

KPI	SDH Topic group Work Plan Project 2008/09	Target date	Lead
<b>C</b>	<b>Identify critical data gaps and needed data enhancements. Agree the priority for filling those gaps and identify appropriate actions and resources to fill them.</b>		
	1. Develop a proposal to address the information requirements on population movements in the region.	April 08	Richard Wilson
<b>C</b>	<b>Disseminate good practice information to the RDIN on data relevant to the theme of society demography and health.</b>		
	2. Members to provide at least six articles for the SDH e-bulletin. The bulletin should be produced twice a year.	May 08 / Oct 08	All
	3. The Chair to write the editorial article for each e-bulletin.	May 08 / Oct 08	Richard Wilson
	4. WMRO to provide co-ordination and administrative support for delivery of the SDH e-bulletin	May 09 / Oct 08	Raj Kaur
<b>C</b>	<b>Advise WMRO on the development of a set of indicators to measure social inclusion.</b>		
	5. Provide advisory support to the development of the West Midlands Social Inclusion Indicators.	Jun 08	Gareth Wrench/ Chris Allen
	6. Provide access to data where available (particularly health indicators).	Jun 08	Richard Wilson
<b>C</b>	<b>Promote and lead the work to share information within the scope of society demography and health data and intelligence within the region and other central bodies.</b>		
	7. Members to develop a seminar on a related SDH topic for the RDIN	Jul 08	All
	8. The Observatory to provide co-ordination and administration for the seminar	Jul 08	Observatory
<b>C</b>	<b>Identify standards for information governance. (testing robustness and reliability of data)</b>		
	9. Engage with ONS on official standards that are in place.	Oct 08	Peter Drake
	10. Develop a dissemination package of ONS standards to the region, (through the e-bulletin process)	Oct 08	Raj kaur
<b>H</b>	<b>Actively map information resources to provide effective access to data and intelligence, for the creation of a well organised, comprehensive and easily accessible resource base for Observatory clients.</b>		
	11. Identify themes and resources for inclusion within mapping projects.	Mar 09	All
	12. Identify resources for inclusion within the mapping project.	Mar 09	All
	13. Secure resources to upload all resources to wmro.org.	Mar 09	Steven Dovey
<b>C</b>	<b>Review the objective of the topic group over time and evaluate the work of the group on a regular basis to secure feedback for reporting to the User Group and the WMRO Partnership Board.</b>		
	14. Provide a quarterly report to the WMRO Partnership board	Ongoing	Richard Wilson
	15. Review work programme on an annual basis.	Jun 08	Richard Wilson
	16. Ensure the work programme is reviewed at every meeting, and published on the WMRO Website.	Quarterly	Richard Wilson
<b>C</b>	<b>Nominate up to three representatives of the topic group to the User Group.</b>		
	17. The Chair and at least two representatives from the topic group to attend two User Group meetings per year.	Jun 08 Dec 08	Richard Wilson
	18. The Chair of the topic group to provide feedback to its members from the WMRO Partnership Board meeting.	Quarterly	Richard Wilson

## WMRO Key Performance Indicators

Item	Key Performance Indicator	2006/07	2007/08	2008/09
		Actual	Target	Target
A	Overall customer satisfaction rating	3.03	3.00	3.00
B	Customer rating of State of the Region Report/process	3.15	3.00	3.00
C	Composite measure of partner engagement	2.83	3.0	3.0
D	Composite improvement in web access and enquiries handled	n/a	+20%	+15%
E	Average project satisfaction rating	Not available	2.50	2.50
F	Ratio of non core/grant income to total income	0.33	0.38	0.45
G	Staff satisfaction rating	2.9	3.00	3.00
To be tracked to monitor additional investment agreed in June 2007				
H	Average monthly number of catalogued resources viewed	10,563	12,000	15,000
I	Average monthly visits to the website	34,536	40,000	45,000