

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

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 Mana
<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	93% (7/12)		90%	96%	98%	95%	87%	89%	88%	85%						Lisa Lewis
<u>Number of Complaints</u>	30 (7/12)			26	31	33	34	33	31	30						Lisa Lewis
<u>New Performance Planning Guarantee determine within 26 weeks</u>	100% (2/4)		100%	n/a	n/a	99%	n/a	n/a	99%	n/a	n/a	n/a	n/a	n/a		Maria Bailey, Jenny Cliffor
<u>Major applications determined within 13 weeks (over last 2 years)</u>	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
<u>Minor applications determined within 8 weeks (over last 2 years)</u>	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
<u>Major applications overturned at appeal (over last 2 years)</u>	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
<u>Major applications overturned at appeal % of appeals</u>	n/a	n/a		n/a	n/a		n/a	n/a	40.00%	n/a	n/a	n/a	n/a			Jenny Cliffor
<u>Minor applications overturned at appeal (over last 2 years)</u>	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
<u>Minor applications overturned at appeal % of appeals</u>	n/a	n/a		n/a	n/a		n/a	n/a	42%	n/a	n/a	n/a	n/a			Jenny Cliffor
<u>Response to FOI Requests (within 20 working days)</u>	97% (7/12)		100%	100%	100%	100%	100%	100%	100%	100%						Cather Yandle
<u>FOI/EIR</u>	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	n/a	n/a	There were 4 complaints in 2018-19 2 Withdrawn 1 Upheld 1 Not Upheld	0	0	1	2	3	3	3						Catherine Yandle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%						Andrew 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%						Andrew 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