

## AHB Benchmarking guide



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## 1 Logging on to the system

To connect to the benchmarking system go to the website [www.arap.co.uk](http://www.arap.co.uk) and enter your user name and password in the Acuity log in form at the bottom of the page.

The image shows a dark blue login form titled 'Acuity log in'. It contains two input fields: 'Name:' and 'Password:'. Below the fields is a white button with the text 'Log in'.

Once you have entered your details click 'Log in' or hit <enter>.

## 2 Main menu

The main menu gives you a status update for your organisation and from here you can select options to input data or run reports.

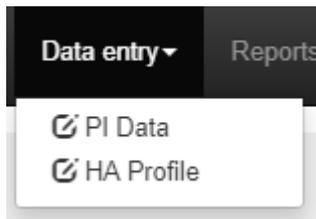
Throughout the application online help is available by clicking on the  icons.

The screenshot shows the 'AHB benchmarking main menu' for user 'Mark Anderson'. The top navigation bar includes 'Main Menu', 'Data entry', 'Reports', 'Contact', and the user name 'Mark Anderson'. The main content area is divided into several sections:

- Status for Demonstration AHB:** Shows 'Current period : 2018/19 Q4' and 'Your return for this period : 0 PIs out of 26 completed' with a 0% progress bar.
- Important! (Yellow box):** A warning message stating: 'Please ensure the profile data for Demonstration AHB is up to date; GN properties: 1650 (last updated: 24/07/2019) Supported housing properties: 58 (last updated: 24/07/2019) HfOP properties: 97 (last updated: 24/07/2019)'. It includes a close button (x).
- Acuity benchmarking (Info icon):** A section with instructions: 'Use the Acuity benchmarking system to record cost and performance data and produce comparative reports. Please use the menu options above to select what you want to do. If you need any help using the system or further information click on the  online help icons or [contact us](#).'
- Technical support (Info icon):** A section with instructions: 'If you have any technical support questions please use the Contact link above form to contact the helpdesk. The helpdesk inbox is monitored during office hours (9:30 - 17:30 Monday to Friday) and we will respond quickly to any enquiry.'

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### 3 Data entry options



### 4 Inputting HA Profile data

Use this screen to maintain contextual information about your organisation.

Acuity uses this information to identify peer groups of similar organisations and occasionally in reports.

Data on this screen may be updated at any time but should always be updated at year end in case Acuity needs to use it for calculations in the annual benchmarking reports.

Note that if you have chosen the option to remain anonymous within the benchmarking system, this profile data will not be visible to other members.

General information	
Organisation Name	Demonstration AHB
General email address	info@demo.co.uk
Website	http://www.demo.co.uk
Region	Republic of Ireland
Club(s)	Housing Alliance

Stock	
GN properties	1650
Supported housing properties	58
HfOP properties	97
Leasehold and Shared Ownership	
Other social housing units	
Other non-social housing units	
Turnover	
Rent receivable	



## 5 Inputting performance indicators (PIs)

Use this form to input performance and cost data.

help is available for each of the metrics.

### Filters

Filters:     Housing Alliance

The **Period** filter at the top of the screen can be used to select the year you are working on. You can go back to a previous year and input at any time.

The **Domain** filter may be used to narrow down the list of metrics on the form. PIs are grouped into domains such as 'Allocations & Lettings, Income management, VFM, Financial Standard etc.

### Quarterly and Annual metrics

Some metrics are defined as **Annual**, in which case a single value is input at the year-end.

Input performance data					
PI Code	Performance indicator	Jan-Mar	Jan-Jun	Jan-Sep	Jan-Dec
AHB 101	Operating margin (overall)				<input type="text"/>

For **Quarterly** metrics, values can be input at the end of each quarter. Note that Acuity PI metrics are quarterly cumulative (i.e. Q1 = Jan – March, Q2 = Jan – June, Q3 = Jan – September, Q4 = Jan-December).

Input performance data					
PI Code	Performance indicator	Jan-Mar	Jan-Jun	Jan-Sep	Jan-Dec
AHB 210	Percentage of rent collected	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### 5.1 PI Definitions

All the PIs have detailed definitions, available by clicking on the help icon on each line.

Definitions explain the rationale for collecting each metric and give a definition with a worked example.

Definitions evolve and improve over time so it is always advisable to look online for the most recent definition rather than using a print out.



## 5.2 PI input & validation

Enter your data and then <tab> to the next field on the form.

When you input a value the benchmarking system carries out basic validation to check whether the value is possible and whether or not it falls within the expected range.

If you attempt to input a value outside of what is possible you will get a red **Error** message that the value could not be saved. The message will tell you what the expected parameters are and also tell you the value that has been input for your organisation in previous years, e.g:

**⚠ Error!** Item could not be saved. Please correct the issues below and click Save again.  
To refresh this page with the previous value for the incorrect items please click here. [Refresh](#)

AHB 210 Q4 Invalid value input: 130. Should be between 65 and 120  
Demonstration AHB data for last year. Q1: Q2: Q3: Q4: 100.6

Filters: Period: 2018/19 Domain: Income Management Housing Alliance Save changes

[↶](#) Input performance data

PI Code	Performance indicator	Jan-Mar	Jan-Jun	Jan-Sep	Jan-Dec
AHB 210	Percentage of rent collected	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input style="border: 2px solid red;" type="text" value="130"/>

If you enter a value that is possible but which falls outside of the usually expected range you will get an amber **Warning** message advising that the value looks like it might be unusually high or low. Again the message will tell you the value from previous years, e.g:

**⚠ Warning!**  
AHB 210 Q4 Warning, value input = 91. This value is within the validation limits but would usually be between 95 and 105  
Demonstration AHB data for last year. Q1: Q2: Q3: Q4: 100.6

1 item(s) have been saved to the database.

Filters: Period: 2018/19 Domain: Income Management Housing Alliance Save changes

[↶](#) Input performance data

PI Code	Performance indicator	Jan-Mar	Jan-Jun	Jan-Sep	Jan-Dec
AHB 210	Percentage of rent collected	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input style="border: 2px solid orange;" type="text" value="91"/>

## 6 Running reports

Reports will be covered in a separate document