

**Summary of Matters Raised by Customer Survey
(April – September 2010)**

The survey was carried out from April 2010. It will be repeated at future dates.

The key results are:-

	Recommendations	Proposed Response
1.	More advice is requested about the progress of an application once it has been submitted.	The revised Public Access version should assist with on-line monitoring of progress.
2.	The time taken to deal with an application should be reduced.	The time taken has been substantially reduced in the last twelve months and it is forecast that SDC will maintain this improvement.
3.	Improvement to pre-application advice is requested.	This will partly be addressed in the Major Sites Protocol, which is a priority for us.
4.	Most use the Council's Website (Public Access) and found the site easy to navigate.	The revised Public Access version should improve this further.

