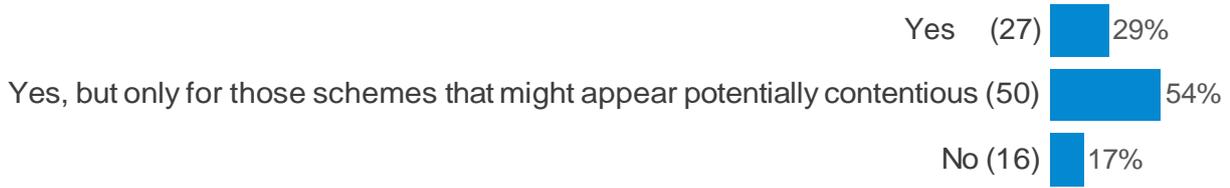


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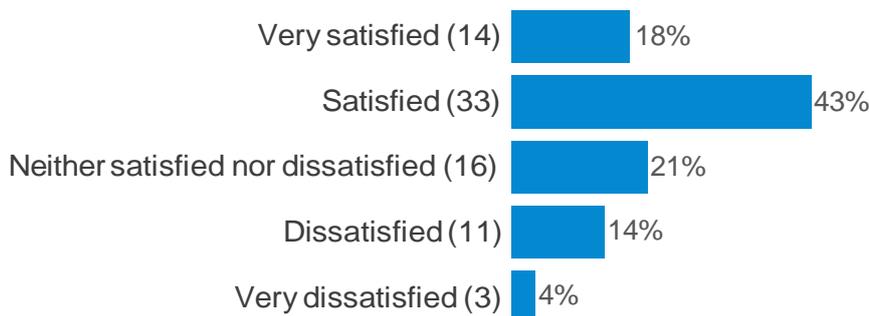
# A survey of professional users of the planning application service

## Do you use Wiltshire Council's pre-application Planning Service?

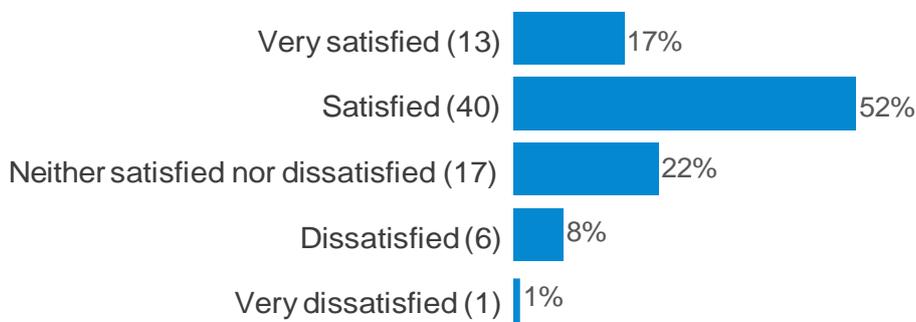


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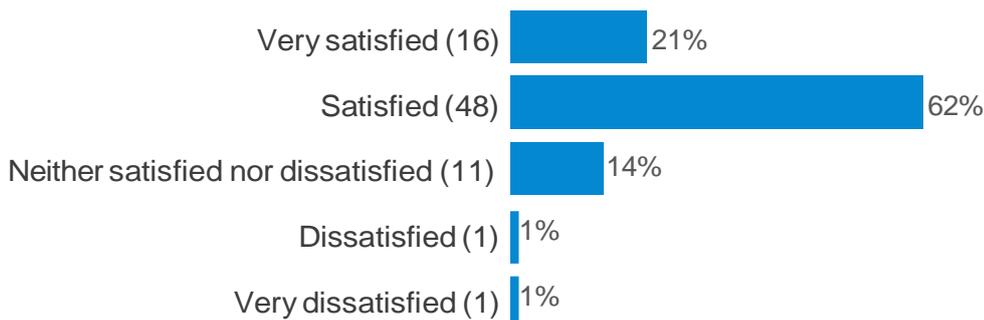
**When you contact the Planning Service prior to applications being taken forward, how satisfied are you with the following? (How easy it is to contact the Planning Service by phone, email or website)**



**When you contact the Planning Service prior to applications being taken forward, how satisfied are you with the following? (The amount of information the Service provide)**

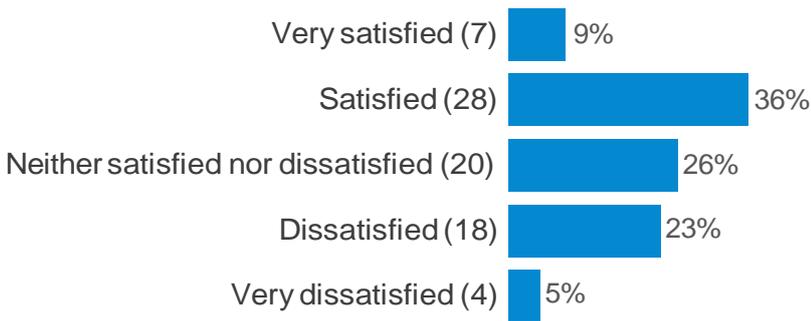


**When you contact the Planning Service prior to applications being taken forward, how satisfied are you with the following? (How easy to understand the information is)**

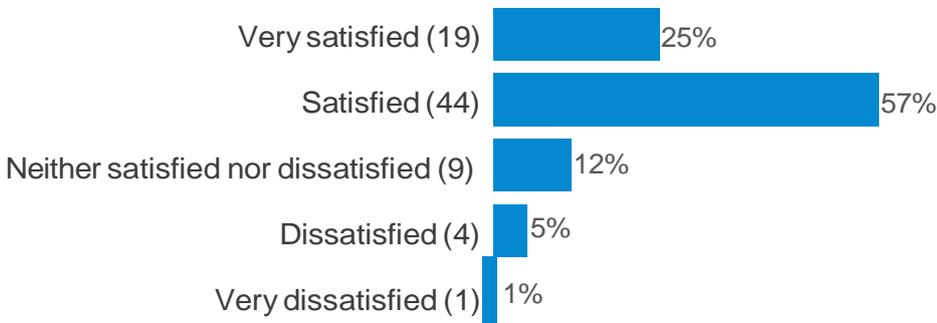


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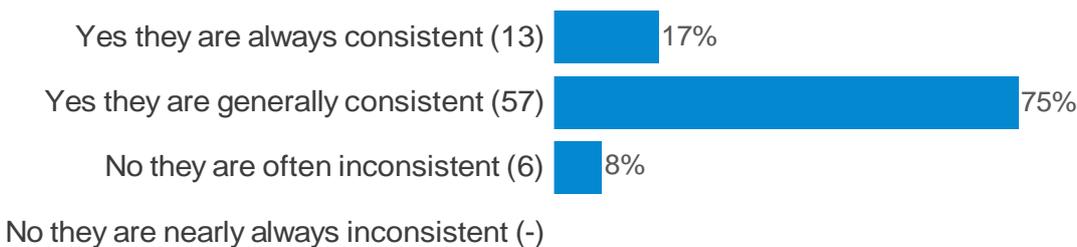
**When you contact the Planning Service prior to applications being taken forward, how satisfied are you with the following? (The time it takes to get a response)**



**When you contact the Planning Service prior to applications being taken forward, how satisfied are you with the following? (The helpfulness of staff)**



**Are the reports you have received from planning officers at this stage generally consistent with the response from the planning officer at the Full Planning stage?**



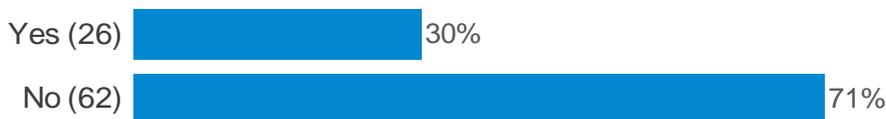
**In general are your questions answered to your satisfaction, enabling you to understand the requirements and information necessary to complete planning applications?**



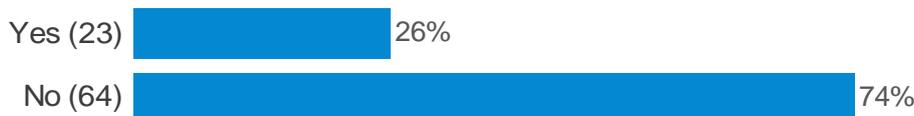
**During the application process do you generally do any of the following? (View your application(s) online via the Wiltshire Council website )**



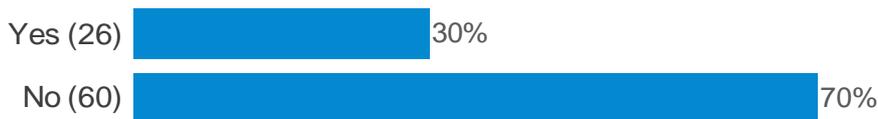
**During the application process do you generally do any of the following? (Contact relevant local [redacted] or town councillors )**



**During the application process do you generally do any of the following? (Contact the Wiltshire Council councillor for the relevant area)**



**During the application process do you generally do any of the following? (Contact any other statutory consultees )**



**During the application process do you generally do any of the following? (Contact the Planning Officer to discuss)**



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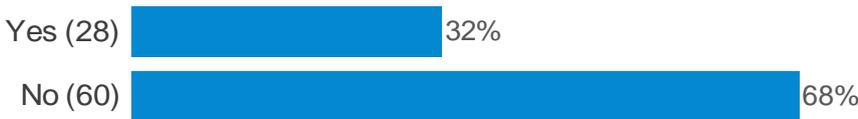
**During the application process do you generally do any of the following? (Find out where the green public notice that itemised your planning application was displayed in the local area)**



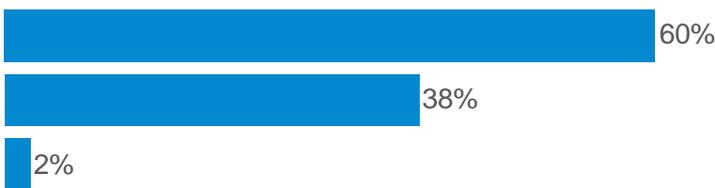
**During the application process do you generally do any of the following? (Become aware of any local Parish or Town Council meeting that was looking at your application as a consultee)**



**During the application process do you generally do any of the following? (Attend any local Parish or Town Council meeting that was looking at your application as a consultee)**



**If and when your application(s) require amendment what are your thoughts on the explanation provided?**

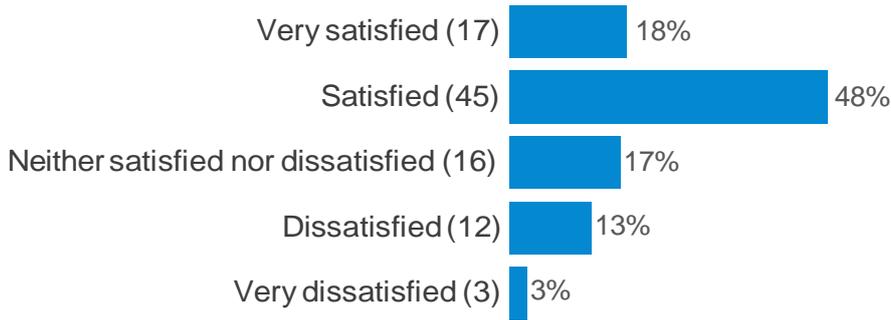


**Did you feel that ample time had been given by the officer for you to make any amendments suggested within the time frame of the application?**

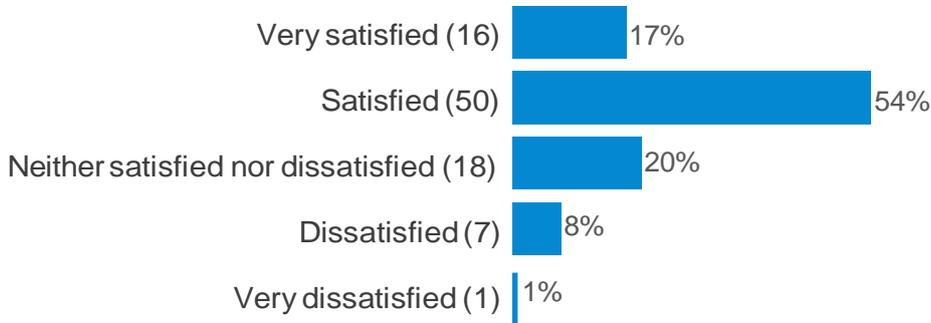


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**During the application process, in general how satisfied are you with the following?  
(How easy it is to contact the Planning Service by phone, email or website)**



**During the application process, in general how satisfied are you with the following?  
(The amount of information you are given)**

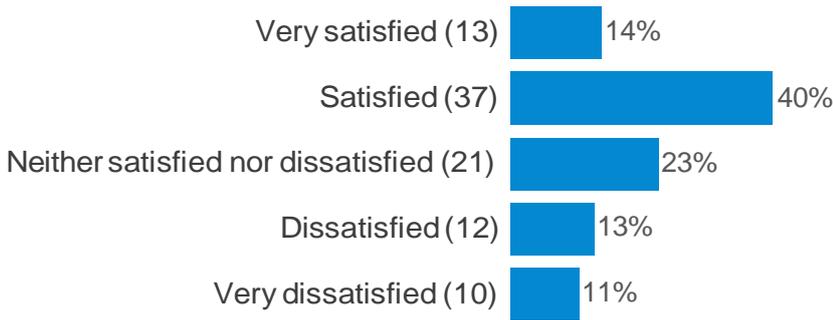


**During the application process, in general how satisfied are you with the following?  
(How easy to understand the information is)**

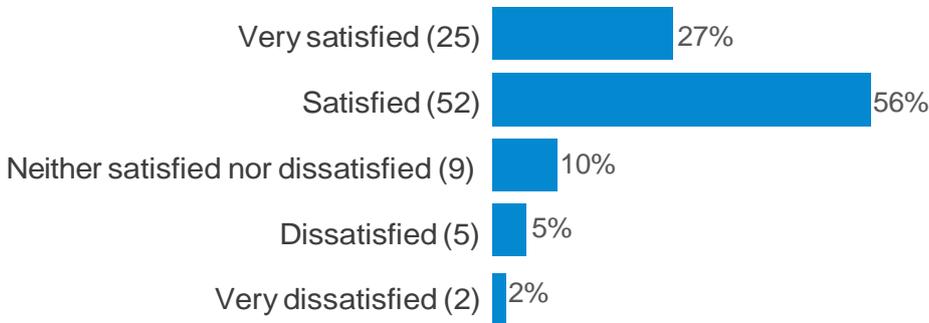


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**During the application process, in general how satisfied are you with the following?  
(The time it takes to get a response)**



**During the application process, in general how satisfied are you with the following?  
(The helpfulness of staff)**

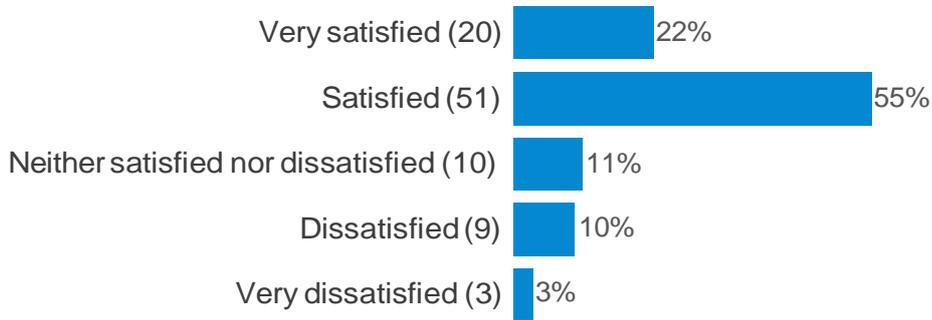


**In general are your questions answered to your satisfaction, enabling you to understand the requirements and information necessary to complete planning applications?**



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**Setting aside whether any individual application was successful or not, how satisfied or dissatisfied are you in general with the service provided by Wiltshire Council in processing applications?**



**(If you were dissatisfied with the process (but not the outcome) can you say why?)**

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**Have you ever had an application called in by a councillor to be determined at a planning committee**



**Was a clear explanation given as to why the application was to be considered by the Planning Committee?**



**(If you said no what were your thoughts on this?)**

**Did you attend the planning committee where your application was being considered?**



**In relation to the planning committee meeting(s) to what extent would you agree or disagree with the following statements? (It was clearly explained at the beginning how things would proceed)**



**In relation to the planning committee meeting(s) to what extent would you agree or disagree with the following statements? (I or my client was told how to speak on my application if we wished to)**

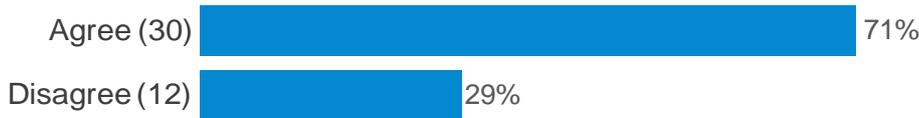


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**In relation to the planning committee meeting(s) to what extent would you agree or disagree with the following statements? (I felt my or my clients comments were listened to)**



**In relation to the planning committee meeting(s) to what extent would you agree or disagree with the following statements? (I felt the committee process was balanced and fair)**



**In relation to the planning committee meeting(s) to what extent would you agree or disagree with the following statements? (I felt that the committee was well organised)**



**In relation to the planning committee meeting(s) to what extent would you agree or disagree with the following statements? (I understood what was happening during the meeting)**



**In relation to the planning committee meeting(s) to what extent would you agree or disagree with the following statements? (I understood how the decision was made)**

