

Planning Services Consultee Survey 2013

We are asking Community Councils, Statutory and Non-Statutory Consultees for your views on the Planning Service operated by the Brecon Beacons National Park. The Brecon Beacons National Park Authority currently deals with between 700-800 planning applications per year and recognise that efficient good quality decision making is a three way process and requires a partnership between the Authority, the Local Communities and the Agent and/or Applicant, where all parties recognise, understand and acknowledge the others responsibilities, and where transparency, certainty and consistency are key. We would be grateful if you would complete the survey, which will help us to further develop our service and also understand your individual priorities in relation to Town and Country Planning within the National Park. Please complete and return the survey by the 15th March 2013.

Your organisation (Required)

Your E-Mail Address (Required)

1. Prioritising functions

On a scale of 1 to 5 with 5 being the most important and 1 the least important, how important or high priority do you think the following functions are as part of the Planning Service that could be provided by your Local Planning Authority;

	1	2	3	4	5
High Speed Processing of Planning Applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Formal (charged for) Pre-application advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informal (free) general planning advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of Planning Information specific to BBNPA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to contact a Member of Planning staff to deal with queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to access planning information on the internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to view details of planning applications on the internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Updating by the Authority on progress of an application you have commented upon	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to submit representations on line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contact with the Planning Case Officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to view planning committee meetings on line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of a system of public speaking at Committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of planning training events and seminars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Proactive monitoring of approved development to ensure compliance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Formal enforcement action by the Authority to rectify a breach of planning control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Production of BBNPA policy Supplementary Planning Guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regular Community Council Cluster group or Consultee liaison Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to specialist advice on Listed Building or Conservation area issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to specialist advice on Archaeological matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to specialist advice on trees and landscape matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Satisfaction with the planning process

Planning Officer reports and the formal decision notice containing planning conditions are available to view at our offices or on line for every application determined by the BBNPA. These reports give a summary of all consultation replies and neighbour comments sent in to us together with a detailed Officer analysis of the application to arrive at the recommendation made.

	Very Dissatisfied 1	Dissatisfied 2	Acceptable 3	Satisfied 4	Very Satisfied 5
How satisfied are you that the consultation comments you have made are summarised within our reports?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Irrespective of the decision made on applications, how satisfied are you that BBNPA Officers have considered your representations within their report?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you have ever had cause to contact the BBNPA planning Service by phone or by visit to our offices in the last 12 months, how satisfied were you with your experience and the service provided by our officers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
From the perspective of your organisation how do you rate the Planning Service operated by the BBNPA?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

If you have answered 1 or 2 to the above, is there any particular improvement you think we could make, or do better in the eyes of your organisation?

3. Confidence

The BBNPA has to operate the Planning Service and the determination of planning applications within the rules and guidance set by Legislation and National Planning Policy applicable to a National Park designation. On a scale of 1 to 5 with 1 having least confidence and 5 having most confidence:

	1	2	3	4	5
what level of Confidence does your organisation have in the planning service provided by BBNPA?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Level of service

The Brecon Beacons National Park Authority aims to provide an excellent Planning Service and currently uses the following as key measures or indicators of the service. On a scale of 1 to 4 (with 1 being inappropriate and 4 being very appropriate) how appropriate do you consider

each of the following indicators; If you consider any particular measure or indicator to be inappropriate, please could you say why or suggests a more appropriate alternative.

	1	2	3	4
1. Speed of determining Planning Applications (NB The BBNPA has set itself a target of 70% of all applications determined within 8 weeks)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Added Value through delivering a formal pre-application advice process or by negotiated improvements to proposed development during the course of an application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Quality of Decision making through the successful defence of the Authority Decision at Planning Appeal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Added Value through negotiation of S106 Legal Agreements as part of Planning decisions to mitigate for the effects of development or provide community gain where appropriate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Regular survey to determine direct customer (applicants and agents) satisfaction and confidence in the Service provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Community engagement and participation through offering training, attendance at public meetings and engagements by Planning Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Ability to access the Planning Service electronically e.g. through the ability to submit applications on line or view application details	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments on Service Levels

5. Timescales
 The Government monitors Local Planning Authorities in terms of their performance at determining planning applications within 8 weeks of submission. Government legislation indicates that in many cases, the consultation period given by a Local Planning Authority is 14 days. Consultation periods can impact upon planning application performance but BBNPA generally give 21 days for consultation replies to be returned and encourages electronic consultation via email or our web site.

	Very Dissatisfied 1	Dissatisfied 2	Acceptable 3	Satisfied 4	Very Satisfied 5
How satisfied are you with the current consultation arrangements and time scales for consultation operated by the BBNPA Planning Service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments

Do you have any further comments you wish to make in relation to the Planning Service delivered by the BBNPA or its interaction with your organisation?

Submit