

**APPENDIX 1: ' PERFORMANCE' INDICATORS FOR
DEVELOPMENT MANAGEMENT 2018/19, 2019/20 AND 2020/21.**

| Indicator | Year | Target for year | <-----Actuals-----> | | | | Actual Performance (at 30.09.20) |
|--|---------|--------------------|---------------------|----------------|--------------|--------------|--|
| | | | April - June | July - Sept | Oct - Dec | Jan - Mar | |
| % of 'Major' applications determined "in time" | 2020/21 | 72.5% | 100% | 100% | | | 100% |
| | 2019/20 | 72.5% | 80.0% | 66.7% | 100% | 100% | 86.2% |
| | 2018/19 | 72.5% | 44.4% | 70% | 100% | 88.9% | 70.0% |
| % of 'Minor' applications determined "in time" | 2020/21 | 77.5% | 100% | 100% | | | 100% |
| | 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% |
| % of 'other' applications determined "in time" | 2020/21 | 85% | 100% | 100% | | | 100% |
| | 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% |
| % of "Non-Major" applications determined "in time" | 2020/21 | 85% | 100% | 100% | | | 100% |
| | 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% |
| % of pre-application enquiries answered in time | 2020/21 | 75% | 84.4% | 84.2% | | | 84.2% |
| | 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% |
| % of applications for approval required by conditions determined "in time" | 2020/21 | 75% | 99.0% | 94.1% | | | 91.4% |
| | 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% |
| % of complainants informed within required timescale of any action to be taken | 2020/21 | 75% | 62.5% | 61.6% | | | 62.0% |
| | 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% |

Target achieved for the year

Target achieved at 30.09.2020