



Bournemouth Borough Council
Planning Survey 2009

January 2010



Bournemouth Borough Council

Planning Survey 2009

**Research and Information
Planning and Transport Services
Bournemouth Borough Council**

January 2010

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Planning Survey 2009

1. Introduction

- 1.1 The 2009 Planning survey is based on the former three-yearly Best Value consultations. Best value was a nation-wide mechanism, by which Councils could monitor the quality and cost of services they provide for the public, using standard Best Value Performance Indicators (BVPI) to assess service usage and satisfaction levels. These performance indicators were fed back to the Department for Communities and Local Government (DCLG) for national comparison.
- 1.2 The planning survey is a survey of people who have submitted a planning application to determine their views of the service provided. However, the Best Value process has been replaced by the National Indicator set and the Place Survey but this survey does not include specific questions on the quality of the planning service. It was considered that the planning survey was a useful local indicator of performance and therefore the decision taken to undertake the survey in 2009. This report details the results of the Planning Survey 2009. The last survey was undertaken in 2006 and the intention is to continue the three year cycle. Previous surveys were also undertaken in 2000 and 2003.
- 1.3 Where appropriate, the results of this survey will be compared to those collected in 2006 to identify trends in behaviour and opinion. They can also be used as a baseline for future consultations.

2. Project aims and objectives

Project aims

- 2.1 The project's research aim was to provide the Council with reliable information about the nature and views of planning applicants on various topics of interest. The results of the research should help the Council make informed decisions about the future of the services provided for applicants.

Project objectives

- 2.2 More specifically, the project sought to achieve the following objectives:
 - To investigate the nature of planning applicants.
 - To identify the behaviour of planning applicants when using the Council.
 - To assess applicant views of current services, and how these have changed over time.
 - To assess overall satisfaction with the service provided.
 - To determine the level of permissions granted to applicants.
 - To collect any additional comments and suggestions of relevance.

3. Methodology

- 3.1 This section outlines the methods used to undertake the Planning Survey 2009, as prescribed by the original 2006 DCLG guidance document.

Research design

Target population

- 3.2 Under the Best Value guidance the target population, those of interest to the project, was defined as all planning applicants (or agents of applicants) who received a decision letter on their application between 1st April 2009 and 30th September 2009.

Sample frame

- 3.3 DCLG specified that a Planning Department's planning applications database should be used as the sample frame in this instance. Bournemouth Council uses a database to catalogue all planning applications lodged. The database provided a complete list of applicants or agents, and their address details, who received a decision letter within the specified timeframe. The number of individual contacts totalled 352 once duplicate entries had been removed. The 2006 survey contacted 470 individual applicants and agents.

Sample size

- 3.4 DCLG indicate that a maximum confidence interval of +/-5% (at the 95% confidence level) be achieved for each performance indicator where possible. This simply means that we could be 95% confident in the results to within this specified margin of error, although it should be noted that breakdowns by demographic data will have larger confidence intervals. 66 complete and valid responses were achieved (response rate of 19%) within the fieldwork period, meaning that a confidence interval of +/-11.4 was achieved (at the 95% confidence interval). In 2006, there were 221 valid responses giving a response rate was 49%.

Sampling technique

- 3.5 If the response was to provide representative results it was essential that the respondents reflected the demographic profile of the target population, reducing the need to apply data weighting. As the database was this size, it was decided to conduct a census sample, whereby every contact is involved in the survey, rather than undertaking a random sample. However as the survey was not a national requirement follow ups to increase the number of responses were not undertaken.

Data collection

- 3.6 DCLG guidance provided Councils with several choices of data collection method, the means by which respondents are contacted and interviews administered. Respondents were given the option of responding by post or online using Limehouse. The great majority, just over 75%, responded by letter.
- 3.7 DCLG also suggested a standard fieldwork period for this project. Therefore surveys were sent out in September 2009 with a deadline of the end of October 2009.

Survey materials

- 3.8 The Research and Information team (R&I) designed and produced a questionnaire and introductory covering letter for respondents, both of which were based on the standard templates produced by DCLG for this survey (see Appendix 1).
- 3.9 The questionnaire included all the standard service, opinion and demographic questions required to report performance indicators applicable to the Council, and no additional questions were added.
- 3.10 The covering letter was printed onto headed paper and introduced the project, its purpose, R&I team contacts and Data Protection information. Provision was also made for those with sensory impairment in the form of large print advice and those speaking other languages. A brief description of the project was translated into the following languages spoken in the borough: Arabic, Bengali, Cantonese, Korean and Portuguese. In addition, to encourage a good response, each respondent received a freepost return envelope in which to return their completed questionnaire. This information was also included to those contacted by email.

Data processing and analysis

- 3.11 Upon receipt of the questionnaires, the responses were added to the Limehouse database. All questionnaires were checked by the R&I team. All comments can be found in Appendix 2. Data tabulations, cross-tabulations and other statistical calculations are available on request in a separate Appendix 3.

4. Planning Survey 2009 research findings

Local Performance Indicator

4.1 This section contains the results of the Performance Indicator. In 2009, 67% of respondents were satisfied or fairly satisfied with the service they received. The confidence interval was +/- 11.4 at 95% confidence level. This compares with 61% in the 2006 survey although due to the smaller sample size care must be taken in drawing direct comparisons. A further 14% were neither satisfied nor dissatisfied about the service. Around a fifth of respondents were dissatisfied with the service they received. The overall level of satisfaction expressed indicates there has been an improvement in customer opinion since 2006.

Question 6 How satisfied or dissatisfied are you with the service provided by the council in processing your application?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	18	27.3	27.3	27.3
Fairly satisfied	26	39.4	39.4	66.7
Neither satisfied nor dissatisfied	9	13.6	13.6	80.3
Fairly dissatisfied	7	10.6	10.6	90.9
Very dissatisfied	6	9.1	9.1	100.0
Total	66	100.0	100.0	

Nature of applications

4.2 This section contains the survey results relating to the applicant's most recent application. It includes the capacity the applicant is acting in, the type of application and the outcome of the application.

Type of applicant

4.3 Around half of respondents (53%) were agents acting on behalf of another party and 30% of respondents were private individuals. Smaller proportions were acting as part of their own business, on behalf of an employer or in another capacity (11%, 5% and 2% respectively). This is similar to the 2006 results and continues the trend where applicants prefer to use agents to submit applications. In 2003 42% of respondents were individuals. For comparison, a total of 1,136 applications were determined between the 1st April 2009 and 30th September 2009 of which only 195 (17%) were submitted by individuals.

Question 1 Applicant type				
	Frequency	Percent	Valid Percent	Cumulative Percent
As a private individual	20	30.3	30.3	30.3
As an agent acting on behalf of another party	35	53.0	53.0	83.3
As part of your own business	7	10.6	10.6	93.9
On behalf of your employer	3	4.5	4.5	98.5
Other	1	1.5	1.5	100.0

Question 1 Applicant type				
	Frequency	Percent	Valid Percent	Cumulative Percent
As a private individual	20	30.3	30.3	30.3
As an agent acting on behalf of another party	35	53.0	53.0	83.3
As part of your own business	7	10.6	10.6	93.9
On behalf of your employer	3	4.5	4.5	98.5
Other	1	1.5	1.5	100.0
Total	66	100.0	100.0	

4.4 Question 2 asked about the type of application that the respondent submitted. Over 50% were householder applications with a further 29% for residential development. Less than 8% were commercial applications. Although the survey was undertaken during the economic downturn the proportions were not substantially different from 2006.

Question 2 Application type				
	Frequency	Percent	Valid Percent	Cumulative Percent
Business or Industry Development (including minerals and waste development)	5	7.6	7.6	7.6
Householder	34	51.5	51.5	59.1
Listed Building or Conservation Area Consent	5	7.6	7.6	66.7
Other	3	4.5	4.5	71.2
Residential Development	19	28.8	28.8	100.0
Total	66	100.0	100.0	

Application determination

4.5 The majority of respondent's applications were granted (94%) with 6% refused consent.

Question 7 Was your most recent application granted or refused?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Granted permission/consent	62	93.9	93.9	93.9
Refused permission/consent	4	6.1	6.1	100.0
Total	66	100.0	100.0	

Past behaviour

4.6 This section includes the survey results relating to the past behaviour of applicants, in particular, whether planning applications have been submitted in the past.

Previous applications

- 4.7 Around two-thirds of applicants (67%) had previously submitted a planning application.

Those submitting more than one application in the last three years				
	Frequency	Percent	Valid Percent	Cumulative Percent
Do not recall	1	1.5	1.5	1.5
No	21	31.8	31.8	33.3
Yes	44	66.7	66.7	100.0
Total	66	100.0	100.0	

Volume of applications

- 4.8 Those respondents who had previously applied to the council were then asked about the number and timing of previous applications made. A large proportion had submitted applications on a regular basis, reflecting, in part, the number of agents who had responded to the survey.

Question 4 Number of applications submitted previously?				
Number of applications submitted	Last 6 months	Last year	Last 2 years	Last 3 years
	2009 (2006)	2009 (2006)	2009 (2006)	2009 (2006)
1-5	65.9% (76.5%)	47.7% (57.0%)	22.7% (43.8%)	18.2% (36.2%)
6-10	11.4% (14.3%)	15.9% (22.8%)	18.2% (18.1%)	15.9% (17.1%)
11-20	2.3% (2.0%)	9.1% (10.5%)	11.4% (16.2%)	13.6% (13.3%)
21-50	0.0% (1.0%)	2.3% (1.8%)	9.1% (9.5%)	11.4% (13.3%)
51+	0.0% (0.0%)	0.0% (0.9%)	2.3% (2.9%)	4.5% (5.7%)
It does not apply/ Don't know	20.5% (6.1%)	25.0% (7.0%)	36.4% (9.5%)	36.4% (14.3%)
Total	100.0% (100%)	100.0% (100%)	100.0% (100%)	100.0% (100%)

Opinions of the service

Overall customer satisfaction

- 4.9 This section asked applicants about the level of service they received with their most recently submitted application. In addition, those who have previously submitted an application were asked whether the service had improved or worsened in the three years since the last survey.

Service elements

- 4.10 The table below illustrates the where respondents thought services were being provided well and those where improvement was needed. Over 62% felt the advice provided to submit an application was adequate. Nearly 55% felt they were kept informed about the progress of their application and over 59% thought their application was dealt with promptly. Around 65% thought they were treated fairly. The area respondents felt most positive about was in understanding the reason for the decision. Around 74% agreed or strongly agreed that they understood the reason for the decision made on their application. The survey results for this question all show an improvement since 2006.

Service elements	Valid % strongly agreed or agreed	Valid % neither agree nor disagree	Valid % disagree or disagree strongly	It does not apply/don't know %
	2009 (2006)	2009 (2006)	2009 (2006)	2009 (2006)
Advice and Help	62.2% (49.8%)	15.2% (22.2%)	18.2% (20.4%)	4.5% (7.7%)
Informed about progress	54.6% (48.4%)	19.7% (19.0%)	25.8% (30.3%)	0% (2.3%)
Dealt with promptly	59.1% (47.1%)	19.7% (21.7%)	21.2% (26.3%)	0% (5.0%)
Understood reasons for decision	74.3% (69.8%)	16.7% (14.0%)	9.1% (13.1%)	0% (3.2%)
Treated fairly	65.2% (55.7%)	15.2% (19.0%)	16.7% (19.4%)	3% (5.8%)

Question 5 - I was given the advice and help I needed to submit my application correctly				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	10	15.2	15.2	15.2
Agree	31	47.0	47.0	62.2
Neither agree nor disagree	10	15.2	15.2	77.4
Disagree	8	12.1	12.1	89.5
Strongly disagree	4	6.1	6.1	95.6
It does not apply/ Don't know	3	4.5	4.5	100.0
Total	66	100.0	100.0	

Question 5 - The council kept me informed about the progress of my application				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	6	9.1	9.1	9.1
Agree	30	45.5	45.5	54.6
Neither agree nor disagree	13	19.7	19.7	74.3
Disagree	12	18.2	18.2	92.5
Strongly disagree	5	7.6	7.6	100.0
Total	66	100.0	100.0	

Question 5 - The council dealt promptly with my queries				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	9	13.6	13.6	13.6
Agree	30	45.5	45.5	59.1
Neither agree nor disagree	13	19.7	19.7	78.8
Disagree	8	12.1	12.1	90.9
Strongly disagree	6	9.1	9.1	100.0
Total	66	100.0	100.0	

Question 5 - I understand the reasons for the decision made on my application(s)				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	11	16.7	16.7	16.7
Agree	38	57.6	57.6	74.3
Neither agree nor disagree	11	16.7	16.7	91.0
Disagree	2	3.0	3.0	94.0
Strongly disagree	4	6.1	6.1	100.0
Total	66	100.0	100.0	

Question 5 - I felt that I was treated fairly and that my viewpoint was listened to				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	10	15.2	15.2	15.2
Agree	33	50.0	50.0	65.2
Neither agree nor disagree	10	15.2	15.2	80.4
Disagree	4	6.1	6.1	86.5
Strongly disagree	7	10.6	10.6	97.1
It does not apply/ Don't know	2	3.0	3.0	100.0
Total	66	100.0	100.0	

Changes in service in last three years

4.11 Applicants who had made applications in the last three years were asked their views on whether the service had improved or worsened in that period. There were 47 respondents who had submitted more than one application in the last three years. In most cases respondents felt the service had stayed the same. Of all the service areas, 'advice and help' and 'dealt with promptly' had the largest proportion of respondents who felt it had improved. Compared with the 2006 survey, the percentage of respondents who felt the service had improved had increased in all

elements with the exception of 'advice and help' and this element had stayed the same. The service element of 'dealt with promptly' had the largest proportion of respondents who considered the service had worsened (17%). When compared with the 2006 survey the only element where a larger proportion of respondents thought the service had worsened was 'clarify/understood the reason for decision'.

Service elements	Valid % better	Valid % stayed the same	Valid % worsened	Don't know %
	2009 (2006)	2009 (2006)	2009 (2006)	2009 (2006)
Advice and Help	17.0% (17.0%)	61.7% (48.9%)	12.8% (24.8%)	8.5% (9.2%)
Informed about progress	14.9% (10.5%)	68.1% (58.7%)	10.6% (23.1%)	6.4% (7.7%)
Dealt with promptly	17.0% (13.3%)	61.7% (51.7%)	17.0% (27.3%)	4.3% (7.7%)
Clarity/ Understood reasons for decision	10.6% (10.5%)	70.2% (65.7%)	14.9% (12.7%)	4.3% (11.2%)
Treated fairly	12.8% (9.2%)	70.2% (64.1%)	10.6% (16.2%)	6.4% (10.6%)

Question 8 - The advice and help provided to submit my application			
	Frequency	Valid Percent	Cumulative Percent
Better	8	17.0	17.0
Stayed the same	29	61.7	78.7
Worse	6	12.8	91.5
Don't know	4	8.5	100.0
Total	47	100.0	

Question 8 - The information provided about the progress of my application			
	Frequency	Valid Percent	Cumulative Percent
Better	7	14.9	14.9
Stayed the same	32	68.1	83.0
Worse	5	10.6	93.6
Don't know	3	6.4	100.0
Total	47	100.0	

Question 8 - The promptness with which queries about my application were dealt with			
	Frequency	Valid Percent	Cumulative Percent
Better	8	17.0	17.0
Stayed the same	29	61.7	78.7
Worse	8	17.0	95.7
Don't know	2	4.3	100.0
Total	47	100.0	

Question 8 - The clarity of the reasons for the decision given			
	Frequency	Valid Percent	Cumulative Percent
Better	5	10.6	10.6
Stayed the same	33	70.2	80.8
Worse	7	14.9	95.7
Don't know	2	4.3	100.0
Total	47	100.0	

Question 8 - The fairness with which my application was dealt with and viewpoint listened to			
	Frequency	Valid Percent	Cumulative Percent
Better	6	12.8	12.8
Stayed the same	33	70.2	83.0
Worse	5	10.6	93.6
Don't know	3	6.4	100.0
Total	47	100.0	

5. Comments and suggestions

5.1 Applicants had the opportunity to add any comments or suggestions about the service. The responses were mixed with some very positive and some very negative comments. However several members of staff were singled out for particular praise. Generally the comments were more positive than the 2006 survey. However some still found the whole process overly complicated and felt they received conflicting advice. One area which respondents clearly were much happier with than in the 2006 survey related to telephone contact. There were numerous comments in 2006 relating to the telephone system. This included the length of time getting through as well as the difficulty in speaking to case officers. In the 2009 survey only two respondents felt the need to mention the telephone system and several commented on the helpfulness of officers they spoke to.

5.2 In addition it was useful to analyse the comments by satisfaction levels and these are included in the table below. The neutral comments are those responses that suggested improvements to the service rather than a specific criticism. There were 26 respondents (39%) who took the time to add a comment to their response form; this is a similar proportion to 2006. What is particularly interesting is that nearly half of those who were very satisfied or fairly satisfied still had negative comments to make about the service. On this basis it may be fair to assume that their negative comments covered more minor issues about the service or they would not have felt able to say they were satisfied with the service.

	Positive comment	Negative comment	Neutral comment	Total Comments
Very satisfied	7	1	0	8
Fairly satisfied	1	6	1	8
Neither satisfied nor dissatisfied	0	4	0	4
Fairly dissatisfied	0	3	1	4
Very dissatisfied	0	1	1	2
	8	15	3	26

5.3 The *Tagcloud* below illustrates the words used most in the comments provided by respondents. All words were repeated at least four times, the larger the font the more times the word is repeated. Although the *Tagcloud* doesn't indicate whether the words were used in a positive or negative sense it does indicate what is important to respondents. The comments can be viewed in full in Appendix 2.



Source: *Tagcrowd* words repeated at least 4 times.

5.4 It is also important to respond to the comments made in the 2006 survey. There were many comments in the 2006 survey relating to initial customer contact and support. At the time of the previous survey this team were newly established. They are trained in planning issues and are able to reply to the vast majority of

telephone and reception enquiries straight away or consult with the appropriate planning officer. As the customer service team can in most cases answer the enquiries this frees up case officer time and has helped maintain performance targets, which was also considered to be important by applicants and agents.

- 5.5 Several comments in the 2006 survey also mentioned they liked the idea of a duty planning officer or preferred to speak to a planning officer. There is always a duty officer (one in West team and one in East team) available to assist the customer services team with more detailed enquiries. In addition the appropriate case officer is available in the afternoon to assist with enquiries relating to applications they are dealing with.
- 5.6 Comments were also received relating to pre-application advice and difficulties in speaking to planning officers prior to submitting an application. The service provides pre-application advice to potential applicants and agents.

Analysis of respondents

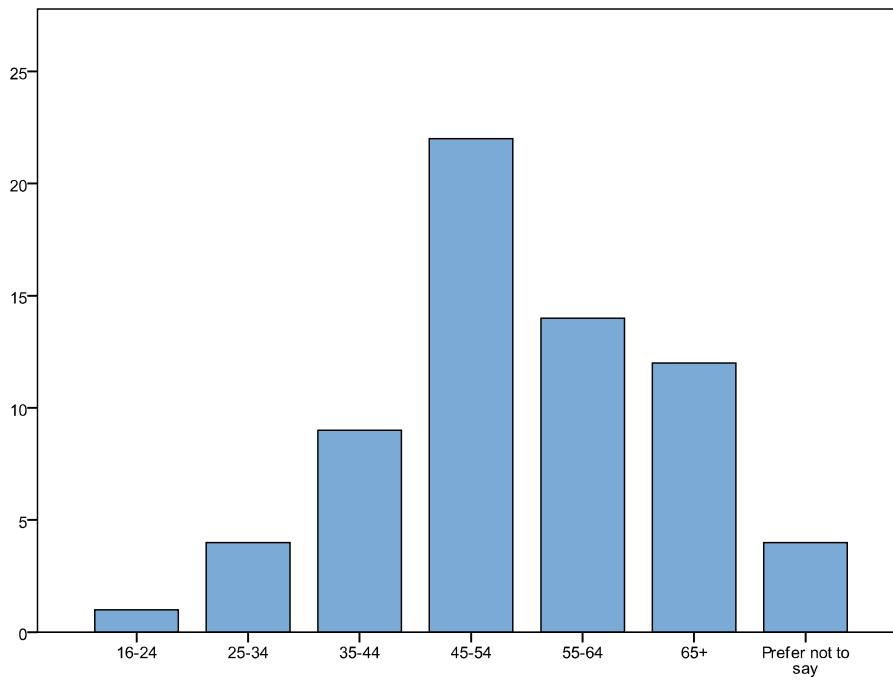
- 6.1 The following analysis relates to the personal information collected as part of the survey. Basic questions on gender, age, disability, economic activity and ethnicity were included. The reason for collecting this data was twofold: to confirm the responses were genuine; and to gain a better understanding of the demographic of the users of the service. It should also help to ensure the planning service is not discriminating against particular groups.
- 6.2 Question 9 of the survey asked for the gender of the applicant. Over 83% of those who responded were male. Over 6% of all respondents chose not to answer this question.

Question 9 Are you male or female?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Female	7	10.6	10.6	10.6
Male	55	83.3	83.3	93.9
Prefer not to say	4	6.1	6.1	100
Total	66	100	100	

- 6.3 There was quite a spread across the age groups. The largest numbers of respondents were in the 45 to 54 year old age group.

Question 10				
	Frequency	Percent	Valid Percent	Cumulative Percent
16-24	1	1.5	1.5	1.5
25-34	4	6.1	6.1	7.6
35-44	9	13.6	13.6	21.2
45-54	22	33.3	33.3	54.5
55-64	14	21.2	21.2	75.8
65+	12	18.2	18.2	93.9
Prefer not to say	4	6.1	6.1	100
Total	66	100	100	

Age of Respondent



Question 10

Question 11 Do you have an illness or disability?			
	Frequency	Valid Percent	Cumulative Percent
No	57	87.7	87.7
Prefer not to say	6	9.2	96.9
Yes	2	3.1	100.0
Total	65	100.0	

Question 12 Ethnicity				
	Frequency	Percent	Valid Percent	Cumulative Percent
Any other Mixed background	1	1.5	1.5	1.5
Any other White background	4	6.1	6.1	7.6
Prefer not to say	3	4.5	4.5	12.1
White - British	58	87.9	87.9	100.0
Total	66	100.0	100.0	

7. Summary and conclusions

Summary

- 7.1 The Planning Survey was undertaken by the Research and Information team within Planning and Transport, to the specification set out by the Department of Communities and Local Government. In total 352 applicants and agents were sent a copy of the questionnaire early in October 2009. 66 completed questionnaire forms were received.
- 7.2 The response to the survey was down on the 2006 survey as reminders were not sent out. The proportion of users of the service who were satisfied with the service increased from 61% to 67%; however, the smaller number of respondents means the results are less reliable. Almost half of respondents were planning agents acting on behalf of others, and a further 30% were individuals.
- 7.3 Of the application types, the largest percentage was householder applications followed by residential applications with 52% and 29% respectively. The proportion of applications granted consent was 94%; in 2006 that figure was 88%.
- 7.4 In terms of the service provided; those who agreed or strongly agreed were in the majority for the five elements of the service and this is an improvement across the board for all elements when compared with 2006. Comparing those who thought the service had got better and those who thought it had worsened since the last survey in 2006, all five elements of the service had also improved or at worst been maintained.

Conclusions

- 7.5 The results of the survey show that applicants and agents feel that the service has improved and are more satisfied than they were in 2006. However the small number of respondents does mean that results must be viewed in the context of the smaller sample. The comments provide a useful gauge of opinion and, although mixed, do include some very positive comments on the service.
- 7.8 For further information on the survey, please contact Research and Information in Planning and Transport Services.

Appendix 1 Letter and Questionnaire

Planning & Transport
Town Hall Annexe
St. Stephen's Road
Bournemouth BH2 4EA



Telephone: (01202) 451323
Fax No: (01202) 451005

www.bournemouth.gov.uk

Transport Services

Planning & Transport Services

Planning & Transport Services

Our ref: 11.18.26A

e-mail: planning@bournemouth.gov.uk

(Name)
(Address)

21 October 2009

Dear (Name),

Listening to your views

I am writing to you to ask for your help in monitoring the services that we provide. As you have recently applied for planning consent to the council we are interested in hearing your views about the service you received from our planning department. It is important that we hear your views to help us improve the service provided.

A paper copy of the questionnaire is included with this letter. If you would prefer, the questionnaire can be completed online at:

<http://www.bournemouth.gov.uk/planningsurvey>

All of the data will be treated in the strictest confidence and will only be used to monitor the planning services. The closing date for the survey is 30th November 2009.

If you have any questions or concerns about this survey please do not hesitate to contact a member of the Planning and Transport Services customer services team on (01202) 451323 who will be very happy to help you.

I very much hope you will be able to take part and feel sure that you will find it interesting. Thank you very much for your help in advance.

Yours «Sincerely»,

A handwritten signature in black ink, appearing to read "Mike Stone".

Director, Planning & Transport Services

at the  of your
Community

If you require a large print copy or other accessible format, please contact:

Planning & Transport Services

St. Stephen's Road

Bournemouth

BH2 6EA

Telephone: (01202) 451323

email: planning@bournemouth.gov.uk

هذا الإستفتاء يسأل عن وجهات نظرك حول خدمة تخطيط المدينة بمجلس بورنموث. إذا كنت تود في المساعدة لإكمال الإستفتاء أو تود الحصول على إستفتاء باللغة التي تتحدثها، فالرجاء الإتصال بنا على الرقم الموجود أعلاه، أو تدوين اسمك وعنوانك ورقم هاتفك وإرجاع هذه الصفحة إلى المجلس بإستعمال المطروف المسبوق الدفع.

এই প্রশ্নমালা বর্ণমাটির কাউন্সিলের নগর পরিকল্পনা পরিষেবা সম্পর্কে আপনার মতামত জিজ্ঞাসা করে। যদি আপনি এই প্রশ্নমালা পূরণ করতে কোন সহায়তা পেতে চান অথবা আপনার নিজের ভাষায় একটি প্রশ্নমালা পেতে চান, তাহলে অনুগ্রহ করে উপরে পূর্ণতা নামের আমাদেরকে টেলিফোন করুন, অথবা নির্দিষ্ট করে আপনার নাম, ঠিকানা এবং টেলিফোন নম্বর লিখুন এবং প্রি-পেইড প্যাকটি ব্যবহার করে এই কাগজটি কাউন্সিলে ফেরত পাঠিয়ে দিন।

이 설문지는 본머스 카운실의 도시 계획 서비스에 관한 당신의 의견을 묻는 것입니다. 만약 당신이 설문지에 응답하고 싶거나, 한국어로 된 설문지를 원하시면, 상단에 있는 전화번호로 전화하시거나, 혹은 당신의 성함과 주소, 전화번호를 기입하셔서 우편요금 없이 이미 지불된 봉투를 사용하셔서 카운실로 보내주세요.

本問卷調查表旨在瞭解您對博內茅斯市議會的城市規劃服務的看法。如果想幫忙填寫本調查表或索取用您的母語書寫的調查表，請致電上述號碼，與我們聯繫，或者填寫您的姓名、地址和電話號碼，然後將本表裝入郵費預付的信封，寄給市議會。

Este questionário procura recolher as suas opiniões sobre o serviço de planeamento urbano da Câmara de Bournemouth. Caso deseje ajuda para preencher o questionário, ou deseje receber um questionário traduzido para a sua língua, queira contactar-nos através do número fornecido acima, ou escreva o seu nome, endereço e número de telefone nesta folha e devolva-a à Câmara utilizando o envelope pré-pago fornecido.

Helpful hints for completing this questionnaire

Please read each question carefully and tick a box to indicate your answer.

In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick more than one box.

Answer the next question unless asked otherwise.

Once you have finished please take a minute to check you have answered all the questions that you should have answered.

If you have made more than one application in the last 12 months please answer on the basis of your overall experience during that time rather than any specific application.

The survey consists of five pages and should take no longer than five minutes to complete.

If you have any queries about the questionnaire please do not hesitate to contact the Planning and Transport Services customer services team on

(01202) 451323 or email planning@bournemouth.gov.uk

Once you have completed the questionnaire please return it in the pre-addressed envelope supplied by the 30th November 2009. You do not need to add a stamp

If you cannot find, or did not receive the pre-addressed envelope, please send to

Planning & Transport Services,
St. Stephen's Road
Bournemouth
BH2 6EA

or call (01202) 451323

Section 1: Your experience with the Planning Department

Q1 When you made your most recent application, in what capacity were you acting?
Please tick ✓ one box

As a private individual	<input type="checkbox"/>		
As part of your own business	<input type="checkbox"/>	As an agent acting on behalf of another party	<input type="checkbox"/>
On behalf of your employer	<input type="checkbox"/>	Other (✓ and write in below)	<input type="checkbox"/>

Q2 What type of application were you submitting? Please tick ✓ one box

Householder	<input type="checkbox"/>	Business or Industry Development (including minerals and waste development)	<input type="checkbox"/>
Listed Building or Conservation Area Consent	<input type="checkbox"/>	Other (✓ and write in below)	<input type="checkbox"/>
Residential Development	<input type="checkbox"/>		

Q3 Have you applied to Bournemouth planning department for planning consent previous to your most recent application? Please tick ✓ one box only

Yes	No	Do not recall
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IF YOU HAVE ANSWERED 'YES', PLEASE CONTINUE TO QUESTION 4. IF YOU HAVE ANSWERED 'NO' OR 'DO NOT RECALL' PLEASE GO TO QUESTION 5.

Q4 Please indicate how many times you have applied to Bournemouth planning department for planning consent: Please tick ✓ one box per row

	1-5	6-10	11-20	21-50	51+	It does not apply/ 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 year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the last two years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the last three years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 Please indicate whether you agree or disagree with each of the following statements about your experience of the council's handling of your planning application(s) IN THE LAST YEAR. Please tick ✓ one box per row

	Strongly Agree	Agree	Neither agree / disagree	Disagree	Strongly disagree	Don't know
I was given the advice and help I needed to submit my application correctly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The council kept me informed about the progress of my application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The council dealt promptly with my queries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understand the reasons for the decision made on my application(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt that I was treated fairly and that my viewpoint was listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 Setting aside whether any individual application was successful or not, how satisfied or dissatisfied are you with the service provided by the council in processing your application? Please tick ✓ one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7 Was your most recent application: Please tick ✓ one box only

Granted permission/consent Refused permission/consent

IF YOU HAVE MADE MORE THAN ONE APPLICATION IN THE LAST THREE YEARS PLEASE CONTINUE TO QUESTION 8, OTHERWISE GO TO QUESTION 9

Q8 For each of the following elements of the planning service provided by Bournemouth please indicate whether you think the service has got better or worse over the last three years, or has it stayed the same? Please tick ✓ one box per row

	Better	Stayed the same	Worse	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 viewpoint listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 2: About yourself (all of these questions are required)

Q9 Are you male or female? Please tick ✓ one box only

Male Female Prefer not to say

Q10 What was your age on your last birthday? Please tick ✓ one box only

16-24 25-34 35-44 45-54 55-64 65+
 Prefer not to say

Q11 Do you have any long-standing illness, disability or infirmity?

The Disability Discrimination Act 1995 defines a disability as a “physical or mental impairment which has a substantial and long-term adverse effect on his ability to carry out normal day-to-day activities”. Please tick ✓ one box only

Yes No Prefer not to say

Q12 To which of these groups do you consider you belong to? Please tick ✓ one box only

White		Black or Black British	
British	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>
Irish	<input type="checkbox"/>	African	<input type="checkbox"/>
Any other White background (✓ and write in below)	<input type="checkbox"/>	Any other Black background (✓ and write in below)	<input type="checkbox"/>
<input type="text"/>		<input type="text"/>	
Mixed		Asian	
White & Black Caribbean	<input type="checkbox"/>	Indian	<input type="checkbox"/>
White & Black African	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
White & Asian	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Any other Mixed background (✓ and write in below)	<input type="checkbox"/>	Any other Asian background (✓ and write in below)	<input type="checkbox"/>
<input type="text"/>		<input type="text"/>	
Chinese and Other ethnic groups		Other ethnic group	
Chinese	<input type="checkbox"/>	(✓ and write in below)	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>	<input type="text"/>	

Q13 Is there anything else you would like to add?

Thank you very much for taking part in this survey.

Once you have completed the questionnaire please return it in the pre-addressed envelope supplied by the 30th November 2009. You do not need to add a stamp

Planning & Transport Services,
Town Hall Annexe,
St Stephen's Road,
Bournemouth
BH2 6EA

Appendix 2 - Comments about the Planning Service

Question 14

I found the planning officers helpful and the website / planning portal user friendly. There is an enormous variation between individual Planning Officers - if they were all like [REDACTED] my answers to this questionnaire would have been different and we would not have had to win 2 out of the last 4 approvals on appeal. The Inspector in one appeal described the your handling of the application as "perverse".

Yes - My first application for a double garage was refused because it was too big. I live in the conservation area and in a listed building. All the time I was being told a single garage would be approved. Having queried at what stage does a single garage get too big, I was sent what size double garage would be acceptable. Very frustrating as this could have been volunteered during my first application. It is also very frustrating that the conservation officers cannot simply pick up the phone to answer queries which in the long run would save much time.

The application form is FAR too long and seems like a waste of time, effort and materials. It has complicated rather than simplified the system and supposedly is standardized though each council has a different layout. We now have to print them and the appalling design necessitates a huge amount of ink. The Design and Access statement may be relevant on new houses/ large projects but again is just a waste of time and effort on the smaller jobs.

A great deal of advice seems to be quite subjective to the officer making comment and therefore there is a lack of consistency which is hard to judge from the applicant's point of view. Pre-planning advice is not really clear; it would be nice if it could state what particular legislation/policies apply and how they are viewed locally.

A swift and trouble free process (not-with-standing the result).

The 1APP form was supposed to be an all encompassing form for all non householder applications. This clearly has not turned out to be the case when dealing with listed buildings and conservation area applications. The old form system seemed to function better.

The approach of the planning service is very authoritarian. I was not made to feel like a 'customer' rather an 'applicant' that was to be either granted or declined planning permission according to a set of guidelines. There is no 'competition', no 'alternative supplier' so I have to accept this approach, but I did feel like I had almost committed a crime when our first bid for planning permission was declined. Please remember that we are customers and try to give service accordingly.

It would have been better if a home visit could have been made in the first instance to help a novice like me come to a proper understanding. I found the attitude of the first lady's visit to be offhand. The 2nd lady you sent was more understanding and helpful, I felt at times as if I was the enemy.

Some of the problems I experienced were because of the stupidity of the current procedures which do not create better architecture or environment.

A suggestion would be to re-introduce 7 - 10 day period for minor amendments to be dealt with so as to allow applications to be approved on first submission to eliminate need for further application to be submitted therefore saving time, paperwork for all parties concerned. Pre application advice to be withdrawn on fee basis except for large schemes

as we have found advice more negative in nature and clients not understanding with the time for reply and content

Pre-application consultation too expensive for a small charity

A poor service by planning

I submitted my forms in January, they went backwards and forwards several times, as certain areas weren't completed, even though we phoned to ask how to complete the forms, we were given incorrect information. The only time we got any information on how the application was progressing was when I phoned to ask. The job was completed in September; nearly 9 months after initial submission of forms.

From my personal experience Bournemouth Planning Department, including associated departments, have always provided a fair, very professional and prompt service. The administration department are particularly helpful with regard to clarifying matters. Keep up the good work!!

██████████ - very helpful young lady. Telephone system / response terrible

I have no reason to criticise the service offered by your Planning Dept

It takes longer to have queries answered

It seems unfair to charge to approve planning conditions

It is becoming very expensive to apply for new dwelling with expected contributions to Section 106, etc.

It sometimes seems impossible to satisfy the requirements of Listed Buildings.

On my 2nd application my acknowledgement letter stated decision would be made on 6/08/09. Upon phoning to find out decision was informed it wouldn't be made until 30/8/09 which delayed commencement of work.

Your planning staff are extremely helpful in all respects and are the most understanding planning department I have dealt with.

Please allow useful and friendly pre application advice. If necessary, introduce an appointment system. Avoid making charges for such pre-consultation. Please review the way you deal with permitted development enquiries - the fee is about £70.00 and the response is noted as "The informal opinion of the office". How can it be informal if one is paying for the service?

The guidance we were given was most helpful in progressing to a successful conclusion of our application

The gentleman on reception was extremely helpful and polite. I believe his name is ██████████. A credit to the younger generation.

We were given the completely wrong information in the pre-advice consultation. We were only given the correct and updated advice after we had submitted the planning application and the money. At that point after pay up for architect plans etc. we were told that the fee had changed and we had been given the wrong initial information. It was only through my own endeavours that we were able to change the type of consent we applied for. The Council at one point told us that they had returned the plans to us and consequently needed another set of plans, refusing to look for them! Eventually they admitted that they had found them! Complete Incompetent! I am very happy to provide further information and names ██████████

The owner of a property should be entitled to do what he likes with it, without interference from council jobsworths. I strongly object to having to pay council tax most of which is squandered on the salaries and pensions of useless jobsworths who contribute absolutely nothing to the national output.

Appendix 3 - Tabulations

The tabulations can be made available in a separate volume if required from Research and Information.

Appendix 4

Planning Statistics

The planning statistics included in this appendix provide a context for the survey results.

The following statistics show applications determined by major, minor and other application type.

Figure 4.1: Major applications submitted 2006 to 2010

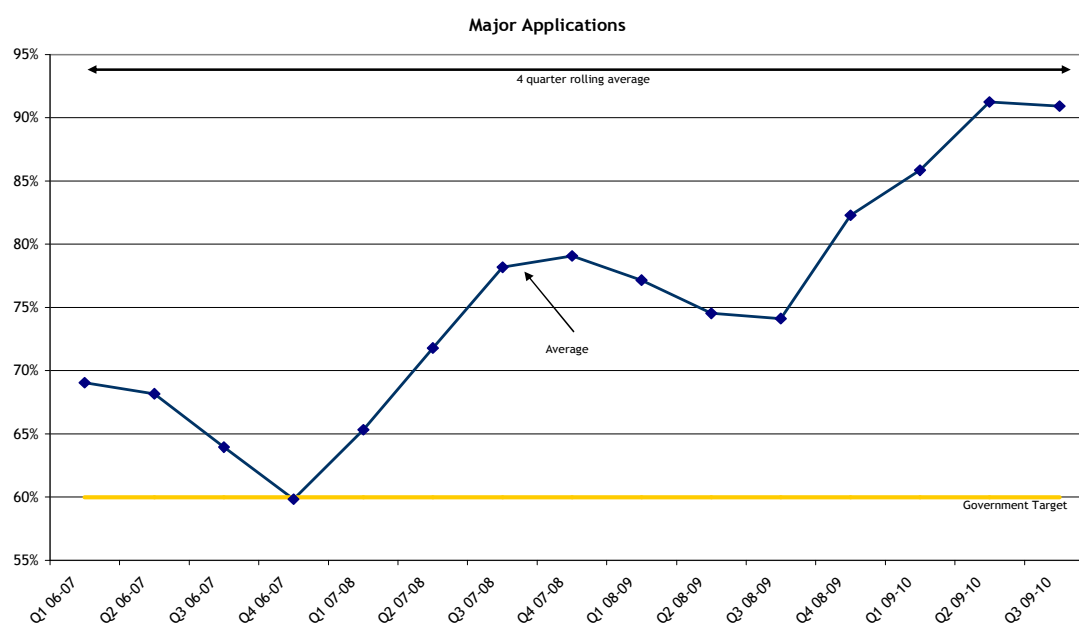


Figure 4.1 illustrates how performance has improved since the 2006 Planning Survey which covered the Q1 and Q2 period of 2006/07. The government target for major applications to be determined within 13 weeks remains at 60% while Bournemouth's rolling four quarterly average is currently above 90%. When compared with the Audit Commission's family group Bournemouth is out-performing most of the other local authorities despite determining more applications.

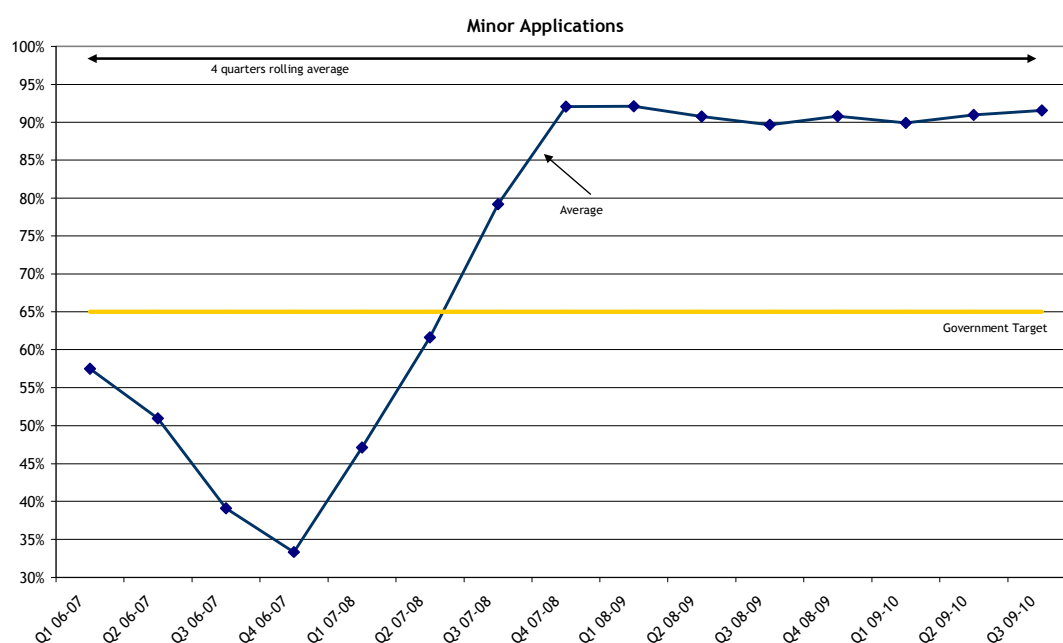
Table 4.1: Major applications determined in the year ending September 2009

Family Group	Percentage within 13 weeks	Total major decisions
Portsmouth	95	22
Bournemouth	91	80
Reading	87	38
Poole	80	44
Swindon	78	105
Southampton	74	46
North Somerset	74	69
Torbay	68	25
Bath and North East Somerset	64	75
South Gloucestershire	63	97
Bristol	63	134
Brighton and Hove	63	35

Source: CLG Development Control Statistics

Figure 4.2 illustrates improvements in the time taken to determine Minor Applications. The chart illustrates the dramatic improvements in performance and how these have been maintained.

Figure 4.2: Minor applications submitted 2006 to 2010



The table below illustrates how Bournemouth is out-performing similar local authorities and while in many cases determining more applications.

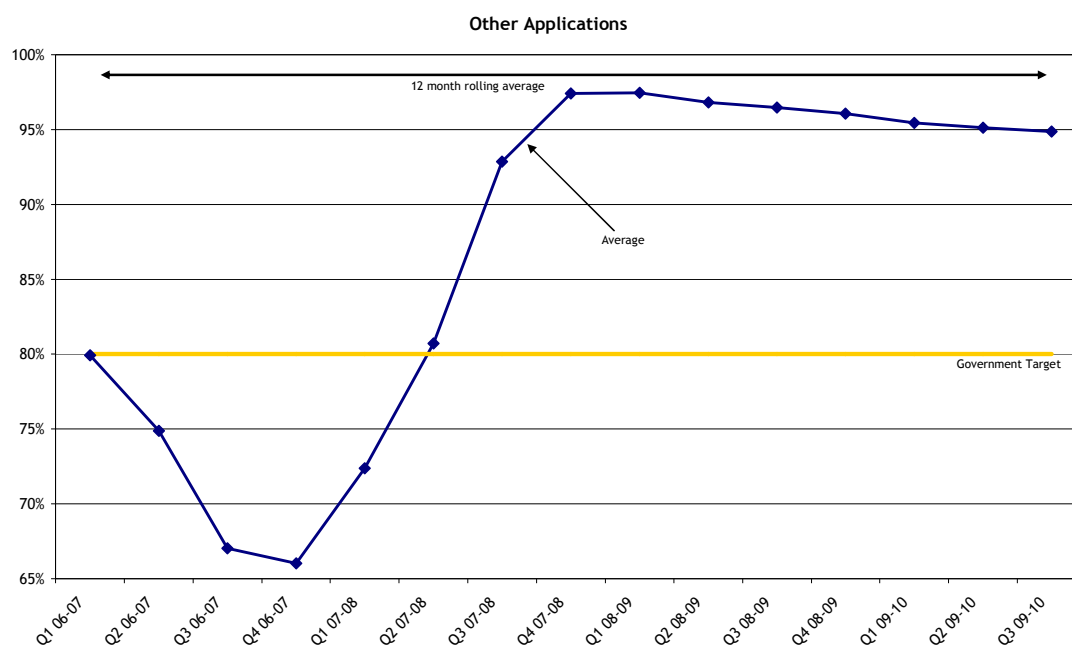
Table 4.2: Minor applications determined in the year ending September 2009

Family Group	Percentage within 8 weeks	Total minor decisions
Bournemouth	91	576
Portsmouth	88	301
Swindon	85	200
Bristol	84	1,224
North Somerset	83	538
Reading	81	269
Southampton	79	412
Poole	75	463
South Gloucestershire	75	592
Torbay	74	350
Bath and North East Somerset	68	497
Brighton and Hove	57	728

Source: CLG Development Control Statistics

Figure 4.3 illustrates how the percentage of other applications determined and like the other applications types there has been a dramatic improvement in the proportion of other applications determined within eight weeks.

Figure 4.3: Other applications submitted 2006 to 2010



To put this improvement in performance in context, the table below illustrates Bournemouth’s performance against other local authorities in the family group. Again performance is highest although the number of applications is in the middle range.

Table 4.3: Other applications determined in the year ending September 2009

Other applications determined in the year ending September 2009		
Family Group	Percentage within 8 weeks	Total other decisions
Bournemouth	95	737
Swindon	93	921
Poole	92	909
South Gloucestershire	92	1,302
Portsmouth	90	433
North Somerset	90	1,175
Reading	88	712
Bristol	87	1,584
Southampton	87	673
Torbay	87	795
Bath and North East Somerset	82	1,406
Brighton and Hove	74	1,684

Source: CLG Development Control Statistics

A further area of Planning that it is relevant to consider is the function of the Planning and Transport Services Customer Service Team. This team was brought together in mid 2004, initially starting with one supervisor and four service assistants. The purpose of the team is

to provide an efficient and effective service to all customers of the planning service across all access channels.

As part of the development of this service, in September 2005 a call centre style system was introduced. The team handle all telephone enquiries into Planning and act as a back up for Transport, Building Control and Economic Regeneration.

One of the main benefits of the call centre system is the live and historic statistical information available which, for the first time, enabled the service unit to establish accurate management information to ensure continuous improvement.

It was soon apparent from the statistics (April 2006) that, with a 12 minute average waiting time, a high level of abandoned calls and a service level percentage (70.82%) falling short of target (80%), our customers needs were not being satisfied. The results of the last Best Value Customer Satisfaction Survey in April 2006 reflected this also.

Table 4.4: Planning Customer Service Team - Telephone Enquiries

Planning calls	Calls offered	Calls answered	Calls answered in TQOS	Abandoned calls					Average wait time	Longest waiting time	Service level	
				0-9 secs	10-29 secs	30-59 secs	>=60 secs	Total			Target	Actual
April 2006	3,139	2,773	2,223	62	37	52	215	366	00:12:07	00:24:11	80%	70.82%
April 2007	3,132	2,860	2,429	51	32	30	159	272	00:00:41	00:16:37	80%	77.55%
April 2008	2,942	2,777	2,565	38	23	33	71	165	00:00:25	00:08:54	80%	87.19%
April 2009	1,465	1,361	1,263	17	8	28	51	104	00:00:32	00:13:49	80%	90.80%

By the end of April 2006 the team had been expanded to six service assistants in order to meet with the demands of our customers and improve the delivery of a first class service. Later figures in April 2007-2009 show the vast improvement with a much reduced average waiting time of 32 seconds and fewer abandoned calls.

In addition, our service level target to answer 80% of all calls within 4 minutes was further improved to 2 minutes. The team's actual service level has not fallen below this target since January 2008.

In February 2008, the Customer Service team had to reduce in size, back to 4 service assistants due to the downturn in the economy and the reduced number of planning applications. However, statistics show that customer satisfaction levels are still being maintained at a high level and this is supported the latest planning survey.

The improvements in the results of the Planning Survey are despite increased workload for case officers. Since 2005/06 the average caseload dealt with by officers has increased to a level above that recommended by the government¹.

Average caseload per case officer:

2005/06 147 (15.5 case officers)
 2008/09 160 (14.5 case officers)
 2009/10 170 (est.) (9.5 case officers)

In addition Bournemouth has a good record in relation to Planning Appeals. In 2008/09 Bournemouth had the sixth highest number of appeal decisions for the whole Country and still beat the average for dismissed appeals (66% national average; 75% Bournemouth).

¹ Figures exclude team management time. Government guidance 150 cases maximum per year (but less where more than average major applications are received)

Appeals decided by the Planning Inspectorate 2008/09.

Bournemouth had the sixth largest number of appeals determined in 2008/09. However, the borough performed substantially better than the five local planning authorities above it.

Table 4.5: Local planning authority appeal decisions

	Local planning authority	Number of appeal decisions	Percentage allowed
1	London Borough of Bromley	290	41%
2	Leeds City Council	256	34%
3	London Borough of Croydon	252	30%
4	London Borough of Barnet	217	36%
5	East Riding of Yorkshire	203	37%
6	Bournemouth	177	25%