

APPENDIX 1: 'PERFORMANCE' INDICATORS FOR DEVELOPMENT MANAGEMENT 2016/17, 2017/18, 2018/19 and 2019/20.

Indicator	Year	Target for year	<-----Actuals----->				Final result for the year
			April - June	July - Sept	Oct - Dec	Jan - Mar	
% of 'Major' applications determined "in time" Replaced in 2014/15 former indicator of percentage of applications determined within 13 weeks	2019/20	72.5%	80.0%	66.7%	100%	100%	86.2%
	2018/19	72.5%	44.4%	70%	100%	88.9%	70.0%
	2017/18	70%	85.7%	50%	80%	100%	78.4%
% of 'Minor' applications determined "in time" of applications determined within 8 weeks	2019/20	77.5%	94.7%	94.3%	97.7%	97.9%	96.0%
	2018/19	77.5%	58.7%	77.3%	70.6%	63.8%	67.1%
	2017/18		68.5%	68%	70.6%	61.9%	67.5%
% of 'other' applications determined "in time" 15.01.2020 - Replaced former indicator of % of 'other' applications determined within 8 weeks	2019/20	85%	91.8%	95.1%	98.8%	97.5%	95.5%
	2018/19	85%	80.2%	73.7%	76.2%	84.5%	78.3%
	2017/18	85%	81.5%	79.5%	80%	63.9%	76.4%
% of "Non-Major" applications determined "in time" New target for 2016/17	2019/20	85%	93.1%	94.7%	99.1%	97.6%	95.6%
	2018/19	85%	77.9%	82.1%	82%	77.6%	79.9%
	2017/18	85%	81.9%	78.1%	82%	72.1%	78.6%
% of pre-application enquiries answered in time	2019/20	75%	67.1%	77.3%	71.8%	63.7%	69.6%
	2018/19	75%	76.5%	88.5%	72.7%	71.3%	77.6%
	2017/18	75%	63.5%	62.7%	64.4%	68.0%	65.3%
% of applications for approval required by conditions determined "in time" 15.01.2020 - Replaced former indicator of % of conditions determined within 8 weeks	2019/20	75%	49.1%	57.3%	80.6%	96.9%	67.6%
	2018/19	75%	36.9%	49.1%	70.9%	46.0%	52.9%
	2017/18	75%	54.3%	34.8%	55.3%	57.0%	51.4%
% of complainants informed within required timescale of any action to be taken	2019/20	75%	67.2%	79.2%	63.0%	73.0%	71.4%
	2018/19	75%	76.4%	75.6%	71.1%	68.6%	72.8%
	2017/18	75%	79.2%	85.2%	73.2%	75.0%	78.7%

Target achieved for complete year