

PERFORMANCE IMPROVEMENT PLAN	
Indicator	TS24b - Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS
Reasons for not meeting target	
<p>Two 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. Two properties let in Quarter 1 had been empty for over 6 months due to the lack of demand for sheltered accommodation. Letting these properties skews the performance figures.</p> <p>If these were to be excluded the quarters performance would be on target at 29.52 days.</p>	
Brief Description of Proposed Remedial Action	
<p>Options Appraisals of sheltered schemes have been commissioned.</p> <p>All investment in Category II sheltered schemes will be considered in light of the Council's 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 been completed.</p>	
Resource Implications	
Loss of rental income	
Priority	
High	
Future Targets	
Action Plan	
Tasks to be undertaken	Completion Date
Options Appraisals	Ongoing
Asset Management Planning	Ongoing
Promotion of low demand schemes	Complete
Declassification programme	Complete

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL108 Average waiting time for callers to the Contact Centre (seconds)
Reasons for not meeting target	
<p>It should be noted that the target was missed by 13 seconds. During the period, we have had a vacant post due to maternity leave and long term staff sickness. Agency staff have been recruited to provide sickness absence cover, although it does take some time to adequately train temporary staff on the services we deliver.</p>	
Brief Description of Proposed Remedial Action	
<ul style="list-style-type: none"> • Continued training of agency staff. • Reshaping workloads to maximise resources within the team. • Continued close monitoring of call handling times together with any future sickness within the team. 	
Resource Implications	
The vacant post has now been filled.	
Priority	
High	
Future Targets	
The target was increased to 30 seconds for 2015/16.	
Action Plan	
Tasks to be undertaken	Task Completion Date
See above comments.	Ongoing.

PERFORMANCE IMPROVEMENT PLAN	
Indicator	WL121 Working Days Lost Due to Sickness Absence
Reasons for not meeting target	
<p>The Council's target for 2015/16 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 (FTE). The overall annual outturn figure, however, 31 March 2015 showed an annual outcome of 8.74 days per FTE.</p> <p>The current Quarter 1 period shows an outturn figure of 2.61 against the 2.02 days lost per FTE quarterly target.</p> <p>All cases are being closely managed, but unfortunately long term absence cases are difficult to resolve quickly due to the often complex nature of them. The HR team and Managers continue to work closely with staff and trade unions to facilitate speedy returns.</p>	
Brief Description of Proposed Remedial Action	
<ul style="list-style-type: none"> • Heads of Service will continue to closely monitor sickness levels within their respective service areas and take urgent action as necessary in line with the Sickness Absence Policy • The Council will continue to focus on providing detailed management information to assist managers in identifying all short-term cases of sickness absence which have exceeded the agreed 'trigger' levels, together with all on-going long-term cases of sickness absence. • The HR team will continue to meet with individual Heads of Service, where appropriate, to provide advice and support to ensure managers have the continued skills and confidence to address absence issues appropriately. • The Council will continue to work closely with the Occupational Health provider (OH Assist) 	
Resource Implications	
Timely interventions and practical support from the HR Team and OH Assist will continue to be needed by managers, which can make a real positive difference to attendance levels.	
Priority	
High	
Future Targets	
Continue with existing target.	
Action Plan: Tasks to be undertaken	Completion Date
See proposed remedial action (above)	Ongoing