Monitoring CCCV : initial thoughts for discussion.

All start-ups are difficult and CCCV is no exception,   Consequently it is critical we keep a close eye on our progress in certain key areas.
Jan has done much work on this and I will be meeting with Gabriel soon to ensure I incorporate the work he has done.
As this is mainly about trying to clarify the trading patterns in CCCV, all activity concerning grants for specific projects should (I suggest) be considered separately.

My initial thoughts as to what to monitor are as follows :

1.   Operational Performance/ direct costs.
        We need to keep the figures involved in providing care separate from the support/office functions.
        - No of care hours delivered
        - Income from these hours (assuming they all get paid)
        - Total cost of delivering these hours (wages, miles, etc)

        This will enable us to monitor operational performance over time and assess the trends month by month. Clare has started to work on this, but it looks like we need new ways to simplify the task.

        We can also design and calculate key performance indicators (KPI) such as :
        - money generated (surplus) for each month.
        - money generated per hour of care delivered.
        - ratio of hours delivering care to training/waiting/ etc

2.   Indirect Costs
        We need to continue to monitor the costs of running the office, assuming this is an overhead which will (hopefully) not need to be increased as the volume of care work increases.

3.   Projections
        We can then do some sums to give us an idea of what we need to do. So, for example, if each hour of care generates £5 and the office costs are £2,000 per week we can see we need 400 hours of care per week to get to break even.   This opens the debate on various courses of action, some obvious (increase income : cut expenditure) others less obvious such as encouraging other care coops to set up and share the office services and costs.

All on-going and open for discussion
Jon W January 6th 2022.