

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

\* 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

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 to Manager	Office Notes
% of complaints resolved w/in timescales (10 days - 12 weeks)	93% (6/12)		90%	94%	96%	89%	89%	90%	87%								Lisa Lewis	
Number of Complaints	38 (6/12)			18	28	32	37	28	32								Lisa Lewis	
New Performance Planning Guarantee determine within 26 weeks	99% (2/4)		100%	n/a	n/a	100%	n/a	n/a	100%	n/a	n/a	n/a	n/a				Jenny Clifford, David Green	
Major applications determined within 13 weeks (over last 2 years)	83% (2/4)		60%	n/a	n/a	86%	n/a	n/a	91%	n/a	n/a	n/a	n/a				Jenny Clifford, David Green	
Minor applications determined within 8 weeks (over last 2 years)	79% (2/4)		65%	n/a	n/a	73%	n/a	n/a	75%	n/a	n/a	n/a	n/a				Jenny Clifford, David Green	
Major applications overturned at appeal (over last 2 years)	4% (2/4)		10%	n/a	n/a	3%	n/a	n/a	3%	n/a	n/a	n/a	n/a				Jenny Clifford, David Green	
Minor applications overturned at appeal (over last 2 years)	0% (2/4)		10%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a	n/a	n/a				Jenny Clifford, David Green	
Response to FOI Requests (within 20 working days)	78% (6/12)		100%	97%	98%	98%	98%	98%	97%								Catherine Yandle	
Working Days Lost Due to Sickness Absence	4.66days (7/12)		7.00days	0.64days	1.34days	2.18days	2.82days	3.42days	4.13days	4.79days							Jane Cottrell	
Return on Commercial Portfolio			7.5%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a			n/a	Andrew Busby	
% total Council tax collected - monthly	56.69% (6/12)		98.50%	11.32%	20.63%	29.48%	38.51%	47.43%	56.33%								Andrew Jarrett	
% total NNDR collected - monthly	57.38% (6/12)		99.20%	12.15%	23.60%	32.20%	40.39%	47.45%	56.32%								Andrew Jarrett	

**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	Office Notes
<u>Number of visitors per month</u>	2,703 (6/12)		2,750	2,172	2,351	2,323	2,393	2,341	2,338								Lisa Lewis	
<u>Satisfaction with front-line services</u>	97.14% (6/12)		80.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%								Lisa Lewis	
<u>Increase Number of Digital payments</u>	38,810 (6/12)		70,960	6,908	14,226	20,885	27,772	34,330	40,987								Lisa Lewis	

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