

Corporate Plan PI Report Corporate

Monthly 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 PI Report Corporate

Priorities: Delivering a Well-Managed Council

Aims: Put customers first

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	Actual to Date	Head Serv Manag
<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	100% (2/4)	93%	90%	n/a	n/a	94%	n/a	n/a	89%	n/a	n/a	n/a	n/a	n/a		89% (2/4)	Liz Reeve
<u>Number of Complaints</u>	39 (2/4)	95	For information only	55	26	25	16	30	27	26	20					20 (8/12)	Liz Reeve
<u>Planning Applications: over 13 weeks old</u>	36 (3/4)	40	45	n/a	n/a	37	n/a	n/a	39	n/a	n/a	33	n/a	n/a		33 (3/4)	Jenny Cliffor
<u>New Performance Planning Guarantee determine within 26 weeks</u>	96% (3/4)	97%	100%	n/a	n/a	93%	n/a	n/a	97%	n/a	n/a	98%	n/a	n/a		98% (3/4)	Jenny Cliffor
<u>Response to FOI Requests (within 20 working days)</u>	90% (2/4)	87%	90%	95%	100%	96%	98%	91%	100%	92%	90%					90% (8/12)	Liz Reeve
<u>Working Days Lost Due to Sickness Absence</u>	3.68days (2/4)	8.12days	8.00days			1.71days			3.73days	4.50days	5.17days					5.17days (8/12)	Jill Ma
<u>% total NNDR collected - monthly</u>	80.59% (9/12)	99.10%	99.20%	12.42%	19.96%	33.96%	42.37%	49.64%	61.48%	71.40%	76.81%	84.78%				84.78% (9/12)	John Chumi