

# Performance Report Qtr1 2017/18

05 September 2017



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# Executive summary

# Executive summary

- Good performance achieved in the first quarter with most operational and strategic KPIs (where monitoring already exists) meeting expectations
- HRA Approvals timelines continue to reflect improvements and the introduction of the combined IRAS form should help reduce timelines in full REC approval
- Ethics service continues to meet its mandatory requirements. We are working to understand better timelines for proportionate review which are currently slightly outside expectations.

# Executive summary

## Operational KPIs

- Mostly a strong performance with all statutory metrics being met. Work to further develop KPIs is in progress

## Projects

- PMO have provided leadership and monthly reporting has now been agreed Board summary report still to be developed.

## Strategic KPIs




- Where not previously recorded, base data is being collected. Some KPIs proving more challenging to determine, eg transparency monitoring

# Strategic KPIs

# Strategic KPIs – reporting Q1

User experience measures	Q1 report	Rating / Comments
2a. Reduction in number of applications received with missing documents	36%	(data recording only at this stage)
2b. 80% of users rate their experience of online guidance as 4/5 or more	78%	Based on July17
3. Full elapsed time for a valid application to received HRA approval (median)	Apr: 28 May: 35 Jun: 34	(data recording only at this stage)

# Strategic KPIs – reporting Q1

HRA operating model measures	Q1 report	Rating
6. Divisional forecasts to be within 4% of target range	Achieved	
7. Achieve 8sqm/desk industry benchmark*	8.23	
Our people and leadership measures	Q1 report	Rating
13. < 2,200 lost days to sickness (550/qtr.)	443	

- Estates strategy to focus on this benchmark and also drive our desk : WTE ratio to less than 8:10.



# Key projects update

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- Leadership team review all projects each month
- Detailed programme report together with sample of supporting paperwork is provided as an appendix
- Board report – yet to be developed

## Suggested areas of focus for Board

- Overall summary
- Detailed, highlight report for strategically significant projects, e.g. SIP
- Focus on: progress achieved, risks / benefits, areas for escalation



Health Research  
Authority

# Finance report

# Finance report July 2017

- **No significant variances** at this stage of the year
- Year to date financial performance reports a small **underspend** position of **£32k (0.8%)** on revenue expenditure and **£7k (3.0%)** underspend on capital expenditure
- HRA continues to manage costs well against budget however there is a growing **risk that meeting our budgeted expenditure is at an unacceptable cost to our capacity to respond to change.**
- Full finance report provided as an Appendix.