

# Performance Dashboard

Q1 2016/17



# Key Performance Indicators

Period

Q1 2016/17



## Financial

Revenue	Q1	Q2	Q3	Q4	YTD
2015/16	£57.9k	£54.7k	£52.8k	£49.2k	£214.6k
Forecast*	£55.0k	£90.7k	£42.8k	£31.6k	£220.3k

Actual 62.4k

Profit	Q1	Q2	Q3	Q4	YTD
2015/16	£17.5k	(£9.4k)	£9.6k	(£3.7k)	£14.0k
Forecast*	£2.4k	£33.8k	(£9.6k)	(£19.3k)	£7.2k

Actual 11.2k

	Q1	Q2	Q3	Q4	FY
Invoices issued in 10 days	100%				100%
Bad debt (30 days)	£10.2k				-
Bad debt (90 days)	£2.2k				-

## Bookings and utilisation

	Q1	Q2	Q3	Q4	YTD
House bookings (weekends)	12 (100%)				12 (100%)
House bookings (weekdays)	42 (65%)				42 (65%)
Camping Nights	37				37
Number of campers	1,490				1,490
Hours of activity	1,233				1,233
Customers	4,207				4,207
◆ Durham Scouts	2,018				2,018
◆ Voluntary Organisations	718				718
◆ Education	892				892
◆ Corporate	65				65
◆ Group On	514				514

## Safety

	Q1	Q2	Q3	Q4	YTD
Near Misses	0				0
Accidents	5				5

## Customer Satisfaction

Customer Satisfaction process to be launched in Q2

\* Revenue/Profit forecast for 2016/17 varies quarter-by-quarter from the 2015/16 actuals due to a change in the pricing structure.

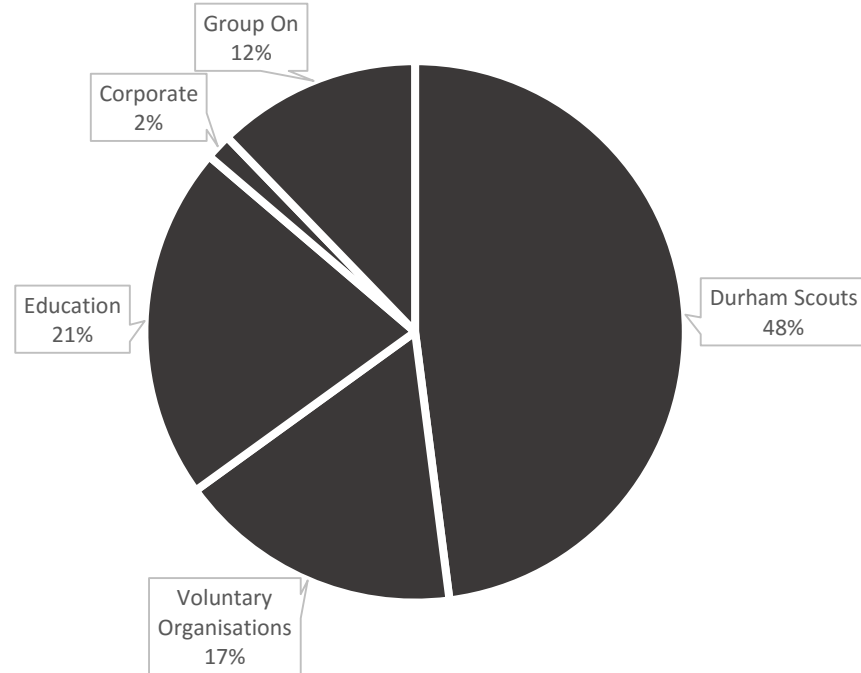
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## Usage by customer group



# Targets

Period

Q1 2016/17



	By When	Target	Stretch	RAG Status
<b>Financial</b> – Grow revenue and return a surplus to the Scout County (whilst covering the costs of the £20k development budget)	End Q4	Revenue growth: 2% Surplus: £7.2k	Revenue growth: 5% Surplus: £13.7k	Against budget
<b>Staff</b> – Work with the MHMB to ensure all staff contracts and DBS checks are in place, along with staff HR policies/contracts	End Q1	All contracts, DBS checks and HR policies in place	HR policies and systems being regularly used (e.g. admin of annual leave)	1 outstanding
<b>Brand</b> – Staff uniform made available and policy launched	End Q1	Uniform purchased and policy launched. Permanent staff wearing uniform.	Policy being 100% adhered to with 100% of staff wearing the uniform	Complete
<b>Bookings</b> – Cinolla CRM system launched and in place	End Q2	All bookings and interactions made via Cinolla	Closure of all paper based systems for booking by End Q3	On Track
<b>AAP system</b> – AAP framework rolled out and in use.	End Q1	Framework, booking form and SOPs in place.	-	Complete
<b>Maintenance</b> – robust plan in place for the maintenance of the site including fixing faults (e.g. faulty door), regular maintenance (e.g. painting) and small scale enhancements (e.g. fence replacements).	End Q2	Maintenance schedule in place and being implemented. Audits by MHMB find actions being completed.	Customers comment positively (via questionnaires) on the state/appearance of the site and improvements.	In progress
<b>Customer Feedback</b> – Questionnaire in place to capture customer feedback and suggestions.	End Q2	Questionnaire automatically issued to every booking.	Results collated and published to MHMB with action plan.	On Track
<b>House Usage</b> – increase usage of the House during the weekday as a measure of total number of working days in the year.	End Q4	5% increase	10% increase	In progress

