

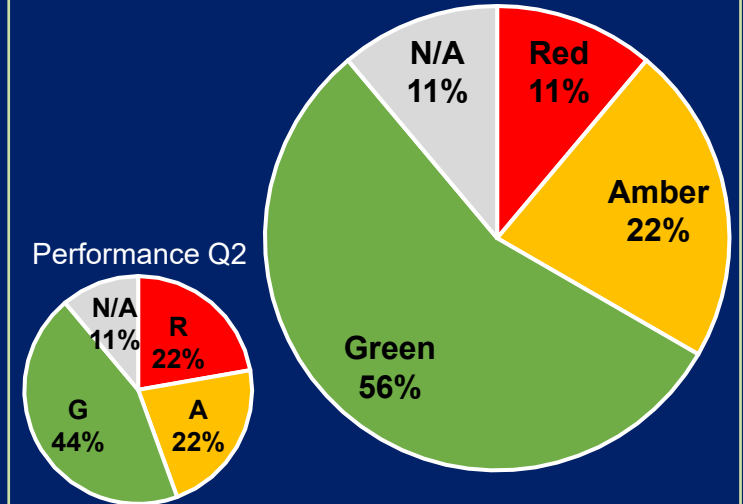
## Community PDG Performance Dashboard – Quarter 3 2023/24

Performance Measures	Performance	Annual Target	RAG
All council complaints resolved within timescales (Average YTD)	93 %	95 %	A
Licenced vehicle inspections (YTD)	90	40	G
Food safety inspections (YTD)	233	200	G
Private water supply sampling (YTD)	94	120	G
Environmental protection service requests (Average YTD)	76.7 %	95 %	R
Engagement rate on Let's Talk Mid Devon (YTD)	24.2 %	TBD	

Finance Measures	Performance	Annual Target	RAG
Community PDG – Outturn	£4,136k	£4,426k	G
Leisure Income	(£3,226k)	(£2,931k)	G
CMY PDG – Capital Slippage % of projects (Current)	21%	0	A

Corporate Risk	Risk Rating (Trajectory)
None	

### Overall Performance Q3



### In Focus

100% of environmental protection requests were responded to within 5 working days in Quarter 3

In 2023, Customer Services:

- Answered 85,240 telephone calls
- Saw over 5,500 customers in person
- Received 18,096 emails

In the past year, Mid Devon Leisure have run 26 accredited courses including National Pool Lifeguard Qualification, Swim Teaching, and First Aid and Safeguarding, training approximately 265 people.