



Planning Appeals  
Commission



Water Appeals  
Commission

In the 2021/22 Annual Review published by the Planning and Water Appeals Commissions the Chief Commissioner advised that she planned on building on some of the positive steps made during the Covid -19 pandemic in terms of the implementation of new ways of working.

Emerging out of the pandemic, the Commission would like to engage with stakeholders to discuss the Commission's working model in order to align it and any future operating model with the needs of customers.

This questionnaire is the first part of that stakeholder engagement process. As a stakeholder your input and opinion is important to inform any future operating model.

We are seeking views on a number of matters. We want to know what has worked well, what has worked less 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.

We would be very grateful if you could return your completed response to [info@pacni.gov.uk](mailto:info@pacni.gov.uk) by **Monday 16<sup>th</sup> January 2023**.

**Remote Hearings**

If you have participated in a remote hearing can you please tick which workstream it related to:

- Appeal Hearing
- Local Development Plan Independent Examination
- Hear and Report Hearing or Public Inquiry
- Not applicable

Would you like to see the option of wholly remote hearings continuing in the future across all the workstreams?

Yes/No

Would you like to see the option of wholly remote hearings continuing in the future in certain workstreams?

Yes/No

Please provide some explanation:

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Does the current format of live streaming Independent Examinations provide an appropriate platform from which to view the proceedings?

Yes/No

If no, please provide some detail:

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**Physical Hearings**

Would you like to see the return to wholly physical hearings?

Yes/No

Please explain your reasons:

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Should wholly physical hearings be held in the PAC offices in Belfast or should we hold proceedings within the local Council area? *(please tick)*

- PAC Offices
- Local Council area

**Hybrid Hearings**

Hybrid hearings have only been undertaken in the appeals workstream. Would you like to see the option of hybrid hearings continuing in the future?

Yes/No

If no, please provide some detail:

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If yes, would you like to see them extended to other workstreams?

Yes/No

The technology requirements of hybrid meetings may mean that those who wish to attend in person may have to do so at the PAC offices in Belfast. Would this lead you to choose an alternative option?

Yes/No

If yes, please tick the alternative option:

- Physical hearing within the local Council area
- Remote Hearing

**Accompanied Site Visits**

During the course of the pandemic Commissioners have been conducting site visits unaccompanied. Would you like to see a return to Accompanied Site Visits?

Yes/No

Please explain your reasons:

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Should the decision to hold an Accompanied Site Visit be at the discretion of the appointed Commissioner?

Yes/No

Please explain your reasons:

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**Complaints process**

Complaints should be made within 6 months of the date of the Commission's decision on an appeal or within 6 months of the date of a Departmental or council decision on an examination/inquiry/hearing case.

Should the timeframe to make a complaint be reduced to align with the 3 month period for potential judicial review?

**Yes/No**

Are there any improvements that you think the Commission could make to its complaints process? Please provide some detail:

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**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 measure performance:

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**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](mailto:info@pacni.gov.uk) by **Monday 16<sup>th</sup> January 2023**.

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 GDPR.*