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Resources**  
Wales

# Natural Resources Wales' Development Planning Advice Service – Customer Survey 2017- 18

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## 1. Introduction

Between December 2017 and June 2018, NRW carried out two surveys to establish how well NRW's advice on planning consultations and strategic plans is received by local planning authorities. This report summarises the main findings from this work. A third survey, asking developers for their views, was run consecutively. The results of this survey were reported in a separate report, which is also available on NRW's website.

Since its initiation in 2013, NRW has reported regularly on the timeliness of its responses as part of its corporate plan report. Timeliness provides a useful measure of how well our planning service is performing, but it provides limited insight into what happens with the advice once it has been received by the planning authority, or the applicant.

The aim of the effectiveness surveys is therefore to gain a better insight into this aspect of NRW's service and, where relevant, identify areas where there may be room for improvement.

The first effectiveness survey covers the period between 2015-2016. The findings outlined in this report cover 2017-2018. Because of the relatively small number of responses to both surveys, care needs to be taken when comparing the results of the two surveys. For that reason, this report only reports the findings of the 2017-18 survey and does not seek to identify any trends.

The findings from the 2017-18 surveys were predominantly positive, with only a few negative responses received to a limited number of questions.

Comments received from respondents indicate that, while respondents are by and large positive about NRW's service, there are a few changes that could be made to help deliver a service that meets their needs better.

The full findings of the survey can be found in Annex 1 and 2.

## 2. Background to the survey

### 2.1 Defining effectiveness

For the purpose of the survey, effectiveness has been defined as

“NRW’s *ability* to influence the outcomes of development planning processes in line with its purpose to pursue the sustainable management of natural resources”.

Staff from Local Planning Authorities (LPAs) were asked for their views on the level of impact NRW’s advice had on their decisions. As there are a number of different factors that LPAs have to take into account when making their decisions, questions about the impact of our advice were supplemented with a range of questions about NRW’s *ability* to influence.

This ability to influence will depend on a range of factors, such as the quality and clarity of our advice and the stage at which the advice is provided. NRW has identified a number of principles for effective engagement, which are set out in “Development Planning: Our Service Statement for Delivery”. The customer surveys therefore also ask LPA staff for their views on the extent to which they believe we are implementing these principles in our work. The premise behind this is that applying the principles put forward in the Service Statement is a requirement for being able to influence planning outcomes.

The service standards include the following principles for NRW’s engagement with development management:

- **Early engagement** – pro-actively seek opportunities to engage with developers and planning authorities at the pre-application stage to ensure that the location, layout and design of development is informed by environmental constraints, and opportunities for environmental enhancement, thereby minimising costly delays during later stages in the planning application process;
- **Taking a risk-based approach** - focus our involvement on proposals which are likely to have significant environmental effects by taking a risk-based approach to focus our resources to those development proposals which are likely to have significant environmental effects;
- **Adopting a solutions-based approach** - identify and promote opportunities to protect and enhance the environment, including the incorporation of natural heritage features in the design of proposed development to deliver win-win outcomes for society, the economy and the environment;
- **Clear advice** – ensure that our advice is objective, consistent, evidence-based, clear, proportionate, and reflects our duties, responsibilities and purpose;
- **Transparency** – ensure transparency and accountability in the advice we provide;
- **Cross-boundary working** - work with other relevant organisations where development projects cross national boundaries;

- **Responding within deadlines** – ensure that the advice we provide is submitted within agreed or statutory deadlines.

The results in Annex 1 and 2 have been organised around these principles, with the aim of getting a better understanding of where NRW is doing well, and where there may be room for improvement.

## 2.2 Limitations to the work

The response rate to the surveys was fairly low, with only 7 local planning authorities providing a response to the development management survey, and another 7 providing a response to the strategic planning survey.

For this reason, some caution needs to be applied when interpreting the results from this survey and particularly when comparing the findings of these surveys, with those carried out in previous, or future years.

Because of the low number of responses, only a limited amount of analysis has been applied to ensure that the information presented here is as meaningful and accurate as possible.

### 3. Summary of findings from NRW's Development Management Survey

The development management survey covers the service NRW provides when responding to consultations on planning applications. The feedback received as part of this survey was overall very positive, with only a few negative responses received to a limited number of questions.

#### 3.1 Development management – interpreting the results

To help identify areas where there may be scope to improve the service, all answers to the survey were given a numerical score. These ranged from 10 for strongly agree to 2 for strongly disagree. Following on from this, an average score was calculated for each question. Questions were then put into one of the following categories based on the scores received:

- Scores of 7 and over – these are questions where feedback indicates that NRW's service is rated highly by our customers.
- Scores below 7- this highlights areas that may benefit from some further attention.

It could be argued that scores between 6 and 7 still constitute a positive response, as this relatively high score can only be achieved if the majority of responses are either positive or equivocal. The numerical analysis, and the threshold of 7, are therefore only used as a starting point for identifying areas for improvement.

The more detailed feedback received as part of the survey and the total number of dissatisfied responses have been used to further inform NRW's response to the survey, which is set out in sections 3.4 for development management and 4.3 for development planning.

#### 3.2 Survey results

The table below shows the result of the numerical analysis. This shows that based on these responses alone, NRW's service was rated highly on almost all aspects. Only one question received a score below 7, and this is highlighted in red in the table below.

<b>Development management - Proportionality of NRW's advice</b>	
NRW's guidance on when to consult is easy to understand and helps avoid unnecessary delays.	7.4
NRW takes a proportionate and reasoned view in specifying the nature and scale of assessment required	7.4
In cases where NRW objects to a development, it provides clear and reasonable grounds for doing so.	7.1
Where NRW has concerns about a development proposal, its advice on how these concerns can be overcome is reasonable and proportionate.	7.4
NRW provides practical advice that helps to avoid and/ or minimise adverse effects on natural resources.*	8
<b>Development management - Clarity and confidence in NRW's advice</b>	
NRW's advice is clear and easy to understand	7.7
I have confidence in the advice I receive from NRW	8

NRW's advice provides me with enough information to make a reasoned determination/ recommendation	8
NRW's advice is always objective and evidence-based	7.4
NRW's advice is consistent through the different stages of a scheme	7
NRW's response categories are easy to understand (e.g. no comment/ no objection/ concerns)	7.7
NRW's responses make reference to relevant national or local planning policy to support its advice	6.9
I have confidence that I can easily seek clarification on NRW's consultation responses	8.9
I have confidence that NRW's advice can be relied upon at scrutiny (e.g. at planning appeal)	8.3
<b>Development management- Timeliness</b>	
NRW meets statutory and/ or agreed timescales for consultation responses	7.7
When NRW seeks an extension to a statutory/ agreed timescale, it will request this at an early stage	7.7
Where insufficient information has been provided by developers, NRW will respond quickly and efficiently to clarify what additional information is required	7.4
<b>Development management -Impact of NRW's advice</b>	
NRW's advice has been useful in informing my decisions on the conditions which should be attached to planning permissions*	8.3
NRW's advice has been a determining factor in applications I have dealt with in the last 12 months*	8.6
I generally agree with the recommendations that NRW makes	7.4
<b>Development management - Overall satisfaction</b>	
How would you rate your overall satisfaction with the service you received from NRW over the last 12 months?	8.6

### 3.3 Comments received on NRW's service

A number of comments were received in response to specific survey questions. These responses are summarised below.

- *The use of term 'significant concerns' in NRW's responses can be confusing when used in cases where NRW does not object to the proposal. Ensure that the responses provided continue to be streamlined, clear and concise and focus on issues relevant to planning only*
- *It is suggested that NRW should take a more pragmatic and realistic approach when commenting on applications for flat conversions in urban areas.*
- *Provide direct dial numbers for specialist officers and update Local Planning Authorities of staff changes*
- *The service is very good but can vary from officer to officer and with regard to how promptly it is provided*
- *It would be helpful if essential processes/procedures (e.g. flood map challenges) occur more frequently*
- *Invest in 'Best Practice' documents to avoid repetition in response to consultations*

### 3.4 NRW's response to the findings

As a result of the feedback received we intend to review our response categories in consultation with POSW.

NRW recently undertook a joint improvement programme with a number of Local Planning Authorities. As part of this project, we have streamlined our response letters to make it clearer which of the issues highlighted in our response are relevant for planning, and which relate to other matters. We have also started work on developing model conditions, which should help to ensure that the conditions we propose in our responses are relevant and proportionate.

NRW intends to review its change of use guidance, with the aim of improving the consistency of the advice we provide across Wales.

Over recent months, we have increased the guidance available on our website and we will look at ways to improve this further.

We would like to clarify that NRW updates its Flood Map on a quarterly basis. If a challenge is still being progressed, it may not meet the scheduled update and will be rolled over to the next one.

## 4. Findings from NRW's Development Planning Survey

This section sets out the findings from the development planning survey, which asked questions about the service NRW provides to local planning authorities on strategic plans, such as local development plans. The feedback received as part of this survey was very positive, with only one question receiving a score below 6. This is highlighted in the table below.

### 4.1 Survey results

<b>Development planning – contacting NRW staff</b>	
How easy is it to contact relevant NRW staff	8.3
<b>Development planning - understanding of NRW's role</b>	
I have a clear understanding of NRW's role in relation to the development of strategic plans and guidance	8
I am aware of NRW's service standards and use this as a basis for engaging with NRW	5.7
<b>Development planning - Clarity of NRW's advice</b>	
NRW's advice is clear and transparent	8
I am confident that I can easily seek clarification from NRW on their consultation response	8.6
NRW's advice made it easy to understand the interaction of potential environmental effects	7.7
Any changes that are suggested by NRW to the plan or policy are accompanied by a clear explanation of why this change may be required	7.7



NRW is clear on how Plan policies meet the Tests of Soundness	8
<b>Development planning - Proportionality of NRW's advice</b>	
NRW's advice on environmental risk is proportionate to the risks identified	7.6
Consistency and reliability of NRW's advice	
NRW provides consistent advice through each stage of the LDP process	7.2
I have confidence that NRW's advice can be relied upon at scrutiny	8
<b>Development planning - Impact of NRW's advice</b>	
NRW's advice resulted in changes being made to the Plan's policies*	9
NRW's advice meant that we were able to deliver a plan that better protects or enhances natural resources and the environment*	9
<b>Development planning - Overall satisfaction with NRW's advice</b>	
Overall how satisfied would you say you were with:	9
<ul style="list-style-type: none"> <li>The clarity of NRW's advice</li> </ul>	
<ul style="list-style-type: none"> <li>The applicability of NRW's advice to your work</li> </ul>	9.4
<ul style="list-style-type: none"> <li>The consistency of NRW's advice across its areas of responsibility</li> </ul>	8.9
<b>Development planning - Evidence</b>	
NRW's evidence was clear and easy to understand	8
NRW's evidence was supported with clear reasoning about the significance attached to the evidence	8.5
NRW's evidence helped to increase our understanding of the environmental interests within the LDP area	8.5
NRW's evidence helped to inform the vision and policies of our strategic plans	9
NRW's evidence helped to inform the process of identifying land use allocations	8.5
NRW's evidence helped to ensure that our approach to environmental issues was sound	9
NRW's evidence added value to our plan, policy or strategy	9
<b>Development planning – Overall satisfaction</b>	
Overall, how satisfied would you say you were with:	
<ul style="list-style-type: none"> <li>the evidence provided by NRW?</li> </ul>	9
<ul style="list-style-type: none"> <li>Supply of evidence or baseline information for plan-making and assessment</li> </ul>	8.7
<ul style="list-style-type: none"> <li>Advice on natural resource management issues in relation to plan making</li> </ul>	8.6
<ul style="list-style-type: none"> <li>Advice and guidance on protected species and habitats</li> </ul>	9.1
<ul style="list-style-type: none"> <li>Advice and guidance on protected landscapes</li> </ul>	8.7
<ul style="list-style-type: none"> <li>Advice and guidance on flood risk and Strategic Flood Consequence Assessment</li> </ul>	8.4

Please note that a number of additional questions were asked about the service NRW provides in relation to EIA, HRA and SFCAs, but because only two responses were received to these questions, the statistical results have not been included for analysis in

this table. All responses indicated that the applicants were at least satisfied with the service received

#### **4.2 Development planning – comments and NRW’s response**

Only a very small number of comments were received in response to this survey and nearly all of these were positive. One of the Local Planning Authorities requested that NRW attend all relevant LDP examinations, and another would welcome an opportunity to consult NRW at an earlier stage in the process of drafting Supplementary Planning Guidance.

NRW would like to clarify that we will always aim to attend LDP examinations if asked to do so. We are also happy to provide comments on SPGs at any stage in the drafting process. We have recently published guidance (OGN107) to ensure that the service that NRW provides in relation to developments plans is consistent across Wales.

## Annex 1: Results of the development management survey for local planning authorities

### About the respondent

How often have you dealt with NRW over the last 12 months?	
	Number of responses
Less than once a month	-
About once a month	1
More than once a month	6

How do you normally contact NRW?	
	Number of responses
Using existing contact	1
Using the formal consultation process	6

How easy do you find it to contact relevant staff?	
	Number of responses
Difficult	-
Fairly difficult	-
Neither easy, nor difficult	-
Fairly easy	3
Easy	4
<b>Average score</b>	<b>9.1</b>

### Services used by the respondents

Service	Number of LPAs that used the service	Satisfaction level				
		Satisfied	Somewhat satisfied	Neither satisfied, nor dissatisfied	Somewhat dissatisfied	Dissatisfied
Advice on EIA scoping	4	2	2	-	-	-
Advice on draft environmental statements	-	-	-	-	-	-
Advice on appropriate assessments undertaken under the Habitats Regulations	4	1	3	-	-	-
Advice on FCAs	6	4	2	-	-	-
Advice on Water Framework Directive Assessments	-	-	-	-	-	-
Advice on statutory nature conservation sites	3	3	-	-	-	-
Advice on protected species	7	5	1	-	1	-
Advice on protected landscapes	4	2	2	-	-	-
Advice on measures to manage risks/ effects on controlled waters	2	1	1	-	-	-

Other, please specify	3	-	-	-	-	-
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## Pre-application advice

How frequently does your local authority engage with NRW at the pre-application stage?	
	Number of responses
Never	4
Rarely	1
Sometimes	1
Often	-
Always (where relevant)	1

How often does your local authority refer developers to NRW for pre-application advice?	
	Number of responses
Never	-
Rarely	-
Sometimes	-
Often	5
Always (where relevant)	2

## Proportionality of NRW's advice

NRW's guidance on when to consult is easy to understand and helps avoid unnecessary delays.	
	Number of responses
Strongly disagree	-
Disagree	1
Neither agree, nor disagree	-
Agree	6
Strongly agree	-
<b>Average score</b>	<b>7.4</b>

NRW takes a proportionate and reasoned view in specifying the nature and scale of assessment required	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	2
Agree	5
Strongly agree	-
<b>Average score</b>	<b>7.4</b>

In cases where NRW objects to a development, it provides clear and reasonable grounds for doing so.	
	Number of responses
Strongly disagree	-

Disagree	1
Neither agree, nor disagree	1
Agree	5
Strongly agree	-
<b>Average score</b>	<b>7.1</b>

<b>Where NRW has concerns about a development proposal, its advice on how these concerns can be overcome is reasonable and proportionate.</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	2
Agree	5
Strongly agree	-
<b>Average score</b>	<b>7.4</b>

<b>NRW provides practical advice that helps to avoid and/ or minimise adverse effects on natural resources.*</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	1
Agree	5
Strongly agree	1
<b>Average score</b>	<b>8</b>

### Clarity and confidence in NRW's advice

<b>NRW's advice is clear and easy to understand</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	1
Agree	6
Strongly agree	-
<b>Average score</b>	<b>7.7</b>

<b>I have confidence in the advice I receive from NRW</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	7
Strongly agree	-
<b>Average score</b>	<b>8</b>

<b>NRW's advice provides me with enough information to make a reasoned determination/ recommendation</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	<b>7</b>
Strongly agree	-
<b>Average score</b>	<b>8</b>

<b>NRW's advice is always objective and evidence-based</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	<b>2</b>
Agree	<b>5</b>
Strongly agree	-
<b>Average score</b>	<b>7.4</b>

<b>NRW's advice is consistent through the different stages of a scheme</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	<b>3</b>
Agree	<b>3</b>
Strongly agree	-
Blank	<b>1</b>
<b>Average score</b>	<b>7</b>

<b>NRW's response categories are easy to understand ( e.g. no comment/ no objection/ concerns)</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	<b>2</b>
Agree	<b>4</b>
Strongly agree	<b>1</b>
<b>Average score</b>	<b>7.7</b>

<b>NRW's responses make reference to relevant national or local planning policy to support its advice</b>	
	Number of responses
Strongly disagree	-
Disagree	<b>1</b>
Neither agree, nor disagree	<b>2</b>
Agree	<b>4</b>

Strongly agree	-
<b>Average score</b>	<b>6.9</b>

<b>I have confidence that I can easily seek clarification on NRW's consultation responses</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	<b>4</b>
Strongly agree	<b>3</b>
<b>Average score</b>	<b>8.9</b>

<b>I have confidence that NRW's advice can be relied upon at scrutiny (e.g. at planning appeal)</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	<b>5</b>
Strongly agree	<b>1</b>
Blank/ don't know	1
<b>Average score</b>	<b>8.3</b>

## Timeliness of NRW's responses

<b>NRW meets statutory and/ or agreed timescales for consultation responses</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	<b>1</b>
Agree	<b>6</b>
Strongly agree	-
<b>Average score</b>	<b>7.7</b>

<b>When NRW seeks an extension to a statutory/ agreed timescale, it will request this at an early stage</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	1
Agree	6
Strongly agree	-
<b>Average score</b>	<b>7.7</b>

<b>Where insufficient information has been provided by developers, NRW will respond quickly and efficiently to clarify what additional information is required</b>	
	Number of responses

Strongly disagree	-
Disagree	-
Neither agree, nor disagree	2
Agree	5
Strongly agree	-
<b>Average score</b>	<b>7.4</b>

### Impact of NRW's advice

<b>NRW's advice has been useful in informing my decisions on the conditions which should be attached to planning permissions*</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	6
Strongly agree	1
<b>Average score</b>	<b>8.3</b>

<b>NRW's advice has been a determining factor in applications I have dealt with in the last 12 months*</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	4
Strongly agree	3
<b>Average score</b>	<b>8.6</b>

<b>I generally agree with the recommendations that NRW makes</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	2
Agree	5
Strongly agree	-
<b>Average score</b>	<b>7.4</b>

### Overall satisfaction

<b>How would you rate your overall satisfaction with the service you received from NRW over the last 12 months?</b>	
	Number of responses
Dissatisfied	-
Somewhat dissatisfied	-
Neither satisfied, nor dissatisfied	-
Somewhat satisfied	4



Satisfied	<b>3</b>
<b>Average score</b>	<b>8.6</b>

## Annex 2: Results of the development planning survey for local planning authorities

### About the respondent

<b>Over the last 12 months, have you sought advice from NRW on any of the following topics? (tick all that apply)</b>	
	Number of responses
Preparation of evidence base studies (e.g. capacity studies)	1
Strategic Environmental Assessment (SEA)	2
Habitats Regulation Appraisal	2
Strategic Flood Consequence Assessment	3
Pre-deposit LDP	1
Deposit LDP	-
Supplementary planning guidance	4
Other, please provide details below	3
	Development brief
	Advice on Preparation of Special Landscape Areas Background Paper
	Evidence to support the position of the Authorities in the Public Examination

<b>How do you normally contact NRW staff for advice on development planning issues?</b>	
	Number of responses
Through a formal consultation process	7

<b>How easy is it to contact relevant NRW staff</b>	
	Number of responses
Difficult	-
Quite difficult	-
Neither easy, nor difficult	1
Quite easy	4
Easy	2
<b>Average score</b>	<b>8.3</b>

### Understanding of NRW's role

<b>I have a clear understanding of NRW's role in relation to the development of strategic plans and guidance</b>	
	Number of responses
Strongly disagree	-
Disagree	-

Neither agree, nor disagree	1
Agree	5
Strongly agree	1
<b>Average score</b>	<b>8</b>

<b>I am aware of NRW's service standards and use this as a basis for engaging with NRW</b>	
	Number of responses
Strongly disagree	-
Disagree	3
Neither agree, nor disagree	1
Agree	2
Strongly agree	-
Don't know/ blank	1
<b>Average score</b>	<b>5.7</b>

### Clarity of NRW's advice

<b>NRW's advice is clear and transparent</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	7
Strongly agree	-
Don't know/ blank	-
<b>Average score</b>	<b>8</b>

<b>I am confident that I can easily seek clarification from NRW on their consultation response</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	5
Strongly agree	2
Don't know/ blank	-
<b>Average score</b>	<b>8.6</b>

<b>NRW's advice made it easy to understand the interaction of potential environmental effects</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	1
Agree	6
Strongly agree	-
Don't know/ blank	-

<b>Average score</b>	<b>7.7</b>
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<b>Any changes that are suggested by NRW to the plan or policy are accompanied by a clear explanation of why this change may be required</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	1
Agree	6
Strongly agree	-
Don't know/ blank	-
<b>Average score</b>	<b>7.7</b>

<b>NRW is clear on how Plan policies meet the Tests of Soundness</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	5
Strongly agree	-
Don't know/ blank	2
<b>Average score</b>	<b>8</b>

### Advice provided by NRW - proportionality

<b>NRW's advice on environmental risk is proportionate to the risks identified</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	1
Agree	4
Strongly agree	-
Don't know/ blank	2
<b>Average score</b>	<b>7.6</b>

### Consistency and reliability of NRW's advice

<b>NRW provides consistent advice through each stage of the LDP process</b>	
	Number of responses
Strongly disagree	-
Disagree	1
Neither agree, nor disagree	-
Agree	4
Strongly agree	-
Don't know/ blank	2
<b>Average score</b>	<b>7.2</b>

<b>I have confidence that NRW's advice can be relied upon at scrutiny</b>
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	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	1
Agree	4
Strongly agree	1
Don't know/ blank	1
<b>Average score</b>	<b>8</b>

### Impact of NRW's advice

NRW's advice resulted in changes being made to the Plan's policies	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	3
Strongly agree	3
Don't know/ blank	1
<b>Average score</b>	<b>9</b>

NRW's advice meant that we were able to deliver a plan that better protects or enhances natural resources and the environment	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	3
Strongly agree	3
Don't know/ blank	1
<b>Average score</b>	<b>9</b>

### Overall, how satisfied would you say you were with the following:

The clarity of NRW's advice	
	Number of responses
Dissatisfied	-
Somewhat dissatisfied	-
Neither satisfied, nor dissatisfied	-
Somewhat satisfied	3
Satisfied	3
Don't know/ blank	1
<b>Average score</b>	<b>9</b>

The applicability of NRW's advice to your work	
	Number of responses
Dissatisfied	-

Somewhat dissatisfied	-
Neither satisfied, nor dissatisfied	-
Somewhat satisfied	2
Satisfied	5
Don't know/ blank	-
<b>Average score</b>	<b>9.4</b>

<b>The consistency of NRW's advice across its areas of responsibility</b>	
	Number of responses
Dissatisfied	-
Somewhat dissatisfied	-
Neither satisfied, nor dissatisfied	-
Somewhat satisfied	4
Satisfied	3
Don't know/ blank	-
<b>Average score</b>	<b>8.9</b>

### **Evidence provided by NRW**

<b>Have you sought environmental evidence from NRW to inform your plan or policy?</b>	
	Number of responses
Yes	4
No	3

<b>NRW's evidence was clear and easy to understand</b>	
	Number of responses
Stongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	4
Strongly agree	-
Blank/ don't know	3
<b>Average score</b>	<b>8</b>

<b>NRW's evidence was supported with clear reasoning about the significance attached to the evidence</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	3
Strongly agree	1
Blank/ don't know	3
<b>Average score</b>	<b>8.5</b>

<b>NRW's evidence helped to increase our understanding of the environmental interests within the LDP area</b>	
---	--

	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	3
Strongly agree	1
Blank/ don't know	3
<b>Average score</b>	<b>8.5</b>

<b>NRW's evidence helped to inform the vision and policies of our strategic plans</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	1
Strongly agree	1
Blank/ don't know	5
<b>Average score</b>	<b>9</b>

<b>NRW's evidence helped to inform the process of identifying land use allocations</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	3
Strongly agree	1
Blank/ don't know	3
<b>Average score</b>	<b>8.5</b>

<b>NRW's evidence helped to ensure that our approach to environmental issues was sound</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-
Agree	2
Strongly agree	2
Blank/ don't know	3
<b>Average score</b>	<b>9</b>

<b>NRW's evidence added value to our plan, policy or strategy</b>	
	Number of responses
Strongly disagree	-
Disagree	-
Neither agree, nor disagree	-

Agree	2
Strongly agree	2
Blank/ don't know	3
<b>Average score</b>	<b>9</b>

<b>Overall, how satisfied would you say you were with the evidence provided by NRW?</b>	
	Number of responses
Dissatisfied	-
Somewhat dissatisfied	-
Neither satisfied, nor dissatisfied	-
Somewhat satisfied	2
Satisfied	2
Don't know/ blank	3
<b>Average score</b>	<b>9</b>

<b>Have you liaised directly with NRW on EIA or SEA over the past 12 months</b>	
	Number of responses
Yes	2
No	5

<b>Have you liaised directly with NRW on SFCA?</b>	
	Number of responses
Yes	2
No	5

**How would you rate the following services provided by NRW?**

<b>Supply of evidence or baseline information for plan-making and assessment</b>	
	Number of responses
About right, but could benefit from a few changes	4
Good service – wouldn't change anything	2
Don't know	1
<b>Average score</b>	<b>8.7</b>

<b>Advice on natural resource management issues in relation to plan making</b>	
	Number of responses
About right, but could benefit from a few changes	4
Good service – wouldn't change anything	3
Don't know	0
<b>Average score</b>	<b>8.6</b>

<b>Advice and guidance on protected species and habitats</b>	
	Number of responses
About right, but could benefit from a few changes	3
Good service – wouldn't change anything	4

Don't know	0
<b>Average score</b>	<b>9.1</b>

<b>Advice and guidance on protected landscapes (AONBs and National Parks)</b>	
	Number of responses
About right, but could benefit from a few changes	2
Good service – wouldn't change anything	1
Don't know	4
<b>Average score</b>	<b>8.7</b>

<b>Advice and guidance on flood risk and Strategic Flood Consequence Assessment</b>	
	Number of responses
About right, but could benefit from a few changes	4
Good service – wouldn't change anything	1
Don't know	2
<b>Average score</b>	<b>8.4</b>



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