

# PLANNING COMMITTEE

28 JUNE 2011

## REPORT OF THE TEMPORARY HEAD OF PLANNING

### A.2 Planning Services Customer Satisfaction Survey

June 2011

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#### 1. PURPOSE OF THE REPORT

- 1.1 To provide the Planning Committee with a note for information on findings following a customer satisfaction survey carried out in November 2010.

#### 2. BACKGROUND

- 2.1 The Planning Service undertook an anonymous customer survey of planning agents and individual applicants who received a planning application decision in the last 2 years. All those surveyed each received one survey form and were asked to respond based on their experience in relation to the latest application for which they had received a decision.

Total number of questionnaires issued	366
Total number of questionnaires returned	120
Return	32%

#### **Application decision statistics for all respondents**

Approved	80.8%
Refused	17.5%
Split Decisions	1.7%

- 2.2 In this latest survey almost three quarters of those asked were more than happy with the overall service provided to them. The figure of 72 % compares favourably with 65% from the previous year and 53% in 2006 and continues to show a move in the right direction.

- 2.3 A full breakdown of statistics gathered is outlined below.

The survey questions and results were as follows:-

- **Prior to making my application I was given the advice and help needed to submit my application.**

Overall satisfaction	64.71%
Satisfaction from approved applications	67.71%

Satisfaction from refused applications 57.14%

- **I was able to view key dates and documents and review the progress of my application using Public Access on the Council's Website.**

Overall satisfaction 74.36%

Satisfaction from approved applications 76.04%

Satisfaction from refused applications 60.00%

- **The Council dealt promptly with my queries.**

Overall satisfaction 71.90%

Satisfaction from approved applications 78.35%

Satisfaction from refused applications 52.38%

- **I understand the reasons for the decision on my application.**

Overall satisfaction 82.50%

Satisfaction from approved applications 91.67%

Satisfaction from refused applications 47.62%

- **I felt that I was treated fairly and that my viewpoint was listened to.**

Overall satisfaction 67.23%

Satisfaction from approved applications 77.89%

Satisfaction from refused applications 28.57%

- **My overall satisfaction with service provided by the Council in processing my application:-**

Overall satisfaction 71.67%

Satisfaction from approved applications 81.25%

Satisfaction from refused applications 33.33%

- **If you have submitted planning applications to Tendring District Council in the last three years, how has the overall service changed compared to then?**

Overall satisfaction 38.33%

Satisfaction from approved applications 45.83%

Satisfaction from refused applications 9.09%

- **Electronic communication is important to us insofar as it is often quicker than the postal system. Would you support a greater use of email notifications (wherever practicable) i.e. acknowledgement or invalid letter, Decision Notices etc.?**

In favour of electronic communication 83.05%

### 3. CONCLUSION

3.1 The Planning Service is giving consideration to the findings from this survey and any actions arising will be put into the Service Improvement Plan.

3.2 Another Customer User Satisfaction Survey will be undertaken at the end of 2011.