

# KPI Performance Table Quarter 4 2023/24

## Appendix B

Key Performance Indicators												
Ref	Title	Target	Group	Committee	Q1		Q2		Q3		Q4	
					Actual	RAG	Actual	RAG	Actual	RAG	Actual	RAG
KPI. 1	Asset Realisation and additional income	£5.1m	CPG	RASC	on target	green	on target	green	on target	green	1.5m	red
KPI. 2	Delivery of Climate Action Strategy Milestones - operational estate	<5%	OG	RASC	<2%	green	2%	amber	<2%	green	<5%	green
KPI.3	Delivery of Climate Action Strategy Milestones - investment property	on schedule	OG	I C	on target	green	off target	amber	off target	amber	off target	amber
KPI. 4	Property contract Performance Compliance***	> 80%	OG	RASC	n/a	n/a	68%	amber	70%	amber	71%	amber
KPI. 5	Adherence to Budgetary Spend Profiles (projects)	95% - 105%	All	I C; RASC	14%	green	28%	amber	53%	amber	93.25%	red
KPI. 6	Capital Project - Project Risk Status	< 30%	PPG	I C; RASC	50%	amber	48%	amber	46%	amber	43%	amber
KPI. 7	Capital Project- Health & Safety*	80%	PPG	I C; RASC	n/a	n/a	91%	green	n/a	n/a	95%	green
KPI. 8	Capital Project - Site sustainability waste management	> 90%	PPG	I C; RASC	98%	green	94%	green	97%	green	89%	amber
KPI. 9	Rental Forecasts*	£100.92m	IPG	I C	n/a	n/a	£103.17m	green	n/a	n/a	£104.78m	green
KPI. 10	Minimise Arrears (<2%March)*	<2% eoy	IPG	I C	n/a	n/a	4.25%	amber	n/a	n/a	3.46%*	TBC
KPI. 11	Minimise voids (*)	<5%	IPG	I C	n/a	n/a	4.18%	green	n/a	n/a	4.40%	green
KPI. 12	Outperform MSCI**	exceed benchmark	IPG	I C	n/a	n/a	n/a	n/a	n/a	n/a	exceed benchmark	green
	*reported bi annually											
	** reported annually											
	*** to be reported from Q2, post contract mobilisation											
	eoy - end of year											
	Investment Committee (IC) Resource Allocation Sub Committee (RASC)											

\*KPI 10 – Minimise Arrears – The arrears position as of 24 March 2024 is £4.72m which is 3.46% of the total annual billing, above the target of 1.5%. The total includes historic arrears for which a payment plan is in place. Historically the City have excluded these arrears from the calculation.

Due to the change-over in monitoring systems (from the obsolete Oracle Property Manager to MRI Horizon), it has not been possible to accurately separate out arrears where a payment plan is in place. If the quarter 2 payment plan figure were used, the overall arrears position would reduce by 2.08% to 1.38%. Due to this calculation issue we have not ascribed a RAG status to this indicator.

More detailed reporting will be available once the new Horizon system has been in place for a full billing year, the issue only having arisen due to the transition between systems.