



Planning Services Satisfaction Survey

April 2020 – March 2021

Headline findings

- Fewer respondents than 2018/19 and 2019/20
- Overall, better results than 2018/19 and 2019/20
 - Large reduction in dissatisfaction
- Dissatisfied respondents were more likely to be very dissatisfied
- Fewer than half were satisfied on any question.

Speed of accessing Planning Services

Q1) How satisfied are you with the time taken to access information about planning applications that you have an interest in?

- Almost half (48 per cent) were satisfied
 - 24 per cent were very satisfied
 - 24 per cent satisfied
- 41 per cent were dissatisfied
 - 41 per cent very dissatisfied
 - No one was dissatisfied
- The remaining 12 per cent said that they were neither satisfied nor dissatisfied.

Figure 1: Satisfaction with the time taken to access information about planning applications you have an interest in. 17 respondents.

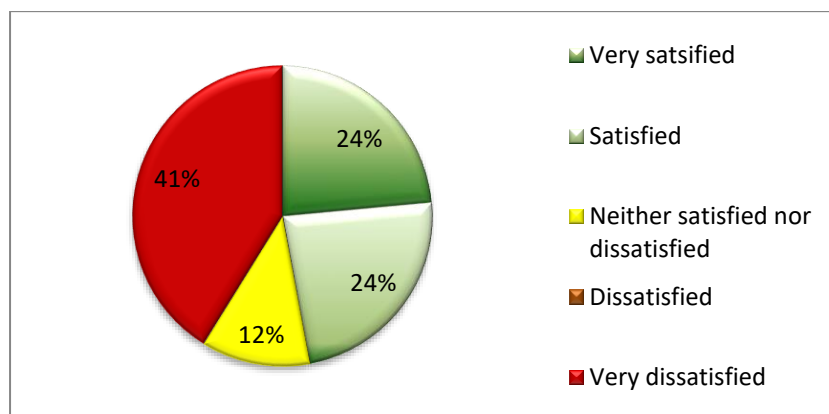


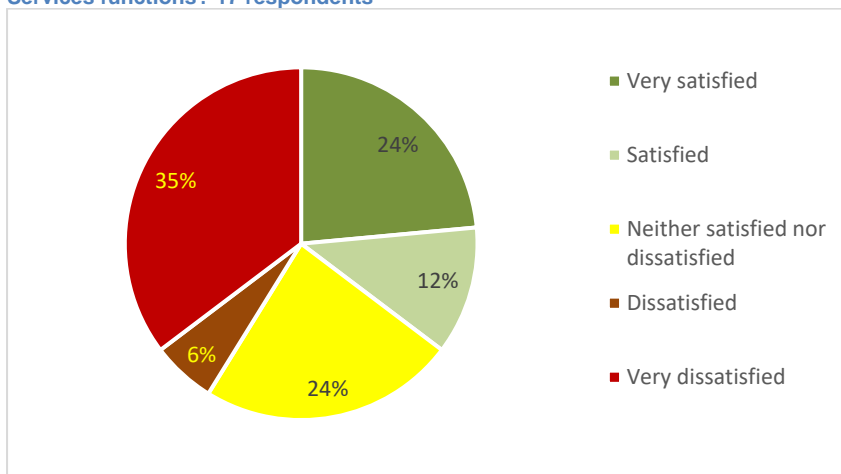
Table 1: Satisfaction with the time taken to access information about planning applications you have an interest in - 2018/19 to 2020/21

	2018/19		2019/20		2020/21	
Very satisfied	0%	28%	22%	31%	24%	48%
Satisfied	28%		9%		24%	
Neither satisfied nor dissatisfied	28%		43%		12%	
Dissatisfied	16%	44%	4%	26%	0%	41%
Very dissatisfied	28%		22%		41%	

Q2) How satisfied are you with the time taken by you to access information about other aspects of the Planning Services functions?

- One-third (35 per cent) were satisfied
 - 24 per cent were very satisfied
 - 12 per cent were satisfied
- 41 per cent were dissatisfied
 - 35 per cent were very dissatisfied
 - 6 per cent were dissatisfied
- One-quarter (24 per cent) were neither satisfied nor dissatisfied

Figure 2: How satisfied are you with the time taken by you to access information about other aspects of the Planning Services functions? 17 respondents



The proportion of respondents who were satisfied has remained stable since 2018/19, but the proportion who were very dissatisfied has increased.

Table 2: How satisfied are you with the time taken by you to access information about other aspects of the Planning Services functions? 2018/19 to 2020/21

	2018/19		2019/20		2020/21	
Very satisfied	0%	31%	18%	32%	24%	35%
Satisfied	31%		14%		12%	
Neither satisfied nor dissatisfied	31%		50%		24%	
Dissatisfied	12%	39%	14%	18%	6%	41%
Very dissatisfied	27%		4%		35%	

Reliability of information given

Q3) How satisfied are you with the information available to you on planning applications that you have an interest in?

- A little over one-third (35 per cent) were satisfied
 - Twice as many of the satisfied respondents were very satisfied (24 per cent) than satisfied (12 per cent)

- A little over one-third (35 per cent - were dissatisfied
 - But 29 per cent were very dissatisfied
 - Six per cent were dissatisfied
- 29 per cent were neither satisfied nor dissatisfied

Figure 3: How satisfied are you with the information available to you on planning applications that you have an interest in? 17 respondents.

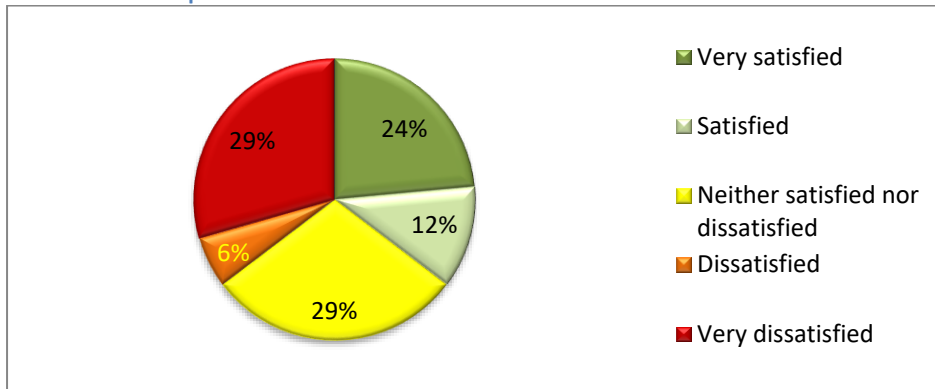


Table 3: How satisfied are you with the information available to you on planning applications that you have an interest in? 2018/19 to 2020/21

	2018/19		2019/20		2020/21	
Very satisfied	0%	29%	18%	27%	24%	35%
Satisfied	29%		9%		12%	
Neither satisfied nor dissatisfied	33%		41%		29%	
Dissatisfied	8%	37%	9%	32%	6%	35%
Very dissatisfied	29%		23%		29%	

Q4) How satisfied are you with the information available to you on other aspects of the Planning Services functions?

- 44 per cent were satisfied
 - 19 per cent were very satisfied
 - 25 were satisfied
- 19 per cent were neither satisfied nor dissatisfied
- 37 per cent were dissatisfied
 - 6 per cent were very dissatisfied
 - 31 per cent were dissatisfied

Figure 4: How satisfied are you with the time taken to access information about planning applications that you have an interest in? 16 respondents.

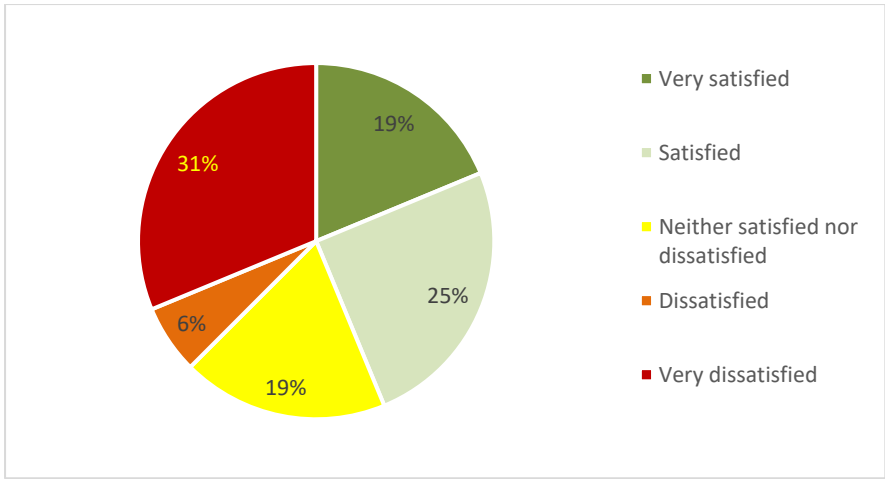


Table 4: How satisfied are you with the time taken to access information about planning applications that you have an interest in? 2018/19 to 2020/21.

	2018/19		2019/20		2020/21	
Very satisfied	0%	22%	15%	25%	19%	44%
Satisfied	22%		10%		25%	
Neither satisfied nor dissatisfied	26%		45%		19%	
Dissatisfied	22%	52%	15%	30%	6%	37%
Very dissatisfied	30%		15%		31%	

Keeping up to date

Q5) How satisfied are you that you are able to keep up to date with planning applications that you have an interest in?

- 44 per cent were satisfied
 - 19 per cent were very satisfied
 - 25 per cent were satisfied
- 19 per cent were neither satisfied nor dissatisfied
- 37 per cent were dissatisfied
 - 37 per cent were very dissatisfied

Figure 5: How satisfied are you that you are able to keep up to date with planning applications that you have an interest in? 16 respondents.

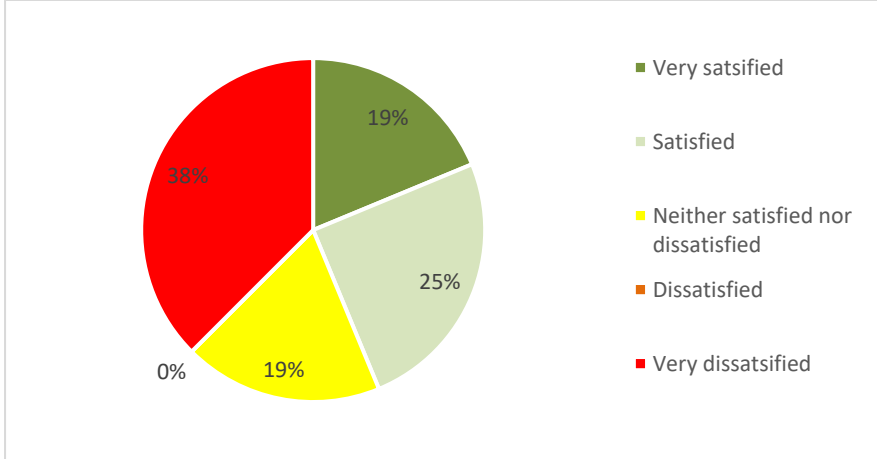


Table 5: How satisfied are you that you are able to keep up to date with planning applications that you have an interest in? 2018/19 to 2020/21

	2018/19		2019/20		2020/21	
Very satisfied	0%	20%	10%	24%	19%	44%
Satisfied	20%		14%		25%	
Neither satisfied nor dissatisfied	32%		33%		19%	
Dissatisfied	16%	48%	19%	43%	0%	38%
Very dissatisfied	32%		24%		38%	

Q6) If you have wanted to speak to a planning officer how satisfied are you with the arrangement that you be called back?

- 40 per cent were satisfied
 - Most of these, 33 per cent, were very satisfied
 - Seven per cent were satisfied
- One-quarter (27 per cent) were neither satisfied nor dissatisfied
- 34 per cent were dissatisfied
 - 27 per cent were very dissatisfied
 - Seven per cent were dissatisfied

Figure 6: If you have wanted to speak to a planning officer, how satisfied are you with the arrangement that you be called back? 15 respondents

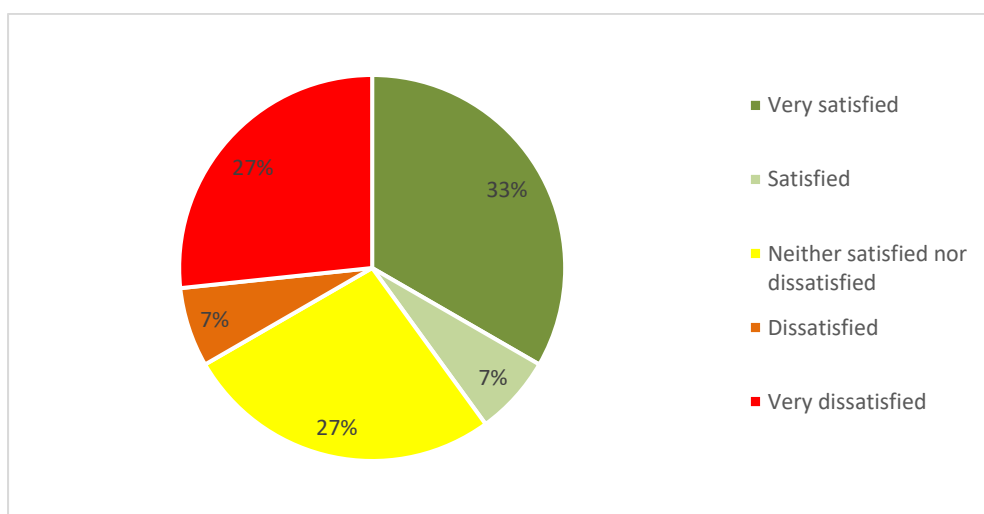


Table 6: Respondents happy with arrangements to be called back - 2018/19 to 2020/21

	2018/19		2019/20		2020/21	
Very satisfied	0%	19%	21%	26%	33%	40%
Satisfied	19%		5%		7%	
Neither satisfied nor dissatisfied	41%		53%		27%	
Dissatisfied	22%	41%	11%	22%	7%	34%
Very dissatisfied	19%		11%		27%	