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| **Agenda item:** | **7** |
| **Attachment:** | **B** |

**HRA BOARD COVER SHEET**

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| **Date of Meeting:** | 20th May 2016 | | |
| **Title of Paper:** | KPI Report Q4 and 2015/16 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:** | Contained in spreadsheet\* (Annex 1), Annual Summary Report (Annex 2) and a review of those areas returning red risks (attached here).  Data shows another strong performance over 15/16, despite the continuing challenges of delivering HRA Approval.  The Board should also note that reporting for 16/17 will focus on those KPI’s signed of at the previous meeting held in April. However all Management Information data will be available to the board as and when requested.  \*KPI spreadsheet (those cells represented by a ‘dotted’ pattern represent months where data is planned **not to be** entered). | | |
| **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 February 2016 | | |

**KPI ‘Red’ Summary**

What follows is a brief summary of those KPI’s that have returned a ‘Red’ score and describes the cause/s of those results and any organisational response that has or will be taken.

**Areas returning ‘Red’ scores**

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| A9 | CAG/CAT 75% of amendments to be completed in 30 days |

**Cause**: Concerns remain regarding CAG data quality - particularly pertaining to Amendments.

**Response**: Activity commenced April 2016 to assess specific amendments in bulk in conjunction with CAG members

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| B1(b) | 100% of final audit action plans **other than Research Ethics Committees** across all functions submitted and accepted by QA within timescales |

**Cause**: The volume of demand that is placed on some relatively small functions has caused backlog

**Response:** Monitoring of outstanding audit action plans continues, noting the distinction between an outstanding QA action plan and any links to operational risk i.e. those outstanding do not represent a significant operational risk.

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| N11a | 65% (or more) rail journeys are booked 7 days or more in advance (longer time booked in advance, greater level of savings) |
| N11b | 10% (or less) rail bookings are made 2 days or less from date of travel |

**Cause:** These are self-imposed targets set by the HRA to ensure there remains a strong focus on getting the best value out of rail travel.

**Response:** Continued awareness raising of travellers and bookers in the requirement to plan travel early and make the best use of available advance tickets. These targets will be reconsidered for 16/17. However should be noted that In comparison with other ALB’s the HRA performs very strongly

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| O2 | Long term sickness absence rates do not exceed 3% |

**Cause:** Nine people were on significant long term sickness absence during January to March

**Response:** Four people have since returned to work, the remaining cases are being actively managed