

















Quarter 2 Performance Report

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

Portfolio - Deputy Leader Resources and Reputation Portfolio

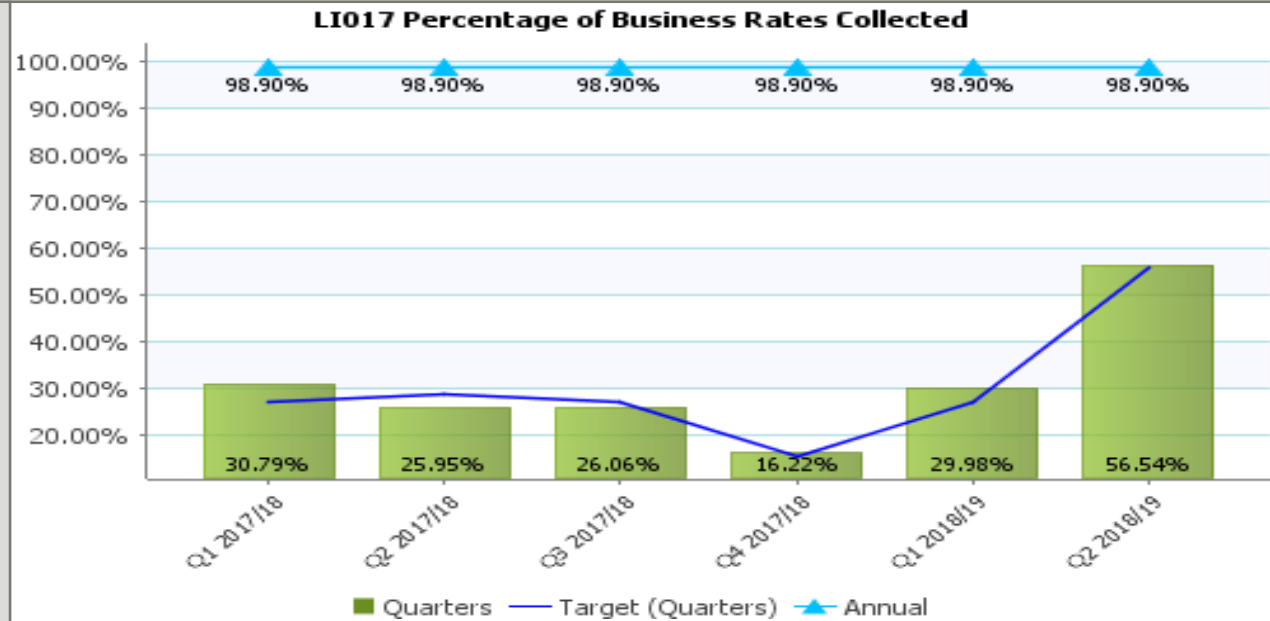
Performance Indicators

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
56.54%	56.13%	↑	↑

Latest Note

Performance against target

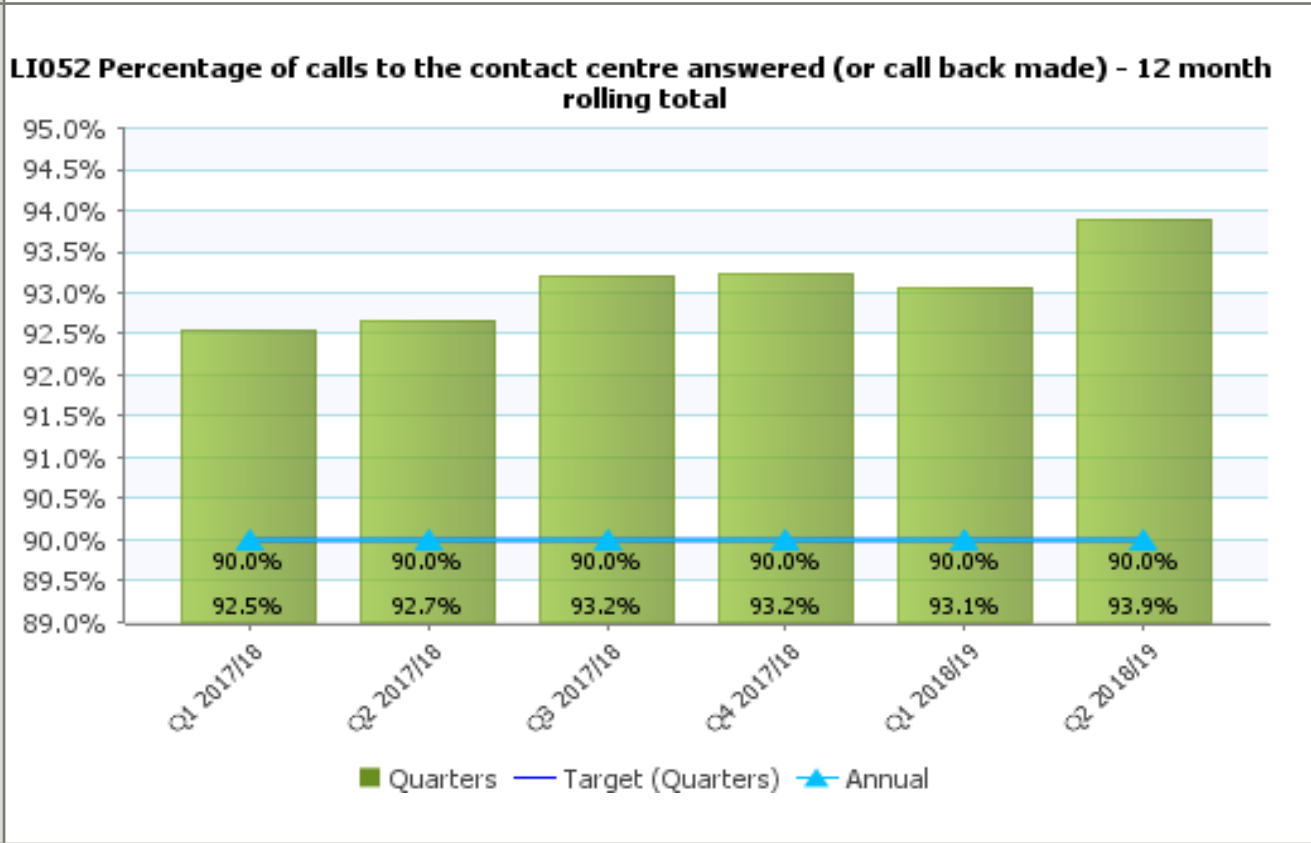


LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total

Managed By	Rosie Caddy	Status	
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
93.9%	90.0%		

Latest Note

Performance against target

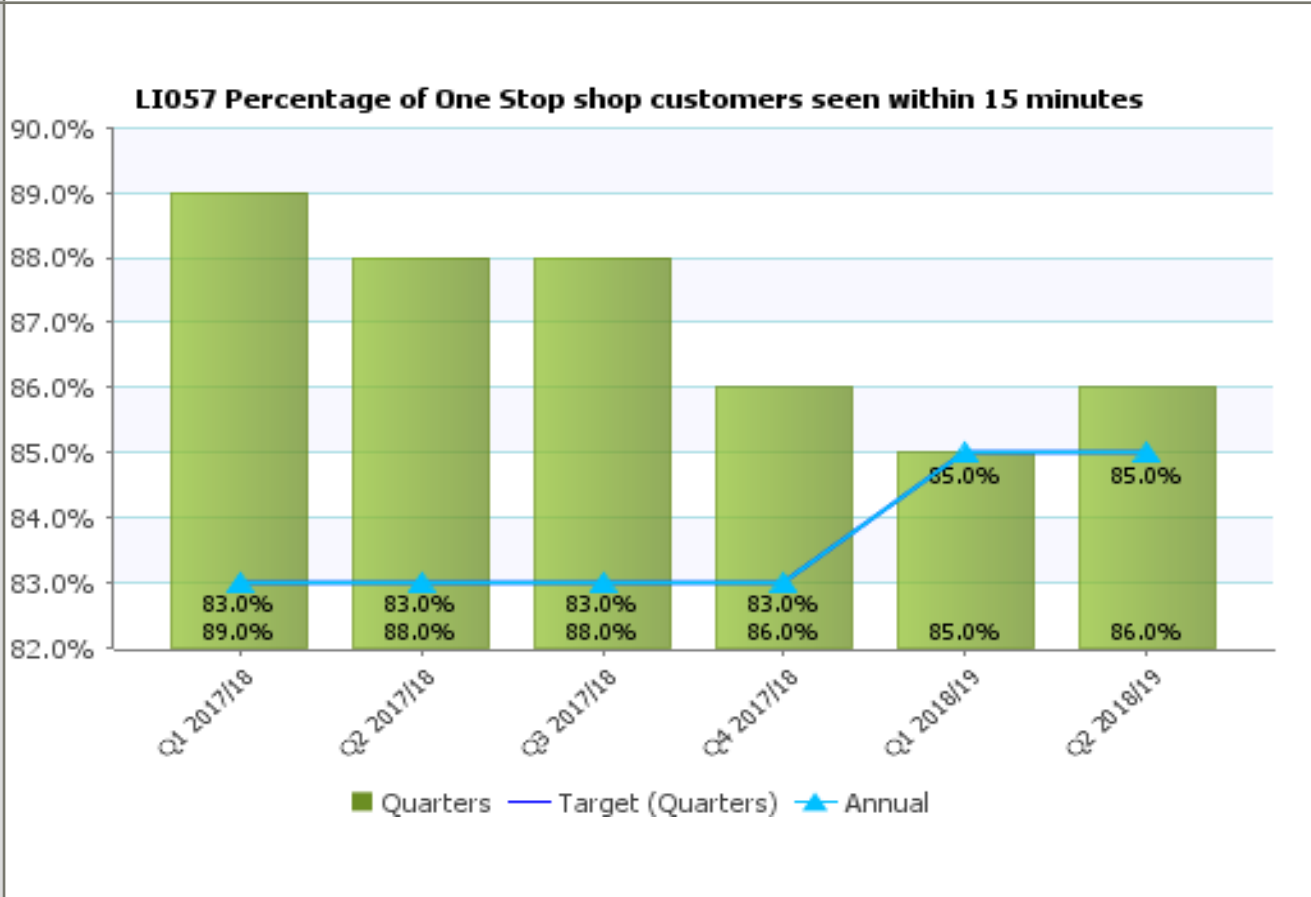





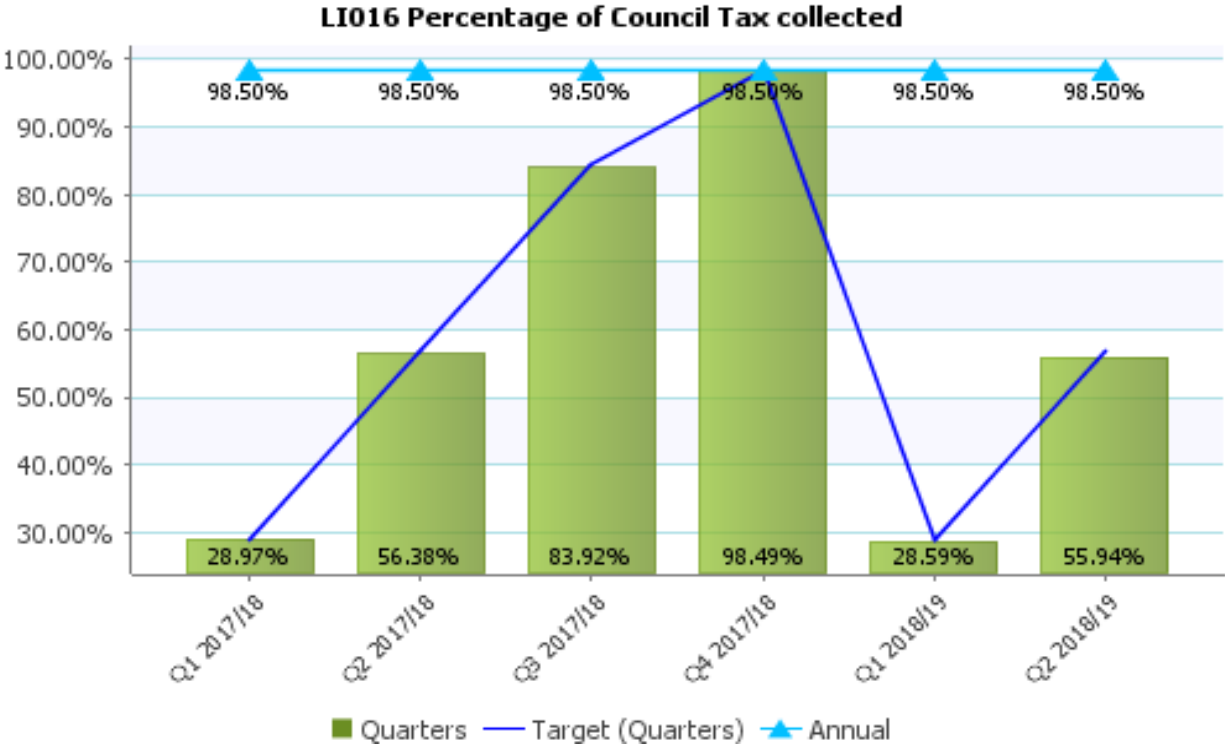
LI057 Percentage of One Stop shop customers seen within 15 minutes

Managed By	Rosie Caddy	Status	✓
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
86.0%	85.0%	↑	↓








Latest Note

Performance against target



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																												
55.94%	56.70%																														
Latest Note	Q2 Collection down by 0.76% but this is only timing differences and cashflow variations. It is fully expected to be on target by end of year.																														
Performance against target	<p style="text-align: center;">LI016 Percentage of Council Tax collected</p>  <table border="1"> <caption>LI016 Percentage of Council Tax collected - Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (Quarters) (%)</th> <th>Annual Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>28.97%</td> <td>28.97%</td> <td>98.50%</td> </tr> <tr> <td>Q2 2017/18</td> <td>56.38%</td> <td>56.38%</td> <td>98.50%</td> </tr> <tr> <td>Q3 2017/18</td> <td>83.92%</td> <td>83.92%</td> <td>98.50%</td> </tr> <tr> <td>Q4 2017/18</td> <td>98.49%</td> <td>98.49%</td> <td>98.50%</td> </tr> <tr> <td>Q1 2018/19</td> <td>28.59%</td> <td>28.59%</td> <td>98.50%</td> </tr> <tr> <td>Q2 2018/19</td> <td>55.94%</td> <td>55.94%</td> <td>98.50%</td> </tr> </tbody> </table>			Quarter	Actual (%)	Target (Quarters) (%)	Annual Target (%)	Q1 2017/18	28.97%	28.97%	98.50%	Q2 2017/18	56.38%	56.38%	98.50%	Q3 2017/18	83.92%	83.92%	98.50%	Q4 2017/18	98.49%	98.49%	98.50%	Q1 2018/19	28.59%	28.59%	98.50%	Q2 2018/19	55.94%	55.94%	98.50%
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Actions

Title	Managed By	Status	Completion Date	Progress Bar	Notes
Embed the Customer Services standards and charter	Rosie Caddy		30-Jun-2018	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	The Customer Promise (former Charter) has now been in place for around 18 months. A decision is currently being made on any new Customer Service Standards.
Ensure the development and approval of an updated Asset Management Strategy	Katie Walters		31-Mar-2019	<div style="width: 30%;"><div style="width: 30%; background-color: #4f81bd; color: white; text-align: center;">30%</div></div>	Deadline moved back to end of financial year, agreed with Mike Hill
Achieve planned efficiency/budget reduction targets	Mike Hill		31-Mar-2019	<div style="width: 40%;"><div style="width: 40%; background-color: #4f81bd; color: white; text-align: center;">40%</div></div>	
Embed new arrangements for the delivery of strategic procurement advice and contract management	Mike Hill		30-Sep-2018	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	
Implement a programme of activity to deliver the Demand Management Strategy	Helen Barrington		31-Mar-2019	<div style="width: 20%;"><div style="width: 20%; background-color: #4f81bd; color: white; text-align: center;">20%</div></div>	
Implement a programme of activity to deliver the Commercialisation Strategy	Mike Hill		31-Mar-2019	<div style="width: 37%;"><div style="width: 37%; background-color: #4f81bd; color: white; text-align: center;">37%</div></div>	
Implement a programme of activity to deliver the Digital Strategy	Helen Barrington		31-Mar-2019	<div style="width: 50%;"><div style="width: 50%; background-color: #4f81bd; color: white; text-align: center;">50%</div></div>	