Corporate Plan PI Report Community

Monthly report for 2021-2022
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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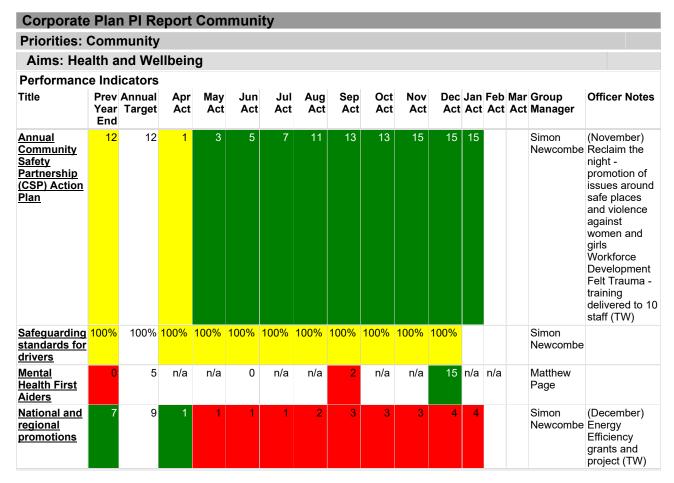
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Aims: Co	mmı	unity Ir	nvolve	emei	nt											
Performand	Performance Indicators															
Title		Annual Target		May Act				Sep Act		Nov Act					Group Manager	Officer Notes
% of complaints resolved w/in timescales (10 days - 12 weeks)	90%	90%	100%	99%	97%	97%	96%	95%	95%	93%	93%	93%	91%		Lisa Lewis, Brian Trebilcock	(February) 26 completed at 1st check (04/03/22) (RT)
Number of Complaints	273		38	78	116	145	179	214	235	269	292	320	355		Lisa Lewis, Brian Trebilcock	

Aims: Leisure Centres

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Priorities: Con	nmıır	nitv													
Aims: Leisure															
Performance In	dicat	ors													
Title														Group Manager	Officer Notes
lealth Referral nitiative starters	6	15	3	7	17	25	39	48	48	54	56	74	87	Corinne Parnall	(February) 13 (K)
Health Referral nitiative completers	0	10	3	3	3	3	3	12	12	19	23	42	53	Corinne Parnall	(February) 11 (K)
<u>Health Referral</u> <u>Initiative</u> conversions	0	5	2	2	2	2	2	11	11	16	19	24	31	Corinne Parnall	(February) 7 (K)

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