



In the 2025/26 Annual Report published by the Planning and Water Appeals Commissions (the Commission) the Chief Commissioner set two priorities namely, a focus on performance and secondly, assurance that the organisation is in the best position to face future challenges.

To improve our service, the Commission undertook a series of previous stakeholder engagement sessions. Arising from them, we updated our complaints procedures, engaged in further outreach work and tailored our hearing sessions to reflect the feedback received. We would like to take this opportunity to further engage with stakeholders to discuss the Commission's current working model to align it and any future operating model with the needs of our customers.

As stakeholders your input and opinions are important to inform any future operating model. This questionnaire is the next step in the current stakeholder engagement process.

We are seeking views on several matters. We would appreciate feedback around what has worked well, what has not worked well and how customers would like to see the service developing in the future.

You may not have experience in every area below, however, we would appreciate if you could answer all the questions or as many as you can. Please feel free to append additional information to your response, if necessary

We would be very grateful if you could return your completed response to info@pacni.gov.uk by **Tuesday 31 March 2026**.

Future Engagement Sessions

The Commission has indicated its intention to enhance the understanding of our role in the planning process. This may include engagement sessions with stakeholders on particular aspects of our work.

Would you be interested in participating in any engagement session that the Commission may offer?

Yes/No

Please tick which of the following potential topics you would like to hear more about:

- The Evidential Context and what it means
- Costs in the appeal context
- Independent Examinations: Understanding the process

Are there any other topics that the Commission should consider for such events:

Please note, these questions are to gauge the level of interest in potential engagement sessions only. If you wish to attend any session that may be offered in future, this will require registration at that time.

Performance Measures

The Commission currently has a set of performance measures which address quality and timeliness objectives. Do they meet your needs?

Yes/No

If No, please make suggestions as to how the Commission could better measure performance:

Customer Service

In order to capture robust data. We ask that you respond to the following questions irrespective of the outcome of any recent decision.

How far do you agree with the following statements? The Planning Appeals Commission is aligned with the values as set out in the Corporate Plan...

	Agree	Neutral	Disagree
Independent (from central and local government)			
Provides quality decisions and recommendations			
Is continuously improving			

If you have answered disagree, please provide additional context in order that we can understand how we may be able to improve:

Do you agree that it is important that the Commission is independent and free from political influence?

Yes/No

Please feel free to comment further below

The introduction of measures as set out in the Business Plan by the Commission to improve the timeliness of decisions has delivered results:

Agree	Neutral	Disagree

If you have answered disagree, please provide additional context in order that we can understand how we may be able to improve:

The ability to contribute to an appeal remotely has enhanced the overall appeal experience:

Agree	Neutral	Disagree	Not applicable

If you have answered disagree, please provide additional context in order that we can understand how we may be able to improve:

The service provided by the administrative team was of high quality:

Agree	Neutral	Disagree

If you have answered disagree, please provide additional context in order that we can understand how we may be able to improve:

The introduction of the IT system has enhanced the customer experience:

Agree	Neutral	Disagree

If you have answered disagree, please provide additional context in order that we can understand how we may be able to improve:

The search facility of the website is user friendly:

Agree	Neutral	Disagree

If you have answered disagree, please provide additional context in order that we can understand how we may be able to improve:

Agreement to be contacted

Can you please confirm if you agree to being contacted to attend further engagement groups?
Yes/No

If yes, please provide contact details*:

Name: _____

Address: _____

Email: _____

Telephone: _____

Please return your completed response to info@pacni.gov.uk by **Tuesday 31st March 2026**.

Thank you for participating in this process.

** The details you provide will be used for the purposes of the Commission's stakeholder engagement process. Your data will be treated confidentially and in accordance with the UK GDPR.*