

**Office Location - Durham**  
**Plan Examination Questionnaire Results**

**01/01/2016 - 29/04/2016**

Number of Questionnaires Sent

Number of Questionnaires Received

**Target 90% (Excellent / Very Good)**

0  

27
----

Time taken to acknowledge receipt of your application

Excellent	Very Good	Good	Average	Poor	Very Poor
22	3	2	0	0	0
<b>81.48%</b>	<b>11.11%</b>	<b>7.41%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>

Time taken to process your Application

23	2	2	0	0	0
<b>85.19%</b>	<b>7.41%</b>	<b>7.41%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>

Fairness, helpfulness and availability of staff to discuss your application

22	3	2	0	0	0
<b>81.48%</b>	<b>11.11%</b>	<b>7.41%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>

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

22	4	1	0	0	0
<b>81.48%</b>	<b>14.81%</b>	<b>3.70%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>

Your overall opinion of the service

20	5	2	0	0	0
<b>74.07%</b>	<b>18.52%</b>	<b>7.41%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>

Do you feel you have received value for money?

Yes	No
26	1
<b>96.30%</b>	<b>3.70%</b>

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

Yes	No
2	25
<b>7.41%</b>	<b>92.59%</b>

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
0	27
<b>0.00%</b>	<b>100.00%</b>