



Report to the Board

18 September 2014

Title: Performance – First Quarter 2014/15

Report of: Head of Corporate Services

Purpose of Report

1. To inform the Board of the first quarter performance results for 2014/15.

Background

2. The Appendix contains the first quarter performance results and full commentary on these results. These indicators and the targets were agreed by the Board at the meeting on 20 March 2014.
3. The results are colour coded comparing performance against the targets for 2014/15 and against 2013/14 performance. The tables also include a performance trend which shows whether performance is improving, deteriorating or remains the same. The trend compares the quarterly results therefore this is not included within the first quarter report.

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 45 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 first quarter, our performance shows we have: -
 - 23 indicators traffic lighted green. This shows that we have achieved the annual targets for these indicators. This is a slight decrease from 24 in the first quarter 2013/14.

- 3 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 in the first quarter 2013/14.
 - 8 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 an increase from 6 indicators in the first quarter 2013/14.
 - 11 indicators are not yet measurable/baseline year, which is a decrease from 14 at the first quarter 2013/14. Of these, 4 indicators will be reported at year end, 6 indicators will be reported quarterly and measured at year end and 1 indicator is reported bi-annually and measured at quarter 2 and year end.
7. The analysis therefore indicates that at the first quarter, performance relating to 26 out of the 34 measureable performance indicators can be traffic lighted as on target or improving, which relates to 76% of our indicators. This is a slight decrease in performance compared to the first quarter 2013/14 when 81% of indicators were on target or improving. 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 quarter 1 performance results.