

## Planning Enforcement Survey September 2007 - Summary of Results

Were you aware that there is a Planning Enforcement service at Hart District Council

What type of complaint do you believe Planning Enforcement deals with?

Aware of Service	Frequency	Adj. percentage
Yes	105	77%
No	17	13%
Not Sure	14	10%
<b>Total</b>	<b>136</b>	<b>100</b>

What type of complaint do	Frequency	Adj. percentage
Changes of use	106	26%
Unauthorised works	127	31%
Breaches of conditions	113	28%
Noise	31	8%
Odours	26	6%
Other	7	2%
<b>Total</b>	<b>410</b>	<b>100</b>

Have you ever contacted Hart DC Planning Enforcement to query alleged breaches of planning control?



contacted service	Frequency	Adj. percentage
Yes	18	13%
No	114	84%
Do not recall	4	3%
<b>Total</b>	<b>136</b>	<b>100</b>

If you answered YES to the previous question, please indicate how many times you have contacted us...

How many contacts	Frequency			
	In the last 6 months	In the last three years?	In the last two years	In the last year
1 - 5	8	6	8	10
6 - 10	0	1	1	0
11 - 20	0	1	0	0
21 - 50	0	0	0	0
51+	0	0	0	0
Don't know	1	2	0	0
<b>Total</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>10</b>

If you have contacted planning enforcement in the past, how did you get in touch?

contact method	Frequency	Adj. percentage
email	2	13%
letter	2	13%
telephone	9	56%
website	0	0%
fax	0	0%
personal visit	3	19%
never contacted	0	0%
<b>Total</b>	<b>16</b>	<b>100</b>

Please indicate whether you agree or disagree with the following statements regarding the council's handling of your enforcement case/s IN THE LAST YEAR

Experience Statements	Adj. percentage					
	Agree Strongly	Agree	Neither Agree or Disagree	Disagree	Disagree Strongly	Don't Know
dealt promptly	12%	35%	18%	18%	18%	0%
informed	18%	35%	12%	18%	18%	0%
treated fairly	18%	35%	18%	18%	12%	0%
understand reasons	12%	24%	18%	24%	18%	6%
<b>Total</b>	<b>59</b>	<b>129</b>	<b>65</b>	<b>76</b>	<b>65</b>	<b>6</b>

Were you satisfied with the overall outcome of your query?

query satisfaction	Frequency	Adj. percentage
Very Satisfied	2	11%
Satisfied	4	22%
Neither Satisfied or Dissatisfied	3	17%
Dissatisfied	7	39%
Very Dissatisfied	2	11%
Total	18	100

How satisfied are you with the enforcement service provided by the council in processing your query?

satisfaction with service	Frequency	Adj. percentage
Very Satisfied	2	7%
Satisfied	5	17%
Neither Satisfied or Dissatisfied	16	53%
Dissatisfied	4	13%
Very Dissatisfied	3	10%
Total	30	100

For each of the following elements of the planning enforcement service, please indicate whether you think the service has got better, stayed the same or become worse over the last three years.

Better or worse	Adj. percentage			
	Got Better	Stayed the same	Got Worse	Don't know
advice and help	18%	29%	18%	35%
fairness	11%	33%	22%	33%
progress information	11%	44%	11%	33%
promptness	17%	22%	28%	33%
reason clarity	6%	28%	22%	44%
Total	62	157	101	180



**Number of Responses**

Question	Count
Finished	136

**Response Rate 46%**