

**REPORT OF THE BUSINESS AND PERFORMANCE MANAGER**

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**SUBJECT:  
PERFORMANCE REPORT FOR THE PERIOD TO SEPTEMBER 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 September 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**

Appendices 1 and 2 to this report have been reproduced directly from the Ffynnon Performance reporting system and show the progress reports for the actions and measures in these outcomes. Actions relating to the Strategic Grant Letter are marked with SGL.

The full risk register appears in appendix 3.

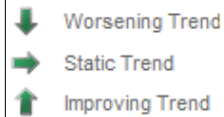
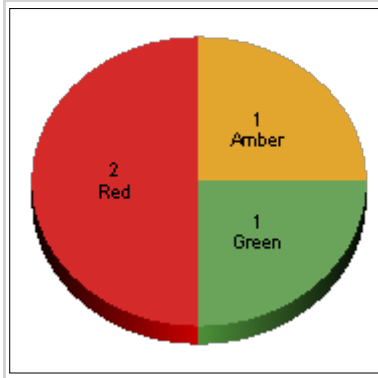
**Recommendation: Members are requested to RECEIVE and COMMENT on the Performance Report.**

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

# Performance Report

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

### Overall Action RAG

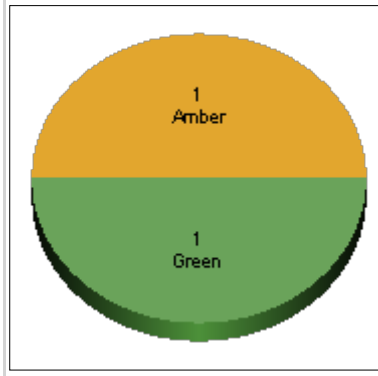


Action	Previous Period September 2012		Current Period October 2012			
	% Complete	RAG	% Complete	RAG	Trend	Comment
c Use all available Sustainable Development Fund	40	Red	55	Red	→	£89,300 remains uncommitted for 2012/13. Next SDF Committee 16 Jan. Taking part in PAVS funding surgery in Jan/Feb
d Install a new biomass boiler at Llanion HQ and investigate renewable energy	80	Green	100	Green	→	Boiler fully operational and using less fuel than expected
e Reduce energy consumption and carbon emissions by 3%	45	Amber	50	Red	↓	Overall consumption 6% above last year after 6 months
f Demonstrate the effectiveness of schemes already in place (SGL)		Amber		Amber	→	Not started

# Performance Report

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

## Overall Action RAG

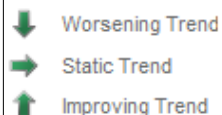
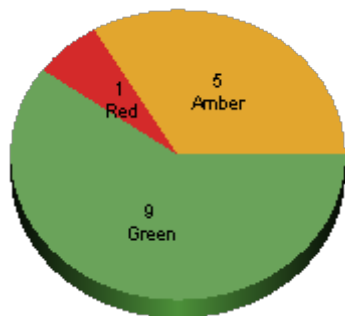


Action	Previous Period September 2012		Current Period October 2012			
	% Complete	RAG	% Complete	RAG	Trend	Comment
a Greater promotion of the contribution of the Park to the economy		Amber	5	Amber	→	Investigating possible survey
d Carry out a feasibility study into Geopark Status	40	Green	70	Green	→	Interim report received. Final report due November, subject to additional info about grants received by UK Geoparks being available

# Performance Report

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

### Overall Action RAG



Action	Previous Period September 2012		Current Period October 2012			
	% Complete	RAG	% Complete	RAG	Trend	Comment
a Improve the response times for both pre-application enquiries and planning applications (SGL)	50	Red	60	Amber	↑	Applications - 64% determined within 8 weeks ytd. 73% pre apps responded with 30 days ytd. 244 pre apps rcvd this year, 118 closed in average 24 days. Reasons for closure are recorded on 106 pre-apps, 22 do not need PP, 34 require a PP, a further 12 would be supported and 25 would probably not be supported, with the remainder requiring further information.
b Continue to engage with the Welsh Government's Planning Division in relation to the Planning Review of Protected Areas (SGL)	20	Green	20	Green	→	WG leading - waiting next stage
c Continue to implement efficiency savings, joint working, benchmarking and sharing experiences	40	Green	50	Green	→	Zero based budget review underway. Possible joint procurement of new finance system with Snowdonia. Savings anticipated from shared/outsourced legal services PSBA computer network being implemented providing improved service
d Improve performance management and include benchmarking data	25	Amber	30	Amber	→	Risk register now includes main service risks and reported to relevant review committees. Direction team now entering data directly. Corporate Strategy for 2013/4 being prepared.
e Develop ways to measure and improve our customer satisfaction levels	5	Amber	10	Red	↓	Working group reviewing customer service in Development Management and satisfaction survey now underway.
f Commence on a process of reviewing the effectiveness of our Support Services	20	Amber	40	Green	↑	GIS review reports to be considered by review group early November
g Introduce a formal scrutiny process	100	Green	100	Green	→	Scrutiny committee terms of reference approved. First review underway.
h Apply for accreditation of the Advanced Charter for Members	5	Green	10	Green	→	New criteria being considered by working group in Oct. Assessment to be carried out next year.

i Report on the health of Park ecosystems using methodology for state of the park reporting (SGL)	50	Green	50	Green	→	The NPA monitors change in the National Park in order to know whether nature conservation policies are working and whether they are collectively sufficient to achieve National Park purposes. We build a picture of ecosystem quality using: - data on the condition of designated wildlife sites and features (collated by the Countryside Council for Wales) - trend data relating to existing and future causes of change - impact data relating to the extent and quality of the National Park Authority's land management programme (see also Measures under Outcome 1)
j Implement principles outlined in the Strategic Policy Statement for Protected Areas in place by the end of 2012. (SGL)		Amber		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.	2	Green	5	Green	→	Scoping document being prepared. Priority is on PSBA implementation now underway.
l Implement new IT systems for HR.	20	Green	30	Green	→	Data being prepared for transfer to new system. Installation due 24th Oct. Anticipated go-live beginning Feb 2013
m Develop methodology to measure the quality and added value of the planning service (SGL)	1	Amber	1	Amber	→	Waiting for WG consultation exercise and other reports
n Work with Welsh Government to establish a new way of demonstrating progress and accountability by the Park Authorities (SGL)	5	Green	5	Green	→	WG to appoint consultants to prepare new outcome based approach and indicators
o Work towards achieving the Customer Service Excellence Standard by end 2012/13 (SGL)	1	Green	5	Amber	↓	Unlikely to proceed to applying for award this year, although criteria being used for review of services commencing with DM.

<b>Measure</b>	<b>Progress</b>
We receive a favourable Corporate Review by Wales Audit Office;	Positive report received and reported to previous meeting of this committee
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 underway for all decision notifications in October and November. Survey forms issued to all schools events, 'Your Park' events and for visitors to the centres.
We maintain our position as a good employer, with engagement levels remaining high	'Best Company' survey of staff underway.
We retain Investors in People in 2012	IIP retained in October.
Improvement in the number of valid complaints and compliments	9 complaints have been received so far this year (6 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 6 incidents have been recorded this year compared to 31 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	98% of media coverage is positive or neutral.

# Risk Register

Period: October 2012

## PCNPA RISK REGISTER

Risk	Probability	Impact	RAG	Comment
01. Incident due to tripping hazard etc on Coast Path leading to claim	Unlikely	Moderate	Green	Annual survey completed
02. Incident due to tripping hazard etc on other paths leading to claim	Unlikely	Moderate	Green	
03. Incident due to falling trees or branches in our property	Unlikely	Moderate	Green	Tree management policy being reviewed
04. Incident due to maintenance activities on sites, paths, grass cutting etc.	Unlikely	Moderate	Green	
05. Incident due to driver error/vehicle fault	Unlikely	Moderate	Green	Updated driver's handbook prepared
06. Incident due to condition on one of our properties or sites	Unlikely	Moderate	Green	
07. Incident caused by volunteers	Unlikely	Moderate	Green	
08. Incident to school children while involved in NPA provided activity	Unlikely	Moderate	Green	
09. Incident caused by livestock managed by NPA	Possible	Moderate	Amber	
10. Incident caused by faulty merchandise, food etc provided by NPA	Unlikely	Moderate	Green	
11. Incident caused by condition of NPA building	Unlikely	Moderate	Green	
12. Incident causing significant environmental damage	Unlikely	Severe	Amber	
13. Risk of significant reduction in funding	Unlikely	Moderate	Green	Draft WG budget indicates no change to NP grant for 2013/14
14. Risk of loss of major NPA building due to fire etc	Unlikely	Severe	Amber	
15. Risk of failing to comply with Local Government Measure	Unlikely	Moderate	Green	
16. Risk of major IT failure	Unlikely	Severe	Amber	PSBA project will provide additional resilience
17. Risk of loss of key documents	Unlikely	Moderate	Green	
18. Risk of major incident	Unlikely	Moderate	Green	
19. Risk of failing to deliver against Strategic Grant Letter targets	Unlikely	Moderate	Green	

20. Risk of flawed decision on planning application	Unlikely	Severe	Amber	
21. Risk of closure of pension fund	Unlikely	Moderate	Green	
22. Oriel y Parc financial performance	Unlikely	Minor	Green	
23 Failing to meet planning on Carew reception buildings	Unlikely	Minor	Green	Replacement buildings under construction
24. Risk of incident during badger cull	Unlikely	Minor		Closed
25. Risk of poor partner relationships affecting joint working	Unlikely	Moderate	Green	
26. Reputational risk caused by Solva accident	Likely	Severe	Red	
27. Solva accident claim exceeding insurance limit	Likely	Severe	Red	Court hearing likely in early 2013
28. Risk of failing to meet long term lease at Carew	Unlikely	Moderate	Green	
29. Failure to comply with new Welsh Language Standards	Possible	Moderate	Amber	
30. Failure to comply with Equalities legislation	Possible	Moderate	Amber	
31. Failure to retain liP	Unlikely	Minor	Green	liP retained
32. Risk of staff shortages in Direction due to special event or significant sickness etc	Unlikely	Moderate	Green	
33. Risk of staff shortages in Delivery due to special event or significant sickness etc	Unlikely	Moderate	Green	
34. Risk of staff shortages in corp srvces due to special event or significant sickness etc	Unlikely	Moderate	Green	
35. Risk of lack of capacity/skills of Direction staff for key work	Unlikely	Moderate	Green	
36. Risk of lack of capacity/skills for Delivery staff capacity/skills for key work	Unlikely	Moderate	Green	
37. Risk of lack of capacity/skills for Corp Svces staff for key work	Unlikely	Moderate	Green	
38. Failure to reduce CO2 emissions by 3% pa	Possible	Moderate	Amber	Increase in electricity usage in first half of year, but gas usage will drop significantly
39. Risk of poor decision making based on inaccurate GIS data	Possible	Moderate	Amber	
40. Risk of inappropriate or offensive behaviour by member of the public towards staff	Possible	Moderate	Amber	



41. Failure to provide affordable housing opportunities in accord with target	Likely	Moderate	Red	
42. Risk of unpopular planning decision on high profile development	Likely	Moderate	Red	
43. Failure to improve performance on speed of determining applications & provide quality service	Possible	Moderate	Amber	
44. Risk of failing to introduce enhanced web access & document management in reasonable time	Possible	Moderate	Amber	
45. Incident caused by faulty merchandise, provided by Cilrhedyn	Unlikely	Moderate	Green	
46. Failure to deliver Origins project at Castell Henllys	Unlikely	Moderate	Green	
47. Failure to agree new SLA with National Museum on OyP	Unlikely	Moderate	Green	Draft approved by NPA - now with NMW
48. Risk of intruder/virus attack on systems and website	Likely	Severe	Red	
49. Risk of PSBA project failing to deliver improvements	Unlikely	Moderate	Green	Infrastructure being installed
50. Failure of phone system	Possible	Severe	Red	
51. Risk of new HR system failing	Unlikely	Moderate	Green	Software installed, data conversion underway
52. Risk of new Finance system failing	Unlikely	Moderate	Green	
53. Failure to to allocate and spend use all of SDF fund	Possible	Moderate	Amber	£90,000 remaining to be allocated