

## RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q3 2019/20

### INDICATOR NAME

Plan14 – Processing of planning applications: Other applications

### CURRENT PERFORMANCE

<b>Outturn</b>	83%
<b>Target</b>	88%

### HISTORIC PERFORMANCE

	<b>Q3 2018/19</b>	<b>Q4 2018/19</b>	<b>Q1 2019/20</b>	<b>Q2 2019/20</b>
<b>Outturn</b>	90%	78%	49%	76%
<b>Target</b>	88%	88%	88%	88%

## **REASONS FOR CURRENT UNDERPERFORMANCE**

The performance level for other applications has been hampered by the delays in registering and validating planning applications caused by a backlog as a result of earlier staff turnover. This has improved considerably recently and demonstrated by the improved performance over the recent quarters (Q1 – 49%, Q2 – 76%, Q3 – 83%), however, the early part of the quarter was still impacted by these delays.

It has not been possible to determine the majority within 8 weeks due to these delays; however, the majority (98%) have been determined either in 8 weeks or within an extension of time agreed with the applicant.

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

The impact of the delays should be over and performance should be on target for Q4. This quarter was just 5% below the target and was a 7% improvement over last quarter.