

Corporate Plan PI Report Corporate

Monthly report for 2017-2018

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
% of complaints resolved w/in timescales (10 days - 12 weeks)	0% (1/12)	92%	90%	100%												100% (1/12)	Liz Reeves	
Number of Complaints	25 (3/12)	21	For information only	13	13	23										23 (3/12)	Liz Reeves	(May) Figures from corporate complaint system & shows all services (RT)
Planning Applications: over 13 weeks old	(1/4)	29	45	n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a			Jenny Clifford	
New Performance Planning Guarantee determine within 26 weeks	(1/4)	98%	100%	n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a			Jenny Clifford	
Major applications determined within 13 weeks (over last 2 years)	(1/4)	74%	50%	n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a			None	
Response to FOI Requests (within 20 working days)	97% (3/12)	94%	100%	79%	80%	79%										79% (3/12)	Liz Reeves	(June) 51 answered 12 over 2 days (RT)
Working Days Lost Due to Sickness Absence	(3/12)	7.89days	7days														Jill May	
% total Council tax collected - monthly	(3/12)	98.10%	98.50%														John Chumbley	
% total NNDR collected - monthly	(3/12)	99.18%	99.20%														John Chumbley	
Number of visitors per month	3,014 (3/12)	2,761	3,000	2,351	2,673	2,784										2,784 (3/12)	Liz Reeves	
Satisfaction with front- line services	78.57% (2/12)	81.58%	80.00%	0.00%	0.00%											0.00% (2/12)	Liz Reeves	(May) No stats this month as F2F kiosk unrepaira
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																		(RT)
<u>Increase Number of Digital payments</u>	11,894 (2/12)	69,567	70,960	5,927	11,973											11,973 (2/12)	Liz Reeves	

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