

















# Quarter 3 Deputy Leader Portfolio Holder Performance Report

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only
Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse

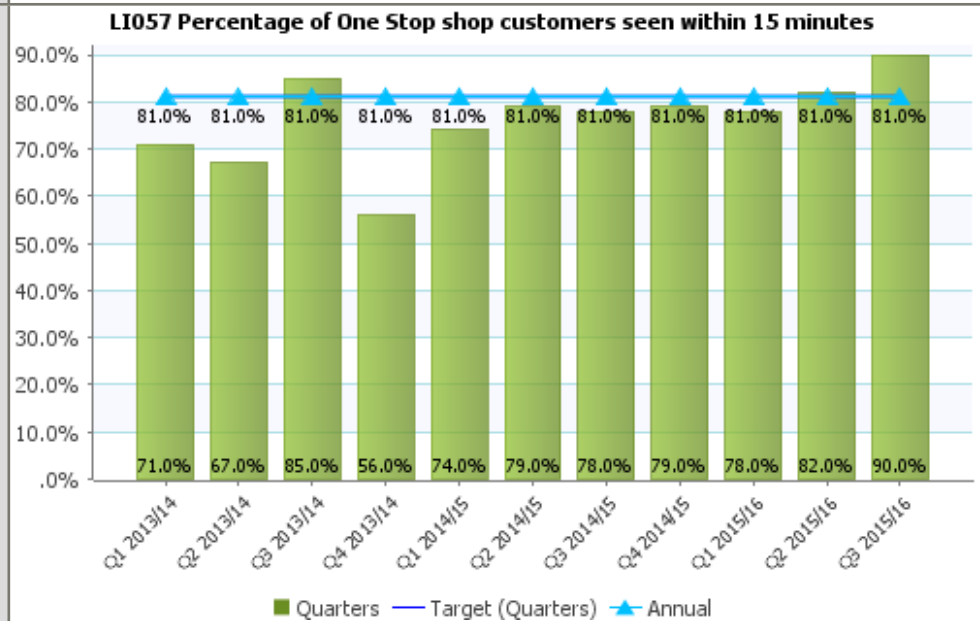
## Portfolio Owners Resources and Reputation Portfolio

### LI057 Percentage of One Stop shop customers seen within 15 minutes




Managed By	Mark Lane	Status	✓
Current Value	Current Target	Trend compared to last period	Trend compared to year ago
90.0%	81.0%	↑	↑

#### Latest Note

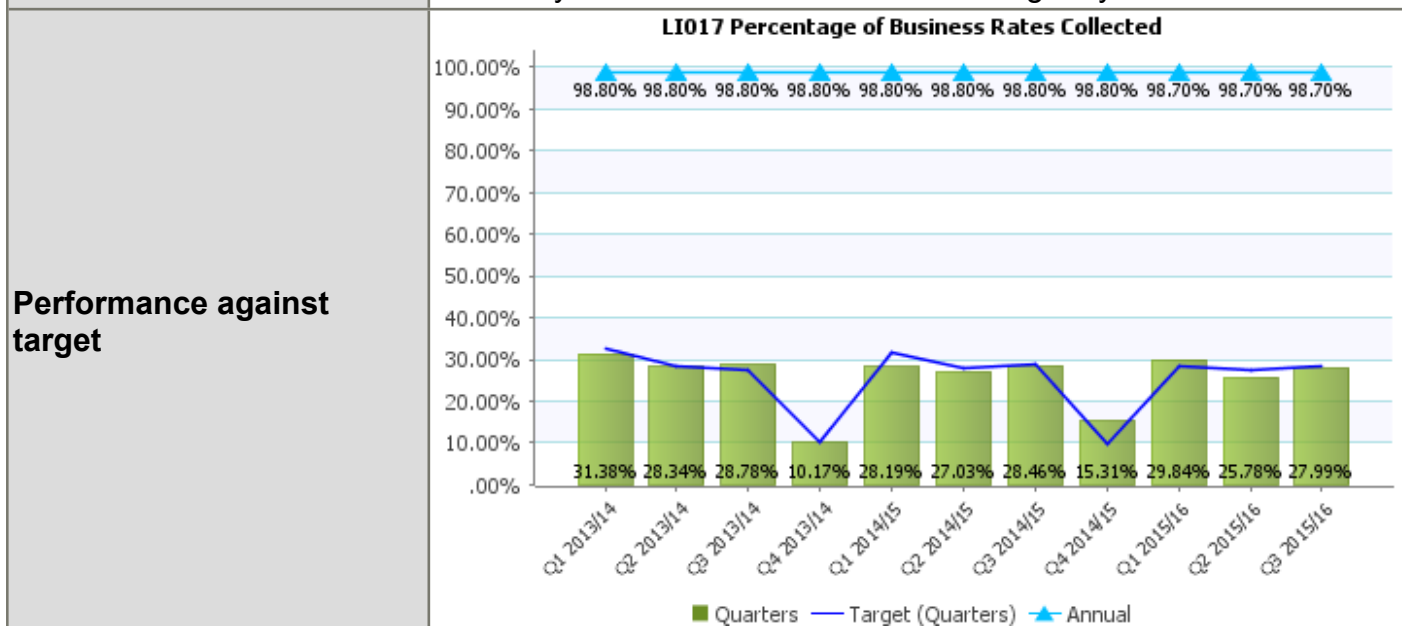
#### Performance against target






## 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
27.99%	28.30%		

**Latest Note** Collection rate measured against an estimate. Also increase in the number of customers paying monthly over 12 months rather than 10. Likely that collection rate will reach target by 31/3/2016.



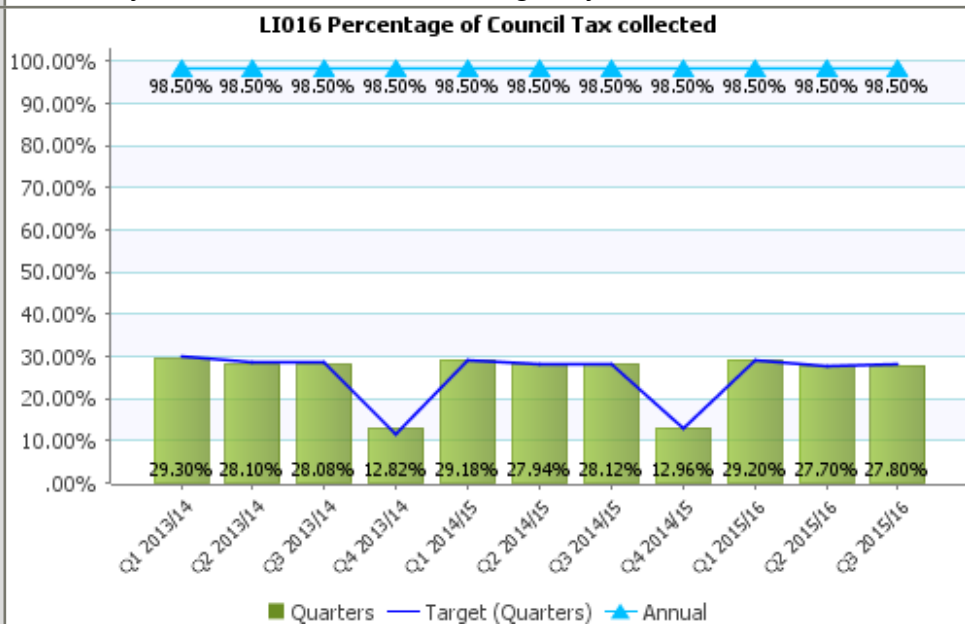
## LI016 Percentage of Council Tax collected




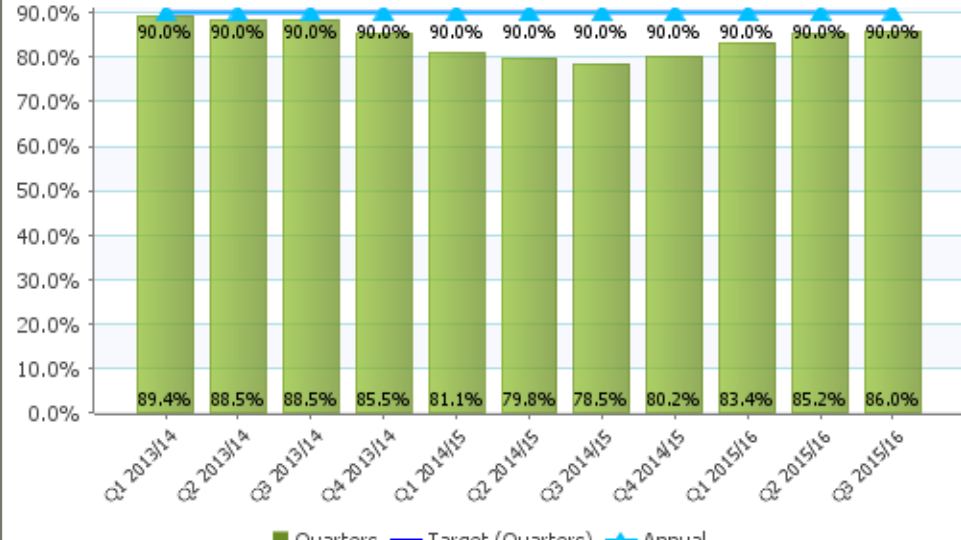
<b>Managed By</b>	Duncan Adamson	<b>Status</b>	
<b>Current Value</b>	<b>Current Target</b>	<b>Trend compared to last period</b>	<b>Trend compared to year ago</b>
27.80%	28.13%		

### Latest Note










Collection rate measured against an estimate. Also increase in the number of customers paying monthly over 12 months rather than 10. Likely that the rate will reach target by 31/3/2016.

### Performance against target



LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total																																							
Managed By	Mark Lane	Status																																					
Current Value	Current Target	Trend compared to last period	Trend compared to year ago																																				
86.0%	90.0%																																						
Latest Note	Current target is being achieved; performance for quarter 3 was 90.3%. Cumulative target (rolling year) continues to improve on a month by month basis arising from a full focus on performance management and the filling of vacant advisor posts. Final end of year performance expected in be in line with the target.																																						
Performance against target	<div>LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total</div>  <table><thead><tr><th>Quarter</th><th>Performance (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q1 2013/14</td><td>89.4%</td><td>90.0%</td></tr><tr><td>Q2 2013/14</td><td>88.5%</td><td>90.0%</td></tr><tr><td>Q3 2013/14</td><td>88.5%</td><td>90.0%</td></tr><tr><td>Q4 2013/14</td><td>85.5%</td><td>90.0%</td></tr><tr><td>Q1 2014/15</td><td>81.1%</td><td>90.0%</td></tr><tr><td>Q2 2014/15</td><td>79.8%</td><td>90.0%</td></tr><tr><td>Q3 2014/15</td><td>78.5%</td><td>90.0%</td></tr><tr><td>Q4 2014/15</td><td>80.2%</td><td>90.0%</td></tr><tr><td>Q1 2015/16</td><td>83.4%</td><td>90.0%</td></tr><tr><td>Q2 2015/16</td><td>85.2%</td><td>90.0%</td></tr><tr><td>Q3 2015/16</td><td>86.0%</td><td>90.0%</td></tr></tbody></table> <div>■ Quarters — Target (Quarters) ▲ Annual</div>			Quarter	Performance (%)	Target (%)	Q1 2013/14	89.4%	90.0%	Q2 2013/14	88.5%	90.0%	Q3 2013/14	88.5%	90.0%	Q4 2013/14	85.5%	90.0%	Q1 2014/15	81.1%	90.0%	Q2 2014/15	79.8%	90.0%	Q3 2014/15	78.5%	90.0%	Q4 2014/15	80.2%	90.0%	Q1 2015/16	83.4%	90.0%	Q2 2015/16	85.2%	90.0%	Q3 2015/16	86.0%	90.0%
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## Portfolio Owners Resources and Reputation

Title	Managed By	Status	Completion Date	Progress Bar	Notes
Maximise value from the Council's asset base as part of ongoing long term programme	Vince Rimmington		31-Mar-2016	<div><div>72%</div></div>	
Ensure every service area has a systematic way of gathering and using customer feedback	Rob McCleary		31-Mar-2016	<div><div>60%</div></div>	
Undertake residents' satisfaction survey and Gedling Conversation	Rob McCleary		31-Mar-2016	<div><div>60%</div></div>	
Explore and where appropriate implement new technology and digital tools to improve efficiency of services	Mark Lane		31-Mar-2016	<div><div>33%</div></div>	
Put in place measures to encourage customers to access information and services on-line	Mark Lane		31-Mar-2016	<div><div>35%</div></div>	
Improve Civic Centre face to face reception arrangements	Mark Lane		31-Mar-2016	<div><div>75%</div></div>	
Update and embed current Customer Services standards and charter	Mark Lane		31-Mar-2016	<div><div>50%</div></div>	
Achieve planned efficiency/budget reduction targets and maximise income generation opportunities	Mark Kimberley		31-Mar-2016	<div><div>33%</div></div>	
Identify options for a customer	Mark		31-Mar-2016	<div><div>5%</div></div>	

Title	Managed By	Status	Completion Date	Progress Bar	Notes
contact point in Carlton/the surrounding area	Kimberley				