

**Woking Borough Council**  
**BVPI Planning Survey 2006 - Summary Data**

**Introduction**

In autumn 2006 the statutory Best Value Planning Satisfaction Survey was sent out to a random sample of 554 people who had received a decision letter on their application between April 3<sup>rd</sup> 2006 and September 29<sup>th</sup> 2006.

295 questionnaires were analysed representing a usable response rate of 53%. Below you will find a summary of the results from this survey.

All results shown are in percentages and where percentage values do not add up to 100 this is likely to be due to rounding up or the exclusion of "no reply" from the analysis. Where they exceed 100 this is likely to be where respondents are allowed to tick more than one answer to a single question.

| <b>Q1</b> When you made your most recent application, in what capacity were you acting? |    |
|---|----|
| As a private individual   | 53 |
| As part of your own business  | 6  |
| On behalf of your employer  | 3  |
| As an agent acting on behalf of another party   | 37 |
| Other   | 1  |

| <b>Q2</b> What type of application were you submitting?                   |    |
|---|----|
| Householder   | 63 |
| Listed building or Conservation Area Consent                              | 9  |
| Residential Development   | 12 |
| Business or Industry Development (including Minerals & Waste Development) | 5  |
| Other   | 12 |

| <b>Q3</b> Have you applied to our planning department for planning consent previous to your most recent application? |    |
|--|----|
| Yes  | 59 |
| No   | 39 |
| Do not recall  | 2  |

| <b>Q4</b> Please indicate how many times you have applied to our planning department for planning consent: |           |            |             |             |            |                              |
|--|-----------|------------|-------------|-------------|------------|------------------------------|
|  | 1-5 times | 6-10 times | 11-20 times | 21-50 times | 51 + times | It does not apply/Don't know |
| in the last six months   | 84        | 4          | 1           | 0           | 0          | 12                           |
| in the last year   | 71        | 9          | 3           | 0           | 0          | 16                           |
| in the last two years  | 57        | 15         | 8           | 2           | 1          | 17                           |
| in the last three years  | 52        | 12         | 14          | 3           | 0          | 20                           |

| <b>Q5</b> Please indicate whether you agree or disagree with each of the following statements about your experience of the council's handling of your planning application(s) IN THE LAST YEAR. |                |       |                            |          |                   |
|---|----------------|-------|----------------------------|----------|-------------------|
|   | Strongly Agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree |
| I was given the advice and help I needed to submit my application correctly   | 26             | 54    | 17                         | 2        | 1                 |
| The council kept me informed about the progress of my application   | 21             | 52    | 18                         | 6        | 3                 |
| The council dealt promptly with my queries  | 25             | 52    | 17                         | 5        | 2                 |
| I understand the reasons for the decision made on my application(s)   | 25             | 61    | 9                          | 2        | 3                 |
| I felt that I was treated fairly and that my viewpoint was listened to  | 27             | 53    | 14                         | 3        | 4                 |

| <b>Q6</b> Setting aside whether any individual application was successful or not, how satisfied or dissatisfied are you with the service provided by the council in processing your application? |                  |                                    |                     |                   |
|--|------------------|------------------------------------|---------------------|-------------------|
| Very satisfied   | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| 47   | 40               | 10                                 | 2                   | 1                 |

| <b>Q7</b> What was the outcome of your most recent application? |     |
|---|-----|
| Granted permission/consent                                      | 93% |
| Refused permission/consent                                      | 7%  |

**Q8** For each of the following elements of the planning service we provide please indicate whether you think the service has got better or worse over the last three years, or has it stayed the same.

|   | Better | Stayed the same | Worse |
|---|--------|-----------------|-------|
| The advice and help provided to submit my application                           | 24     | 71              | 4     |
| The information provided about the progress of my application                   | 19     | 75              | 7     |
| The promptness with which queries about my application were dealt with          | 22     | 73              | 5     |
| The clarity of the reasons for the decision given                               | 19     | 77              | 4     |
| The fairness with which my application was dealt with and viewpoint listened to | 19     | 76              | 5     |