

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
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* 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	Gr Mi
% of complaints resolved w/in timescales (10 days - 12 weeks)	92%		90%	94%	96%	89%	89%	90%	91%	93%	93%	94%	94%	94%	94%	Lik Le
Number of Complaints	22			18	23	26	29	29	29	30	30	29	29	29	29	Lik Le
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%	Je Cl D& Gr
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%	Je Cl D& Gr
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%	Je Cl D& Gr
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%	Je Cl D& Gr
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%	Je Cl D& Gr
Response to FOI Requests (within 20 working days)	72%		100%	97%	98%	98%	98%	98%	97%	97%	96%	95%	95%	95%	95%	C& Ye
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	Mi Pa
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%	Ar Bu
% 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%	Ar Ja
% total NDR 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%	Ar Ja

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Performance Indicators

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<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