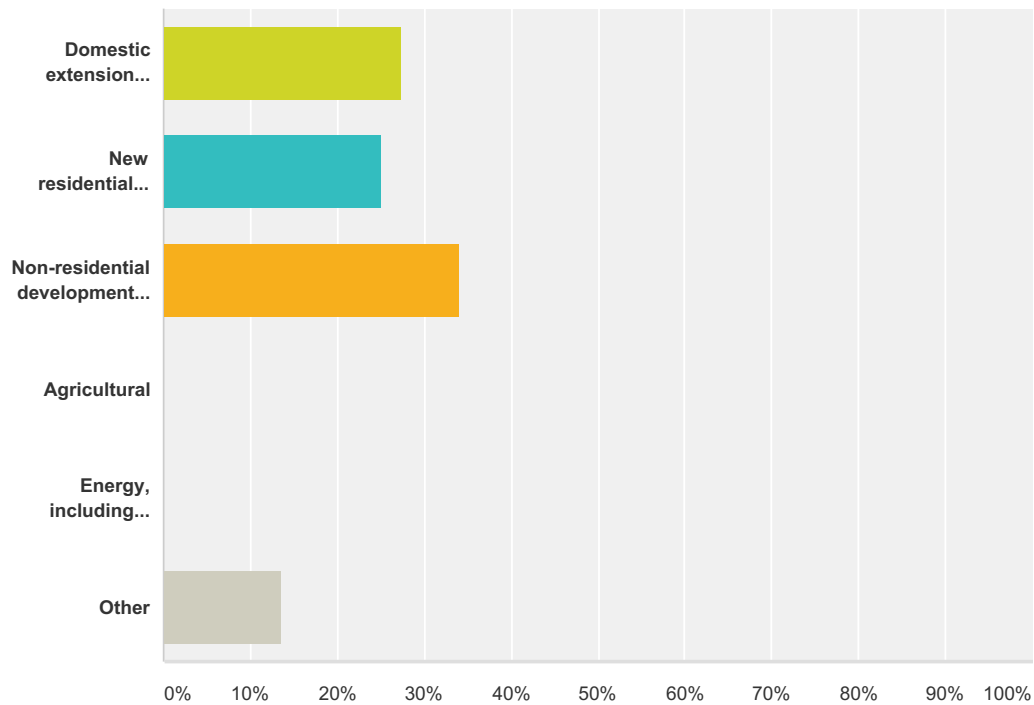


Q1 Please indicate below what type of application you submitted.

Answered: 44 Skipped: 3



Answer Choices	Responses
Domestic extension including garages, windows and alterations	27.27% 12
New residential development including conversions	25.00% 11
Non-residential development including businesses, industrial and retail	34.09% 15
Agricultural	0.00% 0
Energy, including commercial and domestic wind turbines	0.00% 0
Other	13.64% 6
Total	44

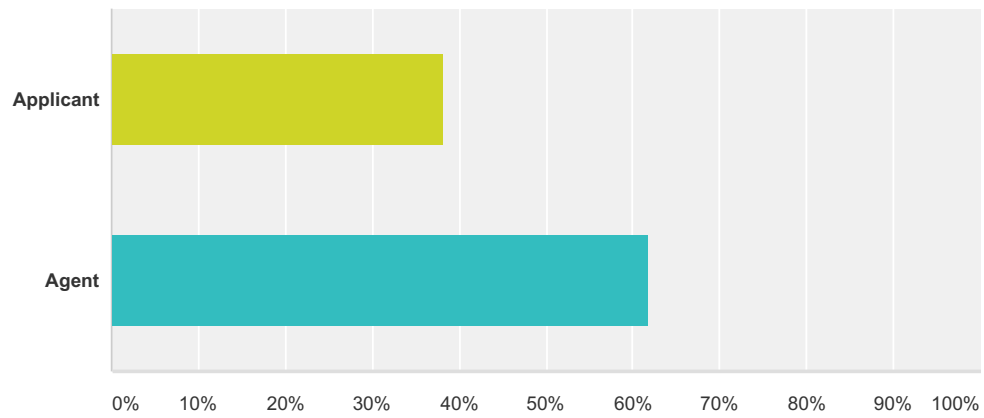
#	Other (please specify)	Date
1	Non - Residention - Advertisement	4/6/2017 2:45 AM
2	High Hedces	4/3/2017 5:48 AM
3	Detached Garage + Garden Wall	4/3/2017 3:20 AM
4	Sport facilities	4/3/2017 2:30 AM
5	Boundry Wall	3/24/2017 4:43 AM
6	Advertisement	3/24/2017 4:36 AM
7	Convert shop to residential use	3/23/2017 6:46 AM
8	Pool for domestic use + events	3/23/2017 3:55 AM

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9	Drive at front of house.	3/23/2017 1:58 AM
10	Renewal of planning permit.	3/23/2017 1:46 AM

Q2 Were you the applicant or were you acting as an agent for the applicant?

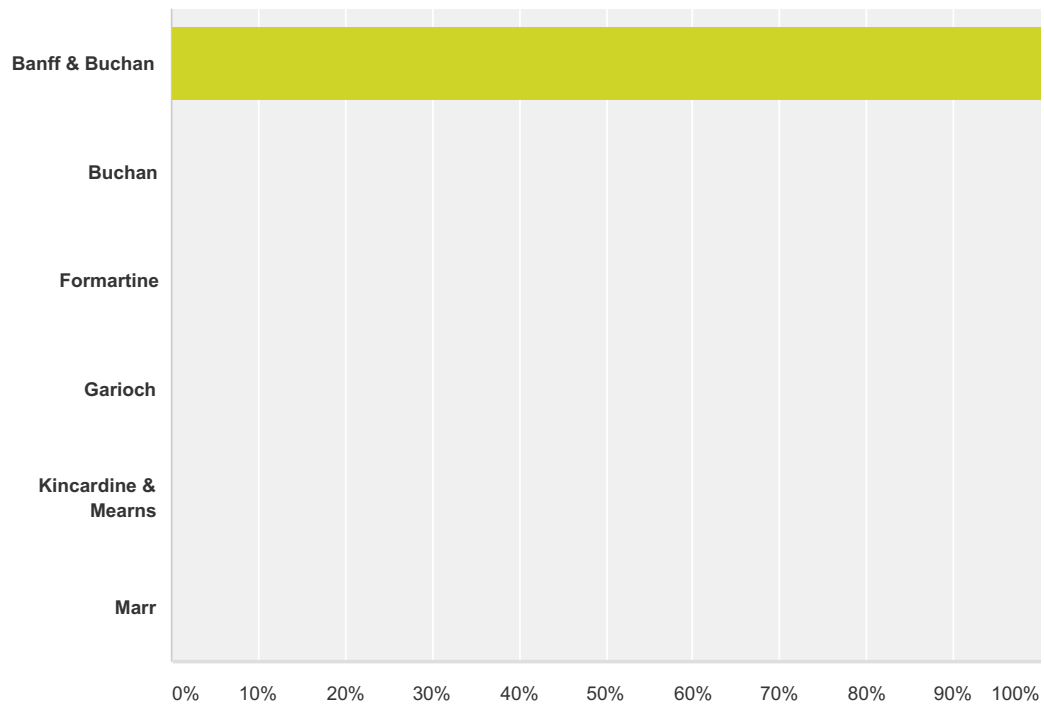
Answered: 47 Skipped: 0



Answer Choices	Responses
Applicant	38.30% 18
Agent	61.70% 29
Total	47

Q3 In which area did you submit your planning application?

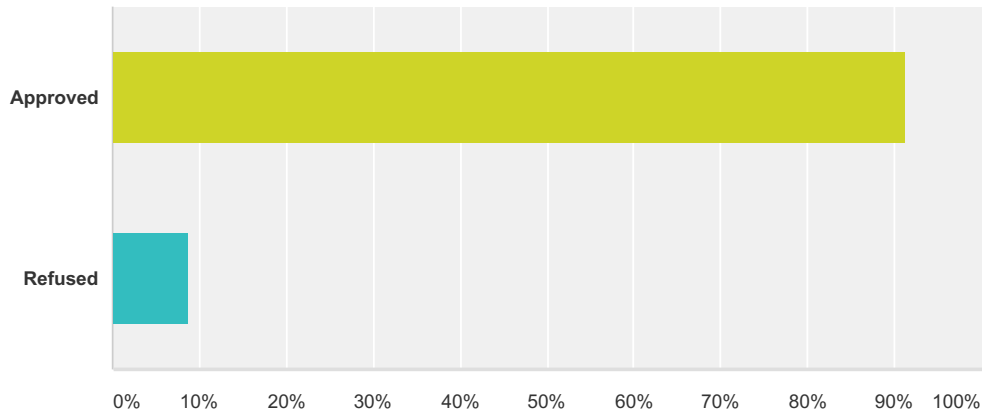
Answered: 47 Skipped: 0



Answer Choices	Responses
Banff & Buchan	100.00% 47
Buchan	0.00% 0
Formartine	0.00% 0
Garioch	0.00% 0
Kincardine & Mearns	0.00% 0
Marr	0.00% 0
Total	47

Q4 Please indicate the decision on your application.

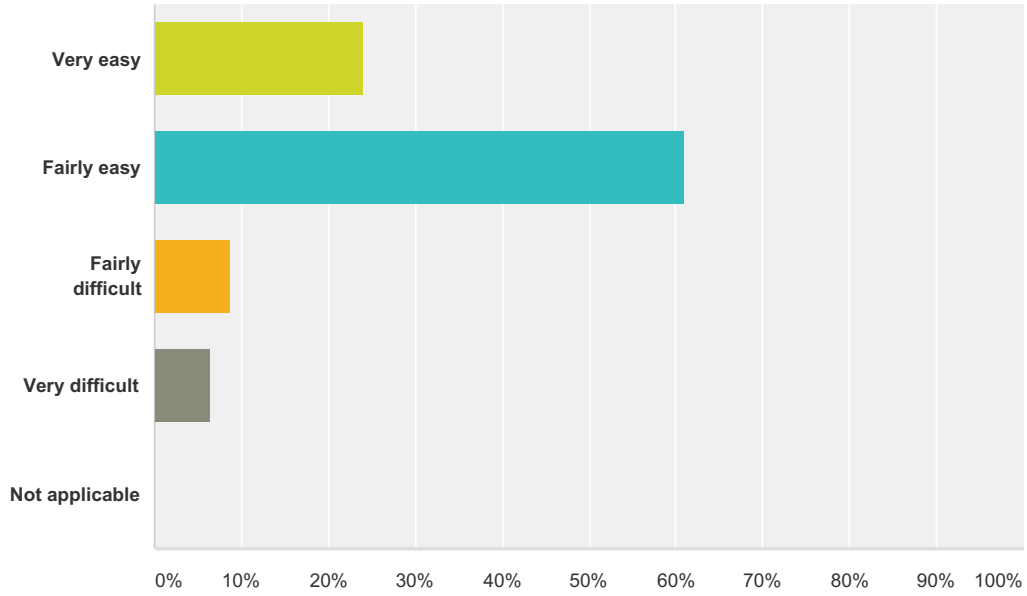
Answered: 46 Skipped: 1



Answer Choices	Responses
Approved	91.30% 42
Refused	8.70% 4
Total	46

Q5 How easy or difficult was it to find information or guidance about the planning application process?

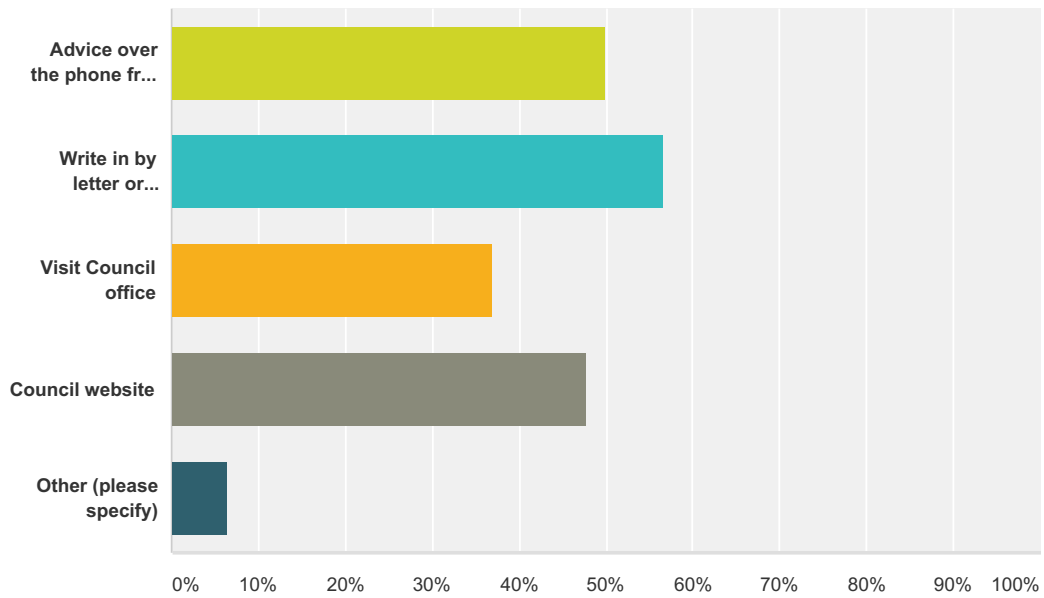
Answered: 46 Skipped: 1



Answer Choices	Responses	
Very easy	23.91%	11
Fairly easy	60.87%	28
Fairly difficult	8.70%	4
Very difficult	6.52%	3
Not applicable	0.00%	0
Total		46

Q6 In what ways did you access this information?

Answered: 46 Skipped: 1

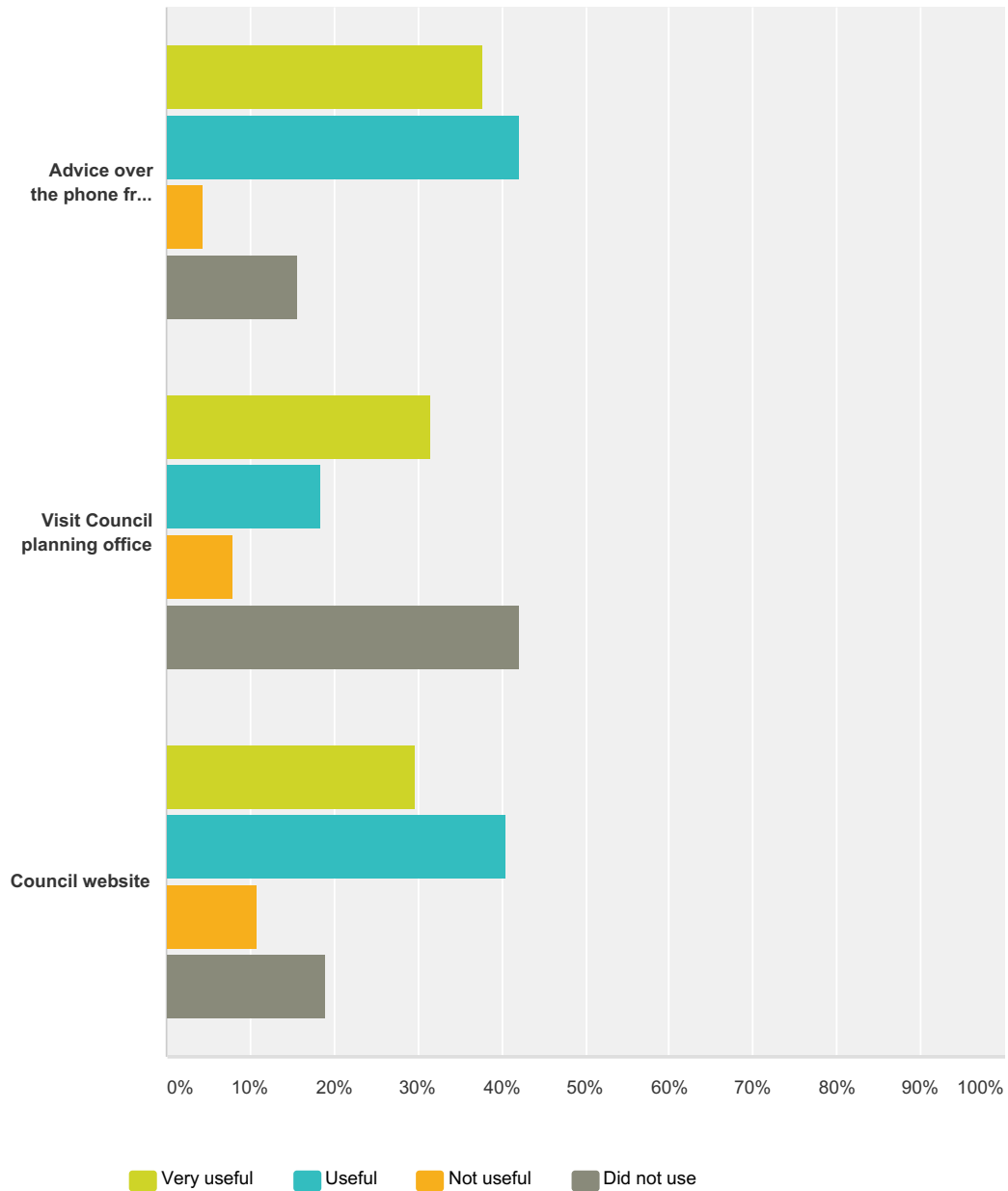


Answer Choices	Responses
Advice over the phone from the Council planning service	50.00% 23
Write in by letter or e-mail	56.52% 26
Visit Council office	36.96% 17
Council website	47.83% 22
Other (please specify)	6.52% 3
Total Respondents: 46	

#	Other (please specify)	Date
1	e planing and checked details with Consv Officer	4/4/2017 2:36 AM
2	Scottish executive website	4/3/2017 5:48 AM
3	Dravahtsman	4/3/2017 3:12 AM

Q7 How useful were each of the following sources of information or guidance you used?

Answered: 45 Skipped: 2



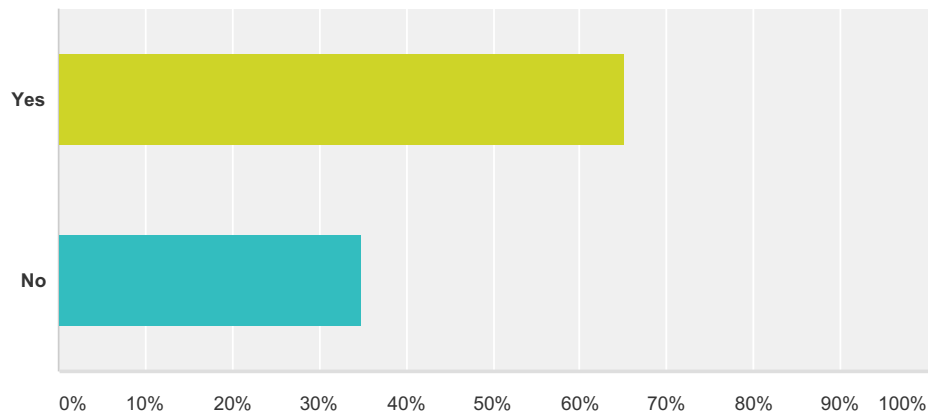
	Very useful	Useful	Not useful	Did not use	Total
Advice over the phone from a Council planning office	37.78% 17	42.22% 19	4.44% 2	15.56% 7	45
Visit Council planning office	31.58% 12	18.42% 7	7.89% 3	42.11% 16	38
Council website	29.73% 11	40.54% 15	10.81% 4	18.92% 7	37

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#	Other (please specify)	Date
1	e planning is very straightforward and have known Consv officer for years (I work for HES), Planners i liaised with over my applications were very helpful face to face or on e-mail and swift of response	4/4/2017 2:36 AM
2	As above	4/3/2017 3:12 AM

Q8 Did you seek pre-application advice prior to submitting your application?

Answered: 46 Skipped: 1



Answer Choices	Responses	Count
Yes	65.22%	30
No	34.78%	16
Total		46

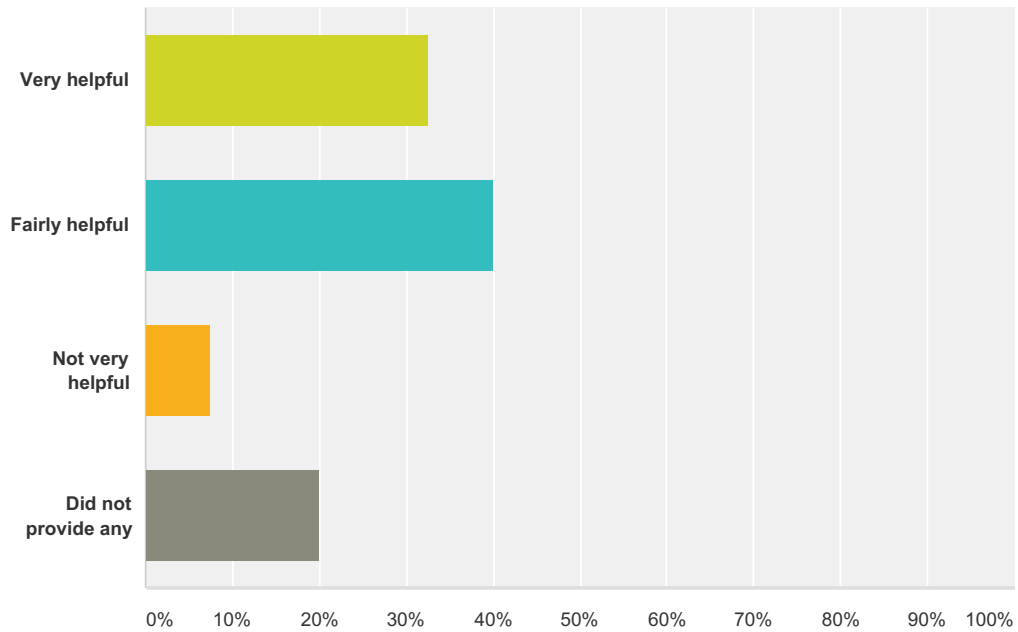
#	If yes, what type of advice did you seek?	Date
1	design on that client wanted giving conflicting advice to what was given to client.	5/10/2017 8:40 AM
2	Pond design flooding aspects & red line discussion.	5/10/2017 8:37 AM
3	Design of dormers & query about site red lines	5/10/2017 8:29 AM
4	Whether I needed permission	5/9/2017 3:52 AM
5	meeting with Planning	5/9/2017 3:51 AM
6	Council Office	5/9/2017 3:50 AM
7	Thoughts & comments on the proposal and any potential impacts. A Thorough response from the LPA was always provided.	4/12/2017 2:44 AM
8	Principle of development	4/6/2017 2:35 AM
9	e-mail confirmation of whether LBC was required.	4/4/2017 2:36 AM
10	Telephone Guidance	4/3/2017 5:48 AM
11	Visit Council Office	4/3/2017 4:42 AM
12	From architect	4/3/2017 4:40 AM
13	Which form to use	4/3/2017 4:31 AM
14	Advice on various Aspects of Drainage Transport etc.	4/3/2017 2:30 AM
15	was application required	3/24/2017 4:43 AM
16	pre app meeting	3/24/2017 4:38 AM
17	Council was the landowner, so had discussions on acceptability of overall project + associated planning.	3/24/2017 4:35 AM
18	Telephone advise re 1 application vs multiple applications	3/24/2017 4:33 AM
19	Plans and drawings required for the application	3/23/2017 6:55 AM

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20	General information	3/23/2017 1:46 AM
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Q9 Thinking specifically about the pre-application process, how helpful were we in providing guidance and support?

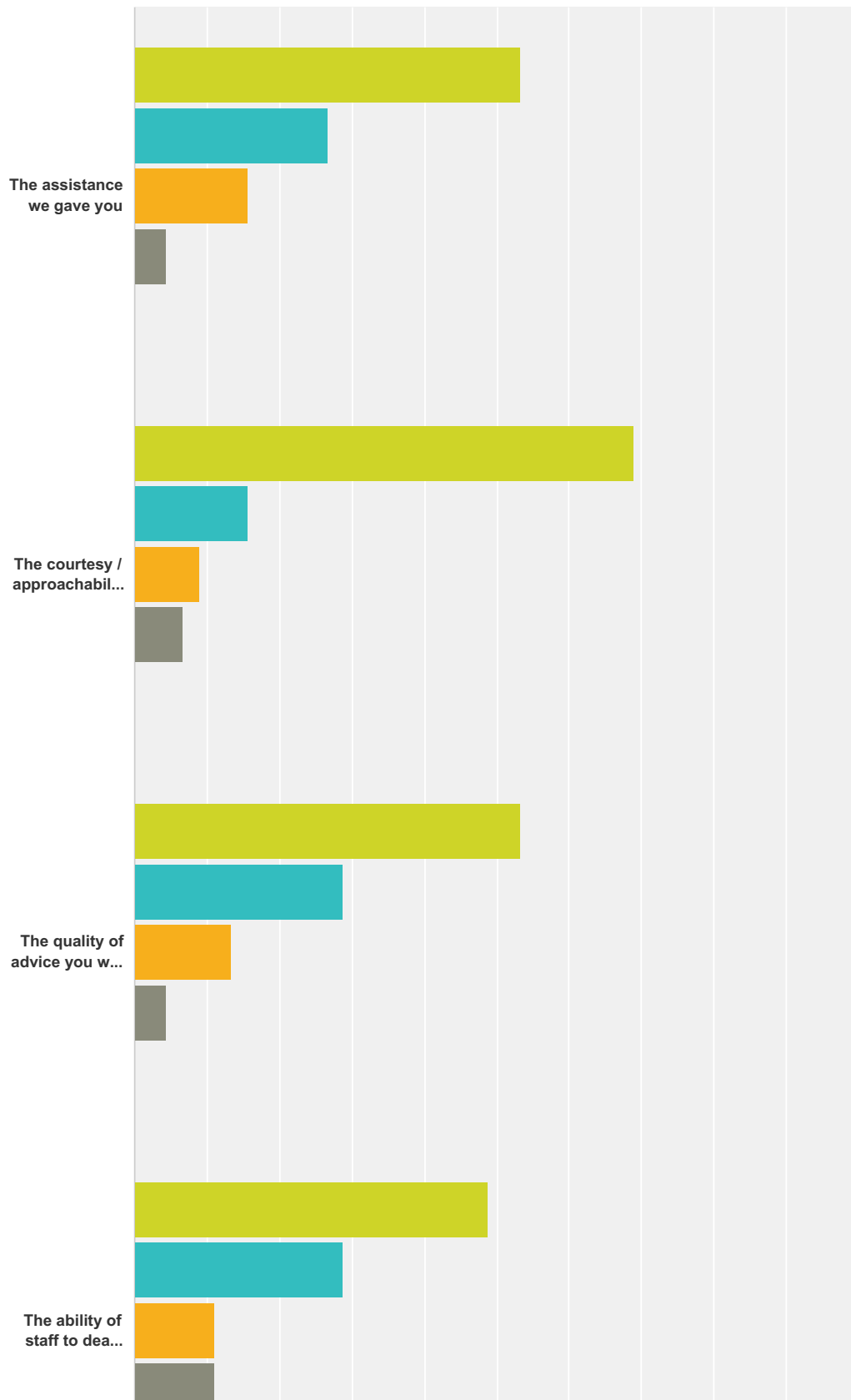
Answered: 40 Skipped: 7



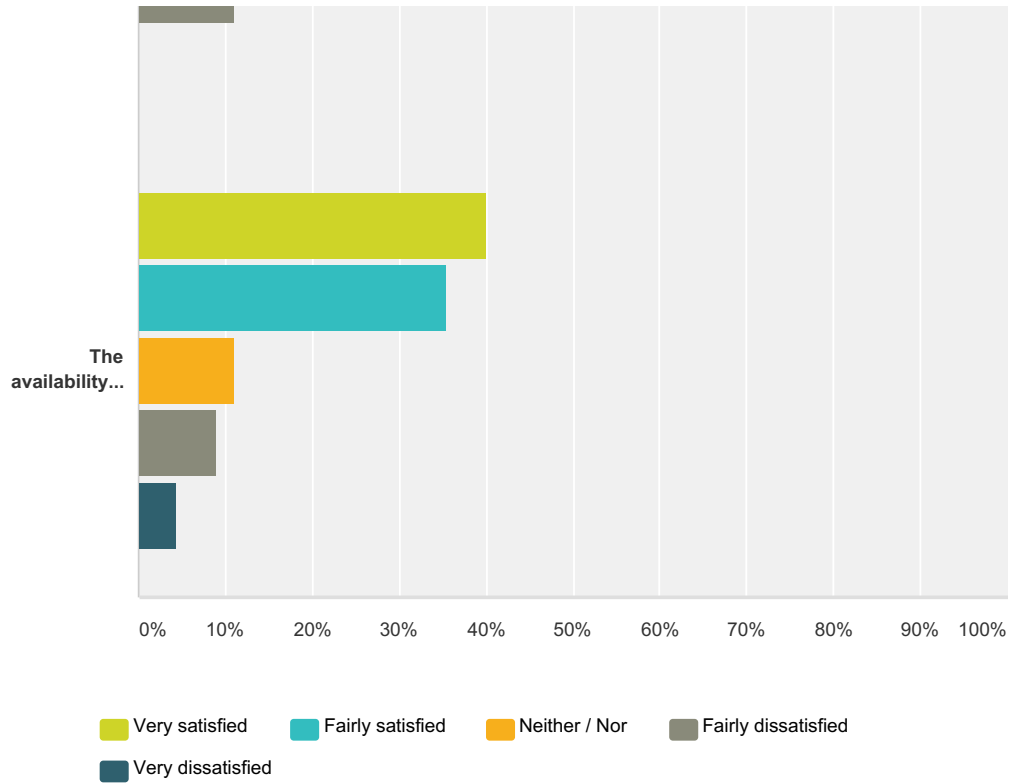
Answer Choices	Responses	
Very helpful	32.50%	13
Fairly helpful	40.00%	16
Not very helpful	7.50%	3
Did not provide any	20.00%	8
Total		40

Q10 How satisfied were you with the following:

Answered: 45 Skipped: 2



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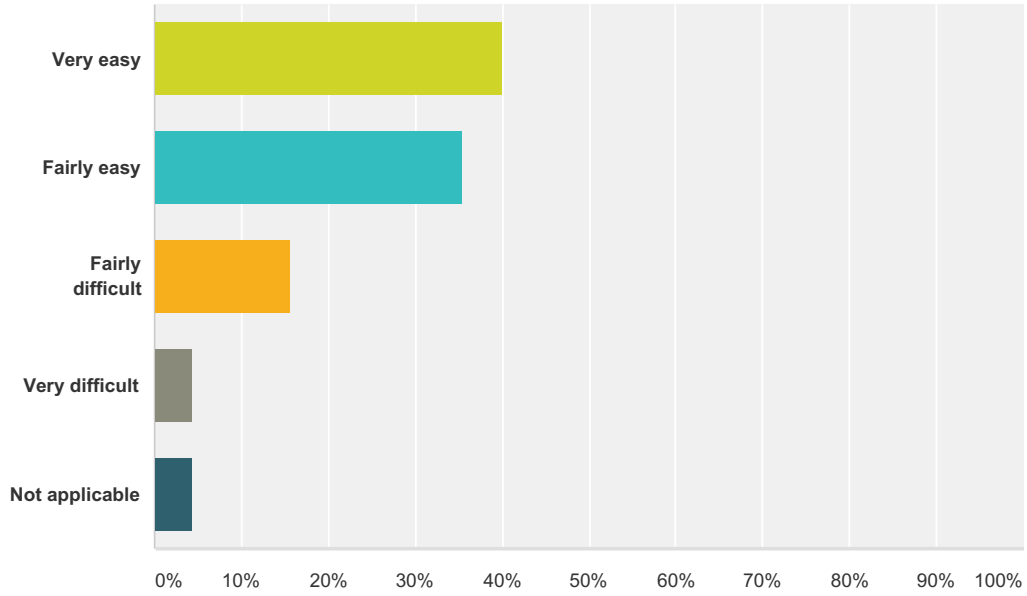


	Very satisfied	Fairly satisfied	Neither / Nor	Fairly dissatisfied	Very dissatisfied	Total
The assistance we gave you	53.33% 24	26.67% 12	15.56% 7	4.44% 2	0.00% 0	45
The courtesy / approachability of staff	68.89% 31	15.56% 7	8.89% 4	6.67% 3	0.00% 0	45
The quality of advice you were given	53.33% 24	28.89% 13	13.33% 6	4.44% 2	0.00% 0	45
The ability of staff to deal with an issue	48.89% 22	28.89% 13	11.11% 5	11.11% 5	0.00% 0	45
The availability of staff	40.00% 18	35.56% 16	11.11% 5	8.89% 4	4.44% 2	45

#	If you wish please expand on your answer below	Date
1	Phones centrally don't work. Planner missed a section & argued area room space plan.	5/10/2017 8:40 AM
2	Phones don't work & part time no back up - and have to deal with assistants instead of planner. Peterhead office reception is a disaster.	5/10/2017 8:37 AM
3	reception at Peterhead is disastrous, planning need own one.	5/10/2017 8:32 AM
4	All seemed to take quite a long time.	4/6/2017 2:35 AM
5	The planning officer was very helpful & dealt with queries promptly.	3/24/2017 4:45 AM

Q11 How easy was it for you to contact the Planning Officer dealing with your application?

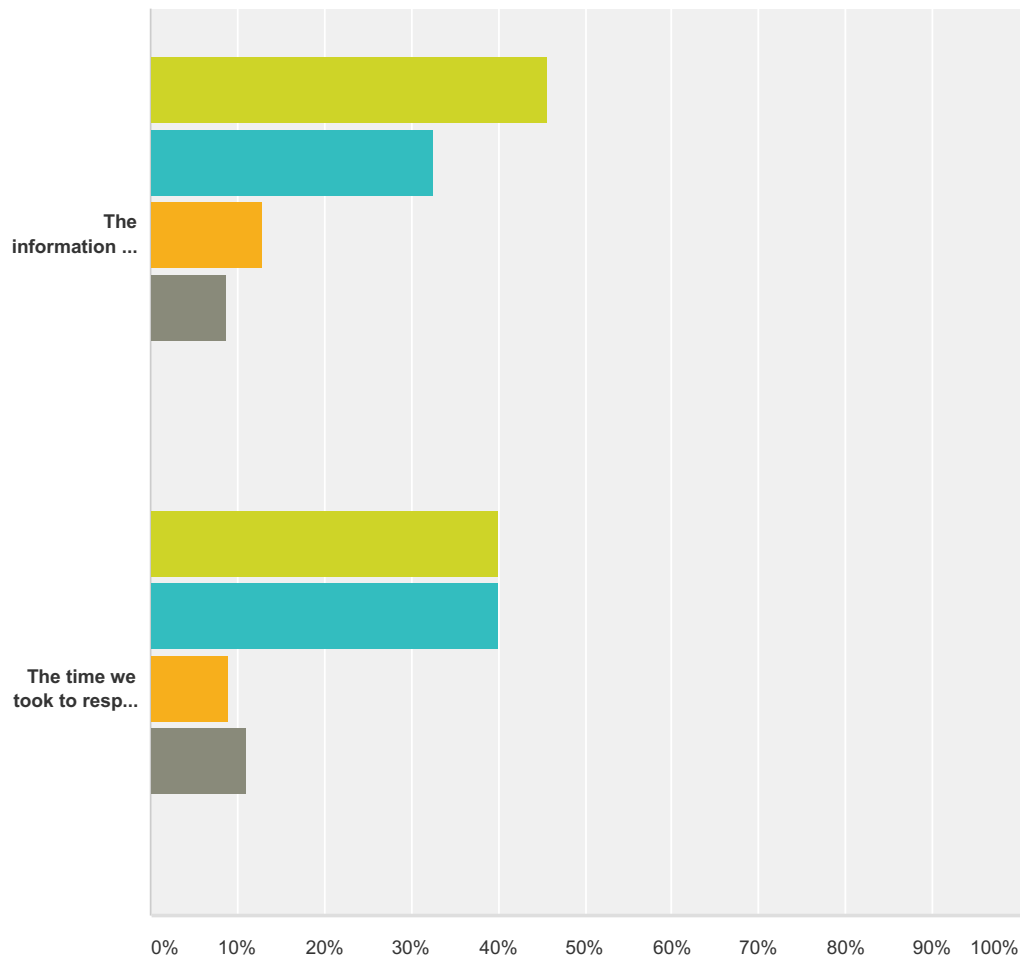
Answered: 45 Skipped: 2



Answer Choices	Responses	
Very easy	40.00%	18
Fairly easy	35.56%	16
Fairly difficult	15.56%	7
Very difficult	4.44%	2
Not applicable	4.44%	2
Total		45

Q12 How satisfied were you with the following

Answered: 46 Skipped: 1



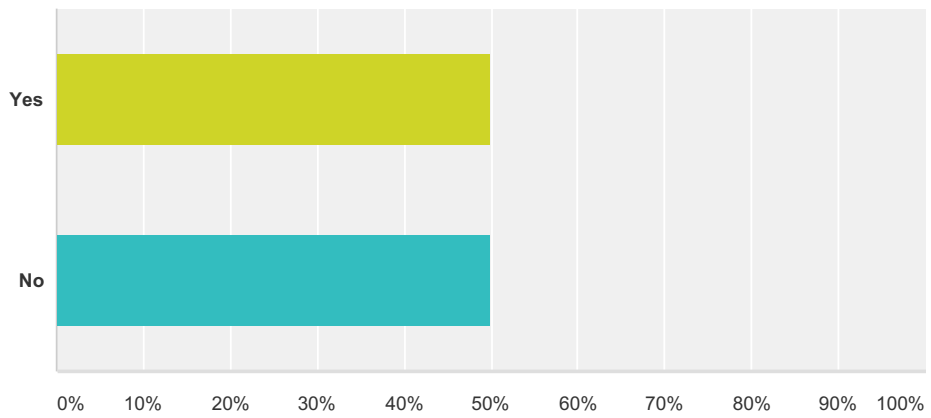
■ Very satisfied
 ■ Fairly satisfied
 ■ Neither / Nor
 ■ Fairly dissatisfied
■ Very dissatisfied

	Very satisfied	Fairly satisfied	Neither / Nor	Fairly dissatisfied	Very dissatisfied	Total
The information you received on the progress of your application?	45.65% 21	32.61% 15	13.04% 6	8.70% 4	0.00% 0	46
The time we took to respond to your messages, letters or e-mails?	40.00% 18	40.00% 18	8.89% 4	11.11% 5	0.00% 0	45

#	If you wish please expand on your answer below	Date
	There are no responses.	

Q13 If your application was refused did you receive contact prior to the decision?

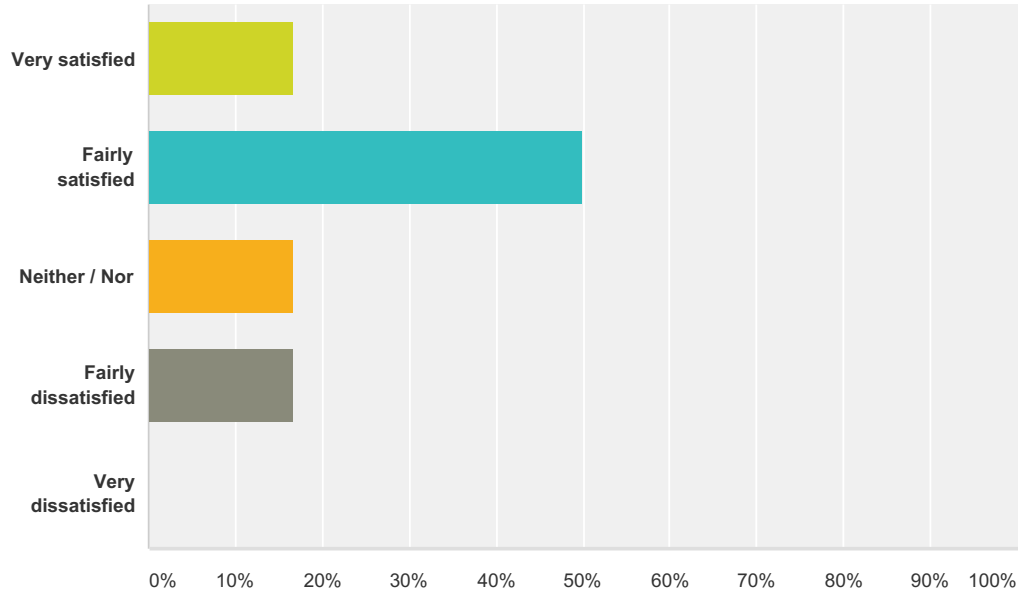
Answered: 6 Skipped: 41



Answer Choices	Responses	Count
Yes	50.00%	3
No	50.00%	3
Total		6

Q14 If your application was refused, how satisfied were you with the explanation of the decision?

Answered: 6 Skipped: 41

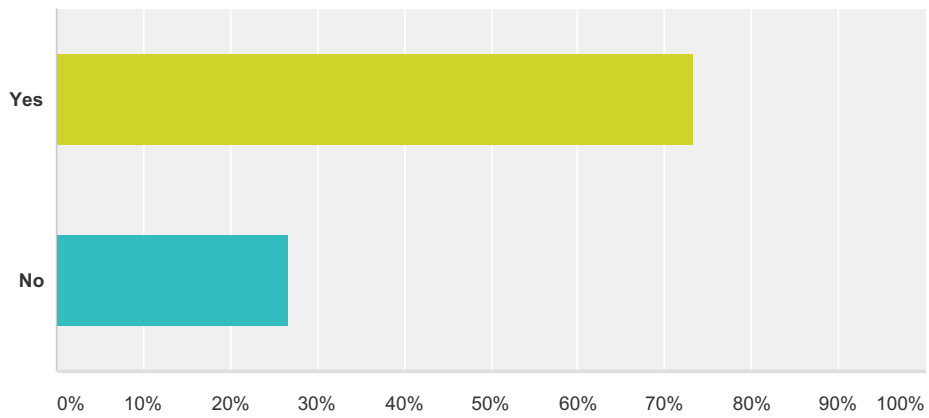


Answer Choices	Responses
Very satisfied	16.67% 1
Fairly satisfied	50.00% 3
Neither / Nor	16.67% 1
Fairly dissatisfied	16.67% 1
Very dissatisfied	0.00% 0
Total	6

#	If you wish please expand on your answer below	Date
	There are no responses.	

Q15 Did the Council deal with your application within the expected timescale?

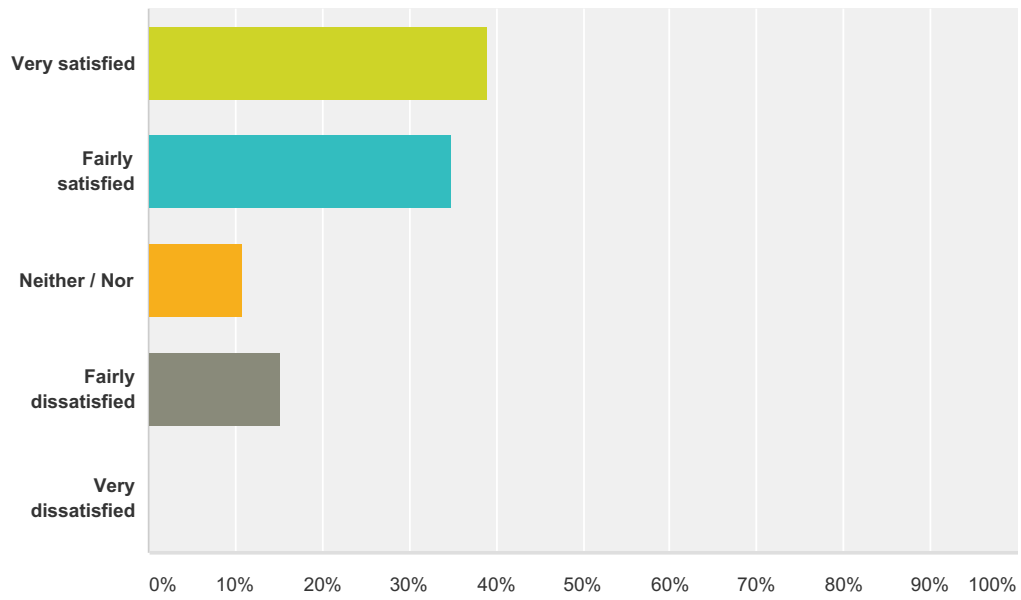
Answered: 45 Skipped: 2



Answer Choices	Responses
Yes	73.33% 33
No	26.67% 12
Total	45

Q16 Overall how satisfied were you with the time taken to process your application?

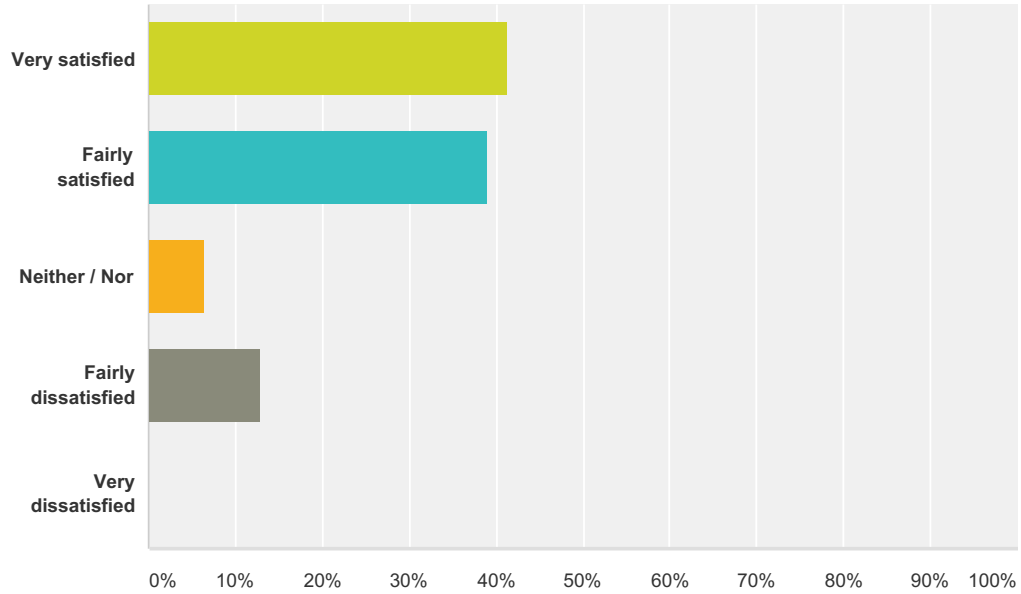
Answered: 46 Skipped: 1



Answer Choices	Responses	Count
Very satisfied	39.13%	18
Fairly satisfied	34.78%	16
Neither / Nor	10.87%	5
Fairly dissatisfied	15.22%	7
Very dissatisfied	0.00%	0
Total		46

Q17 Overall how satisfied were you with the service you received from us in dealing with your application?

Answered: 46 Skipped: 1



Answer Choices	Responses	
Very satisfied	41.30%	19
Fairly satisfied	39.13%	18
Neither / Nor	6.52%	3
Fairly dissatisfied	13.04%	6
Very dissatisfied	0.00%	0
Total		46

Q18 If you wish to comment on your application and how it was handled please comment below

Answered: 3 Skipped: 44

#	Responses	Date
1	Application was approved against recommendation. Subsequent MSC application has not been as effectively handled as it could be either.	4/6/2017 2:35 AM
2	I had to submit two forms which were not processed at same time, so time started early once 2nd one was processed which was not my fault. I was not happy at all with this.	4/3/2017 4:31 AM
3	As far as I can see there are drives going in very busy streets all over the town.	3/23/2017 1:58 AM