

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 Man.
<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	100% (2/4)	93%	90%			94%			89%	100%	95%					95% (8/12)	Liz Reev
<u>Number of Complaints</u>	39 (2/4)	95	For information only	55	26	25	16	30	27	26	20					20 (8/12)	Liz Reev
<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)	Jenn Clifff
<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)	Jenn Clifff
<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 Reev
<u>Working Days Lost Due to Sickness Absence</u>	5.71days (3/4)	8.12days	8.00days			1.71days			3.73days	4.50days	5.17days	5.83days				5.83days (9/12)	Jill M
<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 Chur