

ANNUAL WORK PROGRAMME AND KEY PERFORMANCE INDICATORS

Summary: To provide the Board with (1) the final report for the Annual Work Programme 2023/24 and (2) the year-end Key Performance Indicators.

Recommendation: That the Board notes the report.

Report by: Andy Parsons – Chief Executive

1. ANNUAL WORK PROGRAMME

- 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
 - On hold
 - Off track
 - In progress/ on track
 - Completed
- The final report for the 2023/24 Work Programme is shown in *Appendix A*.

2. KEY PERFORMANCE INDICATORS

Detailed tracker shown in *Appendix B*.

- Key points to mention:
 - **KPI1 (People)** – Executive Committee and Board Member attendance ended the year on 72% (amber), with the target being 75% and over.
 - **KPI2 (Process)** – Orbits IT (our Managed Service Provider) have performed to a very high standard and outperformed the KPI target (blue).
 - **KPI3 (FiPL)** – ended the year with 99.80% of the grant being spent (green).
 - **KPI4 (Stat Consultee)** – this KPI has been on track throughout the year and ended on 86% (green).
 - **KPI5 (Climate Action)** – 281 people engaged during the year (green).
 - **KPI6 (Young People)** – 125 16-25 year olds gained work experience, training and skills during the year (blue).
 - **KPI7 (Finance)** – ended the year at £116,850 (red) although it should be noted that this is a new KPI introduced in 2023/24 and largely dependent on the National Highways Biodiversity Improvements project. The project delivered just over 50% of its original target.

Supporting documents

- Appendix A - Annual Work Programme 2023/24 (final report)
- Appendix B - Key Performance Indicators 2023/24 (year-end report)