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| **Agenda item:** | **9** |
| **Attachment:** | **D** |

**HRA BOARD COVER SHEET**

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| **Date of Meeting:** | 18 February 2015 |

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| **Title of Paper:** | HRA KPI’s Q3 (Oct- Dec 2014) |
| **Purpose of Paper:** | To present to the Board KPI’s for Q3, give visibility of previous performance in Q1 & 2 and highlight areas of achievement and areas for improvement |
| **Reason for Submission:** | To ensure the Board are fully cognisant of overall HRA Performance and subsequently so is the wider health research community and general public |
| **Details:** | Contained in attached paper and KPI Spreadsheet |
| **Suitable for wider circulation?** | Yes, after Board, to be published on website and intranet |
| **Time required for item:** | 10 minutes |

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

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| **Name:** | Ian Cook |
| **Job Title:** | Director of Corporate Services |
| **Date:** | 11/02/2015 |

**HRA KPI Report Q3 (Oct-Dec 2014)**

1. **Introduction**
   1. The KPI’s have been developed to measure our performance against our stated vision and ambition to develop a successful organisation that is:

* driven by our key purpose of protecting and promoting the interests of patients and the public in health research;
* underpinned by our leadership in creating a streamlined and efficient framework for the approval and management of research; and
* with success acknowledged by key stakeholders, as well as seen through improved approval times, increased numbers of research participants, and greater confidence in health research.
  1. The KPI reporting structure groups specific performance measures under sixteen clearly defined ‘outcome’ descriptions which underpin the delivery of the HRA’s vision and ambition.

1. **Report process and design**
   1. The KPI report is produced within four weeks of the end of the previous quarter.
   2. The RAG status generally shows a point on the total spectrum between red and green rather than a ‘stark’ Red, Amber, Green. Therefore if the target is 95% but performance is 94% this is reflected by a lighter shade of green rather than a ‘straight’ Amber
   3. Reporting periods range from monthly, for operational and finance data to annual e.g. results of perception audit.
   4. In terms of operational data, far more detailed analysis is made available to managers on a monthly basis, including breakdown of performance by centre so that necessary interventions can be made to address issues that data had indicated.
   5. Comments by Directors for each period are recorded in the grey columns to the right of the spreadsheet. This gives the reader any background information on a result, particularly if there is a significant increase or dip in performance.
2. **Perception Audit**
   1. There are a number of references to the perception audit within the reporting spreadsheet, the results of the audit, presented to the board at this meeting, will offer a comprehensive external view on the performance of the HRA and will also act as a baseline from which future performance can be judged
3. **Headlines for 2014/15 Q3 Report**
   1. **Achievements**

*Ethical Review (A1a-A1f)*

* Overall operations (apart from London) continue to meet mandatory targets
* Overall centres remain close to achieving ‘stretch’ targets and should be noted that the Nottingham and Jarrow centres have achieved the stretch target of 28 days for 95% of amendments to receive a decision and London’s performance has much improved.

*Confidentiality Advisory Group (A1g –A1i)*

* The CAG service has now met its 75% targets for each month of the last quarter

*Supporting systems and procedures*

* (A3a – A3e) Key system availability continues to meet contractual targets
* (B2a) Requests for advice continue to exceed target of 90% of being met in four working days
* (D5b – D5c) All FOI’s acknowledged and responded to well within target times
* (C1a – C1f) Delivery of HRA Approval Programme remains on track
* (E1a – E1d) All invoice payment targets being met

Customer Feedback

* (B3c) Over 75% of users responding to HRA User Survey thought that the REC/CAG review process had added value to their applications (Results to perception survey will be presented at this meeting)

Transparency

* (A2a) 100% of research summaries published within 90 days of favourable opinion being received
* (D5f) All financial transparency requirements being met

***It is worth noting that, overall, December 2014 represented the best performing month for the operations team***

* 1. **Near misses**
* (E1g) 4 working day target for Oct & Nov month end financial reporting not quite met.

Context – in the NHS – the average closure time for financial reports is 8 working days (from benchmarking information), so achieving a normal month end in 4 working days is a strong result. Achieving a close in December when a full set of accounts is required within 6 working days represents a significant achievement.

* (E2b) Sickness levels are above target of 2% but are down from 4.2% in October to 2.7% in December

Ian Cook

Director of Corporate Services

February 11th 2015