



**RYKNELD HOMES LTD**  
**Report to Board**  
**27 July 2021**

Report of the Head of Business Development

**Rykneld Homes Performance Report Q1 - 2021/22**

**RECOMMENDATION**

- 1.1 The Board approves the revised Performance Report Q1, 2021/22.

**REASONS FOR PROPOSAL/REPORT**

- 2.1 The report attached as Appendix 1 provides the Board with an update on the current levels of performance against the Performance and Management Indicators identified in the proposed new Management Agreement with NEDDC. These will become a contractual requirement with the Councils approval of the new Management Agreement – scheduled for NEDDC Cabinet approval at the end of July. This report will be provided quarterly.
- 2.2 In addition, the Council have requested that the six Health and Safety Compliance indicators – Gas Servicing, Electrical Testing, Water Testing, Asbestos Testing, Fire Safety and Lift Servicing are also reported monthly to their Contract Manager.
- 2.3 The Performance Indicators have targets set to drive service delivery. The Management Indicators (MI) are for information purposes and therefore do not have targets.
- 2.4 There are a number of changes in definition to the Performance Indicators previously reported, these include income collection and void turnaround performance.
- 2.5 The Performance of the Rykneld Homes Registered Provider properties is currently included in the Quarterly Finance, Performance and Health and Safety Reports. These are linked to the assumptions made in the Financial Models that were approved by Board at the commencement of each development/acquisition.

**OPTIONS CONSIDERED**

- 3.1 **Do nothing** – this is not an option because the Performance Management Framework would not be consistent with the terms and conditions of the new Management Agreement.
- 3.2 **Recommended Option** - The new Performance Report attached at Appendix 1 is consistent with the proposed performance reporting requirements in the new Management Agreement.

**FINANCE, VALUE FOR MONEY & SOCIAL VALUE**

(PLEASE INCLUDE ANY PROCUREMENT ACTIVITY REQUIRED)

4. Financial, VfM and Social Value reporting is considered in the quarterly Finance Report, Year Financial Statements and Community Involvement Annual Report respectively.

**LINKS TO THE BUSINESS PLAN, PERFORMANCE AND COMPLIANCE**

- 5.1 The Indicators in the Quarterly Performance Report are included in the Business Plan appendices “Delivery Plan” and NEDDC Management Agreement.
- 5.2 The new format includes Performance Indicators that cover the health and safety compliance of services areas. These include Annual Gas Servicing, 5 Yearly Electrical Testing, Annual Asbestos Checks, Annual Water Checks, Annual Fire Risk Assessments, Monthly Fire Safety Checks, Annual Lift Servicing.

**RISKS AND IMPACT**

- 6.1 The Corporate Risk Register scoring guidance (part the Performance Management Framework) includes performance levels to ensure there is a consistent consideration of performance between the Risk Register and Performance Report.

**EQUALITY** *[How does the proposal(s) in this Report have regard to:]*

- 7.1 There are no adverse equality implications arising from the proposals in this report.

**HEALTH & SAFETY (H&S) / HUMAN RESOURCES (HR) / ICT**

- 8.1 H&S : See attached Appendix 1, Quarterly Performance Report.
- 8.2 HR : See attached Appendix 1, Quarterly Performance Report.
- 8.3 ICT : There are a number of rewrites to the IT system to provide reports with the new definitions of the Performance Indicators proposed in the new Management Agreement.

**COMMUNICATION AND CONSULTATION ISSUES**

- 9.1 The Quarterly Performance Report will be published on the website and reported to NEDDC’s Partnership Forum on a quarterly basis.

<b>For more information contact:</b>	Marcus Bishop Head of Business Development Marcus.bishop@rykneldhomes.org.uk
<b>Background Papers:</b>	N/A
<b>List of Appendices:</b>	Appendix 1 – Quarterly Performance Report Q1 – 2021/22