
















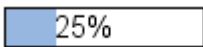

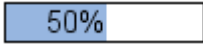

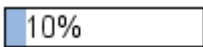

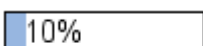

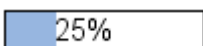











# Quarter 1 Performance Report


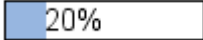

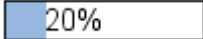


PI Status		Action Status		Trends	
	Missed target		Cancelled		Improving
	Slightly below target		Overdue		No Change
	On or about target		Check Progress		Getting Worse
	Unknown		Not Started; In Progress		
	Data Only		Completed		

## Portfolio Owners Deputy Leader Resources and Reputation




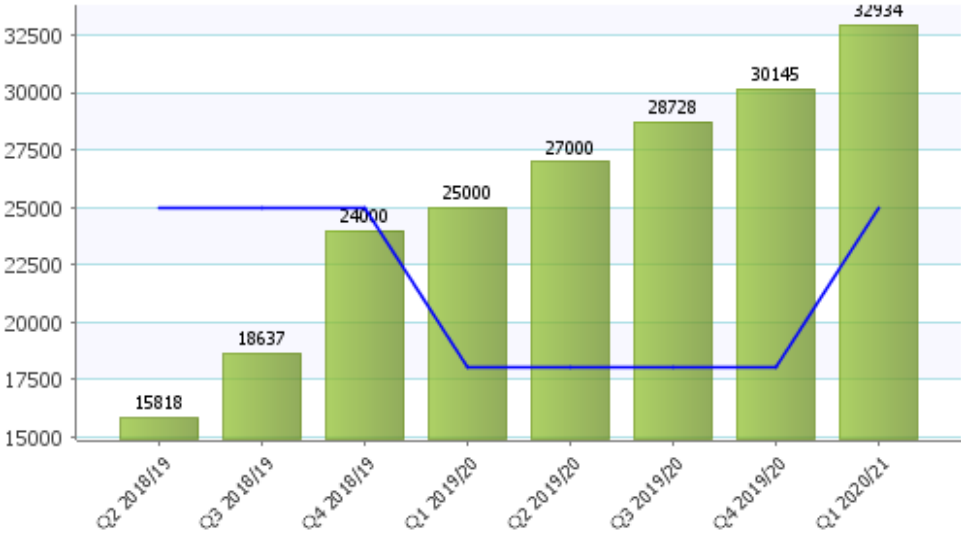
Title	Service Area	Status	Completion Date	Progress Bar	Notes
Establish a Gedling Social Mobility Commission to improve the life chances and opportunities of young people	Community Development		31-Mar-2021	<div>0%</div>	Work delayed due to Covid-19 Response. Proposed that this is incorporated as part of Residents and Communities Reset programme, informed by further data and insight gathering.
Deliver and implement the Social Mobility Action Plan	Community Development		31-Mar-2021	<div>0%</div>	Work delayed due to Covid-19 Response. Proposed that this is incorporated as part of Residents and Communities Reset programme, informed by further data and insight gathering.
Create a welcoming and vibrant reception at the Civic Centre	Customer Services and Communications		31-Mar-2021	<div>30%</div>	A large amount of work has taken place in partnership with NTU. Initial designs have been supplied and preferred options chosen. The next stage will be to engage with NTU over a final design. Unfortunately this has been postponed due to Covid-19.

Strengthen the working arrangements with the Department for Work and Pensions, beyond co-location to provide advice and support for our residents	Customer Services and Communications		31-Mar-2021		A very good working relationship has been developed and is being fostered. Recent work has focused on working together to make arrangements for reopening for appointments.
Create and implement a Communication Strategy and plan	Customer Services and Communications		31-Mar-2021		Draft Communication Plan presented to SLT in quarter 1. Consultation has taken place with Service Managers and it is expected that the plan will be approved by SLT in quarter 2. This will inform the Communications Strategy.
Develop and deliver a new efficiency programme in order to secure a balanced budget in the medium term	Chief Executive		31-Mar-2021		SLT have reviewed the efficiency programme to enable the identification of targets against which delivery plans can be developed during the budget process.
Continue to maximise the Council's commercial investment opportunities	Chief Executive		31-Mar-2021		A review of the Council's existing commercial schemes has commenced to ensure returns are being optimised.
Develop and implement a strategy to maximise current income streams and identify new income opportunities	Financial Services		31-Mar-2021		The draft Charging Strategy is now to be reviewed as part of the planned internal audit of the Council's commercial activities.
Continue to implement the Demand Management Strategy	Director of Organisational Development and Democratic Services		31-Mar-2021		Due to the Covid 19 restrictions the activity planned for quarter 1 has been delayed until quarter 2. A demand management review of Garden Waste is planned to commence




					in August.
Implement the requirements of the financial management code to deliver effective longer term financial planning	Financial Services		31-Mar-2021	<div><div></div></div> 0%	
Identify further management savings to ensure continuing investment in front line services	Chief Executive		31-Mar-2021	<div><div></div></div> 25%	
Carry out a Local Government Association Peer Review and agree and implement an improvement plan	Chief Executive		31-Mar-2021	<div><div></div></div> 10%	Agreed an onsite peer review challenge once lockdown ends, probably in Q4 of this financial year.
Explore delivery models in partnership with other local authorities and public bodies	Chief Executive		31-Mar-2021	<div><div></div></div> 0%	
Continue to implement the Agile Working Strategy	Director of Organisational Development and Democratic Services		31-Mar-2021	<div><div></div></div> 25%	90% of office based staff have been enabled to work from home during the pandemic. The Council's broadband has been upgraded. The roll out of the agreed phase one of Teams is complete. Wider roll out of softphones has now been agreed by SLT and has commenced.
Support provision of training in order to maintain a skilled, competent and confident workforce	Organisational Development		31-Mar-2021	<div><div></div></div> 25%	
Complete the Constitution review to continue to support good governance	Director of Organisational Development and Democratic Services		31-Mar-2021	<div><div></div></div> 15%	A number of sections of the Constitution have been reviewed and redrafted and will be passed through to SLT for approval

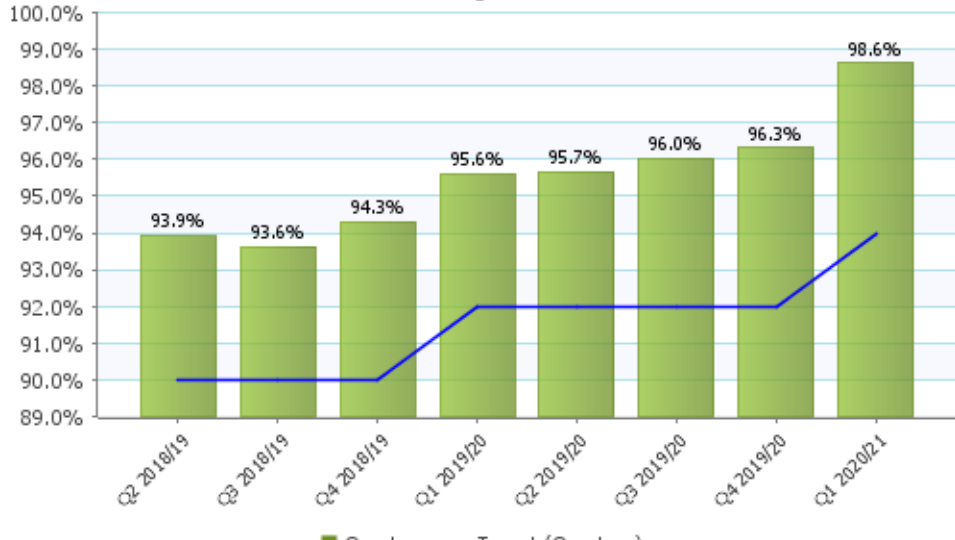
					commencing in quarter 2.
Review and implement a new Digital Strategy	Customer Services and Communications		31-Mar-2021		
Continue to invest in digital Infrastructure	Customer Services and Communications		31-Mar-2021		Roll out of Teams has commenced on a self-serve basis. MS forms will be tested by internal volunteers to facilitate remote training and a wider roll out of softphones has been agreed.
Develop and implement a new ICT Strategy	Customer Services and Communications		31-Mar-2021		To follow (and help deliver) the Digital Strategy




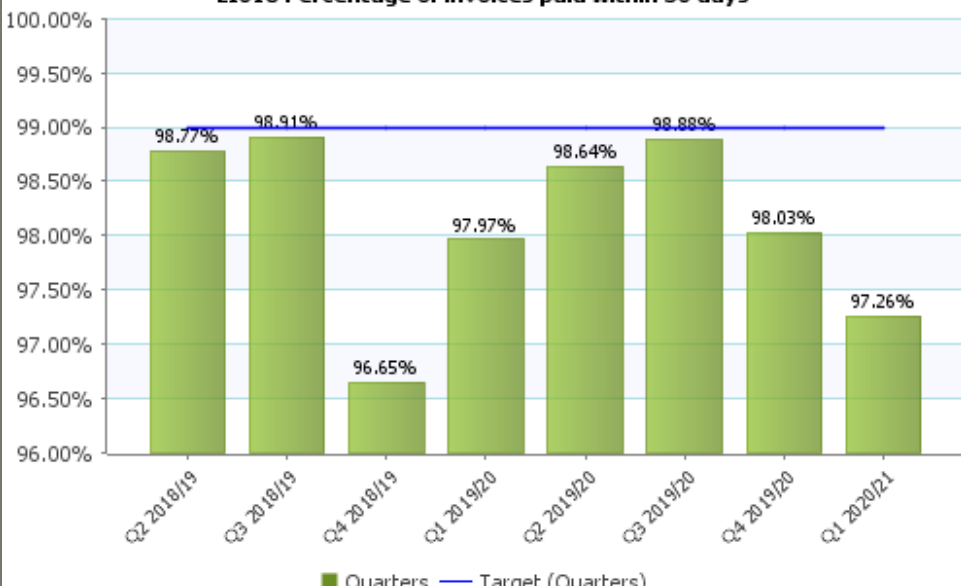
LI057 Percentage of customers seen within 15 minutes																					
Service Area	Customer Services and Communications	Status	N/A																		
Current Value	Current Target	Trend Compared to Last Period	Trend Compared to Average of Previous 4 Quarters																		
N/A	90.0%	N/A	N/A																		
Latest Note		Civic Centre closed due to Covid 19 restrictions																			
Performance against target	<div>LI057 Percentage of customers seen within 15 minutes</div> <table><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q2 2018/19</td><td>86.0%</td></tr><tr><td>Q3 2018/19</td><td>87.0%</td></tr><tr><td>Q4 2018/19</td><td>92.0%</td></tr><tr><td>Q1 2019/20</td><td>91.6%</td></tr><tr><td>Q2 2019/20</td><td>95.8%</td></tr><tr><td>Q3 2019/20</td><td>92.0%</td></tr><tr><td>Q4 2019/20</td><td>98.0%</td></tr><tr><td>Q1 2020/21</td><td>90.0%</td></tr></tbody></table> <div>■ Quarters — Target (Quarters)</div>			Quarter	Percentage	Q2 2018/19	86.0%	Q3 2018/19	87.0%	Q4 2018/19	92.0%	Q1 2019/20	91.6%	Q2 2019/20	95.8%	Q3 2019/20	92.0%	Q4 2019/20	98.0%	Q1 2020/21	90.0%
	Quarter	Percentage																			
Q2 2018/19	86.0%																				
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Q1 2019/20	91.6%																				
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Q3 2019/20	92.0%																				
Q4 2019/20	98.0%																				
Q1 2020/21	90.0%																				

LI321 Number of Keep Me Posted email newsletter subscribers																					
Service Area	Customer Services and Communications	Status																			
Current Value	Current Target	Trend Compared to Last Period	Trend Compared to Average of Previous 4 Quarters																		
32934	25000																				
Latest Note																					
Performance against target	<div><div>LI321 Number of Keep Me Posted email newsletter subscribers</div><table><caption>LI321 Number of Keep Me Posted email newsletter subscribers</caption><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q2 2018/19</td><td>15818</td></tr><tr><td>Q3 2018/19</td><td>18637</td></tr><tr><td>Q4 2018/19</td><td>24000</td></tr><tr><td>Q1 2019/20</td><td>25000</td></tr><tr><td>Q2 2019/20</td><td>27000</td></tr><tr><td>Q3 2019/20</td><td>28728</td></tr><tr><td>Q4 2019/20</td><td>30145</td></tr><tr><td>Q1 2020/21</td><td>32934</td></tr></tbody></table><div>■ Quarters — Target (Quarters)</div></div>			Quarter	Value	Q2 2018/19	15818	Q3 2018/19	18637	Q4 2018/19	24000	Q1 2019/20	25000	Q2 2019/20	27000	Q3 2019/20	28728	Q4 2019/20	30145	Q1 2020/21	32934
	Quarter	Value																			
Q2 2018/19	15818																				
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Q2 2019/20	27000																				
Q3 2019/20	28728																				
Q4 2019/20	30145																				
Q1 2020/21	32934																				

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




Service Area	Customer Services and Communications	Status	
Current Value	Current Target	Trend Compared to Last Period	Trend Compared to Average of Previous 4 Quarters
98.6%	94.0%		

Latest Note																												
Performance against target	<div><div>LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total</div><table><tr><th>Quarter</th><th>Performance (%)</th><th>Target (%)</th></tr><tr><td>Q2 2018/19</td><td>93.9%</td><td>94.0%</td></tr><tr><td>Q3 2018/19</td><td>93.6%</td><td>94.0%</td></tr><tr><td>Q4 2018/19</td><td>94.3%</td><td>94.0%</td></tr><tr><td>Q1 2019/20</td><td>95.6%</td><td>92.0%</td></tr><tr><td>Q2 2019/20</td><td>95.7%</td><td>92.0%</td></tr><tr><td>Q3 2019/20</td><td>96.0%</td><td>92.0%</td></tr><tr><td>Q4 2019/20</td><td>96.3%</td><td>92.0%</td></tr><tr><td>Q1 2020/21</td><td>98.6%</td><td>94.0%</td></tr></table></div>	Quarter	Performance (%)	Target (%)	Q2 2018/19	93.9%	94.0%	Q3 2018/19	93.6%	94.0%	Q4 2018/19	94.3%	94.0%	Q1 2019/20	95.6%	92.0%	Q2 2019/20	95.7%	92.0%	Q3 2019/20	96.0%	92.0%	Q4 2019/20	96.3%	92.0%	Q1 2020/21	98.6%	94.0%
Quarter	Performance (%)	Target (%)																										
Q2 2018/19	93.9%	94.0%																										
Q3 2018/19	93.6%	94.0%																										
Q4 2018/19	94.3%	94.0%																										
Q1 2019/20	95.6%	92.0%																										
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Q3 2019/20	96.0%	92.0%																										
Q4 2019/20	96.3%	92.0%																										
Q1 2020/21	98.6%	94.0%																										

LI018 Percentage of invoices paid within 30 days																														
Service Area	Financial Services	Status																												
Current Value	Current Target	Trend Compared to Last Period	Trend Compared to Average of Previous 4 Quarters																											
97.26%	99.00%																													
Latest Note	Minor shortfall against the target in quarter 1- mainly due to late goods receipting by spending departments. This has been followed up with departments and actions to seek improvements for next quarter have been put in place.																													
Performance against target	<div><p>LI018 Percentage of invoices paid within 30 days</p><table><caption>LI018 Performance Data</caption><thead><tr><th>Quarter</th><th>Performance (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q2 2018/19</td><td>98.77%</td><td>99.00%</td></tr><tr><td>Q3 2018/19</td><td>98.91%</td><td>99.00%</td></tr><tr><td>Q4 2018/19</td><td>96.65%</td><td>99.00%</td></tr><tr><td>Q1 2019/20</td><td>97.97%</td><td>99.00%</td></tr><tr><td>Q2 2019/20</td><td>98.64%</td><td>99.00%</td></tr><tr><td>Q3 2019/20</td><td>98.88%</td><td>99.00%</td></tr><tr><td>Q4 2019/20</td><td>98.03%</td><td>99.00%</td></tr><tr><td>Q1 2020/21</td><td>97.26%</td><td>99.00%</td></tr></tbody></table></div>			Quarter	Performance (%)	Target (%)	Q2 2018/19	98.77%	99.00%	Q3 2018/19	98.91%	99.00%	Q4 2018/19	96.65%	99.00%	Q1 2019/20	97.97%	99.00%	Q2 2019/20	98.64%	99.00%	Q3 2019/20	98.88%	99.00%	Q4 2019/20	98.03%	99.00%	Q1 2020/21	97.26%	99.00%
Quarter	Performance (%)	Target (%)																												
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Q2 2019/20	98.64%	99.00%																												
Q3 2019/20	98.88%	99.00%																												
Q4 2019/20	98.03%	99.00%																												
Q1 2020/21	97.26%	99.00%																												



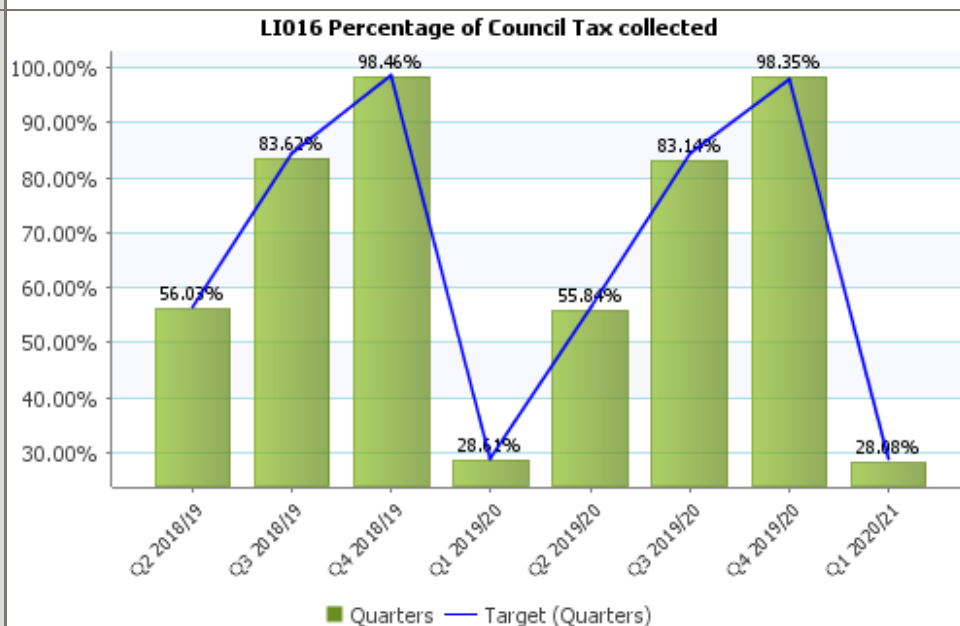
## LI016 Percentage of Council Tax collected

Service Area	Revenues and Welfare Support	Status	
Current Value	Current Target	Trend Compared to Last Period	Trend Compared to Average of Previous 4 Quarters
28.08%	29.00%		




### Latest Note

Slightly behind target. As a result of suspension of recovery action due to Covid-19.

### Performance against target



### LI017 Percentage of Business Rates Collected

Service Area	Revenues and Welfare Support	Status	
Current Value	Current Target	Trend Compared to Last Period	Trend Compared to Average of Previous 4 Quarters
24.12%	27.37%		

#### Latest Note

Target missed as a result of suspension of recovery action due to Covid-19.

#### Performance against target

