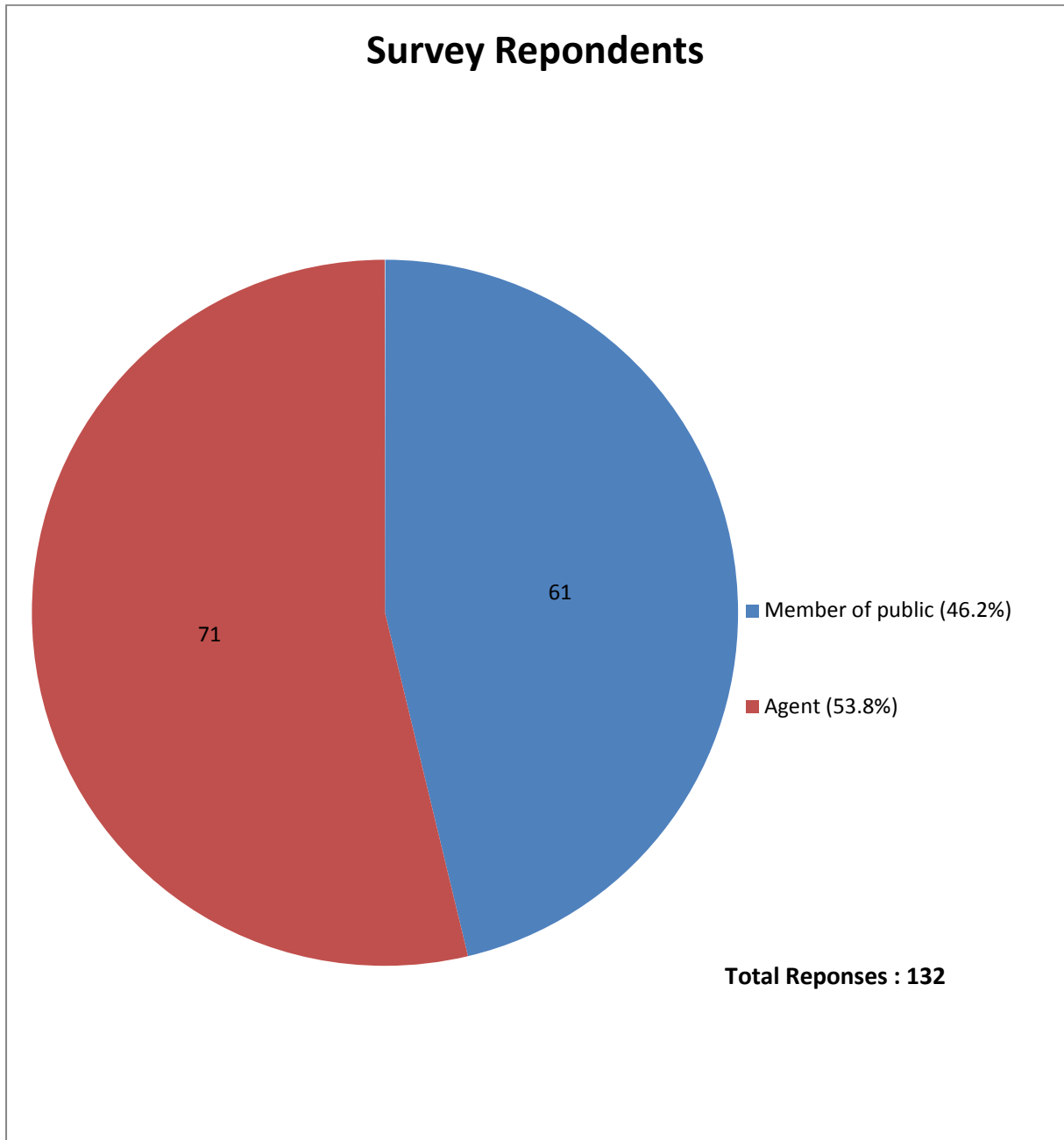


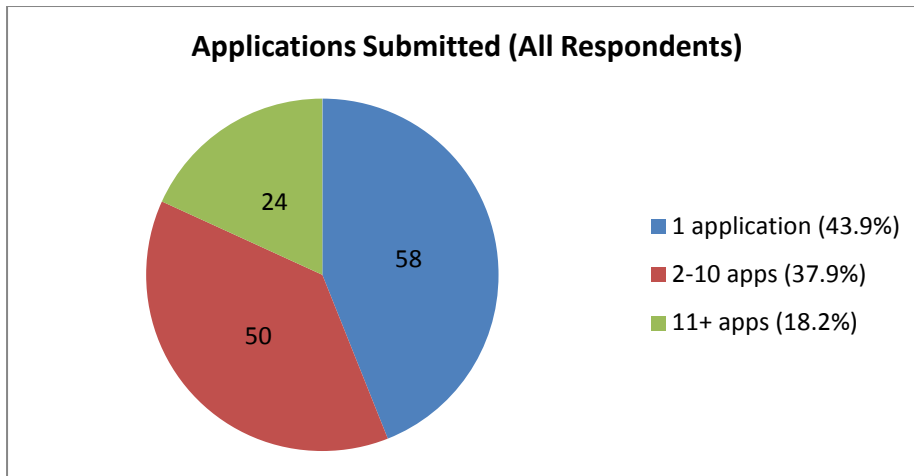
## Development Management Customer Survey results

Question 1: Please indicate in what capacity you are answering this survey

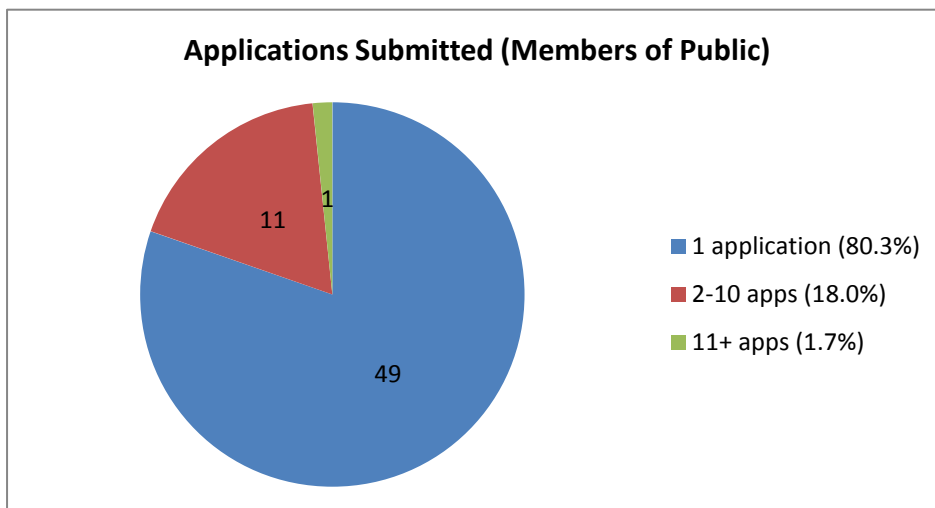


## Question 2: Approximately how many applications have you submitted over the last 12 months?

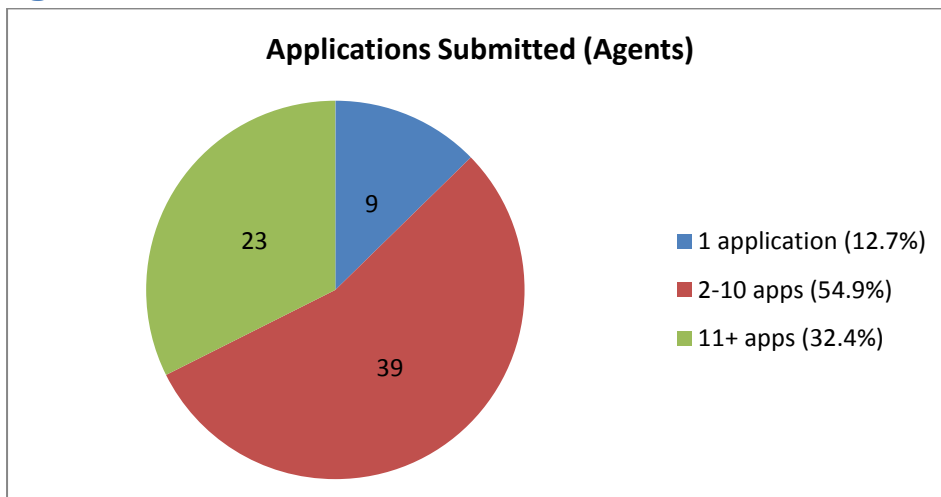
### All Respondents



### Members of Public

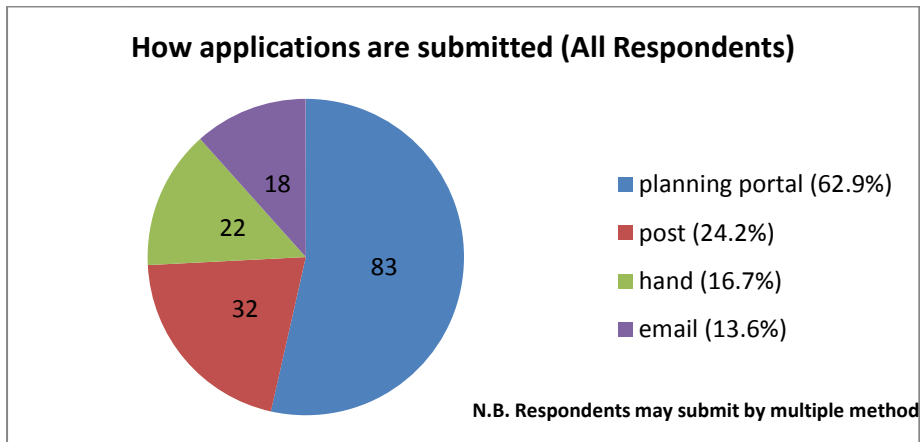


### Agents

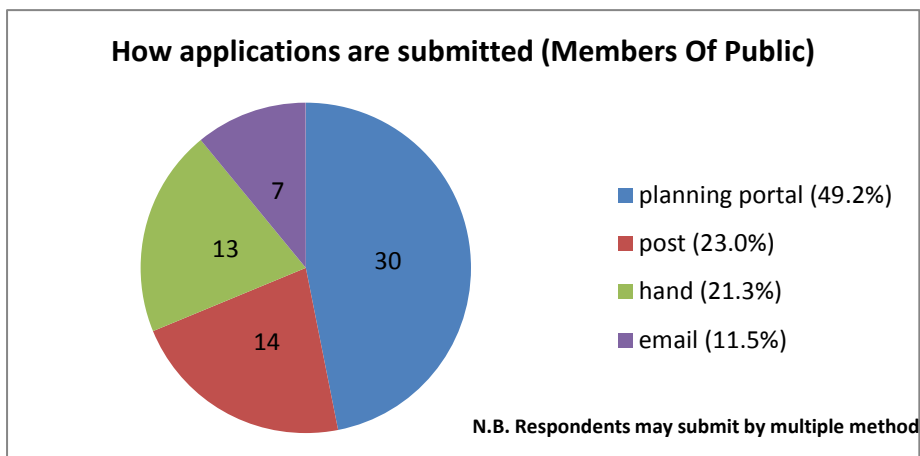


### Question 3: How do you make your planning application(s)?

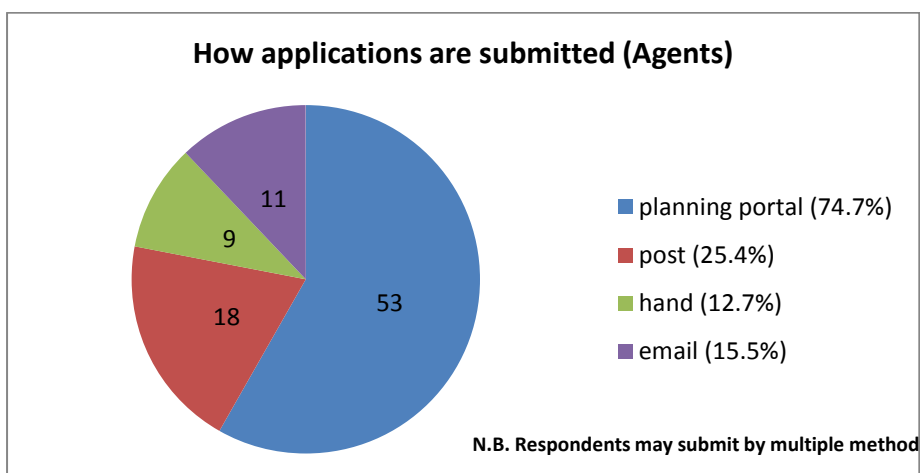
#### All Respondents



#### Members of Public

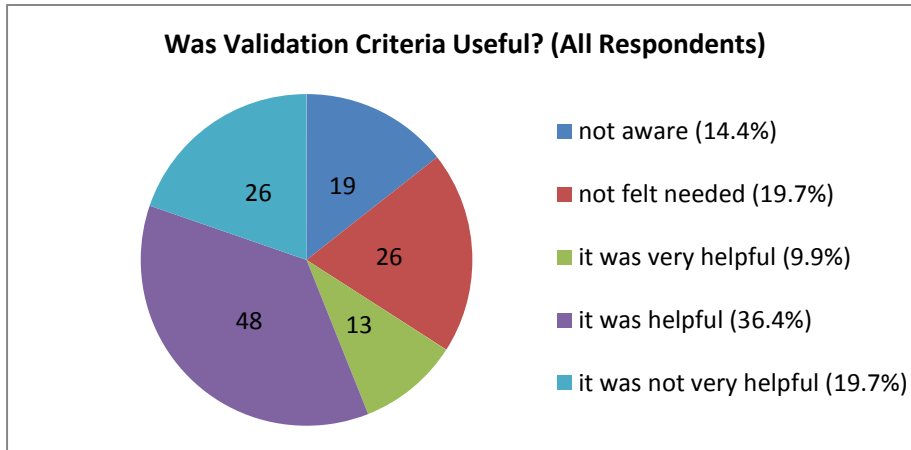


#### Agents

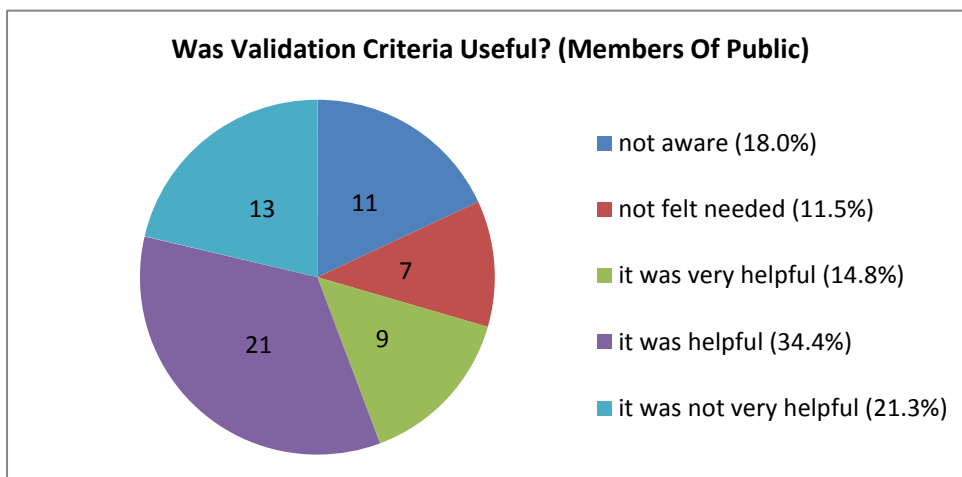


## Question 4: Did you find our Planning Application Validation Criteria (the standard requirements of information submitted to validate an application, available on our website) helpful?

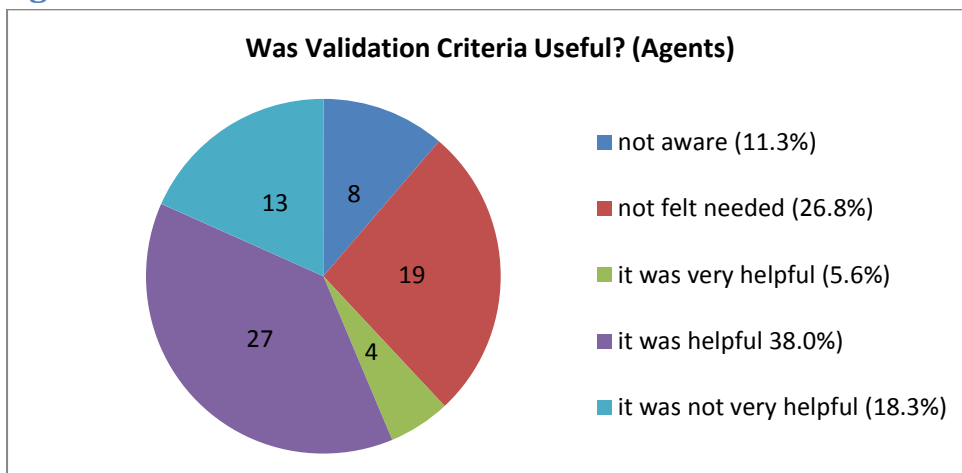
### All Respondents



### Members of Public

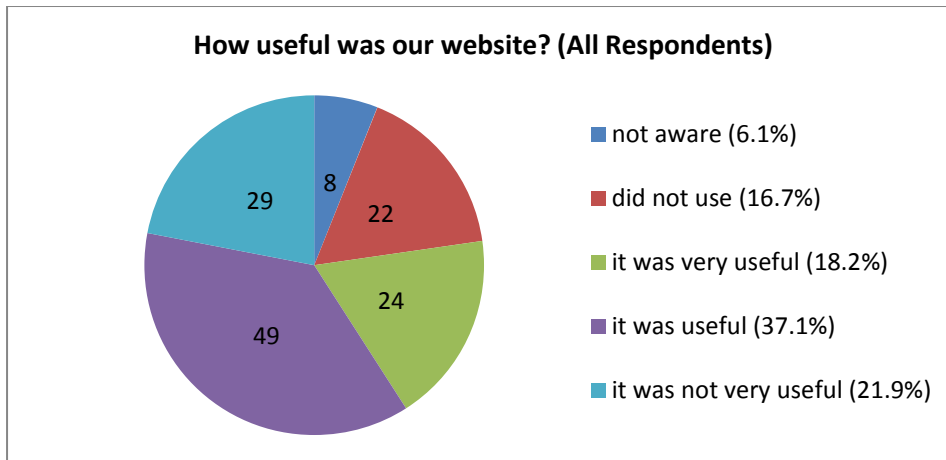


### Agents

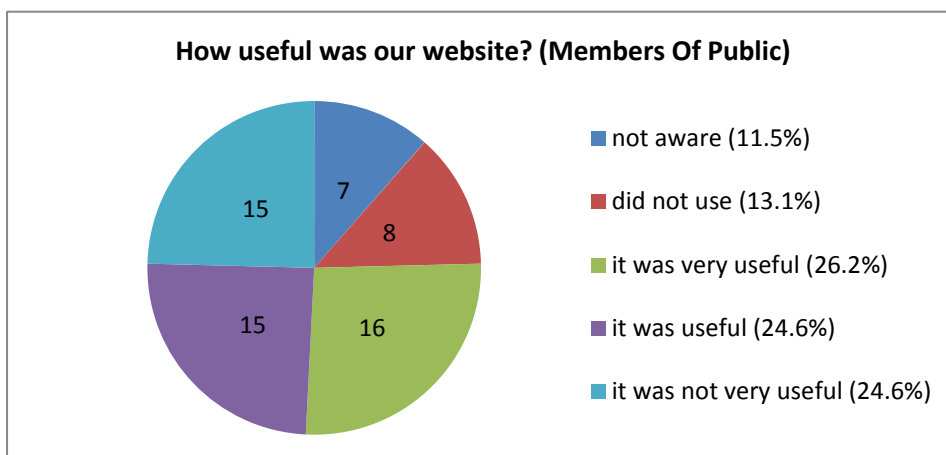


## Question 5 : How useful was our website for information during the application process?

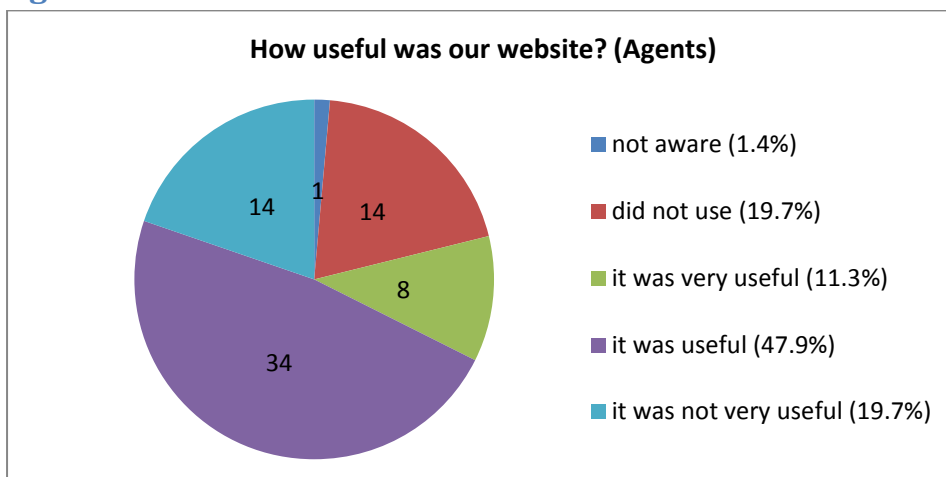
### All Respondents



### Members of Public

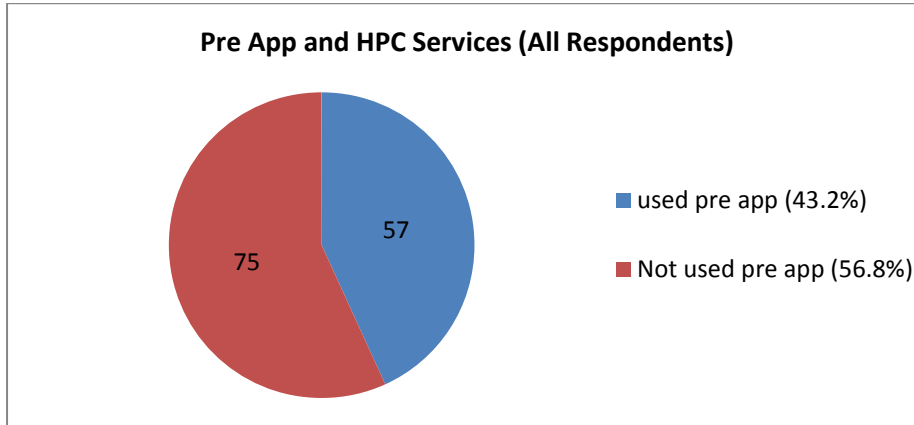


### Agents

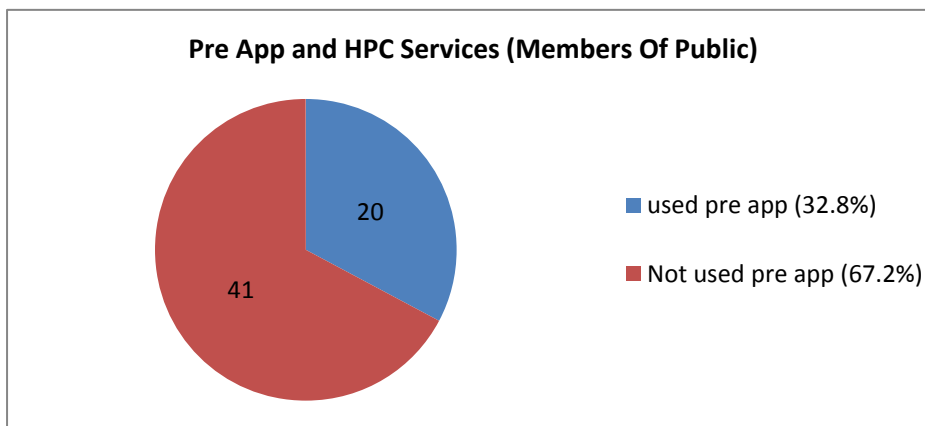


## Question 6: Over the last 12 months have you used our Pre-Application Advice or Householder Planning Check Services?

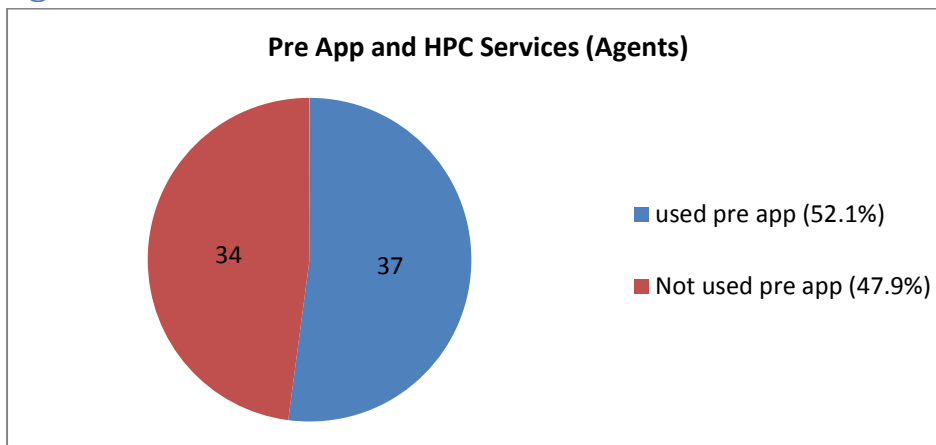
### All Respondents



### Members of Public

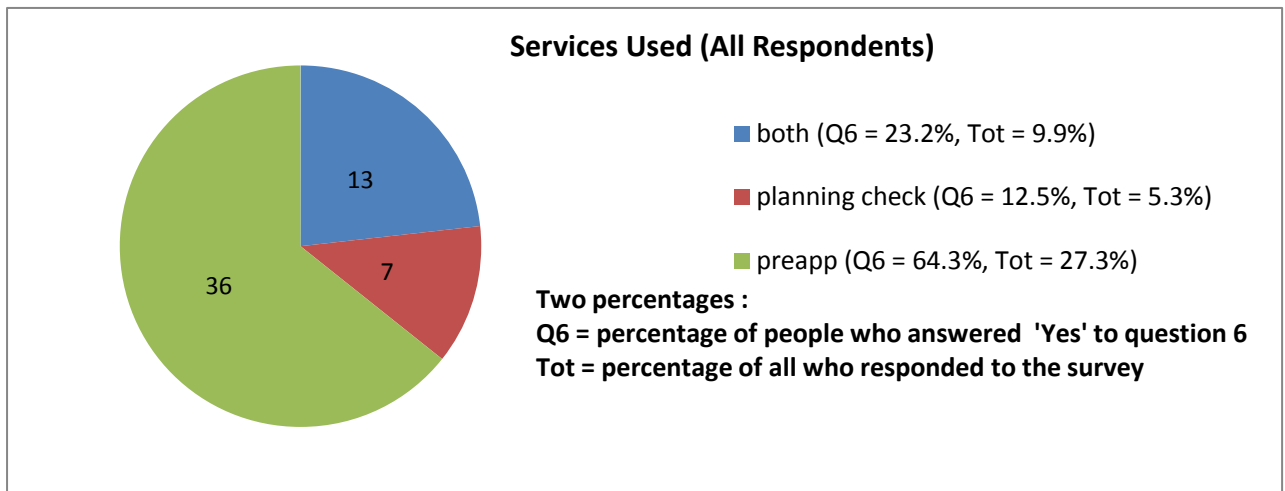


### Agents

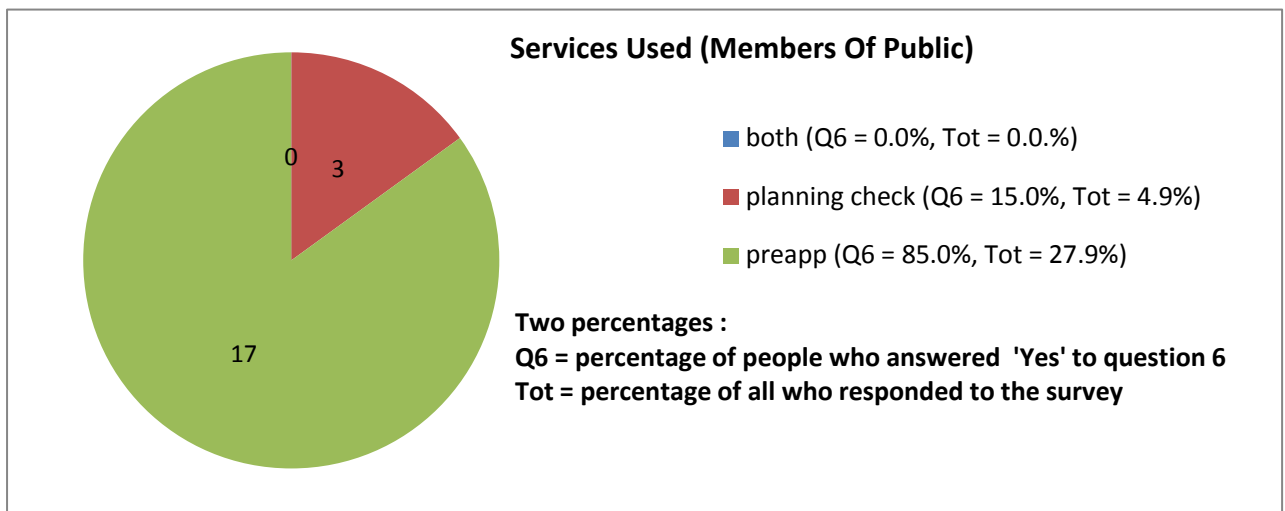


## Question 7: If yes (To Q6), which service(s)?

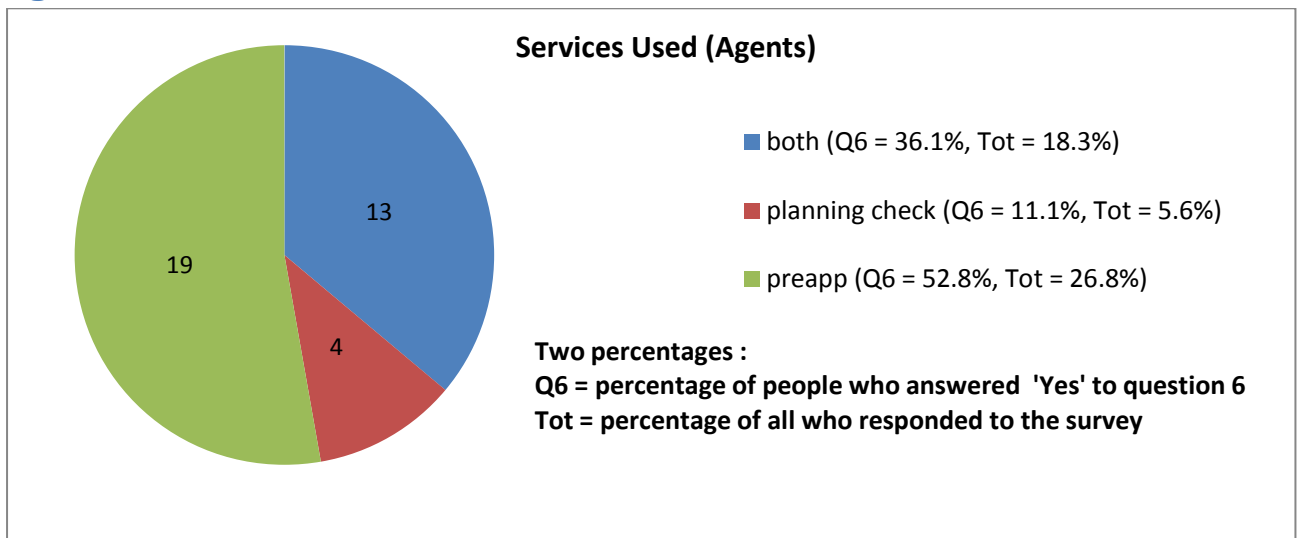
### All Respondents



### Members of Public



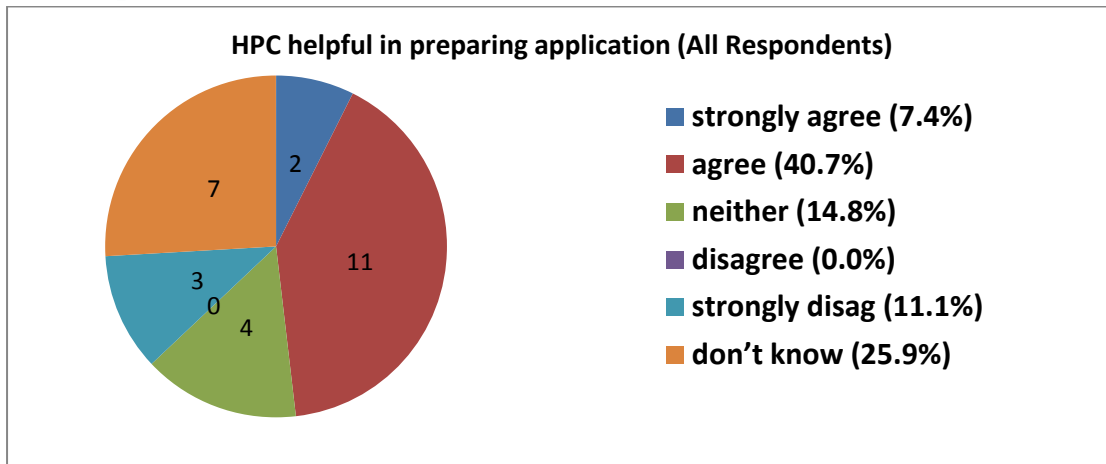
### Agents



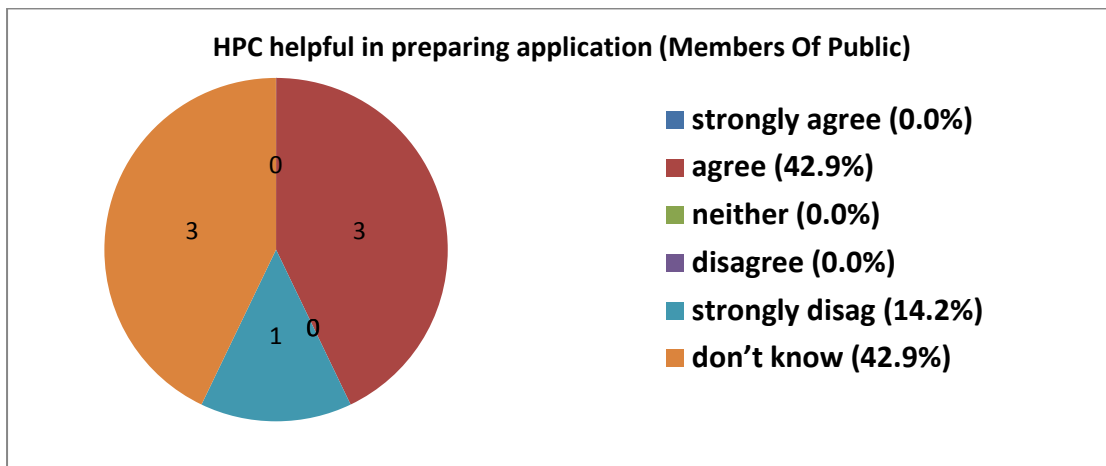
## Question 8: If you did submit a Householder Planning Check over the last 12 months, how did you find it ?

### Question 8a: The HPC was helpful in preparing your application

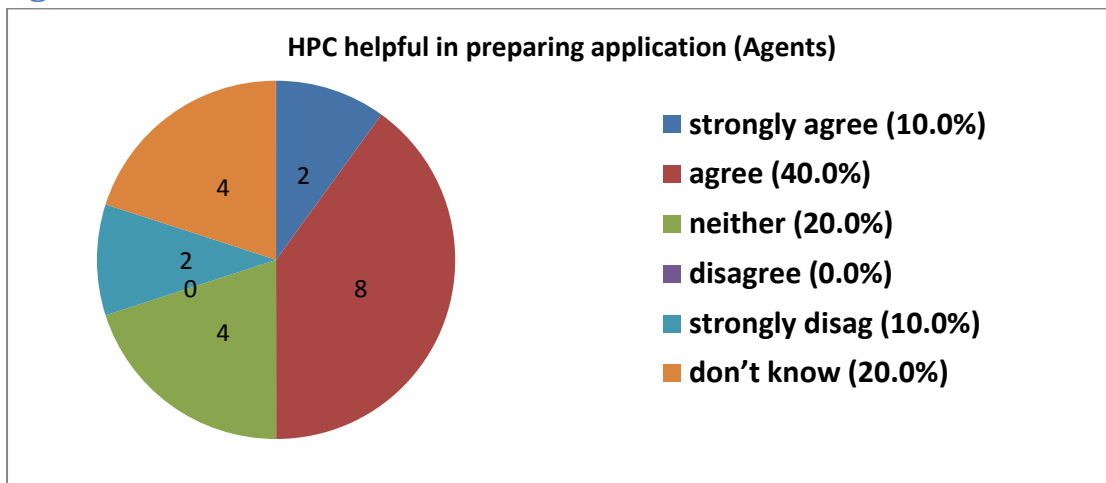
#### All Respondents



#### Members of Public



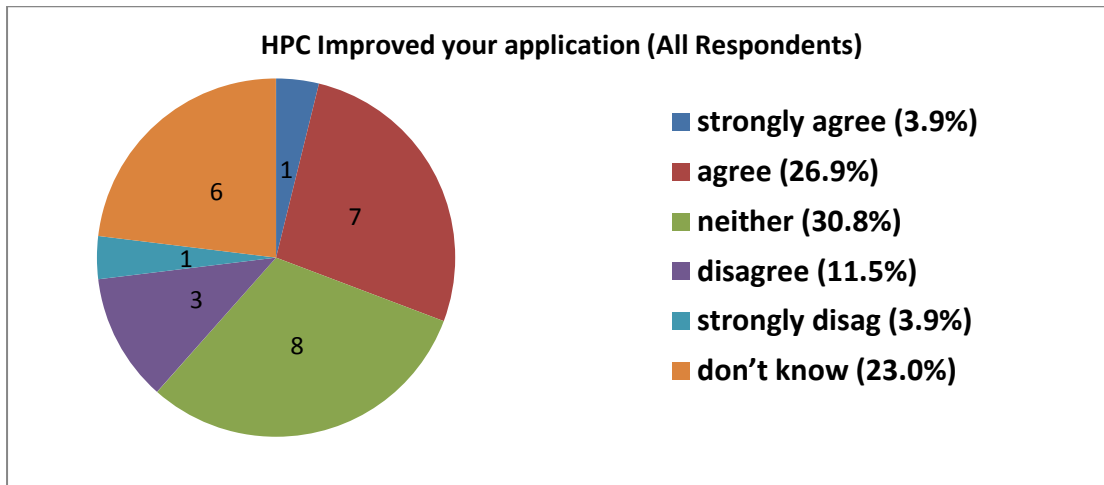
#### Agents



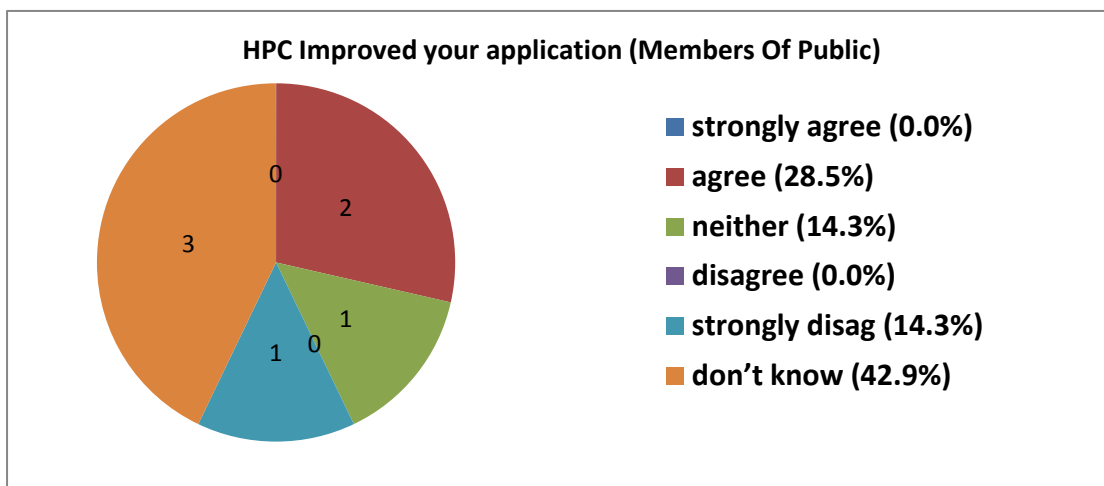


## Question 8b: The HPC Improved your application

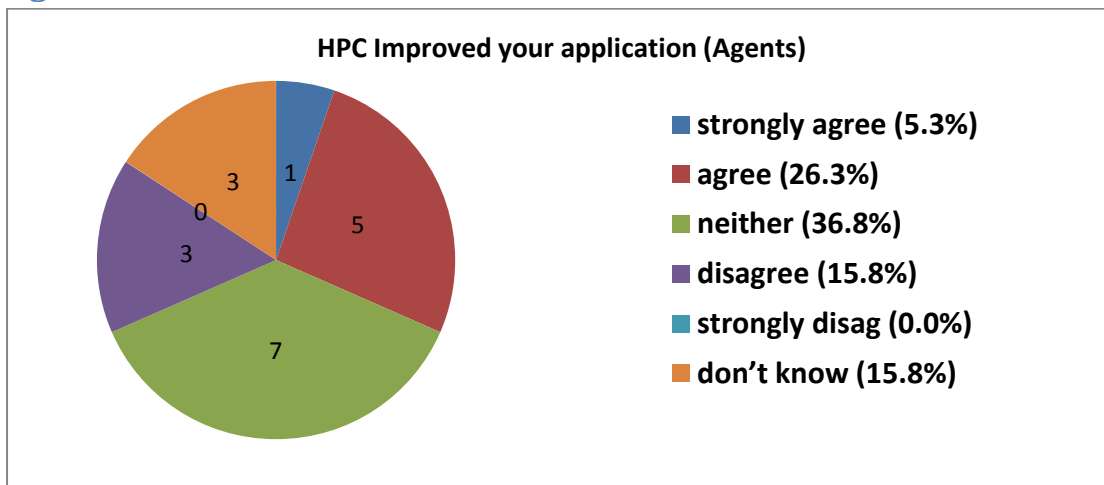
### All Respondents



### Members of Public

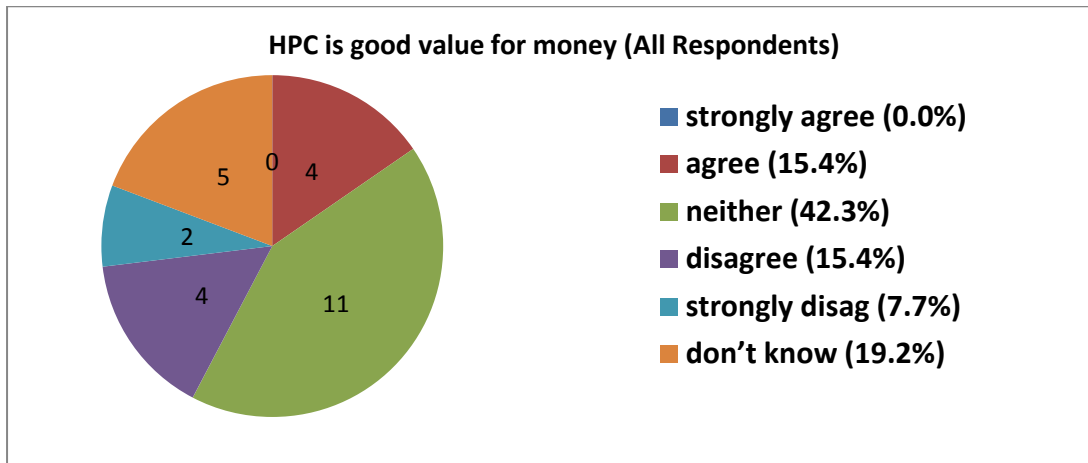


### Agents

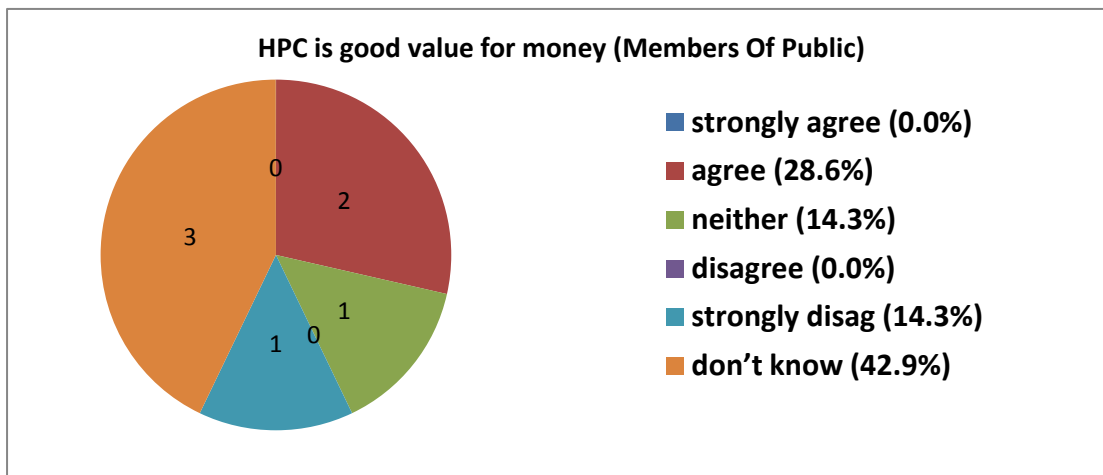


## Question 8c: The HPC is Good value for money

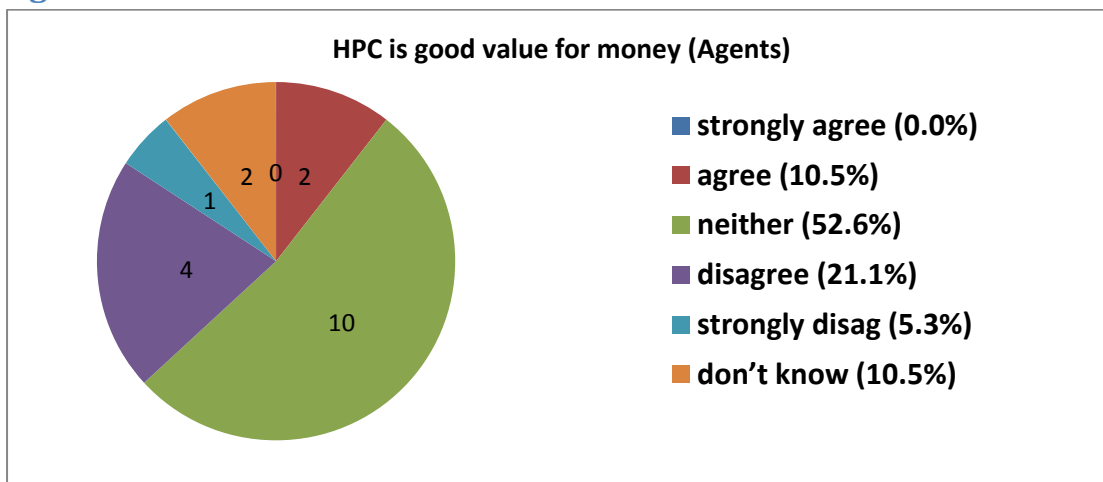
### All Respondents



### Members of Public



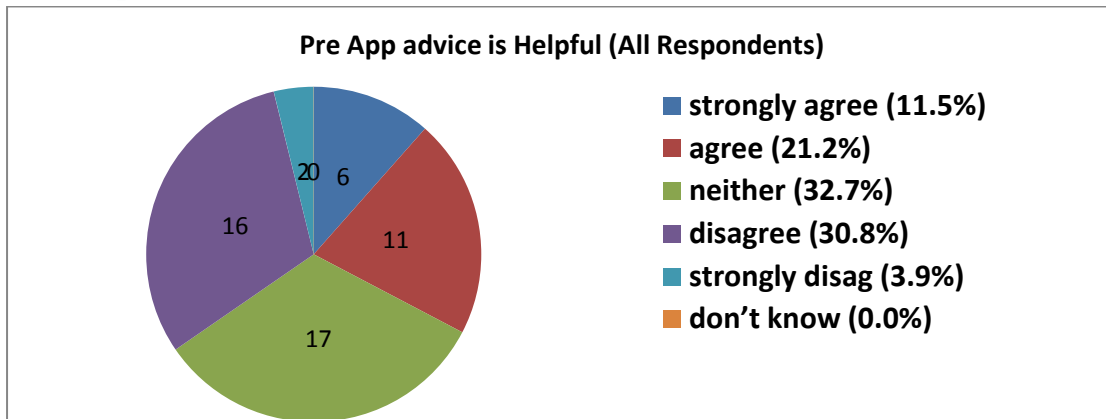
### Agents



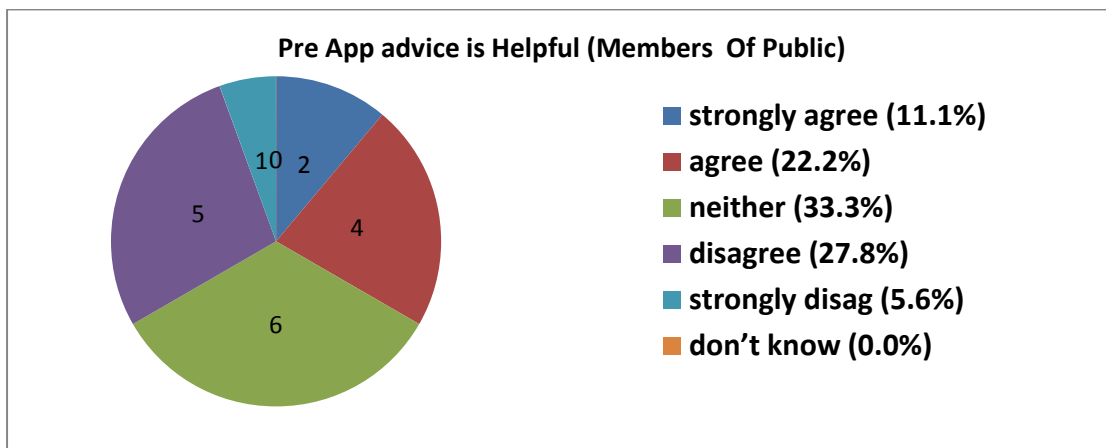
**Question 9: If you did get Pre-Application advice over the last 12-months, how did you find it ?**

**Question 9a: The pre app advice was helpful in preparing your application**

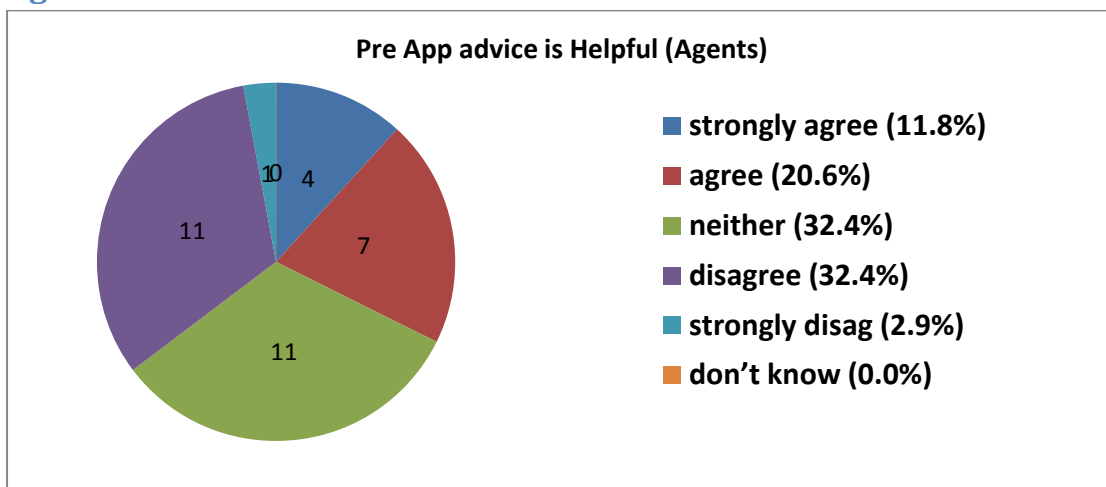
**All Respondents**



**Members of the Public**

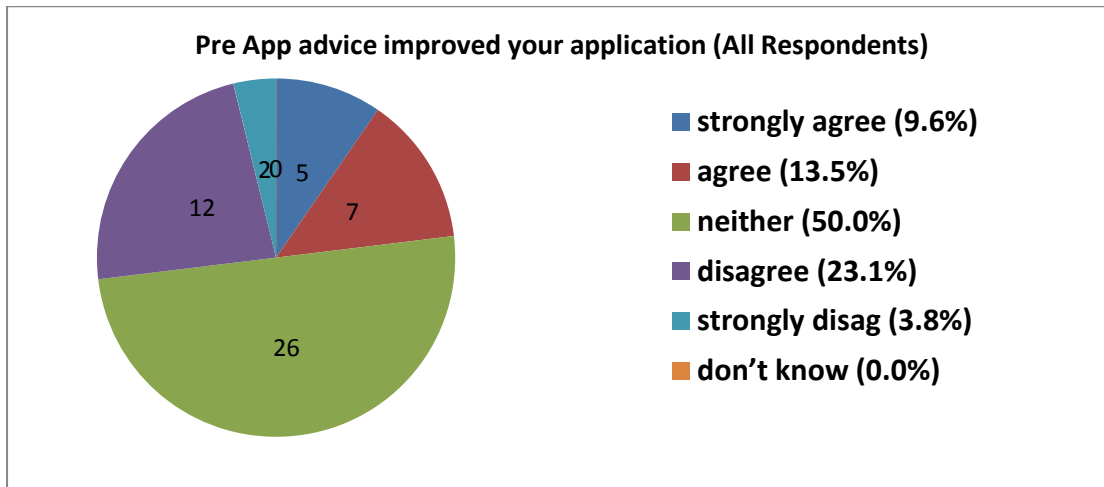


**Agents**

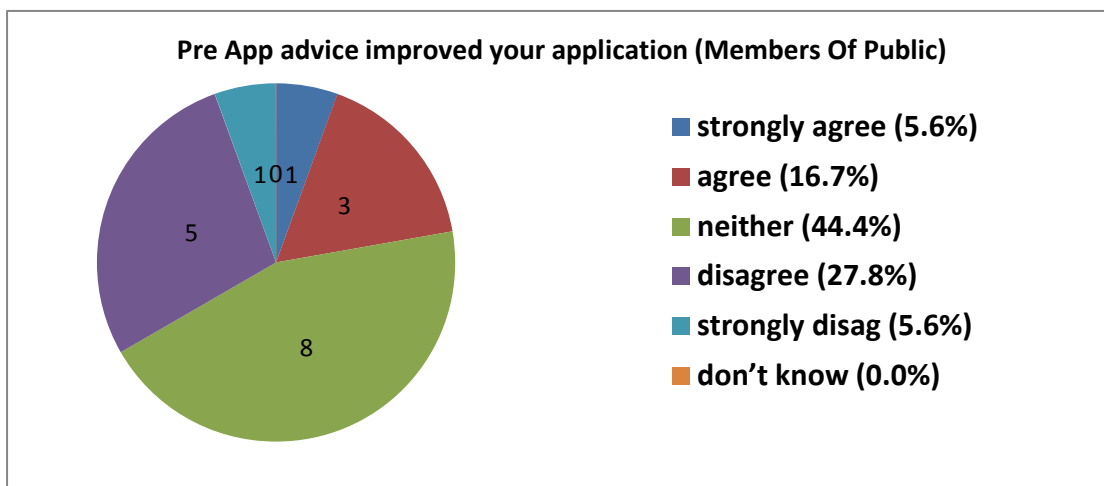


## Question 9b: The pre app advice improved your application

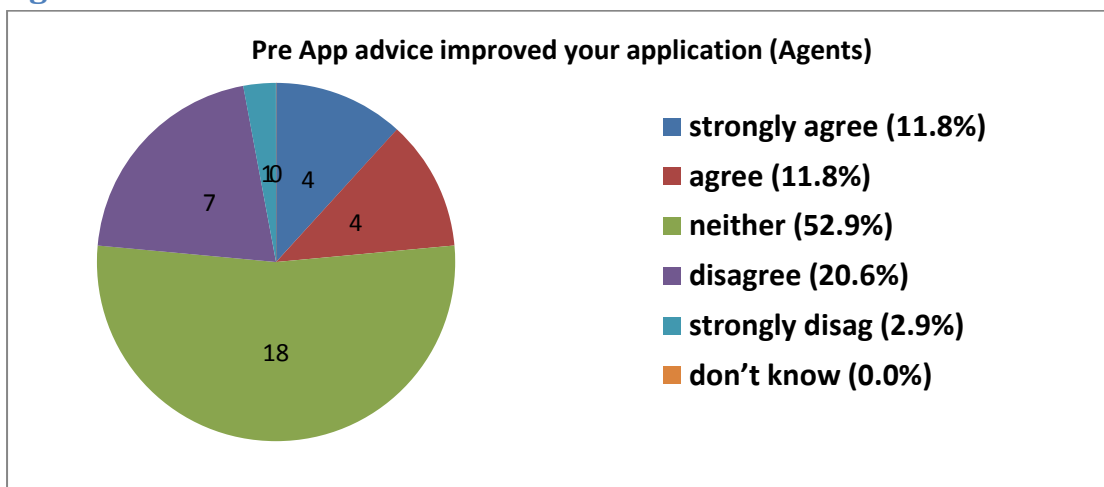
### All Respondents



### Members of Public

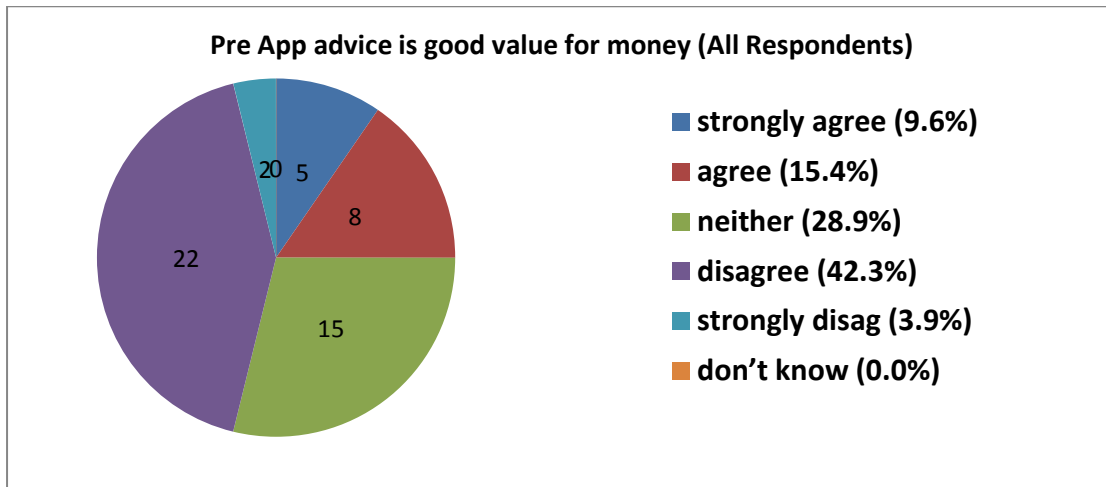


### Agents

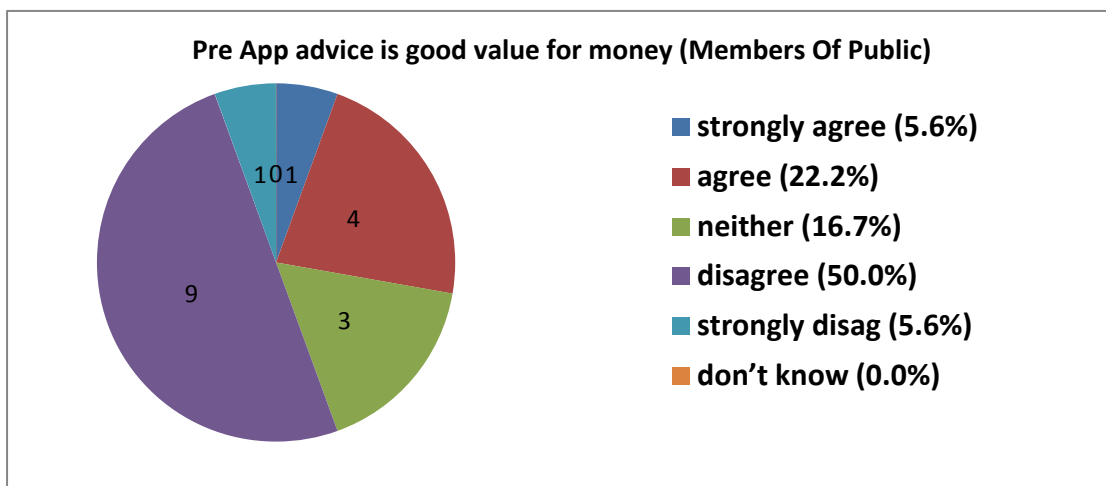


## Question 9c: The pre app advice is good value for money

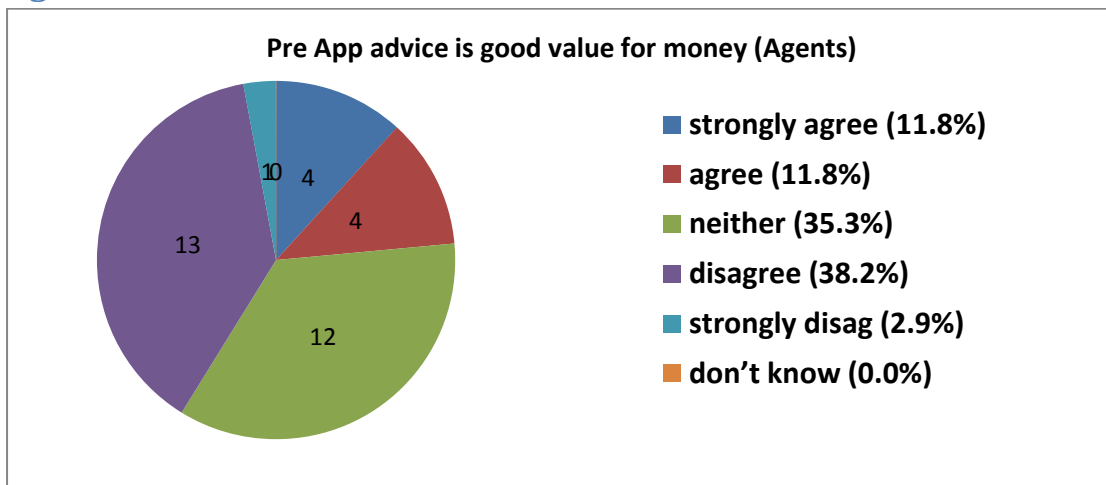
### All Respondents



### Members of Public

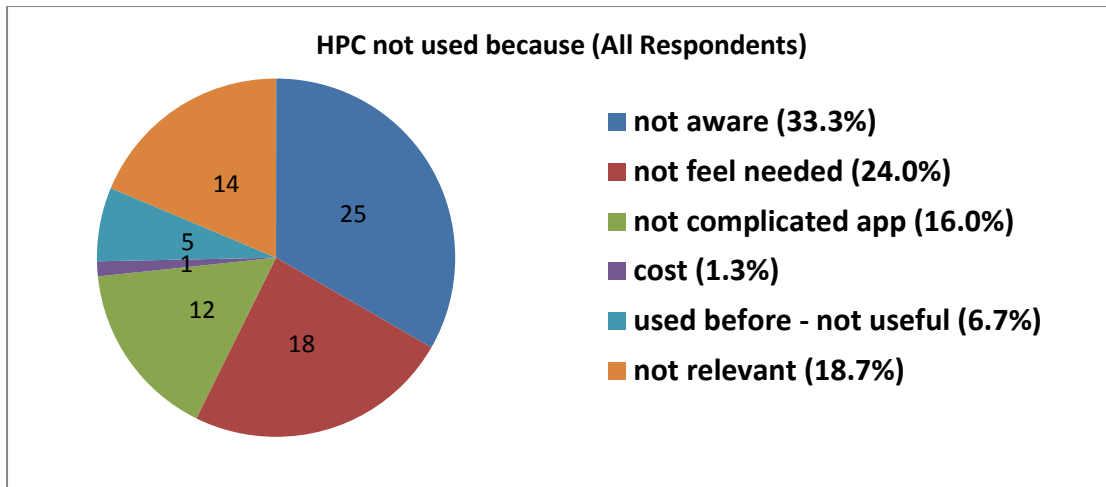


### Agents

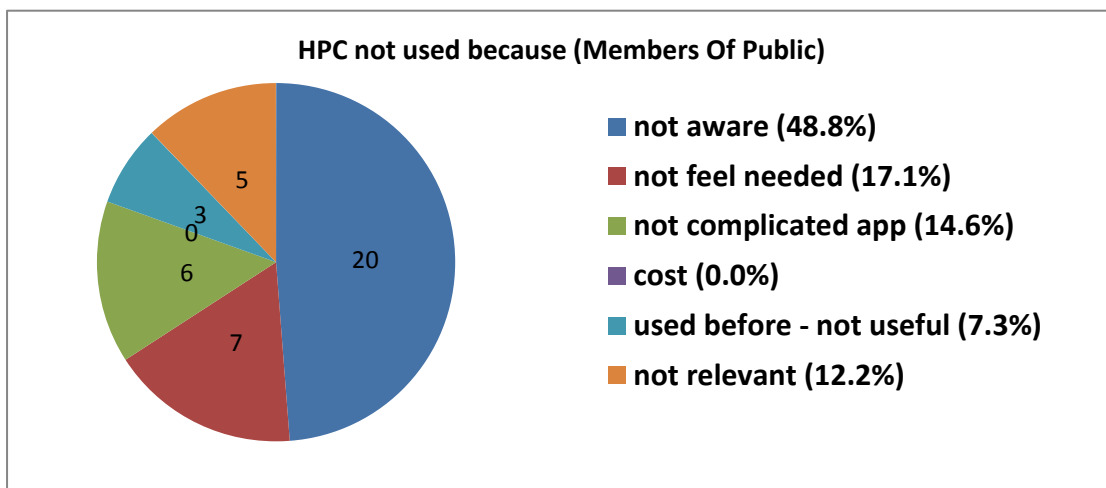


## Question 10: Please say why you did not use the Householder Planning Check Service if you did not use it

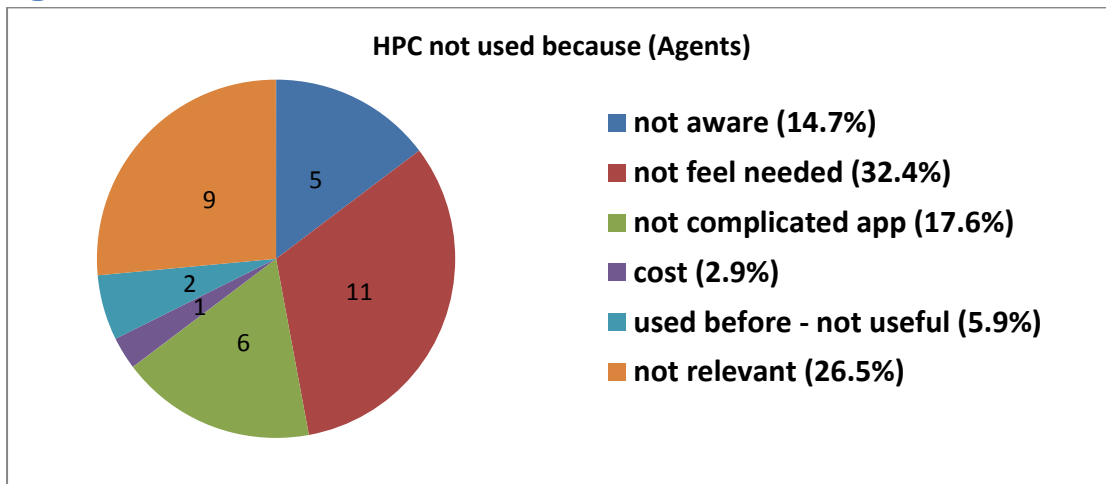
### All Respondents



### Members of Public

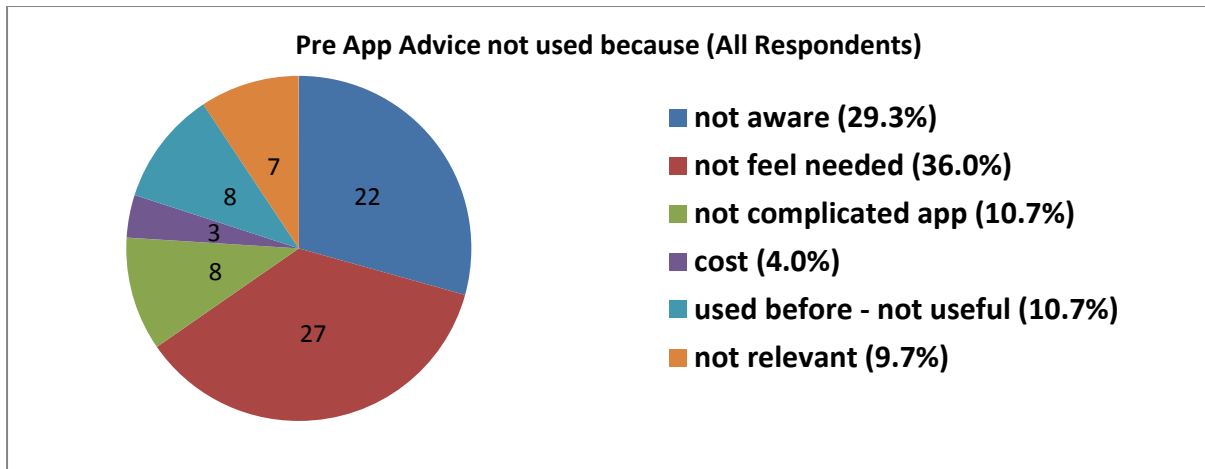


### Agents

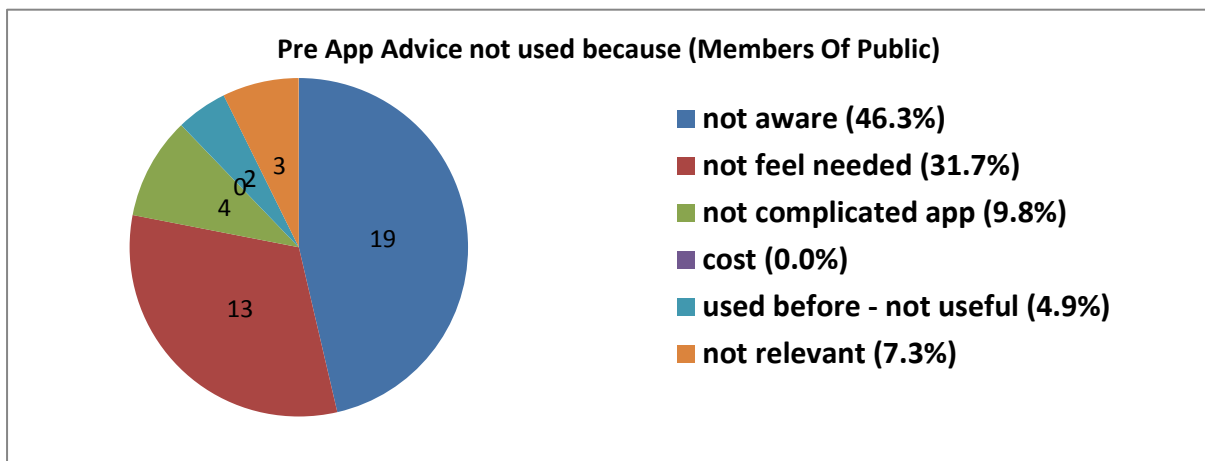


**Question 11: Please say why you did not use the Pre application advice service if you did not use it**

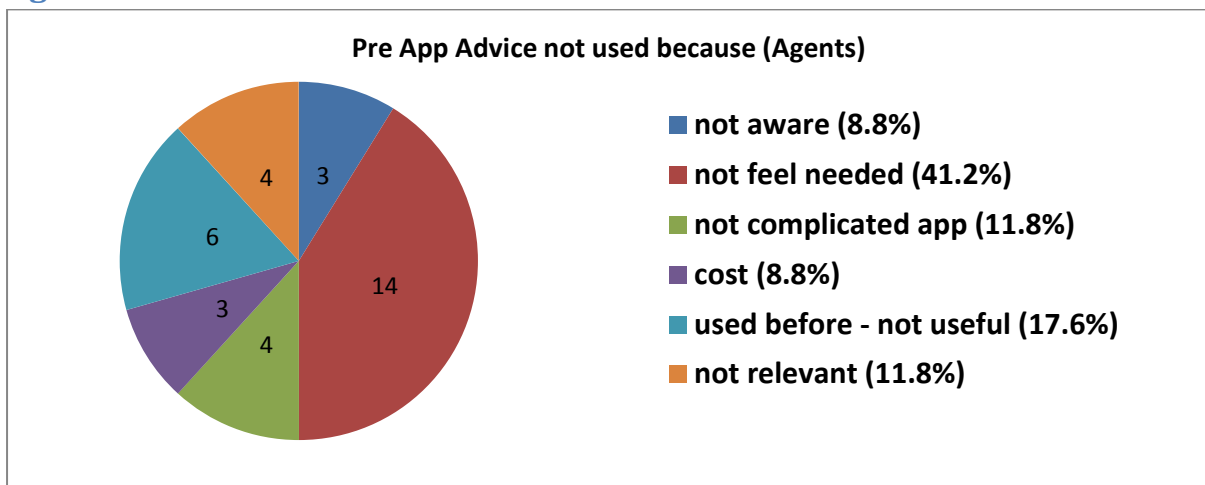
**All Respondents**



**Members of Public**

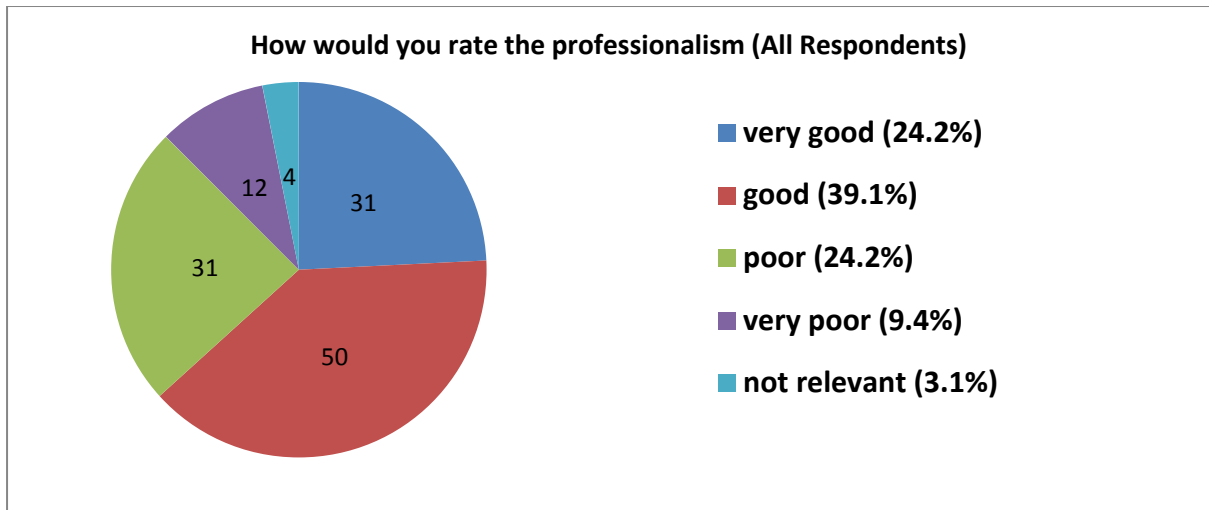


**Agents**

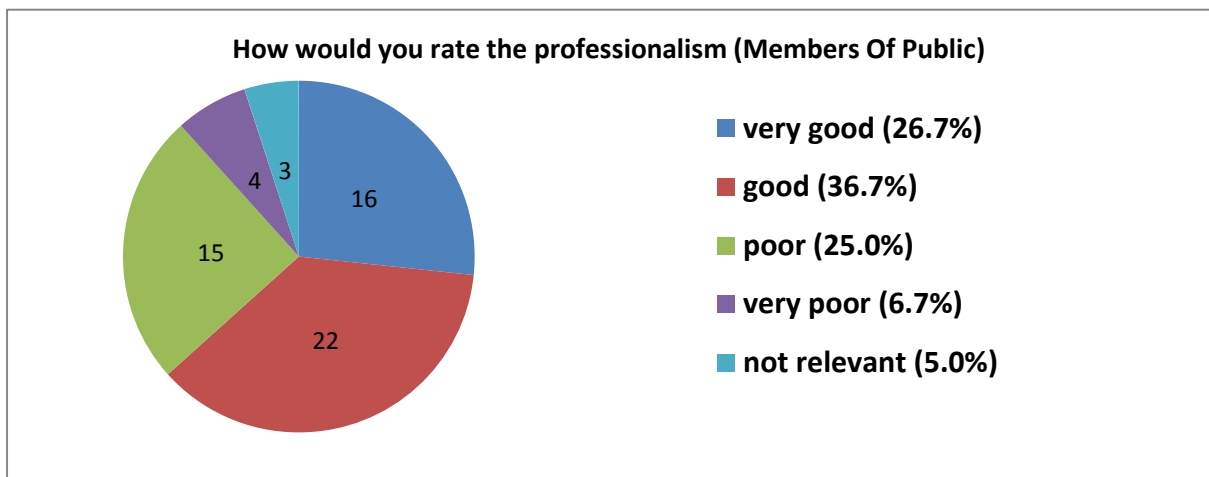


## Question 12: How would you rate the overall professionalism of the staff you dealt with?

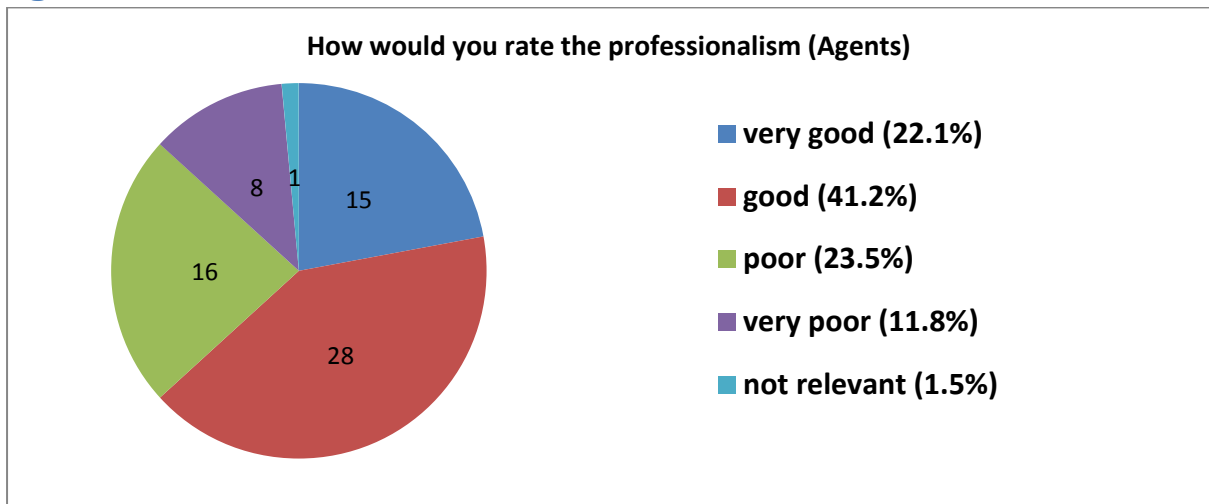
### All Respondents



### Members of Public



### Agents

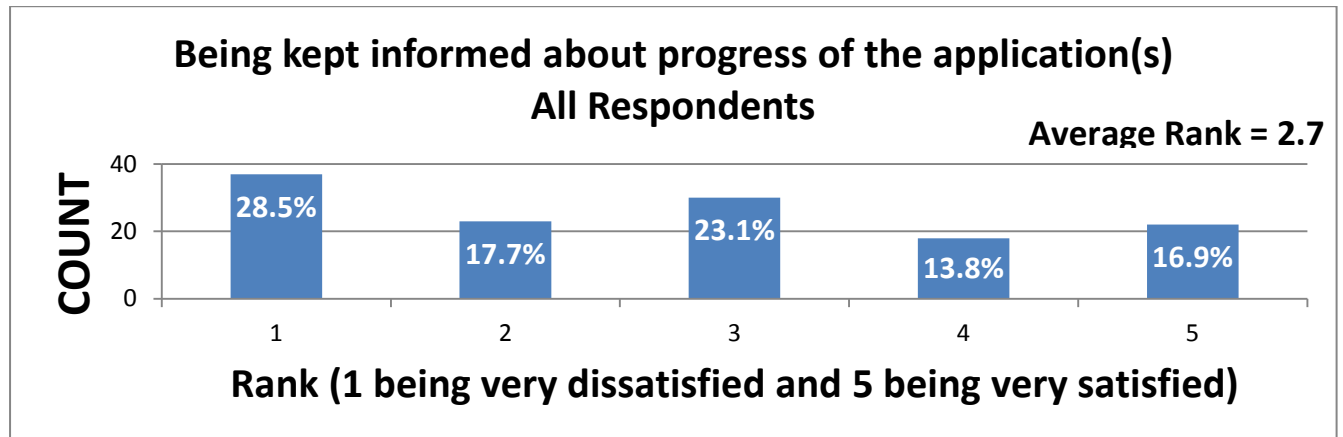




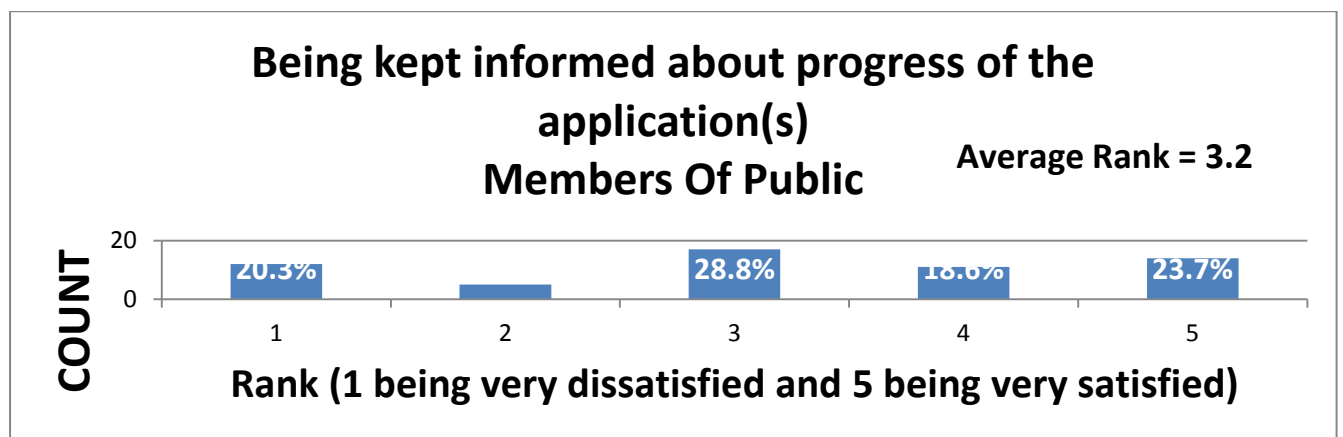
Question 13: On a scale of 1 to 5 (1 being very dissatisfied and 5 being very satisfied), please rate the following aspects of the Planning Application Services over the last 12 months ?

### 13a - Being kept informed about progress of the application(s)

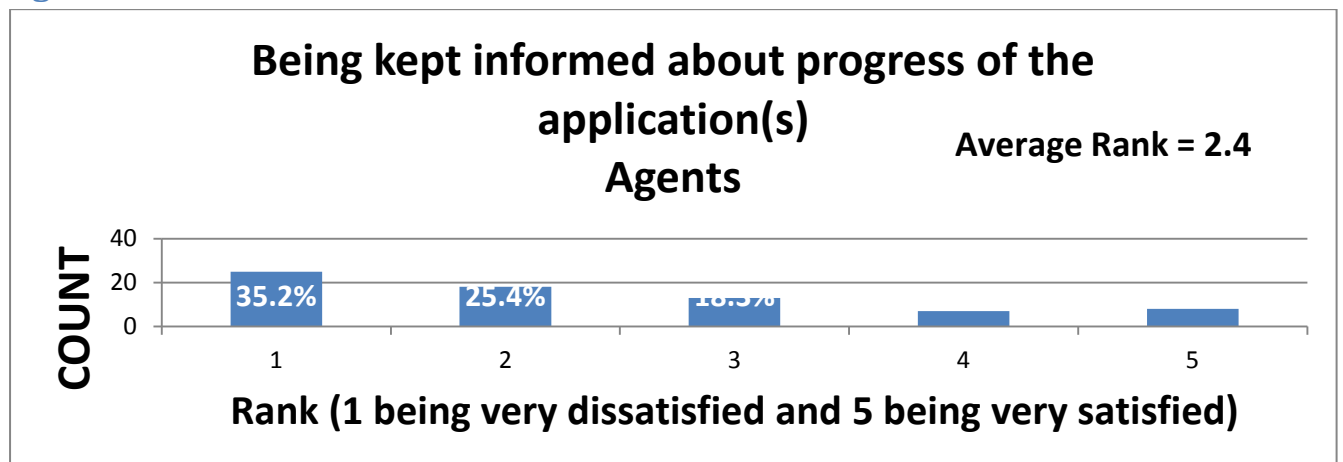
#### All Respondents



#### Members of the Public

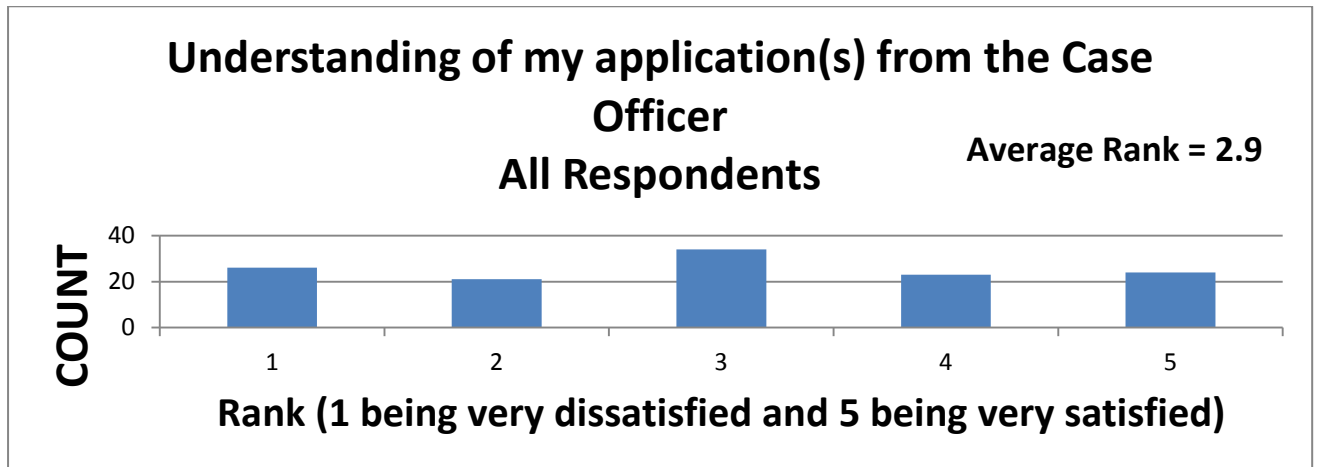


#### Agents

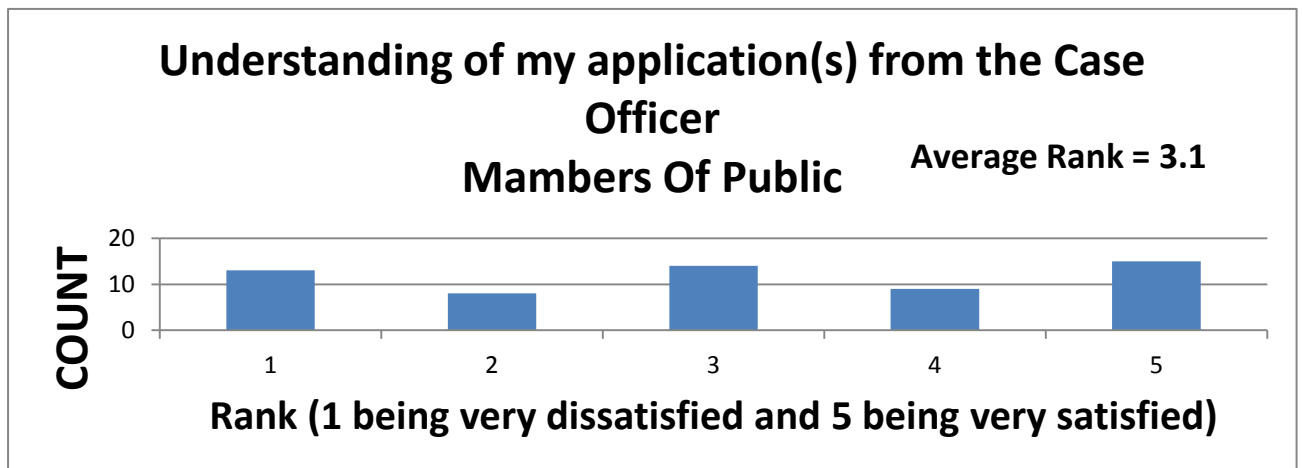


## Question 13b: Understanding of my application(s) from the Case Officer

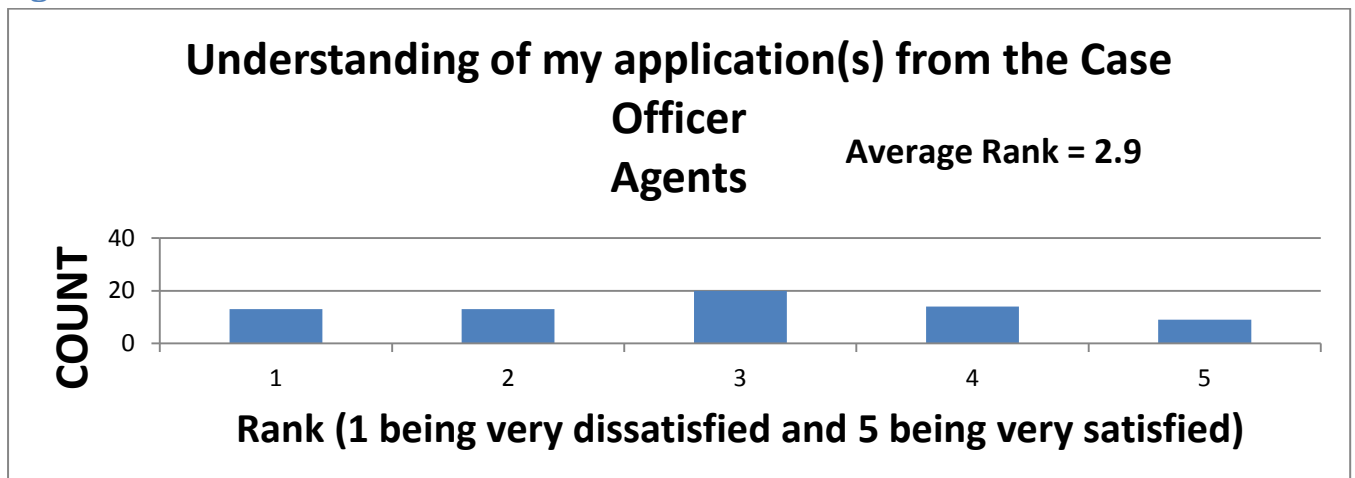
### All Respondents



### Members of Public

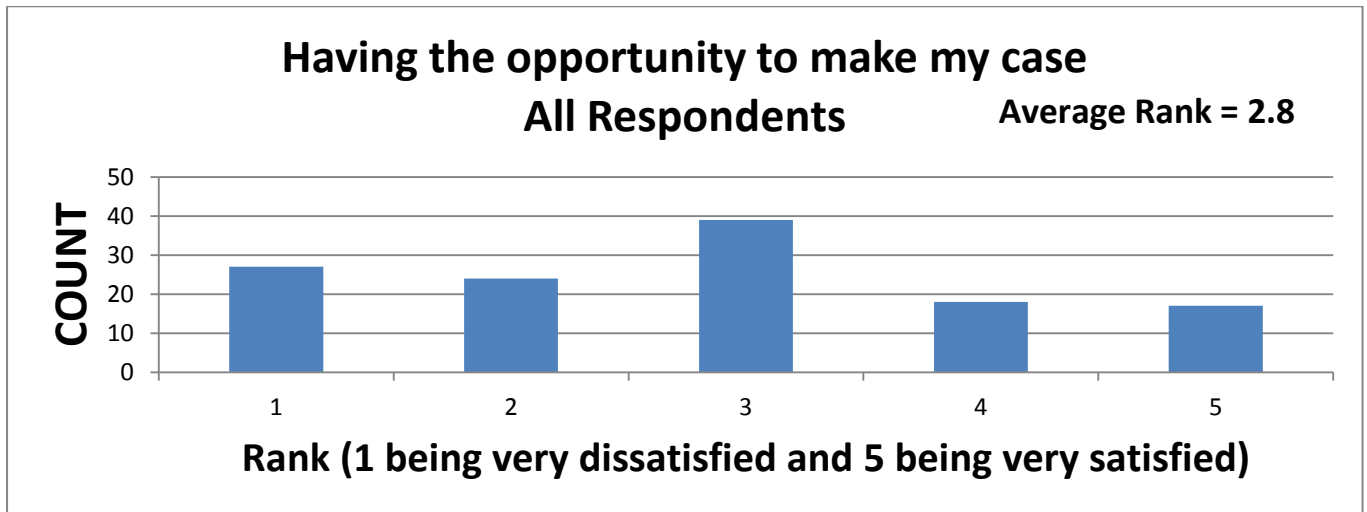


### Agents

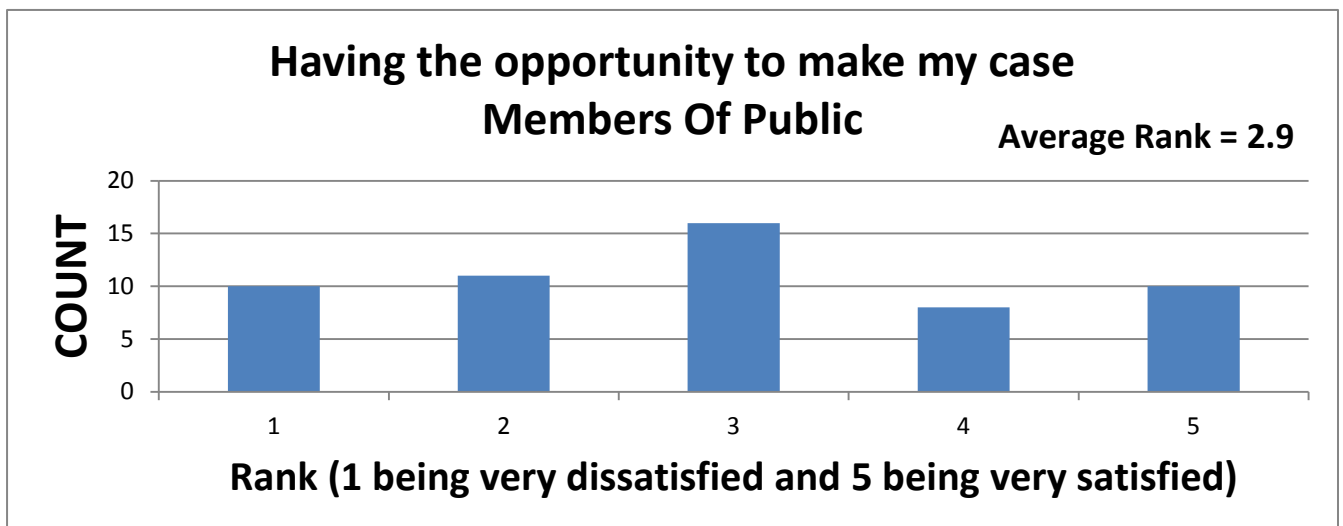


## Question 13c: Having the opportunity to make my case

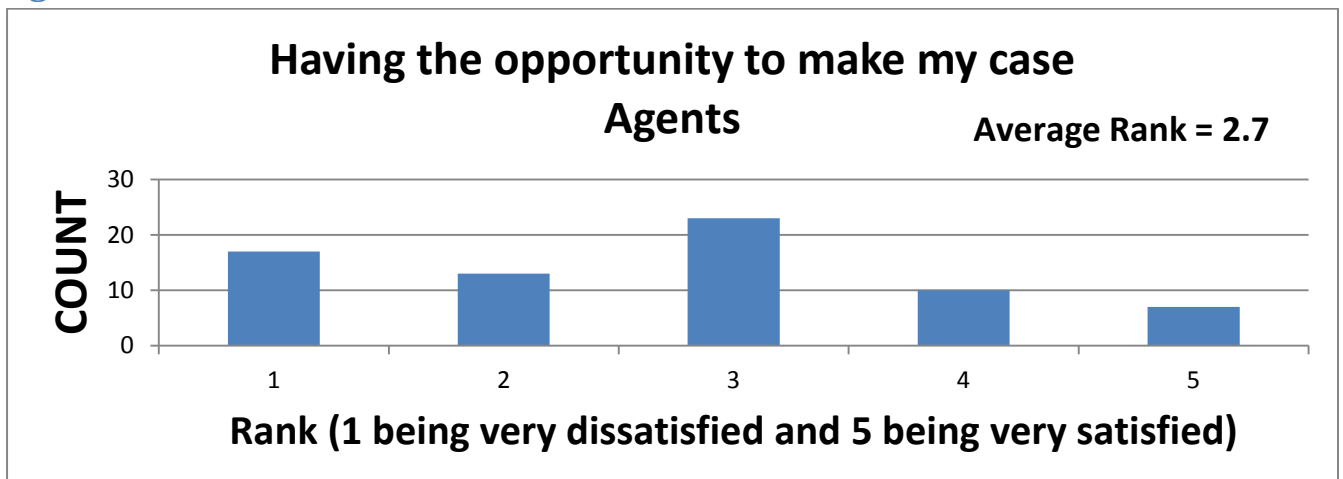
### All Respondents



### Members of Public

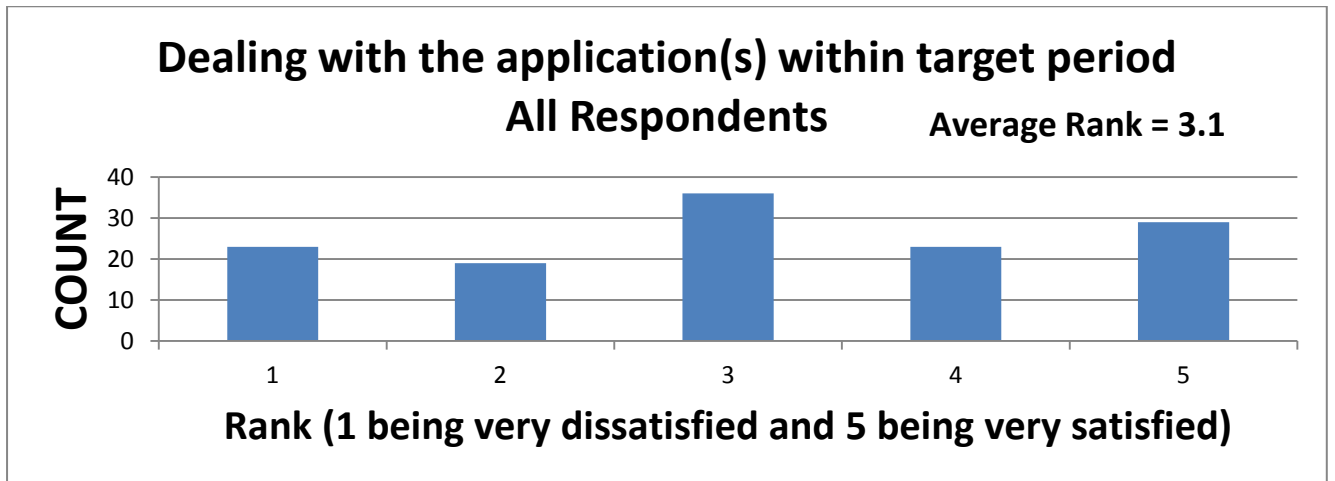


### Agents

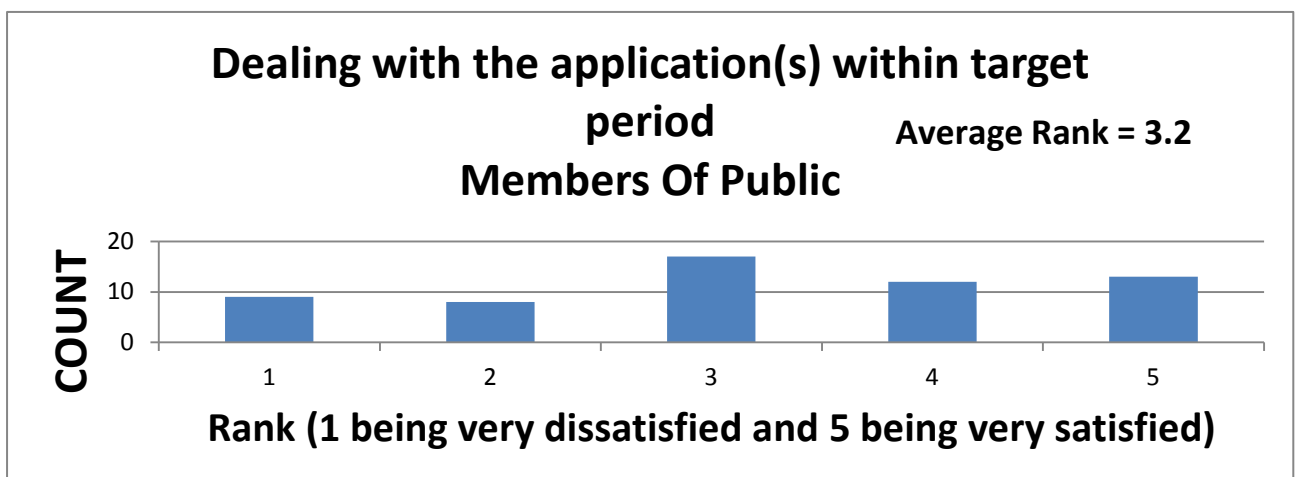


### Question 13d: Dealing with the application(s) within target period

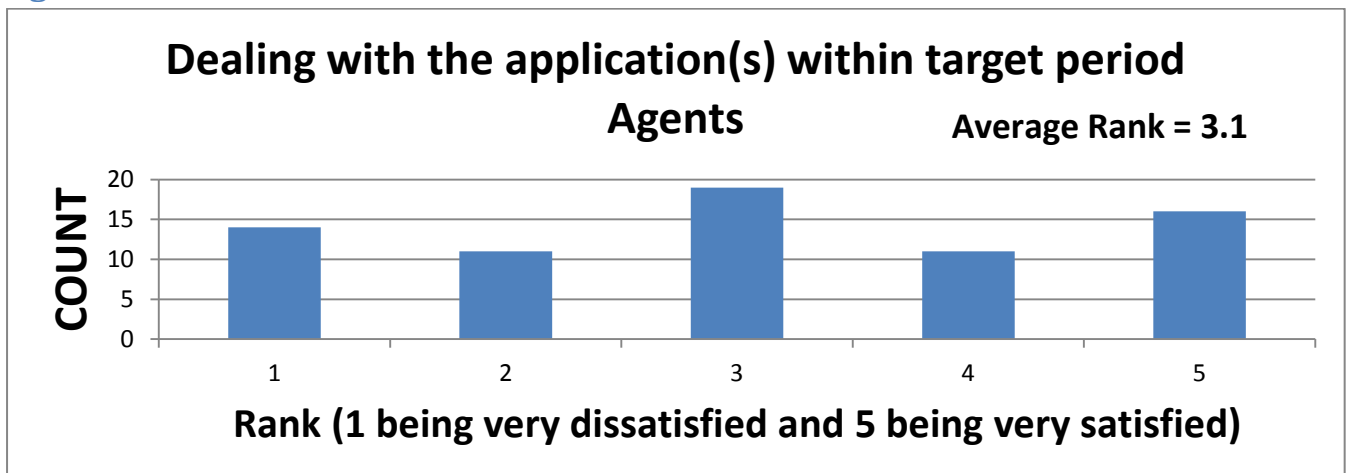
#### All Respondents



#### Members of Public

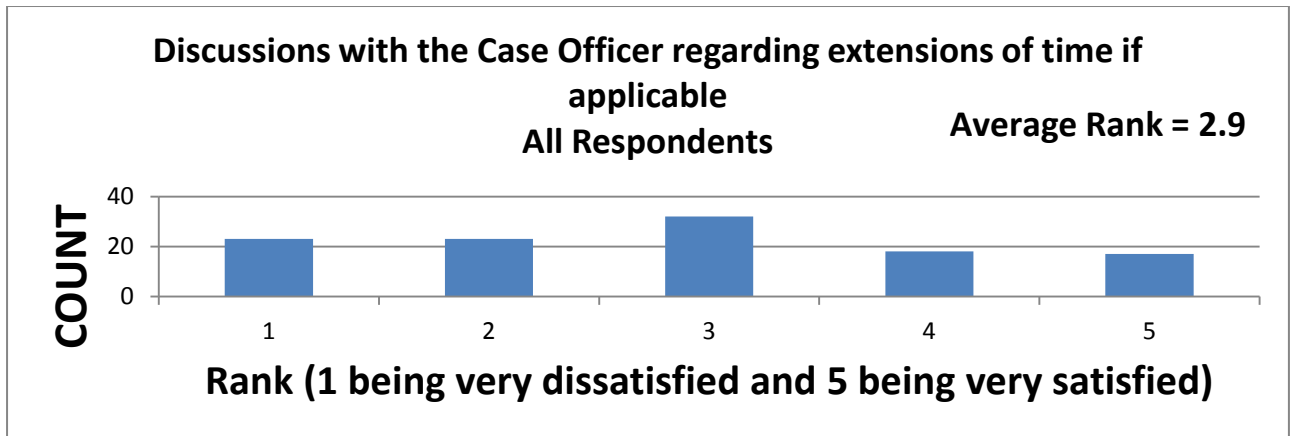


#### Agents

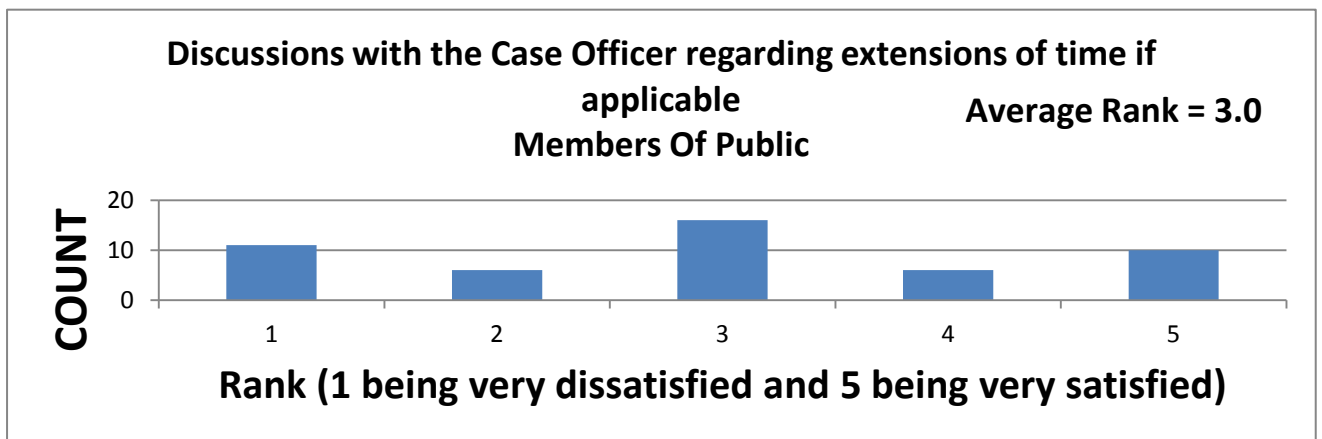


### Question 13e: Discussions with the Case Officer regarding extensions of time if applicable

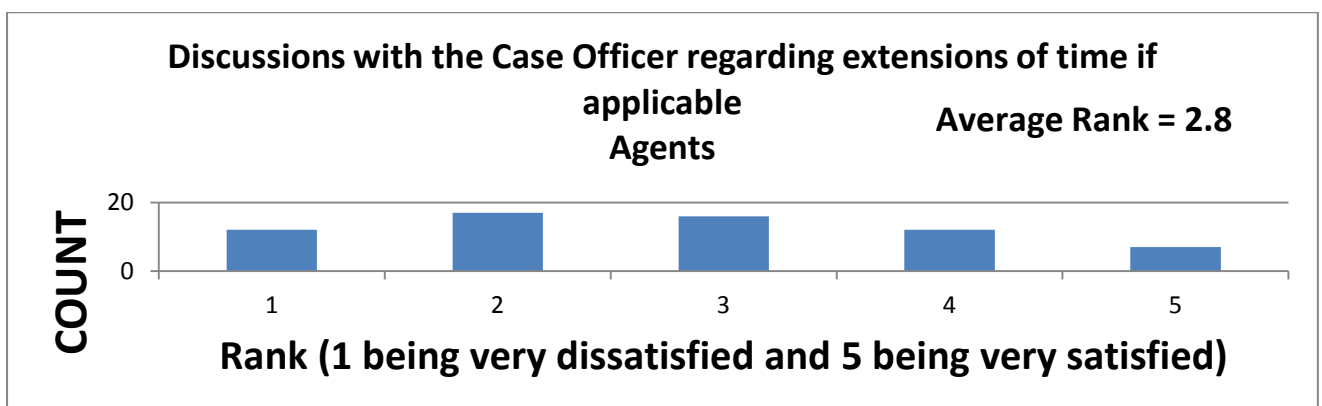
#### All Respondents



#### Members of Public

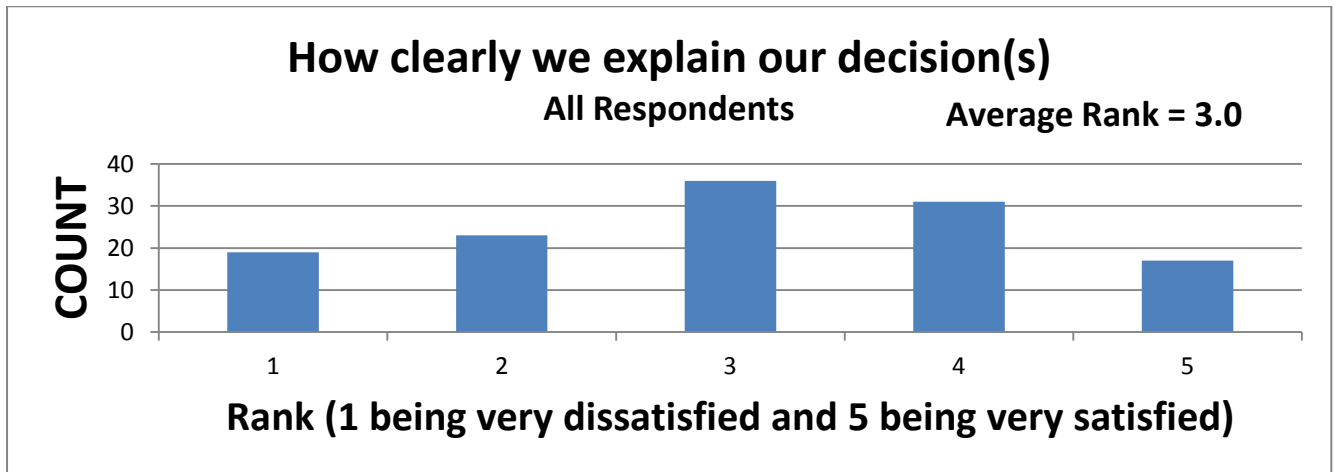


#### Agents

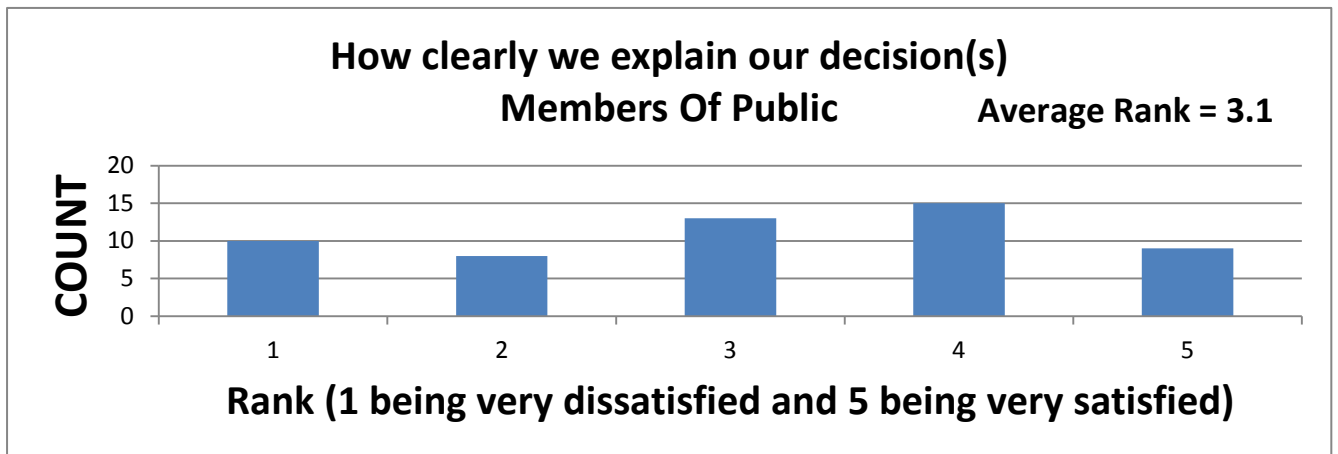


## Question 13f: How clearly we explain our decision(s)

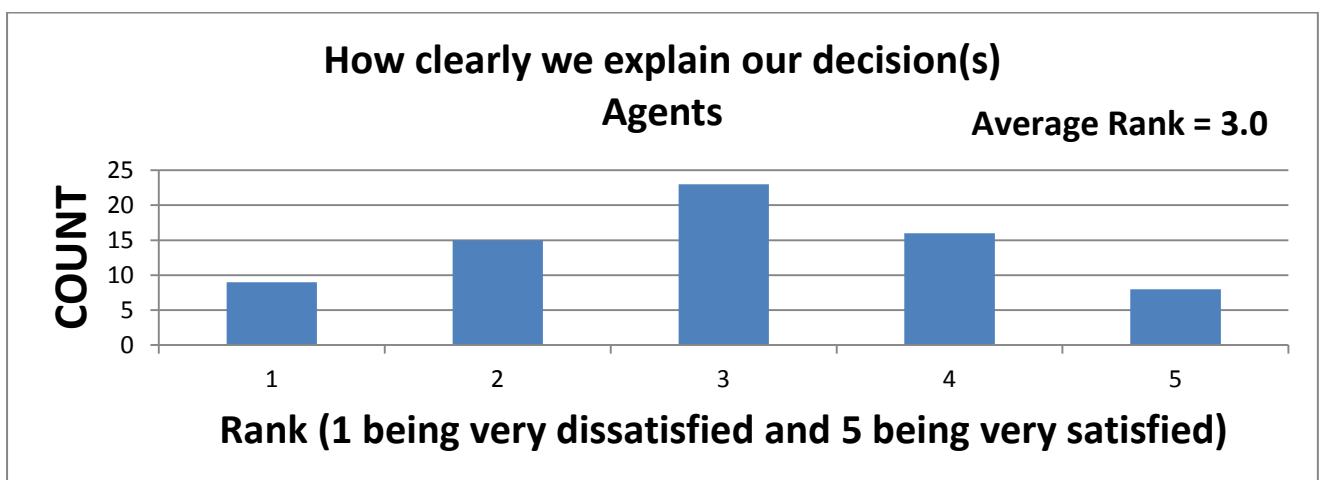
### All Respondents



### Members of Public

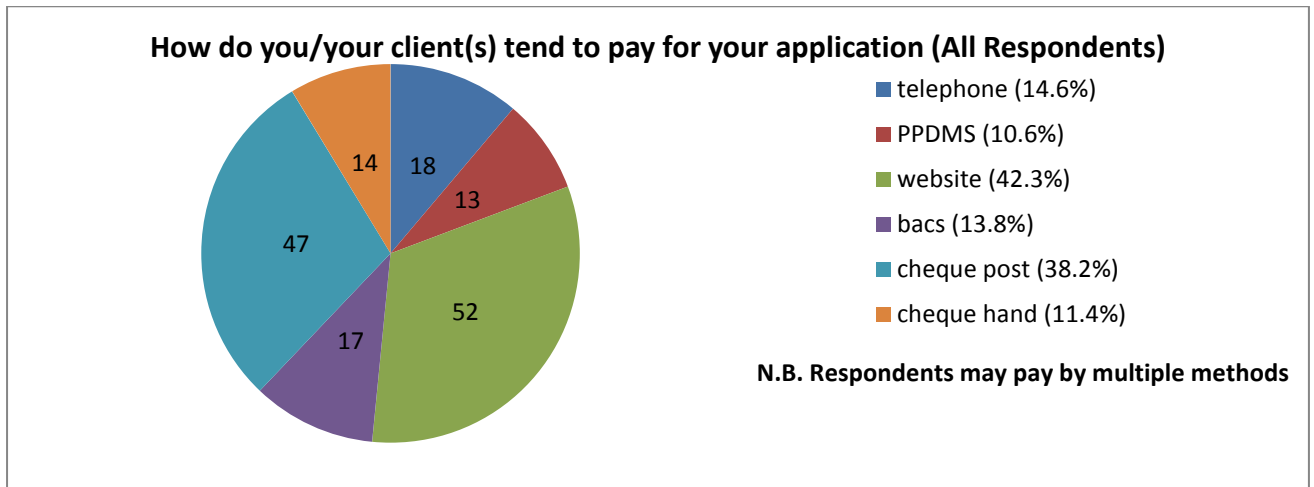


### Agents

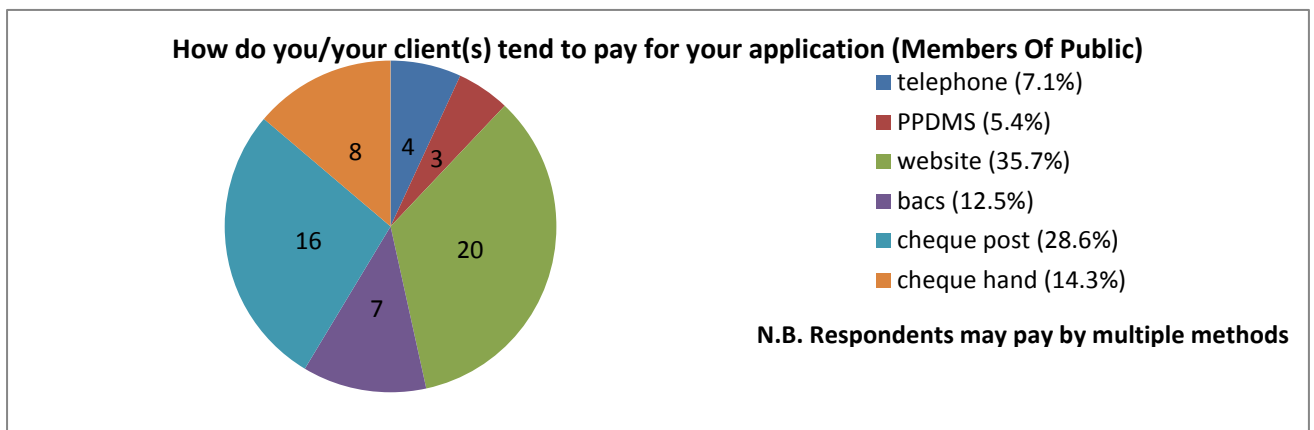


## Question 14: How do you/your client(s) tend to pay for your application

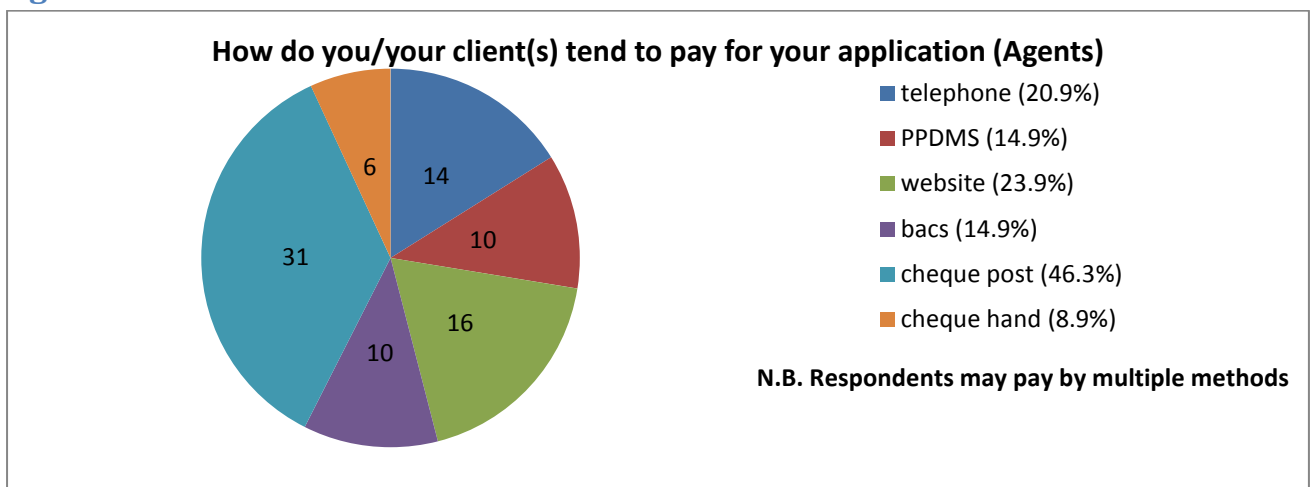
### All Respondents



### Members of Public



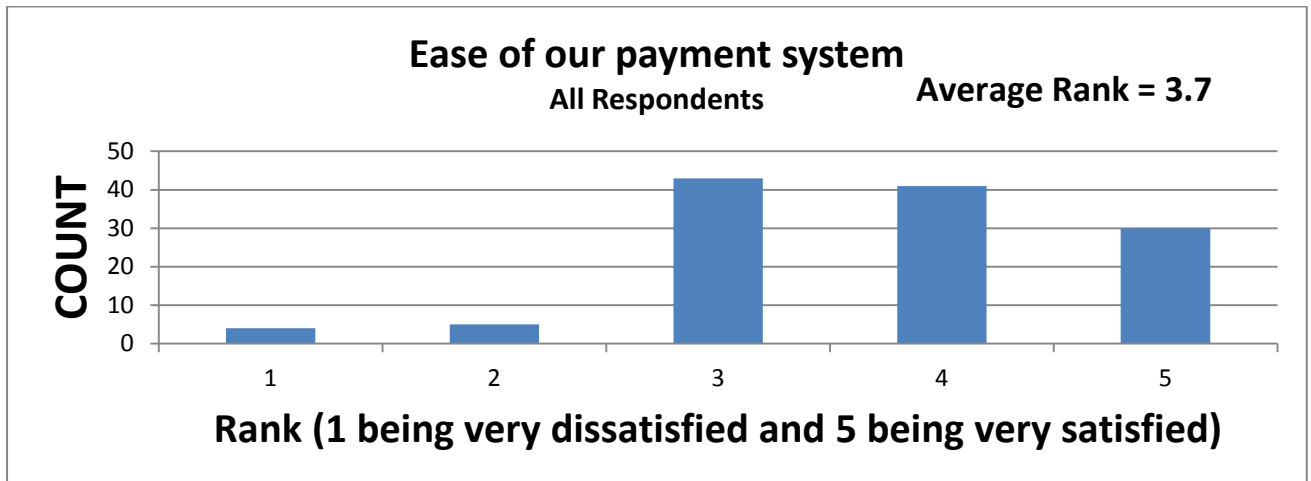
### Agents



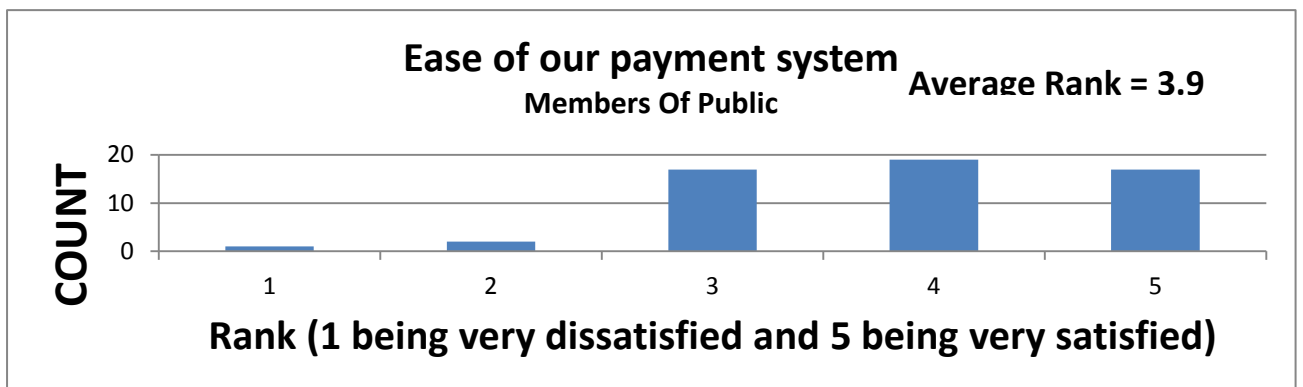
Question 15: On a scale of 1 to 5 (1 being very dissatisfied and 5 being very satisfied), please rate our payment system

Question 15a : Ease of our payment system

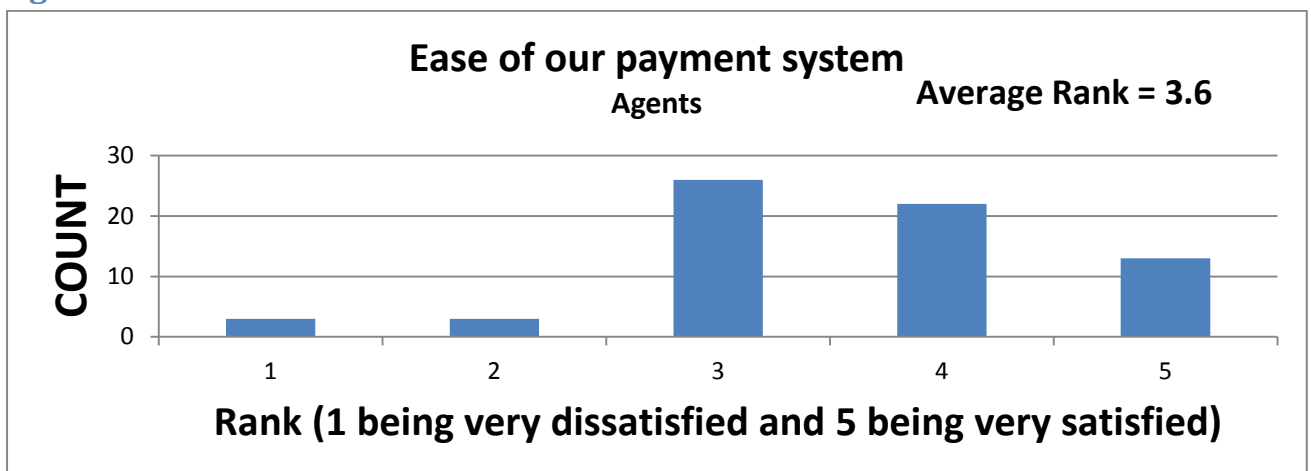
All Respondents



Members of Public



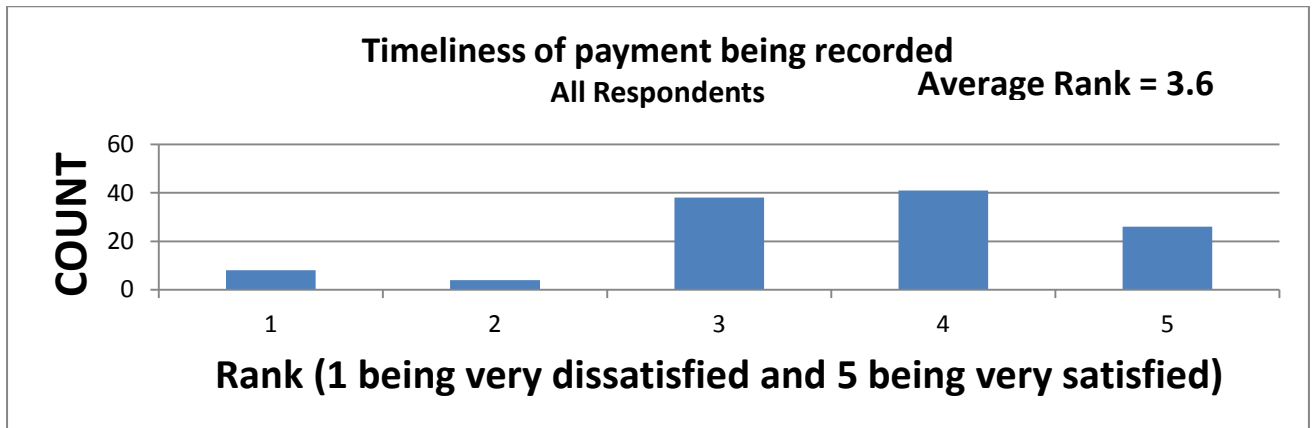
Agents



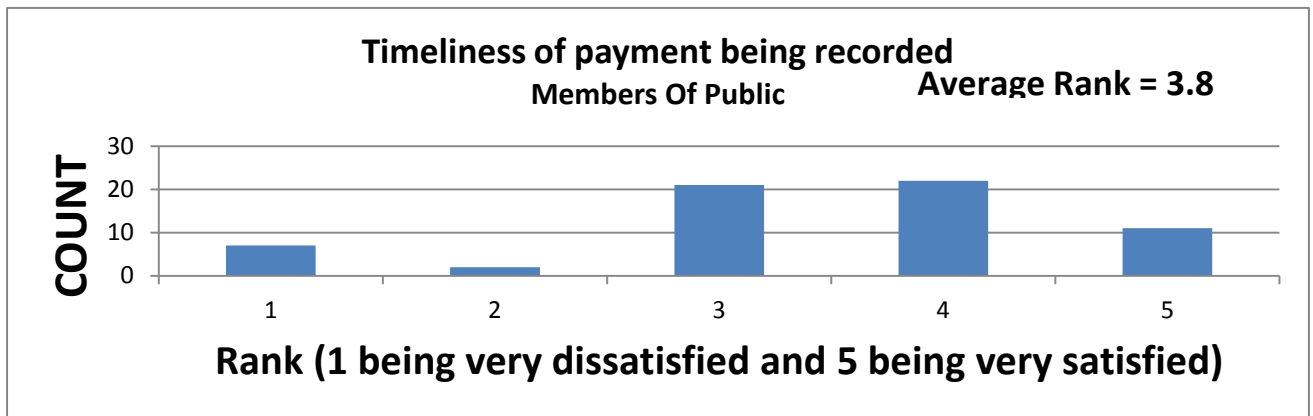


## Question 15b : Timeliness of payment being recorded

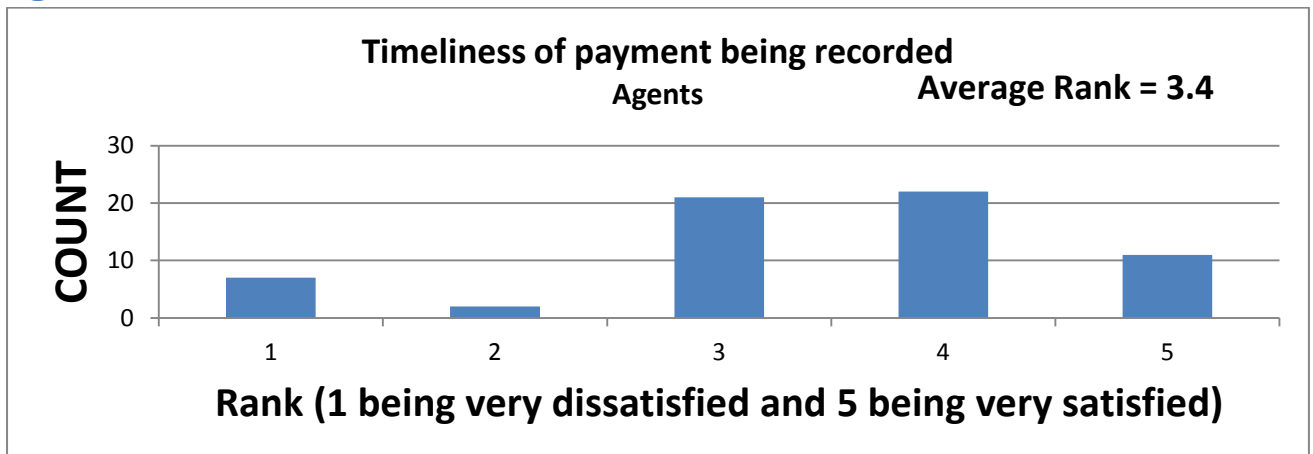
### All Respondents



### Members of Public



### Agents

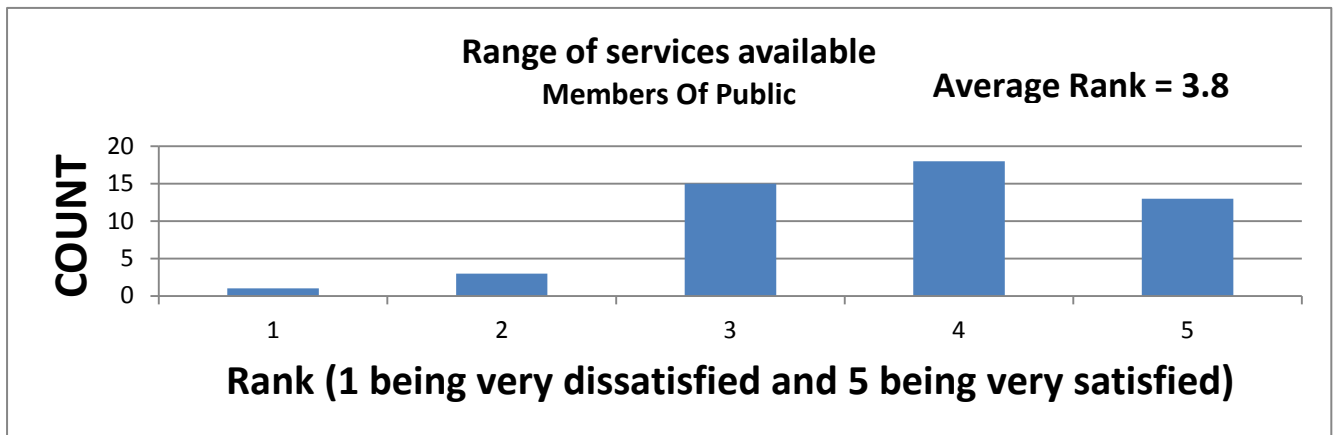


## Question 15c : Range of services available

### All Respondents



### Members of Public



### Agents



**Question 16: On a scale of 1 to 5 (1 being very dissatisfied and 5 very satisfied) please rate the Customer Service in our Planning Application Service**

**Question 16a : Time taken to contact us**

**All Respondents**



**Members of Public**

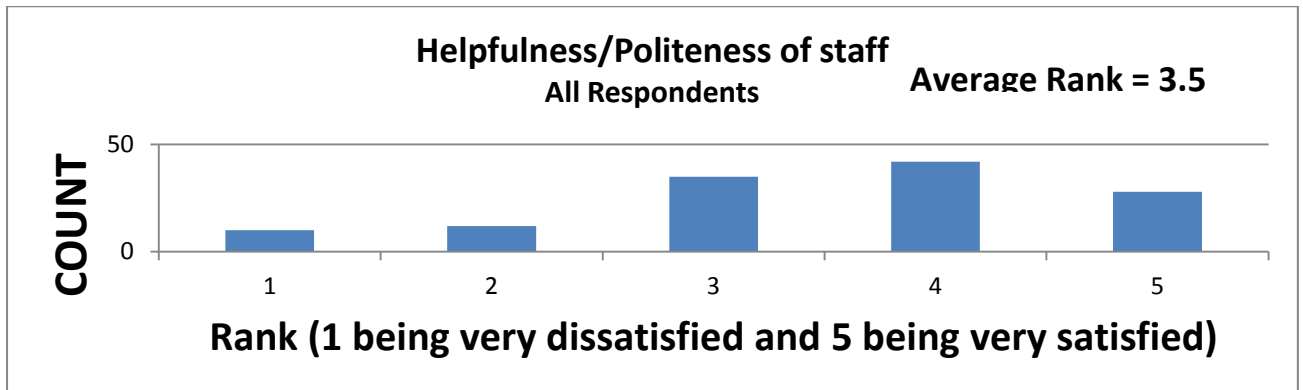


**Agents**



## Question 16b: Helpfulness/Politeness of staff

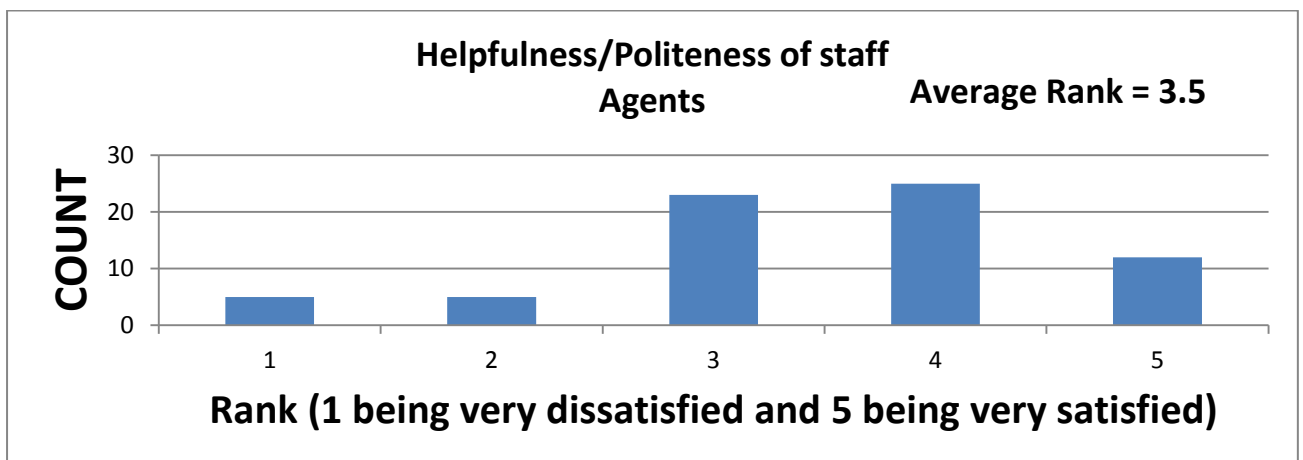
### All Respondents



### Members of Public

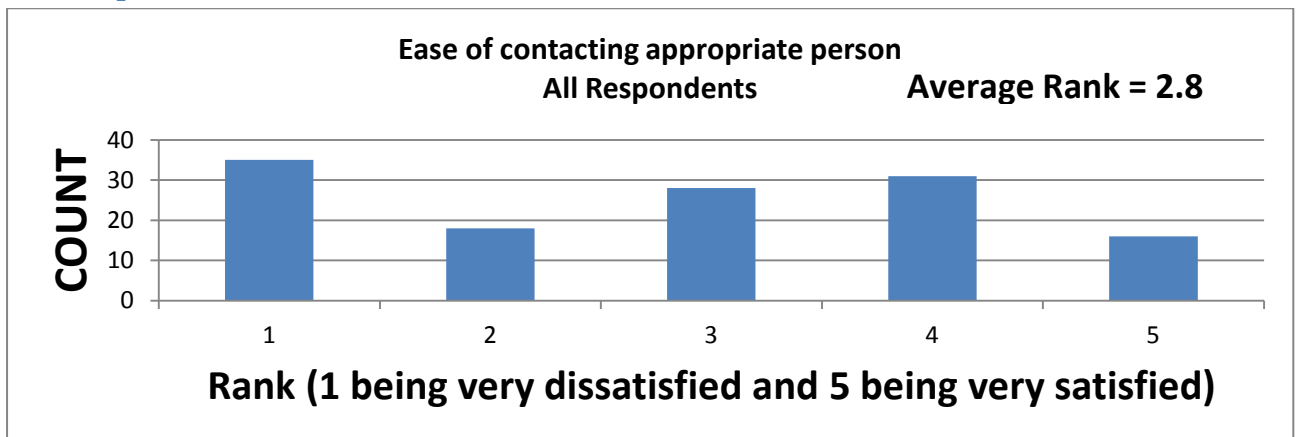


### Agents

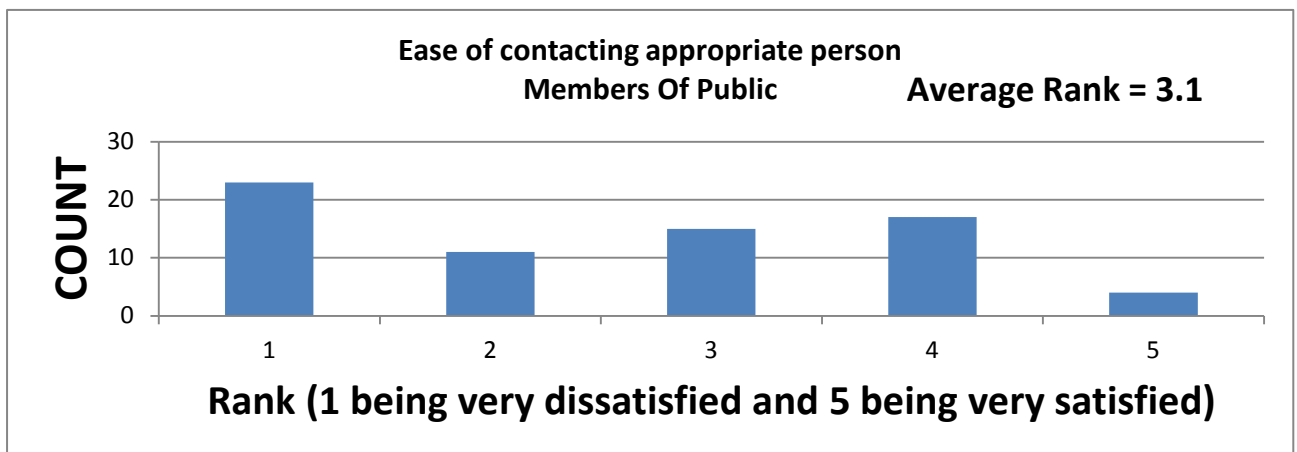


## Question 16c: Ease of contacting appropriate person

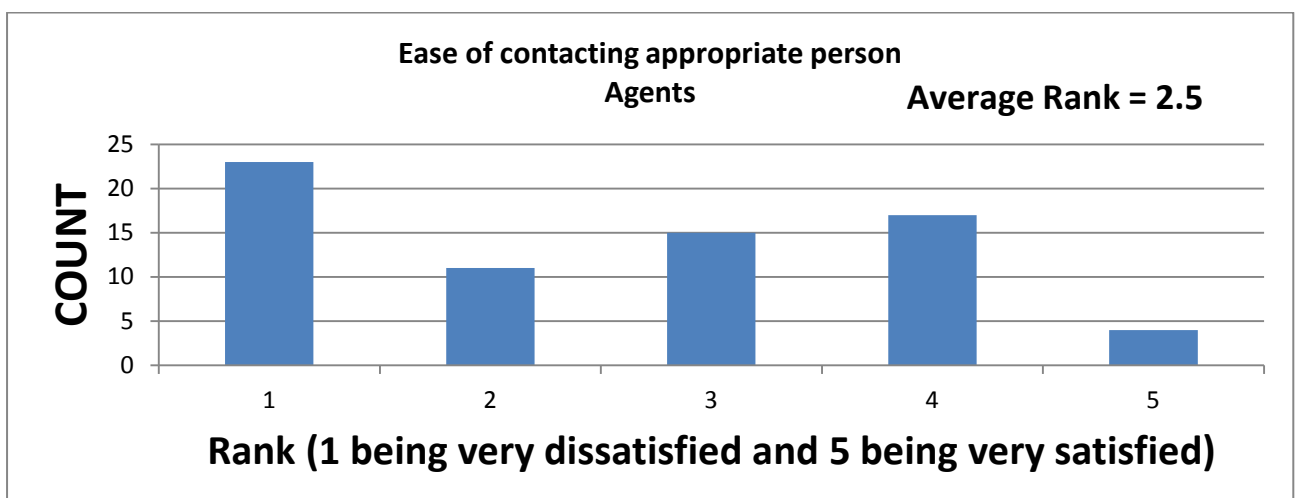
### All Respondents



### Members of Public

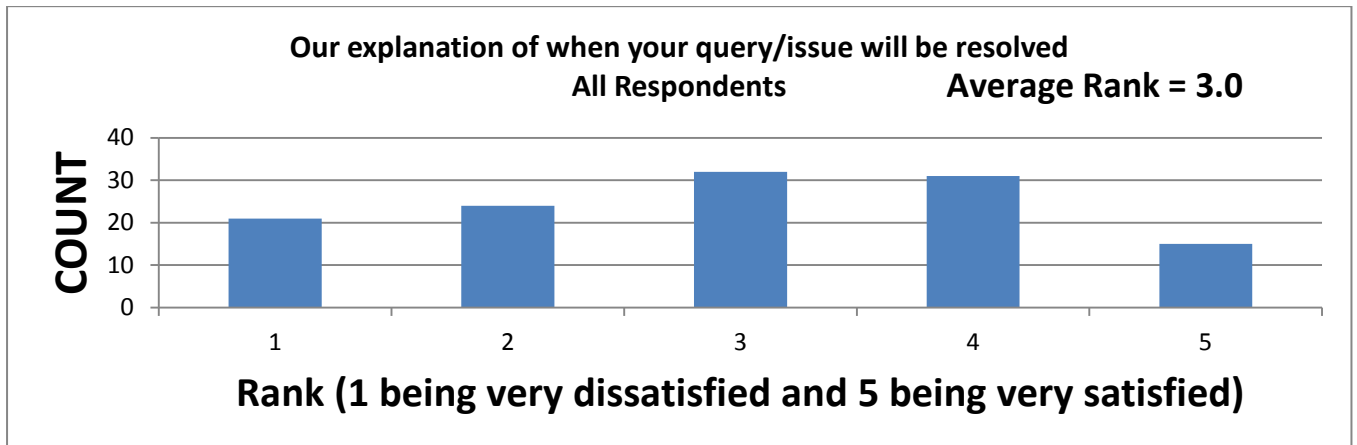


### Agents

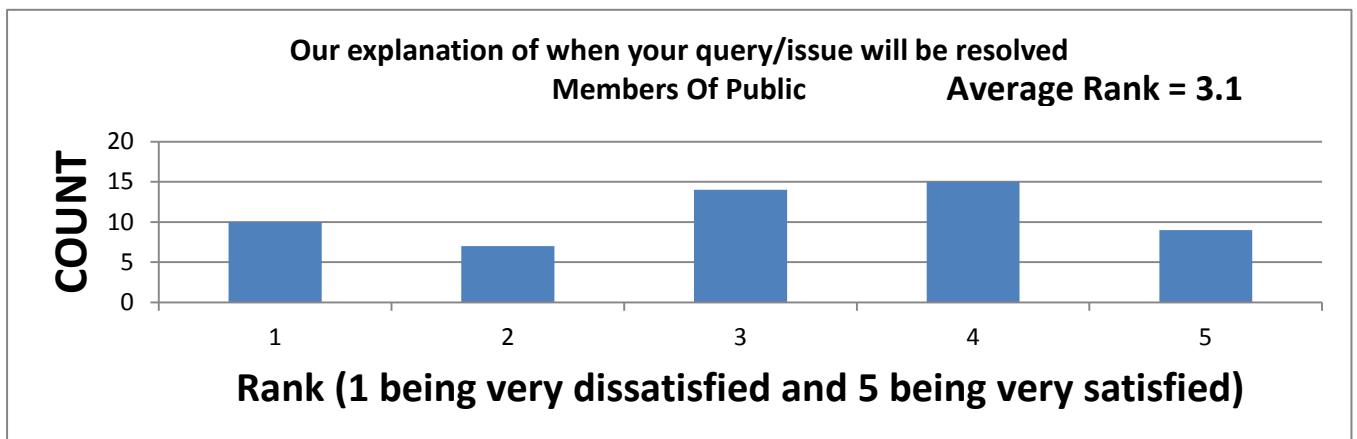


## Question 16d: Our explanation of when your query/issue will be resolved

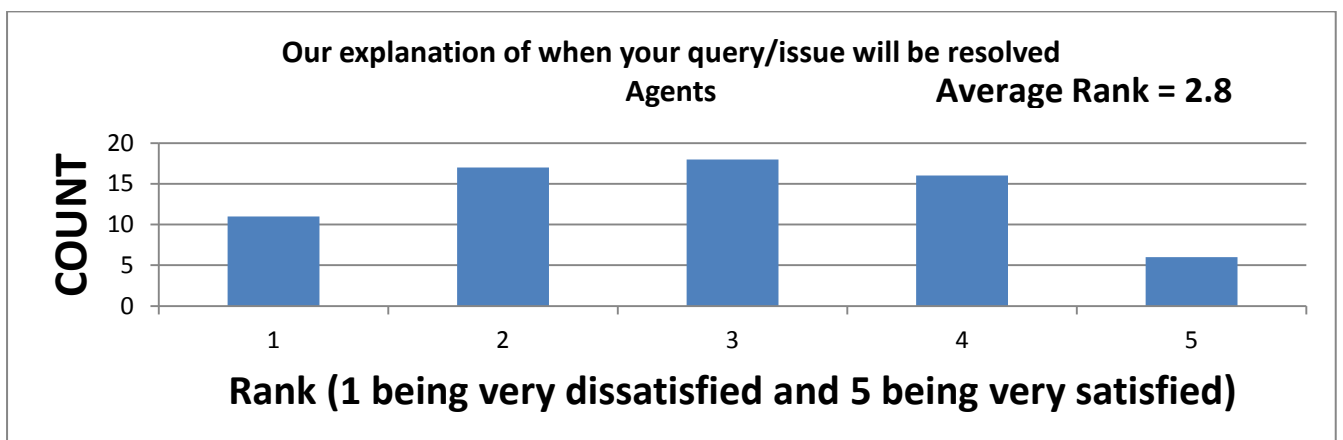
### All Respondents



### Members of Public

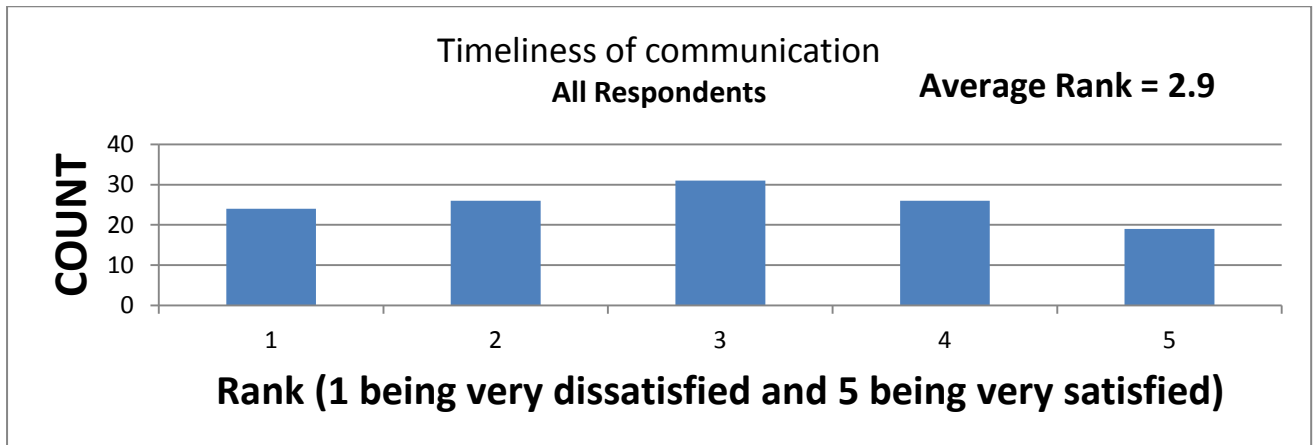


### Agents

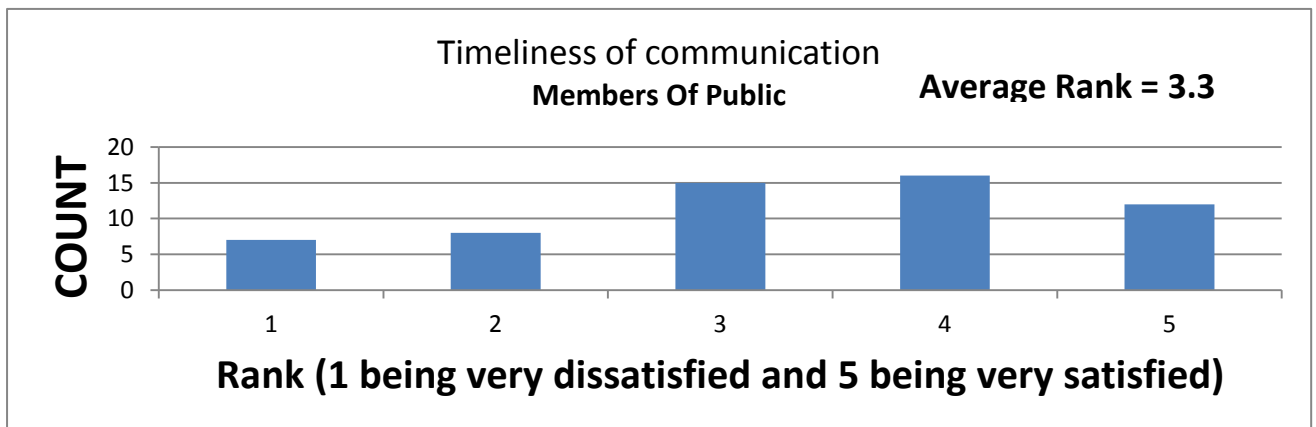


## Question 16e: Timeliness of communication

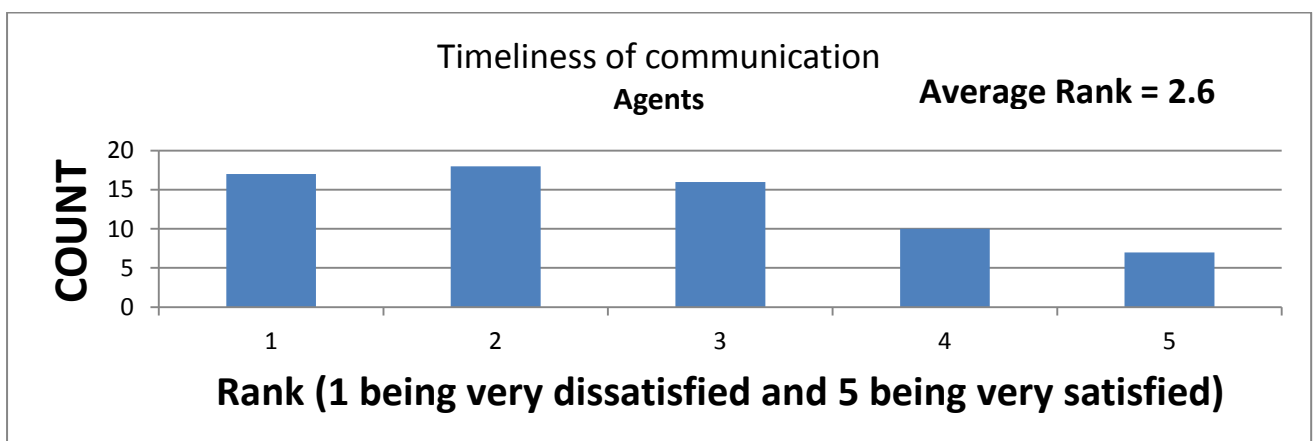
### All Respondents



### Members of Public

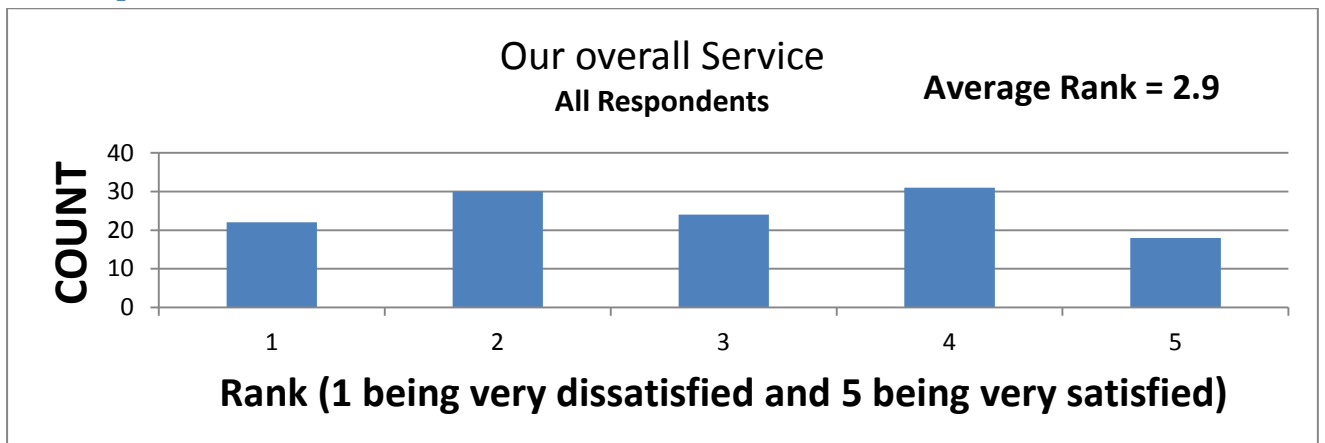


### Agents

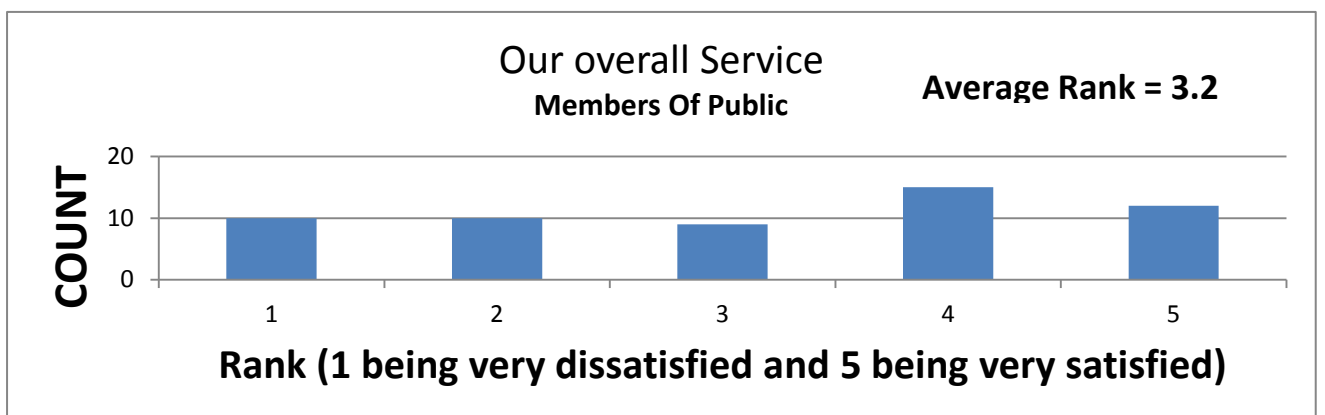


## Question 16f: Our overall Service

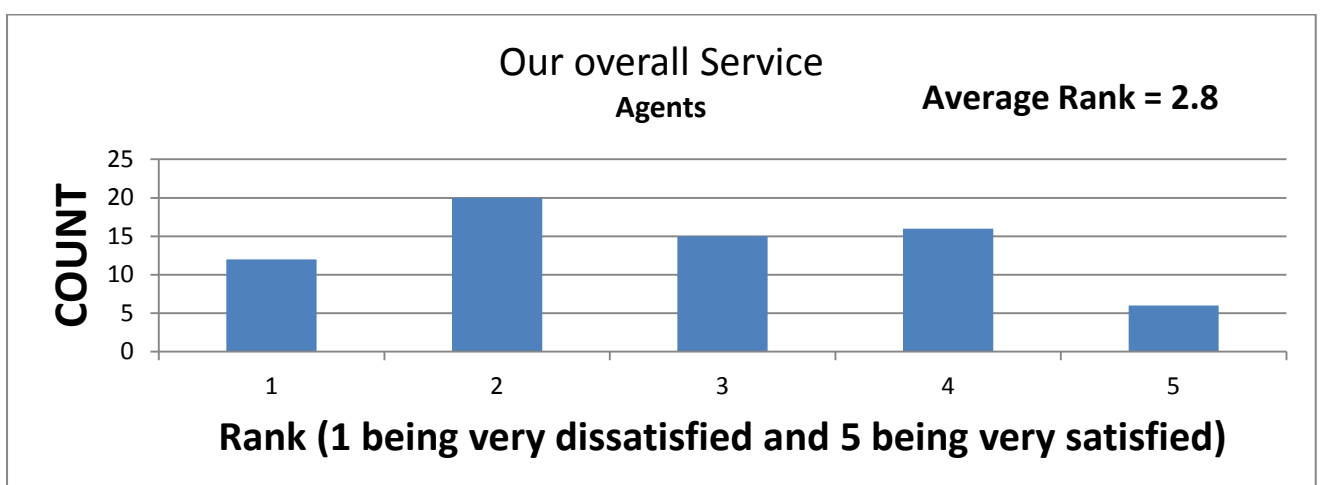
### All Respondents



### Members of Public



### Agents



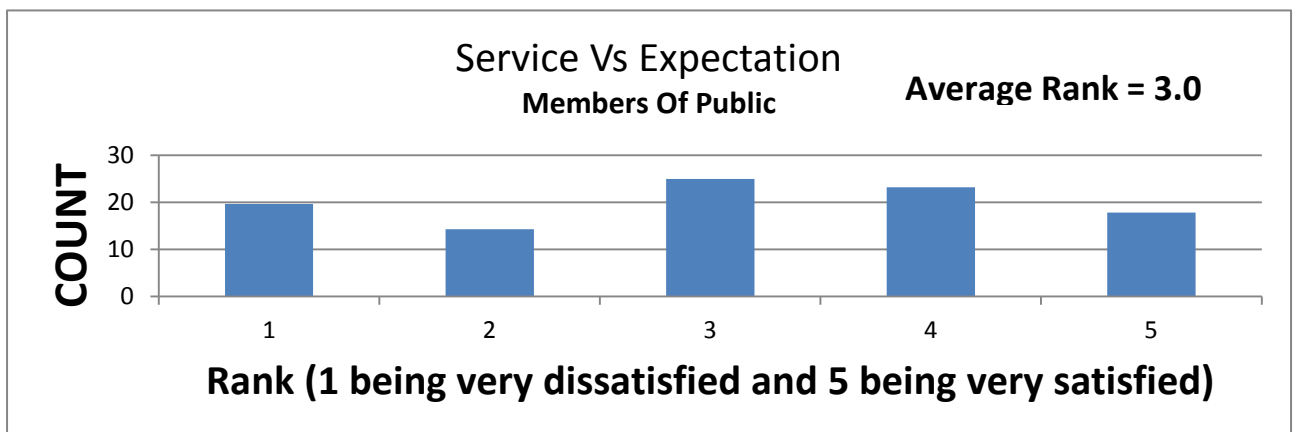


Question 16g: Setting aside the decision(s) you received, over the last 12 months, how you feel the service that we provided performed against your expectations

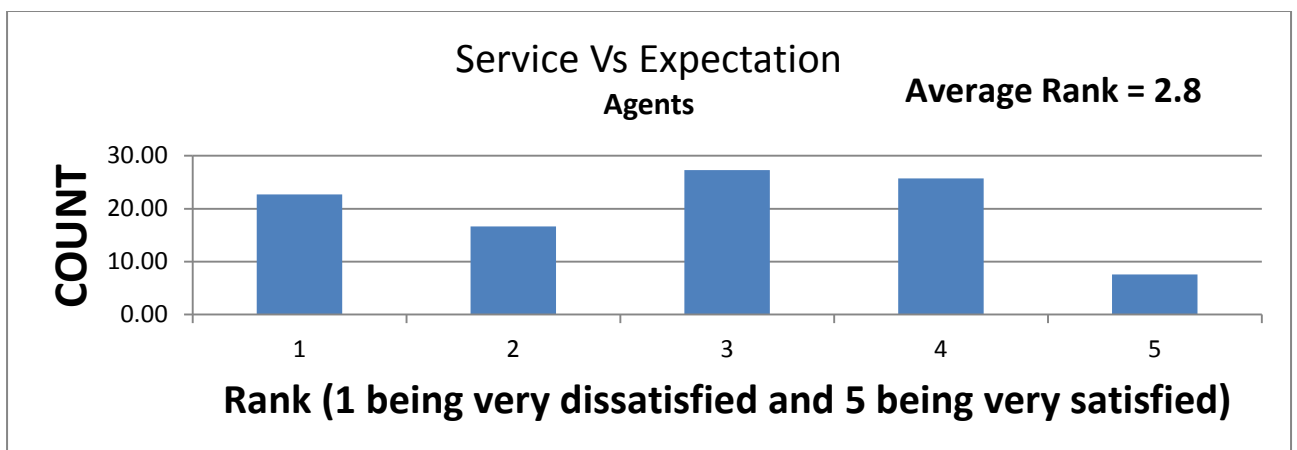
### All Respondents



### Members of Public

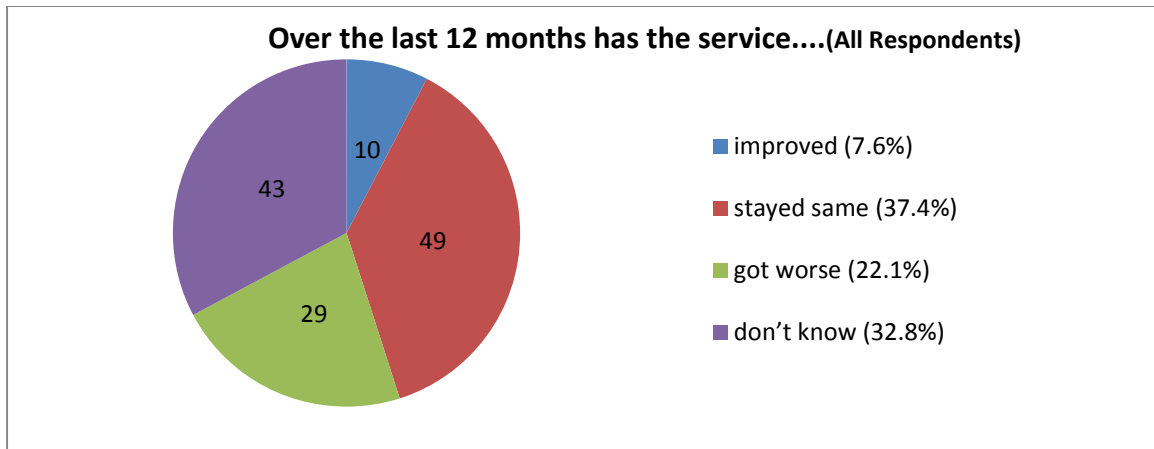


### Agents

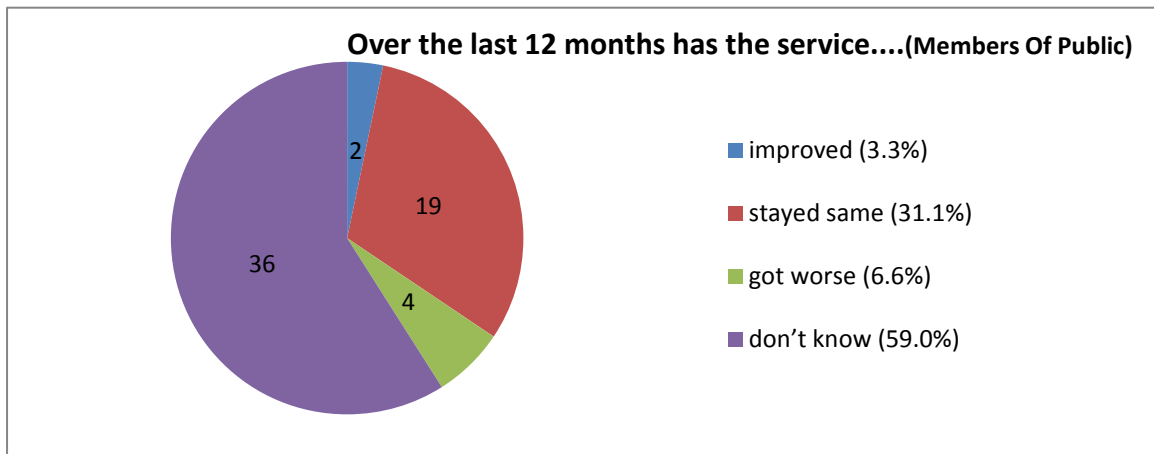


**Question 17: We are always looking to improve the service we offer, so over the last 12 months has the service ...**

**All Respondents**



**Members of Public**



**Agents**

