

APPENDIX 1: 'PERFORMANCE' INDICATORS FOR DEVELOPMENT MANAGEMENT 2019/20, 2020/21 AND 2021/22

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"	2021/22	72.5%	100%	100%	100%	100.0%	100%
	2020/21	72.5%	100%	100%	100%	100.0%	100%
	2019/20	72.5%	80.0%	66.7%	100%	100%	86.2%
% of 'Minor' applications determined "in time"	2021/22	77.5%	100%	98.0%	97.3%	92.7%	97.2%
	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%
% of 'other' applications determined "in time"	2021/22	85%	99.3%	96.9%	98.1%	98.8%	98.3%
	2020/21	85%	100%	100%	99.1%	98.9%	99.5%
	2019/20	85%	91.8%	95.1%	98.8%	97.5%	95.5%
% of "Non-Major" applications determined "in time"	2021/22	85%	99.4%	98.8%	97.9%	96.7%	98.4%
	2020/21	85%	100%	100%	98.6%	98.4%	99.2%
	2019/20	85%	93.1%	94.7%	99.1%	97.6%	95.6%
% of pre-application enquiries answered in time	2021/22	75%	65.6%	66.7%	41.9%	57.9%	59.9%
	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%
% of applications for approval required by conditions determined "in time"	2021/22	75%	93.9%	97.5%	91.5%	91.6%	93.8%
	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%
% of complainants informed within required timescale of any action to be taken	2021/22	75%	71.7%	70.1%	60.8%	72.3%	69.4%
	2020/21	75%	62.5%	61.6%	53.7%		60.6%
	2019/20	75%	67.2%	79.2%	63.0%	73.0%	71.4%

Target achieved for complete year