

ACTIONS FROM PREVIOUS PERFORMANCE PLANS

APPENDIX B

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	Q4 outturn is 110.46 (red).
		Review performance indicator	November 2019	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. Work is on track.	Data for this is not complete up to the end of March, due to the collection mechanism changing with the introduction of Service Now.
		Review classification of missed bins	July 2019	We are now recording missed bins through In Cab technology. The classification of a missed bin is currently being reviewed. Classifications have changed and reporting through Service Now is being developed.	This PI will be replaced in 2019/20 to distinguish waste and recycling receptacles.
HS1 % Housing Repairs Completed in timescale	Q1 18/19	Implement changes to Mobile Working to include updated tenant contact telephone number on any order raised during surveyor visit.	October 2018	As part of the improvement programme to upgrade the existing housing management system to version 4.5, which will take place in September 2019, test environments will be created to form part of the user acceptance training and implementation plan to ensure that the new version upgrade is fit for purpose, aligned to other systems such as Service Now and meets both business and customer requirements.	Q4 outturn is 92.8% (amber) As well as the impact from a change in contractor, current reporting mechanisms mean that even if 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 target date. If these requests were excluded, the target would have been met. This will be revised for reporting from 2019/20 allowing focus on no

					access, availability of materials and delays in instruction from WLBC, rather than the inclusion of tenant preference for a delay.
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	Complete	As anticipated performance targets were not met for the year end due to the sheer volume of enquiries received in the first quarter alone.
		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	Complete	Q4 WL108 was 326s (red) and WL90 61.6% (red).
HS28 % of properties with a valid Electrical Installation Condition Report (homes and buildings)	Q2 18/19	Prepare Legal packs to enforce tenancy agreement.	January 2019	Complete. 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. 70 properties identified at the end of March that require electrical remedial work. These are currently under action with a target completion by end of June.	End of fourth quarter anticipated as 100%; actual 98.8% This is not a statutory requirement but is considered best practice to demonstrate electrical installations are kept in a good condition.
R1: Council Tax : Current Year Collection ; R3: NNDR : Current Year Collection	Q2 18/19	Implementation and delivery of 2018/19 recovery strategy	March 2019	Complete. The strategy was successfully delivered – using the enhanced debt profile analysis we have increased the focus on more targeted recovery action toward	Outturn for Q4 is 98.22% (green) for NNDR and 96.46% (amber) for CTax collection. These contractual annual targets

				those areas of debt that present the higher risk of non-payment e.g. post Liability Order recovery cases where no arrangement, ongoing enforcement agent activity or other action is current. In 2019/20 we will increase the focus on recovery of Previous Year arrears cases to maximise the collection of this important SLA.	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)	The pilot is now underway. As a start, the highest value of hard to collect NNDR debts have been passed for attempted collection. The contract allows to do the same for Council Tax debts. Initial results for NNDR work has been positive with one long standing debtor paying £14K toward their outstanding arrears and we will continue to pass over high value NNDR debts.	
WL121 Working Days Lost Due to Sickness Absence	Q2 18/19	Sickness Management Training will be delivered for Managers during early 2019.	May 2019	Sickness Management Training has been procured and the programme is due to complete by the end of May.	Outturn for Q4 is 9.87 days (red)
NI 192 Percentage of Household Waste sent for reuse, recycling and composting.	Q3 18/19	Publicity plan	June 2019	This aims to increase participation in green waste collection by promoting the garden waste collection service. Publicity has been used to promote the relaunch of the service.	Outturn for Q4 is 43% (red) There have been two significant impacts on this PI: a significant decrease in green tonnage collected since garden waste subscriptions and LCC's decision to stop residual waste from the

					<p>borough being reprocessed at the material recycling facility at Farrington, but sent landfill. This has meant the loss of the recycling material that would have been recaptured during reprocessing.</p> <p>The actions will have an impact in the new subscription season – first and second quarters in 2019/20.</p>
--	--	--	--	--	--

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.