

ACTIONS FROM PREVIOUS PERFORMANCE PLANS

APPENDIX B

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. Work has commenced linked to building new servers and configuration to reflect new version 4.6. UAT testing will commence week commencing 3 rd February. Test environments are being 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.	Q3 outturn is 97.01% (amber).
WL108 Average answered waiting time for callers to the contact centre	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.	Q3 outturns for both WL108 and WL90 are green.
WL90 % of Contact Centre calls answered		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.	
WL132 FTE working days lost due to sickness absence per average FTE	Q2 19/20	Development of a Workforce Wellbeing Action Plan. The plan aims to commence in the spring of 2020 with planned initiatives through to 2021. It is anticipated these will improve general staff wellbeing and assist in reduced absenteeism.	Spring 2020	In progress. The HR Team are working closely with the Leisure and Wellbeing project leads.	Outturn for Q3 was 2.55 (red) although an improvement on Q2 outturn.

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.