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| **Agenda item:** | **10** |
| **Attachment:** | **D** |

**HRA BOARD COVER SHEET**

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| --- | --- |
| **Date of Meeting:** | 22nd February 2017 |
| **Title of Paper:** | KPI Q3 Report  |
| **Purpose of Paper:** | To update the board on performance data for Q3 |
| **Reason for Submission:** | The HRA is committed to improving performance and has developed a 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:** | The board are asked to consider the attached data and associated commentary and discuss. |
| **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:** | 15th February 2017 |

**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**

|  |  |
| --- | --- |
| A7 | CAG/CAT – 75% of full applications to be completed in 60 days |

**Cause**: Nov - Reduced ability to process application activity due to new staff joining, training staff and vacant posts

**Response:** New staff now in post and up to speed

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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. |

Separate report being tabled at meeting