

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: 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>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	95% (4/12)	94%	90%	100%	100%	89%	77%									Lisa Lewis	(July) 9 completed at first check - check again at 8 weeks (RT)
<u>Number of Complaints</u>	34 (4/12)	26		5	11	15	16									Lisa Lewis	(July) figure amended from 23 to 19 as 4 are either SRs or not MDDC (RT)
<u>New Performance Planning Guarantee determine within 26 weeks</u>	99% (1/4)	100%	100%	n/a	n/a	100%	n/a	Jenny Clifford, Eileen Paterson, Tristan Peak	(Quarter 1) COVID-19 (RP)								
<u>Major applications overturned at appeal (over last 2 years)</u>	0% (1/4)	2%	10%	n/a	n/a	4%	n/a	Jenny Clifford, Eileen Paterson, Tristan Peak									
<u>Major applications overturned at appeal % of appeals</u>	0.00% (1/4)	10.00%		n/a	n/a	100%	n/a	Jenny Clifford, Tristan Peak									
<u>Minor applications overturned at appeal (over last 2 years)</u>	0% (1/4)	0%	10%	n/a	n/a	0%	n/a	Jenny Clifford, Eileen Paterson, Tristan Peak									
<u>Minor applications overturned at appeal % of appeals</u>	0% (1/4)	13%		n/a	n/a	0.25%	n/a	Jenny Clifford, Tristan Peak									
<u>Response to FOI Requests (within 20 working days)</u>	100% (5/12)	100%	100%	100%	100%	100%	100%	100%								Catherine Yandle	
<u>FOI/EIR Requests where the information was granted in full</u>	37 (5/12)	31		15	24	35	26	24								Catherine Yandle	
<u>ICO Decision</u>	3 (5/12)	3		0	0	0	0	0								Catherine	

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Notices																Yandle	
Community Infrastructure Levy	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, Tristan Peak	
Working Days Lost Due to Sickness Absence	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 Page	
% total Council tax collected - monthly	29.29% (3/12)	98.50%		10.71%	19.36%	28.02%										Dean Emery	
% total NNDR collected - monthly	33.07% (3/12)	99.20%		10.09%	16.52%	31.01%										Dean Emery	