

## Case Study: Measuring local performance

### BACKGROUND

Social housing organisations are getting better at tracking their performance. But there is more to that can be done. With the recent introduction of Local Area Agreement indicators and the focus on partnership working at a local level, there is a real opportunity for Housing Associations to show their impact locally and become a key player in discussions with their Local Authority and other stakeholders.

### IS THIS TRUE FOR YOU?

M-E-L Research is working with a range of social housing organisations to help them develop a simple and practical database to track their performance alongside those of their Local Authority. It's a simple tool and one we have developed in partnership with a Housing Association to ensure it works 'on the ground'.

### METHODOLOGY

We have developed a unique database for use by Housing Associations to enable comparisons to be made with their local authority using indicators taken from the relevant Local Area Agreement. The database flags indicators where action is needed. The database links monitoring data routinely collected by Housing Associations to data collected by their Local Authority to inform the Local Area Agreement. We sourced much of the LAA data at a 'patch' and district level, as due to the early stages of the LAA development much of this data hadn't already been collected.

The database covers the Local Authority's key themes from the Local Area Agreement.

### OUTCOMES

The system is designed to be straightforward with guides on the data sources to enable housing officers to regularly update the database. This leaves a lasting legacy and ensures that we as consultants don't walk away with the knowledge, but leave a substantial capacity in house to continue benchmarking data and evidence in future. An example of how a 'patch' profile looks when accessed is shown below:

INDICATOR NINE						
People Receiving Income Based Benefits Living In Homes With No Central Heating						
<b>NI Number</b>						
<b>Norfolk LI Number</b>						
<b>Data description</b>	See linked document <a href="#">9_people_receiving_income_based_benefits_in_homes_without_central_heating.doc</a>					
	Data as % for area	Index* av=100.0	100	200	<i>Wherey Data</i>	
					Data as % for area	Index* av=100.0
<b>National Level</b>	8%					
<b>Regional Level</b>	5%					
<b>Norfolk</b>	7%	100				
<i>Breckland</i>	5%	66			22%	310
<i>Broadland</i>	4%	55				
<i>Great Yarmouth</i>	12%	167			45%	634
<i>King's Lynn and West Norfolk</i>	8%	110				
<i>North Norfolk</i>	9%	123				
<i>Norwich</i>	9%	120				
<i>South Norfolk</i>	5%	73			12%	169
<b>Suffolk</b>	8%	108				
<b>Lincolnshire</b>	6%	85				
<b>Peterborough</b>	5%	71			5%	70
<b>Cambridgeshire</b>	5%	69				

**For further information about our Performance Indicator work with Housing Associations, please contact Kelly.Hunt @ m-e-l.co.uk or call 0121 604 4664**