## PLANNING CUSTOMER SATISFACTION SURVEY 2018



Q1. When you made your mos	t red	cent application, in what ca	apacity wer	e you acting?					
Please tick one box ✓									
As a private individual ☐	As	s part of your own business	On behalf of your employer ☐						
As an agent acting on behalf of another party	Ot	her (please give details)							
Q2. What type of application were you submitting?									
Householder		☐ Business or Industry Development (Including Minerals & Waste Developments) ☐							
Residential Development		Listed Building or Conserva	tion Area Co	onsent 🗖					
Other (Please give details)									
Q3. Please indicate how many times you have applied to the New Forest National Park Authority for planning permission/consent:									
Please tick ✓one box in each row applicable	1-5	6-10 11-20 21-5	50 51+	It doesn't apply/ Don't Know					
In the last six months									
In the last year									
In the last two years									
In the last three years									

Q4. Please indicate whether you agree or disagree with each of the following statements about your most recent experience of the Authority's handling of your planning application(s) in the last year:								
	Please tick one box veach row	ín Strong agree		Neither agree nor disagree	Disagree	Strongly disagree	It doesn't apply/ don't know	
	I was given the advice and help I needed to submit my application correctly.							
	The National Park Authority kept me informed about the progress of my application							
	The National Park Authority dealt promp with my queries.	tly						
	I understand the reas for the decision made my application (s)							
	I felt that I was treated fairly and that my viewpoint was listene	-						
Q5. Setting aside whether any individual application was successful or not, how satisfied or dissatisfied are you with the service provided by the New Forest National Park Authority in processing your application?								
	Please tick ✓							
	Very Fai satisfied	rly satisfied	Neither s or dissati		airly ssatisfied	Very dissatisfied		
							l	
Q6. Was your most recent application:								
	Please tick one box ✓							
	Granted permission/ Consent  Refused permission/ Consent							

Q7.	For each of the following elements of National Park Authority please indicate worse over the last three years, or has	te whether	you thin	k the service	•			
	Please tick one box ✓ in each row		Bette	r Stayed the Same	Worse	Don't know		
	The advice and help provided to submit application.	tion provided about the progress of on.  ness with which queries about my						
	The information provided about the programy application.							
	The promptness with which queries aboapplication were dealt with.							
	The clarity of the reasons for the decision	on given.						
	The fairness with which my application was dealt with and viewpoint listened to.							
Q8. New Forest National Park Authority web site (www.newforestnpa.gov.uk) offers the following online planning services. Please indicate which of these online services you were aware of and whether you have used the service, or might use it in the future.								
		Was awa service		Have used service	Would ousing so	consider ervice		
	Viewing current planning applications							
	Submitting an application on line							
	Viewing the decision on an application							
	Viewing a development control committee report							
	Viewing development plan documents, eg the Local Plan							
	Reporting a planning breach							

## Q9. Please indicate whether you agree or disagree with each of the following statements about your experience of the Authority's online planning service. Please tick one box ✓ in each Strongly It doesn't Agree Neither Disagree Strongly disagree apply/ don't row agree agree nor disagree know It was well publicised that these services were available online. I found the information I was looking for easily There was adequate information on how to use the services Documents downloaded easily I found the online services reliable I would use the online services again Q10. Is there anything that you would like to add (eg suggestions for improving the service)? Please give details.

Thank you very much for taking part in this survey.

Please return the questionnaire to Development Control, New Forest National Park Authority, Lymington Town Hall, Avenue Road, Lymington, Hampshire, SO41 9ZG in the pre-addressed envelope supplied.