

DEVELOPMENT MANAGEMENT PERFORMANCE INDICATORS



During the month of March 2012

Received 105 Planning Application fees amounted to £35,970 and advert fees of £5,000

Determined 110 Approved 98 Refused 6 Other 6
Online applications received 25% of all applications received.
Number of pre-application enquiries received 26
Number of screening or scoping opinions 5

	Target	This Month	Last Month	From 1 st April 2011
Householder applications determined within 2 months	92%	75.5%	87.5%	89.0%
All applications determined within 2 months	80%	70.8%	65.3%	75.3%
Pre-application enquires dealt with within 3 weeks (date enquiry closed is within current month)		71.9%	60.0%	65.0%
Forward Planning - total number and percentage dealt with within 3 weeks		13 100%	10 90.0%	160 85.6%
Householder (Development Management)		36 63.9%	22 45.4%	374 56.9%
Non-householder (Development Management)		8 62.5%	8 62.5%	176 63.6%
	No. Lodged	No. decided	No. sustained	percentage sustained
Appeals in March	2	0	0	0%
Appeals since 1 st April	13	12	1	8%

During the year from 1 April 2010 to 31 March 2011

Received 1249 Planning Application fees amounted to £605,175 and Advert fees of £61,800

Determined 1142 Approved 1075 Refused 56 Other 14

	Target	Angus		Scottish Average
		2010/11	2009/10	2010/11
Householder applications determined within 2 months	90%	91.3%	92.4%	82.9%
All applications determined within 2 months	80%	77.4%	76.1%	66.5%
	No. lodged	No. decided	No. sustained	percentage sustained
Appeals 2010/11	25	25	9	36%

The continuous Customer Survey revealed that throughout the fourth quarter of 2011 77.0% of customers were fairly or very satisfied with the service. This compares with 72.7% in the previous quarter and 62.6% in the fourth quarter 2010.