ANNUAL WORK PROGRAMME AND KEY PERFORMANCE INDICATORS

Summary: To provide the Board with (1) the progress report for Annual Work Programme and (2) the new Key Performance Indicators, with Q2 results.

Recommendation: That the Board notes the report.

Report by: Andy Parsons – Chief Executive

1. **ANNUAL WORK PROGRAMME – PROGRESS REPORT**

    o   The annual work programme for the year ahead is presented to the Board at the same time as the operating budget.
    o   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.
    o   Progress against the tasks is then monitored using the following indicators:
        o   Not started
        o   On hold
        o   Off track
        o   In progress/ on track
        o   Completed
    o   The progress report for the 2023/24 Work Programme is shown in *Appendix A*.

2. **KEY PERFORMANCE INDICATORS – Q2**

    Detailed tracker shown in *Appendix B*.

    o   The team have reviewed and updated the KPIs for the current financial year. The key changes being:
        •   **KPI1 (People)** – the training and development KPI has been replaced by Board Member attendance at both Board and Executive Committee meetings.
        •   **KPI2 (Process)** – the social media KPI has been replaced by one that tracks the performance of our newly appointed IT Managed Service Provider, Orbits.
        •   **KPI5 (Customer)** – now focuses on levels of engagement with the Board's climate action work and target setting.
        •   **KPI7 (Finance)** – the General Fund KPI has been replaced by one which tracks the newly created Development Fund (Designated), as the performance of this KPI will determine the ability of the organisation to grow sustainably.
    o   The Q2 results are shown in the Appendix, with the exception of KPI7 (Finance) as the quarter-end results are still in progress.

Supporting documents
    o   Appendix A - Annual Work Programme 2023/24 (progress report)
    o   Appendix B - Key Performance Indicators 2023/24 (Q2)

OCTOBER 2023