

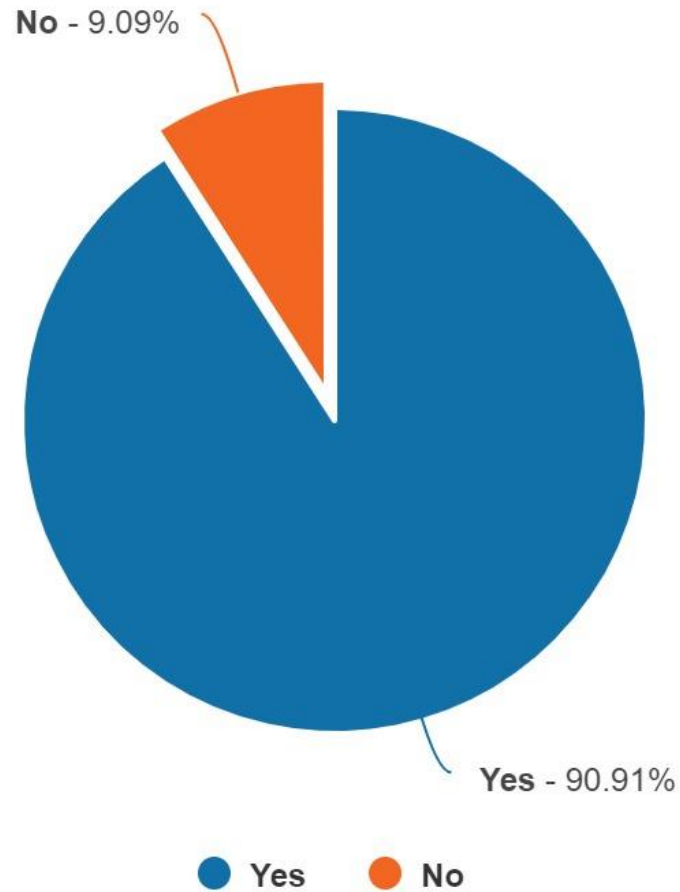
# Pre-Application Survey – Analysis & Review

2021/2022

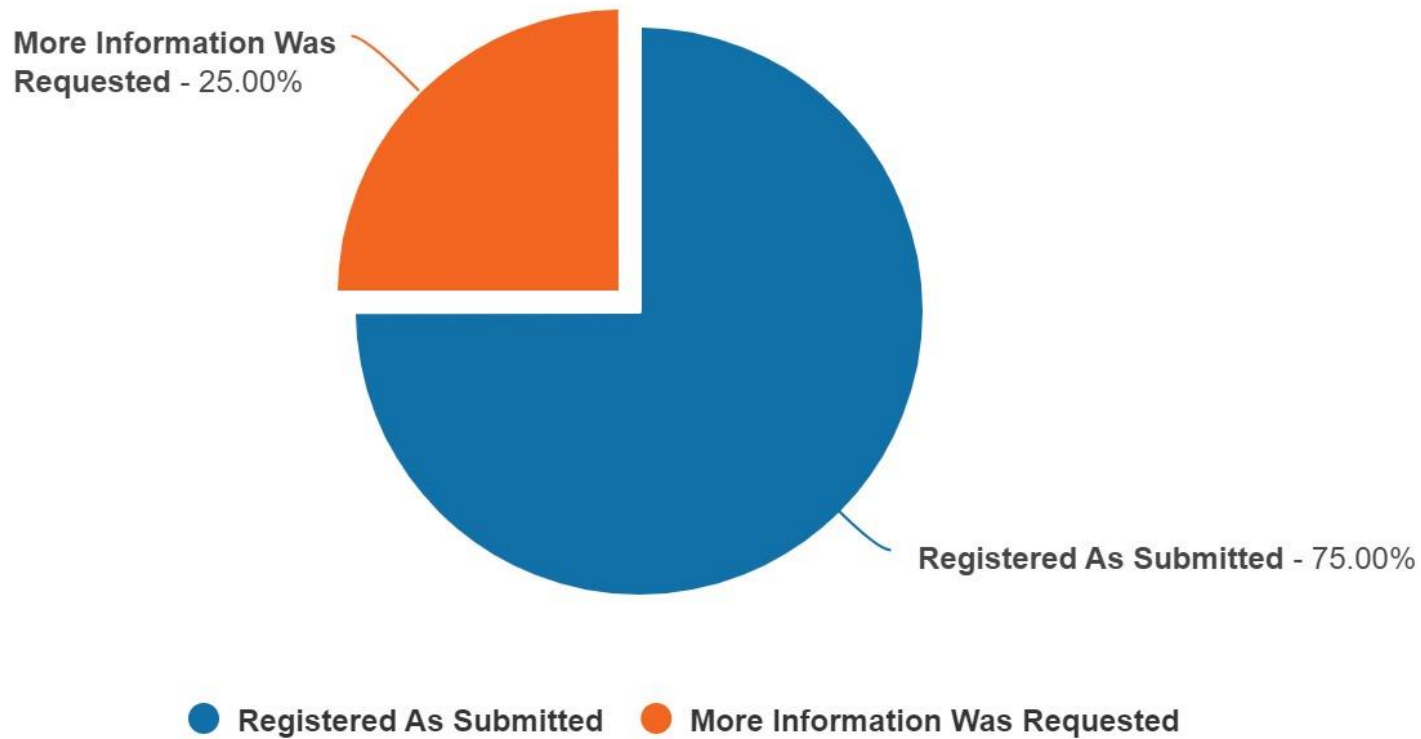


- **This survey was conducted to assist with the ongoing improvement of our planning pre-application advice service and follows the 2021 survey.**
- **All responses were anonymous and no personally identifiable information was collected.**
- **Survey was sent to 767 customers who had used our planning pre-application service in the period 01 April 2021 to 31 March 2022.**
- **There were 44 responses in total (5.7%)**

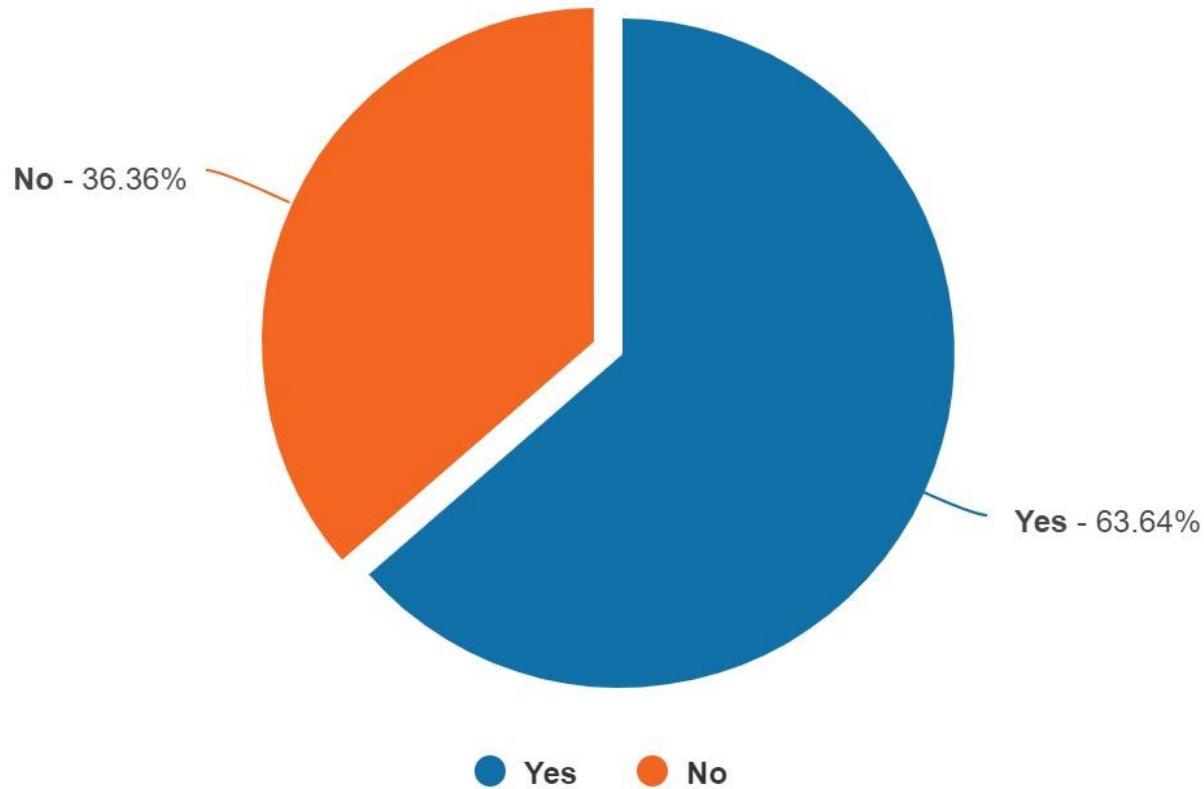
Q4. Was your pre-application enquiry registered in good time?



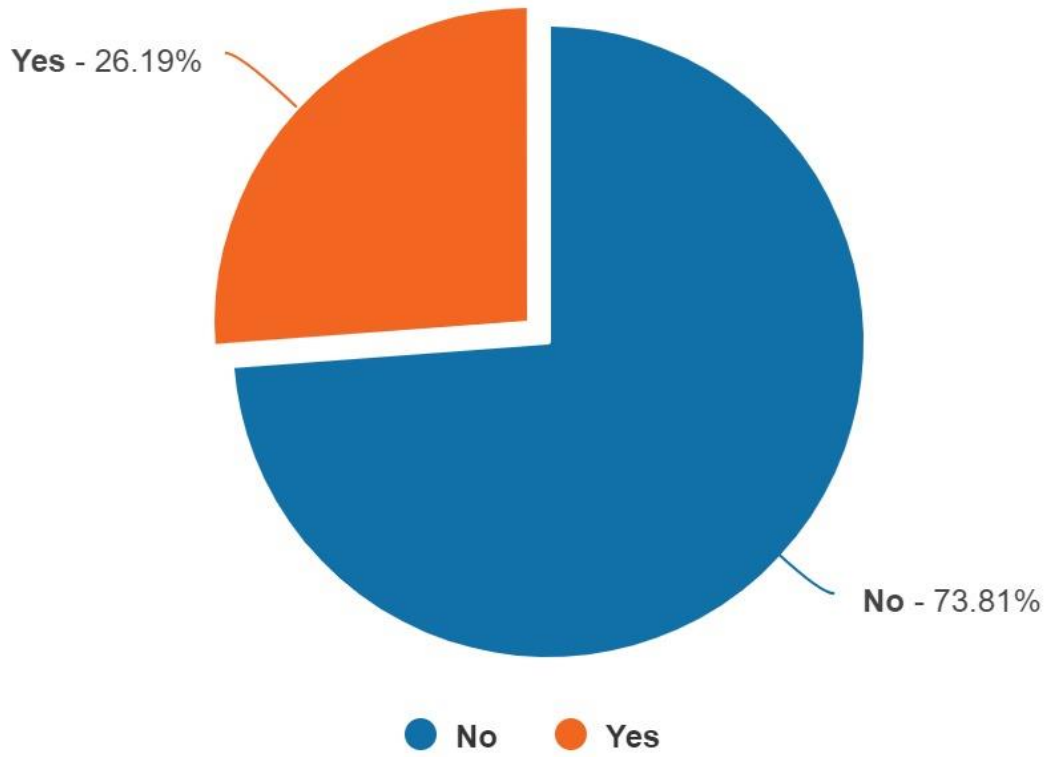
Q5. Was your enquiry registered as submitted, or did we request more information?



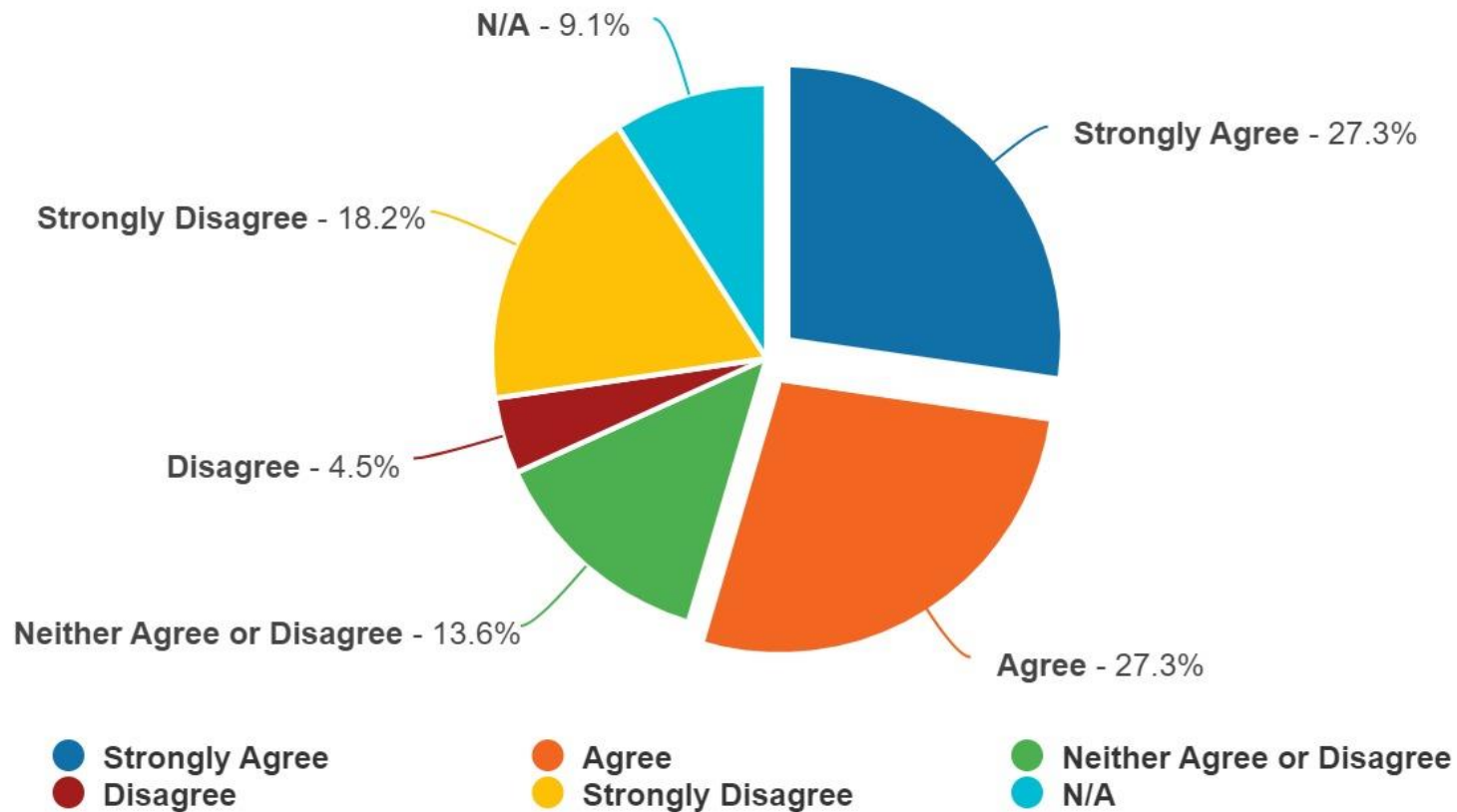
Q6a. Have you now submitted a planning application following our provision of pre-application advice?



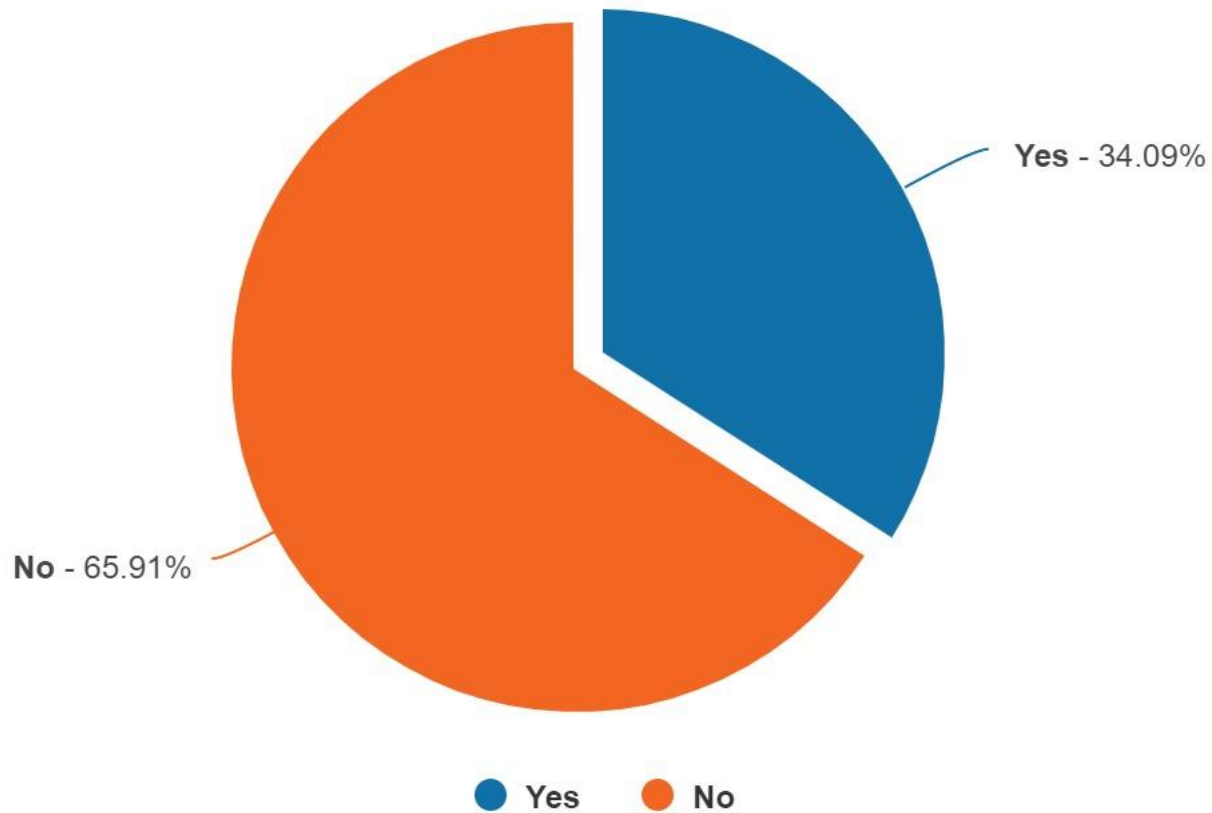
Q6c. Were you asked to amend your application after you applied for permission? If so was this consistent with the pre-app advice you received? Please use the comments box below.



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

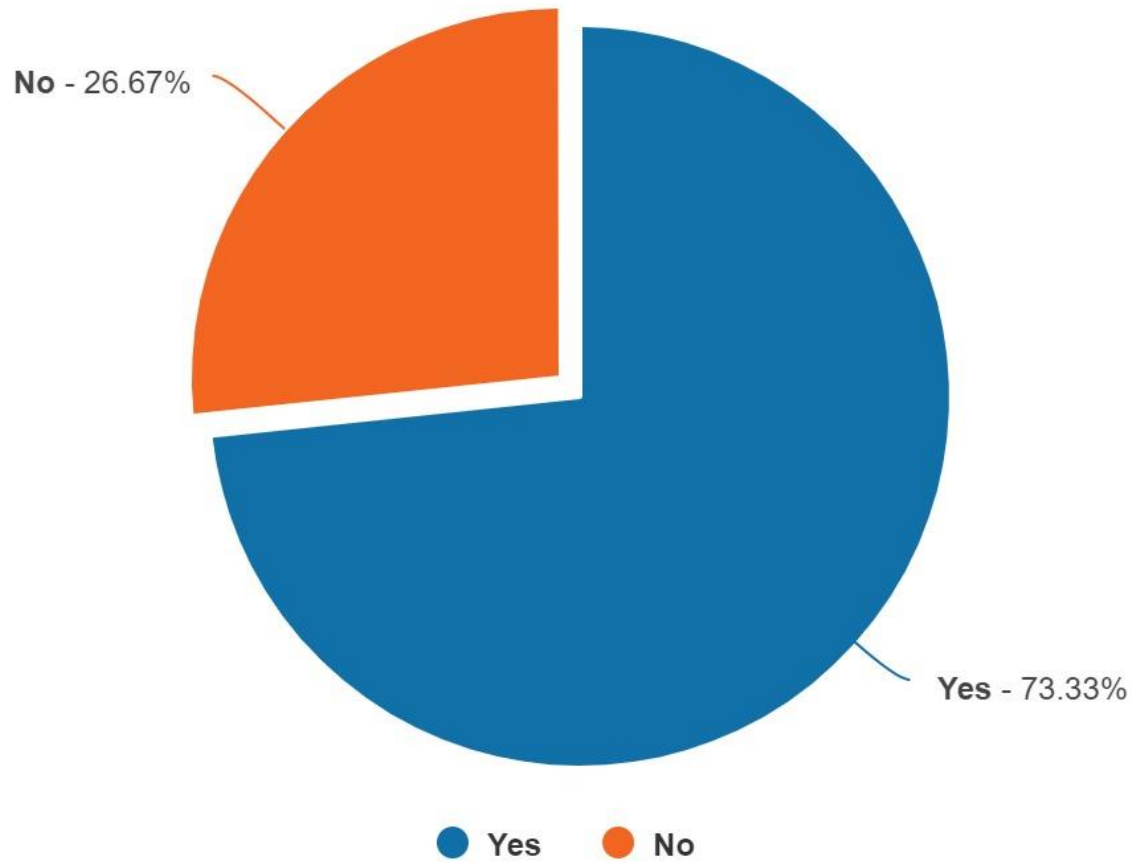


Q8. In relation to our overall service did we ask you to modify your proposal?

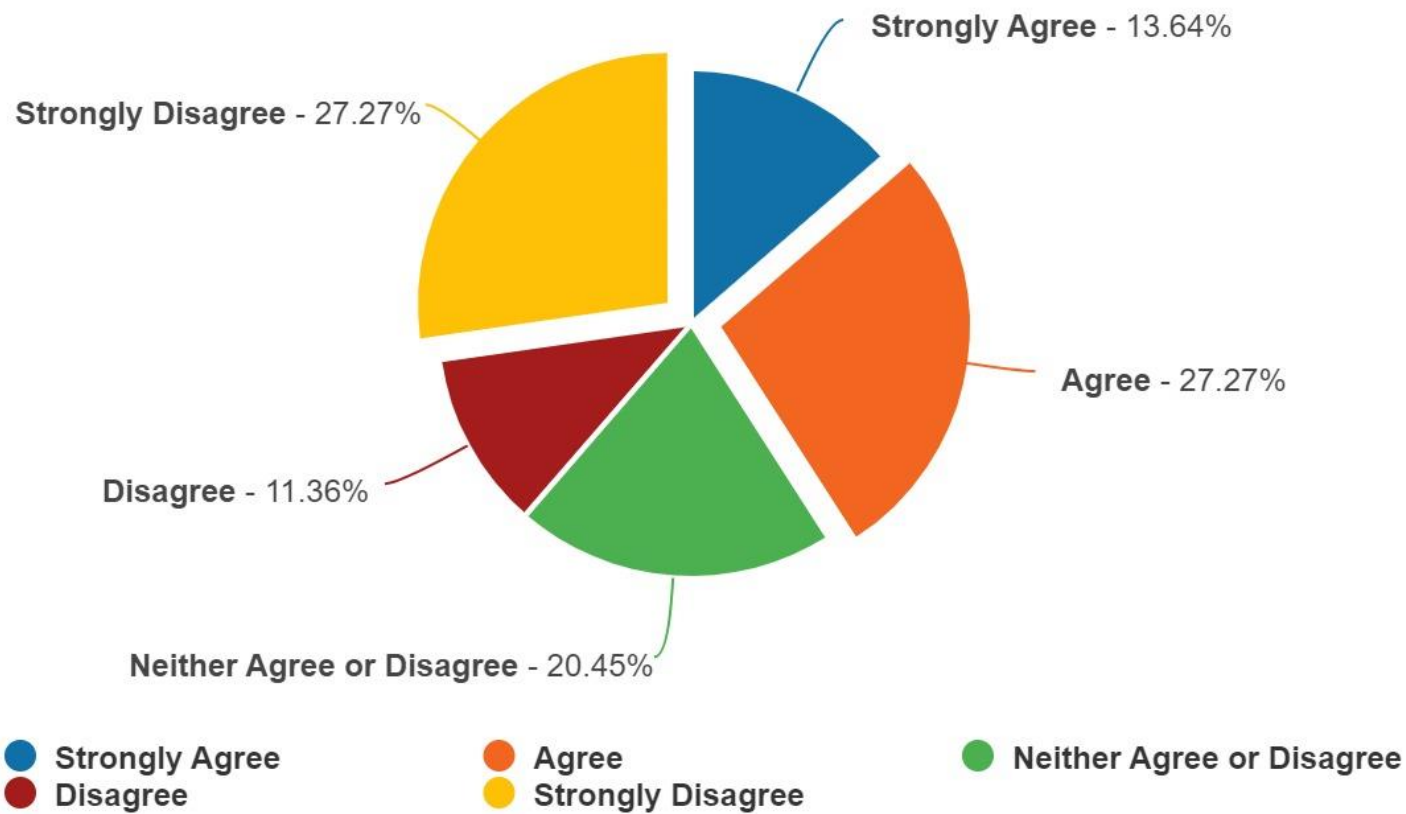




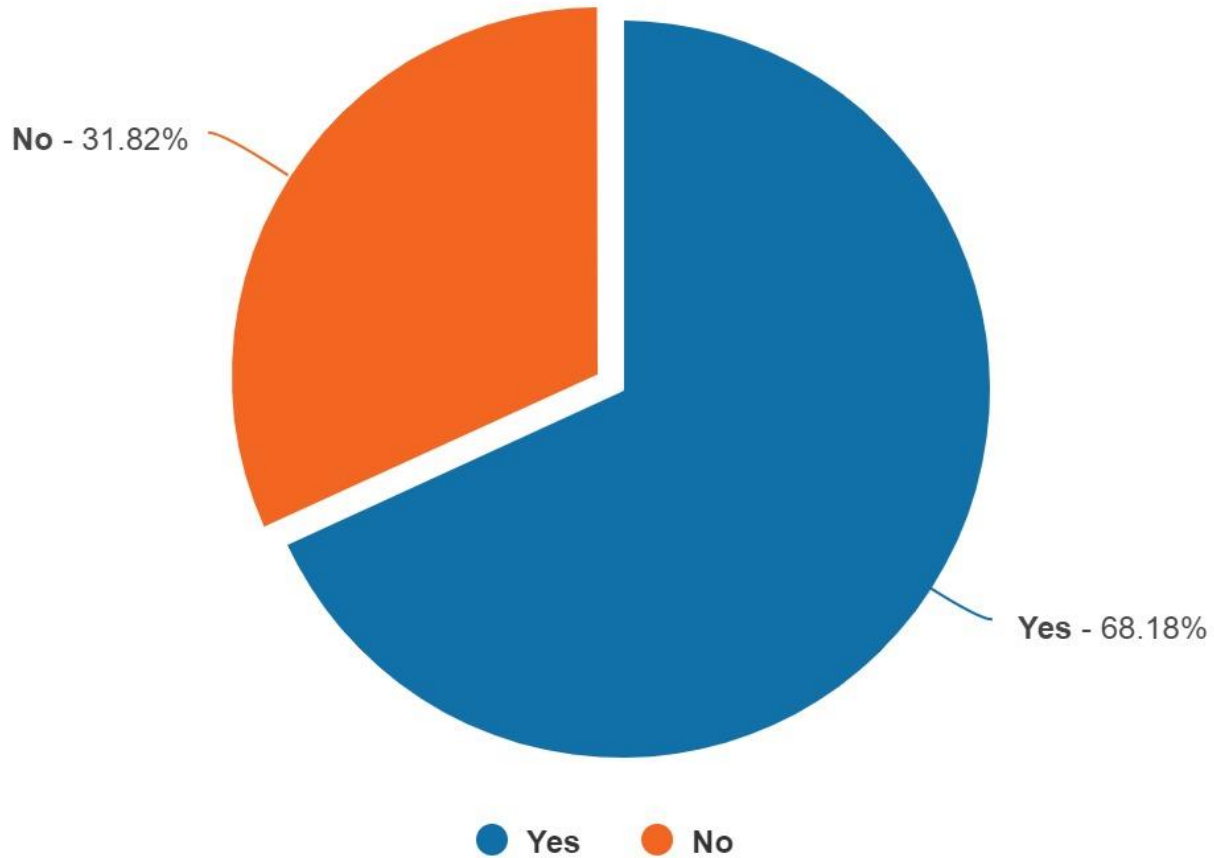
Q8a. Did you understand the reasons for the advice we gave?



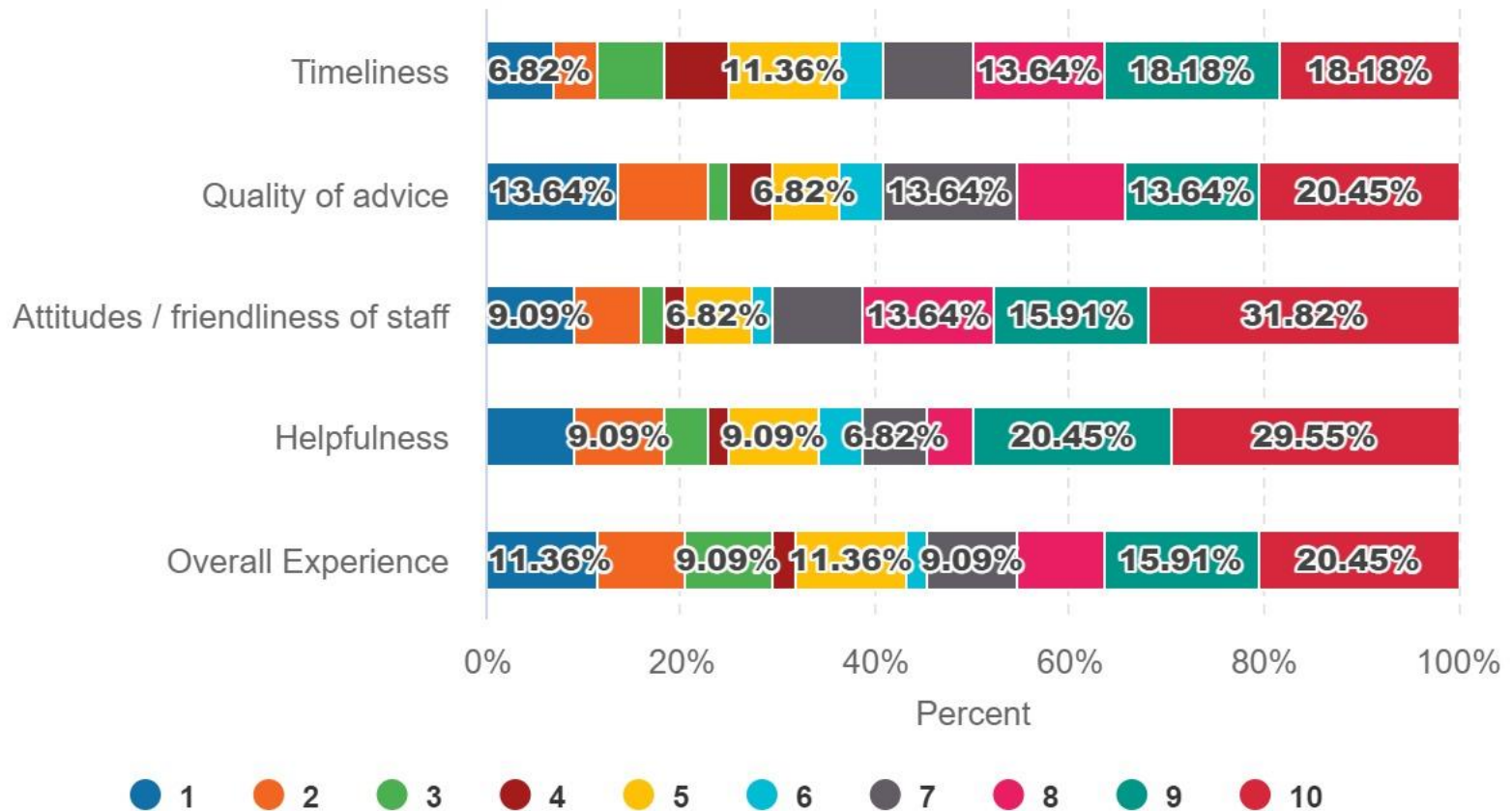
Q9. Do you think that the overall advice you received represented good value for money?



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



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



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



- Pre-app is pretty much essential despite the quality of the service not necessarily offering good value for money due to inconsistent advice.
- Very informative
- Good value for money depends on how controversial the project and the quality of pre-app advice. We make a judgment on whether to bother with the pre-application process depending on the project. .
- I would but only because it is 'advisable' and as agents our hands are tied and we are forced to recommend the service to our customers. But I really don't think pre-apps are helpful. Being able to actually talk to a planner on the phone like we used to was much more efficient and useful.
- To be honest, BMSDC Planning & Heritage do it pretty well, there is a good attitude of how can we collectively deliver a service for the applicants, which is great and as long as this remains I will always give positive feedback.
- Could definitely speed up response time.
- Planning officer was never available and never returned my calls
- Consistency between advice given at Pre- Application and after formal submission always seems to differ.
- Good "Value for money"? on balance, yes but greater clarity would be expected



- That whoever provides the pre-app advice is the same person that deals with the subsequent application and is consistent with their views. There is nothing more important.
- Quality of staff - critically the ability to use discretion/ common sense.
- The “front” office personnel were very helpful, felt very sorry for them having to be the first and only point of call, while the planning officer was always otherwise busy
- Better appreciation of general considerations without narrow focus. Better support in moving application forward by assisting with suggestions to make application acceptable.
- Explain the response. simply stating something is not helpful.
- Fast track planning process if pre-app advice obtained and complied with
- Clear explanations about what is available, what it is suitable for and the costs involved. The implications of getting things wrong.
- Speed of response

# Previous Survey Comparisons



## 6 key points from previous surveys (comparing 2018, 2019, 2020, 2021 and 2022):

"Helpfulness" rating of our pre-app service – for ratings between 8 and 10 (10 being the highest):

- 2018 – 51.3%
- 2019 – 52.9%
- 2020 – 59.7%
- 2021 – 56.7%
- 2022 – 54.5%

Looking at the advice being "Good value for money" (rating Strongly Agree or Agree):

- 2018 – 40.3%
- 2019 – 44.3%
- 2020 – 44.4%
- 2021 – 46.7%
- 2022 – 40.9%

Looking at Heritage being "good value for money" (rating Strongly Agree or Agree):

- 2018 – 73.3%
- 2019 – 43.8%
- 2020 – 65.4%
- 2021 – 68.4%
- 2022 – 50.0%

Considering overall quality of advice ratings between 8 and 10 (10 being the highest):

- 2018 – 56.7%
- 2019 – 54.3%
- 2020 – 48.6%
- 2021 – 59.9%
- 2022 – 45.5%

Registration of pre-app enquiries in good time (rated "Yes"):

- 2018 – 85%
- 2019 – 90%
- 2020 – 91.7%
- 2021 – 95%
- 2022 – 90.9%

When asked whether pre-application advice would help when submitting a planning application (rating Strongly Agree or Agree):

- 2018 – 60%
- 2019 – 64%
- 2020 – 59.3%
- 2021 – 70.9%
- 2022 – 54.5%

**End of survey 😊**