

Balanced Scorecard – Imperial College Union, 31 May 2018

Financial

| <u>KPI Name</u> | <u>Target</u> | <u>Prior Period</u> | <u>Score</u> | <u>RAG</u> |
|---|---------------|---------------------|--------------|------------|
| Income (£ var YTD) | 0 | PM (124,062) | (136,205) | ● |
| Expenditure (£ var YTD) | 0 | PM 137,064 | 144,118 | ● |
| Credit Control (# Days) | 60 | PM 107 | 84 | ● |
| Sponsorship/External Income (£ var YTD) | 0 | PM (69,769) | (80,094) | ● |
| Sponsorship/External Income (% var YTD) | 0% | PM (26.0%) | (26.9%) | ● |

Members

| <u>KPI Name</u> | <u>Target</u> | <u>Prior Period</u> | <u>Score</u> | <u>RAG</u> |
|--|---------------|---------------------|--------------|------------|
| Individual Student Issues Represented (# RT) | No Target | PM 401 | 442 | ● |
| Collective Student Issues Represented (# RT) | No Target | PM 94 | 94 | ● |
| CSP Membership (# Full Memberships) | No Target | PY 29,095 | 34,879 | ● |
| Student Complaints Closed (# RT/Total) | No Target | PM 34/37 | | ● |
| Complaints (Avg Days to Resolve) | No Target | PM 4.68 | | ● |
| Democracy - Summer Election Turnout (%) | 6.0% | PY 6.0% | 6.4% | ● |
| Member Training actually attended (# RT) | No Target | PM 1,852 | 1,955 | ● |
| % Available Training Spaces Used | No Target | PM 49.8% | 48.8% | ● |

Learning & Growth

| <u>KPI Name</u> | <u>Target</u> | <u>Prior Period</u> | <u>Score</u> | <u>RAG</u> |
|---|---------------|---------------------|--------------|------------|
| Staff Turnover (#12mthRT) | No Target | PM 22 | 21 | ● |
| Staff Retention Rate (12mthRT%) | No Target | PM 64.9% | 69.0% | ● |
| Total Sick/Absent Days (# in per) | No Target | RA 13.0 | 23.5 | ● |
| Quarterly Spot-check | IIP Gold | Gold Amnesty | Gold Amnesty | ● |
| Development - A2T Training Booked (#RT) | 120 | PM 65 | 74 | ● |

Union Processes

| <u>KPI Name</u> | <u>Target</u> | <u>Prior Period</u> | <u>Score</u> | <u>RAG</u> |
|--------------------------------------|---------------|---------------------|--------------|------------|
| Incidents (#RT) | No Target | PM 51 | 56 | ● |
| Process and Site Inspections (#RT) | 94 | PM 52 | 60 | ● |
| CSP Risk Assessments Completed (RT%) | 100% | PM 82.0% | 82.0% | ● |
| Planned Improvements completed (#RT) | 99 | PM 60 | 62 | ● |
| Planned Innovations completed (#RT) | 70 | PM 41 | 44 | ● |

| <u>Key</u> | |
|------------|-----------------|
| PM | Prior Month |
| PY | Prior Year |
| RA | Running Average |

