

RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q3 2020/21

INDICATOR NAME

Processing of planning applications: Other applications

CURRENT PERFORMANCE

Outturn	85%
Target	88%

HISTORIC PERFORMANCE

	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21
Outturn	83%	79%	74%	84%

REASONS FOR CURRENT UNDERPERFORMANCE

The failure to make the target for Q3 on minor applications was due to the impact of the pandemic.

As indicated at the end of Q1 and Q2, 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 Q3, although there was a 1% improvement from Q2, which was the highest percentage this year and only 3% off target. Agreement with applicants for extensions of time remained high at 99%.

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

None possible at the current time.