

Report on	Findings from the Planning Customer Survey
Date of Meeting	6 th February 2024
Reporting Officer	Ellen Gilbert
Contact Officer	Dr Chris Boomer.

Is this report restricted for confidential business? If 'Yes', confirm below the exempt information category relied upon	Yes	
	No	X

1.0	Purpose of Report
1.1	To inform members of the results and findings from the Planning Customer survey which was distributed to agents via email and advertised on social media. The findings from the survey will feed into the service improvement plan for Development Management and it is important that Mid Ulster District Council Planning department keeps abreast of the thoughts and views of the agents who engage with the planning system.
2.0	Background
2.1	Members will be aware that a pilot survey was distributed to a select number of agents to gain feedback and allow questions to be altered before the survey became finalised. These agents provided good observations and several changes were implemented so providing agents more opportunities to provide comments on each question.
2.2	The survey was then officially opened for responses on 17 th November 2023. An email with the link to access the survey and an image with the QR code was attached and was sent to 121 agents. The list of agents who received this email was obtained from Uniform and was based on agents who had included their email address in the contact section with their planning application.
2.3	The survey was closed on 19 th December 2023 which gave agents just over 4 weeks to complete their responses. Extending the deadline any longer was thought to have no further gain as agents would close for Christmas and would have no desire to complete a survey during this time.
2.4	The total number of completed responses was 27 which was a response rate of 22%. This included 4 from the pilot survey, where the agents filled in the survey as if they were officially completing it.

<p>2.5</p> <p>2.6</p> <p>2.7</p>	<p>The survey was created on Survey Monkey but could also be completed as a hard copy if so desired. No agents completed this as a hard copy and all responses were digitally collated. The finalised survey is attached in Appendix 1.</p> <p>The questions followed 4 key themes which were;</p> <ul style="list-style-type: none"> • Processing times • IT computer system • Transparency and decision making • Communication <p>The results from the survey were analysed according to each of these themes and provides an opportunity for the planning department to see in what area we can better ourselves.</p>
<p>3.0</p>	<p>Main Report</p>
<p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.4</p> <p>3.5</p> <p>3.6</p>	<p>The survey provided an opportunity for agents to express their views on how Mid Ulster District Council planning department is operating and their honest opinions according to each of the 4 themes addressed above. A response rate of 22% was considered a success in this instance and leads to believe that those who chose not to respond have no problems with the operations of the planning department.</p> <p>The survey was formatted so allowing agents to provide a comment if they wished to further expand on their answer after every question. This provided quantitative data through recording the number of agents who ticked each of the answers as well as qualitative data through reading their feedback and grouping similar comments together.</p> <p>The results from the survey are broken down by each theme as follows;</p> <p><u>Processing times</u></p> <p>The first question asked in the survey was to gage the overall level of satisfaction which agents had with the planning department. 81% of respondents answered that they were “Very satisfied” or “Satisfied”. This question gave an appreciation for how the agents would answer the rest of the questions.</p> <p>The second question focused on the timeframe of the processing of applications from validation to date of decision. The two most common answers were “Satisfied” and “Neither satisfied nor dissatisfied” which again accounted for 81% of those who answered this question. When agents were considering the answer to this question it would include consultee response times which are outside the control of the planning department.</p> <p>Further within the survey a question was asked specifically related to the consultee response times and if the agents were satisfied with these. There was a range of answers given here indicating that agents have all had different experiences. 44% were “Satisfied”, followed by 30% who are “Neither satisfied nor dissatisfied”. 15% of respondents answered that they are “Dissatisfied” along with 2 agents indicating</p>

	<p>they were “Very satisfied” which is positive that some people have experienced fast consultee response times, although one person ticked that they were “Very dissatisfied”. This question was also met with agents writing in the comment box the specific consultees which they had concerns about and further commenting on how slow response times were.</p>
3.7	<p>A final question within this theme overlaps with transparency and decision making and asked the agent if they agreed or disagreed with the decision to limit agents revising plans to speed up decision making. The overwhelming response was to “Disagree” with this statement with 81% ticking this answer. Within the comment box some agents had strong opinions regarding this statement and noted that revisions to plans were part of the process in architecture and this should not be removed. This helps the planning department to recognise that agents would rather have an opportunity to revise plans, and these be approved in a longer time frame than plans be refused quickly with limited opportunities for revisions.</p>
	<p><u>IT</u></p>
3.8	<p>Members are aware that Mid Ulster District Council is operating a different planning IT system compared to the 10 other councils in Northern Ireland. This survey gave the planning department an opportunity to find out what agents thought of the IT system and ways in which it could be bettered to give an enhanced user-friendly service.</p>
3.9	<p>The first question within this theme was for agents to give an overall satisfaction rating for provision and usability of the IT system. The response was very positive with 69% answering either that they are “Very satisfied” or “Satisfied”. 5 agents ticked that they were “Neither satisfied nor dissatisfied” and a further 3 indicated they were “Dissatisfied”. Two agents provided comments to this question, but several different points were including within them with some positive remarks relating to the map tool for searching planning histories was an asset to the portal. The comments also provided ways in which the portal could be improved with clickable headings on the forms being a reoccurring comment throughout other answers, as well as agents needing to provide neighbours addresses on forms when agents believed planners should be doing this.</p>
3.10	<p>When respondents were asked in question 7 if they had submitted a planning application online through the planning portal 93% answered “Yes”. 2 agents answered that they had not and within the comment section there were 2 comments from these responses indicating that they preferred to submit their planning application as a hard copy. The planning department will take this into consideration in the development of the planning portal as to how to accommodate those who don’t use the portal.</p>
3.11	<p>The results from question 10 provide an overlap with that of the above question as agents were asked if submitting applications online through MUDC planning portal was their preferred submission method; 89% agreed whilst 2 respondents ticked “No”. No additional comments were provided to this question as their views were already discussed in question 7.</p>

3.12	A question was then asked if the agents found the online forms easy to complete. The overwhelming majority answered “Yes” which accounted for 88% of responses. A further 2 agents indicated that this was not applicable to them and 1 answered that the forms were not easy to complete. Interestingly within the comment box there were 2 separate pieces of feedback which both gave a suggestion that form filling would be sped up if there were clickable headings for each section to be filled in. This comment was replicated across other questions, so this is a shared opportunity for improvement.
3.13	The easiness of making an online payment was then asked in question 9 which gave rise to 69% ticking the “Yes” box. 5 respondents ticked “No” and there was a similar theme of feedback given in the comments section with no BACs payment and an option to forward electronic payment to the applicant as the main ways agents thought the online payments could be improved.
3.14	Question 11 was different to all other questions as there was no tick box and instead only a comment box for agents to include any improvements or any technical issues they have experienced with the planning portal. Similar answers as already discussed were provided with the forwarding of electronic payments to applications a reoccurring point as well as clickable headings provided in the online forms. One comment called for more direct communication with planners through the portal with feedback from group being viewable on the portal for agents to see.
3.15	The next section of questions in relation to IT focused on the Public Access System. 96% of respondents use this system with 88% finding the tools to track and receive updates on applications useful. However, some comments highlighted that agents would prefer to receive an email when their tracked application has an update or if it is going to planning committee.
3.16	A further part of the Public Access System is the tools to view, search and comment on planning applications with only 1 person ticking that they were not useful.
3.17	When asked to compare MUDC planning portal and the system used by the other 10 councils over half of the respondents answered that it was “Much better”. Over 70% concluded by giving the view that MUDC planning portal was either “Much better” or “Better”. This is a very positive outcome and is encouraging to knowing that agents are largely satisfied with the IT systems we provide.
	<u>Transparency and decision making</u>
3.18	The first question related to this theme gave agents an opportunity to confirm how satisfied they are with decision making process of planning applications in MUDC. The most common answer ticked was that agents were “Satisfied” followed by “Very satisfied”. Which converting to a percentage, 73% of agents view the decision-making process positively.
3.19	The answers to question 15 were spilt with 50% of agents agreeing that an application should be made invalid when insufficient detail is provided. On the other hand, 42% disagreed with this statement and 2 agents ticked that they did not know. Reviewing the comments section to provide clarity, the majority of agents called for an opportunity to communicate with the planer before the application is made

	<p>invalid which could lead to issues being rectified instead of the application being immediately classed as invalid. This theme of communication is discussed later in the survey but was a key theme agents referred to throughout the entirety of their answers.</p>
3.20	<p>The revisions of plans were discussed next with 81% agreeing that MUDC provide adequate opportunity to allow revisions of plans to obtain planning permission. The amending of plans as requested by consultees was discussed with over $\frac{3}{4}$ of respondents agreeing that amendments should be requested as and when consultees require them. Although, some of the comments called for amendments to be asked for all at once instead of multiple over a longer time period.</p>
3.21	<p>Question 18 then went on to ask if amendments should be requested after all consultees have replied and a group decision has been made. 56% "Disagreed" and when reading the comments there was a range of responses with some agents calling for all issues to be resolved before taking the application to group, whilst others wished all amendments to be submitted before consultations were sent. This indicates that agents would prefer amendment to plans being made known to them earlier in the application process.</p>
3.22	<p>Referring to surveys, 56% of agents "Agreed" that additional surveys should only be requested after all consultees had replied and a group decision made. Although, $\frac{1}{4}$ of respondents did "Disagree" with this statement and a number of comments wished that the need for additional surveys was made aware to the agent as soon as possible as they take time and money to be fulfilled.</p>
3.23	<p>The next selection of questions encouraged agents to "Agree" or "Disagree" with statements provided. 70% agreed that they had adequate opportunity to present their views to the Service Director of Planning or at Planning Committee. This is encouraging, as agents are given a chance to voice the reasons for their choices in the planning application.</p>
3.24	<p>Question 24 does not have an overall majority and was a split decision with 41% "Agreeing" that planning applications with an objection should be presented at planning committee whilst 44% "Disagreed". The comments generally referred to the instances they have experienced when objections to applications are received but are not for a valid planning reason. Other comments suggested that applications with "significant" reasons in objections should only go to planning committee and others should have the decision delegated.</p>
3.25	<p>The following question related to allowing applications which are due to be refused an opportunity to be deferred. The majority at 93% "Agreed" with this statement as agents see this as an opportunity to further detail their plans. The next question further asks if applications should only be deferred if there is additional information presented. Both "Agree" and "Disagree" had an overall majority of 44% with the comments choosing to discuss how a deferral meeting provides clarity for the planners and can help with decision making.</p>
3.26	<p>The transparency and decision making of MUDC was asked to be compared with the other 10 councils in Northern Ireland. The most common answer from agents</p>

was that this is “About the same”. 41% answered this way with 26% ticking that it was “Much better” and 30% ticking “Better”. This is a positive description but does allow scope for improvement which the service improvement plan being formulated in the coming months.

Communication

3.27 The satisfaction of the communication within the planning department is important to be monitored to ensure external parties are given a sufficient level of advice and response to queries and issues. 89% of agents who completed the survey described themselves as “Very satisfied” or “Satisfied” with the communication they receive. This reflects positively on the staff and is an encouraging statistic to take away from the survey.

3.28 Breaking this down further, when agents were asked if the advice planning staff gave was helpful, again a highly respectable 88% of agents agreed.

3.29 Question 22 asked the respondents to “Agree” or “Disagree” as to whether staff return calls and emails. 59% “Agreed”, 19% “Disagreed”, with 2 individuals ticking the “Don’t know” box and a further 4 choosing to provide a comment instead of the other 3 options. The comments within this question were an opportunity for agents to vent and there may be times when a case officer has no reason to reply to an agent if the work has been completed.

3.30 The communication compared to the other 10 councils in Northern Ireland was questioned in the survey and 81% gave their answer as “Much better” or “Better”. This again shows the approachability of staff and the consideration they have for helping agents through the planning application process. Feedback from the comments section was positive and indicated staff are very helpful and efficient with their advice and communication.

3.31 The final question to the survey was a general overview for the planning department and asked agents to rate the overall service provided compared to the 10 other councils. The tally of results concluded that 48% viewed MUDC as “Better” and a further 26% as “Much better”. No further comments were recorded for this question, but this stands as a positive description of the planning department within MUDC.

Conclusion

3.32 The planning customer survey was able to explore the four key themes in an in depth and non-evasive way for agents as they could choose whether to complete the survey anonymously or provide their name at the end. The results from the survey shed a positive light on the planning department in MUDC and it also provided agents an opportunity to record how the planning service could be improved. Some of the suggestions for improvement in relation to online forms and payments and the scheme of delegation deserve further consideration and it may be useful to convene an information meeting with agents at which the results of the survey could form part of the agenda.

3.33	The committee is asked to consider the results from the survey and extend their thoughts and views to the Service Director.
4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial: N/A
	Human: N/A
	Risk Management: N/A
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications: N/A
	Rural Needs Implications: N/A
5.0	Recommendation(s)
5.1	That the results of the survey are taken into account when devising the service improvement plan.
6.0	Documents Attached & References
6.1	Appendix 1 – Final Customer Survey questions
6.2	Appendix 2 – Tabular and graphical breakdown of survey answers

Mid Ulster District Council Planning Survey

Within Mid Ulster District Council, we strive to continually improve our Planning Department by gaining feedback. With the installation of our new Planning Portal last year, we are seeing continuous changes towards IT and how this can benefit those working within the Planning Department, as well as our customers. We wish to gain a greater insight into how agents are using the IT system alongside the submission and processing of planning applications.

We ask that you complete the questions below open and honestly so we can strive to make meaningful changes to the systems and services we offer.

1. How satisfied are you with the service provided by the Planning Department of Mid Ulster District Council

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

If you are not satisfied, please explain why

2. How satisfied are you with the time taken to process planning applications from date validated to date of decision?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

If you are not satisfied, please explain why

3. How satisfied are you with the provision and usability of the new IT system incorporating planning portal and public access system?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

If you are not satisfied, please explain why

4. How satisfied are you with the communication you receive from Mid Ulster District Council Planning Department?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- If you are not satisfied, please explain why

5. How satisfied are you with the transparency of the decision-making process used by Mid Ulster District Council to determine planning applications?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

If you are not satisfied, please explain why.

6. How satisfied are you with consultee response times?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

If you are not satisfied, please explain why / identify any consultee(s) of concern:

7. Have you submitted a planning application online through the Planning Portal on the Mid Ulster District Council website?

- Yes
- No

If not, please explain why

8. Do you find our online forms easy to complete?

- Yes
- No
- Not applicable

If not, please explain why

9. Do you find it easy to make a payment online to accompany a planning application through the Planning Portal?

- Yes
- No
- Not applicable

If not, please explain why

10. Is the submission of applications online through the Mid Ulster Planning Portal your preferred method compared to submission in hard copy?

- Yes
- No
- Not applicable

If not, please explain why

11. Can you make any suggested improvements to the planning portal including online forms, payment system and/or technical issues that you may have experienced which have not been resolved?

12. Are you registered to use Mid Ulster District Council's Public Access System for Planning?

- Yes
- No

If not, please explain why

13. Do you find the tools to track and receive updates on planning applications via the Public Access System useful?

- Yes
- No

If not, please explain why

14. Do you find the tools to view, search and comment on planning applications via Public Access useful?

Yes

No

If not, please explain why

15. Do you agree or disagree with the following statement?

A planning application submitted to Mid Ulster District Council's Planning department should be made invalid when insufficient detail or information to access the application is provided.

Agree

Disagree

Don't know

Any comments:

16. Do you agree or disagree with the following statement?

Mid Ulster District Council provides adequate opportunity to allow agents to revise plans in order to obtain planning permission.

Agree

Disagree

Don't know

Any comments:

17. Do you agree or disagree with the following statement?

The Case Officer should request amendments to plans as and when requested by consultee bodies.

Agree

Disagree

Don't know

Any comments:

18. Do you agree or disagree with the following statement?

Revisions to plans should only be requested after all consultee replies are returned and a group decision has been made.

- Agree
- Disagree
- Don't know

Any comments:

19. Do you agree or disagree with the following statement?

Additional surveys should only be requested after all consultee replies are returned and a group decision has been made.

- Agree
- Disagree
- Don't know

Any comments:

20. Do you agree or disagree with the following statement?

It would be better if decision making was sped up by further limiting agents opportunities to provide revised plans.

- Agree
- Disagree
- Don't know

Any comments:

21. Do you agree or disagree with the following statement?

Professional planning staff generally provide helpful advice.

- Agree
- Disagree
- Don't know

Any comments:

22. Do you agree or disagree with the following statement?

Staff within the planning department return my calls and emails.

- Agree
- Disagree
- Don't know
- Any comments:

23. Do you agree or disagree with the following statement?

Agents and objectors have adequate opportunity to present their views to the Service Director of Planning and/or at Planning Committee meetings.

- Agree
- Disagree
- Don't know

Any comments:

24. Do you agree or disagree with the following statement?

Planning Applications with an objection should be presented at Planning Committee.

- Agree
- Disagree
- Don't know

Any comments:

25. Do you agree or disagree with the following statement?

Applications recommended for refusal should be given the opportunity to be deferred for further consideration before a decision is made.

- Agree
- Disagree
- Don't know

Any comments:

26. Do you agree or disagree with the following statement?

Applications should only be deferred where there is additional information presented which has not already been considered.

- Agree
- Disagree
- Don't know

Any comments:

27. Compared to the other 10 Councils in Northern Ireland, how would you rate Mid Ulster District Council's planning department in the approachability of its staff and availability of advice?

- Much better
- Better
- About the same
- Worse
- Much worse

Any comments:

28. Compared to the other 10 Councils in Northern Ireland, how would you rate Mid Ulster District Council's planning department in the transparency of its decision making and how it makes sure everyone's views are considered?

- Much better
- Better
- About the same
- Worse
- Much worse

Any comments:

29. Compared to the other 10 Councils in Northern Ireland, how would you rate Mid Ulster District Council's planning department in terms of the ease of use of the Planning Portal and Public Access.

- Much better
- Better
- About the same
- Worse
- Much worse

Any comments:

30. Compared to the other 10 Councils in Northern Ireland, how would you rate Mid Ulster District Council's planning department in terms of the overall service provided?

- Much better
- Better
- About the same
- Worse
- Much worse

Any comments:

31. Any other comments or suggestions for improvement can be noted here:

32. Thank you for completing this survey. The answers will be treated anonymously. However, if you wish to leave your name and email address to receive additional information or feedback regarding the survey you are welcome to do so below.

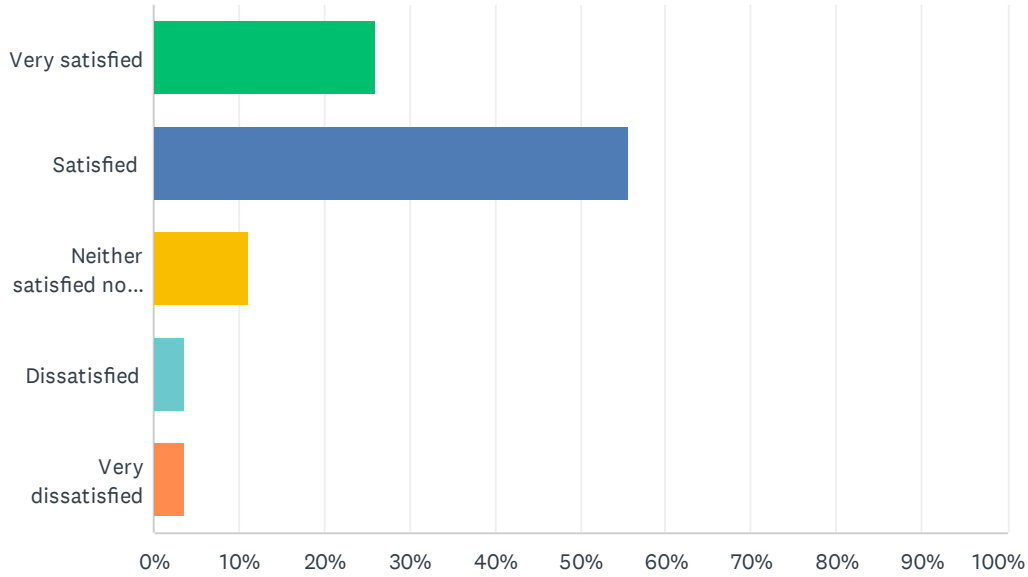
Name

Company

Email Address

Q1 How satisfied are you with the service provided by the Planning Department of Mid Ulster District Council

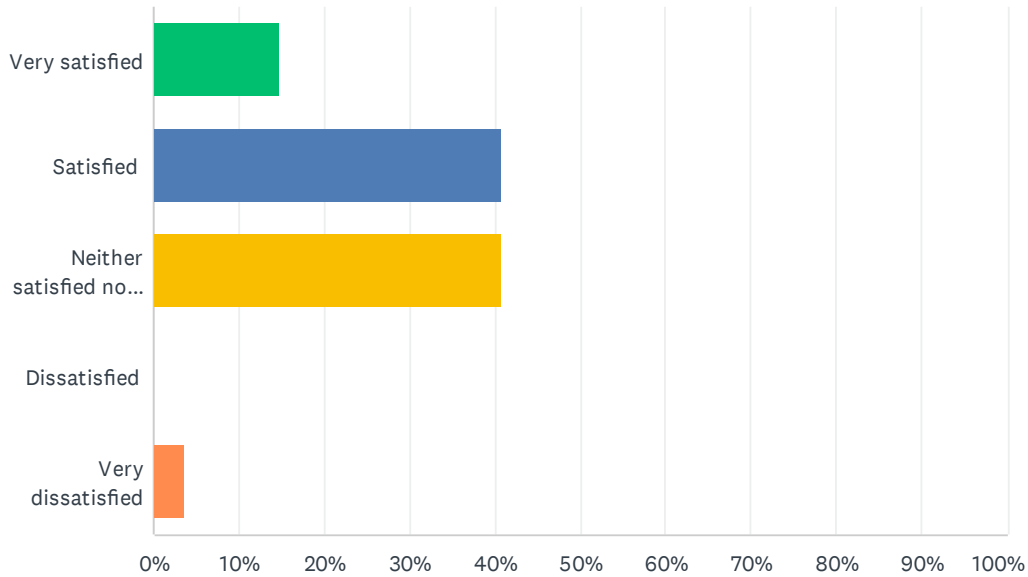
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	25.93%	7
Satisfied	55.56%	15
Neither satisfied nor dissatisfied	11.11%	3
Dissatisfied	3.70%	1
Very dissatisfied	3.70%	1
TOTAL		27

Q2 How satisfied are you with the time taken to process planning applications from date validated to date of decision?

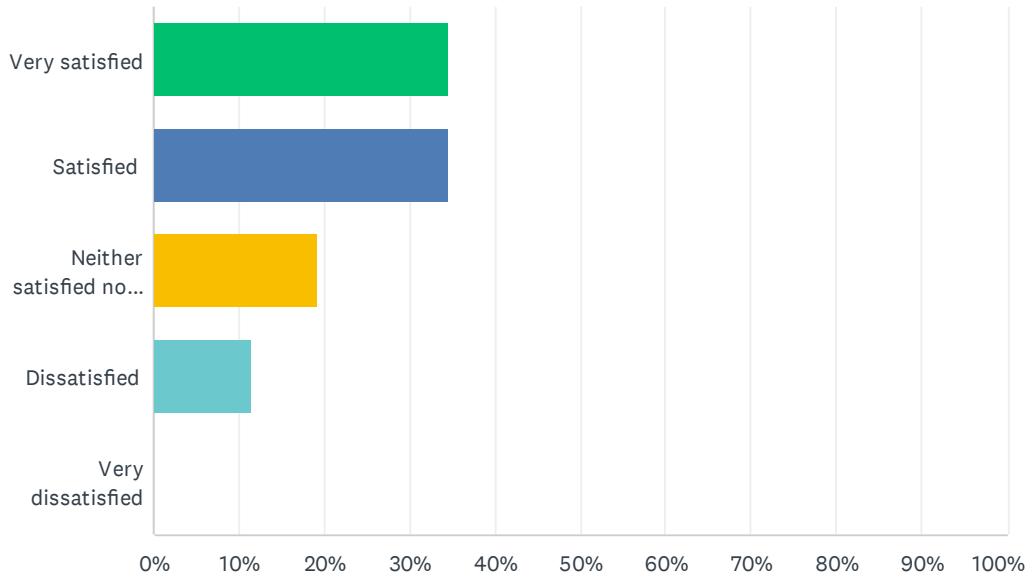
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	14.81%	4
Satisfied	40.74%	11
Neither satisfied nor dissatisfied	40.74%	11
Dissatisfied	0.00%	0
Very dissatisfied	3.70%	1
TOTAL		27

Q3 How satisfied are you with the provision and usability of the new IT system incorporating planning portal and public access system?

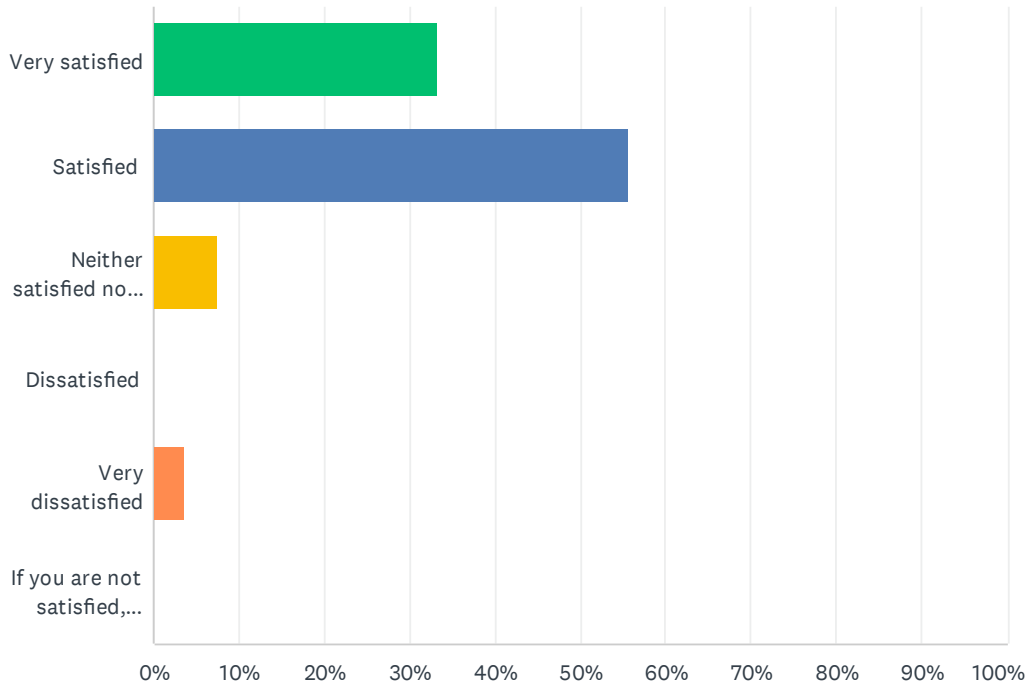
Answered: 26 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	34.62%	9
Satisfied	34.62%	9
Neither satisfied nor dissatisfied	19.23%	5
Dissatisfied	11.54%	3
Very dissatisfied	0.00%	0
TOTAL		26

Q4 How satisfied are you with the communication you receive from Mid Ulster District Council Planning Department?

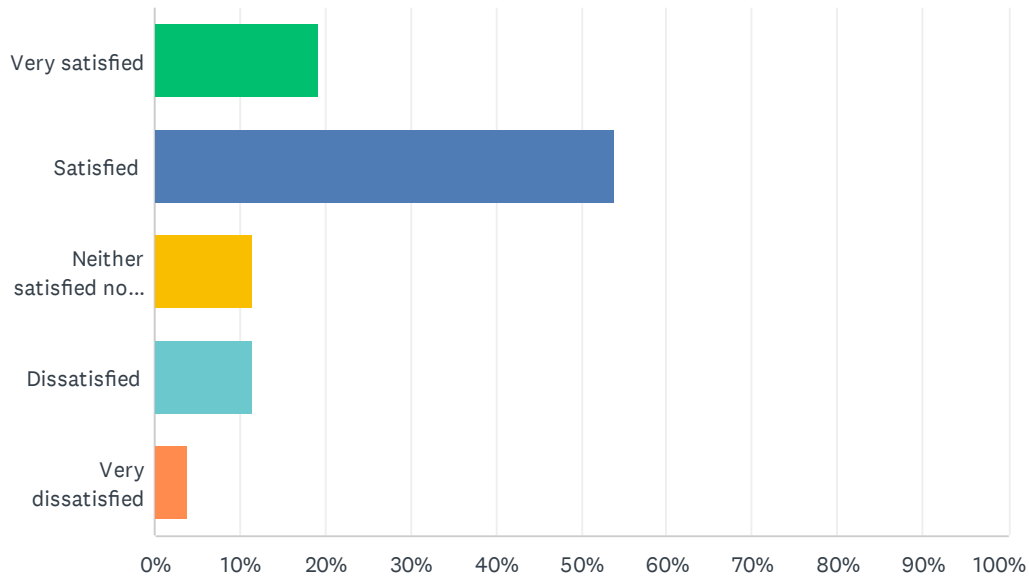
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	33.33%	9
Satisfied	55.56%	15
Neither satisfied nor dissatisfied	7.41%	2
Dissatisfied	0.00%	0
Very dissatisfied	3.70%	1
If you are not satisfied, please explain why	0.00%	0
TOTAL		27

Q5 How satisfied are you with the transparency of the decision-making process used by Mid Ulster District Council to determine planning applications?

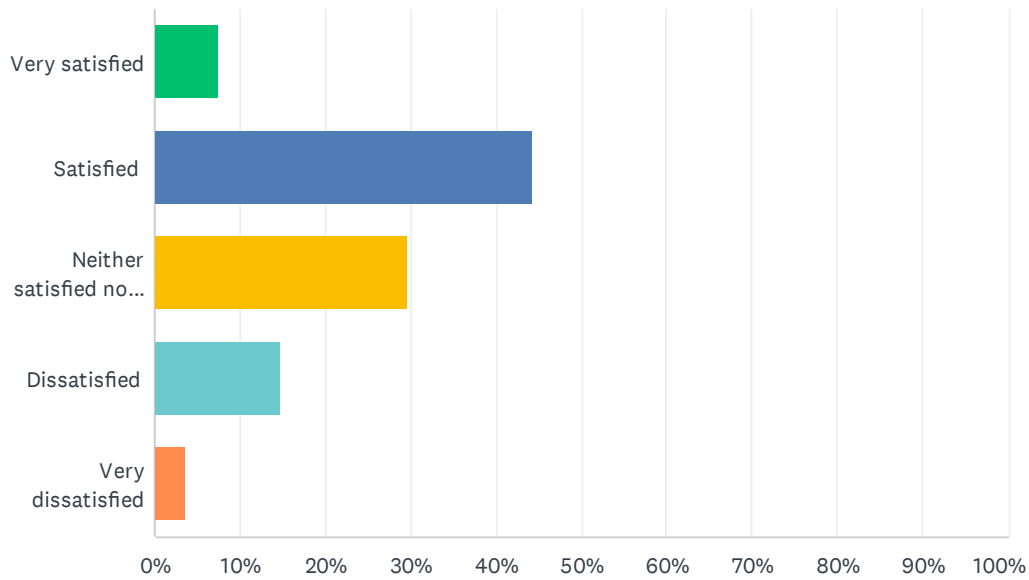
Answered: 26 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	19.23%	5
Satisfied	53.85%	14
Neither satisfied nor dissatisfied	11.54%	3
Dissatisfied	11.54%	3
Very dissatisfied	3.85%	1
TOTAL		26

Q6 How satisfied are you with consultee response times?

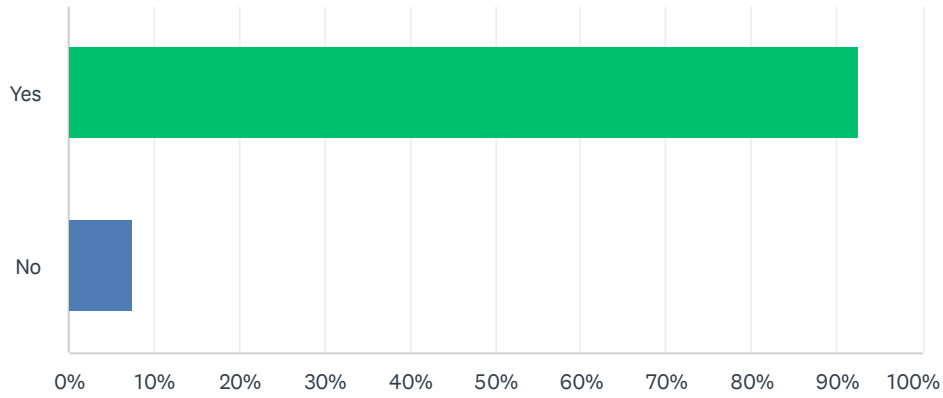
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	7.41%	2
Satisfied	44.44%	12
Neither satisfied nor dissatisfied	29.63%	8
Dissatisfied	14.81%	4
Very dissatisfied	3.70%	1
TOTAL		27

Q7 Have you submitted a planning application online through the Planning Portal on the Mid Ulster District Council website?

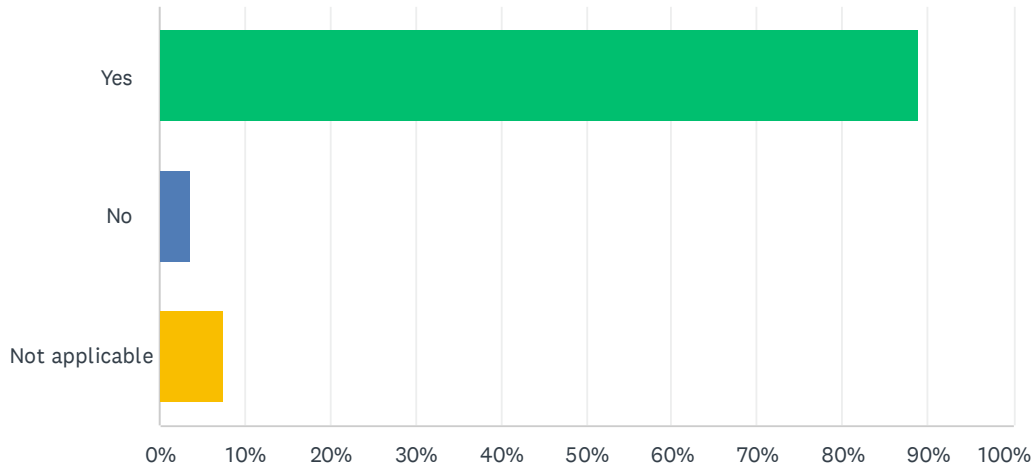
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	92.59%	25
No	7.41%	2
TOTAL		27

Q8 Do you find our online forms easy to complete?

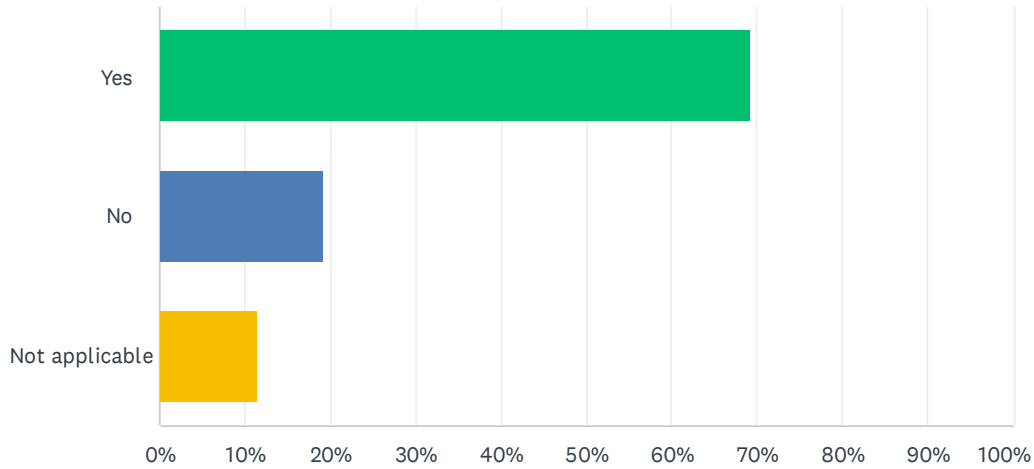
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	88.89%	24
No	3.70%	1
Not applicable	7.41%	2
TOTAL		27

Q9 Do you find it easy to make a payment online to accompany a planning application through the Planning Portal?

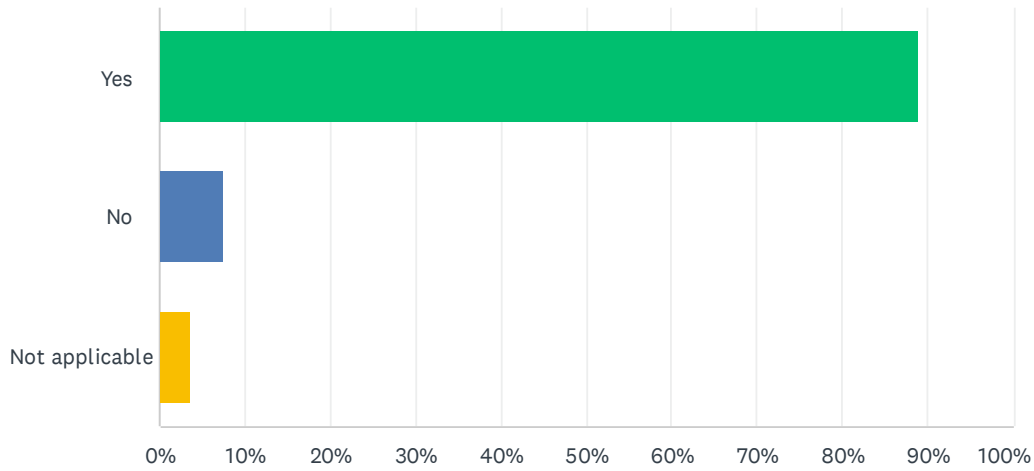
Answered: 26 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	69.23% 18
No	19.23% 5
Not applicable	11.54% 3
TOTAL	26

Q10 Is the submission of applications online through the Mid Ulster Planning Portal your preferred method compared to submission in hard copy?

Answered: 27 Skipped: 0



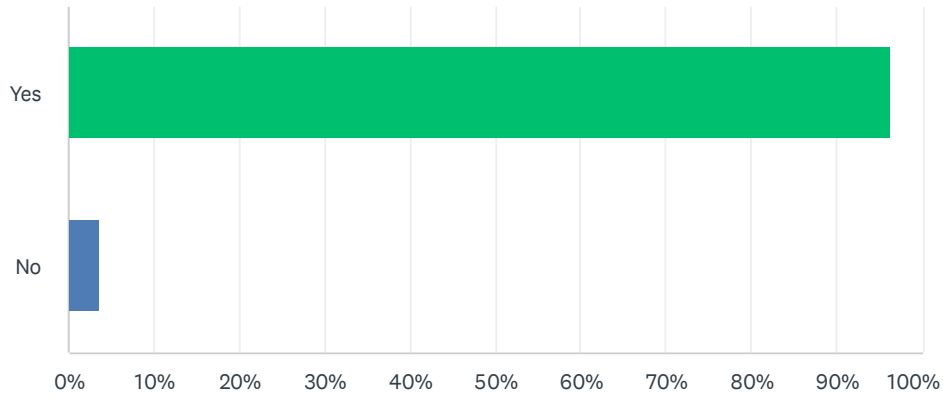
ANSWER CHOICES	RESPONSES	
Yes	88.89%	24
No	7.41%	2
Not applicable	3.70%	1
TOTAL		27

Q11 Can you make any suggested improvements to the planning portal including online forms, payment system and/or technical issues that you may have experienced which have not been resolved?

Answered: 13 Skipped: 14

Q12 Are you registered to use Mid Ulster District Council's Public Access System for Planning?

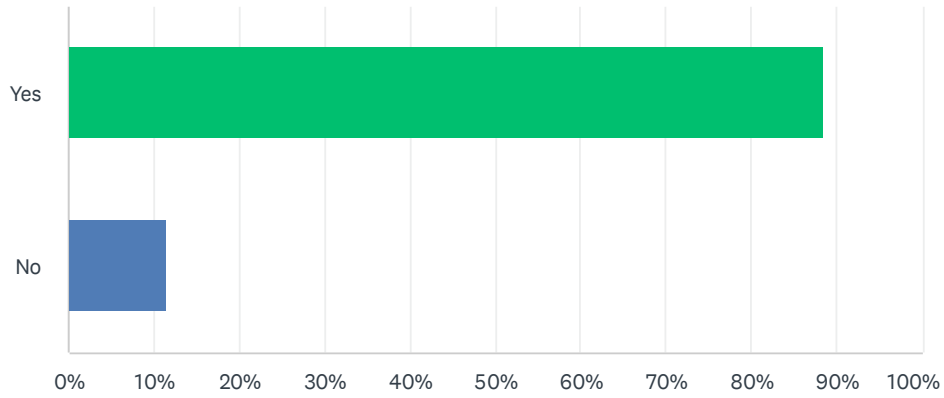
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	96.30%	26
No	3.70%	1
TOTAL		27

Q13 Do you find the tools to track and receive updates on planning applications via the Public Access System useful?

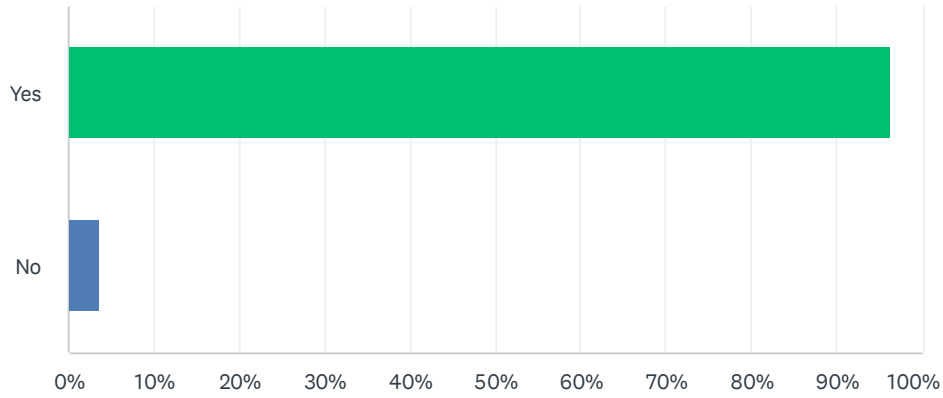
Answered: 26 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	88.46%	23
No	11.54%	3
TOTAL		26

Q14 Do you find the tools to view, search and comment on planning applications via Public Access useful?

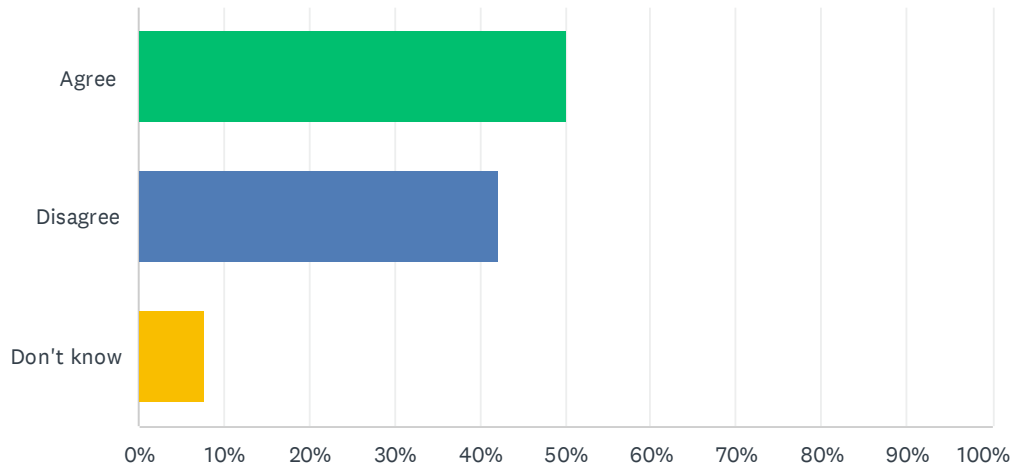
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	96.30%	26
No	3.70%	1
TOTAL		27

Q15 Do you agree or disagree with the following statement? A planning application submitted to Mid Ulster District Council's Planning department should be made invalid when insufficient detail or information to access the application is provided.

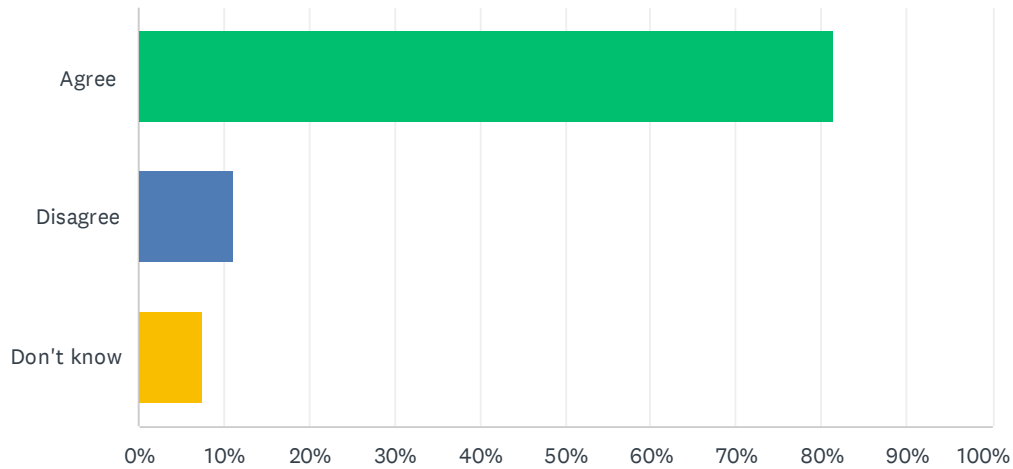
Answered: 26 Skipped: 1



ANSWER CHOICES	RESPONSES	
Agree	50.00%	13
Disagree	42.31%	11
Don't know	7.69%	2
TOTAL		26

Q16 Do you agree or disagree with the following statement?Mid Ulster District Council provides adequate opportunity to allow agents to revise plans in order to obtain planning permission.

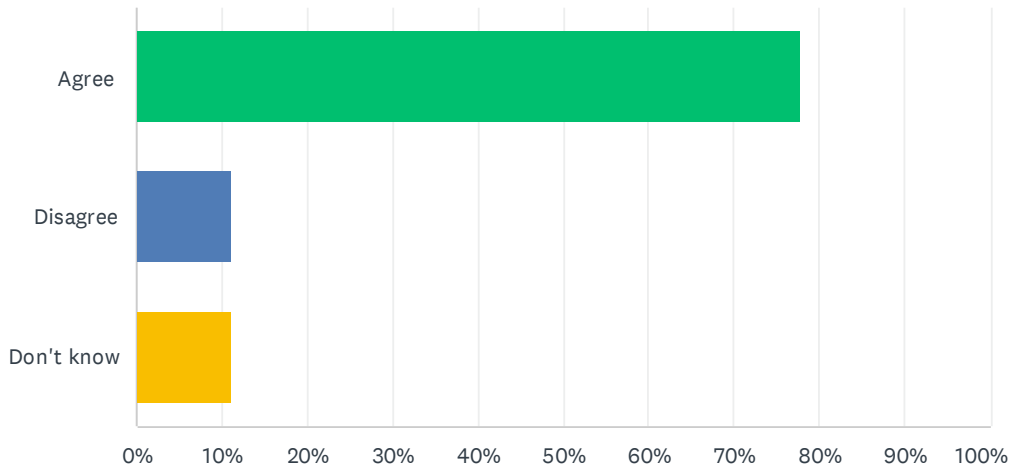
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	81.48%	22
Disagree	11.11%	3
Don't know	7.41%	2
TOTAL		27

Q17 Do you agree or disagree with the following statement?The Case Officer should request amendments to plans as and when requested by consultee bodies.

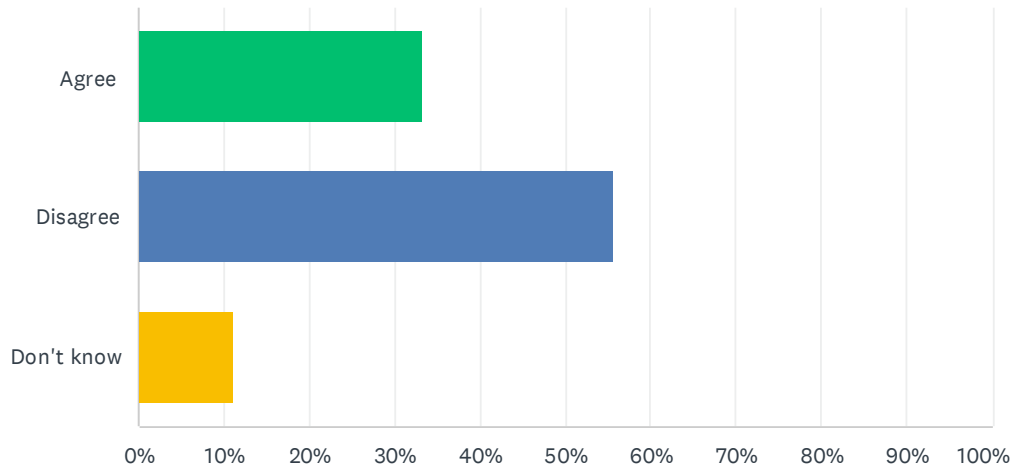
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	77.78%	21
Disagree	11.11%	3
Don't know	11.11%	3
TOTAL		27

Q18 Do you agree or disagree with the following statement?Revisions to plans should only be requested after all consultee replies are returned and a group decision has been made.

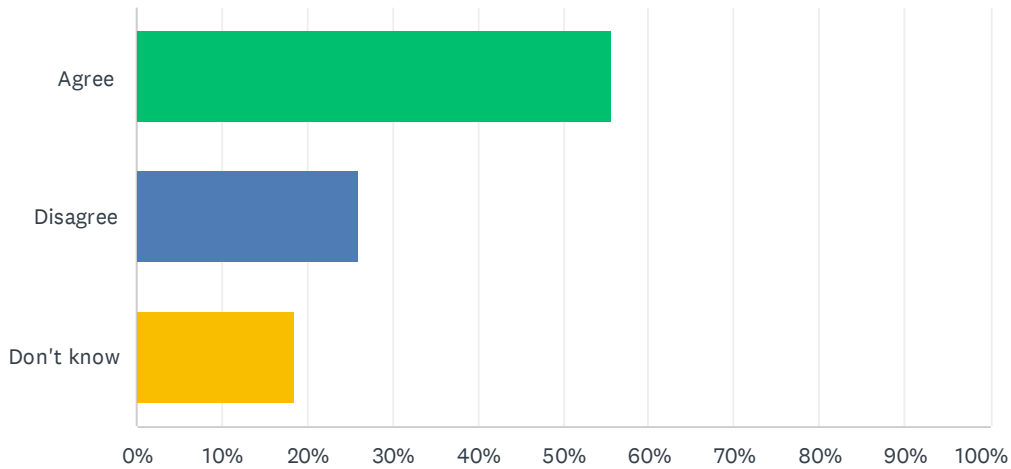
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	33.33%	9
Disagree	55.56%	15
Don't know	11.11%	3
TOTAL		27

Q19 Do you agree or disagree with the following statement?Additional surveys should only be requested after all consultee replies are returned and a group decision has been made.

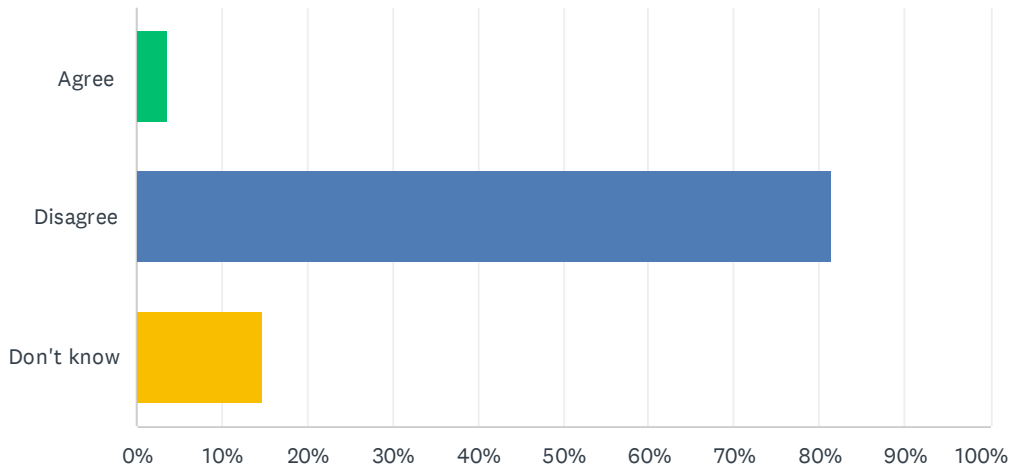
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	55.56%	15
Disagree	25.93%	7
Don't know	18.52%	5
TOTAL		27

Q20 Do you agree or disagree with the following statement? It would be better if decision making was sped up by further limiting agents opportunities to provide revised plans.

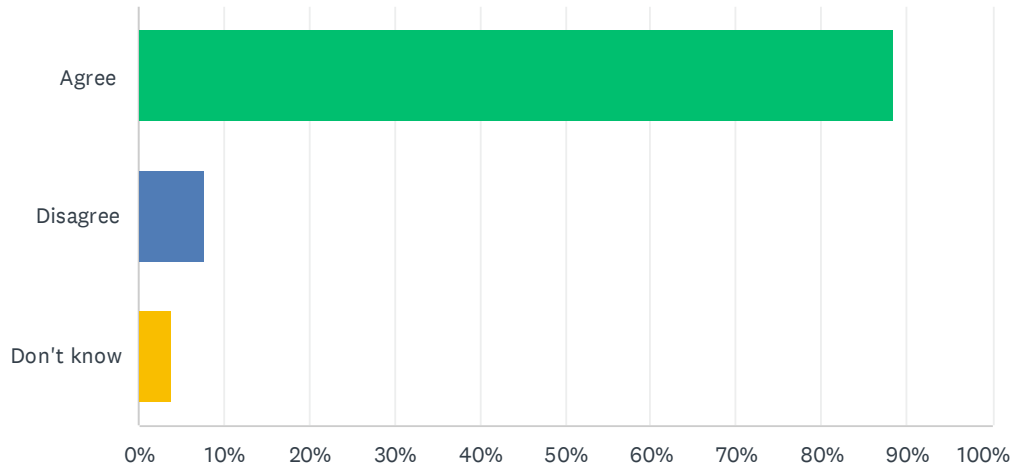
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	3.70%	1
Disagree	81.48%	22
Don't know	14.81%	4
TOTAL		27

Q21 Do you agree or disagree with the following statement? Professional planning staff generally provide helpful advice.

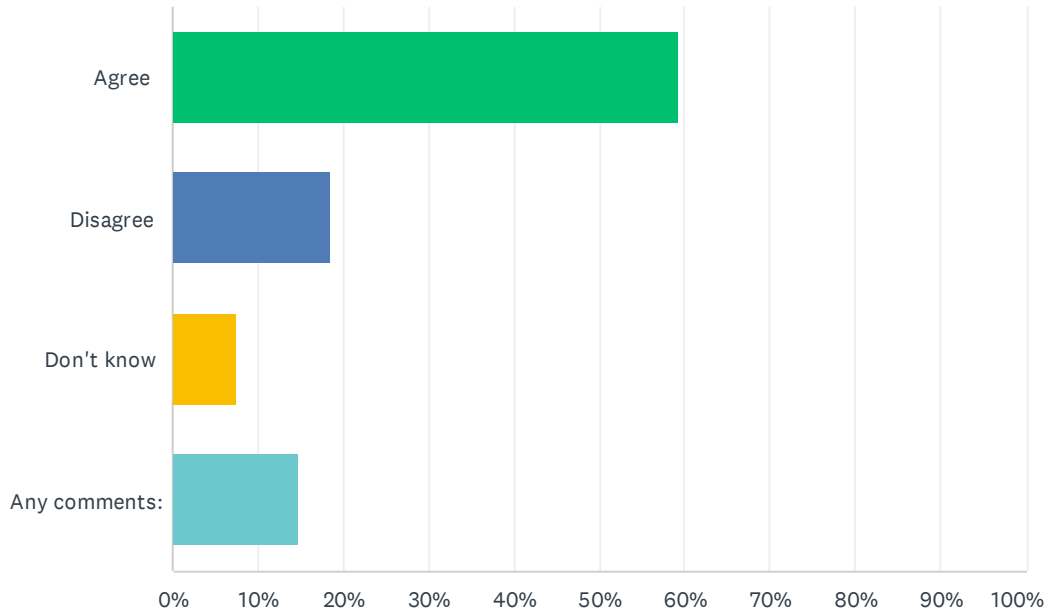
Answered: 26 Skipped: 1



ANSWER CHOICES	RESPONSES
Agree	88.46% 23
Disagree	7.69% 2
Don't know	3.85% 1
TOTAL	26

Q22 Do you agree or disagree with the following statement? Staff within the planning department return my calls and emails.

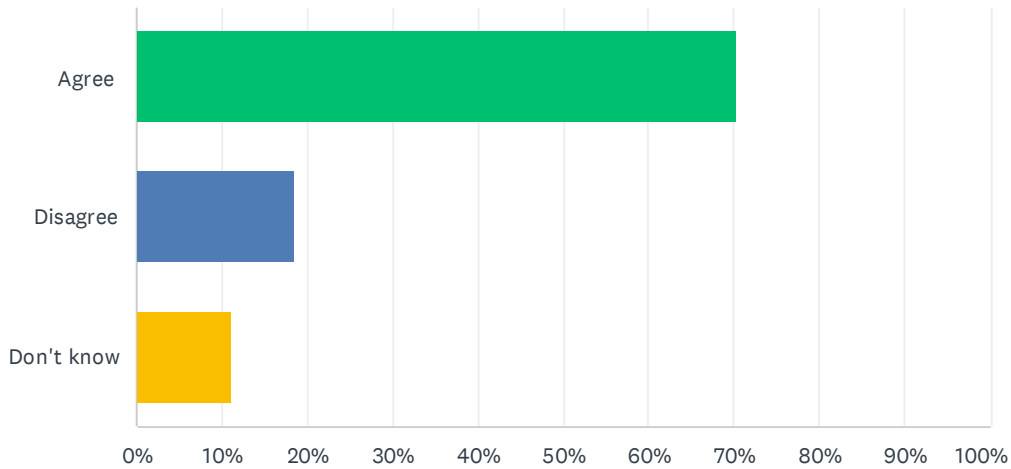
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	59.26%	16
Disagree	18.52%	5
Don't know	7.41%	2
Any comments:	14.81%	4
TOTAL		27

Q23 Do you agree or disagree with the following statement? Agents and objectors have adequate opportunity to present their views to the Service Director of Planning and/or at Planning Committee meetings.

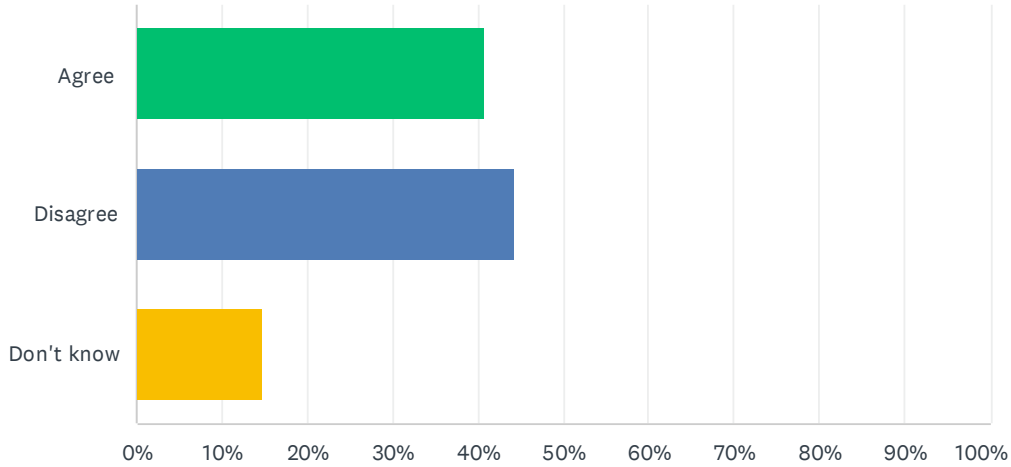
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	70.37%	19
Disagree	18.52%	5
Don't know	11.11%	3
TOTAL		27

Q24 Do you agree or disagree with the following statement? Planning Applications with an objection should be presented at Planning Committee.

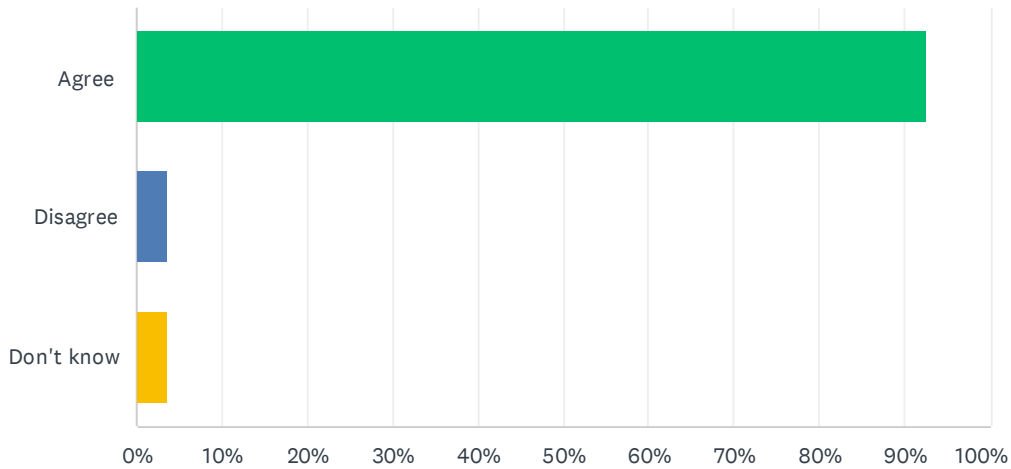
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES
Agree	40.74% 11
Disagree	44.44% 12
Don't know	14.81% 4
TOTAL	27

Q25 Do you agree or disagree with the following statement? Applications recommended for refusal should be given the opportunity to be deferred for further consideration before a decision is made.

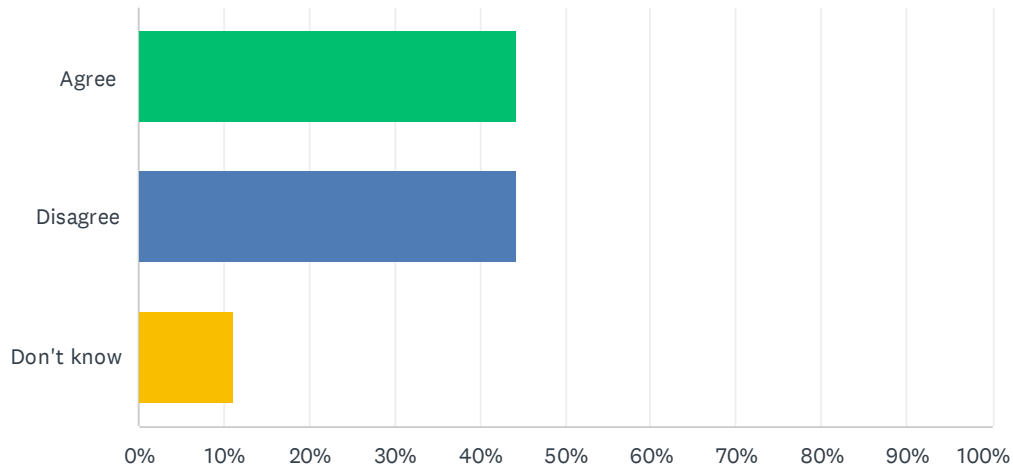
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	92.59%	25
Disagree	3.70%	1
Don't know	3.70%	1
TOTAL		27

Q26 Do you agree or disagree with the following statement? Applications should only be deferred where there is additional information presented which has not already been considered.

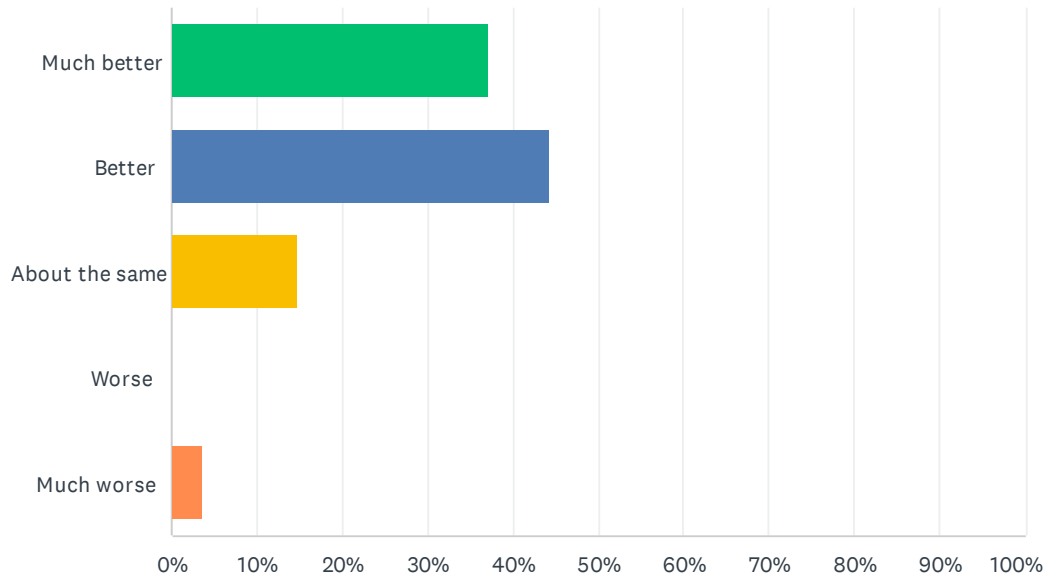
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	44.44%	12
Disagree	44.44%	12
Don't know	11.11%	3
TOTAL		27

Q27 Compared to the other 10 Councils in Northern Ireland, how would you rate Mid Ulster District Council’s planning department in the approachability of its staff and availability of advice?

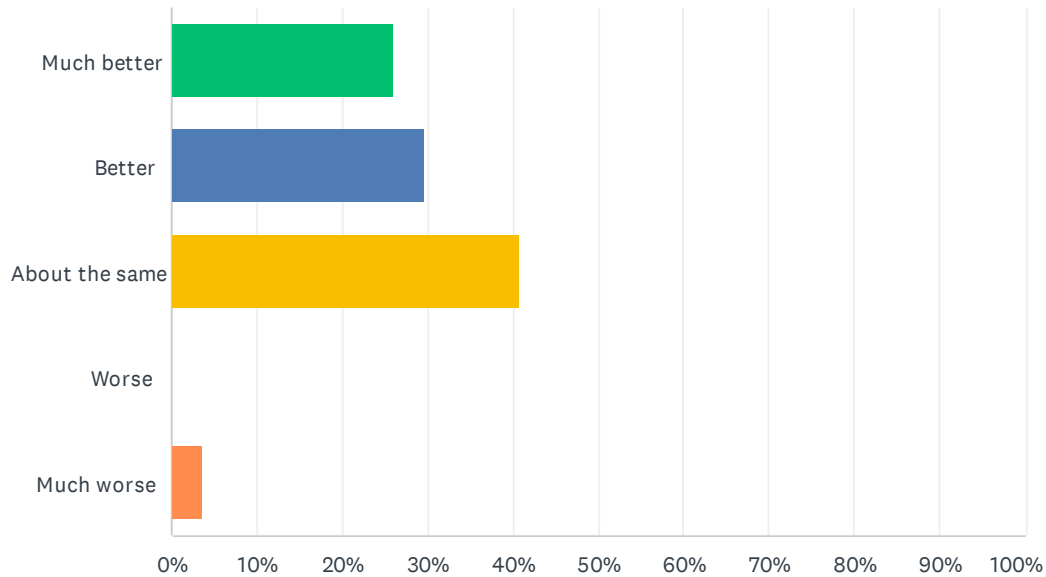
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Much better	37.04%	10
Better	44.44%	12
About the same	14.81%	4
Worse	0.00%	0
Much worse	3.70%	1
TOTAL		27

Q28 Compared to the other 10 Councils in Northern Ireland, how would you rate Mid Ulster District Council’s planning department in the transparency of its decision making and how it makes sure everyone's views are considered?

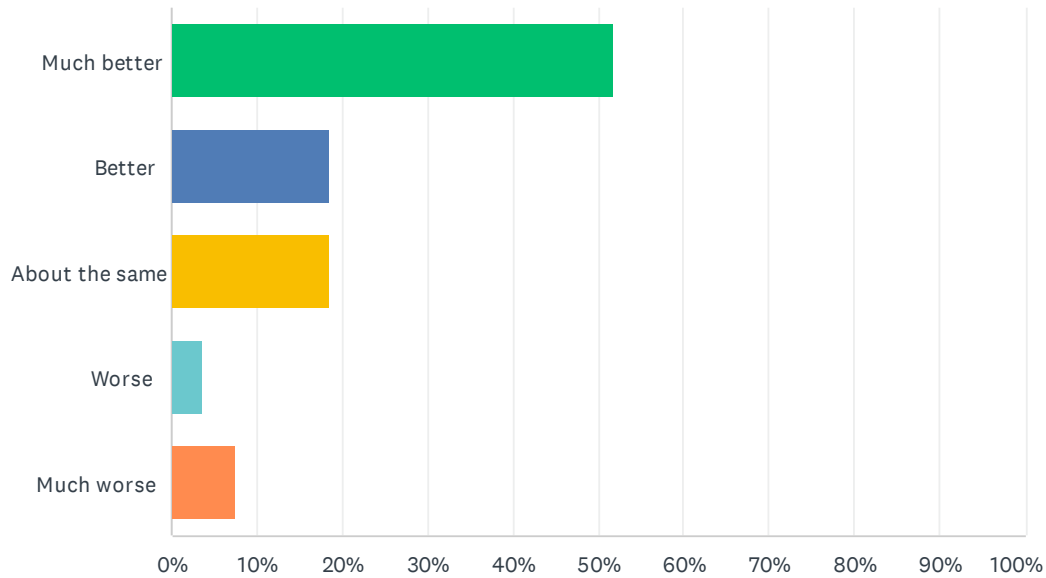
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Much better	25.93%	7
Better	29.63%	8
About the same	40.74%	11
Worse	0.00%	0
Much worse	3.70%	1
TOTAL		27

Q29 Compared to the other 10 Councils in Northern Ireland, how would you rate Mid Ulster District Council's planning department in terms of the ease of use of the Planning Portal and Public Access.

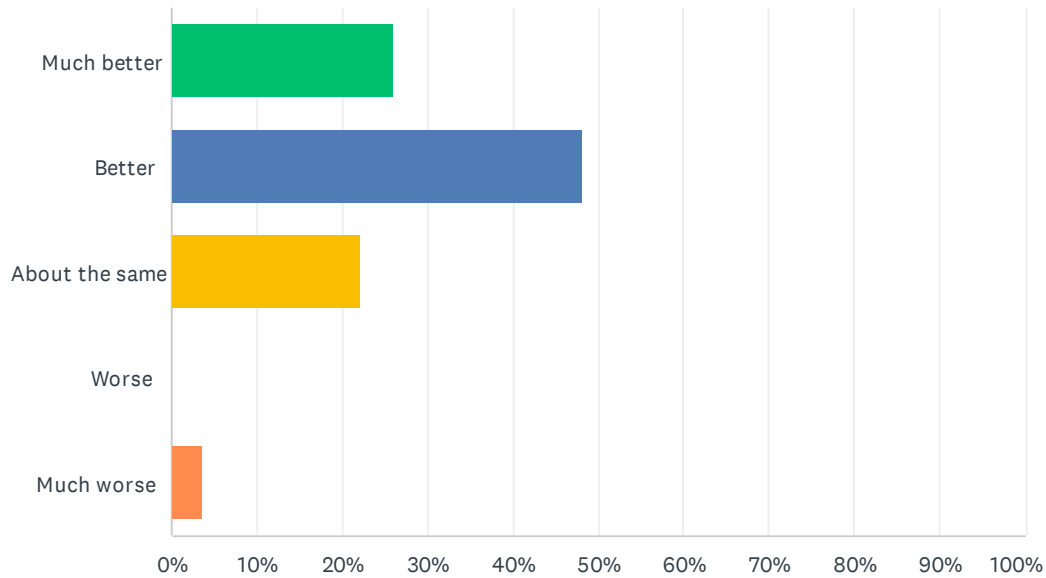
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES
Much better	51.85% 14
Better	18.52% 5
About the same	18.52% 5
Worse	3.70% 1
Much worse	7.41% 2
TOTAL	27

Q30 Compared to the other 10 Councils in Northern Ireland, how would you rate Mid Ulster District Council's planning department in terms of the overall service provided?

Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Much better	25.93%	7
Better	48.15%	13
About the same	22.22%	6
Worse	0.00%	0
Much worse	3.70%	1
TOTAL		27

Q31 Any other comments or suggestions for improvement can be noted here:

Answered: 8 Skipped: 19

Q32 Thank you for completing this survey. The answers will be treated anonymously. However, if you wish to leave your name and email address to receive additional information or feedback regarding the survey you are welcome to do so below.

Answered: 13 Skipped: 14

ANSWER CHOICES	RESPONSES	
Name	100.00%	13
Company	100.00%	13
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	100.00%	13
Phone Number	0.00%	0