

ACTIONS FROM PREVIOUS PERFORMANCE PLANS

APPENDIX C

Indicator	Task created following Q	Tasks to be undertaken	Completion Date	Progress	Comment/Impact
WL01: Missed Bins per 100,000 Collections	Q1 17/18	Continue to monitor performance	Ongoing	Underway	Q3 outturn is 107.01 (red).
		Review performance indicator	November 2019	Revised date. A more precise no. of properties/bins will be determined through the route optimisation project. Work is currently ongoing to classify and record all communal bin sites.	
		Review classification of missed bins	July 2019	Revised date. We are now recording missed bins through In Cab technology. The classification of a missed bin is currently being reviewed.	
HS1 % Housing Repairs Completed in timescale	Q1 18/19	3 Contractor meetings	July 2018	Complete	Q3 outturn is 95.23% (amber) As anticipated, actions have had a positive impact in relation to 'no access' delays and it is no longer the primary reason for repairs being completed out of timescale. Action to improve further on 'no access' issues still in progress. Due to reporting mechanisms in place, where tenants request completion after the target date (for example due to holiday, convenience etc) this is still included in the PI data as falling outside the
		Identify reasons for underperformance	July 2018	Complete	
		Remind staff of the importance of keeping contact details on QL up to date and to check the details held for a tenant at every opportunity	August 2018	Complete	
		Implement changes to Mobile Working to include updated tenant contact telephone number on any order raised during surveyor visit.	October 2018	These changes are pending the development of a functioning compliant mobile working test environment. Work is ongoing with BTLS and the Service Development Manager to scope out the full requirements for the test environment to enable this work and subsequent mobile modules to be utilised from the first touch platform, linked to business requirements. Test environment anticipated for March.	

					target date. If these requests were excluded, the target would have been met.
WL108 Average answered waiting time for callers to the contact centre WL90 % of Contact Centre calls answered	Q1 18/19	Effectively plan the roll out of year 3 subscriptions for garden waste during July/August 2018 in line with the development of this service within ServiceNow.	January 2019	Underway/Ongoing	Performance targets are unlikely to be met for the year end due to the sheer volume of enquiries received in the first quarter.
		Use data gathered from the second year of subscriptions to target all current subscribers ahead of the relaunch date with information about year 3 to actively encourage them to re-subscribe online.	February 2019	Underway and on target	Q3 WL108 was green with WL90 being 0.3% under target Action work is still underway.
HS28 % of properties with a valid Electrical Installation Condition Report (homes and buildings)	Q2 18/19	Secure all access information from electrical contractor.	November 2018	Completed	End of third quarter anticipated 96%; actual 96.0%. This is not a statutory requirement but is considered best practice to demonstrate electrical installations are kept in a good condition. These tasks are anticipated to steadily improve performance and achieve target by end of Q4.
		Prepare Legal packs to enforce tenancy agreement.	January 2019	Ongoing. Notice Seeking Possession now being sent to tenants where we are comfortable with the level of our previous	

				access attempts. Further visits being scheduled as required.	
R1: Council Tax : Current Year Collection ; R3: NNDR : Current Year Collection	Q2 18/19	Implementation and delivery of 2018/19 recovery strategy	March 2019	Delivery of the strategy remains a key focus as we move into the final quarter of the financial year. Actions include liaison with the Valuation Office to ensure accurate Rating Lists maintained, review of high value recovery cases to target non payers, and appropriate bespoke action taken to collect. We have recently met with enforcement agents to provide direction and emphasise the need to maximise collections in respect of outstanding NNDR and Council Tax cases	Outturn for Q3 is 83.81% (amber) for CTax and 81.05% (amber) for NNDR collection. The NNDR collection rate although below the profiled target is above collection rate for this time last year. Quarter targets are provided as a gauge for performance. These contractual annual targets remain the most challenging for the service to deliver.
		Implement pilot using recovery specialists for outstanding debts in hard to collect cases. This will initially focus on NNDR cases which have more value to the Council. Only account holders with arrears where there are no current apparent reasons for non-payment or current active contact with BTLS will be included.	Dec 2019 (completion and review of pilot)	Preparatory work such as identification of cases underway, with work due to start in March 2019, taking into account critical Year End annual billing priorities. Due to the time taken to progress this initiative, the pilot is not anticipated to have any impact on outturn of 2018/19.	
WL121 Working Days Lost Due to Sickness Absence	Q2 18/19	The HR Team will examine the reasons for absence in more detail and seek to identify any specific trends or possible common links for any hot spot areas.	Jan 2019	Complete. A review of reasons for absences was undertaken. Any frequent reasons where highlighted with Head of Service, as appropriate. Any specific trends that were identified have been considered and discussed with Head of Service to determine any appropriate action either corporately or locally. This action includes the delivery of stress	Outturn for Q3 is 10.14 days (red)

				management training which is taking place in January 2019 for both Managers and staff. Research is also taking place into the potential availability of local Council funded physiotherapy support (which will be subject to funding availability). It should also be noted that a number of Health and wellbeing initiatives have been opened up to staff e.g a negotiated reduced gym membership and weight management course. Reasons will continue to be monitored and where appropriate raised with Head of Service.	
		Additional tools to assist managers to encourage people back into work explored on a pilot basis.	Jan 2019	Complete. A pilot in-depth work place assessment company were used to try to assist an employee return to work with appropriate reasonable adjustments. Whilst the resultant report was useful to a degree, it is not intended to roll this out wider, as it was not as useful as it had been anticipated. HR will continue to be open to any new initiatives that may become available in the future.	
		Sickness Management Training will be delivered for Managers during early 2019.	May 2019	Sickness Management Training is currently being procured, with the intention of delivering this to part of the Manager workforce before the end of May 2019.	

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.