

**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.	December 2019	As part of the ICT roadmap, which includes an upgrade of the existing housing management system to version 4.6, which will commence planning from October 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 and underpin the new expectations linked to the Repairs and Maintenance contract 2020.	Q2 outturn is 97.69% (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.	Q2 outturn pending  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.
WL108 Average answered waiting time for callers to the contact centre WL90 % of Contact Centre calls answered	Q1 19/20	Extend/recruit agency staff	Ongoing	In progress. Agency staff are still in post and this continues to be reviewed on a weekly basis. This is in addition to the additional agency staff recruited to support the roll out of Route Optimisation.	Outturn for Q2 for WL108 is 141 seconds (green) and WL90 is 84.6% (amber)
		Effectively plan the roll out of year 4 subscriptions for garden waste	January 2020	In progress. Regular meetings between the Customer Experience team and Waste Management are ongoing and will continue until the launch of year 4.	
		Use data gathered from the third year of subscriptions to target all current subscribers ahead of the relaunch date with information about year 4 to actively encourage them to re-subscribe online.	February 2020	As above.	

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.