

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	Comments
% of complaints resolved w/in timescales (10 days - 12 weeks)	92%		90%	94%	96%	89%	89%	90%	91%	93%	93%	94%	94%	94%	94%	Likely to meet
Number of Complaints	22			18	23	26	29	29	29	30	30	29	29	29	29	Likely to meet
New Performance Planning Guarantee determine within 26 weeks	99%		100%	n/a	n/a	100%	n/a	n/a	100%	n/a	n/a	99%	n/a	n/a	99%	Joint Council Decision
Major applications determined within 13 weeks (over last 2 years)	83%		60%	n/a	n/a	86%	n/a	n/a	91%	n/a	n/a	86%	n/a	n/a	85%	Joint Council Decision
Minor applications determined within 8 weeks (over last 2 years)	79%		65%	n/a	n/a	73%	n/a	n/a	75%	n/a	n/a	77%	n/a	n/a	78%	Joint Council Decision
Major applications overturned at appeal (over last 2 years)	4%		10%	n/a	n/a	3%	n/a	n/a	3%	n/a	n/a	3%	n/a	n/a	3%	Joint Council Decision
Minor applications overturned at appeal (over last 2 years)	0%		10%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a	0%	Joint Council Decision
Response to FOI Requests (within 20 working days)	72%		100%	97%	98%	98%	98%	98%	97%	97%	96%	95%	95%	95%	95%	Council Year
Working Days Lost Due to Sickness Absence	8.82days		7.00days	0.64days	1.34days	2.17days	2.81days	3.49days	4.20days	4.86days	5.61days	6.36days	7.26days	7.85days	8.24days	Member of Staff
Return on Commercial Portfolio	4.9%		7.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	6.1%	Asset Return
% total Council tax collected - monthly	98.00%		98.50%	11.32%	20.63%	29.48%	38.51%	47.43%	56.33%	66.14%	75.22%	84.11%	93.09%	97.08%	97.79%	Asset Return
% total NNDR collected - monthly	99.22%		99.20%	12.15%	23.60%	32.20%	40.39%	47.45%	56.32%	64.83%	70.81%	76.36%	88.27%	97.60%	99.29%	Asset Return
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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	Gr M:
<u>Number of visitors per month</u>	2,517		2,750	2,172	2,351	2,323	2,393	2,341	2,338	2,360	2,315	2,152	2,068	1,970	1,923	Lik Le
<u>Satisfaction with front-line services</u>	97.14%		80.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Lik Le

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