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| **Agenda item:** | **7** |
| **Attachment:** | **C** |

**HRA BOARD COVER SHEET**

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| **Date of Meeting:** | 17th February 2016 |

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| **Title of Paper:** | KPI Report Q3 2015/16 |
| **Purpose of Paper:** | To update the board on performance data and highlight any key areas of interest |
| **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 summary report attached here and the accompanying KPI spreadsheet (those cells represented by a ‘dotted’ pattern represent months where data is planned **not to be** entered). However the board are also asked to note the following:**Future work on Performance Information**There have been a number of discussions at previous boards around the effectiveness of the KPI data presented in offering the board a level of assurance that the ‘right’ things are being measured, so that it can determine whether the organisation is effectively adding value and delivering benefits to the wider health research environment. The likely direction of travel is to move from, what is, a largely output based model (quantative measuring of things that have happened) to one that. whilst still retaining important output indicators, adds a greater focus on measuring the impact of what we do and the overall quality of service we deliver.This piece of work is to be taken forward in conjunction with the Benefit Realisation work in order that a detailed proposal can be presented to the board in April.  |
| **Suitable for wider circulation?** |  Yes. |
| **Time required for item:** | 10 mins |

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| **Recommendation / Proposed Actions:** | **To Approve** | **Yes** |
| **To Note** |  |
| **For Discussion** | **Yes** |
| **Comments** |  |

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| **Name:** | Ian Cook |
| **Job Title:** | Director Corporate Services |
| **Date:** | 10th February 2016 |

**KPI Summary**

Strong performance across most areas, particularly in terms of Operations timelines related to processing of research applications and Finance on payment of invoices. Also positive see that the staff ‘engagement’ score (a figure generated from the consideration of a number questions in the staff survey) has increased from 74% in 2014 to 81% in 2015, noting that the industry benchmark is 69%.

What follows is a brief summary of those KPI’s that have returned a ‘Red’ score and endeavours to describe 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**: No amendments were completed during this time due to staff resourcing issues which meant that focus had to be on applications coming to CAG.

**Response**: Staffing resource issue has been partially addressed with one vacancy being filled.

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| B1(a) | 100% of final Research Ethics Committees audit action plans submitted and accepted by QA within agreed timeframes |

**Cause**: One REC submitted one day late, all other submissions were on time (3 of 4)

**Response:** No specific response required

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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:** Additional resource in some areas hasbeenbrought in to support, therefore is hoped that progress can be made in completing plans

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| K3 | 100% of planned training (staff/member/researcher) events are delivered |

**Cause**: Two out of twelve courses cancelled in Oct and one from six in November, due unavoidable unavailability of trainer

**Response:** No specific response required

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| K4 | All material from training days is made available in agreed and accessible formats |

**Cause**: Delay in delivery caused by developing detail of programme

**Response:** Progress being made.CTIMPs and E&D e-learning going through sign-off. Learning materials from workshop on Point of Care trials, for open access on HRA website. LMS technology under review. Publicity about face to face courses widened to HEI audiences. Programme of workshops with MRC initiated

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| M3 | 100% of valid FOI requests to receive final response within 20 working days of receipt (where qualified exemption does not apply) (Quarterly report) |

**Cause:** 1 FOI over 20 day period. Part response provided within 20 days however staff resource issue and need for legal advice meant part of the request over 20 working days

**Response:** No specific response required

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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.