

DECISION 21B/2013/GB

OF THE GOVERNING BOARD OF THE EUROPEAN POLICE COLLEGE

**ADOPTING THE EUROPEAN POLICE COLLEGE'S KEY PERFORMANCE AND  
PERFORMANCE INDICATORS 2013  
AND  
AMENDING DECISION 34/2011/GB AND 31/2012/GB**

Adopted by the Governing Board  
on 12 November 2013

THE GOVERNING BOARD,

Having regard to Council Decision 2005/681/JHA of 20 September 2005 establishing the European Police College (CEPOL)<sup>1</sup>, and in particular Article 17 thereof;

Having regard to Decision 34/2011/GB of the Governing Board of the European Police College (CEPOL) adopting the Financial Regulation and repealing decision 22/2006/GB<sup>2</sup>, and in particular Article 38(4) thereof;

Having regard to the risks associated with the management environment and the nature of the action financed, the organisational structure and the internal management, quality and control systems and procedures suited to the performance of duties;

Whereas:

- (1) Taking into account the need to develop the necessary procedures and controls providing management with reasonable assurance that the objectives are met as stipulated in the CEPOL's Internal Control Standards ("Goals and objectives are clearly defined and updated when necessary. These are formulated in a way that makes it possible to monitor their achievement. Key performance indicators are established to help management evaluate and report on progress made in relation to their objectives.")<sup>3</sup>;
- (2) The Governing Board (GB) having endorsed a set of 69 Key Performance Indicators (KPIs) ("Introducing a Balanced Scorecard for CEPOL")<sup>4</sup>;
- (3) Taking into account the Balanced Scorecard (BSC) implementation experience in CEPOL and recommendations received from the Court of Auditors and the Internal Audit Service of the European Commission to simplify the current set of KPIs;
- (2) The Governing Board having adopted a simplified set of Key Performance Indicators 2012 and 2013, and the Performance Indicators 2012 and 2013<sup>5</sup>;

HAS ADOPTED the Key Performance Indicators 2014 and Performance Indicators 2014 of the Agency as detailed in the Annex.

Done in Vilnius, 12 November 2013

*For the Governing Board*

*Tomas Bikmanas  
Chair of the Governing Board*

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<sup>1</sup> OJ L 256, 01.10.2005, p. 63.

<sup>2</sup> Adopted by the Governing Board on 25.10.2011.

<sup>3</sup> Adopted by the Governing Board on 10.03.2011.

<sup>4</sup> Endorsed by the Governing Board on 08.12.2010.

<sup>5</sup> Adopted by the Governing Board on 26.10.2011 and 14.11.2012.

**1. CEPOL KEY PERFORMANCE INDICATORS (KPIs) 2014**

- Used by CEPOL to evaluate its overall success
- 4 strategic indicators for 4 Strategic Goals with targets for 2014
- Biannual (every six months) measurement and external reporting (from the Director to the Governing Board)
- In addition, a comprehensive (biennial, i.e. every other year) external stakeholder survey has been launched to reflect on the implementation of CEPOL strategy 2010-2014

Strategic Goal	BSC perspective				Key Performance Indicator 2014	Target 2012	Target 2013	Target 2014			
	Stakeholders	Financial	Processes	Growth							
Strategic Goal 1: European law enforcement education platform					1. Overall customer satisfaction (with activities) (%), and external stakeholder satisfaction (%) (survey conducted in 2013)	91%	91%	91%			
Strategic Goal 2: European law enforcement knowledge base	x		x						80%	80%	N/A
Strategic Goal 3: External relations											
Strategic Goal 4: Management of top-ranking innovative EU agency	x		x		2. Implementation of Establishment Plan (TAs and CAs) (%)	95%	95%	95%			
		x	x		3. Implementation of planned activities (Annual Work Programme) (%)	95%	95%	95%			
			x	x	4. Consumption of Annual Budget (Title 1, 2, 3 %)	T1: 95% T2: 95% T3: 80% (aver.: 90%)	T1: 95% T2: 95% T3: 80% (aver.: 90%)	T1: 95% T2: 95% T3: 80%			

**2. CEPOL PERFORMANCE INDICATORS (PIs) 2014**

- Used by CEPOL to evaluate the success of a particular activity in which it is engaged
- 24 tactical indicators for 24 Strategic Objectives with targets for 2014
- Quarterly measurement and consolidated internal reporting

Strategic Goal	Strategic Objective	BSC perspective				Performance Indicator 2014	Target 2012	Target 2013	Target 2014
		Stakeholders	Financial	Processes	Growth				
Strategic Goal 1: European law enforcement education platform	1.1 Deliver quality training on specific subjects	x		x		1. Activities (training sessions) implemented (%) 2. Activities implemented after awarding the Grant Agreement (by the Framework Partners), and the Grant Agreement budget planned vs implemented (by the Framework Partners)	95% -	95% 85%	95% 85%
	1.2 Deliver training for senior leaders	x		x		3. Number of senior leader participants at events (%)	20%	50%	50%
	1.3 Offer Exchange Programmes	x		x		4. Overall participant satisfaction (with the Exchange Programme) (%)	80%	80%	80%
	1.4 Develop Common Curricula (CC)			x	x	5. Number of CC adopted by the CEPOL GB	4	4	2
	1.5 Develop further e-Learning system	x			x	6. Number of e-Modules adopted and revised	2	3	2
	1.6 Develop reputation and prestige	x				7. Number of registrations in the European Trainers' and Lecturers' Database	100	100	100
Strategic Goal 2: European law enforcement knowledge base	2.1 Develop e-Library				x	8. Number of items (in total) published in the e-Library	1,500	1,700	1,900
	2.2 Facilitate research	x				9. Publication of Research and Science Bulletins	3	2	2
	2.3 Facilitate researchers	x				10. Number of participants at research conferences	200	100	100
	2.4 Establish researchers' database	x				11. Number of researchers in the database	200	100	100
	2.5 Recognise scientists					-	-	-	-
Strategic Goal 3: External relations	3.1 Cooperate with other Agencies and bodies			x	x	12. Implementation of JHA Scorecard (%)	95%	95%	95%
	3.2 Partner with Associated Countries	x				13. Number of participants from associated countries at CEPOL activities (%)	5%	1%	1%
	3.3 Assist Candidate, Accession, Neighborhood Policy	x				14. Number of participants from candidate, accession and neighbourhood countries in	5%	1%	1%

CEPOL – Key Performance and Performance Indicators 2014

Strategic Goal	Strategic Objective	BSC perspective				Performance Indicator 2014	Target 2012	Target 2013	Target 2014
		Stakeholders	Financial	Processes	Growth				
	and Eastern Partnership countries					CEPOL activities (%)			
	3.4 Cooperate with globally significant partners	x		x	x	15. Number of strategic partnership initiatives launched	4	4	1
	3.5 Cooperate with civil society					-	-	-	-
Strategic Goal 4: Management of top-ranking innovative EU agency	4.1 Improve governance			x	x	16. Draft GB Decisions resulting in adopted GB Decisions (%)	85%	90%	90%
	4.2 Improve management			x	x	17. Timely closure of audit recommendations	100%	100%	100%
						18. Implementation of plans (e.g. procurement, management, risk registry, 5-year evaluation recommendations)	90%	90%	90%
	4.3 Improve Internal Control System			x	x	19. Implementation of Internal Control Plan (%)	100%	100%	100%
	4.4 Manage human resources			x	x	20. Number of planned staff evaluated (annual appraisal) (%)	100%	100%	100%
						21. Staff engagement survey (%)	80%	80%	80%
	4.5 Manage budget		x	x		22. Timely payment of invoices (%) <sup>6</sup>	85%	85%	85%
	4.6 Provide administrative support	x		x		23. Number of complaints/compliments received (ratio)	25/25	20/30	1 : 1.5
4.7 Develop stakeholder relations and internal communication	x		x	x	24. Implementation of stakeholder related activities (e.g. management plan) (%)	100%	100%	100%	
4.8 Improve public relations					-	-	-	-	

<sup>6</sup> Consumption of annual budget (%) is a KPI