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**DEVELOPMENT CONTROL USER SATISFACTION SURVEY 2008**

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1. The purpose of this report is to inform Members of the outcome of the most recent user satisfaction survey for the development control service.
2. The survey, which is conducted annually, was undertaken earlier this year and covered all applicants who had received a planning application decision between April and December 2008.
3. The survey revealed that some 85% of respondents were satisfied with the service they had received. Whilst this represents marginal fall in the outcome compared to the previous survey undertaken in 2006 (87%) it shows the service is continuing to perform strongly in terms of customer satisfaction.
4. User satisfaction with the development control service was previously monitored as a national best value performance indicator. This is no longer the case however it is worth comparing the outturn figures for Darlington to the most recent nationwide statistics obtained in 2006 /07.
5. This showed that the top 25% of authorities achieved a satisfaction rating of 80% and above with the top 25% of unitary authorities achieving a satisfaction rating of 76% and above.
6. Based on this information Darlington would clearly be placed amongst the top performing authorities in terms of user satisfaction.

**Recommendation**

7. Members are asked to note the report.

**Richard Alty**  
**Assistant Chief Executive (Regeneration)**

**Background Papers**

2006 /07 User Survey BVPI scores – Audit Commission