



WEST LOTHIAN COUNCIL DEVELOPMENT PLANNING CLIENT FEEDBACK QUESTIONNAIRE

We have recently undertaken a customer satisfaction survey in connection with the service provided to applicants who are seeking permission to construct a new road associated with development proposals. The survey was issued to 20 customers and stakeholders, including developers, their agents or architects who were chosen at random to reflect the applications made in 2008. 7 responses (35%) were received.

This summary sheet has been provided to inform you of the respondents' results and what we intend to do with them.

1. Delivery

Delivering our service and handling any problems that arise.

- a) Please rate the service you have received?
43% considered the service to be excellent.
57% considered the service to very good.

- b) Please rate how well the service handled any problems that arose from your request?
57% considered this aspect of the service to be excellent.
29% considered this aspect of the service to very good.
14% considered this aspect to be not applicable

2. Timeliness

Responding immediately to initial contact, dealing with the issue quickly and without passing it on.

- a) How would you rate the promptness of the Service's response to your request?
29% considered this aspect of the service to be excellent .
71% considered this aspect of the service to very good.

- b) How would you rate the Service's ability to resolve your issue at the first point of contact?
29% considered this aspect of the service to be excellent .
71% considered this aspect of the service to very good.

3. Information

Providing accurate and comprehensive information, keeping customers informed about progress.

- a) How easy was it to find or obtain information provided by the service?
29% considered this aspect of the service to be excellent.
43% considered this aspect of the service to be very good.
14% considered this aspect to be very poor.
14% gave no response.
- b) Please rate how accurate and comprehensive the information about the service was?
14% considered this aspect of the service to be excellent.
57% considered this aspect of the service to be very good.
14% considered this aspect to be not applicable.
14% gave no response.
- c) In response to your enquiry/service request, how clear and comprehensive was our response?
57% considered this aspect of the service to be excellent.
43% considered this aspect of the service to be very good.
- d) In general, how would you rate the Service's performance in keeping you informed of the progress of your request?
29% considered this aspect of the service to be excellent.
71% considered this aspect of the service to be very good.

4. Professionalism

Comment staff, treating customers fairly

- a) How would you rate the staff's knowledge and skills in dealing with your request?
43% considered the service to be excellent.
57% considered the service to be very good.

5. Staff attitude

Polite and friendly staff, sympathetic to customer needs.

- a) In general, how would you rate the staff's attitude towards you?
71% considered the service to be excellent.
29% considered the service to be very good.

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This survey was undertaken to obtain information from customers concerning their views of the service provided. Information conveyed by customers is very valuable to the council and allows us to monitor and improve the service that we provide.

What we intend to do.

It is our intention to undertake a further survey in 2009, aiming to improve our performance, particularly in terms of ease of availability of published materials.

Space was provided for additional remarks in order that customers could comment on all aspects of the service. As a result, a variety of comments, compliments and ideas were received and each of the responses made will be considered and any matters arising from these will be investigated in due course.

Should you wish any further information on this survey or the Transportation Development Planning service, please contact :

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