



















APPENDIX A: QUARTERLY PERFORMANCE INDICATORS

Icon key					
PI Status		Performance against same quarter previous year			
	OK (within 0.01%) or exceeded	16	 Improved	10	
	Warning (within 5%)	7	 Worse	12	
	Alert (by 5% or more)	7		2	
	Data only	0	/	Comparison not available	6
	Awaiting data	1		Awaiting data	1
N/A	Data not collected for quarter	0			
Total number of indicators		31			



Shared Services ¹

PI Code & Short Name	Q4 2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Current Target	Comments	Q4 13/14 vs Q4 12/13	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
ICT1 Severe Business Disruption (Priority 1)	N/A	100%	100%	100%	100%	100%	100%	100%	100%	99.00%	Annual performance of 100% exceeded target of 99%		
ICT2 Minor Business Disruption (P3)	N/A	97%	98%	100%	100%	100%	100%	100%	100%	97%	Annual performance of 100% exceeded target of 97%		
B1-NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	7.19	12.34	11.40	12.08	10.31	7.12	8.23	9.88	5.81	12.00	Annual performance of 7.44 exceeded target of 12.		
B2 Overpayment Recovery of Housing Benefit overpayments (payments received)	£186,926	£48,280	£90,397	£130,250	£170,882	£43,041	£84,613	£123,567	£170,909	£170,000	Annual performance of £170,909 exceeded target of £170,000.		
R1-BV9 % of Council Tax collected	98.06%	30.59%	58.07%	86.77%	96.40%	28.33%	55.47%	82.85%	95.32%	96.11%	Annual performance of 95.32% did not achieve target of 96.11%. Outturns subject to final confirmation. 2012/13 quarter outturn not comparable. See note 2. A plan is in place that will increase the number of recovery cycles throughout 2014-15 and reduce the time lag between	/ ²	





PI Code & Short Name	Q4 2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Current Target	Comments	Q4 13/14 vs Q4 12/13	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
											stages per cycle to provide additional collection and recovery opportunities.		
R3-BV10 % of Non-domestic Rates Collected	97.67%	32.31%	61.41%	88.04%	95.40%	27.89%	58.57%	84.58%	95.53%	96.57%	Annual performance of 95.53% did not achieve target of 96.57%. Outturns subject to final confirmation. 2012/13 quarter outturn not comparable. See note 2. A plan is in place that will increase the number of recovery cycles throughout 2014-15 and reduce the time lag between stages per cycle to provide additional collection and recovery opportunities.	/ ²	
R4 Sundry Debtors (cash collected and write offs)	5,814,105	1,134,242	2,718,863	4,031,803	5,675,860	1,217,643	2,462,608	3,773,629		5,706,034	Data pending Council's decision on a number of write-offs. ³		

Housing & Regeneration









PI Code & Short Name	Q4 2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Current Target	Comments	Q4 13/14 vs Q4 12/13	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
TS1-BV66a % Rent collected (Including arrears brought forward)	98.42%	98.02%	98.15%	98.63%	98.41%	97.58%	97.58%	98.25%	98.47%	97.00%	Annual performance of 98.47% exceeded target of 97%.		
HS1-WL111 % Housing repairs completed in timescale	92.98%	94.62%	98.18%	98.66%	97.90%	97.20%	96.57%	96.46%	96.68%	95.50%	Annual performance of 96.73% exceeded target of 95.5%.		
HS13-WL114 % LA properties with CP12 outstanding	0.07%	0.01%	0.09%	0.08%	0.11%	0.07%	0.04%	0.01%	0.10%	0%	Target based on legal requirement for all eligible properties to have certificate. Reported performance is an average from months in the period. Annual performance of 0.1% missed target of 0%. Improvement plan attached at Appendix B1		
TS24a-BV212 GN Average time taken to re-let local authority housing (days) - GENERAL NEEDS	13.14	21.32	19.70	21.75	29.67	53.61	49.52	58.10	65.74	22.00	Annual performance of 56.74 did not achieve target of 22. Improvement plan attached at Appendix B2		

PI Code & Short Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Current Target	Comments	Q4 13/14 vs Q4 12/13	Quarter Performance
	2011/12	2012/13	2012/13	2012/13	2012/13	2013/14	2013/14	2013/14	2013/14				
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
TS24b-BV212 SP Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS	34.77	47.59	73.29	167.57	50.23	29.94	64.73	98.01	62.31	45.00	Annual performance of 63.75 did not achieve target of 45. Improvement plan attached at Appendix B3		











Community Services

PI Code & Short Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Current Target	Comments	Q4 13/14 vs Q4 12/13	Quarter Performance
	2011/12	2012/13	2012/13	2012/13	2012/13	2013/14	2013/14	2013/14	2013/14				
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
WL08a Number of Crime Incidents	1,395	1,444	1,392	1,351	1,253	1,281	1,403	1,449	1,329	1,395	Annual performance of 5,462 exceeded target of 6,076.		
WL18 Use of leisure and cultural facilities (swims and visits)	341,024	296,315	280,865	241,569	321,278	302,367	323,139	252,748	334,162	273,750	Annual performance of 1,212,416 exceeded target of 1,095,000.		













Planning

PI Code & Short Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Current Target	Comments	Q4 13/14 vs Q4 12/13	Quarter Performance
	2011/12	2012/13	2012/13	2012/13	2012/13	2013/14	2013/14	2013/14	2013/14				
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 157a Processing of planning applications: Major applications	22.22%	55.56%	80.00%	33.33%	80.00%	30.00%	77.78%	54.55%	85.71%	65.00%	Annual performance of 59.46% did not achieve target of 65%.		
NI 157b Processing of planning applications: Minor applications	85.46%	81.33%	82.09%	73.13%	75.86%	87.50%	84.62%	82.43%	72.15%	75.00%	Head of Service's amber assessment: improvement plan not required. Annual performance of 81.67% exceeded target of 75%.		
NI 157c Processing of planning applications: Other applications	99.20%	92.53%	92.54%	91.78%	89.23%	91.61%	93.02%	92.99%	84.35%	85.00%	Head of Service's amber assessment: improvement plan not required. Annual performance of 90.83% exceeded target of 85%.		
WL24 % Building regulations applications determined within 5 weeks	87.18%	79.29%	79.51%	66.20%	73.33%	80.00%	67.09%	75.61%	71.93%	70.00%	Annual performance of 73.26% exceeded target of 70%.		

Transformation

PI Code & Short Name	Q4 2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Current Target	Comments	Q4 13/14 vs Q4 12/13	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
BV12 Working Days Lost Due to Sickness Absence ⁴	1.90	2.26	2.42	2.14	2.31	2.63	2.74	2.88	1.87	2.02	Sickness absence has improved from December to year end as a result of the continued keen management and constant review of short-term absences and the end of a number of long-term absences facilitated by line managers with support from Human Resources. Annual performance of 10.11 did not achieve target of 8.08.		
WL90 % of Contact Centre calls answered	87.8%	84.7%	85.7%	88.8%	89.9%	87.3%	93.6%	92.6%	91.3%	90.6%	Annual performance of 90.9% exceeded target of 90.6%		
WL19b(ii) % Direct Dial calls answered within 10 seconds ⁵	83.17	79.20	78.49	78.38	79.47	79.55	80.18	80.49	81.82	82.21	Head of Service's amber assessment: improvement plan not required. Annual performance of 80.51% did not achieve target of 82.21%		
BV8 % invoices paid on time	97.84%	97.46%	96.98%	96.71%	97.82%	97.21%	97.03%	97.75%	96.24%	98.24%	Annual performance of 97.05% did not achieve target of 98.24% Improvement plan attached at Appendix B4		
WL108 Average answered waiting time for callers to the contact centre (seconds)	46.00	38.00	46.00	26.00	36.00	47.00	17.00	25.00	34.00	26.25	Annual performance of 30.75 did not achieve target of 26s Improvement plan attached at Appendix B5.		

Street Scene

PI Code & Short Name	Q4 2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Current Target	Comments	Q4 13/14 vs Q4 12/13	Quarter Performance
	Value	Value	Value	Value	Value	Value	Value	Value	Value				
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	2.17%	N/A	.33%	1.00%	N/A	N/A	.83%	1.67%	0.16%	1.61%	Survey carried out three times each year. No data for Q1. Annual performance of 0.87% exceeded target of 1.61%.	/6	
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	4.15%	N/A	6.49%	3.10%	N/A	N/A	7.09%	2.70%	2.47%	7.33%	Survey carried out three times each year. No data for Q1. Annual performance of 4.04% exceeded target of 7.33%.	/6	
NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	.33%	N/A	.67%	.00%	N/A	N/A	.33%	.00%	0.17%	1.11%	Survey carried out three times each year. No data for Q1. Annual performance of 0.17% exceeded target of 1.11%.	/6	
NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	0.00%	N/A	0.00%	0.00%	N/A	N/A	0.00%	0.00%	0.00%	0.00%	Survey carried out three times each year. No data for Q1. Annual performance of 0.00% exceeded target of 0.00%.	/6	
WL01 No. residual bins missed per 100,000 collections	44.94	49.96	63.36	65.40	87.09	64.78	63.54	65.40	134.2	70.00	Annual performance of 81.98 did not achieve target of 70. Improvement plan attached as Appendix B6		
WL06 Average time taken to remove fly tips (days)	1.19	1.18	1.10	1.12	1.05	1.05	1.07	1.08	1.12	1.09	Annual performance of 1.08 exceeded target of 1.09. Head of Service's amber assessment: improvement plan not required.		
NI 191 Residual household waste per household (Kg)	124.36	121.91	122.3	131.59	116.18	114.84	111.36	140.5	134.38	123.48	Annual performance of 527.19 did not achieve target of 493.91. Improvement plan attached as Appendix B7		
NI 192 Percentage of household waste sent for reuse, recycling and composting	42.52%	51.48%	52.74%	44.17%	40.73%	52.35%	42.16%	39.93%	37.10%	47.58%	Annual performance of 43.07% did not achieve target of 47.58%. Improvement plan attached as Appendix B8		

Notes: ¹ Managed through LCC/One Connect Limited contract October 2011-April 2014. Contractual targets are annual and set via SLA. Quarter targets are provided as a gauge for performance but are not contractual.

² In line with current good practice, the 2013/14 outturns/targets do not include a value of 'credit on accounts' resulting in the outturn being lower than if credits were still included. Quarter outturns of previous years are therefore not directly comparable. Including credit on accounts may inflate collection rates as it is probable that these credits will need to be refunded to the tax payer. Although the contractual targets / annual SLAs do not include credits on account, annual figures including credit on accounts are provided to allow a direct year-on-year comparison.

- R1-BV9 % of Council Tax collected - 'with credits' outturn = 96.29% (target 96.65% - including assumed value of 0.54% credit on accounts)
- R3-BV10 % of Non-domestic Rates Collected - 'with credits' outturn = 97.31% (target 97.77% - including assumed value of 1.2% credit on accounts)

³ A reduction in the previously published target (£5,768,616) was made following the return of the Sundry Debt collection function for Housing chargeable repairs to the Council's Housing Service, thus reducing the amount collectable by OCL. A number of debts are currently being considered for potential write off which may affect the final end of year figure.

⁴ From Q3 2012-13 data does not include OCL seconded staff.

⁵ From Q1 2012-13 data does not include OCL seconded staff.

⁶ Data for Q4 was collected but not analysed due to a staff vacancy, subsequently filled. However, due to competing priorities this analysis has not taken place.

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. We have introduced an additional process of intensive contact attempts a week before the expiry of the CP12 (in addition to the other processes) to put downward pressure on the numbers.	
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
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Reasons for not meeting target

Performance has been above target due to a number of issues. Firstly, there has been a backlog of maintenance work due to the increased number of empty homes as a result of placing high cost voids on hold to control spending in 2012/13. The Council's maintenance contractors have struggled with capacity to carry out the repairs to these voids in addition to normal voids and maintain performance on the turnover of empty homes.

The Kitchen Refurbishment Programme has also resulted in inevitable delays in the re-letting of those empty properties requiring new kitchens. This is mainly due to the added process of ordering, preparing plans and awaiting delivery of kitchen units from the manufacturers as well as the additional time taken to fit a full kitchen.

In addition a number of key staff in the Voids & Allocations Team had been on long term sickness absence which reduced staffing resources, these staff returned to work on a phased basis during Q4.

There has been a reduction in demand for some general needs properties across the new town estates. This has meant it is now taking longer to let these property types in these areas.

Brief Description of Proposed Remedial Action

Increased turnaround times have been an inevitable result of measures taken to reduce projected overspends in 2012/13.

Void properties placed on hold over the latter part of 2012/13 due to budgetary pressures, have now started to be released for letting. This is being 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. All these long term void have now been let.

To reduce delays caused by the Kitchen Refurbishment Programme, officers have arranged for a third party supplier to hold stock locally. There are still however issues with stock availability due to volumes required which we are working to address.

Allocations staff are taking a more proactive approach to promoting and advertising empty homes, and options for offering more flexibility in allocations have been implemented.

Finally, to avoid duplication, keep costs low and speed up the process, the Council's surveyors rather than the contractors are now pre inspecting empty properties to identify work required. Arrangements have been put in place to second experienced surveyors into the Voids and Allocations Team to deal with the additional workload.

Resource Implications Loss of rental income	
Priority High	
Future Targets No change	
Action Plan	
Ensure that all new voids are relet within target.	Ongoing
Work with contractors to minimise delays with kitchen refurbishment works.	Ongoing
Look at new ways to advertise and promote low demand properties.	Completed
Consider more flexible allocations for lower demand homes	Completed
Release all voids on hold.	Completed

PERFORMANCE IMPROVEMENT PLAN	
Indicator	TS24b - Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS
Reasons for not meeting target	
<p>Several long term voids have been relet during the quarter which adversely affects average number of days to relet.</p> <p>For a number of years the council has been experiencing low demand across many of its sheltered housing schemes.</p> <p>The Kitchen Refurbishment Programme has also resulted in inevitable delays in the reletting of those empty properties requiring new kitchens. This is mainly due to the added process of ordering and awaiting delivery of kitchen units from the manufacturers.</p> <p>A number of key staff in the Voids & Allocations Team had been on long term sickness absence, these staff returned to work on a phased basis during Q4.</p>	
Brief Description of Proposed Remedial Action	
<p>Options Appraisals of two sheltered schemes have now been commissioned.</p> <p>All investment in Category II sheltered schemes will be considered in light of the councils Asset Management Plan.</p> <p>An open day has taken place at Evenwood Court, Tanhouse and further promotional exercises to stimulate demand will be undertaken.</p> <p>Declassification of some additional sheltered schemes has commenced.</p>	
Resource Implications	
Loss of rental income	
Priority	
High	
Future Targets	
Action Plan	
Tasks to be undertaken	Task Completion Date
<ul style="list-style-type: none"> ▪ Options Appraisals ▪ Asset Management Planning ▪ Promotion of low demand schemes ▪ Declassification programme 	<p>Ongoing</p> <p>Ongoing</p> <p>Complete</p> <p>December 2014</p>

PERFORMANCE IMPROVEMENT PLAN	
Indicator	BV8 % invoices paid on time
<p>Reasons for not meeting target</p> <p>A review of the invoice payment process highlighted the following:</p> <ul style="list-style-type: none"> ▪ <u>Invoices not being given a “received” date stamp.</u> Calculation of payment is from when the authority receives the invoice. If there has been an external delay for the authority in receiving the invoice (eg delay in posting, postal service delays), not using a “received” date stamp can significantly reduce the amount of time available to meet the target. ▪ <u>Invoices not being marked as ‘in dispute’.</u> If an original invoice is not received by the authority, eg. lost in the post/mislaid, a certified copy is subsequently issued/received. If the delay is not marked, then Payments must use the original date on the invoice. ▪ <u>Process delays for Payments receiving the paperwork.</u> Internal mail direction – where staff have moved / new staff / change in job roles, ‘old’ staff names remaining as the company contact - invoices received into the authority may not be directed to the correct area straight away. Staff not taking account of the time required for the invoice to go through internal mail to Payments. 	
<p>Brief Description of Proposed Remedial Action</p> <ul style="list-style-type: none"> ▪ Performance within individual service areas will continue to be monitored monthly and specific areas of underperformance will be reviewed. ▪ Guidelines to be issued to remind staff to process invoices promptly and to provide the correct information when passing invoices for payment. 	
<p>Resource Implications</p> <p>No additional resources required for data provision/monitoring or processing of payments.</p>	
<p>Priority</p> <p>High</p>	
<p>Future Targets</p> <p>No change to the target for 2014/15.</p>	
Action Plan	
Tasks to be undertaken	Task Completion Date
<ul style="list-style-type: none"> ▪ Update and re-issue the Invoice Processing Instructions (also available on the intranet) to specify the requirement to date stamp an invoice on receipt. 	June

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL108 Average waiting time for callers to the Contact Centre (seconds)
Reasons for not meeting target	
It should be noted that the target was narrowly missed by just less than 8 seconds. During the period, there has been some staff sickness and an increased workload due to annual billing.	
Brief Description of Proposed Remedial Action	
<ul style="list-style-type: none"> • Recruitment of agency staff to cover long term sickness. • Continued monitoring of call handling times. 	
Resource Implications	
Additional resources met from within existing budgets.	
Priority	
High	
Future Targets	
The outturn for Q4 was 34 seconds. The two previous quarters were 25 and 17 seconds respectively, which are both within the target of 26.25 seconds. The target of 26.25 will therefore remain for 2014/15.	
Action Plan	
Tasks to be undertaken	Task Completion Date
See above comments.	Recruitment process commenced and ongoing.

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL01: missed bins per 100,000 collections
Reasons for not meeting target	
<p>The number of missed bins have consistently bettered or been on target for the previous twelve months and while the level of increased missed collections is of concern, we are confident that performance will return shortly.</p> <p>During January, February and March there was a significant increase in road resurfacing works carried out across the borough and this resulted in areas not being accessible on the dedicated day of collection which contributed in the increase in missed collections.</p> <p>During this period there were two phases of blue bin deliveries to the residents of the Borough – 20,000 bins. Frontline operatives were diverted to perform these deliveries, which impacted upon service delivery – loss of “local knowledge”.</p> <p>It should also be noted that while there has been an increase, the vast majority of missed bins were collected within the response time of twenty-four hours.</p>	
Brief Description of Proposed Remedial Action	
<p>The introduction of in-cab communication equipment will significantly improve communications between back office and the collection teams. The information exchange will be in real time, allowing missed bins to be verified and collected. This is expected by October 2014</p> <p>Currently gathering data for each round regarding additional bins. Once we have a clear picture of the problem remedial action can be agreed. Due to the size of the last phase of bin deliveries – 1,000 bins – this will not have an impact upon service delivery.</p>	
Resource Implications	
None	
Priority	
Medium	
Future Targets	
There also needs to be a review of our approach to missed bins, only grey residual waste should receive a revisit, if due to a collection error, not if it is proven to have not been presented for collection. To be discussed further with Portfolio Holder.	
Action Plan	
Tasks to be undertaken	Completion Date
Weekly performance monitoring	October 2014

PERFORMANCE IMPROVEMENT PLAN	
Indicator	NI 191 Residual household Waste per Household (Kg)
<p>Reasons for not meeting target</p> <p>The definition of household waste includes waste from green collections, street sweeping , litterbins, clinical waste and “bulky waste”</p> <p>The reasons for the increase in waste being collected are varied and can be difficult to specify. Other authorities within Lancashire have also experienced an increase in the tonnage of household waste collected.</p> <p>The indicator is also influenced by the amount of material delivered into the transfer station from other service areas.</p>	
<p>Brief Description of Proposed Remedial Action</p> <p>Continue to monitor the weight figures and use the data capture from specific areas to attempt to identify trends. Develop an improvement plan by October 2014.</p> <p>While the Borough Council as the waste collection authority have a role to play in promoting the waste hierarchy – 3R’s. The ability to influence residual waste disposal is practically limited.</p>	
<p>Resource Implications</p> <p>None</p>	
<p>Priority</p> <p>Medium</p>	
<p>Future Targets</p> <p>Continue with existing performance target.</p>	
Action Plan	
Tasks to be undertaken	Completion Date
Monitor monthly tonnage figures presented by LCC	October 2014

PERFORMANCE IMPROVEMENT PLAN	
Indicator	NI 192 Percentage of Household Waste sent for reuse, recycling and composting.
<p>Reasons for not meeting target</p> <p>Guidance has been issued by the Environment Agency with regards to the disposal of street sweepings and gully waste, which recommends that untreated sweepings, including leaf litter, should not be composted. This is due to the potential for the material to contain contaminants such as nickel and zinc. Therefore tonnages that were previously diverted for composting are now added to the residual waste, which has a negative impact on the recycling rate. There was also a discrepancy in the Commercial and Industrial tonnage that was deducted from the residual waste tonnage figure that affected the recycling rate.</p> <p>The introduction of the new replacement blue bin system has proven very successful with residents across the borough. However, as with any service change on a borough wide scale (excess of 47,000 properties) there is a bedding in period during which residents adapt to the changes. We have experienced increased incidents of contaminated dry recyclate in some areas of the borough. These incidents have been localised and resources have been directed to those areas, via increased communication – door knocking, delivering leaflets that identify contamination issues and reminds residents of what is required and press release thanking the public for their efforts and support.</p> <p>DEFRA have published national statistics for 2013/14 that show the amount of waste recycled or composted fell.</p>	
<p>Brief Description of Proposed Remedial Action</p> <ul style="list-style-type: none"> ▪ Review road sweeping methodology; separate the leaf litter from the road sweepings. To increasing the tonnage of recyclable/compost material are limited as we are subject to collecting what is presented. ▪ A focused target approach to contamination. ▪ Street Scene and Lancashire County Council will carry out a doorstep audit of waste presented for recycling. A leaflet has also been developed to distribute in “hot spot” areas. ▪ Review data capture and the calculation for the waste data flow database to prevent input error. ▪ Increased publicity via roadshows and positive press releases. 	
Resource Implications	

Support from Lancashire County Council is being utilised for the participation audit.

Priority

Medium

Future Targets

Review existing performance target.

Action Plan

Tasks to be undertaken

Completion Date

As above

September 2014