

Office Location - Durham
Plan Examination Questionnaire Results

01/01/2015 -31/12/2015

Number of Questionnaires Sent

Number of Questionnaires Received

Target 90% (Excellent / Very Good)

0

129

Time taken to acknowledge receipt of your application

Excellent	Very Good	Good	Average	Poor	Very Poor
95	24	9	1	0	0
73.64%	18.60%	6.98%	0.78%	0.00%	0.00%

Time taken to process your Application

95	25	8	1	0	0
73.64%	19.38%	6.20%	0.78%	0.00%	0.00%

Fairness, helpfulness and availability of staff to discuss your application

98	24	6	1	0	0
75.97%	18.60%	4.65%	0.78%	0.00%	0.00%

How would you rate the clarity of any letters/guidance received

94	23	9	2	1	0
72.87%	17.83%	6.98%	1.55%	0.78%	0.00%

Your overall opinion of the service

99	20	9	1	0	0
76.74%	15.50%	6.98%	0.78%	0.00%	0.00%

Do you feel you have received value for money?

Yes	No
127	2
98.45%	1.55%

Do you feel the service could be improved?
(Please comment on reverse side)

Yes	No
18	103
13.95%	79.84%

As part of Best Value we have set up a Focus Group
Would you be interested in being a member of the Group

Yes	No
13	107
10.08%	82.95%