

## RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q1 2020/21

SI - Number of people engaged in healthy living services

### INDICATOR NAME

### CURRENT PERFORMANCE

<b>Outturn</b>	26
<b>Target</b>	52.5

### HISTORIC PERFORMANCE

	<b>Q1 2019/20</b>	<b>Q2 2019/20</b>	<b>Q3 2019/20</b>	<b>Q4 2019/20</b>
<b>Outturn</b>	29	117	60	69
<b>Target</b>	52.5	52.5	52.5	52.5

## **REASONS FOR CURRENT UNDERPERFORMANCE**

Due to COVID-19 no face to face appointments took place during Q1. The number of referrals into the service dropped significantly as well as the number of existing clients wishing to engage in the service - many asked to return to the service only when face to face resumes. Figures shown are from online weight management groups (21) and telephone/video appointments (5).

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

The One You team have been working to increase referrals with the advertisement of the new digital online support for 1:1s. This has been done through:

- Social media advertising on OYK and TWBC channels
- Contacting inactive clients to re-engage in the service
- Linking with GP services to inform them of the new service offer. This includes working with PCN Clinical Director and CCG networks.
- Working with Social Prescribers
- Attending various network meetings to update partners
- Working with previous clinic locations to promote the new digital service
- Continued delivery of online weight management groups

We also expect an increase in numbers accessing the service as a result of the Better Health campaign which compliments the OYK service.

## RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q1 2020/21

Processing of planning applications: Minor applications

### INDICATOR NAME

### CURRENT PERFORMANCE

<b>Outturn</b>	61%
<b>Target</b>	75%

### HISTORIC PERFORMANCE

	<b>Q1 2019/20</b>	<b>Q2 2019/20</b>	<b>Q3 2019/20</b>	<b>Q4 2019/20</b>
<b>Outturn</b>	45%	67%	75%	56%
<b>Target</b>	75%	75%	75%	75%

## **REASONS FOR CURRENT UNDERPERFORMANCE**

The failure to make the target for Q1 on minor applications was due to the impact of the pandemic and the lockdown.

Officers were not able to visit sites early in the process which meant that there were delays in the consideration of applications and subsequent knock on for seeking amendments. In addition some agents and consultants were on furlough meaning that amendments and additional information were not possible to secure in a timely manner.

The remote working and limited access to the Town Hall is having an impact on performance but at this stage it is not possible to gauge what impact this would be compared to the significant impact early on. This will become apparent in Q2.

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

The department is working as efficiently as possible, however the process is slowed by measuring plans online rather than paper. Reviews are taking place on monthly basis to assess whether underperformance will be addressed through the ability to undertake site visits and the return of planning agents and developers from furlough.

## RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q1 2020/21

Processing of planning applications: Other applications

### INDICATOR NAME

### CURRENT PERFORMANCE

<b>Outturn</b>	74%
<b>Target</b>	88%

### HISTORIC PERFORMANCE

	<b>Q1 2019/20</b>	<b>Q2 2019/20</b>	<b>Q3 2019/20</b>	<b>Q4 2019/20</b>
<b>Outturn</b>	49%	76%	83%	79%
<b>Target</b>	88%	88%	88%	88%

## **REASONS FOR CURRENT UNDERPERFORMANCE**

The failure to make the target for Q1 on other applications was due to the impact of the pandemic and the lockdown.

Officers were not able to visit sites early in the process which meant that there were delays in the consideration of applications and subsequent knock on for seeking amendments. In addition some agents and consultants were on furlough meaning that amendments and additional information were not possible to secure in a timely manner.

The remote working and limited access to the Town Hall is having an impact on performance but at this stage it is not possible to gauge what impact this would be compared to the significant impact early on. This will become apparent in Q2.

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

The department is working as efficiently as possible, however the process is slowed by measuring plans online rather than paper. Reviews are taking place on a monthly basis to assess whether underperformance will be addressed through the ability to undertake site visits and the return of planning agents and developers from furlough.