

# The Measurement Challenge

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# Co-operative Value:

## Why Measure?



# Co-operative; Forces For Good

- Global Financial Crisis – De-regulation & Incentivised Reckless Lending
- Absence Of Good Corporate Governance
- Huge Societal Pressures Around The Impact Of Technology On Ageing & Disability
- The Role Of Entrepreneurship & Leadership
- The Future Of Work
- The Challenge Of Complexity
- The Role Of The State/Modernisation Of Public Services

# Why Measure?

- Prove it
- Impact Investing
- Social Procurement
- Business As Usual

# Key Reflections;

- Align Impact Reporting With Business As Usual
- Align Social Purpose With Competitive Advantage
- Costs vs Benefits
- Automate Dashboard Reporting
- Use data for commercial advantage – CASA Academy
- Always question ‘Why do we need to do this’

# Alignment

## Impact Reporting

- Jobs created
- Jobs created in deprived communities
- Hours delivered
- Qualifications secured
- Profit share

## Business As Usual

- Hours delivered
- Pipeline
- Hours refused
- Carer Capacity
- % Late calls
- No. of Missed Called
- MIACs Logged
- Gross Margin
- Profit

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