

### 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

\* 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.Update February on draft out-turn for 20/21. |         |         |         |         |         |         |         |         |         |         |         |         | Simon Newcombe | (February) Out-turn for 20/21 Action Plan currently being reviewed and just one project outstanding. This is Junior Life Skills which was due to have been delivered in schools but has not been possible due to the pandemic and school closures. The final financial and Action Plan out-turn will be agreed at 11 Feb CSP Board Meeting together with Action Plan update for 21/22 (subject to funding confirmation) (SN) |
| <u>Safeguarding standards for drivers</u>                    | n/a                | n/a           | 100%   |         |         |         |         |         | 100%    |         |         |         |         | 100%    |         | Simon Newcombe | (February) Training has been delivered remotely/online during pandemic. All scheduled training completions due to end of Feb 2021 have been completed for those drivers retaining a licence (SN)   |
| <u>Mental Health First Aiders</u>                            | n/a                | n/a           | 5  | n/a     | n/a     | 0       | n/a     | n/a     | 0       | n/a     | n/a     | 0       | n/a     | n/a     |         | Matthew Page   | (Quarter 3) We have 10 trained mental health first aiders in place. No further training has  |

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|---|--------------------|---------------|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|--|
| 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>National and regional promotions</u> | n/a                | n/a           | 5             | 0       | 1       | 1       | 1       | 2       | 3       | 4       | 5       | 5       | 5       |         |         | Simon Newcombe | taken place this year (CY)<br>(November) Fuel Poverty Awareness Day (TW) |

| 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> | 95% (10/12)        | 94%           | 90%           | 100%    | 100%    | 96%     | 91%     | 94%     | 93%     | 90%     | 90%     | 89%     | 86%     |         |         | Lisa Lewis    | (January) 16 completed at 1st check (RT)                                 |
| <u>Number of Complaints</u>  | 279 (10/12)        | 313           |               | 5       | 21      | 45      | 64      | 97      | 122     | 145     | 163     | 184     | 211     |         |         | Lisa Lewis    | (July) figure amended from 23 to 19 as 4 are either SRs or not MDDC (RT) |

| Aims: Leisure Centres                         |                    |               |               |         |         |         |         |         |         |         |         |         |         |         |         |                 |  |
|---|--------------------|---------------|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------------|--|
| 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>Health Referral Initiative starters</u>    | n/a                | n/a           | 15            | 0       | 0       | 0       | 0       | 0       | 0       | 4       | 2       | 0       | 0       |         |         | Corinne Parnall | (December) COVID (K)                               |
| <u>Health Referral Initiative completers</u>  | n/a                | n/a           | 15            | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |         |         | Corinne Parnall | (December) Schemes were suspended due to Covid (K) |
| <u>Health Referral Initiative conversions</u> | n/a                | n/a           | 5             | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |         |         | Corinne Parnall | (December) Schemes were suspended due to Covid (K) |