

RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q2 2020/21

Ec Dev01-SI - M	Number of Tourist Information Centre counter enquiries
Ec Dev02-SI - M	Number of customers advised remotely by Tourist Information Centre

INDICATOR NAME

CURRENT PERFORMANCE

Outturn	827	1347
Target	6500 (Visits to TIC)	3300 (Remote contacts)

HISTORIC PERFORMANCE

	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21
Outturn				
Target				

REASONS FOR CURRENT UNDERPERFORMANCE

The Tourist Information Centre was closed to visitors from 23 March 2020 and reopened on 11 August 2020 due to the Covid-19 pandemic.

The Tourist Information Service was operating a remote service via phone and email during this quarter but the hospitality sector only started reopening gradually from 4 July 2020.

The TIC has altered its opening hours during the pandemic and is open 10am – 3pm Tuesdays – Fridays. This is one day less than usual. The remote service is available for the same hours but on Mondays also.

It is not anticipated that numbers will pick up to normal any time soon, particularly as we are now entering the winter season. New Covid-19 restrictions and the weather are already having an impact in terms of contacts to the service.

The Team is continuing to keep the website up to date with new information.

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

No specific actions are proposed but we will continue to review the emerging situation and plan for next year when it is hoped that restrictions will be lifted.

We will continue to provide a service for those visitors that are looking for information.