

Summary of report

Joint Structure Plan for Hull and the East Riding of Yorkshire Customer feedback October 2004

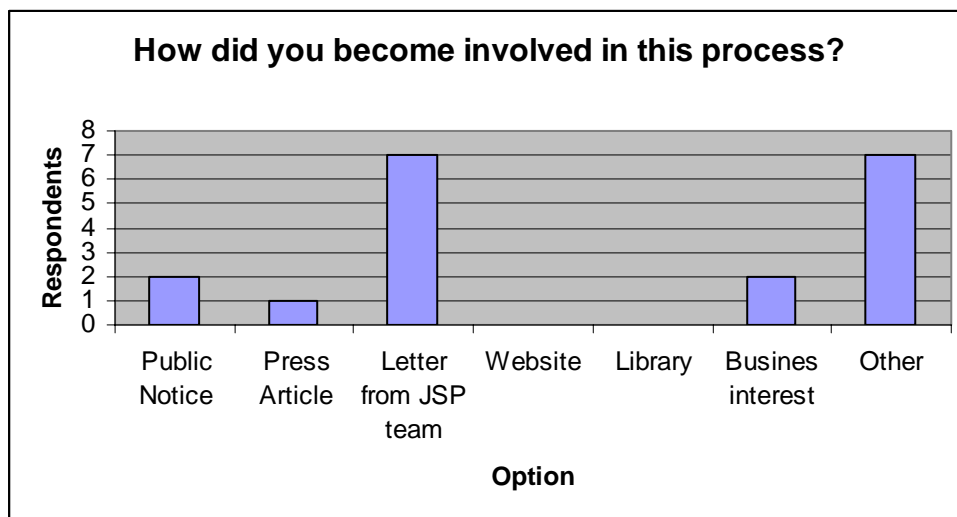
Of the 153 questionnaires sent out, 19 (12%) were returned.

65 were sent to people/organisations involved in the EIP, 8 (12%) were returned.

88 were sent to people/organisations involved in the consultation stages, 11 (13%) were returned.

Question 1

How did you become involved in this process?



Question 2

Overall was our documentation easy to understand?

"Yes" 81%, "No" 19% (16 answered)

The question was further divided into 3 sub categories asking easy to understand:

The Deposit Draft Plan "Yes" 78% "No" 22% (18 answered)

Other reports "Yes" 100% (14 answered)

letters/guidance "Yes" 100% (14 answered)

Question 3

Was it easy to make a representation?

"Yes" 89%, "No" 5%, "Yes and No" 5% (19 answered)

Question 4

If you have access to the internet, was the process made easier by a) the ability to make representations online? b) having relevant documents available online?

4a) "Yes" 33%, "No" 67% (9 answered)

4b) "Yes" 79%, "No" 21% (14 answered)

Question 5

If you have access to the internet, was the JSP website useful?

"Yes" 85%, "No" 15% (13 answered)

Question 6

Do you feel you have been kept informed throughout the process?

“Yes” 100% (19 answered)

Question 7

If you had any queries, were they dealt with: a) Promptly? b) Efficiently? c) Helpfully? d) Courteously?

7a) “Yes” 100% (13 answered)

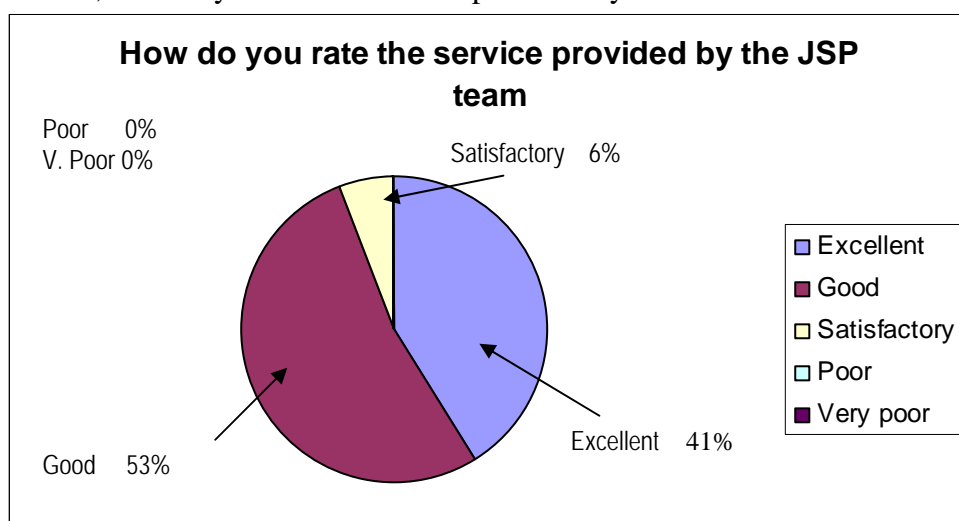
7b) “Yes” 100% (13 answered)

7c) “Yes” 100% (13 answered)

7d) “Yes” 100% (12 answered)

Question 8

Overall, how do you rate the service provided by the JSP team?



The following questions were only asked of those who were involved in the Examination in Public (EiP) stages. This covered 8 of the respondents

Question 9

Do you feel the key matters selected for debate at the EiP were appropriate?

“Yes” 100% (7 answered)

Question 10

Did the EiP meet your expectations (in terms of debate quality)?

“Yes” (83%), “No” (17%) (6 answered)

Question 11

Do you feel you were treated fairly and your viewpoint listened to?

“Yes” 100% (7 answered)

Question 12

Do you feel the Examination in Public was well organised?

“Yes” 100% (7 answered)

Question 13

Was the Quality Royal Hotel a suitable venue?

“Yes” 100% (7 answered)