

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

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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
% of complaints resolved w/in timescales (10 days - 12 weeks)	93% (7/12)		90%	96%	98%	95%	87%	89%	88%	85%						Lisa Lewis
Number of Complaints	30 (7/12)			26	31	33	34	33	31	30						Lisa Lewis
New Performance Planning Guarantee determine within 26 weeks	100% (2/4)		100%	n/a	n/a	99%	n/a	n/a	99%	n/a	n/a		n/a	n/a		Maria Bailey, Jenny Cliffor
Major applications determined within 13 weeks (over last 2 years)	91% (2/4)		60%	n/a	n/a	72%	n/a	n/a	72%	n/a	n/a		n/a	n/a		Maria Bailey, Jenny Cliffor
Minor applications determined within 8 weeks (over last 2 years)	75% (2/4)		65%	n/a	n/a	77%	n/a	n/a	78%	n/a	n/a		n/a	n/a		Maria Bailey, Jenny Cliffor
Major applications overturned at appeal (over last 2 years)	3% (2/4)		10.00%	n/a	n/a	0.00%	n/a	n/a	2.42%	n/a	n/a		n/a	n/a		Maria Bailey, Jenny Cliffor
Major applications overturned at appeal % of appeals	n/a	n/a		n/a	n/a		n/a	n/a	40.00%	n/a	n/a		n/a	n/a		Jenny Cliffor
Minor applications overturned at appeal (over last 2 years)	0% (2/4)		10%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a		n/a	n/a		Maria Bailey, Jenny Cliffor
Minor applications overturned at appeal % of appeals	n/a	n/a		n/a	n/a		n/a	n/a	42%	n/a	n/a		n/a	n/a		Jenny Cliffor
Response to FOI Requests (within 20 working days)	97% (7/12)		100%	100%	100%	100%	100%	100%	100%	100%						Cather Yandle
FOI/EIR	n/a	n/a	2018 -19	32	28	26	26	44	26	32						Cather
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<u>Requests where the information was granted in full</u>			Q 3 & 4 190 i.e. 59.4%													Yandle
<u>ICO Decision Notices</u>	n/a	n/a	There were 4 complaints in 2018-19 2 Withdrawn 1 Upheld 1 Not Upheld	0	0	1	2	3	3	3						Cather Yandle
<u>Working Days Lost Due to Sickness Absence</u>	4.86days (7/12)		7.00days	0.46days	0.96days	1.55days	2.17days	2.88days	3.51days	4.18days						Matthe Page
<u>% total Council tax collected - monthly</u>	66.14% (7/12)		98.50%	11.16%	20.41%	29.29%	38.20%	47.15%	56.18%	65.93%						Andrev Jarrett
<u>% total NNDR collected - monthly</u>	64.83% (7/12)		99.20%	12.02%	24.00%	33.07%	40.40%	48.98%	57.25%	65.21%						Andrev Jarrett
<u>Number of visitors per month</u>	2,360 (7/12)		2,500	1,361	1,355	1,257	1,212	1,189	1,200	1,234						Lisa Lewis

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