

**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)	% of 'Major' applications determined within 13 weeks	2012/13	75% (60%)	50%	100%			(70%)	65%	75% (60%)	75% (60%)	75% (60%)	
DC_5d		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)	% of 'Minor' applications determined within 8 weeks	2012/13	85% (65%)	87.5%	90.2%			(88.9%)	88%	85% (65%)	85% (65%)	85% (65%)	
DC_5e		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)	% of 'other' applications determined within 8 weeks	2012/13	95% (80%)	93.4%	94.4%			(94%)	93%	95% (80%)	95% (80%)	95% (80%)	
DC_5f		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%					
DC_5h	% 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	% of community who are satisfied with the service provided	2012/13	80%	**	**					No survey this year	80%	No survey this year	
DC_5i		2011/12		no survey this year									
		2010/11	78%	***	***	***	***	***					
DCS52	% of pre-application enquiries answered within 15 working days	2012/13	90%	68.7%	70%			(69.2%)	70%	85%	85%	85%	
DC_5b		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	% of applications for approval required by conditions	2012/13	85%	54.8%	78%			(64.3%)	75%	80%	80%	80%	
DC_5c		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	% of complainants informed within required timescale of any action to be taken	2012/13	85%	75%	84.6%			(79.3%)	80%	85%	85%	85%	
DC_5a		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