


Self-Evaluation Matrix 2016 to 2019

We provide Homes people want to live in	2016/17	2017/18	2018/19
Residents are satisfied that their homes are built and maintained to agreed standards	A1 	G3 	G2 
Our people drive our services	2016/17	2017/18	2018/19
Residents are satisfied with the services we deliver	G2 	G2 	G2 
The Group is governed well	2016/17	2017/18	2018/19
We are governed well	G1 	G1 	G1 
We are financially viable	2016/17	2017/18	2018/19
The Group's finances are managed effectively, efficiently, within regulatory constraints and applied to agreed aims and objectives	G2 	G1 	G1 
We deliver Value for Money	G3 	G2 	G2 

Key

<u>Green – Some aspects require attention or sustaining but no major outstanding issues</u>		
Excellent progress, stakeholders satisfied with the outcomes, quality at expected levels and no problems with resources or performance satisfaction		Highest – G1
Outcomes are being achieved and satisfaction increasing. Moving towards excellence.		Middle – G2
High level of stakeholder satisfaction but need assurance that the measures put in place will keep it green and outcomes are being maintained.		Lowest – G3
<u>Amber – Some items require substantial attention and other are good</u>		
Dissatisfaction has been addressed and has the potential to move into the Green shortly. Some outcomes have been achieved.		Highest – A1
Successful delivery appears feasible but significant issues still remain.		Middle – A2
Problems with quality and or resources, maintain a watching brief to stop it going into the Red.		Lowest – A3
<u>Red – Highly problematic</u>		
Fundamental review of the service required. Dissatisfaction from Stakeholders and problems with quality and outcomes not achieved.		Highest – R1
Success is in doubt with major risks or issues. Urgent action is needed to ensure issues are addressed before a fundamental review is needed.		Middle – R2
Progress has been made since last assessment. Plans implemented and damage minimised.		Lowest – R3

