

Committee: Housing Board

Agenda Item

Date: 24 April 2014

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Title: Housing Performance Indicators and Targets 2014/15

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Ext: 636

Item for Information

Summary

1. This report provides a summary of the performance indicators that will be used to monitor the performance of the Housing Service throughout 2014/15.

It also proposes a timetable for the review of performance against these indicators by the Housing Board throughout the year.

Recommendations

2. That the Housing Board review and make comment on all performance indicators and targets set out in the attached appendices.

Financial Implications

3. None. There are no costs associated with this report.

Background Papers

4. Reports from the following systems have been used by the author in the preparation of this report:

Covalent Uttlesford District Council's corporate Performance Management System

Housemark Nationally recognised housing benchmarking facility

Impact

- 5.

Communication/Consultation	Tenant Forum Members have reviewed the listed indicators
Community Safety	None

Equalities	None beyond service improvement on the equality and diversity performance indicators
Health and Safety	None beyond service improvement on the health and safety performance indicators
Human Rights/Legal Implications	None
Sustainability	None
Ward-specific impacts	None
Workforce/Workplace	None

Situation

1. The Housing Service uses a collection of performance indicators (PI's) to manage its performance levels on an on-going basis. Each PI has identified targets which are set at the start of each new financial year. As per corporate standards, the PI's are identified by a pre-fix at either a corporate level (KPI and PI) or local level (for Housing, HSG).
2. The Housing PI's are reviewed and monitored at a corporate level by both CMT and the Performance and Audit committee on a quarterly basis as part of a corporate performance management framework.
3. Where relevant, PI's are linked to the Housing service plan to monitor the progress of specific service plan actions.
4. To support the development of a local Housing performance management framework it is recommended that the Housing Board also review the performance of all Housing PI's on a quarterly basis as follows:

PI performance & Housemark benchmarking	Housing Board meeting
Quarter 1	24 th July 2014
Quarter 2	16 th October 2014
Quarter 3 <i>(plus approval of 2015/16 PI's & targets)</i>	27 th January 2015
Quarter 4 & Annual outturn	TBC

Input and comment on PI performance levels will also be obtained from the Tenant Forum and brought to the attention of the Housing Board as necessary.

5. For relevant PI's, benchmarking data collated from the Housemark system will also be presented for members to make comment on.

6. The PI's and targets that have been identified for data collection and monitoring for 2014/15 are detailed in the attached appendices for Housing Board member's reference.

Risk Analysis

Risk	Likelihood	Impact	Mitigating actions
That performance indicators will not meet quarterly/ annual targets	2 – The majority of Performance Indicators perform on or above target	3 – In some areas the risk of not meeting targets could impact on areas such as customer satisfaction and statutory adherence to government led requirements	Performance is monitored by corporately by CMT and the Performance and Audit committee on a quarterly basis.

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.