

ACTIONS FROM PREVIOUS PERFORMANCE PLANS

APPENDIX C

Indicator	Task created following Q	Tasks to be undertaken	Completion Date	Progress	Comment/Impact
NI 191 Residual household Waste per Household	Q1 17/18	Monthly performance monitoring	Ongoing	Underway.	It is difficult to influence waste presented by households. Regionally, Lancashire is expecting a 3% increase residual waste. Q1 outturn is 'Amber'. New performance plan provided.
NI 192 Percentage of Household Waste sent for reuse, recycling and composting.	Q1 17/18	Publicity plan publicising/promoting the garden waste collection service	April 2018	Complete.	The publicity plan is now being rolled out with press advertisements, leaflets etc Tasks were anticipated to have an impact at the start of the new subscription season - first quarter in 2018/19. Q1 outturn is 'Red'. New performance plan provided.
WL01: Missed Bins per 100,000 Collections	Q1 17/18	Continue to monitor performance	Ongoing	Underway	Q1 outturn is 'Red'.
		Review performance indicator	September 2018	A more precise no. of properties/bins will be determined through the route optimisation project. Originally anticipated to conclude March 2018, the report results will now be completed in the summer with a report to members in the	These tasks were anticipated to show an impact on performance from October 2018 (Q3). Action work is still

				autumn.	underway.
		Review classification of missed bins	September 2018	Originally anticipated to conclude by March 2018.	
WL121 Working Days Lost Due to Sickness Absence	Q4 17/18	Consider redistribution of a leaflet/communication to all staff further publicising the requirements of the Management of Sickness Absence Policy.	Ongoing	Leaflet is issued to every new starter. Printing costs for redistribution across the workforce under investigation.	Q1 outturn was 'Red'.
		E-learning course to support managers to provide more effective training on sickness management.	Ongoing	Complete. Managing Attendance course live on Emerge.	
HS13% LA properties with Landlord Gas Safety Record outstanding	Q4 17/18	Improve communications to tenants	June 2018	Complete. Correspondence has been reviewed by the internal working group and subsequently by tenants to be more focused and deliver a clearer message. Housing services with direct contact to tenants are providing prompts and customer services offering to book in when tenants contact.	Q1 outturn was 'Red' as it is an average from months in the period. Q1 had a month on month reduction, with 0 properties outstanding in June.
		Improve information to take account of previous issues with access when planning works for servicing engineers. Consider amendments to the allocation of areas to the servicing programme to allow a more even spread of work during the year.	June 2018	Complete. The programme has been sent to the contractor with expiry dates to enable them to better plan their attendance. Fortnightly contractor meetings are held to keep abreast of access issues and to work jointly to address them.	

Performance plans often include actions which, by the time of publication, have already been completed and/or become part of the day to day ongoing operations of a service. The above table details those actions from Performance Plans in previous quarters that contained a future implementation date.