

Item 5(f) - Appendix F

Planning Agents Feedback	
Comments	Proposed Cabinet response
Access to case officers has improved	Noted – Action completed April 2010
The improvements to the website mean they do not have to come into the planning reception as often, which they like	Noted
The website was described as 'one of the best'	Noted
The Officer presentation to DC Committee works well	Noted
DC Committee are now more inclined to follow an Officer recommendation	Noted
The improvement in performance without sacrificing decision quality (appeals success) was acknowledged	Noted – Currently 77% of appeals are dismissed, which is above the local performance indicator
Some things still to work on include timeliness of Validation and the pre-application service	<p>The Validation team are now fully staffed and meeting their target of registering and validating 85% of applications within 5 days.</p> <p>An internal review of the pre-application service is currently being undertaken and the feedback from Agents will be included in the analysis</p>

