



Report to the Board

17 September 2015

Title: Performance – Quarter 1 2015/16

Report of: Head of Corporate Services

Purpose of Report

1. To inform the Board of the quarter 1 performance results for 2015/16.

Background

2. The Appendix contains the quarter 1 performance results and full commentary on these results. These indicators and the targets were agreed by the Board at its meeting on 19 March 2015.
3. The results are colour coded, comparing performance against the targets for 2015/16 and against 2014/15 performance.

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 38 key performance indicators which we monitor and report to the Board on a quarterly basis.
6. At quarter 1, our performance shows: -
 - 11 indicators were traffic lighted green. This shows that we have achieved the annual targets for these indicators. This is a decrease from 20 at quarter 1 2014/15. This is mainly due to five indicators from the Tenant and Leaseholder Biennial Survey that were reported and achieved target in quarter 1 2014/15 which are not being measured until quarter 2 in 2015/16. There are also three indicators measuring customer satisfaction with the Neighbourhood Relations Service that achieved target in quarter 1 2014/15 that are not achieving target in quarter 1 2015/16. All instances of customer

dissatisfaction are discussed with customers to enable service delivery improvements to be made going forward.

- Two 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 comparable with performance at quarter 1 2014/15 which had three amber indicators.
 - Nine 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 six indicators at quarter 1 2014/15.
 - 16 indicators are not measurable or are set with a baseline target which is an increase from 9 at quarter 1 2014/15. Of these 16 indicators six will be reported in quarter 2, four will be reported in quarter 4, two are reported quarterly and are baseline line for 2015/16, one will be reported at year end and is also baseline and three will be reported quarterly and traffic lighted at year end.
7. The analysis therefore indicates that at quarter 1, performance relating to 13 out of the 22 measureable performance indicators can be traffic lighted as on target or improving, which relates to 59% of our indicators. This is a decrease in performance compared to quarter 1 2014/15, when 79% of indicators were on target or improving.
8. It is expected that performance results will be comparable with the previous year when the Biennial Survey performance results are reported in quarter 2.
9. As agreed at the previous Board meeting on 21 March 2015, 2015/16 performance indicators have been reviewed and linked into the 5 year TGHC Business Plan. In addition, performance indicators will now be scrutinised by the relevant committee, with only a summarised report coming to Board in future.

Link to values

10. This performance report is aligned to the following Company values:
- Fair
 - Customer focused
 - Open and honest
 - Accountable
 - Innovative
 - Passionate about what we do

Impact on tenants

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

Risk Management Implications

12. 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 TGHC Business Plan.

Financial Implications

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

Health Implications

14. 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

15. The environmental indicator 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

16. 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

17. 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

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

Recommendation

19. The views of the Board are sought as to whether they are satisfied with quarter 1 2015/16 performance results.