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:

Well belo

No Data

Below target

On target Above

Above target

Vell above target

 $\begin{picture}(20,0)\put(0,0){\line(0,0){100}}\end{picture}$ indicates that an entity is linked to the Aim by its parent Service

Number of 30 (7/12 26 31 33 34 33 31 30 2 24 25 26 31 33 34 33 31 30 2 24 25 25 25 25 25 25	Priorities:	Delivering a	well	-Manage	d Coun	cil									
Prev Year Prev	Aims: Put	customers	first												
Period Year Target	Performanc	e Indicators													
Lewisolated	Γitle		Year		Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act				
Complaints Now New Now New New New New New New New New New Ne	complaints resolved w/in imescales 10 days - 12	93% (7/12)		90%	96%	98%	95%	87%	89%	88%	85%				Lisa Lewis
Balle planning Guarantee letermined within 26 weeks (over last 2 years) Minor as 2 years and a major letermined within 31 weeks (over last 2 years) Minor as 2 years and a major letermined within 41 weeks (over last 2 years) Minor as 3 years (2/4)		30 (7/12)			26	31	33	34	33	31	30				Lisa Lewis
abolications determined within 13 weeks (over ast 2 years) Minor applications determined within 3 weeks (over ast 2 years) Minor applications determined within 3 weeks (over ast 2 years) Major applications year applications over turned at appeal (over last 2 years) Major applications over turned at appeals (Minor applications over turned at appeals (over last 2 years) Major applications over turned at appeals (over last 2 years) Major applications over turned at appeals (over last 2 years) Major applications over turned at appeals (over last 2 years) Major applications over turned at appeals (over last 2 years) Major applications over turned at appeals (over last 2 years) Major appeal (over last 2 years) Major appeals (over last 2 years) Major appeals (over last 2 years) Major appeals (over last 2 years) Major appeal (over last 2 years) Majo	Performance Planning Guarantee determine within 26	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
Balle determined weeks (over asst 2 years) Major applications overturned at appeal (over last 2 years) Milor applications over the following appeal (over last 2 years) Milor applications over the following appeal (over last 2 years) Milor applications over the following applications over the following appeal (over last 2 years) Milor applications over the following applications over the following appeal (over last 2 years) Milor applications over the following appeal (over last 2 years) Milor applications over the following appeal (over last 2 years) Milor applications over the following appeal (over last 2 years) Milor applications over the following appeal (over last 2 years) Milor applications over the following appeal (over last 2 years) Milor applications over the following appeal (over last 2 years	applications determined within 13 weeks (over	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
Baile Soverturned at appeal (over last 2 years) Minor applications overturned at appeal (over last 2 years) Minor applications overturned at appeal (over last 2 years) Minor applications overturned at appeal (over last 2 years) Minor applications overturned at appeal (over last 2 years) Minor applications overturned at appeal (over last 2 years) Minor applications overturned at appeal (over last 2 years) Minor applications overturned at appeal (over last 2 years) Minor applications overturned at appeal (over last 2 years) Minor applications overturned at appeal (over last 2 years) Minor applications overturned at appeal (over last 2 years) Minor applications overturned at appeal (over last 2 years) Minor applications over turned at appeal (over last 2 years) Minor applications over turned at appeal (over last 2 years) Minor applications over turned at appeal (over last 2 years) Minor applications over turned at appeal (over last 2 years) Minor applications over turned at appeal (over last 2 years) Minor applications over turned at appeal (over last 2 years) Minor applications over turned at appeal (over last 2 years) Minor applications over turned at appeal (over last 2 years) Minor applications over turned at appeal (over last 2 years) Minor applications over turned at appeal (over last 2 years) Minor applications over turned at appeal (over last 2 years) Minor applications over turned at appeal (over last 2 years) Minor applications over last 2 years and 3 over last 3 over last 2 years and 3 over last 4 over last 3 over last 4 over last 3 over last 4	applications determined within 8 weeks (over	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
applications overturned at appeal % of appeals Minor applications overturned at appeal (over last 2 years) Minor applications overturned at appeal (over last 2 years) Minor applications overturned at appeal (over last 2 years) Minor applications overturned at appeal % of appeals Response to FOI Requests (within 20 working days)	applications overturned at appeal over last 2	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
applications overturned at appeal (over last 2 years) Minor applications overturned at appeal (over last 2 years) Minor applications overturned at appeal % of appeals Response to FOI Requests (within 20 working days)	applications overturned at appeal %	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 % of appeals Response to FOI Requests within 20 working days) N/a n	applications overturned at appeal over last 2	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
Yand Requests (within 20 working days)	Minor applications overturned at appeal % of appeals		n/a								·	n/a	n/a	n/a	Jenny Cliffor
	OI Requests within 20 working	97% (7/12)		100%	100%	100%	100%	100%	100%	100%	100%				Cathe Yandle
	-	n/a	n/a	2018 -19	32	28	26	26	44	26	32				Cathe

Corporate Plan Pl Report Corporate

Priorities: Delivering a Well-Managed Council

Aims: Put customers first

Performance Indicators

Title	Prev Year (Period)		Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act			Group Manag
Requests where the information was granted in full			Q 3 & 4 190 i.e. 59.4%										Yandle
ICO Decision Notices	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
Working Days Lost Due to Sickness Absence	4.86days (7/12)		7.00days	0.46days	0.96days	1.55days	2.17days	2.88days	3.51days	4.18days			Matthe Page
% total Council tax collected - monthly	66.14% (7/12)		98.50%	11.16%	20.41%	29.29%	38.20%	47.15%	56.18%	65.93%			Andrev Jarrett
% total NNDR collected - monthly	64.83% (7/12)		99.20%	12.02%	24.00%	33.07%	40.40%	48.98%	57.25%	65.21%			Andrev Jarrett
Number of visitors per month	2,360 (7/12)		2,500	1,361	1,355	1,257	1,212	1,189	1,200	1,234			Lisa Lewis

Printed by: Catherine Yandle

SPAR.net

Print Date: 24 Novemb