

Key Performance Indicators (Full Suite) 2018/19 - December 2018

KPI's highlighted in blue are for Monthly Management Team

KPI Ref	KPI	Frequency Reported to Board	Frequency Reported to Management Team	Source	Recipients (Board, MGMT)	Performance at 31st March 2019	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Current Month Performance	Tolerance	Current Status (RAG Reporting)	Notification of Concern
GD11	% of rent received from Housing Benefit	Quarterly	Quarterly		Monthly MGT KPI's	30.73%	35%	27.22%	29.31%	26.22%		26.22%			
EVfM1.1	Operating Margin - Overall	Quarterly	N/A	VFM Strategy	Board		Monitoring Only	39.70%	37.11%	39.50%		39.50%			
EVfM1	Operating Margin - Social Housing Lettings	Quarterly	N/A	VFM Strategy	Board		Monitoring Only	39.70%	37.11%	39.50%		39.50%			
EVfM3	Reinvestment %	Quarterly	N/A	VFM Strategy	Board		Monitoring Only	2.70%	7.68%	£13		13.44%			
EVfM5	Return On Capital Employed	Quarterly	N/A	VFM Strategy	Board		Monitoring Only	1.29%	2.31%	3.47%		3.47%			
EVfM8	Headline social housing costs per unit (HCA Calculation) - Management Cost Per Unit	Annually	N/A	VFM Strategy	Board		Monitoring Only	N/A	N/A	N/A		N/A			
EVfM9	Headline social housing costs per unit (HCA Calculation) - Service Charge Cost Per Unit	Annually	N/A	VFM Strategy	Board		Monitoring Only	N/A	N/A	N/A		N/A			
EVfM10	Headline social housing costs per unit (HCA Calculation) - Maintenance Cost Per Unit	Annually	N/A	VFM Strategy	Board		Monitoring Only	N/A	N/A	N/A		N/A			
EVfM11	Headline social housing costs per unit (HCA Calculation) - Major Repairs Cost Per Unit	Annually	N/A	VFM Strategy	Board		Monitoring Only	N/A	N/A	N/A		N/A			
EVfM12	Headline social housing costs per unit (HCA Calculation) - Other Social Housing Cost Per Unit	Annually	N/A	VFM Strategy	Board		Monitoring Only	N/A	N/A	N/A		N/A			
EVfM16	Rent Collected (rent received vs rent receivable)	Quarterly	Monthly	VFM Strategy	Monthly MGT KPI's	99.07%	99%	99.33%	98.91%	99.95%		99.95%			
EVfM27	Number of Days absence per employee	Quarterly	Quarterly		Monthly MGT KPI's		Monitoring Only	0.48	1.11						
EVfM32	Number of Accidents & Near Misses in the Year	Monthly	Monthly		Monthly MGT KPI's	0	N/A								
EVfM33	Total amount of cash in bank or on deposit	Quarterly	Monthly		Monthly MGT KPI's		£500,000 Minimum Cash Balance	2,182,769	£2,336,590	£2,360,717		£2,360,717			
G&V1	Asset Cover	Quarterly	N/A		Board & Monthly MGT KPI's		Monitoring Only	423.67%	383.10%	345.87%		345.87%			
G&V2	Interest Cover	Quarterly	N/A		Board & Monthly MGT KPI's		Monitoring Only	4,267%	3,668%	3,084%		3,084%			
G&V3	EBITDA MRI	Quarterly	N/A	VFM Strategy	Board & Monthly MGT KPI's		Monitoring Only	18.88	10.84	12.14		12.14			
G&V4	Gearing - Proportion of borrowing in relation to the size of a provider's asset base	Quarterly	N/A	VFM Strategy	Board & Monthly MGT KPI's		60%	2.75%	5.40%	7.93%		7.93%			