

Parish Charter Review (Parishes)

We have put together a very short survey to gather your thoughts on the current Parish Charter, seeking your views on:

- What you would like changed
- What you would like included in the Parish Charter
- How you would like to be involved

Survey closes: ~~23 August 2023~~ 30th September 2023

1. Parish Details

Parish

BOUGHTON MALHERBE

Respondent Name

VICKIE FORD

2. Which MBC services does your Parish contact?

- | | |
|---|--|
| <input checked="" type="checkbox"/> Council Tax & Business Rates | <input type="checkbox"/> Street Cleansing |
| <input type="checkbox"/> Housing & Homelessness | <input checked="" type="checkbox"/> Elections |
| <input checked="" type="checkbox"/> Planning & Development | <input checked="" type="checkbox"/> Parks & Open Spaces |
| <input type="checkbox"/> Building Control | <input type="checkbox"/> Parking |
| <input type="checkbox"/> Community Safety (Noise, ASB, fly-tipping) | <input type="checkbox"/> Leisure Services (Leisure Centre, Museum, Lockmeadow & Hazlitt) |
| <input checked="" type="checkbox"/> Waste & Recycling | |

Select all that apply

3. When contacting MBC where/who would you go regarding a query about the following services...

Council Tax & Business Rates

JOHN OWEN, FINANCE MANAGER

Housing & Homelessness

Planning & Development

RELEVANT PLANNING OFFICE

Building Control

Community Safety (Noise, ASB, fly-tipping)

Waste & Recycling

JOHN EDWARDS

Street Cleansing

Elections

KATHY HILDIGE / NICOLA NORMAN

Parks & Open Spaces

Parking

Leisure Services

(Leisure Centre,
Museum Lockmeadow
& Hazlitt

...and what reasons/types of query are you contacting them with?

Council Tax &
Business Rates

Housing &
Homelessness

Planning &
Development

Building Control

Community Safety
(Noise, ASB, fly-
tipping)

Waste & Recycling

Street Cleansing

Elections

Parks & Open Spaces

Parking

Leisure Services

(Leisure Centre,
Museum Lockmeadow
& Hazlitt

5. How would you rate the responsiveness of MBC Officers to your queries?

☐

Very good

☒

Good

(but not
always)

☐

Neither
good nor
poor

☐

Poor

☐

Very poor

☐

Don't know

6. Are the communication processes between your Parish and MBC Officers clear?

☒

Yes (but not always!)

☐

No

☐

Don't know

7. Did you know that the Council has a Parish Liaison email?

☐

Yes

☒

No

8. Do you know where the Parish Charter is located?

- ☒ Yes
☐ No

9. Do you ever use or refer to the Parish Charter?

- ☐ Yes
☒ No

10. To what extent do you agree or disagree with the following statements about the Parish Charter?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	N/A
It is easy to locate	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to understand	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requirements and responsibilities are clear	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is an effective document	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
It encourages collaborative working between parishes	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thinking about future aspiration and working with MBC...

11. What are shared areas of focus for your Parish and MBC?

Area 1. PLANNING

Area 2. PUBLIC RIGHTS OF WAY

Area 3. LOCAL BOROUGH PLAN

12. What are the top three most important things for a successful two way working relationship with the Council?

1. MUTUAL RESPECT

2. WORKING IN PARTNERSHIP

3. REMEMBERING WE ALL SERVE OUR COMMUNITIES

13. Which of the following do you think should be included in a Parish Charter?

- | | |
|--|---|
| <input checked="" type="checkbox"/> Key Principles | <input checked="" type="checkbox"/> Terms of Reference for Engagement - Planning Matters |
| <input checked="" type="checkbox"/> Customer service standards for responding to queries from parishes | <input type="checkbox"/> Commitment to producing Parish Newsletter |
| <input checked="" type="checkbox"/> Customer service standards for Parishes when answering queries from Officers | <input type="checkbox"/> Transparency & publication requirements for Parish spending |
| <input type="checkbox"/> Complaint processes for Parish Cllr conduct | <input type="checkbox"/> Transparency & publication requirements for Parish Meetings |
| <input type="checkbox"/> Election responsibilities | <input type="checkbox"/> An A to Z contacts and queries list for Parishes (for identifying best contact at MBC) |
| <input type="checkbox"/> Emergency Planning Arrangements | |
| <input checked="" type="checkbox"/> Terms of Reference for Engagement (non Planning) | |

Select all that apply

14. Please use this box to tell us about any other elements you feel it is important to include in a Parish Charter.

COMMITMENT TO REVIEW PERIODICALLY - AND OBSERVE IT

15. What support or resources would you find useful in helping you engage with MBC?

SHARE TRAINING, OTHER THAN PLANNING.

16. Please use the box below for any additional comments about the Parish Charter.

Is the complaints procedure used? Is it effective?
With reference to Q5., this Parish Council waited over 2 years for a response to a query regarding a possible breach of planning condition.

**Thank you for taking the time to complete this survey.
Please click 'submit' to send us your response.**