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| **Agenda item:** | **8** |
| **Attachment:** | **C** |

**HRA BOARD COVER SHEET**

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| **Date of Meeting:** | 19/07/2017 |

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| **Title of Paper:** | Performance report (KPIs) |
| **Purpose of Paper:** | To provide The Board with a performance report proposal to collate all performance reporting into one cohesive document. This document will flex depending on its audience (shorter, more strategic for the Board, longer, more detailed / operational for leadership team).   |
| **Reason for Submission:** | The Board are asked to review and discuss the approach, provide suggestions / feedback on how this might be developed further and implemented in September.  |
| **Details:** | Attached are as follows:1. Outline performance report format
2. Appendix – KPI 2017/18 development

Performance report contents include:1. Executive summary
2. High level KPIs (from business plan)
3. Projects update (The Board – strategic; leadership team – strategic and operational)
4. Detailed operational KPIs (leadership team only)
5. User satisfaction (leadership team only)
6. Finance report

The KPI 2017/18 development grid is provided to give the Board and update on progress made in recording, reporting and monitoring these KPIs.  |
| **Lead reviewer (if applicable):** | N/A |
| **Suitable for wider circulation?** | Yes  |
| **Time required for item:** |  |

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| **Recommendation / Proposed Actions:** | **To approve** | **x** |
| **For information / to note** | **x** |
| **For discussion** | **x** |
| **Comments** |  |

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| **Name:** | Karen Williams  |
| **Job Title:** | Director of Finance  |
| **Date:** | 11/07/2017 |