

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	Mar Act	Group Manager	Officer Notes
<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	94% (10/12)		90%	96%	98%	95%	95%	96%	96%	95%	95%	94%	91%			Lisa Lewis	(January) report 1st run 04/02/20 (RT)
<u>Number of Complaints</u>	29 (10/12)			26	31	33	34	33	31	30	29	28	28			Lisa Lewis	
<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		Maria Bailey, Jenny Clifford	(Quarter 1) Down by 1 FTE (RP)
<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		Maria Bailey, Jenny Clifford	(Quarter 1) 1 FTE down (RP)
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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>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		Maria Bailey, Jenny Clifford	
<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		Maria Bailey, Jenny Clifford	(Quarter 1) down by 1 FTE (RP)
<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		Jenny Clifford	(Quarter 3) % Appeals overturned appeals vs No of appeals decided in quarter 2 Appeal Decisions in Q3 0 Overturned in Quarter 3 (RP)
<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		Maria Bailey, Jenny Clifford	
<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	26%	n/a	n/a		Jenny Clifford	(Quarter 3) % Appeals overturned in Q/% Overturned

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																	in Quarter 1 Appeal Overturned 10 Appeals Decided in Quarter (RP)
Response to FOI Requests (within 20 working days)	95% (11/12)		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		Catherine Yandle	(February) 76 replies all on time (CY)
FOI/EIR Requests where the information was granted in full	n/a	n/a	2018 -19 Q 3 & 4 190 i.e. 59.4%	32	28	26	26	44	34	32	39	25	36	43		Catherine Yandle	(January) 36 out of 72 (HF)
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	3	3	3	3		Catherine Yandle	(August) Withdrawn (CY)
Working Days Lost Due to Sickness Absence	7.85days (11/12)		7.00days	0.46days	0.96days	1.55days	2.17days	2.88days	3.51days	4.18days	4.79days	5.59days	6.55days	7.17days		Matthew Page	
% total Council tax collected - monthly	97.08% (11/12)		98.50%	11.16%	20.41%	29.29%	38.20%	47.15%	56.18%	65.93%	74.94%	83.97%	92.93%	95.48%		Andrew Jarrett	(January) 0.16% down on last years target looks wrong (DE)

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<u>% total NNDR collected - monthly</u>	97.60% (11/12)		99.20%	12.02%	24.00%	33.07%	40.40%	48.98%	57.25%	65.21%	72.43%	80.12%	89.39%	93.51%		Andrew Jarrett	(January) 1.12% UP ON LAST YEARS - Targets may need to be revisited to take into account growth and 12 monthly payers FW and DE will take some time to look. (DE)
<u>Number of visitors per month</u>	2,068 (10/12)		2,500	1,361	1,355	1,257	1,212	1,189	1,200	1,234	1,234	1,194	1,200			Lisa Lewis	

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