



Planning Inspectorate

Ministerial Measures – In Development 21 August 2025

Introduction

This report provides information on how the Planning Inspectorate has performed against measures by which Ministers agreed to assess the organisation's casework performance for appeals.

These measures are:

- A. Appeals valid on first submission
- B. How long appeals take
 - There is also an ambition for more consistent, timely decisions
- C. Customer satisfaction
- D. Number of cases quality assured

Full details of these are available at

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1049462/Housing_Minister_letter_to_PINS.pdf

For measure A, this report covers the period January 2024 to March 2025.

Measure B covers the 12 months from July 2024 to June 2025.

For measure C, survey fieldwork was carried out in April and early May 2023.

Measure D covers the three months April to June 2025.

These statistics are designated as Official Statistics in Development. Any feedback would be welcome. Please send comments to

statistics@planninginspectorate.gov.uk

A. Appeals Valid on First Submission

Ambition: Proportion rising annually and ambition to reach 100%.

For appeals received during January – March 2025, 52.1% were valid first time¹. Table 1 shows the proportion valid on first submission over the year.

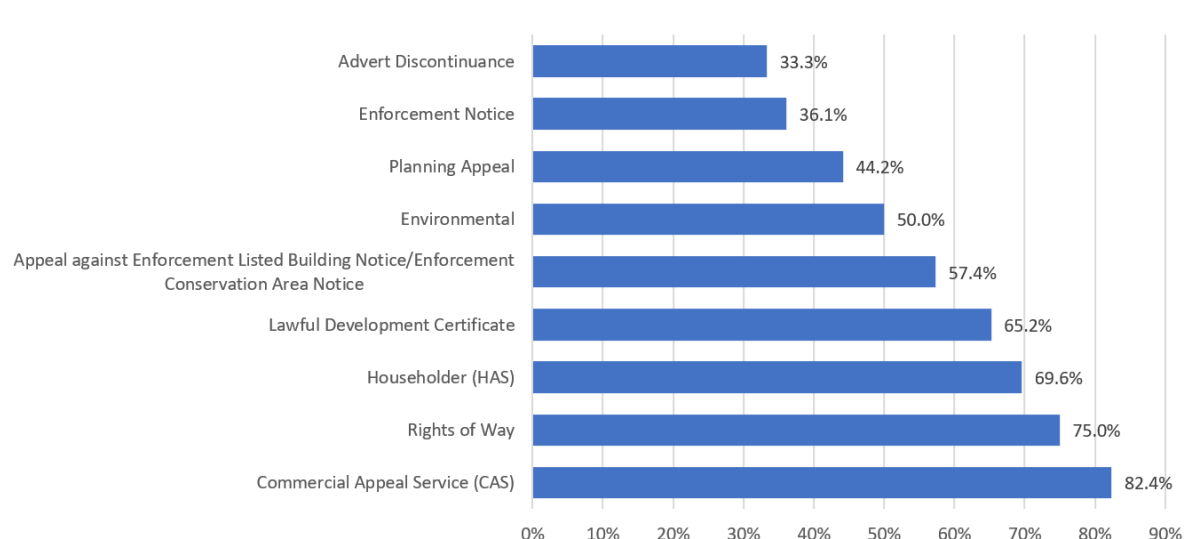
The figures in this time series are revised at each publication as some cases take many months to be validated.

Table 1 - Proportion of Appeals Valid on First Submission, By Quarter, for Appeals Received January 2024 to March 2024

Appeals Received	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
% Valid First Time	50.3%	52.8%	51.5%	51.4%	52.1%

Source: Horizon

Figure 1 – Proportion of Appeals Valid on First Submission for Selected Appeal Types, Cases Received April 2024 to March 2025



Source: Horizon

B. How Long Appeals Take

¹ Please note that this is calculated using a proxy: included are those cases where the date that the appeal had been validly received, is the same as the date that the case was first received. Additionally, be aware that the date for 'validly received' is the date on which the information was received, even if it is assessed as being valid on a later date.

Ambition: 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 written evidence in 16 – 20 weeks.

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

This section provides information on how long it has taken to make decisions in the last 12 months (in this case, July 2024 to June 2025).

Figure 2 below shows the proportion of cases decided:

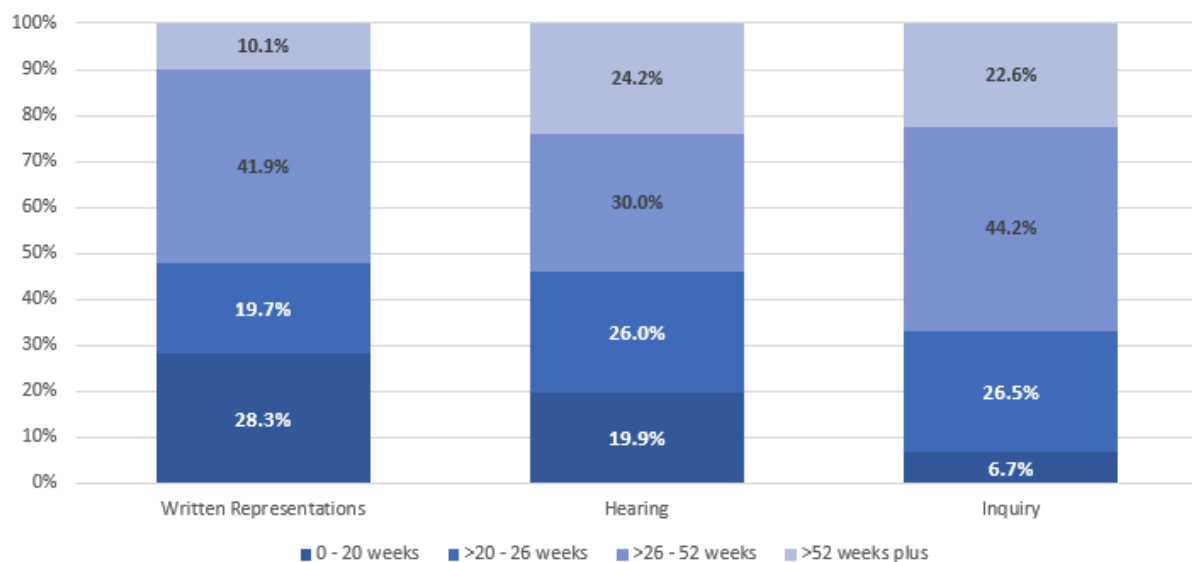
- within 20 weeks²;
- within 26 weeks (but more than 20 weeks);
- within 52 weeks (but more than 26 weeks); and
- more than 52 weeks.

The data applies to all cases decided in the year to the end of June 2025 and is broken down by the procedure used to arrive at the decision. The data for this Figure is available at Annex B.

Figure 2 shows that a much smaller proportion (10%) of cases decided by written representations take more than a year than those decided by hearings (24%) or inquiries (23%).

It also shows that a greater proportion of cases decided by written representations are decided within 20 weeks (28%) than those decided by hearings (20%) or inquiries (7%).

Figure 2: Time for Valid to Decision, for Decisions July 2024 to June 2025



Source: Horizon

Measures set by the Minister that apply to cases decided wholly by written representations are shown in Annex C.

² The count of measures “within” a given number weeks, includes cases which took that number of weeks to decide. For example, cases that took 20 weeks are included in the “within 20 weeks” count.

Consultation

If you would like to make a suggestion on which information you would like to see; or would like to have the chance to comment on any proposals on what is published, please contact us via statistics@planninginspectorate.gov.uk

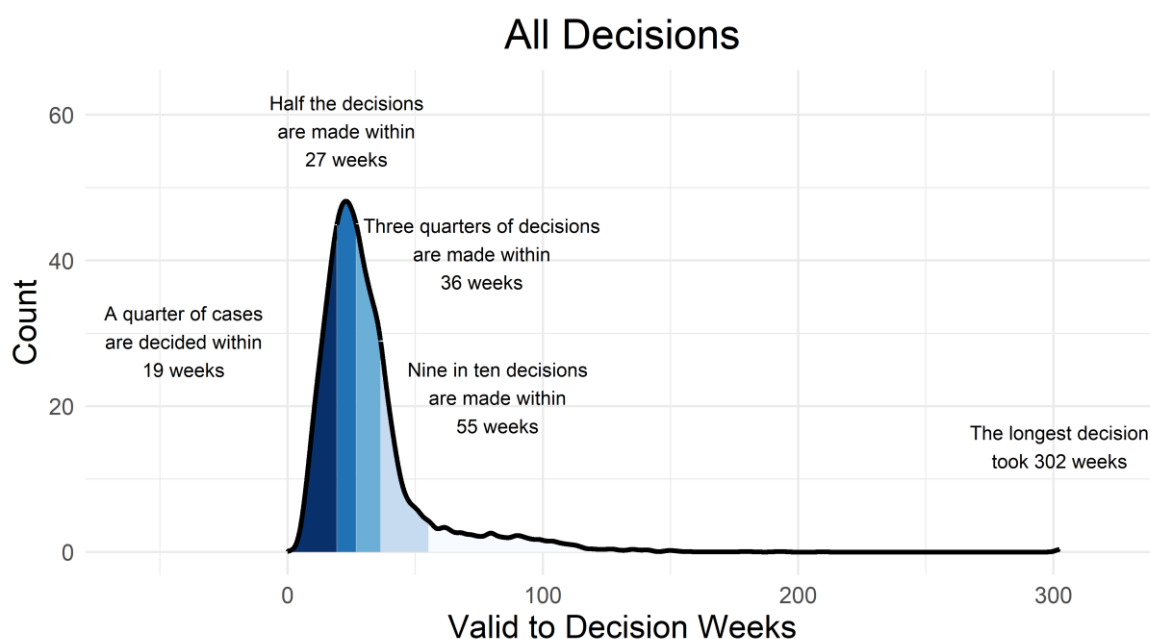
Figure 2 shows the proportion of cases decided in time bands. Figure 3 below shows more detail. It gives the full spread of time taken to decide cases, providing visibility of those cases far outside the accepted range. It shows all cases decided in the 12 months to the end of June 2025; and a breakdown by the decision procedure.

Figure 3 shows:

- The spread of time taken to decide for all cases, is similar to the spread for those decided wholly by written representations. This is because the large majority (17,367/18,778 which is 92%) of cases are decided this way.
- Three quarters of cases decided wholly by written representations are decided within 36 weeks. The corresponding time for three quarters of cases decided wholly or partly by hearings is 49 weeks and for those wholly or partly by inquiries is 51 weeks.
- Nine in ten cases decided wholly by written representations are decided within 52 weeks. The corresponding time for nine out ten cases decided wholly or partly by hearings is 87 weeks and for inquiries it is 90 weeks.

Figure 3 – Spread of time taken to decide cases (in weeks), for cases decided July 2024 – June 2025

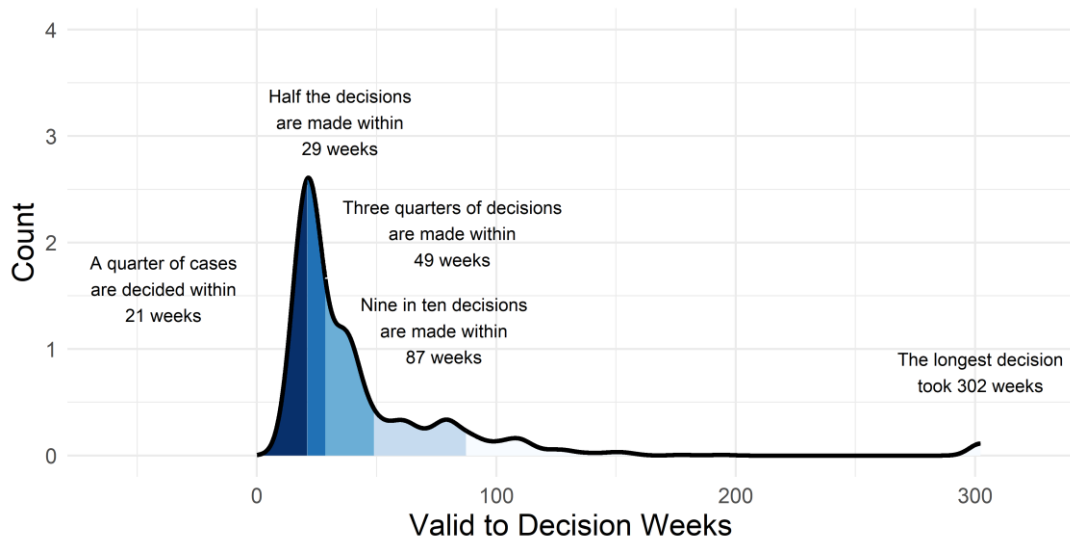
Note: The figure for “Half the decisions are made within” is the 50th percentile; this is the same as the median time to decide these cases, which is how this is presented in the quarterly Official Statistics publication.

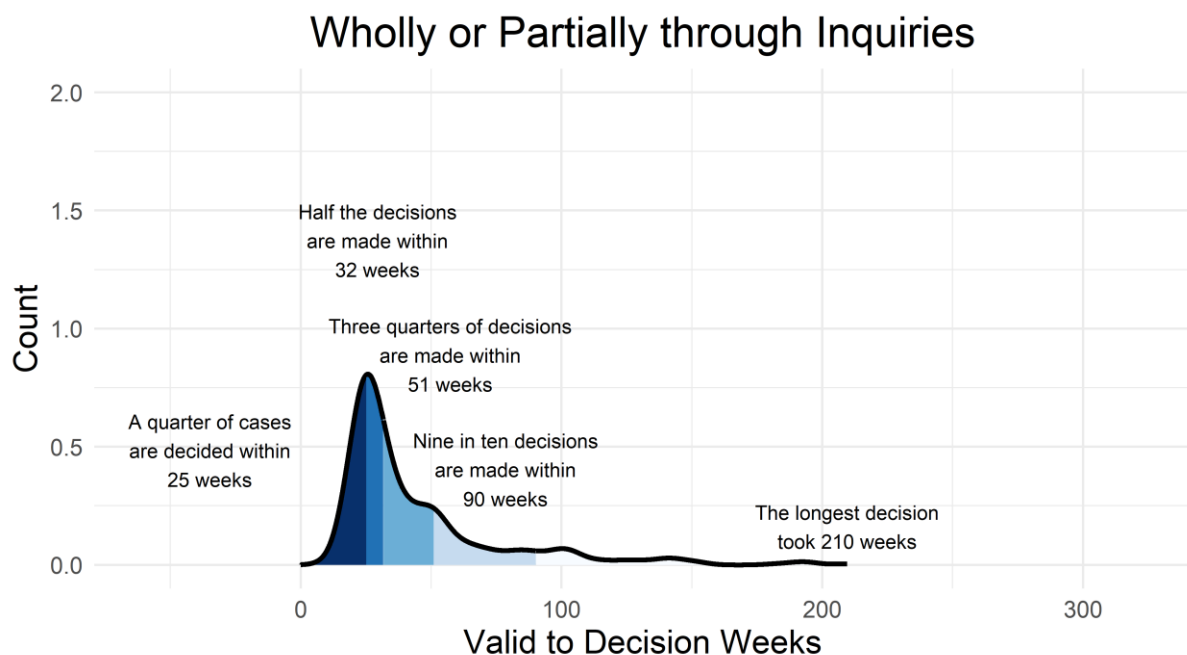


Wholly or Partially through Written Representation



Wholly or Partially through Hearings





Source: Horizon

The Ministerial measure³ requires information on how long appeal decisions take from valid receipt to decision⁴, with information on various percentiles.

Ambition: Decision time for 50th percentile falling. Decision time for 90th percentile falling faster than 50th percentile.

The ambition is that cases are decided more quickly, and the time taken for longest cases is reduced. If the ambition is met, the gap between the 50th percentile and 90th percentile needs to reduce.

What is a percentile?

A percentile is a measure that shows the value below which a given percentage of the values in a group of numbers fall.

For example, if we tell you the 25th percentile for decision times, then you know that 25% of decisions are issued in less time (or the same time) as that.

Table 2 below shows the 25th, 50th, 75th and 90th percentiles for valid to decision, in weeks, for the decisions made from July 2024 to June 2025. Note that these match the timings given in text on the shapes in Figure 3 above.

³ Measure: How long appeal decisions take from valid receipt to decision with information on 25th, 50th, 75th, 90th and 100th percentiles accompanied by reasons to explain what factors affected longer or shorter timeframes.

⁴ As noted in Footnote 1 above, the date for 'validly received' is the date on which the information was received, even if it is assessed as being valid on a later date.

Table 2 - Percentiles for Valid to Decision (in weeks) for decisions made July 2024 to June 2025 – and number of decisions in that time

Procedure	25th percentile	50th percentile	75th percentile	90th percentile	100th percentile	Number of decisions
Written reps	19 weeks	27 weeks	36 weeks	52 weeks	191 weeks	17,367
Hearing	21 weeks	28 weeks	49 weeks	87 weeks	302 weeks	977
Inquiry	25 weeks	32 weeks	51 weeks	90 weeks	210 weeks	434
All	19 weeks	27 weeks	36 weeks	55 weeks	302 weeks	18,778

Source: Horizon

If performance changes, it will be more quickly apparent by looking at quarterly data than 12 monthly data. Annex E shows the same percentiles, for decisions in the three months April to June 2025. There are relatively few hearings and inquiries in each quarter, which means quarterly percentiles for these appeals are susceptible to extreme values - so they should be viewed with caution.

Figure 4: All Appeal Decisions, 50th and 90th Percentile for Valid to Decision, By Quarter, July 2023 – June 2025

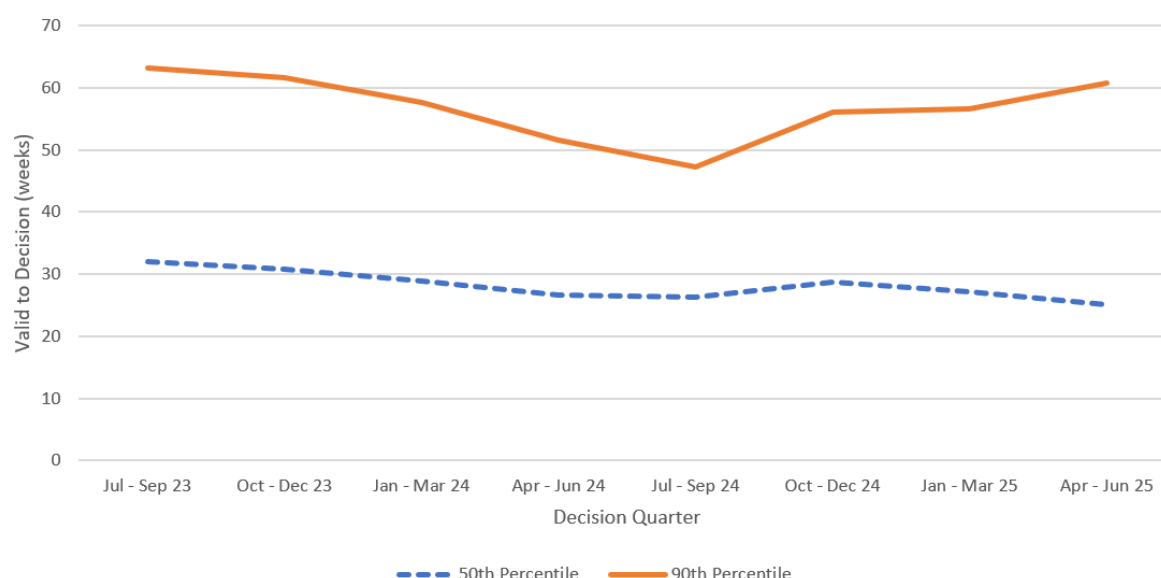


Table 3 - All appeal Decisions, 50th and 90th percentiles of Valid to Decision (weeks), July 2023 – June 2025

Decision made:	50th percentile	90th percentile	Gap
Jul - Sep 23	32 Weeks	63 Weeks	31 Weeks
Oct - Dec 23	31 Weeks	62 Weeks	31 Weeks

Jan - Mar 24	29 Weeks	58 Weeks	29 Weeks
Apr - Jun 24	27 Weeks	52 Weeks	25 Weeks
Jul - Sep 24	26 Weeks	47 Weeks	21 Weeks
Oct - Dec 24	29 Weeks	56 Weeks	27 Weeks
Jan - Mar 25	27 Weeks	57 Weeks	29 Weeks
Apr - Jun 25	25 Weeks	61 Weeks	36 Weeks

Source: Horizon

The table above covers all appeal decisions. Annex F gives figures for appeals decided wholly by written representations; wholly or partially through hearings; and wholly or partially through inquiries.

C. Customer Satisfaction

Ambition: Proportion of customers reporting satisfaction with the Planning Inspectorate's services rising annually

No new analysis relevant to this measure is presented this quarter. The Planning Inspectorate have worked with the Institute for Customer Service to conduct a satisfaction survey. The data capture phase was carried out in April and early May 2023. The results of this survey show that Planning Inspectorate was given an overall satisfaction score of 56.8.

It is not simple to compare these customer service results against other organisations, given the nature of the services the Planning Inspectorate provides. For instance, based on customer complaint data, almost a half of the complaints that the Inspectorate received were complaints about an Inspector's decision, rather than a complaint about how the process was run.

The results suggested that the organisation is underperforming in these key areas:

- Experience
- Complaint handling
- Customer Ethos
- Emotional Connection
- Ethics

Action plans will be put in place to address these areas of concern to optimise, evolve and ultimately improve our performance.

This survey will be repeated this year to compare our progress in this area.

D. Number of Cases Quality Assured

Ambition: There is no minimum number or percentage ambition on this measure.

During the three months April to June, 1,178 appeal cases were quality assured. These are shown in Table 4 below.

Table 4 - Number of appeal decisions quality assured, April to June 2025

Number	Category	Explanation
143	Inspector Manager team reading	Inspector Managers are expected to review a proportion of their Inspectors' decisions post-decision. This is to ensure quality standards and to identify learning opportunities and to check for consistency with the relevant quality framework.
204	APOs	Recommendations made by Appeals Planning Officers (APOs) are all reviewed as part of routine quality assurance before a decision is issued by an Inspector.
831	Inspector in Training – pre-decision	Most decisions made by Inspectors in Training (IITs) are reviewed for teaching purposes. Each review is by an experienced Inspector.
1178	Total Appeal decisions	

Source: MiPINS

To put these totals in context, the 1,178 appeal decisions quality assured constitutes approximately a quarter (24%) of all decisions (4,840) issued over that period.

Table 5 shows the number of cases quality assured, beyond appeal cases, for the same quarter. These are much larger, more complex cases than the typical appeal case.

Table 5 - Number of Other Cases Quality Assured, April to June 2025

Number	Category	Explanation
5	Local Plans	All Local Plans are quality assured as part of the examination process. Five Local Plan Report was issued in this quarter; quality assurance also took place for plans yet to be published.
6	Nationally Significant Infrastructure Projects (NSIP)	All NSIP decisions are quality assured as part of the examination process. 6 recommendation reports were submitted to the Secretary of State this quarter.

Source: Local Plan and NSIP case records

Annex A - Proportion of Appeals Valid First Time for Selected Appeal Types, Appeals Received April 2024 to March 2025

Appeal Type	Proportion valid on first submission	Number of Appeals Received
Planning Appeal	44.3%	9861
Householder (HAS)	68.3%	4536
Enforcement Notice	35.2%	2596
Lawful Development Certificate	64.8%	897
Commercial Appeal Service (CAS)	82.1%	493
Environmental	34.2%	212
Appeal against Enforcement Listed Building Notice/Enforcement Conservation Area Notice	53.5%	78
Rights of Way	81.8%	259
Advert Discontinuance	60.0%	7

Source: Horizon

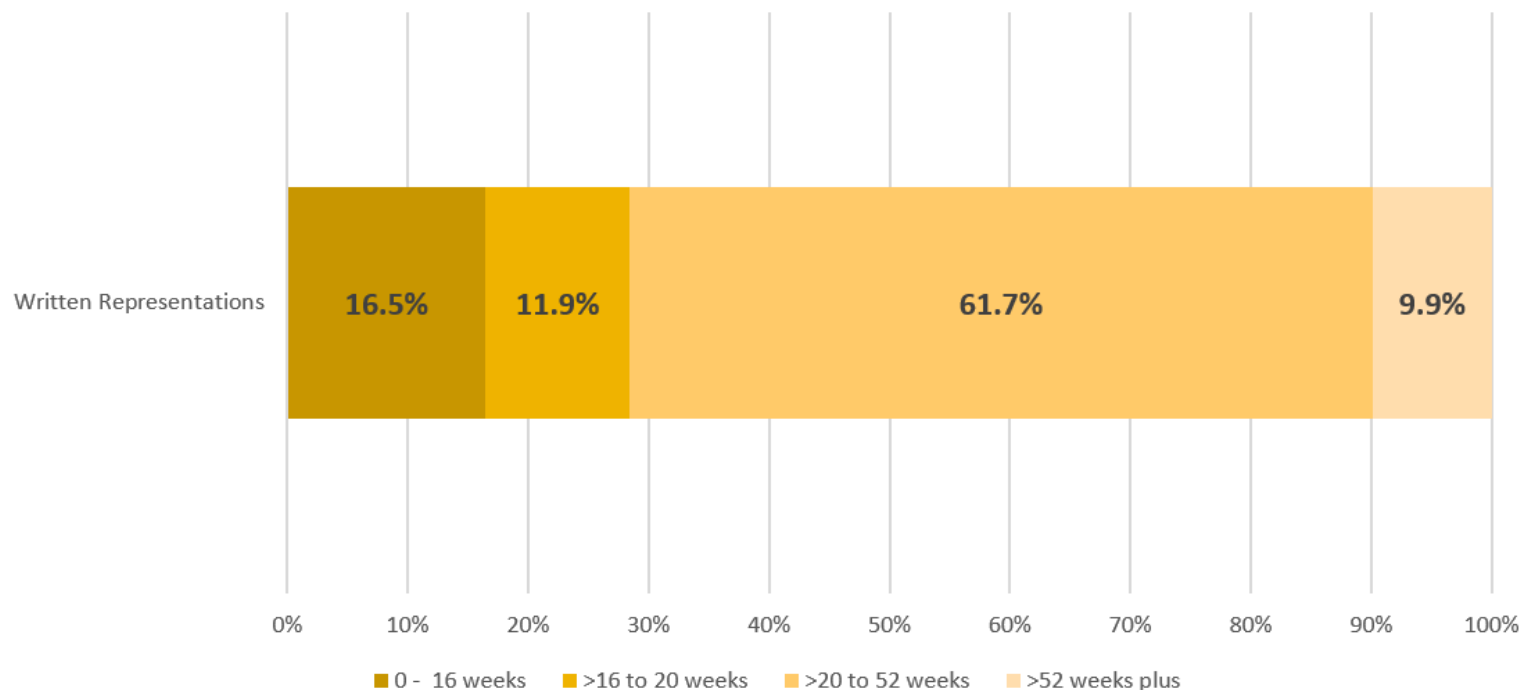
Note: Appeals not yet validated are included in the number of appeals received but excluded from the calculation on proportion valid on first submission

Annex B: Proportion of Appeals decided within 20, 26 and 52 weeks - Decisions June 2024 to July 2025

	Within 20 weeks	Within 26 weeks	Within 52 weeks	More than 52 weeks
Wholly Written Reps	28.4%	19.7%	42.0%	9.9%
Wholly or partly Hearings	19.9%	26.1%	30.0%	23.9%
Wholly or partly Inquiries	6.7%	26.5%	44.2%	22.6%

Annex C: Decisions made wholly through written representations – Decisions July 2024 to June 2025 - Weeks from valid to Decision

Performance against Ministerial measures – note this takes different groupings (16 weeks and 20 weeks)



Annex D - Percentiles for Valid to Decision (in weeks) for decisions made April to June 2025 and number of decisions in that time.

Procedure	25 th percentile	50 th percentile	75 th percentile	90 th percentile	100 th percentile	Number of decisions
Written reps	17 weeks	25 weeks	35 weeks	60 weeks	181 weeks	4,567
Hearing	19 weeks	24 weeks	38 weeks	47 weeks	126 weeks	186
Inquiry	27 weeks	34 weeks	59 weeks	108 weeks	142 weeks	87
All	17 weeks	25 weeks	35 weeks	61 weeks	181 weeks	4,840

Source: Horizon

Annex E - Appeal Decisions, 50th and 90th percentiles of Valid to Decision (weeks), July 2023 to June 2025 - by procedure

Note: all measurements are in weeks

Wholly by written representations

Decision made:	50th percentile	90th percentile	Gap
Jul - Sep 23	32	61	29
Oct - Dec 23	31	59	29
Jan - Mar 24	29	54	25
Apr - Jun 24	26	48	21
Jul - Sep 24	26	45	19
Oct - Dec 24	29	53	24
Jan - Mar 25	27	53	26
Apr - Jun 25	25	60	36

Wholly or partially through Hearings

Decision made:	50th percentile	90th percentile	Gap
Jul - Sep 23	31	103	72
Oct - Dec 23	31	89	58
Jan - Mar 24	34	103	69
Apr - Jun 24	29	88	58
Jul - Sep 24	28	89	61
Oct - Dec 24	34	105	70
Jan - Mar 25	32	80	48
Apr - Jun 25	24	47	23

Wholly or partially through Inquiries

Decision made:	50th percentile	90th percentile	Gap
Jul - Sep 23	55	120	65
Oct - Dec 23	41	99	58
Jan - Mar 24	41	105	64
Apr - Jun 24	47	100	52
Jul - Sep 24	31	86	56
Oct - Dec 24	28	80	52
Jan - Mar 25	37	87	50
Apr - Jun 25	34	108	74

Source: Horizon