

Performance Monitoring Improvement Action Plan

Recommendation 1				
<i>That the Performance & Finance Working Group consider the implementation of the format as proposed by the Tenant Scrutiny Panel, with the performance indicators chosen to be representative of all business areas and that this is shared via a regular feature in In Touch called 'How's Your Landlord Performing'. The initial In Touch feature should be approved by the Tenant Scrutiny Panel.</i>				
Ref	Task	Lead	Target Date	Status
TSPKPI1	Facilitate the production of a revised performance monitoring template with the Performance and Finance Working Group	HRA Business Support Team Manager	April 2015	Outstanding
TSPKPI2	Seek approval of the performance monitoring template from the Tenant Scrutiny Panel prior to the initial publication in In Touch		May 2015	Outstanding
Recommendation 2				
<i>That the Performance and Finance working group continue to monitor performance and challenge poor performance by requesting to meet the Management team to understand and scrutinise recovery actions.</i>				
Ref	Task	Lead	Target Date	Status
TSPKPI3	Develop and implement a process for the Performance and Finance Working Group to monitor performance of the Housing service on a quarterly basis	HRA Business Support Team Manager	April 2015	Outstanding
TSPKPI4	Develop and implement a procedure for the Performance and Finance Working Group to meet members of the Housing senior management team in order to challenge, and further monitor, poor performance		April 2015	Outstanding
Recommendation 3				
<i>NWLDC ensures its website is updated with this information every quarter to reinforce the fact that they are totally transparent in sharing this information with interested parties.</i>				
Ref	Task	Lead	Target Date	Status
TSPKPI5	Implement quarterly website updates	HRA Business Support Team Manager	July 2015	Outstanding
Recommendation 4				
<i>To publish this tenant friendly information in whatever medium is available in public areas of the Council offices.</i>				
Ref	Task	Lead	Target Date	Status
TSPKPI6	Implement a process to produce a quarterly update in the form of a slideshow presentation for the purposes of being displayed on the customer information televisions in Council reception areas	HRA Business Support Team Manager	July 2015	Outstanding
Recommendation 5				
<i>That the Resident Involvement Team act as leads for the provision and facilitation of sharing of all information as described above.</i>				
Ref	Task	Lead	Target Date	Status
TSPKPI7	Agree lead role within the Resident Involvement team and communicate this to the Tenant Scrutiny Panel and Performance and Finance working group	HRA Business Support Team Manager	February 2015	Outstanding