



Report to the Board

20 November 2014

Title: Performance – Second Quarter 2014/15

Report of: Head of Corporate Services

Purpose of Report

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

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 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 quarter 2, 2014/15 results against those for quarter 2, 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 previous 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 second quarter, our performance shows we have: -
 - 20 indicators traffic lighted green. This shows that we have achieved the annual targets for these indicators. This is a slight decrease from 22 in the second quarter 2013/14.

- 2 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 a decrease from 3 in the second quarter 2013/14.
 - 11 indicators are traffic lighted red. This shows that we have not met the target set and performance has fallen compared to the previous year. This is an increase from 7 indicators in the second quarter 2013/14.
 - 12 indicators are not yet measurable/baseline year, which is a decrease from 13 at the second quarter 2013/14. Of these, 4 indicators will be reported at year end, 7 indicators will be reported quarterly and measured at year end and 1 indicator is reported bi-annually and measured at year end.
7. The analysis therefore indicates that at the second quarter, performance relating to 22 out of the 33 measureable performance indicators can be traffic lighted as on target or improving, which relates to 67% of our indicators. This is a decrease in performance compared to the second quarter 2013/14 when 78% of indicators were on target or improving. We will continue to drive performance improvements during 2014/15.
8. As part of the Board Away Day on the 31st October 2014, it was agreed that service standard reports would be linked into the 5 year TGHC Business Plan and would be scrutinised by the relevant committee in future, with a summarised report going to the Board.

Link to values

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

Impact on tenants

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

Risk Management Implications

11. 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

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

Health Implications

13. 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

14. 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

15. 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

16. 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

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

Recommendation

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