

## APPENDIX A

### 1.1 Major<sup>1</sup> Applications Determined within 13 weeks of receipt

Year	Target set in 2009	Acceptable Level	Target to Aim For	Wales 2 <sup>nd</sup> Quartile	Wales 1 <sup>st</sup> Quartile	Performance
11/12	40%	N/A	N/A	34%	43%	32%
12/13	40%	33%	40%	No data yet	No data yet	18%
13/14	40%	35%	45%	-	-	41%

### 1.2 Minor<sup>2</sup> Applications Determined within 8 weeks of receipt

Year	Target set in 2009	Acceptable Level	Target to Aim For	Wales 2 <sup>nd</sup> Quartile	Wales 1 <sup>st</sup> Quartile	Performance	Wales Average
11/12	40%	N/A	N/A	64%	70%	42%	No Data
12/13	40%	48%	58%	65%	72%	46%	61%
13/14	40%	55%	65%	67%	72%	58%	64%

### 1.3 Householder<sup>3</sup> Applications Determined within 8 weeks of receipt

Year	Target set in 2009	Acceptable Level	Target to Aim For	Wales 2 <sup>nd</sup> Quartile	Wales 1 <sup>st</sup> Quartile	Performance	Wales Average
11/12	70%	N/A	N/A	86%	90%	74%	No Data
12/13	70%	76%	87%	85%	87%	80%	83%
13/14	70%	86%	90%	93%	88%	80%	85%

### 1.4 All Other<sup>4</sup> Applications Determined within 8 weeks of receipt

Year	Target set in 2009	Acceptable Level	Target to Aim For	Wales 2 <sup>nd</sup> Quartile	Wales 1 <sup>st</sup> Quartile	Performance	Wales Average
11/12	60%	N/A	N/A	75%	82%	66%	No Data
12/13	60%	66%	74%	76%	84%	67%	69%
13/14	60%	75%	83%	72%	77%	87%	68%

### 1.5 All Applications Determined within 8 weeks of receipt

Year	Target set in 2009	Acceptable Level	Target to Aim For	Wales 2 <sup>nd</sup> Quartile	Wales 1 <sup>st</sup> Quartile	Performance	Wales Average
11/12	60%	N/A	N/A	73%	77%	64%	No Data
12/13	60%	65%	69%	74%	79%	67%	70%
13/14	60%	65%	69%	74%	79%	72%	72%

<sup>1</sup> Applications for more than 10 dwellings or a site area of 0.5 hectares or more; or if commercial, one with a floor space of 1,000 square metres or more, or if the floor space is not given, an area of one hectare or more.

<sup>2</sup> Applications for less than 10 dwellings or a site area of less than 0.5 hectares; or if commercial, one with a floor space of less than 1,000 square metres, or if the floor space is not given, an area of less than one hectare.

<sup>3</sup> Applications within a domestic curtilage.

<sup>4</sup> Applications for certificates of lawfulness, consent for listed building works, conservation area consent, prior approvals, tree felling etc.

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### 1.6 Percentage of Applications Approved.

Year	Target set in 2009	Acceptable Level	Target to Aim For	Wales 2 <sup>nd</sup> Quartile	Wales 1 <sup>st</sup> Quartile	Performance	Wales Average
11/12	85%	Not set	Not set	90%	93%	86%	No Data
12/13	85%	Not set	Not set	91%	95%	90%	91%
13/14	85%	90%	93%	92%	94%	86%	91%

### 1.7 Percentage of Planning Appeals (not enforcement) Successfully Defended

Year	Target set in 2009	Acceptable Level	Target to Aim For	Wales 2 <sup>nd</sup> Quartile	Wales 1 <sup>st</sup> Quartile	Performance	Wales Average
11/12	Not set	Not set	Not set	66%	75%	61.6%	No Data
12/13	Not set	Not set	Not set	No data	No data	58.5%	-
2013	Not set	65%	68%	-	-	56%	61%

### 1.8 Applicants' Satisfaction with the Service

Year	Target set in 2009	Acceptable Level	Target to Aim For	Wales 2 <sup>nd</sup> Quartile	Wales 1 <sup>st</sup> Quartile	Performance
11/12	85%	Not set	Not set	No data <sup>5</sup>	No data	88.0%
12/13	85%	Not set	Not set	-	-	97.4%
13/14	85%	95%	98%	-	-	93%

### 1.9 Third Parties' Satisfaction with the Service

Year	Target set in 2009	Acceptable Level	Target to Aim For	Wales 2 <sup>nd</sup> Quartile	Wales 1 <sup>st</sup> Quartile	Performance
11/12	75%	Not set	Not set	No data	No data	83%
12/13	75%	Not set	Not set	-	-	86.9%
13/14	75%	86%	90%	-	-	77.5%

### 1.10 Consultants' & Agents' Satisfaction with the Service

Year	Target set in 2009	Acceptable Level	Target to Aim For	Wales 2 <sup>nd</sup> Quartile	Wales 1 <sup>st</sup> Quartile	Performance
11/12	Not set	Not set	Not set	No data	No data	No data <sup>6</sup>
12/13	Not set	Not set	Not set	-	-	-
13/14	Not set	85%	90%	-	-	85.9%

<sup>5</sup> As yet other LPA's do not publish customer satisfaction data.

<sup>6</sup> First survey undertaken August 2012

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### 1.11 Enforcement – Percentage of Cases Resolved Within Twelve Weeks

Year	Target set in 2009	Acceptable Level	Target to Aim For	Wales 2 <sup>nd</sup> Quartile	Wales 1 <sup>st</sup> Quartile	Performance	Wales Average
11/12	Not set	Not set	Not set	70%	79%	48%	No Data
12/13	Not set	60%	66.5%	No data yet	No data yet	36%	No Data
13/14	Not set	55%	60%	72%	80%	40%	62%