

**Committee: Housing Board**

**Agenda Item**

**Date: 27<sup>th</sup> January 2015**

**9**

**Title: PERFORMANCE REPORT –  
Quarter 2 2014-15 (Jul-Sept)**

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Item for decision

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## Summary

1. This report provides Housing Board Members with a summary of the quarter 2 performance for all Housing related performance indicators.

Please note: Performance data is currently being collated and verified for quarter 3 (October – December) and is therefore not yet available for review.

## Recommendations

2. That Members note performance for Quarter 2 2014/15 performance indicators (July - September).

## Financial Implications

3. None. There are no costs associated with the recommendations.

## Referenced External Sources

4. The following external sources were referred to by the author in the preparation of this report:
  - Covalent - The Council's corporate performance management system
  - Housemark – The Council's external performance benchmarking management system for Housing Services

## Impact

5.

|                            |  |
|----------------------------|--|
| Communication/Consultation | n/a  |
| Community Safety           | n/a  |
| Equalities                 | For some indicators equalities data is used to measure their performance |

|                   |   |
|-------------------|---|
| Health and Safety | Some indicators measure the performance |
|-------------------|---|

|                                 |                                |
|---------------------------------|--------------------------------|
|                                 | of Health and Safety processes |
| Human Rights/Legal Implications | n/a                            |
| Sustainability                  | n/a                            |
| Ward-specific impacts           | n/a                            |
| Workforce/Workplace             | n/a                            |

## Situation

6. The collection and reporting of Housing performance indicators is managed through Covalent, the Council's corporate performance management system and Housemark, the Council's external benchmarking performance management system for Housing Services.
7. Data is collected and reported for Key Performance Indicators (KPI's), Performance Indicators (PI's) and Local Performance Indicators (LPI's). These indicator 'levels' are applied across the authority as follows:
  - KPI's are so called because CMT wanted to identify and raise the profile of key business processes (currently reviewed by CMT and Performance and Audit Committee)
  - PI's are so called because CMT regard these as general indicators to performance manage Council processes (currently reviewed by CMT and Performance and Audit Committee)
  - LPI's were introduced for Services to monitor their performance at 'ground level' (reviewed by CMT only)
8. All Housing performance indicators managed through Covalent are subject to review by both CMT and the Performance and Audit Committee through UDC's corporate performance management process.
9. Where relevant these indicators are used to monitor Service plan actions.
10. This report tracks performance against the above mentioned indicators that are monitored on a quarterly basis and indicates whether targets are being met and whether performance is improving. It does not include annually reported performance indicators.
11. Some indicators can only be monitored annually because data is only available on an annual basis or because it is not meaningful to collect the information over a shorter period of time. Others may be tracked on a quarterly or six monthly basis.



12. The associated Covalent Performance report (see Appendix One) details:
- Performance for Quarter 2 2014/15 (highlighted column)
  - Performance for the 4 preceding quarters (including performance for the same quarter for the previous year)
  - Quarterly targets
  - Status of the performance indicator (red, amber or green)
  - Officers notes on performance for Quarter 2 2014/15
13. Members should note that due to an externally driven change in the reporting format for Housemark data, Officers are currently compiling a series of reports for both Tenant Forum and Housing Board Members to review in the future, therefore no Housemark data is attached to this report for review.
14. Members should also note that due to the nature and unpredictability of some of the services provided, the performance levels of some indicators cannot be controlled by the Council (e.g. homelessness). However, the monitoring of these indicators provides invaluable data when managing the service.

Members are encouraged to refer to the Officer notes detailed in Appendix One for further performance information.

## 15. Statistics

### Summary of Q2 Performance Status

**Key Performance Indicators** (based on 2 indicators in total)

| 10% or more off target  | Up to 10% off target  | On or above target  |
|---|---|---|
|  |  |  |
| 0   | 1   | 1   |
| <b>0%</b>   | <b>50%</b>  | <b>50%</b>  |

**Performance Indicators** (based on 5 indicators in total)

| 10% or more off target  | Up to 10% off target  | On or above target  |
|---|---|---|
|  |  |  |
| 2   | 1   | 2   |
| <b>40%</b>  | <b>20%</b>  | <b>40%</b>  |

**Local Performance Indicators** (based on 18 indicators in total)

| 10% or more off target  | Up to 10% off target  | On or above target  |
|---|---|---|
|  |  |  |
| 5   | 4   | 9   |
| <b>28%</b>  | <b>22%</b>  | <b>50%</b>  |




**All Performance Indicators** (based on 25 indicators in total)

| 10% or more off target  | Up to 10% off target  | On or above target  |
|---|---|---|
|  |  |  |
| 7   | 6   | 12  |
| <b>28%</b>  | <b>24%</b>  | <b>48%</b>  |

**Short term trend**

*(comparing Q2 2014/15 performance to Q1 2014/15 performance)*




**All Performance Indicators (KPI's, PI's and LPI's)**

| Performance Trend   |           |          |
|---|-----------|----------|
|  | Improved  | 2 (8%)   |
|  | Worsened  | 4 (16%)  |
|  | Unchanged | 19 (76%) |

**Long term trend**

*(comparing Q2 2014/15 performance to Q2 2013/14 performance)*

**All Performance Indicators (KPI's, PI's and LPI's)**

| Performance Trend   |           |          |
|---|-----------|----------|
|  | Improved  | 4 (16%)  |
|  | Worsened  | 4 (16%)  |
|  | Unchanged | 17 (68%) |

## Risk Analysis

16. The following have been assessed as the potential risks associated with this issue:

| Risk   | Likelihood | Impact | Mitigating actions  |
|--|------------|--------|---|
| That performance will fail to meet all set targets | 1          | 3      | Performance is reviewed on a quarterly basis by CMT and the Performance and Audit Committee |

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.