

Learning from *Better connected surveys*

Planning task

Helen Williams

Better connected reviewer

New era symbolised by launch of GDS

- Focus on meeting user needs (not building websites!)
- Be obsessed with user feedback and constant user testing
- Prioritise common case (not the exception)
- Achieve consistent user experience for all parts of online government

Highlights from *Website take-up service*

Results from 2011

www.socitm.net/cais
www.govmetric.com

customer access
IMPROVEMENT SERVICE

Annual review and
results summary

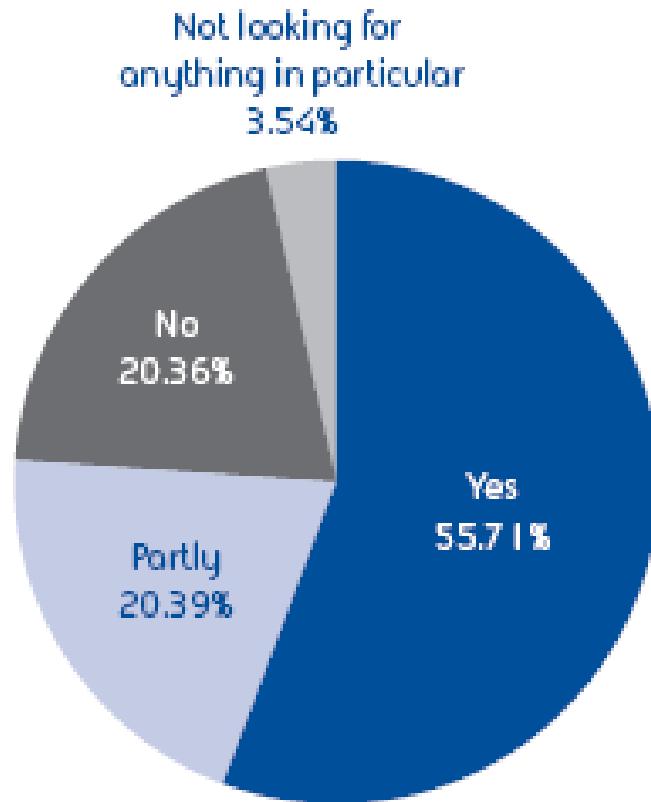
Issue 6



Q3 What was the main service area that you were interested in today

Main reasons to visit	% of total
1. Rubbish and recycling	10.69%
2. Libraries	8.62%
3. Job vacancies	7.48%
4. Leisure facilities	6.93%
5. Schools/youth	5.77%
6. Planning	5.44%
7. Council tax	5.19%
8. Housing	4.52%
9. Family history	4.14%
10. Transport and buses	3.72%

Q5 Did you find what you were looking for today?



Visit failure by service

Libraries	13.07	Social care	20.47
Events information	14.24	Health	21.56
Council tax	14.90	Adult/further education	21.73
Leisure facilities	15.13	Highways	22.11
Rubbish and recycling	16.04	Transport and buses	22.39
Schools/youth	16.37	Electoral register	23.65
Environmental health	18.97	Housing	23.93
Council business	19.44	Parking	24.29
Job vacancies	20.04	Planning	30.40
Business	20.28	Family history	32.72

Visit failure by frequency of visit (Planning)

Daily	20.0%
Several times in month	29.2%
Monthly	26.0%
Every few months	23.9%
Very rarely	33.9%
First time visitor	38.7%

Source: Feb/Mar 2012

Tasks re planning applications

- Problem lies in software that is not very usable for general public
- Or has been poorly integrated
- Or is a mixture of both

Is poor user experience inevitable?

- No!
- Some councils scored much better than others, using same systems and software
- Why do some councils perform better?

Why do some councils perform better?

- Getting an excellent, consistent user journey
- Getting link wording right
- Covering the topic properly
- Testing and tweaking software configurations, upgrades
- Necessary clicks - ensuring user cannot bypass key information

Getting wording right – South Tyneside

Planning

- › Search and comment on planning applications
- › Do I need planning permission?

Planning



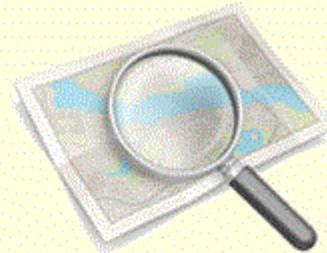
Search planning applications

Search and comment on planning applications online.

Search planning applications

Search for planning applications

- ▶ [Current planning applications \(within past month\)](#)
- ▶ [Search by property/street](#)
- ▶ [Search by reference number](#)
- ▶ [Recently decided planning applications](#)
- ▶ [Advanced search](#)
- ▶ [Map of planning applications](#)



By using our online search facility you agree to our [terms and conditions](#)



Email alerts

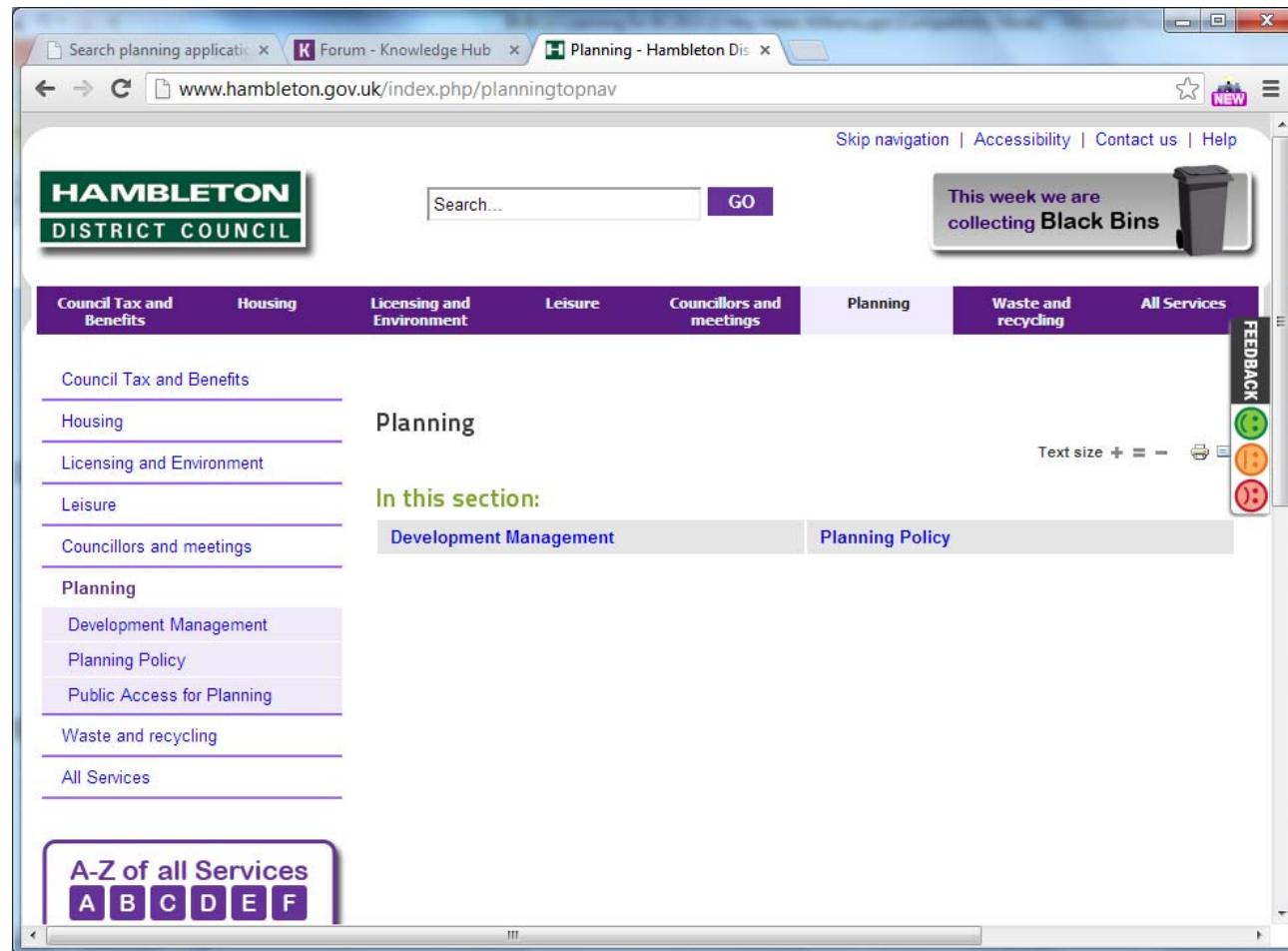
Keep up-to-date with new planning applications in your area with [email alerts](#)

How do I comment on a planning application?

Online



Getting wording wrong





The planning task

- Object to a planning application: 18 questions
- Routes - can I get to the right page via Google, site search, navigational tree, A-Z etc.
- Quality of information - do I have all the relevant information to make an objection



Planning system questions

- Q96 Is a link provided for viewing all current applications?
- Q97 When viewing a current application, am I informed that I can comment on it?
- Q98 When viewing a current application and preparing to submit comments, is guidance provided about permitted grounds for objection to an application?
- Q99 Is it clear that any comments I submit will be published, along with my name, and available for inspection by any interested party?
- Q100 Is it clear how I might obtain assistance if required
- Q102 Was a useful map presented to me during the completion of this task?
- Q103 Were all the relevant pieces of information linked together to make a smooth, coherent journey?



Planning software performance

Product	No of customers	Market share	Ticks (average)	Rating (average)
Fastweb	12	4%	70%	2.25
ApplicationSearchServlet	11	4%	51%	2.00
Ocella	11	4%	38%	1.82
SwiftLG	16	6%	45%	1.75
Planning Explorer	21	7%	43%	1.71
PlanetApplicationEnquiry	3	1%	48%	1.67
WAM	8	3%	41%	1.63
AcolNet	25	9%	39%	1.60
Public Access	172	60%	52%	1.55
GFPlanningsearch	8	3%	29%	1.13
Total	287	100%	45%	1.71

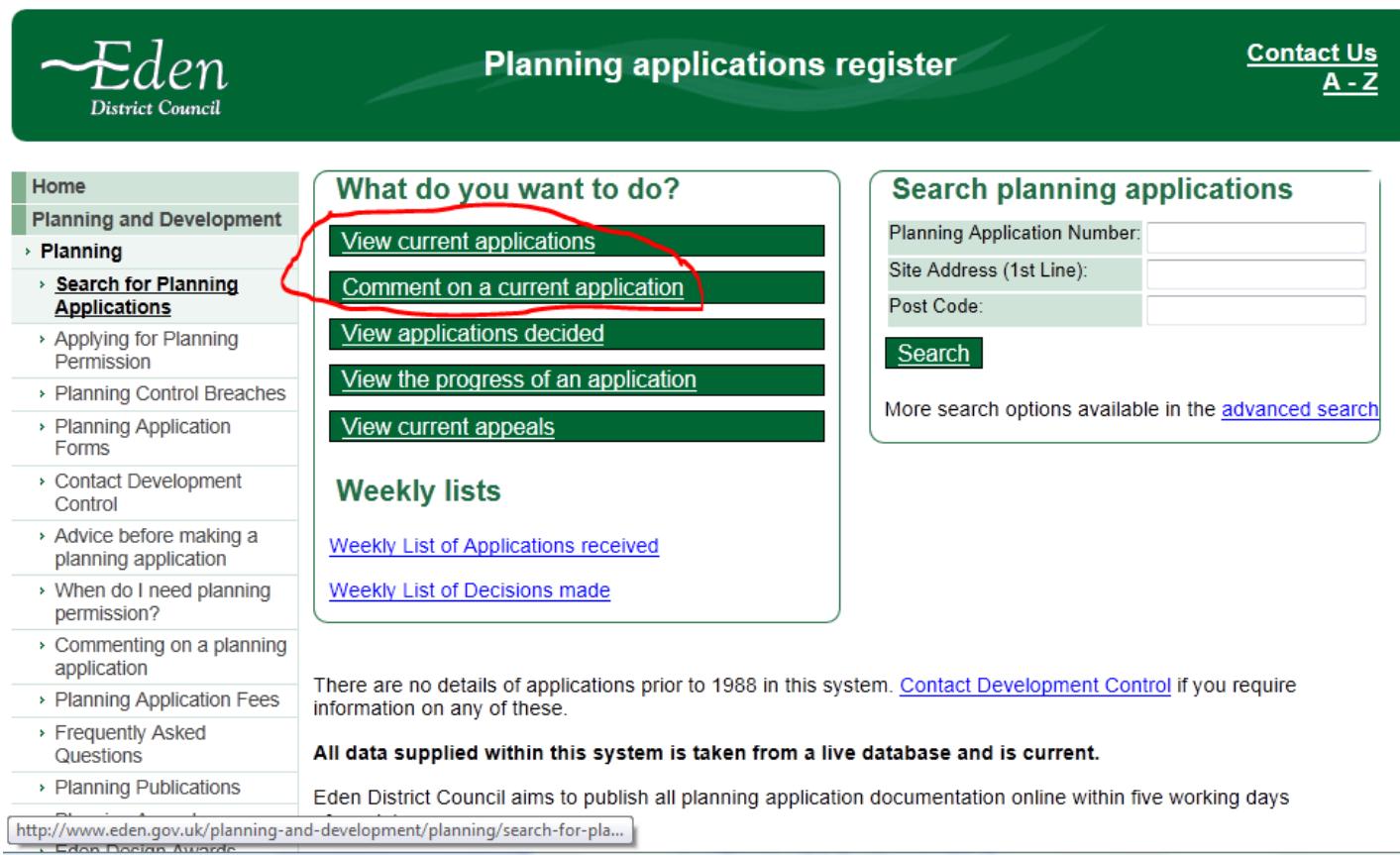
Councils using Fastweb

- Craven DC
- Eastleigh BC
- Eden DC
- Harlow DC
- Mansfield DC
- Neath Port Talbot CBC
- North Devon DC
- Rugby BC
- South Lakeland DC
- LB Sutton
- Welwyn Hatfield DC
- Wyre Forest DC



Q96 Is a link provided for viewing all current applications?

Accessibility options: [Skip Navigation](#) | [Accessibility help](#)



~Eden
District Council

Planning applications register

Contact Us
A-Z

Home

Planning and Development

- > Planning
- > [Search for Planning Applications](#)
- > Applying for Planning Permission
- > Planning Control Breaches
- > Planning Application Forms
- > Contact Development Control
- > Advice before making a planning application
- > When do I need planning permission?
- > Commenting on a planning application
- > Planning Application Fees
- > Frequently Asked Questions
- > Planning Publications

What do you want to do?

- [View current applications](#)
- [Comment on a current application](#)
- [View applications decided](#)
- [View the progress of an application](#)
- [View current appeals](#)

Search planning applications

Planning Application Number:

Site Address (1st Line):

Post Code:

Weekly lists

[Weekly List of Applications received](#)

[Weekly List of Decisions made](#)

There are no details of applications prior to 1988 in this system. [Contact Development Control](#) if you require information on any of these.

All data supplied within this system is taken from a live database and is current.

Eden District Council aims to publish all planning application documentation online within five working days

<http://www.eden.gov.uk/planning-and-development/planning/search-for-pla...>



Q96 Is a link provided for viewing all current applications?

EREWASH **Erewash Online**
...driving for success

A-Z of council services **A B C D E F G H I J K L M N O P Q R S T U V W X Y Z**

Tel: 0845 907 2244 | email: enquiries@erewash.gov.uk | [Site map](#)

Home < **Planning and buildings** **Development control** > **Building regulations** > **Planning policy** > **Land searches** > **Search 2005-2010 applications** > **Fees** >

External services

Directgov
Public services all in one place

PLANNING PORTAL

online planning offices.co.uk

Home-Options

Search for Planning Applications

Please do not use the back or forward buttons on your browser. Instead please use any provided 'back' option within the website form(s). If there is no 'back' option available please use the 'cancel' option.

When searching on an address or description, an asterisk (*) should be entered on either side of the search phrase, e.g. *Nottingham Road* or *extension*.

Search **Cancel** **Clear**

Application Reference
ERE/

Application Description

House Name

House No

Address Line 1

Address Line 2

Address Line 3

Postcode

Search **Cancel** **Clear**



Q96 Is a link provided for viewing all current applications?

Barnsley Council **online**

Home > Planning Explorer

Application Searches - Other Criteria

Use this screen to search for planning applications using a combination of search criteria. To search you can enter values in more than one field if required and the search will return all records that meet the criteria set. None of the fields are case sensitive. Using the 'Date Search' dates can be selected by typing in the format '21-09-2005'.

Search Criteria

Application Number	<input type="text"/>
Applicant Name	<input type="text"/>
Property Number	<input type="text"/>
Street Name	<input type="text"/> < all >
Proposal Key Word	<input type="text"/>
Ward	<input type="text"/> < all >
Parish	<input type="text"/> < all >
Locality	<input type="text"/>
Application Type	<input type="text"/> < all >
Status	<input type="text"/> < all >
Agent Name	<input type="text"/>

Date Search

Search Date Type	<input type="text"/> Date Received
Search Dates by Month	<input type="radio"/>
Set Number Of Months	<input type="text"/> 1
Search Dates by Day	<input type="radio"/>
Set Number Of Days	<input type="text"/> 1
Search Between Dates	<input type="radio"/>
Set Date Range FROM	<input type="text"/>
Set Date Range TO	<input type="text"/>
Dates Not Applicable	<input type="radio"/>

Planning Explorer

List of other Planning Explorer search screens

- Planning Explorer Home
- New Applications Registered
- Application Number Search
- Recent Decisions
- By Applicant
- By Agent
- Application Search
- Undecided Applications
- Case Officer
- Planning Appeals
- Useful Links
- Keywords

Search



Q96 Is a link provided for viewing all current applications

The screenshot shows the Edinburgh City Council's website for Planning and Building Standards Online Services. The top navigation bar includes links for 'Skip to content', 'Site map', 'Accessibility', 'Events', and 'News centre'. The main content area is titled 'Planning and Building Standards Online Services' and shows the 'Simple Search' page. The search form allows users to search for 'Applications', 'Appeals', or 'Enforcements' by keyword, reference number, postcode, or address. Below the search form, there is a note: 'Enter a keyword, reference number, postcode or single line of an address.' The page is powered by an iDox solution. At the bottom, there are links for 'Contact Us', social media icons for Twitter, Facebook, YouTube, and RSS, and a 'Follow us...' and 'Share with us...' button. A 'To the top' link is also present.



Q97 Am I informed that I can comment on an application if it is still open for consultation?

 **Planning applications register** [Contact Us](#) [A - Z](#)

Planning applications - search results

The search has resulted in the following number of planning applications: 287

To see details or view the progress of a planning application or to comment on it (where applicable), please click on the appropriate button:

App. No.:	12/0416	Site Address:	ROSE BANK GRAHAM STREET PENRITH CA11 9LB	View Details
Description:	1. Fell 3 dead trees; 2. Prune 2 trees to reduce shading to neighbours; in Penrith New Streets Conservation Area.			View Progress
Received Date:	10/05/2012	Decision Sent Date:		Comment

App. No.:	12/0409	Site Address:	THE VICARAGE MORLAND PENRITH CA10 3AX	View Details
Description:	Non-material amendment to application 10/0705 comprising of reduction in size and orientation of plot 2 and realignment of eastern boundary of plot 3.			View Progress

Q97 Am I informed that I can comment on an application if it is still open for consultation?

Details of Planning Application

Please do not use the back or forward buttons on your browser. Instead please use any provided 'back' option within the website form(s). If there is no 'back' option available please use the 'cancel' option.

Back **Cancel** **New Search** **Documents**

Below are the application details for case 025602:

ADDRESS DETAILS	
House Name	
House No	8
Address Line 1	Grange Avenue
Address Line 2	Breaston
Address Line 3	Derbyshire
Postcode	DE72 3BX
Ward	Breaston
Parish	Breaston

[Show Postcode in Google Maps \(in New Window\)](#)

CASE DETAILS	
Web Search Reference	025602
Application Reference	0412/0040
ERE/	
Application Description	ERECTION OF A SINGLE-STOREY TIMBER ANNEX WITH STORAGE AREA
Application Type	Full Planning (Alts, exts etc)
Officer	Kenny Dhillon
Valid Date	27/04/2012
Consultee Finish Date	
8 Week Determination Date	22/06/2012



Q22 Am I informed that I can comment on an application if it is still open for consultation?

The screenshot shows a web browser window for the Edinburgh City Council's Planning and Building Standards Online Services. The URL in the address bar is <https://citydev-portal.edinburgh.gov.uk/idox>. The page title is "12/01938/LBC | Infill family ...". The header includes the Edinburgh City Council logo and links for "Skip to content", "Site map", "Accessibility", "Events", and "News centre". A search bar with a green "SEARCH" button is also present. The main content area shows the "Planning » Application Summary" for reference 12/01938/LBC. The application details include: Reference 12/01938/LBC, Alternative Reference Not Available, Application Received Thu 31 May 2012, Address 18 Pittville Street Edinburgh EH15 2BY, and Proposal Infill family room/kitchen extension to rear elevations with new rear roof dormer window. A note at the bottom of the summary table states "You must log in to make a comment." Navigation tabs for the application include "Details", "Comments (0)", "Documents (1)", "Related Cases (1)", "Map", "Summary", "Further Information", "Contacts", and "Important Dates".



Make a comment

Home > Planning and Building Standards > Planning and Building Standards Online Services

Planning and Building Standards Online Services

Planning > Application Comments [Help with this page](#)

12/01938/LBC | Infill family room/kitchen extension to rear elevations with new rear roof dormer window. | 18 Pittville Street Edinburgh EH15 2BY

[Back to search results](#) [Track](#) [Print](#)

You must log in to make a comment.

[Details](#) [Comments \(0\)](#) [Documents \(1\)](#) [Related Cases \(1\)](#) [Map](#)

[Make a Comment](#) [Public Comments \(0\)](#) [Consultee Comments \(0\)](#)

Comments may not be submitted at this time.

You must log in to make a comment.

[Login and make a comment.](#)

Not got a login? [Register here.](#)

[Contact Us](#)

an idox solution



Registration page

The screenshot shows a web browser window with the following details:

- Address Bar:** https://citydev-portal.edinburgh.gov.uk/idx
- Title Bar:** Registration
- Left Sidebar:** A blue sidebar with a 'fingerprint' icon and a '+' sign.
- Content Area:**
 - Section Header:** Registration
 - Text:** Once registered the following additional functionality will be available:
 - Tracking applications
 - Saving Searches
 - Email notifications about tracked applications and new search results.
 - Text:** Fields marked with a * must be completed.
 - Form Fields:**

Title *	<input type="text"/>
First Name *	<input type="text"/>
Surname *	<input type="text"/>
Phone Number	<input type="text"/>
Email Address *	<input type="text"/>
Confirm Email Address *	<input type="text"/>
Password *	<input type="text"/>
Confirm Password *	<input type="text"/>
 - Text:** A confirmation email will be sent to the email address you provide below.
The e-mail address you provide becomes your username when you login to use the additional functionality.
 - Buttons:** Next

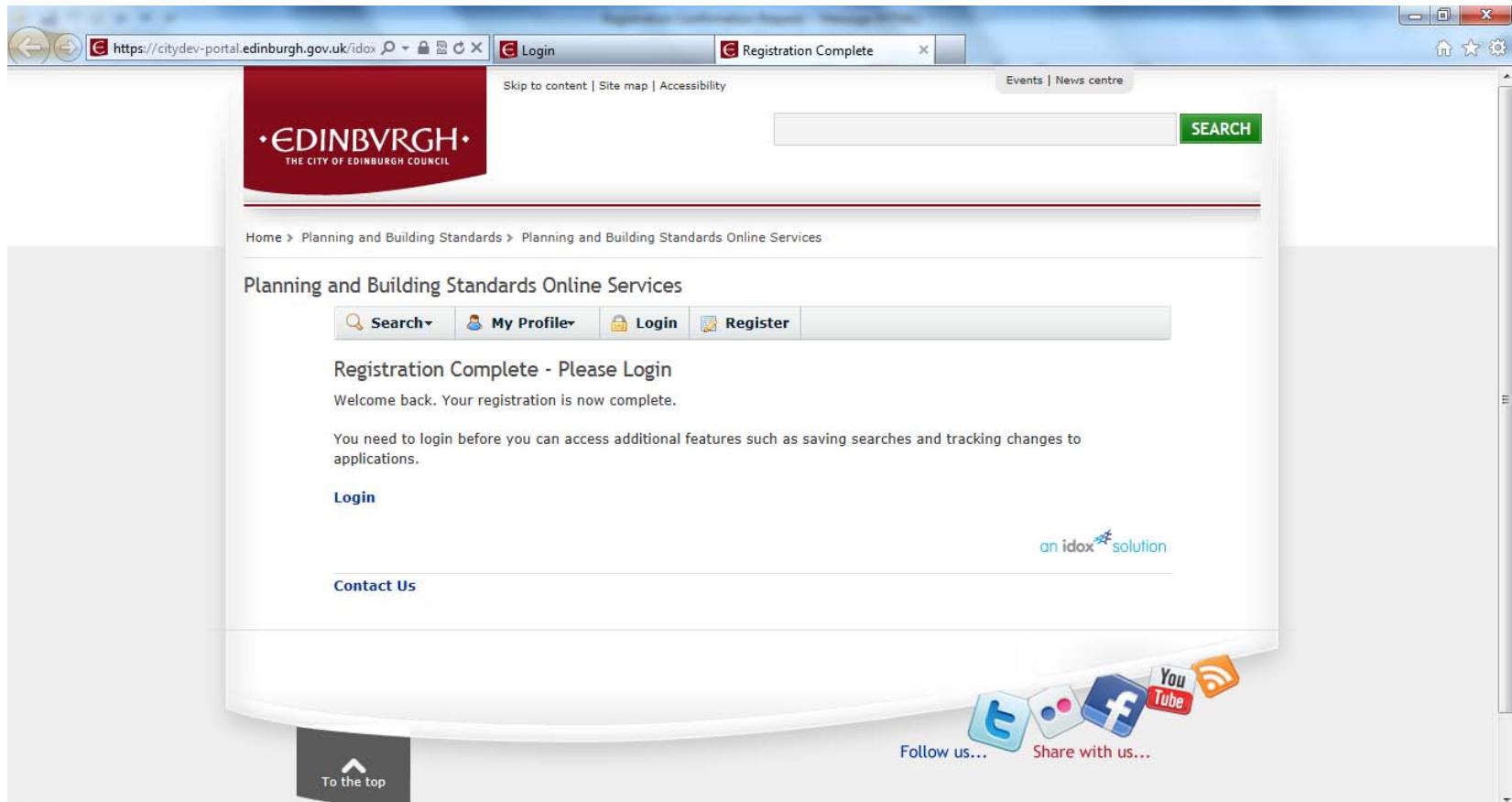


Time out, every time

The screenshot shows a web browser window with the following details:

- Address Bar:** https://citydev-portal.edinburgh.gov.uk/idox
- Title Bar:** Error
- Header:** EDINBURGH - THE CITY OF EDINBURGH COUNCIL
- Navigation:** Skip to content | Site map | Accessibility | Events | News centre
- Search:** SEARCH
- Breadcrumbs:** Home > Planning and Building Standards > Planning and Building Standards Online Services
- Section:** Planning and Building Standards Online Services
- Buttons:** Search, My Profile, Login, Register
- Error Message:** Error
Sorry, your browser session has timed out due to inactivity. Please try again.
- Logos:** an idox solution
- Links:** Contact Us
- Social Media:** Follow us... (Twitter, YouTube, Facebook, RSS) | Share with us... (Twitter, YouTube, Facebook, RSS)
- Page Bottom:** To the top
- Page Footer:** Telephone: 0131 200 2323 | Email: iustask@edinburgh.gov.uk | Emergency contacts | Location map | Terms and disclaimer | Privacy

Registration success!





Logged in

The screenshot shows a web browser window for the Edinburgh City Council's Planning and Building Standards Online Services. The URL is <https://citydev-portal.edinburgh.gov.uk/idx>. The page title is "My Profile » Profile Details". The header includes the Edinburgh City Council logo, a search bar, and links for "Events" and "News centre". The main content area shows the user's profile details: Name (Mrs Helen Williams), Email (helen.williams@socitm.net), Phone Number (01684830095), and Address (Micklefield Farm, Upton-upon-Severn, WR8 0RW). There are buttons for "Change Password", "Update Personal Details", and "Delete Profile". The footer includes a "Contact Us" link and the text "an idox solution".

EDINBURGH
THE CITY OF EDINBURGH COUNCIL

Home > Planning and Building Standards > Planning and Building Standards Online Services

Planning and Building Standards Online Services

Search My Profile Logout (Helen Williams)

My Profile » Profile Details

Profile Details Saved Searches Notified Applications Tracked Applications

Change Password Update Personal Details Delete Profile

Name	Mrs Helen Williams
Email	helen.williams@socitm.net
Phone Number	01684830095
Address	Micklefield Farm Upton-upon-Severn WR8 0RW

Contact Us

an idox solution



Q98 Is guidance provided at the appropriate step about permitted grounds for objection to an application?

Comment on planning applications

Planning Application Number:	12/0416
Site Address:	ROSE BANK GRAHAM STREET PENRITH CA11 9LB
Description:	1. Fell 3 dead trees; 2. Prune 2 trees to reduce shading to neighbours; in Penrith New Streets Conservation Area.

More information on how to comment

All the fields must be completed before your comments will be accepted.

Name:	<input type="text"/>	Address:	<input type="text"/>
Email Address:	<input type="text"/>		

Type of comment

Object Support Observation

IMPORTANT: Any correspondence we receive about an application (or telephone conversations which are noted) are **NOT CONFIDENTIAL** and can be seen by anybody, including the applicant or other neighbours. Therefore, please avoid writing anything you do not wish to be available for public inspection. Also, if a planning application is to be considered by a Committee of the Council, any comments received will be summarised in a publicly available report submitted to that Committee.

Please write your comments in the space below:

Do you wish to submit this comment (You must write Yes into this box to continue): No

Submit



Q98 Is it clear that any comments you submit will be published, along with your name...

Comment on planning applications

Planning Application Number: 12/0416
Site Address: ROSE BANK GRAHAM STREET PENRITH CA11 9LB
Description: 1. Fell 3 dead trees; 2. Prune 2 trees to reduce shading to neighbours; in Penrith New Streets Conservation Area.

[More information on how to comment](#)

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Name: Address:
Email Address:

Type of comment

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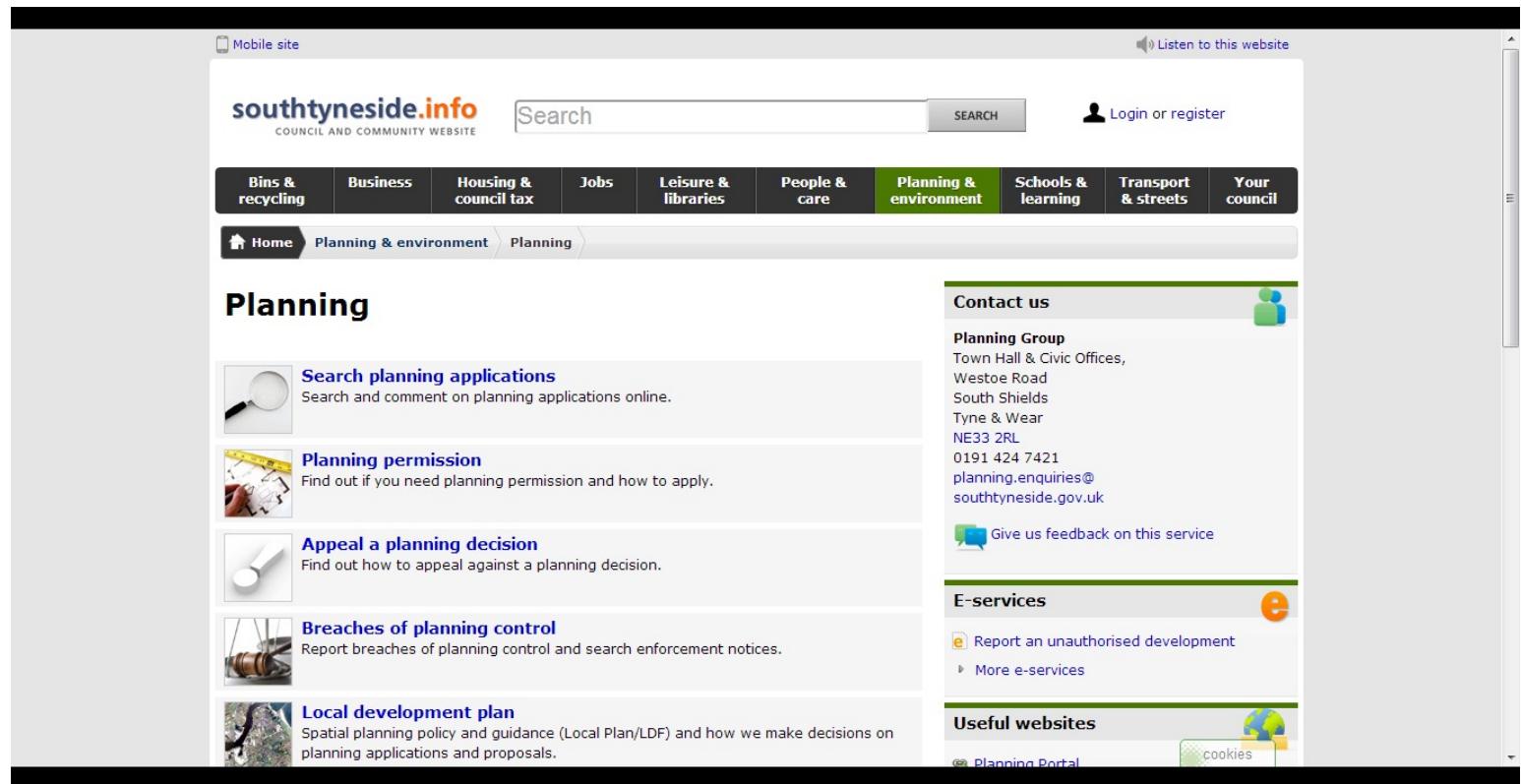
Submit

South Tyneside reviewer comment

- Could not fail to miss this signposting from the landing page; the first link presented was 'search and comment on planning applications.'
- Clear statement provided saying that if the application was open for comment I would see the 'comment on this application' link within the application itself.
- Lots of useful quick links for finding new planning applications, recently decided, even a useful map where I could click on an application number and be taken straight to the application



South Tyneside landing page



The screenshot shows the South Tyneside website's planning section. At the top, there's a navigation bar with links for Bins & recycling, Business, Housing & council tax, Jobs, Leisure & libraries, People & care, Planning & environment (which is highlighted in green), Schools & learning, Transport & streets, and Your council. Below the navigation is a breadcrumb trail: Home > Planning & environment > Planning. The main content area is titled 'Planning' and contains five items: 'Search planning applications' (with a magnifying glass icon), 'Planning permission' (with a ruler icon), 'Appeal a planning decision' (with a gavel icon), 'Breaches of planning control' (with a chain icon), and 'Local development plan' (with a map icon). To the right, there's a 'Contact us' section with the Planning Group's address and email, a 'Give us feedback on this service' link, an 'E-services' section with links for reporting unauthorised development and more e-services, and a 'Useful websites' section with links for the Planning Portal and a globe icon. There are also 'cookies' and 'e' icons in the bottom right.



Edinburgh landing page

EDINBURGH
THE CITY OF EDINBURGH COUNCIL

SEARCH

Home Services A-Z Contact us Pay it Request it Report it Have your say

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Browse by Topic

About your Council
Business and trade
Community life and leisure
Education and learning
Housing
Jobs and employment
Law and licensing
➤ Planning and the environment
➤ Animal welfare and pest control
➤ Conservation
➤ Countryside, farming and wildlife
➤ Emergencies
➤ Environmental education
➤ Environmental health
➤ Land and property
➤ Marine and waterway services
➤ Parks, gardens and open spaces
➤ Planning and building standards
➤ Building standards - building regulations
➤ Building standards -

Home > Planning and the environment > Planning and building standards > Planning - applications, warrants and certificates > View and comment on a planning application

View and comment on a planning application

Page 1 of 2 >

How to view a planning application

Viewing an application

You can view valid planning applications and associated documents online.

- Use the [application search on the Planning and Building Standards online service](#)
- Enter your reference number or a keyword such as the street name
- Click search
- Select the application you are interested in

If your search returns a large number of results, you can use the [advanced planning application search](#) to refine your search.

You can also register to [comment online](#). It only takes a couple of minutes and will also allow you to track applications and save searches.


Give us your feedback on our website

View, comment and submit planning applications online

Planning helpdesk
Waverley Court, 4 East Market Street, Edinburgh, EH8 8BG
Tel: 0131 529 2550



South Cambs landing page



South Cambs landing page

Certificate of Appropriate Development: CD

Variation of Condition - VC

The Queen's Diamond Jubilee - June 2012

See below for advice on the need for planning permission to celebrate the Queen's Jubilee.

The Queen's Diamond Jubilee 2012

See below for the organisation staff charts for building control, planning and new communities.

Organisation Charts - Building Control, Planning & New Communities

The planning service offers five main functions:



Planning Policy

Prepares the Local Development Framework (previously the Local Plan) which sets out planning policies that guide the development and use of land in the district.

For more information, visit:

- LDF News - for the latest information on the preparation of the Local Development Framework
- Local Development Framework (LDF) - for information on Development Plan Documents (DPDs), Area Action Plans (AAPs) and the Proposals Map
- Supplementary Planning Documents (SPDs)



Development Control

Implements planning policy through the processing of planning applications:

- view planning applications and planning appeals
- seek general planning advice and pre-application advice
- find out if you need planning permission for your development
- submit a planning application online or download planning application forms

You can also find out about:

- making a complaint about a development
- Section 106 Contributions - what are they and how do they work?

› How can I inspect a planning application?

› How long does a planning application take to process?

› More planning FAQs

EXTERNAL LINKS

- › Planning Portal
- › Planning Aid
- › Town & Country Planning Act 1990
- › Planning Obligations Circular 2005
- › Planning Act 2008
- › Community Infrastructure Levy Regulations 2010
- › Planning Portal advice on planning appeals





South Cambs new landing page

The screenshot shows the website for South Cambridgeshire District Council. The header includes the council's logo and name, a search bar, and a 'Services' dropdown menu. The main content area is titled 'Planning and Building Control' and contains five sections: 'Search for a Planning Application', 'Apply for Planning Permission', 'Building Control Inspection Request', 'Building Control - Stages of Inspection', and 'Building Regulation Guidance Notes and Application Forms'. Each section has a brief description and a 'Read more' link. The left sidebar features a 'Filter by Sub Terms' menu with links to 'Planning applications', 'Planning policy', 'Conservation', 'Building control', 'Development', and 'Land Charges', along with a 'Planning and Building Control' section and a 'Planning FAQs' link. The background of the page features a photograph of frosty vegetation.



South Cambs planning system

PLANNING APPLICATIONS - LAND AND PROPERTY ADMINISTRATION

Home

Welcome to the planning search facility. The service is free and can be used to:

- Search for planning applications in your area
- Read details about applications, including descriptions
- Print or download a list of applications for an area
- View the weekly applications received and determined list

Planning

[Search For a Planning Application](#)
[Find location on a map](#)
[Planning Committee Agendas](#)
[Planning Weekly Lists \(Applications Determined and Applications Registered\)](#)
- NEW! North-West of Cambridge Planning Application
- NEW! Northstowe Planning Application



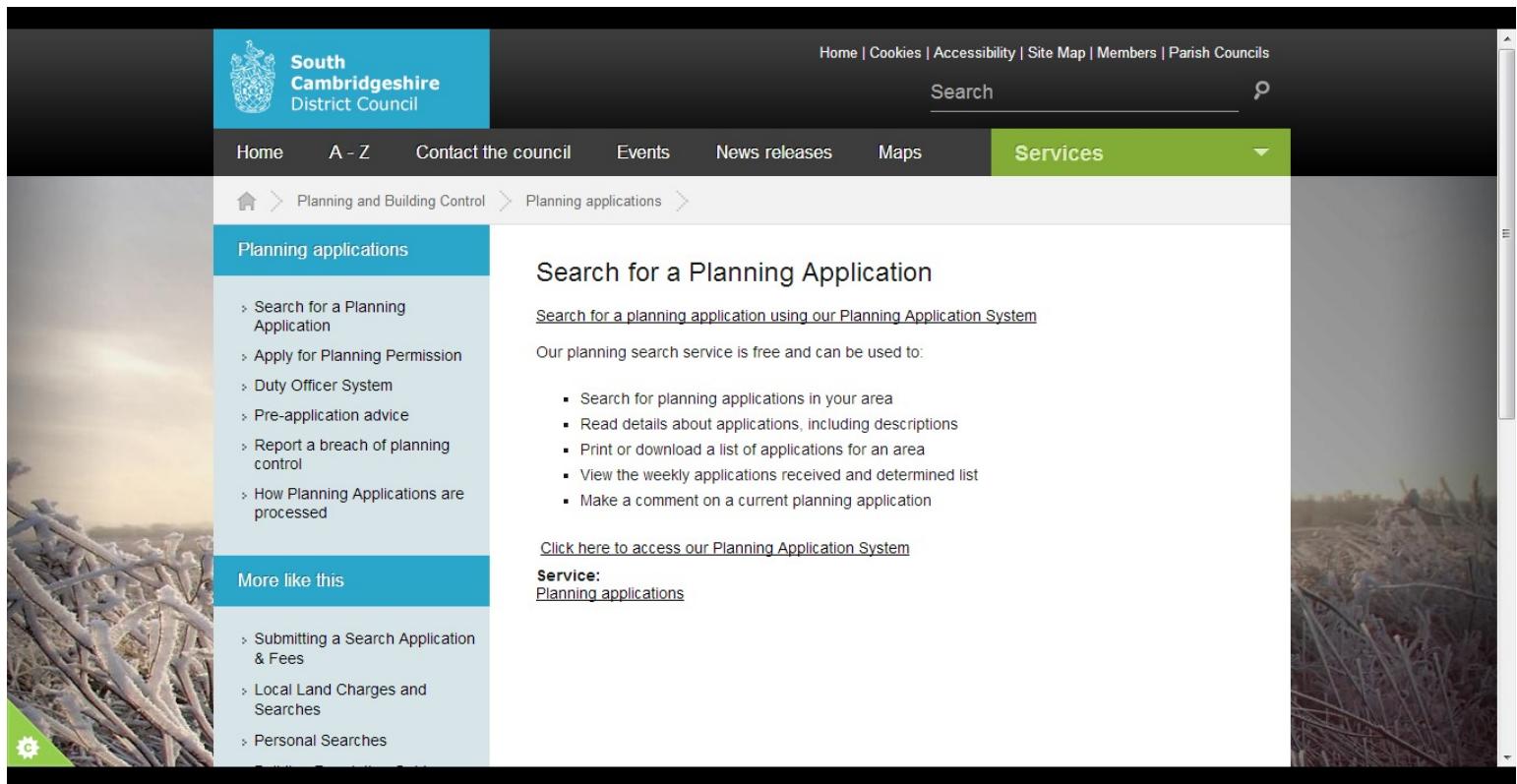
In order to submit a pre-application enquiry, make an enforcement complaint or receive notifications of applications of interest, please register below.

Log-in

[Log-in](#)
[Register](#)



South Cambs new application search



The screenshot shows the South Cambridgeshire District Council website. The header features the council's logo and name. A navigation bar includes links for Home, A - Z, Contact the council, Events, News releases, Maps, and Services. The Services menu is currently selected. Below the header, a breadcrumb navigation shows the user is in the Planning and Building Control section, specifically under Planning applications. The main content area is titled "Search for a Planning Application" and includes a sub-section for "Planning applications". It lists several options: Search for a Planning Application, Apply for Planning Permission, Duty Officer System, Pre-application advice, Report a breach of planning control, and How Planning Applications are processed. A "More like this" section lists: Submitting a Search Application & Fees, Local Land Charges and Searches, and Personal Searches. The right side of the page features a large image of a frosty landscape. The footer contains links for Home, Cookies, Accessibility, Site Map, Members, and Parish Councils, along with a search bar and a magnifying glass icon.

Website take-up service comments

- Very confusing, too much text, too many links, poorly written, very difficult to find what you're looking for. I would suggest dramatically reducing the amount of text per page with clearer links to information.
- It did not accept my reference numbers being searched even though I had typed correctly. I finally got what I wanted through advanced search. It should have taken a fraction of the time.

Website take-up service comment

- Tried to leave comments on a planning application - torturous process! Keep saying it had timed out despite no time lag, so I had to repeatedly re-enter comments. I'm sure many just can't be bothered and give up before submitting their thoughts. Not sure if problems are due to lack of site mobile optimisation? If so, it would be a worthwhile investment.



Website take-up service comments

- ‘Details of a proposed planning development. Will try to telephone planning when the holiday is over.’
- ‘Will phone on Monday, as searches returned zero, except for one that was completely incorrect by referencing wrong information.’
- ‘We are looking for planning decisions but the information is not up to date. This results in making contact by telephone’
- ‘Wanted to know how my planning application is progressing. Will telephone instead.’

IDOX PublicAccess meeting

- Review customer journey and terms used in new releases of PublicAccess
- Review some of product functionality (e.g. search configuration option to include recent apps, add link to guidance)
- Configuring options to improve customer experience – best practice guide, potentially reduce options available
- Ongoing dialogue with Socitm *Insight*

How well are planning services presented? *Better connected 2013*

- ‘Generally very poor. Not helped by weak (or missing) content about how to actually comment. Given that a large percentage of commenters may be ‘first-timers’, this really isn’t acceptable.
- The application search functions ranged from average to awful, often requiring advanced knowledge of how planning works to really get anywhere.
- I simply don’t understand why councils fail to provide guidance on permitted grounds for objection a) in a logical place on a user journey and/or b) at all.
- Once again, many councils were providing very good signposting but, once you got to the task, the information was poor and you are often faced with a log-in at the last hurdle.’



Better connected 2014 timetable

- Sites reviewed between 27 Oct and 7 Dec
- Report published 3 March 2014
- Mobile survey integrated into main survey (using smartphones)
- Provisional task list at www.socitm.net
- Final task list publication 30 September
- Two mystery tasks
- Planning task – find out about a planning decision



Preparing for *Better connected 2014*

- User / usability testing
- Review software configurations
- Check and tweak search results
- Review planning landing pages
- Check signposting and info for planning decisions

Thank you

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