

KEY PERFORMANCE INDICATORS 2021/22

Summary: To review the proposed Key Performance Indicators for 2021/22

Recommendation: That the Executive Committee supports the recommended changes to the Key Performance Indicators.

Report by: Andy Parsons – Chief Executive

1. INTRODUCTION

- The Board introduced new Key Performance Indicators (KPIs) in 2020/21.
- These KPIs help to track the organisation's progress against the Business Plan Framework 2020-23.
- The final set of KPIs for 2020/21 are presented in Item 10.
- It was agreed that the KPIs would be reviewed on an annual basis, each of the seven KPIs would then either:
 - Continue with no changes
 - Continue but with changes to how it is measured
 - Cease to be measured and replaced by another KPI that would better inform the Board's progress and reflect current priorities
- The team met in April to review the effectiveness of each KPI and agreed the recommendation that is being presented in this paper.

2. RECOMMENDED KPIs FOR 2021/22

- *KPI1 – number of training/ development days per FTE*
 - Retain but change the target from four days per annum to 20 hours per annum
- *KPI2 – number of process improvements identified and implemented*
 - Retain with no changes
- *KPI3a – hectare of grasslands improved through Glorious Cotswold Grasslands*
 - Replace as the measure has consistently out-performed
 - New KPI to be introduced: **Farming in Protected Landscapes** (Measure Definition to be determined when more information is available)
- *KPI3b – projects initiated via Cotswolds Champions*
 - Replace as the measure hasn't significantly helped to drive improvements/ change within the organisation
 - New KPI to be introduced: **Performance against Statutory Consultee Status** (Measure Definition attached as Appendix A)
- *KPI4 – number of people directly engaged with our work*
 - Retain KPI and continue to use 2019/20 as the baseline due to a Covid-19 impacted performance in 2020/21
- *KPI5 – number of new partnerships established*
 - Retain with no changes
- *KPI6 – useable reserves as a % of target*
 - Retain but update the RAGB parameters in light of 2020/21 financial performance

3. CONCLUSION

- The introduction of the KPIs has helped to provide a focus on the Board's organisational and financial performance.
- Although it has been exceptionally difficult to benchmark 2020/21 against other years, what has become apparent is the importance of measuring how the organisation is performing and to have regular conversations, as a team, around these measures.
- The revisions to the KPIs for 2021/22 demonstrate the Board's commitment to continuous improvement.

Supporting documents

- Appendix A – Measure Definition for KPI3b '*Performance against Statutory Consultee Status*'

MAY 2021