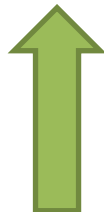





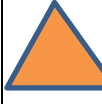

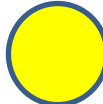
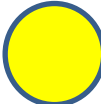
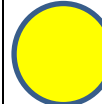
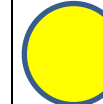


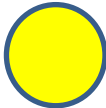
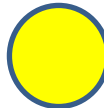
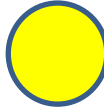
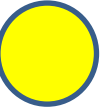
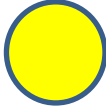





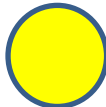


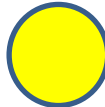
Customers & Corporate PDP 2017/18 End of Year Update



	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target-Achieved/ Trend	Performance compared to 2015/16
Customers: Delivering Council services that are customer centred and accessible						
Customer contact data	Total: 24,745 Ans: 23,471 94.9%	Total: 24,470 Ans: 23,247 95.0%	Total: 21,656 Ans: 20,518 94.7%	Total: 25,960 Ans: 23,197 89.4% The slight dip in performance relates to the period of bad weather when there was an increase in calls combined with contact centre staff not being able to get into work	Overall, 93.4% of calls were answered compared with 93% last year.	 2015/16 92.2% answered
Use of Online Forms	App/Online: 485	App/Online: 496	App/Online: 479	App/Online: 587	410	 *System was introduced mid year
E – Payments Transactions – Payments made via the Council’s website 2016/17 – 21,816 Value £2,319,060	Target – 5,000 Actual – 6,140 Value - £674,658	Target – 5,000 Actual – 6,197 Value - £654,168	Target – 5,000 Actual – 6,115 Value - £655,926	Target – 5,000 Actual – 5,288 Value - £596,039	20,000 (5,000 per quarter)	 2015/16 21196 2017/18 23740

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target-Achieved/ Trend	Performance compared to 2015/16
Payments made via the Council's automated telephone payment system 2016/17 – 21,759 Value £2,391,064	Target – 5,000 Actual – 6,466 Value - £715,664	Target – 5,000 Actual – 5,955 Value - £445,086	Target – 5,000 Actual – 5,620 Value - £615,915	Target – 5,000 Actual – 4,817 Value - £582,572	20,000 (5,000 per quarter)	 2015/16 22418 2017/18 22858





Strategic Objective						
Delivering Council services that are customer centred and accessible						
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating	
<p>Develop and implement a Customer Access Strategy</p> <p>Work on the Customer Access Strategy has been put on hold due to the work that is in progress on the procurement of a new telephony system and planning for a replacement CRM system. Both of these procurements are closely associated with the Customer Access Strategy. Drafting of the Strategy is now planned for 2018-19.</p>	<p>Customers have clarity as to the standards of service that they can expect to receive</p> <p>Increase the ways customers can interact with the Council via digital means</p>					

Strategic Objective						
Making the best use of limited resources						
Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating	
<p>Development and delivery of an action plan to take forward the recommendations from the Peer Review</p> <p>An action plan is in place for delivery of the Peer Review recommendations and is being monitored by Leadership Team. Work is nearing completion on the new Corporate Plan which underpins other aspects of the recommendations. Further actions will be included in the PDP for 2018-19.</p>	<p>Improve the resilience and efficiency of the Council</p>					

Action & Progress Update	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>Prepare outline business cases for sharing the following services:</p> <ul style="list-style-type: none"> • Development Control, Planning Policy and Land Charges; • Environmental Health; and • Information Governance <p>A report on the outcome of the business cases for further shared services was considered by Cabinet in November 2017. The report recommended that:</p> <ul style="list-style-type: none"> • the Information Governance Shared Service should proceed – work has commenced on this. • the scope of Environmental Health review should be widened to Environmental Services and that an independent options appraisal be commissioned jointly with Stafford Borough Council – work has commenced on procuring a consultant to undertake the review. 	FRP option				
<p>Develop proposals for delivery of savings of £94k from the Stafford led shared services, as part of the FRP process, for delivery in 2018/19</p> <p>Savings have been identified by the Stafford led shared services and these have been built into the budget for 2018-19 onwards.</p>	FRP option				
<p>Review of call handling operation between the Contact Centre and the Social Alarm Service</p> <p>Due to the delay in the move of the Social Alarms team it has not been possible to commence the review of call handling. The team successfully completed its move in on 16 January 2018. The review of call handling has been put on hold to allow time for the service to settle and to address service resilience issues. This will now be reviewed in 2018-19.</p>	FRP option	Not Due until Qtr4			
<p>Reduce the opening days/hours for the Revenues & Benefits reception and enquiry service for 2017/18 as follows:</p> <ul style="list-style-type: none"> • Rugeley Area Office – to 2 days per week; and • Hednesford Library – to 1 day per week. <p>Opening hours were changed from 3 April 2017 as planned.</p>	FRP option.				

Strategic Objective						
Improving skills and accessibility to local employment opportunities						
Action & Progress Update		Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	Q4 Rating
<p>A strategy is to be developed regarding the Apprenticeship Levy</p> <p>The strategy was presented to Leadership Team on 15th August 2017 and approved.</p>						

Summary of Progress in Delivering Projects/Actions:

				Not rated
Project completed	Project on target	Project Timeline/scope/target date requires attention. Alterations considered by leadership team	Project aborted/ closed	Action not rated
2 28.6%	3 42.8%	2 28.6%	0 0%	0 0%