

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																	
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%	94%	90%	96%	98%	95%	95%	96%	96%	95%	95%	94%	95%	95%	94%	Lisa Lewis	(March) 4 complaints still open at 4 weeks - will check again at 8 & 12 weeks 3 complaints still open at 8 weeks - will check again at 12 weeks (RT)
<u>Number of Complaints</u>	29	29		26	31	33	34	33	31	30	29	28	28	27	26	Lisa Lewis	(March) reduction in complaints possibly due to Covid-19 (RT)
<u>New Performance Planning Guarantee</u>	99%	99%	100%	n/a	n/a	99%	n/a	n/a	99%	n/a	n/a	99%	n/a	n/a	100%	Jenny Clifford, Eileen Paterson	(Quarter 1) Down by 1 FTE (RP)

Printed by: Catherine Yandle

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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>determine within 26 weeks</u>																	
<u>Major applications determined within 13 weeks (over last 2 years)</u>	85%	85%	60%	n/a	n/a	72%	n/a	n/a	72%	n/a	n/a	73%	n/a	n/a	71%	Jenny Clifford, Eileen Paterson	(Quarter 1) 1 FTE down (RP)
<u>Minor applications determined within 8 weeks (over last 2 years)</u>	78%	78%	65%	n/a	n/a	77%	n/a	n/a	78%	n/a	n/a	78%	n/a	n/a	79%	Jenny Clifford, Eileen Paterson	
<u>Major applications overturned at appeal (over last 2 years)</u>	3%	3%	10%	n/a	n/a	0%	n/a	n/a	2%	n/a	n/a	2%	n/a	n/a	2%	Jenny Clifford, Eileen Paterson	(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	13.33%	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</u>	0%	0%	10%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a	0%	Jenny Clifford, Eileen	

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<u>at appeal (over last 2 years)</u>																Paterson	
<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	18%	Jenny Clifford	(Quarter 3) % Appeals overturned in Q/% Overturned in Quarter 1 Appeal Overturned 10 Appeals Decided in Quarter (RP)
<u>Response to FOI Requests (within 20 working days)</u>	95%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Catherine Yandle	(March) 41 replies all on time (CY)
<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%	35	21	28	41	37	26	36	36	29	38	45	28	Catherine 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	3	3	3	3	3	Catherine Yandle	(August) 1 partially upheld, 1 not upheld, 1 withdrawn (CY)
<u>Working Days Lost Due to</u>	8.24days	8.24days	7.00days	0.46days	0.96days	1.55days	2.17days	2.88days	3.51days	4.18days	4.79days	5.59days	6.62days	7.33days	8.12days	Matthew Page	

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Sickness Absence																	
% total Council tax collected - monthly	97.79%	97.79%		11.16%	20.41%	29.29%	38.20%	47.15%	56.18%	65.93%	74.94%	83.97%	92.93%	95.48%	98.50%	Dean Emery	(January) 0.16% down on last years target looks wrong (DE)
% total NNDR collected - monthly	99.29%	99.29%	99.20%	12.02%	24.00%	33.07%	40.40%	48.98%	57.25%	65.21%	72.43%	80.12%	89.39%	93.51%	99.20%	Dean Emery	(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)
Number of visitors per month	1,923	1,923	2,500	1,361	1,355	1,257	1,212	1,189	1,200	1,234	1,234	1,194	1,200	1,187	1,157	Lisa Lewis	(March) dealing with Covid-19, opening hours reduced (RT)