

# RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q2 2020/21

Processing of planning applications: Other applications

## INDICATOR NAME

## CURRENT PERFORMANCE

<b>Outturn</b>	84%
<b>Target</b>	88%

## HISTORIC PERFORMANCE

	<b>Q2 2019/20</b>	<b>Q3 2019/20</b>	<b>Q4 2019/20</b>	<b>Q1 2020/21</b>
<b>Outturn</b>	76%	83%	79%	74%
<b>Target</b>	88%	88%	88%	88%

## **REASONS FOR CURRENT UNDERPERFORMANCE**

The failure to make the target for Q2 on other 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 10% improvement from Q1.

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

None possible at the current time.