



Report to the Board

15 May 2014

Title: Performance – Year End 2013/14

Report of: Managing Director

Purpose of Report

1. To inform the Board of the year end performance results for 2013/14.

Background

2. The Appendix contains the year end performance results and full commentary on these results. These indicators and targets were agreed by 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 year end 2013/14 results against those for quarter 3 2013/14.

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 year end our performance shows we have: -
 - 23 indicators traffic lighted green. This shows that we have achieved the annual targets for these indicators. This has increased from 22 at year end 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 2 at year end 2012/13.
 - 9 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 10 indicators at year end 2012/13.
 - 11 indicators are not yet measurable as they were new indicators for 2013/14. This is a decrease from 13 at year end 2012/13. Of these, 4 indicators reported at year end, 7 indicators are being reported quarterly and all are baseline for 2013/14.
7. The analysis therefore indicates that at year end, performance relating to 27 out of the 36 measureable performance indicators can be traffic lighted as on target or improving, which relates to 75% of our indicators. This shows an improvement from 71% as at year end 2012/13 and we will continue to drive further performance improvements during 2014/15.

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 wellbeing 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 Gateshead 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 Gateshead 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 year end performance results.