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Compliments

Nice to be involved and hopefully help improve services.	Noted
Generally the service is very good but there are occasions which letters are not replied back to promptly.	Response can be delayed because of other pressures and we are working on this
Planning officers and building control good very happy to deal with.	Noted
Thought the way I was dealt with was excellent, although the process does take a long while. Thank you for all your help especially Miss Rigby- an asset to you.	Noted
The personal statement was excellent.	Noted
I found the planning web site particularly useful although it was not well advertised.	Noted
The new building inspector for the area which I live is very good and helpful not like the old one.	Noted
I would like to acknowledge the usefulness of the planning dept web site which is very informative and useful in keeping up to date with the progress of submissions on behalf of our clients. If only all other local authorities would follow suit.	Noted
All in all I think that council planning is doing a pretty good job although the length of the planning procedure is a little frustrating.	Noted
At present my own personal dealings with Charnwood BC are limited. However in future I look forward to forming working relationships.	Noted
A mistake was obviously made with any last application, however I would like to point out that my client was compensated for any trouble that had been caused and the matter was dealt with very fairly and openly with the mistake being freely admitted. I have been very happy with the service provided by the planning department and consider this recent hitch to be a one off which was very considerably dealt with.	Noted
I was particularly impressed with the help and information I had from the officer.	Noted
Service overall quick good although I had to telephone for updates which were provided very quickly.	Noted
The application was submitted using the web portal for my neighbour friend. Uploading the drawing was easy and so was looking at the application. Apologies for the delay in returning the survey.	Noted
As all regulations change often we found the forms a let different than our previous applications, some several years ago. But on the whole the form filling was one. The telephone was also received was very courteous and straight to the point which saved us a lot of time.	Noted
I checked the progress of my application on the internet ad found it fairly easy to use.	Noted
Found the website very useful.	Noted
We are pleased with your service.	Noted
I was pleased with the staff who dealt with my application they were very helpful.	Noted
Very satisfied with the process of my application.	Noted
A very well run department.	Noted
Please feel free to contact me on **** if you wish to speak further about this form.	Noted
I hope for all your help and assistance with my application and hope the service you provide continues.	Noted
Very impressed with extremely quick service and outcome well done to all involved.	Noted
As a planning consultant I deal with numerous LPA across the country without exception I have found Charnwood to offer a completely satisfactory service. Officers are efficient and the service is much improved	Noted

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compared with 5-10 years ago. I would rank the LPA in the top 5% of council nationwide.	
Only thanks for your service.	Noted
The system of reception, waiting room, cubicle works fine for simple matters as long as the officers are available when needed for their obviously appreciated assistance.	Noted
The service very much depends on the planning officers one very good often not so good.	Noted
Very happy with service provided many thanks again.	Noted
The whole process of this application went very smoothly may I say I was very impressed with the way I could track the progress of my application on the council website.	Noted
We continue to enjoy an excellent working relationship with the borough of Charnwood and look forward to a similar relationship long in the future.	Noted
My application was dealt with by Daryl Watson in a very professional manner. There is a one or two variations required about which I will shortly be talking to Daryl.	Noted
A generally helpful and positive authority which offers pre application advice and a sensible approach.	Noted
Excellent service. Couldn't fault help, support and guidance. Building inspector was with us all the way helped where changes were required and ensured everything was with regulations builders also very happy with the support. Many thanks to you.	Noted
Sorry have no comments. I just sent plans in and heard nothing till consent was given.	Noted
The man who inspected the work carried out by my builders was excellent.	Noted
As a result of this last submission made to CBC I accept work from in CBC area.	Noted
Best local authority in Leicestershire.	Noted
The ability to discuss potential planning submissions prior to a formal application being made is considered essential. This would enable a considered application to be made and avoid potential delays, additional cost and submissions considered not in compliance with the local plan.	Noted
the problems that we have had have not been with planning or building bags but we have had a lot of delay and unhelpful mess from the grant department concerning the extension for our disabled daughter delaying a build start date from Sept 2006 to Jan 2007 and had to get an additional £70,000 grant my 3year old daughter was entitled to.	Noted

Fees

The considered the cost of application to be very high and cannot really understand how it can be justified. The second charge of £310.20 was completely unexpected and don't really know what it was for.	This would appear to be fees for building regulations and it is clearly stated on forms sent out and on web site that a second fee maybe required depending on the application type.
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Registration

An improvement in the time the application was submitted and time delay before written confirmation of acceptance. This has sometimes taken between 2-3 weeks.	We accept this has not being as we want it but are trying to improve the speed for registering an application. Delays are also caused because the number of applications that are invalid is approximately 50%. We are arranging training events for agents and improving our advice on how to submit and what to include in an application.
Initially I was asked for the correct change and so my application date was delayed whilst CBC were waiting for my cheque to arrive, hence my application took much longer than the usual 6weeks otherwise I was really	It is not clear what happened on this application, applications should be processed without a fee, but no decision can be made until the correct fee is received.

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happy with all the help and advice that I was given.	
During both of our applications we suffered delays because we were told the paperwork we had sent had not arrived at the relevant planning co-ordinators desk this happened 3 times. Advice on how to submit the application and level of detail required was not only easily available or forthcoming. The initial decision to our application did not make any sense or relate to our application.	Extensive advice is available on the web site in respect of what is required. We do however recognise that there is a problem and are looking at updating and improving the information because of customer concerns and because 50% of applications received are invalid.
On behalf of the steering committee I am pleased with the final outcome. However, I am dissatisfied with the time it takes to process applications. The use of registering the application as the start time for performance purposes is particularly annoying when there is 1 month between receipt of application and registration.	The time period for determining an application commences on the date a valid application is received and not when it is registered.
Miss Jackson was very helpful within minutes for a consent and an application. However, when a drawing has got to be on a scale you should not need the measurement. After drawing a plan with orientation why should I specify on the electrician that the door of my conservatory is not facing my next door fence but my patio? The cost of a passing presentation is justified. However the cost of 3 photocopies £30, can't be.	Drawings are shown on the internet and therefore it is not possible to scale dimensions, critical dimensions are therefore essential and drawings must be clear in what they show. If submitted electronically there is no copying charges. We have recently reassessed all our copying charges and significantly reduced them.
Your charges are totally excessive as usual	We have reassessed all our copying charges and significantly reduced them.
Very slow process I had to submit two applications despite second being an amendment to the first. Why did I have to resubmit/buy planning maps when they were identical first application and second? Strange decisions and illogical reasoning the norm.	All separate applications have to include all the documentation.
We operate as architects and are not only frustrated with the service of Charnwood with the pressure on turning around applications, procurement routes finance etc. there seems to be a bottleneck at planning when a delaying tactic is used before a fully registered application can be lodged.	We do not use any delaying tactics. Applications are registered as soon as possible, any delays in registering will affect the time period we have to determine an application.
When I sent payment a month later they said that I had not paid. But 2 weeks after when I sent my bank statement to them, they had to agree that I had paid!	We are sorry you experienced these difficulties the matter was investigated and found that the money had not been registered against the application.
There was a delay in informing the people in the local area of our plans of about 2-3 weeks. This delayed the consent being passed. This in turn meant we lost the service of a builder.	We are sorry this occurred but no date can be guaranteed when a decision is to be made.
I feel that the change of use planning permission was somewhat unfair as my home is still a residential building. I just wanted to child mind from it the £265 fee did not seem appropriate.	Legislation requires the application and the fee.
Need to be more explicit about the need for building Regs in the initial planning application process. The rest was well done.	We will look at this and improve advice given accordingly.
I think your website could be much more user friendly.	Noted. This matter is constantly being looked at and any constructive suggestions would be welcomed
Access to design statements should be made in plain English without having to quote policy documents as this document is for public consumption.	Design statements are required to explain what has been considered in drawing up the scheme. A fundamental issue is planning policy because all decisions to grant planning permission should accord with policy unless material considerations indicate otherwise.
Staff were always polite and helpful on the phone however my original hand delivered application went missing for some time. Phone calls were often not returned when promised and it seems that once a date has been given things cannot happen any quicker even where there is no reason to hold things up this can all be very frustrating.	We are sorry you experienced these problems. We are looking at our phone policy and how officers administer it. We also have a significant number of deadlines to meet and therefore it is not always possible to act sooner.

Pre-application advice

All pre application enquiries need to be dealt with a lot quicker other authorities can reply with a maximum of 5 days. As Charnwood I have	We do a significant amount of work on pre-application enquiries to ensure the advice given is as accurate and
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experienced long waiting times which does not help me as a agent.	detailed as possible. If instant advice is given it may not be beneficial in the long term and officers would be criticised for giving out incomplete information.
The only part that I thought was wrong was after I made an enquiry only and was asked to complete a yellow orange sheet. I had not decided to go ahead or officially submitted any plans. It was put in the public domain website after this casual enquiry. At which point i was then bombarded with calls circulars from builders who wanted to do my work. I do not think that this respects my privacy on what was merely an enquiry.	This system has been adopted because if it is decided that Planning Permission is not required, neighbours etc will have that knowledge without making enquiries at the Council. Thus saving Officer time. This will be reviewed with the introduction of an on-line expert enquiry system
I do feel that more help could have been given when I initially applied for planning permission from the council. I visited the offices and asked for specific advice which I was not given and hence my initial application was denied.	We need to advise people when making initial enquiries of the procedure they need to follow. This appears to be a training and communication issue and will be covered in future training events.
When I visited or telephoned the planning office for advice prior to submitting a written application I felt some of the advice I was given was a little vague. Although I do understand you cannot really commit ones self until a form written application is made. Once the application was made I felt the service was good all queries were dealt with promptly and I was kept informed as to what was happening.	Advice given is based on the information sent and can sometimes be vague to ensure alternatives are also covered.
Although encouraged by the LPA pre application submissions are dealt with very slowly. It is often quicker to submit an application but the costs and risk of refusal are much higher. More time and resources has to be put aside to a comprehensive and through pre application source.	Pre-application enquiries are encouraged and can take time because we do carry out work that is similar to when an application is received. This ensures we can give as comprehensive a response as is possible.
The only adverse point to make is that 3 years ago when submitting an application you could discuss the application with a planner, this is no longer an option. It might be worth while having a 5min consultation prior to submitting which could clarify any points and make for a better application, thus saving time in the longer run.	This comment is noted, we do encourage pre application discussion following submission of sketches. We did receive complaints before because advice given was misinterpreted.
I had to resubmit my application I could have done with all the more advice about this. Not overall have I been very satisfied.	Pre-application enquiries are encouraged.
I had to resubmit my application to make amendment I could have done with a little more advice about this.	Pre-application enquiries are encouraged.
The pre planning enquiry system far too slow.	Pre-application enquiries are encouraged and can take time because we do carry out work that is similar to when an application is received. This ensures we can give as comprehensive a response as is possible.
After a planning officer had visited our house to view the proposed site. We received a rather confusing and abrupt letter advising us to modify the proposed plans but not making it clear whether this was essential for our application to be approved. The plans were subsequently approved in their original form. I found this phase of procedure rather ambiguous. This said, the personnel concerned have otherwise been helpful and accommodating.	Pre-application enquiries are encouraged but it is only officer advice and does not prejudice any decision taken on an application.

Telephones

Strongly object to fact that you cannot contact anyone before 2.00pm.	We are looking at this issue, and will be consulting customers on alternative proposals, however, it does ensure officers have undisturbed time to deal with planning applications and enquiries
With regards to the planning department on most applications any queries are left until the very last minute when there is little time left to answer. Although there is a voice mail until 2.00pm very often it is no possible to call after this time up until 5.00pm. as the voice mail is still on and very often an officer does not return the call. Bring back the days when you could see and discuss with an officer.	We are looking at this issue, and will be consulting customers on alternative proposals, however, it does ensure officers have undisturbed time to deal with planning applications and enquiries
Easier access by telephone is essential to agents and needs to be appraised.	We are looking at this issue, and will be consulting customers on alternative proposals, however, it

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	does ensure officers have undisturbed time to deal with planning applications and enquiries.
When ringing to book a visit from an inspector to ok the work completed at each stage I found it was permanent answer phone rather than be able to speak to a person.	This is building regulations and booking a visit is to have an inspector visit a site that or the following day. We will look at this and possible ensure calls are taken by the call centre with appointments being made on first contact.
The council's telephone system should be modified it is not possible to transfer to another extension when a voice mail box is activated and then it is necessary to redial the switchboard do not advise if a particular officer is available and again it becomes necessary to redial my recent work experience took 5calls before i managed to speak to someone.	This is not acceptable, we are looking at the voice mail and telephony system and will consult on possible changes.
I detest the voice mail in the morning. If you wish to speak to an officer you want to talk to them not an officer.	We are looking at this issue, and will be consulting customers on alternative proposals, however, it does ensure officers have undisturbed time to deal with planning applications and enquiries

Forms

All other local authorities provide all planning forms in word format and not PDF. This enables each form to be completed more efficiently and saves time and money with the printing process as opposed to manually completing duplicate forms.	Applications can be submitted on-line using the Planning Portal. With the launch of IAPP in 2008 we would be carrying out work to provide Word Forms which would be unusable after that date.
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Student Accommodation

We are still submitting plans to extend our home but what makes me angry is we have lived here for 11 years on a street which was a family orientated place but landlords are building up these family homes and getting planning permission to extend modernise for students. How about letting families have nice large homes so that we can stay where we are and hopefully get more families to come back to the area. Weve never missed a council tax payment, improved our house so it looks nice on our street yet we are refused our extension which a handful of houses have had permission for. Why should we miss out we also have a disabled child yet it seems landlords come first. We found out we had been refused on your website and not by letter.	Unfortunately the occupation of properties is difficult to control and limiting the size of properties restricts the number of students that can be accommodated.
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Amendments/negotiation

My employer's most recent planning application CBC took over 12months for application to approval and has been characterised by poor response twice, unwillingness to negotiate on set policies second guessing members responses and fence sitting it was only through employing a planning consultant and submitting an appeal that the issues were resolved and a planning approval obtained. A depressing experience for all concerned and totally unnecessary.	Without specific details on the application it is difficult to respond to this issue, however, on complex applications it is sometimes difficult to give advice especially if the proposal is contrary to policy.
I was not allowed to have a face to face meeting with a planning officer prior to making an application I had to draw the proposals first, I could have saved my client and myself a lot of time and aggravation, this is a very poor policy. P.S. you are better than your building control Dept.	Although it is recognised that this requires extra work we are finding that the advice given is considerably more informed. We require sketches prior to any meeting to ensure the advice given can be as full and detailed as possible. Without any idea of what an applicant requires has in the past led to misunderstandings and criticism of officers.
More transparency is needed, particularly on comments allowing changes alterations to be made or communication possibilities between the complainants applicant in some instances on site meetings with the relevant parties would possibly enable progress to be made for all concerned.	It is suggested that pre application consultation is carried out by the applicant since it is difficult to negotiate and meet all interested parties once an application has been submitted and make a decision within the target period for determining

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	applications.
A decision notice for refusal was given despite a request to discuss the proposals which was not taken into account.	It is difficult to negotiate and make a decision within the target period for determining applications. We expect negotiations to take place prior to the submission of an application.
Can't understand when the council has rejected plans and new plans with requested submitted why the application cannot be reviewed and processed immediately if there are no public objections which I believe there were not.	The changes may have resulted in an impact that a neighbour is concerned about. Consultation on all applications is statutorily required
Planners distracted by meeting targets not time for discussion. No pre application guidance no time poor communications.	Pre-application enquiries are encouraged
Planner try to resolve any problems within the eight week period but seem reluctant to extend the time beyond eight weeks which sometimes results in a further application. Response to whether application for planning is required seems to be taking a lot longer. Time to register an application seems to be taking longer recently one took nearly six weeks. Partly my fault but changes seemed to take changes.	All local authorities have a duty to deal with applications within eight weeks (13 on major applications) because of criticism nationally that planning holds up development. These targets are set by central government. If a decision on a submitted application can be made within the time scale we will make it. We encourage pre-application enquiries to ensure minor issues can be resolved prior to the submission of applications. If an application is incomplete or submitted incorrectly it will not be registered until details required are received. We have a comprehensive check list that should always be followed. In respect of responding to enquiries as to whether planning permission is required is soon to be automated with the launch of a web based planning expert system, thus giving an instant decision.

Job share

Although I agree with job sharing amongst planning officers I can lead to a lack continuity of dialog if urgently required.	Our performance figures do not show that there are any delays and applications do not take any longer to be dealt with by officers working part-time
The person dealing with us was only part time therefore things took longer to get sorted.	Our performance figures do not show that applications take longer to be dealt with by officers working part-time
Commercially inept part time staff who work only 2 days per week, invariably reasons in delay or well off response to telephoned communication.	It is not accepted that our part time staff are inept and our performance figures do not justify this criticism
Your planning dept job sharing does not work. The jobs are not shared!	It is the post that is shared and not the work. The work rate achieved by post sharing officers is actually greater than that achieved some full time officers.
Part time officers is one thing but 5 week summer holidays is very difficult for me to except.	We are not aware of an officer taking 5 weeks holiday at one time

Process/decisions

The lady who came round to take photographs informed us that nobody would be contacted about our application but we later found out that at least one of our neighbours had been written to.	It would be very unusual for nobody to be consulted on an application, if there are no neighbours a site notice would have been posted. Using Planning explorer will identify all those consulted on an application.
Planning system is in complete crisis! the lord chancellor described planning as "a tundra of bewildering uncertainty" how are architects supposed to predict the requirements of each planning officer? It is a complete lottery and giving untrained officers delegated powers without any accountability is ridiculous.	All officers are accountable and delegated decisions are taken by head of Development Control not individual officers. All officers have appropriate training.

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<p>We find very trusting is that when we write to the planning department with queries regarding our refusal of planning permission we do not get a reply to assist us in reapplying bearing in mind that two properties have been built within four feet of our boundary fences plus on the third side of our next door neighbour has been allowed to extend on three sides plus uploads with no difficulty. All we want is to build a property in my garden for my daughter and her family I strongly state that my garden because I made it every week and tend to do all the hedges</p>	<p>Each application is judged against policies and on their merits. Your views may therefore not accord with policy.</p>
<p>I think you should stop developers like William Davis building dense blocks and houses based on designs popular a century ago and encourage by setting up the right conditions for new forms of housing fitting for the 21st Century that are light, with good use of space, up to date technology in the provision of services, low energy using environmentally friendly. go to Holland and some other continental countries take William Davis and then like them see what is happening and get up to date please.</p>	<p>The requirement for energy efficient homes through design is contained in recent advice by Central Government and is to be adopted for new development in Charnwood.</p>
<p>Plans committee works well confused by roles of the regulatory committee, seems to be unnecessary duplication.</p>	<p>This is the Council's constitution where by a decision by Plans Committee can be reviewed by Regulatory Committee, providing five members request it to do so.</p>
<p>Due to the possibility of the hubs coming in at a later date it is felt that its imperative that approved plans are stay out with the approvals so that any solicitor/surveyor can check that the extensions are built as approved or planning officers should be notified by building control on completion work and check work as built is the same as approved and notify any client if any alterations to submit deviation from plans.</p>	<p>All planning applications, plans and decisions are being made available on the Council's web site therefore the built scheme can easily be checked against the approved scheme.</p>
<p>I would just be interested to know the reason behind my twice refusal when the neighbours complain and a lot of houses on our road have had extension the same as we wanted but we were refused and even on our last one that eventually got passed we have had to downsize considerably. Why?</p>	<p>Comments can not be made here on individual cases, however, each application is judged on its merits and in accordance with policy.</p>
<p>Waiting for planning is too long we have waited nearly six months before a final decision was made apart from that you provide a very good service.</p>	<p>Some applications do take time to deal with depending on their complexity. However we do generally decide 83% of all application within 8 weeks of being registered.</p>
<p>Contact with the council was minimal. Representative called and wanted to make an appointment to view our property that day. No fore warning was given. Representative also contacted our neighbours to take pictures from their property without either contacting ourselves or our neighbours before arriving at our property. No complaint about the application had been made by this neighbour and we had discussed our plans with them. I wouldn't have known that this had taken place if our neighbour hadn't told us.</p>	<p>It is normal practice to ensure applications are dealt with speedily and efficiently. If appointments for all applications were made it would delay dealing with the applications</p>
<p>Possibly responses between officers not always consistent and could be more practical/user friendly.</p>	<p>This appears to be a training issue and will be addressed in team meetings</p>
<p>After planning consent was given I was daily checking on the internet if lock 4 weeks for the letters to be sent as some one was on holiday. If we had not has access to the internet we would not have known consent had been granted.</p>	<p>It is not known why this happened or how because once a decision is made the letters etc are sent the same or the following day.</p>
<p>Please see attached information to see why I was dissatisfied with the service. (Nothing there)</p>	
<p>I wrote concerning the planning service on 27th July 06 but had no reply.</p>	<p>We are sorry if there was a delay in responding. All complaints received are responded to.</p>
<p>Planning applications are essential and should include outside lighting and should restrict range of light output which can be very intrusive on narrow roads and often unnecessary where street lighting is adequate.</p>	<p>This is one issue that has to be considered on each application.</p>
<p>Thought that 8 weeks to process the application was a long time. Building regulations took even longer.</p>	<p>Noted</p>
<p>I find it difficult to advise clients of the likelihood of their proposals being granted planning permission my most recent application was finally approved</p>	<p>Policy requires an extension to be compatible in scale etc with the existing property and to respect</p>

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<p>in a much reduced form. The house is a semi which stands approx 15m back from a country road has no neighbours apart from that attached. i was told that the garage wasn't acceptable because it makes the house big for a rural location.</p>	<p>the open and undeveloped nature of the countryside.</p>
<p>the planning officers refused to even consider putting the application to the planning committee. Sileby and cissington councils were both in favour of the application and saw no reason for Charnwood's refusal.</p>	<p>The delegation procedure has to be followed and applicants can not insist how it is determined</p>
<p>Key issue is an always the politics of planning. Problems occur when policy issues are never ever and early discussion with numbers not possible. Similarly lack of staff affects planning in all regions we operate in by Charnwood better than most.</p>	<p>Pre application advice will involve arranging a meeting with key individuals when necessary.</p>
<p>The council could not have been more awkward and unhelpful if it had tried.</p>	<p>We can not comment on this, except to apologise if this was the case.</p>
<p>It would be better if all planning officers informed you of and problems with an application before rejection/refusal. Some do, some do not.</p>	<p>This depends on the circumstances of the case rather than the officer. We are looking at staff practices to ensure this does not happen.</p>
<p>I would like to know how Tesco got planning permission for their building. It is more or less in my back garden. The lighting in the car park lights up my back garden. The 24hr open sign in bold red lettering greets me as I open my back door. The lighting from the cafe lights up the streets of Beacon Drive and dominates the road as we drive up making the drive look terrible.</p>	<p>Planning permission was granted after full consideration of all the comments received by the planning committee</p>
<p>Building control maverick and uncooperative. Look at Leicester City, Rutland for customer focus.</p>	<p>We are sorry you experienced these difficulties. This will be addressed in staff training.</p>
<p>The help received from your planning officer on my cast application was very very poor but the assistance given by miss Sylvia cliff was fantastic this is quiet worrying.</p>	<p>We are sorry you experienced these difficulties. These are issues that need to be addressed in staff training</p>
<p>Negative attitude from planning officers in the initial stages of the application, although the application was actually passed. On occasion difficulty contacting planning officer who was always sick or on leave. Had to escalate in order to get decisions made on materials.</p>	<p>We are sorry you experienced these difficulties. These are issues that need to be addressed in staff training. Staff holidays and sickness are unavoidable however should not prevent answers being given especially if long term.</p>
<p>Planning application on my behalf by conservatory company 1st application rejected due to materials as we are a listed cottage. 2nd application rejected for design. Why was this not mentioned with first rejection? We needed 3 attempts and 3x8 weeks to succeed. This was unnecessarily long. Why was not such a fastidious decision backed up by building inspections? The work of the conservatory company was inadequate on the modification of the state roof of this listed cottage. Conservatory finally completed on Oct/Nov 2006.</p>	<p>Pre-application enquiries are encouraged to resolve issues. The workmanship of builders is not an issue we can be involved in providing the construction meets Building Regulations and accords with the plans granted planning permission.</p>
<p>The application was refused due to the access over the pavement living in a cul-de-sac we are the only people that use this bit of pavement. After numerous requests I am still waiting for an application form to submit plans to enclose the area in question with a fence instead of building a garage. Why this needs to be an additional I do not know. There were numerous phone calls made and messages left without response.</p>	<p>Decisions are made on applications taking into account policy and other material considerations including road safety issues. We are sorry you experienced difficulties in trying to contact officers; we are looking at this issue and will consult on possible changes with regular customers.</p>
<p>I am a widower. My purpose in wanting to erect a bungalow is to have easily managed accommodation whilst farmhouse for the use of a family. I am still an active work maintaining the land. Which I still own, and am still in demand for countryside skills such as hedge laying. I find Britain now to be a very urban minded country, which will live to regret the neglect of its countryside and its rural population.</p>	<p>Applications are judge in accordance with policy.</p>
<p>Why does the planning inspector change the plans when they have been passed by the council?</p>	<p>Building Inspectors are looking at the structure and construction whereas planning is looking at how a proposal looks and its impact on neighbours and the environment</p>
<p>The telephone manner attitude of one of your officers was poor. Very rude and abrupt</p>	<p>We are sorry you experienced these difficulties. This is an issue we need to address in training.</p>

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<p>We submitted two applications the first being declined for very unclear reasons the second resubmission being successful. We feel that unless you are prepared to make weekly phone calls chasing up your applications you are left in the dark as to what is happening. A great deal of time and effort could have been saved if someone had contacted us prior to our first application being refused. We would have been more than happy to make amendments to our initial plans instead of having to endure the headache of a refusal followed by the lengthy process of submission. Second time around we kept constant communication going between ourselves and the person processing the case who was very helpful. The whole process needs to be more transparent and include better communication if CBC improves on its reputation of being the most difficult council in the country. If communication is improved then more applications could be processed favourably in a shorter time frame (as first applications) which will improve productivity and customer satisfaction.</p>	<p>Pre-application enquiries are encouraged.</p>
<p>From putting in our application we had no communication from the council we were told by our installer that it had been passed. Also it took far too long to get the planning consent, considering it was only for a double glazed conservatory.</p>	<p>All correspondence will go to any named agent</p>
<p>Repeatedly messages were kept on the department answer phone but with no response. Misinformation. Misinformation given by inexperienced staff.</p>	<p>We are sorry you experienced these difficulties. Staff do return calls but may not always get an answer, it is not always possible to keep trying to contact someone. We are not aware that staff give out misinformation, if this is the case there is a training issue that needs addressing. This will be addressed in staff training.</p>
<p>In my view the planning process is flawed and officers acting for Charnwood are unhelpful and obstructive.</p>	<p>We are sorry you experienced these difficulties. Without further details on the problem it is not possible to address the issue.</p>
<p>The interference of the ODPM has completely destroyed what was a good system.</p>	<p>Noted</p>
<p>Unnecessarily bureaucratic. Face to face consultation with planning officers far more effective in reaching agreeable scheme. Especially on complex projects and far less time consuming on us and on planning officer. Pre application submissions usually take as long as 8 weeks sometimes longer, dependant on how busy the planning officer is. Obviously not enough planning officers. Moral of planning officers at an all time low. I have been making planning application this authority for over 20 years. Low moral affects work effectiveness and decision making. Trying to meet targets does not help provide a good effective service. The officers are not at fault it's the system that they are trying to work under is burdensome.</p>	<p>Any face to face consultations should only follow pre-application submissions and full minutes should be taken to ensure no misunderstanding. This may be more bureaucratic but is required because of complaints made against officers in the past.</p>
<p>Please see attached information to see why I was dissatisfied with the service. (Nothing there)</p>	<p>Can not comment.</p>
<p>Our application took exactly one year when we were told 6-8 weeks. Louise Forman was very professional also Duncan Clarke. They visited twice together and Duncan twice more. Whilst we in essence disagreed with some of the conditions visited upon our main distress has been caused by not being told who the objection was made by as this is about access it has caused appalling tension and ill feeling. Now this matter is finished we still need to have this cleared up to defuse this situation. As our neighbour at 28 was told about his objector we resent not being told.</p>	<p>This appears to be an enforcement complaint which ended up as an application and it can take a long time to resolve especially as it appears works had been carried out. We do not reveal complainants names on enforcement issues, but comments made in respect of a submitted application can be seen.</p>
<p>People all seemed to leave or be on long term sick. No one had a clue about the status of the application due to the above I could tell my clients nothing, hopeless.</p>	<p>We are sorry you experienced these difficulties. This should not have been the case and will be addressed in staff training.</p>
<p>I found the planning officers were out to put as many obstacles in our way as possible. I felt that the officers should not have gone to see the neighbour and tell them to object to our application. The number of times we had to withdraw our application for amendments.</p>	<p>Officers will only advise where there are concerns. Officers will not tell someone to object we can only give advice and if there is a concern we will tell someone if asked. Pre-application enquiries are</p>

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	encouraged.
More communication between planning department and architect at regular events could be helpful to improve both side services.	Noted. An agent workshop is being arranged
Charnwood are poor at dealing with people, tick boxes rule the process to the department of common sense. Planners have no perception of real life and want to give meaningful advice on planning issues.	Unfortunately we do need to tick boxes but we are also striving to improve our service. Any advice given by officers has to accord with policy otherwise the advice would not be accurate. It is not true that planners have no perception of real life
The increase in bureaucracy at national and local levels has changed Charnwood planning dept from very good to probably the worst.	We are sorry you consider this to be the case. We are always looking at such issues and trying to cut bureaucracy where possible, any constructive criticism is welcomed.

Disability/race etc questions

This last section Q9 to 15 are a little irrelevant to me acting as an agent. The details of my clients would be more applicable these come from a range of age groups and ethnic backgrounds.	We are trying to establish the ethnic/disability background of all our customers, to ensure we provide a service equally to all.
I do not see the relevance of question 9-14	ditto
What has Q14 to do with the planning application	ditto
What on earth has Q14 to do with planning application?	ditto
I have filled in questions that apply to my planning permission. Everything else does not apply.	ditto
Why does completing this survey have anything to do with what race you are does it make any difference to your planning application?	ditto
Why are you asking questions about ethnicity age illness and other information that is nothing to do with a planning application survey? Please do not send any more probing and unnecessary forms to me as they will end up in the recycling bin.	ditto
see no reason Q14 should be filled in nothing to do with the subject of planning permission.	ditto
I do not consider Q14 relevant and I have difficulty justifying the experiences of this exercise ask me again after you have dealt with a subsequent application that is in the pipeline.	ditto
Personal questions do not apply to company stating.	ditto
Why do you need to know all the personal questions? My health status does not affect my planning applications.	ditto
What is the point of Qs 9-14 for a questionnaire on a planning application I should appreciate an answer.	ditto

Survey sent incorrectly

This survey does not seem to take into account those people who have employed someone else to submit their planning application. We found that the application had been granted on the web site prior to receiving notification by post.	We apologise for this, it would appear the questionnaire was sent out in error. All correspondence is only sent to agent
This has been completed once already and was returned personally to the Council Offices.	We apologise for this and will ensure it does not happen again.
We did not submit the planning the company who built our conservatory dealt with everything.	We apologise for sending this questionnaire to you.
This is the second time I have filled in I don't have a problem with questionnaires this had been sent to my customer who do not deal at all with planning so I have completed for you.	We apologise for this and will ensure it does not happen again.
My application was submitted by double glazing company	We apologise for sending this questionnaire to you.
My application as indicated in Q1 was submitted by my builder's surveyors. Therefore any relationship was between him and yourselves. Planning approval was given in early August but I had to find out that this had been given by using your website in late august. Letter from planning dept was not	We apologise for this, it would appear the questionnaire was sent out in error. All correspondence is only sent to agent

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received at this address until weeks later.	
The application process was dealt with by the architect I employed. I feel that I am not in the best position to answer your questions as all communication was through my agent.	We apologise for sending this questionnaire to you.
Planning application for correct extension was submitted via architect. Interim people would be useful with respect to permission slots.	We apologise for sending this questionnaire to you.
An architect did all the work. Therefore I have been unable to comment on the planning service you gave.	We apologise for sending this questionnaire to you.
application for planning by Anglian	We apologise for sending this questionnaire to you.
We did not submit the application form for the conservators. Harvey windows did, and we did not receive any paperwork at all.	We apologise for sending this questionnaire to you.
I did complete and return the original letter to you however I have duplicated my answers again, hope this one gets there.	We apologise for this and will ensure it does not happen again.
This is the second questionnaire. I have returned in the last couple of months.	We apologise for this and will ensure it does not happen again.
Our application was submitted by the person who did our plans so he had more dealings with the department than we did.	We apologise for sending this questionnaire to you.
Agent handles the application.	We apologise for sending this questionnaire to you.
Paper formatted questionnaires are a waste of government resources and a strain on the environment (Big issue with Government at present) satisfaction would be better monitored by number of appeals complaints.	Noted
I wish to inform you that I certainly did respond by completing this form previously received and returned to you.	We apologise for this and will ensure it does not happen again.
I have sent one of these to you before.	We apologise for this and will ensure it does not happen again.
This is the third form we have received. We don't feel this has been appropriate for us to complete as our architect submitted the application on our behalf and so he had direct dealings with the planning department rather than us. An opt out box on the front of this form would save people time in having explain this and you some money. However, we have completed this questionnaire in good spirit and hope that it is use to some of you.	We apologise for this and will ensure it does not happen again.
Application was made on my behalf by the agent of a sectional building supplier. I was sent 6 copies of this questionnaire over about 2months. I copy would have been enough and perhaps a phone call if you thought you really needed to remind me. Please don't send it anymore.	We apologise for this and will ensure it does not happen again.