

BVPI - Planning Survey

This survey will provide support for the submission of a data-set for the weighting of BV111 - overall satisfaction with the planning service in processing applications.

This survey is for adaptation and use with planning applications that can be sampled to provide evidence for BV111. It is important that the applicant and their nominated representatives complete the whole questionnaire.

Q1. In what capacity did you act on your most recent application?

- | | |
|---|---|
| 1 <input type="checkbox"/> Private individual | 4 <input type="checkbox"/> Working for employer |
| 2 <input type="checkbox"/> Agent acting on behalf of another individual | 5 <input type="checkbox"/> Not answered |
| 3 <input type="checkbox"/> Part of own business | |
| 6 <input type="checkbox"/> Other <input type="text"/> | |

Q2. What type of application did you submit?

- | | |
|---|--|
| 1 <input type="checkbox"/> Householder | 4 <input type="checkbox"/> Business/industry development |
| 2 <input type="checkbox"/> Listed building/conservation | 5 <input type="checkbox"/> Other |
| 3 <input type="checkbox"/> Residential development | 6 <input type="checkbox"/> Not answered |

Q3. Have you applied for planning consent before this previous application?

- | | | | |
|--------------------------------|-------------------------------|--|---|
| 1 <input type="checkbox"/> Yes | 2 <input type="checkbox"/> No | 3 <input type="checkbox"/> Do not recall | 4 <input type="checkbox"/> Not answered |
|--------------------------------|-------------------------------|--|---|

Q4. This question relates to how the council handled your application and it's progress.

	Strongly Agree	Agree	No Opinion	Disagree	Disagree Strongly
I was provided with advice and help to complete my application	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I was kept informed about the progress of my application	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
My queries were dealt with promptly	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I understand the reasons for the decisions made on my applications	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I felt I was treated fairly and that my viewpoint was listened to	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q5. In the last 6 months

	1-5	6-20	21-47	Not answered
In the last 6 months	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
In the last year	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
In the last 2 years	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q6. What was the outcome of your most recent planning application?

1 Granted permission 2 Refused permission 3 Not answered

Q7. Has the service improved?

1 Got Better 2 Stayed the same 3 Got Worse 4 Don't know

Q8. Please add any comments that will help improve the service provided?