

KEY PERFORMANCE TARGETS 2009-10: QUARTER 2 REPORT

Purpose

- To update the Board on the progress on the targets for the second quarter of 2009-10.

Priority

- Routine

Key Performance Targets – Exception Report

- Seven out of the eleven key performance targets are green. The three exceptions are,
 - Issue 18 new publications of general interest aimed at helping people value and enjoy the historic environment (**amber**)

Target	18
Noted Progress	Target is likely to be met with a publications list compiled by PIC and further work done to establish a reporting mechanism allowing for an accurate figure to be reported in Q3.
Shortfall	N/A

- Cash Releasing Efficiency Gains on all Non-Grant Expenditure (**amber**)

Target (£m)	2,000
Forecast (£m)	1,700
Shortfall (£m)	0.300

- A positive balance of 20% in the responses in a survey to a question about whether HS has got better at engaging with stakeholders. (**amber**)

Target	20
Forecast	Survey scheduled to be carried out in Feb/Mar 2010
Shortfall	N/A

As the survey is scheduled to be carried out in February and March next year, the target can still be met.

Mitigation Activity

- In light of second quarter performance against these targets, the following action is being taken to mitigate the risk of the projected shortfalls materialising:

18 Publications – While the target is likely to be met, an accurate figure could not be obtained. However, a publications list has been provided by Properties in Care and further work will be done with the Communications team in establishing a complete list of publications issued, allowing for an accurate figure to be reported in Q3.

Efficiency – One to one meetings between Director of Finance and other Directors will be set up for early November to agree the individual efficiency programmes. It is likely that this target will remain amber for most of the year due to the risk associated with some of the projects.

Staff Survey – as the survey is scheduled to take place at the beginning of next year, this target should still be met.

Conclusion

5. The Board is invited to note the above report.

CD-IMU
October 2009