REPORT TO:	**COMMUNITY & HOUSING SERVICES**	**AGENDA ITEM:** 11
DATE OF MEETING:	18th NOVEMBER 2004	**CATEGORY: DELEGATED/ RECOMMENDED**
REPORT FROM:	**BOB LEDGER, HOUSING MANAGER**	**OPEN/EXEMPT PARAGRAPH NO:**
MEMBERS' CONTACT POINT:	**DAVE WHITELEY**	**DOC:**
SUBJECT:	**PERFORMANCE MONITORING**	**REF:**
WARD(S) AFFECTED:	All	**TERMS OF REFERENCE:**

1.0 Recommendations

1.1 Review the performance of the Housing Service.

2.0 Purpose of Report

2.1 Information for members.

3.0 Executive Summary

3.1 Driving forward the performance of an organisation requires both good information and a shared vision on for the future.

3.2 Monitoring activity and sharing the results of this research with stakeholders can help to provide a consistent focus upon quality. For this reason, we hold that involving stakeholders in a meaningful dialogue and implementing conclusions should be one of the foundations of our quality assurance strategy.

3.3 A proposed format for the regular quality review is attached as an addendum to this report. Its purpose is to provide meaningful data on the day-to-day processes of the Housing Department in a consistent and readily absorbable form. It is our intention to make trends and problems, where they exist, explicit and encourage analysis and good ideas from every quarter.

3.4 In the coming months, as the physical business processes of Housing Services are taken up by investments in the Orchard ArcHouse database system, our regular performance report may be extended as improved data, in new areas, becomes available.

3.5 We hope here to establish the precedent of providing members with the regular performance report, as a formal addendum, and to use the body of this textual report to address exceptions, supporting data and improvement strategies.

4.0 <u>Detail</u>

5.1 See addendum. No exceptions being addressed on this occasion

6.0 <u>Financial Implications</u>

6.1 None.

7.0 <u>Corporate Implications</u>

7.1 General information.

8.0 <u>Community Implications</u>

8.1 General information.

9.0 <u>Conclusions</u>

9.1 None