



# INFRASTRUCTURE OVERVIEW AND SCRUTINY COMMITTEE

## *Committee Report*

**Public**

**Date of Meeting:** 15 September 2005

**Title:** PLANNING SERVICES BEST VALUE REVIEW

**Report of:** Head of Planning Services

**Report reference:** P.36/05

### **Summary:**

This report and appendices gives the committee the scheduled quarterly update on the Best Value Review Improvement/Action Plan.

### **Recommendations:**

- That Members note the contents of this report
- That Members agree that points D4 & F3 of the BVR Improvement Plan are completed
- That Members agree that points E1, G1 & G2 of the BVR Improvement Plan are now being progressed as part of the Authority's improved Performance Management Framework and should no longer be reviewed by the BVR Monitoring Team
- Comments are invited on the Improvement Plan

**Contact Officer:** Martin Daley

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Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: Infrastructure Overview and Scrutiny Report P.43/04

## **Report to the Overview & Scrutiny Committee**

### **1.0 INTRODUCTION**

- 1.1 Members received report P.49/04 on the Best Value Review of Planning Services on 21 October 2004. It was agreed that members of the Improvement Plan Monitoring Group would make regular quarterly updates to subsequent Infrastructure O&S Committee meetings.
- 1.2 The Improvement Plan has recently undergone a mid-term review with a 'progress' column being added for easy reference. The plan is attached as Appendix 1

### **2.0 PROGRESS OF ACTIVITY WITHIN BVR IMPROVEMENT PLAN**

#### **2.1 THEME A – Focussing on what matters to local people**

- A1 – A3 were completed in January 2005 with a report being presented to committee (P.13/05) on 7 April 2005
- B1 - Work ongoing. Officers have been involved in discussions with local businesses and Chamber of Commerce since the floods
- C1 – Work ongoing. Monitoring of S106 agreements has taken place but will continue throughout the year
- C2 – Work ongoing. Planning policies are still under review through the Local Plan process
- D1 – Response against previous questionnaire to be checked
- D4 – The questionnaires are completed and fit for use. They are attached as Appendix 2
- E3 – Members continue to undertake post-development site visits

#### **2.2 THEME B – Assuring the quality of development**

- E1 – Sustainability appraisal has been undertaken. A member of the Policy and Performance Team met with the Head of Planning Services on 28 September 2005 to further review Performance Indicators as part of the Council's commitment to continuous improvement within its Performance Management Framework
- E2 – No progress to date

- G6 – Work ongoing. The question of resource and expertise remains a concern and a potential barrier to service delivery in certain areas. Whereas recruitment has improved this year, summer annual leave has put further strain on the staff
- F2 – The scheme of delegation has recently been modified. Further development in this area is possible with the proposed re-organisation of the authority

### 2.3 THEME C – Enhancing Customer Care

- F3 – The development of web based services is now completed. The national Pendleton scoring system has ranked Carlisle Planning Services as ‘Good’ – the only authority in the county to receive this grading
- D2 – Work ongoing. Closer links are being developed with the Customer Contact Centre (see G4) but questioning customers after interview can only be achieved once the CCC is properly re-established with available space for exit surveys
- D3 – Customer charter not yet produced but additional information for applicants and validation checklist has been produced

### 2.4 THEME D – Reinforcing management systems to assure quality

- G1 & G2 – Other contacts have been established within other Business Units under the development team approach. No further review of this work will take place at this level as it is being subsumed by the re-organisation and the establishment of the Performance Conferences as part of the Authority’s improved Performance Management Framework
- G3 – Work ongoing. CN Research fully utilised (see D4). Consultants assisted with the Pirelli wind tower application and it is anticipated they will be employed with the viaduct/Tesco project

### **3.0 CONCLUSION**

- 3.1 A lot of progress has been made since the last presentation to committee. Significant improvement includes the new systematic approach to consulting with stakeholders and giving applicants greater access to services through the planning portal website.

The improvement planning activity is on course to be completed by the end of this financial year, although it should be noted that some of the analysis activity has no finite period and will continue indefinitely. A further two meetings of the monitoring group will take place in November 2004 and February 2006, with reports being presented to committee at their meetings of 8 December 2005 and 9 March 2006 respectively.

One area that remains a concern is the question of skilled resource within Planning Services. This appears to be a problem area throughout the county and whereas all options regarding how best to utilise the available resource – including maximising the use of external consultants and utilising the Pay and Workforce Strategy – the lack of skilled personnel could act as barrier to achievement in certain areas.

### **4.0 RECOMMENDATIONS**

- That Members note the contents of this report
- That Members agree that points D4 & F3 of the BVR Improvement Plan are completed
- That Members agree that points E1, G1 & G2 of the BVR Improvement Plan are now being progressed as part of the Authority's improved Performance Management Framework and should no longer be reviewed by the BVR Monitoring Team
- Comments are invited on the Improvement Plan

Alan Eales  
**Head of Planning Services**

**Contact Officer:** Martin Daley

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Planning Services Best Value Review

## **Action/Improvement Plan – August 2005**

(Plan re-produced after mid-term review)

### **BACKGROUND**

The Planning Services Best Value Review was part of the council's Programme of Performance Reviews 2002-2005. The review itself was carried out between December 2002 and June 2004. The Infrastructure Overview & Scrutiny Committee approved the completion of the review - pending implementation of the improvement plan - at their meeting on 21 October 2004.

A monitoring group has been set up to check progress of implementation. Regular updates will also be presented to the Infrastructure O&S Committee until the plan has been fully implemented.

### **BALANCED SCORECARD**

This plan will improve all aspects of Planning Services. With this in mind, a balanced scorecard has been added to the plan to demonstrate that different perspectives have been considered when conducting the Best Value Review and developing this subsequent improvement plan.

The balanced scorecard follows the accepted format of analysing the organisation from four perspectives. Some of the activities contained within the plan, and the associated measures and performance indicators, impact on more than one of these perspectives.

Customer Perspective

Internal Perspective

External Perspective

Employee & Financial Perspective

### **KEY TO ACTIONS**

✓ Action completed

✗ Action not completed by due date. Remedial action to be taken to ensure implementation

✱ Action not completed. No further action pending due to change in legislation or council policy

## Planning Services Best Value Review

### FINDING: A **The need to Ensure direct links between the Development Plan and Corporate Activity**

The actions under this finding link to the following Key Challenges contained within the Business Plan:

#### **Key Challenge 2:** Review of the Carlisle and District Local Plan

*Link to Corporate Priority: Ensure Carlisle is a safe and attractive place where people are included and feel they belong*

*Develop a sustainable economy*

*Improve local housing, health and well being*

*Provide sound Council Management*

#### **Key Challenge 3:** Responding to change to legislation

*Link to Corporate Priority: Provide sound Council Management*

Action:	Targets (including timescales):	Outcomes:	Lead & support required:	Measures (of outcomes):	Progress:
<b>A1</b> City Vision - Review City Vision themes and Learning City themes against Local / Development Plans	To demonstrate clear links between community strategy and Local / Development / Business Plans by March 2005	City Vision and LSP Joint Strategy themes reflected in the work carried out by Planning Services	Chris Hardman - Local Plans with support from Martin Daley - Strategic and Performance Services	Agreement from monitoring group and O&S Committee that the key themes are reflected in all documents – June 2005	✓
<b>A2</b> Local Strategic Partnership – Review themes in the 'A Vision for the Future' joint strategy document				(Awaiting the production of Action Plan to accompany the Joint Community Strategy - July 2004)	✓
<b>A3</b> Support Corporate Priorities	To demonstrate clear links between the Corporate Plan and Local / Development / Business Plans by April 2005	Themes and content of the Corporate Plan are reflected in the work carried out by Planning Services	Chris Hardman -Local Plans with support from Martin Daley - Strategic and Performance Services		✓

## Planning Services Best Value Review

### FINDING: B The need to increase understanding of the planning service

The actions under this finding link to the following Key Challenges contained within the Business Plan:

**Key Challenge 4:** Developing E-government including the submission of plans electronically through the Planning Portal and Submit-a-Plan and the development of GIS and LLPG to meet E-government

*Link to Corporate Priority: Provide sound Council Management*

**Key Challenge 8:** Raising the profile of Planning within the Authority

*Link to Corporate Priority: Provide sound Council Management*

Action:	Targets (including timescales):	Outcomes:	Lead & support required:	Measures (of outcomes):	Progress:
<b>B1</b> Engage with less vocal or obvious groups in the planning process (i.e. small businesses and voluntary organisations)	Contact XXXX number of small businesses and XXXX number of voluntary organisations by April 2005 (Number to be determined by random selection of applications)	Broader range of views from across the community	NAME from Planning Service	Random check of planning applications for such groups, followed by pro-active follow-up call and subsequent improvement to such applications if required	No check on applications undertaken. However Officers have been involved in discussions with Businesses post the Carlisle Floods and more recently on the regional Economic Strategy through the Chamber of Commerce.
<b>B2</b> Ensure those affected by developments fully understand the amendments made during the application stage	Contact those affected by applications with amended plans to assess their understanding and how improvements could be made.	Improved understanding by applicants and others of the process	NAME from Development Control	Reduction in the number of complaints and objections	

## Planning Services Best Value Review

### FINDING: C The need to ensure community needs are met

The actions under this finding link to the following Key Challenges contained within the Business Plan:

#### Key Challenge 2: Review of the Carlisle and District Local Plan

*Link to Corporate Priority: Ensure Carlisle is a safe and attractive place where people are included and feel they belong*  
*Develop a sustainable economy*  
*Improve local housing, health and well being*  
*Provide sound Council Management*

#### Key Challenge 3: Responding to change to legislation

*Link to Corporate Priority: Provide sound Council Management*

#### Key Challenge 4: Developing E-government including the submission of plans electronically through the Planning Portal and Submit-a-Plan and the development of GIS and LLPG to meet E-government

*Link to Corporate Priority: Provide sound Council Management*

#### Key Challenge 5: Securing greater resources through increased fee income and the Planning Delivery Grant

*Link to Corporate Priority: Provide sound Council Management*

Action:	Targets (including timescales):	Outcomes:	Lead & support required:	Measures (of outcomes):	Progress:
<b>C</b> <b>Planning Obligations to give greater community benefit</b> <b>C1</b> Analyse sample of applications with S106 agreements and trace to where needs are identified	<i>Supplementary planning Document on planning obligations to be produced</i>	Greater recognition of the community's needs	NAMES from Development Control and Local Plans with support from agents on developments involving S106 agreements		<i>Examination of S106 agreements information retained by legal services revealed the need for further monitoring to be undertaken. This will be taken up by the Service's monitoring officer in due course (no date set)</i>



## Planning Services Best Value Review

<b>Action:</b>	<b>Targets (including timescales):</b>	<b>Outcomes:</b>	<b>Lead &amp; support required:</b>	<b>Measures (of outcomes):</b>	<b>Progress:</b>
<b>C2</b> Review planning policies, including obligations procedures for Members and Officers	Compare policies with six similar authorities through Benchmarking exercises by April 2006	Better guidance given to Planning users Development of better two-way consultation and progress with applicants, both during and after applications Greater understanding by Officers and Members about responsibilities More efficient use of Officer/Member time Improve partnership working	NAMES from Development Control, Local Plans and Members with support from Mark Lambert from Legal and Democratic Services	General satisfaction amongst customers and reduced number of general enquiries about Planning Services Improved Member understanding and satisfaction with services	Planning policies still under review through the Local Plan process (ODPM produced new Circular 05/05 on planning obligations in July 2005)

## Planning Services Best Value Review

### FINDING: D The need to meet customer expectations

The actions under this finding link to the following Key Challenges contained within the Business Plan:

**Key Challenge 5:** Securing greater resources through increased fee income and the Planning Delivery Grant

*Link to Corporate Priority: Provide sound Council Management*

**Key Challenge 6:** Competition and new charging structures for Building Control

*Link to Corporate Priority: Provide sound Council Management*

Action:	Targets (including timescales):	Outcomes:	Lead & support required:	Measures (of outcomes):	Progress:
<b>D1</b> Seek customer feedback on their experience of the process by comparing results from BVPI Planning Questionnaire	Increase the ratio of positive comments to negative comments in surveys from 32:23 (1.4:1) to 3:1 by XXX  Introduce a regular survey process for all sections of the planning service on a rolling basis	Streamlining process without reducing quality of service to the customer	NAME from Development Control with support from Lynne Wild of Strategic and Performance Services	Results from annual Planning Service Questionnaire	<i>This survey was undertaken comparison information not available at time of report</i>
<b>D2</b> Question customers after interview concerning officer availability and planning related literature	Part of exit interviews from new Customer Contact Centre if established	Greater efficiency when dealing with customers' needs	All members of Planning Services	Customer feedback	Can only be established once CCC is properly re-established with available space for exit surveys
<b>D3</b> Ensure clear information is available for customers and planning staff on the expectations and standards for service	Produce customer charter (low priority)	Understanding from both parties of roles, responsibilities and expectation levels	Management Team within Planning Services with support from Customer Contact Centre	Confirm with Action Plan Monitoring Group	Customer charter not yet produced but additional information for applicants and validation checklist information has been produced

## Planning Services Best Value Review

<b>Action:</b>	<b>Targets (including timescales):</b>	<b>Outcomes:</b>	<b>Lead &amp; support required:</b>	<b>Measures (of outcomes):</b>	<b>Progress:</b>
<b>D4</b> Develop questionnaires to be used by all three sections within the service	A generic questionnaire produced by September 2005	A consistent, systematic approach to consultation with all external customers using the service	Management Team within Planning Services with support from Strategic & Performance Services	Approved by Monitoring Group and endorsed by O&S Committee	Questionnaires completed for presentation to O&S Committee – September 2005

## Planning Services Best Value Review

### FINDING E: The need to ensure a High Quality of Development is achieved

The actions under this finding link to the following Key Challenges contained within the Business Plan:

**Key Challenge 1:** Responding to the increased workload (number of applications) in both Development and Building Control to maintain and improve performance


*Link to Corporate Priority: Provide sound Council Management*

Action:	Targets:	Outcomes:	Lead & support required:	Measures (of outcomes):	Progress:
<b>E1</b> Develop new indicators (if necessary) that directly relate to sustainability, and strategic environmental and quality of life assessments	March 2005	Sustainability Appraisal of Local Plan	Named Officer from Local Plans with support from Vivienne Coleman and Martin Daley of Strategic and Performance Services		<i>Sustainability appraisal been undertaken and the Council is undertaking further study work (County-wide) to establish indicators for sustainability to be used in the new Local Development Framework</i>
<b>E2</b> Review Enforcement Strategy		Tightening of procedures leading to prioritisation of caseloads	NAME from Development Control		Not progressed so far but ECAID is now operational to improve the enforcement systems
<b>E3</b> Post development assessments	New procedures to undertake assessments of quality and impact of new development (Low priority)		Name officer from Planning Services (with external support)		No further arrangements other than annual Members tour

## Planning Services Best Value Review

### FINDING F - To ensure that all planning staff are informed of planning service activity

The actions under this finding link to all of the Key Challenges contained within the Business Plan:

Action:	Targets:	Outcomes:	Lead & support required:	Measures (of outcomes):	Progress:
<b>F1</b> Sharing of the results of the development plan	Information to be passed to members of each team through normal comms channels (i.e. team meeting/TIR)	Developing of stronger links between internal services	NAME from Local Plans	Confirmation of info share to Action Plan Monitoring Group	<i>Plan still under review.</i>
<b>F2</b> Streamline the decision-making process	To be decided by management team and portfolio holder and communicated to staff by March 2005	<ul style="list-style-type: none"> <li>- Clear reasons and understanding for decisions noted</li> <li>- Clear understanding of delegation in Development Control and Building Control</li> <li>- Stronger relationship between Officers and Members</li> </ul>	Management Team and Portfolio Holder	Agreement communicated with Action Plan Monitoring Group and Overview and Scrutiny	<i>Scheme of delegation has recently been modified.</i>
<b>F3</b> Develop web based services	Complete review and prepare findings by April 2005	Equipment available is fit for purpose Improvement of accessibility Increased number of people using the web and reduction in number of 'hard' enquiries	NAME from Development Control with support from Customer & Information Services and Strategic and Performance Services	Present findings to Action Plan Monitoring Group	

## Planning Services Best Value Review

### FINDING G: A need to reinforce Management Systems to Assure Quality

The actions under this finding link to the following Key Challenges contained within the Business Plan:

#### **Key Challenge 8:** Raising the profile of Planning within the Authority

*Link to Corporate Priority: Provide sound Council Management*

Action:	Targets:	Outcomes:	Lead & support required:	Measures (of outcomes):	Progress:
<b>G1</b> Strengthen the links with other Business Units	<i>Survey of other Business Units</i>	Consistent, corporate approach to service provision	NAME from Local Plans with support from Strategic and Performance Services	Business Plan monitoring reports	✱
<b>G2</b> Improve Business Planning process	Develop stronger cross-authority and intra-service reporting systems by end September 2004 and end January 2005 respectively	Clear links demonstrated between Action Plan, Business Plan and Corporate Priorities	Planning Services with support from Strategic and Performance Services and CMT	Endorsement of systems from Overview and Scrutiny Committees	✱
<b>G3</b> Review the use of external resource (i.e. consultant services)		Possible reduction of workload for current staff			✓

## Planning Services Best Value Review

Action:	Targets:	Outcomes:	Lead & support required:	Measures (of outcomes):	Progress:
G4 Establish links with customer contact centre	Develop Service Level Agreement by April 2005	Maximum efficient use of resource	Management Team from Planning Services	Report to Action Plan Monitoring Group	2 out of 3 training sessions on Local Plans, Building Control have undertaken CCC training and DC have regular monthly meetings with CCC
G5 Review flexible working policy	- Identify individual staff needs by January 2005				G5 – is this now tied up in Pay and Workforce Strategy
G6 Review working practices within Planning Services, including the allocation of workloads	- Refer to corporate policy being piloted in Revenues & Benefits				

## Planning Services Best Value Review

### BALANCED SCORECARD

Customer			Internal Process		
Action	Measures	Linked to PI	Action	Measures	Linked to PI
B1 Engage with less vocal groups B2 Ensure understanding during application stage C1 Analyse S106 agreements D1 Compare feedback with BVPI Planning questionnaire D2 Questioning customers D3 Ensure clear information is available F3 Develop web based services	- Reduction in the number of complaints and objections - Results from BVPI Planning questionnaire - Customer feedback	BV106 - % new homes built on previously developed land BV109 a, b, c – Applications BV111 – Customer satisfaction rate BV179 – Planning searches BV204 – % of appeals BV205 – Quality of Service checklist	C2 Review planning policies E1 Develop new indicators G1 Strengthen links with other Business Units G2 Improve Business Planning process G4 Establish links with Customer Contact Centre	- General satisfaction throughout council with Business Monitoring Reports - Development of closer links with other business units - Greater understanding by officers and Members of Planning function	LP95 - Answered telephone calls LP306 - PIs reported on time
External Perspective (including legislation & partnership working)			Employee & Financial Perspective		
Action	Measures	Linked to PI	Action	Measure	Linked to PI
A1 & A2 Review City Vision and Joint Strategy themes against Local/Development Plans A3 Support Corporate Priorities E2 Review Enforcement Strategy E3 Post development assessments	- Demonstrable links between all strategies and plans	BV200 – Development Plan BV8 – Invoices paid on time	F1 Sharing of the results of the development plan F2 Streamline the decision-making process G3 Review the use of external resource (i.e. consultant services) G5 Review flexible working policy G6 Review working practices within Planning Services	- Improved Employee Relations and staff morale - Efficient use of available resource	BV12 Sickness absence





## CARLISLE CITY COUNCIL - PLANNING SERVICES QUESTIONNAIRE, LOCAL PLANS AND CONSERVATION

We are writing to people who have recently had communication with the Local Plans and Conservation section, regarding issues of planning policy, tree preservation or conservation. Please could you take a few minutes to tell us what your experience of Local Plans and Conservation was like. Can all completed questionnaires be returned to the planning department in the enclosed, pre-paid envelopes.

**Q1 Can we begin by asking if you are a...**

- Member of the public ..... ☐ 1  
Council Member..... ☐ 2  
Statutory undertaker..... ☐ 3  
Statutory consultee (e.g. Countryside Agency)..... ☐ 4  
Representing a Parish Council..... ☐ 5  
Other Carlisle City Council Business Unit..... ☐ 6  
Other Cumbrian Local Government Authority..... ☐ 7  
Other public sector organisation..... ☐ 8  
Other..... ☐ 9

If other, please specify:

**Q2 Was your experience of Local Plans and Conservation in connection with planning policy, tree preservation or conservation? (Tick all that apply)**

- Planning Policy..... ☐ 1  
Tree Preservation..... ☐ 2  
Conservation..... ☐ 3

**QUESTIONS 3 & 4 ARE JUST FOR THOSE THAT WERE IN CONTACT WITH THE COUNCIL REGARDING ISSUES OF PLANNING POLICY**

**Q3 Is there anything you would change about the way you are consulted on issues of planning policy?**

**Q4 How satisfied or dissatisfied are you with the Local Plans section?**

- |  |   |
|--|---|
| Very satisfied..... <input type="checkbox"/> 1                     | Dissatisfied..... <input type="checkbox"/> 4      |
| Satisfied..... <input type="checkbox"/> 2                          | Very dissatisfied..... <input type="checkbox"/> 5 |
| Neither satisfied nor dissatisfied..... <input type="checkbox"/> 3 | Not applicable..... <input type="checkbox"/> 6    |

**QUESTIONS 5 TO 9 ARE JUST FOR THOSE THAT WERE IN CONTACT WITH THE COUNCIL  
REGARDING ISSUES OF TREE PRESERVATION**

**Q5      How easy did you find the application process to carry out works to protected trees?**

Very easy ..... ☐ 1      Difficult ..... ☐ 3  
Easy ..... ☐ 2      Very difficult..... ☐ 4

**Q6      Were you given the contact name of the person dealing with your application?**

Yes..... ☐ 1      No..... ☐ 2

**Q7      Were you given an explanation of the action to be taken and the procedures involved?**

Yes..... ☐ 1      No..... ☐ 2

**Q8      Is there anything you would change about the Tree Preservation service?**

**Q9      How satisfied or dissatisfied are you with the Tree Preservation section?**

Very satisfied..... ☐ 1      Dissatisfied..... ☐ 4  
Satisfied ..... ☐ 2      Very dissatisfied..... ☐ 5  
Neither satisfied nor dissatisfied ..... ☐ 3      Not applicable ..... ☐ 6

**QUESTIONS 10 TO 15 ARE JUST FOR THOSE THAT WERE IN CONTACT WITH THE  
COUNCIL REGARDING ISSUES OF CONSERVATION**

**Q10      What assistance did you get from the Conservation Section?**

Information or advice concerning listed buildings..... ☐ 1  
Information or advice concerning carrying out building work in a conservation area ..... ☐ 2  
Application for grants (for listed building work)..... ☐ 3  
Informing you of potential developments in the conservation area in which you live ..... ☐ 4  
Other ..... ☐ 5

If other, please specify:

**Q11      If you applied for listed building grants, how easy did you find the process?**

Very easy ..... ☐ 1      Very difficult..... ☐ 4  
Easy ..... ☐ 2      Not applicable ..... ☐ 5  
Difficult ..... ☐ 3

**Q12      Were you given the contact name of the person dealing with your application?**

Yes..... ☐ 1      Not applicable ..... ☐ 3  
No..... ☐ 2

**Q13** Were you given an explanation of the action to be taken and the procedures involved?

Yes..... ☐ 1      Not applicable ..... ☐ 3

No..... ☐ 2

**Q14** Is there anything you would change about the Conservation service?

**Q15** How satisfied or dissatisfied are you with the Conservation section?

Very satisfied..... ☐ 1      Dissatisfied..... ☐ 4

Satisfied ..... ☐ 2      Very dissatisfied..... ☐ 5

Neither satisfied nor dissatisfied ..... ☐ 3      Not applicable ..... ☐ 6

**THE FOLLOWING QUESTIONS ARE TO ALL THAT HAVE USED THE LOCAL PLANS AND CONSERVATION SECTION**

**Q16** Do you think the Local Plans and Conservation Section's service is better or worse than it was 12 months ago?

Better (Go to Q18)..... ☐ 1      Worse (Go to Q17)..... ☐ 3

The same (Go to Q18)..... ☐ 2      Don't Know (Go to Q18)..... ☐ 4

**Q17** If worse, why do you think this?

**Q18** Have you visited the Civic Centre in the last two years to speak to a planning officer, regarding planning policy, tree preservation or conservation?

Yes (Go to Q19)..... ☐ 1      No (Go to Q22)..... ☐ 2

**Q19** Did you make an appointment prior to your visit?

Yes..... ☐ 1      No..... ☐ 2

**Q20** If you visited the Council...

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
How satisfied were you with the comfort and cleanliness of the customer contact centre?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
How satisfied were you with the length of time it took to see a planning officer	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
How satisfied were you with the availability of information materials?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q21** Were you dissatisfied with any aspect of your visit to the Council? (If yes, please give details)

**Q22** Have you contacted the Civic Centre by telephone in the last two years, to speak to a planning officer regarding planning policy, tree preservation or conservation?

Yes (Go to Q23)..... ☐ 1      No (Go to Q25)..... ☐ 2

**Q23** When you got through on the telephone, how were you dealt with?

Enquiry handled straight away by person that answered.....	<input type="checkbox"/> 1	Told you would be called back later.....	<input type="checkbox"/> 4
Transferred to someone else .....	<input type="checkbox"/> 2	Gave up trying to get through to Local Plans and Conservation Section.....	<input type="checkbox"/> 5
Asked to ring back later.....	<input type="checkbox"/> 3		

**Q24** Were you dissatisfied with any aspect of the telephone call service? (If yes, please give details)

**Q25** Have you ever contacted the council via letter or email in the last 2 years, to speak to a planning officer regarding planning policy, tree preservation or conservation?

Yes (Go to Q26)..... ☐ 1      No (Go to Q27)..... ☐ 2

**Q26** How satisfied are you that the council's letters and correspondence (including emails) are sent out speedily in response to your own letters/emails?

Very satisfied.....	<input type="checkbox"/> 1	Dissatisfied.....	<input type="checkbox"/> 4
Satisfied .....	<input type="checkbox"/> 2	Very dissatisfied.....	<input type="checkbox"/> 5
Neither satisfied or dissatisfied .....	<input type="checkbox"/> 3	Not applicable .....	<input type="checkbox"/> 6

**Q27** How satisfied are you that the council's letters and correspondence (including emails) are easy to understand?

Very satisfied.....	<input type="checkbox"/> 1	Dissatisfied.....	<input type="checkbox"/> 4
Satisfied .....	<input type="checkbox"/> 2	Very dissatisfied.....	<input type="checkbox"/> 5
Neither satisfied or dissatisfied .....	<input type="checkbox"/> 3	Not applicable .....	<input type="checkbox"/> 6

**Q28** How satisfied are you that the council's letters and correspondence (including emails) are relevant to your case?

Very satisfied.....	<input type="checkbox"/> 1	Dissatisfied.....	<input type="checkbox"/> 4
Satisfied .....	<input type="checkbox"/> 2	Very dissatisfied.....	<input type="checkbox"/> 5
Neither satisfied or dissatisfied .....	<input type="checkbox"/> 3	Not applicable .....	<input type="checkbox"/> 6

**Q29 Do you agree or disagree with each of the following statements about your experience with the council, regarding planning policy, tree preservation or conservation: (PLEASE TICK ONE BOX IN EACH ROW)**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	NA/do not know
The council kept me well informed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The council dealt promptly with my queries	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
I felt that 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	<input type="checkbox"/> 6

**Q30 How satisfied were you with....**

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	NA/do not know
Approachability of staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Quality of technical advice	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Ability to deal with issue	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Efficiency of staff in Local Plans & Conservation Section	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Availability of staff to discuss matters	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Q31 Overall how satisfied are you with the Local Plans and Conservation Section?**

Very satisfied.....	<input type="checkbox"/> 1	Dissatisfied.....	<input type="checkbox"/> 4
Satisfied .....	<input type="checkbox"/> 2	Very dissatisfied.....	<input type="checkbox"/> 5
Neither satisfied or dissatisfied .....	<input type="checkbox"/> 3		

**Q32 Would you be interested in seeing information on planning policy, tree preservation or conservation on the councils website? (Tick if interested)**

Planning policy.....	<input type="checkbox"/> 1
Tree preservation .....	<input type="checkbox"/> 2
Conservation.....	<input type="checkbox"/> 3

**Q33 Have you ever communicated with other Local Authorities with regards to planning policy, tree preservation or conservation issues?**

Yes (Go to Q34).....	<input type="checkbox"/> 1	No (Go to Q35).....	<input type="checkbox"/> 2
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**Q34 If yes, how does Carlisle City Council compare to other Local Authorities?**

Carlisle performs better than other Local Authorities .....	<input type="checkbox"/> 1
Carlisle performs about the same as other Local Authorities .....	<input type="checkbox"/> 2
Carlisle does not perform as well as other Local Authorities.....	<input type="checkbox"/> 3

**Q35 Do you have any suggestions for improving the Council's Planning Service?**

## 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.

**Q36 Are you male or female?**

Male ..... ☐ 1

Female ..... ☐ 2

**Q37 What age group are you in?**

17 or under..... ☐ 1

45-54..... ☐ 5

18-24..... ☐ 2

55-64..... ☐ 6

25-34..... ☐ 3

65-74..... ☐ 7

35-44..... ☐ 4

75+..... ☐ 8

**Q38 Which of these activities best describes what you are doing at present?**

Employee in full-time job (30 hours plus per week)..... ☐ 01

Full-time education at school, college or university..... ☐ 05

Employee in part-time job (under 30 hours per week) ..... ☐ 02

Unemployed and available for work..... ☐ 06

Self employed full or part-time ..... ☐ 03

Permanently sick/disabled ..... ☐ 07

On a government supported training programme (e.g. Modern Apprenticeship/Training for Work) ..... ☐ 04

Wholly retired from work ..... ☐ 08

Looking after the home ..... ☐ 09

Doing something else (please write in) . ☐ 10

If other, write in:

**Q39 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..... ☐ 1

No..... ☐ 2

**Q40 Does this illness or disability limit your activities in any way?**

Yes..... ☐ 1

No..... ☐ 2

**Q41**

**To which of these groups do you consider you belong to?**

- |  |                             |  |                             |
|--|-----------------------------|--|-----------------------------|
| <i>White - British</i> .....                             | <input type="checkbox"/> 01 | <i>White &amp; Asian</i> .....                           | <input type="checkbox"/> 11 |
| <i>White - Irish</i> .....                               | <input type="checkbox"/> 02 | <i>Any other mixed background (write in below)</i> ..... | <input type="checkbox"/> 12 |
| <i>Any other white background (write in below)</i> ..... | <input type="checkbox"/> 03 | <i>Chinese</i> .....                                     | <input type="checkbox"/> 13 |
| <i>Black or Black British</i> .....                      | <input type="checkbox"/> 04 | <i>Asian or Asian British</i> .....                      | <input type="checkbox"/> 14 |
| <i>Caribbean</i> .....                                   | <input type="checkbox"/> 05 | <i>Indian</i> .....                                      | <input type="checkbox"/> 15 |
| <i>African</i> .....                                     | <input type="checkbox"/> 06 | <i>Pakistani</i> .....                                   | <input type="checkbox"/> 16 |
| <i>Any other black background (write in below)</i> ..... | <input type="checkbox"/> 07 | <i>Bangladeshi</i> .....                                 | <input type="checkbox"/> 17 |
| <i>Mixed</i> .....                                       | <input type="checkbox"/> 08 | <i>Any other Asian background (write in below)</i> ..... | <input type="checkbox"/> 18 |
| <i>White &amp; Black Caribbean</i> .....                 | <input type="checkbox"/> 09 | <i>Other ethnic group (write in below)</i> .....         | <input type="checkbox"/> 19 |
| <i>White &amp; Black African</i> .....                   | <input type="checkbox"/> 10 |  |                             |

*If other, write in:*

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY, PLEASE RETURN  
COMPLETED QUESTIONNAIRES IN THE PRE-PAID ENVELOPE**



## CARLISLE CITY COUNCIL - PLANNING SERVICES QUESTIONNAIRE, DEVELOPMENT CONTROL

We are writing to people who have recently made an application, or commented about an application, to the Development Control Section. Please could you take a few minutes to tell us what your experience of Development Control was like. Can all completed questionnaires be returned to the planning department in the enclosed, pre-paid envelopes.

**Q1** Were you contacting the council to make a planning application or to comment on an application?

Make an application (Go to Q2) ..... ☐ 1

Comment on an application (Go to Q3)..... ☐ 2

### QUESTION 2 IS JUST FOR THOSE SUBMITTING A PLANNING APPLICATION

**Q2** If you were submitting a planning application, do you think you were given the advice and help needed to submit your application correctly?

Strongly agree..... ☐ 1

Disagree..... ☐ 4

Agree..... ☐ 2

Strongly disagree..... ☐ 5

Neither agree nor disagree ..... ☐ 3

### QUESTION 3 IS JUST FOR THOSE THAT COMMENTED ON A PLANNING APPLICATION

**Q3** How did you first hear about the proposed planning application?

A formal neighbour notification..... ☐ 1

From neighbours ..... ☐ 4

Advert in the press ..... ☐ 2

Council website..... ☐ 5

Saw a notice on the site ..... ☐ 3

Other ..... ☐ 6

If other please specify:

### THE REMAINING QUESTIONS ARE FOR BOTH THOSE SUBMITTING AN APPLICATION OR COMMENTING ON AN APPLICATION

**Q4** How many times have you applied to Carlisle City Council's planning department for planning consent (or made comments on different applications) in the last twelve months?

1-5 ..... ☐ 1

21-50 ..... ☐ 4

6-10 ..... ☐ 2

51+ ..... ☐ 5

11-20 ..... ☐ 3

Do not know ..... ☐ 6



**Q5 Do you think the Development Control Section's service is better or worse than it was 12 months ago?**

Better (Go to Q7)..... ☐ 1      Worse (Go to Q6)..... ☐ 3  
 The same (Go to Q7) ..... ☐ 2      Don't Know (Go to Q7) ..... ☐ 4

**Q6 If worse, why do you think this?**

**Q7 When you made your recent application, or commented on an application, in what capacity were you acting?**

As a private individual ..... ☐ 1      As part of your own business ..... ☐ 3  
 As an agent acting on behalf of another party ..... ☐ 2      On behalf of your employer ..... ☐ 4  
 Other ..... ☐ 5

If other, write in:

**Q8 What type of application were you submitting/commenting on?**

Householder..... ☐ 1      Residential Development ..... ☐ 4  
 Listed Building or Conservation Area Consent..... ☐ 2      Tree Preservation..... ☐ 5  
 Business or Industry Development (including Minerals and Waste Developments) ..... ☐ 3      Other ..... ☐ 6

If other, write in:

**Q9 Have you visited the Civic Centre in the last two years to speak to a planning officer regarding an application?**

Yes (Go to Q10) ..... ☐ 1      No (Go to Q13) ..... ☐ 2

**Q10 Did you make an appointment prior to your visit?**

Yes ..... ☐ 1      No ..... ☐ 2

**Q11 If you visited the Council to make your enquiry/application...**

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
How satisfied were you with the comfort and cleanliness of the customer contact centre?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
How satisfied were you with the length of time it took to see a planning officer	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
How satisfied were you with the availability of information materials?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q12** Were you dissatisfied with any aspect of your visit to the Council? (If yes, please give details)

**Q13** Have you contacted the Civic Centre by telephone in the last two years, to speak to a planning officer regarding an application?

Yes (Go to Q14)..... ☐ 1 No (Go to Q16)..... ☐ 2

**Q14** When you got through on the telephone, how were you dealt with?

Enquiry handled straight away by person that answered.....	<input type="checkbox"/> 1	Told you would be called back later.....	<input type="checkbox"/> 4
Transferred to someone else.....	<input type="checkbox"/> 2	Gave up trying to get through to Development Control section.....	<input type="checkbox"/> 5
Asked to ring back later.....	<input type="checkbox"/> 3		

**Q15** Were you dissatisfied with any aspect of the telephone call service? (If yes, please give details)

**Q16** Have you ever contacted the council via letter or email in the last 2 years, to speak to a planning officer regarding an application?

Yes (Go to Q17)..... ☐ 1 No (Go to Q18)..... ☐ 2

**Q17** How satisfied are you that the council's letters and correspondence (including emails) are sent out speedily in response to your own letters/emails?

Very satisfied.....	<input type="checkbox"/> 1	Dissatisfied.....	<input type="checkbox"/> 4
Satisfied .....	<input type="checkbox"/> 2	Very dissatisfied.....	<input type="checkbox"/> 5
Neither satisfied or dissatisfied .....	<input type="checkbox"/> 3	Not applicable .....	<input type="checkbox"/> 6

**Q18** How satisfied are you that the council's letters and correspondence (including emails) are easy to understand?

Very satisfied.....	<input type="checkbox"/> 1	Dissatisfied.....	<input type="checkbox"/> 4
Satisfied .....	<input type="checkbox"/> 2	Very dissatisfied.....	<input type="checkbox"/> 5
Neither satisfied or dissatisfied .....	<input type="checkbox"/> 3	Not applicable .....	<input type="checkbox"/> 6

**Q19** How satisfied are you that the council's letters and correspondence (including emails) are relevant to your case?

Very satisfied.....	<input type="checkbox"/> 1	Dissatisfied.....	<input type="checkbox"/> 4
Satisfied .....	<input type="checkbox"/> 2	Very dissatisfied.....	<input type="checkbox"/> 5
Neither satisfied or dissatisfied .....	<input type="checkbox"/> 3	Not applicable .....	<input type="checkbox"/> 6

**Q20 Do you agree or disagree with each of the following statements about your experience of the council's handling of the planning application(s): (PLEASE TICK ONE BOX IN EACH ROW)**

	<i>Strongly agree</i>	<i>Agree</i>	<i>Neither agree nor disagree</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>NA/do not know</i>
I was given the advice and help I needed to submit my application	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The council kept me informed about the progress of the application	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The council dealt promptly with my queries	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
I understand the reasons for the decision made on my application(s)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
I felt that 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	<input type="checkbox"/> 6
I was given enough time to amend the application	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Q21 How satisfied were you with....**

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Neither satisfied or dissatisfied</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>	<i>NA/do not know</i>
Approachability of staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Quality of technical advice	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Ability to deal with issues	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Efficiency of staff in the Development Control Section	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Availability of staff to discuss matters relating to applications	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Q22 Setting aside whether any individual application was successful or not, how satisfied or dissatisfied are you with the service provided by the Development Control section in processing your application?**

<i>Very satisfied</i> .....	<input type="checkbox"/> 1	<i>Dissatisfied</i> .....	<input type="checkbox"/> 4
<i>Satisfied</i> .....	<input type="checkbox"/> 2	<i>Very dissatisfied</i> .....	<input type="checkbox"/> 5
<i>Neither satisfied nor dissatisfied</i> .....	<input type="checkbox"/> 3		

**Q23 How satisfied were you with the explanation of the decision reached by the Council?**

<i>Very satisfied</i> .....	<input type="checkbox"/> 1	<i>Dissatisfied</i> .....	<input type="checkbox"/> 4
<i>Satisfied</i> .....	<input type="checkbox"/> 2	<i>Very dissatisfied</i> .....	<input type="checkbox"/> 5
<i>Neither satisfied or dissatisfied</i> .....	<input type="checkbox"/> 3		

**Q24 Was planning permission granted or refused?**

<i>Granted</i> .....	<input type="checkbox"/> 1	<i>Refused</i> .....	<input type="checkbox"/> 2	<i>Still ongoing</i> .....	<input type="checkbox"/> 3
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**Q25 Were you happy with the decision?**

<i>Yes</i> .....	<input type="checkbox"/> 1	<i>No</i> .....	<input type="checkbox"/> 2	<i>Still ongoing</i> .....	<input type="checkbox"/> 3
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**Q26 Would you be interested in seeing plans and details of planning applications on the councils website?**

<i>Yes</i> .....	<input type="checkbox"/> 1	<i>No</i> .....	<input type="checkbox"/> 2
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**Q27 Have you ever submitted/commented on applications to other Local Authorities?**  
Yes..... ☐ 1 No..... ☐ 2

**Q28 If yes, how does Carlisle City Council compare to other Local Authorities?**  
Carlisle performs better than other Local Authorities..... ☐ 1  
Carlisle performs about the same as other Local Authorities..... ☐ 2  
Carlisle does not perform as well as other Local Authorities ..... ☐ 3

**Q29 Do you have any suggestions for improving the Council's Planning Service?**

#### 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. IF YOU ARE AN AGENT ANSWER THESE QUESTIONS ABOUT YOURSELF NOT ON BEHALF OF A CLIENT

**Q30 Are you male or female?**  
Male ..... ☐ 1 Female ..... ☐ 2

**Q31 What age group are you in?**  
17 or under..... ☐ 1 45-54..... ☐ 5  
18-24..... ☐ 2 55-64..... ☐ 6  
25-34..... ☐ 3 65-74..... ☐ 7  
35-44..... ☐ 4 75+..... ☐ 8

**Q32 Which of these activities best describes what you are doing at present?**  
Employee in full-time job (30 hours plus per week) ..... ☐ 01 Full-time education at school, college or university..... ☐ 05  
Employee in part-time job (under 30 hours per week) ..... ☐ 02 Unemployed and available for work..... ☐ 06  
Self employed full or part-time ..... ☐ 03 Permanently sick/disabled ..... ☐ 07  
On a government supported training programme (e.g. Modern Apprenticeship/Training for Work)..... ☐ 04 Wholly retired from work ..... ☐ 08  
Looking after the home ..... ☐ 09  
Doing something else (please write in) ..... ☐ 10

If other, write in:

**Q33 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..... ☐ 1 No..... ☐ 2

**Q34 Does this illness or disability limit your activities in any way?**  
Yes ..... ☐ 1 No ..... ☐ 2

**Q35 To which of these groups do you consider you belong to?**

White - British.....	<input type="checkbox"/> 01	White & Asian.....	<input type="checkbox"/> 11
White - Irish.....	<input type="checkbox"/> 02	Any other mixed background (write in below).....	<input type="checkbox"/> 12
Any other white background (write in below).....	<input type="checkbox"/> 03	Chinese .....	<input type="checkbox"/> 13
Black or Black British .....	<input type="checkbox"/> 04	Asian or Asian British .....	<input type="checkbox"/> 14
Caribbean.....	<input type="checkbox"/> 05	Indian .....	<input type="checkbox"/> 15
African .....	<input type="checkbox"/> 06	Pakistani.....	<input type="checkbox"/> 16
Any other black background (write in below).....	<input type="checkbox"/> 07	Bangladeshi .....	<input type="checkbox"/> 17
Mixed.....	<input type="checkbox"/> 08	Any other Asian background (write in below).....	<input type="checkbox"/> 18
White & Black Caribbean .....	<input type="checkbox"/> 09	Other ethnic group (write in below) .....	<input type="checkbox"/> 19
White & Black African.....	<input type="checkbox"/> 10		

If other, write in:

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY, PLEASE RETURN COMPLETED QUESTIONNAIRES IN THE PRE-PAID ENVELOPE**



## CARLISLE CITY COUNCIL - PLANNING SERVICES QUESTIONNAIRE, BUILDING CONTROL

We are writing to people who have recently used the Building Control section. Please could you take a few minutes to tell us what your experience of Building Control was like. Can all completed questionnaires be returned to the planning department in the enclosed, pre-paid envelopes.

**Q1 Which of these describes your role in Building Applications?**

- |                 |                            |                      |                            |
|-----------------|----------------------------|----------------------|----------------------------|
| Architect ..... | <input type="checkbox"/> 1 | Builder .....        | <input type="checkbox"/> 5 |
| Surveyor .....  | <input type="checkbox"/> 2 | Owner/Occupier ..... | <input type="checkbox"/> 6 |
| Engineer .....  | <input type="checkbox"/> 3 | Other .....          | <input type="checkbox"/> 7 |
| Developer ..... | <input type="checkbox"/> 4 |                      |                            |

If other, please specify:

**Q2 How many applications have you submitted to Carlisle City Council's Planning Department in the last twelve months?**

- |             |                            |                   |                            |
|-------------|----------------------------|-------------------|----------------------------|
| 1-5 .....   | <input type="checkbox"/> 1 | 21-50 .....       | <input type="checkbox"/> 4 |
| 6-10 .....  | <input type="checkbox"/> 2 | 51+ .....         | <input type="checkbox"/> 5 |
| 11-20 ..... | <input type="checkbox"/> 3 | Do not know ..... | <input type="checkbox"/> 6 |

**Q3 Do you think the Building Control section's service is better or worse than it was 12 months ago?**

- |                           |                            |                             |                            |
|---------------------------|----------------------------|-----------------------------|----------------------------|
| Better (Go to Q5) .....   | <input type="checkbox"/> 1 | Worse (Go to Q4) .....      | <input type="checkbox"/> 3 |
| The same (Go to Q5) ..... | <input type="checkbox"/> 2 | Don't know (Go to Q5) ..... | <input type="checkbox"/> 4 |

**Q4 If worse, why do you think this?**

**Q5 Have you visited the Civic Centre in the last two years to speak to a planning officer regarding your Building Application?**

- |                      |                            |                     |                            |
|----------------------|----------------------------|---------------------|----------------------------|
| Yes (Go to Q6) ..... | <input type="checkbox"/> 1 | No (Go to Q9) ..... | <input type="checkbox"/> 2 |
|----------------------|----------------------------|---------------------|----------------------------|

**Q6 Did you make an appointment prior to your visit?**

- |           |                            |          |                            |
|-----------|----------------------------|----------|----------------------------|
| Yes ..... | <input type="checkbox"/> 1 | No ..... | <input type="checkbox"/> 2 |
|-----------|----------------------------|----------|----------------------------|

**Q7 If you visited the Council to make your enquiry/application....**

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Neither satisfied or dis- satisfied</i>	<i>Dis- satisfied</i>	<i>Very dis- satisfied</i>
How satisfied were you with the comfort and cleanliness of the customer contact centre?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
How satisfied were you with the length of time it took to see a planning officer?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
How satisfied were you with the availability of information materials?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q8 Were you dissatisfied with any aspect of your visit to the Council? (If yes, please give details)**

**Q9 Have you contacted the Civic Centre by telephone in the last two years, to speak to a planning officer regarding your Building Application?**

Yes (Go to Q10)..... ☐ 1      No (Go to Q12)..... ☐ 2

**Q10 When you got through to Building Control, how were you dealt with?**

Enquiry handled straight away by person that answered.....	<input type="checkbox"/> 1	Told you would be called back later.....	<input type="checkbox"/> 4
Transferred to someone else .....	<input type="checkbox"/> 2	Gave up trying to get through to Building Control Section.....	<input type="checkbox"/> 5
Asked to ring back later.....	<input type="checkbox"/> 3		

**Q11 Were you dissatisfied with any aspect of the telephone call service? (If yes, please give details)**

**Q12 Have you ever contacted the council via letter or email in the last 2 years, to speak to a planning officer regarding your Building Application?**

Yes (Go to Q13)..... ☐ 1      No (Go to Q14)..... ☐ 2

**Q13 How satisfied are you that the council's letters and correspondence (including emails) are sent out speedily in response to your own letters/emails?**

Very satisfied.....	<input type="checkbox"/> 1	Dissatisfied.....	<input type="checkbox"/> 4
Satisfied .....	<input type="checkbox"/> 2	Very dissatisfied.....	<input type="checkbox"/> 5
Neither satisfied or dissatisfied .....	<input type="checkbox"/> 3	Not applicable .....	<input type="checkbox"/> 6

**Q14 How satisfied are you that the council's letters and correspondence (including emails) are easy to understand?**

Very satisfied.....	<input type="checkbox"/>	Dissatisfied.....	<input type="checkbox"/>
Satisfied.....	<input type="checkbox"/>	Very dissatisfied.....	<input type="checkbox"/>
Neither satisfied or dissatisfied.....	<input type="checkbox"/>	Not applicable.....	<input type="checkbox"/>

**Q15 How satisfied are you that the council's letters and correspondence (including emails) are relevant to your case?**

Very satisfied.....	<input type="checkbox"/> 1	Dissatisfied.....	<input type="checkbox"/> 4
Satisfied.....	<input type="checkbox"/> 2	Very dissatisfied.....	<input type="checkbox"/> 5
Neither satisfied or dissatisfied.....	<input type="checkbox"/> 3	Not applicable.....	<input type="checkbox"/> 6

### SITE VISITS

**Q16 Have you ever been involved with Site Inspections?**

Yes (Go to Q17).....	<input type="checkbox"/> 1	No (Go to Q20).....	<input type="checkbox"/> 2
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**Q17 How satisfied are you with the site visits?**

Very satisfied.....	<input type="checkbox"/> 1	Dissatisfied.....	<input type="checkbox"/> 4
Satisfied.....	<input type="checkbox"/> 2	Very dissatisfied.....	<input type="checkbox"/> 5
Neither satisfied or dissatisfied.....	<input type="checkbox"/> 3		

**Q18 How competent are the Building Control Officers when making site inspections?**

Very competent.....	<input type="checkbox"/> 1	Not very competent.....	<input type="checkbox"/> 3
Competent.....	<input type="checkbox"/> 2	Not at all competent.....	<input type="checkbox"/> 4

**Q19 Do you think enough site inspections are carried out by the Building Control Section?**

Too many.....	<input type="checkbox"/> 1	About right.....	<input type="checkbox"/> 2	Not enough.....	<input type="checkbox"/> 3
---------------	----------------------------	------------------	----------------------------	-----------------	----------------------------

**Q20 Do you agree or disagree with each of the following statements about your experience of the council's handling of your building application(s) (PLEASE TICK ONE BOX PER ROW)**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	NA/Do not know
I was given the advice and help I needed to submit my application correctly	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The council kept me 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	<input type="checkbox"/> 6
The council dealt promptly with my queries	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
I understand the reasons for the decision made on my application(s)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
I felt that 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	<input type="checkbox"/> 6
I was given enough time to amend the plans	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Building applications are easy to complete	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6



**Q21 How satisfied were you with...**

	Very satisfied	Sat- isfied	Neither satisfied or dissa- tisfied	Dis- satisfied	Very dis satisfied	NA/Do not know
Approachability of staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Quality of technical advice	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Ability to deal with issue	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Efficiency of staff in the Building Control section	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Availability of staff to discuss matters relating to Building Applications	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Q22 Setting aside whether any individual application was successful or not, how satisfied or dissatisfied were you with the service provided by the Building Control Section in processing your application?**

Very satisfied.....	<input type="checkbox"/> 1	Dissatisfied.....	<input type="checkbox"/> 4
Satisfied .....	<input type="checkbox"/> 2	Very dissatisfied.....	<input type="checkbox"/> 5
Neither satisfied nor dissatisfied .....	<input type="checkbox"/> 3		

**Q23 How satisfied were you with the explanation of the decision reached by the Council?**

Very satisfied.....	<input type="checkbox"/>	Dissatisfied.....	<input type="checkbox"/>
Satisfied.....	<input type="checkbox"/>	Very dissatisfied .....	<input type="checkbox"/>
Neither satisfied or dissatisfied.....	<input type="checkbox"/>		

**Q24 Was your building application granted or refused?**

Granted .....	<input type="checkbox"/> 1	Refused.....	<input type="checkbox"/> 2	Still ongoing.....	<input type="checkbox"/> 3
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**Q25 Were you happy with the decision?**

Yes.....	<input type="checkbox"/> 1	No.....	<input type="checkbox"/> 2	Still ongoing.....	<input type="checkbox"/> 3
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**Q26 What did you think about the charges made for dealing with your application?**

Very expensive.....	<input type="checkbox"/> 1	Fairly inexpensive .....	<input type="checkbox"/> 4
Fairly expensive.....	<input type="checkbox"/> 2	Very inexpensive.....	<input type="checkbox"/> 5
Reasonably priced .....	<input type="checkbox"/> 3	Don't Know.....	<input type="checkbox"/> 6

**Q27 Would you be interested in seeing details of building applications on the councils website?**

Yes.....	<input type="checkbox"/> 1	No.....	<input type="checkbox"/> 2
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**Q28 Have you ever submitted building applications to other Local Authorities?**

Yes.....	<input type="checkbox"/> 1	No.....	<input type="checkbox"/> 2
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**Q29 If yes, how does Carlisle City Council compare to other Local Authorities?**

Carlisle performs better than other Local Authorities.....	<input type="checkbox"/> 1
Carlisle performs about the same as other Local Authorities.....	<input type="checkbox"/> 2
Carlisle does not perform as well as other Local Authorities .....	<input type="checkbox"/> 3

**Q30 Do you have any suggestions for improving the Council's Planning Service?**

**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. IF YOU ARE AN AGENT ANSWER THESE QUESTIONS ABOUT YOURSELF NOT ON BEHALF OF A CLIENT

**Q31 Are you male or female?**

Male ..... ☐ 1

Female ..... ☐ 2

**Q32 What age group are you in?**

17 or under ..... ☐ 1

45-54 ..... ☐ 5

18-24 ..... ☐ 2

55-64 ..... ☐ 6

25-34 ..... ☐ 3

65-74 ..... ☐ 7

35-44 ..... ☐ 4

75+ ..... ☐ 8

**Q33 Which of these activities best describes what you are doing at present?**

Employee in full-time job (30 hours plus per week) ..... ☐ 01

Full-time education at school, college or university ..... ☐ 05

Employee in part-time job (under 30 hours per week) ..... ☐ 02

Unemployed and available for work ..... ☐ 06

Self employed full or part-time ..... ☐ 03

Permanently sick/disabled ..... ☐ 07

On a government supported training programme (e.g. Modern Apprenticeship/Training for Work) ..... ☐ 04

Wholly retired from work ..... ☐ 08

Looking after the home ..... ☐ 09

Doing something else (please write in) ..... ☐ 10

If other, write in:

**Q34 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 ..... ☐ 1

No ..... ☐ 2

**Q35 Does this illness or disability limit your activities in any way?**

Yes ..... ☐ 1

No ..... ☐ 2

**Q36**

**To which of these groups do you consider you belong to?**

- |  |                             |  |                             |
|--|-----------------------------|--|-----------------------------|
| White - British.....                             | <input type="checkbox"/> 01 | White & Asian.....                               | <input type="checkbox"/> 11 |
| White - Irish.....                               | <input type="checkbox"/> 02 | Any other mixed background (write in below)..... | <input type="checkbox"/> 12 |
| Any other white background (write in below)..... | <input type="checkbox"/> 03 | Chinese.....                                     | <input type="checkbox"/> 13 |
| Black or Black British .....                     | <input type="checkbox"/> 04 | Asian or Asian British .....                     | <input type="checkbox"/> 14 |
| Caribbean.....                                   | <input type="checkbox"/> 05 | Indian .....                                     | <input type="checkbox"/> 15 |
| African.....                                     | <input type="checkbox"/> 06 | Pakistani.....                                   | <input type="checkbox"/> 16 |
| Any other black background (write in below)..... | <input type="checkbox"/> 07 | Bangladeshi .....                                | <input type="checkbox"/> 17 |
| Mixed.....                                       | <input type="checkbox"/> 08 | Any other Asian background (write in below)..... | <input type="checkbox"/> 18 |
| White & Black Caribbean .....                    | <input type="checkbox"/> 09 | Other ethnic group (write in below) .....        | <input type="checkbox"/> 19 |
| White & Black African.....                       | <input type="checkbox"/> 10 |  |                             |

If other, write in:

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**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY, PLEASE RETURN COMPLETED QUESTIONNAIRES IN THE PRE-PAID ENVELOPE**