

Development Management: Planning Committee Customer Feedback Form

Whilst we appreciate that the decision reached today on the application you have an interest in may not be as you had hoped, it would help us to have your views on the conduct of the meeting so that we can ensure that everybody is aware of the decision making process.

If you could therefore take a few minutes to complete this questionnaire it would be very much appreciated.

Planning Committee

1. In what capacity have you attended the Planning Committee?

Applicant		Agent	
Neighbour		General interest in local issues	
Research/Educational Reasons			

2. How did you find out about the meeting?

Notified by letter		Case Officer	
Democratic Support		Planning Admin	
First Stop Reception		Website	
Neighbour/word of mouth		Other (please state)	

3. How do you rate the process of getting information about the dates and business of the Planning Committee?

Excellent		Good	
Fair		Poor	

4. Was the time convenient for you to attend today?

Yes		No	
-----	--	----	--

5. Is the venue convenient to you?

Yes		No	
-----	--	----	--

6. Could you hear the proceedings properly?

Yes		No	
-----	--	----	--

7. Was it clear who the different people involved in the meeting were?				
Yes		No		
Do you have any suggestions as to how we could make it clearer?				

8. Was it clear which item was being discussed and what decision was made?				
Yes		No		
Do you have any suggestions as to how we could make it clearer?				

9. Overall, how would you rate the Committee Meeting? (In regard to the process and facilities)				
Excellent		Good		
Fair		Poor		

10. Please use the space provided below to write any suggestions about how we could improve the Committee process				

Public Speaking Arrangements

Public speaking is not a statutory requirement, but is utilised by Local Planning Authorities to give all parties the opportunity to raise issues they may have with the agenda report directly with the Planning Committee.

11. Were you aware of the public speaking arrangements?				
Yes		No		

12. If yes, how did you find out about public speaking?				
Letter		Website		Telephone

13. How did you find the process of registering to speak?				
Straightforward		Experienced some difficulty		Very difficult

14. How did you find the arrangements when you arrived at the Committee? Were you clear on what you had to do?	
Clear what I needed to do from the information given when registering	
Asked a member of staff, who provided assistance	
Asked a member of staff, but was still unclear what I needed to do	

15. How did you find the seating arrangements for the public speaker?			
I could easily get into position when I was called to speak			
Agree		Disagree	
I felt I spoke to the committee from an appropriate position in the room			
Agree		Disagree	

16. How did you find the timing arrangements for the public speaking?			
Three minutes is an appropriate time limit			
Agree		Disagree	

17. Do you have any suggestions on how we could improve public speaking?

Planning Services

18. What is your preferred method of communicating with us?			
Face To Face		In Writing	
Telephone		Email/Website	

19. If face to face is your preferred method of communicating with us, which of the following would be your preferred method?	
Civic Centre First Stop Reception Desk (office hours)	
Duty Planning Officer service at Civic Centre, by appointment with non-specific Case Officer	
'Drop-in' Planning Surgery in various locations with non-specific Officer	
Meeting with case-specific Planning Officer either in the office or on site by appointment only	

What is your Age? (Please tick one box)					
Under 16	17-18	19-50	51-65	66-75	76 or over

Gender – Are you? (Please tick one box)			
Male	Female	Do you identify yourself as Transgender?	Prefer not to say

Are you a person with a disability? (Please tick one box)		
Yes	No	Prefer not to say
Would you like to let us know more about your disability? (Please write in.)		

Ethnicity – Are you? (Please tick one box)			
A. White	British	C. Asian or Asian British	Bangladeshi
	Gypsy/Traveller		Indian
	Irish		Pakistani
	Any other white background (please state)		Any other Asian Background (please state)
B. Mixed	White and Black Caribbean	D. Black or Black British	African
	White and Black African		Caribbean
	White and Asian		Any other Black background (please state)
	Any other mixed background (please state)		
E. Chinese or other ethnic group	Chinese	Any other ethnic group (Please state)	

How would you describe your faith, belief, religion? (Please tick one box)	
Buddhist	Jewish
Christian (Inc Church of England, Catholic, Protestant and all other Christian denominations)	Muslim
Hindu	Sikh
Other religion – (Please write in)	None
Prefer not to say	

What is your sexual orientation? (Please tick one box)	
Bisexual	Heterosexual/straight
Gay man	Other (including questioning)
Lesbian/Gay woman	Prefer not to say

What is your marital status? (Please tick one box)	
Single	Married
Civil Partnership	Living with partner
Prefer not to say	