

PLANNING CONTROL - CUSTOMER SATISFACTION SURVEY

ANALYSIS OF QUESTIONNAIRES AND RESPONSES @ 21 SEPTEMBER 2001

Number of returned Questionnaires	627
Number of Questionnaires sent out	913
Response Rate	68.7%

A. YOUR EXPERIENCE

1. 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:-

	Base	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable	Total Percentage
Base	3701	672	1931	465	231	145	257	%
a) I was given the advise and help I needed to submit my application correctly	620	130	325	75	18	19	53	
		21%	52%	12%	3%	3%	9%	100%
b) The Council kept me informed about the progress of my application	618	74	279	116	88	43	18	
		12%	45%	19%	14%	7%	3%	100%
c) The Council dealt promptly with my queries	619	90	292	79	66	36	56	
		15%	47%	13%	11%	6%	9%	100%
d) The Council dealt helpfully with my queries	614	114	327	75	20	24	54	
		19%	53%	12%	3%	4%	9%	100%
e) I understand the reasons for the decision made on my application	615	128	383	49	19	9	27	
		21%	62%	8%	3%	1%	4%	100%
f) I feel that I was treated fairly and that my viewpoint was listened to	615	136	325	71	20	14	49	
		22%	53%	12%	3%	2%	8%	100%

B. OVERALL SATISFACTION

2. Setting aside whether your application was successful or not, and taking everything into account, how satisfied or dissatisfied are you with the service provided by the Council in processing your application?

Base	627	%
% Satisfied	79.1%	
95% Confidence Interval	±3.2%	
Please tick		
Very Satisfied	289	46%
Fairly satisfied	207	33%
Neither satisfied nor dissatisfied	63	10%
Fairly dissatisfied	41	7%
Very dissatisfied	27	4%

C. OUTCOME

3. Was your application (please tick one only)

Base	608	%
Granted permission/consent	574	94%
Refused permission/consent	34	6%

D. ABOUT YOURSELF

4. Are you male or female?

Base	602	%
Male	524	87%
Female	78	13%

5. What was your age on your last birthday?

Base	544	%
Under 18	0	
18-24	11	2%
25-44	204	38%
45-60	241	44%
60+	88	16%

6. Which of these activities best describes what you are doing at present? (please only tick 'looking after the home' if this is your main activity and none of the other options apply)

Base	599	%
Employee in full time job (30 hours plus)	224	37%
Employee in part-time job (under 30 hours)	23	4%
Self employed full or part-time	269	45%
On a government support training programme	0	
Full-time education at school, college or university	1	
Unemployed and available for work	2	
Permanently sick/disabled	5	1%
Wholly retired from work	57	10%
Looking after the home	18	3%

7. What is/was your occupation?

Results for this question ranged from:-

AA Patrol	Architectural Technologist
Accountant	Architecture
Admin Assistant	Army Officer
Admin Controller Insurance Company	Artist
Agents for the Applicants	Artist, Painter And Sculptor.
Agric Engineer	Artist/Restorer
Agricultural Consultant	Associated Architectural Practice
Agricultural Drainage Contractor for 45 years.	Audio Describer
An industry based on grant aid. A dangerous one!	Bank Clerk
Agricultural Technician	Bank Manager
Antiques Dealer	Bank Official
Arboricultural/Landscape Contractor	Bmw Motor Car Technician
Archaeologist	Brewery Executive
Architect and Designer	Bt Manager
Architect/Planner	Builder
Architect/Planner/Designer	Builder/Developer
Architect/Town Planner/Academic (Professor)	Builder/Tax Levy Collector
Architectural Technologist	Building Construction Management
Architectural and Building Consultants	Building Contractor
Architectural and Conservation Consultant	Building Design Consultant
Architectural Assistant/Concrete Technologist	Building Designer
Architectural Assistant/Concrete Technology	Building Services Quantity Surveyor
Architectural Consultant	Building Surveyor
Architectural Design	Business Adviser
Architectural Design and Technical	Business Owner
Architectural Design Consultant	Buyer/Surveyor
Architectural Designer	Care Home Manager
Architectural Draughtsman	Cargo Handler - Ipswich Port Authority
Architectural Technician	Carpenter
	Catering Manager

Central Heating Engineer
 Central Services Manager
 Chairman - Norwich Union
 Chartered Accountant
 Chartered Architect
 Chartered Builder
 Chartered Building Surveyor
 Chartered Civil Engineer
 Chartered Designer
 Chartered Designer/Retired University Lecturer
 Chartered Engineer
 Chartered Surveyor
 Chartered Town Planner
 Chartered Town Planning Consultant
 Chemist
 Chief Buyer For National Housebuilder
 Childminder
 Church
 Civil Servant (Assistant Prosecutor)
 Civil Structural Engineer
 Clerk in Holy Orders
 Clerk to Parish Council
 Coach Driver
 Company Director
 Company Director - Engineer
 Company Director -Joiner/Builder
 Company Principal
 Computer Analyst
 Computer Programmer
 Constructed industry management
 Construction Engineer
 Construction Project Manager
 Consultant
 Consultant Engineer/Agent
 Contract Manager
 Contractors
 Contracts Supervisor
 Decorator
 Dental Surgeon
 Deputy Town Clerk
 Design Consultant
 Design Engineer
 Design Manager
 Designer
 Designer and Builder - Window Export
 Designer, Director
 Designer/Consultant Teacher
 Designing Marine Propellers and Associated
 Equipment
 Development Support Executive
 Director
 Dogs Beautician
 Dressmaker
 Educational Establishment
 Electrical Contractor
 Electrical Engineer
 Employer
 Engineer
 Engineering Draughtsman
 Entrepreneur
 Environmental Consultant
 Environmental Health Officer
 Estates And Wayleave Officer
 Eurobond Settlement Clerk
 Farm Shop Proprietor
 Farmer
 Film Director
 Financial Advisor
 Financial Services
 Fire Officer
 Fitness Instructor
 Forester
 Forestry Consultant/Contractor
 Form filler at present
 Fruit Grower
 Full Time Firefighter/Part-Time Tree Surgeon
 Garden Designer
 Garden Maintenance
 General Builder.
 General Manager
 General Manager/Administration
 Graphic Designer
 Groundworker
 Hair Stylist
 Headmaster (Secondary)
 Health Service Head Driver
 Health Visitor
 HGV Class 1 Driver
 Highways Engineer
 HM Diplomarie Service
 Home Maker
 Housewife, mother, domestic goddess
 Industrial Designer
 Installation Inspector Eastern Electric
 IT Account Manager
 Journalist
 Land Agent
 Land and Building Consultant
 Landlord
 Landscape Architect
 Landscape Gardener
 Lecturer in Higher Education
 Litho Planner
 Local Government Officer (Architect)
 Lorry driver
 M D Far Building Co my own
 Maintenance Engineer (Mechanical) Suffolk
 College

Maintenance Manager
 Management Consultant
 Manager (Warehouse)
 Manager Office Equipment
 Manager/Prop Residential Home OAP
 Managing Director
 Master Mariner - Trinity House Pilot
 Master Printer/Man Director
 Mechanic and Car Sales
 Mechanical Design Engineer
 Medical Practitioner
 Medically retired fireman
 MOD
 Motor Mechanic
 Motor Technician
 N/a Agent
 National Trust Property Manager
 Newsagents
 NEWSAGENTS
 Nursery Proprietor
 Nursery School Teacher
 Office Administrator
 Owners of conservatory company
 P.A.
 Paramedic
 Parish Council Clerk
 Part II Architect
 Part Time (Agent) Planning/BR Applications
 Partner
 Partner in a garage
 Partner in tree surgery business
 Partner Retail Sales Conservatories
 Partner/Employer
 Pension consultant
 Personnel Manager
 Photographer
 Pipe Fitter
 Planning and Building Consultant
 Planning Officer
 PLUMBER/CARPENTER
 Plumbing and Heating Engineer
 Police Officer
 Postmaster
 Practice/Business Manager
 Preparing Plans
 Private Hire Proprietor
 Production Chemist
 Project Administrator
 Project Designer
 Project Manager
 Promotions Consultant
 Proof reader
 Property and Maintenance Supervisor
 Property Developer
 Property Manager
 Public Relations Officer
 Publican
 Publisher/Now Taxi Owner
 Publisher/Printer
 Regional Architect, Wimpey Homes
 Regional Sales Manager
 Research Engineer
 Researcher for ITN Programming
 Restauranter
 Retail Assistant
 Retail Manager
 RETAIL/DISTRIBUTOR
 Retired
 Royal Mail Postcode Officer
 Sales Manager
 Sales Person
 Salesman
 Secretary
 Self Employed (Prev. Banking)
 Senior Police Officer - London
 Senior Design Engineer
 Senior Surveyor
 Senior Technician Draughtsman
 Service and Planning Manager
 Shift Leader
 Shipping Manager
 Shop Keeper
 Site Manager for Building Company
 Software Project Management
 Solicitor
 Stage and Set Design
 Structural Engineer
 Supermarket Manager
 Supplier Quality Development Engineer
 Supply/Fit Windows,Doors,Conservatories
 Surveyor
 Taxi Proprietor
 Teacher
 Teacher-Deputy Head-Now Nursery Manager
 Technical Consultant
 Technical Manager
 Technical Sales Manager
 Tennis Court Builder
 Timber Contractor and Instructor
 Town Planner
 Town Planning Consultant
 Tree and Arboricultural Services
 Tree Surgeon
 TV Design and Production/Retailer
 Wayleave Officer
 Wholesaler/Publisher
 Window Cleaner

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

Base	576	%
Yes	59	10%
No	517	90%

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

Base	352	%
Yes	39	11%
No	313	89%

10. Which of these groups do you consider you belong to?

Base	576	%
a. White		
British	562	97%
Irish	16	3%