

**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
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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	Actual to Date
<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	94% (4/12)	92%	90%	100%	96%	88%	83%									83% (4/12)
<u>Number of Complaints</u>	16 (4/12)	21	For information only	13	13	23	15									15 (4/12)
<u>New Performance Planning Guarantee determine within 26 weeks</u>	93% (1/4)	98%	100%	n/a	n/a	99%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	99% (1/4)
<u>Major applications determined within 13 weeks (over last 2 years)</u>	51% (1/4)	74%	50%	n/a	n/a	47%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	47% (1/4)
<u>Minor applications determined within 8 weeks (over last 2 years)</u>	(1/4)	76%	65%	n/a	n/a	79%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	79% (1/4)
<u>Major applications overturned at appeal (over last 2 years)</u>	14% (1/4)	9%	10%	n/a	n/a	4%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	4% (1/4)
<u>Minor applications overturned at appeal (over last 2 years)</u>	n/a	n/a	10%	n/a	n/a	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0% (1/4)
<u>Response to FOI Requests (within 20 working</u>	97% (4/12)	94%	100%	79%	85%	82%	80%									80% (4/12)

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<u>days)</u>																
<u>Working Days Lost Due to Sickness Absence</u>	2.23days (4/12)	7.89days	7.00days	0.61days	1.25days	1.88days	2.54days									2.54days (4/12)
<u>Return on Commercial Portfolio</u>		8.6%	7.5%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<u>% total Council tax collected - monthly</u>	47.82% (5/12)	98.10%	98.50%	11.34%	20.61%	29.74%	38.73%	51.60%								51.60% (5/12)
<u>% total NNDR collected - monthly</u>	49.64% (5/12)	99.18%	99.20%	12.20%	19.88%	33.72%	40.57%	50.41%								50.41% (5/12)
<u>Number of visitors per month</u>	3,014 (3/12)	2,761	3,000	2,351	2,673	2,784										2,784 (3/12)
<u>Satisfaction with front-line services</u>	75.68% (3/12)	81.58%	80.00%	0.00%	0.00%	97.59%										97.59% (3/12)
<u>Increase Number of Digital payments</u>	17,622 (3/12)	69,567	70,960	5,927	11,973	17,839										17,839 (3/12)