



Charnwood Borough Council

BVPI Planning Survey 2006 - 2007

Final Report

1. Introduction

The consultation was carried out by the Communications, Consultations and Partnerships Team between September 2006 – March 2007

The aims of the survey were as follows:

- To assess current % of people who have used the planning service who are satisfied with the service to inform future service planning / design and provision.
- To identify changes in levels of satisfaction from the 2003/2004 survey.
- To identify whether we have achieved our BVPI target for the percentage of people satisfied with the service.
- To collect data to ensure that we are engaging with our customers and providing services that meet their needs and expectations.

2. Executive Summary

2.1 Methodology

The methodology of the BVPI surveys was prescribed in detail by the ODPM (Now DCLG - Department for Communities and Local Government).

Survey Type

The type of survey chosen was postal. This single prescribed method for all authorities was chosen so that data is comparable across all authorities. For reasons of cost, this method had to be a postal survey. This proposal was included in the pre-survey consultation and a large majority of respondents were in favour of this methodology.

Sample Method

The target population for the sample was all planning applicants or agents of applicants who have received a decision letter on their application during the sampling window (01/04/06 – 30/09/06).

The sample method used was census – in other words every eligible person within the window was asked to complete a survey.

The Questionnaire

All BVPI surveys had to use the questionnaire templates provided to them by the Audit Commission on behalf of the ODPM.

We were able to “Charnwoodize” the design of the survey (e.g. change the name of a service) but **could not alter the order** in which the mandatory questions were presented or change the meaning/wording of the questions.

2.2 Response Rate

Sample Size

The ODPM required that a minimum of **400** respondents needed to be achieved.

Response Rate Achieved

A total of **555** valid responses were received and submitted to the audit commission for analysis. This was a response rate of **52%**

2.3 Relevant BVPI Headline Indicators

See the table below at 3.1

2.4 Reliability of Results

This is a measurement of reliability – of how confident you can be that the responses of your sample are representative of the whole population.

E.g. If 1,000 people in Charnwood responded, how confident can you be that the answers they give would be the same if you asked all Charnwood Residents.

This is measured as a percentage, which represents the margin of error. The most frequently used confidence interval is 95%. This means that 95 times out of a hundred your results will be reliable with a margin of error of - for example – 3.15% either way. So, if the BV80a result is 76% satisfied we can be confident that if we asked every service user the result would at worst be 72.85% and at best 79.15%

See the **Confidence Intervals** for this survey in the table below (3.1).

3. Main Findings

This section identifies the main findings of the survey. The information shown is in an un-weighted format. Weighted data will be provided by the audit commission for the BVPI Headline Indicator questions at a later date and will be added to the report at this time. It is expected that this will be in late spring – early summer 07.

3.1 BVPI Scores

The following table identifies satisfaction with various aspects of the service.

The **Sample** size is the number of respondents to the survey who answered the particular BVPI question asked.

The **BVPI Score** is the percentage of respondents satisfied with the service the indicator refers to. This percentage is a combination of the respondents who answered “very satisfied” and “satisfied”. In the results below you will sometimes see this combination referred to as “to some extent satisfied”. The BVPI score is as follows:

BVPI	Sample	Confidence Interval	06-07 BVPI Score	03- 04 BVPI Score	00 - 01 BVPI Score
BVP111 – satisfaction with the planning service by those making an application	547	3.51	77	77	78.4

3.2 Other Findings

The full results can be found in the tables show below at Appendix A.

Almost two-thirds of respondents had made an application as a private individual. 23% were acting as agents.

Almost two-thirds of respondents were making a “householder” application.

For 42% of respondents, this was the first application they had applied for.

90% of respondents had been granted permission. Only 7% had been refused.

Respondent’s views about the process and how they had been treated (see Q5) were quite positive. 65% of respondents felt that they had been treated fairly and their viewpoint listened to. 73% said that they had understood the reason for the decision made.

It is worth noting that 20% of respondents didn’t feel that the council kept them informed about the progress of the application.

When asked whether or not various aspects of the service had improved in the last three years there was a high percentage of respondents who did not answer. This is likely to be because most did not have a connection to the service that stretched back over that period of time.

However, looking at those who did answer at least twice as many felt the service had stayed the same that felt it had got better. The percentage of those who felt the various aspects of service had got worse was low – varying between 2 – 7% of respondents.

The free text responses to this survey will be provided separately to services due to the large volume.

Full Data

The following percentages are based upon the total number of respondents rather than responses to individual questions. This is the same way that we were required to submit the data to the audit commission.

This means that the % used below are based upon totals that include not answered. Therefore, when considering what the data shows us it is important to consider the impact of this and you may wish to exclude the not answered's and recalculate the percentages for your own purposes. This will have the impact of raising other percentages – obviously, how much this is by will be dependent on the number of not answered's.

However, it is worth noting that the BVPI indicator results detailed in the table above are based upon totals that have had the “not answered” responses excluded. This will also be the case for the final BVPI scores sent to us by the Audit Commission.

Q1. Acting capacity of most recent application	
Private individual	323 (58.20%)
Part of own business	51 (9.19%)
On behalf of employer	34 (6.13%)
Agent acting on behalf of another party	127 (22.88%)
Other	13 (2.34%)
Not answered	7 (1.26%)

Q2. Type of application	
Householder	338 (60.90%)
Listed building/conservation	21 (3.78%)
Residential development	97 (17.48%)
Business/Industry development	36 (6.49%)
Other	49 (8.83%)
Not answered	14 (2.52%)

Q3. Whether has applied for planning consent previous to most recent application

Yes	295 (53.15%)
No	234 (42.16%)
Do not recall	19 (3.42%)
Not answered	7 (1.26%)

Q4. Number of times applied for planning consent within each period of time

	1 - 5	6 - 10	11 - 20	21 - 50	51 or more	Doesn't apply / don't know	Not answered
In the last 6 months	122 (21.98%)	18 (3.24%)	5 (0.90%)	5 (0.90%)	0 (0.00%)	28 (5.05%)	377 (67.93%)
In the last year	92 (16.58%)	27 (4.86%)	12 (2.16%)	6 (1.08%)	4 (0.72%)	23 (4.14%)	391 (70.45%)
In the last 2 years	55 (9.91%)	27 (4.86%)	19 (3.42%)	14 (2.52%)	8 (1.44%)	29 (5.23%)	403 (72.61%)
In the last 3 years	76 (13.69%)	23 (4.14%)	13 (2.34%)	17 (3.06%)	14 (2.52%)	45 (8.11%)	367 (66.13%)

Q5. Agreement with each of the following statements

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Doesn't apply / don't know	Not answered
I was given the advice and help I needed to submit my application correctly	74 (13.33%)	249 (44.86%)	95 (17.12%)	34 (6.13%)	24 (4.32%)	63 (11.35%)	16 (2.88%)
The council kept me informed about the progress of my application	42 (7.57%)	253 (45.59%)	101 (18.20%)	81 (14.59%)	36 (6.49%)	28 (5.05%)	14 (2.52%)
The council dealt promptly with my queries	55 (9.91%)	247 (44.50%)	111 (20.00%)	45 (8.11%)	33 (5.95%)	48 (8.65%)	16 (2.88%)
I understand the reasons for the decision made on my application(s)	70 (12.61%)	342 (61.62%)	61 (10.99%)	16 (2.88%)	23 (4.14%)	27 (4.86%)	16 (2.88%)
I felt I was treated fairly and that my viewpoint was listened to	81 (14.59%)	274 (49.37%)	81 (14.59%)	20 (3.60%)	31 (5.59%)	51 (9.19%)	17 (3.06%)

Q6. Overall satisfaction with service provided by council in processing application

Very satisfied	208 (37.48%)
Fairly satisfied	215 (38.74%)
Neither	65 (11.71%)
Fairly dissatisfied	36 (6.49%)
Very dissatisfied	23 (4.14%)
Not answered	8 (1.44%)

Q7. Outcome of most recent application

Granted permission	502 (90.45%)
Refused permission	40 (7.21%)
Not answered	13 (2.34%)

Q8. Whether each element of service has got better or worse in last 3 years

	Better	Stayed the same	Worse	Don't know	Not answered
The advice and help provided to submit my application	53 (9.55%)	136 (24.50%)	21 (3.78%)	68 (12.25%)	277 (49.91%)
The information provided about the progress of my application	61 (10.99%)	123 (22.16%)	27 (4.86%)	66 (11.89%)	278 (50.09%)
The promptness with which queries about my application are dealt with	50 (9.01%)	124 (22.34%)	38 (6.85%)	65 (11.71%)	278 (50.09%)
The clarity of the reasons for the decision given	49 (8.83%)	148 (26.67%)	11 (1.98%)	72 (12.97%)	275 (49.55%)
The fairness with which my application was dealt with and viewpoint listened to	46 (8.29%)	152 (27.39%)	18 (3.24%)	58 (10.45%)	281 (50.63%)

Q9. Sex of respondent

Male	397 (71.53%)
Female	147 (26.49%)
Not answered	11 (1.98%)

Q11. Employment

Employee FT	244 (43.96%)
Employee PT	45 (8.11%)
Self employed, FT or PT	161 (29.01%)
Govt. supported training	1 (0.18%)
Full time education	0 (0.00%)
Unemployed	1 (0.18%)
Permanently sick or disabled	3 (0.54%)
Retired	54 (9.73%)
Looking after the home	10 (1.80%)
Other	10 (1.80%)
Not answered	26 (4.68%)

Q12. Illness

Yes	56 (10.09%)
No	479 (86.31%)
Not answered	20 (3.60%)

Q13. Limit activities

Yes	40 (7.21%)
No	30 (5.41%)
Not answered	485 (87.39%)

Q14. Ethnic Group

White British	471 (84.86%)
White Irish	3 (0.54%)
White Other	8 (1.44%)
Mixed White and Black Caribbean	0 (0.00%)
Mixed White and Black African	0 (0.00%)
Mixed White and Asian	0 (0.00%)
Mixed Other	0 (0.00%)
Chinese	2 (0.36%)
Black/Black British Caribbean	1 (0.18%)
Black/Black British African	2 (0.36%)
Black/Black British Other	1 (0.18%)
Asian Indian	28 (5.05%)
Asian Pakistani	1 (0.18%)
Asian Bangladeshi	0 (0.00%)
Asian Other	3 (0.54%)
Other	6 (1.08%)
No answer	29 (5.23%)