

### 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>	92% (5/12)		90%	94%	96%	89%	89%	86%									Lisa Lewis	(August) Report run at end of August, will check figures again at the end of the 12 week period for more accurate figures. (RT)
<u>Number of Complaints</u>	27 (5/12)			18	28	32	37	28									Lisa Lewis	
<u>New Performance Planning Guarantee determine within 26 weeks</u>	99% (1/4)		100%	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a			Jenny Clifford, David Green	
<u>Major applications determined within 13 weeks (over last 2 years)</u>	83% (1/4)		60%	n/a	n/a	86%	n/a	n/a	n/a	n/a	n/a	n/a	n/a			Jenny Clifford, David Green		
<u>Minor applications determined within 8 weeks (over last 2 years)</u>	79% (1/4)		65%	n/a	n/a	73%	n/a	n/a	n/a	n/a	n/a	n/a	n/a			Jenny Clifford, David Green		
<u>Major applications overturned at appeal (over last 2 years)</u>	4% (1/4)		10%	n/a	n/a	3%	n/a	n/a	n/a	n/a	n/a	n/a	n/a			Jenny Clifford, David Green		
<u>Minor applications overturned at appeal (over last 2 years)</u>	0% (1/4)		10%	n/a	n/a	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a			Jenny Clifford, David Green		
<u>Response to FOI Requests (within 20 working days)</u>	73% (5/12)		100%	97%	99%	99%	97%	96%									Catherine Yandle	(August) 68 replies, 3 late (CY)
<u>Working Days Lost</u>	3.12days (5/12)		7.00days	0.64days	1.34days	2.18days	2.82days	3.42days									Jane Cottrell	

**Corporate Plan PI Report Corporate**

**Priorities: Delivering a Well-Managed Council**

**Aims: Put customers first**

**Performance Indicators**

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<u>Due to Sickness Absence</u>																		
<u>Return on Commercial Portfolio</u>			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	
<u>% total Council tax collected - monthly</u>	51.60% (5/12)		98.50%	11.32%	20.63%	29.48%	38.51%	47.43%									Andrew Jarrett	
<u>% total NNDR collected - monthly</u>	50.41% (5/12)		99.20%	12.15%	23.60%	32.20%	40.39%	47.45%									Andrew Jarrett	
<u>Number of visitors per month</u>	2,724 (5/12)		2,750	2,172	2,351	2,323	2,393	2,341									Lisa Lewis	
<u>Satisfaction with front-line services</u>	97.59% (5/12)		80.00%	0.00%	0.00%	100.00%	100.00%	100.00%									Lisa Lewis	
<u>Increase Number of Digital payments</u>	31,703 (5/12)		70,960	6,908	14,226	20,885	27,772	34,330									Lisa Lewis	