



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 24 customers and stakeholders, including developers, their agents or architects who were chosen at random to reflect the applications made in 2009. 8 responses (33%) 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?
25% considered the service to be excellent.
75% considered the service to very good.

- b) Please rate how well the service handled any problems that arose from your request?
25% considered this aspect of the service to be excellent.
62% considered this aspect of the service to very good.
13% gave no response.

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?
25% considered this aspect of the service to be excellent .
75% 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?
25% considered this aspect of the service to be excellent .
62% considered this aspect of the service to very good.
13% considered this aspect to be not applicable.

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?
37% considered this aspect of the service to be excellent.
0% considered this aspect of the service to very good.
14% considered this aspect to be average poor.
49% considered this aspect to be not applicable.

- b) Please rate how accurate and comprehensive the information about the service was?
25% considered this aspect of the service to be excellent.
25% considered this aspect of the service to very good.
50% considered this aspect to be not applicable.

- c) In response to your enquiry/service request, how clear and comprehensive was our response?
25% considered this aspect of the service to be excellent.
37% considered this aspect of the service to very good.
38% considered this aspect to be not applicable.

- d) In general, how would you rate the Service's performance in keeping you informed of the progress of your request?
25% considered this aspect of the service to be excellent.
37% considered this aspect of the service to very good.
38% considered this aspect to be not applicable.

4. Professionalism

Comment staff, treating customers fairly

- a) How would you rate the staff's knowledge and skills in dealing with your request?
50% considered the service to be excellent.
50% considered the service to 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?
50% considered the service to be excellent.
50% considered the service to 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.

Compared to the 2008 survey the results are very similar. Accessibility to information has improved slightly but needs continual improvement.

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.

Based on the survey returns a review of the questionnaire will be undertaken to refine it and seek better feedback on information accessed and requested by customers.

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.

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

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