

## Corporate Plan Quarterly PI Report Corporate

Quarterly report for 2016-2017

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 Quarterly PI Report Corporate										
Priorities: Delivering a Well-Managed Council										
Aims: Put customers first										
Performance Indicators										
Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Head of Service / Manager	Officer Notes
<u>New Performance Planning Guarantee determine within 26 weeks</u>	97% (1/4)	97%	100%	93%				93% (1/4)	Jenny Clifford	
<u>Working Days Lost Due to Sickness Absence</u>	1.64days (1/4)	8.12days	8.00days	1.71days				1.71days (1/4)	Jill May	
<u>Planning Applications: over 13 weeks old</u>	25 (1/4)	32	45	37				37 (1/4)	Jenny Clifford	
<u>% total NNDR collected - monthly</u>	48.30% (5/12)	99.10%	99.20%	33.96%				49.64% (5/12)	John Chumbley	
<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	93% (1/4)	93%	90%	94%				94% (1/4)	Liz Reeves	(Quarter 1) 94% resolved in time (LR)
<u>Number of Complaints</u>	61 (1/4)	95	For information only	106				106 (1/4)	Liz Reeves	(Quarter 1) 106 complaints logged in this period (LR)
<u>Response to FOI Requests</u>	70% (1/4)	87%	90%	95%				95% (1/4)	Lynsey Chilcott, Liz	
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**Corporate Plan Quarterly PI Report Corporate**

**Priorities: Delivering a Well-Managed Council**

**Aims: Put customers first**

**Performance Indicators**

Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Head of Service / Manager	Officer Notes
<u>(within 20 working days)</u>									Reeves	

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