

### Corporate Plan PI Report Community

Monthly report for 2020-2021  
 Arranged by Aims  
 Filtered by Aim: Priorities Community  
 Filtered by Flag: Exclude: Corporate Plan Aims 2016 to 2020  
 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 Community

##### Priorities: Community

##### Aims: Health and Wellbeing

##### 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>Annual Community Safety Partnership (CSP) Action Plan</u>	n/a	n/a	Actions identified in plan delivery affected by Covid													Simon Newcombe	
<u>Safeguarding standards for drivers</u>	n/a	n/a	100%						100%							Simon Newcombe	
<u>Mental Health First Aiders</u>	n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a		Matthew Page	
<u>National and regional promotions</u>	n/a	n/a	5						1							Simon Newcombe	(September) x1 national event promoted. A number of regular events we engage with including Clear Air Day, Noise Action etc have been rescheduled due to Covid into Q3 and Q4 this year so we expect this to improve. It may however be 2021/22 before we fully meet target. (SN)

##### Aims: Community Involvement

##### 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>	96% (6/12)	94%	90%	100%	100%	96%	91%	88%	83%							Lisa Lewis	(September) 16 closed at 1st check (021020) will check again at 8 wks (RT)

<b>Corporate Plan PI Report Community</b>																	
<b>Priorities: Community</b>																	
<b>Aims: Community Involvement</b>																	
<b>Performance Indicators</b>																	
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
<b>Number of Complaints</b>	188 (6/12)	313		5	21	45	64	97	122							Lisa Lewis	(July) figure amended from 23 to 19 as 4 are either SRs or not MDDC (RT)

<b>Aims: Leisure Centres</b>																	
<b>Performance Indicators</b>																	
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
<b>Health Referral Initiative starters</b>	n/a	n/a	15													Corinne Parnall	(October) Schemes were suspended due to Covid restart November (CY)
<b>Health Referral Initiative completers</b>	n/a	n/a	15													Corinne Parnall	
<b>Health Referral Initiative conversions</b>	n/a	n/a	5													Corinne Parnall	