

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
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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	Group Manager	Officer Notes
<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	90% (5/12)		90%	96%	98%	95%	87%	85%								Lisa Lewis	
<u>Number of Complaints</u>	29 (5/12)			26	31	33	34	33								Lisa Lewis	
<u>New Performance Planning</u>	100% (1/4)		100%	n/a	n/a	99%	n/a	n/a	n/a	n/a		n/a	n/a		Jenny Clifford, David	(Quarter 1) Down by 1 FTE (RP)	

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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>Guarantee determine within 26 weeks</u>																Green	
<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			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			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			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			Jenny Clifford, David Green	

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<u>Response to FOI Requests (within 20 working days)</u>	98% (5/12)		100%	100%	100%	100%	100%	100%								Catherine Yandle	(August) 79 replies all on time. (CY)
<u>FOI/EIR Requests where the information was granted in full</u>	n/a	n/a	2018 -19 Q 3 & 4 190 i.e. 59.4%	32	28	26	26	44								Catherine Yandle	(August) Out of 79; 55.7% (CY)
<u>ICO Decision Notices</u>	n/a	n/a	There were 4 complaints in 2018-19 2 Withdrawn 1 Upheld 1 Not Upheld			1	1	1								Catherine Yandle	(August) Withdrawn (CY)
<u>Working Days Lost Due to Sickness Absence</u>	3.49days (5/12)		7.00days	0.46days	0.96days	1.55days	2.17days	2.88days								Matthew Page	
<u>% total Council tax</u>	47.43% (5/12)		98.50%	11.16%	20.41%	29.29%	38.20%	47.15%								Andrew Jarrett	

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<u>collected - monthly</u>																	
<u>% total NNDR collected - monthly</u>	47.45% (5/12)		99.20%	12.02%	24.00%	33.07%	40.40%	48.98%								Andrew Jarrett	
<u>Number of visitors per month</u>	2,341 (5/12)		2,500	1,361	1,355	1,257	1,212	1,189								Lisa Lewis	