

REPORT TO DEVELOPMENT CONTROL COMMITTEE

14 February 2019

REPORT OF THE CORPORATE DIRECTOR COMMUNITIES BRIDGEND CBC LOCAL PLANNING AUTHORITY

END OF YEAR REPORT - PLANNING PERFORMANCE 2018

1. Purpose of Report

- 1.1 Members were last updated on the performance of the Planning Section on 21 December 2017 and Officers reported the Annual Performance Report to Members in November 2018.
- 1.2 The following statistical reports/information are attached as appendices for your information-
 - Appendix A - **Section 106**
 - Appendix B - **Appeals**
 - Appendix C - **Enforcement**
 - Appendix D - **Building Control**
 - Appendix E - **Customer Satisfaction Survey**
 - Appendix F- **Development Management Quarterly Survey
Jan - Sept 2018**
 - Appendix G - **Performance Framework Jan - Sept 2018**
 - Appendix H - **Complaints**

2. Connection to Corporate Improvement Plan/Other Corporate Priorities

- 2.1 The delivery of the County Borough's statutory planning function has links to the Council's corporate priorities in particular number 1 – supporting a successful economy.

3. Background

- 3.1 This report provides Members with an update of the performance of the Section during the calendar year 2018 when compared to 2017. Members will note that the figures are accurate although the report was completed with approximately 2 weeks remaining in December. A summary of this report was provided at the Member Training session on 3 January 2019.
- 3.2 Members will recall the Annual Performance Report (APR) for 2017-2018 being reported to Development Control Committee at the previous meeting (22 November 2018). The APR is part narrative and part statistical and outlined the performance of Bridgend CBC as a Local Planning Authority (LPA) over the period 2017-18 against a number of key national indicators and benchmarks.
- 3.3 This Report and Appendices provides more detailed and up to date figures for the service on issues such as Section 106 contributions, complaints, Building Control etc.

- 3.4 As referred to in the APR that was submitted to the Welsh Government in October, the number of planning applications determined increased from 933 in 2017 to 987 in 2018 but the number of major schemes determined has decreased from 37 to 27 in the same periods.
- 3.5 Some of the key points arising from the collation of data for this report are:-
- **A reduction in planning applications received from 1028 in 2017 to 974 in 2018.**
 - **An increase in the percentage of applications determined within the required timescales from 81% in 2017 to 88% in 2018 (although 83% of minor/householder applications were determined within the required timescales compared to 94% in 2017).**
 - **The number of major applications received has increased from 18 in 2017 to 23 in 2018.**
 - **Whilst not a measure of performance, the total value of Section 106 contributions received in 2018 is £569,088.65 compared to £1.3 million in 2017.**
 - **The number of appeals received has decreased from 27 in 2017 to 22 in 2018 which equates to approximately 2.2 appeals for every 100 applications although the appeal success rate has reduced from 73% to 55%.**
 - **During 2018, no applications for costs against the Council were upheld by the Planning Inspectorate.**
 - **The number of Enforcement complaints received in 2018 (307) is comparable to the number of Enforcement complaints received in 2017 (295) and 2016 (298).**
 - **The overall number of formal complaints lodged against the Section has almost halved from 9 in 2017 to 5 in 2018.**
 - **The average time taken to determine applications is 9 days less than the Wales average (72 days compared to the all Wales average of 81 days).**
 - **97% of all applications were determined under delegated powers (second highest in Wales).**
 - **Major applications take on average 76 days to determine compared to the all Wales average of 79 days for the first three quarters of 2018.**
- 3.6 In terms of customer satisfaction levels, during the period 2016-2017, 62% of survey respondents thought that Bridgend gave good planning advice against a Welsh average of 62%. For 2017-2018, 50% of respondents agreed that the LPA gave good advice (against a Welsh average of 60%). The decline in customer satisfaction can be attributed to a number of factors such as a low response rate (14%) due to possible survey fatigue and the fact that customers who receive a good service just expect it and do not feel the need to complete the surveys.

4. Wellbeing of Future Generations (Wales) Act 2015

- 4.1 The Planning service operates in accordance with the 7 Wellbeing goals and the 5 ways of working as identified in the Act. The wellbeing goals and the duty have been considered in the production of this report. It is considered that there would be no significant or unacceptable impacts upon the achievement of wellbeing goals/objectives as a result of the report.

5. Next Steps

- 5.1 Officers will produce a similar report at the end of each calendar year, in addition to the APR, so that Members can examine the performance of the section against previous calendar years.

6. Recommendation

That Members note the content of this report.

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Background Papers

None

APPENDIX A

SECTION 106 ANNUAL STATISTICS - 2018

(The figures in brackets relate to 2017 and 2016)

This report describes progress on Section 106 Agreements. The report covers completed agreements, total obligations, total financial value and contributions received.

Members are no doubt aware that the Local Planning Authority has resolved to grant planning permission on several applications subject to Section 106 Agreements being entered into.

Once those Agreements have been signed the requirements will then be incorporated within this report.

1. Completed S106 Agreements = 23 (19) (14)

Date	Appln Ref	Applicant	Location	Type	Sum
23/01/18	P/17/398/RES	Persimmon	R19 Parc Derwen	Highways	£7,000
				Highways	Carriageway Markings
26/01/18	P/17/433/FUL	Coastal	Nolton St, Bridgend	Housing	2 Units
27/02/18	P/15/368/OUT	Mardan Lodgeground Matchflat Dovey	Parc Ewenni, Waterton	Housing	12 Units
				Highways	£208,000
				Highways	£8,000
				Education	£1,060,345
POS	On Site				
03/04/18	P/17/1043/RLX	Barratts	Heol Ty Maen, Cefn Glas	Housing	40 Units
				Highways	£72,000
				Highways	£100,000
				Education	£686,525
				POS	On Site
Misc.	Ecological Mitigation				
08/05/18	P/17/485/FUL	PMG	Land At J35, Pencoed	Highways	£7,000

31/05/18	P/16/610/FUL	WWHA	Coed Parc, Bridgend	POS	£6,580
13/06/18	P/15/856/FUL	V2C	Ael-Y-Bryn, N Cornelly	Housing	3 Units
				Highways	£7,000
				POS	£10,810
04/07/18	P/17/393/FUL	WWHA	Bryn Bragl, Brackla	Housing	2 Units
05/07/18	P/17/610/FUL	Aldi	Aldi Store, Maesteg Rd, Tondu	Highways	£6,500
10/07/18	P/15/693/FUL	Keogh	69-73 Cowbridge Rd, Bridgend	Housing	2 Units
02/08/18	P/17/976/FUL	Hafod	Elm Crescent, Bryntirion	Housing	1 Unit
				Education	£18,617
				POS	£2,350
02/08/18	P/13/378/FUL	Linc	Pwll Y Waun, Porthcawl	Housing	Mortgagee Clause
21/08/18	P/11/355/FUL	Linc	Ne Brackla - Site A	Housing	Mortgagee Clause
05/09/18	P/17/671/FUL	Davies & Roberts	Gaythorne & Rhos Celyn, Litchard	Highways	£2,500
13/09/18	P/18/293/FUL	Persimmon	Ogmore Comp School, Brynmenyn	Housing	£690,872
				Education	£424,138
				POS	£54,990
04/10/18	P/18/197/RLX	Cenin Renewable	Parc Stormy, Stormy Down	Highways	Routeing Agreement
11/10/18	P/08/1114/OUT	HD Ltd	Island Farm, Bridgend	Misc.	Phasing
16/10/18	P/17/1047/RLX	Agrivert	Parc Stormy, Stormy Down	Highways	Routeing Agreement
06/11/18	P/16/730/FUL	V Hughes	Maesgwyn House, Bryncethin	Housing	£31,737.60
				POS	£1,410

21/11/18	P/16/251/OUT	R Vicker	Ffordd Leyshon, Bryncethin	Housing	2 Units
				Education	£32,626
				POS	On Site
				Highways	£40,975.83
				Misc.	SINC Management
26/11/18	P/17/1073/FUL	Morganstone	All Saints Way, Pen Y Fai	Housing	3 Units
				POS	On Site
12/12/18	P/18/174/FUL	Jehu	Pencoed Primary School	Housing	8 Units
				Education	£114,191
				POS	£34,000
				Highways	£7,000
12/12/18	P/16/366/OUT	Merthyr Mawr Estates	West Of Maesteg Rd, Tondu	Housing	45 Units
				Education	£1,614,987
				POS	On Site
				Highways	By-Pass
				Highways	£7,000
				Highways	£50,000
				Highways	£250,000

2. Total Obligations = 54 (38) (38)

**3. Total Financial Value secured during the year = £5,557,154.43 (£1,625,174.62)
(£2,812,058)**

4. Contributions Received = 15 (5) (13)

Date	Appln Ref	Applicant	Location	Type	Sum
02/01/18	P/12/796/FUL	Persimmon	Ty Draw Farm	POS	£43,200
02/01/18	P/15/62/FUL	Persimmon	Former Ogmore Comp School	POS	£52,282.80
02/01/18	P/15/62/FUL	Persimmon	Former Ogmore Comp School	Highways	£7,210

04/01/18	P/15/25/FUL	Barratts	Former YBC Playing Fields	POS	£33,370
28/06/18	P/15/379/FUL	Hafod	Coychurch Rd, Bridgend	POS	£23,696.18
28/06/18	P/15/379/FUL	Hafod	Coychurch Rd, Bridgend	Highways	£7,352.54
17/07/18	P/17/485/FUL	PNG	Land At J35, Pencoed	Highways	£7,000
22/08/18	P/16/985/FUL	WWHA	Parc Farm, Coity	Highways	£7,086.64
22/08/18	P/16/985/FUL	WWHA	Parc Farm, Coity	POS	£11,419.61
22/08/18	P/16/985/FUL	WWHA	Parc Farm, Coity	Education	£82,574.54
07/09/18	P/15/606/FUL	Scimitar Homes	Former Coity Primary School	Housing	£112,736.34
07/09/18	P/17/671/FUL	Davies & Roberts	Gaythorne And Rhos Celyn, Bridgend	Highways	£2,500
16/11/18	P/17/1043/RLX	Barratts	Heol Ty Maen, Cefn Glas	Highways	£100,000
16/11/18	P/17/1043/RLX	Barratts	Heol Ty Maen, Cefn Glas	Highways	£72,000
04/12/18	P/15/787/FUL	LSP	Primary Care Centre, Newton Nottage Rd, Porthcawl	Highways	£6,660

**5. Total Actual Contributions Received = £569,088.65 (£1,326,589.09)
(£656,244.67)**

APPENDIX B

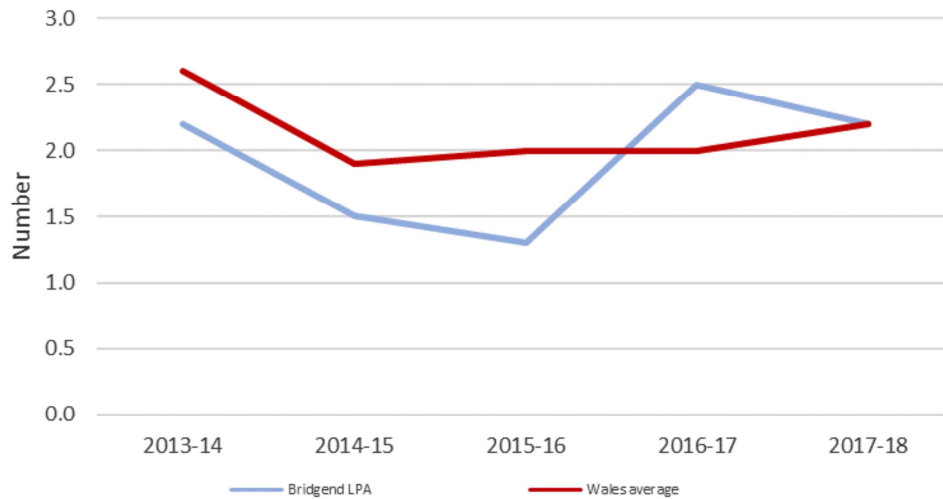
APPEAL STATISTICS – 2018

(Figures in brackets relate to 2017 and 2016)

	2018	2017	2016
1. NUMBER OF APPEALS RECEIVED DURING YEAR	28	27	(20)
<u>PROCEDURES</u>			
Written Representations	19	19	(16)
Hearing	1	1	(2)
Public Inquiry	2	1	(0)
Householder Appeal	6	5	(2)
Written Representations/Hearing	0	1	(0)
2. <u>TYPES OF APPEAL RECEIVED</u>			
Appeal (Against Refusal of Planning Permission)	18	17	(16)
Householder Appeal	7	5	(2)
Appeal (Against condition/s of Approval)	-	-	-
Appeal (Against Non determination of application within statutory period)	-	-	-
Certificate of Lawfulness	2	-	(1)
Against issue of Enforcement Notice	1	5	(1)
Advertisement Appeal	-	-	-
3. <u>APPEAL DECISIONS</u>			
Dismissed	15	9	(14)
Allowed	4	5	(4)
Part Allowed/Part Dismissed	-	-	-
Enforcement Notice Quashed	-	-	-
Enforcement Notice Upheld	-	-	-
Withdrawn	1	4	(2)
Invalid	-	1	-
No Further Action	-	-	-
4. OUTSTANDING APPEALS	8		
5. 100% of appeal statements were submitted within the period as prescribed by the Welsh Government.			
6. During 2018, no applications for costs against the LPA were upheld by the Planning Inspectorate. One application for costs by the LPA was successful.			
7. As stated in our latest Annual Performance Report for the period 2017-18, we received 22 appeals against our planning decisions (compared to 26 in 2016-2017), which equated to 2.2 appeals for every 100 applications received.			

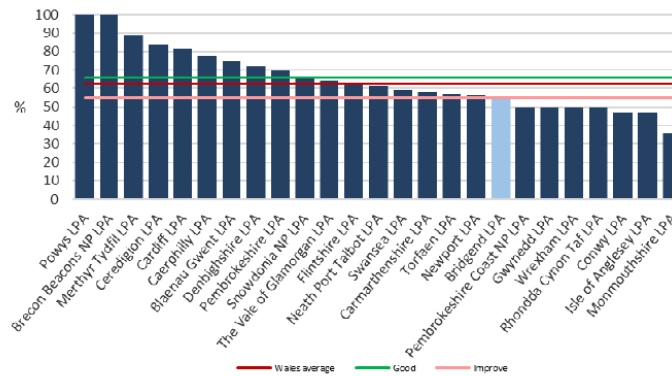
- 8. For 2018 alone, we have received 28 appeals against our planning decisions (compared to 27 in 2017).
- 9. Figure 1 below shows how the volume of appeals received has changed over time and how this compares to the remainder of Wales.

Figure 1: Number of appeals received per 100 planning applications



- 10. Of the 26 appeals that were decided during the period 2016-2017, 73% were dismissed. As Figure 2 below shows, this was the fifth highest percentage of appeals dismissed in Wales and we were one of only 10 LPAs that reached the 66% target.

Figure 2: Percentage of appeals dismissed, 2017-18



APPENDIX C

ENFORCEMENT - Report for the Period 2018

(figures in brackets relate to 2017 and 2016)

The following information on enforcement cases investigated by the Department during this period is submitted for consideration.

The information is based on the Enforcement Section's compliance with the following performance indicators:-

1. Acknowledge receipt of written complaint in 5 working days.
2. Undertake site visit within 21 working days.
3. Advise complainant of outcome of investigation in 42 working days.
4. Resolve cases within 12 weeks.

There have been (295) (298) complaints received by the Department.

The complaints can be categorised as follows:-

	2018	2017	2016
Non Compliance	22%	(24%)	(28%)
Unauthorised adverts	14%	(17%)	(6%)
Unauthorised building/works/uses	54%	(51%)	(57%)
Untidy Land	7%	(6%)	(6%)
High Hedges/tree works	3%	(2%)	(3%)
Enforcement Notices/Breach of Condition Notices issued	10	(9)	(8)
Withdrawal Notices Issued	-	(2)	(1)
Enforcement Warning Notices issued	-	(4)	(0)
Planning contravention notices issued	27		
Section 215 issued	1		
Breach resolved/removed	246	(292)	(168)
Under investigation	62		

100% (100%) (100%) of the complaints requiring acknowledgement have been acknowledged within five days of their receipt.

All sites that required a site visit have been inspected and 92% (90%) (90%) of the site inspections were undertaken within the prescribed twenty one-day performance standard.

In 76% of cases, where the complainant should have been advised of the outcome of the Department's investigations, the Department responded within forty-two days, compared to 81% last year.

Of the cases resolved in this period, 98% were resolved within 180 days which is the same as last year. The target for this is 80%.

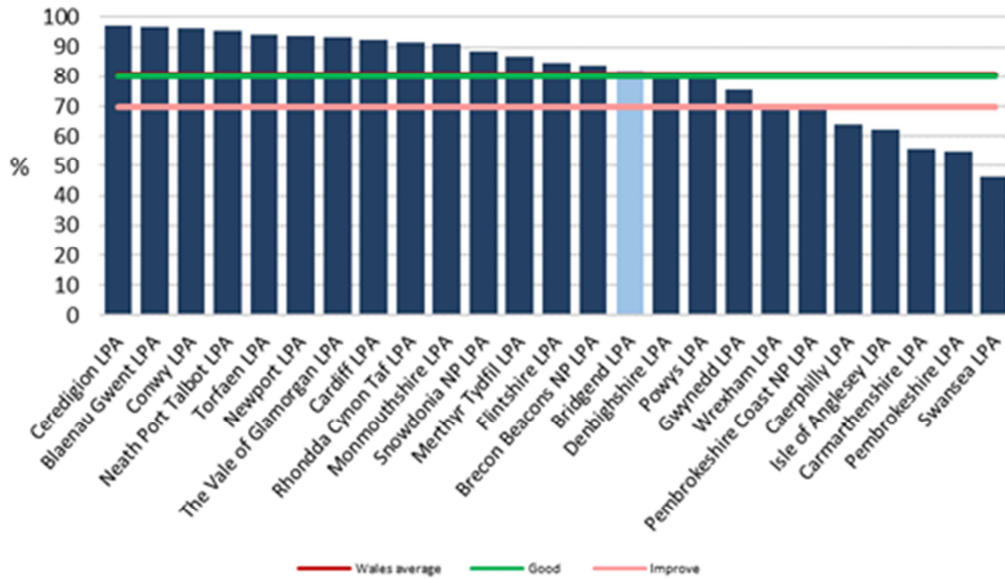
There have been 39 (28) (31) retrospective applications received during this year of which 18 (10) (20) were approved, 4 (2) (5) refused, 15 (16) (4) as yet undetermined, 2 (0) (2) withdrawn/invalid.

Under the APR for 2017-2018 we investigated 277 (271) enforcement cases, which equated to 1.9 per 1,000 population. This compared to 2 enforcement cases investigated per 1,000 population across Wales. We took, on average, 32 (48) days to investigate each enforcement case.

We investigated 82% (85%) of these enforcement cases within 84 days. Across Wales 81% (85%) were investigated within 84 days.

Figure 1 shows the percentage of enforcement cases that were investigated within 84 days across all Welsh LPAs.

Figure 1: Percentage of enforcement cases investigated within 84 days, 2017-18



Details of Enforcement Notices served and prosecutions for adverts etc. in 2018

ENF/87/17/ACK

An application was received on 30 May 2017 but was not registered as valid as a planning fee had not accompanied the application and other information such as photographs and plans were not included. A Planning Contravention Notice was served on the owner and, when the owner failed to respond to the Notice, a reminder was sent. The owner then advised that he intended to submit the information within the following week but this did not materialise. The application to retain the decking was refused in March 2018 and the landowner was invited to remove the section of decked area furthest from the property within 42 days.

The subsequent appeal to retain the decking was dismissed and the landowner was again advised to remove the decking and this was witnessed to have been completed in September, 2018.

The owner was sentenced to pay a fine of £150 and ordered to pay £300 legal costs making a total fine of £450.

ENF/300/17/ASN

Advertisements were being displayed within the County Borough advertising the business. A caution letter was issued to the company on 29 December 2017 in respect of banner type advertisements being displayed at Junction 36 and Bryntirion Hill. No response was received to the caution; however the signs were removed.

It was then noted that the signs were being displayed on Maesteg Road, Tondu and Heol Mostyn, Pyle and as such, a further letter was sent on 25 January 2018. A further site visit noted that the new signs had been removed but another sign is now being displayed on railings adjacent to Tesco Stores, Cowbridge Road. A further letter was sent to the company and the matter was referred to the Legal Officer for consideration of prosecution in the Magistrates' Court.

The case was heard in Cardiff Magistrates' Court on 15 March 2018 where the company was found guilty in their absence and received a fine of £990, £400.00 legal costs, £136 investigation costs and £99 victims' surcharge making a total of £1,526.99.

A site visit in March has confirmed that the signs have been removed.

ENF/280/16/A21 & ENF/281/16/A21

A Planning Contravention Notice was served on the owner. The owner failed to respond to the Notice and a reminder was sent.

The matter was heard in the Magistrates' Court on 19 October 2017 where the owner did not attend and the Court ruled in his absence.

The owner was sentenced to pay a fine of £440 and ordered to pay £400 legal costs and £44 victim surcharges making a total fine of £884. A letter was sent to the owner to remind him that he remains under duty to reply to the Notice.

No response to the Notice was received and the matter was referred back to the Magistrates' Court on 26 June 2018 where the Notice was completed and the conviction erased. A Section 215 Notice was issued in November 2018 and came into effect on 17 December 2018.

ENF/229/17/ASN

Advertisements were being displayed within the County Borough. A Caution letter was served but no response was been received. A Statement was sent to the Legal Officer for consideration of prosecution in the Magistrates' Court.

As some of the signs were not removed when requested the matter was referred to the Magistrates Court on 15 March 2018 where the company was found guilty and fined £666, £350 legal costs and £66 victim surcharge making a total of £1,082. The signs have now been removed.

ENF/173/17/ANC

A Planning Contravention Notice was served on the owner after several attempts to find the owner of the land. The owner failed to respond to the Notice and a reminder was sent. The matter was heard in the Magistrates' Court on 15 March, 2018 where the owner did not attend and the Court ruled in his absence. The owner was sentenced to pay a fine of £660 and ordered to pay £350 legal costs, £121 investigation costs and £66 victim surcharges making a total fine of £1,197.

ENF/246/17/ASN

An advertisement was being displayed within the County Borough. As the sign was not removed when requested the matter was referred to the Magistrates Court on 15 March 2018 where the company was found guilty and fined £596, £500 legal costs, £166.73 investigation costs and £60 victim surcharge making a total of £1,322.73. The sign has now been removed.

ENF/245/17/ASN

Unauthorised banner advertisements were being displayed within the County Borough. As some of the signs were not removed when requested and more banner signs had been erected the matter was referred to the Magistrates Court on 13 April 2018. Following discussions with their solicitor (and one charge being amended) the company pleaded guilty to all 5 offences. The bench provided the Company full discount for an early guilty plea (discount of 1/3rd) but acknowledged that it was a serious case given the multiple approaches the LA had made and the company's blatant disregard and failure to work with the LA (in that not only did they not take down the signs as requested but in fact put up additional signs). The bench took into account that it was a business and the profits of the company and took the matter very seriously. The company was sentenced to pay a £4,000 fine, £521.86 Legal costs, £128.14 investigation costs and £140 victim surcharge making a total of £4,790

ENF/20/18/ANC

A Planning Contravention Notice was served on the owner as the development had not been constructed in accordance with the approved plans. The owner has failed to respond to the Notice and a reminder was sent. The matter was heard in the Magistrates' Court in

July 2018 where they entered a guilty plea and sentenced to pay a fine of £500 and ordered to pay £250 legal costs and £50 victim surcharges making a total fine of £800.

A letter has since been sent to the owner to remind him that he should remove the hardstanding.

ENF/123/15/C

The owner was advised that planning permission is required for outside storage on the site. No planning application was submitted and outside storage was still taking place on site. A Section 330 Notice was served with a view to the service of an Enforcement Notice for the outside storage to be removed

An Enforcement Notice was served on 9 June 2018 for the removal of all external materials and the notice was upheld on appeal on 7 February 2018. The materials were to be removed on or by 7 May 2018.

Subsequent site visits revealed that the site is still being used for outside storage and the matter was forwarded to the Legal Officer for consideration of prosecution in the Magistrates' Court.

The matter was referred to the Magistrates Court on 19 July 2018 where the owner was found guilty and fined £2,500, £800 costs and £170 victim surcharge making a total of £3,470. The land has now been cleared.

ENF/136/18/ASN

Advertisements were being displayed within the County Borough. As some of the signs were not removed when requested, the matter was referred to the Magistrates Court in July 2018 where the company was found guilty and fined £500, £250 costs and £50 victim surcharge. The signs have now been removed.

ENF/3/17/ASN

An advertisement was being displayed within the County Borough. As the sign was not removed when requested the matter was referred to the Magistrates Court in July 2018 where the owner was found guilty and fined £235, £450 costs and £30 victim surcharge making a total of £715. The sign has now been removed.

ENF/217/17/ACK

No application was submitted to regularise an unauthorised fence even though an Enforcement Warning Notice had been served. The Notice sought the submission of an application or the reduction of the boundary fence to that allowed under the Town and Country Planning (General Permitted Development) Order and also to reduce the levels of the raised ground to the front and rear of the property to not more than 30cm above original ground levels.

The front fence was not removed as per the Enforcement Notice and the matter was referred to the Magistrates' Courts on 16 August 2018. The owner was found guilty and fined £115, £250 costs and £30 victim surcharge making a total of £395. A subsequent

application was refused on 6 November 2018 and the matter was considered for further prosecution. The rear boundary fence has been reduced in height; however, the front fence remains in place and the matter has been referred back to the Legal Officer for consideration of further prosecution in the Magistrates' Courts.

ENF/240/18/ASN

An advertisement was being displayed within the County Borough. As the sign was not removed when requested the matter was referred to the Magistrates' Court on 13 December 2018 where the owner was found guilty and fined £400, £300 costs and £40 victim surcharge making a total of £740. The sign has now been removed.

APPENDIX D

BUILDING CONTROL STATISTICS FOR THE YEAR (2018)

(figures in brackets relate to 2017 and 2016)

Building Regulations

	2018	2017	2016
Initial Notices submitted	159	(131)	(145)
Competent Persons Schemes (Electrical, Gas Boilers, Cavity Wall Insulation)	6220	(6077)	(6431)
Full Plan applications received	400	(406)	(253)
Building Notices received	185	(201)	(295)
Number of commencements	667	(536)	(534)
Number of completions	601	(331)	(410)
Partnership Scheme	5	(9)	(4)
Regularisations	22	(11)	(13)

Reactive Work

Member referrals on dangerous structures	19	(10)	(21)
Number of dangerous structures dealt with	5	(3)	(8)
Number of demolitions received	5	(3)	(18)
Service Requests in respect of drains/private sewers	1	(0)	(0)

APPENDIX E

CUSTOMER SATISFACTION SURVEY – 2017-2018

In 2017-18 we conducted a customer satisfaction survey aimed at assessing the views of people that had received a planning application decision during the year.

The survey was sent to 425 people, 14% of whom submitted a whole or partial response. The majority of responses (42%) were from members of the public. 3% of respondents had their most recent planning application refused.

We asked respondents whether they agreed or disagreed with a series of statements about the planning service. They were given the following answer options:

- Strongly agree;
- Tend to agree;
- Neither agree nor disagree;
- Tend to disagree; and
- Strongly disagree.

Table 1 shows the percentage of respondents that selected either 'tend to agree' or 'strongly agree' for each statement for both our planning authority and Wales.

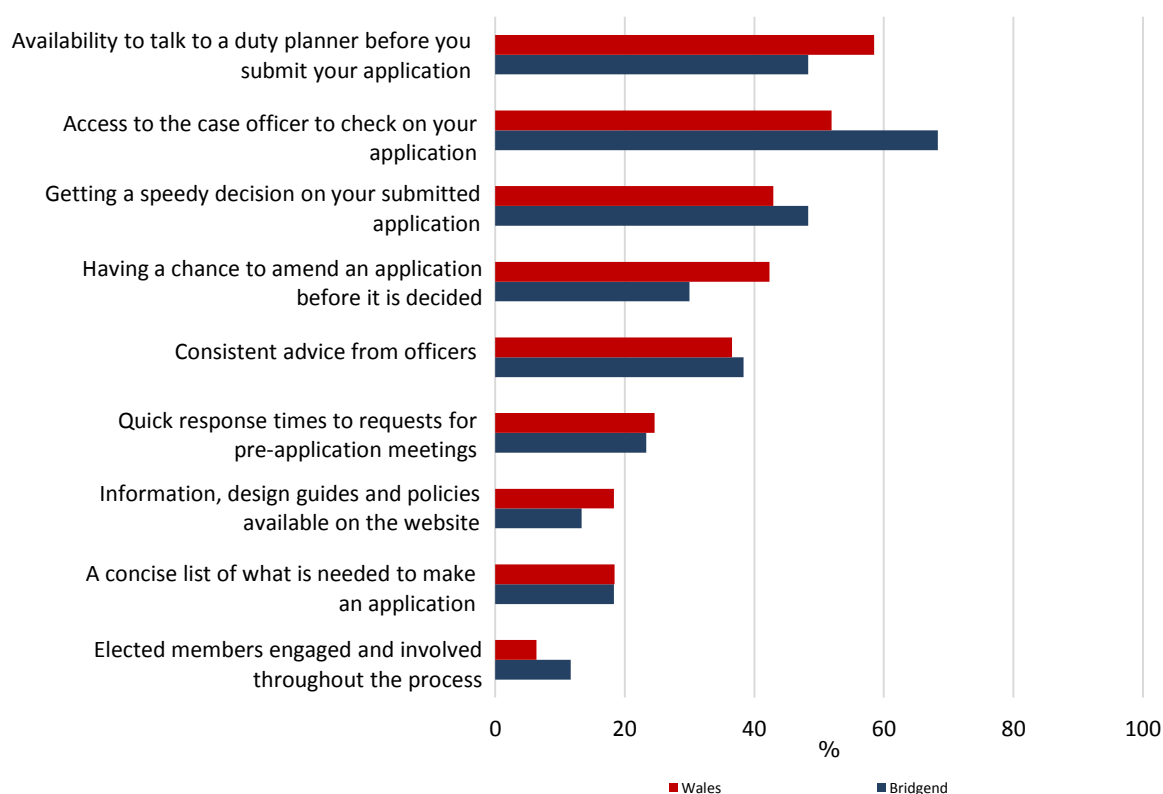
Table 1: Percentage of respondents who agreed with each statement, 2017-18

Respondents who agreed that:	Bridgend LPA %	Wales %
The LPA applies its planning rules fairly and consistently	60	55
The LPA gave good advice to help them make a successful application	55	60
The LPA gives help throughout, including with conditions	60	52
The LPA responded promptly when they had questions	61	62
They were listened to about their application	59	60
They were kept informed about their application	53	52
They were satisfied overall with how the LPA handled their application	63	63

We also asked respondents to select three planning service characteristics from a list that they thought would most help them achieve successful developments.

Figure 1 shows the percentage of respondents that chose each characteristic as one of their three selections. For us, 'having access to the case officer to check on applications' was the most popular choice.

Figure 1: Characteristics of a good planning service, 2017-18



Comments received include:

- “Very helpful consistent approach by officers.”
- “They seem a good Planning Authority. No problems or complaints.”
- “Very satisfied, but there is always room for improvement.”

As a comparison, in 2016-2017, the survey was sent to 356 people, 13% of whom submitted a whole or partial response. The majority of responses (36%) were from members of the public. 4% of respondents had their most recent planning application refused.

Table 1 shows the percentage of respondents that selected either ‘tend to agree’ or ‘strongly agree’ for each statement for both our planning authority and Wales.

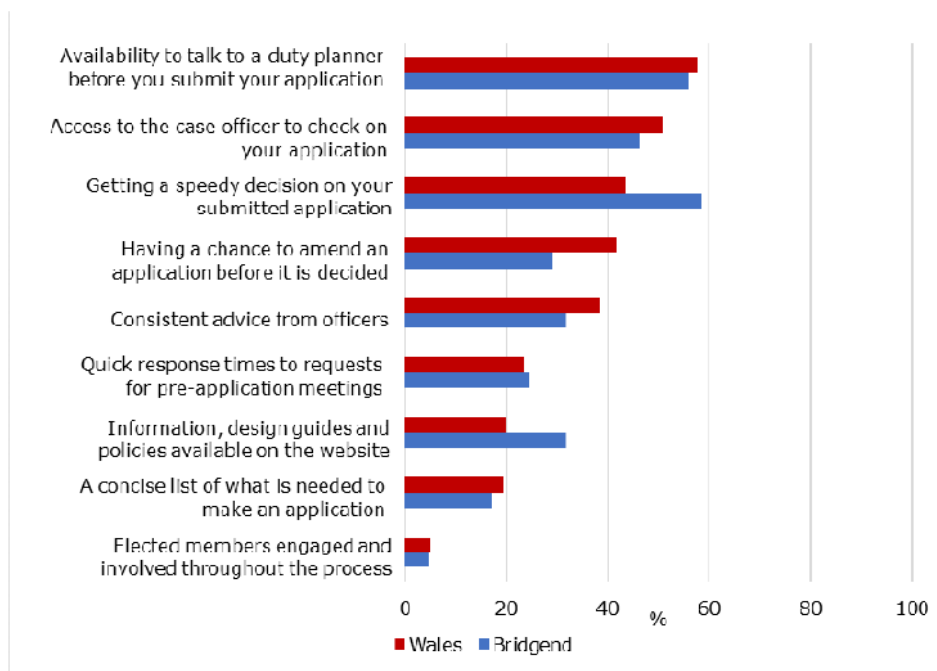
Table 1: Percentage of respondents who agreed with each statement, 2016-17

Percentage of respondents who agreed that:	%	
	Bridgend LPA	Wales
The LPA enforces its planning rules fairly and consistently	57	52
The LPA gave good advice to help them make a successful application	62	62
The LPA gives help throughout, including with conditions	62	52
The LPA responded promptly when they had questions	64	61
They were listened to about their application	61	59
They were kept informed about their application	56	51
They were satisfied overall with how the LPA handled their application	61	61

We also asked respondents to select three planning service characteristics from a list that they thought would most help them achieve successful developments.

Figure 1 shows the percentage of respondents that chose each characteristic as one of their three selections. For us, 'getting a speedy decision on a submitted application' was the most popular choice.

Figure 1: Characteristics of a good planning service, Bridgend LPA, 2016-17



Comments received include:

- “Very happy with the service, thank you.”
- “Always helpful and professional.”
- “There are not enough planning officers.”

APPENDIX F

DM QUARTERLY SURVEY JAN - SEPT 2018

Between January 2018 and the end of September 2018 (the figures for the last quarter of the year have not been collated yet) the LPA has:

- Determined 562 planning applications within time (compared to 631 in the same period in 2017) and 143 planning applications out of time (compared to 92 in the same period in 2017) with an average of 80% of applications being determined on time (compared to 87% in the same period in 2017) against an all Wales average of 87% over the same period (compared to 89% in the same period in 2017)
- In terms of Minor and Householder Applications, 428 of 513 applications were determined on time (83%) (compared to 467 of 499 applications (94%) in the same period in 2017) against an all Wales average of 87% (compared to 90% in the same period in 2017)
- The average time taken to determine applications was 76 days (68 days in the same period in 2017) compared to the all Wales average of 79 days (78 in the same period in 2017)
- During this period, 23 applications were referred to DC Committee (compared to 24 in the same period in 2017) with no decisions contrary to the Officer's recommendation

The Development Management Quarterly Surveys can be found using this link:

<http://gov.wales/topics/planning/planningstats/development-management-quarterly-survey/?lang=en>

DEVELOPMENT MANAGEMENT QUARTERLY SURVEY			
TABLE 1 - Planning Applications Determined On Time			
July-September 2018			
Published: 02/11/18		Version: 1	
Welsh Local Planning Authority	Number Determined On Time	Number Not Determined On Time	Percentage Determined On Time
	Q2 18-19	Q2 18-19	Q2 18-19
Merthyr Tydfil CBC	95	0	100
Swansea CC	511	11	98
Brecon Beacons NPA	164	5	97
Blaenau Gwent CBC	90	3	97
Neath Port Talbot CBC	203	8	96
Vale of Glamorgan CBC	337	20	94
Cardiff CC	599	51	92
Pembrokeshire Coast NPA	120	11	92
Powys CC	244	27	90
Wrexham CBC	180	20	90
Denbighshire CC	217	28	89
Pembrokeshire CC	198	29	87
Monmouthshire CC	229	34	87
Conwy CBC	211	32	87
Rhondda Cynon Taff CBC	276	44	86
Caerphilly CBC	208	44	83
Torfaen CBC	115	25	82
Isle of Anglesey CC	169	39	81
Newport CC	206	51	80
Snowdonia NPA	97	29	77
Carmarthenshire CC	216	68	76
Flintshire CC	181	60	75
Ceredigion CC	169	59	74
Bridgend CBC	167	67	71
Gwynedd CC	-	-	-
WALES TOTAL	5202	765	87
WALES AVERAGE	217	33	87

APPENDIX G

PERFORMANCE FRAMEWORK TABLES 2017/2018

MEASURE	GOOD	FAIR	IMPROVE	WALES AVERAGE	BRIDGEND LPA LAST YEAR	BRIDGEND LPA THIS YEAR
PLAN MAKING						
IS THERE A CURRENT DEVELOPMENT PLAN IN PLACE THAT IS WITHIN THE PLAN PERIOD?	YES		NO	YES	YES	YES
LDP PREPARATION DEVIATION FROM THE DATES SPECIFIED IN THE ORIGINAL DELIVERY AGREEMENT, IN MONTHS	<12	13-17	18+	67	N/A	N/A
ANNUAL MONITORING REPORTS PRODUCED FOLLOWING LDP ADOPTION	YES		NO	YES	YES	YES
THE LOCAL PLANNING AUTHORITY'S CURRENT HOUSING LAND SUPPLY IN YEARS	>5		<5	7 OF 25	5.1	4
EFFICIENCY						
PERCENTAGE OF "MAJOR" APPLICATIONS DETERMINED WITHIN TIME PERIODS REQUIRED	>60	50-59.9	<50	67.4	35	35
AVERAGE TIME TAKEN TO DETERMINE "MAJOR" APPLICATIONS IN DAYS	NOT SET	NOT SET	NOT SET	240.1	171	221
PERCENTAGE OF ALL APPLICATIONS DETERMINED WITHIN TIME PERIODS REQUIRED	>80	70-79.9	<70	88.5	81	88
AVERAGE TIME TAKEN TO DETERMINE ALL	<67	67-	112+	80.7	60	72

MEASURE	GOOD	FAIR	IMPROVE
APPLICATIONS IN DAYS		111	
PERCENTAGE OF LISTED BUILDING CONSENT APPLICATIONS DETERMINED WITHIN TIME PERIODS REQUIRED	NOT SET	NOT SET	NOT SET
QUALITY			
PERCENTAGE OF MEMBER MADE DECISIONS AGAINST OFFICER ADVICE	<5	5-9	9+
PERCENTAGE OF APPEALS DISMISSED	>66	55-65.9	<55
APPLICATIONS FOR COSTS AT SECTION 78 APPEAL UPHELD IN THE REPORTING PERIOD	0	1	2+
ENGAGEMENT			
DOES THE LOCAL PLANNING AUTHORITY ALLOW MEMBERS OF THE PUBLIC TO ADDRESS THE PLANNING COMMITTEE?	YES		NO
DOES THE LOCAL PLANNING AUTHORITY HAVE AN OFFICER ON DUTY TO PROVIDE ADVICE TO MEMBERS OF THE PUBLIC?	YES		NO

WALES AVERAGE	BRIDGEND LPA LAST YEAR	BRIDGEND LPA THIS YEAR
65.4	-	75
8.6	0	0
62.6	73	55
0	0	0
YES	YES	YES
YES	NO	NO

MEASURE	GOOD	FAIR	IMPROVE
DOES THE LOCAL PLANNING AUTHORITY'S WEB SITE HAVE AN ONLINE REGISTER OF PLANNING APPLICATIONS, WHICH MEMBERS OF THE PUBLIC CAN ACCESS, TRACK THEIR PROGRESS (AND VIEW THEIR CONTENT)?	YES	PARTIAL	NO
ENFORCEMENT			
PERCENTAGE OF ENFORCEMENT CASES INVESTIGATED (DETERMINED WHETHER A BREACH OF PLANNING CONTROL HAS OCCURRED AND, IF SO, RESOLVED WHETHER OR NOT ENFORCEMENT ACTION IS EXPEDIENT) WITHIN 84 DAYS	>80	70-79.9	<70
AVERAGE TIME TAKEN TO TAKE POSITIVE ENFORCEMENT ACTION	NOT SET	NOT SET	NOT SET

WALES AVERAGE	BRIDGEND LPA LAST YEAR	BRIDGEND LPA THIS YEAR
YES	YES	YES
ENFORCEMENT		
80.6	85	82
184.6	82	32

APPENDIX H

COMPLAINTS IN 2018

(figures in brackets relate to 2017 and 2016)

	2018	2017	2016
No. of formal complaints received	5	(9)	(16)
No. of referrals to the Ombudsman	0	(1)	(2)
No. of Investigations by the Ombudsman	0	(0)	(0)

80% of all formal complaints were formally responded to within the prescribed time of 20 working days (4 out of 5). The response times ranged from 1 day to 61 days