

Planning Officer's Society Wales customer satisfaction survey 2014

The Data Unit Wales conducted a customer satisfaction survey on behalf of the Planning Officer's Society Wales (POSW). Each of the 25 local planning authorities in Wales emailed a link to the online customer satisfaction survey to the applicant/agent for all applications determined between 1 April 2014 and 30 September 2014. Bridgend sent the survey to 190 applicants/agents and had 46 responses, a response rate of 24%.

The Data Unit Wales collated the information and provided a report which shows how Bridgend compares to all other local planning authorities in Wales. I attach this report as **Appendix A**.

Recommendation: That the report be noted.

MARK SHEPHARD
CORPORATE DIRECTOR COMMUNITIES

Background Papers

None.

POSW customer satisfaction survey 2014

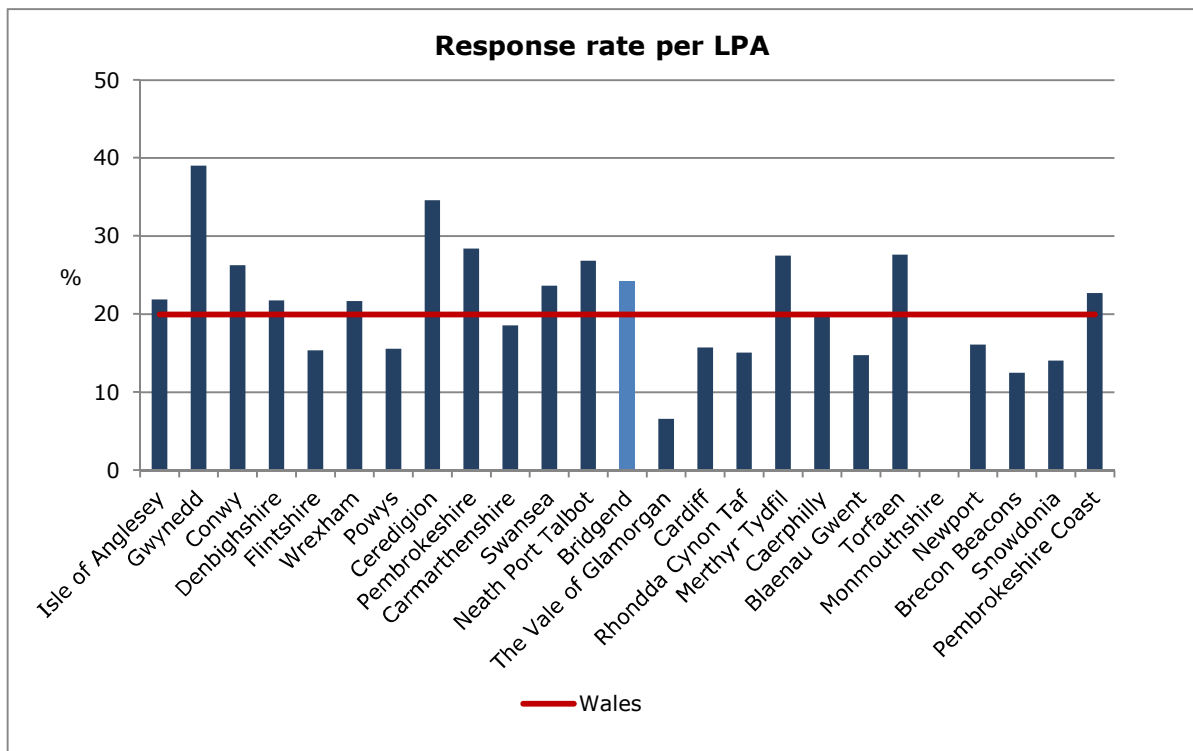
Summary report - Bridgend

(Note that Monmouthshire did not take part in this pilot survey)

Response profile

Across Wales there were 977 responses from 4,891 customers invited to take part, a 20% response rate.

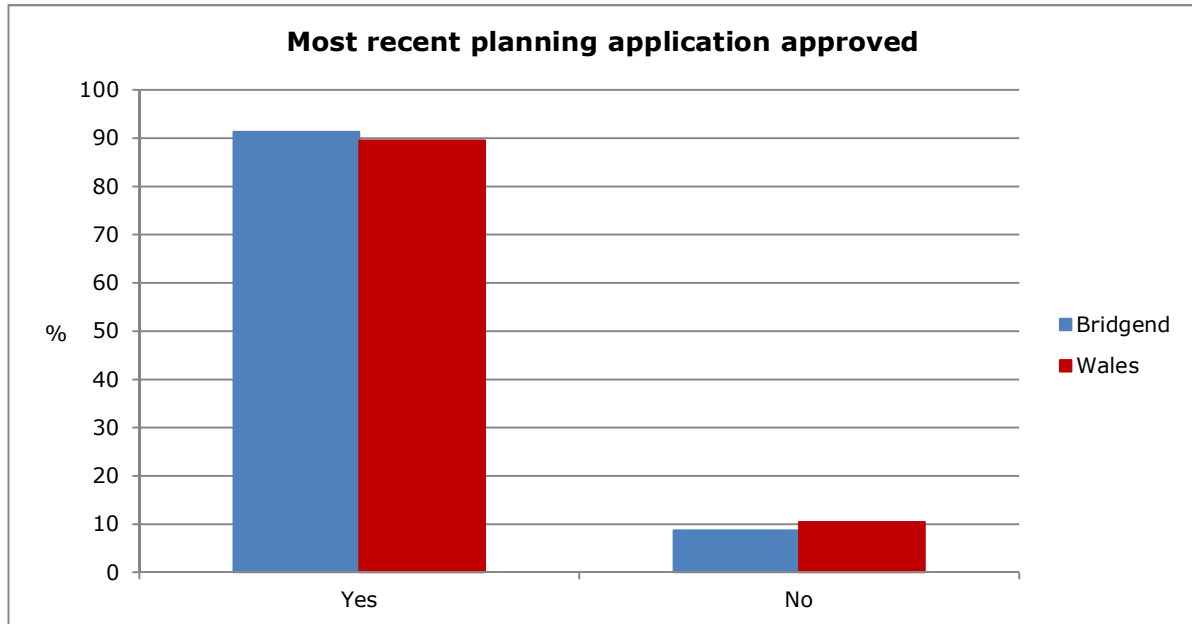
In Bridgend, there were 46 responses from 190 customers invited to take part, a 24% response rate.



Application success rate

Respondents were asked if their most recent planning application had been approved. Across Wales, 90% of respondents were successful with their most recent planning application.

In Bridgend, 91% of applications were successful with their most recent planning application.



Customer satisfaction

Respondents were asked to state the extent to which they agreed or disagreed with a series of evaluation statements concerning their LPA.

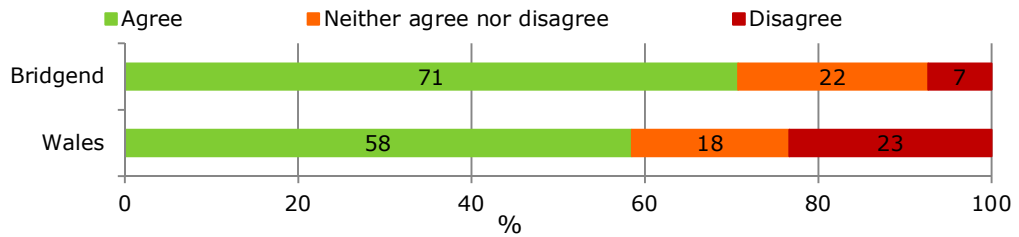
Respondents were given five options to respond to these questions:

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree

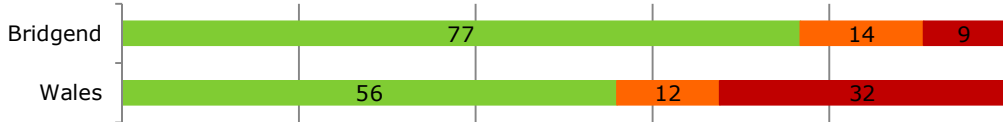
For this analysis, we have aggregated these answers into three categories:

- Agree
- Neither agree nor disagree
- Disagree

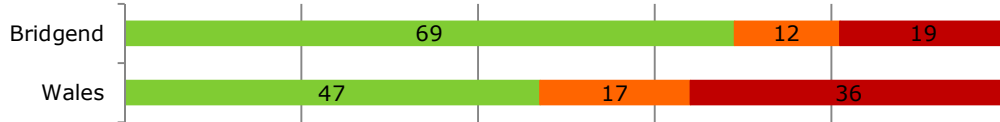
The LPA gave good advice to help you make a successful application



The LPA responded promptly when you had questions



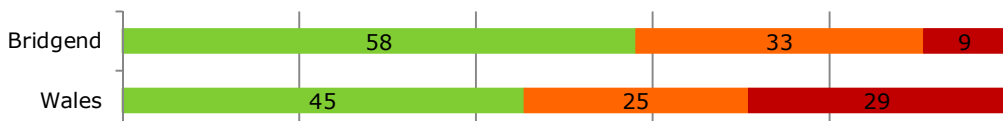
You were kept informed about your application



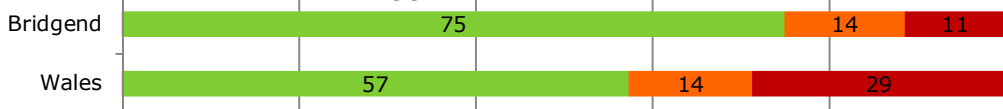
You were listened to about your application



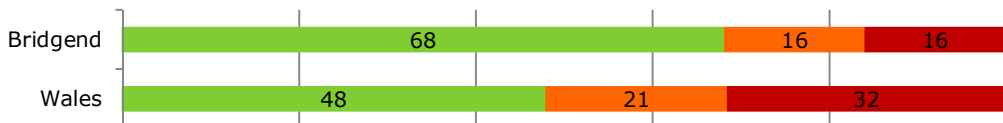
The LPA enforces its planning rules fairly and consistently



You are satisfied overall with how the LPA handled your application

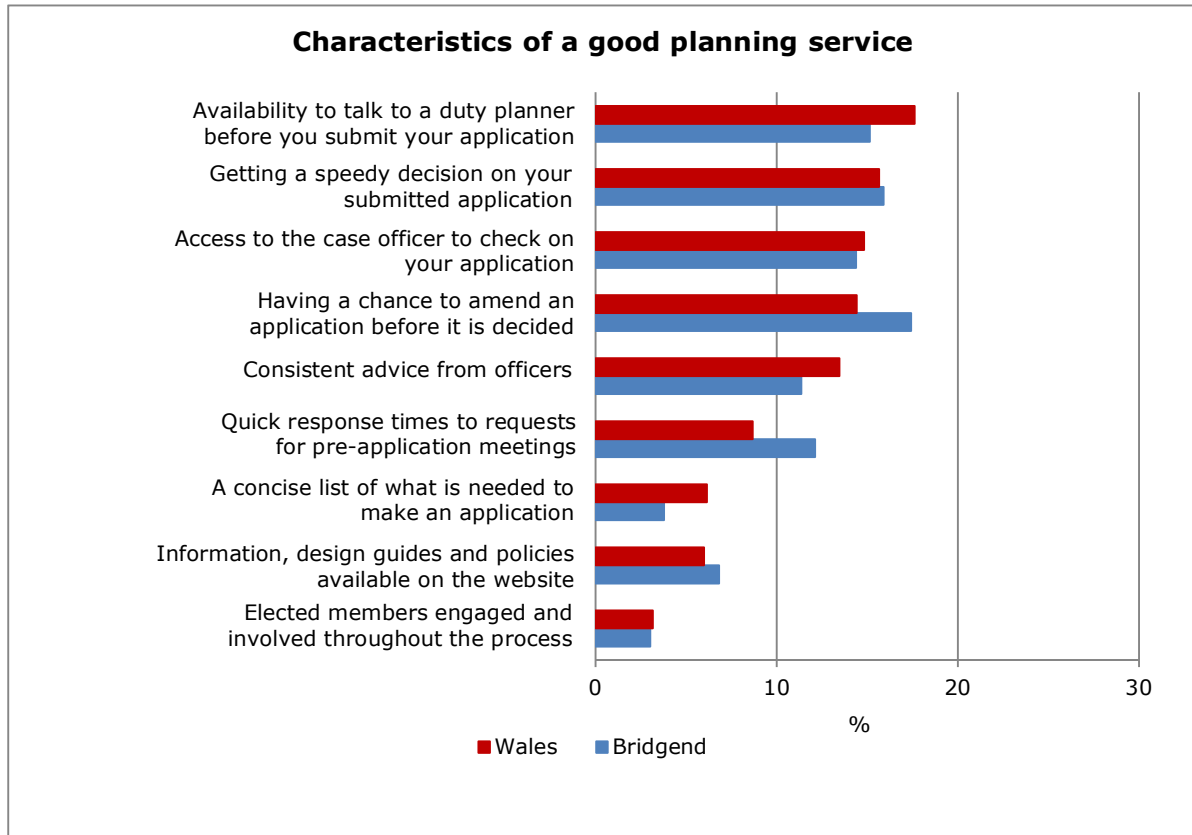


The LPA gives help throughout, including with conditions



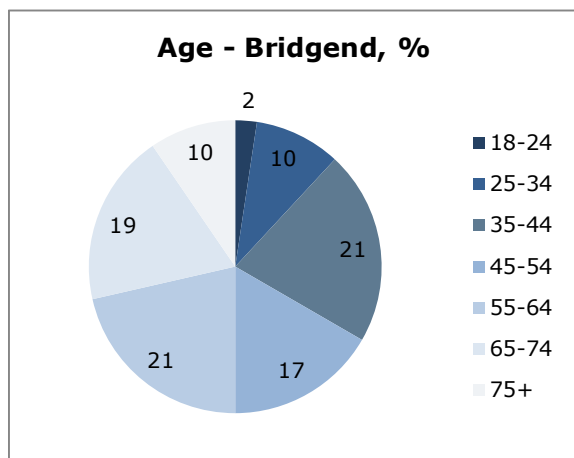
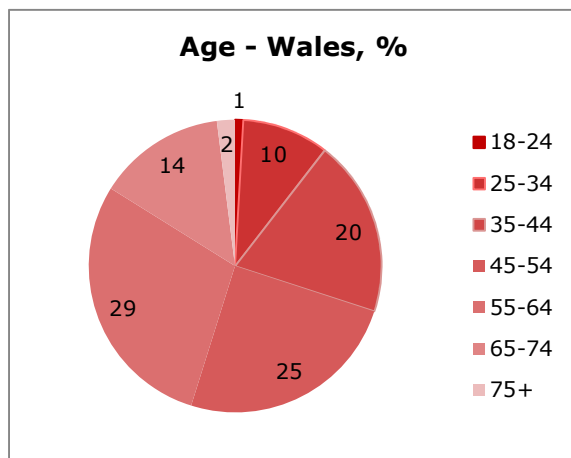
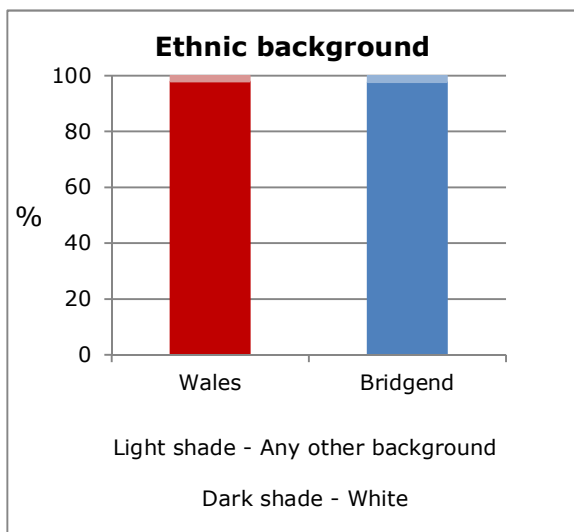
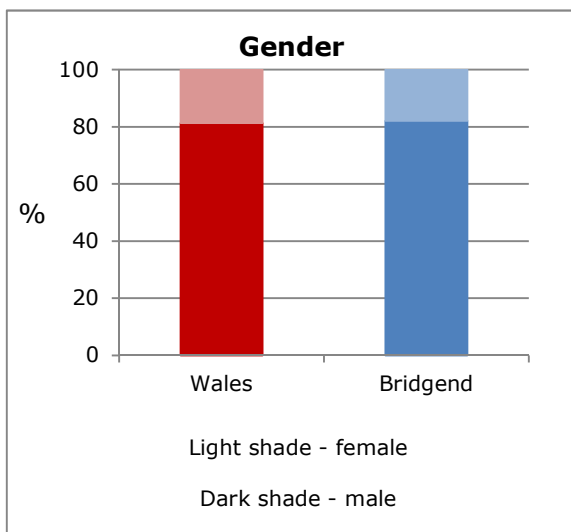
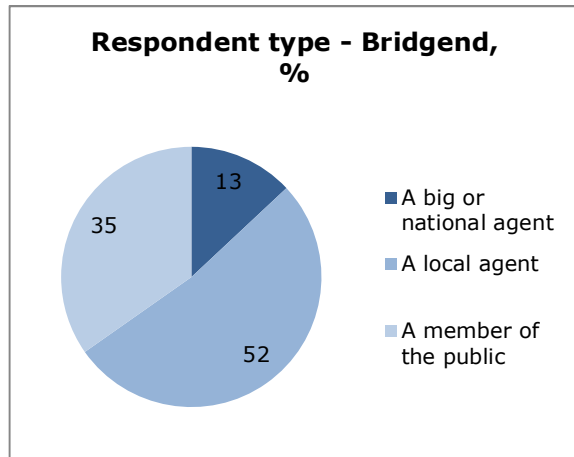
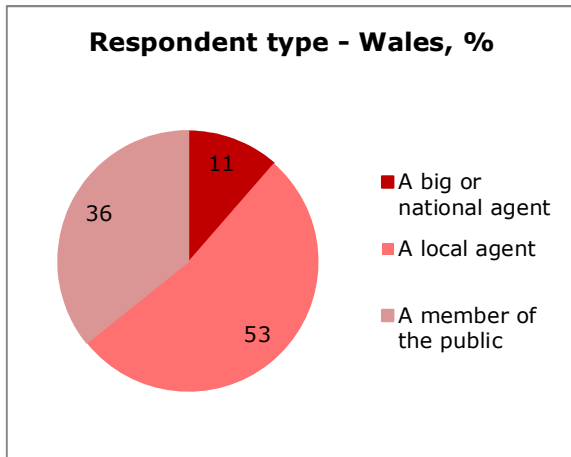
Characteristics of a good service

Respondents were presented with a list of characteristics of a good planning service, and were asked to select three characteristics that they thought would most help them achieve successful developments. The chart below shows how often each characteristic was selected as a percentage of the total number of selections.



Respondent characteristics

Respondents were asked to provide information about themselves



Customer satisfaction responses, %

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
The LPA gave good advice to help you make a successful application					
Wales	25.8	32.7	18.2	9.2	14.1
Bridgend	39.0	31.7	22.0	2.4	4.9
The LPA responded promptly when you had questions					
Wales	23.6	32.4	11.6	15.9	16.5
Bridgend	39.5	37.2	14.0	7.0	2.3
You were kept informed about your application					
Wales	18.8	28.2	17.0	16.8	19.1
Bridgend	38.1	31.0	11.9	14.3	4.8
You were listened to about your application					
Wales	23.2	34.1	18.4	10.9	13.3
Bridgend	38.1	28.6	21.4	7.1	4.8
The LPA enforces its planning rules fairly and consistently					
Wales	17.4	28.0	25.4	13.0	16.1
Bridgend	27.9	30.2	32.6	4.7	4.7
You are satisfied overall with how the LPA handled your application					
Wales	24.7	32.6	14.0	12.3	16.4
Bridgend	36.4	38.6	13.6	4.5	6.8
The LPA gives help throughout, including with conditions					
Wales	21.6	26.4	20.5	16.0	15.5
Bridgend	34.1	34.1	15.9	13.6	2.3