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| **Agenda item:** | **9** |
| **Attachment:** | **B** |

**HRA BOARD COVER SHEET**

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| **Date of Meeting:** | 17th May 2017 |
| **Title of Paper:** | KPI Report Q4 and 2016/17 Review |
| **Purpose of Paper:** | To update the board on performance data for Q4 and present a summary review of the year |
| **Reason for Submission:** | The HRA is committed to improving performance and has developed a comprehensive suite of indicators that enable it to both make necessary interventions when data suggests performance is dipping, and to highlight and celebrate areas of high performance |
| **Lead reviewer:** | All Directors |
| **Details:** | Attached documents:1. Spreadsheet - full year figures
2. Comparator graphs against 2015/16 performance
3. KPI Red summary

Although comparator data shows a slight reduction in performance against 15/16 returns, RES statutory targets were still comfortably met despite the challenges of supporting the delivery of HRA Approval.HRA Approval performance has also improved significantly towards the end of the year, with March showing all targets being met |
| **Suitable for wider circulation?**  |  Yes. |
| **Time required for item:**  | 10 mins |
| **Recommendation / Proposed Actions:** | **To Approve** | **Yes** |
| **To Note** |  |
| **For Discussion** | **Yes** |
| **Comments** |  |
| **Name:** | Ian Cook |
| **Job Title:**  | Director Corporate Services |
| **Date:** | 10th May 2017 |

**KPI ‘Red’ Summary**

What follows is a brief summary of those KPI’s that have returned a ‘Red’ score during this quarter (Jan – Mar 2017) and describes the cause/s of those results and any organisational response that has or will be taken.

**Areas returning ‘Red’ scores during Q4 (Jan – Mar 2017)**

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| A15 | Non-REC studies: Approved studies (non-REC) are approved in Median 15 days from date of application to the HRA to the date of approval. |
| A16 | REC-PR studies: Approved studies (REC-PR) are approved in median 10 days from date of additional REC conditions being met to date of approval. |
| A17 | Full-REC, non-Commercial studies (NC Full REC) Approval studies are approved in a median 25 days from the date of final REC Opinion  |
| A18 | Full-REC, Commercial studies (C Full REC) Approval studies are approved in a median 10 days from the date of final REC Opinion  |

Verbal update will be given at the meeting. Though should be noted that all KPI’s for March exceeded target and were further evidence of the improving trend.