

Quarterly Performance Bulletin

Welcome

This is our second Quarterly Performance Bulletin aimed at a wide range of people interested in how Home is performing.

This quarter we focus on some areas of performance for the first half of the financial year; provide access to more detailed information; and give a quick update on developments and publications over the next few months.

The quarterly bulletins will follow a November – February – May – August publication cycle. The intention is to publish them to the website for access within the Group and externally. It's not intended to publish them in hard copy format although they can be printed locally for ease of access. Requests for alternative formats including hard copy, language translation and Braille should be directed to contactus@homegroup.org.uk

Performance highlights

Performance information can be mind-numbingly tedious and we tried in the June bulletin to show a small number of measures which customers tell us are important to them.

We've updated it for the picture up to the end of September using the same measures showing where we are compared to the start of the year and June, and where we want to get to by next March.

These performance highlights are available through [this link](#). Headlines include:

- Gas maintenance, Legionella and houses meeting Decent Homes standard are all at or about 100%
- The proportion of houses that are occupied and the amount of rent we're losing from empty properties are all better than our targets for the year
- The number of repairs carried out in target times is even better than we'd aimed for this year
- Arrears for Customer Services has improved this year, but not for Care and Support. Both are still short of targets for the year.

Performance framework

The Board and the Executive Team agreed a performance framework earlier this year to monitor progress in delivering the Opening Doors strategy and the 5-year business plan. This framework contains 90 or so performance measures which include traditional housing management and care outcomes

measures along with longer term measures of our impact on our communities and neighbourhoods. This framework will continue to develop and the Board have agreed to review it before the start of the next financial year.

The Executive Team discussed performance for the first 6 months of the financial year at a recent meeting. Encouragingly, the issues which were challenges six months ago have been identified, targeted and improved. Performance is up on repairs, gas maintenance and satisfaction; and we're just about there on the 100% decent homes standard. The Executive Team confirmed that the focus for the next six months is to continue to do them well. They also agreed reputation management (what our customers, clients and partners think of us) and hitting our financial targets are important to achieve our aim of delivering outrageously good customer service for brilliant communities.

The performance framework and performance up to the [end of September is attached.](#)

Chief Executive's Challenge

Our Chief Executive, Mark Henderson, hosted a meeting of senior leaders in July and performance was one of his main themes. He issued a series of challenges to give focus to areas for improvement in the immediate future. These challenges are [attached here](#) and are being tackled across the Group.

Benchmarking

James Walder is leading on work with HouseMark on benchmarking costs and performance of Customer Services activity in England which will give better information on how we're delivering on value for money. In the meantime, the Board noted available information on benchmarking on performance. The information submitted to the [Board is attached.](#)

Annual Review

As noted in the last Quarterly Performance Bulletin, company Secretary Steve Thompson was working on an Annual Review to be published at the end of September. Unlike previous years' annual reviews which were lengthy and complex, this year's was developed with Customers and Clients for customers and clients. The result is a poster instead of a dull document and [is linked here.](#)

Performance Reporting

There's a recognition within Home that we need to provide performance information more consistently and openly. We've set up a small performance reporting team which is working with leaders and colleagues across the business to identify what we need to report on and make sure we can report on it regularly. The members of the team are:

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By their very nature, what's meant by some of the performance measures isn't always crystal clear. If you want anything clarified, or have ideas on how to make it clearer, please contact any of the team.

Next Bulletin

The next quarterly performance bulletin will be published on 11 February. Any comments on the format of the bulletin or ideas on what should or shouldn't be included are all welcome. Please drop Stuart an email on Stuart.Lawson@homegroup.org.uk or phone him on 0191 290 7559.

Translation Service

Main languages

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