

REPORT OF THE BUSINESS & PERFORMANCE MANAGER

SUBJECT: PERFORMANCE REPORT FOR THE PERIOD APRIL - JUNE 2013

Introduction

This Performance Report presents the progress during the early period of the year for the key actions and measures set out in the team plans within Corporate Services. These relate primarily to Corporate Strategy Outcome 4.

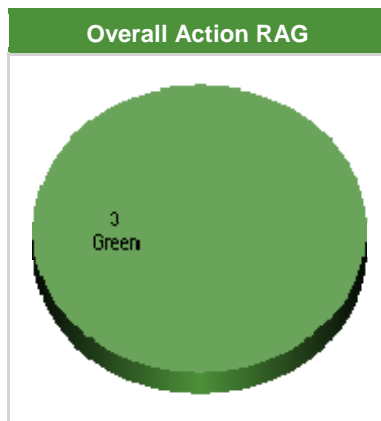
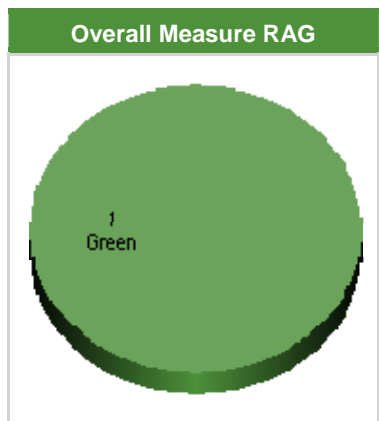
The attached appendix report is produced from Ffynnon and highlights the key actions and measures within this area of work. More information will be presented at the committee meeting.

RECOMMENDATION:

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

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

10.Finance



 Worsening Trend
 Static Trend
 Improving Trend

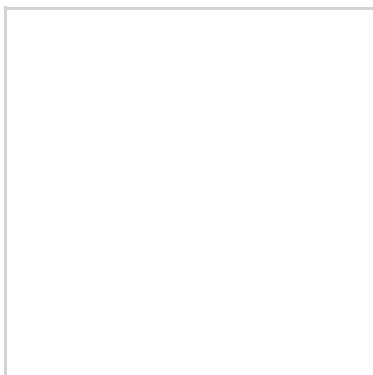
Measure	Unit of Measure	Current Period June 2013				
		Actual	Target	RAG	Trend	Comment
% Invoices Paid on time	%	98.21	97.00	Green	↓	

Action	Outcome	Current Period June 2013			
		% Complete	RAG	Trend	Comment
10.Closure of 2012/13 Annual Accounts & ISA 260 report	Closure of 2012/13 Annual Accounts & ISA 260 report in line with audit requirements	80	Green	→	Draft accounts completed, with WAO for checking
20.Installation of new Accounts and EPOS systems	Secure financial systems in place and improved stock control	30	Green	→	System training commenced, waiting confirmation about EPOS integration
30.Monthly Financial Management	Effective budget monitoring	25	Green	→	Budget reports issued

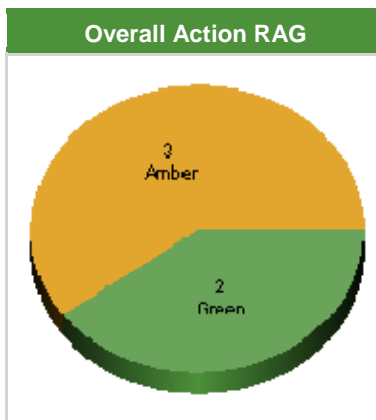
Performance Report

20. Performance Management

Measure



Overall Action RAG



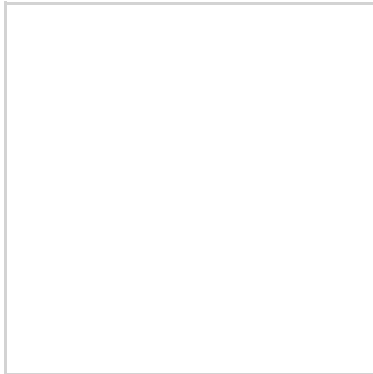
- ↓ Worsening Trend
- Static Trend
- ↑ Improving Trend

Action	Outcome	Current Period June 2013			
		% Complete	RAG	Trend	Comment
10. Publish Corporate Strategy & Improvement Plans	Corporate Strategy & Improvement Plans approved within statutory time table	15	Green	→	Improvement Plan Part 2 commenced
20. Business Continuity Plans	Business Continuity Plans in place to deal with any business interruptions	5	Amber	→	Response to major incident protocol approved. Other continuity plans being prepared, but limited progress.
30. Public Liability Claim	Management of Public Liability Claim	5	Amber	→	Next case management hearing scheduled for late 2013 early 2014.
40. Review of Corporate Strategy	Revised Corporate Strategy to suit future direction of Authority	2	Green	→	Timetable drafted to commence in September/October
50. Review of Outcome Measures	Outcome Measures are appropriate for expected Policy Statement from WG		Amber	→	New measures expected with new WG Policy Statement.

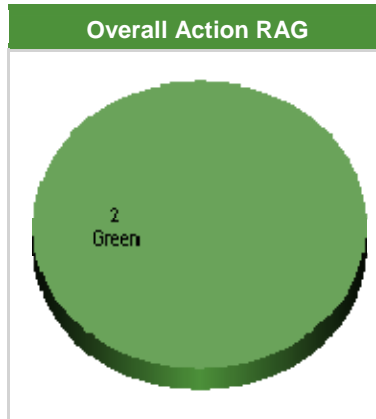
Performance Report

30.SDF

Measure



Overall Action RAG

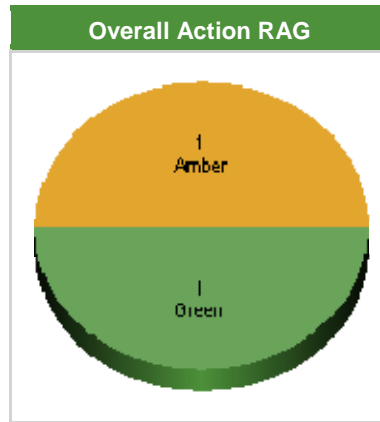
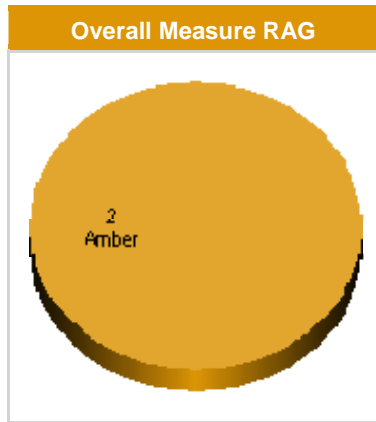


- ↓ Worsening Trend
- Static Trend
- ↑ Improving Trend

Action	Outcome	Current Period June 2013			
		% Complete	RAG	Trend	Comment
10.Commit all SDF funds	All SDF funds committed to approved projects	100	Green	→	All available funds allocated at May SDF Committee meeting. One acceptance outstanding, but expected in September.
20.Monitor SDF Projects	Ensure funds are used in line with application	25	Green	→	Quarterly reports requested for schemes. Milestones arranged with most projects. Grant conditions being negotiated with one project.

Performance Report

40. HR



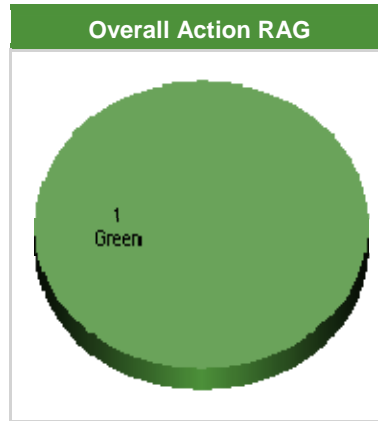
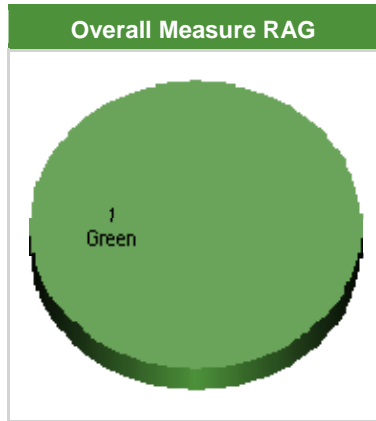
Worsening Trend
 Static Trend
 Improving Trend

Measure	Unit of Measure	Current Period June 2013				
		Actual	Target	RAG	Trend	Comment
H&S Incidents	#	12.00	10.00	Amber		No serious incidents recorded
Sickness PI (monthly)	Days per fte per month	0.69	0.50	Amber		

Action	Outcome	Current Period June 2013			
		% Complete	RAG	Trend	Comment
10.HR System	New HR System installed and used effectively	50	Amber		Staff shortage due to long term sickness and other workload has delayed implementation. Further training arranged.
20. Management Training Programme	Leadership Team management skills improved	75	Green		Pilot 360 appraisal completed. Managing change underway - 2 days completed, 1 to follow in July

Performance Report

50.Democratic Services



- ↓ Worsening Trend
- Static Trend
- ↑ Improving Trend

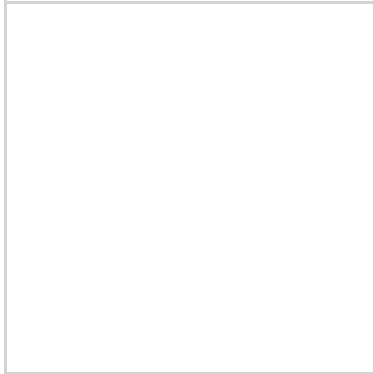
Measure	Unit of Measure	Current Period June 2013				Comment
		Actual	Target	RAG	Trend	
Members attendance YTD	%	83.00	75.00	Green	↑	

Action	Outcome	Current Period June 2013			
		% Complete	RAG	Trend	Comment
10.Members Charter	Quality assurance on governance	25	Green	→	Member Development & Support programme approved by NPA. Application for charter to follow.

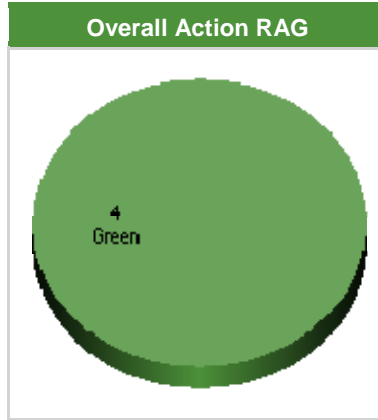
Performance Report

60. IT

Measure



Overall Action RAG



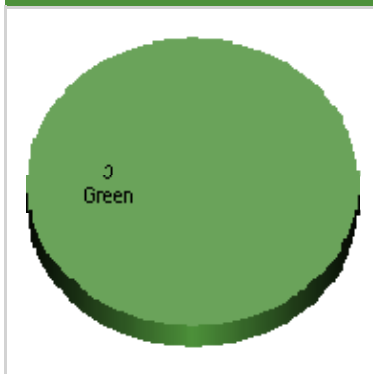
- ↓ Worsening Trend
- Static Trend
- ↑ Improving Trend

Action	Outcome	Current Period June 2013			
		% Complete	RAG	Trend	Comment
10.Document Management	Document Management introduced for Development Management	10	Green	→	Initial data collection from PCC, other NPAs and suppliers being analysed
20.Disaster Recovery	Data recovery assured in event of loss of HQ	25	Green	→	Servers being replicated at DR centre following recent system upgrades
30.PSBA Installation	Improved broadband connectivity across Authority	80	Green	↑	Carew now fully operational Waiting for installation dates for fibre at OYP
40.Security, network management, upgrades	Security, networks, software and equipment all operating effectively & securely	25	Green	→	Resignation of one member of staff may cause some delays. Recruitment underway for replacement.

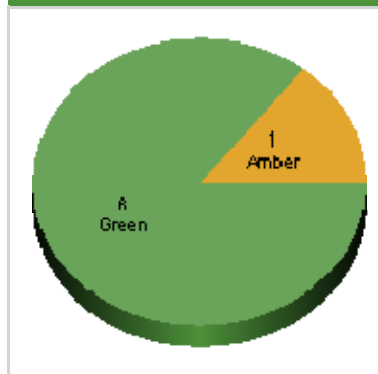
Performance Report

70.Comms & Marketing

Overall Measure RAG





Overall Action RAG



Measure	Unit of Measure	Current Period June 2013				
		Actual	Target	RAG	Trend	Comment
# Social Media A/cs	#	7938.00	7800.00	Green	↓	
% of positive / neutral media coverage ytd	#	98.10	80.00	Green	→	
Web Hits Ytd	#	78218.00	78000.00	Green	↓	

Action	Outcome	Current Period June 2013			
		% Complete	RAG	Trend	Comment
10.NPA stand at Urdd Eisteddfod	NPA presence at Urdd Eisteddfod	100	Green	→	Event completed - estimated over 5,000 visitor to stand during week
20.Coast to Coast newspaper and online app	Coast to Coast newspaper published and online app	80	Green	→	Distribution to all locations every week. App completed - over 3,000 downloads so far
30.Develop Marketing Plans for NPA visitor attractions and centres	Co-ordinated marketing across NPA		Green	→	Not intended to start until Wales Coast Path Contract is completed.
40.Review and re-launch Enjoy Pembrokeshire website	Improved Enjoy Pembrokeshire website	50	Green	→	Contractors working on revised design - next review due late August
50.Develop mobile version of NPA website	NPA website more accessible		Amber	→	Not due to start until Oct, and may be subject to funding and staff resources

60.NPA stand at Pembrokeshire County Show	Quality NPA presence at Pembrokeshire County Show	50	Green		All arrangements in place for Show
70. Coast to Coast 2014	Coast to Coast 2014 edition ready for distribution by Easter 2014	2	Green		Planning editorial commenced. Advertising sales due to start in Sept.