

## APPENDIX 2

From: Andrew Farrow/Environment/Flintshire/GB  
To: Peter J Evans/CorporateServices/Flintshire/GB@Flintshire,  
Date: 14/01/2015 13:21  
Subject: Re: Fw: Member Survey

Peter

From a personal perspective, it is disappointing that the Members who responded were only able to identify examples of poor practice within two portfolios of which one was Planning and Environment. However, I would urge some form of proportion is brought to bear as the Portfolio is particularly public and Member facing dealing with issues and decisions which invariably result in competing views being made and eliciting significant amounts of correspondence from the public and Members alike.

That said, since receipt of the information I have attempted to gain answers to the outstanding points raised by Cllr Peers, though I aware that in some cases the issue is nearly 1 2 months old. We will attempt to resolve all non-responded to cases.

It is difficult to comment on Cllr McGuill's comments unless she can provide particular examples. If she can, I would happily address those matters that have not received a response.

I am aware of Cllr Hinds view on the service provided by Rhys Davies and this is under investigation but at present I have not been able to find any evidence that calls or letters from her have gone unanswered.

Finally, staff have been reminded of the Customer Charter and the timescales therein. We have also undertaken a customer survey to establish how the broader customer survey that we provide is evaluated by agents, applicants and the public. That is additional study, which we will report to Planning Strategy Group in time.

**Andrew Farrow**

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**Chief Officer (Planning and Environment) | Prif Swyddog (Cynllunio a'r Amgylchedd)**  
**Flintshire County Council | Cyngor Sir y Fflint**

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**Tel | Ffôn | 01352 703201**  
**Email | Ebst | [andrew.farrow@flintshire.gov.uk](mailto:andrew.farrow@flintshire.gov.uk)**

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