

## Tenants Board 16<sup>th</sup> March 2020

### Performance Reporting

#### Background:

Somerset West and Taunton Council is committed to being transparent and customer focussed. This will involve the regular and routine monitoring of performance across a wide range of measures. To facilitate this, the Housing Directorate is in the process of developing a new performance report to monitor that it is performing well, and to help identify and prioritise areas for improvement.

#### Proposed approach:

The draft performance report for Housing contains over 100 indicators which cover different aspects of the broad range of services. The report is currently being developed and targets will be agreed over the next month.

To keep it manageable, it is proposed that a subset of these indicators is reported to the Tenants Board, and a potential draft list of indicators is attached. This is an example of the sorts of indicators that could be routinely provided, to help the board discuss and determine exactly what they wish to see.

However, it is essential that the Tenants Board is confident that the performance report covers the issues that they consider to be most important. Additional indicators could be included to monitor, for example: Customer satisfaction, complaints, or financial data.

There may also be additional issues of specific interest to the board, and further suggestions for potential performance indicators would be welcomed.

Alternatively, the board may choose to adopt a different method for performance monitoring which could involve a thematic approach. A rolling programme could be agreed where a different suite of indicators is brought to each meeting so that over the course of a year all relevant aspects of performance are covered. Or it may be appropriate to combine the 2 approaches, and agree a selection of indicators to be reported regularly, but that this could be enhanced by more detailed reports on specific areas as and when appropriate.