

# Under Performing Indicator Recovery Plan

## 2021/22 Quarter Three

### Indicator Name

Processing of planning applications: other applications

### Current Performance

Target: 88%

Performance: 86%

### Historic Performance

Processing of other planning applications within time						
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%	86%
Q4		89.00%	77.99%	79%	77%	

## **Reasons for Current Under Performance**

A significant improvement meant that the target was missed by 2% and was the best outturn for the year. This coincided with officers have had a presence in the Town Hall 2 days a week from the second week of September.

There was an impact due to the clearance of a number of older applications and 2 largescale and long lasting Public Inquiries in October and November which were very resource intensive.

The appointment of 2 Grade F Planning Officers now means that the officers that deal with predominantly Other applications are now at a fully staffed level, which should also result in an improvement in performance going forward.

Agreement with applicants for extensions of time remained high at 99%.

## **Actions to Improve Under Performance**

(or reasons why this is not necessary)

None required at this time, it is likely that the return to homeworking will have an adverse impact but that this may be offset by the full complement of staff who deal with the Other applications.