

## ACTIONS FROM PREVIOUS PERFORMANCE PLANS

## APPENDIX C

Indicator	Task created following Q	Tasks to be undertaken	Completion Date	Progress	Comment/Impact
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	On track. As part of the ICT roadmap, which includes an upgrade of the existing housing management system to version 4.5, which will take place from 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. This approach will enable both business and customer requirements are met.	Q1 outturn is 97.95% (amber). To note that this would have met previous year's target of 97%.
NI 192 Percentage of Household Waste sent for reuse, recycling and composting.	Q3 18/19	Publicity plan	June 2019	Complete. 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.	Q1 outturn is 40.21% (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 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.

					The actions will have an impact in the new subscription season – first and second quarters in 2019/20.
WL121 Working Days Lost Due to Sickness Absence	Q2 18/19	Sickness Management Training will be delivered for Managers during early 2019.	May 2019	Complete. Sickness Management Training programme was complete by the end of May.	Outturn for Q1 is 2.38 days (red)

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.