Corporate PDP- 2018-19 Performance Update
(Quarter Two – 1 July - 30 September 2018)

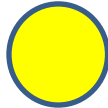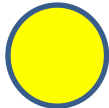| Overall Performance				
✔	🟡	🔺	❌	**Not rated**
Milestone completed	Milestone on target	Milestone/Timeline/scope/target date requires attention.	Project aborted/ closed	Milestone not rated
2	1	4	0	0
28.6%	14.3%	57.1%	0%	0%

Performance Indicators							
Performance Indicator	**Frequency of reporting (Q or A)**	**Last years outturn**	**Target**	**Q1**	**Q2**	**Q3**	**Q4**
Customer contact data – response to telephone calls	Q	93.4%	94%	90%	92.7%		
Use of Online Forms	Q		475	481	319		
E – Payments Transactions – Payments made via the Council's website	Q	Actual – 23,740 Value - £2,580,791	6,000 per quarter	Actual – 6,864 Value - £801,920	Actual – 6,649 Value - £743,891		
Payments made via the Council's automated telephone payment system	Q	Actual – 22,858 Value - £2,359,237	5,750 per quarter	Actual – 6,460 Value - £730,494	Actual – 5,961 Value - £656,095		
Payments made by Direct Debit (Council Tax)	Q	302,501 transactions Value - £36,438,134.18	310,000 transactions Value - £40M	87,055 transactions Value - £11,028,893.25			

Projects and Actions

Delivering Council services that are customer centred and accessible - giving choice to our customers in how they access our services							
Approach	**Key Project**	**Milestone(s)**	**Progress**	**Q1**	**Q2**	**Q3**	**Q4**
Giving choice to our customers in how they access our services	Procurement of a new telephony system	Identify framework and use to procure new telephony software	The procurement is slightly behind schedule but arrangements have been made to extend the contract with the existing supplier. The framework has been identified and the procurement process is underway. Submissions are currently being evaluated. The procurement is now likely to be completed in Qtr 3.		🔺		
		Install new software, test and train relevant staff	As explained above the procurement is slightly behind schedule. This is now expected to take place in Qtr 4.		🔺		
	Develop and implement a Customer Access Strategy	Draft core requirements of strategy and discuss with Leadership Team				X	
		Draft strategy for approval by Cabinet					X
	Procurement of a customer portal / CRM system	Identify requirements for new customer portal/ CRM system and agree with Leadership Team					X

Making the best use of limited resources – managing our people, money and assets							
Approach	**Key Project**	**Milestone(s)**	**Progress**	**Q1**	**Q2**	**Q3**	**Q4**
Managing our people, money and assets X	Review of Environmental Services	Procurement of Consultant to undertake the review	A consultant has been appointed and work has commenced.	✓			
		Undertake Stage 1 of Review (May to July)	Stage 1 of the review has been completed. A draft report has been prepared and is being validated with Managers		✓		
		Report to Cabinet and decision on whether to proceed to Stage 2-revised target of Q4			🔺		X
	Protection of Customers' personal data in accordance with GDPR	Data Protection Policy updated and approved by Cabinet	A new Data Protection Policy has been produced and approved by Cabinet	✓			
		Provision of training for employees and Members	Training has been provided to Members and an additional session has been arranged for November. On line training has been provided to employees.		✓		
		Completion of data audit	An audit of personal data held by the Council has been completed	✓			
		Privacy Notices template agreed and published on website	Privacy notices have been prepared and published for all personal data sources	✓			

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
Managing our people, money and assets (continued)	Simplify Members' access to committee papers and emails	Draft system to be tested by officers	Test website setup. Software installed. System available for testing by officers.	⬤ (yellow)		X	
		System to be piloted with sample of Members	The system has recently been made available to the Democratic Services Team and is in need of further discussions with ICT as to how this will be used.		▲ (orange)		
		System to be rolled out to all Members				X	
	Update the IT Security Policy to reflect cyber security threats and GDPR and provide training to staff	Review of current policies	Work is in progress on updating the policies. In the interim, basic on-line training has been provided to employees and Members re security.		⬤ (yellow)		
		Revised policies to Leadership Team for approval				X	