



## **Housing and Property Key Performance Indicators Covering Report**

### **What are KPIs and how do we use them?**

Key Performance Indicators (KPIs) are the measures we use to see how our services perform. The KPIs relate to some of the key services we deliver. We also include some 'track' measures in our KPI report, which don't have targets but provide useful contextual information.

We aim to continuously improve our use of KPIs, and have provided a set we aim to build from. The measures themselves may also change as we improve how we measure performance.

KPI data is recorded by teams in Housing and Property Management. The data is then brought together into a report every month. Relevant officers also provide commentary on any work underway to improve performance for KPIs.

Our KPI report is reviewed by the Director of Property Management and the Director of Housing every month. Our KPIs are also reported to the Cabinet Member for Better Homes.

We aim to continually review our performance using KPIs in order to identify areas for improvement, and understand the work that is being done in those areas to help us meet our targets.

Some of our headline KPI measures are also reported quarterly to DMT.

### **Targets, RAG, Direction of travel, and 'Track'**

Most of our KPIs have monthly measures, but there are some which are reported quarterly.

In Housing, we measure performance against targets. Where we use targets, we use a RAG (Red Amber Green) system to show whether we are on target (Green) approaching target (Amber) or off-target (Red). There are also some measures we 'track', which do not have targets. We include 'track' measures where we don't have targets for the indicator, but it is still useful to see the data, so we include it in the report for information purposes. We don't have a RAG status for these as we are not measuring these against targets.

In Property Management, we use Direction of Travel to report whether performance is higher or lower than previous performance.