

Development Enquiry Centre
Customer
Satisfaction Survey



In the week commencing 5th November through to the 16th November, a Customer Satisfaction Survey was conducted in our main reception area within the Development Enquiry Centre.

The survey was conducted to identify areas where you thought we could improve our services and we received 141 completed survey forms.

This leaflet gives you the results of that survey and lets you know what we plan to do about the suggestions and comments you made.

We found out that there are a host of reasons why people are using the DEC service, but a quarter of people were coming to look at current applications.



Almost half of our customers are agents and the majority of people use the Development Enquiry Centre on a weekly basis. However, 14% of people surveyed said this was their first visit.

When we asked you about waiting time, almost half of you said it was very good, with just 1% of people surveyed saying it was poor.

We were interested to hear about the service you received from our staff, and the vast majority of people said it was very good. 80% of you thought the information or advice we gave you was once again very good.

We were also interested to find out in which area you thought was most important for us to improve, you made the following comments:

- More tables and more space.
- Information on where to find website.
- More rooms for meetings with staff.
- Indexing of Planning Applications – make them easier to find.
- Need for more computers for Agents/Public to view Planning Applications and other information.

You told us that overall you thought we dealt with your requirements very well. But we could improve your experience with the following improvements:

- The facility to email your request for planning files in advance, so that we could have them ready for collection in Reception.
- Increase the accessibility and availability of Planning Officers.
- Smarten up the Reception Area.

Over the coming months we will be looking at the areas where you said we could improve. We have started making improvements already:

- You asked for more private meeting space. We have now made a room available within the Reception Area, please feel free to ask staff if you require to use this.
- The website will soon contain even more information on planning issues. We are creating a new set of information leaflets which will be downloadable from the website and available from Reception, and we hope you will find these useful.

If you have any further suggestions on how we can improve the service in DEC, please speak with staff. Alternatively, please make your suggestion in the comments book located on the reception desk.

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