

# RAG Rating Action Sheet (1)

Appendix B

## 1. To be completed by the SOI monitoring officer

SOI No.	PERFORMANCE INDICATOR TITLE:	RAG RATING AWARDED	
SOI 1	Average re-let time in days (standard re-lets)	<b>Red</b>	
Team/Operational area		Data owner	Data supplier
Neighbourhood Services		Mark Reynolds	Kevin Smith
Target, or SPC limit reached or breached		Actual target performance or outturn reached	
35 Days within +20%		Average re-let time in days (Pre-contract voids) 253, Average re-let time in days (Osborne voids) 97.	
Reporting quarter	Quarter1 18/19		
Date Raised:	<b>7/9/18</b>	RAG sheet No	<b>07</b>

## 2. To be completed by respondent for the service area affected

REASON GIVEN FOR RAG RATING:				
<p>Under the new RMI contract, due to processes and procedures not being fully embedded, performance has been below acceptable targets as reported for Quarters 1 and 2 and has retained the RAG rating above.</p> <p>In Quarter 2 there have been two consecutive monthly falls in the average re-let time for a V2 Standard Void and for the month of September the figures was 64 days.</p> <p>Re-let times continues to be a key priority of performance management within the RMI partnership with the intention to improve this position and achieve the 35 day target.</p>				
(PLEASE SELECT BEST MATCH OF ROUTE CAUSE)				
PROCESS INADEQUACY	TRAINING	COMMUNICATION	RESOURCES	*OTHER
Yes	Yes	Yes	Yes	
*If stated other please suggest category header for route cause				
RESPONSIVE ACTION TO BE TAKEN:				
<ul style="list-style-type: none"> <li>Accurate weekly performance reports being produced and reviewed, to ensure timescales are being achieved.</li> <li>Regular partnership meetings between Client and Service Provider to review progress, and workflow volumes.</li> <li>Continued on-going communications between all internal parties within SBC to ensure processes are adhered to and timescales met</li> <li>Additional resources being provided by Service Provider to complete void property volumes within necessary timescales.</li> <li>Review policy and procedure to ensure process is efficient.</li> <li>Intention to be within performance target by beginning of financial year.</li> </ul>				
Respondent	Date	Action target date		
<b>Mark Reynolds</b>	<b>26/10/18</b>	<b>1/4/19</b>		

**3. To be completed by the SOI monitoring officer**

<b>RESULT &amp; EFFECTIVE OF ACTION:</b>			
<b>ACTION SHEET</b>	<b>CLOSED/CARRIED FORWARD (DELETE AS APPLICABLE)</b>		
<b>Review date:</b>		<b>Reviewing officer:</b>	

*RAG rating action sheet 1*

*If carrying forward please use RAG rating action sheet 2*