

RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q1 2019/20

Total number of businesses contacting Economic Development for advice

INDICATOR NAME

CURRENT PERFORMANCE

Outturn	13
Target	30

HISTORIC PERFORMANCE

	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
Outturn	37	45	36	30
Target	30	30	30	30

REASONS FOR CURRENT UNDERPERFORMANCE

We are communicating with businesses in a variety of ways including via social media, our e-newsletter and by providing information on the website. As a result of this we are getting fewer phone calls, however, we still respond to calls and emails when received.

PROPOSED ACTIONS TO CORRECT UNDERPERFORMANCE (OR REASONS WHY NO ACTION NECESSARY)

No action necessary