

## Public Satisfaction with the Planning Function

The 4 self explanatory graphs are derived from the question posed:

*In determining your application you have received a service from my section. If your score for this service is less than 8 out of 10 I would be grateful if you could provide me with comment on how we could improve our service and raise that score closer to 10 out of 10. Equally if your score is 8 and over please tell me what we do well.*

The results show a positive direction of travel as we put in place more customer focussed initiatives in response to the comments made.

The changes already made to engage with our customers include:

1. A bi-annual agents newsletter
2. Agents forums
3. Developing the Planning Support Services function to support each team and be a point of contact of agents when officers are on site/at meetings/away from the office – in preparation for the wider 'new ways of working' strategy.
4. The production of a new guide to Permitted Development rights to help customers understand the new legislation.
5. Writing to applicants to explain why we cannot meet our 8 week target figure for their application – keeping them informed
6. Holding/attending public consultation events to generally inform about the planning process
7. We now register pre-application submissions to formalise our advice giving and monitoring workload/response times.

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