

KEY PERFORMANCE INDICATORS 2021/22

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

Recommendation: That the Board adopts the Key Performance Indicators for 2021/22

Report by: Andy Parsons – Chief Executive

Comments from the Executive Committee (May 2021):

Suggested KPI2 should be amended to 'Process and Method' improvements. The Committee were keen not to lose sight of 'diversity' when considering public engagement as part of KPI4. Also felt that KPI3b about statutory consultee status was an output rather than an outcome but acknowledged it was an appropriate measure for this year. They resolved that the proposed KPIs should be presented to the June Board meeting for adoption.

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 and method improvements identified and implemented*
 - Retain with no changes (other than the title)
- *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*'

JUNE 2021