

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL114: % LA properties with CP12 outstanding
<p>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.</p>	
<p>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.</p> <p>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.</p> <p>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.</p>	
<p>Resource Implications</p> <p>A small cost is associated with fitting gas restriction devices, which is met from existing budgets.</p>	
<p>Priority High</p>	
<p>Future Targets No change</p>	
Action Plan	
<p>Tasks to be undertaken As outlined above</p>	<p>Completion Date On-Going</p>

PERFORMANCE IMPROVEMENT PLAN	
Indicator	TS24a Average time taken to re-let local authority housing (days) - GENERAL NEEDS
Reasons for not meeting target	
<p>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.</p> <p>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 and awaiting delivery of kitchen units from the manufacturers.</p>	
Brief Description of Proposed Remedial Action	
<p>Increased turnaround times have been an inevitable result of measures taken to reduce projected overspend in 2012/13, and therefore will be a constraint until the backlog of empty homes has been cleared.</p> <p>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 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.</p> <p>To reduce delays caused by the Kitchen Refurbishment Programme, officers are investigating the options for holding stock locally.</p> <p>Finally to avoid duplication, keep costs low and speed up the process, the councils surveyors rather than the contractors are now pre inspecting empty properties to identify work required.</p>	
Resource Implications	
None	
Priority	
Low	
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
Consider options for kitchen stock to be held locally	Sept 2013
Release all voids on hold, where it is economically viable to do so.	Ongoing

PERFORMANCE IMPROVEMENT PLAN	
Indicator	BVPI 12 Sickness Absence
Reasons for not meeting target	
<p>The Council's target for 2013/14 is to achieve (not more than) 8.08 working days lost per employee, measured on a rolling 12 month basis. This equates to a quarterly target of 2.02 days per full time equivalent. There has been a rise in the quarterly absence rate from 2.31 in Q4 to 2.63 in Q1.</p> <p>This is related to an increase in the number of long term sickness absences that have been present in the workforce for the last few months rather than short term repeated absences.</p> <p>These long term absence cases are being closely monitored by Service Managers supported by the Human Resources Team within the scope of the Council's management of sickness absence policy and with advice and assistance being provided from the Occupational Health Service.</p> <p>A number of the longer term cases are now being resolved, with either staff leaving or subsequently returning to work. In the month of June 2013, 11 of the recorded 22 long term cases were concluded.</p> <p>The most common reasons for long term absence include, Surgery; tumours, heart problems, respiratory problems and broken bones,. There is therefore little opportunity for interventions in the workplace with these types of absences. Nevertheless managers are in regular contact with individuals and continue to monitor progress and improvement with a view to facilitating phased returns to work as soon as appropriate and in line with medical advice.</p>	
Brief Description of Proposed Remedial Action	
<ul style="list-style-type: none"> • The HR team will continue to focus on providing detailed management information which will assist managers to effectively identify all short term cases of sickness absence which have exceed the agreed 'trigger' levels, together with all on-going long term cases of sickness absence. • The HR team has now returned to full complement and this will help further 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. 	
Resource Implications	
<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>	

Priority High	
Future Targets Continue with existing target.	
Action Plan	
Tasks to be undertaken	Completion Date
See proposed remedial action (above)	Ongoing with sickness absence levels continuing to be reported on a monthly basis
Review of Sickness Absence Policy concluded	January 2014

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL108 Average waiting time for callers to the Contact Centre (seconds)
<p>Reasons for not meeting target</p> <ul style="list-style-type: none"> • Resource issues within Customer Services during this quarter. • Increase in call volume during April following the introduction of certain changes to welfare reform for example the introduction of social sector size criteria and council tax support. 	
<p>Brief Description of Proposed Remedial Action</p> <ul style="list-style-type: none"> • Recruitment of additional staff in line with the vacancy approval process (all within budget). • Monitoring call volumes and working with our partners OCL to improve call handling demand. 	
<p>Resource Implications Additional resources met from within existing budgets</p>	
<p>Priority High</p>	
<p>Future Targets The outturn for Q1 was 47 seconds. This improved during May (11 seconds) and June (27 seconds); the previous target of 26.25 will therefore remain for 2013/14.</p>	
Action Plan	
Tasks to be undertaken	Task Completion Date
See above comments.	Recruitment process commenced and ongoing.