

## DNPA Planning User Satisfaction Survey



**1. Please enter the reference number of your most recent application (shown on your letter), e.g. 0123/45**

**Response  
Count**

61

**answered question**

61

**skipped question**

0

**2. When you made your most recent application, in what capacity were you acting?**

**Response  
Percent      Response  
Count**

**As a private individual**



47.5%

29

**As part of your own business**



13.1%

8

**On behalf of your employer**



8.2%

5

**As an agent acting on behalf of  
another party**



31.1%

19

**Other (please specify)**

3

**answered question**

61



**skipped question**

0




### 3. Did you seek pre-application advice? If so please rate your experience

		Response Percent	Response Count
Very satisfied		56.5%	26
Fairly satisfied		15.2%	7
neither satisfied nor dissatisfied		17.4%	8
Fairly dissatisfied		4.3%	2
very dissatisfied		6.5%	3
	If you were dissatisfied please state why		8
	answered question		46
	skipped question		15



### 4. Would you be willing to pay for this service in the future rather than see it curtailed?

		Response Percent	Response Count
Yes		40.7%	22
No		59.3%	32
	answered question		54
	skipped question		7






### 5. What type of application were you submitting?

		Response Percent	Response Count
Householder		57.4%	35
Listed Building or Conservation Area Consent		14.8%	9
Residential Development		0.0%	0
Business or Industry Development (Including Minerals and Waste Developments)		27.9%	17
	Other (please specify)		14
		<b>answered question</b>	<b>61</b>
		<b>skipped question</b>	<b>0</b>

### 6. Have you applied to Dartmoor National Park Authority for planning permission/consent prior to your most recent application?

		Response Percent	Response Count
Yes		71.7%	43
No		30.0%	18
Do not recall		0.0%	0
		<b>answered question</b>	<b>60</b>
		<b>skipped question</b>	<b>1</b>


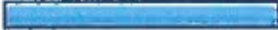



**7. Please indicate how many times in the last 3 years you have applied to Dartmoor National Park Authority for planning permission/consent:**

		Response Percent	Response Count
1-5		60.8%	31
6-10		11.8%	6
11-20		7.8%	4
21+		2.0%	1
It does not apply/don't know		17.6%	9
<b>answered question</b>			<b>51</b>
<b>skipped question</b>			<b>10</b>



**8. Please indicate whether you agree or disagree with each of the following statements about your experience of the Authority's handling of your application(s) in the last year.**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	It does not apply/don't know	Rating Count
I was given the advice and help I needed to submit my application correctly	26.2% (16)	47.5% (29)	11.5% (7)	3.3% (2)	3.3% (2)	8.2% (5)	61
The Authority kept me informed about the progress of my application	16.7% (10)	45.0% (27)	23.3% (14)	13.3% (8)	0.0% (0)	1.7% (1)	60
The Authority dealt promptly with my queries	25.0% (15)	46.7% (28)	15.0% (9)	10.0% (6)	1.7% (1)	1.7% (1)	60
I understand the reason for the decision made on my application(s)	33.3% (20)	56.7% (34)	6.7% (4)	0.0% (0)	1.7% (1)	1.7% (1)	60
I felt that I was treated fairly and that my viewpoint was listened to	29.5% (18)	54.1% (33)	9.8% (6)	1.6% (1)	3.3% (2)	1.6% (1)	61
<b>answered question</b>							<b>61</b>
<b>skipped question</b>							<b>0</b>

**9. Setting aside whether any individual application was successful or not, how satisfied or dissatisfied are you with the service provided by the National Park Authority in processing your application?**

		Response Percent	Response Count
Very satisfied		42.6%	26
Fairly satisfied		45.9%	28
Neither satisfied nor dissatisfied		4.9%	3
Fairly dissatisfied		4.9%	3
Very dissatisfied		1.6%	1
<b>answered question</b>			<b>61</b>
<b>skipped question</b>			<b>0</b>

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

		Response Percent	Response Count
Granted permission/consent		95.1%	58
Refused permission/consent		4.9%	3
<b>answered question</b>			<b>61</b>
<b>skipped question</b>			<b>0</b>

**11. For each of the following elements of the planning service provided by Dartmoor 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?**

	<b>Better</b>	<b>Stayed the same</b>	<b>Worse</b>	<b>Don't know</b>	<b>Rating Count</b>
The advice and help provided to submit my application	17.6% (9)	43.1% (22)	9.8% (5)	29.4% (15)	51
The information provided about the progress of my application	12.0% (6)	56.0% (28)	4.0% (2)	28.0% (14)	50
The promptness with which queries about my application were dealt with	26.0% (13)	42.0% (21)	6.0% (3)	26.0% (13)	50
The clarity of the reasons for the decision given	11.8% (6)	58.8% (30)	3.9% (2)	25.5% (13)	51
The fairness with which my application was dealt with and viewpoint listened to	11.8% (6)	56.9% (29)	3.9% (2)	27.5% (14)	51
				<b>answered question</b>	<b>51</b>
				<b>skipped question</b>	<b>10</b>

**12. Please indicate whether you agree or disagree with each of the following statements about the Authority's online planning service.**

	<b>Strongly agree</b>	<b>Agree</b>	<b>Niether agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>It does not apply/don't know</b>	<b>Rating Count</b>
It was well publicised that these service were available online	21.4% (12)	48.2% (27)	14.3% (8)	3.6% (2)	0.0% (0)	12.5% (7)	56
I found the information I was looking for easily	12.3% (7)	56.1% (32)	14.0% (8)	7.0% (4)	1.8% (1)	8.8% (5)	57
There was adequate information on how to use the services	10.5% (6)	54.4% (31)	12.3% (7)	8.8% (5)	1.8% (1)	12.3% (7)	57
Documents downloaded easily	15.8% (9)	54.4% (31)	15.8% (9)	0.0% (0)	1.8% (1)	12.3% (7)	57
I would use the online services again	25.0% (14)	53.6% (30)	10.7% (6)	1.8% (1)	0.0% (0)	8.9% (5)	56
						<b>answered question</b>	<b>57</b>
						<b>skipped question</b>	<b>4</b>



**13. Do you have any further comments or suggestions regarding our online services?**

	<b>Response Count</b>
	19
<b>answered question</b>	<b>19</b>
<b>skipped question</b>	<b>42</b>

**14. Is there anything else you would like to add?**

	<b>Response Count</b>
	24
<b>answered question</b>	<b>24</b>
<b>skipped question</b>	<b>37</b>

**15. Are you male or female?**






		Response Percent	Response Count
Male		73.2%	41
Female		26.8%	15
answered question			56
skipped question			5

**16. What was your age on your last birthday?**



	Response Count
	50
answered question	50
skipped question	11




### 17. Which of these activities best describes what you are doing at present?

		Response Percent	Response Count
Employee in full-time job		34.6%	18
Employee In part-time job		5.8%	3
Self employed full or part-time		42.3%	22
Full time education		0.0%	0
Unemployed and available for work		0.0%	0
Permanently sick/disabled		0.0%	0
Retired		17.3%	9
Looking after the home		1.9%	1
	Other (please specify)		1
<b>answered question</b>			<b>52</b>
<b>skipped question</b>			<b>9</b>




### 18. Do you have any long-standing illness, disability or infirmity?

		Response Percent	Response Count
Yes		9.1%	5
No		90.9%	50
<b>answered question</b>			<b>55</b>
<b>skipped question</b>			<b>6</b>

### 19. Does this illness or disability limit your activities in any way?

		Response Percent	Response Count
Yes		10.0%	2
No		90.0%	18
answered question			20
skipped question			41

### 20. To which of these groups do you consider you belong?

		Response Percent	Response Count
White British		96.4%	54
White Irish		0.0%	0
White other background		1.8%	1
Black or Black British (Caribbean)		0.0%	0
Black or Black British (African)		0.0%	0
Asian - Indian		0.0%	0
Asian - Pakistani		0.0%	0
Asian - Bangladeshi		0.0%	0
Asian - other background		0.0%	0
Mixed - White & Black Caribbean		0.0%	0
Mixed - White & Black African		0.0%	0
Mixed - other mixed background		1.8%	1
Chinese		0.0%	0
Other ethnic group (please specify)			1
answered question			56
skipped question			5