

ANNUAL WORK PROGRAMME AND KEY PERFORMANCE INDICATORS

Summary: To provide the Board with (1) a progress report against the Annual Work Programme and (2) performance against the Key Performance Indicators.

Recommendation: That the Board notes the update.

Report by: Andy Parsons – Chief Executive

1. ANNUAL WORK PROGRAMME – PROGRESS REPORT

- The annual work programme for the year ahead is presented to the Board at the same time as the operating budget.
- Team members take accountability and/ or responsibility for each task within the overall programme. Target dates for completing each task are agreed by the team.
- Progress against the tasks is then monitored using the following indicators:
 - Not started
 - Off track
 - In progress/ on track
 - Completed
- The progress report for the 2021/22 Work Programme is shown in *Appendix A*.

2. KEY PERFORMANCE INDICATORS – (at end of Q3)

- KPI1 - Training Days – the target is for everyone to have a minimum of 20 hours of training/ development per annum (averaging five hours per quarter). Eight people achieved this target at the end of Q3. Therefore, the KPI has improved from Red to Amber since last reporting to the Board.
- KPI2 - Process Improvements Identified and Implemented – the target is eight per annum (averaging two per quarter). There have been two improvements in Q3: (1) introduction of MS OneDrive by the FiPL team to provide a secure means to share application forms to the Assessment Panel, and for remote approval and (2) Warden starter forms are now sent by the Warden direct to HR at Publica - who provide our HR services - rather than via our Access and Volunteer Lead, which has improved our GDPR Data Protection - so the KPI is Green for the period and Green overall.
- KPI3ai - % of Allocation against the FiPL Grant for Year 1 – 95% of the Year 1 grant award had been allocated by the end of Q3, therefore the KPI is Blue.
- KPI3aia - % of Spend against the FiPL Grant for Year 1 – only 2% of the allocated grant had been paid by the end of Q3, therefore the KPI is Red. The FiPL team are confident that the spend will be on track at year-end.
- KPI3bi - % of Pro-active Consultations above Consultation Thresholds that Received a Substantive Response by the Original Deadline – during Q3 we had 24 development management consultations with the original deadline being this quarter, which were above our main consultation thresholds and which we were proactively consulted on by the local authority. Of these, we provided a substantive response to 17 consultations by the original deadline (71%) and so the KPI is Green.

- KPI3bii - Performance against Statutory Consultee status (% of KPI3bi that were bespoke) – of the 17 responses, 10 were bespoke (42% of the total 24) and so the KPI is Green for Q3.
- KPI4 - Number of People Directly Engaged – this KPI has an annual target of 1,378 people. In Q3 217 people were engaged, the KPI is on track to meet/ exceed the annual target and is therefore Green.
- KPI5 - New Partnerships – the target is eight per annum (averaging two per quarter). Three new partnerships were established in Q3: (1) Gloucestershire Community Rail Partnership, (2) the Holidays and Food Programme, led by Glos CC and (3) Glos Local Nature Recovery Strategy Steering Group – so the KPI is Blue for the period and Green overall.
- KPI6 Useable Reserves – the revised target for this financial year has now been set at £110,000 (an uplift of £25,000 since we first introduced the new KPIs). The original KPI target was to reach £110,000 by financial year-ending 31 March 2023; so, we have brought it forward by one year. This is due to a number of factors: (1) the improved financial performance during 2020/21, (2) the continued positive results during 2021/22 and (3) the recognition that there will be additional pressures on our budgets during 2022/23, e.g. property costs, so realising a surplus next FY will, likely, prove very difficult. At the end of Q3 the forecast reserves position for year-end was in excess of £110,000, therefore the KPI is Green.

Supporting documents

- Appendix A – Annual Work Programme – progress report
- Appendix B - Key Performance Indicators – at end Q3

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