

TITLE	RATIONALE FOR PRIORITY STATUS	ESCALATION DECISION DATE	DE-ESCALATION DECISION DATE (Where applicable)	DE-ESCALATION DECISION RATIONALE (Where applicable)
KPI/FCS/001 - Organisational Income Collected	<b>Rationale for priority status:</b> Seasonal inclusion of this measure following the Q4 Dentist ARF collection, to provoke discussion of whether the level of income collected has a bearing on planned activity/performance for 2017.	December 2016 EMT Board		
KPI/FCS/002 - Forecast FTP Expenditure	<b>Rationale for priority status:</b> The delivery of FTP activity within budgeted levels is a key organisational priority and is included to provide ongoing board visibility of cost control in this area.	December 2016 EMT Board		
KPI/FCS/003 - Forecast Non-FTP Expenditure	<b>Rationale for priority status:</b> The delivery of Non-FTP activity within budgeted levels is a key organisational priority and is included to provide ongoing board visibility of cost control in this area.	December 2016 EMT Board		
KPI/HRG/004 - Staff Sickness	<b>Rationale for priority status:</b> Staff sickness levels across the organisation is recognised to be of key importance to help to provide capacity for the organisation to deliver its business plan and business as usual activities.	December 2016 EMT Board		
KPI/HRG/005 - Natural Turnover	<b>Rationale for priority status:</b> Staff retention across the organisation is recognised to be of key importance to the help to provide capacity for the organisation to deliver its business plan and business as usual activities.	December 2016 EMT Board	July 2018 EMT Board	No longer to be reported as a KPI as it has been accepted that the target level will not be met for the considerable future due to the Estates Strategy and the office move to Birmingham.
KPI/REG/004 - UK DCP Applications Active Processing Time	<b>Rationale for priority status:</b> Seasonal inclusion as one of the Registration timeliness KPIs recognised to be most at risk of being missed due to high volumes of activity in this period (to be changed on a quarterly basis).	December 2016 EMT Board		
KPI/REG/006 - Restoration Applications Active Processing Time	<b>Rationale for priority status:</b> Seasonal inclusion as one of the Registration timeliness KPIs recognised to be most at risk of being missed due to high volumes of activity in this period (to be changed on a quarterly basis).	May 2018 EMT Board	July 2018 EMT Board	PI to be replaced by KPI/REG/002 - Dentist Applications Active Processing Time due to this being a key seasonal measure for Q2 2018.
KPI/FTP/014 - FTP Interim Orders Timeliness: Registrar and Case Examiner Referrals	<b>Rationale for priority status:</b> This KPI relates to the question in the PSA dataset about IOC timeliness and is included to assist ongoing board monitoring of timeliness to support the attainment of standard four.	December 2016 EMT Board		
KPI/FTP/005 - Timeliness: From Receipt to Case Examiner Decision	<b>Rationale for priority status:</b> This KPI relates to the question in the PSA dataset about casework timeliness and is included to assist ongoing board monitoring of timeliness to support the retention of standard six.	December 2016 EMT Board		
KPI/FTP/008 - FTP Timeliness: Overall Prosecution Case Length	<b>Rationale for priority status:</b> This KPI relates to the question in the PSA dataset about full case timeliness and is included to assist ongoing board monitoring of timeliness to support the retention of standard six.	December 2016 EMT Board		
KPI/FCS/009 - GDC Website and Online Register Availability	<b>Rationale for priority status:</b> Included due importance of GDC website availability for public access to key GDC information, and in particular due to the to fulfil the key statutory duty to keep the GDC Register available to the public.	December 2016 EMT Board		
KPI/FCS/010 - Dynamics CRM Availability	<b>Rationale for priority status:</b> Included due to importance of Dynamics CRM system availability due to the need for approximately 200 members of staff to have the system available to undertake work on key processes.	December 2016 EMT Board		
KPI/FTP/006 - FTP: Proportionate Split of Internal and External Legal Referrals	<b>Rationale for priority status:</b> This measure has been identified as a key driver of organisational cost and is included for ongoing scrutiny of cost control in this area.	December 2016 EMT Board		
KPI/FTP/025 - Serious Data Breaches	<b>Rationale for priority status:</b> This KPI relates to the question in the PSA dataset about ICO referrals and is included to assist ongoing board monitoring of data breach volumes to support the attainment of standard ten.	December 2016 EMT Board		
KPI/REG/002 - UK Dentist Applications Average Active Processing Time	<b>Rationale for priority status:</b> Seasonal inclusion as one of the Registration timeliness KPIs recognised to be most at risk of being missed due to high volumes of activity in this period (to be changed on a quarterly basis).	July 2018 EMT Board		