
# PERFORMANCE MANAGEMENT POLICY

Freebridge
COMMUNITY HOUSING

| Performance Management Policy | | | |
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| **Last Reviewed** | **May 2026** | **Next Review** | **May 2029** |
| **Responsible Officer** | **Chief Finance & Technology Officer** | | |

**Policy Statement:** Freebridge Community Housing is committed to maintaining a robust, transparent and outcome-focused approach to performance management. Our performance management framework supports effective Board oversight, regulatory compliance and service improvement, ensuring we deliver safe, high-quality homes and services for current and future tenants.

The policy meets the expectations of the Regulator of Social Housing (RSH) and supports the Board's co-regulatory responsibility for governance, financial viability and value for money. Performance management is integrated with strategy, risk management, assurance and financial planning and is used to drive improvement.

**Purpose**

Effective performance management enables Freebridge to know what it aims to achieve, monitor progress, identify and remedy issues, support decision-making, evidence outcomes and continuously improve performance and value for money.

**Regulatory Context**

This policy supports compliance with the RSH Consumer Standards and Economic Standards. Performance information focuses on regulatory outcomes rather than solely activity or process.

**Principles of Performance Management**

Performance management is outcome-driven, evidence-based, transparent, risk-focused, proportionate and accountable, enabling effective challenge and improvement.

**Performance Framework**

The framework covers strategic objectives, tenant outcomes including TSMs, safety and compliance, financial resilience and value for money, delivery of key programmes and risk-based indicators.

**Tenant Satisfaction Measures**

TSMs are embedded within the framework and used to provide insight into tenant experience, inform improvement and support Board scrutiny. Data quality assurance underpins all reporting.

**Governance and Accountability**

The Board oversees performance and compliance, Committees provide detailed scrutiny, the Executive delivers outcomes and managers drive service improvement.

**Integration with Risk and Assurance**

Performance management is integrated with risk management, internal controls, audit and stress testing, providing Board assurance that risks are understood and managed.

**Data Quality**

Clear ownership, validation and review ensure performance information is reliable and fit for purpose.

**Review**

This policy will be reviewed at least every three years or earlier if required by regulatory or organisational change.