

Welcome to the fourth Blaenau Gwent Planning Annual Performance Report (APR). The narrative text covers the period from October 2017 to October 2018. However, any data sets or performance indicator returns are for the financial year 2017/18.

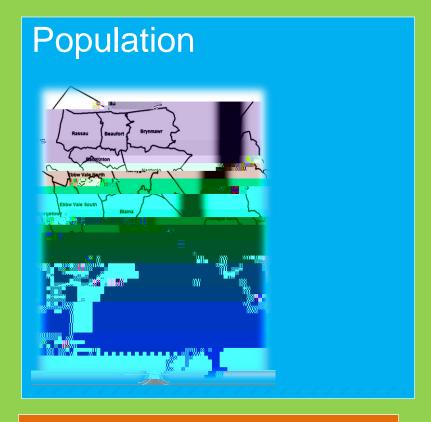
The APR is an important document in critically examining the service and identifying what we do well and where we need to improve. We continue to provide a quality frontline planning service in what has been another challenging year of dwindling financial and staff resources. Service levels have remained stable and we have performed above the Welsh average in most areas.

As elected councillors responsible for the planning service, we are committed to providing a modern, responsive and user friendly service. We welcome constructive feedback on this report to planning@blaenau-gwent.gov.uk

Oir. Denzil Hancook

Clr. DaidDaies

Chair

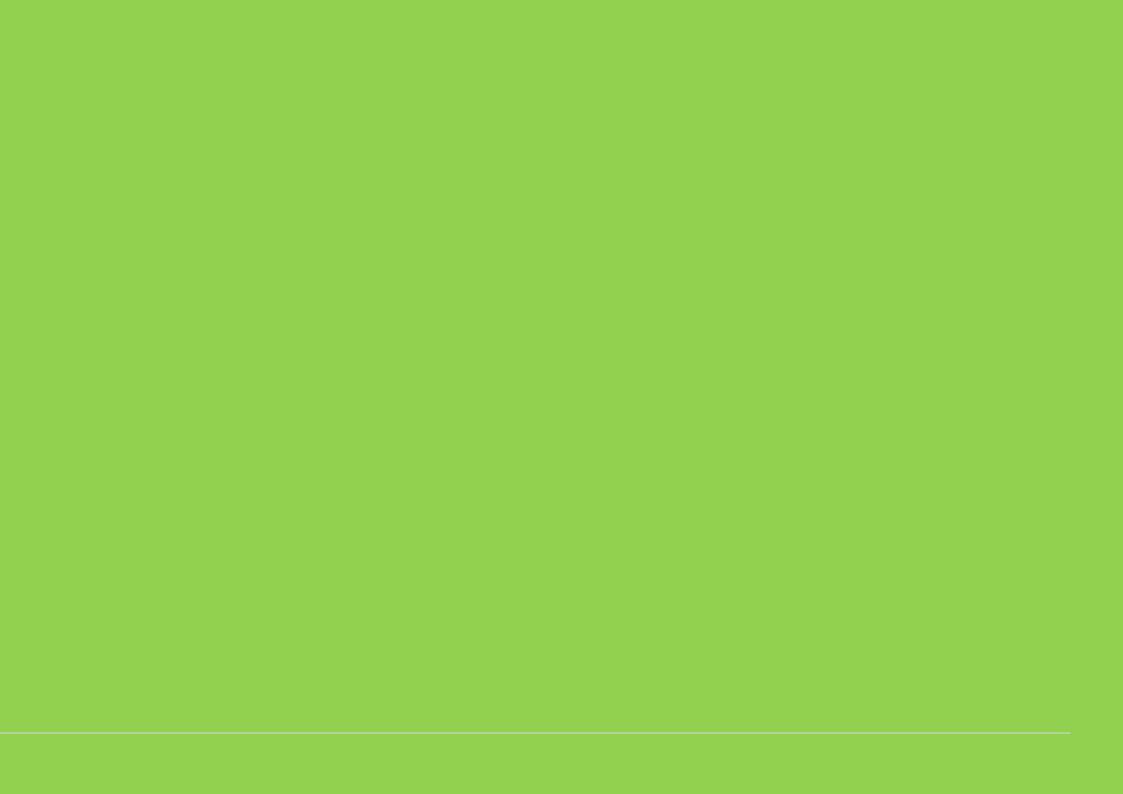


Employment

Qualifications / Skills

Businesses

Housing





Customer Survey

Officers are very helpful and responsive.

85% of respondents said we gave good advice compared to 60% across Wales.

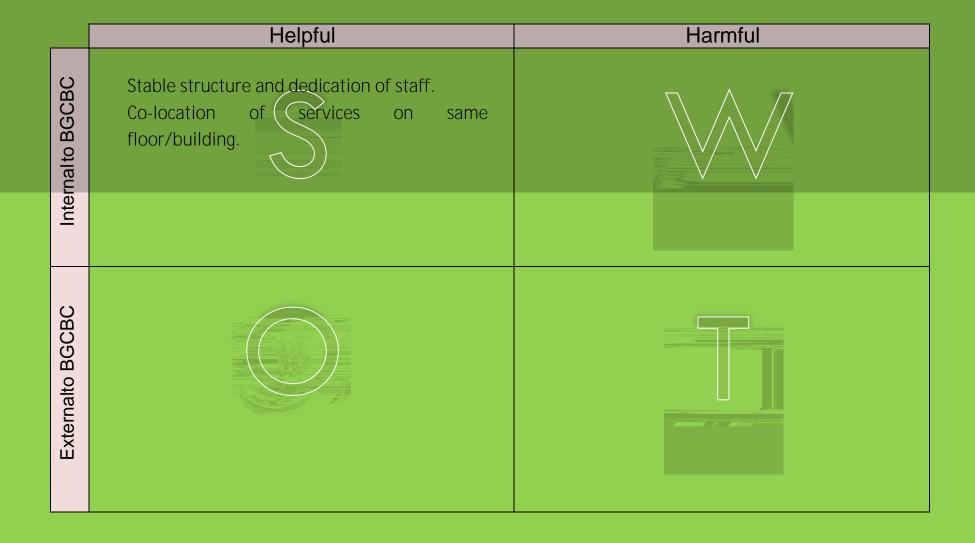
"The team were very friendly and helpful and we hope to make applications again in the future. I do think some parts of the website could be improved a little bit to make them easier to navigate. I

Blaenau Gwent has a positive helpful attitude to Planning applications and are always keen to see the merits in proposals. They then assist to make the proposals the best for their area.

77% of customers
were satisfied
overall with our
performance
compared to 63%
in Wales.



Conclusion Strengths, Weaknesses Opportunities and Threats



Appendix 1

Indicator01	Is there a current Developme plan period?	nt Plan in place that is within th
A development plan (LDP or UDF is in place within the plan period		No development plan is in place (inc. where the plan has expired
BGCB@erformance	Good- Adopted LDP expire	s 2021

Indicator02	LDP preparation deviation original Delivery Agreement, i	from th e ates specified in the in months
The LDPbeing pogressed within 12 months ofdates specified in original Delivery Agreement	The LDP is beinggogressed within between 12-18 months of the dates specified iDA	The LDP is being progressed mo than 18 months later than the dates specified imriginalDA
BGCB@erformance	N/A	

Indicator03

Indicator07	% ofapplications determined within time periods required
ore than 80% of applications	s de la companya de l

Does the LPA allow

