

**APPENDIX: 'NATIONAL' AND 'LOCAL' PERFORMANCE INDICATORS FOR
DEVELOPMENT MANAGEMENT 2010/11, 2011/12 AND 2012/13**

Indicator Ref No	Indicator	Year	Target for year	<-----Actuals----->					Predicted result for 2012/13	Targets contained in 2011/12 - 2013/14 Service Plan*			
				April - June	July - Sept	Oct - Dec	Jan - Mar	Actual Performance (at 30.9.12)		2011/12	2012/13	2013/14	
NI157(a) <i>DC_5d</i>	% of 'Major' applications determined within 13 weeks	2012/13	75% (60%)	50%	100%			(70%)	65%	75% (60%)	75% (60%)	75% (60%)	
		2011/12	75% (60%)	85.7%	60%	85.7%	100%	81.8%					
		2010/11	80% (60%)	88.9%	63.6%	62.5%	83.3%	73.5%					
NI157(b) <i>DC_5e</i>	% of 'Minor' applications determined within 8 weeks	2012/13	85% (65%)	87.5%	90.2%			(88.9%)	88%	85% (65%)	85% (65%)	85% (65%)	
		2011/12	85% (65%)	97.4%	94.2%	92.5%	84.6%	91.9%					
		2010/11	85% (65%)	87.2%	90.2%	89.1%	78.8%	87.0%					
NI157(c) <i>DC_5f</i>	% of 'other' applications determined within 8 weeks	2012/13	95% (80%)	93.4%	94.4%			(94%)	93%	95% (80%)	95% (80%)	95% (80%)	
		2011/12	95% (80%)	93.9%	92.9%	97.0%	96.2%	94.8%					
		2010/11	94% (80%)	97.1%	95.2%	93%	90%	94%					
<i>DC_5h</i>	% of applicants satisfied with the service they received	2012/13		no survey this year						80%	No survey this year	85%	
		2011/12	80%	***	***	***	***	***					
		2010/11	80%	***	***	***	***	***					
DCS50 <i>DC_5i</i>	% of community who are satisfied with the service provided	2012/13	80%	**	**					No survey this year	80%	No survey this year	
		2011/12		no survey this year									
		2010/11	78%	***	***	***	***	***					
DCS52 <i>DC_5b</i>	% of pre-application enquiries answered within 15 working days	2012/13	90%	68.7%	70%			(69.2%)	70%	85%	85%	85%	
		2011/12	85%	57.7%	78.3%	75.5%	71.7%	70.5%					
		2010/11	80%	65.3%	72.3%	63.5%	74.9%	70.2%					
DCS54 <i>DC_5c</i>	% of applications for approval required by conditions determined within 2 months	2012/13	85%	54.8%	78%			(64.3%)	75%	80%	80%	80%	
		2011/12	80%	73.4%	66.0%	83.2%	41.0%	64.4%					
		2010/11	75%	56.4%	74.0%	78.7%	83.9%	72.8%					
ECS2 <i>DC_5a</i>	% of complainants informed within required timescale of any action to be taken	2012/13	85%	75%	84.6%			(79.3%)	80%	85%	85%	85%	
		2011/12	85%	87.8%	77.1%	97.1%	83.3%	85.4%					
		2010/11	80%	86.4%	81.0%	76.9%	36.5%	71.4%					

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

Target achieved for complete year

Predicted result* for 2012/13 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

*** Information not available

Target not set