

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	Actual to Date	Head of Service / Manager	Officer Notes
<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	95%	95%	90%	0%	0%	94%	94%	94%	92%	93%	93%	93%	93%	93%	92%	92%	Liz Reeves	(January) one complaint with legal services manager - the rest resolved within timescale (RT)
<u>Number of Complaints</u>	95	95	For information only	55	26	25	16	30	27	26	20	16	20	35	21	21	Liz Reeves	(January) 22 complaints 1x test & 1x duplicate so only recording 20 (RT)
<u>Planning Applications: over 13 weeks old</u>	40	40	45	n/a	n/a	37	n/a	n/a	39	n/a	n/a	33	n/a	n/a	29	29	Jenny Clifford	
<u>New Performance Planning Guarantee determine</u>	97%	97%	100%	n/a	n/a	93%	n/a	n/a	97%	n/a	n/a	98%	n/a	n/a	98%	98%	Jenny Clifford	

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<u>within 26 weeks</u>																		
<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	74%	74%	None	
<u>Response to FOI Requests (within 20 working days)</u>	84%	84%	90%	95%	98%	97%	97%	96%	97%	96%	95%	94%	94%	94%	94%	94%	Liz Reeves	(March) (LR)
<u>Working Days Lost Due to Sickness Absence</u>	8.12days	8.12days	8.00days	0.00days	0.00days	1.71days	1.71days	1.71days	3.73days	4.50days	5.17days	5.83days	6.64days	7.39days	7.89days	7.89days	Jill May	
<u>% total Council tax collected - monthly</u>	98.12%	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%	98.10%	98.10%	John Chumbley	
<u>% total NNDR collected - monthly</u>	99.10%	99.10%	99.20%	12.42%	19.96%	33.96%	42.37%	49.64%	61.48%	71.40%	76.81%	84.78%	92.87%	99.59%	102.43%	102.43%	John Chumbley	
<u>Number of visitors per month < 4,000</u>	4,191	4,191	4,000	2,843	2,940	3,014	2,906	2,883	2,890	2,906	2,906	2,813	2,797	2,738	2,761	2,761	Liz Reeves	
<u>Satisfaction with front-line services</u>	80.75%	80.75%	80.00%	82.35%	78.57%	75.68%	81.25%	81.67%	80.56%	81.40%	82.00%	82.86%	82.46%	80.15%	81.58%	81.58%	Liz Reeves	
<u>Number of Digital payments</u>	43,087	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	64,525	69,567	69,567	Liz Reeves	(September) Includes Internet, customer assisted & touch tone payments - internet

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																		payments include figures from the online submission form (increasing figures by approx. 5k per month) (RT)