



## Report to the Board

21 November 2013

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**Title:** Performance – Second Quarter 2013/14

**Report of:** Managing Director

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### **Purpose of Report**

1. To inform the Board of the second quarter performance results for 2013/14.

### **Background**

2. The Appendix contains the second quarter performance results and full commentary on these results. These indicators and the targets were agreed by the Board at the meeting on 21 March 2013.
3. The results are colour coded comparing performance against the targets for 2013/14 and against 2012/13 performance. The tables also include a performance trend which shows whether performance is improving, deteriorating or remains the same. The trend compares quarter 2 2013/14 results against those for quarter 2 2012/13.

### **Summary Report**

4. The summary page at the front of the report shows the Key Performance Indicator results and the comparison with the prior year. This is a quick guide to how each service area and the Housing Company as a whole is performing. This summary only includes those indicators which are included within the Delivery Plan.

### **Key Performance Indicator Summary**

5. We currently have 47 key performance indicators which are included within the delivery plan and which we monitor and report to the Board on a quarterly basis.
6. At the second quarter, our performance shows we have: -
  - 22 indicators traffic lighted green. This shows that we have achieved the annual target set for these indicators. This is up from 20 in the second quarter 2012/13.

- 4 indicators are traffic lighted amber. This shows that we have not met the target set but performance has improved on the previous year. This is an increase from 3 in the second quarter 2012/13.
  - 7 indicators are traffic lighted red. This shows that we have not met the target set and performance has fallen compared to the prior year. This is down from 18 indicators in the second quarter 2012/13.
  - 14 indicators are not yet measurable/baseline year, which is up from 5 at the second quarter 2012/13. Of these, 2 indicators are a baseline target and will be reported at the third quarter, 1 indicator is a baseline target and will be reported at the year end, 6 are being reported quarterly and are a baseline target that is not yet measureable and 5 indicators are not yet measureable as they are annual targets and the results are not yet available.
7. The analysis therefore indicates that at the second quarter, performance relating to 26 out of the 33 measureable performance indicators can be traffic lighted as on target or improving, which relates to 79% of our indicators. This shows a significant improvement from 56% as at the second quarter 2012/13 and we will continue to drive further performance improvements during 2013/14.

#### **Link to values**

8. This performance report is aligned to the following company values:
- Being honest, accountable and transparent
  - Being customer focused, innovative and professional

#### **Impact on tenants**

9. Performance of the company has an impact on the quality of services we provide to our customers.

#### **Risk Management Implications**

10. Performance improvement is a priority for the company and we are required to report performance as part of the Management Agreement with the Council. Key Performance Indicators and targets are included within the Annual Delivery Plan and are scrutinised through the Liaison Meetings with the Council.

#### **Financial Implications**

11. There are no financial implications arising from this report.

#### **Health Implications**

12. Monitoring the performance indicators in relation to ensuring that homes are let quickly will have a positive impact on the health and wellbeing of the tenants on the waiting list for a home. Other indicators may have an indirect positive impact on the health and well being of Gateshead residents.

### **Environmental Implications**

13. The environmental indicators will have a positive impact on the wider environment. By ensuring that we reduce our carbon footprint we will be helping to ensure that we reduce the Housing Company's impact on the environment.

### **Equality and Diversity Implications**

14. The diversity indicators ensure that we continue to collect diversity information about our customers, helping us to shape our services around the needs of our customers.

### **Value for Money implications**

15. Performance against target provides an indication of value for money. The Value for Money indicators assist the Housing Company in its focus on ensuring value for money for all tenants and leaseholders.

### **Consultation carried out**

16. There was no consultation carried out relating to this report.

### **Recommendation**

17. The views of the Board are sought as to whether they are satisfied with the quarter 2 performance results.