

PERFORMANCE ACTION PLAN TEMPLATE

This template is to be completed for ALL measures showing **RED** status of non-compliance against the specified target.

INDICATOR OVERVIEW	
Indicator Title	To maintain local environmental quality (LEQ) of litter, detritus, dog fouling in main gateways and shopping areas.
Strategic Director Lead	Kevin Adderley, Strategic Director Regeneration & Environment
Departmental Lead	Mark Smith, Head of Service Environment & Regulation
Target	90% for Quarter 1 2013/14

CURRENT SITUATION: Detail what the performance is for this measure and reason/s for non-compliance		
Performance this Period	83% (Q1)	+ / - Target : - 7%
Non-compliance reason	A period of consultation during Quarter 1 with unions and the Biffa workforce about redundancies resulted in less activity in the cleansing workforce. In addition, workforce supervisory levels were lower due to work that needed to be done to implement the £1million street cleansing savings.	

ACTIONS: This describes what's necessary or how to achieve a 'green' score. This way everyone is clear on what is required and when; knows the expected outcome and how to achieve it .	
What (is required)	The feedback from the newly formulated cleansing survey has been subject to detailed analysis. The results have identified detritus along gateway routes as an area of concern which will need to be addressed. Future surveys will provide confirmation or otherwise of targeted improvements.
How (will it be achieved)	A team has been formed consisting of 1 extra large mechanical sweeper and a 2 man cage crew operating Monday to Friday (the gateway team). It is designed to address resourcing requirements as from 1 st July 2013, and to focus on improving detritus along gateway routes. In addition, further work will be carried out by the new neighbourhood team.
Who (will be responsible)	Tara Dumas, Senior Manager Waste & Environment
When (will results be realised)	It is expected that survey audit scores will be within the forecasted target by Quarter 2 reporting.