

How often do you use the Planning Portal?	Please share your general feedback about the Planning Portal.	What are the good points about the Planning Portal?	What are the bad points about the Planning Portal?	How could the Planning Portal be improved?
Monthly	No problem as far as I am concerned	Generally easy to use	Can be slightly complicated to navigate .	NA
Weekly	Generally good.	Access	None that come to mind as a platform	Not sure
Monthly	It's generally quite easy to use when you have a planning number to refer to, and the search is pretty efficient	speed of search results, map function for active cases	none that I can think of	more refined search options
Monthly	Works well. (N.B. Although I have said I only use it monthly, this relates to the number of different planning applications considered.) Might visit the portal several times within a month looking at the same application.)	Easy to access the range of documents.	None.	N/A
Weekly	Easy to use and access	All documents are found in one place	Not sure there are any	Maybe graphic updates but functionality seems to work fine
Weekly	It is a useful tool, both for Cllrs and residents. Sometimes applications can take longer than anticipated to be registered, although that is more a planning department issue rather than a portal issue.	It is easy to navigate and has several ways to search for applications. There is transparency with all of the documents being uploaded.	Sometimes the system is down (although not often). Sometimes personal details (signatures etc) are not redacted.	It would be helpful to have a map (similar to RightMove or Booking.com), where you could zoom into an area to view live applications. It would also help to improve planning time targets if there was a timeline that said when an application should be decided e.g 8 weeks from validation of the application. That would also help with accountability with the planning department (some applications take years, which is not timely or acceptable. Although, I do appreciate that some applications are more complex and delays could be down to the applicant not supplying all information).
Monthly	It is very useful and mostly works well!	Access to most documents in a short time.	Sometimes documents appear inaccessible. Mostly the system works very well in my experience.	The front end changed recently and doesn't feel quite as intuitive, the options don't appear as obvious, but it is still possible to follow. Maybe check changes with users. It may only be my preference :). The guidance on how to apply seemed less logical when I was looking for a resident. But was acceptable. I guess that logic and access was checked when the changes were made?

How often do you use My Monmouthshire?	Please share your general feedback about My Monmouthshire.	What are the good points about My Monmouthshire?	What are the bad points about My Monmouthshire?	How could My Monmouthshire be improved?	Any additional comments or suggestions regarding any of the IT systems
Weekly	Can be difficult to navigate	Some parts easier to access	Quite a Clunky system . Often get complaints that resudrnts can't book tip slots .	Refine and make it more user friendly	
Weekly	Pretty good	All in in one place el	Get kicked out. Hangs. Difficult to find where to find things. Reports go unanswered	Search engine. Give better updates on reports	The web page of MCC is a minefield and hard to Navigatw
Weekly	The concept is sound but in practice it is frustrating to use	It is a simple way to report damaged infrastructure, book a tip slot etc with the local council. I encourage residents to report in this manner despite my own frustrations with the system. If I need to chase an issue on their behalf it is useful to have a number as a point of reference.	Finding previous reports and receiving feedback is poor. When you are a frequent reporter there is no simple way to scan down your reports to see when you last uploaded a concern. One of the questions is 'have you reported this before' if the answer is 'YES' you MUST give a date/number - but that is very difficult to find with the current system. It means I mainly say no even if not true.	A location could be listed on the reports screen - currently it is type of report/number/date/time and current status. Finding a specific pothole listing when you have reported a great many over several months is very difficult with this set up and requires multiple clicking into each listing to find the correct one. It's very time consuming. Getting feedback from individual reports can also be frustrating.	
Weekly	Rather clunky.	Usually possible to report concerns.	When reporting problems it is sometimes difficult to enter a location (particularly if there are no nearby addresses.) Sometimes want to report issues but aren't covered by options offered. Sometimes months go by with a response like "under review" but no updates.	See answers to Q9.	
Daily	The appearance could be updated however functionally is easy to use	Easy mapping of location	Rare/occasional glitches	an upgrade in design to modernise	In general, it all runs very smoothly
Weekly	Very clunky! Difficult to navigate around. Very challenging when trying to add the location of things like potholes and street furniture, fly tipping etc.	You can look up individual house locations (very useful when having a rural ward which has mainly house names rather than street numbers and names!)	Clunky. Booking a tip slot is frustrating, as is locating a place on a map to report fly tipping, pot holes etc. When I go back in to check on my reports it is annoying that the information I have submitted does not come up eg pictures and locations. When reporting so much, it is difficult to keep track of the reports through reference numbers alone. More awareness of MyMon and guides on how to use it needs to be available on MCC social media platforms.	Improve the bad points I have mentioned above!	Try to encourage more residents to use it. Provide guides on how to report pot holes, fly tipping, booking a tip slot etc and put it out on socials.
Monthly	It is a great tool, for work planning and communication, but doesn't appear to be kept as up to date as it could be. The recent improvements are great and easier to navigate. I had requests from 2023 which have not been closed, or were 'passed to another agency/group' and others that have been completed, but not closed on the system. Project management, work planning, tracking and communication to the customer/user is hard, but is a discipline which is vital, to help plan and track work and keep people informed, rather than frustrated. When I raised this more than a year ago, I was frustrated as members seemed to bypass the process and get a quicker response, as the tool did not seem to be fully adopted or intrinsic to project and task management. I also started to bypass this process and email officers directly, but I realise that this does not help work group planning and recording of task completions, for reporting purposes. I will also try to be disciplined and use the process again :)	It appears that in the latest version it is easier to view requests. The process appears logical and easy to use. It just needs us all to be disciplined to use it and officers to not accept work via other sources/routes, then have targets to ensure requests are closed in a timely manner after they are completed. Does MCC use visual tracking boards and measure and report open requests versus estimated completion dates, along with closure dates after completion? Is there a step wise process flowchart for task/project managers/officers to follow, with gateways and sign offs?	Like many tracking and work planning/prioritisation process tools it is totally dependent on the discipline to get the most out of the tool. Good engagement with and communication to, customers/users as we all know is the most difficult, but also most beneficial and rewarding aspect.	We ALL need to commit to ONLY using that tool (if that is the MCC preferred process), except for in emergency situations. Adherence can then be measured and tracked and used to inform resource planning. Visibility of prioritisation to be customer could be useful, if that were possible.	Are all new IT processes, or changes/improvements to IT processes and systems designed then tested by all types of users/customers? I know that we all have different preferences and views about what is a logical process, but user feedback and consensus is invaluable, as I'm sure you know and have experienced.