

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

Indicator	Year	Target for year	←-----Actuals-----→				Final result for the year
			April - June	July - Sept	Oct - Dec	Jan - Mar	
<b>% of 'Major' applications determined "in time"</b>  Replaced in 2014/15 former indicator of percentage of applications determined within 13 weeks	2020/21	72.5%	100%	100%	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%
<b>% of 'Minor' applications determined "in time"</b>  of applications determined within 8 weeks	2020/21	77.5%	100%	100%	97.5%	94.9%	98.1%
	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%
<b>% of 'other' applications determined "in time"</b>  <i>15.01.2020 - Replaced former indicator of % of 'other' applications determined within 8 weeks</i>	2020/21	85%	100%	100%	99.1%	98.9%	99.5%
	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%
<b>% of "Non-Major" applications determined "in time"</b>  <i>New target for 2016/17</i>	2020/21	85%	100%	100%	98.6%	98.4%	99.2%
	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%
<b>% of pre-application enquiries answered in time</b>	2020/21	75%	84.4%	84.2%	72.2%	72.2%	78.0%
	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%
<b>% of applications for approval required by conditions determined "in time"</b>  <i>15.01.2020 - Replaced former indicator of % of conditions determined within 8 weeks</i>	2020/21	75%	99.0%	94.1%	98.9%	98.9%	94.9%
	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%
<b>% of complainants informed within required timescale of any action to be taken</b>	2020/21	75%	62.5%	61.6%	53.7%		60.6%
	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 complete year