

Under Performing Indicator Recovery Plan

2021/22 Quarter Two

Indicator Name

Processing of minor applications within time

Current Performance

Target: 75%

Performance: 72%

Historic Performance

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		91.00%	75.00%	45%	61%	75%
Q2		88.00%	78.00%	67%	73.78%	72%
Q3		93.00%	88.00%	75%	69%	
Q4		89.00%	64.00%	70%	63%	

Reasons for Current Under Performance

The failure to make the target for Q2 on minor applications was partly due to the impact of the pandemic and the lack of access to the Town Hall.

Officers have had a presence in the Town Hall 2 days a week from the second week of September and this will help the situation.

There was also an impact due to the clearance of a number of older applications as a couple of planning officers were leaving and this also had an impact this quarter.

Agreement with applicants for extensions of time remained high at 97%.

Actions to Improve Under Performance

(or reasons why this is not necessary)

Not required at this time.