

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL01: missed bins per 100,000 collections
Reasons for not meeting target	
<p>During this period the section encountered mechanical/electrical problems associated with the age and condition of several refuse collection vehicles. Such instances had a detrimental impact upon the completion of collection rounds and resulted in the schedule being completed the following day.</p>	
Brief Description of Proposed Remedial Action	
<p>It is anticipated that as the new collection vehicles come into service this will result in a reduction in vehicle downtime. This assists in reducing the number of missed collections. Weekly performance monitoring will continue.</p>	
Resource Implications	
None	
Priority	
High	
Future Targets	
Continue with existing performance target .	
Action Plan	
Tasks to be undertaken	Completion Date
Weekly performance monitoring	September 2013

PERFORMANCE IMPROVEMENT PLAN	
Indicator	NI 192 Percentage of Household Waste sent for reuse, recycling and composting.
Reasons for not meeting target	
<p>In quarter four there was an increase in residual waste collected and a reduction in compost material (green waste). This has resulted in a drop in the recycling rate for the quarter.</p> <p>Weather conditions during the quarter also influences the quantity of green waste presented for collection.</p>	
Brief Description of Proposed Remedial Action	
Options for increasing the tonnage of recyclable/compost material are limited as we are subject to collecting what is presented.	
Resource Implications	
None	
Priority	
Low	
Future Targets	
Continue with existing performance target.	
Action Plan	
Tasks to be undertaken	Completion Date
Monitor monthly tonnage figures	September 2013

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL114: % LA properties with CP12 outstanding
Reasons for not meeting target Properties requiring a gas certificate alter on a daily basis and are monitored weekly at service management team level. A very small number of tenants still refuse to give access.	
Brief Description of Proposed Remedial Action We continually work to reduce the number of properties that do not have a current CP12, this is monitored weekly at the service management team. We will continue to work with our contractor to reduce the number of properties without a current CP12 and cater for individual tenant needs. In addition we continue to maximise publicity utilising our own newsletters / leaflets and the local media emphasising the importance of allowing access and publicising evictions. We will continue to fit gas restriction devices on properties with a history of repeat “no access”, this device restricts the delivery of gas to the boiler which will prompt the tenant to phone us for access.	
Resource Implications A small cost is associated with fitting gas restriction devices, which is met from existing budgets.	
Priority High	
Future Targets No change	
Action Plan	
Tasks to be undertaken As outlined above	Completion Date On-Going

PERFORMANCE IMPROVEMENT PLAN	
Indicator	TS24a Average time taken to re-let local authority housing (days) - GENERAL NEEDS
Reasons for not meeting target	
Performance has been above target due to delays in advertising properties whilst awaiting cost of repair work. This measure was introduced to control spending in 2012/13 which has resulted in a backlog.	
Brief Description of Proposed Remedial Action	
Increased turnaround times have been an inevitable result of measures taken to reduce projected overspend in 2012/13, and therefore will be a constraint in this financial year.	
Void properties placed on hold over the last few months due to budgetary pressures, have now started to be released for letting. This will be done on a phased basis in liaison with the Council's maintenance contractors. It is important to note however that the release of long term voids will result in an increase in void turnaround times when the properties are subsequently let and will impact on performance in 2013/14.	
Resource Implications	
None	
Priority	
Low	
Future Targets <i>(these will not be changed mid-year)</i>	
Action Plan	
Ensure that all new voids are relet within target.	June 2013
Work towards advertising all properties as soon as notice is received from outgoing tenant.	June 2013
Work with contractors to minimise delays with kitchen refurbishment works.	Ongoing
Release all voids on hold, where it is economically viable to do so.	Aug 2013

PERFORMANCE IMPROVEMENT PLAN	
Indicator	TS24b - Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS
Reasons for not meeting target – Several long term voids have been relet during the quarter which results in average number of day being skewed.	
Brief Description of Proposed Remedial Action Options Appraisals of two sheltered schemes have now been commissioned. All investment in Category II sheltered schemes will be considered in light of the councils Asset Management Plan.	
Resource Implications None	
Priority Medium	
Future Targets <i>(these will not be changed mid-year)</i>	
Action Plan	
Tasks to be undertaken	Task Completion Date
<ul style="list-style-type: none"> ▪ Options Appraisals ▪ Asset Management Planning 	Ongoing Ongoing

PERFORMANCE IMPROVEMENT PLAN					
Indicator	BVPI 12 Sickness Absence				
<p>Reasons for not meeting target The Council's target for 2012/13 is to achieve (not more than) 8.08 working days lost per employee, measured on a rolling 12 month basis. Sickness increased from 8.39 days in 2011/12 to 9.14 days in 2012/13.</p> <p>Members may be aware that the HR team has been under resourced for a period of approximately 12 months now due to several changes in personnel, together with unavoidable long term sickness of two members of staff.</p> <p>In addition, the team has played a vital and fundamental role in successfully implementing the new Payroll arrangements with Wigan Council and clearly this has had a major impact upon other areas of service delivery, given the need to secure alternative arrangements due to the previous Payroll system effectively coming to the end of its life.</p> <p>The revised calculations in respect of sickness levels have been calibrated and represent the attendance figures excluding secondees to One Connect Limited.</p>					
<p>Brief Description of Proposed Remedial Action</p> <ul style="list-style-type: none"> • The HR team will focus on providing improved management information which will assist managers to effectively identify all short term cases of sickness absence which have exceed the agreed 'trigger' levels and all on-going long term cases of sickness absence. • The HR team will return to full complement in June and this will help address the issue. • HR will continue to meet with individual Heads of Service to provide advice and support to ensure managers have the continued skills and confidence to address absence issues appropriately. • The revised Management of Sickness Absence Policy was implemented in January 2012. A review of the effectiveness of the Policy is ongoing which will result in improved guidance for managers. 					
<p>Resource Implications</p> <p>Timely interventions and practical support will continue to be needed from managers, which can make a real positive difference to attendance levels.</p> <p>The HR team will provide support and guidance to managers on the implementation of the revised policy.</p>					
<p>Priority High</p>					
<p>Future Targets Continue with existing target.</p>					
<p>Action Plan</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">Tasks to be undertaken</th> <th>Completion Date</th> </tr> </thead> <tbody> <tr> <td>See proposed remedial action (above)</td> <td>Ongoing with sickness absence levels continuing to be reported on a monthly basis</td> </tr> </tbody> </table>		Tasks to be undertaken	Completion Date	See proposed remedial action (above)	Ongoing with sickness absence levels continuing to be reported on a monthly basis
Tasks to be undertaken	Completion Date				
See proposed remedial action (above)	Ongoing with sickness absence levels continuing to be reported on a monthly basis				

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL19b(ii) % Direct dial calls answered within 10 seconds
Reasons for not meeting target	
Performance dipped in the first three quarters of last year, however it improved during the last quarter and is slightly higher than at the start of the last financial year.	
Brief Description of Proposed Remedial Action	
<p>A number of actions have been/continue to be put in place in order to improve performance.</p> <ol style="list-style-type: none"> 1. Detailed monthly monitoring reports are issued to each Head of Service to enable them and their managers to scrutinise individual section/officer performance. 2. A further data cleansing exercise is to be carried out in order to remove extensions which should not be included in the reports, for example fax machines, redundant extensions etc. This also ensures accuracy of information in line with data quality. . 3. Managers to further consider the use of Voicemail for those officers who spend time away from the office and whose telephone performance is giving cause for concern as a result of this. 	
Resource Implications	
None	
Priority	
High	
Future Targets	
<i>There are no proposals to change the targets at this stage.</i>	
Action Plan	
Tasks to be undertaken	Completion Date
See above remedial action	Ongoing as part of performance monitoring and good practice

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL108 Average waiting time for callers to the Contact Centre (seconds)
Reasons for not meeting target	
<ul style="list-style-type: none"> • Resource issues within Customer Services • Increase in call volume in the lead up to the introduction of Welfare Reform 	
Brief Description of Proposed Remedial Action	
<ul style="list-style-type: none"> • Recruitment of additional staff in line with the vacancy approval process. • Monitoring call volumes and working with our partners OCL to improve service delivery. 	
Resource Implications Additional resources met from within existing budgets	
Priority High	
Future Targets The outturn for 2012/13 is 36.5 seconds, however the previous target of 26.25 will remain for 2013/14.	
Action Plan	
Tasks to be undertaken	Task Completion Date
<ul style="list-style-type: none"> ▪ See above comments. 	Recruitment process commenced and ongoing.