

Quarter 4/Year End Performance Report



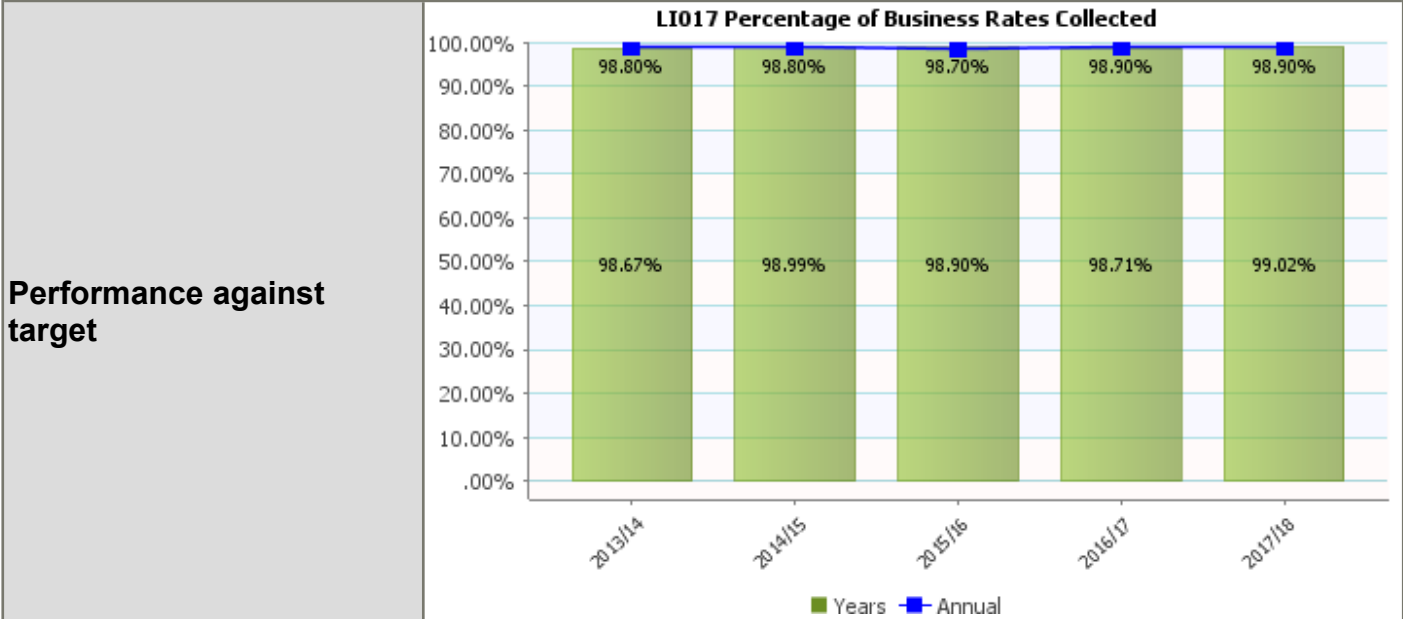
Portfolio Owners Deputy Leader Resources and Reputation Portfolio

Indicators




LI017 Percentage of Business Rates Collected

Managed By	Duncan Adamson	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
99.02%	98.90%		

Latest Note

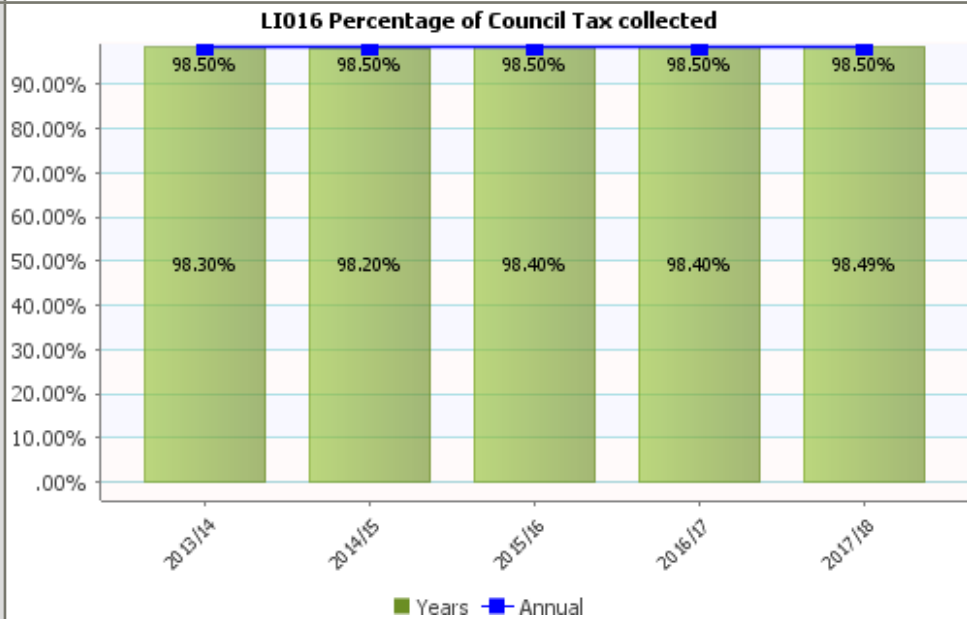


LI016 Percentage of Council Tax collected

Managed By	Duncan Adamson	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
98.49%	98.50%		

Latest Note

Performance against target

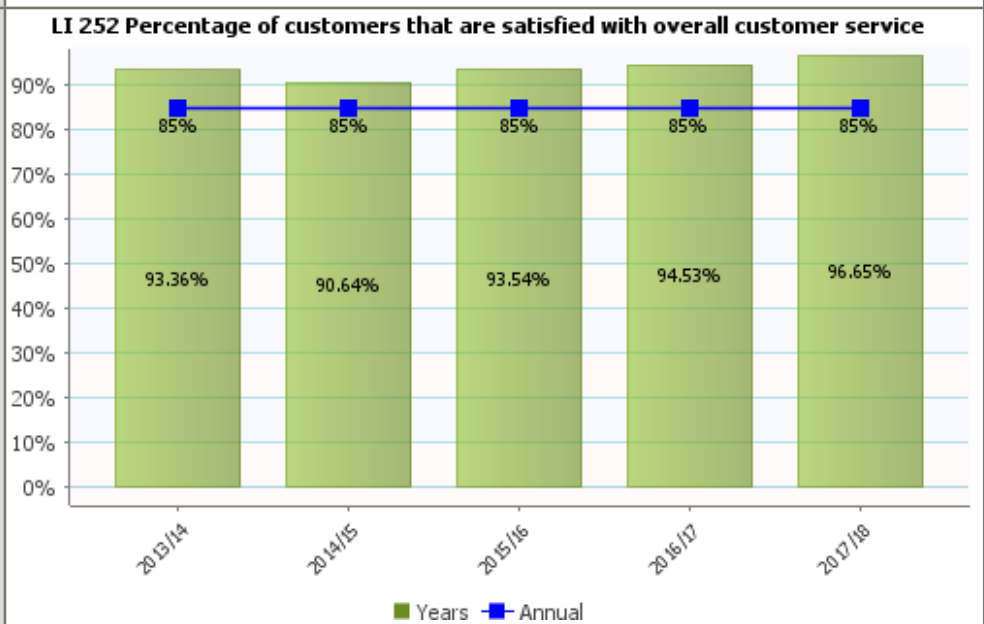


LI 252 Percentage of customers that are satisfied with overall customer service




Managed By	Rosie Caddy	Status	✓
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
96.65%	85%	↑	↑

Latest Note

Performance against target

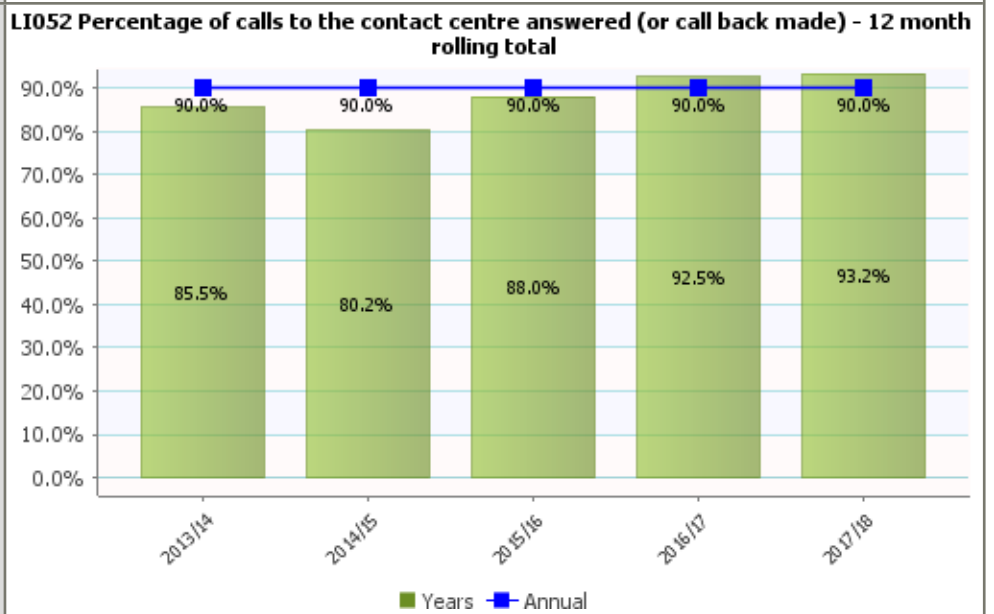


LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total




Managed By	Rosie Caddy	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
93.2%	90.0%		

Latest Note

Performance against target

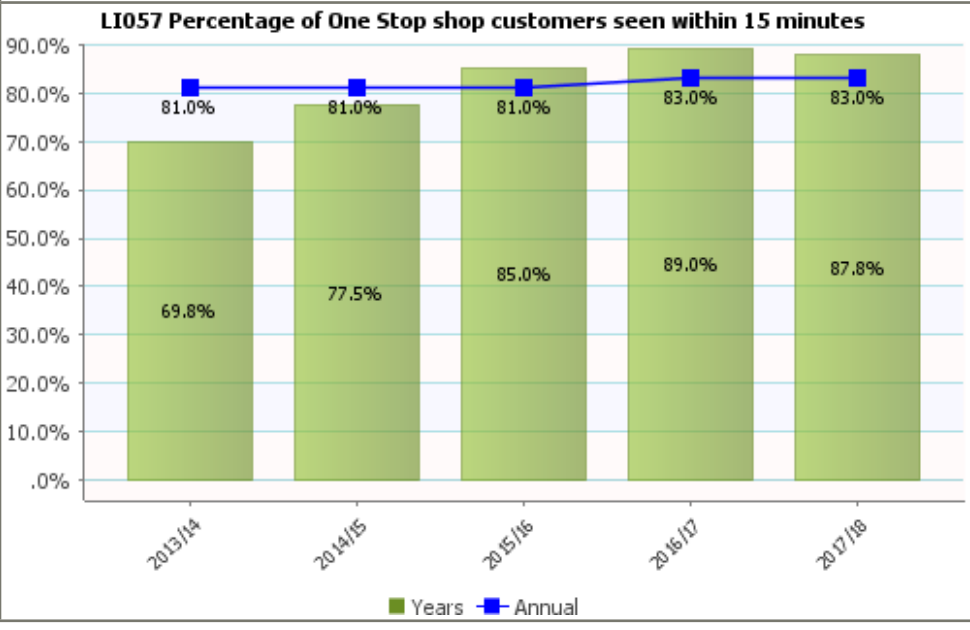


LI057 Percentage of One Stop shop customers seen within 15 minutes




Managed By	Rosie Caddy	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
87.8%	83.0%		

Latest Note

Performance against target



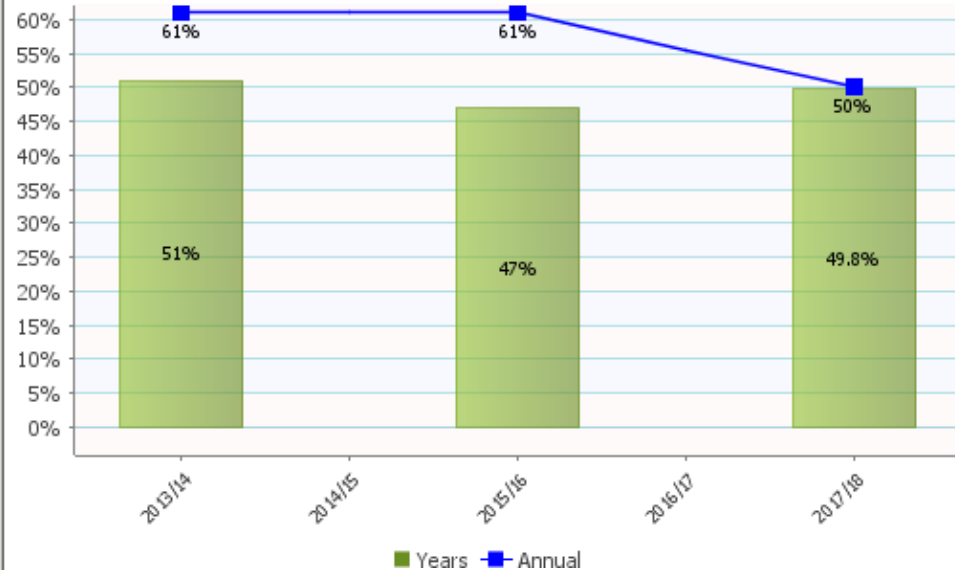
LI096 Percentage of residents who agree that the council provides good value for money

Managed By	Rosie Caddy	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
49.8%	50%		

Latest Note

Performance against target

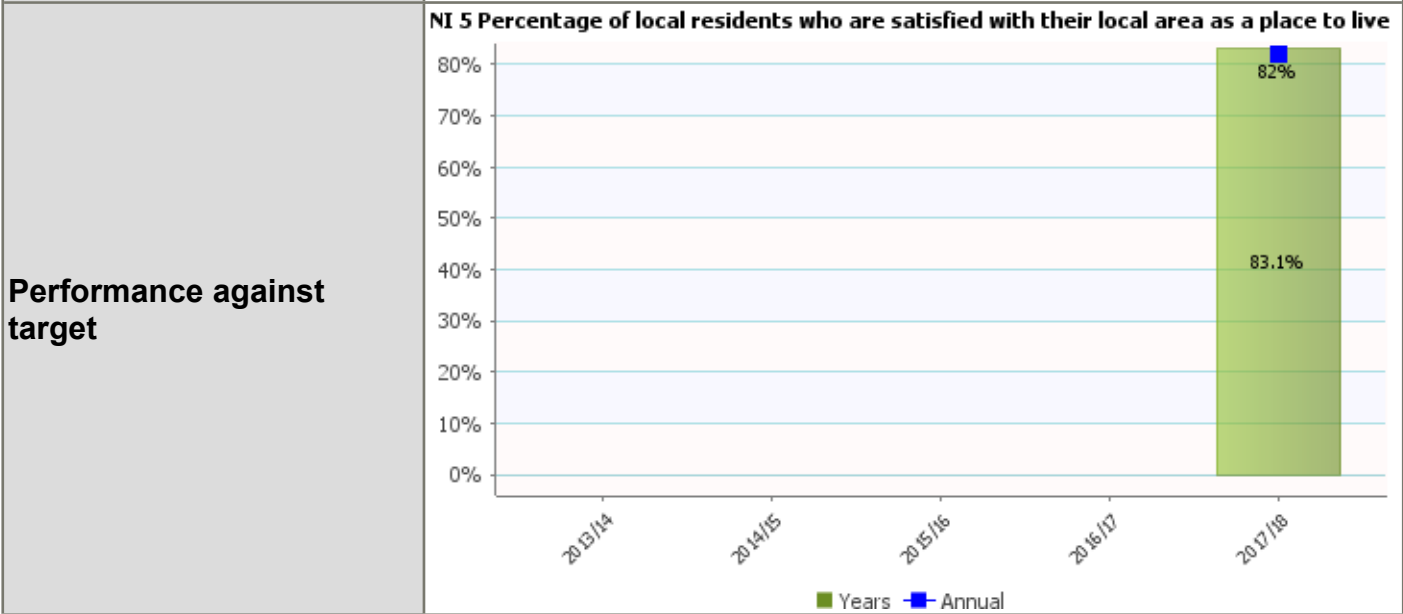
LI096 Percentage of residents who agree that the council provides good value for money






NI 5 Percentage of local residents who are satisfied with their local area as a place to live

Managed By	Rosie Caddy	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
83.1%	82%		

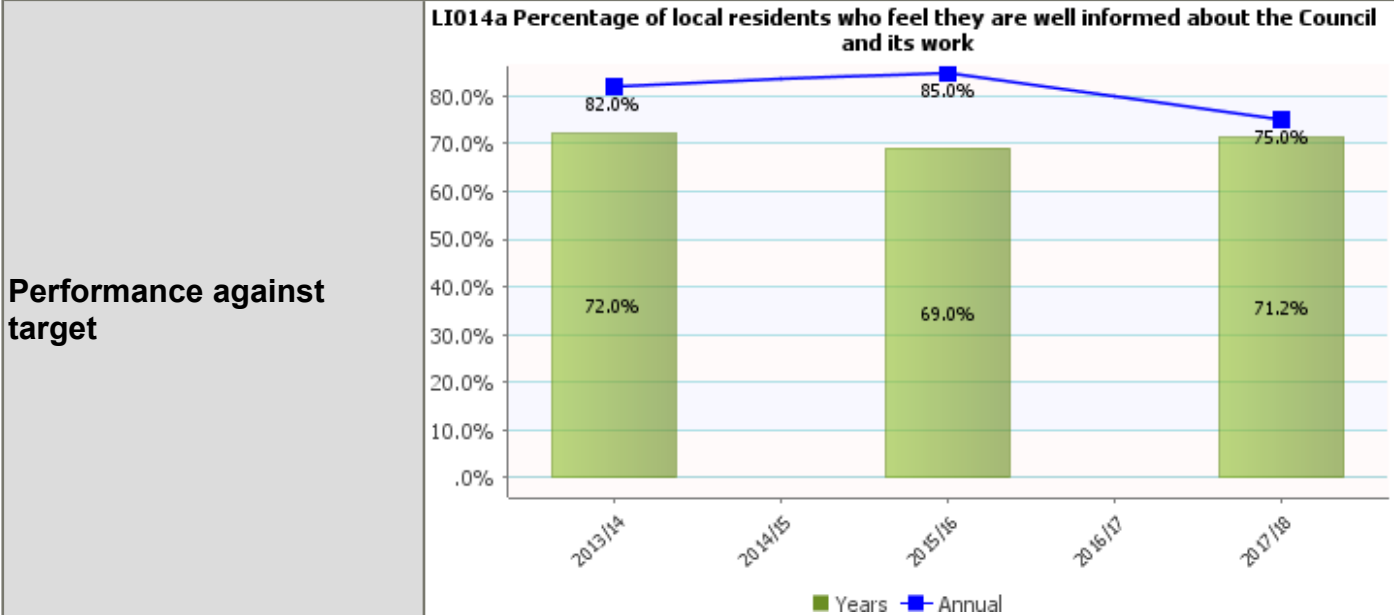
Latest Note

















LI014a Percentage of local residents who feel they are well informed about the Council and its work







Managed By	Rosie Caddy	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
71.2%	75.0%		













Latest Note
 This figure comes from the bi-annual customer satisfaction survey. Gedling residents continue to express high levels of satisfaction (over 71%) with being informed, though below the target this represents an increase from the 2015/16 survey.





Actions

Title	Managed By	Status	Completion Date	Progress Bar	Notes
Launch customer contact point in Carlton/the surrounding area	Rosie Caddy		31-Mar-2018		
Improve Civic Centre face to face reception facilities	Rosie Caddy		31-Mar-2018		Following an unsuccessful budget bid it has been agreed by SLT that this action will be progressed as part of the wider Agile working project. In particular consideration will be given to reception facilities which not only satisfy the Councils requirements, but also the needs of the partners who share the building.
Embed the Customer Services standards and charter	Rosie Caddy		31-Mar-2018		Charter in place, introduced to staff at previous staff briefings, available online and on display at the Civic Centre and Leisure Centres. Customer Standards are subject to further work on relevance.
Undertake residents' satisfaction survey in 2017 and review approach to community engagement	Rosie Caddy		31-Mar-2018		
Refresh and update the Council's website	Rosie Caddy		31-Jul-2017		
Put in place measures to encourage customers to access information and service online	Rosie Caddy		31-Mar-2018		
Implement programme of service peer reviews	David Archer		31-Mar-2018		

Title	Managed By	Status	Completion Date	Progress Bar	Notes
(to be undertaken by varied teams drawn from across the council)					
Ensure the development and approval of an updated Asset Management Strategy	Katie Walters		31-Mar-2018		
Explore feasibility of expanding the in-house tree service, if financially viable	Melvyn Cryer		31-Mar-2018		
Explore feasibility of implementing a new pet cremation and ashes burial service, if financially viable	Melvyn Cryer		31-Mar-2018		<p>A Meeting with Carol Nixon, County Council Waste Advisor took place in March 2018 and following this the waste transfer flow has been mapped out to ascertain the necessary permissions required from Nottinghamshire County Council and other bodies. The next stage will involve application for Permits, Licences and an application to set up a waste transfer station in Jubilee depot.</p> <p>We will need to identify a suitable area of the depot. It must have an impermeable surface and a separate sealed drainage system. The easiest way to achieve this would be to create a bunded area with a tank for drainage.</p> <p>This work will take place during 2018-19 as part of the next stage of the project development. Which will also see the purchasing of equipment and vehicles</p>

Title	Managed By	Status	Completion Date	Progress Bar	Notes
					following approval of the cabinet report. The due diligence elements of this project were completed in 2017-18. This project now in the delivery stage has been superseded by PASC 18-19-15.07 to reflect this fact.
Explore and where appropriate implement new technology and digital tools to improve efficiency of services	Helen Barrington		31-Mar-2018	 100%	
Achieve planned efficiency/budget reduction targets	Mike Hill		31-Mar-2018	 100%	MTFP presented to cabinet in February and Council in March 2018. this concluded the savings exercise for 2018/19 which resulted in reduction of £1.33m being included within the budget.
Improve the existing leisure offer and determine and implement the most financially efficient and effective model of operation for leisure services	Mike Hill		31-Mar-2018	 100%	Savings and efficiencies being delivered each year. Requested feasibility study for options appraisal and due out to tender shortly.
Determine and implement the most financially efficient and effective model of operation for environmental services (depot), either in part or its entirety	Mike Hill		31-Mar-2018	 100%	Phase 1 of plans and new structure now completed and implemented. Phase 2 will be developed during 18/19.
Implement co-location with Nottinghamshire Police at the Jubilee Depot, Arnold	David Wakelin		31-Mar-2018	 100%	
Embed new arrangements for the delivery of strategic procurement advice	Mike Hill		31-Mar-2018	 100%	Decision still on hold re procurement options. Seeking external support in the short term.

Title	Managed By	Status	Completion Date	Progress Bar	Notes
and contract management					
Introduce a programme of activity to reduce duplicate or abortive work	Helen Barrington		31-Mar-2018		This is an ongoing programme of work which will continue into 2018/19.