

Corporate Plan PI Report Corporate

Monthly report for 2019-2020
 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	Group Manager	Officer Notes
<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	89% (3/12)		90%	96%	98%	95%										Lisa Lewis	
<u>Number of Complaints</u>	26 (3/12)			24	30	33										Lisa Lewis	
<u>New Performance Planning Guarantee determine within 26 weeks</u>	100% (1/4)		100%	n/a	n/a	99%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		Jenny Clifford, David Green	(Quarter 1) Down by 1 FTE (RP)
<u>Major applications determined within 13 weeks (over last 2 years)</u>	86% (1/4)		60%	n/a	n/a	72%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		Jenny Clifford, David Green	(Quarter 1) 1 FTE down (RP)
<u>Minor applications determined within 8 weeks (over last 2 years)</u>	73% (1/4)		65%	n/a	n/a	77%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		Jenny Clifford, David Green	
<u>Major applications overturned at appeal (over last 2 years)</u>	3% (1/4)		10%	n/a	n/a	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		Jenny Clifford, David Green	(Quarter 1) down by 1 FTE (RP)
<u>Minor applications overturned at appeal (over last 2 years)</u>	0% (1/4)		10%	n/a	n/a	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		Jenny Clifford, David Green	
<u>Response to FOI Requests (within 20 working days)</u>	98% (4/12)		100%	100%	100%	100%	100%									Catherine Yandle	(July) 72 received 50 replies all on time (CY)
<u>Working Days Lost Due to Sickness Absence</u>	2.81days (4/12)		7.00days	0.46days	0.96days	1.55days	2.17days									Matthew Page	

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	Group Manager	Officer Notes
<u>% total Council tax collected - monthly</u>	38.51% (4/12)		98.50%	11.16%	20.41%	29.29%	38.20%									Andrew Jarrett	
<u>% total NNDR collected - monthly</u>	40.39% (4/12)		99.20%	12.02%	24.00%	33.07%	40.40%									Andrew Jarrett	
<u>Number of visitors per month</u>	2,323 (3/12)		2,500	1,361	1,355	1,257										Lisa Lewis	

Printed by: Catherine Yandle

SPAR.net

Print Date: 13 August 2019 17:25