

**REPORT OF THE HEAD OF BUSINESS MANAGEMENT**

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**SUBJECT:  
 PERFORMANCE REPORT FOR THE 3rd QUARTER OF THE YEAR 2011/12**

Introduction

This report considers performance against the actions and measures for Corporate Outcome 8 for the period up to the end of December 2011

Corporate Strategy

The new Corporate Strategy sets out corporate outcome 8 as follows -

**The Authority is recognised as meeting good practice standards in terms of governance, providing value for money and listening to the views of residents, visitors and partners**

The actions and measures outlined in the strategy for this outcome and the progress to date is as follows.

<b>Action</b>	<b>Progress</b>
a. Improve the response times for pre-application enquiries	447 pre app-application enquiries have been received this year and 240 are now completed taking an average of 28 days to complete. 65% of completions are within 21 working days. (With a two admin staff on extended sick leave over the last quarter it is likely that there is outstanding data to be entered).
b. Develop methodology to measure the quality and added value of the planning service	Initial draft prepared, being considered as part of possible POSoW all Wales project although limited progress to date.
c. Develop State of the Park monitoring methodology	Integrated within review of National Park Management Plan delayed until March to include a wider range of monitoring.
d. Continue to implement efficiency savings, joint working, benchmarking and sharing experiences	Continuous – Cash savings of £70,000 secured. Staff retirements and restructuring underway resulting in savings of £85,000 this year and £150,000 in 2012/13.
e. Improve performance management	Preparation of Corporate Strategy for 2012 nearing completion. Ffynnon system being implemented based on corporate strategy

f. Develop the scrutiny role of Members	Scrutiny project with Brecon in progress with reviews of SDF completed and Rights of Way report expected in February.
g. Work towards advance charter for Members	Criteria agreed with WLGA, members' development programme in place but no further progress this quarter because of staff involvement in Scrutiny project.
h. Interim review of National Park Plan and develop a methodology for state of the park reporting by 2012/13	Scheduled for end March.

<b>Measure</b>	<b>Progress</b>
We receive a favourable Corporate Review by Wales Audit Office;	Favourable review received and presented to Audit & Corporate Services Review Committee in August
We meet the targets in Strategic Grant letter;	See separate report later on the agenda
Customer satisfaction levels are improving;	Awards received for Coast Path, Pant Maenog multi user trail, Castell Henllys Education. Education service feedback shows over 75% scoring high level of satisfaction.
We maintain our position as a good employer, with engagement levels remaining high	'Best Company' survey of staff completed, results and analysis due shortly.
We retain Investors in People in 2012	Formal inspection process will commence in 2012
Improvement in the number of valid complaints and compliments	12 complaints so far this year – 6 planning related although 3 of these were the same. 17 complaints were received last year.
The trend in the number of health & safety incidents is reducing	A campaign to improve health & safety awareness has resulted in an increase of reported incidents. A total of 37 incidents have been recorded, with 1 '3 day' incident And 26 minor or a 'near miss'. Vehicle damage incidents have reduced.
The majority of our media coverage is positive or neutral	94% of media coverage is positive or neutral.

*(For further information contact Alan Hare – Head of Business Management on ext 4810)*