

APPENDIX 1: 'NATIONAL' AND 'LOCAL' PERFORMANCE INDICATORS FOR DEVELOPMENT MANAGEMENT 2011/12, 2012/13 AND 2013/14.

Indicator Ref No	Indicator	Year	Target for year	Actuals				Final result for the year 2013/14	Target to be within 2014-15 Service Plan
				April - June	July - Sept	Oct - Dec	Jan - Mar		
NI157(a)	% of 'Major' applications determined within 13 weeks	2013/14	70% (60%)	100%	75%	57.1%	33%	62.5%	To be replaced with new target
DC_5d		2012/13	75% (60%)	50%	100%	66.7%	60%		
		2011/12	75% (60%)	85.7%	60%	85.7%	100%		
NI157(b)	% of 'Minor' applications determined within 8 weeks	2013/14	85% (65%)	71.7%	77.6%	85.4%	74.1%	77.2%	85%
DC_5e		2012/13	85% (65%)	87.5%	90.2%	92.9%	81.4%		
		2011/12	85% (65%)	97.4%	94.2%	92.5%	84.6%		
NI157(c)	% of 'other' applications determined within 8 weeks	2013/14	92.5% (80%)	92.8%	90.1%	94.6%	96.5%	93.1%	93%
DC_5f		2012/13	95% (80%)	93.4%	94.4%	93.0%	90.1%		
		2011/12	95% (80%)	93.9%	92.9%	97.0%	96.2%		
DCS50	% of community who are satisfied with the service provided	2013/14		no survey this year					No survey
DC_5i		2012/13	85%	**	**		73.9%		
		2011/12		no survey this year					
DCS52	% of pre-application enquiries answered within 15 working days	2013/14	~						n/a
DC_5b		2012/13	90%	68.7%	70.0%	73.1%	77.4%		
		2011/12	85%	57.7%	78.3%	75.5%	71.7%		
new	% of pre-application enquiries answered in time	2013/14	80%	77.3%	78.6%	79.5%	81.4%	78.3%	80.0%
DCS54	% of applications for approval required by conditions determined within 2 months	2013/14	75%	55%	69.7%	83.7%	57.3%	66%	75%
DC_5c		2012/13	85%	54.8%	78.0%	60.5%	46.0%		
		2011/12	80%	73.4%	66.0%	83.2%	41.0%		
ECS2	% of complainants informed within required timescale of any action to be taken	2013/14	80%	67.4%	42.9%	53.8%	58.8%	55.9%	75%
DC_5a		2012/13	85%	75%	84.6%	46.2%	64.2%		
		2011/12	85%	87.8%	77.1%	97.1%	83.3%		

* These targets are currently being reviewed for inclusion in the next Service/Business Plan

Target achieved for complete year

Predicted result' for 2013/14 will achieve target set

() The main target has been set 'locally' . Figures in () are those targets set by Government.

** Survey is being carried out during the second half of the financial year

Target not set

~ Replaced with an indicator that allows more time for more complicated enquiries, and is easier to calculate (using calendar days rather than working days)