

KEY PERFORMANCE INDICATORS

Summary: To review the new key performance indicators (KPIs) to be introduced during 2020/21

Recommendation: That the Board notes the new KPIs

Reviewed by the Executive Committee: Yes / No

If yes, the Committee's comments: the Committee resolved that the KPIs should be approved and that the team should start reporting against them. There were a lot of ideas for potential future improvements to the KPI measure definitions and these have now been included in the 'notes' section of each KPI.

Report by: Andy Parsons - Chief Executive

INTRODUCTION

1. The Board has adopted a three-year Business Plan Framework 2020-23.
2. To help monitor progress against the delivery of that plan a set of KPIs will be introduced and regularly reported to the Executive Committee.

STRATEGIC OUTPUTS

3. There are six outputs detailed in the Business Plan Framework, each helping the Board to achieve its overall outcome of *"CCB is a well-respected, engaging and influential organisation that others want to work with"*.
4. Working with the team we have developed one KPI per strategic output as shown below:

STRATEGIC OUTPUT	KEY PERFORMANCE INDICATOR
Great people, inspiring others	Number of training/ development days per FTE
Continuous improvement leading to effective working	The number of process improvements identified and assessed
Delivering for landscapes and nature	The value of externally funded projects in conserving and enhancing the AONB.
Promoting and broadening access opportunities	Number of people directly engaged with our work
Value-added partnerships that benefit the AONB	Number of new partnerships established
Financially resilient and sustainable	Useable reserves as a % of target

5. A particular KPI may remain in place for the duration of the business plan period or, alternatively, KPIs may be adapted or replaced to ensure we continue to focus on the most important areas of our operations over the lifetime of the business plan, resulting in more effective continuous improvement.

REPORTING

6. A summary reporting document has been developed and this will form the basis for future discussion with the Executive Committee about the KPIs.
7. It should be noted that as well as having the standard colours of Red, Amber and Green (RAG) to denote performance, these KPIs also have a blue colour to indicate when a KPI is over-performing. Over-performance is often a positive indicator but it may also lead to operational and/ or financial issues elsewhere in the organisation.

SUPPORTING PAPERS

- Appendix A – Key Performance Indicators – measure definitions
- Appendix B - Reporting format for future meetings

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