

Planning Pre-Application Service Customer Questionnaire

1. Survey details

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First a little bit about you. Please select one of the following which best describes you:							
						Response Percent	Response Total
1	Householder					50.75%	34
2	Housebuilder / Registered Provider / Developer					2.99%	2
3	Small Business / SME					7.46%	5
4	Commercial					2.99%	2
5	Parish / Community / Charitable					1.49%	1
6	Professional Agent / Planner / Surveyor / Architect / Draughtsman / Other					31.34%	21
7	Other (please specify in Comment box below)					2.99%	2
Analysis		Mean:	3.07	Std. Deviation:	2.33	Satisfaction Rate:	34.58
		Variance:	5.44	Std. Error:	0.29		
						answered	67
						skipped	0
Comments: (4)							
1	23/04/18 2:10PM ID: 80460766	Cheffins					
2	23/04/18 2:42PM ID: 80463792	Architect					
3	23/04/18 4:07PM ID: 80473486	Developer					
4	23/04/18 5:15PM ID: 80485008	Self builder					

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Q1. How did you find out about our Pre-Application advice service?							
						Response Percent	Response Total
1	Web					47.76%	32
2	Phone					11.94%	8
3	Word of Mouth					10.45%	7
4	Previously Used					17.91%	12
5	Other					11.94%	8

Q1. How did you find out about our Pre-Application advice service?

							Response Percent	Response Total
Analysis	Mean:	2.34	Std. Deviation:	1.5	Satisfaction Rate:	33.58	answered	67
	Variance:	2.26	Std. Error:	0.18			skipped	0
If 'Other' Please List: (8)								
1	23/04/18 2:22PM ID: 80461153	Architect friend						
2	23/04/18 2:34PM ID: 80463244	Agent						
3	23/04/18 4:07PM ID: 80473486	Pre App service available from all LA's						
4	23/04/18 5:04PM ID: 80482797	Architect						
5	23/04/18 5:15PM ID: 80485008	Self build magazines						
6	23/04/18 6:37PM ID: 80495623	Told to use it by the planning department.						
7	23/04/18 6:54PM ID: 80497658	Our architect informed us						
8	30/04/18 10:50AM ID: 81174823	Understanding planning proceedings						

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Q2. How did you make your enquiry?

							Response Percent	Response Total
1	Online						70.15%	47
2	Email						17.91%	12
3	Letter						4.48%	3
4	Other						7.46%	5
Analysis	Mean:	1.49	Std. Deviation:	0.89	Satisfaction Rate:	16.42	answered	67
	Variance:	0.79	Std. Error:	0.11			skipped	0

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Q3. Did you use our website to obtain advice or prepare your enquiry?

							Response Percent	Response Total
1	Yes						83.58%	56
2	No						16.42%	11

Q3. Did you use our website to obtain advice or prepare your enquiry?

							Response Percent	Response Total
Analysis	Mean:	1.16	Std. Deviation:	0.37	Satisfaction Rate:	16.42	answered	67
	Variance:	0.14	Std. Error:	0.05			skipped	0

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Q3a. Please consider the following statement and to what extent you agree The Babergh and Mid Suffolk Council website was easy to navigate.

							Response Percent	Response Total
1	Strongly Agree			<div><div></div></div>			8.93%	5
2	Agree			<div><div></div></div>			55.36%	31
3	Neither Agree or Disagree			<div><div></div></div>			19.64%	11
4	Disagree			<div><div></div></div>			12.50%	7
5	Strongly Disagree			<div><div></div></div>			3.57%	2
Analysis	Mean:	2.46	Std. Deviation:	0.94	Satisfaction Rate:	36.61	answered	56
	Variance:	0.89	Std. Error:	0.13			skipped	11



Comments: (7)

1	23/04/18 2:22PM ID: 80461153	The form software didn't work with one browser, and there was no indication that this might be so - took a while and considerable internet knowledge to work out the solution
2	23/04/18 3:45PM ID: 80473778	Finding specific application forms is difficult
3	23/04/18 4:15PM ID: 80476247	Although, in the round, it was possible to navigate the site without serious difficulty, the site feels quite old fashioned and might be difficult for somebody engaging with the planning process for the first time and with limited prior knowledge. The search facility on the planning portal is particularly clunky.
4	23/04/18 5:04PM ID: 80482797	We could not get any information to upload on to the website form which is why we sent a letter
5	24/04/18 8:29AM ID: 80542793	It was months ago and I cannot remember
6	24/04/18 5:42PM ID: 80619439	From what I remember it was not easy to find listed building route
7	28/04/18 7:54AM ID: 81041562	I found it quite difficult to identify what was required for changes to listed building internal work only that did not require planning permission.

Q3b. Please consider the following statement and to what extent you agree Our website clearly explained how the pre-application process works.



						Response Percent	Response Total
1	Strongly Agree					7.14%	4
2	Agree					64.29%	36
3	Neither Agree or Disagree					14.29%	8

Q3b. Please consider the following statement and to what extent you agree Our website clearly explained how the pre-application process works.

						Response Percent	Response Total
4	Disagree					12.50%	7
5	Strongly Disagree					1.79%	1
Analysis	Mean:	2.38	Std. Deviation:	0.86	Satisfaction Rate:	34.38	answered 56
	Variance:	0.73	Std. Error:	0.11			skipped 11
Comments: (8)							
1	23/04/18 2:19PM ID: 80460944	A bit of an information overload.					
2	23/04/18 2:22PM ID: 80461153	Validation is not well explained					
3	23/04/18 2:47PM ID: 80464417	The costs involved were not clear					
4	23/04/18 3:17PM ID: 80469610	A pre planning application should give advice and guidance. Not repeat the information provided					
5	23/04/18 3:21PM ID: 80470290	Timings of process es/stages could be clearer					
6	23/04/18 4:15PM ID: 80476247	In general it does, although there could be more information about what to expect during the process - when/how will receipt of the advice request be acknowledged, what will happen after that?					
7	24/04/18 8:29AM ID: 80542793	It was months ago and I cannot remember					
8	25/04/18 7:50PM ID: 80757726	It was ok. A bit lacking in clear explanation of the process.					

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Q4. Was your pre-application enquiry registered in good time?

						Response Percent	Response Total
1	Yes					85.07%	57
2	No					14.93%	10
Analysis	Mean:	1.15	Std. Deviation:	0.36	Satisfaction Rate:	14.93	answered 67
	Variance:	0.13	Std. Error:	0.04			skipped 0
If 'No' please elaborate: (10)							
1	23/04/18 2:14PM ID: 80460898	Sometimes the response is quite slow which does not suit impatient Client's					
2	23/04/18 2:19PM ID: 80460944	Received written advice 2 weeks after target					
3	23/04/18 2:27PM ID: 80462253	Difficult to say definitively as issues with payment and how that is created on line					
4	23/04/18 2:47PM ID: 80464417	I had apologies from your staff referring to their workload as a reason for the delay in responses					

Q4. Was your pre-application enquiry registered in good time?

			Response Percent	Response Total
5	23/04/18 4:07PM ID: 80473486	Application lost in house		
6	23/04/18 5:10PM ID: 80482920	No it took nearly 4 weeks, when it was supposed to take 2! This was only approved after I kept chasing and it looked like it was done on the day that I last chased it up. So, it looked like it wouldn't have been done without me keeping on with the chasing.		
7	23/04/18 5:15PM ID: 80485008	There was a delay as the phone payment service would not process the payment but had accepted the card.		
8	23/04/18 6:44PM ID: 80496032	Needed an extension due to delayed response.		
9	23/04/18 7:12PM ID: 80499621	There was a problem loading documents onto the system, I had to call in and then email to the office. Was informed the system wasn't working very well.		
10	23/04/18 9:11PM ID: 80512808	Why the * ?		

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Q5. Was your enquiry registered as submitted, or did we request more information?

							Response Percent	Response Total
1	Registered As Submitted		<div></div>				74.63%	50
2	More Information Was Requested		<div></div>				25.37%	17
Analysis	Mean:	1.25	Std. Deviation:	0.44	Satisfaction Rate:	25.37	answered	67
	Variance:	0.19	Std. Error:	0.05			skipped	0
Comments: (4)								
1	23/04/18 7:12PM ID: 80499621	The system sent endless duplicate emails and letters, it was very confusing so I had to phone the office to clarify what was going on, was told ignore all as the system was not working very well						
2	23/04/18 9:11PM ID: 80512808	Clearly ask from planning team. I had missed items off no real impact on time frame for response.						
3	24/04/18 8:29AM ID: 80542793	Do not know if the above is correct It was months ago and I cannot remember, you need an alternative Not Sure button						
4	30/04/18 10:50AM ID: 81174823	Payment was requested						

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Q6a. Have you now submitted a planning application following our provision of pre-application advice?

			Response Percent	Response Total
1	Yes		53.73%	36
2	No		46.27%	31

Q6a. Have you now submitted a planning application following our provision of pre-application advice?

						Response Percent	Response Total
Analysis	Mean:	1.46	Std. Deviation:	0.5	Satisfaction Rate:	46.27	answered 67
	Variance:	0.25	Std. Error:	0.06			skipped 0

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Q6b. Were you asked to amend your application whilst it was being processed? If so was this consistent with the pre-app advice you received? Please use the comments box below.

						Response Percent	Response Total
1	No					79.10%	53
2	Yes					20.90%	14
Analysis	Mean:	1.21	Std. Deviation:	0.41	Satisfaction Rate:	20.9	answered 67
	Variance:	0.17	Std. Error:	0.05			skipped 0

Comments: (14)

1	23/04/18 2:14PM ID: 80460841	Not applicable as yet, we only registered the application a couple of weeks ago
2	23/04/18 2:22PM ID: 80461153	I haven't yet received any substantive response to the pre-planning application (and it's close to deadline)
3	23/04/18 2:37PM ID: 80463843	asked for contamination report
4	23/04/18 2:47PM ID: 80464417	Partly consistent but a further issue came out of the written response
5	23/04/18 2:54PM ID: 80467012	N/A - application yet to be submitted
6	23/04/18 5:15PM ID: 80485008	Application has only just been submitted.
7	23/04/18 9:11PM ID: 80512808	N/A
8	23/04/18 9:55PM ID: 80517815	Was told that what we wanted wouldn't be approved on pre approval. Put exactly same thing through full planning and recieved permission...
9	24/04/18 5:40AM ID: 80532079	Further detail and site plans were requested and these details were not highlighted in the response from my pre application request.
10	24/04/18 8:11AM ID: 80540514	Yes, some suggestions were made and I was asked to justify my site layout (which I did). This was helpful as my justification of siting of the building probably eased or avoided questions at the application stage.
11	24/04/18 9:57AM ID: 80553921	I was ask to provide the same information a site plan but to add a red line . The land was clearly marked already just not in red pen
12	24/04/18 10:09AM ID: 80555919	your agent did not attend the meeting
13	25/04/18 7:50PM ID: 80757726	Not applicable. No application has yet been submitted.
14	30/04/18 10:50AM ID: 81174823	no application made yet

Q7. In relation to our overall service did our pre-application advice help you when you submitted your planning application?

							Response Percent	Response Total
1	Strongly Agree						26.15%	17
2	Agree						33.85%	22
3	Neither Agree or Disagree						23.08%	15
4	Disagree						4.62%	3
5	Strongly Disagree						12.31%	8
Analysis							answered	65
	Mean:	2.43	Std. Deviation:	1.26	Satisfaction Rate:	35.77	skipped	2
	Variance:	1.6	Std. Error:	0.16				

Comments: (15)

1	23/04/18 2:14PM ID: 80460909	No application submitted yet. Further pre-app to be sought.
2	23/04/18 2:14PM ID: 80460841	We changed our plans based on the advice from the pre app
3	23/04/18 2:22PM ID: 80461153	As not yet submitted - this survey is premature for these questions
4	23/04/18 2:42PM ID: 80463792	We submitted an Application last year which we withdrew after receiving advice from Design Review Panel and have sought Pre-App advice on our new design which we will submit shortly.
5	23/04/18 2:47PM ID: 80464417	It gave me a signal that the general idea was likely to succeed but I didn't feel it represented value for money
6	23/04/18 2:48PM ID: 80463148	Although it did take an additional cost of a site visit by a member of the heritage team in order to determine that not amendment to the submitted proposals was required in this instance.
7	23/04/18 2:54PM ID: 80467012	N/A - application yet to be submitted
8	23/04/18 4:15PM ID: 80476247	As already indicated a full application was not submitted. This was because the response to the pre-application request was slow (nearly twice the fourteen days target) and by the time the advice was received the opportunity to purchase the property had passed.
9	23/04/18 9:11PM ID: 80512808	Hard one to answer as it was only a few days ago and so not really enough time to answer this question. Maybe something like would advice help you in making your application.
10	24/04/18 9:57AM ID: 80553921	The answers I received are very ambiguous and could mean several outcome so I'm still confused . I have emailed again for clarification but Boone has come back to me
11	24/04/18 10:09AM ID: 80555919	you didn't attend the meeting
12	25/04/18 7:50PM ID: 80757726	The advice received was too woolly to be construed as anything more than informed opinion. My follow-up email requesting clarification was ignored. As a result, I am little further forward than I was before seeking the pre-app advice, and not at all confident that any application would be successful - or what I need to do to make it so.
13	28/04/18 7:54AM ID: 81041562	Np planning was required. Only listed building advice
14	07/05/18 7:43PM ID: 82733701	The pre-application advice was clear and informative.

Q7. In relation to our overall service did our pre-application advice help you when you submitted your planning application?

			Response Percent	Response Total
15	23/05/18 4:54PM ID: 85472844	It will when it comes to submitting the application		

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Q8. In relation to our overall service did we ask you to modify your proposal?

							Response Percent	Response Total
1	Yes			<div></div>			38.81%	26
2	No			<div></div>			61.19%	41
Analysis	Mean:	1.61	Std. Deviation:	0.49	Satisfaction Rate:	61.19	answered	67
	Variance:	0.24	Std. Error:	0.06			skipped	0

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Q8a. Did you understand the reasons for the advice we gave?


								Response Percent	Response Total
1	Yes			<div></div>				84.62%	22
2	No			<div></div>				15.38%	4
Analysis	Mean:	1.15	Std. Deviation:	0.36	Satisfaction Rate:	15.38		answered	26
	Variance:	0.13	Std. Error:	0.07			skipped	41	

If 'No' please elaborate: (3)

1	23/04/18 2:27PM ID: 80462253	There was a total conflict of what was said by the Case Officers on site as to what written advice was given.
2	23/04/18 9:55PM ID: 80517815	No because full planning was approved for the same thing
3	25/04/18 7:50PM ID: 80757726	Sort of. But there was little clear guidance given as to what modifications should be made; simply a statement that the proposal as it stood would be likely refused, and an unclear suggestion about the 'linearity' of the existing structure. My architect was equally flummoxed by the advice.

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Q9. Do you think that the overall advice you received represented good value for money?

			Response Percent	Response Total
1	Strongly Agree		10.45%	7

Q9. Do you think that the overall advice you received represented good value for money?



							Response Percent	Response Total
2	Agree			<div></div>			29.85%	20
3	Neither Agree or Disagree			<div></div>			22.39%	15
4	Disagree			<div></div>			16.42%	11
5	Strongly Disagree			<div></div>			20.90%	14
Analysis	Mean:	3.07	Std. Deviation:	1.31	Satisfaction Rate:	51.87	answered	67
	Variance:	1.71	Std. Error:	0.16			skipped	0

If you disagree, please explain why: (23)

1	23/04/18 2:14PM ID: 80460909	Planning officer advice very poor given the £1400 cost. Planning officer was good on site meeting but then written response did not provide any guidance. Conservation advice was fine (and largely as expected). I think next time we may only seek conservation pre-app.
2	23/04/18 2:22PM ID: 80462304	Do not know yet
3	23/04/18 2:24PM ID: 80462204	It is an extremely expensive service for simply wanting to find out if planning permission is required or not. Many councils do not charge for this, or have a second, lower fee (compared to asking for detailed planning advice).
4	23/04/18 2:34PM ID: 80463244	dont know agent handled it
5	23/04/18 2:47PM ID: 80464417	The cost involved is not far short of a full application but the advice given was shallow, suffered delays and I felt it was bottom of the pile in terms of priorities
6	23/04/18 2:50PM ID: 80465488	The reapplication fees are somewhat disproportionate to the application fees themselves and whilst the service itself has improved with the responses received typically being more consistent with the eventual decisions reached. Since charging i have found clients less likely to be happy to engage in this process and would prefer to submit an application knowing that certain amendments can be made during the application process thus avoiding the need for the associated delays and cost of engaging in the pre-app process.
7	23/04/18 2:54PM ID: 80467012	To date, though this will be dependent on subsequent planning application, yet to be made.
8	23/04/18 3:17PM ID: 80469610	No advice given. No question asked
9	23/04/18 4:15PM ID: 80476247	Since, in the end, the advice was too late to be of any use, it is hard to argue that any price would represent "good value". But I have a broader issue with the fees. I find it hard to see how charging for a service which was previously free "encourage[s] pre-application" and since use of the pre-application service is likely to reduce the costs to the council of processing ill thought-out applications, the suggestion that the fee covers a cost is disingenuous. I would suggest that it is merely a way to try to plug a hole in the council's finances.
10	23/04/18 5:04PM ID: 80482797	We was told in meeting that our application would probably be approved , and then got a follow up email saying that it would not be approved which left us very confused and that they did not really no what they were talking about or didn't want to tell us the truth to our face
11	23/04/18 5:10PM ID: 80482920	No, no and no! Considering this used to be free. Not only that,with my previous comment, it took nearly 4 weeks to receive my advice which I had to keep chasing for. I then got promised to be refunded my money (£90) for the delay,which was instigated by one of your staff members and this has never come through. I then asked another member of your staff when this hadn't been refunded and I got told that they didn't know anything about it.

Q9. Do you think that the overall advice you received represented good value for money?			Response Percent	Response Total
12	23/04/18 5:15PM ID: 80485008	I understand that the council need to make a charge, however £280 seems rather high for the time allocated for the meeting.		
13	23/04/18 5:29PM ID: 80487601	I understand the limitations on funding..... I would have been pleased if the cost of the pre app was then taken from the total cost of the planning application itself. This would reflect the fact that work had been completed, on both parties, prior to full application.		
14	23/04/18 6:37PM ID: 80495623	Should not have to pay for advise how to apply.		
15	23/04/18 7:34PM ID: 80502105	I asked a number of questions and the vast majority were just ignored. The advice was therefore very poor value and of limited use.		
16	23/04/18 9:11PM ID: 80512808	Is it value for money? Hard when it used to be free. Compared to last year no. Saying that price for service was fair but would like to know where Revenue goes? Extra or less work load for people in planning team. When and where do you report pros and cons of this system over old ways?		
17	24/04/18 5:40AM ID: 80532079	If the inconsistency is removed from pre-application advice and application requirements.		
18	24/04/18 11:19AM ID: 80564669	Although it was useful, it was very expensive for anyone working to a tight budget		
19	24/04/18 5:42PM ID: 80619439	Had to repeatedly chase for response exceeding the time fram promised Also it seems there is now no way to simply call to ask if planning may be required and as we have a listed building this is not only inconvenient but now penalises the owner financially		
20	25/04/18 7:50PM ID: 80757726	£288 for a statement that one version of the drawing proposal I had submitted wailed be refused (which did not need a visit to validate), while the other versions were really not addressed, coupled with a written statement of 'advice' that was unclear and for which clarification was refused, is not in any way good value for money. I might just as well have asked the bloke next door.		
21	28/04/18 7:54AM ID: 81041562	It did seem very. The cost of the work was probably only 50% more than the advice.		
22	30/04/18 10:50AM ID: 81174823	it used to be free		
23	07/05/18 7:43PM ID: 82733701	Despite following the advice, my application was refused. No further advice was offered before the decision was made.		

15. Specific elements of our pre-application advice service - Heritage

Q10a. Did you include Heritage advice in your pre-application request?							Response Percent	Response Total
1	Yes						22.39%	15
2	No						77.61%	52
Analysis	Mean:	1.78	Std. Deviation:	0.42	Satisfaction Rate:	77.61	answered	67
	Variance:	0.17	Std. Error:	0.05			skipped	0

Q10b: In relation to the Heritage element of our pre-application advice service : Did this element of our service help you so that you were able to successfully submit your application?

							Response Percent	Response Total
1	Yes			<div></div>			60.00%	9
2	No			<div></div>			40.00%	6
Analysis	Mean:	1.4	Std. Deviation:	0.49	Satisfaction Rate: 40		answered	15
	Variance:	0.24	Std. Error:	0.13			skipped	52

Comments: (4)

1	23/04/18 2:14PM ID: 80460909	Not yet submitted, further pre app to be sought.
2	23/04/18 2:48PM ID: 80463148	Initially the application was submitted on the basis of a meeting in the council office and negative response was received. This was at the time of the pre-app advice and payment for was coming into place and opted for paying for an additional site visit which in the end allowed the officer to establish a better understanding of the setting and levels involve that are not easily represented with 2d drawing information
3	24/04/18 5:42PM ID: 80619439	Eventually but only after phone conversation To be fair our application fee was refunded
4	25/04/18 7:50PM ID: 80757726	See earlier comments.

Q10c. In relation to the Heritage element of our pre-application advice service : Did we ask you to modify this element of your proposal? Did we explain the reasons for the changes you were asked to make?

							Response Percent	Response Total
1	Yes			<div></div>			53.33%	8
2	No			<div></div>			46.67%	7
Analysis	Mean:	1.47	Std. Deviation:	0.5	Satisfaction Rate:	46.67	answered	15
	Variance:	0.25	Std. Error:	0.13			skipped	52

Comments: (3)

1	23/04/18 2:27PM ID: 80462253	Confliction of verbal comments on site to that received in writing and still awaiting a response to a comment that was made to assist.
2	23/04/18 2:48PM ID: 80463148	Although as above following a site visit no changes were asked for
3	25/04/18 7:50PM ID: 80757726	Two questions here: yes, you said it would need modification. No, you did not adequately explain the reasons.



Q10d. In relation to the Heritage element of our pre-application advice service : Did the advice represent good value for money?

			Response Percent	Response Total
1	Yes	<div><div></div></div>	73.33%	11
2	No	<div><div></div></div>	26.67%	4
			answered	15








Q10d. In relation to the Heritage element of our pre-application advice service : Did the advice represent good value for money?

							Response Percent	Response Total
Analysis	Mean:	1.27	Std. Deviation:	0.44	Satisfaction Rate:	26.67	skipped	52
	Variance:	0.2	Std. Error:	0.11				
Comments: (3)								
1	23/04/18 2:27PM ID: 80462253		Neutral					
2	25/04/18 7:50PM ID: 80757726		See earlier comments.					
3	28/04/18 7:54AM ID: 81041562		Only in the sense that it gave peace of mind.					


Q10e. In relation to the Heritage element of our pre-application advice service: Would you use this service again?

						Response Percent	Response Total
1	Yes					80.00%	12
2	No					20.00%	3
Analysis	Mean:	1.2	Std. Deviation:	0.4	Satisfaction Rate:	20	answered
	Variance:	0.16	Std. Error:	0.1			skipped
Comments: (3)							
1	23/04/18 2:27PM ID: 80462253	Neutral					
2	25/04/18 7:50PM ID: 80757726	It was a waste of my and your time.					
3	28/04/18 7:54AM ID: 81041562	No other plans					

Q10f. Overall how would you rate this element of our service (Heritage): 10 being the highest rating, 1 the lowest.

						Response Percent	Response Total
1	10					20.00%	3
2	9					13.33%	2
3	8					13.33%	2
4	7					13.33%	2
5	6					6.67%	1
6	5					6.67%	1
7	4					0.00%	0
8	3					13.33%	2
9	2					0.00%	0

Q10f. Overall how would you rate this element of our service (Heritage): 10 being the highest rating, 1 the lowest.



						Response Percent	Response Total
10	1					13.33%	2
Analysis	Mean:	4.53	Std. Deviation:	3.07	Satisfaction Rate:	39.26	answered 15
	Variance:	9.45	Std. Error:	0.79			skipped 52

What is the most important thing we could improve? (8)

1	23/04/18 2:14PM ID: 80460909	Late response - timescales could be better!
2	23/04/18 2:27PM ID: 80462253	Advice when on site co-ordinated with advice when received in writing. Clients react on positive verbal advice,
3	23/04/18 2:48PM ID: 80463148	Only 8 as we did then need to pay for a site visit in order that a better understanding of the site features could be understood. Lesson learnt for myself in the future.
4	23/04/18 3:28PM ID: 80471479	Slow in responding to original application
5	24/04/18 9:31AM ID: 80550322	The arranging of a site visit with the attendance of the Heritage Team took a long time.
6	24/04/18 5:42PM ID: 80619439	allow a telephone conversation without charge in order to establish if planning likely to be required It feels now that we cannot even consult at all without paying punitive fees for the privilege of owning an historic property
7	25/04/18 7:50PM ID: 80757726	Give advice that is specific, pertinent, and helpful. The advice I received was none of these things.
8	28/04/18 7:54AM ID: 81041562	The cost should be proportional to the magnitude of the work if possible.

17. Specific elements of our pre-application advice service - Highways

Q11a. Did you include Highways advice in your pre-application advice request?

						Response Percent	Response Total
1	Yes					11.94%	8
2	No					88.06%	59
Analysis	Mean:	1.88	Std. Deviation:	0.32	Satisfaction Rate:	88.06	answered 67
	Variance:	0.11	Std. Error:	0.04			skipped 0

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Q11b. In relation to the Highways element of our pre-application advice service : Did this element of our service help you so that you were able to successfully submit your application?

						Response Percent	Response Total
1	Yes					87.50%	7
2	No					12.50%	1

Q11b. In relation to the Highways element of our pre-application advice service : Did this element of our service help you so that you were able to successfully submit your application?

							Response Percent	Response Total
Analysis	Mean:	1.12	Std. Deviation:	0.33	Satisfaction Rate:	12.5	answered	8
	Variance:	0.11	Std. Error:	0.12			skipped	59
If 'No' please elaborate: (1)								
1	24/04/18 7:15AM ID: 80536628		SCC Highways were not helpful					

Q11c. In relation to the Highways element of our pre-application advice service : Did we ask you to modify this element of your proposal? Did we explain the reasons for the changes you were asked to make?

							Response Percent	Response Total
1	Yes		<div></div>				25.00%	2
2	No		<div></div>				75.00%	6
Analysis	Mean:	1.75	Std. Deviation:	0.43	Satisfaction Rate:	75	answered	8
	Variance:	0.19	Std. Error:	0.15			skipped	59
Comments: (1)								
1	23/04/18 7:34PM ID: 80502105		Garage needed to be bigger					






Q11d. In relation to the Highways element of our pre-application advice service : Did the advice represent good value for money?

							Response Percent	Response Total
1	Yes			<div></div>			87.50%	7
2	No			<div></div>			12.50%	1
Analysis	Mean:	1.12	Std. Deviation:	0.33	Satisfaction Rate:	12.5	answered	8
	Variance:	0.11	Std. Error:	0.12			skipped	59

Q11e. In relation to the Highways element of our pre-application advice service: Would you use this service again?



							Response Percent	Response Total
1	Yes			<div></div>			87.50%	7
2	No			<div></div>			12.50%	1
Analysis	Mean:	1.12	Std. Deviation:	0.33	Satisfaction Rate:	12.5	answered	8
	Variance:	0.11	Std. Error:	0.12			skipped	59

Q11f. Overall how would you rate this element of our service (Highways): 10 being the highest rating, 1 the lowest.

					Response Percent	Response Total
1	10				25.00%	2
2	9				0.00%	0
3	8				37.50%	3
4	7				12.50%	1
5	6				0.00%	0
6	5				12.50%	1
7	4				0.00%	0
8	3				12.50%	1
9	2				0.00%	0
10	1				0.00%	0
Analysis	Mean:	3.62	Std. Deviation:	2.23	Satisfaction Rate:	29.17
	Variance:	4.98	Std. Error:	0.79		
					answered	8
					skipped	59
What could be done to improve this element of our service? (1)						
1	23/04/18 7:34PM ID: 80502105		Answer all my questions			



19. Specific elements of our pre-application advice service - Floods

Q12a. Did you include Floods advice in your pre-application advice request

					Response Percent	Response Total
1	Yes				5.97%	4
2	No				94.03%	63
Analysis	Mean:	1.94	Std. Deviation:	0.24	Satisfaction Rate:	94.03
	Variance:	0.06	Std. Error:	0.03		
					answered	67
					skipped	0

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Q12b. In relation to the Floods element of our pre-application advice service : Did this element of our service help you so that you were able to successfully submit your application?

					Response Percent	Response Total
1	Yes				50.00%	2
2	No				50.00%	2
Analysis	Mean:	1.5	Std. Deviation:	0.5	Satisfaction Rate:	50
	Variance:	0.25	Std. Error:	0.25		
					answered	4
					skipped	63

If 'No' please elaborate: (2)

Q12b. In relation to the Floods element of our pre-application advice service : Did this element of our service help you so that you were able to successfully submit your application?

			Response Percent	Response Total
1	23/04/18 2:34PM ID: 80463244	n/a		
2	30/04/18 10:50AM ID: 81174823	no application submitted yet		

Q12c. In relation to the Floods element of our pre-application advice service : Did we ask you to modify this element of your proposal? Did we explain the reasons for the changes you were asked to make?

							Response Percent	Response Total
1	Yes						0.00%	0
2	No						100.00%	4
Analysis	Mean:	2	Std. Deviation:	0	Satisfaction Rate:	100	answered	4
	Variance:	0	Std. Error:	0			skipped	63
Comments: (1)								
1	23/04/18 2:34PM ID: 80463244		N/A					

Q12d. In relation to the Floods element of our pre-application advice service : Did the advice represent good value for money?

							Response Percent	Response Total
1	Yes			<div></div>			50.00%	2
2	No			<div></div>			50.00%	2
Analysis	Mean:	1.5	Std. Deviation:	0.5	Satisfaction Rate:	50	answered	4
	Variance:	0.25	Std. Error:	0.25			skipped	63
If 'No' please elaborate: (2)								
1	23/04/18 2:34PM ID: 80463244		n/a					
2	30/04/18 10:50AM ID: 81174823		it used to be free					





Q12e. In relation to the Floods element of our pre-application advice service: Would you use this service again?

							Response Percent	Response Total
1	Yes			<div></div>			50.00%	2
2	No			<div></div>			50.00%	2
Analysis	Mean:	1.5	Std. Deviation:	0.5	Satisfaction Rate: 50		answered	4
	Variance:	0.25	Std. Error:	0.25			skipped	63

Q12e. In relation to the Floods element of our pre-application advice service: Would you use this service again?

			Response Percent	Response Total
If 'No' please elaborate: (1)				
1	23/04/18 2:34PM ID: 80463244	n/a		

Q12f. Overall how would you rate this element of our service (Floods): 10 being the highest rating, 1 the lowest.



			Response Percent	Response Total
1	10		25.00%	1
2	9		25.00%	1
3	8		0.00%	0
4	7		0.00%	0
5	6		0.00%	0
6	5		25.00%	1
7	4		0.00%	0
8	3		0.00%	0
9	2		0.00%	0
10	1		25.00%	1
Analysis		Mean: 4.75 Std. Deviation: 3.56 Satisfaction Rate: 41.67	answered	4
		Variance: 12.69 Std. Error: 1.78	skipped	63

What could be done to improve this element of our service? (1)



1	23/04/18 2:34PM ID: 80463244	n/a
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21. Specific elements of our pre-application advice service - Landscape



Q13a. Did you include Landscape advice in your pre-application request?

			Response Percent	Response Total
1	Yes		4.48%	3
2	No		95.52%	64
Analysis		Mean: 1.96 Std. Deviation: 0.21 Satisfaction Rate: 95.52	answered	67
		Variance: 0.04 Std. Error: 0.03	skipped	0



Q13b. In relation to the Landscape element of our pre-application advice service: Did this element of our service help you so that you were able to successfully submit your application?

						Response Percent	Response Total
1	Yes					33.33%	1
2	No					66.67%	2
Analysis	Mean:	1.67	Std. Deviation:	0.47	Satisfaction Rate:	66.67	answered
	Variance:	0.22	Std. Error:	0.27			skipped
If 'No' please elaborate: (1)							
1	24/04/18 8:29AM ID: 80542793	No because we were out bid for the property and did not make the purchase so the planning pre-app was useful but in the end not necessary					



Q13c. In relation to the Landscape element of our pre-application advice service: Did we ask you to modify this element of your proposal? Did we explain the reasons for the changes you were asked to make?

						Response Percent	Response Total
1	Yes					0.00%	0
2	No					100.00%	3
Analysis	Mean:	2	Std. Deviation:	0	Satisfaction Rate:	100	answered
	Variance:	0	Std. Error:	0			skipped




Q13d. In relation to the Landscape element of our pre-application advice service: Did the advice represent good value for money?

						Response Percent	Response Total
1	Yes					33.33%	1
2	No					66.67%	2
Analysis	Mean:	1.67	Std. Deviation:	0.47	Satisfaction Rate:	66.67	answered
	Variance:	0.22	Std. Error:	0.27			skipped

Q13e. In relation to the Landscape element of our pre-application advice service: Would you use this service again?



						Response Percent	Response Total
1	Yes					33.33%	1
2	No					66.67%	2
Analysis	Mean:	1.67	Std. Deviation:	0.47	Satisfaction Rate:	66.67	answered
	Variance:	0.22	Std. Error:	0.27			skipped

Q13f. Overall how would you rate this element of our service (Landscape): 10 being the highest rating, 1 the lowest.

					Response Percent	Response Total
1	10				0.00%	0
2	9				0.00%	0
3	8				33.33%	1
4	7				0.00%	0
5	6				0.00%	0
6	5				0.00%	0
7	4				0.00%	0
8	3				33.33%	1
9	2				0.00%	0
10	1				33.33%	1
Analysis	Mean:	7	Std. Deviation:	2.94	Satisfaction Rate:	66.67
	Variance:	8.67	Std. Error:	1.7		
					answered	3
					skipped	64



23. Specific elements of our pre-application advice service - Ecology

Q14a. Did you include Ecology advice in your pre-application request?

					Response Percent	Response Total
1	Yes				4.48%	3
2	No				95.52%	64
Analysis	Mean:	1.96	Std. Deviation:	0.21	Satisfaction Rate:	95.52
	Variance:	0.04	Std. Error:	0.03		
					answered	67
					skipped	0

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Q14b. In relation to the Ecology element of our pre-application advice service: Did this element of our service help you so that you were able to successfully submit your application?

					Response Percent	Response Total
1	Yes				66.67%	2
2	No				33.33%	1
Analysis	Mean:	1.33	Std. Deviation:	0.47	Satisfaction Rate:	33.33
	Variance:	0.22	Std. Error:	0.27		
					answered	3
					skipped	64

Q14c. In relation to the Ecology element of our pre-application advice service: Did we ask you to modify this element of your proposal? Did we explain the reasons for the changes you were asked to make?

					Response Percent	Response Total
1	Yes				0.00%	0
2	No				100.00%	3
Analysis	Mean:	2	Std. Deviation:	0	Satisfaction Rate:	100
	Variance:	0	Std. Error:	0		
					answered	3
					skipped	64

Q14d. In relation to the Ecology element of our pre-application advice service: Did the advice represent good value for money?

					Response Percent	Response Total
1	Yes				66.67%	2
2	No				33.33%	1
Analysis	Mean:	1.33	Std. Deviation:	0.47	Satisfaction Rate:	33.33
	Variance:	0.22	Std. Error:	0.27		
					answered	3
					skipped	64

Q14e. In relation to the Ecology element of our pre-application advice service: Would you use this service again?

					Response Percent	Response Total
1	Yes				66.67%	2
2	No				33.33%	1
Analysis	Mean:	1.33	Std. Deviation:	0.47	Satisfaction Rate:	33.33
	Variance:	0.22	Std. Error:	0.27		
					answered	3
					skipped	64

Q14f. Overall how would you rate this element of our service (Ecology): 10 being the highest rating, 1 the lowest.

					Response Percent	Response Total
1	10				0.00%	0
2	9				0.00%	0
3	8				33.33%	1
4	7				0.00%	0
5	6				0.00%	0
6	5				33.33%	1
7	4				0.00%	0
8	3				0.00%	0
9	2				0.00%	0
10	1				33.33%	1

Q14f. Overall how would you rate this element of our service (Ecology): 10 being the highest rating, 1 the lowest.

						Response Percent	Response Total
Analysis	Mean:	6.33	Std. Deviation:	2.87	Satisfaction Rate:	59.26	answered 3
	Variance:	8.22	Std. Error:	1.66			skipped 64

25. Summary

Q15. Overall would you use our pre-app service again?

						Response Percent	Response Total
1	Yes					73.13%	49
2	No					26.87%	18
Analysis	Mean:	1.27	Std. Deviation:	0.44	Satisfaction Rate:	26.87	answered 67
	Variance:	0.2	Std. Error:	0.05			skipped 0

If 'No' please explain why (20)

1	23/04/18 2:24PM ID: 80462204	Only if absolutely necessary, as clients are not usually willing to pay the extra fees.
2	23/04/18 2:27PM ID: 80462253	Because I believe it is a valuable exercise for our clients. However if one pays for a service then one expects a level of service, which unfortunately in this instance was not forthcoming.
3	23/04/18 2:47PM ID: 80464417	I think the money would be better spent on professional advice and a full application. I wouldn't recommend the service to others
4	23/04/18 2:50PM ID: 80465488	As previously noted on small scale projects the associated costs involve mean that this service is not justified. When the former 'drop-in' service was provided all applications were discussed prior to submission.
5	23/04/18 3:17PM ID: 80469610	No guidance offered
6	23/04/18 4:15PM ID: 80476247	But only because there isn't really a viable alternative.
7	23/04/18 5:04PM ID: 80482797	Very expensive for a meeting that only lasted for 5 min and gave us inaccurate information
8	23/04/18 5:10PM ID: 80482920	No! Complete waste of time, just to get an answer of 'yes, we think it will pass but no guarentees.
9	23/04/18 6:33PM ID: 80494384	poor communication poor time scales not met. 50% refund promised never received
10	23/04/18 6:37PM ID: 80495623	Prefer just to speak to somebody over the phone.
11	23/04/18 7:34PM ID: 80502105	Poor value and poor planning advice for what was a considerable fee. Highways was fine.
12	23/04/18 9:55PM ID: 80517815	For reasons previously given. Waste of time and money
13	24/04/18 5:40AM ID: 80532079	But I think I would question the response in more detail
14	24/04/18 8:11AM ID: 80540514	I feel its too expensive for what is offered. An hour with a officer and a few comments is not worth that value. Also, charging for pre application advise will force many to try

Q15. Overall would you use our pre-app service again?




			Response Percent	Response Total
		even harder to side step the planning system. This I feel is very strongly true of heritage applications where the councils should be promoting an open conversation for the sake of the asset in question. I would also question the principal of charging for heritage pre application as the general legal principal is that you should NOT be penalised for you care of a heritage asset.		
15	24/04/18 9:57AM ID: 80553921	I assume I would have too as noble will now give you advise over the phone . But we cannot keep paying for advise that makes no sense		
16	24/04/18 10:09AM ID: 80555919	waste of my time and money, as you couldn't be bothered to attend the meeting		
17	25/04/18 7:50PM ID: 80757726	See earlier comments. The process was essentially unhelpful and unresponsive to subsequent questions for clarification.		
18	28/04/18 7:54AM ID: 81041562	No plans for further changes		
19	30/04/18 10:50AM ID: 81174823	I am not sure that it gives the application any advantage.		
20	07/05/18 7:43PM ID: 82733701	It is more or less mandatory.		

26. Rating our service

Q16. Overall how would you rate our service? 10 being the highest rating, 1 the lowest.











	1	2	3	4	5	6	7	8	9	10	Response Total
Timeliness	9.0% (6)	6.0% (4)	3.0% (2)	1.5% (1)	14.9% (10)	13.4% (9)	6.0% (4)	22.4% (15)	9.0% (6)	14.9% (10)	67
Quality of advice	11.9% (8)	4.5% (3)	3.0% (2)	4.5% (3)	11.9% (8)	0.0% (0)	7.5% (5)	26.9% (18)	14.9% (10)	14.9% (10)	67
Attitudes / friendliness of staff	3.0% (2)	4.5% (3)	1.5% (1)	6.0% (4)	6.0% (4)	6.0% (4)	6.0% (4)	11.9% (8)	26.9% (18)	28.4% (19)	67
Helpfulness	6.0% (4)	6.0% (4)	6.0% (4)	4.5% (3)	10.4% (7)	3.0% (2)	6.0% (4)	14.9% (10)	20.9% (14)	22.4% (15)	67
Overall Experience	9.0% (6)	6.0% (4)	4.5% (3)	7.5% (5)	11.9% (8)	0.0% (0)	10.4% (7)	23.9% (16)	13.4% (9)	13.4% (9)	67
										answered	67
										skipped	0

Matrix Charts











46.1. Timeliness			Response Percent	Response Total
1	1		9.0%	6
2	2		6.0%	4
3	3		3.0%	2







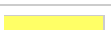


46.1. Timeliness							Response Percent	Response Total
4	4		<div><div></div></div>				1.5%	1
5	5		<div><div></div></div>				14.9%	10
6	6		<div><div></div></div>				13.4%	9
7	7		<div><div></div></div>				6.0%	4
8	8		<div><div></div></div>				22.4%	15
9	9		<div><div></div></div>				9.0%	6
10	10		<div><div></div></div>				14.9%	10
Analysis	Mean:	6.42	Std. Deviation:	2.77	Satisfaction Rate:	60.2	answered	67
	Variance:	7.65	Std. Error:	0.34				

46.2. Quality of advice							Response Percent	Response Total	
1	1		<div><div></div></div>				11.9%	8	
2	2		<div><div></div></div>				4.5%	3	
3	3		<div><div></div></div>				3.0%	2	
4	4		<div><div></div></div>				4.5%	3	
5	5		<div><div></div></div>				11.9%	8	
6	6						0.0%	0	
7	7		<div><div></div></div>				7.5%	5	
8	8		<div><div></div></div>				26.9%	18	
9	9		<div><div></div></div>				14.9%	10	
10	10		<div><div></div></div>				14.9%	10	
Analysis	Mean:	6.58	Std. Deviation:	2.97	Satisfaction Rate:		62.02	answered	67
	Variance:	8.81	Std. Error:	0.36					

46.3. Attitudes / friendliness of staff						Response Percent	Response Total
1	1					3.0%	2
2	2					4.5%	3
3	3					1.5%	1
4	4					6.0%	4
5	5					6.0%	4
6	6					6.0%	4
7	7					6.0%	4
8	8					11.9%	8
9	9					26.9%	18
10	10					28.4%	19

46.3. Attitudes / friendliness of staff						Response Percent	Response Total
Analysis	Mean:	7.69	Std. Deviation:	2.56	Satisfaction Rate:	74.3	answered 67
	Variance:	6.54	Std. Error:	0.31			

46.4. Helpfulness						Response Percent	Response Total
1	1					6.0%	4
2	2					6.0%	4
3	3					6.0%	4
4	4					4.5%	3
5	5					10.4%	7
6	6					3.0%	2
7	7					6.0%	4
8	8					14.9%	10
9	9					20.9%	14
10	10					22.4%	15
Analysis	Mean:	6.97	Std. Deviation:	2.91	Satisfaction Rate:	66.33	answered 67
	Variance:	8.45	Std. Error:	0.36			

46.5. Overall Experience						Response Percent	Response Total
1	1					9.0%	6
2	2					6.0%	4
3	3					4.5%	3
4	4					7.5%	5
5	5					11.9%	8
6	6					0.0%	0
7	7					10.4%	7
8	8					23.9%	16
9	9					13.4%	9
10	10					13.4%	9
Analysis	Mean:	6.43	Std. Deviation:	2.87	Satisfaction Rate:	60.36	answered 67
	Variance:	8.25	Std. Error:	0.35			

27. Improving our service

Q17. Overall what is the most important thing we could improve with our pre-app service?

			Response Percent	Response Total
1	Open-Ended Question		100.00%	67
1	23/04/18 2:10PM ID: 80460766	X		
2	23/04/18 2:13PM ID: 80460869	provide a fee calculator online, not just the fee structure		
3	23/04/18 2:14PM ID: 80460909	Better written advice from planners		
4	23/04/18 2:14PM ID: 80460898	Quicker		
5	23/04/18 2:14PM ID: 80460841	The timeliness of the written report. we were told we would have it in 2 weeks but it actually took 4		
6	23/04/18 2:19PM ID: 80460944	Meet the time targets		
7	23/04/18 2:22PM ID: 80461153	Faster response - acknowledgement letter did not specify deadline date, and five days have elapsed		
8	23/04/18 2:22PM ID: 80462304	no comment		
9	23/04/18 2:24PM ID: 80462204	Charging differing amounts depending on the advice needed i.e. a much smaller fee for inquiring if planning permission is required for a householder app.		
10	23/04/18 2:24PM ID: 80462626	On site advice		
11	23/04/18 2:25PM ID: 80463092	consistent advice		
12	23/04/18 2:27PM ID: 80462253	Consistency in verbal and written advice.		
13	23/04/18 2:34PM ID: 80463244	speak to people directly and not charge		
14	23/04/18 2:37PM ID: 80463843	nothing its fine as it is		
15	23/04/18 2:42PM ID: 80463792	Offer more than one meeting / opportunity to discuss the report after the meeting.		
16	23/04/18 2:46PM ID: 80465940	Happy with service received, no comment.		
17	23/04/18 2:47PM ID: 80464417	The speed of responses probably by having more staff. I gather that the relocation of planning services to Endeavour House resulted in a loss of experienced staff and my application was a victim of that period of change		
18	23/04/18 2:48PM ID: 80463148	ensure consistency between initial positive advice to the end decision. I appreciate sometimes further information may be required in order to consider this at an early stage, but I would say ask for it. employ an architect to comment on design aspects of a project		
19	23/04/18 2:50PM ID: 80465488	A more timely service would be beneficial. If a meeting is required it often take at least a week to arrange, this is then followed with a wait of between 2 & 3 weeks for the feedback. This could easily take a month and even at this stage a negative response could be received....by which time an application would be submitted registered and the consultations nearly completed.		
20	23/04/18 2:54PM ID: 80467012	N/A		

Q17. Overall what is the most important thing we could improve with our pre-app service?

			Response Percent	Response Total
21	23/04/18 3:17PM ID: 80469610	Ask questions that could have resolved some issues rather than a blanket catch all answers		
22	23/04/18 3:21PM ID: 80470290	experienced authoritative advice rather than fence sitting		
23	23/04/18 3:28PM ID: 80471479	Time in responding		
24	23/04/18 3:45PM ID: 80473778	Easier access		
25	23/04/18 4:07PM ID: 80473486	-		
26	23/04/18 4:15PM ID: 80476247	Return telephone calls - I twice left messages for the officer handling the pre-app and neither was returned.		
27	23/04/18 4:57PM ID: 80483620	Nothing		
28	23/04/18 5:04PM ID: 80482797	Make sure the information in the meeting is the same as in the follow up emails/letter		
29	23/04/18 5:10PM ID: 80482920	Make it free or at least quick. And if I' am going to be told that I'am going to be given my money back, I want my money back!		
30	23/04/18 5:15PM ID: 80485008	Heritage could offer a chargeable 'Written advice' option.		
31	23/04/18 5:29PM ID: 80487601	As per my comments regarding the costs. I would also like to be able to speak to someone to clarify the planning allowances i.e. when and where I can build. This should not cancel the need for a pre app!!!		
32	23/04/18 6:33PM ID: 80494384	clear communication not having to keep chasing officer dealing with my case		
33	23/04/18 6:37PM ID: 80495623	.		
34	23/04/18 6:44PM ID: 80496032	Speed.		
35	23/04/18 6:54PM ID: 80497658	Speed		
36	23/04/18 7:12PM ID: 80499621	You need more staff, you have great staff but are overwhelmed		
37	23/04/18 7:34PM ID: 80502105	Answer my questions.		
38	23/04/18 7:40PM ID: 80502884	As a householder some of the terminology could be simpler		
39	23/04/18 8:08PM ID: 80506064	Perhaps acknowledging a little quicker		
40	23/04/18 9:11PM ID: 80512808	What about follow up to advice issued. When it's questioned what are timeliness and service like?		
41	23/04/18 9:19PM ID: 80514468	nothing		
42	23/04/18 9:55PM ID: 80517815	It obviously doesn't function within the councils planning guidelines so is pointless at present and represents a personal view and opinion not what someone can legally build		

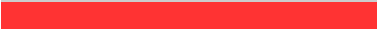

Q17. Overall what is the most important thing we could improve with our pre-app service?

			Response Percent	Response Total
43	23/04/18 10:27PM ID: 80522090	Consistency		
44	24/04/18 5:40AM ID: 80532079	That the positive response from pre-application team is consistent with the planning team and any additional information is highlighted at this point.		
45	24/04/18 7:15AM ID: 80536628	SCC highways input		
46	24/04/18 8:11AM ID: 80540514	Some signs as to where the council offices are in the county council offices would be nice. Also some main reception staff who dont treat people looking for MSDC like aliens. REALLY RUDE. NO SIGNS I COULD SEE. NO PARKING, as you have chosen to move MSDC out of Mid suffolk, all people will be driving into ipswich - you NEED parking for them.		
47	24/04/18 8:29AM ID: 80542793	No Idea		
48	24/04/18 9:31AM ID: 80550322	When site visits are required, speed up the process of arranging these.		
49	24/04/18 9:57AM ID: 80553921	Being able to actually speak to someone		
50	24/04/18 10:09AM ID: 80555919	turn up		
51	24/04/18 11:19AM ID: 80564669	Reduce the cost		
52	24/04/18 2:10PM ID: 80589897	Just keep it all simple please		
53	24/04/18 5:42PM ID: 80619439	Allow a conversation with a person before filling in all the forms and paying		
54	24/04/18 9:24PM ID: 80647176	I am quite happy with what has been offered sofar		
55	25/04/18 9:10AM ID: 80672303	quality of advice rather than regurgitating policy		
56	25/04/18 10:57AM ID: 80685475	clearer information about charges and how to pay		
57	25/04/18 7:50PM ID: 80757726	Give useful advice.		
58	26/04/18 5:30PM ID: 80869915	MSDC preferred payment using a credit card which I could not do. Getting this paid with a bank transfer was preferred		
59	28/04/18 7:54AM ID: 81041562	Cost proprional to work. Make heritage separate from planning.		
60	30/04/18 10:50AM ID: 81174823	provide your advice fee of charge		
61	30/04/18 11:20AM ID: 81179357	Reports following the meeting to sent out quicker.		
62	01/05/18 2:04PM ID: 81408287	,		
63	07/05/18 7:43PM ID: 82733701	Provide advice that accords with the application decision. It is costing me a great deal of time and money to resolve a house extension (the house is neither listed nor conservation area).		

Q17. Overall what is the most important thing we could improve with our pre-app service?

			Response Percent	Response Total
64	11/05/18 1:10PM ID: 83359754	happy as it is		
65	13/05/18 8:41PM ID: 83547699	Try to provide appointments within 72 hrs of pre-app submission.		
66	23/05/18 2:13PM ID: 85435613	I think the pre app service was more than adequate for my project and was dealt with very professionally so for me it was good.		
67	23/05/18 4:54PM ID: 85472844	NA		
			answered	67
			skipped	0

Q18. Are there any other types of advice you would like us to include in our service in the future?

			Response Percent	Response Total
1	No - it is ok as it is		79.10%	53
2	Yes (please describe in comment box below)		20.90%	14
Analysis			answered	67
	Mean: 1.21 Std. Deviation: 0.41 Satisfaction Rate: 20.9		skipped	0
	Variance: 0.17 Std. Error: 0.05			

Comments: (15)

1	23/04/18 2:14PM ID: 80460898	Eliminate unnecessary Heritage involvement
2	23/04/18 2:19PM ID: 80460944	Be able to save a draft application on the 'Pre Planning enquiry form'
3	23/04/18 2:22PM ID: 80461153	Reasons why specialist sections should be included in consultation -- how do I know if eg heritage or flood is relevant?
4	23/04/18 2:34PM ID: 80463244	steering
5	23/04/18 2:47PM ID: 80464417	I can't think of another area of advice but the service is not ok as it is
6	23/04/18 3:17PM ID: 80469610	I did not consider that you offered any service at all
7	23/04/18 3:21PM ID: 80470290	experienced authoritative advice rather than fence sitting
8	23/04/18 5:04PM ID: 80482797	If you feel the application would be turned down, explain why and what could be done to make the application more successful, rather than hide behind a letter or email to say the application is not going to be approved
9	23/04/18 6:33PM ID: 80494384	as above
10	23/04/18 6:44PM ID: 80496032	Not enough time allocated for large projects
11	23/04/18 9:55PM ID: 80517815	What you could build...not what you can't

Q18. Are there any other types of advice you would like us to include in our service in the future?

			Response Percent	Response Total
12	24/04/18 10:09AM ID: 80555919	do what the customer wants, don't make it impossible to talk to someone in the dept, when I turn up to discuss problems don't sit me in corner of busy reception on the phone when I can clearly see the person I am talking to through the window!		
13	25/04/18 7:50PM ID: 80757726	If you are going to charge for this service, it must be delivered as a service and not a grudging sop to irritating individuals who wish to muck about with old properties - which is the impression your 'service' left me with. If 'advice' is given that is not clear, then you must respond to requests for clarification, and you should do so until all parties understand what is required and the subsequent planning/listed buildings application is likely to be successful. In my case, I am no nearer being able to guess what would be successful than I was before the visit - except that I now know that one specific proposal would be refused.		
14	01/05/18 2:04PM ID: 81408287	.		
15	07/05/18 7:43PM ID: 82733701	Just get it right. The service I have had from Babergh planning has been exceptionally poor, unprofessional in the extreme, and in due course will lead to legal action costing the Council greatly in time, money and reputation.		