

## Corporate Plan PI Report Corporate

Monthly report for 2020-2021

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: Economic Development																	
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
% of complaints resolved w/in timescales (10 days - 12 weeks)	95% (3/12)	94%	90%	100%	100%	80%										Lisa Lewis	(June) 15 closed after 4 wks (RT)
Number of Complaints	33 (3/12)	26		5	11	15										Lisa Lewis	
New Performance Planning Guarantee determine within 26 weeks	99% (1/4)	100%	100%	n/a	n/a	100%	n/a	n/a		n/a	n/a		n/a	n/a		Jenny Clifford, Eileen Paterson	(Quarter 1) COVID-19 (RP)
Major applications overturned at appeal (over last 2 years)	0% (1/4)	2%	10%	n/a	n/a	4%	n/a	n/a		n/a	n/a		n/a	n/a		Jenny Clifford, Eileen Paterson	
Major applications overturned at appeal % of appeals	0.00% (1/4)	10.00%		n/a	n/a	100%	n/a	n/a		n/a	n/a		n/a	n/a		Jenny Clifford	
Minor applications overturned at appeal (over last 2 years)	0% (1/4)	0%	10%	n/a	n/a	0%	n/a	n/a		n/a	n/a		n/a	n/a		Jenny Clifford, Eileen Paterson	
Minor applications overturned at appeal % of appeals	0% (1/4)	13%		n/a	n/a	0.25%	n/a	n/a		n/a	n/a		n/a	n/a		Jenny Clifford	
Response to FOI Requests (within 20 working days)	100% (3/12)	100%	100%	100%	100%	100%										Catherine Yandle	
FOI/EIR Requests where the information was granted in full	28 (3/12)	31		15	24	34										Catherine Yandle	
ICO Decision Notices	2 (4/12)	3		0	0	0	0									Catherine Yandle	
Working	1.55days (3/12)	8.12days	7.00days	n/a	n/a	1.41days	n/a	n/a		n/a	n/a		n/a	n/a		Matthew	
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<u>Days Lost Due to Sickness Absence</u>																Page	
<u>% total Council tax collected - monthly</u>	29.29% (3/12)	98.50%		10.71%	19.36%	28.02%										Dean Emery	
<u>% total NNDR collected - monthly</u>	33.07% (3/12)	99.20%		10.09%	16.52%	31.01%										Dean Emery	

Aims: Planning																	
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>Local Plan Review</u>	n/a	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Jenny Clifford	

Aims: Other																	
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>Community Infrastructure Levy</u>	n/a	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Jenny Clifford	