

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
<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	94% (9/12)		90%	96%	98%	95%	95%	96%	96%	95%	91%	90%		
<u>Number of Complaints</u>	29 (9/12)			26	31	33	34	33	31	30	29	28		
<u>New Performance Planning Guarantee determine within 26 weeks</u>	99% (3/4)		100%	n/a	n/a	99%	n/a	n/a	99%	n/a	n/a	99%	n/a	n/a
<u>Major applications determined within 13 weeks (over last 2 years)</u>	86% (3/4)		60%	n/a	n/a	72%	n/a	n/a	72%	n/a	n/a	73%	n/a	n/a
<u>Minor applications determined within 8 weeks (over last 2 years)</u>	77% (3/4)		65%	n/a	n/a	77%	n/a	n/a	78%	n/a	n/a	78%	n/a	n/a
<u>Major applications overturned at appeal (over last 2 years)</u>	3% (3/4)		10%	n/a	n/a	0%	n/a	n/a	2%	n/a	n/a	2%	n/a	n/a
<u>Major applications overturned at appeal % of appeals</u>	n/a	n/a	% Appeals overturned in Q /No of appeals decided in quarter / 2 Appeal Decisions in Q3/ 0 Overturne	n/a	n/a		n/a	n/a	40.00%	n/a	n/a	20.00%	n/a	n/a
<u>Minor applications overturned at appeal (over last 2 years)</u>	0% (3/4)		10%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a
<u>Minor applications overturned at appeal %</u>	n/a	n/a		n/a	n/a		n/a	n/a	42%	n/a	n/a	26%	n/a	n/a

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
<u>of appeals</u>														
<u>Response to FOI Requests (within 20 working days)</u>	95% (9/12)		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
<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	34	32	39	25		
<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	3	3		
<u>Working Days Lost Due to Sickness Absence</u>	6.36days (9/12)		7.00days	0.46days	0.96days	1.55days	2.17days	2.88days	3.51days	4.18days	4.79days	5.59days		
<u>% total Council tax collected - monthly</u>	84.11% (9/12)		98.50%	11.16%	20.41%	29.29%	38.20%	47.15%	56.18%	65.93%	74.94%	83.97%		
<u>% total NDR collected - monthly</u>	76.36% (9/12)		99.20%	12.02%	24.00%	33.07%	40.40%	48.98%	57.25%	65.21%	72.43%	80.12%		
<u>Number of visitors per month</u>	2,152 (9/12)		2,500	1,361	1,355	1,257	1,212	1,189	1,200	1,234	1,234	1,194		