

Corporate Plan PI Report Corporate

Monthly report for 2018-2019
 Arranged by Aims
 Filtered by Aim: Priorities Delivering a Well-Managed Council
 For MDDC - Services

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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* Indicates that an entity is linked to the Aim by its parent Service

Corporate Plan PI Report Corporate

Priorities: Delivering a Well-Managed Council

Aims: Put customers first

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	88% (3/12)	92%	90%	94%	96%	89%										89% (3/12)	Lisa Lewis	(June) 6 still outstanding at 10/7/18, this will be checked again at 12 weeks (RT)
<u>Number of Complaints</u>	23 (3/12)	31				34										34 (3/12)	Lisa Lewis	
<u>New Performance Planning Guarantee determine within 26 weeks</u>	99% (1/4)	99%	100%	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100% (1/4)	Jenny Clifford, David Green	
<u>Major applications determined within 13 weeks (over last 2 years)</u>	83% (1/4)	83%	60%	n/a	n/a	86%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	86% (1/4)	Jenny Clifford, David Green	
<u>Minor applications determined within 8 weeks (over last 2 years)</u>	79% (1/4)	79%	65%	n/a	n/a	73%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73% (1/4)	Jenny Clifford, David Green	
<u>Major applications overturned at appeal (over last 2 years)</u>	4% (1/4)	4%	10%	n/a	n/a	3%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	3% (1/4)	Jenny Clifford, David Green	
<u>Minor applications overturned at appeal (over last 2 years)</u>	0% (1/4)	0%	10%	n/a	n/a	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0% (1/4)	Jenny Clifford, David Green	
<u>Response to FOI Requests (within 20 working days)</u>	76% (3/12)	92%	100%	97%	99%	99%										99% (3/12)	Catherine Yandle	(June) 1 partial reply (CY)
<u>Working Days Lost Due to Sickness Absence</u>	1.88days (3/12)	8.82days	7.00days	0.61days	1.26days	2.06days										2.06days (3/12)	Jane Cottrell	
		5.9%	7.5%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Andrew Busby	

Corporate Plan PI Report Corporate**Priorities: Delivering a Well-Managed Council****Aims: Put customers first****Performance Indicators**

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<u>Return on Commercial Portfolio</u>																		
<u>% total Council tax collected - monthly</u>	29.74% (3/12)	98.00%	98.50%	11.32%	20.63%	29.48%										29.48% (3/12)	John Chumbley, Andrew Jarrett	
<u>% total NDR collected - monthly</u>	33.72% (3/12)	99.22%	99.20%	12.15%	23.60%	32.20%										32.20% (3/12)	John Chumbley, Andrew Jarrett	
<u>Number of visitors per month</u>	2,784 (3/12)	2,517	2,750	2,172	2,351	2,323										2,323 (3/12)	Lisa Lewis	
<u>Satisfaction with front-line services</u>	97.59% (3/12)	97.14%	80.00%	0.00%	0.00%	100.00%										100.00% (3/12)	Lisa Lewis	(June) Paper survey completed 1-30 June (43 completed) (RT)
<u>Increase Number of Digital payments</u>	19,179 (3/12)	78,926	70,960	6,908	14,226	20,885										20,885 (3/12)	Lisa Lewis	

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