

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
% of complaints resolved w/in timescales (10 days - 12 weeks)	92% (10/12)		90%	94%	96%	89%	89%	90%	91%	93%	93%	94%	93%			
Number of Complaints	19 (10/12)			18	28	32	37	28	32	38	24	25	28			
New Performance Planning Guarantee determine within 26 weeks	99% (3/4)		100%	n/a	n/a	100%	n/a	n/a	100%	n/a	n/a	99%	n/a	n/a		
Major applications determined within 13 weeks (over last 2 years)	83% (3/4)		60%	n/a	n/a	86%	n/a	n/a	91%	n/a	n/a	86%	n/a	n/a		
Minor applications determined within 8 weeks (over last 2 years)	79% (3/4)		65%	n/a	n/a	73%	n/a	n/a	75%	n/a	n/a	77%	n/a	n/a		
Major applications overturned at appeal (over last 2 years)	4% (3/4)		10%	n/a	n/a	3%	n/a	n/a	3%	n/a	n/a	3%	n/a	n/a		
Minor applications overturned at appeal (over last 2 years)	0% (3/4)		10%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a		
Response to FOI Requests (within 20 working days)	69% (10/12)		100%	97%	98%	98%	98%	98%	97%	97%	96%	95%	95%			
Working Days Lost Due to Sickness Absence	6.55days (9/12)		7.00days	0.64days	1.34days	2.17days	2.81days	3.49days	4.20days	4.86days	5.61days	6.36days				
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
% total Council tax collected - monthly	93.72% (10/12)		98.50%	11.32%	20.63%	29.48%	38.51%	47.43%	56.33%	66.14%	75.22%	84.11%	93.09%			
% total NDR collected - monthly	89.31% (10/12)		99.20%	12.15%	23.60%	32.20%	40.39%	47.45%	56.32%	64.83%	70.81%	76.36%	88.27%			

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
<u>Number of visitors per month</u>	2,604 (10/12)		2,750	2,172	2,351	2,323	2,393	2,341	2,338	2,360	2,315	2,152	2,068			
<u>Satisfaction with front-line services</u>	97.14% (10/12)		80.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
<u>Increase Number of Digital payments</u>	68,383 (10/12)		70,960	6,908	14,226	20,885	27,772	34,330	40,987	51,144	60,233	66,265	72,781			

Printed by: Catherine Yandle

SPAR.net

Print Date: 0