

# Under Performing Indicator Recovery Plan

## 2021/22 Quarter Two

### Indicator Name

Processing of other applications within time.

### Current Performance

Target: 88%

Performance: 79%

### Historic Performance

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		91.00%	90.00%	49%	74%	80%
Q2		88.00%	89.00%	76%	83.74%	79%
Q3		93.00%	90.00%	83%	78%	
Q4		89.00%	77.99%	79%	77%	

## **Reasons for Current Under Performance**

The failure to make the target for Q2 on other 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 98%.

## **Actions to Improve Under Performance**

(or reasons why this is not necessary)

None required at this time.