

Key	
PM	Prior Month
PY	Prior Year
RA	Running Average

Financial

KPI Name	Target	Prior Period	Score	RAG
Income (£ var YTD)	No Target	PM (181,226)	(124,062)	●
Expenditure (£ var YTD)	No Target	PM 162,297	137,064	●
Credit Control (# Days var)	60	PM 114	107	●
Sponsorship/External Income (£ var YTD)	No Target	PM (69,187)	(69,769)	●
Sponsorship/External Income (% var YTD)	No Target	PM (26.5%)	(26.0%)	●

Members

KPI Name	Target	Prior Period	Score	RAG
Individual Student Issues Represented (# RT)	No Target	PM 372	401	●
Collective Student Issues Represented (# RT)	No Target	PM 93	94	●
CSP Membership (# Full Memberships)	No Target	PY 32,441	34,370	●
Student Complaints Closed (# RT/Total)	No Target	PM 34/36	34/37	●
Complaints (Avg Days to Resolve)	No Target	PM 4.65	4.68	●
Democracy - Spring Election Turnout (%)	45.5%	PY 36.8%	35.6%	●
Member Training actually attended (# RT)	No Target	PM 1,852	1,852	●
% Available Training Spaces Used	No Target	PM 49.8%	49.8%	●

Learning & Growth

KPI Name	Target	Prior Period	Score	RAG
Staff Turnover (#12mthRT)	No Target	PM 21	20	●
Staff Retention Rate (12mthRT%)	No Target	PM 63.8%	68.4%	●
Total Sick/Absent Days (# in per)	No Target	RA 13.25	9.5	●
Quarterly Spot-check	IIP Gold		Gold Amnesty	●
Development - A2T Training Booked (#RT)	120	PM 64	65	●

Union Processes

KPI Name	Target	Prior Period	Score	RAG
Incidents (#RT)	No Target	PM 50	51	●
Process and Site Inspections (#RT)	94	PM 46	52	●
CSP Risk Assessments Completed (RT%)	100%	PM 78.1%	82.0%	●
Planned Improvements completed (#RT)	99	PM 57	60	●
Planned Innovations completed (#RT)	70	PM 39	41	●

Balanced Scorecard Key

Financial

Income (£ var YTD) – Income to budget variance year to date

Expenditure (£ var YTD) – Expenditure to budget variance year to date

Credit Control (# Days) – Aggregate number of Debtor days

Sponsorship/External Income (£ var YTD) – External sourced income to budget variance year to date e.g. sponsorship and venue hire

Sponsorship/External Income (% var YTD) – External sourced income to budget percentage variance year to date.

Members

Individual Student Issues Represented (# RT) – Total number to date of individual student issues supported eg through individual advice centre cases.

Collective Student Issues Represented (# RT) – Total number to date of collective student issues supported eg through campaigns or cases affecting multiple students.

CSP Membership (# Full Memberships) – total number of CSP full members as of now.

Student Complaints Closed (# RT/Total) – Number of student complaints closed out of total received

Complaints (Avg Days to Resolve) – Total number of days of closed cases / by number of closed cases

Democracy - Spring Election Turnout (%) – Number of students that voted for any position / total number of students

Member Training actually attended (# RT) – Total number of members who have attended union training.

% Available Training Spaces Used – Percentage of allocated training spaces actually used.

Learning & Growth

Staff Turnover (#12mthRT) – Running 12 mth staff turnover rate

Staff Retention Rate (12mthRT%) – Running 12 mth total remaining staff / opening staff number.

Total Sick/Absent Days (# in per) – Number of Days taken in a month for sickness

Quarterly Spot-check – Periodic “Temperature check” e.g. overall IIP survey result.

Development - A2T Training Booked (#RT) – Total number of approved and filed access to training forms so far this year.

Union Processes

Incidents (#RT) – The total number of incidents report year to date on SALUS (Health and Safety incidents and near misses)

Process and Site Inspections (#RT) - The total number of inspections (e.g. mystery shopper, health and safety checks, cash audits etc) year to date.

CSP Risk Assessments Completed (RT%) – Percentage of CSP who have completed the risk assessment paperwork

Planned Improvements completed (#RT) - The total number of existing process improvements specifically identified in operating plans which have been completed.

Planned Innovations completed (#RT) - The total number of new initiatives specifically identified in operating plans which have been completed.