

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 |
|-------------------------|---------|-------------------|--------------|-----------|--------------|-------------------|

* 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 | 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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Priorities: Delivering a Well-Managed Council

Aims: Put customers first

Performance Indicators

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|-------|--------------------|---------------|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----|
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