## **Corporate Plan Pl 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

 $\ensuremath{\bigstar}$  indicates that an entity is linked to the Aim by its parent Service

## Corporate Plan Pl Report Corporate

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

Aims:	Put	customers	first	

**Performance Indicators** 

(Period) Year     Target     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·     ·																	
Company: Many Walk     Company: Solution     Company: Solution <thcompany: Solution     Company: Solution &lt;</thcompany: 	Title		Year	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act			
Cambellitity     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O <t< td=""><td>complaints resolved w/in timescales (10 days - 12</td><td>92% (10/12)</td><td></td><td>90%</td><td>94%</td><td>96%</td><td>89%</td><td>89%</td><td>90%</td><td>91%</td><td>93%</td><td>93%</td><td>94%</td><td>93%</td><td></td><td></td><td></td></t<>	complaints resolved w/in timescales (10 days - 12	92% (10/12)		90%	94%	96%	89%	89%	90%	91%	93%	93%	94%	93%			
Performance Guarance determine within 23 were store     Same Start		19 (10/12)			18	28	32	37	28	32	38	24	25	28			
abolications within 13 weeks lover last 2 vears     Second 2 (1)     Second 2	Performance Planning Guarantee determine within 26	99% (3/4)		100%	n/a	n/a	100%	n/a	n/a	100%	n/a	n/a	99%	n/a	n/a		
applications within 3 weeks (over applications overturned at appeal (over last 2 vears)     4% (3/4 (3/4)     10%     n/a     n/a     3%     n/a     n/a     n/a     3%     n/a     n/a     1%     3%     n/a     n/a     1%     3%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1%     1% <th1%< th="">     1%     1%</th1%<>	applications determined within 13 weeks (over	83% (3/4)		60%	n/a	n/a	86%	n/a	n/a	91%	n/a	n/a	86%	n/a	n/a		
applications overturned at appeal (over tast.2 vears)     O% (3/4)     I/W	applications determined within 8 weeks (over	79% (3/4)		65%	n/a	n/a	73%	n/a	n/a	75%	n/a	n/a	77%	n/a	n/a		
applications over last 2 vears)   applications (ver last 2 vears)	applications overturned at appeal (over last 2	4% (3/4)		10%	n/a	n/a	3%	n/a	n/a	3%	n/a	n/a	3%	n/a	n/a		
FOI   Requests   Image: Solution of the solution of t	applications overturned at appeal (over last 2	0% (3/4)		10%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a		
Days Lost Due to Sickness Absence     Days Lost Absence     Days Lost Due to Sickness Absence     Days Lost Absence     Days Lost Absence <thdays lost<br="">Absence     Days Lost Absen</thdays>	FOI Requests (within 20 working	69% (10/12)		100%	97%	98%	98%	98%	98%	97%	97%	96%	95%	95%			
Commercial Portfolio     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%     Image: Commercial Council tax Collected - monthly       % total MNDR collected -     99.20%     12.15%     23.60%     32.20%     40.39%     47.45%     56.32%     64.83%     70.81%     76.36%     88.27%     Image: Collected - monthly     Image: Collected - monthly     Image: Collected - monthly     32.20%     40.39%     47.45%     56.32%     64.83%     70.81%     76.36%     88.27%     Image: Collected - monthly     20.63%     32.20%     40.39%     47.45%     56.32%     64.83%     70.81%     76.36%     88.27%     Image: Collected - monthly     Image: Co	Days Lost Due to Sickness	6.55days (9/12)		7.00days	0.64days	1.34days	2.17days	2.81days	3.49days	4.20days	4.86days	5.61days	6.36days				
% 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%   Image: Constraint of the constra	Commercial			7.5%	n/a	n/a	n/a		n/a								
NNDR collected -	<u>% total</u> Council tax collected -	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%			
Printed by: Catherine Yandle Print Date	<u>NNDR</u> collected - monthly			99.20%	12.15%	23.60%	32.20%				64.83%	70.81%	76.36%	88.27%		During	Deter

http://mddcweb5n/sparnet/default.aspx?id=5244&type=30&nogif=0

Priorities	: Delivering a	Well-Ma	anaged	l Counc	il									
Aims: P	ut customers	first												
Performa	nce Indicators													
Title	Prev Year Pre (Period) Yea En	r Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Ma Act Ac	
Number of /isitors per nonth	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		
Satisfaction vith front- ine services	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%		
ncrease lumber of ligital bayments	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		-

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