

Progress against Council Plan 2009/10

Overall Status



THEME A place of safe and strong communities



Ob Contribute to improving cohesion in local communities



Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Reduce levels of deprivation in priority neighbourhoods	Safe and Sustainable Neighbourhoods	01 Apr 2009	31 Mar 2010		

Ob Contribute to reductions in anti-social behaviour



Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Promote consideration of s17 Crime and Disorder Issues in determination of planning applications	Development and Enterprise	24 Nov 2009	31 Dec 2009		
Develop Warden and Anti Social Behaviour Functions	Safe and Sustainable Neighbourhoods	07 Jan 2010	31 Mar 2010	Introduced mediation service to resolve neighbour disputes. Regular attendance of Neighbourhood Wardens and ASB Coordinator at Police Tasking and Coordination meetings. Arrangements being finalised for ASB Coordinator to work out of Arnold Police Station one day a	

Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
				week	



Contribute to reductions in recorded crime



Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
NI 15 Serious violent crime rate	Safe and Sustainable Neighbourhoods	0.3	0.5	Changes in Police Crime Recording practice has resulted in more crimes being recorded within this category.	
NI 16 Serious acquisitive crime rate	Safe and Sustainable Neighbourhoods	16	15.1		
NI 20 Assault with injury crime rate	Safe and Sustainable Neighbourhoods	5.81	6.1	Changes in Police Crime Recording practice has resulted in more crimes being recorded within this category.	


Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Develop CCTV system - expand geographical area covered	Development and Enterprise	08 Aug 2008	31 Aug 2009		



Improve the take-up of Housing Benefits



Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
NI 180 The number of changes of circumstances which affect customers' Housing Benefit/Council Tax Benefit entitlement within the year.	Finance; Leader	450	1365		

Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
NI 181 Time taken in days to process Housing Benefit/Council Tax Benefit new claims and change events	Finance; Leader	13.0 days	12.0 days		





THEME A place that contributes to a vibrant and prosperous Greater Nottingham



Ob

Ensure people in Gedling have access to high quality accommodation




Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Process Gedling Colliery Planning Application	Development and Enterprise	24 Nov 2009	31 Mar 2010		
Develop Local Development Framework Core Strategy	Strategic Planning	13 May 2009	31 Dec 2011	A revised Local Development Scheme was agreed in March 2010 which shows that the Core Strategy will be adopted in December 2011 (previously May 2010). The Local Development Scheme was revised in order to take account of progress towards aligning the Core Strategy with the other districts that make up the Greater Nottingham Housing Market Area.	
Finalise and adopt Housing Strategy	Strategic Planning	01 Sep 2009	31 Mar 2010	Strategy adopted 25 March 2010	
Prepare for Homes and Communities Agency Single Conversation in the Borough and support preparation across the Greater Nottingham Housing Market Area	Strategic Planning	05 Aug 2009	30 Mar 2011	Action progressed as far as possible in 2009/10. Rolls forward into 2010/11 and included in Council Plan.	

**Improve cash flow to suppliers in order to assist their financial viability**

Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
LI018 % of invoices paid within 30 days	Finance; Leader	98.00%	96.70%	During the course of the year, there have been some minor dips in departmental performance arising from changes in staffing and administrative arrangements	
LI047 % of invoices paid within 10 working days - local suppliers	Finance; Leader	95%	86.3%	The automated method of calculating this data includes the processing of all business with a Nottingham post code, this includes several utility providers whose bill payment cover many locations and there are insufficient resources available to process these payments within 10 working days with the required levels of probity. Although it is considered that these businesses are outside the scope of the original intentions of the performance target we are examining if system changes could speed up these payments. The majority of 'failures' were by less than 5 days.	

**Minimise the incidence of homelessness in the Borough**



Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
LI051 Average time to process homelessness applications (working days)	Customer and Member Services	20 days	21.25 days	This target has become increasingly hard to achieve as we perform at a much higher	

Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
				level on homelessness prevention so only the most difficult and complex cases culminate in a homeless application. The knock on effect is that each case is more complicated and then takes longer for a decision to be reached. However, our performance is higher than the Government's statutory target of 33 days	
NI 156 Number of households living in temporary accommodation	Customer and Member Services	25	8	This figure reflects the improved performance in prevention work, and the lower numbers of homeless applications we have needed to take. This trend is reflected with our partner authorities who will be reporting similar demand. There has been a significant fall in the number of homeless acceptances this year, much of this has been due to use of the housing register to avert homelessness.	



Provide high quality regulatory services



Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
NI 182 Satisfaction of business with local authority regulation services	Development and Enterprise	80%	86%		
NI 184 Food establishments in the area which are broadly compliant with food hygiene law	Safe and Sustainable Neighbourhoods	86%	88%		


**Support partner agencies work to minimise effect of economic recession in the Borough**

Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
NI 151 Overall Employment rate (working-age)	Development and Enterprise		79.2%	Data shown is up to Quarter 3 2009/10 and is the most recent figure published from the Annual Population Survey provided by NOMIS	
NI 152 Working age people on out of work benefits - locally reported only	Development and Enterprise		3.6%		

Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Develop Arnold Town Centre redevelopment project	Development and Enterprise	02 Dec 2009	31 Mar 2011	The Primary Care Trust have delayed making a decision on the provision of a new health centre until after the General Election. In the meantime the Borough Council is continuing to progress redevelopment options.	

THEME A place where people are treated fairly and have an opportunity to get involved**Address poverty in the Borough**

Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
NI 187(i) Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (i) Low energy	Safe and Sustainable Neighbourhoods	6%	7.8%	Surveyors working for the Council are now targeting measures on properties in the Borough. However due to the small	

Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
efficiency				absolute numbers that come within this category and the limitations of the survey method, improvements may still be hard to measure.	
NI 187(ii) Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (ii) High energy efficiency	Safe and Sustainable Neighbourhoods	33%	36.9%		

Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Develop a Housing Benefit and Council Tax Benefit Take up Strategy	Finance; Leader	26 Feb 2010	31 Mar 2010	The draft strategy has been completed and we are working with Policy Scrutiny Committee to review the strategy. It is anticipated that the completed strategy will be put to July cabinet for formal adoption.	
Assess the level of fuel poverty	Safe and Sustainable Neighbourhoods	09 Jun 2009	31 Mar 2010		

Ob

Improve status of new Equality Framework



Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
LI001 Level achieved against the Local Government Equality Framework	Customer and Member Services	1	1	Level 1 = Developing	

Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Improve equality of opportunity in terms of service delivery and employment	Customer and Member Services	01 Apr 2009	31 Mar 2010		

Ob**Increase local involvement in decision making**

Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
NI 5 Overall/general satisfaction with local area	Strategic Planning		83.8%	This measure is derived from the biennial Place Survey. At 83.8%, satisfaction of residents with the area in Gedling Borough is slightly below the upper quartile nationally and is second best in Nottinghamshire, behind Rushcliffe with 93% satisfied (the 4th best district in the country).	
NI 4 % of people who feel they can influence decisions in their locality	Safe and Sustainable Neighbourhoods		29.4%		

Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Review the website to make it more customer focused	Customer and Member Services	12 Jun 2009	31 Mar 2010		
Develop and manage delivery of new Gedling Partnership governance	Safe and Sustainable Neighbourhoods	13 May 2009	30 Oct 2009	Project substantially completed. Governance arrangements and delivery structure in place. Implementation Plan agreed by Partnership Board 18 Jan 10. Performance management principles agreed as part of Implementation Plan - final details to be resolved through Implementation Team at its next meeting.	

THEME A place where people can lead a healthy and active lifestyle



Ob

Ensure affordable housing is available according to defined needs



Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
NI 155 Number of affordable homes delivered (gross)	Development and Enterprise	76	21	This figure is estimated, and may increase once full information has been received from housing associations, which will be after the reporting deadline but will be available by August 2010	

Ob

Ensure housing supply meets demand, overall and by type and tenure



Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
NI 154 Net additional homes provided	Strategic Planning	318	257	Monitoring has picked up a slight discrepancy between information held by Planning Policy and Building Control and it is likely that this figure will need to be reduced slightly to take account of demolitions that had not been picked up. The figure will be revised in due course once the accurate position is known	
NI 159 Supply of ready to develop housing sites	Strategic Planning		149.0%	The figure shown is for 2008/09. The figure for the period 2010/11 is not available until the SHLAA update has been completed which will be in November 2010.	
NI 170 Previously developed land that has been vacant or derelict for more	Strategic Planning	50.00%	1.00%	The figure shown is for 2008/09. The figure for the period 2009/10	

Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
than 5 years				is not available until the SHLAA update has been completed which will be in November 2010.	

Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Continue with work with Registered Social Landlords to develop nomination agreement with Registered Social Landlords in the Borough	Customer and Member Services	15 Jan 2010	31 Mar 2010		
Consider benefits and opportunities to join CBL scheme	Customer and Member Services	01 Apr 2009	31 Dec 2009		
Develop and adopt new Supplementary Planning Document (SPD) for Affordable Housing	Strategic Planning	01 Apr 2009	31 Dec 2009	Supplementary Planning Document adopted 3 December 2009. Given planning permissions already in place and the continued slow housing market, it may take up to 3 years for the full effect of the new policy to take effect in terms of delivering additional affordable housing.	
Replace Balmoral House as set out in Homelessness Strategy	Customer and Member Services	14 Sep 2009	31 Dec 2011	Strategy for future provision of Temporary Accommodation developed during the year and adopted 4 May 2010 effectively supersedes the original task to replace Balmoral House as it facilitates alternative provision and recommends disposal of Balmoral House.	

**Improve Childrens' and youth play opportunities**

Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Provide children's play and youth facility at Queensbower recreation ground	Leisure and Wellbeing	05 Jan 2010	31 Mar 2010	Completion date for the Scheme has slipped to the 28 May 2010, access onto site for two separate contractors has been a problem when avoiding the nearby school access.	
Improve sport and leisure facilities in Warren Hill area	Leisure and Wellbeing	01 Apr 2009	30 Apr 2011		

**Increase participation in sport and exercise**


Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
LI028 % satisfied with sports/leisure facilities	Leisure and Wellbeing		62%		
LI027 Number of visits to leisure centres	Leisure and Wellbeing	1,014,140	1,054,639		
NI 11 Engagement in the Arts	Leisure and Wellbeing	48.0%	44.7%	This is a new County wide target, the result is below target. Gedling achieved a 45% in attendance/participation for the same period. The new Arts Strategy for Gedling and its action plan sets out how we will improve our participation and attendance levels.	
NI 8 Adult participation in sport and active recreation	Leisure and Wellbeing	22.1%	23.7%		

Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Increase participation in sport and exercise	Leisure and Wellbeing	01 Apr 2009	31 Mar 2010		

THEME A place where we can take care of our environment

Ob

Assess the impact of adaptation measures to reduce the impact of climate change 

Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
NI 188 Planning to Adapt to Climate Change - Progress made on assessing and managing climate risks and opportunities	Safe and Sustainable Neighbourhoods	0	0	Level 0 means the Authority has begun the process of assessing the potential threats and opportunities across its estate and services (for example, flood and coastal resilience plans, emergency planning, community risk registers/strategies etc) and has identified and agreed the next steps to build on that assessment in a systematic and coordinated way.	



Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Reduce Carbon footprint and improve energy efficiency of council buildings	Safe and Sustainable Neighbourhoods	18 Jan 2010	31 Mar 2010		
Action the Carbon Trust Report within Leisure Services	Safe and Sustainable Neighbourhoods	21 Jul 2009	30 Nov 2009	Draft report information included as part of the Leisure Facilities Strategy Review	
Assess the carbon impact of activity within the Borough	Safe and Sustainable Neighbourhoods	01 Apr 2009	31 Mar 2010	SMT noted provisional target for 2010/11	



Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Assess the impact of adaptation measures to reduce the impact of climate change	Safe and Sustainable Neighbourhoods	01 Apr 2009	31 Mar 2010		
Adaptation measures to climate change	Safe and Sustainable Neighbourhoods	23 Jul 2009	31 Mar 2010	Commenced work in March 2010 on using the UKCIP Adaptation model to establish priorities and develop an Adaptation Strategy.	



Ensure streets and pavements are kept clean



Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	Direct Services	5%	4%		
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	Direct Services	7%	13%	Although there is an increase in detritus (dirt, mud, etc) this is partially due to the increase in parked cars and the bad weather at the beginning of the year which resulted in our cleansing operations being reduced or suspended. However, this figure is still below the national average of 22% The planned action in areas with parked cars is to purchase some road cones with "street cleansing due" written on them with a slot for the date of the action (the day after) as well as sending letters to residents. We will also consider giving those residents a free day pass at the nearest car	




Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
				park. All this will help to reduce this level in 2010/11 hopefully to around 12% or lower.	
NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	Direct Services	1%	1%		
NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	Direct Services	0%	0%		


Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Reduce graffiti, litter and fly tipping in areas needing to improve local environment	Direct Services	01 Apr 2009	31 Mar 2010		




Improve air quality



Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
NI 185a CO2 reduction from local authority operations in kg	Safe and Sustainable Neighbourhoods	5084000 tonnes		Figure for 09/10 not reported until July 2010, so will be updated Q3	
NI 186 Per capita reduction in CO2 emissions in the LA area	Safe and Sustainable Neighbourhoods	4.9		The figures provided by the Department for Energy and Climate Change are two years in arrears, information will be reported when these are published	
NI 194c Air quality – % reduction in NOx and primary PM10 emissions	Safe and Sustainable Neighbourhoods	260 tonnes		Data is submitted as part of the NI 185 carbon Emissions from	


Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
through local authority's estate and operations - total primary PM10 tonnes				Local Authority Activity submission in July 2010. Performance will therefore be reported in Q3.	
NI 194d Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations - total NOx tonnes	Safe and Sustainable Neighbourhoods	7900 tonnes		Data is submitted as part of the NI 185 carbon Emissions from Local Authority Activity submission in July 2010. Performance will therefore be reported in Q3.	

Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Reduce level of pollutants from use of fleet vehicles	Safe and Sustainable Neighbourhoods	21 Dec 2009	31 Mar 2010	As the information is collected as part of the NI 185 submission (carbon emissions from local authority activity) in July of each year, the measure is always in arrears of the activity being recorded. It is intended therefore to establish a target as part of the 2010/11 target setting process and monitor progress against this in the 2010 NI 185 submission.	



Improve Planning Service



Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
LI022 Planning appeals allowed against the authority's planning refusals as a % of all planning applications received	Development and Enterprise	33.0%	11.0%	Significant improvement on previous year, which indicates that 08/09 was an unusual year in terms of volumes and decisions.	

Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Revise and implement Section 106 guidance Document	Leisure and Wellbeing	25 Jan 2010	31 Mar 2011	Target amended from 31 March 2010 to 31 March 2011 at Cabinet 18 February 2010	
Achieve top quartile performance for processing planning applications	Development and Enterprise	01 Apr 2009	31 Mar 2010		
Reduce number of planning appeals allowed	Development and Enterprise	01 Apr 2009	30 Sep 2009		
Raising awareness of Planning Services	Development and Enterprise	01 Oct 2009	31 Oct 2009	Member training sessions covering enforcement, probity issues and permitted development rights completed. Information items on committee agendas re Local Development Framework progress. Pre-committee briefing sessions on significant applications including nitrate plant and sub station proposals.	

Ob

Improve usage of and customer satisfaction with parks and open spaces



Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
LI066a % of parks assessed against the Nottinghamshire Standard	Leisure and Wellbeing	100%	100%		
LI066b % of parks meeting the Nottinghamshire Standard	Leisure and Wellbeing			The bench mark for the standard has not been agreed with other Districts, the deadline for setting the benchmark has slipped to June 2010.	



Increase recycling rate and reduce residual waste



Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
NI 191 Residual household waste per household in Kg	Direct Services	540kg	545kg	63.5% of the total waste arising collected in the borough 2009/10 was sent to landfill or incineration. The total amount per household is 544.48kg against our target of 540kg. To reduce this figure in 2010/11 we are trialling some new recycling initiatives (see NI 192 note). We will also be promoting/marketing our services such as garden waste & bulky waste recycling to reduce the amount of waste being disposed of per household. Our current figure is too high and our recycling figure has reduced slightly to 36.5%. Our ambition over the next few years is to achieve 60% landfill and 40% recycling.	
NI 192 Percentage of household waste sent for reuse, recycling and composting	Direct Services	38.50%	36.50%	A combination of more household waste being collected (See NI 191) and less recycling. Proposals to address this slight decrease include recycling street cleansing arisings (detritus being sent for use in concrete products etc), collection of batteries, and trials taking place on extracting the wood from bulky household waste collections (bed frames, sofas etc).	

**Provide a high quality planning service**

Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
NI 157a Percentage of Major planning applications processed within 13 weeks	Development and Enterprise	72.00%	73.00%		
NI 157b Processing of Minor planning applications processed within 8 weeks	Development and Enterprise	78.00%	78.00%		
NI 157c Processing of Other planning applications within 8 weeks	Development and Enterprise	92.00%	90.00%	Slightly below annual target due to dip in Quarter 4 due to combination of weather conditions in January 2010 and higher than average number of pending applications being completed. On target to meet local target until that point and achieved national target with no difficulty.	

Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Coordinate and manage overall delivery of Public Realm Works programme	Strategic Planning	09 Nov 2009	31 Dec 2011	Of £350,000 funded (after £200,000 allowance for dry rot properties taken out) £237,000 worth of works have either been completed or are in progress @ 31/3/10; a further £37,000 are planned but delayed. Further schemes have been identified for the remaining unallocated sums.	

**Provide high quality public protection service**

Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
LI030 Pest Control request for service responded to on time (within 2 working days)	Safe and Sustainable Neighbourhoods	97%	99.5%		
LI031 Public protection requests for service responded to on time (within 2 working days)	Safe and Sustainable Neighbourhoods	93%	90.25%	Performance improved over the course of the year, but slightly below annual target. Performance is on target for quarter 1 2010/11	

**Reduce fly tipping in the Borough**

Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
NI 196 Improved street and environmental cleanliness – fly tipping	Direct Services	1	1	Score = Very Effective - awaiting confirmation from DEFRA	

THEME Operational vision and strategy: Gedling as a top performing Council









Ob







Ensure the Council continues to secure improved efficiency and Value for Money in its service delivery



Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
LI049 Achievement of Gedling Transformation Programme target savings	Customer and Member Services	£20,000	£22,500		
LI050 Achievement of balanced Medium Term Financial Plan	Finance; Leader	1	1	Balanced Medium Term Financial Plan achieved	
LI059 Managed financial risk	Finance; Leader	1	1	Financial risk managed effectively	
LI060 Achieve unqualified external Audit Certificate	Finance; Leader	1	1	Unqualified external Audit Certificate achieved	
NI 179 Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	Finance; Leader	£600000		Information not available until June, it is expected that targets will be met.	

Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Implement employee self service of personal information through Resourcelink	Customer and Member Services	01 Apr 2009	31 Mar 2010		
Transfer resources to Contact Centre through GTP	Customer and Member Services	01 Apr 2009	31 Mar 2010		
Improve Employee satisfaction and morale	Customer and Member Services	01 Apr 2009	31 Mar 2010	A significant amount of progress has been made towards this objective, as reflected in the feedback from the Investment in People (IIP) assessment during February 2010. Budget	

Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
				constraints and other commitments have meant that some actions scheduled for completion in 2009/10 will be rolled forward to future years.	
Improve effectiveness of the Scrutiny Function	Customer and Member Services	01 Apr 2009	31 Mar 2010		
Develop capacity and profile of elected members	Customer and Member Services	01 Apr 2009	31 Mar 2010		
Implementation of new structure within Direct Services Department	Direct Services	23 Nov 2009	30 Nov 2009	Report submitted to P&R Committee on 23rd November 2009. All recommendations approved and recruitment process has commenced.	
Implementation of new IT System within Direct Services	Direct Services	22 Dec 2009	01 Oct 2010	Funding through the Nottinghamshire Improvement and Efficiency Partnership (NIEP) was approved in December 2009 for the procurement of a new IT Waste Management System. The process required a partnering Authority and the procurement, in accordance with EU regulations will be undertaken early 2010 with the system to be implemented by 1st October 2010. Our partnering Authority is Ashfield DC.	
Implement transfer from Wollaton Avenue Centre to Brickyard Community Centre	Customer and Member Services	22 Jul 2009	31 Jul 2009		
Review and Improve the efficiency of leisure centre provision	Leisure and Wellbeing	10 Jul 2007	31 Mar 2010	The swimming pools needs survey has been delayed due to the consultant's illness, the completion date is September 2010.	

Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Improve usage of and customer satisfaction with parks and open spaces throughout the Borough	Leisure and Wellbeing	05 Jan 2010	30 Nov 2010	Target date amended from 31 March 2010 to 30 November 2010 at Cabinet 18 February 2010	
Improve overall efficiency of the leisure service	Leisure and Wellbeing	01 Apr 2009	31 Mar 2010	Task to review the Corporate Complaints and Compliments system has slipped due to staff sickness, a revised completion date of July 2010 is proposed. All sub actions other than this have been completed on schedule.	
Implement Gedling Transformation Programme within Planning and Environment	Customer and Member Services	23 Jul 2009	30 Jun 2009	GTP has been implemented and new structures are in place.	
Continued introduction of Covalent Performance Management system	Customer and Member Services	01 Apr 2009	31 Aug 2009		
Co-ordinate Use of Resources self-assessment (joint with Corporate Services)	Customer and Member Services	01 Apr 2009	11 Dec 2009		
Carry out Place Survey and analyse results data	Safe and Sustainable Neighbourhoods	01 Apr 2009	31 Mar 2010	Place survey is mandatory in alternate years, voluntary any more frequently. Decided for 2009/10 that, due to financial constraints, voluntary survey will not be carried out in 2009/10, but outcome to be pursued through other consultations, including appropriate use of Nottinghamshire Citizen's Panel.	

**Improve the customer experience of contacting the Council**

Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
LI052 % of calls to the contact centre answered (or call back made) - 12 month rolling total	Customer and Member Services	78.0%	83.7%		


Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Improve employee understanding of Council vision, priorities and values	Customer and Member Services	07 Dec 2009	31 Mar 2010		
Review State of the Borough and links with HSSA and AMR	Strategic Planning	01 Apr 2009	31 Mar 2010		

**Increase IT resilience**

Action	Portfolio Owners	Start Date	Due Date	Latest Note	Status
Investment in new technology	Customer and Member Services	01 Apr 2009	30 Sep 2009	30/09/2009 - Complete	

**Maintain high levels of public satisfaction with the Council**


Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
LI013 Overall satisfaction with the authority	Customer and Member Services		60%	This figure is from Nottinghamshire Citizen's Panel exercise, so methodology is not directly comparable with Place Survey used in 2008/09. Measure	

Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
				considered to be a useful proxy measure though.	
LI014a % of local residents who feel they are well informed about the Council and its work	Customer and Member Services		80.0%	This result derived from Nottinghamshire Citizen's Panel consultation Nov/Dec 2009. The question asks how well informed residents feel about Council services.	

Ob

Maximise income from Council Car Parks



Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
LI048 Income generated from car park charging	Customer and Member Services	£289,200	£238,609	Income received in 2009/10 reduced due to free period extension until end of January plus the impact of the bad weather in January & February reduced usage and therefore potential income. The final quarter figure includes the income received through issuing parking permits. In addition, it was also the intention to manage a large private car park in Arnold and share the income from this source. However, the Company decided to undertake a tendering exercise and this delayed the commencement. No expenditure was incurred and no income received in 2009/10.	

**Minimise unnecessary customer contact**

Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
LI052 % of calls to the contact centre answered (or call back made) - 12 month rolling total	Customer and Member Services	78.0%	83.7%		
LI053 % of contacts face to face and telephone resolved in accordance with service levels - rolling 12 months	Customer and Member Services	80.00%	90.27%		
NI 14 Avoidable contact: the proportion of customer contact that is of low or no value to the customer	Customer and Member Services	15.0%	6.8%		

**Reduce sickness levels amongst council employees**

Performance Indicator	Portfolio Owners	Current Target	Current Value	Latest Note	Status
LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)	Customer and Member Services	8.60	9.57	Sickness has been reducing year on year for sometime, over this year month on month the trend has been upwards. Management continue to focus on this issue and, in particular, ensure that the absence management policies are applied	