

Epping Forest District Council 2006 BVPI Planning Survey Presentation

Linda Balodis, Account Manager



Because People Matter

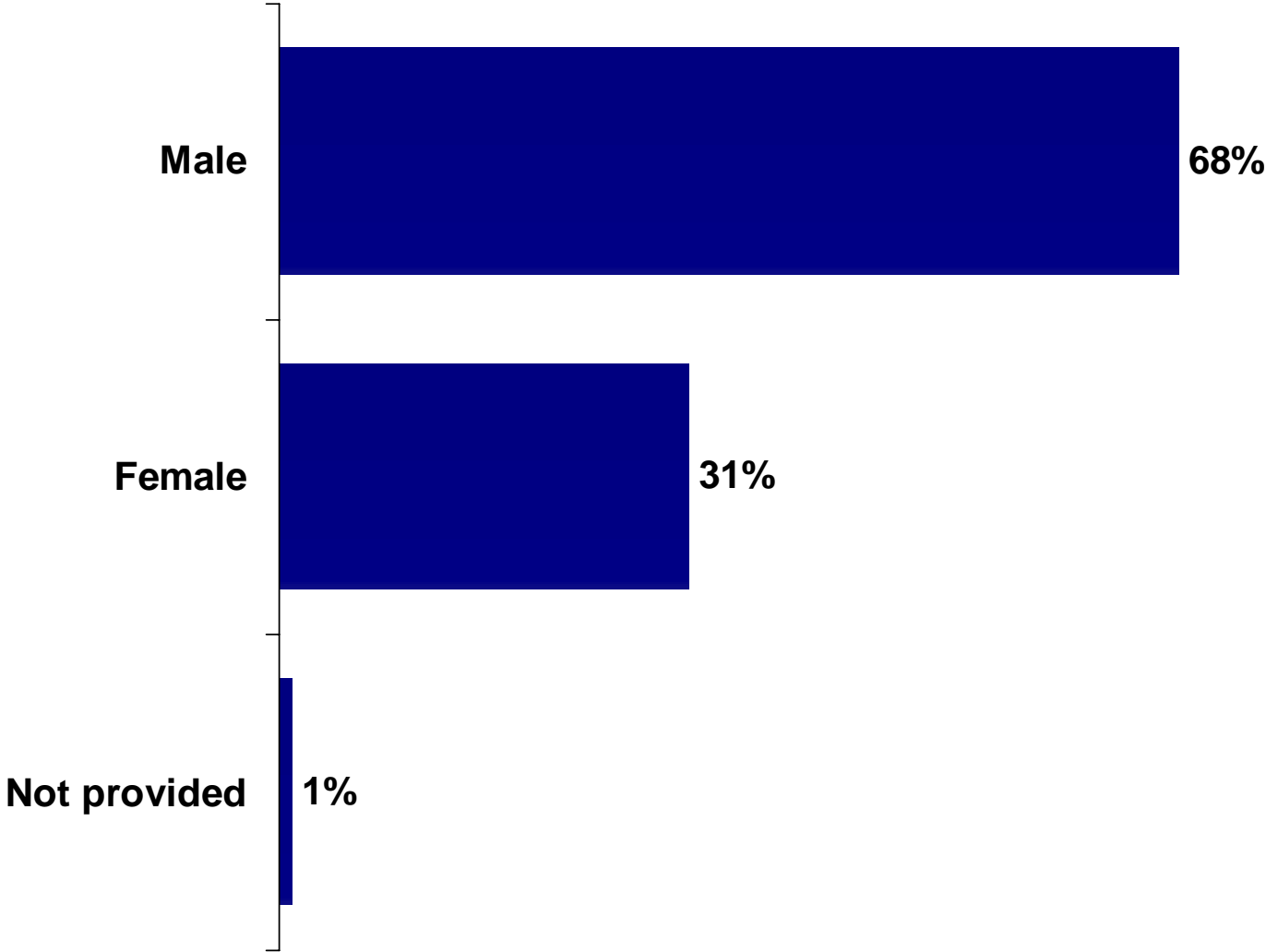
Introduction

- DCLG prescribed methodology
 - Questionnaire
 - Sampling window : April – September 2006
 - Survey timing : October – December 2006
 - Two reminders
- Postal survey to 262 addresses (Census)
- 113 completed questionnaires returned (43% response rate)

A group of diverse people, including a woman in a wheelchair, smiling and interacting. The image is faded and serves as a background for the text.

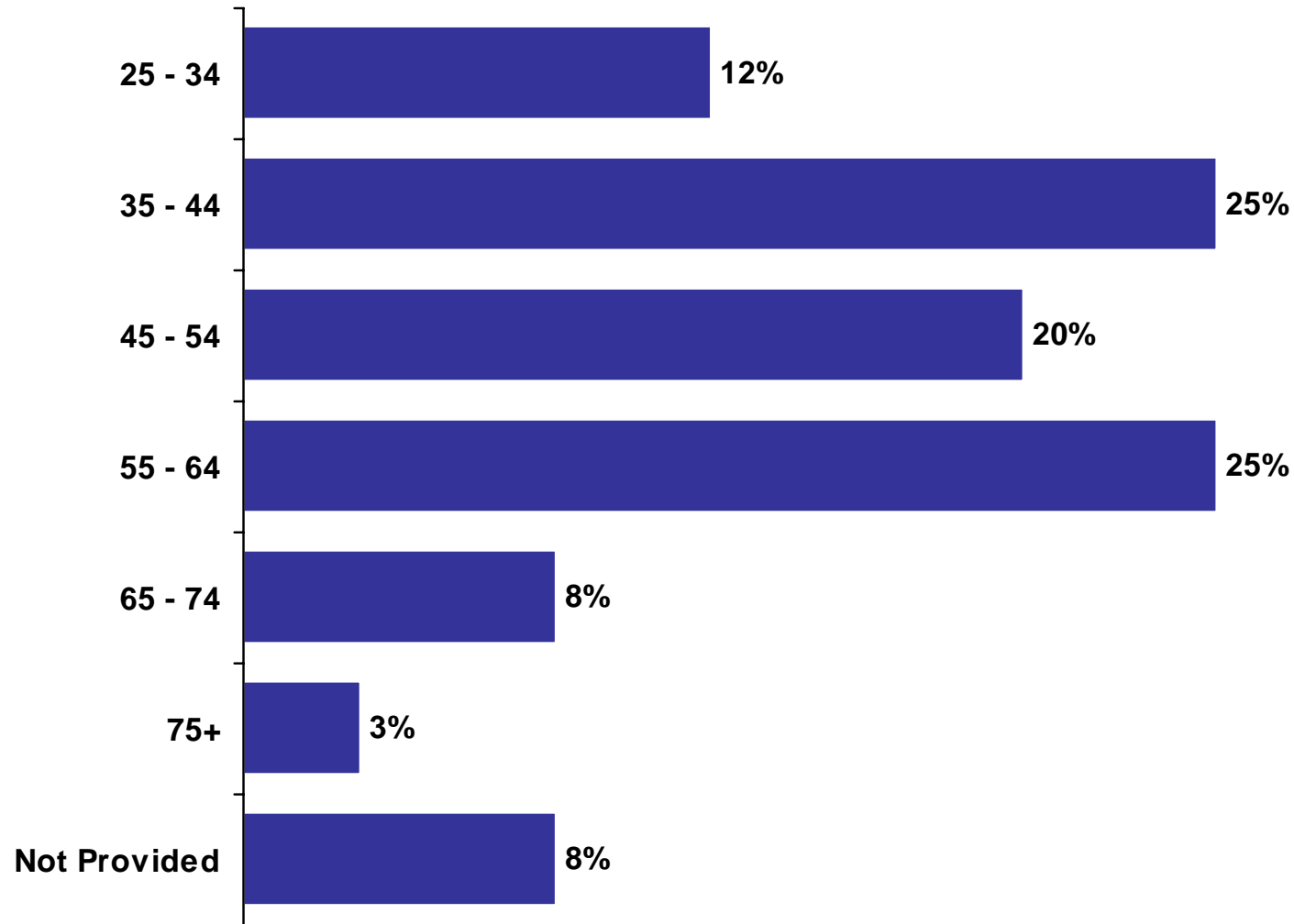
Profile of respondents

(Q9) Gender (All respondents)



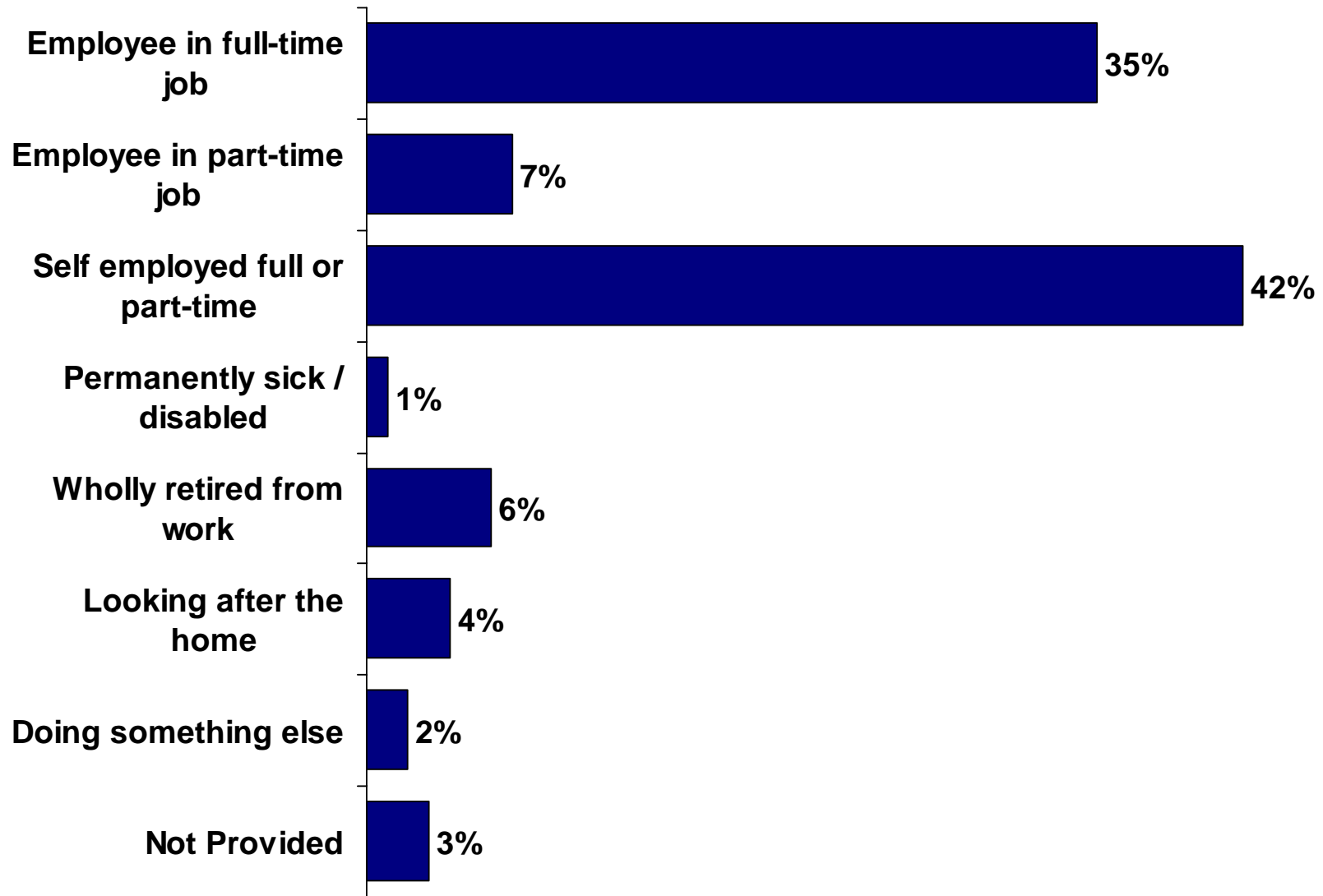
SAMPLE BASE = 113

(Q10) Age of respondents (All respondents)



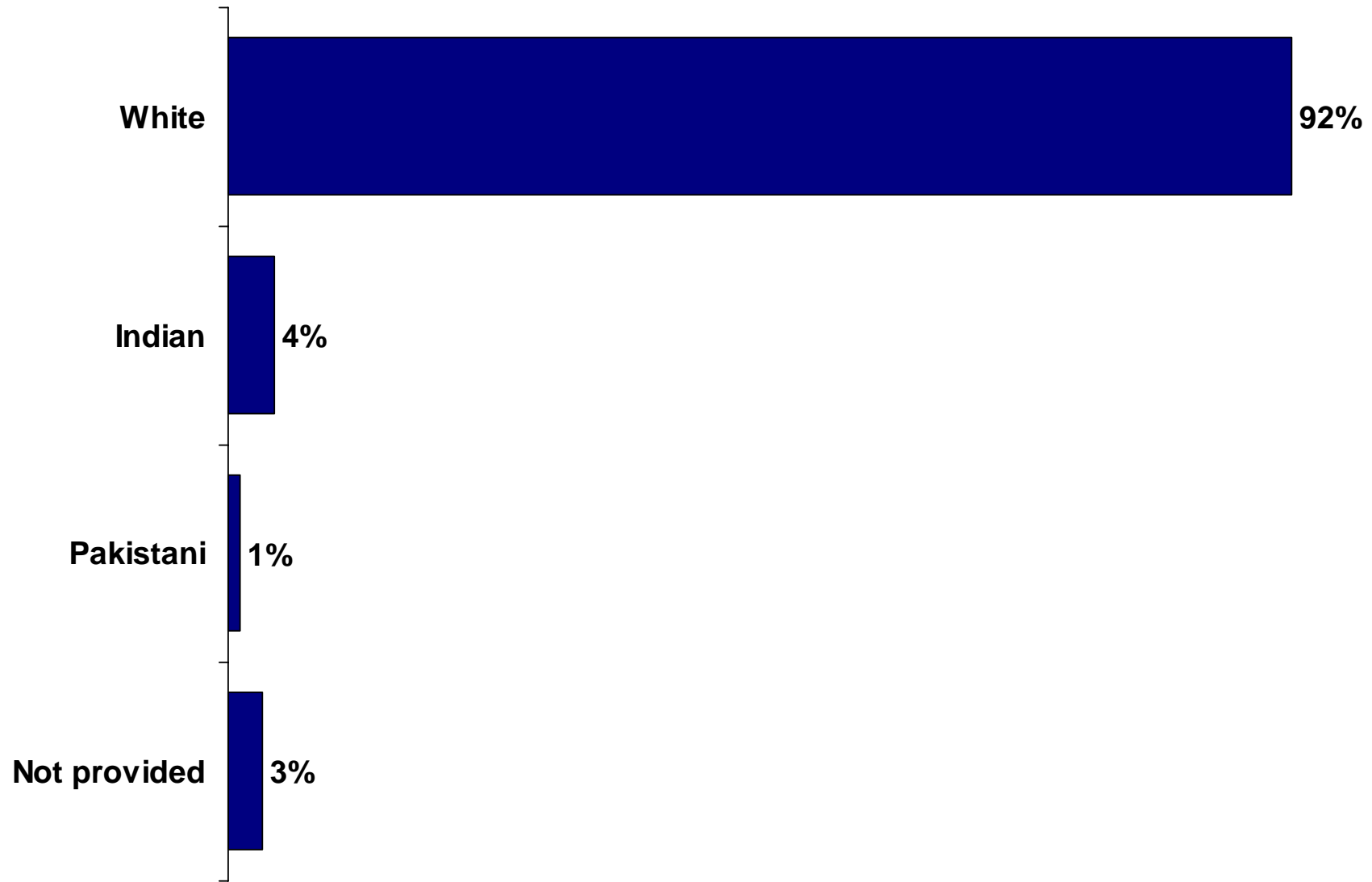
Sample Base = 113

(Q11) Economic Status (All respondents)



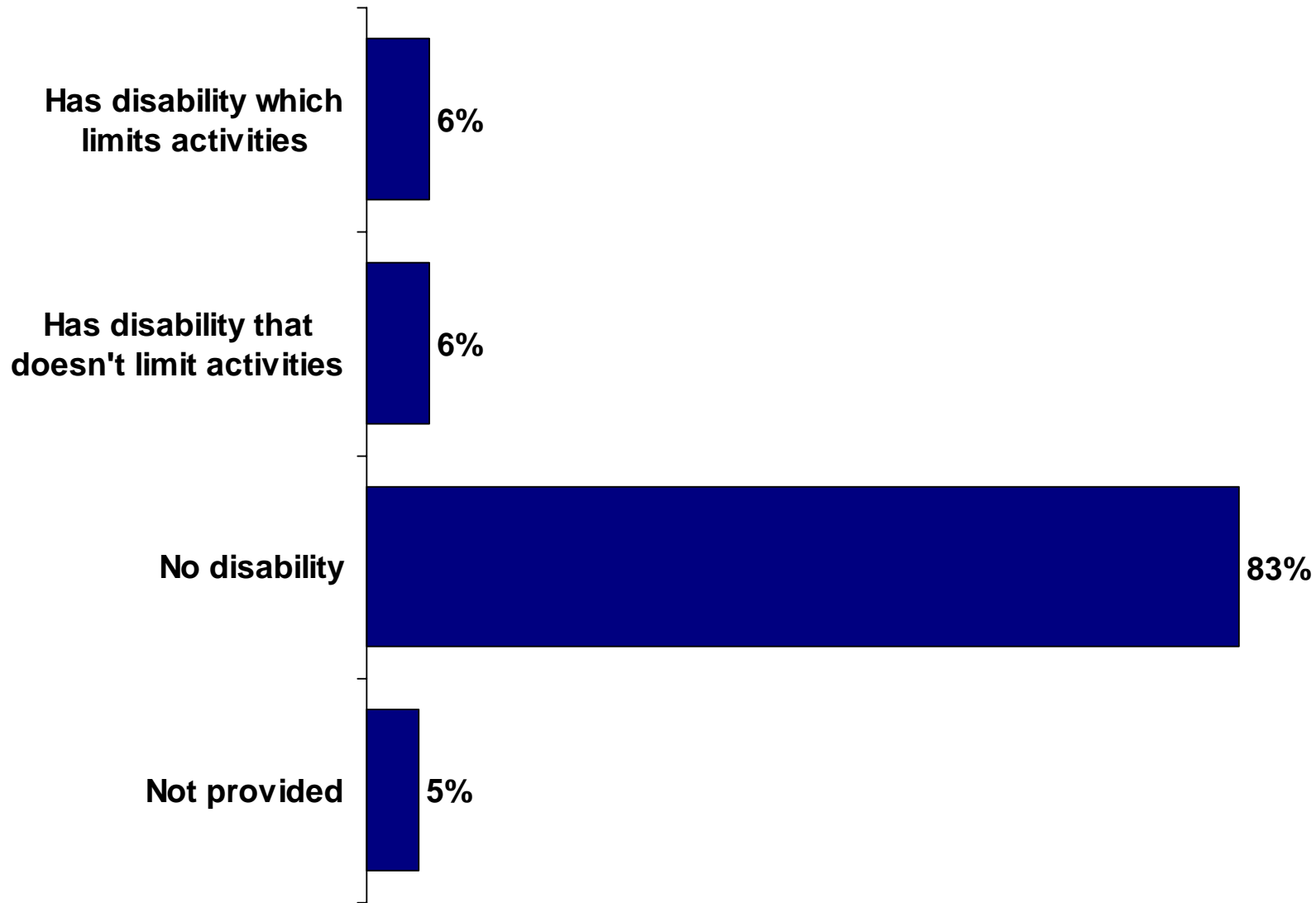
Sample Base = 113

(Q14) Ethnicity (All respondents)



Sample Base = 113

(Q12/13) Disability (All respondents)

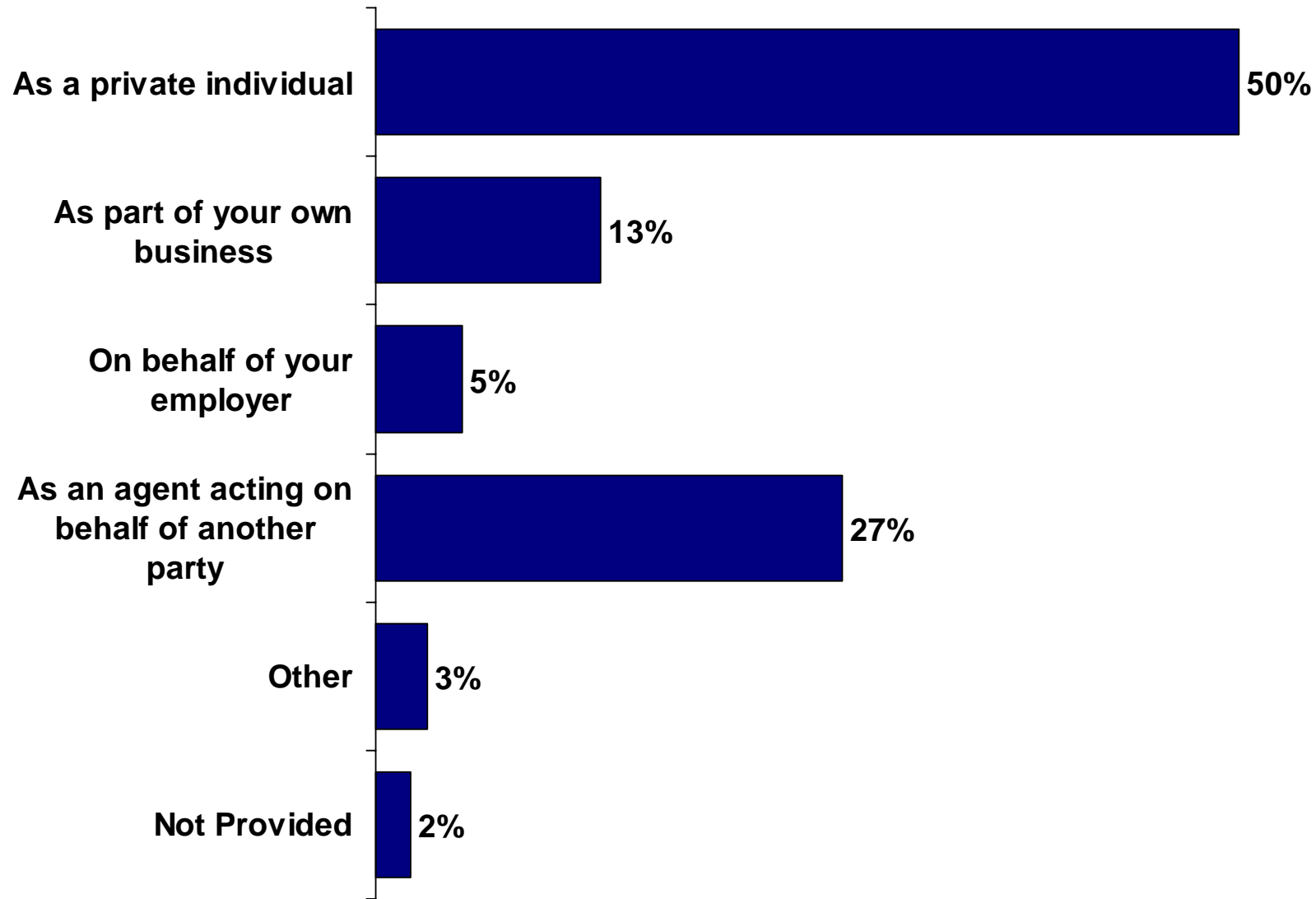


Sample Base = 113

A group of diverse people, including a woman in a white sweater sitting in a chair, surrounded by others of various ages and ethnicities. The image is faded and serves as a background for the text.

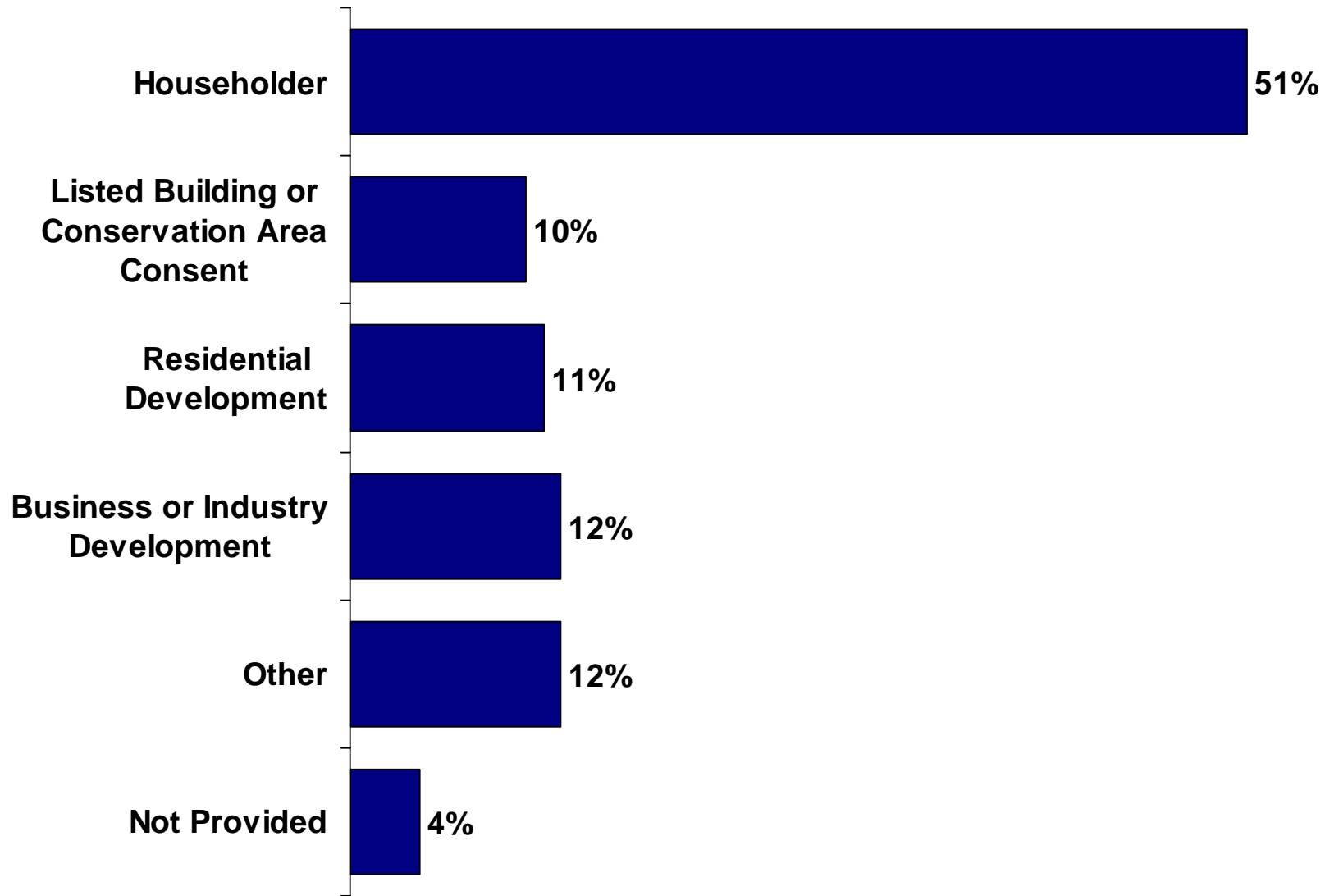
Findings

(Q1) When respondent made their most recent application, in what capacity were they acting (All respondents)



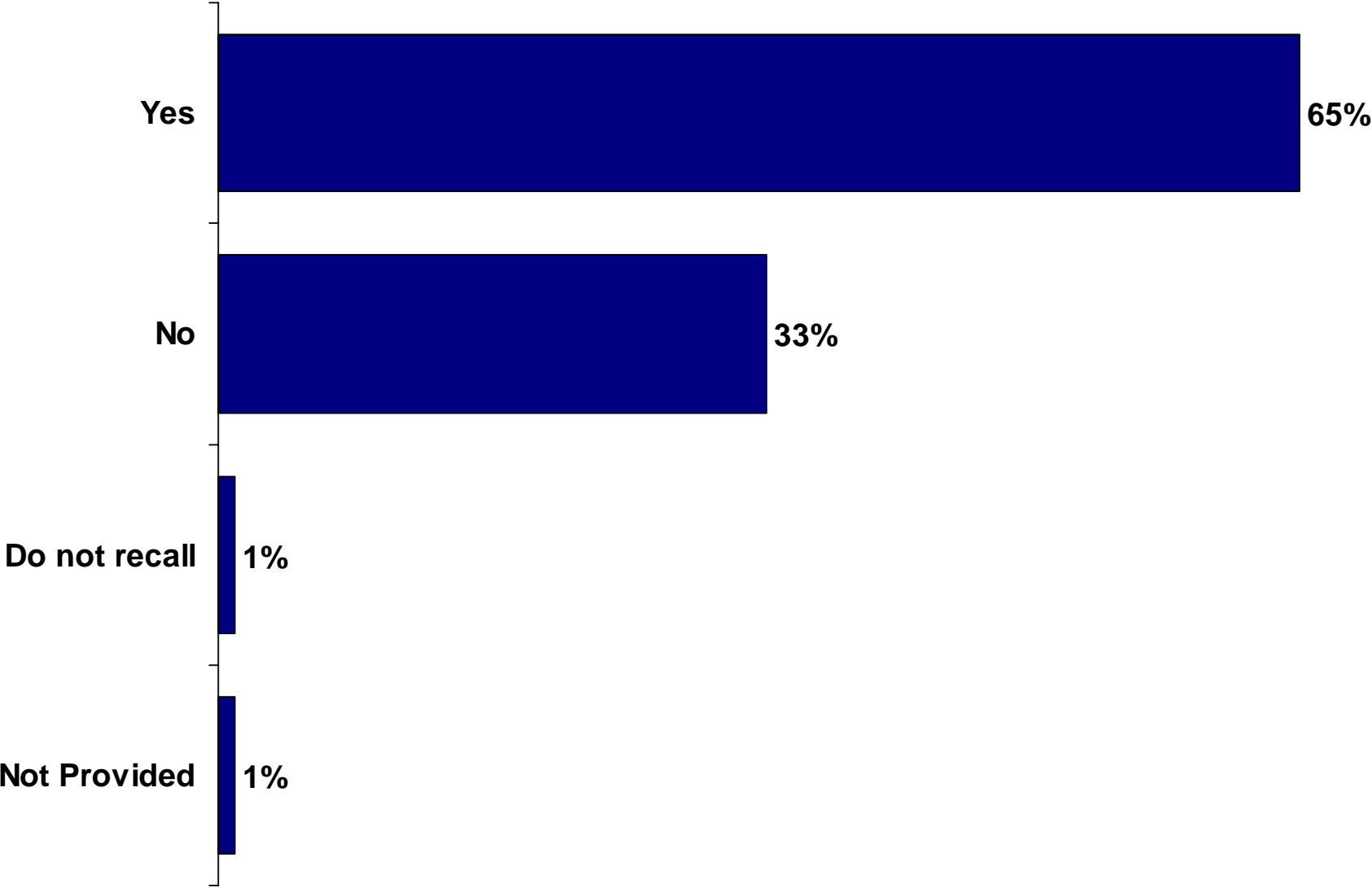
Sample Base = 113

(Q2) Type of application submitted (All respondents)



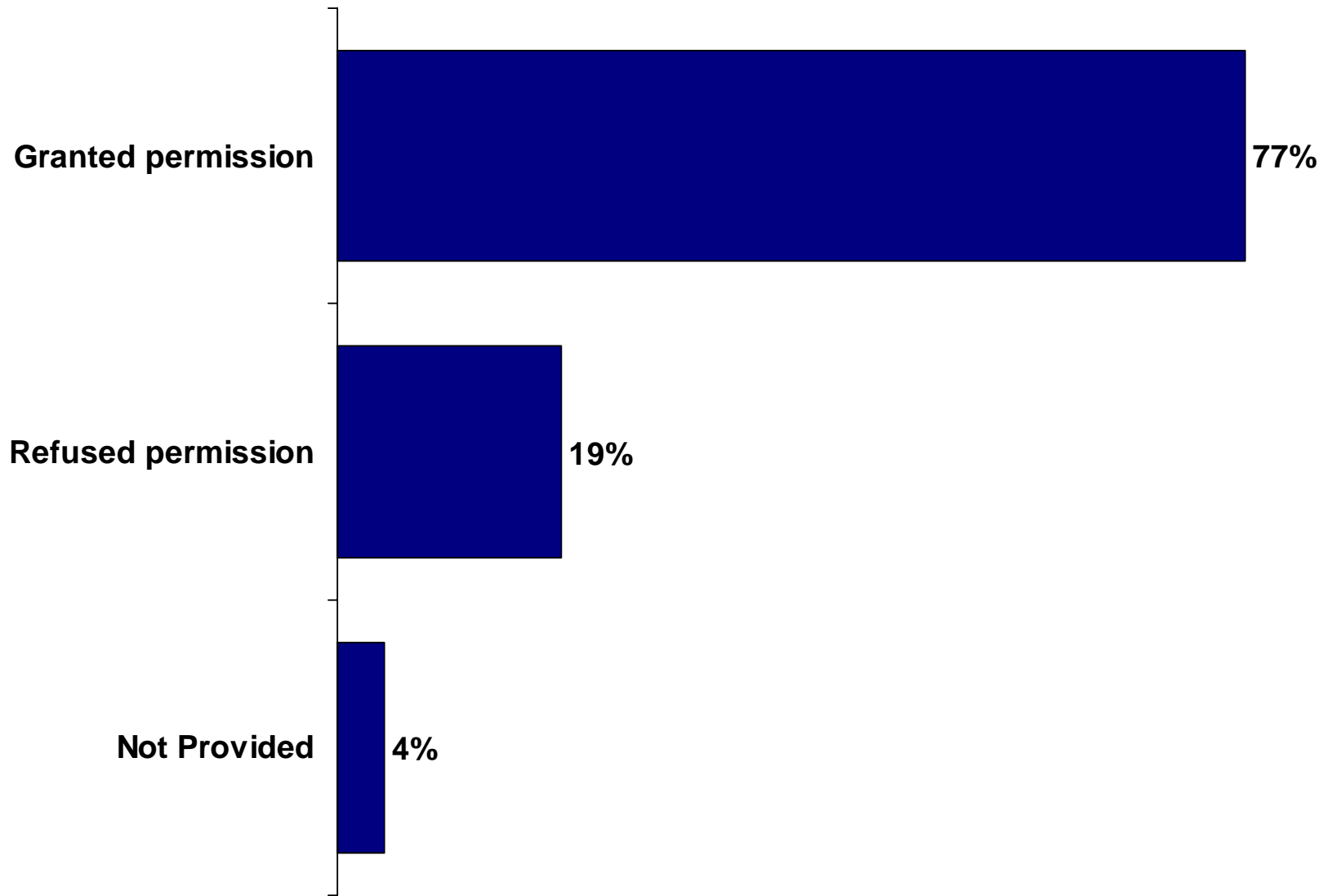
Sample Base =113

(Q3) Whether applied for planning consent previously (All respondents)



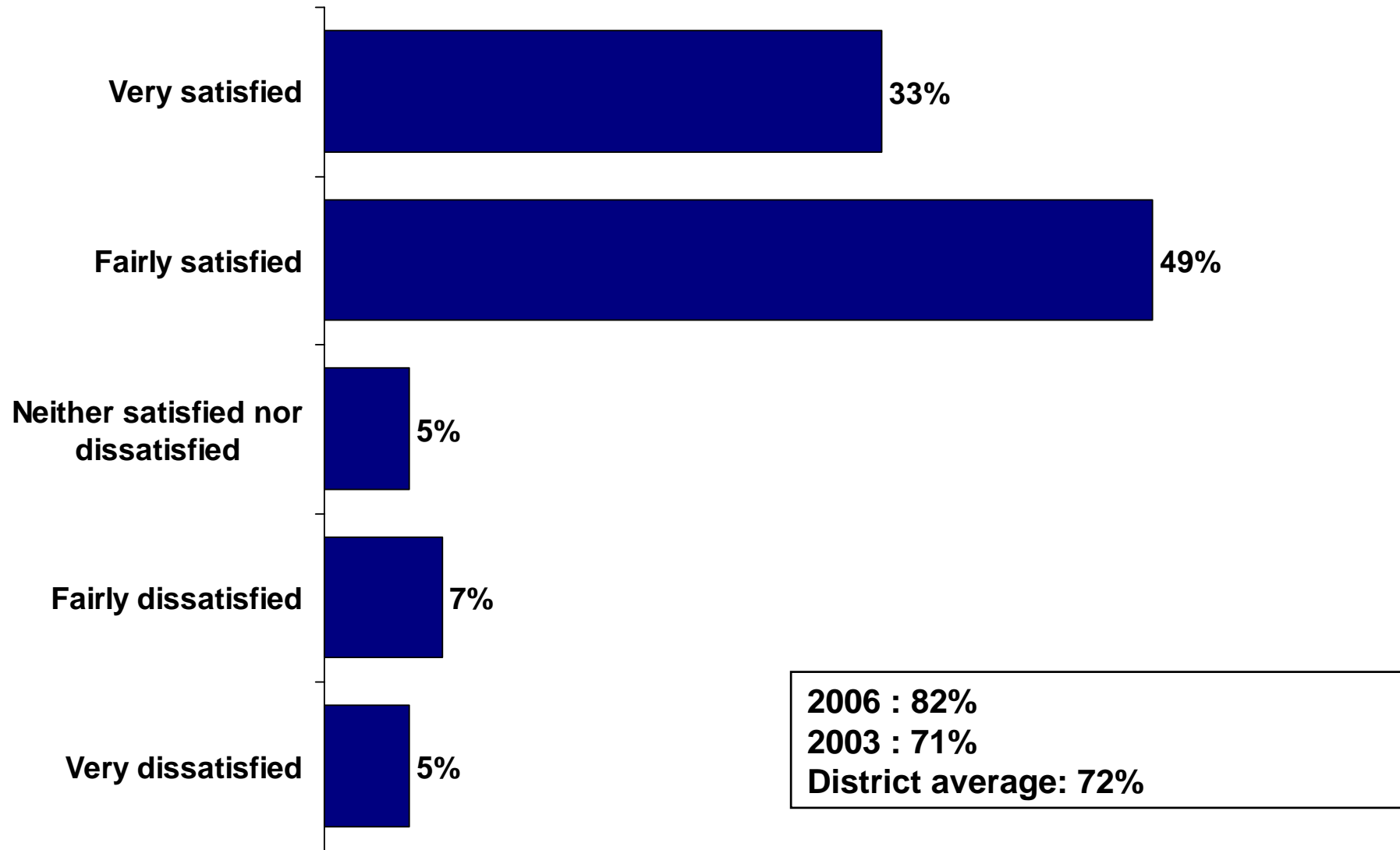
Sample Base =113

(Q7) Whether recent application was granted permission/consent (all respondents)



Sample Base =113

(BV111) (Q6) Respondents' rating of overall satisfaction with the service provided by the council in processing their planning application
(Respondents who provided a valid answer)

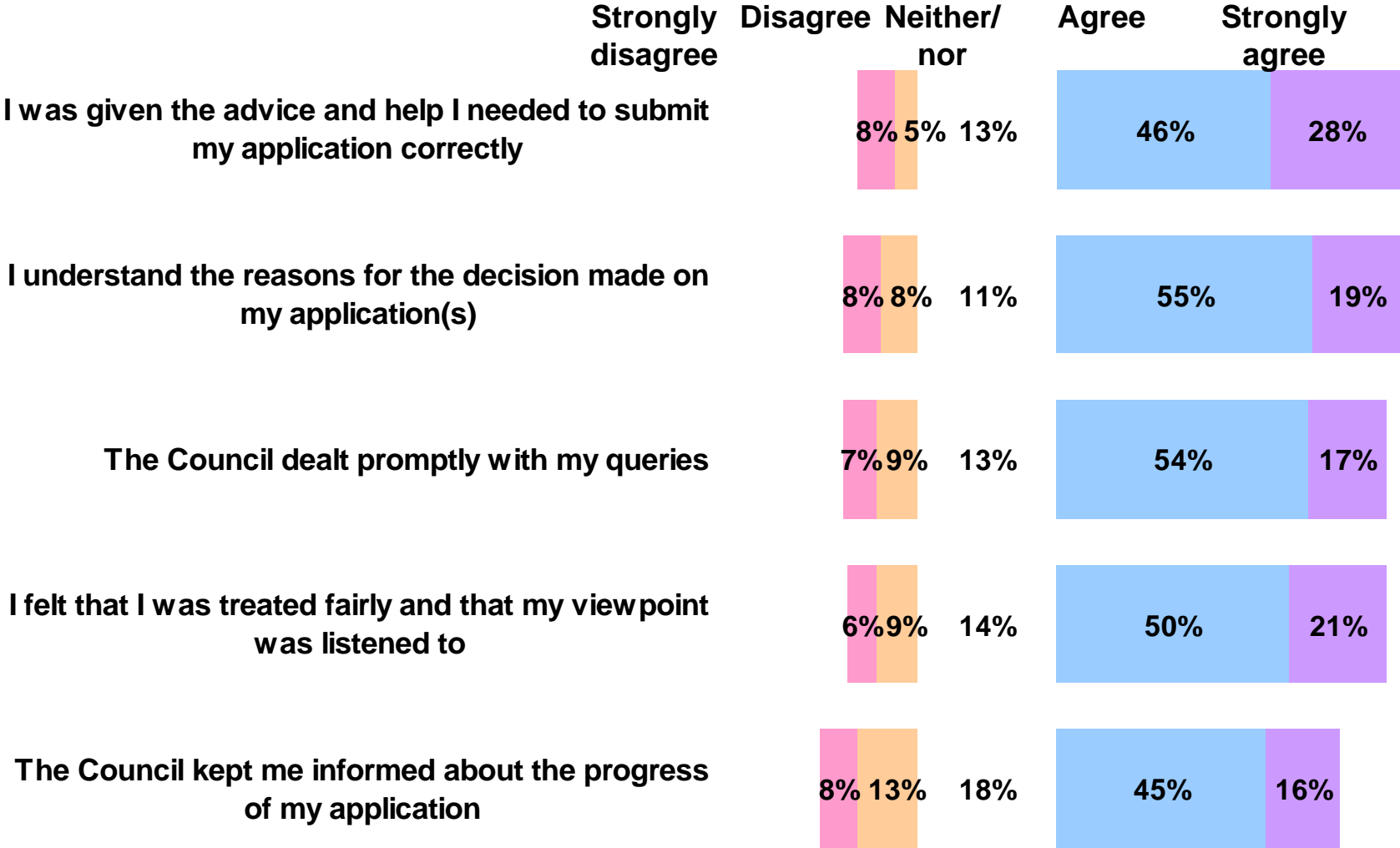


Sample Base = 111

(BV111) (Q6) Overall satisfaction with the service provided by the Council in processing the planning application by sub group (valid responses)

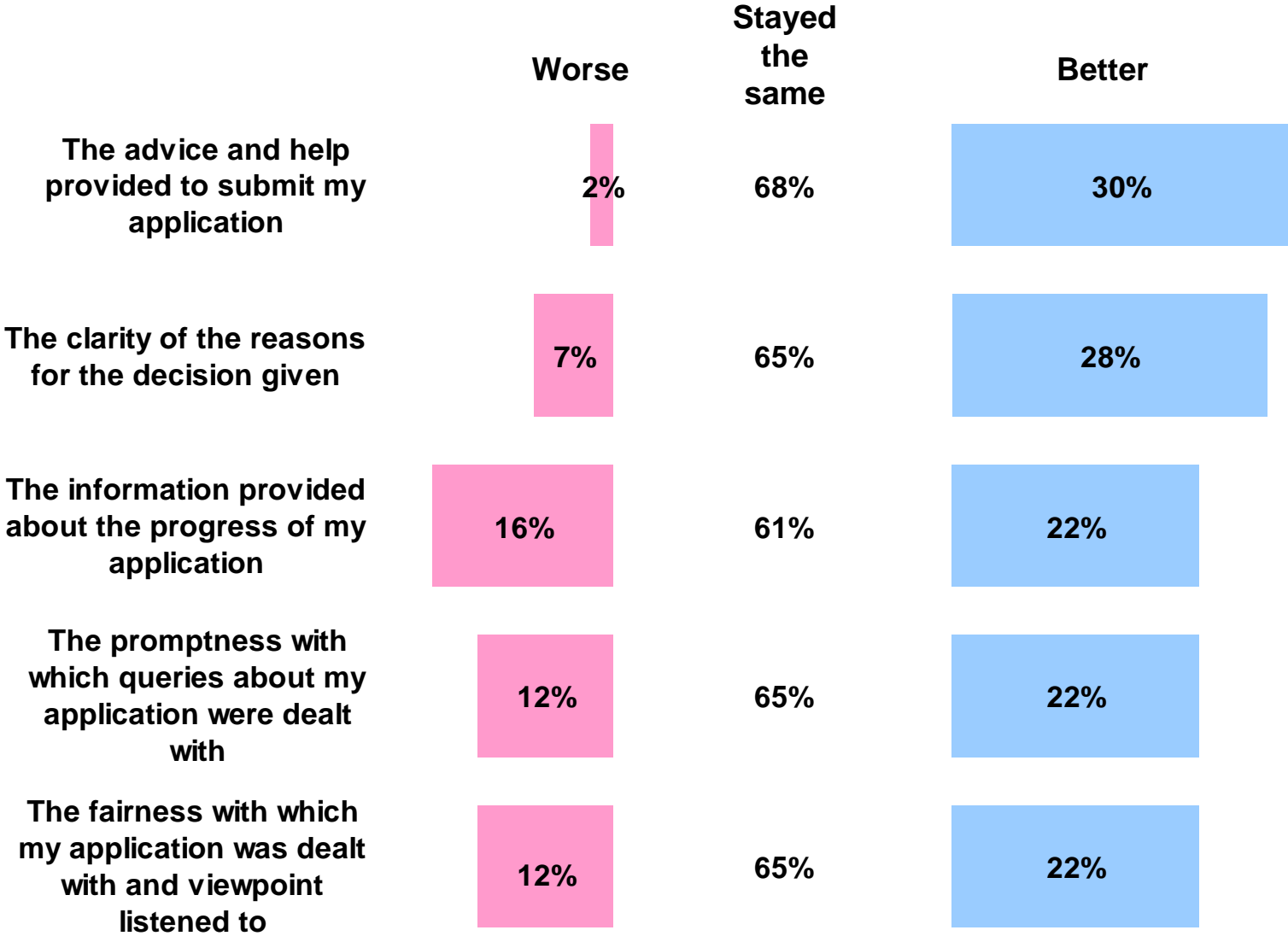
	% Very/fairly satisfied	% Very/fairly dissatisfied	Sample bases
All respondents	82	13	111
Outcome of application			
Successful	88	6	86
Not successful	67	29	21*
Whether applied previously			
Yes, have	79	12	73
No, have not	86	14	37*
Capacity of respondent			
Private individual	82	14	56
As part of own business	90	10	21*
As an agent	80	10	30*
* Caution low base size			

(Q5) Rating of agreement with statements about the council's handling of planning applications in the last year (valid responses only)



SAMPLE BASES VARY

(Q8) Whether specified aspects of the planning service have got better or worse over the last three years (where have made previous planning application and provided a valid response)



SAMPLE BASES VARY