

Kingdom Housing Association KPIs 2018/19

Section A Main Performance Indicators						2018/19 Output (Forecast also provided where applicable)								Notes			
Service	Note Reference	KPI	Target 2018-19	Last Years Output (2017/18)	Previous Years Output (2016/17)	QTR 1	QTR 2	QTR 3	QTR 4	Position as at end of reporting period to date	% Achieved	Forecast to Year end	Actual to year end %				
						1	2	3	4	18/19							
Finance	A1	Turnover for Year	£22,655,000	£21,350,135.00	£24,320,025	£5,608,332	£11,150,098	£16,755,531	£22,852,046	£22,852,046	101%	£22,852,046	100.87%	As forecast, variance not material			
	A2	Surplus for Year	£3,995,000	£6,040,262.00	£5,323,026	£1,483,535	£2,563,964	£4,063,896	£5,418,073	£5,418,073	136%	£5,418,073	135.62%	Surplus higher than forecast due to reduced costs from PP and repairs			
	A4	Interest Cover % (Actual & Forecast) >115%	278.10%	527.20%	499%	398.10%	343.6%	335.1%	323.50%	323.50%	120%	323.50%	116.33%	Improved outturn due to costs position and improved operating outturn.			
	A5	Gearing % (<40%)	32.39%	25.69%	25%	19.48%	26.04%	26.36%	26.93%	26.93%	81%	26.93%	83.14%	Gearing lower than forecast due to the effect of high cash holding post PP.			
	A6	Management & Maintenance Administration (£ per unit)	£885.49	£780.54	£888	£199	£424	£614	£785	£785	89%	£785	88.64%	Favourable outturn due to reduced employment and no employment costs incurred			
	A7	Employment Costs as % Turnover	25.81%	24.32%	38.7%	23.50%	25.03%	25.65%	25.26%	25.26%	98%	25.26%	97.89%	Marginally below forecast			
	A8	Routine Maintenance Cost (£ per unit)	£356.00	£328.32	£263	£70	£146	£209	£218	£218	61%	£218	61.15%	Favourable outturn due to reduced spend against forecast			
	A9	Central Costs (Total £000)	£1,736,000.00	£2,568,775.00	£3,115,730	£309,905	£632,965	£902,812	£1,477,347	£1,477,347	85%	£1,477,347	85.10%	Ahead of Q2 target, PP costs capitalised and reduced repairs spend.			
	Capital Investment	A10	Total Subsidy for Year (£)	£26,021,000	£22,674,507	£19,944,297	£4,252,946	£8,151,400	£8,106,518	£13,819,259	£13,819,259	132%	£34,330,123	131.93%	exceeding Government RPA targets in Clacks & Fife (preferred Delivery Partner status)		
		Total Subsidy for Year (£) (KHA)	£21,674,000	£21,308,083.00	£19,944,297	£4,116,599	£7,676,942	£7,846,384	£13,649,259	£33,289,184	154%	£33,289,184	153.59%	Achieved well above target due to dealing with slippage issues elsewhere and Alliance issue below.			
		Total Subsidy (£) (PM + Alliance)	£4,347,000	£1,366,424.00	0	£136,347	£474,458	£260,134	£170,000	£1,040,939	24%	£1,040,939	23.95%	Key impact was due to Berth Park and Kintillo being KHA as Fairfield no longer able to take completed units			
	A11	Total PF for Year (£)	£21,558,600	£14,359,560	£7,596,886	£2,285,991	£3,070,489	£4,705,020	£6,902,895	£16,964,395	79%	£16,964,395	78.69%	Below target due to site start slippage			
		Total PF for Year (£) (KHA)	£17,692,800	£12,448,779.00	£7,596,886	£2,270,249	£3,070,039	£4,296,904	£6,646,861	£16,284,053	92%	£16,284,053	92.04%	site slippage impacted more on PF than on subsidy outcomes			
		Total PF (£) (PM + Alliance)	£3,864,000	£1,909,581.00	0	£15,592	£0	£407,816	£255,134	£678,542	18%	£678,542	17.56%	Key impact was due to Berth Park and Kintillo being KHA as Fairfield no longer able to take completed units			
		Total Other Income	£1,800	£1,200.00	0	£150	£450	£300	£900	£1,800	100%	£1,800	100.00%	Target has been achieved.			
	A12	Total Investment for Year (£)	£47,579,600	£37,034,067.00	£28,770,990	£6,538,937	£11,221,889	£12,811,538	£20,722,154	£51,294,518	108%	£51,294,518	107.81%	Slightly above target for projected spend due to accelerated spend despite site start slippage			
		Total Investment for Year (£)(KHA)	£39,368,600	£33,758,062.00	£21,530,997	£6,386,998	£10,747,431	£12,143,588	£20,297,020	£49,575,037	126%	£49,575,037	125.93%	% spend above target increased further due to taking on spend previously intended for Fairfield HC			
		Total Investment (£) (PM + Alliance)	£8,211,000	£3,276,005.00	£7,239,993	£151,939	£474,458	£667,950	£425,134	£1,719,481	21%	£1,719,481	20.94%	Key impact was due to Berth Park and Kintillo being KHA as Fairfield no longer able to take completed units			
	A13	Number Unit Starts Total	458	362	425	95	83	86	169	433	95%	433	94.54%	The combined outcome (taking on board over delivery for KI) would be 99% of the combined target.			
		Starts ; Social Rent (KHA)	349	253	295	95	83	86	169	433	124%	433	124.07%	3 new SR projects have been brought forward.			
		Starts ; MMR (KHA)	12	24	39	0	0	0	0	0	0%	0	0.00%	Site start has been delayed by planning. Combined KHA target (for SR and MMR) is at 99%.			
		Starts; Alliance & PM Social Rent	97	85	69	0	0	0	0	0	0%	0	0.00%	Kintillo is now KHA; Lochgelly slippage re landowner; Magnus re funding issues; Nairn St re planning			
	A14	Number Unit Completions Total	289	261	141	32	47	103	92	274	95%	274	94.81%				
		Completions ; Social Rent (KHA)	251	112	56	32	47	96	86	261	104%	261	103.98%	exceeded target			
		Completions ; MMR (KHA)	7	94	15	0	0	7	6	13	186%	13	185.71%	Target met (Burnbrae & Saline)			
		Completions; Alliance + PM	31	55	46	0	0	0	0	0	0%	0	0.00%	Kintillo is now a KHA project.			
Maintenance	A15	Emergency Repairs (daytime); Response %	95%	93.30%	96.2%	94.63%	96.82%	98.21%	97.00%	96.63%	102%	96.63%	101.72%	Above target.			
	A16	Emergency Repairs (out of hours);	95%	100.00%	98.9%	97.84%	99.64%	99.49%	99.51%	99.13%	104%	99.13%	104.35%	Above target.			
	A17	Routine Repairs; Response %	88%	90.30%	89.5%	92.79%	94.25%	92%	92.53%	91.56%	104%	91.56%	104.05%	Above target.			
	A18	Urgent Repairs; Response %	92%	96.80%	97.9%	98.52%	90.30%	98%	98.41%	98.60%	107%	98.60%	107.17%	Above target.			
	A19	Voids Time in Repairs (days)	22	24	19.7%	22.86	14.35	15	22.62	18.29	117%	18.29	116.86%	Above target.			
	A20	Right 1st Time (%)	89%	90.62%	88.78%	92.42%	94.89%	92.63%	91.50%	91.50%	103%	91.50%	102.81%	Above target.			
	A21	Gas Safety Certificate on Time	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%	On target.			
Housing	A22	Gross Rent Arrears (%) (Actual & Forecast)	2.70%	2.51%	2.45%	2.57%	2.86%	2.90%	3%	3%	111%	3%	100.00%				
	A23	Combined Current and Former Tenant Arrears (ARC Indicator)	3.90%	3.91%	N/A	3.38%	3.69%	3.83%	3.98%	3.98%	102%	3.98%	102.05%				
	A24	Voids (%) (Actual & Forecast)	0.75%	0.63%	0.52%	0.52%	0.53%	0.47%	0.51%	0.49%	65%	0.49%	65.33%				
	A25	Average Days in Management	4	4	3	5	7	5	6	6	150%	6	150.00%				
	A25A	Average Relet Time	26	29	23	28	20	29	25	25	96%	25	96.15%				
							22										
Chief Executive Dep	A29	Staff Turnover for Year (%) - Less than	15%	9.85%	17.27%	2.30%	3.13%	2.86%	4.65%	12.94%	86%	11.00%	73.33%	Turnover slightly up on last year however, well within 15% target. Retirals and leavers will introduce new blood to KHA which is welcomed.			
	A30	Sickness Absence levels (average days per employee) Less than	7.5	7.84	10.6	1.8	1.5	1.54	1.39	6.23	83%	6.5	86.67%	Improvement in absence figures since last year and within target			
						Target 2018-19	Last Year (2017-18)	Previous Year (2016/17)	QTR 1	QTR 2	QTR 3	QTR 4	Position as at end of reporting period to date	% Achieved	Forecast at Year end	Forecast%	Notes
Section B Contextual Information & Other KPI's						1	2	3	4	18/19							
Service	Note Reference	KPI															
Finance	B1	Liquidity - Undrawn loan facilities (£m)	0	£0	£5,000,000	£0	£50,000,000	£50,000,000	£50,000,000	£50,000,000	0%	£50,000,000	100%	PP facilities to be drawn June 2019			
	B2	Financing - Average Loan Ratio; Fixed: Variable	84/16	49/51	53/47	74/26	91/9	82/18	82/18	82/18	0%	82/18	100%	Less 9 properties Guildhall St void at 31.03.19, lease not being renewed			

<b>Stock Numbers</b>	B3A	Unit Numbers - Social Rent (including Lead Tenancies)	3,872	3,621	3,517	3,654	3,701	3,797	3,874	3,874	100%	3,872	100.00%	
	B4	Unit Numbers - Shared Ownership	254	258	264	257	256	255	255	255	100%	254	100.00%	On target.
	B5A	MMR (owned by KHA)	364		256	351	351	358	358	358	0.00%	364	100.00%	On target.
	B5B	MMR (owned by Fife Council)	121		45	115	115	115	115	115	0.00%	121	100.00%	Additional office Boston View
	B6	Unit Numbers - Others		79	71	78	78	78	79	78	0.00%	78		
<b>Staff Numbers</b>	B7	No Staff (FTE)	no target	153.95	337.10	164	165.19	162.32	158.74	N/A	N/A			
	B8 B9	No. Full Time Actual Employees	no target	136	229	148	147	145	140	N/A	N/A			
		No. Part Time Actual Employees	no target	29	173	26	30	30	32	N/A	N/A			
	B10	% of Staff Employed on Part Time Basis	no target	18%	57%	15%	17%	17%	19%	N/A	N/A			
<b>Governance</b>	B11	Board Attendance Levels	85%	88%	82%	80%	85%	90%	77%	85%	100%	85%	100.00%	
	B12	Places Filled on Board	12	11	9	10	13	13	13	108%	108%	13	108.33%	On target.
<b>Maintenance</b>	B13A	Number units meeting SHQS as a percentage of stock	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%	On target
	B13B	Number of units meeting EESSH as a percentage of stock	100%	98%	96.83%	98.40%	98.85%	99.08%	99.70%	99.70%	99.70%	99.70%	99.70%	Slightly below target due to tenant refusals.
<b>Health &amp; Safety</b>	B15	RIDDOR Accidents	0	2	4	0	0	1	0	1	N/A	1	N/A	Target is 3 press releases issued by KHA per month.
<b>P.R.</b>	B16	Media Coverage (Number Press Releases)	36	37	44	13	9	11	8	41	114%	36	100.00%	The number of facebook 'likes' continues to increase.
	B17	Social Media - Facebook 'Likes'	3500	2,511	2,092	2,651	2,743	2,818	3,058	3,058	87%	3,500	100.00%	Dementia Friendly Award (received December 2018)
	B18	Awards	3	3	0	0	0	1	0	1	33%	3	100.00%	
<b>Complaints</b>	B19	Complaints Upheld by external Regulatory body	0	0	0	0	0	0	0	0				
	B20	Complaints Resolved* at Stage 1	90%	94%	93%	94%	97%	93%	97%	96%	107%	92%	102.22%	
	B21	Complaints Resolved on Time (Stage 1 & 2)	100%	99%	93%	99%	100%	100%	100%	99%	99%	99%	99.00%	
<b>Care &amp; Repair</b>	B22	No. Completed Cases	275	294	257	65	67	74	59	265	96%	265	96.36%	slightly under target due to a greater number of larger scale works
	B22a	Target Grant Requirement	£1,100,000	N/A	N/A	£216,806.00	£364,537.00	£312,657.00	£391,977.00	£1,285,977	117%	£1,285,977	116.91%	Target slightly over committed but funders have no concerns due to the nature of grant works
<b>Small Repairs</b>	B23	No. Completed Cases	808	836	816	192	206	215	196	809	100%	809	100.12%	Target exceeded
	B23a	Target £ income from small repairs	£8,080	N/A	N/A	£1,920.00	£2,060.00	£2,212.00	£1,900.00	£8,092	100%	£8,092	100.15%	Target exceeded
<b>Kingdom Works</b>	B24	No People Assisted	600	431	466	163	143	169	130	605	101%	605	100.83%	Target met
	B25	No. People into Training	350	288	275	91	125	76	78	370	106%	370	105.71%	Target met
	B26	No. People into Employment	325	291	366	82	99	82	99	362	111%	362	111.38%	Target met
		No. People Sustained Employment at 6 months	195	173	-	44	27	49	81	201	103%	201	103.08%	Target met
		No. Employability Fund Clients Assisted	130	128	-	30	73	46	56	205	158%	205	157.69%	An additional contract of 45 spaces was awarded in September 2018, a further 20 in December 2018, and a further 10 in March 2019, taking the total number of places for the year to 205.
		No. Employability Fund Clients Entering Employment	84	80	-	17	40	44	34	135	161%	135	160.71%	Due to the increase of places we exceeded target
<b>Satisfaction Levels</b>	B27	New Developments (Post Completion)	94%	98%	95%	0%	0%	96%	0%	96%	102%	96%	102.13%	Target exceeded; 19/20 target will be 94%
	B28	Repairs Service	93%	92.78%	91.8%	92.71%	92.98%	91.70%	92%	92.14%	99%	92.14%	99%	Slightly below target in this area.
	B29	Allocation	95%	92.00%	93%	97%	85%	95%	100%	94%	99%	94%	98.95%	The figure has dropped below the target
	B30	Stage 3 Adaptations	94%	98.00%	90%	91%	92%	100%	97%	94%	100%	94%	100%	Quarterly figures amended due to late returns of work carried out each quarter. On target.
	B31	Care & Repair	99%	99.00%	98%	0%	0%	0%	0%	97%	98%	97%	98%	Year end reports have now been completed showing satisfaction of 97%, target of 98% for 19/20 reflects the outturn figures
	B32	Small Repairs Service	99%	99.00%	100%	0%	0%	0%	0%	99%	100%	99%	100%	Year end reports have now been completed showing satisfaction of 99%, target figure for 19/20 has remained static.
	B33	Staff Satisfaction (Annual Survey)	90%	90%	-	0%	0%	0%	0%	0%	0%	90%	100.00%	
	B34	Kingdom Works	92%	N/A	N/A	0%	0%	0%	95%	95%	103%	95%	103.26%	Target met; target for 2019/20 will increase to 94%

= N/A or No update available at this stage or Forecast Provided