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

* indicates that an entity is linked to the Aim by its parent Service

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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
Planning Applications: over 13 weeks old	26 (2/4)	40	45	37	39			39 (2/4)	Jenny Clifford	
New Performance Planning Guarantee determine within 26 weeks	97% (2/4)	97%	100%	93%	97%			97% (2/4)	Jenny Clifford	
Working Days Lost Due to Sickness Absence	3.68days (2/4)	8.12days	8.00days	1.71days	3.73days			3.73days (2/4)	Jill May	
% total NNDR collected - monthly	66.70% (7/12)	99.10%	99.20%	33.96%	61.48%			71.40% (7/12)	John Chumbley	
% of complaints resolved w/in timescales (10 days - 12 weeks)	100% (2/4)	93%	90%	94%	89%			89% (2/4)	Liz Reeves	(Quarter 2) Some services still need help using the system & 2 stage 2 complaints had 'disappeared' now found and should still be resolved within timescales. (RT)
Number of Complaints	39 (2/4)	95	For information only	106	75			75 (2/4)	Liz Reeves	(Quarter 2) Information from CRM report (RT)
Response to	90% (2/4)	87%	90%	95%	95%			95% (2/4)	Lynsey	

09/11/2016

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FOI Requests (within 20 working days)	🟥	🟥		🟩	🟩			🟩	Chilcott, Liz Reeves	