UNDERPERFORMING INDICATOR RECOVERY PLAN

Indicator Title Definition: **Number of Tourist Information Centre counter enquiries**

Measurement: Quarterly

Historical Performance

	2012/13	2013/14	2014/2015	2015/16	2016/17
Year Target	13,160	10,000	15,000	20,900	20,900
Actual	19,813	22,299	21,988	25,358	25,833

Action Plan

Current challenges	Target 4,200 – 3,676 achieved for Q4 The weather was very poor in Q4 and it was noticeable that there were fewer visitors around in the town.
Proposed re-evaluation	We will continue to monitor the number of counter enquiries but anticipate normal figures over the summer season. The annual target was met for 17/18 with the target of 20,900 and 26,616 achieved.
Is there any additional support required?	No

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UNDERPERFORMING INDICATOR RECOVERY PLAN

Indicator Title	**Processing of planning applications: Major applications**
Definition:	Determining Major applications within 13 weeks
Measurement:	Quarterly

Historical Performance

	2012/13	2013/14	2014/2015	2015/16	2016/17
Year Target	65%	60%	60%	60%	65%
Actual	48%	70%	50%	31%	56%

Action Plan

| **Current challenges** | Target 65% - 52% achieved for the year 17/18

There was a considerable backlog of major applications that were over 13 weeks. The priority for 17/18 was to reduce this level, which has been successful. Unfortunately that has meant that by determining these, in particular during the middle of the year it has impacted on the overall percentage success. In Q4 the result was 65% in line with the target. In addition one of the Principal Planning Officers was on maternity leave for the majority of the performance year. |
|---|---|
| **Proposed re-evaluation** | The overall aim is to ensure that the target is met for 18/19. Various measures have been implemented to achieve this including a major application monitoring spreadsheet and a major application surgery to ensure issues are dealt with early on. |
| **Is there any additional support required?** | No. The key will be ensuring the throughput of major applications and hopefully maintaining a fully staffed structure at the experienced level. |