

## Corporate Priority Delivery Plan 2019-2020

### Performance Indicators

Performance Indicator	Frequency of reporting (Q or A)	Last year's outturn	Target	Q1	Q2	Q3	Q4
Customer contact data – response to telephone calls	Q		94%				
Use of Online Forms	Q		475				
E – Payments Transactions – Payments made via the Council's website	Q		6,000 per quarter				
Payments made via the Council's automated telephone payment system	Q		5,750 per quarter				
Payments made by Direct Debit (Council Tax)	Q						

**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)	Q1	Q2	Q3	Q4	
<b>Giving choice to our customers in how they access our services</b>	Review the Council's digital requirements with regard to customer services / interactions to inform the Customer Access Strategy and the procurement of a replacement for the CRM system	Commission a review of the Council's digital requirements with regard to customer services / interactions	X				
		Review to be undertaken by consultant		X			
		Final report on outcome of the review			X		
	Develop and implement a Customer Access Strategy	Draft core requirements of strategy and discuss with Leadership Team					X
		Draft strategy for approval by Cabinet	<b>2020/ 21</b>				
	Procurement of a replacement for the CRM system	Identify requirements for new customer portal/ CRM system and agree with Leadership Team	<b>2020/ 21</b>				
		Commence Procurement	<b>2020/ 21</b>				

**Making the best use of limited resources – managing our people, money and assets**

Approach	Key Project	Milestone(s)	Q1	Q2	Q3	Q4
<b>Managing our people, money and assets</b>	Development of an Asset Management Strategy	Recruit a Corporate Asset Manager	X			
		Review Condition Surveys for all Council assets and properties			X	
		Undertake Asset Review and prepare draft Strategy for adoption by Cabinet				X

Approach	Key Project	Milestone(s)	Q1	Q2	Q3	Q4
<b>Managing our people, money and assets - continued</b>	Develop workforce development strategy, incorporating gender pay requirement	Scoping exercise to determine the development needs of the workforce	<b>X</b>			
		Review of scoping exercise to determine how to address workforce need		<b>X</b>		
		Develop content of the strategy and consult stakeholders			<b>X</b>	
		Implement strategy including training as appropriate				<b>X</b>
	Delivery of the Environmental Services Review Outcomes	<i>The actions will be determined once the report on the Environmental Services Review has been to Cabinet</i>				
	Identifying potential savings options	Service review methodology to be determined and agreed with Leadership Team	<b>X</b>			
		Programme of Service Reviews to be determined		<b>X</b>		
		First phase of Service Reviews to be completed				<b>X</b>