
REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 14
DATE OF MEETING:	3 RD FEBRUARY 2005	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF COMMUNITY SERVICES	OPEN
MEMBERS' CONTACT POINT:	DAVE WHITELEY	DOC:
SUBJECT:	PERFORMANCE MONITORING	REF:
WARD(S) AFFECTED:	All	TERMS OF REFERENCE: HCS01

1. **Recommendations**

1.1 Review the performance of the Housing Service.

2. **Purpose of Report**

2.1 Information for Members.

3. **Executive Summary**

3.1 Driving forward the performance of an organisation entails being open about performance and strategies for improvement.

3.2 Monitoring activity and sharing the results of this research with stakeholders can help to provide a consistent focus upon quality. For this reason, we hold that involving stakeholders in a meaningful dialogue and implementing conclusions should be one of the foundations of our quality assurance strategy.

3.3 Following a report to the Committee in the third quarter the attached format was agreed for the quarterly performance review of key indicators. Its purpose is to provide meaningful data on the day-to-day processes of the Housing Division in a consistent and readily absorbable form. It is our intention to make trends and problems, where they exist, explicit and encourage analysis and good ideas from every quarter.

3.4 In the coming year, as the physical business processes of Housing Services are taken up by investments in the Orchard ArcHouse database system, our regular performance report may be extended as improved data, in new areas, becomes available.

4. **Detail**

4.1 See addendum. No exceptions being addressed on this occasion

5. Financial Implications

5.1 None.

6. Corporate Implications

6.1 General information.

7. Community Implications

7.1 General information.

8. TACT view

8.1 The contents of the attached report have been discussed with TACT and their view is that they recognise a service that is improving. They would like us to target and prioritise a fully operational and across the board repair appointments system and to improve the turnaround time of void properties (the time interval from one tenant leaving and the new tenant moving in).

8.2 These issues are already identified as priorities within our improvement plan and it is pleasing that TACT both share and understand the importance of these issues as priorities.