
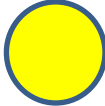








**Corporate PDP- 2018-19**  
**(Quarter Four - 1 January 2019 - 31 March 2019)**

<b>Quarter Four (1 January 2019 - 31 March 2019) Performance</b>				
				<b>Not rated</b>
Milestone completed	Milestone on target	Milestone/timeline/scope/target date requires attention	Project aborted/closed	Milestone not rated
2 (22%)	0 (0%)	7 (78%)	0 (0%)	0 (0%)

<b>Annual Performance 2018-19</b>				
				<b>TOTAL</b>
Milestone completed	Milestone on target	Milestone/timeline/scope/target date requires attention	Project aborted/closed	
10 (58.82%)	0 (0%)	7 (41.18%)	0 (0%)	17 (100%)

**Comments on overall performance for this PDP (as at end of 2018/19)**

*Work on the Environmental Services review and GDPR has been completed.*

*Whilst there has been some slippage in the procurement of a new telephony system and the replacement of the Members portal, these are both on track to be completed early in 2019-20.*

*Once the new telephony system has been installed, work will commence on the Customer Access Strategy and the replacement for the Customer Relationship Management (CRM) system. This work will focus on how customers want to interact with the Council and take advantage of changes in technology. This should in due course help us to increase the number of users accessing services online and in turn this will help us to improve our response rate to telephone calls. The response to telephone calls has been below target due to a combination of call volume and staff shortages. The use of online forms was lower than expected due to technical issues which impacted upon the availability of the forms.*

### Performance Indicators





In the figures produced below for Performance Indicators, the figures in Total are for the whole of 2018/19 and are either shown as cumulative figures or an average figure taken for the whole year.

Performance Indicators								
Performance Indicator	Frequency of reporting (Q or A)	Last year's outturn	Target	Q1	Q2	Q3	Q4	Total
Customer contact data – response to telephone calls	Q	93.4%	94%	90%	92.7%	95.2%	90.9%	92.2% Average
Use of Online Forms	Q		475	481	319	196	262	1,258
E–payments transactions – Payments made via the Council's website	Q							
• Number of transactions		23,740	6,000 per quarter	6,864	6,649	6,698	5,641	25,852
• Value of transactions		£2,580,791		£801,920	£743,891	£772,654	£686,443	£3,004,908
Payments made via the Council's automated telephone payment system	Q							
• Number of transactions		22,858	5,750 per quarter	6,460	5,961	5,786	5,569	23,776
• Value of transactions		£2,359,237		£730,494	£656,095	£659,130	£710,384	£2,756,103
Payments made by Direct Debit (Council Tax)	Q							
• Number of transactions		302,501	310,000	87,055	87,527	87,567	49,282	311,431
• Value of transactions		£36,438,134	£40M	£11,028,893	£11,127,610	£11,211,309	£5,979,061	£39,346,85

## 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 process has been completed and the contract awarded			✓	
		Install new software, test and train relevant staff	A project meeting has taken place with the supplier. The provisional timeline is for staff training to take place in May, with testing in June, prior to going live later in June.				▲
	Develop and implement a Customer Access Strategy	Draft core requirements of strategy and discuss with Leadership Team	Work on this has been delayed and will not now be started until 2019/20				▲
		Draft strategy for approval by Cabinet	As above				▲
	Procurement of a customer portal/CRM system	Identify requirements for new customer portal/CRM system and agree with Leadership Team	Work on this has been delayed and will not now be started until 2019/20				▲

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	Review of Environmental Services	Procurement of Consultant to undertake the review	A consultant has been appointed and work has commenced on the review.	✓			
		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	The report is going to Cabinet on 18 April				✓
	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. Online 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	✓			

Making the best use of limited resources – managing our people, money and assets							
Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
	Simplify Members' access to committee papers and emails	Draft system to be tested by officers	Test website setup. Software installed. Testing completed by Democratic Services.				
		System to be piloted with sample of Members	The new system has been demonstrated to a Task & Finish Group set up by the Corporate Scrutiny Committee.				
		System to be rolled out to all Members	The new system is to be rolled out to Members for the start of the new municipal year (2019/20).				
	Update the IT Security Policy to reflect cyber security threats and GDPR and provide training to staff	Review of current policies	To support the security policies and reduce the risk of cyber attacks the main firewalls have been replaced and staff training has taken place in their use.				
		Revised policies to Leadership Team for approval	Information is being gathered to provide an update of the policies. Changes will be made to reflect GDPR, cloud technology and remote working. To complete in 2019/20.				