

**REPORT OF THE BUSINESS AND PERFORMANCE MANAGER**

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**SUBJECT:**

**PERFORMANCE REPORT FOR THE PERIOD APRIL – JULY 2012**

Introduction

This report considers performance against the actions and measures for Corporate Outcomes 8, and parts of Outcomes 3 and 5 for the period up to the end of July 2013.

Corporate Strategy

The Corporate Strategy sets out the relevant corporate outcomes as follows -

**3 - Residents and visitors use opportunities provided to adopt more sustainable lifestyles**

**5 - A thriving local economy exists based on the sustainable use of the National Park.**

**8 - 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**

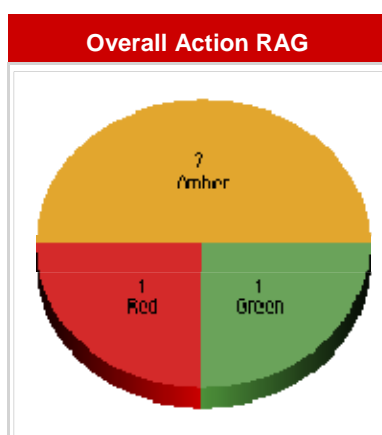
The next section of this report has been reproduced directly from the Ffynnon Performance reporting system and shows the progress reports for each of the actions in these outcomes. Actions relating to the Strategic Grant Letter are marked with SGL.

**Recommendation: Members are requested to RECEIVE and COMMENT on the Performance Report.**

*(For further information contact Alan Hare –Business & Performance Manager on ext 4810)*

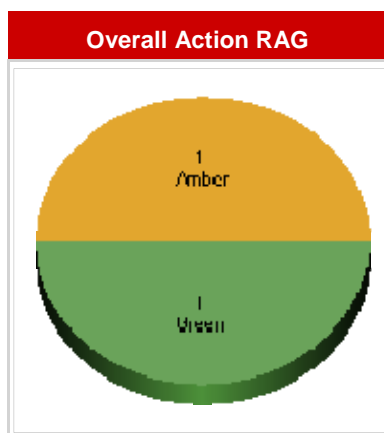
## Performance Report - July 2012

Outcome 3 - Residents and visitors use opportunities provided to adopt more sustainable lifestyles



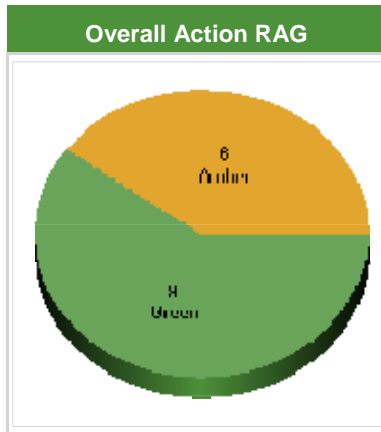
Action	Previous Period June 2012		Current Period July 2012		
	% Complete	RAG	% Complete	RAG	Comment
c Use all available Sustainable Development Fund	1	Amber	2	Red	No new applications, radio interview completed. Newspaper article planned, attendance at County Show
d Install a new biomass boiler at Llanion HQ and investigate renewable energy	20	Green	80	Green	Installation nearing completion - should be operational in August
e Reduce energy consumption and carbon emissions by 3%	25	Amber	33	Amber	Electricity consumption slightly higher than last year
f Demonstrate the effectiveness of schemes already in place		Amber		Amber	Not started

Outcome 5 - A thriving local economy exists based on the sustainable use of the National Park



Action	Previous Period June 2012		Current Period July 2012		
	% Complete	RAG	% Complete	RAG	Comment
a Greater promotion of the contribution of the Park to the economy				Amber	Not started
d Carry out a feasibility study into Geopark Status	2	Green	5	Green	Ove Arup selected initial meeting set for 9th August

Outcome 8 - The Authority is recognised as meeting good practice standards in terms of governance



Action	Previous Period June 2012		Current Period July 2012		
	% Complete	RAG	% Complete	RAG	Comment
a Improve the response times for both pre-application enquiries and planning applications (SGL)	25	Amber	33	Amber	60% pre-apps responded within 28 days,
b Continue to engage with the Welsh Government's Planning Division in relation to the Planning Review of Protected Areas (SGL)	10	Green	20	Green	Chair and key staff interviewed.
c Continue to implement efficiency savings, joint working, benchmarking and sharing experiences	5	Green	25	Green	c £30,000 savings on vehicle procurement
d Improve performance management and include benchmarking data	12	Amber	15	Amber	Revising risk register to include services
e Develop ways to measure and improve our customer satisfaction levels		Amber	5	Amber	Survey of planning customer scheduled for Sept/Oct
f Commence on a process of reviewing the effectiveness of our Support Services		Amber	5	Amber	Review of GIS systems and data underway. Discussions held with WAO about performance management
g Introduce a formal scrutiny process	5	Green	10	Green	Paper to August NPA on topics for scrutiny
h Apply for accreditation of the Advanced Charter for Members		Amber		Green	Member induction completed Study tours planned member development programme being prepared
i Report on the health of Park ecosystems using methodology for state of the park reporting (SGL)	5	Green	10	Green	Data collection from CCW etc underway

j Implement principles outlined in the Strategic Policy Statement for Protected Areas in place by the end of 2012. (SGL)				Amber	Waiting for information from Welsh Government
k Commence work on a document management system for the planning service to improve internet access for planning information.	1	Amber	2	Green	PSBA contract signed - upgraded network to be in place Oct/Nov
l Implement new IT systems for HR.	3	Green	5	Green	Order placed
m Develop methodology to measure the quality and added value of the planning service (SGL)	1	Amber	1	Amber	Waiting for WG consultation exercise results
n Work with Welsh Government to establish a new way of demonstrating progress and accountability by the Park Authorities (SGL)	5	Green	5	Green	Waiting for further WG involvement
o Work towards achieving the Customer Service Excellence Standard by end 2012/13 (SGL)			1	Green	Workgroup meeting to be arranged

<b>Measure</b>	<b>Progress</b>
We receive a favourable Corporate Review by Wales Audit Office;	Report expected later this year.
We meet the targets in Strategic Grant letter;	Underway – Actions relevant to this committee included above.
Customer satisfaction levels are improving;	Survey of planning service customers scheduled for September/October
We maintain our position as a good employer, with engagement levels remaining high	'Best Company' survey of staff will be repeated later this year
We retain Investors in People in 2012	Formal inspection process will commence in September
Improvement in the number of valid complaints and compliments	3 complaints have been received so far this year (2 planning related).
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 12 incidents have been recorded this year compared to 21 for the same period last year. These were all minor or a 'near miss'. No road traffic accidents were recorded.
The majority of our media coverage is positive or neutral	97% of media coverage is positive or neutral.