

RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q2 2020/21

Processing of planning applications: Minor applications

INDICATOR NAME

CURRENT PERFORMANCE

Outturn	73%
Target	75%

HISTORIC PERFORMANCE

	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21
Outturn	67%	75%	56%	61%
Target	75%	75%	75%	75%

REASONS FOR CURRENT UNDERPERFORMANCE

The failure to make the target for Q2 on minor applications was due to the impact of the pandemic.

As indicated at the end of Q1, the remote working and limited access to the Town Hall is having an impact on performance and this detrimental impact is the reason that the target has not been achieved for Q2, although there was a 12% improvement from Q1.

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

None possible at the current time.