

**BMG**  
**Stafford Borough Council Planning BVPI**  
**March 2007**

**Prepared for:**  
Stafford Council



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# 1 BVPI 111

1.1.1 Outlined below is the statistic required by the Department of Communities and Local Government. To comply with the DCLG requirements, the proportion of respondents that are very or fairly satisfied is reported for each of the User Satisfaction Best Value Performance Indicators. This statistic is based only on those respondents that provided a rating (i.e. excluding 'don't know' and non-respondents), and the unweighted sample base and associated confidence interval is quoted.

The table below shows the proportions of respondents overall who were satisfied and dissatisfied with the overall service provided by the Council in processing their planning application.

Table 1

Respondents' level of satisfaction with the service provided by the Council in processing their application (Q6) (All respondents where a response was provided)			
Very/fairly satisfied (%)	Very/fairly dissatisfied (%)	Sample base	Confidence interval
58	21	111	+/- 9.2

## 2 Introduction

### 2.1 Background

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- 2.1.1 In August 2006, Stafford Council commissioned BMG Research to undertake its BVPI Planning Applicants Satisfaction Survey. The survey was undertaken adhering to the prescriptive guidelines laid out by the Department of Communities and Local Government for all BVPI Planning Surveys.

The survey gathered the Best Value Performance Indicator number 111, which relates to satisfaction with the planning service by those making a planning application.

As part of the Best Value initiative, a number of 'service quality' Best Value Performance Indicators have been specified by the Government to reflect users' experience of Council services. The first round of BVPIs were gathered in the year 2000 and then in 2003.

## 3 Methodology

- 3.1.1 The target population for the survey was all planning applicants or agents of applicants who had received a decision letter on their application between April 3<sup>rd</sup> 2006 and September 29<sup>th</sup> 2006.
- 3.1.2 The target population consisted of the applicants or their agents – not their applications. Therefore, if an applicant had made more than one application within the sampling window, he or she would only have been surveyed once. This also applied where one or more type of planning application was made (e.g. householder development and listed building consent).
- 3.1.3 For the purposes of drawing up the sampling frame, if multiple notifications of decisions were made within the sampling window, then the first notification of decision made would be the one on which to base the sample. Subsequent notifications of decision were not included in the sampling frame. In the case of applications from companies this meant that the name on that one application effectively became the applicant.
- 3.1.4 Only applications determined by the local authority were included in the sample and not, for example, those called in by the Secretary of State.
- 3.1.5 For this particular indicator the degree of precision/accuracy required is a maximum of  $\pm 5\%$  at the 95% confidence level. DCLG Guidance specified that a minimum achieved sample of 400 is required. This is based on the total number of respondents to the survey not the number of respondents to each individual question.
- 3.1.6 The methodology was implemented according to DCLG guidelines and as such included two reminder mailings.
- 3.1.7 Due to the small amount of relevant planning applications received by Stafford Council it was not possible to achieve 400 interviews. The Audit Commission was notified of this in October 2006.
- 3.1.8 The initial mailing of 270 Stafford addresses took place on 19<sup>th</sup> October 2006, and following those, those respondents who had not returned a completed questionnaire were re-mailed.
- 3.1.9 The second mailing was sent on the 17<sup>th</sup> November and the third was sent on 6<sup>th</sup> December.
- 3.1.10 The survey was conducted using a postal methodology. Questionnaires were bar-coded with a unique reference number to monitor the response rate and to track which respondents had returned a completed questionnaire.
- 3.1.11 From the initial mailing and two reminder mailings, a total of 111 usable completed questionnaires were returned to BMG Research, representing an overall response rate of 41.0%.
- 3.1.12 Graphs and tables are used throughout the report to assist explanation and analysis. Although occasional anomalies appear due to 'rounding' differences, these are never more than  $\pm 1\%$ . These occur where rating scales have been

added to calculate proportions of respondents who are satisfied at all (i.e. either very or fairly satisfied).

## 4 Report Contents

- 4.1.1 This report contains a written summary of the findings of the survey, highlighting those statistics that are required to be reported to DCLG.

A separate data report is available, containing cross-tabulations by:

- Respondent's capacity when making the application (i.e. private individual as part of own business, on behalf of employer, as an agent, or other),
- Whether applied previously,
- The success of the application,
- Overall satisfaction with the service provided by the Planning Department,
- Ethnic group of respondent,
- Gender,
- Age,
- Employment status,
- Disability.

The questionnaire followed the template provided by the DCLG for the Planning Survey, and has been included in the appendix.

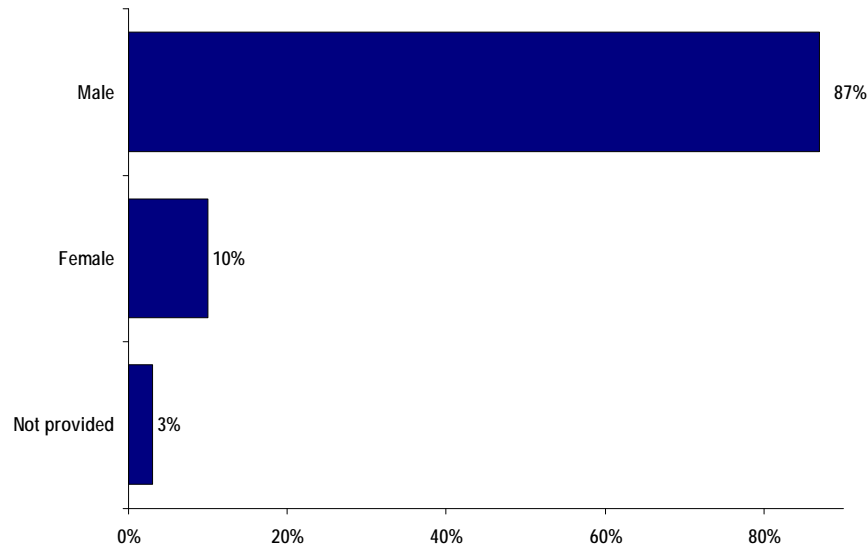
- 4.1.2 When analysis has been conducted on separate variables throughout this report, the sample bases involved can fall to low levels. However, where the data has been reported in these cases, it is advised that the sample bases are too low for the data to be reliable.

## 5 Respondents' Profile

### 5.1 Gender and age

- 5.1.1 Overall, almost nine in ten (87%) of respondents to the survey are male, whilst just one in ten (10%) are female. The residual 3% did not provide details of their gender.
- 5.1.2 The largest proportion of respondents to the survey are aged between 55 and 64 (28%), followed by those who are aged between 45 and 54 (22%). The proportion for the 25 – 34 age group is 13% and for 35 – 44, 14%. The smallest proportion was 18 to 24 year-olds (3%), followed by the 65+ age groups (11%) and 10% declined to answer this question.

**Gender of Applicants**  
(All respondents)

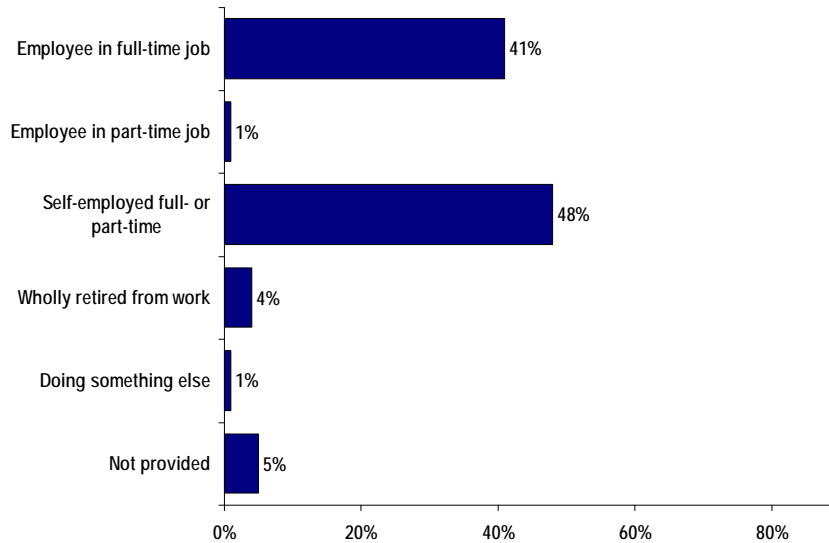


Sample Base = 111

## 5.2 Economic Status

- 5.2.1 The largest proportion of respondents (48%) is self-employed (full- or part-time). Two fifths (41%) are working full-time and less than one in twenty (4%) are retired.

**Economic Status  
(All respondents)**



Sample Base = 111

## 5.3 Long-term illness and disability

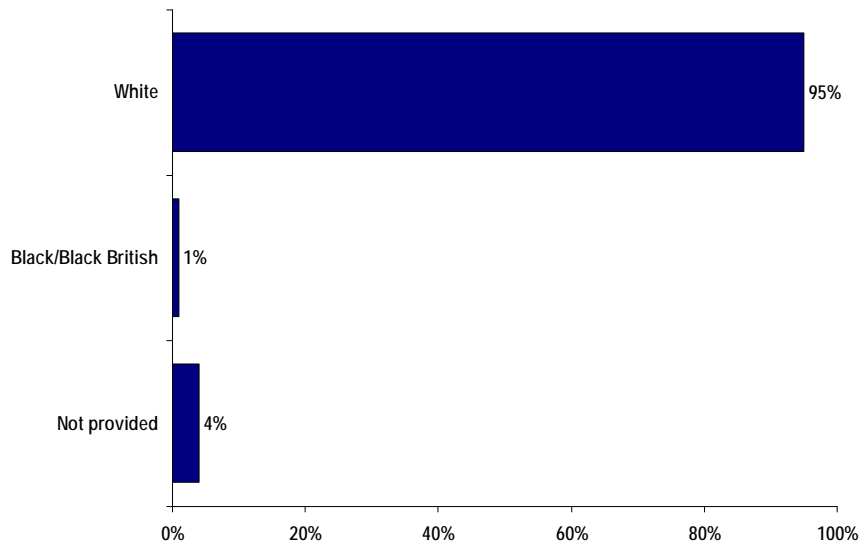
- 5.3.1 One in twenty (5%) of all respondents to the survey state that they have a long-standing illness, disability or infirmity.
- 5.3.2 Nine out of ten (91%) of all respondents state that they do not have a long-standing illness, disability or infirmity and 5% did not provide a response to this question.
- 5.3.3 Of those who are disabled, the disability limits the respondents' activities in some way for two fifths of those respondents (40%).

## 5.4 Ethnicity

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- 5.4.1 As the following graphic shows, over nine out of ten (95%) of all respondents described their ethnicity as White.
- 5.4.2 Only 1% of respondents indicate that they are in a BME\* group: these being Black/Black British.
- 5.4.3 Just 4% of all respondents did not provide an answer to this question.

**Ethnicity**  
**(All respondents)**



Sample Base = 111

*\*includes Black or Black British.*

## 6 Experience of the Planning Department

### 6.1 Introduction

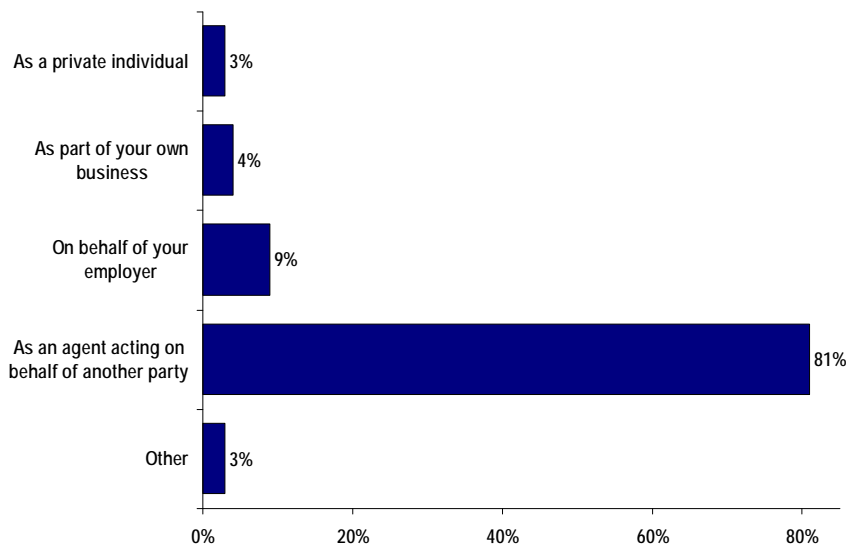
- 6.1.1 This section of the report considers respondents' experiences of the Planning Department, the frequency with which they make applications to the Planning Department for planning consent, and their level of satisfaction with the way in which the Council handled applications. Also included is in what capacity the respondent is acting when they applied, the type of application, and whether the application was granted.
- 6.1.2 Respondents were also asked to state whether they believe various aspects of the service offered by the Planning Department have improved or deteriorated over the last three years, and their reflections on this question are also included in this section.

### 6.2 Applicants' capacity, and type of application

- 6.2.1 Overall, the majority (81%) of respondents applied as an agent acting on behalf of another party, compared with 9% who applied on behalf of an employer, 4% who applied as part of their business and just 3% of respondents who applied to the Planning Department as a private individual.

Figure 4

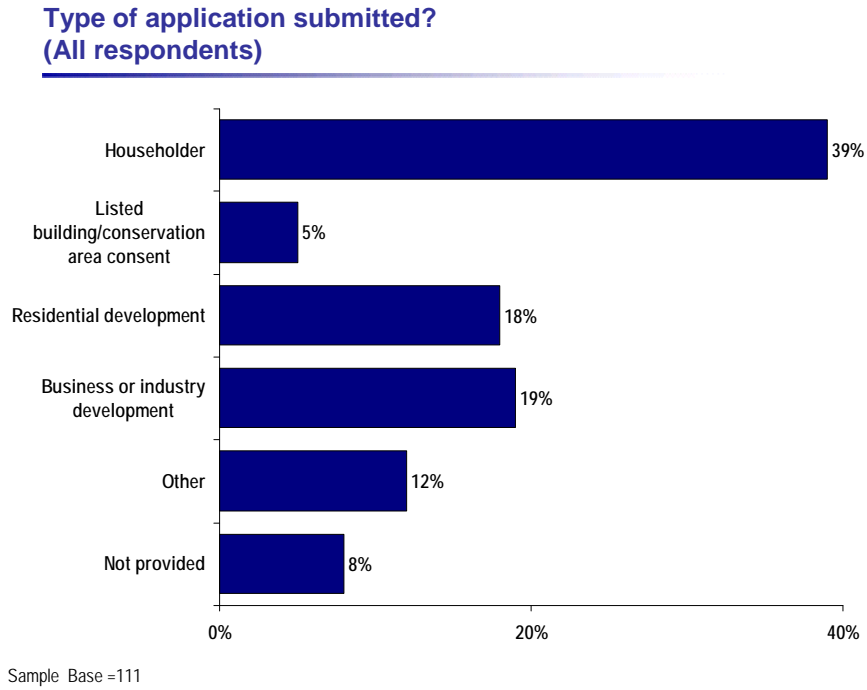
**When respondent made their most recent application, in what capacity were they acting? (All respondents)**



Sample Base = 111

6.2.2 Amongst respondents to the survey, two fifths (39%) have submitted a householder application. Additional types of application submitted include applications for listed building or conservation area consent (5%), residential development (18%) and business or industry development (19%).

Figure 5



### 6.3 Previous applications to the Planning Department

- 6.3.1 Over three-quarters (77%) have made previous applications to the planning department to Stafford Council's Planning Department (prior to their most recent application), 19% have not and 5% do not recall.
- 6.3.2 The following table shows the number of applications made during various different time periods set out in the questionnaire, by those who have made previous applications to the Planning Department.

Table 2

Number of applications made to the Planning Department (All respondents who made applications to the planning dept previously)							
	1 – 5	6 – 10	11 – 20	21 – 50	51+	Does not apply/Don't know	Not provided
<b>Various time periods</b>	<b>% Response</b>						
<b>In the last 6 months</b>	55	8	4	1	0	0	32
<b>In the last year</b>	51	20	6	2	0	1	20
<b>In the last 2 years</b>	28	14	13	6	0	4	35
<b>In the last 3 years</b>	27	12	8	12	4	8	29
<b>Sample Base – 85</b>							

## 6.4 Perceptions of the service received in the last year

- 6.4.1 All respondents were asked to rate their level of agreement with a series of five statements about the service they received from the Planning Department when making a planning application over the past year. The following table shows the responses given by respondents to each statement.
- 6.4.2 As can be seen, overall agreement levels (i.e. strongly agree or agree) are highest for the statements: 'I understand the reasons for the decision made on my application(s)' (67%); 'I felt that I was treated fairly and that my viewpoint was listened to' (53%); 'I was given the help and advice I needed to submit my application correctly' (52%).
- 6.4.3 Levels of disagreement (i.e. strongly disagree or disagree) are highest with the statements: 'The Council kept me informed about the progress of my application' (34% disagree); and 'The Council dealt promptly with my queries' (27%).

Table 3

Rating of agreement with statements about experience of the council's handling of planning applications in the last year – Q5 (All respondents)						
	% Response					Sample base
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
I was given the advice and help I needed to submit my application correctly	9	43	23	5	7	111
The Council kept me informed about the progress of my application	9	31	24	21	13	111
The Council dealt with my queries promptly	9	36	23	16	11	111
I understand the reasons for the decision made on my application(s)	13	54	22	5	5	111
I felt that I was treated fairly and that my viewpoint was listened to	10	43	30	11	4	111

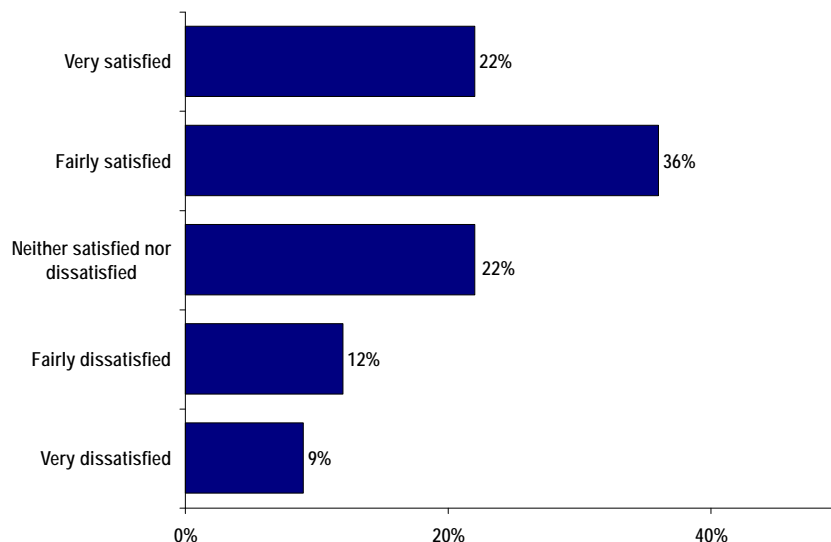
## 6.5 Overall satisfaction with the service provided (BV111)

6.5.1 This section presents the findings for Best Value Indicator III (BV111). The indicator is worked out by only including valid responses, so any ‘don’t know’ and ‘not provided’ are excluded. The indicator score is then calculated by adding the ‘very satisfied’ and ‘fairly satisfied’ scores together and expressing this as a percentage of all the valid responses.

6.5.2 In total, the majority (58%) of all respondents are satisfied (very or fairly) with the service provided by the Council in processing their planning application, whilst one fifth 21% are very or fairly dissatisfied. The results are illustrated below.

Figure 6

**Respondents’ rating of overall satisfaction with the service provided by the council in processing their planning application (Respondents who provided a valid answer)**



Sample Base = 111

6.5.3 Amongst respondents whose most recent planning applications had been successful 65% are satisfied, whilst amongst those whose planning applications had been unsuccessful, a significantly smaller proportion (25%) is satisfied.

6.5.4 When considering the status of respondents, it seems that private individuals show a higher satisfaction rating of two-thirds (67%), when compared with applications from a business (57% satisfied) and applications from an agent (57% satisfied).

Table 4

<b>Level of satisfaction with the service provided by the Council in processing the application – Q6 (All respondents where a valid response was provided)</b>			
	<b>% Very/fairly satisfied</b>	<b>% Very/fairly dissatisfied</b>	<b>Sample bases</b>
<b>All respondents</b>	<b>58</b>	<b>21</b>	<b>111</b>
<b>Outcome of application</b>			
<b>Successful</b>	65	18	91
<b>Not successful</b>	25	31	16
<b>Gender</b>			
<b>Male</b>	57	22	97
<b>Female</b>	73	18	11
<b>Age group</b>			
<b>18-24</b>	67	0	3
<b>25-44</b>	50	27	30
<b>45-64</b>	56	22	55
<b>65+</b>	75	8	12
<b>Whether applied previously</b>			
<b>Yes, have</b>	56	24	85
<b>No, have not</b>	62	14	21
<b>Ethnicity</b>			
<b>White</b>	58	21	106
<b>Non-white</b>	100	0	1
<b>Capacity of respondent</b>			
<b>Private individual</b>	67	33	3
<b>As part of own business</b>	57	29	14
<b>As an agent</b>	57	19	90

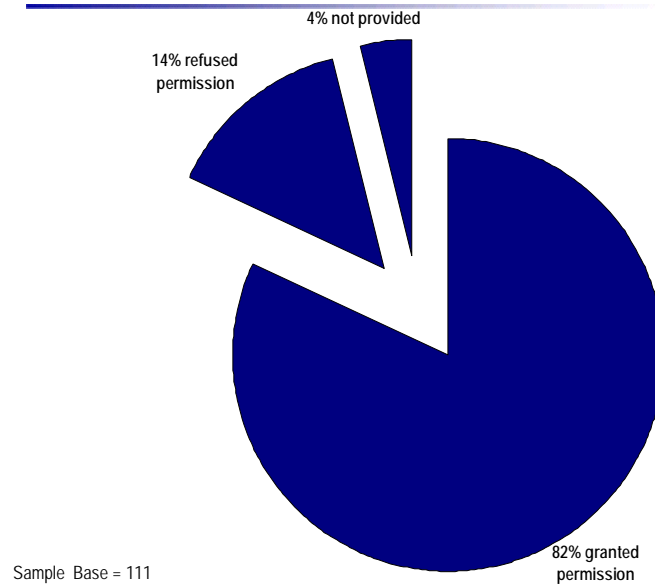
## **6.6 Whether most recent planning application was granted permission/consent**

- 6.6.1 Just over four-fifths (82%) of all respondents state that their most recent planning application was granted permission/consent, whilst 14% state that this was refused.

## 6.7 Whether the service has improved

Figure 7

**Result of most recent planning application  
(All Respondents)**



6.6.2 Amongst those respondents who are satisfied with the service provided, 92% had their application granted. Amongst respondents who are dissatisfied, the equivalent proportion is significantly lower (70%).

6.7.1 Those respondents who had made previous applications were asked to rate the change in five specific elements of the planning service over the past three years. The following table summarises the results, and also includes a net improvement rating i.e. the proportion of respondents who feel each aspect has got better minus the proportion of respondents who feel each aspect has got worse.

6.7.2 For all five aspects, the largest proportion of respondents who gave a response thought that the service had stayed the same. Relatively, the largest proportions noted that 'the clarity of the reasons for the decisions given' (76%), 'the fairness with which my application was dealt with and viewpoint listened to' (71%) had not changed.

6.7.3 Of the elements that had negative improvement ratings, 'the information provided about the progress of my application' scored lowest with -12, followed by 'the promptness with which my application(s) were dealt with' which scored -9.

6.7.4 The single element which did show a one-point improvement rating (+1) is the 'advice and help needed to submit my planning application'.

Table 5

Change in specified elements of the planning service over the last three years (Q8) (Respondents who have made previous planning applications)						
	Better	Stayed the same	Worse	Don't know/Not provided	Net	Sample base
	%	%	%	%	%	
The advice and help provided to submit my application	15	62	14	8	+1	85
The information provided about the progress of my application	9	65	21	4	-12	85
The promptness with which my application(s) were dealt with	9	67	18	6	-9	85
The clarity of the reasons for the decision given	8	76	9	6	-1	85
The fairness with which my application was dealt with and viewpoint listened to	9	71	13	7	-4	85

## 7 Appendix 1 – The Questionnaire

### PLANNING SURVEY

Helpful hints for completing this questionnaire

- Please read each question carefully and tick a box to indicate your answer.
- In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick more than one box.
- Answer the next question unless asked otherwise.
- Once you have finished please take a minute to check you have answered all the questions that you should have answered.
- If you have made more than one application in the last 12 months please answer on the basis of your overall experience during that time rather than any specific application.
- The survey consists of **five** pages and should take no longer than 10 minutes to complete.
- If you have any queries about the questionnaire please do not hesitate to contact BMG Research Helpline on 0800 358 0337.
- Once you have completed the questionnaire please return in the pre-addressed envelope supplied by BMG Research by **Friday 10<sup>th</sup> November 2006**. **You do not need to add a stamp.**
- If you cannot find or did not receive the pre-addressed envelope please send to BMG Research 7 Holt Court North, Heneage St West, Aston Science Park Birmingham B7 4AX or call the BMG Helpline on 0800 358 0337.

<<<BARCODE>>>

<<<REF/ID>>>

Q1. When you made your most recent application, in what capacity were you acting?

**Please tick ✓ one box**

- |                              |                                       |   |  |
|------------------------------|---------------------------------------|---|--|
| As a private individual      | <input type="checkbox"/> <sub>1</sub> | As an agent acting on behalf of another party | <input type="checkbox"/> <sub>4</sub>  |
| As part of your own business | <input type="checkbox"/> <sub>2</sub> | Other (✓ and write in below)                  | <input type="checkbox"/> <sub>95</sub> |
| On behalf of your employer   | <input type="checkbox"/> <sub>3</sub> |   |  |

Q2. What type of application were you submitting?

**Please tick ✓ one box**

- |  |                                       |   |  |
|--|---------------------------------------|---|--|
| Householder                                  | <input type="checkbox"/> <sub>1</sub> | Business or Industry Development (including minerals and waste development) | <input type="checkbox"/> <sub>4</sub>  |
| Listed Building or Conservation Area Consent | <input type="checkbox"/> <sub>2</sub> | Other (✓ and write in below)  | <input type="checkbox"/> <sub>95</sub> |
| Residential Development                      | <input type="checkbox"/> <sub>3</sub> |   |  |

Q3. Have you applied to Stafford Borough Council planning department for planning consent previous to your most recent application?

**Please tick ✓ one box only**

- |                                       |                                       |                                       |
|---------------------------------------|---------------------------------------|---------------------------------------|
| <b>Yes</b>                            | <b>No</b>                             | <b>Do not recall</b>                  |
| <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> |

**IF YOU HAVE ANSWERED 'YES', PLEASE CONTINUE TO QUESTION 4. IF YOU HAVE ANSWERED 'NO' OR 'DO NOT RECALL' PLEASE GO TO QUESTION 5.**

Q4. Please indicate how many times you have applied to Stafford Borough Council planning department for planning consent:  
**Please tick ✓ one box per row**

	1 - 5	6 - 10	11 - 20	21 - 50	51+	It does not apply/ Don't know
In the last six months	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
In the last year	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
In the last two years	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
In the last three years	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

Q5. Please indicate whether you agree or disagree with each of the following statements about your experience of the council's handling of your planning application(s) **IN THE LAST YEAR** Please tick ✓ one box per row

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	It does not apply/ Don't know
I was given the advice and help I needed to submit my application correctly	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
The council kept me informed about the progress of my application	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
The council dealt promptly with my queries	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
I understand the reasons for the decision made on my application(s)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
I felt that I was treated fairly and that my viewpoint was listened to	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

Q6. Setting aside whether any individual application was successful or not, how satisfied or dissatisfied are you with the service provided by the council in processing your application? **Please tick ✓ one box only**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

Q7. Was your most recent application: **Please tick ✓ one box only**

Granted permission/consent <sub>1</sub> | Refused permission/consent <sub>2</sub>

**IF YOU HAVE MADE MORE THAN ONE APPLICATION IN THE LAST THREE YEARS PLEASE CONTINUE TO QUESTION 8, OTHERWISE GO TO QUESTION 9**

Q8. For each of the following elements of the planning service provided by Stafford Borough Council please indicate whether you think the service has got better or worse over the last three years, or has it stayed the same? **Please tick ✓ one box per row**

	<b>Better</b>	<b>Stayed the same</b>	<b>Worse</b>	<b>Don't know</b>
The advice and help provided to submit my application	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
The information provided about the progress of my application	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
The promptness with which queries about my application were dealt with	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
The clarity of the reasons for the decision given	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
The fairness with which my application was dealt with and viewpoint listened to	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>

**SECTION 2: ABOUT YOURSELF**

**PLEASE ANSWER ALL OF THE FOLLOWING QUESTIONS**

Q9. Are you male or female? **Please tick ✓ one box only**

Male..... <sub>1</sub> | Female..... <sub>2</sub>

Q10. What was your age on your last birthday? **Please write in below**

**Years**

Q11. Which of these activities best describes what you are doing at present?  
**Please tick ✓ one box only**

- Employee in full-time job (30 hours plus per week) <sub>1</sub>
- Employee in part-time job (under 30 hours per week) <sub>2</sub>
- Self employed full or part-time <sub>3</sub>
- On a government supported training programme  
(e.g. Modern Apprenticeship/ Training for Work) <sub>4</sub>
- Full-time education at school, college or university <sub>5</sub>
- Unemployed and available for work <sub>6</sub>
- Permanently sick/disabled <sub>7</sub>
- Wholly retired from work <sub>8</sub>
- Looking after the home <sub>9</sub>
- Doing something else (✓ **and write in below**) <sub>95</sub>

Q12. Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time) **Please tick ✓ one box only**

- Yes (**Please continue to Q13**) ..... <sub>1</sub> | No (**Please go to Q14**) ..... <sub>2</sub>

Q13. Does this illness or disability limit your activities in any way? **Please tick ✓ one box only**

- Yes ..... <sub>1</sub> | No ..... <sub>2</sub>

Q14. To which of these groups do you consider you belong? **Please tick ✓ one box only**

<p><b>White</b></p> <p>British ..... <input type="checkbox"/> 1</p> <p>Irish..... <input type="checkbox"/> 2</p> <p>Any other White background <b>(✓ and write in below)</b> ..... <input type="checkbox"/> 3</p>	<p><b>Black or Black British</b></p> <p>Caribbean ..... <input type="checkbox"/> 8</p> <p>African ..... <input type="checkbox"/> 9</p> <p>Any other Black background <b>(✓ and write in below)</b> ..... <input type="checkbox"/> 10</p>
<p><b>Mixed</b></p> <p>White &amp; Black Caribbean ..... <input type="checkbox"/> 4</p> <p>White &amp; Black African ..... <input type="checkbox"/> 5</p> <p>White &amp; Asian ..... <input type="checkbox"/> 6</p> <p>Any other Mixed background <b>(✓ and write in below)</b> ..... <input type="checkbox"/> 7</p>	<p><b>Asian</b></p> <p>Indian ..... <input type="checkbox"/> 11</p> <p>Pakistani ..... <input type="checkbox"/> 12</p> <p>Bangladeshi ..... <input type="checkbox"/> 13</p> <p>Any other Asian background <b>(✓ and write in below)</b> ..... <input type="checkbox"/> 14</p>
<p><b>Chinese and Other ethnic groups</b></p> <p>Chinese ..... <input type="checkbox"/> 15</p>	<p>Other ethnic group <b>(✓ and write in below)</b> ..... <input type="checkbox"/> 95</p>

Q15. Is there anything else you would like to add?  
**Please write in below**

**Thank you very much for taking part in this survey.**

Please return your questionnaire in the pre-paid envelope provided to:

BMG Research  
7 Holt Court North  
Heneage Street West  
Aston Science Park  
BIRMINGHAM  
B7 4AX

Please return your questionnaire by **Friday 10<sup>th</sup> November 2006.**