

## GLA Licence Holder and Applicants Satisfaction Survey 2013

The closing date for responses is 13 September 2013. Please return the form by:

**Email:** [survey@gla.gsi.gov.uk](mailto:survey@gla.gsi.gov.uk) or **Post:** Satisfaction Survey, GLA, PO Box 10272, Nottingham NG2 9PB

<b>Name (optional)</b>	<b>Business Name (optional)</b>	
1. Are you:	a licence holder <input type="checkbox"/>	an applicant <input type="checkbox"/>
2. What is the turnover of your business in the GLA licensed sectors?	£10 million or more <input type="checkbox"/>	From £5 million to £10 million <input type="checkbox"/>
	From £1 million to less than £5 million <input type="checkbox"/>	Less than £1 million <input type="checkbox"/>
<b>Application Process</b>		
3. Did you apply for a licence in the past 12 months?	Yes (go to question 5) <input type="checkbox"/>	No (go to question 4) <input type="checkbox"/>
4. How long have you been licensed?	years	months
5. Overall, how satisfied were you with the application process? <i>1 is very dissatisfied, 10 is completely satisfied</i>		
	<b>1</b>	<b>2</b>
	<b>3</b>	<b>4</b>
	<b>5</b>	<b>6</b>
	<b>7</b>	<b>8</b>
	<b>9</b>	<b>10</b>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
6. How easy was the application form to complete? <i>1 very difficult, 10 very easy</i>		
	<b>1</b>	<b>2</b>
	<b>3</b>	<b>4</b>
	<b>5</b>	<b>6</b>
	<b>7</b>	<b>8</b>
	<b>9</b>	<b>10</b>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
7. How convenient were the methods for paying the application fee (the methods of payment are BACS, CHAPS, Faster Payment Service, cheque, bankers draft or international credit transfer)? <i>1 is not at all convenient, 10 is very convenient</i>		
	<b>1</b>	<b>2</b>
	<b>3</b>	<b>4</b>
	<b>5</b>	<b>6</b>
	<b>7</b>	<b>8</b>
	<b>9</b>	<b>10</b>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
<b>GLA Inspections</b>		
8. Have you been inspected by the GLA in the past 12 months?	Yes (go to question 9) <input type="checkbox"/>	No (go to question 15) <input type="checkbox"/>
9. Did the inspector explain the inspection process?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
10. Did the inspector provide copies of the explanatory leaflet "Inspection Information Sheet" and the GLA Compliance Code of Practice?	Inspection information sheet <input type="checkbox"/>	Compliance Code of Practice <input type="checkbox"/>
	Both <input type="checkbox"/>	Neither <input type="checkbox"/>
11. How satisfied were you with the thoroughness of the inspection? <i>1 is very dissatisfied, 10 is completely satisfied</i>		
	<b>1</b>	<b>2</b>
	<b>3</b>	<b>4</b>
	<b>5</b>	<b>6</b>
	<b>7</b>	<b>8</b>
	<b>9</b>	<b>10</b>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
12. How professional and courteous was the inspector? <i>1 is not at all professional and courteous, 10 is very professional and courteous</i>		
	<b>1</b>	<b>2</b>
	<b>3</b>	<b>4</b>
	<b>5</b>	<b>6</b>
	<b>7</b>	<b>8</b>
	<b>9</b>	<b>10</b>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

13.	Did the inspector properly explain any areas of concern?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
14.	How satisfied were you with the length of time for you to be informed of the result of the inspection? <i>1 is very dissatisfied, 10 is completely satisfied</i>		
	<b>1</b>	<b>2</b>	<b>3</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>4</b>	<b>5</b>	<b>6</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>7</b>	<b>8</b>	<b>9</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>10</b>		
	<input type="checkbox"/>		
<b>Licence Maintenance</b>			
15.	Have you had to update your licence record in the past 12 months?	Yes ( <i>go to question 16</i> ) <input type="checkbox"/>	No ( <i>go to question 17</i> ) <input type="checkbox"/>
16.	How satisfied were you with the process for updating your licence record? <i>1 is very dissatisfied, 10 is completely satisfied</i>		
	<b>1</b>	<b>2</b>	<b>3</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>4</b>	<b>5</b>	<b>6</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>7</b>	<b>8</b>	<b>9</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>10</b>		
	<input type="checkbox"/>		
<b>Renewal Process</b>			
17.	Have you renewed your licence in the past 12 months?	Yes ( <i>go to question 18</i> ) <input type="checkbox"/>	No ( <i>go to question 20</i> ) <input type="checkbox"/>
18.	Overall, how satisfied were you with the process for renewing your licence? <i>1 is very dissatisfied, 10 is completely satisfied</i>		
	<b>1</b>	<b>2</b>	<b>3</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>4</b>	<b>5</b>	<b>6</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>7</b>	<b>8</b>	<b>9</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>10</b>		
	<input type="checkbox"/>		
19.	How convenient were the methods for paying the renewal fee (the methods of payment are BACS, CHAPS, Faster Payment Service, cheque, bankers draft or international credit transfer)? <i>1 is not at all convenient, 10 is very convenient</i>		
	<b>1</b>	<b>2</b>	<b>3</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>4</b>	<b>5</b>	<b>6</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>7</b>	<b>8</b>	<b>9</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>10</b>		
	<input type="checkbox"/>		
<b>Advice and Guidance</b>			
20.	Have you telephoned the GLA helpline in the past 12 months?	Yes ( <i>go to question 21</i> ) <input type="checkbox"/>	No ( <i>go to question 23</i> ) <input type="checkbox"/>
21.	Overall, how satisfied were you with telephoning the GLA helpline? <i>1 is very dissatisfied, 10 is completely satisfied</i>		
	<b>1</b>	<b>2</b>	<b>3</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>4</b>	<b>5</b>	<b>6</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>7</b>	<b>8</b>	<b>9</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>10</b>		
	<input type="checkbox"/>		
22.	Was your call handled in a professional and courteous manner? <i>1 is not at all professional and courteous, 10 is very professional and courteous</i>		
	<b>1</b>	<b>2</b>	<b>3</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>4</b>	<b>5</b>	<b>6</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>7</b>	<b>8</b>	<b>9</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>10</b>		
	<input type="checkbox"/>		
23.	Have you written to the GLA for advice in the past 12 months (either by email or letter)?	Yes ( <i>go to question 24</i> ) <input type="checkbox"/>	No ( <i>go to question 25</i> ) <input type="checkbox"/>
24.	How satisfied were you with the way the GLA handled your query? <i>1 is very dissatisfied, 10 is completely satisfied</i>		
	<b>1</b>	<b>2</b>	<b>3</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>4</b>	<b>5</b>	<b>6</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>7</b>	<b>8</b>	<b>9</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>10</b>		
	<input type="checkbox"/>		

## Reporting Intelligence

25. Have you reported intelligence to the GLA in the past 12 months?	Yes ( <i>go to question 26</i> ) <input type="checkbox"/>	No ( <i>go to question 30</i> ) <input type="checkbox"/>
26. After you had reported intelligence, did you understand what would happen next?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
27. Overall, how satisfied were you with the process for reporting intelligence? <i>1 is very dissatisfied, 10 is completely satisfied</i>		
<b>1</b>	<b>2</b>	<b>3</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4</b>	<b>5</b>	<b>6</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>7</b>	<b>8</b>	<b>9</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>10</b>		
<input type="checkbox"/>		
28. How did you report intelligence to the GLA?	by telephone ( <i>go to question 29</i> ) <input type="checkbox"/>	email / through the GLA website ( <i>go to question 30</i> ) <input type="checkbox"/>
29. Was your call to report intelligence handled in a professional and courteous manner? <i>1 is not at all professional and courteous, 10 is very professional and courteous</i>		
<b>1</b>	<b>2</b>	<b>3</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4</b>	<b>5</b>	<b>6</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>7</b>	<b>8</b>	<b>9</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>10</b>		
<input type="checkbox"/>		

## GLA Website

30. Have you visited the GLA website in the past 12 months?	Yes ( <i>go to question 31</i> ) <input type="checkbox"/>	No ( <i>go to question 32</i> ) <input type="checkbox"/>
31. How satisfied were you with the GLA website? <i>1 is very dissatisfied, 10 is completely satisfied</i>		
<b>1</b>	<b>2</b>	<b>3</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4</b>	<b>5</b>	<b>6</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>7</b>	<b>8</b>	<b>9</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>10</b>		
<input type="checkbox"/>		

## General Questions

32. For your business over the past 12 months, has GLA licensing:	Significantly	Slightly	No impact	Difficult to say
Increased operating costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced profit margins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushed labour providers into sectors not covered by the GLA scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced fraud / illegal activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. Do you have any views on how the GLA might improve its licensing scheme?				
34. Overall, how satisfied are you with the GLA's performance? <i>1 is very dissatisfied, 10 is completely satisfied</i>				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. Do you have any additional comments?				

**Thank you for completing the survey**