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MULTIPLE STAKEHOLDER PERSPECTIVES OF COMPLEX ONLINE SERVICES: an e-government case study

Kneller, Janet Denise

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Appendices

A   Local Planning Authority research phase involvement

The following pages show the websites used in the Citizen and SME research phases and references the websites used to analyse applications.

The table below provides a definition of the codes used in the LPA type column.

Code	LPA type
D	District or Borough Authority
M	Metropolitan Borough
U	Unitary Authority
C	County Authority
L	London Borough
N	National Park Authority

LPA	LPA Type	Local Authority Planning Home Page (accessed 7 April 2015)	Citizen paper applicants	Citizen online applicants	Agent applicants	Final Citizen/ SME survey
Amber Valley Borough Council	D	http://www.ambervalley.gov.uk/environment-and-planning/planning.aspx	Y	N/A	Y	Y
Aylesbury Vale District Council	D	http://www.aylesburyvaledc.gov.uk/planning---building/	Y	N/A	T&Cs exclude research	
Babergh District Council	D	http://www.babergh.gov.uk/planning-and-building/planning/	Y	N/A	Y	Y
Barnsley Metropolitan Borough Council	M	https://www.barnsley.gov.uk/services/environment-and-planning/planning	Y	N/A	Y	Y
Bexley Council London Borough	L	http://www.bexley.gov.uk/index.aspx?articleid=595	Y	N/A	Insufficient data	
Birmingham City Council	D	http://www.birmingham.gov.uk/cs/Satellite/planning?packedargs=website%3D4&rendermode=live	Y	N/A	Y	Y
Blackpool Borough Council	U	https://www.blackpool.gov.uk/Residents/Planning-environment-and-community/Planning/Planning.aspx	Y	N/A	Y	Y
Blaenau Gwent County Borough Council	W	http://www.blaenau-gwent.gov.uk/99.asp	No data	N/A	Y	Y
Bolsover District Council	D	http://www.bolsover.gov.uk/planning/planning-applications#	Y	N/A	LPA not used	
Bracknell Forest Borough Council	U	http://www.bracknell-forest.gov.uk/planningapplications	Y	N/A	Y	Y
Braintree District Council	D	http://www.braintree.gov.uk/info/200221/planning	Y	N/A	Y	Y
Bristol City Council	D	http://www.bristol.gov.uk/page/planning-and-building-regulations	Y	N/A	Y	Y
Broads Authority	N	http://www.broads-authority.gov.uk/planning	P	N/A	P	P
Burnley Borough Council	D	http://www.burnley.gov.uk/residents/planning	Y	N/A	Y	Y
Bury Metropolitan Borough Council	M	http://www.bury.gov.uk/index.aspx?articleid=2412	Y	N/A	Y	Y
Caerphilly County Borough Council	W	http://www.caerphilly.gov.uk/Services/Planning-and-building-control	Y	N/A	Y	Y
Cambridge City Council	D	https://www.cambridge.gov.uk/planning	Y	N/A	Y	Y
Cardiff City Council	W	https://www.cardiff.gov.uk/ENG/Resident/Planning/pages/default.aspx	No data	N/A	Y	Y
Carmarthenshire County Council	W	http://www.carmarthenshire.gov.uk/english/environment/planning/pages/home.aspx	Y	N/A	Y	Y

LPA	LPA Type	Local Authority Planning Home Page (accessed 7 April 2015)	Citizen paper applicants	Citizen online applicants	Agent applicants	Final Citizen/ SME survey
Central Bedfordshire Council	U	http://www.centralbedfordshire.gov.uk/planning/default.aspx	Y	N/A	Insufficient data	
Charnwood Borough Council	D	http://www.charnwood.gov.uk/pages/planning_and_regeneration	Y	N/A	Y	Y
Chelmsford Borough Council	D	http://www.chelmsford.gov.uk/planning	Y	N/A	Y	Y
Cheshire East	U	http://www.cheshireeast.gov.uk/planning/planning.aspx	P	N/A	P	P
City of London	L	http://www.cityoflondon.gov.uk/services/environment-and-planning/planning/Pages/default.aspx	Y	N/A	Y	Y
City of Southampton	U	https://www.southampton.gov.uk/planning/	Y	N/A	Y	Y
Co Durham	U	http://www.durham.gov.uk/planning	Y	N/A	Y	Y
Cornwall	U	https://www.cornwall.gov.uk/environment-and-planning/planning/	No data	N/A	Y	Y
Crawley Borough Council	D	http://crawley.gov.uk/pw/Planning_and_Development/index.htm	Y	N/A	Y	Y
Daventry District Council	D	http://www.daventrydc.gov.uk/living/planning-and-building-control/	Y	N/A	Insufficient data	
Doncaster Metropolitan Borough Council	M	http://www.doncaster.gov.uk/sections/planningandbuildings/index.aspx	Y	N/A	Y	Y
Dudley Metropolitan Borough Council	M	http://www.dudley.gov.uk/resident/planning/	Y	N/A	Y	Y
East Cambridgeshire District Council	D	http://www.eastcambs.gov.uk/planning/planning	Y	N/A	Y	Y
East Devon District Council	D	http://eastdevon.gov.uk/planning/	Y	N/A	Y	Y
East Dorset District Council	D	https://www.dorsetforyou.com/planning/east-dorset	Y	N/A	Y	Y
East Hertfordshire Council	D	http://www.eastherts.gov.uk/index.jsp?articleid=24827	Y	N/A	Y	Y
Erewash Borough Council	D	http://www.erewash.gov.uk/planning-building-control/planning.html	Y	N/A	Y	Y
Essex County Council	C	http://www.essex.gov.uk/Environment%20Planning/Planning/Pages/Default.aspx	No data	N/A	Insufficient data	
Exeter City Council	D	http://www.exeter.gov.uk/index.aspx?articleid=9470	Y	N/A	Y	Y

LPA	LPA Type	Local Authority Planning Home Page (accessed 7 April 2015)	Citizen paper applicants	Citizen online applicants	Agent applicants	Final Citizen/ SME survey
Exmoor National Park	N	http://www.exmoor-nationalpark.gov.uk/planning	Y	N/A	Insufficient data	
Gedling Borough Council	D	http://www.gedling.gov.uk/planningbuildingcontrol/	Y	N/A	Y	Y
Halton Borough Council	U	http://www3.halton.gov.uk/Pages/planning/planningandenvironment.aspx	Y	N/A	Y	Y
Haringey Council London Borough	L	http://www.haringey.gov.uk/housing-and-planning/planning	Y	N/A	Y	Y
Harlow Council	D	http://www.harlow.gov.uk/planning-building	Y	N/A	Y	Y
Hart District Council	D	http://www.hart.gov.uk/planning-residents	Y	N/A	Y	Y
Hartlepool Borough Council	U	http://www.hartlepool.gov.uk/info/200074/planning	Y	N/A	Y	Y
Hastings Borough Council	D	https://www.hastings.gov.uk/environment_planning/planning/	Y	N/A	Y	Y
High Peak Borough Council	D	http://www.highpeak.gov.uk/hp/council-services/planning-and-buildings	Y	N/A	Y	Y
Hinckley & Bosworth Borough Council	D	http://www.hinckley-bosworth.gov.uk/planning	Y	N/A	Y	Y
Hull City Council	U	http://www.hullcc.gov.uk/planning	No data	N/A	Insufficient data	
Isle of Anglesey County Council	C	http://www.anglesey.gov.uk/planning-and-waste/	Data cannot be extracted			
Kent County Council	C	http://www.kent.gov.uk/waste-planning-and-land/planning-applications	Individual data not available		Y	Y
Lake District National Park Authority	N	http://www.lakedistrict.gov.uk/planning	Y	N/A	Insufficient data	
Lichfield District Council	D	https://www.lichfielddc.gov.uk/planning	Y	N/A	Y	Y
Lincoln City Council	D	http://www.lincoln.gov.uk/living-in-lincoln/planning-and-building/	Individual data not available			
Luton Borough Council	D	https://www.luton.gov.uk/Environment/planning/Pages/default.aspx	Y	N/A	Y	Y
Maidstone Borough Council	D	http://www.maidstone.gov.uk/residents/planning	Y	N/A	Y	No data
Manchester City Council	D	http://www.manchester.gov.uk/planning	Y	N/A	Y	Y
Merton Council London Borough	L	http://www.merton.gov.uk/environment/planning.htm	Y	N/A	Insufficient data	

LPA	LPA Type	Local Authority Planning Home Page (accessed 7 April 2015)	Citizen paper applicants	Citizen online applicants	Agent applicants	Final Citizen/ SME survey
Mid Devon District Council	D	https://new.middevon.gov.uk/planning/	Y	N/A	Y	Y
Middlesbrough Borough Council	U	http://www.middlesbrough.gov.uk/?articleid=1640	Y	N/A	Y	Y
New Forest District Council	D	http://www.nfdc.gov.uk/article/9900/Planning	Y	N/A	Y	Y
Newark & Sherwood District Council	D	http://www.newark-sherwooddc.gov.uk/planning/	Y	N/A	Y	Y
North Lincolnshire Council	U	http://www.northlincs.gov.uk/planning-and-environment/planning/	Y	N/A	Y	Y
North Dorset District Council	D	https://www.dorsetforyou.com/planning/north-dorset	Y	N/A	Y	Y
North Warwickshire Borough Council	B	http://www.northwarks.gov.uk/planning	No data			
Northamptonshire County Council	C	http://www.northamptonshire.gov.uk/en/councilservices/environ/planning/pages/default.aspx	No data	N/A	Y	No data
Northumberland National Park Authority	N	http://matrix.northumberlandnationalpark.org.uk/livingin/planning	Y	N/A	Y	Y
Norwich City Council	D	http://www.norwich.gov.uk/Planning/Pages/PlanningServices.aspx	Y	N/A	Y	Y
Oadby & Wigston Borough Council	D	http://www.oadby-wigston.gov.uk/pages/planning	Y	N/A	Y	Y
Peterborough City Council	U	https://www.peterborough.gov.uk/council/planning-and-development/planning-and-building/	Y	N/A	Y	Y
Redbridge Council London Borough	L	http://www2.redbridge.gov.uk/cms/planning_land_and_buildings/planning.aspx	Y	N/A	Y	Y
Redcar & Cleveland Borough Council	U	https://www.redcar-cleveland.gov.uk/planning	Y	N/A	Y	Y
Richmondshire District Council	D	http://www.richmondshire.gov.uk/planning	Y	N/A	Y	Y
Rochford District Council	D	http://www.rochford.gov.uk/planning	Y	N/A	Y	Y
Rossendale Borough Council	B	https://www.rossendale.gov.uk/info/200074/planning	No data available			
Rotherham MBC	M	http://www.rotherham.gov.uk/planning	Y	N/A	Y	Y
Rugby Borough Council	D	http://www.rugby.gov.uk/planning	Y	N/A	Y	Y
Rushmoor Borough Council	D	http://www.rushmoor.gov.uk/planning	Y	N/A	Y	Y

LPA	LPA Type	Local Authority Planning Home Page (accessed 7 April 2015)	Citizen paper applicants	Citizen online applicants	Agent applicants	Final Citizen/ SME survey
Rutland County Council	C	http://www.rutland.gov.uk/development_control.aspx	Y	N/A	No data available	
Sedgemoor District Council	D	http://www.sedgemoor.gov.uk/index.aspx?articleid=5554	P	N/A	P	P
Shepway District Council	D	http://www.shepway.gov.uk/content/view/200376/203/	P	N/A	P	P
Shropshire Council	U	http://new.shropshire.gov.uk/planning	Y	N/A	Y	Y
Snowdonia National Park	N	http://www.eryri-npa.gov.uk/planning	Y	N/A	Y	Y
South Hams District Council	D	http://www.southhams.gov.uk/article/587/Planning	Y	N/A	Y	Y
South Tyneside Metropolitan Borough Council	M	http://www.southtyneside.gov.uk/article/9014/planning	Y	N/A	Y	No data available
Spelthorne Borough Council	D	http://www.spelthorne.gov.uk/planning	Y	N/A	Y	Y
St Edmundsbury Borough Council	D	http://www.westsuffolk.gov.uk/planning/	Y	N/A	Y	Y
Stockport Metropolitan Borough Council	M	http://www.stockport.gov.uk/services/environment/planning building/planning/	Y	N/A	Y	Y
Stroud District Council	D	http://www.stroud.gov.uk/docs/planning/planning_home.asp	Y	N/A	Y	Y
Tandridge District Council	D	http://www.tandridge.gov.uk/planning	P	N/A	P	P
Teignbridge District Council	D	http://www.teignbridge.gov.uk/planning	Y	N/A	Y	Y
Thanet District Council	D	http://www.thanet.gov.uk/your-services/planning/	Y	N/A	Y	Y
Three Rivers District Council	D	http://www.threerivers.gov.uk/egcl-page/planning	Y	N/A	Y	Y
Thurrock Council	U	https://www.thurrock.gov.uk/planning-and-growth	Y	N/A	Y	Y
Uttlesford District Council	D	http://www.uttlesford.gov.uk/planning	Y	N/A	Y	Y
Vale of White Horse District Council	D	http://www.whitehorsedc.gov.uk/services-and-advice/planning-and-building	Y	N/A	Y	Y
Warwick District Council	D	http://www.warwickdc.gov.uk/planning	Y	N/A	Y	Y
Waveney District Council	D	http://www.waveney.gov.uk/Planning/	P	N/A	P	P
Waverley Borough Council	B	http://www.waverley.gov.uk/planning	No data available			
Welwyn Hatfield District Council	D	http://www.welhat.gov.uk/planning	Y	N/A	Y	Y

LPA	LPA Type	Local Authority Planning Home Page (accessed 7 April 2015)	Citizen paper applicants	Citizen online applicants	Agent applicants	Final Citizen/ SME survey
West Dorset District Council	D	https://www.dorsetforyou.com/planning/west-dorset	Y	N/A	Y	Y
West Oxfordshire District Council	D	http://www.westoxon.gov.uk/residents/planning-building/	Y	N/A	Y	Y
Wiltshire Council	U	http://www.wiltshire.gov.uk/planninganddevelopment.htm	Y	N/A	Y	Y
Woking Borough Council	D	http://www.woking.gov.uk/planning	Y	N/A	Y	Y
Worcestershire County Council	C	http://www.worcestershire.gov.uk/info/20014/planning	No data available			
Worthing Borough Council	D	http://www.adur-worthing.gov.uk/planning/	Y	N/A	Y	Y
Wyre Forest District Council	D	http://www.wyreforestdc.gov.uk/planning-and-buildings.aspx	Y	N/A	Y	Y

Table A-1 – Local Planning Authorities by research phase

B   Citizen Paper Applicants study – main phase survey

Planning Portal Research in conjunction with University of Plymouth
We are interested in your views whether or not you currently use the Internet.

Section 1 – Your experience of the Internet

1.   **Have you ever used the Internet?** *(please tick one)*

Yes, and I still use it now	☐	*(Now please continue at question 2)*
Yes, but I don't use it any more	☐	*(Now please continue at question 3)*
No	☐	*(Now please continue at question 3)*

2.   **How many hours per week do you use the Internet (consider both home and work/education use)?**
(please tick one)

1-5 hours per week	☐	16-20 hours per week	☐
6-10 hours per week	☐	21-30 hours per week	☐
11-15 hours per week	☐	31+ hours per week	☐

Section 2 – Your experience of online government services

In this section we are interested to know if you are aware of government services that might be available on the Internet. You may be aware of these services even if you do not use the Internet yourself – you may have heard other people talking about them or seen advertising, for example.

3.   **Which of these online (Internet) government services have you used or are you aware of ?**
(please tick)

	I have used the feature and I found it...					I am aware of this but have not used it	I am not aware of this
	Easy to use 1	2	3	4	Hard to use 5		
Renew a passport	☐	☐	☐	☐	☐	☐	☐
Buy a fishing licence	☐	☐	☐	☐	☐	☐	☐
Tax a vehicle	☐	☐	☐	☐	☐	☐	☐
Submit income tax returns	☐	☐	☐	☐	☐	☐	☐
Visit NHS Direct	☐	☐	☐	☐	☐	☐	☐
Register to vote	☐	☐	☐	☐	☐	☐	☐
Check a local library account	☐	☐	☐	☐	☐	☐	☐
Submit planning applications	☐	☐	☐	☐	☐	☐	☐
View planning applications	☐	☐	☐	☐	☐	☐	☐
Other, (Please specify):	☐	☐	☐	☐	☐	☐	☐

4.   **Had you heard of the Planning Portal before receiving this survey?** *(please tick one)*

Yes, and I have used the Planning Portal	☐	Yes, but I have NOT used the Planning Portal	☐	No	☐	Not sure	☐

Section 3 – *Your experience of the planning application process*

In this section we are interested in your recent experience of applying for planning permission. Please note that we do not need to know any details of your individual application, nor of the results of the application.

5. **How many times have you EVER applied for planning permission?** ....

6. **To which local authority did you send the most recent planning application?**..............................

7. **What type of application was your most recent submission?** *(please tick one)*

Full planning consent	☐	Tree works	☐
Householder planning application	☐	Not sure	☐
Conservation area consent	☐	Other, please specify	☐
Listed building consent	☐		

8. **How did you most recently apply for planning permission?** *(please tick one)*

On paper forms	☐	Not sure	☐
On paper forms downloaded from the Internet then printed	☐	Other, please specify	☐
Online via the Planning Portal	☐		

If you applied online, please now jump to question 12

9. **Why did you decide to apply on paper?** *(please tick all that apply)*

Advice from the Local Planning Authority	☐	Was aware of the online option but felt the paper application was easier to complete	☐
Advice from a professional (e.g architect, surveyor)	☐	Was concerned about privacy or security of the online application	☐
Do not have access to a computer	☐	Other, please specify	☐
Not aware of the online option	☐		

10. **What would encourage you to submit a planning application online?**

11. **a) If you started to use the Planning Portal for information online, but then submitted your planning application on paper, at what point did you change to paper? b) Why?**

12. **Did you use any sources of information before you applied?** *(please tick all that apply)*

Local Planning Authority staff	☐	From friends or family	☐
Planning Portal website	☐	Professional advice, please specify (e.g. surveyor, architect, planning agent etc),	☐
Other website, please specify	☐		
		Other source, please specify	☐

13. **If you know anyone else who has recently submitted a planning application, how did they apply?**
(please tick one)

On paper forms	☐	Not sure	☐
On paper forms downloaded from the Internet then printed	☐	I don't know anyone who has recently applied	☐
Online via the Planning Portal	☐	Other, please specify	☐

Section 4 – Attitudes using the Internet for planning information and applications

All participants should answer this section, whether or not you are a current Internet user.

The Planning Portal is part of the Department for Communities and Local Government and it provides a website to support citizens throughout the planning application process. The website provides information on the planning process and building regulations. It also includes useful tools such as interactive guides to which developments need planning permission and which do not, and a calculator for application fees. It also has an online application form which takes you through the application process step by step and then forwards the application to the appropriate local authority.

14. Based on the information above, and any experience you may have of the Planning Portal, please indicate to what extent you agree with these statements? *(please tick)*

	Agree strongly		Neither agree nor disagree		Strongly disagree
	1	2	3	4	5
I would use the Planning Portal website for gathering information about planning application	☐	☐	☐	☐	☐
I would use an online planning application service	☐	☐	☐	☐	☐
Interacting with the Planning Portal over the Internet is something I would do	☐	☐	☐	☐	☐
The online planning application forms would enable me to complete applications more quickly	☐	☐	☐	☐	☐
I think the Planning Portal information pages would provide a valuable service for me	☐	☐	☐	☐	☐
I think online planning application forms would provide a valuable service for me	☐	☐	☐	☐	☐
The content of the Planning Portal web site would be useless for me	☐	☐	☐	☐	☐
Using the Internet would enhance my efficiency in gathering information about planning	☐	☐	☐	☐	☐
Using the Internet would give me greater control over my interaction with the planning process	☐	☐	☐	☐	☐
I think the Internet would fit well with the way that I like to gather information about planning	☐	☐	☐	☐	☐
Interacting with the planning process via the Internet would fit into my lifestyle	☐	☐	☐	☐	☐
People who use the Internet to gather information from the Planning Portal have more prestige than those who do not.	☐	☐	☐	☐	☐
Interacting with the Planning Portal enhances a person's social status.	☐	☐	☐	☐	☐
The Internet has enough safeguards to make me feel comfortable using it to interact with the planning process	☐	☐	☐	☐	☐
In general the Internet is now a robust and safe environment in which to transact with the planning process	☐	☐	☐	☐	☐
I think I can trust the Planning Portal in gathering information	☐	☐	☐	☐	☐
I believe the Planning Portal can be trusted to carry out online transactions faithfully	☐	☐	☐	☐	☐
I would feel uneasy if I used the online planning application forms	☐	☐	☐	☐	☐
I do not think it is safe to use online planning application because of the privacy and security concerns	☐	☐	☐	☐	☐
I have the resources necessary to use online planning facilities	☐	☐	☐	☐	☐
I have the knowledge necessary to use online planning facilities	☐	☐	☐	☐	☐

Section 5 – About you

One aim of our research is to investigate whether there is any difference in uptake of online planning services between different groups of the population. To do this, we need to know a little about you.
If you would prefer not to answer any of these questions, please ignore them.

15.　　**What is your YEAR of birth?**

16.　　**What is your gender?** *(please tick one)*

　　　　Male ☐　　　　　Female ☐　　　　　Transgender ☐

17.　　**How many other adults (16 years or over) live with you?**

18.　　**What is your current household income?** *(please tick one)*
　　　　Less than £10,000 ☐　　£20,000-£29,999 ☐　　　　£40,000 or more ☐
　　　　£10,000 - £19,999 ☐　　£30,000-£39,999: ☐

19.　　**What was the highest level of education you have attained?** *(please tick one)*
　　　　No qualifications ☐　　　Further education e.g. HNC ☐　　　Other, please specify ☐
　　　　CSE, GCE, or GCSE ☐　　Bachelor degree e.g. B.A., B.Sc. ☐
　　　　A levels ☐　　　Higher degree e.g. M.Sc., Ph.D. ☐

Section 5 – Other comments

20. Please feel free to add any further comments here.

Thank you for your time. Please return your survey in the envelope provided by 13th August 2010.
If you would be willing to take part in either a follow-up survey or telephone interview, please provide your
contact details on the enclosed reply slip.

PPpaperapplicationJuly10 v1.1

C   Sources of attitudinal statements for surveys

The following table details the attitude statements that were used in the research, the sources of

these statements and which surveys they were used in.

Items marked with an asterisk* were reverse-worded.

Construct items	Item code	Primary Source (& Associated statements)	Statement	Citizen 2010	Citizen 2011	SME Profs 2013	Citizen 2015	SME Profs 2015
Behavioural Intention/Intention to Use	(BI1)	Carter & Bélanger (2005)	I would use the Planning Portal website for gathering information about planning application	Y	Y	Y	Y	Y
Intention to Use	(BI2)	Carter & Bélanger (2005)	I would use an online planning application service	Y	Y	Y	Y	Y
Intention to Use	(BI3)	Carter & Bélanger (2005)	Interacting with the Planning Portal over the Internet is something I would do	Y	Y	Y	Y	Y
Compatibility	(CT1)	Carter & Bélanger (2005)	I think the Internet would fit well with the way that I like to gather information about planning	Y	Y	Y	Y	Y
Compatibility	(CT2)	Carter & Bélanger (2005)	Interacting with the planning process via the Internet would fit into my lifestyle	Y	Y	Y	Y	Y
Facilitating conditions	(FAC1)	Schaupp *et al.* (2010)	I have the knowledge necessary to use online planning facilities	Y	Y	Y	Y	Y
Facilitating conditions	(FAC2)	Schaupp *et al.* (2010)	I have the resources necessary to use online planning facilities	Y	Y	Y	Y	Y
Image	(IM1)	Carter & Bélanger (2005)	People who use the Internet to gather information from the Planning Portal have more prestige than those who do not	Y	Y	Y	Y	Y
Image	(IM2)	Carter & Bélanger (2005)	Interacting with the Planning Portal enhances a person's social status.	Y	Y	Y	Y	Y
Perceived risk	(PR1)*	Schaupp *et al.* (2010)	I do not think it is safe to use online planning application because of the privacy and security concerns	Y	Y	Y	Y	Y
Perceived risk	(PR2)*	Schaupp *et al.* (2010)	I would feel uneasy if I used the online planning application forms	Y	Y	Y	Y	Y
Perceived Usefulness	(PU1)	Carter & Bélanger (2005)	I think online planning application forms would provide a valuable service for me	Y	Y	Y	Y	Y

Construct items	Item code	Primary Source (& Associated statements)	Statement	Citizen 2010	Citizen 2011	SME Profs 2013	Citizen 2015	SME Profs 2015
Perceived Usefulness	(PU2)	Carter & Bélanger (2005) (Schaupp *et al.* (2010)	The online planning application forms would enable me to complete applications more quickly	Y	Y	Y	Y	Y
Perceived Usefulness	(PU3)	Carter & Bélanger (2005)	I think the Planning Portal information pages would provide a valuable service for me	Y	Y	Y	Y	Y
Perceived Usefulness	(PU4)*	Carter & Bélanger (2005)	The content of the Planning Portal web site would be useless for me	Y	Y	Y		
Relative Advantage	(RA1)	Carter & Bélanger (2005)	Using the Internet would enhance my efficiency in gathering information about planning	Y	Y	Y	Y	Y
Relative Advantage	(RA2)	Carter & Bélanger (2005)	Using the Internet would give me greater control over my interaction with the planning process	Y	Y	Y	Y	Y
Relative Advantage	(RA3)	New statement	I believe it is cheaper financially to apply for planning permission online				Y	Y
Trust in Government	(TRUST_G1)	Carter & Bélanger (2005) (Bélanger & Carter (2008))	I think I can trust the Planning Portal in gathering information	Y	Y	Y	Y	Y
Trust in Government	(TRUST_G2)	Carter & Bélanger (2005) (Schaupp *et al.* (2010), Bélanger & Carter (2008))	I believe the Planning Portal can be trusted to carry out online transactions faithfully	Y	Y	Y	Y	Y
Trust in Internet	(TRUST_I1)	Carter & Bélanger (2005) (Bélanger & Carter (2008))	In general the Internet is now a robust and safe environment in which to transact with the planning process	Y	Y	Y	Y	Y
Trust in Internet	(TRUST_I2)	Carter & Bélanger (2005) (Schaupp *et al.* (2010) Bélanger & Carter (2008))	The Internet has enough safeguards to make me feel comfortable using it to interact with the planning process	Y	Y	Y	Y	Y
Self-efficacy	(SE1)	New statement	I understand what information each question on the planning application form requires			Paper only	Y	Y

Construct items	Item code	Primary Source (& Associated statements)	Statement	Citizen 2010	Citizen 2011	SME Profs 2013	Citizen 2015	SME Profs 2015
Self-efficacy	(SE2)	Hung *et al.* (2006)	I would be able to use online planning applications even if there was no one around to help me			Paper only	Y	Y
Complexity of Task	(CMPLX1)	New statement based on Goodhue and Thompson (2007)	I frequently deal with unusual or non-routine planning applications			Paper only	Y	Y
Complexity of Task	(CMPLX2)	New statement	The need to include multiple documents with a planning application means it is complex to apply online				Y	Y
Complexity of Task	(CMPLX3)	New statement	The complexity of planning applications means that it is not appropriate to apply online				Y	Y
Complexity of Task	(CMPLX4)	New statement	The complexity of planning applications means that it easier to apply on paper than online				Y	Y
Environmental Impact	(ENV1)	New statement	Working in a way that reduces my environmental impact is important to me				Y	Y
Environmental Impact	(ENV2)	New statement	Working in a way that reduces my environmental impact is important to my organisation					Y
Environment Impact	(ENV3)	New statement	I believe online planning is a more environmentally friendly method of planning application than paper applications				Y	Y
Personal Control	(PC2)	Adapted from Hung *et al.* (2006)	I personally know other people who have submitted planning applications online				Y	Y
Personal Control	(PC1)	Adapted from Hung *et al.* (2006)	The decision whether to use the online planning application forms is entirely within my control			Paper only	Y	Y
Documents	(DOC1)	New statement	The way I prefer to develop supporting documentation for a planning application means it is easier to apply online				Y	Y
Documents	(DOC2)*	New statement	I prefer to create hand-produced plans and drawings to support a planning application rather than use a computer				Y	Y

Construct items	Item code	Primary Source (& Associated statements)	Statement	Citizen 2010	Citizen 2011	SME Profs 2013	Citizen 2015	SME Profs 2015
Documents	(DOC3)	New statement	I feel that the production of plans and drawings to support a planning application is as much an art of a technical skill				Y	Y
Documents	(DOC4)	New statement	The creative element in creating plans and drawings to support a planning application is important to me				Y	Y
Trust in Local Authority	(TRUST_LA1)	Carter & Bélanger (2005) (Bélanger & Carter (2008))	I believe the Local Authority receiving my application can be trusted to carry out online transactions faithfully				Y	Y
Trust in Local Authority	(TRUST_LA2)	New statement	I believe the Local Authority receiving my application will handle and manage the application electronically				Y	Y
Trust in Local Authority	(TRUST_LA3)	New statement	I believe the Local Authority receiving my application will assess online applications electronically				Y	Y

Table A-2 – Attitude statements by Planning Portal research phase

D Sample paper survey cover letter and information sheet (adapted for each survey)

Name
Address
Address
Address
Address
Address
Address

Invitation to take part in a study on the planning application process

You are invited to take part in a research study to investigate attitudes towards the planning application process. Before you decide it is important for you to understand why the research is being done and what it will involve.

What is the purpose of the study?
The Planning Portal is a resource for citizens who wish to apply for planning permission from their local council. It includes an online application form. The Planning Portal wish to gather views from citizens on why citizens choose to apply for planning permission using paper-based or using online applications.
In addition, the information gathered will be used in academic research at the University of Plymouth to investigate theories of technology adoption in relation to the planning process.

Why have I been chosen?
You were chosen to take part in the study because we have identified that you have recently submitted an application for planning permission. To do this, we have used publicly available information, published as part of the planning application process.

What will happen to me if I take part?
You will be asked to complete and return the enclosed survey. You will also be asked if you would be willing to take part in a follow-up phase of a 20-30 minutes telephone interview. You are free to complete the survey and not be involved in the interview phase. More information is given overleaf.

Do I have to take part?
Taking part in the research is entirely voluntary. It is up to you to decide whether or not to take part. Your consent to take part is assumed if you return the survey form. However, if you decide to take part, you are still free to withdraw at any time and without giving a reason.

Thank you for taking the time to read this letter

Yours sincerely

Janet Kneller
Plymouth Business School

Citizens Journey Survey cover letter July 2010

Invitation to take part in a study on the planning application process

Who is organising and funding the research?
I am conducting the research as a student at the University of Plymouth. I am studying for a Ph.D. as part of the Plymouth Business School. However, direct costs of the research are being funded by the Planning Portal.

Will what I say in this study be kept confidential?
All personal information collected about you will be kept strictly confidential. It will be kept in a locked cabinet until the end of the research at which point it will be destroyed. It will not be used for any purpose other than this research and directly related publications. Your name will not be mentioned in any research documentation or reports. Some quotations from surveys may be included in the published thesis and reports but anonymity will be preserved by referring to participants as "Participant A" etc.

What will happen to the results of the research study?
The results of the research including some anonymous quotes from the surveys will be used in reports for the Planning Portal (covering attitudes and opinions to the planning process) and in my thesis for a Ph.D. degree. It is also possible that some aspects of the research, again including some anonymous quotes, will be published in academic journals. You may request copies of these from the researcher, using the contact details below.

What are the possible benefits of taking part?
It is hoped these surveys and interviews will further our understanding of the public's opinions of the planning application process.

Who has reviewed the study?
The research has been approved by the Plymouth Business School Faculty Research Ethical Approval Committee.

Contact for Further Information
For further information, please feel free to contact me or my supervisor at the contact details below.

Janet Kneller   Dr Andy Phippen
Plymouth Business School
or
Redacted   Plymouth Business School
Redacted   University of Plymouth
Redacted   Drake Circus
Redacted   Plymouth
                                                 PL4 8AA
Phone: *Redacted* (evenings)
Email: janet.kneller@plymouth.ac.uk   Phone: *Redacted*
                                                 Email: andy.phippen@plymouth.ac.uk

Citizens Journey Survey cover letter July 2010

E   Sample online survey cover email (adapted for each survey)

FAO: *Mr AN Other*

The Planning Portal, in conjunction with Plymouth University is undertaking research to investigate citizens' experiences of using the online planning application form.

As you have recently submitted a planning application via the Planning Portal website and said that you were happy to receive communications related to this, we would really appreciate your help in completing a survey which should take 10-15 minutes to complete.

We would like to understand more about why individual citizens choose to apply for planning permission using online applications and their impressions and experiences of the online planning application form.
The information we get will be used by the Planning Portal to help identify improvements to the application form, and by Plymouth University as part of a PhD study into take-up of online government services.

Taking part in the research is entirely voluntary, but we would very much like to hear your views. Please click the link below to start the survey:

survey link removed for thesis publication

The survey is open until 10pm on Wednesday 31st August.

Thank you
Janet Kneller – on behalf of the Planning Portal and Plymouth University

F   Sample interview invitation email

(adapted for citizen, professionals and LPA studies)

FAO *Mr AN Other*

You recently very kindly completed a survey about the planning application process as part of our joint research project between the Planning Portal and Plymouth University. You indicated with your response that you might be willing to help further.

As a result we would like to invite you to take part in a telephone interview help us further explore your opinions about the planning application forms.
The interview would last about 25-30 minutes and would be recorded. You will be provided with a transcript of the interview to check. We would like to use direct quotations from some interviews in the research report, but these would be anonymous, with the interviewee being referred to as "Participant A, surveyor" or "Participant B, tree surgeon" etc.

If you are still willing to be involved in a telephone interview, I'd like to book an appointment with you over the next couple of weeks.
As a starting point, would you be available either:
- date at time
- date at time

If neither of these times are convenient, please let me know and we can find a mutually convenient time, but it would be useful to know if you would prefer weekdays/weekends, daytime/evening etc.

Thank you
Janet Kneller
Plymouth Business School
Plymouth University

G Sample pre-interview information sheet and consent form (adapted for each study)

Participant Information Sheet – Telephone Interviews

Study title
Planning Portal Citizens' Journey Research

Invitation to participate
You are being invited to take part in a research study. Before you decide it is important for you to understand why the research is being done and what it will involve. Please take time to read the following information carefully.

What is the purpose of the study?
The Planning Portal is a facility provided by the Department for Communities and Local Government as a resource for citizens who wish to apply for planning permission from their local council. It includes an online application form. The Planning Portal wish to gather views from citizens on why citizens choose apply for planning permission using paper-based or using online applications. In addition, the information gathered will be used in academic research at the University of Plymouth to investigate theories of technology adoption in relation to the planning process. We are equally interested in the views of citizens who apply on paper and online, and those who are Internet users and those who are not.

Why have I been chosen?
You were chosen to take part in the study because you indicated during the survey phase that you were willing to participate further. Individual telephone interviews will be held with around 15-20 people.

Do I have to take part?
Taking part in the research is entirely voluntary. It is up to you to decide whether or not to take part. If you do decide to take part you will be asked to sign a consent form. If you decide to take part, you are still free to withdraw at any time and without giving a reason.

What will happen to me if I take part?
You will be invited to take part in an interview at a time convenient to you. This will be a one-to-one telephone interview. The interview will last for 20-30 minutes. The interview will be recorded in order that I can create an accurate record of what was said. The interviewer will also take notes during your call.
The interview will aim to get your views about the planning application process. We do not need to know about the details of your own building project, nor the outcome of the planning application.

What are the possible benefits of taking part?
It is hoped these interviews will further our understanding of the public's opinions of the planning application process and how service from Government organisations can be improved.

Will what I say in this study be kept confidential?
All personal information collected about you will be kept strictly confidential. It will be kept in a locked cabinet until the end of the research at which point it will be destroyed. It will not be used for any purpose other than this research and directly related publications.
Your name will only be known to the researcher. Your name will not be mentioned in any research documentation or reports. Some quotations from interview sessions will be included in the published thesis and reports but anonymity will be preserved by referring to participants as "Participant A" etc.

Participant Info and Consent Form Telephone June 2010

You will be asked to disclose to the researcher other information about yourself such as age, home town and information about your patterns of Internet use (if you are a user). Although this information will add to the understanding gained by the interviews, you are free not to answer any questions you choose.

This information will only be used in relation to the anonymous quotations and to make sure that the research includes a variety of participants. Again it will be kept locked away and destroyed at the end of the research.

Debriefing
At the end of the interview session you will have the opportunity to ask questions concerning the survey and future steps. You can request that I send you a transcript of your interview session and you will have the opportunity to confirm that this is a true representation of the event.

Who is organising and funding the research?
I am conducting the research as a student at the University of Plymouth. I am studying for a Ph.D. as part of the Plymouth Business School. However, direct costs of the research are being funded by the Planning Portal.

What will happen to the results of the research study?
The results of the research including some anonymous quotes from the interview sessions will be used in reports for the Planning Portal (covering attitudes and opinions to the planning process) and in my thesis for a Ph.D. degree. It is also possible that some aspects of the research, again including some anonymous quotes, will be published in academic journals. You may request copies of these from the researcher, using the contact details below.

Who has reviewed the study?
The research has been approved by the Plymouth Business School Faculty Research Ethical Approval Committee.

Contact for Further Information
For further information, please feel free to contact me or my supervisor at the contact details below.

Janet Kneller	Dr Andy Phippen
Plymouth Business School	
or	
Redacted	Plymouth Business School
Redacted	University of Plymouth
Redacted	Drake Circus
*Redacted*8LB	Plymouth
	PL4 8AA
Phone: *Redacted* (evenings)	
Email: janet.kneller@plymouth.ac.uk	Phone: *Redacted*
	Email: andy.phippen@plymouth.ac.uk

Participant Info and Consent Form Telephone June 2010

CONSENT FORM

Full title of project:
Planning Portal Citizens' Journey Research

Name, position and contact address of Researcher:
Janet Kneller
Plymouth Business School
Plymouth University

Contact details:
Redacted
Redacted
Redacted
*Redacted*8LB

Phone: *Redacted* (evenings)
Email: janet.kneller@plymouth.ac.uk

Please Initial Box

1. I confirm that I have read and understand the information sheet for the above study and have had the opportunity to ask questions.

2. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving reason.

3. I agree to take part in the above study.

4. I agree to the interview being audio recorded.

5. I agree to the use of anonymised quotes in publications

_____ _____ _____
Name of Participant   Date   Signature

_____ _____ _____
Name of Researcher   Date   Signature

Participant Info and Consent Form Telephone June 2010

Additional Participant Information

It will add to the value of these research interviews if you would supply the following information. If you do not wish to answer any or all of the questions, please feel free to leave them blank.

Thank you.

1. What was your YEAR of birth?

2. What is your home postcode?

3. What is your current household income? *(please circle one)*

Less than £10,000	£10,000 - £19,999	£20,000- £29,999	£30,000- £39,999	£40,000 or more

4. How many other adults live at your address?

5. Are you an Internet user? *(please tick one)*

Yes, and I still use it now	☐
Yes, but I don't use it any more	☐
No	☐

If you are a current Internet user, please also answer questions 6 and 7.

6. Please estimate how much time (in hours) you spend per week online. You should consider both work and leisure use.

7. Which of the following do you use or do? *(please tick all appropriate answers)*

Email	☐
Chat rooms	☐
Bulletin Boards or Newsgroups	☐
General browsing and surfing	☐
Online shopping	☐
Online banking	☐
Internet telephone e.g. Skype	☐
Creating your own web pages	☐

Participant Info and Consent Form Telephone June 2010

H Sample interview transcript cover email, receipt form/permission sheet (adapted for each study)

H.1 Cover email for interview transcript

Dear xxx

Thank you so much for your time during our recent interview. I really do appreciate all the time and effort that people have made to help me.

Attached is a word-for-word transcript of our conversation. Please take time to read the transcript. However, please do not be surprised or upset by the strange way the transcripts read. As they are a word-for-word record of an informal conversation, these documents never read in complete sentences and are always full of hesitations and restarted sentences.

If, having read the transcript, you wish to amend any information, please let me know either on the Transcript Receipt or by amending and returning the transcript, whichever is easiest. Similarly, if there is anything else that you feel you should have said on the day, please feel free to include it now.

I will need you to complete and return to me:

- the Transcript Receipt together with any changes or additions that you wish to make to the transcript.

If you have trouble opening any of the files, please just let me know.

Can I please remind you that in signing the Consent Form, you are indicating that you are happy for anonymous quotes to be included in my final report?
 If I do not hear from you by 28th September 2011, I will make the assumption that you are happy for me to continue using your contribution.
(The exception to this assumption will be if, at the time of the interview, you have asked me not to use a comment in the report. I will, of course, respect your wishes, although such comments are included for completeness in the transcript.)

Thank you again for your help.

Best wishes,
Janet Kneller

H.2 Receipt form/permission sheet for interview transcript

A-27

TRANSCRIPT RECEIPT
Project Title: Planning Portal Professionals Research

Please Initial Box
as appropriate

1. I confirm that the transcript is an accurate record of our conversation.

2. I am happy for you to continue to use this information, including anonymous quotes as previously agreed.

    OR

OR

3. I wish to amend or add information to the transcript as below/overleaf.

_____   _____   _____

Name of Participant   Date   Signature

Post-interview transcript form Spring 2013

I   Pre-interview pack supplied to Planning Portal staff

In the light of the difficult political environment at the Planning Portal at the time of staff interviews, a briefing pack was provided to interviewees to reassure them that they would not be asked anything overly sensitive, but also to provide them of a reminder of the headline findings of previous study phases that had been presented over the previous 3-4 years. The pack included:

- Sample interview questions
- A 12-page review of previous studies
- A participant information sheet and consent form

All three elements follow in this appendix.

I.1 Proposed semi-structured interview questions for Planning Portal staff

The purpose of these interviews is to provide help us understand the roles of staff at the Planning Portal and to gain additional insight and feedback from Planning Portal staff on the results of the previous applicant and LPA studies.

About your role in the Planning Portal
- What is your job title?
- Can you tell me about the duties of the team you work in?
- What involvement do you have with the Business-As-Usual provision of the Planning Portal offerings?
- What involvement do you have with development of the Planning Portal offerings?
- What involvement do you have with LPAs/citizens/professionals using the Planning Portal facilities?

Applicants:
Having looked at the findings from the Plymouth studies on citizen and professional applications using online and paper applications:
- Does this reflect your experience? Do you have any examples you are happy to share with me? Are there any surprises here – anything new, anything missing?
- What could be done to improve the service? From a technical perspective? From an education/promotion perspective?

Local Planning Authorities:
Having looked at the findings from the Plymouth study on LPA attitudes to applications using online and paper applications:
- Does this reflect your experience? Do you have any examples you are happy to share with me? Are there any surprises here – anything new, anything missing?
- Do you have any insight into the way Parish Councils and other consultees feel about online consultation?
- Is there anything that the Planning Portal can do in conjunction with LPAs to increase uptake on online applications amongst citizens/agents?
- What effects has the Smarter Planning initiative had?

Overall:

- What areas of the application process would you improve? How?
- What are the barriers in making improvements?

Role Specific discussion topics
- **IT**
  - How much Portal BAU support is done internally and externally?
  - How much Portal development is done internally and externally?
  - What skills do you need in –house?
  - How are priorities agreed?
  - What Business Analysis work is undertaken? How are requirements for new developments elicited/agreed?
  - Liaison with third-party suppliers of LPA back-office systems?
- **Account Manager**
  - What contact do you have with representatives of citizens/agents/other applicants?
  - What promotional/engagement activities are undertaken?
  - Are there activities are undertaken in conjunction with LPAs?
- **Account Manager – Corporate developers**
  - What differences are there in the way larger corporate agents apply for planning permission and/or interact with the Planning Portal (in comparison with SME businesses)?
  - How are relationships with larger corporates managed?
  - Do they have a specialist feed into the Planning Portal development plans?

- **Deputy Director**
  - Organisational relationship with The Planning Inspectorate and DCLG
  - History of the Consultation Hub, why was it withdrawn?
  - Business drivers for improving e-applications
  - Differences between the way Planning Portal relationships are handled between England and Wales
  - Smarter Planning Initiative

I.2 Study summary provided with Planning Portal interview

The following document was provided to Planning Portal staff interviewees prior to the semi-structured interviews to provide a reminder of the headline findings of previous studies which were to be discussed during the interviews.

- **Deputy Director**
  - Organisational relationship with The Planning Inspectorate and DCLG

**RESEARCH
WITH
PLYMOUTH
UNIVERSITY**

Headline findings from previous collaborative research between
Plymouth University and the Planning Portal

There have been five previous research projects:

1. **How e-enabled are Local Planning Authorities in England and Wales?**
   (Karen Cheriton, Janet Kneller, January 2009, not included in these headline findings)

2. **Citizen Journey Research – paper-based citizen applicants**
   (Clare Newman, Janet Kneller, October 2010)

3. **Citizen Journey Research – online-based citizen applicants**
   (Clare Newman, Tom Leahy, Janet Kneller, March 2012)

4. **Professionals Research - SME Applicants**
   (Tom Leahy, Janet Kneller, June 2013)

5. **Local Planning Authorities Research**
   (Tom Leahy, Scott Alford, Janet Kneller, July 2014)

The following pages give headline findings from the most recent four studies as a starting point for discussion for stakeholder interviews.

Janet Kneller
Plymouth Business School
November 2014

Citizen Journey Research – paper-based citizen applicants – October 2010

The research used postal surveys and semi-structured telephone interviews to investigate the attitudes and experiences of citizens who have made a recent, personal, paper-based planning application.

Headline results:

95% of the survey respondents were Internet users, but had all made their most recent planning application on paper. Responses to attitudinal statements on e-planning as a concept indicated that citizens were generally very positive to the idea. Furthermore almost all had already used some other forms of e-government services. So is the appetite for e-planning there, but not being fulfilled by the current Planning Portal offerings?

There is a high level of claimed awareness about Planning Portal facilities – but this must be treated with caution. Respondents frequently misattributed features of other planning websites (especially LPA sites) to the Planning Portal. The following quote from the survey responses is typical.

"I have used the Planning Portal to view plans and comment on planning applications."

Only 1 respondent unambiguously identified a feature of the Planning Portal – the Interactive House.

Running themes:

- Citizens feel the need to make early, pre-application contact with the LPA due to their unfamiliarity with planning process generally and the application forms in particular.
- Issues of completing the 1App form – failure to accept apparently valid entries, failures to make payment, and, most frequently, issues over the handling and submission of drawings and plans.
- Many citizens vigorously expressed their dislike of the "one-size-fits-all" 1App form which they see as over-complex for many citizen applications.
- Their uncertainty over the forms and the process mean that citizens want "thinking time" when completing the forms. Many of the interviewees stated that they did not complete the online form because they did not feel able to complete it in one go and that they would have been more likely to use it if there had been a "Save and Return later" facility – unaware that this already exists.
- There is no incentive for citizens to use online applications, especially when they have already received paper forms as a result of other enquiries to their LPA.

What would encourage you to apply online?

- Ease of use (but what does this really mean in practice?);
- Improved handling of plans and drawings – this was also the top reason why attempted online applications failed;
- Nothing – there is still a significant demand for application through traditional channels which cannot be overlooked and must continue to be visibly supported or else run the risk of alienating citizens;
- Awareness that the facility exists – several said that now they were aware they would try online next time.

Citizen Journey Research – online-based citizen applicants – March 2012

The research was composed of three surveys (run via SurveyMonkey). The surveys comprised a number of independent questions, together with a number of questions that either match the 2010 survey (to allow comparison of responses between paper-based and online applicants) or were common to surveys in this research phase to allow collection of information from a wider cohort.

Survey Name	Purpose	Audience	Invitation method
Online Applicants Survey	To investigate drivers for citizens to apply online. Provides a direct comparison to the 2010 paper-based applicants survey.	Citizens who had made a recent, personal online planning application	By direct email to citizens on the Planning Portal mailing list
1App (Online Application) Form survey	To gather more detailed information on users' attitudes to the 1App form.	Citizens who had made a recent, personal online planning application	By direct email to citizens on the Planning Portal mailing list
Website Visitors survey	To gather information on the perceived usefulness of the information facilities provided on the Planning Portal website	Website visitors – the primary area of interest was for citizens, but it was not possible to tell which category visitors fell into until they had completed the survey	Via a hyperlink on a news article on the Planning Portal website.

Respondents to the Online Applicants and 1App surveys were also invited to take part in a follow-on telephone interview. Uptake was disappointing and only 4 individuals were actually interviewed.

Running themes:

A number of themes run through the responses received from both the survey and the telephone interviews:

- Professional users are considerably more likely to feel that the Planning Portal website meets their needs (80%) than Citizen users (40%).

- A number of different website technical issues were experienced: site crashes, failed payment transfers etc, but the most common technical failing cited was an unacceptable slowness of the site.

- Citizen users in particular felt disappointed that there is a disconnect between the information displayed on the Planning Portal website and the local requirements of individual LPAs, particularly when the Planning Portal bills itself as a one-stop-shop for planning information. They found the request to "refer to your local LPA" particularly irritating.

- Citizens also felt that more help and guidance should be made available for other areas of the planning process – appeals and specifically for those objecting to applications.

- File handling, and in particular, the techniques around creation and handling of plans and drawings were difficult for inexperienced Citizen applicants.

- It was also quite clear that some Citizens were unclear where facilities provided by the Planning Portal and those provided by the LPA were divided – citing LPA facilities as examples of Planning Portal website issues etc.

Nonetheless, on a very positive note, over 80% of those who had submitted a planning application online via the 1App form said that they would do so again.

Online applicants survey (citizens only):

- 75 valid surveys were returned (16%). The cohort could be considered relatively familiar with online government services: 85% had taxed a vehicle online, and over 60% claimed to use the internet for more than 16 hours per week.

In a direct comparison with the previous study, respondents were asked to indicate how strongly they agreed or disagreed with a number of statements around e-planning as a concept (1=Agree Strongly to 5=Disagree Strongly). The full results are shown in Figure 1.

There appears to be a relatively consistent pattern, with almost all statements receiving a less positive response (i.e. a higher score) from the paper applicants. Indeed allowing for the reverse wording in 3 statements (shown in red), only one statement receives more agreement from the paper applicants: "The content of the Planning Portal website would be useless for me" although the difference between the two years is small. There is a further contrast with the results from the 2010 survey: the largest differences between the 2010 and 2011 surveys (with the paper applicants being less positive) are those which refer to online applications:

- "I think online planning application forms would provide a valuable service for me"
- "I would use an online planning application service"
- "The online planning application forms would enable me to complete applications more quickly"

1App Form survey (citizens only)

- The sample was small – only 19 citizen responses (10%) to the survey invitation were received.
- 79% were registered Planning Portal users. Issues with handling plans/drawings and with local LPA processes were the most commonly identified difficulties in using the 1App form.
- 47% reported using the Fees calculator; 31% used the Interactive house.

Website Visitors survey (All website visitors)

- 125 useable responses were received; almost 50% from members of the general public; 40% from professional users.
- 41% of the public users felt the Planning Portal site met their needs; 70% of professional users. Of those that felt it did not meet their needs, the most common responses from citizens were technical and site stability issues, followed by inconclusive advice and difficult to find information. Very few professionals reported the same stability and technical issues, but their most common complaint was speed of the site. They also raised the issue of missing application types, particularly Non-Material Amendments.
- One professional user raised the issue of advertising on the site: "*Remove the advertising from the interactive house feature... I routinely used this to explain permitted development for outbuildings to my clients. It now features an advert for one of my main competitors on every page so I can no longer refer clients to it.*"

Questions common to all three surveys

- The most commonly cited benefits were simplicity, speed and savings on printing/postage. The most common disadvantages were technical issues and the need to handle plans/drawings.
- 80%+ of respondents from all 3 surveys said they would apply online again. The most common negative comments related to the Local Authority's handling of an application: the perceived need to contact the local planning officer before application, the way the Council handled the application post-submission and the disconnect between national and local requirements.
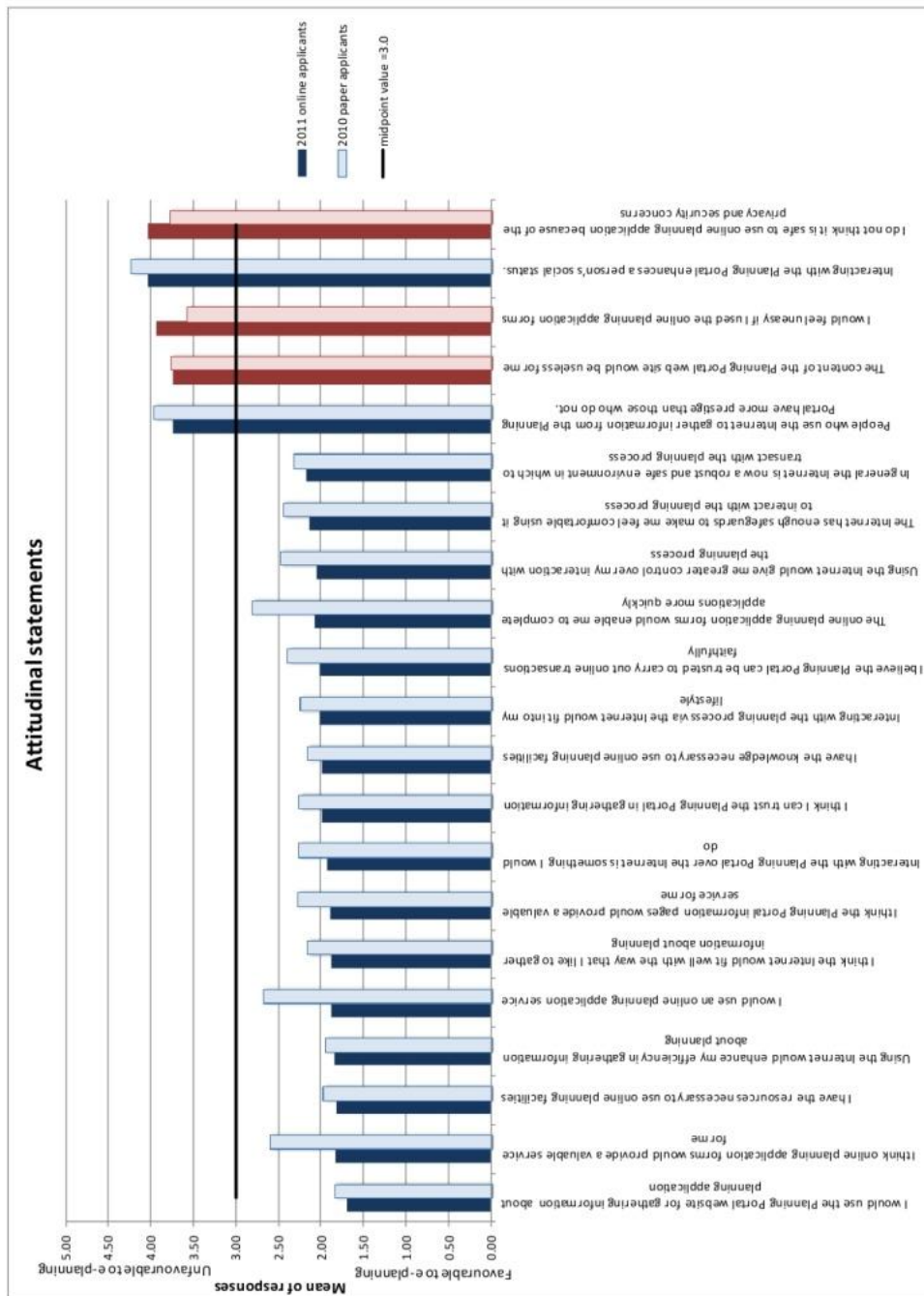
Figure 1 – Citizen applicants' responses to attitude statements (Scale 1= Agree strongly; 3= Neither agree nor disagree; 5=Disagree Strongly)

Professionals Research - SME Applicants – June 2013

Paper and online versions of the same survey were issued to 1000 applicants who had been identified through analysis of Local Authority online resources as having applied as an agent on behalf of a client. A response rate of just under 12% was achieved, giving 110 useable responses in the target Small-Medium Enterprise group (less than 50 employees). Respondents to the surveys were also invited to take part in a follow-on telephone interview.

Running themes:

- Professionals seem to fall into two categories: dedicated paper applicants who enjoy the more artistic side of the job, especially in creating hand-drawn plans and charts and do not wish to use online applications, and the dedicated online applicants who will often only switch back to paper when they have no alternative.
- Both groups acknowledge the pros and cons of their chosen methods, but nonetheless feel that their chosen method is the best way for them.
- Online applicants in particular feel that there are changes that might be made to the 1App form to make their life easier, but they know that the current form has idiosyncrasies and they now work round them.
- Recurrent criticisms appear around the handling of drawings and plans, and the 5Mb upload limit in both the survey and interview responses, reflecting what has been found in both previous reports.
- The professionals want a wider variety of online forms to work with – in particular the Non-Material Amendments (for which work is already underway), Community Infrastructure Levy and Pre-application Enquiries.
- The other main recurring request is for a "self-tailoring" form which can skip or blank out sections of the online form that are not applicable, based on answers to previous questions.
- Professionals are also not fully convinced that their electronic submissions are being handled in an electronic manner by the Local Planning Authorities.
- Response to the online form from previous users is very positive – 97% said that they would apply online again.

In more detail:

- Over 70% are registered Planning Portal users, almost 65% visit the Planning Portal website at least once a week and only three respondents claim never to have visited the site.
- 3 main application methods were identified: always online (46% of responses that could be accurately categorised), 29% always on paper, and 25% mixed paper/online methods. Mixed methods were primarily used because the application type needed was not yet available online, and because of issues with handling larger file sizes. Statistically significant relationships were found between application method and gender, and application method and number of applications over the previous 12 months. Sadly the small sample size meant that simple statistical tests of method against age, professional experience (years) and organisation size were unreliable.
- Comparing between the comments received about the Planning Portal website and 1App form from this group of professional users and the citizens from the earlier surveys: the citizens, perhaps because they rarely make planning applications were more concerned about getting a wider range of information and more specific, definitive information, whilst those that tried in general found the 1App form useful. The professionals, on the other hand, had fewer concerns about information, although a few still felt that support from LPAs was not as useful as it could be. Instead they concentrated on tweaks and minor changes to the forms, both online and paper that could make them more user friendly.
- Respondents were irritated by the number of unnecessary or irrelevant questions being asked in the forms - less of an issue for paper applicants who can just strike through the appropriate sections on the form, but the 1App form seems to make it hard or time-consuming to do something similar. Many respondents wanted a "self-tailoring" form that skips or blanks out irrelevant sections based on previous answers. An alternative suggestion was an easy way of marking whole sections as not applicable in a single action.

- The problem of file uploads, and the 5Mb limit is again frequently reported as an issue, though several respondents did remark upon changes and particularly the bulk upload as improvements.
- Handling of payment was also an area of concern for the professionals. Many seem to prefer to have clients pay their own fees direct to the LPA. Some respondents therefore have wanted a method of linking an online application by a professional with an online payment by the citizen client concerned; or to be able to have a online link to records of a submitted cheque.
- In general though the professionals said that although the 1App form had idiosyncrasies, familiarity meant that they knew about them and had found ways to work round them. Having said all this, they were generally very complimentary about the 1App form and changes that have been made to it since its inception. They are simply asking for further small changes to make it even better.
- Neither the negative comments detailed in the 2012 website visitors survey around the volume of advertising on the Planning Portal website, nor the confusion over where the Planning Portal website and responsibilities finished and the LPAs took over were apparent in the responses from this cohort.
- Professionals were asked how they accessed the Internet generally and what devices they used to view planning information and to submit applications. Overwhelmingly desktop and laptop devices were the most popular, with over three times as many people using desktop or laptop systems to access planning information as used smart phones or tablets. One interviewee had experimented creating an application using a smart phone but had failed in uploading files. Ultimately the response from both this interviewee and the others that expressed an opinion that it was an interesting idea, but not for them.
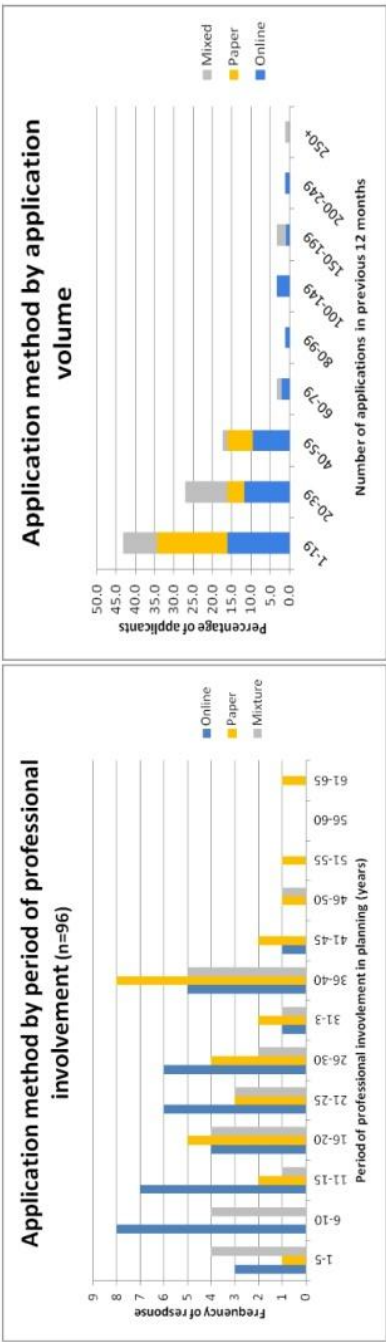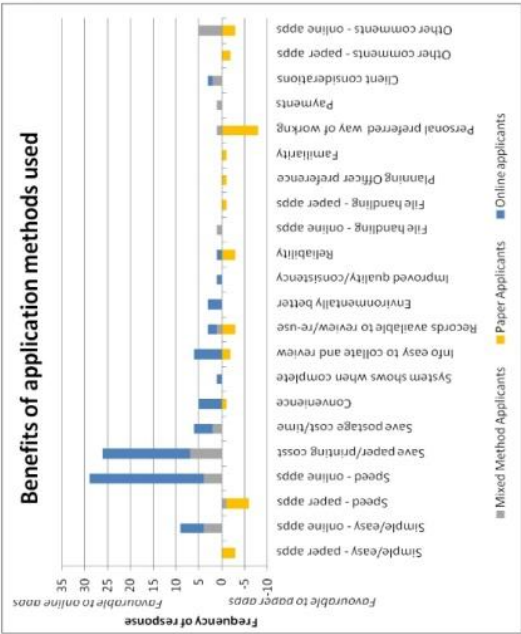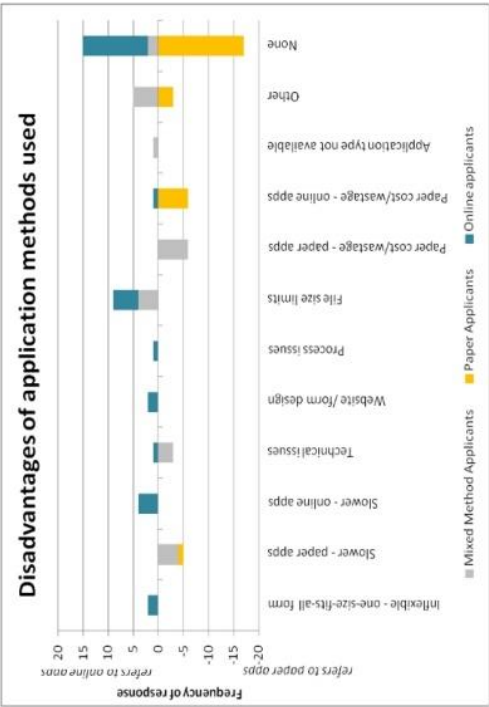
Figure 2

Figure 3

Figure 4

Figure 5

Local Planning Authorities Research – July 2014

This research project used an online survey to gather a mix of qualitative and quantitative information to look at the perceptions and experience of staff in the Local Planning Authority (LPA) offices which assess and action the planning applications submitted to the local authority and to compare current perceptions with those identified in the Peter Pendleton & Associates Use of Technology Survey (2006). Also a small number of semi-structured follow-on telephone interviews were held with survey respondents. 49 of the 365 English LPAs invited (13%) returned surveys.

- The most commonly cited benefits of online applications to the LPAs were: faster processing, auto-population of the back office systems and databases, and reduced errors resulting in invalid applications (although this is not supported by responses in other sections of the survey). In particular there are issues in invalid applications caused by the online (non)-payment of fees, especially by agents on behalf of their clients and in missing local LPA level requirements in online applications.
- Foremost amongst the positive impacts of e-planning were:
  - Allowing the public to self-serve, reducing LPAs staff time used in facilitating inspection of plans and in handling tracking enquiries,
  - Quicker communications both internally and with customers, especially via email,
  - Increased speed of the end-to-end process,
  - Reduction in data entry time for LPA staff.
- The most commonly reported negative impact was the increased time and costs needed to print out paper documents for online applications where e-assessment or e-consultation were not possible. The impact of shifting this burden from applicant to LPA was of particular concern. The second most common problem was the volume of issues with plans, in particular scaling, inappropriate file formats, poor scanning etc, all of which make online assessment difficult at best, and often impossible.
- When asked what LPAs thought might increase uptake of e-planning services by citizens and by agents, top of both lists was more promotion and visibility of the service. For agents, the idea of incentives (either time or financial) was also regularly mentioned.
- Over 80% of LPAS indicated that they would prefer all application types to be online. This was a particular issue for County LPAs, and the telephone interviewee from a County LPA felt very strongly that their needs were being overlooked by the Planning Portal.
- 55% of LPAs thought there would be a benefit if development and building control applications could be more closely linked, with 30% directly saying this was not desirable. For a similar question for linking the 1App service and pre-applications, 60% of comments were positive suggestions on how this should be done, and only 4% of LPAs indicated there was no advantage in doing so.
- Some attitude statements highlighted the ongoing issues with drawings and plans:
  - My LPA prints at least one copy of all drawings and statements for planning applications that have been submitted online   **85% TRUE (2006:89%)**
  - Applications received online are printed out and then validated in the same way as an application received by post would be   **82% TRUE (2006:85%)**
  - My LPA frequently receives scanned drawings received electronically by an applicant/agent which are distorted or marginally out of scale
    56% TRUE (2006:54%) (note this has actually got worse)
- Anecdotal evidence received prior to and during the survey period suggested that using online applications reduced the proportion of invalid applications received. This was not borne out by the results from the responding LPAs – see Figure 6 - a majority of LPAs had fewer invalid paper applications.
- One impact claimed anecdotally for online applications is a reduction in issues and invalid applications due to "*incorrect form filling*". Responses suggest this is true, at least for this cohort. It is jointly the most commonly cited factor for paper applications, occurring in the Top3 factors for 33% of LPAs for paper, and only 7% for online. Conversely, handling of specialist local level requirements seems to be more of an issue for online applications - "*Missing LPA local level requirements*" appears in the Top3 factors for 40% of LPAs for online, and only 28% for paper applications. However, perhaps the most interesting differences appear in the factors involving fees. For "*Incorrect fees*" the Top3-factor percentages were similar 27% for paper, and 20% for online. However for the "*Missing fee*" factor, 70% of LPAS rated it as Top3 factor for online, and only 36% for paper applications. See Figure 7.

Figure 6 left – Difference in 18 responding LPAs between rates of invalidity in paper and online applications
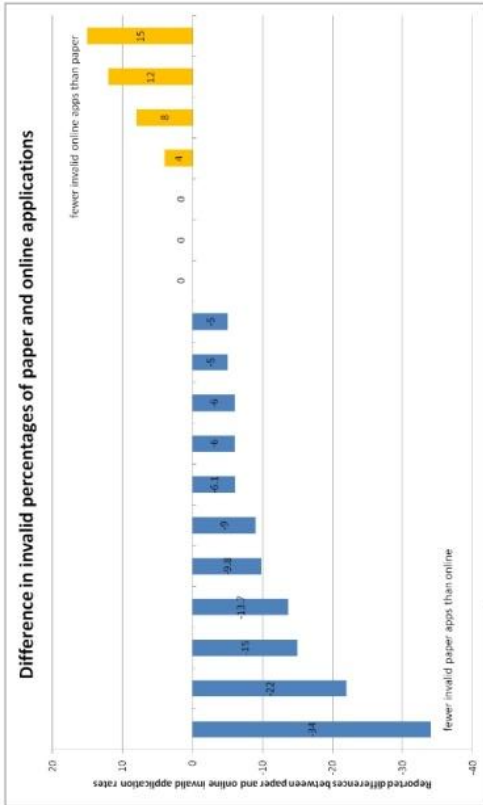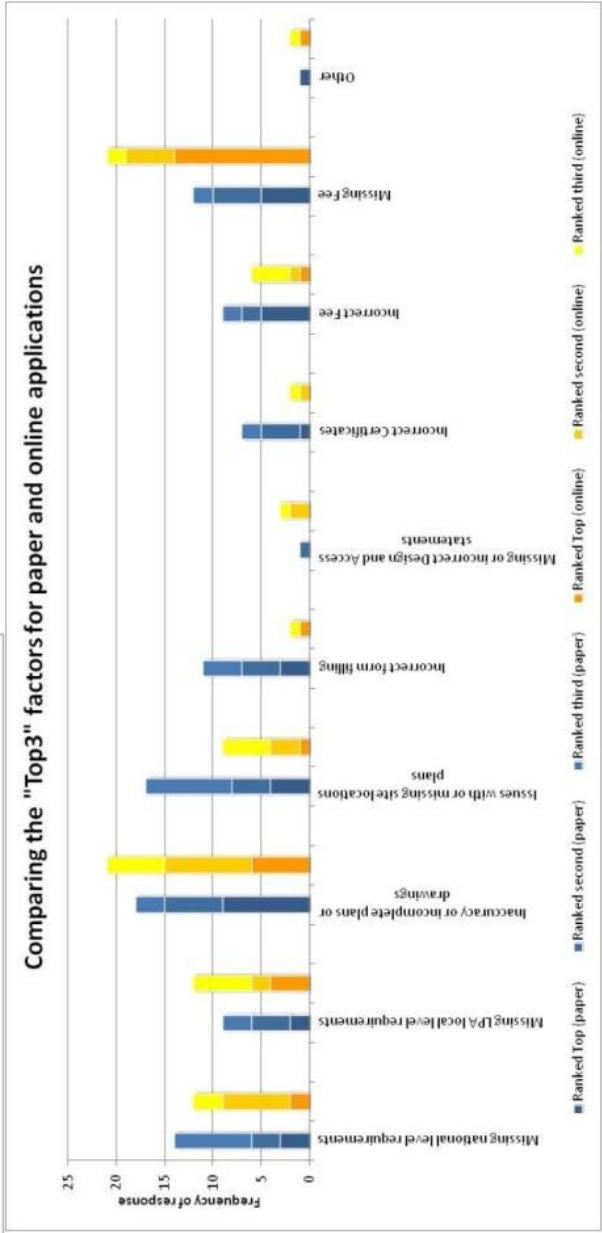
Figure 7 below - Top 3 factors causing invalid applications

- The survey also aimed to investigate the barriers that LPAs perceived as remaining to e-planning, and to compare these against those identified in the Peter Pendleton and Associates *Use of Technology Survey* in 2006.

- The numbers of responses were very different in the two surveys. The 2014 survey elicited 92 comments from 36 English LPAs; the 2006 received 442 surveys from 150 LPAs in England and Wales. Thus Figure 8 shows the percentages within each survey, and the categories are grouped by theme within the graph.

- Ignoring the "*None*" and "*Other*" categories, 47 response categories were identified in the two surveys. Of these, none only appear in the 2014 (i.e. no new themes were raised), but 27 categories only appear in the 2006 responses, perhaps suggesting that at that time there was a wider range of barriers influencing the uptake of e-planning systems.

- However, there does appear to be a group of cultural categories that appear in 2006 that do not appear in 2014: There are also finance-related issues from 2006, only one of which appears in 2014, See Figure 8.

- Where categories do apply to both 2006 and 2014, there are only three categories where the 2006% response is greater than the 2014% response, (*Lack of budget to upgrade IT systems/software, Staff skills, Measuring/assessment of plans electronically*) whilst there were 15 where the 2014% was greater than the 2006%. This suggests that perhaps the overall smaller range of factors reporting in 2014 results in each of those reported representing a greater percentage than in 2006. Possibly, some of the more significant factors in 2006 have been mitigated.

- Clearly the largest response in both surveys was in the "Current IT systems" category. This generic category featured in 18.3% of responses in the 2014 survey, and 9.1% in the 2006 survey. However if all the IT-related responses in the 2006 survey are combined the results are very much closer, with a higher 2006 value of 18.5%.

- Overall there seems to be a signal that the cultural, skills and wide-ranging technology issues that were dominant in 2006, have diminished and that the primary barriers now relate to process issues (in particular the need to print online applications whilst running dual paper and online assessment systems) and also to specific technical issues in submitting and assessing applications online.

- This is borne out by results from other sections of the 2014 survey e.g. the vast majority (65%) of responding LPAs indicated that they carry out a desktop assessment using paper copies. Only 1 LPA seemed to always assess on-screen.
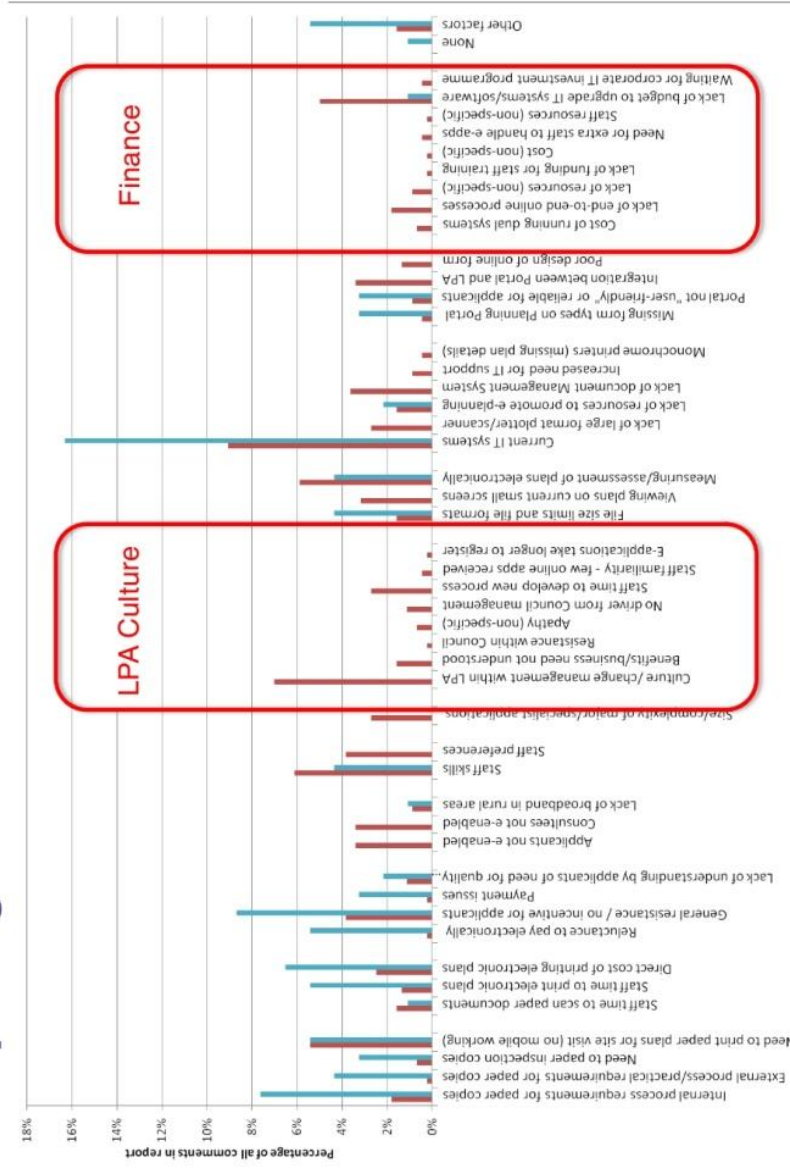
Figure 8 - Comparing barriers to e-planning from Pendleton (2006) and Plymouth University/Planning Portal research 2014

I.3 Planning Portal interview pre-interview consent form

Participant Information Sheet – Planning Portal stakeholder Interviews

Study title
Planning Portal Research (feedback on applicant and LPA research)

Invitation to participate
You are being invited to take part in a research study. Before you decide it is important for you to understand why the research is being done and what it will involve. Please take time to read the following information carefully.

What is the purpose of the study?
The researcher has undertaken several previous studies in conjunction with the Planning Portal as part of research towards a PhD thesis. These studies have included several research reports and presentations to the Planning Portal at which feedback on the findings has been given informally. This research intends to explore and record that feedback as a follow-on study. Specifically information gathered will be used in academic research at Plymouth University in an investigation of theories of technology adoption in relation to the planning process.

Why have I been chosen?
You were chosen to take part in the study because you have previously attended research presentations relating to previous study phases, have provided some informal feedback at that stage and have indicated that you were willing to participate further to formalise that feedback. Individual telephone or face-to-face interviews will be held with 5-10 people from a range of roles.

Do I have to take part?
Taking part in the research is entirely voluntary. It is up to you to decide whether or not to take part. If you do decide to take part you will be given this information sheet to keep and be asked to sign a consent form. If you decide to take part, you are still free to withdraw at any time prior to completion of the report (by 9th January 2015) and without giving a reason.

What will happen to me if I take part?
You will be invited to take part in an interview at a time convenient to you. This will be a one-to-one telephone interview. The interview will last for approximately 45-60 minutes. The interview will be recorded in order that I can create an accurate record of what was said. The interview will aim to get your views about the planning application process and feedback on the research findings from studies with applicants, agents and Local Planning Authority staff. We would also like to understand a little more about your role within the Planning Portal.

What are the possible benefits of taking part?
It is hoped these interviews will help us support previous findings and further document our understanding of applicants' and LPA's opinions of the planning application process and online functionality and how online planning services could be improved.

Will what I say in this study be kept confidential?
All personal information collected about you will be kept strictly confidential. It will be kept in a locked cabinet until the end of the research at which point it will be destroyed. It will not be used for any purpose other than this research and directly related publications.
Your name will only be known to the researcher. Your name will not be mentioned in any research documentation or reports. Some quotations from interview sessions will be included in the published thesis and reports but anonymity will be preserved by referring to

participants either via job title (if permission for this is granted by Planning Portal management) or as "Participant A" etc.

Debriefing
At the end of the interview session you will have the opportunity to ask questions concerning the research and future steps. You can request that I send you a transcript of your interview session and you will have the opportunity to confirm that this is a true representation of the event. You will also have the opportunity to receive a summary of the whole research phase.

Who is organising and funding the research?
I am conducting the research as a student at Plymouth University. I am studying for a Ph.D. as part of the Plymouth Business School.

What will happen to the results of the research study?
The results of the research including some quotes from the interview sessions will be used in my thesis for a Ph.D. degree. It is also possible that some aspects of the research, again including some quotes, will be published in academic journals. You may request copies of these from the researcher, using the contact details below.

Who has reviewed the study?
The research has been approved by the Plymouth Business School Faculty Research Ethical Approval Committee.

Contact for Further Information
For further information, please feel free to contact me or my supervisor at the contact details below.

Janet Kneller   Prof Andy Phippen
Plymouth Business School
or
Personal address redacted   *University address redacted*
Personal address redacted   *University address redacted*
Personal address redacted   *University address redacted*
Personal address redacted   *University address redacted*
                                              University address redacted

Phone: *redacted* (evenings)
Email: *redacted*   Phone: *redacted*
                                              Email: *redacted*

CONSENT FORM

Full title of project:
Planning Portal Research (feedback on applicant and LPA research)

Name, position and contact address of Researcher:
Janet Kneller
Plymouth Business School
Plymouth University

Contact details:
Personal address redacted
Personal address redacted
Personal address redacted
Personal address redacted

Phone: *redacted* (evenings)
Email: *redacted*

Please Initial Box

1. I confirm that I have read and understand the information
sheet for the above study and have had the opportunity to
ask questions.

2. I understand that my participation is voluntary and that I am
free to withdraw at any time, without giving reason.

3. I agree to take part in the above study.

4. I agree to the interview being audio recorded.

5. I agree to the use of de-personalised quotes in publications

_____   _____   _____
Name of Participant   Date   Signature

_____   _____   _____
Name of Researcher   Date   Signature

J   Citizen Online Applicants study – main phase survey

The Planning Portal is a facility provided by the Department for Communities and Local Government as a resource for citizens who wish to apply for planning permission from their local council.

The Planning Portal wish to gather views from citizens on why they choose to apply for planning permission using paper-based or using online applications. In addition, the information gathered will be used in academic research at the University of Plymouth to investigate theories of technology adoption in relation to the planning process.

The survey should take 10-15 minutes to complete and closes at 8pm on Friday 20th May.

You were chosen to take part in the study because we have identified that you have recently applied for planning permission. Taking part in the research is entirely voluntary. Your consent to take part is assumed if you complete the survey form. However, if you decide to take part, you are still free to withdraw at any time and without giving a reason.

However, we first need to make sure that you are eligible for the survey. Please answer the question below.

1.*** This survey is only open to people 18 years of age or over who have recently submitted a planning application. Please whether you are 18 or over.**
> *Yes*   *No*

Resulting page for answer "No" to Q1

Thank you but we cannot accept your input at present
Unfortunately for academic reasons, this survey is only open to people aged 18 years or over. Thank you for your interest, but we cannot accept answers from you at present. Please close your browser window to leave the survey.

Resulting page for answer "Yes" to Q1

About this survey

Thank you - the survey is only open to those aged 18 and over.

The survey consists of a number of questions concerning your experience and opinions of the planning application process.
Questions which you must answer (mandatory questions) are indicated with a *
(asterisk).

If you would like further information about how the data will be used and analysed, please click Yes below, otherwise click No to go straight to the survey.

2.* Do you wish to see additional information about this survey?
> *Yes*   *No*

Resulting page for answer "Yes" to Q2

Additional survey information

You were chosen to take part in the study because we have identified that you have recently applied for planning permission via the Planning Portal website.

Taking part in the research is entirely voluntary. If you do decide to take part you should keep the contact information on this page. Your consent to take part is assumed if you return the survey form. However, if you decide to take part, you are still free to withdraw at any time and without giving a reason.

You will be asked to complete the following online survey. You will also be asked if you would be willing to take part in a follow-up phase which will involve a 20-30 minutes telephone interview.

All personal information collected about you will be kept strictly confidential. It will not be used for any purpose other than this research and directly related publications.

Your name will only be known to the researcher. Your name will not be mentioned in any research documentation or reports. Some quotations from surveys may be included in the published thesis and reports but anonymity will be preserved by referring to participants as "Participant A" etc.

You may be asked to disclose other information about yourself such as age, home town and information about your patterns of Internet use. Although this information will add to the understanding gained by the survey, you are free not to answer any questions you choose.

This information will be used to make sure that the research includes a variety of participants. Again it will be kept locked away and destroyed at the end of the research.

Janet Kneller is conducting the research as a student at the University of Plymouth. She is studying for a Ph.D. as part of the Plymouth Business School. However, direct costs of the research are being

funded by the Planning Portal.

The results of the research including some anonymous quotes from the surveys will be used in reports for the Planning Portal (covering attitudes and opinions to the planning process) and in Janet's thesis for a Ph.D. degree. It is also possible that some aspects of the research, again including some anonymous quotes, will be published in academic journals. You may request copies of these from the researcher, using the contact details below.

The research has been approved by the Plymouth Business School Faculty Research Ethical Approval Committee.

Contacts for Further Information:
Researcher: janet.kneller@plymouth.ac.uk
Supervisor: andy.phippen@plymouth.ac.uk

If you are happy to continue with the survey, please click Next, otherwise please close your browser
to exit the survey.

Next

Thank you for taking part.

To start, we would like to understand a little more about your general Internet usage.

About your usage of the Internet

3. How many hours per week do you use the Internet (please consider both home and work/education use)? (Select one answer)

- *1-5 hours per week*

- *6-10 hours per week*

- *11-15 hours per week*

- *16-20 hours per week*

- *21-30 hours per week*

- *31+ hours per week*

4. Which of these online (Internet) government services have you used or are you aware of? (Select one answer in each row)

	Easy to use	*Not so easy to use*	*Neither easy nor hard to use*	*Not so hard to use*	*Hard to use*	*I am aware of this but have not used it*	*I am not aware of this*
Renew a passport							
Buy a fishing licence							
Tax a vehicle							
Submit income tax returns							
Visit NHS direct							
Register to vote							
Check a local library account							
Submit planning applications							
View planning applications							
Other service *Please tell us the other services you have used*							

About your usage of the Planning Portal website

5. How often have you visited the Planning Portal website? (Select one answer)
Once

- *2-3 times*

- *4-5 times*

- *6-10 times*

- *More than 10 times*

6. * Which best describes you in relation to the Planning Portal? (Select one answer)

- *I am a member of the general public*

- *I am a professional user*

- *I am a government user*

- *I am a academic user*

7. *Are you a registered user of the Planning Portal website? (Select one answer)

- *Yes*

- *No*

- *Don't know*

Your experience of the planning application process

This section of the survey looks at your recent experience of applying for planning permission. Please note that we do not need to know any details of your individual application, nor of the results of the
application.

8. To which local authority did you send your most recent planning application?

9. How many times have you EVER applied for planning permission?

- *Number of applications:*

10.* Did you make your most recent planning application:

- *On behalf of a business, charity or other organisation*

- *As an agent on behalf of someone else*

- *For your own personal planning project*

- *Other (please specify)*

11.* What type of application was your most recent submission? (Please select one answer)

- *Full planning consent*

- *Householder planning application*

- *Conservation area consent*

- *Listed building consent*

- *Tree works*

- *Not sure*

- *Other (please specify)*

12.* How did you most recently apply for planning permission? (Please select one answer)
> *On paper forms*
> *On paper forms downloaded from the Internet then printed*
> *Online via the Planning Portal*
> *Not sure*
> *Other application method (please specify)*

13. What were the benefits for you of applying online?

14. What were the disadvantages for you in applying online?

Impressions of the online application form
15. Would you use the online application form again? (Select one answer)
> *Yes*
> *No*
> *Not Sure*
> *Other*

16. Why/Why not?

17. What would encourage you to use the online planning application form more often?

Sources of planning information
18. Did you use any sources of information before you applied? (Select all answers that apply)
> *Local Planning Authority staff*
> *Planning Portal website*
> *Other website*
> *From friends or family*
> *Professional advice (surveyor, builder, architect etc)*
> *Other information source (please specify)*

19. If you used other websites for planning information, please tell us which ones.

20. If you used professional advice on your planning application, please tell us more about it here.

21. If you know anyone else who has recently submitted a planning application, how did they apply? (Select one answer)
> *On paper forms*
> *On paper forms downloaded from the Internet then printed*
> *Online via the Planning Portal*
> *Not sure*
> *I don't know anyone who has recently applied*
> *Other (Please describe your "Other" response)*

22. How would you improve the Planning Portal website for access to planning information?

Your impressions of the Planning Portal

Attitudes to using the Internet for planning information and applications

The Planning Portal is part of the Department for Communities and Local Government and it provides a website to support citizens throughout the planning application process. The website provides information on the planning process and building regulations. It also includes useful tools such as interactive guides to which developments need planning permission and which do not, and a calculator for application fees. It also has an online application form which takes you through the application process step by step and then forwards the application to the appropriate local authority.

23.* Based on the information above, and any experience you have of the Planning Portal, please indicate to what extent you agree with these statements? (Select one answer per row)

	Agree Strongly	*Agree*	*Neither agree nor ...*	*Disagree*	*Strongly disagree*
I would use the Planning Portal website for gathering information about planning application					
I would use an online planning application service					
Interacting with the Planning Portal over the Internet is something I would do					
The online planning application forms would enable me to complete applications more quickly					
I think the Planning Portal information pages would provide a valuable service for me					
I think online planning application forms would provide a valuable service for me					
The content of the Planning Portal web site would be useless for me					
Using the Internet would enhance my efficiency in gathering information about planning					
Using the Internet would give me greater control over my interaction with the planning process					
I think the Internet would fit well with the way that I like to gather information about planning					
Interacting with the planning process via the Internet would fit into my lifestyle					
People who use the Internet to gather information from the Planning Portal have more prestige than those who do not.					
Interacting with the Planning Portal enhances a person's social status.					
The Internet has enough safeguards to make me feel comfortable using it to interact with the planning process					
In general the Internet is now a robust and safe environment in which to transact with the planning process					

I think I can trust the Planning Portal in gathering information					
I believe the Planning Portal can be trusted to carry out online transactions faithfully					
I would feel uneasy if I used the online planning application forms					
I do not think it is safe to use online planning application because of the privacy and security concerns					
I have the resources necessary to use online planning facilities					
I have the knowledge necessary to use online planning facilities					

About you

One aim of our research is to investigate whether there is any difference in uptake of online government services between different groups of the population. To do this we need to know a little about you. If you would prefer not to answer any of these questions, please ignore them.

24. What is your YEAR of birth?
> *Year:*

25. What is your gender? (Select one answer)
> *Female*
> *Male*
> *Transgender*

26. How many other adults (16 years or over) live with you? (Select one answer)
> *Other adults:*

27. What is your current HOUSEHOLD income? (Select one answer)
> *Less than £10,000*
> *£10,000 to £19,999*
> *£20,000 to £29,999*
> *£30,000 to £39,999*
> *£40,000 to £49,999*
> *£50,000 to £59,999*
> *£60,000 to £69,999*
> *£70,000 or more*

28. What level of education did you attain? (Select one answer)
> *No qualifications*
> *CSE, GCE or GCSE*
> *A levels*
> *Further education (e.g. HNC)*
> *Bachelor degree (e.g. BA, BSc)*
> *Higher degree (e.g. Masters/Doctorate)*
> *Other (please specify)*

Your comments

This page gives you an opportunity to add any further comments

29. Please feel free to add any further comments here.

Survey Complete

Thank you for completing the survey

30. To help us identify your survey responses should you decide that you want to withdraw your answers from the research, we need you to create a PIN. We suggest you use the last four digits of your phone number. Please enter the last four digits of your phone number to act as your PIN.

31. We would like to conduct some short telephone interviews with some survey respondents to gather more detailed opinions. If you would be prepared to be interviewed, please provide your email address here.

Thank you again for completing the survey.
Please click Done to exit and close this browser window.

K   Citizen online phase - website visitors survey

The Planning Portal is a facility provided by the Department for Communities and Local Government as a resource for anyone who wishes to apply for planning permission from their local council.

The Planning Portal wish to gather views from citizens on why citizens choose to apply for planning permission using paperbased or using online applications. In addition, the information gathered will be used in academic research at the University of Plymouth to investigate theories of technology adoption in relation to the planning process.

The survey should take 510 minutes to complete.

You were chosen to take part in the study because we have identified that you have recently visited the Planning Portal website.

Taking part in the research is entirely voluntary. Your consent to take part is assumed if you complete the survey form. However, if you decide to take part, you are still free to withdraw at any time and without giving a reason.

However, we first need to ensure that you are eligible for the survey. Please answer the question below.

1.* This survey is only open to people 18 years of age or over.
Please state whether you are 18 or over.
> *Yes*
> *No*

Resulting page for answer "No" to Q1

Thank you but we cannot accept your input at present
Unfortunately for academic reasons, this survey is only open to people aged 18 years or over. Thank you for your interest, but we cannot accept answers from you at present. Please close your browser window to leave the survey.

Resulting page for answer "Yes" to Q1

About this survey

Thank you - the survey is only open to those aged 18 and over.

The survey consists of a number of questions concerning your experience and opinions of the planning application process.
Questions which you must answer (mandatory questions) are indicated with a * (asterisk).

If you would like further information about how the data will be used and analysed, please click Yes below, otherwise click No to go straight to the survey.

2.* Do you wish to see additional information about this survey?
> *Yes   No*

Additional survey information

You were chosen to take part in the study because we have identified that you have recently visited the Planning Portal website.

Taking part in the research is entirely voluntary. If you do decide to take part you should keep the contact information on this page. Your consent to take part is assumed if you complete the survey form. However, if you decide to take part, you are still free to withdraw at any time and without giving a reason.

You will be asked to complete the following online survey. You will also be asked if you would be willing to take part in a followup phase which will involve a 2030 minutes telephone interview.

All personal information collected about you will be kept strictly confidential. It will not be used for any purpose other than this research and directly related publications.

Your name will only be known to the researcher. Your name will not be mentioned in any research documentation or reports. Some quotations from surveys may be included in the published thesis and reports but anonymity will be preserved by referring to participants as "Participant A" etc.

You may be asked to disclose other information about yourself such as age, home town and information about your patterns of Internet use (if you are a user). Although this information will add to the understanding gained by the survey, you are free not to answer any questions you choose.

This information will be used to make sure that the research includes a variety of participants. Again it will be kept locked away and destroyed at the end of the research.

Janet Kneller is conducting the research as a student at the University of Plymouth. She is studying for a Ph.D. as part of the Plymouth Business School. However, direct costs of the research are being funded by the Planning Portal.

The results of the research including some anonymous quotes from the surveys will be used in reports for the Planning Portal (covering attitudes and opinions to the planning process) and in Janet's thesis for a Ph.D. degree. It is also possible that some aspects of the research, again including some anonymous quotes, will be published in academic journals. You may request copies of these from the researcher, using the contact details below.

The research has been approved by the Plymouth Business School Faculty Research Ethical Approval Committee.

Contacts for Further Information:
Researcher: janet.kneller@plymouth.ac.uk
Supervisor: andy.phippen@plymouth.ac.uk

If you are happy to continue with the survey, please click Next, otherwise please close your browser to exit the survey.

Next

6. About your usage of the Internet

Thank you for taking part.

To start, we would like to understand a little more about your general Internet usage.

About your usage of the Internet

3. How many hours per week do you use the Internet (please consider both home and work/education use)? (Select one answer)

- *1-5 hours per week*

- *6-10 hours per week*

- *11-15 hours per week*

- *16-20 hours per week*

- *21-30 hours per week*

- *31+ hours per week*

About your usage of the Planning Portal website

4. How often have you visited the Planning Portal website? (Select one answer)
This is my first visit
2-3 times
4-5 times
6-10 times
More than 10 times

5.* Which best describes you in relation to the Planning Portal? (Select one answer)
I am a member of the general public
I am a professional user
I am a government user
I am a academic user
I don't know

6.* Are you a registered user of the Planning Portal website? (Select one answer)
Yes
No
Don't know

7. What was your reason for your most recent visit to the Planning Portal website?

8. *Did the site meet your needs?
Yes
No

9.* Why/why not?

Applying for planning permission online

This section of the survey looks at online planning applications.

10. Have you applied for planning permission online via the Planning Portal website? (Select one answer)
   Yes, on this visit
   Yes, in the last 2 months
   Yes, more than 2 months ago
   No

[This section was presented to those who had applied online (at any time)]
11. What were the benefits for you of applying online?

12. What were the disadvantages for you in applying online?

13. Would you use the online application form again? (Select one answer)
   Yes
   No
   Not Sure

14. Why/Why not?

15. What would encourage you to use the online planning application form more often?

[End of online applicants section]

Your impressions of the Planning Portal website

This section of the survey looks at your experience of the different sections of the Planning Portal website.

16. Which of these features of the Planning Portal websites did you use and how useful was it to you? (Select one answer per row)

	Very useful	*Useful*	*Neither useful nor not useful*	*Not useful*	*Not useful at all*	*I did not use this feature*
Planning						
Appeals						
Online application form						
View your applications						
In Your Area						
Frequently Asked Questions (FAQs)						
Interactive House						
Interactive Terrace						
Site plan creator						
Antenna Guide						
Fee Calculator/calculate application costs						
Policy and Legislation						
Building Regulations						
Greener Homes						
What to Submit						
Video Help						
Other feature Please describe the other website feature you used						

17. What would be the most important change you would make to the Planning Portal website to make it more useful to you?

18. What other changes would you make?

19. What would encourage you to use the Planning Portal website more often?

20. If you started to use the Planning Portal site to apply and then switched to paper... ... at what point did you switch to paper?

21. ...and why?

About you

One aim of the University of Plymouth research is to investigate whether there is any difference in uptake of online government services between different groups of the population. To do this we need to know a little about you. If you would prefer not to answer any of these questions, please ignore them. Any information you do provide will only be used for this purpose and not be shared with the Planning Portal or any other organisation.

8. What is your YEAR of birth?

9. What is your gender? (Select one answer)
> *Female*
> *Male*
> *Transgender*

10. How many other adults (16 years or over) live with you? (Select one answer)
> *Other adults:*

11. What is your current HOUSEHOLD income? (Select one answer)
> *Less than £10,000*
> *£10,000 to £19,999*
> *£20,000 to £29,999*
> *£30,000 to £39,999*
> *£40,000 to £49,999*
> *£50,000 to £59,999*
> *£60,000 to £69,999*
> *£70,000 or more*

12. What level of education did you attain? (Select one answer)
> *No qualifications*
> *CSE, GCE or GCSE*
> *A levels*
> *Further education (e.g. HNC)*
> *Bachelor degree (e.g. BA, BSc)*
> *Higher degree (e.g. Masters/Doctorate)*
> *Other (please specify)*

Your comments

This page gives you an opportunity to add any further comments

27. Please feel free to add any further comments here.

Survey Complete

28.* To help us identify your survey responses should you decide that you want to withdraw your answers from the research, we need you to create a PIN. We suggest you use the last four digits of your phone number. Please enter the last four digits of your phone number to act as your PIN.

Thank you for completing the survey

29. We would like to conduct some short telephone interviews with some survey respondents to gather more detailed opinions about the Planning Portal website. If you would be prepared to be interviewed,
please provide your email address here.

30. We are also undertaking some research into citizen's opinions of the online planning application form and are looking for people to take part in a survey as they complete the application form, or to be interviewed shortly after they have submitted their application form. If you would be prepared to be involved, please provide your email address here.

Thank you again for completing the survey.
Please click Done to return to the Planning Portal website.

L   Citizen 1App study – main phase survey

The Planning Portal wish to gather views from citizens on the online application forms currently available on the Planning Portal website. In addition, the information gathered will be used in academic research at Plymouth University to investigate theories of technology adoption in relation to the planning process.

The survey should take around 10 minutes to complete and closes at 10pm on Wednesday 31st August.

You were chosen to take part in the study either because:

- we have identified that you have recently applied for planning permission via the Planning Portal website,

- or you recently completed a website visitors' survey on the Planning Portal website and said that you might help us further.

Taking part in this phase of the research is entirely voluntary. Your consent to take part is assumed if you complete the survey form. However, if you decide to take part, you are still free to withdraw at any time and without giving a reason.

However, we first need to make sure that you are eligible for the survey. Please answer the question
below.

1**.* This survey is only open to people 18 years of age or over who have recently submitted a planning application. Please whether you are 18 or over.**
> *Yes*   *No*

Resulting page for answer "No" to Q1

Thank you but we cannot accept your input at present
Unfortunately for academic reasons, this survey is only open to people aged 18 years or over. Thank you for your interest, but we cannot accept answers from you at present. Please close your browser window to leave the survey.

Resulting page for answer "Yes" to Q1

About this survey

Thank you - the survey is only open to those aged 18 and over.

The survey consists of a number of questions concerning your experience and opinions of the planning application process.
Questions which you must answer (mandatory questions) are indicated with a *
(asterisk).

If you would like further information about how the data will be used and analysed, please click Yes below, otherwise click No to go straight to the survey.

2.* Do you wish to see additional information about this survey?
> *Yes*   *No*

Additional survey information

You were chosen to take part in the study either because:

> *we have identified that you have recently applied for planning permission via the Planning Portal website, or*

> *you recently completed a website visitors' survey on the Planning Portal website and said that you might help us further.*

Taking part in the research is entirely voluntary. If you do decide to take part you should keep the contact information on this page. Your consent to take part is assumed if you return the survey form. However, if you decide to take part, you are still free to withdraw at any time and without giving a reason.

You will be asked to complete the following online survey. You may also be asked if you would be willing to take part in a follow-up phase which will involve a 20-30 minutes telephone interview.

All personal information collected about you will be kept strictly confidential. It will not be used for any purpose other than this research and directly related publications.

Your name will only be known to the researcher. Your name will not be mentioned in any research documentation or reports. Some quotations from surveys may be included in the published thesis and reports but anonymity will be preserved by referring to participants as "Participant A" etc.

You may be asked to disclose other information about yourself such as age, home town and information about your patterns of Internet use. Although this information will add to the understanding gained by the survey, you are free not to answer any questions you choose. This information will be used to make sure that the research includes a variety of participants. Again it will be kept locked away and destroyed at the end of the research.

Janet Kneller is conducting the research as a student at the Plymouth University. She is studying for a Ph.D. as part of the Plymouth Business School. However, direct costs of the research are being funded by the Planning Portal.

The results of the research including some anonymous quotes from the surveys will be used in reports for the Planning Portal (covering attitudes and opinions to the planning process) and in Janet's thesis for a Ph.D. degree. It is also possible that some aspects of the research, again including some anonymous quotes, will be published in academic journals. You may request copies of these from the researcher, using the contact details below.

The research has been approved by the Plymouth Business School Faculty Research Ethical Approval Committee.

Contacts for Further Information:
Researcher: janet.kneller@plymouth.ac.uk
Supervisor: andy.phippen@plymouth.ac.uk

If you are happy to continue with the survey, please click Next, otherwise please close your browser to exit the survey.

> *Next*

About you

If you have completed a visitors survey for us before, we will have asked you questions about:
your internet usage
your personal details (year of birth, gender, domestic circumstances, income etc).

If you've told us these things before we can use your email address to connect to those details and not have to ask you again.

3.* Have you completed a Planning Portal website visitors survey for us?
This would have been between June and August this year.

> *Yes*
> *No*

Resulting page for answer "Yes" to Q3

4. Please give us the email address that you used when completing the visitors' survey (we will have used it to invite you to this survey too). This will save you having to answer several sections of this survey.

5. When you completed the visitors' survey, you indicated that you were likely to submit an application soon. Have you submitted that application yet?
> *Yes*
> *No*

6. What are the reasons that you haven't yet submitted your application?
[for those answering No to Q5]

[the survey then automatically skips to question 13 for those who answered Yes to Q3]

Resulting page for answer "No" to Q3

About your usage of the Internet

As you haven't yet completed a survey for us, to start we would like to understand a little more about your general Internet usage.

7. How many hours per week do you use the Internet (please consider both home and work/education use)? (Select one answer)
> *1-5 hours per week*
> *6-10 hours per week*
> *11-15 hours per week*
> *16-20 hours per week*
> *21-30 hours per week*
> *31+ hours per week*

About you

One aim of our research is to investigate whether there is any difference in uptake of online government services between different groups of the population. To do this we need to know a little about you. If you would prefer not to answer any of these questions, please ignore them.

8. What is your YEAR of birth?

9. What is your gender? (Select one answer)

Female
Male
Transgender

10. How many other adults (16 years or over) live with you? (Select one answer)

Other adults:

11. What is your current HOUSEHOLD income? (Select one answer)

Less than £10,000
£10,000 to £19,999
£20,000 to £29,999
£30,000 to £39,999
£40,000 to £49,999
£50,000 to £59,999
£60,000 to £69,999
£70,000 or more

12. What level of education did you attain? (Select one answer)

No qualifications
CSE, GCE or GCSE
A levels
Further education (e.g. HNC)
Bachelor degree (e.g. BA, BSc)
Higher degree (e.g. Masters/Doctorate)
Other (please specify)

About your usage of the Planning Portal website [all respondents]

13. How did you hear about the Planning Portal?

Searching online
From the local authority or local planning office
From a professional(surveyor, architect etc)
From friends or family
I can't remember
Other (please specify)

14.* Which best describes you in relation to the Planning Portal? (Select one answer)

I am a member of the general public
I am a professional user
I am a government user
I am a academic user

15.* Are you a registered user of the Planning Portal website? (Select one answer)

Yes
No
Don't know

16. How often have you visited the Planning Portal website? (Select one answer)

	For THIS application	*In total*
Once		
2-3 times		
4-5 times		
6-10 times		
More than 10 times		

Your experience of the planning application process *[all respondents]*

This section of the survey looks at your recent experience of applying for planning permission.

Please note that we do not need to know any details of your individual application, nor of the results of the application.

17. To which local authority did you send your most recent planning application?

18.* Did you make your most recent planning application:
- *On behalf of a business, charity or other organisation*
- *As an agent on behalf of someone else*
- *For your own personal planning project*
- *Other (please specify)*

19.* What type of application was your most recent submission? (Please select one answer)
- *Full planning consent*
- *Householder planning application*
- *Conservation area consent*
- *Listed building consent*
- *Tree works*
- *Not sure*
- *Other (please specify)*

20. Please tell us in just a few words what your planning application was about. (limited to 100 characters)

Sources of planning information

21. Did you use any sources of information before you applied? (Select all answers that apply)
Local Planning Authority staff
Planning Portal website
Other website
From friends or family
Professional advice (surveyor, builder, architect etc)
Other information source (please specify)

22. If you used other websites for planning information, please tell us which ones.

23. If you used professional advice on your planning application, please tell us more about it here.

24.* How did you most recently apply for planning permission? (Please select one answer)
On paper forms

On paper forms downloaded from the Internet then printed
Online via the Planning Portal
Not sure
Other application method (please specify)

Impressions of the online application form

25. Before you started completing the online application form for THIS application, did you KNOW what additional information or documentation you would need to complete the application? (Select one answer)
Yes, all of it
Yes, some items but not others
No
I didn't need anything else
I can't remember

26. Before you started completing the online application form for THIS application, did you HAVE the additional information or documentation you would need to complete the application? (Select one answer)
Yes, all of it
Yes, some items but not others
No
I didn't need anything else
I can't remember

27. How many sessions did you take to complete the online application form? Why?

28*. Please tell us which parts of the application form you had difficulty with, and why.

29. Did you have to submit detailed plan drawings?
Yes
No
I can't remember

30. Please tell us how you created any detailed site plans you needed.
If you used a online facility linked from the Planning Portal website, please tell us which.
If you used another source, please tell us about it.

31. Why did you choose this method/supplier?

32. Did you use any of the specialist sources on the Planning Portal website? (Please select all answers that apply)
Fees calculator
Interactive House
Interactive Terrace
Antenna Guide
Site Planner
Other (please specify)

33. If you needed to complete any other forms as part of your application that were not part of the online application form, please tell us about them.

34. Are there any other services that you would like to see integrated into the online application form?

**35. Would you be prepared to pay for these services
(e.g. in the same way you can currently pay for plans to be drawn up for you)?**

About applying online

36. What were the benefits for you of applying online?

37. What were the disadvantages for you in applying online?

38. Would you use the online application form again? (Select one answer)
Yes
No
Not Sure

39. Why/Why not?

40. What would encourage you to use the online planning application form more often?

41. Which one thing would you change about the online application form?

42. Are there any other things that you would change about the online application form?

Tracking your planning application

43. Roughly how long has it been since you submitted your planning application?

44. Have you checked on the progress of your application?
Online
By telephone
In person
I haven't checked
Other (please specify)

45. What stage of your project were you at when you applied? (e.g. had you finalised detailed plans, bought materials etc)

46. And what stage are you at now?

Your planning application history

47. How many times have you EVER applied for planning permission (including the one you have told us about in this survey)?

48.* How many times have you ever used the following methods to apply for planning permissions?
On paper forms
On paper forms downloaded from the Internet then printed
Online via the Planning Portal
Not sure

Your comments

This page gives you an opportunity to add any further comments

49. Please feel free to add any further comments here.

Survey Complete

50. To help us identify your survey responses should you decide that you want to withdraw your answers from the research, we need you to create a PIN. We suggest you use the last four digits of your phone number. Please enter the last four digits of your phone number to act as your PIN.

Thank you for completing the survey

51. We may conduct some short telephone interviews with some survey respondents to gather more detailed opinions. If you would be prepared to be interviewed, please provide your email address here.

Thank you again for completing the survey.
Please click Done to exit and close this browser window.

M   Citizen Paper Applicants – semi-structured interview questions

We would like to discuss your experiences and opinions of the planning application process. We do not need to know many details of why you were applying or the outcome of the application, but there are a few brief questions before we start.

- Which authority were you applying to?
- What type of application was it? *[Full, householder etc?]*
- Are you an Internet user?
- *[if not an Internet user]* Different people have different reasons for not using the Internet, would you like to tell me a little about yours?

Deciding to do some development work

- When did you decide to carry out some development work?
- How long was it between that decision and submitting an application?
- Was the work something you needed to do e.g a maintenance task, or something you had chosen to do e.g. an improvement?

Information gathering – do I need planning permission?

- Have you applied for planning permission before? How many times?
- How did you determine whether you needed planning permission?
- Where did you get that information? How did you access it? Why use that source?
- What was your experience of getting the information you needed?
- Could that information gathering be made easier? How?
- Why did (or didn't) you use the Planning Portal website? Why?

Getting specialist advice

- Did you need specialist advice before completing your planning application?
- What type of information did you need? Why?
- How did you get it?
- How did you find out about that source of information?
- Did you try to get information online? What was your experience?

Completing the application forms

- Did you submit the application on paper or online? Why?
- If you applied on paper, how did you get the forms? Why?
- What prevented you from using online applications? Why?
- What were your opinions of the process you did use?
- How hard or easy was it to complete? Why?
- What parts did you find hardest/easiest?
- What would improve the process?
- *[for paper submitters]* What would encourage you to apply online?

Submitting the application forms

- What were your opinions of the submission process?
- Have you tracked the progress of your application since submitting it? How?

Overall:

What areas of the application process would you improve? How?

If you were to make this application again, would you do anything different?

N   Citizen Online Applicants – semi-structured interview questions

I would like to discuss your experiences and opinions of the planning application process. I do not need to know many details of why you were applying or the outcome of the application, but there are a few brief questions before we start.

- Which authority were you applying to?
- What type of application was it? *[Full, householder etc?]*

Deciding to do some development work

- When did you decide to carry out some development work?
- How long was it between that decision and submitting an application?
- Was the work something you needed to do e.g. a maintenance task or something you had chosen to do e.g. an improvement?

Information gathering – do I need planning permission?

- Have you applied for planning permission before? How many times?
- How did you determine whether you needed planning permission?
- Where did you get that information? How did you access it? Why use that source?
- What was your experience of getting the information you needed?
- Could that information gathering be made easier? How?
- Why did (or didn't) you use the Planning Portal website? Why?
- *[If used the Planning Portal website]* Which sections of the PP website did you use? Which did you find most useful? Which least useful? Why?

Getting specialist advice

- Did you need specialist advice before completing your planning application?
- What type of information did you need? Why?
- How did you get it?
- How did you find out about that source of information?
- Did you try to get information online? What was your experience?

Completing the application forms

- Why did you decide to apply online?
- What were the advantages/disadvantages of applying online for you personally?
- What were your opinions of the process you did use?
- How hard or easy was it to complete? Why?
- What parts did you find hardest/easiest?
- What would improve the process?

Submitting the application forms

- What were your opinions of the submission process?
- Have you tracked the progress of your application since submitting it? How?

Overall:

- What areas of the application process would you improve? How?

- If you were to make this application again, would you do anything different?

O   Demographics of Citizen Respondents and Interviewees

This appendix shows the demographics of the respondents to the 2010/2015 surveys.

O.1   Demographics of citizen survey respondents

Characteristic/category	Paper Citizens 2010	Citizens 2015
Gender		
Female	*29.8%*	7 *(23.3%)*
Male	*68.3%*	23 *(76.7%)*
Missing/unclear	*1.9%*	0 *(0.0%)*
Age		
18-24	*0.0%*	0 *(0.0%)*
25-34	*3.8%*	0 *(0.0%)*
35-44	*26.0%*	4 *(13.3%)*
45-54	*26.0%*	4 *(13.3%)*
55-64	*23.1%*	7 *(23.3%)*
65-74	*11.5%*	7 *(23.3%)*
75-84	*2.9%*	2 *(6.7%)*
85-94	*0.0*	1 *(3.3%)*
Missing/Invalid	*6.7%*	5 *(16.7%)*
Other adults living with respondent		
0	*16.3%*	5 *(16.7%)*
1	*53.8%*	13 *(43.3%)*
2	*15.4%*	3 *(10.0%)*
3	*1%*	0 *(0.0%)*
4	*1%*	0 *(0.0%)*
Missing	*12.5%*	9 *(30.0%)*
Household Income (In the 2010 survey the highest category offered was £40,000 or more. Later surveys used more specific categories in higher income bands		
Less than £10,000	*1%*	0 *(0.0%)*
£10,000-£19,999	*5.8%*	3 *(10.0%)*
£20,000-£29,999	*10.6%*	4 *(13.3%)*
£30,000-£39,999	*16.3%*	3 *(10.0%)*
£40,000 or more	*53.8%*	n/a
£40,000-£49,999	*n/a*	3 *(10.0%)*
£50,000-£59,999	*n/a*	2 *(6.7%)*
£60,000-£69,999	*n/a*	1 *(3.3%)*
£70,000-£79,999	*n/a*	2 *(6.7%)*
£80,00 or more	*n/a*	4 *(13.3%)*
Missing	*12.5%*	8 *(26.7%)*
Highest level of education attained		
No qualifications	*3.8%*	1 *(3.3%)*
CSE,GCE,GCSE	*9.6%*	2 *(6.7%)*
A Levels	*4.8%*	1 *(3.3%)*
Further education	*17.3%*	4 *(13.3%)*
Bachelor degree	*25.0%*	12 *(40.0%)*
Higher degree	*19.2%*	6 *(20.0%)*
Other	*14.4%*	1 *(3.3%)*
Missing	*5.8%*	3 *(10.0%)*

Table A-3 – Demographics of citizen respondents

O.2 Demographics of citizen interview participants

Paper Citizen Interview Participant	Project Phase	Application Type	Internet User	Internet hours per week	Gender	Age Group	Income Group
Paper_Citizen_A	Pilot	Full application	Yes	2	Male	45-54	Not disclosed
Paper_Citizen_B	Pilot	Tree works	Yes	6	Male	65-74	£30,000-39,999
Paper_Citizen_C	Main	Householder	Yes	7	Female	35-44	£40,000 +
Paper_Citizen_D	Main	Householder	Yes	10	Male	35-44	£40,000 +
Paper_Citizen_E	Main	Tree works	No	-	Male	65-74	£40,000 +
Paper_Citizen_F	Main	Other - drop kerb	Yes	40	Male	55-64	£30,000-39,999
Paper_Citizen_G	Main	Full application	Yes	-	Male		-
Paper_Citizen_H	Main	Full app, Conservation area	Yes	14	Male	55-64	£20,000-£29,999
Paper_Citizen_I	Main	Householder	Yes	10	Female	45-54	£40,000 +
Paper_Citizen_J	Main	Tree works	Yes	5	Male	45-54	£40,000 +
Paper_Citizen_K	Main	Tree works (plus full app in the last 12 months)	Yes	50	Male	55-64	£40,000 +
Paper_Citizen_L	Main	Certificate of Lawful Development	Yes	8	Female	45-54	£40,000 +
Online_Citizen_A	Pilot Online Applicants Survey	Full	Yes	-	Male	Not given	-
Online_Citizen_B	Main Online Applicants Survey	Certificate of Lawful Development	Yes	-	Female	Not given	-
Online_Citizen_C	1App Survey	Change of Use	Yes	15	Male	65-74	£20,000-£29,999
Online_Citizen_D	1App Survey	Listed Building Consent	Yes	20	Male	45-54	£40,000 or more

Table A-4 – Demographics of citizen interview participants

P   Attitudinal statement statistics

Descriptive statistics of responses to attitude statements from the three relevant surveys are included in this appendix.

P.1   Paper Citizen Applicants 2010

Statement	Mean	Mode
I would use the Planning Portal website for gathering information about planning application	1.85	1
Using the Internet would enhance my efficiency in gathering information about planning	1.95	1
I have the resources necessary to use online planning facilities	1.98	2
I think the Internet would fit well with the way that I like to gather information about planning	2.16	1
I have the knowledge necessary to use online planning facilities	2.16	2
Interacting with the Planning Portal via the Internet would fit into my lifestyle	2.25	1
Interacting with the Planning Portal over the Internet is something I would do	2.26	1
I think I can trust the Planning Portal in gathering information	2.26	2
I think the Planning Portal information pages would provide a valuable service for me	2.28	1,2
In general the Internet is now a robust and safe environment in which to transact with the planning process	2.32	2
The Planning Portal can be trusted to carry out online transactions faithfully	2.4	2
The Internet has enough safeguards to make me feel comfortable using it to interact with the planning process	2.45	2,3
Using the Internet would give me greater control over my interaction with the planning process	2.48	3
I think online planning application forms would provide a valuable service for me	2.61	3
I would use an online planning application service	2.68	3
The online planning application forms would enable me to complete applications more quickly	2.81	3
I would feel uneasy if I used the online planning application forms	*3.58*	*4*
	Reversed mean = 2.42	
The content of the Planning Portal web site would be useless for me.	*3.78*	*5*
	Reversed mean = 2.22	
I do not think it is safe to use online planning application because of the privacy and security concerns	*3.79*	*4*
	Reversed mean = 2.21	
People who use the Internet to gather information from the Planning Portal have more prestige than those who do not.	3.97	3
Interacting with the Planning Portal over the Internet enhances a person's social status	4.23	5

Table A-5 – Attitude statement statistics - paper citizen applicants

P.2 Online Citizen Applicants 2011

Statement	Mean	Mode
I would use the Planning Portal website for gathering information about planning application	1.78	2
I have the resources necessary to use online planning facilities	1.78	2
I think online planning application forms would provide a valuable service for me	1.83	2
Using the Internet would enhance my efficiency in gathering information about planning	1.84	2
I would use an online planning application service	1.88	1
I think the Internet would fit well with the way that I like to gather information about planning	1.88	1
I think the Planning Portal information pages would provide a valuable service for me	1.89	2
Interacting with the Planning Portal over the Internet is something I would do	1.93	2
I think I can trust the Planning Portal in gathering information	1.98	2
I have the knowledge necessary to use online planning facilities	1.98	2
Interacting with the planning process via the Internet would fit into my lifestyle	2.02	2
I believe the Planning Portal can be trusted to carry out online transactions faithfully	2.02	2
Using the Internet would give me greater control over my interaction with the planning process	2.05	2
The online planning application forms would enable me to complete applications more quickly	2.07	2
The Internet has enough safeguards to make me feel comfortable using it to interact with the planning process	2.14	2
In general the Internet is now a robust and safe environment in which to transact with the planning process	2.17	2
People who use the Internet to gather information from the Planning Portal have more prestige than those who do not.	3.74	4
The content of the Planning Portal web site would be useless for me	*3.74*	*4*
	Reversed mean = 1.84	
I would feel uneasy if I used the online planning application forms	*3.93*	*4*
	Reversed mean = 1.76	
Interacting with the Planning Portal enhances a person's social status.	4.03	5
I do not think it is safe to use online planning application because of the privacy and security concerns	*4.03*	*4*
	Reversed mean = 1.66	

Table A-6 – Attitude statement statistics - online citizen applicants

P.3 SME Applicants 2013

Statement	Mean	Std Deviation
I have the knowledge necessary to use online planning facilities	1.54	0.717
Interacting with the Planning Portal over the Internet is something I would do	1.58	
I have the resources necessary to use online planning facilities	1.60	0.801
Using the Internet would enhance my efficiency in gathering information about planning	1.80	0.926
I would use the Planning Portal website for gathering information about planning application	1.95	1.029
I think the Internet would fit well with the way that I like to gather information about planning	1.96	0.936
I think online planning application forms would provide a valuable service for me	1.97	1.224
I think I can trust the Planning Portal in gathering information	2.08	0.837
I would use an online planning application service	2.08	1.411
Using the Internet would give me greater control over my interaction with the planning process	2.09	1.011
Interacting with the planning process via the Internet would fit into my lifestyle	2.11	1.068
The online planning application forms would enable me to complete applications more quickly	2.13	1.244
I think the Planning Portal information pages would provide a valuable service for me	2.15	1.053
I believe the Planning Portal can be trusted to carry out online transactions faithfully	2.24	0.924
In general the Internet is now a robust and safe environment in which to transact with the planning process	2.27	0.855
The Internet has enough safeguards to make me feel comfortable using it to interact with the planning process	2.40	0.947
People who use the Internet to gather information from the Planning Portal have more prestige than those who do not.	3.59	1.120
The content of the Planning Portal web site would be useless for me	*3.89*	*1.222*
	Reversed mean =2.11	*1.222*
Interacting with the Planning Portal enhances a person's social status.	4.08	0.950
I do not think it is safe to use online planning application because of the privacy and security concerns	*4.10*	*1.015*
	Reversed mean = 1.89	*1.015*
I would feel uneasy if I used the online planning application forms	*4.15*	*1.053*
	Reversed mean = 1.85	*1.053*
I understand what information each question on the planning application form requires	1.69	0.713
The decision whether to use the online planning application forms is entirely within my control	1.69	0.871
I would be able to use online planning applications even if there was no one around to help me	1.84	0.921
I frequently deal with unusual or non-routine planning applications	2.39	1.057

Table A-7 – Attitude statement statistics - SME Professional applicants

Q   SME study – main phase survey

Planning Portal Research in conjunction with Plymouth University
We are interested in your views whether or not you currently use the Internet for planning applications.
If you need more space for an answer, please use the space on the back page.

Section 1 – About your usage of the Planning Portal website

1.   **Which best describes how frequently you visit the Planning Portal website ?** *(please tick one answer)*

Daily	☐	Once a month	☐
2-3 times per week	☐	Less Frequently	☐
Once a week	☐	I have never visited the Planning Portal website	☐

2.   **Are you a registered user of the Planning Portal website?** *(please tick one answer)*

Yes   ☐   No   ☐   Don't know   ☐

Section2 – Your experience of the planning application process

This section looks at your recent experience of applying for planning permission.
In answering this section, please consider applications that you have made in the last 12 months.

3.   **Which best describes how frequently you apply for planning permission for your own purposes or on behalf of a client ?**   *(please tick one answer)*

Daily	☐	Once a month	☐
2-3 times per week	☐	Less frequently	☐
Once a week	☐	I have never applied for planning permission	☐

4.   **Please estimate the total number of planning applications you have made for your own purposes or on behalf of a client in the last 12 months?**

5.   **Please estimate the proportion (percentage) of all applications you have made in the last 12 months that were of the types below:** *(please enter values)*

Application type	% of your applications	Application type	% of your applications
Full planning consent		Lawful Development Certificate	
Householder planning application		Time extension	
Conservation area consent		Advertisement consent	
Listed building consent		Telecoms application	
Tree works		Other application type, please specify	

6.   **Please estimate the proportion (percentage) of all applications you have made in the last 12 months that were made:** *(please enter percentage values)*

On paper forms	Online via the Planning Portal
On paper forms downloaded from the Internet, then printed	Other, please specify

7.   **If you have applied using a mixture of methods, what were the factors that decided which method you used for each application?**

8.   **What were the benefits for you of the methods you chose?**

9.   **What were the disadvantages for you of the methods you chose?**

Section 3 – How you use the Internet

10. **Which of the following do you use to access the Internet for general usage?** *(please tick all that apply)*

Desktop computer ☐   Other device, please specify ☐

Laptop computer ☐

Smart phone ☐

Tablet ☐   None of the above ☐

11. **Which of the following sources do you use to gather information about the planning application process?** *(please tick all that apply)*

Planning Portal online resources ☐   Other source, please specify ☐

Other online resources ☐

Library ☐

Local Planning Authority ☐   None of the above ☐

12. **Which of the following devices do you use to gather information about the planning application process? And which do you use to complete online planning applications?** *(please tick all that apply)*

	Gather information	Complete online applications
Desktop computer	☐	☐
Laptop computer	☐	☐
Smart Phone	☐	☐
Tablet	☐	☐
Other device, please specify	☐	☐
None of the above, I apply on paper	☐	☐

13. **What factors influence your decision on which devices (laptop, desktop etc) to use when applying for planning permission?**

14. **What would encourage you to use the online planning application form or to use it more often?**

Section 4 – Impression of the online planning application service (for online applicants)

This section will be used to help us better understand the opinions of professional users of the online planning application service with a view to helping to improve the service.
If you do not use the online application service, please jump to section 5.

15. **Would you use the online application form again? (please tick one answer)**

Yes ☐   No ☐   Not sure ☐

16.   **Why/why not?**

17. **Which one thing would you change about the online application form?**

18. **Are there any other things that you would change about the form or the service in general?**

19. **Do you tend to complete the online application submission process in a single sitting or across several sessions? Why?**

20. **If you need to complete any other forms as part of your application that are not part of the (online) application form, please tell us about them.**

21. **Are there any other services that you would like to see integrated into the online application form?**

22. **Would you be prepared to pay for these services?**
     (e.g. in the same way applicants can currently pay for plans to be drawn up for them)

Section 5 – Impression of the general planning application service (for all applicants)

23. **How do you pay for the application?** *(please tick all that apply)*

     Cheque ☐   BACS ☐
     Via Telephone (by credit card) ☐   Other payment method, please specify ☐
     Online ☐

24. **Why did you choose this payment method?**

25. **How do you create your detailed plans and drawings for your application(s)?** *(please tick all that apply)*

     Provided hand-drawn plans ☐   Used an architect/I am an architect ☐
     Created them using CAD ☐   No plans required ☐
     Using online facility ☐   Other method, please specify ☐

26. **If you used a online drawing facility linked from the Planning Portal website, please tell us which.**
     If you used another source, please tell us about it.

27. **Why do you choose this method/supplier?**

28. **Do you use any of the specialist tools on the Planning Portal website before applying?** *(Tick all that apply)*

     Fees Calculator ☐   Mini Guides ☐
     Interactive House ☐   Site Planner ☐
     Interactive Terrace ☐   Other, please specify ☐

Section 6 – Attitudes on using the Internet for planning information and applications

All participants should answer this section, whether or not you have used online application facilities.

The Planning Portal is part of the Department for Communities and Local Government and it provides a website to support citizens throughout the planning application process. The website provides information on the planning process and building regulations. It also includes useful tools such as interactive guides to which developments need planning permission and which do not, and a calculator for application fees. It also has an online application form which takes you through the application process step by step and then forwards the application to the appropriate local authority.

29. Based on the information above, and any experience you may have of the Planning Portal, please indicate to what extent you agree with these statements? *(please tick)*

	Agree strongly 1	2	Neither agree nor disagree 3	4	Strongly disagree 5
I would use the Planning Portal website for gathering information about planning application	☐	☐	☐	☐	☐
I would use an online planning application service	☐	☐	☐	☐	☐
The online planning application forms would enable me to complete applications more quickly	☐	☐	☐	☐	☐
I think the Planning Portal information pages would provide a valuable service for me	☐	☐	☐	☐	☐
I think online planning application forms would provide a valuable service for me	☐	☐	☐	☐	☐
The content of the Planning Portal web site would be useless for me	☐	☐	☐	☐	☐
Using the Internet would enhance my efficiency in gathering information about planning	☐	☐	☐	☐	☐
Using the Internet would give me greater control over my interaction with the planning process	☐	☐	☐	☐	☐
I think the Internet would fit well with the way that I like to gather information about planning	☐	☐	☐	☐	☐
Interacting with the planning process via the Internet would fit into my lifestyle	☐	☐	☐	☐	☐
People who use the Internet to gather information from the Planning Portal have more prestige than those who do not.	☐	☐	☐	☐	☐
Interacting with the Planning Portal enhances a person's social status.	☐	☐	☐	☐	☐
The Internet has enough safeguards to make me feel comfortable using it to interact with the planning process	☐	☐	☐	☐	☐
In general the Internet is now a robust and safe environment in which to transact with the planning process	☐	☐	☐	☐	☐
I think I can trust the Planning Portal in gathering information	☐	☐	☐	☐	☐
I believe the Planning Portal can be trusted to carry out online transactions faithfully	☐	☐	☐	☐	☐
I would feel uneasy if I used the online planning application forms	☐	☐	☐	☐	☐
I do not think it is safe to use online planning application because of the privacy and security concerns	☐	☐	☐	☐	☐
I have the resources necessary to use online planning facilities	☐	☐	☐	☐	☐
I have the knowledge necessary to use online planning facilities	☐	☐	☐	☐	☐
I understand what information each question on the planning application form requires.	☐	☐	☐	☐	☐
The decision whether to use the online planning applications forms is entirely within my control	☐	☐	☐	☐	☐
I would be able to use online planning applications even if there was no one around to help me	☐	☐	☐	☐	☐
I frequently deal with unusual or non-routine planning applications	☐	☐	☐	☐	☐

Section 7 – About you and your organisation

One aim of our research is to investigate whether there is any difference in uptake of online planning services between different planning related businesses and between groups of the population. To do this, we need to know a little about you and your organisation.
If you would prefer not to answer any of these questions, please ignore them.

30. **What is your organisation's role within the planning process?** *(please tick one)*

Surveyor ☐ Property developer ☐ Other, please specify ☐
Architect ☐ Planning agent ☐
Builder ☐ Planning consultancy ☐

31. **What is your personal role within the planning process?** *(please tick one)*

Surveyor ☐ Property developer ☐ Other, please specify ☐
Architect ☐ Planning agent ☐
Builder ☐ Planning consultancy ☐

32. **How long have you been involved professionally in the planning process?**

33. **How many people are employed in your organisation?** *(please tick one)*

1 ☐ 10-19 ☐ 100+ ☐
2-5 ☐ 20-49 ☐
6-9 ☐ 50-99 ☐

34. **What is your YEAR of birth?**

35. **What is your gender?** *(please tick one)*

Male ☐ Female ☐ Transgender ☐

36. **Are you a member of a professional membership organisation related to your role in the planning process e.g. RICS, RIBA, CIAT, RTPI, ARB etc. If so, which?**

Section 8 – Other comments

37. **Please feel free to add any further comments here or overleaf.**

Thank you for your time. Please return your survey in the envelope provided by 30 April 2013.
If you would be willing to take part in either a follow-up survey or telephone interview, please provide your contact details on the enclosed reply slip.

PPprofessional Spring 2013 v1.0

R   SME study – semi-structured interview questions

We would like to discuss your experiences and opinions of the planning application process. We do not need to know details of why you were applying or the outcome of the applications.

About you
- Can you confirm for me about your professional involvement in the planning process?
- Do you specialise in any particular type of planning application?
- Do you specialise in any particular type of planning project?
- How do you apply – online, paper, a mix?
- How many applications per year?

Completing the application forms
Paper:
- If you applied on paper, how did you get the forms?
- Why do you choose to apply on paper rather than using the online forms?
- What prevents you from using online applications?
- Is there anything that would encourage you to use the online forms?

Online:
- Why do you use the online form?
- What would you say to a fellow professional were the benefits in using the online form?
- Are there any disadvantages? Can you tell me about them?
- What type of equipment do you use? Desktop/laptop etc. Do you think it would it be possible to create a version that worked on mobile devices – tablet, smart phone etc?

Mix:
- Why do you use a mix? What determines which method you use?
- Is there any difference in speed or ease of use between completing the forms online or on paper?
- Are any particular application types more suited to online applications than others?

All:
- What were your opinions of the process you used?
- How hard or easy was it to complete?
- What parts did you find hardest/easiest?
- What would improve the process?
- Are there any regularly occurring issues with the application process that could be improved by changes to the paper/online form?
- Are the questions clear – do you always understand what information needs to be provided in answer to each question?

Getting information pre-application
- Did you need to get specialist advice before completing the form? What type of information? Where from? Could the Planning Portal help in this?

Submitting the application forms
- How did you manage payment? Why choose this method?
- What were your opinions of the submission process generally?
- Tell me about how you create and submit plans and drawings?

Processing of the application forms
- Is there any apparent difference in the way online and paper applications are handled by your Local Planning Authority (LPA) (e.g. speed, rejection rates etc)?
- Have you had applications rejected by an LPA due to issues with the completion of the form (as opposed to issues with the application information) e.g. problems with scale drawings, incomplete forms etc?

Overall:
- What areas of the application process would you improve? How?
- Have you tracked the progress of your application since submitting it? How?

Close:
- That's all my questions, is there anything else that you'd like to say? Anything that you think I ought to have asked and haven't?

S   Demographics of 2013 SME and 2015 applicants respondents

Characteristic	Category	Frequency of response *(Percentage)*			
		SME 2013		Applicants 2015	
Gender					
	Female	21	*(19.1%)*	25	*(15.8%)*
	Male	80	*(72.7%)*	131	*(82.9%)*
	Missing/unclear	9	*(8.2%)*	2	*(1.3%)*
Age					
	18-24	1	*(0.9%)*	2	*(1.3%)*
	25-34	13	*(11.8%)*	15	*(9.5%)*
	35-44	19	*(17.3%)*	23	*(14.6%)*
	45-54	29	*(26.4%)*	40	*(25.3%)*
	55-64	23	*(20.9%)*	32	*(20.3%)*
	65-74	14	*(12.7%)*	33	*(20.9%)*
	75-84	3	*(2.7%)*	2	*(1.3%)*
	Missing/Invalid	8	*(7.3%)*	11	*(7.0%)*
Size of organisation					
	1	41	*(37.3%)*	68	*(43.0%)*
	2-5	35	*(31.8%)*	46	*(29.1%)*
	6-9	9	*(8.2%)*	19	*(12.0%)*
	10-19	9	*(8.2%)*	12	*(7.6%)*
	20-49	8	*(7.3%)*	13	*(8.2%)*
	Missing	8	*(7.3%)`*	0	*(0%)*
Personal role in planning (Note respondents were able to indicate more than one role)					
	Architect	53	*(48.2%)*	81	*(55.1%)*
	Architectural technician/design	3	*(2.7%)*	7	*(4.8%)*
	Planning agent	26	*(23.6%)*	0	*(0%)*
	Surveyor	13	*(11.8%)*	0	*(0%)*
	Planning consultancy	10	*(9.1%)*	39	*(26.5%)*
	Property developer	1	*(0.9%)*	4	*(2.7%)*
	Arboriculturalist / Tree works	2	*(1.8%)*	3	*(2.0%)*
	Builder	2	*(1.8%)*	0	*(0%)*
	Other role	4	*(3.6%)*	13	*(8.8%)*
Period of professional involvement in planning					
	1 to 5	8	*(7.3%)*	8	*(5.1%)*
	6 to 10	11	*(10.0%)*	24	*(15.2%)*
	11 to 15	11	*(10.0%)*	15	*(9.5%)*
	16 to 20	13	*(11.8%)*	13	*(8.2%)*
	21 to 25	13	*(11.8%)*	12	*(7.6%)*
	26 to 30	12	*(10.9%)*	23	*(14.6%)*
	31 to 35	4	*(3.6%)*	12	*(7.6%)*
	36 to 40	18	*(16.4%)*	22	*(13.9%)*
	41 to 45	3	*(2.7%)*	11	*(7.0%)*
	46 to 50	2	*(1.8%)*	6	*(3.8%)*
	51 to 55	1	*(0.9%)*	1	*(0.6%)*
	56 to 60	0	*(0.0%)*	0	*(0%)*
	61 to 65	1	*(0.9%)*	0	*(0%)*
	Missing	13	*(11.8%)*	11	*(7.0%)*

Table A-8 – Attitude statement statistics - SME applicants

T   SME statistical test outputs

A number of Chi-Squared tests were run to establish the statistical significance of some of the findings, in particular to try and assess the factors that are associated with application methods. Unfortunately due to the relatively small sample size, some of the tests do not meet the assumptions required for statistical reliability. Further data gathering and/or more sophisticated statistical tests would be need for reliable results.

T.1   Application method vs applicant type

The cross-tab table is given below.

The Chi-square analysis shows a statistically highly significant result ($\chi2(2)= 105.31$, $p=0.000$, Cramer's $V = 0.205$) indicating that there is a moderate association between the variable and the differences between the groups was unlikely to have occurred by chance.

ApplicationMethod * ApplicantType Crosstabulation

Count

		ApplicantType			Total
		Agent	Citizen	Org/business/charity	
ApplicationMethod	Online	1043	121	64	1228
	Paper	862	296	117	1275
Total		1905	417	181	2503

Table A-9 – Cross-tabulation - application method vs applicant type

T.2 Application method vs applicant type – within agent group

Looking at differences within the agents group, although the results indicated that there is a significant statistical relationship between the client type and the application method used, though the relationship is less strong (lesser effect size) than for the first analysis ($\chi2(2)= 33.85$, p=0.000, Cramer's V = 0.133).

ApplicationMethod * ApplicantType Crosstabulation

Count

		ApplicantType			Total
		Agent for Business	Agent for Citizen	Agent for other/unknown	
ApplicationMethod	Online	334	652	57	1043
	Paper	174	631	57	862
Total		508	1283	114	1905

Table A-10- – Cross-tabulation - application method vs applicant type

T.3 Application method vs applicant gender

Looking at differences in application method between genders, the results were significant ($\chi^2(2)= 11.919$, p=0.03), indicating that there is a statistical relationship between the applicant gender and the application method used, with a greater effect size than for either of the tests for applicant type, (Cramer's V = 0.352).

ApplicationMethod * Gender Crosstabulation

Count

		Gender		Total
		Female	Male	
	Mixed	4	17	21
ApplicationMethod	Online	12	4	16
	Paper	30	29	59
Total		46	50	96

Table A-11 – Cross-tabulation - application method vs gender

T.4 Application method vs applicant age

For differences in application method between genders, the test assumptions were not met and hence the test results were unreliable.

ApplicationMethod * ApplicantAge Crosstabulation

Count

		ApplicantAge			Total
		18-34	35-54	55-84	
ApplicationMethod	Mixed	6	8	8	22
	Online	6	25	11	42
	Paper	1	12	20	33
Total		13	45	39	97

Table A-12 – Cross-tabulation - application method vs applicant age

T.5 Application method vs applicant professional experience

Even re-categorizing the responses in to just three groups, the test assumptions were not met and hence the test results were unreliable.

AppicationMethod * PlanningExperience Crosstabulation

		PlanningExperience			Total
		1-20	21-40	41-70	
AppicationMethod	Mixed	11	10	1	22
	Online	21	18	1	40
	Paper	8	17	5	30
Total		40	45	7	92

Table A-13 – Cross-tabulation - application method vs planning experience

T.6 Application method vs organisation size

Again even re-categorising the responses into three organisation size categories, the test assumptions were not met and hence test results were unreliable.

ApplicationMethod * OrganisationSize Crosstabulation

		OrganisationSize			Total
		1-9	10-19	20-49	
ApplicationMethod	Mixed	18	3	2	23
	Online	34	3	4	41
	Paper	27	2	2	31
Total		79	8	8	95

Table A-14 – Cross-tabulation - application method vs organisation size

T.7 Application Method vs 12month application numbers

Looking at how application methods vary according to the number of application made in the last 12 month   the results were significant ($\chi^2(4)= 9.659$, *p*=0.047), indicating that there is a statistically significant relationship between the number of applications made and the application method used. (Cramer's V = 0.246).

ApplicationMethod * ApplicationsIn12Months Crosstabulation

		ApplicationsIn12Months			Total
		1-19	20-39	40-59	
	Mixed	8	10	1	19
ApplicationMethod	Online	14	11	9	34
	Paper	17	4	6	27
Total		39	25	17	80

Table A-15 – Cross-tabulation - application method vs applicants in most recent 12 months

U   LPA study – main phase survey 2014

The following pages show the LPA survey (online only) as exported directly from SurveyMonkey.

U   LPA study – main phase survey 2014

E-Planning in LPAs

Perceptions and Experience of online planning in English LPAs

This survey seeks to investigate the experiences and perceptions of Local Planning Authorities and their staff to online planning application facilities.

The survey comprises around 30 questions most of which are either tick boxes for you to select an answer or are free text boxes for you to type an answer.
Only three questions are mandatory and these are marked with an asterisk (*).

Please feel free to skip questions that you cannot or do not wish to answer. We would rather you skipped a question and moved on, than left the survey completely.

If you have cookies enabled on your PC, you will be able to leave the survey and use the email link again to return to the page where you left off (as long as you use the same PC).

The survey should take around 30 minutes to complete and will be open until 5p.m. on Thursday 27th March 2014.

When answering questions in this survey please consider both planning applications and applications for tree works.

*1. Would you like to see additional information about the background to this survey?

◯ Yes

◯ No

E-Planning in LPAs

Background information on the LPA online survey

What is the purpose of the study?
The Planning Portal is a facility provided by the Department for Communities and Local Government as a resource for citizens and professionals who wish to apply for planning permission. The Planning Portal wish to gather views from staff involved in the handling of planning applications in Local Planning Authorities. In addition, the information gathered will be used in academic research at Plymouth University in an investigation of theories of technology adoption in relation to the planning process.
Some questions have been taken or adapted from the 2006 PPA Use of Technology survey to provide a direct comparison with those previous results. (reference: "PPA Planning Survey - Use of Technology Survey", 2006, Peter Pendleton and Associates)

Why have I been chosen?
Your name has been provided by Scott Alford, Head of LPA Engagement at the Planning Portal, as being an appropriate contributor to this research. We are contacting one member of staff in each LPA, so you will be the only respondent in your LPA.

Do I have to take part?
Taking part in the research is entirely voluntary. It is up to you to decide whether or not to take part. Your consent to take part is assumed if you return the survey form. However, if you decide to take part, you are still free to withdraw at any time and without giving a reason.

What will happen to me if I take part?
You will be asked to complete and return the following survey. You will also be asked if you would be willing to take part in a follow-up phase which will involve a 20-30 minutes telephone interview. You are free to complete the survey, but decide not to be involved in the interview phase. Both the survey and the interview will aim to get your views about the planning application process.

What are the possible benefits of taking part?
It is hoped these interviews will further our understanding of planning professionals' and LPA's opinions of the planning application process and how service from the Planning Portal can be improved.

Will what I say in this study be kept confidential?
All personal information collected about you will be kept strictly confidential. It will be kept in a locked cabinet until the end of the research at which point it will be destroyed. It will not be used for any purpose other than this research and directly related publications.
Your name will only be known to the researcher. Your name will not be mentioned in any research documentation or reports.

LPA anonymity will be preserved in academic publications based on this research. Some quotations from surveys may be included in the published thesis and reports but anonymity will be preserved by referring to participants as "Participant A" etc.
By default this anonymity will also apply to summary reports provided to the Planning Portal. However, if you are happy or indeed wish to have your comments attributable to your LPA, you may indicate this on the survey form.

Who is organising and funding the research?
Janet Kneller is conducting the research as part of her study for a Ph.D. at Plymouth University.

What will happen to the results of the research study?
The results of the research including some anonymous quotes from the surveys will be used in reports for the Planning Portal (covering attitudes and opinions to the planning process) and in my thesis for a Ph.D. degree. It is also possible that some aspects of the research, again including some anonymous quotes, will be published in academic journals. You may request copies of these from the researcher, using the contact details below.

Who has reviewed the study?
The research has been approved by the Plymouth Business School Faculty Research Ethical Approval Committee.

For further information, please contact me or my supervisor:

Janet Kneller, Plymouth Business School janet.kneller@plymouth.ac.uk
Academic Supervisor: Prof Andy Phippen andy.phippen@plymouth.ac.uk

E-Planning in LPAs

Section 1 - About your LPA

Your responses to this survey will be used for two purposes: as part of a programme of academic research around attitudes to e-planning, forming part of a body of work towards a PhD degree thesis, and secondly in a summary report to the Planning Portal, who have previously supported other aspects of this research.

Your responses will be treated anonymously in the PhD reports and theses – any statistics will be shown as part of summary tables and charts, and any quotations will be made without direct reference to which LPA they came from. By default the same applies to the summary report that will be provided to the Planning Portal, but it may be useful to them to understand issues at individual LPAs.

If you are happy, or indeed explicitly wish, that your responses can be attributed to your LPA in the Planning Portal report, then please tick the "Yes" box in Q4 below.

If you chose not to make your responses attributable, by clicking "No" in Q4, we will respect your request for anonymity. However, it will still be very useful for the researcher to understand what type of local authority you support and we would ask you to still complete questions 2&3.

*2. Which LPA are you representing in answering this survey?
(This will only be used for administrative purposes, unless you have given permission for its use below.)

[ ]

Other (please specify)

[ ]

3. What is your role within your LPA?

[ ]

*4. If you are happy, or indeed explicitly wish, that your responses can be attributed to your LPA then please tick the box below.

I am happy that my responses can be attributed to my LPA in reports provided to the Planning Portal.
(Any quotations used in academic theses will always be anonymous).

◯ Yes

◯ No

Mandatory questions are marked with an asterisk (*).

E-Planning in LPAs

Section 2 - About the applications you receive

This section of the survey asks about the applications that your LPA receives.

When answering questions in this survey please consider both planning applications and applications for tree works.

5. What percentage of all applications to your LPA were considered invalid on receipt (in your last reporting period)?

[ ]

6. What period does this apply to? (start/end dates)

[ ]

7. If you know the percentages of online and paper applications that were considered invalid, please provide this information below.

Percentage of paper applications considered invalid [ ]

Percentage of online applications considered invalid [ ]

8. What period does this apply to? (start/end dates)

[ ]

E-Planning in LPAs

9. What were the main reasons for PAPER applications being invalid in your LPA? Please rank these reasons with 1 being most common and 10 being least common. (If a reason is not relevant to your LPA, please use the N/A option on the right of each row.)

[ ]	Missing national level requirements	[ ] N/A
[ ]	Missing LPA local level requirements	[ ] N/A
[ ]	Inaccuracy or incomplete plans or drawings	[ ] N/A
[ ]	Issues with or missing site locations plans	[ ] N/A
[ ]	Incorrect form filling	[ ] N/A
[ ]	Missing or incorrect Design and Access statements	[ ] N/A
[ ]	Incorrect Certificates	[ ] N/A
[ ]	Incorrect Fee	[ ] N/A
[ ]	Missing Fee	[ ] N/A
[ ]	Other	[ ] N/A

10. If you have entered a value for "Other" above, please specify these reasons here.

E-Planning in LPAs

11. What were the main reasons for ONLINE applications being invalid in your LPA? Please rank these reasons with 1 being most common and 10 being least common. (If a reason is not relevant to your LPA, please use the N/A option on the right of each row.)

[ ]	Missing national level requirements	[ ] N/A
[ ]	Missing LPA local level requirements	[ ] N/A
[ ]	Inaccuracy or incomplete plans or drawings	[ ] N/A
[ ]	Issues with or missing site locations plans	[ ] N/A
[ ]	Incorrect form filling	[ ] N/A
[ ]	Missing or incorrect Design and Access statements	[ ] N/A
[ ]	Incorrect Certificates	[ ] N/A
[ ]	Incorrect Fee	[ ] N/A
[ ]	Missing Fee	[ ] N/A
[ ]	Other	[ ] N/A

12. If you have entered a value for "Other" above, please specify these reasons here.

13. How many pre-applications did your LPA receive in the Financial Year 2012-2013? In this context, a pre-application is an enquiry where someone has asked for written advice on the planning merits of their proposal.

14. In addition to the pre-applications counted above:

Do you record the number of calls to the Duty Officer or call centre concerning "Do I need Planing Permission..." questions?

If so, how many were received in the Financial Year 12-13?

E-Planning in LPAs

15. How many building regulations applications did your LPA receive in the Financial Year 2012-2013?

Full Plans application [   ]

Building Notice application [   ]

E-Planning in LPAs

Section 3 - Advantages and disadvantages of handling applications electroni...

16. What benefits has YOUR AUTHORITY seen through the use of online planning applications?

[   ]

17. Please state any barriers that you feel still exist that prevent the increased use of electronic planning services within your council.

[   ]

18. Please state any barriers that still exist that prevent the increased use of electronic planning services TO OTHER STAKEHOLDERS (Parish Council, statutory consultees etc.) as you understand it.

[   ]

E-Planning in LPAs

Section 3 continued - Advantages and disadvantages of handling applications...

19. What is the one thing you think will increase the use of e-planning services BY CITIZENS?

20. What is the one thing you think would increase the use of e-planning services BY AGENTS (or other professionals acting as agents)?

21. What impacts (good or bad) have PLANNING STAFF in your authority seen through the introduction on online planning services and facilities?

E-Planning in LPAs

Section 4 - Managing change

22. Has your LPA invested in mobile technology to enable officers to assess applications in a mobile manner?
If so, please describe the approximate number and type of devices provided and the job roles which will be using them. What percentage of staff have been provided with such devices?

23. Please describe any training your LPA has provided to help staff handle and assess applications in an electronic manner.

24. Have there been any organisational changes in your planning department as a direct consequence of increased take-up of online planning services?
If so, please describe these?

E-Planning in LPAs

25. Do you think that the online services for development management and building regulations could be more closely linked at your LPA?
If so, how?

26. How could the Planning Portal improve the interaction between pre-application advice and the Portal's 1App online applications service?

E-Planning in LPAs

Section 5 - Your perceptions of handling applications

27. Please use the scales below to indicate your perceptions of online vs paper applications

	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree	Don't know
Procedures for handling online applications are WELL ESTABLISHED in my LPA	○	○	○	○	○	○
Procedures for handling online applications WORK WELL in my LPA	○	○	○	○	○	○
Administrative handling of online applications is done IN A ELECTRONIC MANNER in my LPA	○	○	○	○	○	○
Planning officers assess online applications IN A ELECTRONIC MANNER in my LPA	○	○	○	○	○	○
Online applications are QUICKER to handle and assess than paper applications	○	○	○	○	○	○
Online applications are EASIER to handle and assess than paper applications	○	○	○	○	○	○
Online applications are CHEAPER to handle and assess than paper applications	○	○	○	○	○	○
In general my LPA PREFERS to handle online applications	○	○	○	○	○	○
My LPA WOULD PREFER if all application types were available online (e.g. Non-Material Amendments, Prior Notification)	○	○	○	○	○	○

28. Does your LPA request that some types of application are supported with a paper copy?
If so, please tell us which types of application this applies to, and why?

E-Planning in LPAs

29. Generally how are online applications assessed in your LPA?

○ on screen

○ by printing out documents and carry out a desktop assessment on paper

○ it varies according to application type

○ it varies according to the individual dealing with the application

○ Other

Please clarify any "Other" answers

30. If your assessment method varies according to application type, please describe the factors that influence the method used.

E-Planning in LPAs

Section 6 - In your LPA

31. How do the following statements apply to your LPA over the last 12 months?

	True in my LPA	Not true in my LPA	Not applicable	Don't know
Online pre-application forms are available for my LPA	○	○	○	○
Online building control forms are available for my LPA	○	○	○	○
My LPA prints at least one copy of all drawings and statements for planning applications that have been submitted online	○	○	○	○
Applications received online are printed out and then validated in the same way as an application received by post would be.	○	○	○	○
My LPA does not have a Plotter which can print larger format drawings e.g. A0 or A1 size	○	○	○	○
My LPA frequently experiences problems associated with scaling "Pdfs" or other drawings submitted online	○	○	○	○
My LPA frequently receives scanned drawings received electronically by an applicant/agent which are distorted or marginally out of scale.	○	○	○	○
Well-established processes or procedures for the assessment of paper-based applications are not compatible with electronic-based applications and the work load has increased as a result.	○	○	○	○

32. If the last statement in Q31 above is TRUE in your LPA, please tell us about the reasons why your processes for paper applications are not compatible with electronic applications.

E-Planning in LPAs

Section 7 - Handling applications electronically

33. How do the following statements apply to your LPA?

	True in my LPA	Not true in my LPA	Not applicable	Don't know
Our current IT technology and computers are capable of delivering a full end-to-end e-Planning service	○	○	○	○
The level of IT Skills within your authority's planning section is adequate to support an increase in online applications	○	○	○	○
Since online planning services have become more common there has been a reduction in the volume of enquiries and calls to the duty planner/ planning department	○	○	○	○
Some officers prefer to determine applications using paper copies rather than on screen	○	○	○	○
Some statutory consultees prefer to consider applications using paper copies rather than on screen	○	○	○	○
Our authority has adequate means to assess, scale and measure drawings on screen	○	○	○	○
The use of email has made it quicker and easier to respond to enquiries	○	○	○	○
There is a higher volume of representation for applications since people have been able to email them into you	○	○	○	○
My LPA advertises on applications and consultation letters that people can email representations to the council	○	○	○	○
Agents and citizens can contact our planning department before they submit an application by telephone without using a call-centre or hub	○	○	○	○
Agents and citizens can contact our planning department after submitting an application directly by telephone without using a call-centre or hub	○	○	○	○
We provide applicants with the direct contact details of the planning officer handling their application (after submission)	○	○	○	○
When assessing applications through site visits, our Planning Officers use electronic devices to carry applications details with them to the site.	○	○	○	○

E-Planning in LPAs

And finally..

The researcher would like to conduct a small number of follow-on telephone interviews.
If you would be happy to be involved in this way, please provide your contact details below.

These will be handled in accordance with the Data Protection Act principles.

34. Name

35. Email address

36. Please feel free to add any further comments here

E-Planning in LPAs

Thank you

The survey is now complete. Thank you for your time.

Please close your browser window or click Done to finish the survey.

(Clicking Done will complete the survey and you will not be able to return to your saved answers.)

V   LPA study – anonymised invitation email from Head of LPA Engagement, Planning Portal

Dear LPA,
Perceptions and experience of online planning in English LPAs

Research into online planning at English LPAs is being carried out by Janet Kneller, a PhD student at Plymouth University, working with the Planning Portal. The current phase uses an online survey to explore experiences with online planning applications, what LPA staff see as the advantages and barriers in the use of e-planning and how the service could be improved.

You have been selected to complete the survey on behalf of your LPA because of your knowledge of the Planning Portal, and being the key contact to develop e-Planning with the Portal at your LPA.

We encourage you to take part in this research. The survey is available at:
Link removed for thesis publication

The survey will be available from today until 5pm on Friday 14 March 2014.

If you are unable to participate in the research, it would be very helpful if you could let us know.
The survey is available in the attached document. We suggest you review it before completing the survey so that you can discuss with colleagues and collect any necessary information.

The survey is expected to take around 30 minutes to complete but there are only three mandatory questions. You can skip any questions that you are unable to answer and we would prefer to have answers to some questions from you than none at all.

If you have cookies enabled on your PC, you will be able to start the survey and return to it later, keeping the answers you have already made (as long as you use the same PC). However, you will not be able to return to the survey once you have completed all questions.

The results of the survey will be used in two ways – anonymously as part of Janet's PhD thesis, and also in a report to the Planning Portal to help us understand the benefits and issues that LPAs experience. For this second use, you will be able to choose whether your comments are made anonymous or are attributable to your LPA in the Planning Portal report.

We very much appreciate you taking time to participate in this research.

If you have any questions about the research project, please do not hesitate to contact me. Any questions about completion of the survey should be directed to janet.kneller@plymouth.ac.uk

Kind regards,
Head of LPA Engagement
Planning Portal

W   LPA study – semi-structured interview questions

Introduction:
- Thank you for agreeing to be interviewed today.
- We'll be talking about how e-planning is used in your LPA and what you and your colleagues feel about it in comparison to paper-based planning. When I talk about e-planning, I'm talking about the range from online applications, validation, consultation and assessment. If you want to distinguish between the different parts of the process during the interview that's fine. I'm happy to take whatever you wish to tell me.
- Could I ask you to start by telling me who you are and what your involvement in the planning process is?

Perceptions within the LPA
- What is the general feeling towards e-planning in your LPA? Positive, Negative? What do you base that on?
- Are the planning staff positive or negative, what about the wider council management hierarchy?
- Can you tell me a little bit about the history of e-planning in your organisation? What were the drivers?
- Is there any particular individual or department in the Local Authority that promotes or puts barriers in the way?

Processes within your LPA
- How are online applications processed in your LPA?
- Are there any differences between how online and paper applications are handled?

Perceptions of other stakeholders
- Thinking about how the online process works in comparison to paper apps –
- Viewing applications online, remotely, or by visitors to the LPA office
- What benefits do you think there are for agents?
- What about issues?
- Same question for individual citizens?
- Who are your Consultees? How do they review applications: online, posted paper copies?

IT systems
- Which backend planning system do you use?
- How is IT supported – in-house, shared services, outsourced etc?
- How does that work for you?

The future
- Where would you like to see e-planning going in the next few years?
- What would your priorities be for new online facilities for the Planning Portal?
- Are there any benefits /disadvantages in closer links between online apps and pre-application enquiries and/or building regs applications?

- Is there anything else you'd like to add?

X   Confirmatory study – main phase citizens survey

Plymouth University Citizens Attitudes to Planning Application Methods
We are interested in your views whether or not you currently use the Internet for planning applications.
If you need more space for an answer, please use the space on the back page.

Section 1 – Your experience of the Internet

1. **We can only accept responses from people aged 18 years or over**

   Please tick to confirm you are within this age group. ☐

2. **Have you ever used the Internet?** *(please tick one answer)*

Yes, and I still use it now	☐	*(Now please continue at question 3)*
Yes, but I don't use it any more	☐	*(Now please continue at question 5)*
No	☐	*(Now please continue at question 5)*

3. **How many days per week do you use the Internet (consider both home and work/education use)?**
   (please tick one answer)

None	☐	Four or five	☐
One	☐	Six or Seven	☐
Two or three	☐		

4. **How many hours per week do you use the Internet (consider both home and work/education use)?**
   (please tick one)

None	☐	16-20 hours per week	☐
1-5 hours per week	☐	21-30 hours per week	☐
6-10 hours per week	☐	31+ hours per week	☐
11-15 hours per week	☐		

5. **Had you heard of the Planning Portal before receiving this survey?** *(please tick one answer)*

Yes, and I have used the Planning Portal *(continue at question 6)*	☐	Yes, but I have NOT used the Planning Portal *(continue at question 10)*	☐	No *(continue at question 10)*	☐	Not sure *(continue at question 10)*	☐

6. **How often have you visited the Planning Portal website?** *(please tick one answer)*

Never	☐	4-5 times	☐
Once	☐	6-10 times	☐
2-3 times	☐	More than 10 times	☐

7. **Which best describes you in relation to the Planning Portal?** *(please tick one answer)*

I am a member of the general public	☐	I am a professional user	☐
I am a government user	☐	I am an academic user	☐

8. **Are you a registered user of the Planning Portal website?** *(please tick one answer)*

Yes	☐	No	☐	Don't know	☐

9. **Which best describes how frequently you visit the Planning Portal website ?** *(please tick one answer)*

Daily	☐	Once a month	☐
2-3 times per week	☐	Less Frequently	☐
Once a week	☐	I have never visited the Planning Portal website	☐

Section 2 – Your experience of the planning application process

In this section we are interested in your recent experience of applying for planning permission. Please note that we do not need to know any details of your individual application, nor of the results of the application.

10. Including your most recent application, how many times have you applied for planning permission:

   a)   **In the last 12 months** ....

   b)   **In total** ....

11. To which local authority did you send the most recent planning application?..

12. Did you make your most recent planning application: *(please tick one)*

On behalf of a business, charity, or other organisation ☐   For your own personal planning project ☐

As an agent on behalf of someone else ☐   Other, please specify ☐

13. How did you most recently apply for planning permission? *(please tick one)*

On paper forms ☐   Not sure ☐

On paper forms downloaded from the Internet then printed ☐   Other, please specify ☐

Online via the Planning Portal ☐

14. What factors influenced your decision to apply using this method?

15. If you know anyone else who has recently submitted a planning application, how did they apply?

(please tick one)

On paper forms ☐   Not sure ☐

On paper forms downloaded from the Internet then printed ☐   I don't know anyone who has recently applied ☐

Online via the Planning Portal ☐   Other, please specify ☐

Section 4 – Attitudes using the Internet for planning information and applications

All participants should answer this section, whether or not you are a current Internet user

The Planning Portal is part of the Department for Communities and Local Government and it provides a website to support citizens throughout the planning application process. The website provides information on the planning process and building regulations. It also includes useful tools such as interactive guides to which developments need planning permission and which do not, and a calculator for application fees. It also has an online application form which takes you through the application process step by step and then forwards the application to the appropriate local authority.

16. Based on the information above, and any experience you may have of the Planning Portal, please indicate to what extent you agree with these statements? *(please tick)*

	Agree strongly	Agree	Neither agree nor disagree	Strongly disagree	Disagree
	1	2	3	4	5
I would use the Planning Portal website for gathering information about planning application	☐	☐	☐	☐	☐
I would use an online planning application service	☐	☐	☐	☐	☐
Interacting with the Planning Portal over the Internet is something I would do	☐	☐	☐	☐	☐
I would feel uneasy if I used the online planning application forms	☐	☐	☐	☐	☐

Section 4 cont'd – Attitudes using the Internet for planning information and applications

Q16 cont'd. Based on the information above, and any experience you may have of the Planning Portal, please indicate to what extent you agree with these statements? *(please tick)*	Agree Agree strongly		Neither agree nor disagree	Disagree Strongly disagree	
	1	2	3	4	5
The way I prefer to develop supporting documentation for a planning application means it is easier to apply online	☐	☐	☐	☐	☐
Working in a way that reduces my environmental impact is important to me	☐	☐	☐	☐	☐
I believe the Planning Portal can be trusted to carry out online transactions faithfully	☐	☐	☐	☐	☐
I have the resources necessary to use online planning facilities	☐	☐	☐	☐	☐
People who use the Internet to gather information from the Planning Portal have more prestige than those who do not.	☐	☐	☐	☐	☐
The complexity of planning applications means that it is easier to apply on paper than online	☐	☐	☐	☐	☐
I think the Internet would fit well with the way that I like to gather information about planning	☐	☐	☐	☐	☐
I believe it is cheaper financially to apply for planning permission online	☐	☐	☐	☐	☐
The decision whether to use the online planning application forms is entirely within my control	☐	☐	☐	☐	☐
The need to include multiple documents with a planning application means it is complex to apply online	☐	☐	☐	☐	☐
I believe online planning is a more environmentally friendly method of planning application than paper applications	☐	☐	☐	☐	☐
Using the Internet would give me greater control over my interaction with the planning process	☐	☐	☐	☐	☐
I personally know other people who have submitted planning applications online	☐	☐	☐	☐	☐
The complexity of planning applications means that it is not appropriate to apply online	☐	☐	☐	☐	☐
I understand what information is required by the questions on the planning application form	☐	☐	☐	☐	☐
I think the Planning Portal information pages would provide a valuable service for me	☐	☐	☐	☐	☐
In general the Internet is now a robust and safe environment in which to transact with the planning process	☐	☐	☐	☐	☐
I believe the Local Authority receiving my application can be trusted to carry out online transactions faithfully	☐	☐	☐	☐	☐
I feel that the production of plans and drawings to support a planning application is as a much an art as a technical skill	☐	☐	☐	☐	☐
I think I can trust the Planning Portal in gathering information	☐	☐	☐	☐	☐
The Internet has enough safeguards to make me feel comfortable using it to interact with the planning process	☐	☐	☐	☐	☐
I think online planning application forms would provide a valuable service for me	☐	☐	☐	☐	☐
Interacting with the planning process via the Internet would fit into my lifestyle	☐	☐	☐	☐	☐
I believe the Local Authority receiving my application will handle and manage online applications electronically	☐	☐	☐	☐	☐
The online planning application forms would enable me to complete applications more quickly	☐	☐	☐	☐	☐
Interacting with the Planning Portal enhances a person's social status.	☐	☐	☐	☐	☐
I would be able to use online planning applications even if there was no-one around to help me	☐	☐	☐	☐	☐

Section 4 cont'd – Attitudes using the Internet for planning information and applications

Q16 cont'd. Based on the information above, and any experience you may have of the Planning Portal, please indicate to what extent you agree with these statements? *(please tick)*	Agree strongly	Agree	Neither agree nor disagree	Disagree	Strongly disagree
	1	2	3	4	5
I have the knowledge necessary to use online planning facilities	☐	☐	☐	☐	☐
I believe the Local Authority receiving my application will assess online applications electronically	☐	☐	☐	☐	☐
I do not think it is safe to use online planning application because of the privacy and security concerns	☐	☐	☐	☐	☐
The creative element in creating plans and drawings to support a planning application is important to me	☐	☐	☐	☐	☐
Using the Internet would enhance my efficiency in gathering information about planning	☐	☐	☐	☐	☐
I prefer to create hand-produced plans and drawings to support a planning application rather than use a computer	☐	☐	☐	☐	☐
I frequently deal with unusual or non-routine planning applications	☐	☐	☐	☐	☐

Section 5 – About you

One aim of our research is to investigate whether there is any difference in uptake of online planning services between different groups of the population. To do this, we need to know a little about you.
If you would prefer not to answer any of these questions, please ignore them.

17. **What is your YEAR of birth?**

18. **What is your gender?** *(please tick one)*

Male ☐   Female ☐   Transgender ☐

19. **How many other adults (16 years or over) live with you?**

20. **What is your current household income?** *(please tick one)*

Less than £10,000 ☐   £30,000-£39,999: ☐   £60,000-£69,999 ☐
£10,000 - £19,999 ☐   £40,000 -£49,000 ☐   £70,000-£79,999 ☐
£20,000-£29,999 ☐   £50,000 -£59,000 ☐   £80,000 or more ☐

21. **What was the highest level of education you have attained?** *(please tick one)*

No qualifications ☐   Further education e.g. HNC ☐   Other, please specify ☐
CSE, GCE, or GCSE ☐   Bachelor degree e.g. B.A., B.Sc. ☐
A levels ☐   Higher degree e.g. M.Sc., Ph.D. ☐

Section 5 – Other comments

22. Please feel free to add any further comments here.

Thank you for your time. Please return your survey in the envelope provided by Thursday 12th March 2015
If you would be willing to take part in either a follow-up survey or telephone interview, please provide your contact details on the enclosed reply slip. Citizen Final StudySpring2015_V3.1

Y Confirmatory study – main phase professionals survey

Plymouth University Research – Professionals Attitudes to Planning Application Methods

We are interested in your views whether or not you currently use the Internet for planning applications.
If you need more space for an answer, please use the space on the back page.

Section 1 – About your usage of the Planning Portal website

1. We can only accept responses from people aged 18 years or over

Please tick to confirm you are within this age group. ☐

2. Had you heard of the Planning Portal before receiving this survey? *(please tick one)*

Yes, and I have used the Planning Portal *(continue at question 3)*	☐	Yes, but I have NOT used the Planning Portal *(continue at question 6)*	☐	No *(continue at question 6)*	☐	Not sure *(continue at question 6)*	☐

3. Which best describes you in relation to the Planning Portal? *(please tick one answer)*

I am a member of the general public ☐   I am a professional user ☐
I am a government user ☐   I am an academic user ☐

4. Are you a registered user of the Planning Portal website? *(please tick one answer)*

Yes ☐   No ☐   Don't know ☐

5. Which best describes how frequently you visit the Planning Portal website? *(please tick one answer)*

Daily ☐   Once a month ☐
2-3 times per week ☐   Less Frequently ☐
Once a week ☐   I have never visited the Planning Portal website ☐

Section2 – Your experience of the planning application process

This section looks at your recent experience of applying for planning permission.
In answering this section, please consider applications that you have made in the last 12 months.

6. Which best describes how frequently you apply for planning permission for your own purposes or on behalf of a client? *(please tick one answer)*

Daily ☐   Once a month ☐
2-3 times per week ☐   Less frequently ☐
Once a week ☐   I have never applied for planning permission ☐

7. Please estimate the total number of planning applications you have made for your own purposes or on behalf of a client in the last 12 months?

8. Please estimate the proportion (percentage) of all applications you have made in the last 12 months that were made: *(please enter percentage values)*

On paper forms   Online via the Planning Portal
On paper forms downloaded from the   Other, please specify
Internet, then printed

9. What factors influenced your decision to apply using these methods?

Section 2 – Your experience of the planning application process

10. How do you pay for applications? *(please tick all that apply)*

Cheque ☐   BACS ☐

Via Telephone (by credit card) ☐   Other payment method, please specify ☐

Online ☐

11. How do you create your detailed plans and drawings for your application(s)? *(please tick all that apply)*

Provided hand-drawn plans ☐   I am an architect ☐

Created them using CAD tools ☐   No plans required ☐

Using online facility ☐   Other method, please specify ☐

Used an architect ☐

Section 3 – Attitudes using the Internet for planning information and applications

All participants should answer this section, whether or not you are a current Internet user

The Planning Portal is part of the Department for Communities and Local Government and it provides a website to support citizens throughout the planning application process. The website provides information on the planning process and building regulations. It also includes useful tools such as interactive guides to which developments need planning permission and which do not, and a calculator for application fees. It also has an online application form which takes you through the application process step by step and then forwards the application to the appropriate local authority.

12. Based on the information above, and any experience you may have of the Planning Portal, please indicate to what extent you agree with these statements? *(please tick one answer per row)*

	Agree strongly	Agree	Neither agree nor disagree	Disagree Strongly disagree	
	1	2	3	4	5
I would use the Planning Portal website for gathering information about planning application	☐	☐	☐	☐	☐
I would use an online planning application service	☐	☐	☐	☐	☐
Interacting with the Planning Portal over the Internet is something I would do	☐	☐	☐	☐	☐
I would feel uneasy if I used the online planning application forms	☐	☐	☐	☐	☐
The way I prefer to develop supporting documentation for a planning application means it is easier to apply online	☐	☐	☐	☐	☐
Working in a way that reduces my environmental impact is important to me	☐	☐	☐	☐	☐
I believe the Planning Portal can be trusted to carry out online transactions faithfully	☐	☐	☐	☐	☐
Working in a way that reduces my environmental impact is important to my organisation	☐	☐	☐	☐	☐
I have the resources necessary to use online planning facilities	☐	☐	☐	☐	☐
People who use the Internet to gather information from the Planning Portal have more prestige than those who do not.	☐	☐	☐	☐	☐
The complexity of planning applications means that it is easier to apply on paper than online	☐	☐	☐	☐	☐
I think the Internet would fit well with the way that I like to gather information about planning	☐	☐	☐	☐	☐
I believe it is cheaper financially to apply for planning permission online	☐	☐	☐	☐	☐

Section 3 – Attitudes using the Internet for planning information and applications

Q12 cont'd: Based on the information above, and any experience you may have of the Planning Portal, please indicate to what extent you agree with these statements? *(please tick)*	Agree strongly		Neither agree nor disagree	Disagree	Strongly disagree
	1	2	3	4	5
The decision whether to use the online planning application forms is entirely within my control	☐	☐	☐	☐	☐
The need to include multiple documents with a planning application means it is complex to apply online	☐	☐	☐	☐	☐
I believe online planning is a more environmentally friendly method of planning application than paper applications	☐	☐	☐	☐	☐
Using the Internet would give me greater control over my interaction with the planning process	☐	☐	☐	☐	☐
I personally know other people who have submitted planning applications online	☐	☐	☐	☐	☐
The complexity of planning applications means that it is not appropriate to apply online	☐	☐	☐	☐	☐
I understand what information is required by the questions on the planning application form	☐	☐	☐	☐	☐
I think the Planning Portal information pages would provide a valuable service for me	☐	☐	☐	☐	☐
In general the Internet is now a robust and safe environment in which to transact with the planning process	☐	☐	☐	☐	☐
I believe the Local Authority receiving my application can be trusted to carry out online transactions faithfully	☐	☐	☐	☐	☐
I feel that the production of plans and drawings to support a planning application is as a much an art as a technical skill	☐	☐	☐	☐	☐
I think I can trust the Planning Portal in gathering information	☐	☐	☐	☐	☐
The Internet has enough safeguards to make me feel comfortable using it to interact with the planning process	☐	☐	☐	☐	☐
I think online planning application forms would provide a valuable service for me	☐	☐	☐	☐	☐
Interacting with the planning process via the Internet would fit into my lifestyle	☐	☐	☐	☐	☐
I believe the Local Authority receiving my application will handle and manage online applications electronically	☐	☐	☐	☐	☐
The online planning application forms would enable me to complete applications more quickly	☐	☐	☐	☐	☐
Interacting with the Planning Portal enhances a person's social status.	☐	☐	☐	☐	☐
I would be able to use online planning applications even if there was no-one around to help me	☐	☐	☐	☐	☐
I have the knowledge necessary to use online planning facilities	☐	☐	☐	☐	☐
I believe the Local Authority receiving my application will assess online applications electronically	☐	☐	☐	☐	☐
I do not think it is safe to use online planning application because of the privacy and security concerns	☐	☐	☐	☐	☐
The creative element in creating plans and drawings to support a planning application is important to me	☐	☐	☐	☐	☐
Using the Internet would enhance my efficiency in gathering information about planning	☐	☐	☐	☐	☐
I prefer to create hand-produced plans and drawings to support a planning application rather than use a computer	☐	☐	☐	☐	☐
I frequently deal with unusual or non-routine planning applications	☐	☐	☐	☐	☐

Section 4– About you and your organisation

One aim of our research is to investigate whether there is any difference in uptake of online planning services between different planning related businesses and between groups of the population. To do this, we need to know a little about you and your organisation.
If you would prefer not to answer any of these questions, please ignore them.

13. **What is your organisation's role within the planning process?** *(please tick all that apply)*

Surveyor ☐   Property developer ☐   Other, please specify ☐

Architect ☐   Planning agent ☐

Builder ☐   Planning consultancy ☐

14. **What is your personal role within the planning process?** *(please tick all that apply)*

Surveyor ☐   Property developer ☐   Other, please specify ☐

Architect ☐   Planning agent ☐

Builder ☐   Planning consultancy ☐

15. **How long have you been involved professionally in the planning process?**

16. **How many people are employed in your organisation?** *(please tick one)*

1 ☐   10-19 ☐   100+ ☐

2-5 ☐   20-49 ☐

6-9 ☐   50-99 ☐

17. **What is your YEAR of birth?**

18. **What is your gender? (please tick one)**

Male ☐   Female ☐   Transgender ☐

19. **Are you a member of a professional membership organisation related to your role in the planning process e.g. RICS, RIBA, CIAT, RTPI, ARB etc. If so, which?**

20. **How many hours per week do you use the Internet (consider both home and work/education use)?** *(tick one)*

None ☐   16-20 hours per week ☐

1-5 hours per week ☐   21-30 hours per week ☐

6-10 hours per week ☐   31+ hours per week ☐

11-15 hours per week ☐

Section 5 – Other comments

21. **Please feel free to add any further comments here or overleaf.**

Thank you for your time. Please return your survey in the envelope provided by Thursday 12th March 2015.
If you would be willing to take part in either a follow-up survey or telephone interview, please provide your
contact details on the enclosed reply slip

Professional Applicants Spring 2015 v3.1

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Z   Comparing means for proposed model factors – main phase professionals survey

The following table shows the output from independent t-tests of the model factors proposed in

the final study phase.

Independent Samples Test										
		Levene's Test for Equality of Variances		t-test for Equality of Means						
									95% Confidence Interval of the Difference	
		F	Sig.	t	df	Sig. (1-tailed)	Mean Difference	Std. Error Difference	Lower	Upper
Compatability	Equal variances assumed	1.922	.168	-12.403	151	.000	-1.59518	.12862	-1.84930	-1.34106
FacilitatingConditions	Equal variances not assumed			-8.216	40.589	.000	-1.38002	.16796	-1.71933	-1.04072
Image	Equal variances assumed	.351	.554	-2.979	151	.002	-.46295	.15542	-.77004	-.15587
PerceivedRisk	Equal variances assumed	1.560	.214	-8.842	151	.000	-1.25702	.14216	-1.53791	-.97614
PerceivedUsefulness	Equal variances assumed	.046	.830	-13.337	151	.000	-1.54728	.11601	-1.77650	-1.31807
RelativeAdvantage	Equal variances assumed	.064	.801	-11.900	151	.000	-1.40541	.11810	-1.63875	-1.17207
TrustInGovernment	Equal variances assumed	.004	.948	-9.988	151	.000	-1.17809	.11795	-1.41113	-.94504
TrustInInternet	Equal variances assumed	.355	.552	-9.811	151	.000	-1.17797	.12007	-1.41520	-.94073
SelfEfficacy	Equal variances assumed	1.460	.229	-6.106	151	.000	-.70363	.11524	-.93132	-.47594
ComplexityOfTask	Equal variances assumed	.190	.664	-11.729	151	.000	-1.54248	.13151	-1.80233	-1.28264
PersonalControl	Equal variances assumed	3.114	.080	-6.154	151	.000	-.73753	.11984	-.97431	-.50076
EnvironmentalImpact	Equal variances assumed	.161	.689	-7.747	151	.000	-1.25342	.16180	-1.57310	-.93373
TrustInLocalAuthority	Equal variances assumed	2.988	.086	-3.888	151	.000	-.60076	.15453	-.90608	-.29544
Creativity	Equal variances assumed	3.132	.079	2.938	151	.002	.44339	.15091	.14521	.74157
DocumentMethod	Equal variances assumed	2.353	.127	-13.600	151	.000 (2-tailed)	-2.24550	.16511	-2.57173	-1.91926

Table A-16 – Statistical results - independent t-tests for proposed new model factors