

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

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 Manager Date	Group to Manager
% of complaints resolved w/in timescales (10 days - 12 weeks)	93% (9/12)		90%	94%	96%	89%	89%	90%	91%	93%	93%	91%					Lisa Lewis
Number of Complaints	15 (9/12)			18	28	32	37	28	32	38	24	25					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)	67% (9/12)		100%	97%	98%	98%	98%	98%	97%	97%	96%	95%					Catherine Yandle
Working Days Lost Due to Sickness Absence	5.70days (8/12)		7.00days	0.64days	1.34days	2.18days	2.82days	3.42days	4.13days	4.79days	5.54days						Nicola Cuskeran
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		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

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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
<u>Number of visitors per month</u>	2,714 (8/12)		2,750	2,172	2,351	2,323	2,393	2,341	2,338	2,360	2,315						Lisa Lewis
<u>Satisfaction with front-line services</u>	97.14% (8/12)		80.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						Lisa Lewis
<u>Increase Number of Digital payments</u>	56,854 (8/12)		70,960	6,908	14,226	20,885	27,772	34,330	40,987	51,144	60,233						Lisa Lewis

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