

RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q3 2019/20

INDICATOR NAME

Plan14 – Processing of planning applications: Other applications

CURRENT PERFORMANCE

Outturn	83%
Target	88%

HISTORIC PERFORMANCE

	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20
Outturn	90%	78%	49%	76%
Target	88%	88%	88%	88%

REASONS FOR CURRENT UNDERPERFORMANCE

The performance level for other applications has been hampered by the delays in registering and validating planning applications caused by a backlog as a result of earlier staff turnover. This has improved considerably recently and demonstrated by the improved performance over the recent quarters (Q1 – 49%, Q2 – 76%, Q3 – 83%), however, the early part of the quarter was still impacted by these delays.

It has not been possible to determine the majority within 8 weeks due to these delays; however, the majority (98%) have been determined either in 8 weeks or within an extension of time agreed with the applicant.

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

The impact of the delays should be over and performance should be on target for Q4. This quarter was just 5% below the target and was a 7% improvement over last quarter.