















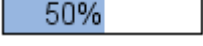

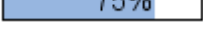

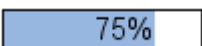



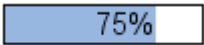

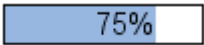
Quarter 3 Performance Report


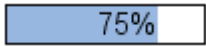
PI Status		Action Status		Short Term Trends	
	Alert		Cancelled		Improving
	Warning		Overdue; Neglected		No Change
	OK		Check Progress		Getting Worse
	Unknown		Not Started; In Progress		
	Data Only		Completed		


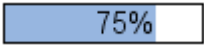
Portfolio Owners Leader Portfolio




Title	Service Area	Status	Completion Date	Progress Bar	Notes
Engage in local government restructuring debate to ensure local services are maintained and the voice of our residents is heard	Chief Executive		31-Mar-2021		A letter to the Leader of the County Council from the Secretary of State has effectively paused the bid for a county unitary. District and borough leaders initially committed to presenting proposals to government in Autumn 2021, but with the deferral of the government White Paper until Summer 2021 the work on this by all Nottinghamshire Councils has effectively stopped.
Develop and implement strong, fair employment policies	Organisational Development		31-Mar-2021		
Identify opportunities to redevelop vacant	Economic Growth and Regeneration		31-Mar-2021		On track - All business parks have been

<p>or underused land for employment uses</p>					<p>surveyed and mapped to help support the response to Covid19 and supporting businesses re-opening. Contact details for the businesses are now being added to ensure that we are able to contact businesses if required. This has also been supplemented by the significant contact the team have had with businesses, seeking grants from the council.</p> <p>Business survey - is being planned to understand the local issues. This has been delayed slightly due to the further lock down restrictions and the need to support businesses with grant applications instead.</p> <p>Colwick - this work has been placed on hold, due to other priorities (linked to Covid19).</p>
<p>Facilitate growth and inward investment across the Borough</p>	<p>Economic Growth and Regeneration</p>		<p>31-Mar-2021</p>		<p>Emphasis has been altered slightly to focus on supporting businesses through Covid19 to ensure they remain operating and</p>

					employing staff. Work on the Kick Start scheme is being fed into this.
Provide targeted business support to small and medium businesses across the borough	Economic Growth and Regeneration		31-Mar-2021		A total of 24 businesses have been assisted by the EGR team during the last three months (note that this does not include the numerous businesses who have been contacted due to the Covid grants). These businesses have included those seeking recruitment support, general business support as well as premises. There have also been a number of referrals to both of the Business Advisors who have worked on a number of the enquiries.
Identify and facilitate delivery of the key strategic interventions in Arnold town centre, including Arnold Market	Economic Growth and Regeneration		31-Mar-2021		Significant progress has been made with the Arnold Market Place redevelopment scheme: a contractor is now working on the preparations for the start of the scheme in early 2021, with the expected completion date by the end of 2021. The relocation of half of the market stalls will ensure that the main

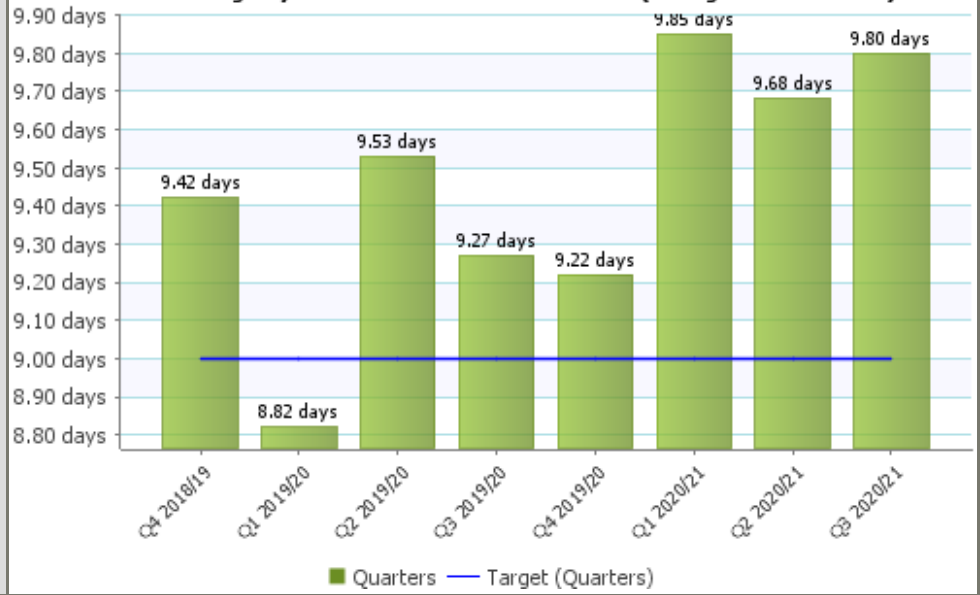
					<p>market can be relocated within Q4 to ensure the redevelopment of the market can start in a timely fashion.</p> <p>Due to Covid19, we have been working on a programme of re-opening the high street safely. This work has meant that there has been some initial research done on any interventions within Arnold town Centre, but is currently focused on the businesses re-opening safely, as opposed to regeneration schemes.</p>
<p>Identify and facilitate delivery of the strategic interventions in our local centres, including the Carlton Square development</p>	<p>Economic Growth and Regeneration</p>	<p></p>	<p>31-Mar-2021</p>	<p></p>	<p>Significant progress has been made with the Carlton Square improvement scheme. Contractors are currently working through the preparations to start on site in early 2021.</p> <p>Due to Covid19, we have been working on a programme of re-opening the high street safely. This work has meant that there has been some initial research done on any interventions within the local</p>

					centres, but is currently focused on the businesses re-opening safely, as opposed to regeneration schemes.
Work with the Metro Partners and D2N2 to secure funds for key infrastructure priorities	Economic Growth and Regeneration		31-Mar-2021		The metro meetings have been placed on hold during the last quarter due to Covid. However, ongoing work is occurring with the Metro partners on delivering wider regeneration and economic benefits across the patch.




LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)			
Service Area	Organisational Development	Status	
Current Value	Current Target	Trend Compared to Last Period	Trend Compared to Average of Previous 4 Quarters
9.80 days	9.00 days		
Latest Note	<p>Long-term absence accounted for almost half of all days lost in December (122 full-time equivalent days out of 231). Three large teams all had very high levels of absence. Coronavirus sickness absence only accounted for 34 days lost out of a total of 268 days in December. The amount of days lost in December last year (231 FTE days) was almost the same as December this year (243 FTE days) although the number of days lost per employee was larger as the total number of employees in the workforce has reduced (354 FTE this year against 370 FTE in December 2019). As such, sickness absence hasn't really worsened between periods which is encouraging bearing in mind the current pandemic. Active management of long-term cases still remains perhaps the key focus and with a sustained effort to help these employees return to work as early as possible (and where possible).</p>		


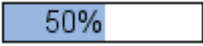

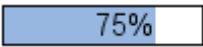

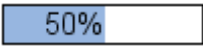
Performance against target


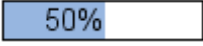

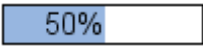

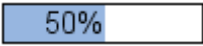






LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)




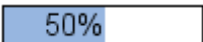

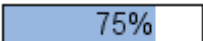



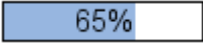



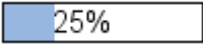
Portfolio Owners Deputy Leader Resources and Reputation

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 style="border: 1px solid black; width: 100px; height: 15px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>	Work delayed due to Covid-19 Response. Proposed that this is incorporated as part of the 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 style="border: 1px solid black; width: 100px; height: 15px; background-color: #add8e6; display: flex; align-items: center; justify-content: center;">5%</div>	Further steps to develop a local Social Mobility Commission remain on hold during the Covid-19 pandemic, but the gathering of data insight as part of the Council's Reset Strategy will help inform renewed approach to develop the Commission when resources and restrictions allow.
Create a welcoming and vibrant reception at the Civic Centre	Customer Services and Communications		31-Mar-2022	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #add8e6; display: flex; align-items: center; justify-content: center;">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		We continue to work with the DWP to provide better outcomes for our mutual customers. Prior to the Covid-19 outbreak a number of advice days focused around different themes was planned. This work is pending either being able to deliver in a different way or when face to face sessions can resume. We have worked together throughout the current situation to ensure vital support and advice is given to our most vulnerable customers.
Create and implement a Communication Strategy and plan	Customer Services and Communications		31-Mar-2021		A draft strategy has been created and was passed for comment first to the Director of Organisational Development & Democratic Services in September.
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 MTFP and issued a £1m target to Directors/Service Managers. Proposals have now been put forward and are currently being assessed for




					inclusion in 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 to ensure returns are being optimised is ongoing.
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		A demand management review of Garden Waste commenced in August and has identified a number of potential improvements in process. The review will continue into quarter 3.
Implement the requirements of the financial management code to deliver effective longer term financial planning	Financial Services		31-Mar-2021		Review of the Code commenced with implementation to be finalised as part of the budget process.
Identify further management savings to ensure continuing investment in front line services	Chief Executive		31-Mar-2021		Phase 2 of the management restructure was approved by ACSC on 18th November. Officers appointed to posts late December/ early January.
Carry out a Local Government Association Peer	Chief Executive		31-Mar-2021		Work ongoing in the preparation of a Gedling Position

Review and agree and implement an improvement plan					Statement. Due to Covid-19 the on-site Peer Review has been rearranged to May 2021.
Explore delivery models in partnership with other local authorities and public bodies	Chief Executive		31-Mar-2021		This forms part of the devolution discussions with borough/district colleagues. These have stalled pending the publication of the government White Paper in Summer 2021.
Continue to implement the Agile Working Strategy	Director of Organisational Development and Democratic Services		31-Mar-2021		A previous business case was submitted for a council wide roll out of agile working in early 2019, which was not taken forward. In light of the current situation in relation to Covid-19 and home working arrangements a review and resubmission of a business case was requested. A draft business case was sent to the Director of Organisational Development and Democratic Services and Finance colleagues for comment on the 2 October.
Support provision of training in order to maintain a skilled, competent and confident workforce	Organisational Development		31-Mar-2021		Limited training is taking place but still continuing as on-line learning for our qualification delivery and some

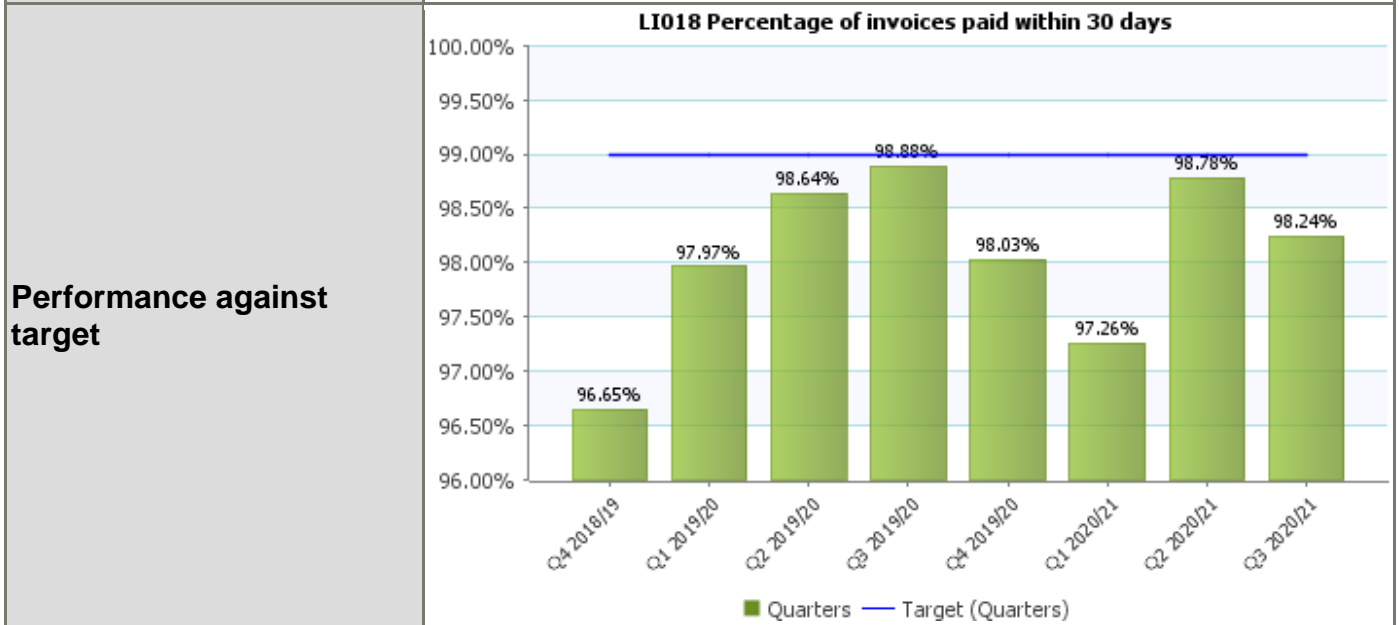
					in-house management training/ workshops.
Complete the Constitution review to continue to support good governance	Director of Organisational Development and Democratic Services		31-Mar-2021		<p>A working group meeting was held in November with Members to look at procedural standing orders, final amendments are being made following member comments.</p> <p>Most remaining sections including standing orders for dealing with land have been to SLT for approval. Contract Standing Orders and Financial Regulations are currently being drafted, to be passed to SLT in quarter four with the aim to have the final revised constitution to Council in April for a first pass.</p>
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		<p>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.</p>

Develop and implement a new ICT Strategy	Customer Services and Communications		31-Mar-2021	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #add8e6; display: flex; align-items: center; justify-content: center;">15%</div>	Will follow the digital strategy to enable delivery.
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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
98.24%	99.00%		

Latest Note

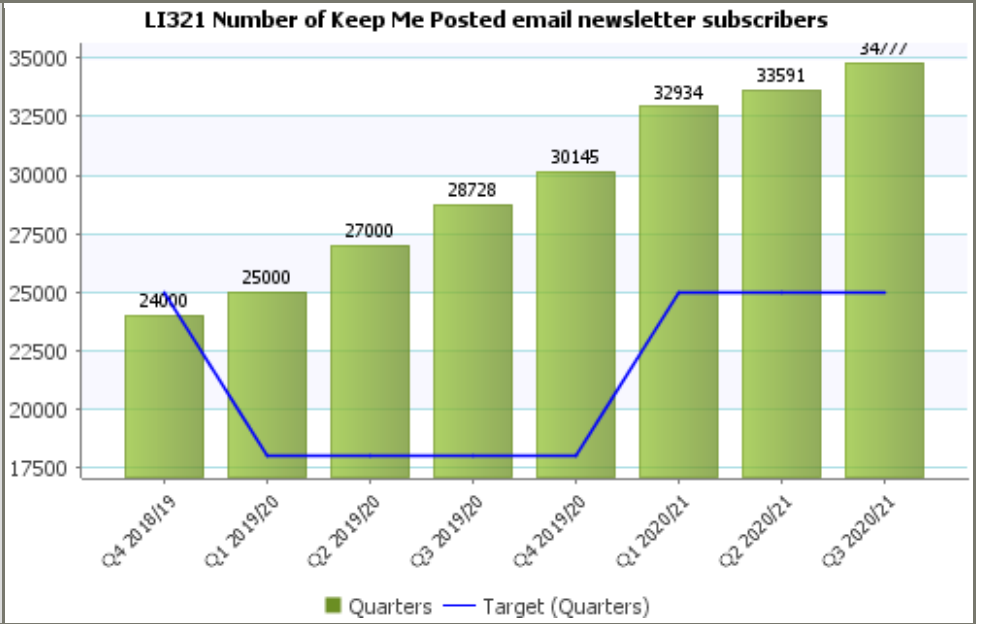


LI321 Number of Keep Me Posted email newsletter subscribers

Service Area	Customer Services and Communications	Status	✓
Current Value	Current Target	Trend Compared to Last Period	Trend Compared to Average of Previous 4 Quarters
34777	25000	↑	↑

Latest Note

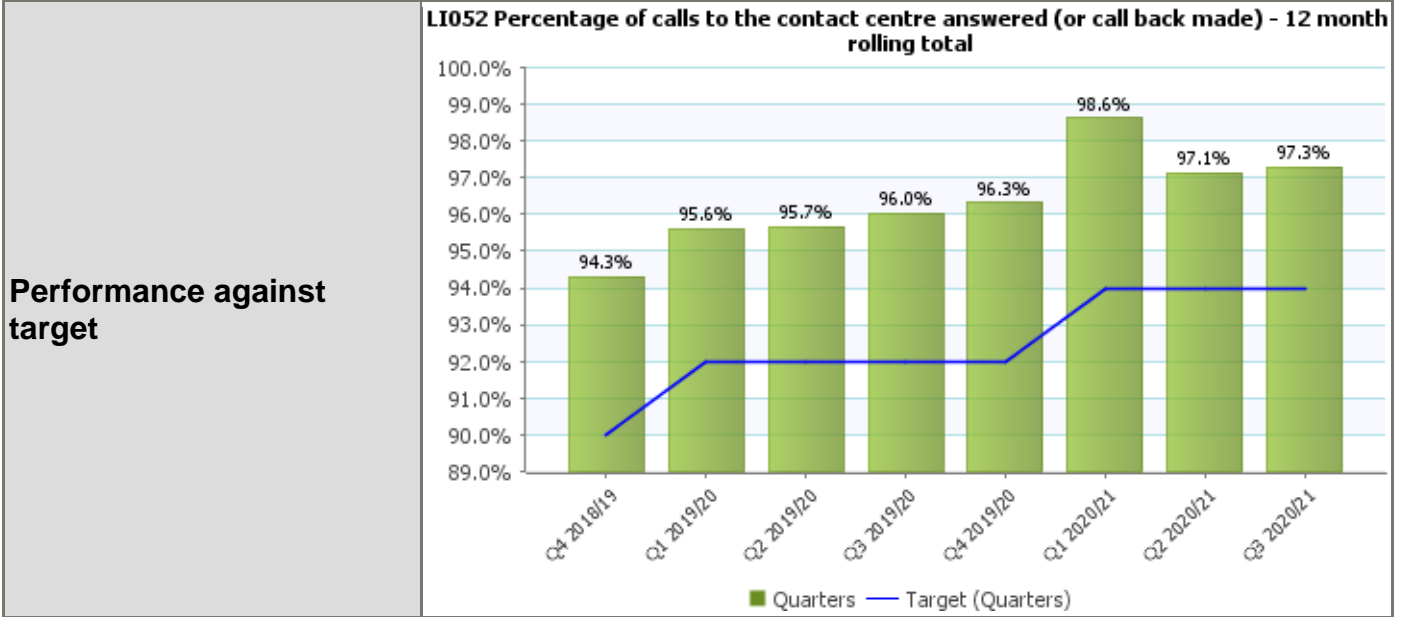
Performance against target



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
97.3%	94.0%	↑	↑

Latest Note

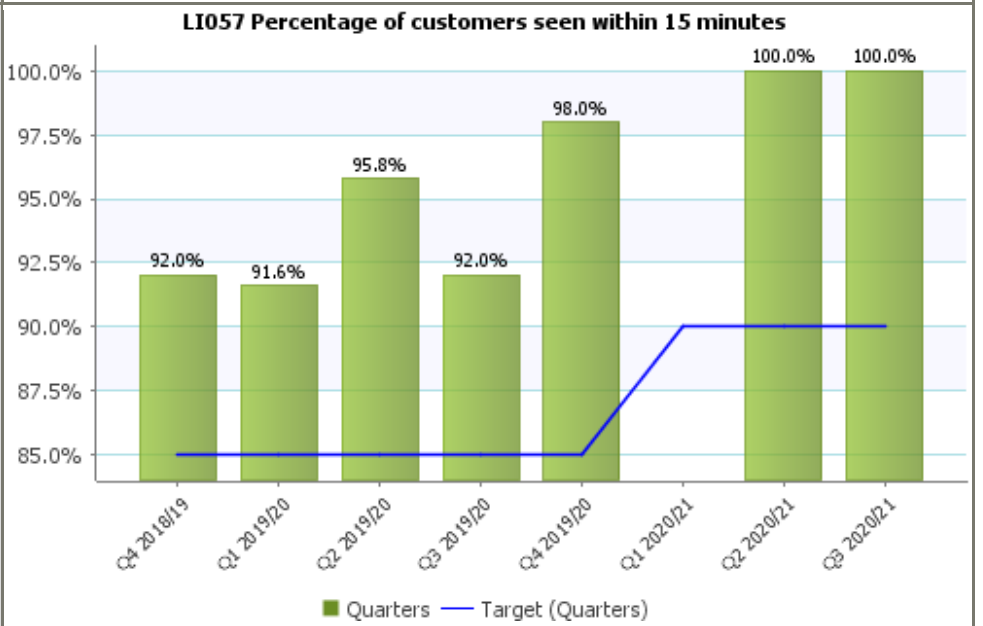


LI057 Percentage of customers seen within 15 minutes




Service Area	Customer Services and Communications	Status	✓
Current Value	Current Target	Trend Compared to Last Period	Trend Compared to Average of Previous 4 Quarters
100.0%	90.0%	▬	↑

Latest Note

Performance against target



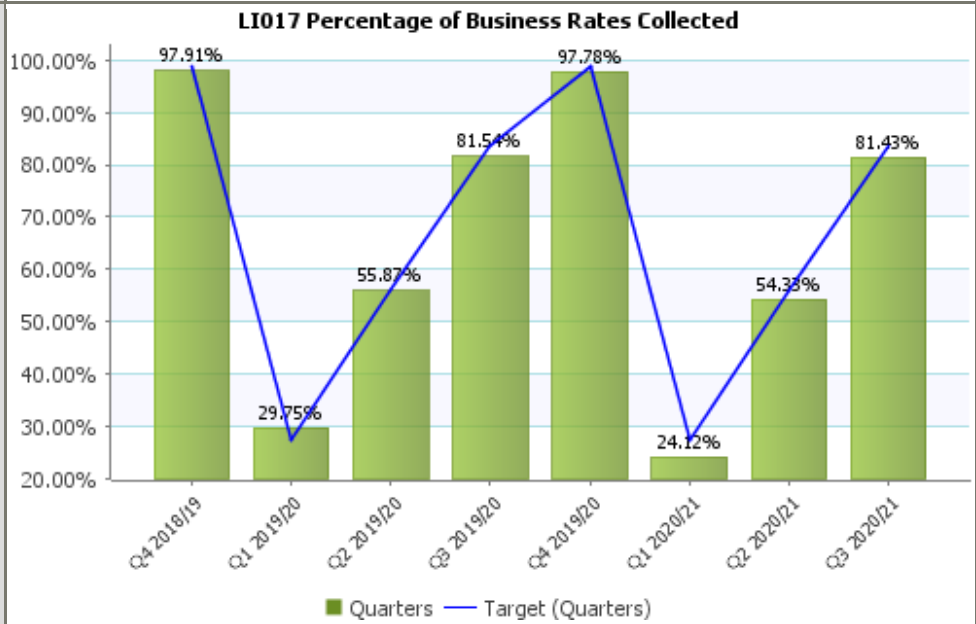
LI017 Percentage of Business Rates Collected

Service Area	Revenues and Welfare Support	Status	
Current Value	Current Target	Trend Compared to Last Period	Trend Compared to Average of Previous 4 Quarters
81.43%	83.42%		




Latest Note

Collection rate slightly lower than expected due to the impact of Covid 19.

Performance against target



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
82.63%	84.40%		

Latest Note

Collection rate slightly lower than expected due to the impact of Covid 19.

Performance against target

