

Under Performing Indicator Recovery Plan

2022/23 Quarter Two

Indicator Name

Processing of planning applications: Other applications

Current Performance

Target: 88%

Performance: 82%

Historic Performance

Processing of other planning applications within time					
Column1	18/19	19/20	20/21	21/22	22/23
Q1	90.00%	49%	74%	80%	85%
Q2	89.00%	76%	83.74%	79%	82%
Q3	90.00%	83%	78%	86%	
Q4	77.99%	79%	77%	78%	

Reasons for Current Under Performance

Performance for Minors and Others in 8 weeks in Q2 continued to be impacted by delays in validation caused by staff shortages. Three new appointments have been made and are due to start by the end of November.

In addition, three planning officers have recently left and their caseloads were nearly all other applications. The redistribution of their workload and increased numbers for other officers has impacted on the speed of determination. New appointments have been made at Planning Officer level to fill some vacancies at that level, which will assist in the number of officers dealing with other applications.

The applications that are determined after the 8 week date are typically determined in weeks 9 or 10 following the expiry of consultation periods or receipt of amended plans. This ensures that a backlog of applications is not building up and these timescales are typically agreed by the applicants as demonstrated by 99% of other applications determined with 8 week or Agreed Extension of Time.

Actions to Improve Under Performance

(or reasons why this is not necessary)

Undertake the training programme for the new starters in the Technical Team and assist them to reduce the validation time.

Train and build the knowledge of the new Planning Officers to undertake a typical caseload of other applications as soon as possible.