

The relationship between the Key Performance Indicators (KPIs) and the INCA work programme

1. Introduction

The INCA contract with BIS is for a grant of £150,000 and includes a number of Key Performance Indicators (KPIs) as follows:

- a Representing independent networks in industry wide development of interconnection standards
- b Proactively raising awareness of common standards etc. amongst local and community project groups
- c Ensuring all members adopt appropriate standards
- d Spreading good practice
- e Become self funding
- f Monitoring progress of local and community NGA projects and provision of regular reports to the Secretary of State on numbers/progress
- g Have clear governance structure (agreed with the Secretary of State)
- h Transparent financial management and audit procedures

A further set of indicators relating to organisation and management are included in Annex B of the funding letter:

- i. INCA (“the Company”) should be registered and operational by 31st December 2009.
- ii. The company should be able to produce upon demand forward strategy documents and record of activity and achievements.
- iii. The company must submit to the Department of Business Innovation & Skills ... quarterly reports on progress against KPIs and financial statements of income and expenditure and risk assessment / mitigation.
- iv. The company should be able to demonstrate independent operation by 31st August 2010, employing its own management team and core staff.
- v. The company should be able to demonstrate its contribution to the adoption of common standards for local and community projects.
- vi. The company should meet the target number of members companies agreed with BIS.
- vii. The company should be able to demonstrate the impact of operation on the development of the telecommunications [sector].
- viii. The company must demonstrate that it has regard to the equalities duties in the Disability Discrimination Act, Sex Discrimination Act and Race Relations Act.

The INCA Interim Board and operational team are working to build a successful organisation that can fulfil its mission and meet all of these Key Performance Indicators around the following key themes of the work programme as follows:

2. Technical Standards & Development

KPIs:

- a) Representing independent networks in industry wide development of interconnection standards
- b) Proactively raising awareness of common standards etc. amongst local and community project groups
- c) Ensuring all members adopt appropriate standards

Annex B

- v) The company should be able to demonstrate its contribution to the adoption of common standards for local and community projects.
- vii) The company should be able to demonstrate the impact of operation on the development of the telecommunications [sector].

Work Programme Activity

INCA policy agreed at the January Interim Board meeting

- i. Policy development on Interconnect standards - continued input into the BSG/COTS policy process, engagement with OFCOM/NICC on ALA standards development.
- ii. Engagement with local and regional projects and dissemination of the results.
- iii. Implementation planning including opportunities to develop mutual trading and other common arrangements.

Indicative Budget: 20K

3. Membership Development

KPIs

- d) Spreading good practice
- e) Become self funding
- f) Monitoring progress of local and community NGA projects and provision of regular reports to the Secretary of State on numbers/progress

Annex B

- vi) The company should meet the target number of members companies agreed with BIS.

Activity

INCA Interim Board has agreed two papers relating to membership, the first on structure and governance (January), the second on the membership proposition (March).

There is an indicative budget of £20K allocated to support membership development.

The membership proposition envisages four key areas:

- Aggregating end user connections
- Aggregating demand for services – creating a purchasing framework
- Representing and promoting member interests – public policy and industry groups like BSG
- Facilitating collaboration and self-help

4. Policy, Promotion & Communications

KPIs:

- d) Spreading good practice
- f) Monitoring progress of local and community NGA projects and provision of regular reports to the Secretary of State on numbers/progress

Annex B

- vii) The company should be able to demonstrate the impact of operation on the development of the telecommunications [sector].

Activity

Events Programme: Next Gen 10 Roadshows, Conference, VCS Meeting, General Meeting

Indicative Budget: £20K

Policy & Representation: aim is to ensure that INCA is heard as a credible voice for the growing patchwork quilt of regional/local next gen projects in government and industry. Indicative budget: £10K

Media Relations: aim is to establish INCA's media profile to ensure it becomes an organisation with credibility, sought out for comment and with good stories to tell about NGA projects.
Indicative budget: £6K

Website and other marketing materials: requirement is for INCA to develop a brand identity, website and CRM system.
Indicative budget: £6K

5. Management, Board & Governance

KPIs:

- g) Have clear governance structure (agreed with the Secretary of State)
- h) Transparent financial management and audit procedures

Annex B

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- viii) The company must demonstrate that it has regard to the equalities duties in the Disability Discrimination Act, Sex Discrimination Act and Race Relations Act.

Activity

Work Completed to date:

- INCA was registered as an I&PS co-operative society before 31st December 2009.
- The INCA Interim Board was established in January 2010.
- The Interim Board approved the forward strategy document: Establishing INCA: The Next Six Months at the January Interim Board meeting, along with the budget.
- The Interim Board established the Scrutiny & Liaison Committee to take account of issues raised by some potential stakeholders.
- Further Interim Board meetings have approved management and financial reports, and work plans.

INCA Interim Board
May 2010