

RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q4 2020/21

INDICATOR NAME

Processing of planning applications: Minor applications

CURRENT PERFORMANCE

Outturn	63%
Target	75%

HISTORIC PERFORMANCE

	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21
Outturn	56%	61%	73%	69%
Target	75%	75%	75%	75%

REASONS FOR CURRENT UNDERPERFORMANCE

The failure to make the target for Q4 on minor applications was due to the impact of the pandemic.

As indicated at the end of Q1, Q2 and Q3, 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 Q4, although there was a clearance of a number of longstanding applications in Q4 and agreement with applicants for extensions of time remained high at 97%.

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

None possible at the current time.