



**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 ✓ in each row	Strongly agree	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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The National Park Authority kept me informed about the progress of my application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The National Park Authority dealt promptly with my queries.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understand the reasons for the decision made on my application (s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt that I was treated fairly and that my viewpoint was listened to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**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 satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q6. Was your most recent application:**

Please tick one box ✓

Granted permission/ Consent	<input type="checkbox"/>	Refused permission/ Consent	<input type="checkbox"/>
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**Q7. For each of the following elements of the planning service provided by the New Forest National Park Authority please indicate whether you think the service has got better or worse over the last three years, or has it stayed the same?**

Please tick one box ✓ in each row

	Better	Stayed the Same	Worse	Don't know
The advice and help provided to submit my application.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided about the progress of my application.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The promptness with which queries about my application were dealt with.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The clarity of the reasons for the decision given.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The fairness with which my application was dealt with and viewpoint listened to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q8. New Forest National Park Authority web site ([www.newforestnpa.gov.uk](http://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 aware of service	Have used service	Would consider using service
Viewing current planning applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Submitting an application on line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing the decision on an application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing a development control committee report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing development plan documents, eg the Local Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reporting a planning breach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**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 row	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	It doesn't apply/ don't know
It was well publicised that these services were available online.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I found the information I was looking for easily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There was adequate information on how to use the services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documents downloaded easily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I found the online services reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would use the online services again	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**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.