--------------|--------------------------|------------------------------|--------------------------|
| Ballymena | <input type="checkbox"/> | Downpatrick | <input type="checkbox"/> |
| Belfast | <input type="checkbox"/> | Londonderry and/or Coleraine | <input type="checkbox"/> |
| Craigavon | <input type="checkbox"/> | Omagh and/or Enniskillen | <input type="checkbox"/> |
| Headquarters | <input type="checkbox"/> | | |
- Q.3 Approximately how many applications for planning permission have you submitted in the past 2 years?
- | | | | |
|----------|--------------------------|----------|--------------------------|
| 1 - 10 | <input type="checkbox"/> | 11 - 50 | <input type="checkbox"/> |
| 51 - 100 | <input type="checkbox"/> | over 100 | <input type="checkbox"/> |
- Q.4 Before submitting an application did you obtain information from the Planning Service website, published guidance/information leaflets, divisional offices/staff etc?
- Yes No
- Q.5 Is there any information that would have been helpful for you?
-
-
-
- Q.6 How long did you have to wait to receive a decision on your last application? (Tick one answer only)
- | | | | |
|--------------------|--------------------------|----------------|--------------------------|
| Less than 4 months | <input type="checkbox"/> | 4 - 8 months | <input type="checkbox"/> |
| 9 - 12 months | <input type="checkbox"/> | over 12 months | <input type="checkbox"/> |
- Q.7 From your experience how would you rate the following? (Tick one answer from each row)
- | | Good | Satisfactory | Poor | N/A |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| Speed in dealing with telephone enquiries | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ability to deal with your telephone queries | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Response time to written Correspondence | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Professionalism of staff i.e. knowledge, courtesy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q.8 If you sought advice from the Planning Service how would you rate the following?
(Tick one answer from each row)

	Good	Satisfactory	Poor	N/A
Quality of the response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was it clear & understandable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did it address all issues raised?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of the response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q.9 Did you use the Planning Service in the previous year?

Yes No (go to Q.11)

Q.10 Do you think the service in the year 2009/10 was better, worse or about the same as 2008/09?

Better Worse Same

Why was this the case?

.....
.....
.....
.....

Q.11 What was the outcome of your last application for planning permission?

Granted Refused

Q.12(a) Do you access the Planning Service website?

Yes No (go to Q.13)

Q.12(b) If so how often? (Tick one answer only)

Daily

Weekly

Monthly

Occasionally used/used at least once

Q.12(c) What is your main purpose for visiting the website?

Q.12(d) How would you rate the website? (Tick only one answer)

Good Satisfactory Poor (go to Q.14)

Q.13 Why have you never visited the website?

Q.14(a) Have you ever complained about any aspect of the service provided by the Planning Service?

Yes No (go to Q.15)

Q.14(b) How satisfied were you with the way your complaint was handled?

Satisfied Dissatisfied

Q.14(c) If dissatisfied, what problems did you experience?

Q.15 Taking all aspects of the service into account, how satisfied or dissatisfied were you with the overall service you received? (Tick only one answer)

Satisfied Dissatisfied

Additional comments

Thank you for taking the time to complete this questionnaire

