AHB Benchmarking guide

Contents

1 Logging on to the system

To connect to the benchmarking system go to the website www.arap.co.uk and enter your user name and password in the Acuity log in form at the bottom of the page.

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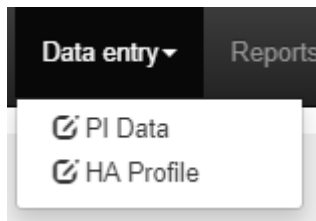
2 Main menu

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.

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.

5   Inputting performance indicators (PIs)

Use this form to input performance and cost data.

❓ help is available for each of the metrics.

Filters

Filters:	Period	2018/19 ▾	Domain	All domains ▾	Housing Alliance	🖫 Save changes

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)				

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				

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:

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:

6 Running reports

Reports will be covered in a separate document