

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

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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	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Apr Act
<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	98% (3/4)	93%	90%	0%	0%	94%	0%	0%	89%	100%	95%	88%	95%			
<u>Number of Complaints</u>	87 (3/4)	95	For information only	55	26	25	16	30	27	26	20	16	20			
<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		
<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		
<u>Major applications determined within 13 weeks (over last 2 years)</u>	n/a	n/a	50%	n/a	n/a	51%	n/a	n/a	66%	n/a	n/a	71%	n/a	n/a		
<u>Response to FOI Requests (within 20 working days)</u>	88% (3/4)	87%	90%	95%	100%	96%	98%	91%	100%	92%	90%	85%	97%			
<u>Working Days Lost Due to Sickness Absence</u>	5.71days (3/4)	8.12days	8.00days	0.00days	0.00days	1.71days	1.71days	1.71days	3.73days	4.50days	5.17days	5.83days	6.64days			6.64
<u>% total Council tax collected - monthly</u>	93.98% (10/12)	98.12%	98.50%	11.33%	20.55%	29.70%	38.70%	47.82%	56.94%	66.81%	76.20%	85.05%	94.05%	97.23%		97
<u>% total NNDR collected - monthly</u>	91.48% (10/12)	99.10%	99.20%	12.42%	19.96%	33.96%	42.37%	49.64%	61.48%	71.40%	76.81%	84.78%	92.87%			92
<u>Number of visitors per month < 4,000</u>	4,212 (10/12)	4,191	4,000	2,843	2,940	3,014	2,906	2,883	2,890	2,906	2,906	2,813	2,797			
<u>Satisfaction with front-line services</u>	81.33% (3/4)	80.75%	80.00%	82.35%	78.57%	75.68%	81.25%	81.67%	80.56%	81.40%	82.00%	82.86%	82.46%			82
<u>Number of Digital payments</u>	32,680 (3/4)	43,087	For information only	5,628	11,894	17,622	23,513	29,062	34,858	42,473	49,804	54,711	60,034			60

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