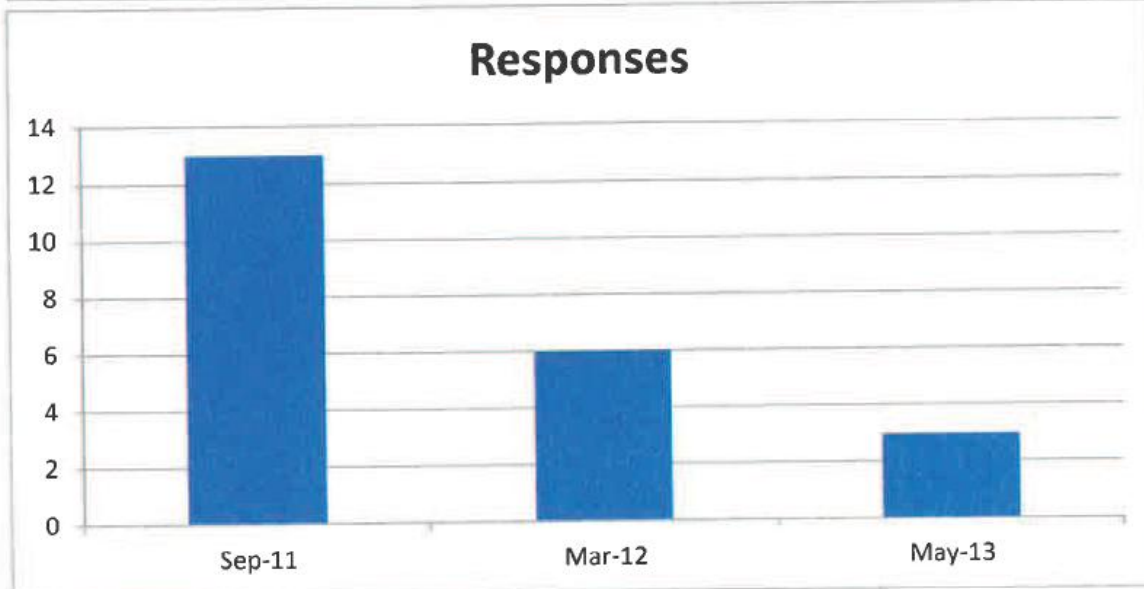
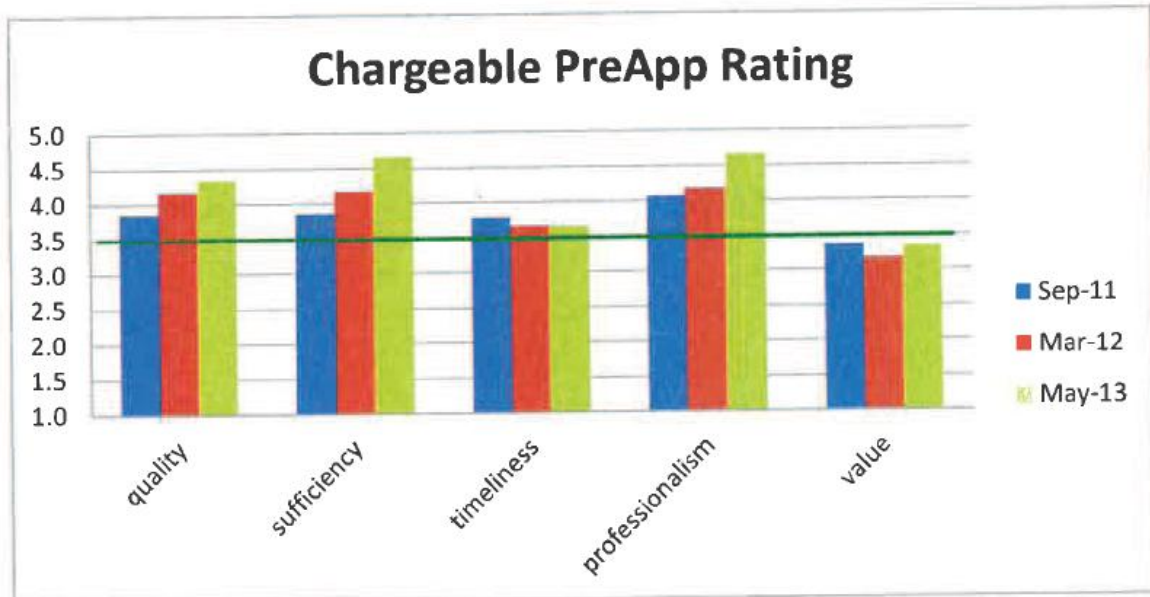


**Table I**

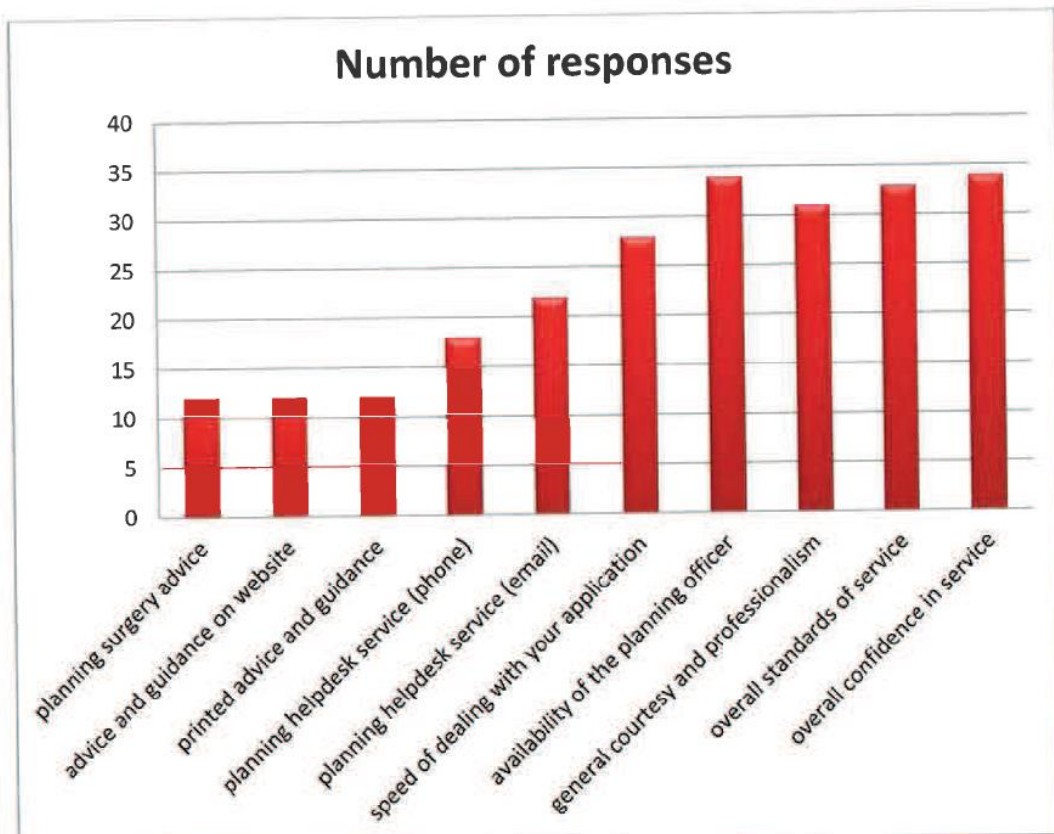
Question	Sep-11	Mar-12	May-13
quality	3.9	4.2	4.3
sufficiency	3.9	4.2	4.7
timeliness	3.8	3.7	3.7
professionalism	4.1	4.2	4.7
value	3.4	3.2	3.3
Responses	13	6	3

Scoring	Value
Very bad	1
Bad	2
Fair	3
Good	4
Very good	5



**Table 2**

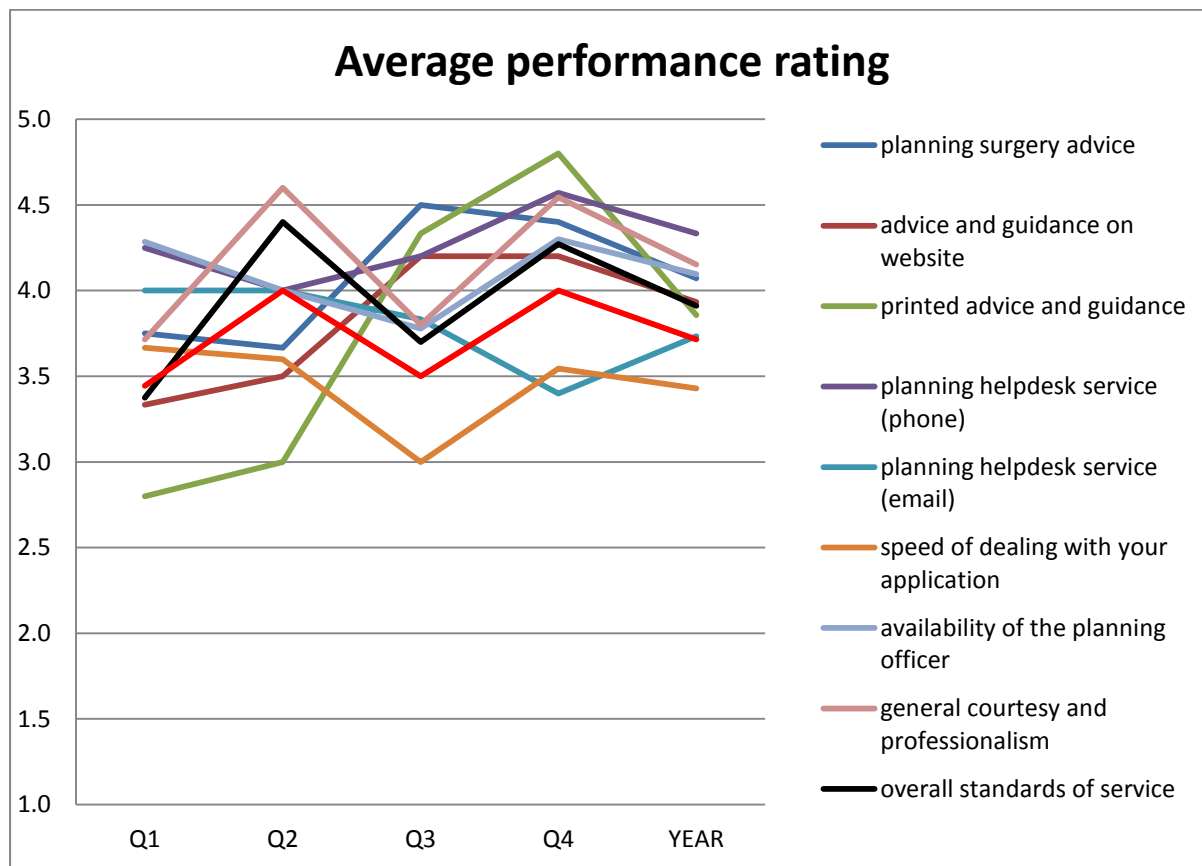
**PLANNING SURVEY RESULTS 2011 - 2012**



**Table 3**

**PLANNING SERVICES CUSTOMER SURVEY**

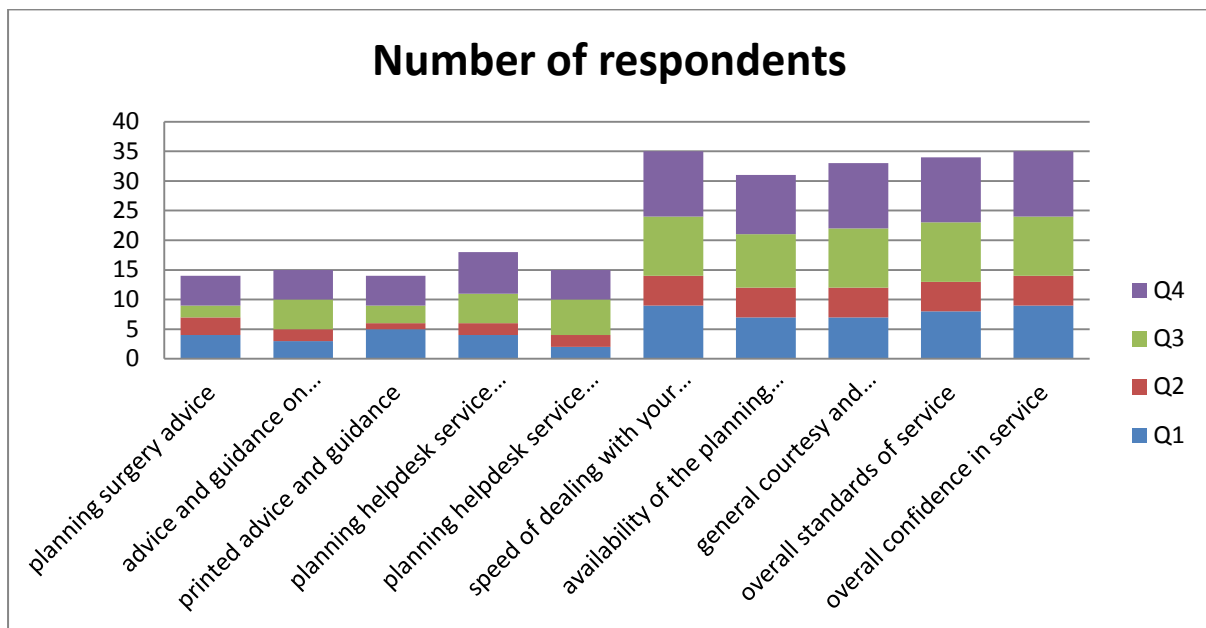
**2012 – 2013**



Question asked	Average score
Planning Surgery Advice	4.1
Advice and Guidance on Website	3.9
Printed Advice and Guidance	3.9
Planning Helpdesk Service (phone)	4.3
Planning Helpdesk Service (email)	3.7
Speed of dealing with your application	3.4
Availability of the Planning Officer	4.1
General Courtesy and Professionalism	4.2
Overall Standards of Service	3.9
Overall Confidence in Service	3.7

<b>Total Service Average Score</b>	<b>3.92</b>
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**Table 3 (cont'd)**



**Table 4**

