



Department for Levelling Up,
Housing & Communities

Rt Hon Christopher Pincher MP
Minister of State for Housing

**Department for Levelling up, Housing and
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Dear Sarah,

Ministerial performance measures for The Planning Inspectorate

I am very grateful for all the work The Planning Inspectorate and its employees have undertaken to keep your casework moving during the pandemic. It is an immensely important contribution to a fair planning system which supports the economic recovery of the nation and the implementation of the Government's wider agenda.

Thank you to your team for working with departmental colleagues on replacement performance measures. I am pleased to confirm below the new measures by which Ministers will measure The Planning Inspectorate's casework performance for appeals. They replace those currently in place for the years 2021/22 onwards, until such time as me or my successors agree new measures. Other existing measures in relation to development plans and national infrastructure remain in place.

New measure	Ambition on which we will report
Appeals valid on first submission	Proportion rising annually and ambition to reach 100% Current baseline: 60% Rising to at least 85% in 2023/24, the first year following roll out of appeals service to all LPAs
How long appeal decisions take from valid receipt ¹ to decision with information on 25 th , 50 th , 75 th , 90 th and 100 th percentiles accompanied by reasons to explain what factors affected longer or shorter timeframes.	Decision time for 50 th percentile falling Decision time for 90 th percentile falling faster than the 50 th percentile (i.e. median times falling and decision speeds overall becoming more consistent)

¹ To be measured as you do now: the date the appeal was validly made, irrespective of when the case is logged

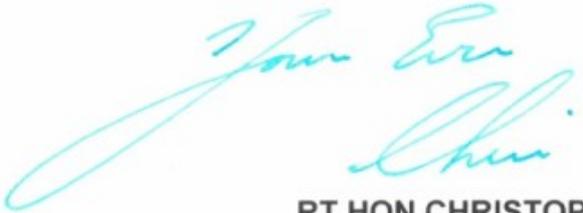
Information provided in three groupings: <ul style="list-style-type: none"> • Appeals decided entirely using written evidence • Appeals decided including at least some evidence through hearing • Appeals decided including at least some evidence through inquiry 	
Proportion of customers reporting satisfaction with your services	Proportion rising annually
Number of cases quality assured	No minimum number or percentage. The mix of case type and complexity assured will vary.

Improving customer experience is rightly an important part of your strategic plan. Consistent with that, these new performance measures no longer differentiate between appeals resulting from different legislative provisions. In time, all appeals should be decided in comparable timeframes, irrespective of the legislative basis for the appeal. As you progress towards that I recognise that you may wish to report them separately so that customers get helpful information.

As an initial milestone in making more consistent, timely decisions The Planning Inspectorate should be working towards consistently achieving decisions in these ranges:

- Appeals decided entirely using writing evidence in 16 – 20 weeks
- Appeals decided including at least some evidence through hearing or inquiry 24 - 26 weeks (30 weeks to recommendation for called in or recovered cases)

As you know, the Government is also committed to improving and modernising the planning system. The work you are undertaking to develop twenty-first century digital public services is an important part of this. I would welcome you complementing that by identifying what steps might be necessary to achieve a further significant consistent improvement in appeal timescales beyond those above so that most appeals could be consistently decided in 4 – 8 weeks, or faster, whilst maintaining good standards of decision. Consideration can then be given to whether these steps might be appropriate.



RT HON CHRISTOPHER PINCHER MP

