

## ACTIONS FROM PREVIOUS PERFORMANCE PLANS

## APPENDIX C

Indicator	Task created following Q	Tasks to be undertaken	Completion Date	Progress	Comment/Impact
HS13 % LA properties with Landlord Gas Safety Certificate outstanding	Q3 16/17	Form a working group. Involving Legal, Property Services, Housing Operations and the councils heating contractor.	March 2017	Complete.	Performance for Q3 remains under target. Some issues experienced with no access notifications which are now resolved to enable staff to be prompted and make contact with a tenant when a contractor has failed to gain access for the gas service. A review of current procedures has taken place and new systems are to be in place before the end of the financial year. Actions should impact on performance once recommendations are implemented, so should be visible from Q4 onwards.
		Review current processes with the group	May 2017	Complete. Gas servicing process onto QL.	
		Review best practice from other organisations	June 2017	Complete. We have identified that additional contact with the tenant earlier in the process, and more reliable information in a shared format (to enable other teams to assist with access problems) is needed. Our procedures are being changed to address this. We are also exploring communications to raise tenants' awareness around gas servicing.	
		Make recommendations for changes to the process.	July 2017	Complete. Initial changes recommended to Interim Property Services Manager (as above) and we will monitor their impact. Gas servicing is now on QL. Once the new process is established we will identify any further	

				improvements necessary.	
		Implement changes.	Sept 2017	Gas servicing is now on QL. The changes planned are documented in the Gas Servicing Improvement Plan.	
		Rewrite of the Gas Policy and re-working of the procedure to be implemented with the advice of external adviser.	Dec 2017	In progress.	
WL108 Average answered waiting time for callers to the contact centre & WL90 % of Contact Centre calls answered	Q1 17/18	Continue discussions with the project/ implementation team to plan subscriptions for year 2.	January 2018	Planning work is underway. Online subscriptions will open earlier than telephone subscriptions to actively encourage residents to sign up online.	Performance for Q3 remained red for WL108 and amber for WL90. Whilst the Customer Services team will continue to focus on call handling performance, it is unlikely that performance targets will be achieved for 2017/18 due to the sheer volume of calls received in the first quarter.
		Use data gathered from the initial subscriptions to target all current subscribers with information about year 2 and to actively encourage them to subscribe online.	March 2018	Data gathering exercise is complete. Targeted messages will be used to encourage current subscribers to re-subscribe online. The messages will be issued ahead of the online subscription opening in March 18.	
NI 191 Residual household Waste per Household	Q1 17/18	Monthly performance monitoring	Ongoing	Underway	Performance for Q3 was Amber.
NI 192 Percentage of Household Waste sent for reuse, recycling and composting.	Q1 17/18	Publicity plan publicising/promoting the garden waste collection service	April 2018	Plan is in development.	Performance for Q3 was Red. The publicity plan will have an impact at the start of the new subscription season - first quarter in 2018/19
WL01: Missed Bins per 100,000 Collections	Q1 17/18	Continue to monitor performance	Ongoing	Underway	These tasks were anticipated to show an impact on performance

		Review performance indicator	March 2018	A more precise number of properties/bins will be determined through the route optimisation project.	from October (Q3). Performance for Q3 was Green.
		Review classification of missed bins	March 2018		
R1 % of Council Tax collected / R3 % of Non-domestic Rates Collected	Q2 17/18	Implementation of new Management Information Software to assist identification of areas for focus – Go Live	November 2018	Complete	Q3 outturn remains below target. Updated plan provided at B1.

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.