

REPORT OF THE BUSINESS & PERFORMANCE MANAGER

SUBJECT: PERFORMANCE REPORT FOR THE PERIOD APRIL - DECEMBER 2013

Introduction

This Performance Report presents the progress during the first half of the year for the key actions and measures set out in the team plans within Corporate Services and also performance against the four Improvement Objectives set out in the Improvement Plan Part 1.

There attached appendices are produced from Ffynnon and highlight the key actions and measures within these areas of work. More information will be presented at the committee meeting.

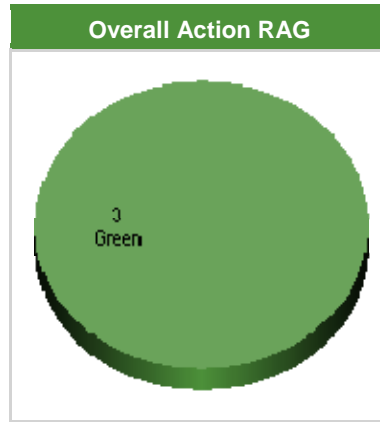
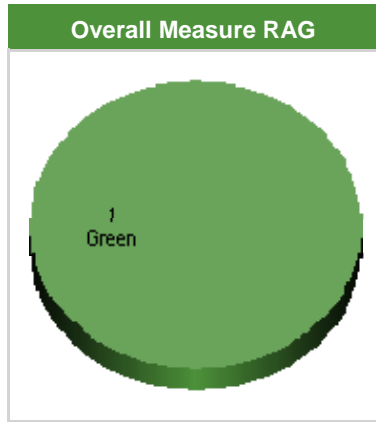
RECOMMENDATION:

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

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

Performance Report - Audit & Corporate Services

10.Finance



Worsening Trend
 Static Trend
 Improving Trend

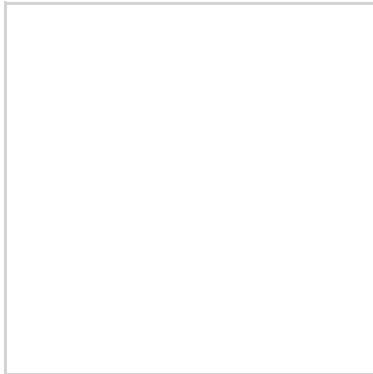
Measure	Unit of Measure	Previous Period October 2013	Current Period December 2013				
		Actual	Actual	Target	RAG	Trend	Comment
% Invoices Paid on time	%	99.09	97.87	97.00	Green		

Action	Previous Period October 2013	Current Period December 2013			
	% Complete	% Complete	RAG	Trend	Comment
10.Closure of 2012/13 Annual Accounts & ISA 260 report	100	100	Green		
20.Installation of new Accounts and EPOS systems	75	95	Green		New system live and training being provided for team leaders
30.Monthly Financial Management	58	80	Green		Draft budget being prepared for approval by February NPA

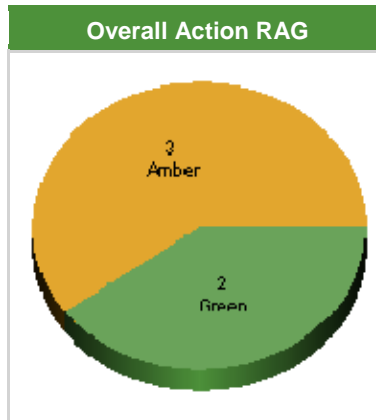
Performance Report - Audit & Corporate Services

20. Performance Management

Measure



Overall Action RAG

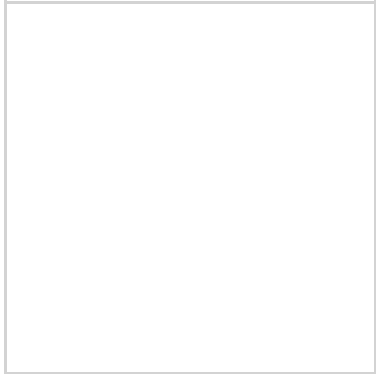


Action	Previous Period October 2013	Current Period December 2013			Comment
	% Complete	% Complete	RAG	Trend	
10. Publish Corporate Strategy & Improvement Plans	50	80	Green	→	Draft Improvement Plan 1 to February NPA for comment
20. Business Continuity Plans	15	30	Amber	→	Some progress in Tenby. Limited work on other continuity plans.
30. Public Liability Claim	10	90	Green	→	Settlement negotiated by insurers
40. Review of Corporate Strategy	10	15	Amber	→	Consultation strategy being prepared prior to major consultation process during 2014
50. Review of Outcome Measures			Amber	→	No further progress for WG. Presume process overtaken by Williams Commission

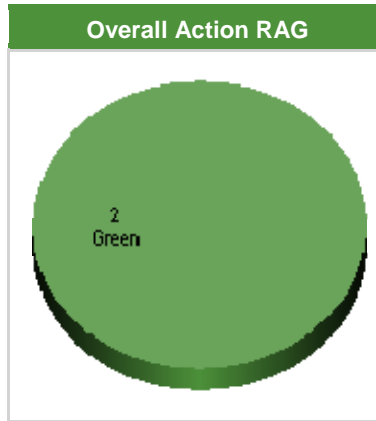
Performance Report - Audit & Corporate Services

30.SDF

Measure



Overall Action RAG

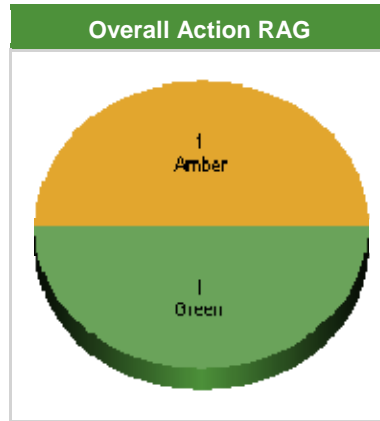
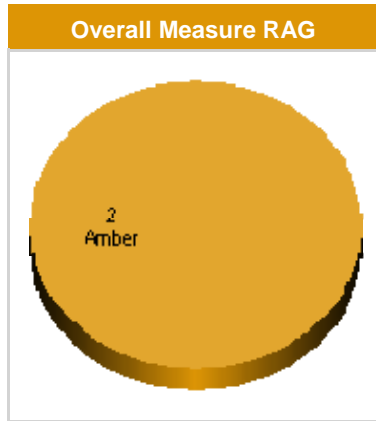


- ↓ Worsening Trend
- Static Trend
- ↑ Improving Trend

Action	Previous Period October 2013	Current Period December 2013			Comment
	% Complete	% Complete	RAG	Trend	
10.Commit all SDF funds	100	100	Green	→	Funds committed, underspend about £15k anticipated.
20.Monitor SDF Projects	50	70	Green	→	Quarterly reports requested.

Performance Report - Audit & Corporate Services

40. HR



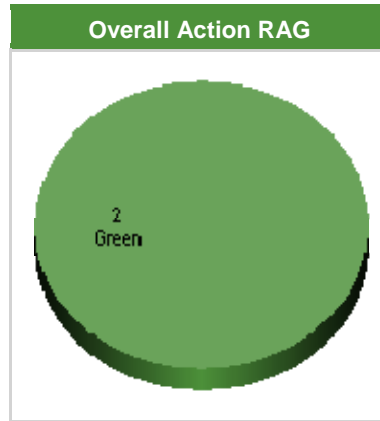
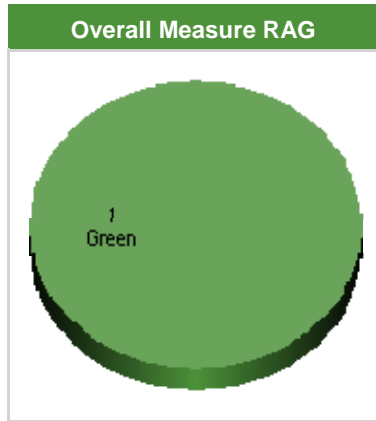
- ↓ Worsening Trend
- Static Trend
- ↑ Improving Trend

Measure	Unit of Measure	Previous Period October 2013	Current Period December 2013				
			Actual	Actual	Target	RAG	Trend
Days lost /fte qrtly	#	2.20	2.20	1.50	Amber	↓	
H&S Incidents	#	13.00	13.00	10.00	Amber	↑	No serious incidents reported

Action	Previous Period October 2013	Current Period December 2013			
		% Complete	RAG	Trend	Comment
10.HR System	70	75	Amber	→	Preparing to go live during January 2014.
20. Management Training Programme	90	95	Green	→	Group courses complete. Some individual courses continuing

Performance Report - Audit & Corporate Services

50.Democratic Services



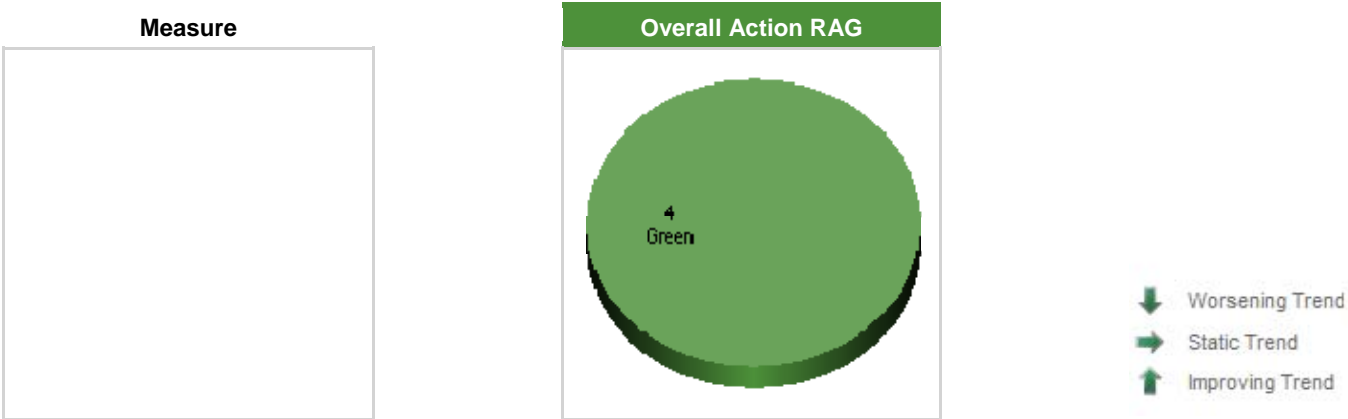
Worsening Trend
 Static Trend
 Improving Trend

Measure	Unit of Measure	Previous Period October 2013	Current Period December 2013				
		Actual	Actual	Target	RAG	Trend	Comment
Members attendance YTD	%	83.48	95.28	75.00	Green		

Action	Previous Period October 2013	Current Period December 2013			
	% Complete	% Complete	RAG	Trend	Comment
10.Members Charter	50	75	Green		Member training programme approved by working group, to be approved by NPA in Feb.
20.Socio-economic scrutiny	5	10	Green		First meeting 21st February

Performance Report - Audit & Corporate Services

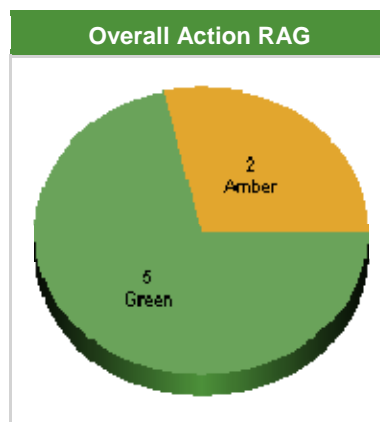
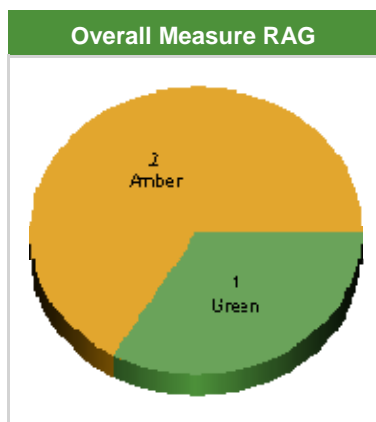
60. IT



Action	Previous Period October 2013	Current Period December 2013			Comment
	% Complete	% Complete	RAG	Trend	
10.Document Management	20	25	Green	→	Demonstration due end Jan. Initial costings being prepared
20.Disaster Recovery	50	60	Green	→	Preparing email server and other systems configuration
30.PSBA Installation	90	100	Green	→	Installation completed and operational
40.Security, network management, upgrades	58	75	Green	→	All systems functioning normally

Performance Report - Audit & Corporate Services

70.Comms & Marketing



Worsening Trend
 Static Trend
 Improving Trend

Measure	Unit of Measure	Previous Period October 2013	Current Period December 2013				
		Actual	Actual	Target	RAG	Trend	Comment
# Social Media A/cs	#	9450	10128	10200	Amber		
% of positive / neutral media coverage ytd	#	97.72	98.19	80.00	Green		
Web Hits Ytd	#	181433	213371	220000	Amber		

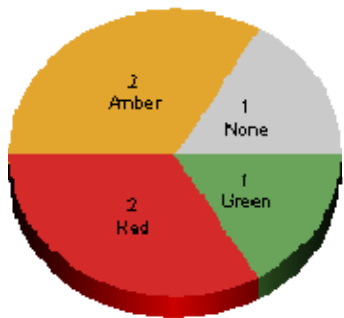
Action	Previous Period October 2013	Current Period December 2013			
	% Complete	% Complete	RAG	Trend	Comment
10.NPA stand at Urdd Eisteddfod	100	100	Green		
20.Coast to Coast newspaper and online app	80	100	Green		Advertising sales similar to last year, editorial nearing completion, distribution by end March
30.Develop Marketing Plans for NPA visitor attractions and centres			Amber		No further progress - on hold subject to budget limitations
40.Review and re-launch Enjoy Pembrokeshire website	80	90	Green		Web site completed, design being adapted to suit mobiles etc
50.Develop mobile version of NPA website			Amber		No further progress until Enjoy website completed

60.NPA stand at Pembrokeshire County Show	100	100	Green	➔	
70. Coast to Coast 2014	25	50	Green	➔	Advertising sales similar to last year, editorial nearing completion, printing contract finalised, distribution by end March

Performance Report - Improvement Plan Measures 2013/14

Outcome 1 - Conservation

Overall Measure RAG



Overall Action RAG



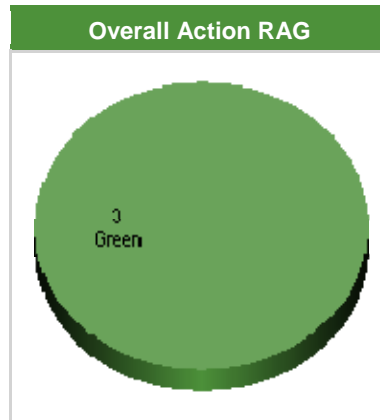
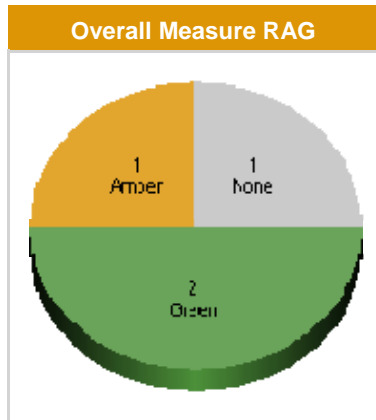
Measure	Unit of Measure	Previous Period September 2013	Current Period December 2013				
			Actual	Actual	Target	RAG	Trend
% of listed buildings at risk	#	3.87	3.87	7.00	Green	→	
% sites in good condition	%	71.43	70.00	75.00	Amber	↓	
10.No of Coed Cymru agreements ytd	#	0.00	0.00	14.00	Red	↓	
Area of land managed	Ha	1609.24	1632.44	2035.00	Red	→	
No of landowners assisted for agri schemes ytd	#	2.00	8.00	11.00	Amber	↑	
No of people at cultural events ytd	#	11274	12893				

Action	Previous Period September 2013	Current Period December 2013			
		% Complete	% Complete	RAG	Trend
20.Monitoring conservation information	30	50	Green	→	All sites visited, monitoring reporting underway.
30.Invasive Species	20	50	Green	→	1st Draft of strategy to be considered 3rd Feb 2014. Site specific actions also on target for

					completion by the end of the financial year.
40.Assist farmers to engage in agri schemes	20	60	Green	➔	Advice provided to 5 more farmers with one applying to Glastir, and two joining PCNPA schemes.
10.Conservation – Practical management	40	75	Green	➔	On target with work programme

Performance Report - Improvement Plan Measures 2013/14

Outcome 2 - Understanding



Worsening Trend
 Static Trend
 Improving Trend

Measure	Unit of Measure	Previous Period September 2013	Current Period December 2013				Comment
			Actual	Actual	Target	RAG	
% RoW open & to standard	%	78.77	78.77	85.00	Amber		
20.No of volunteers ytd	#	539	1047.00	600	Green		
No of people using paths ytd	%	0.00	0.00				Initial indications of a 14% increase on last year
Total Visitors YTD	#	208056	236815	226800	Green		

Action	Previous Period September 2013	Current Period December 2013			
		% Complete	% Complete	RAG	Trend
20.Survey Public Rights of Way	12	50	Green		Survey underway, alongside winter work programme. Now includes several permissive paths. 78% paths up to standard.
10.Manage Coast Path	50	75	Green		On target
20.Maintain Inland path network	40	75	Green		Programme on target

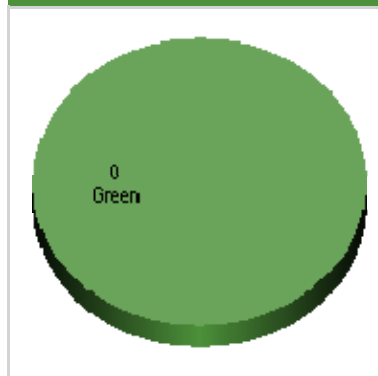
Performance Report - Improvement Plan Measures 2013/14

Outcome 3 - Socio-economic

Overall Measure RAG



Overall Action RAG



Measure	Unit of Measure	Previous Period September 2013	Current Period December 2013				Comment
		Actual	Actual	Target	RAG	Trend	
Affordable units as % of all approved	%	17.78	16.98	20.00	Amber	→	

Action	Previous Period September 2013	Current Period December 2013			
	% Complete	% Complete	RAG	Trend	Comment
10.Your Park	50	75	Green	→	2 John Muir leaders courses held - now 36 trained leaders. Marloes-St Davids School, Treginnis Farm, Elliots Hill all organising events independently.
20.Health/Walkability	50	75	Green	→	Over 1,800 participants this year
30.MOSAIC	50	75	Green	→	Mid project report shows MOSAIC performing well and likely to meet all project targets.
10.Pembrokeshire Tourism network	55	85	Green	→	-WG consultation on Regional Tourism Partnerships, PCNPA response to be drafted, with potential to include that of DPP -

					Destination Pembrokeshire Partnership action plan in development - BETS Sustainable buildings and tourism film editing in progress - Geovation challenge meeting with internal partners - StepJockey (calorie counting footpath walks) discussions with internal officers and contact made with the company.
60.LDP Annual Monitoring Report	20	100	Green	➔	Monitoring Report submitted Oct 2013.
20.Greenways	100	100	Green	➔	
40.Affordable Housing	25	100	Green	➔	Report finalised and recommendations being taken forward.
20.Socio-economic scrutiny	2	10	Green	➔	First meeting 21st February

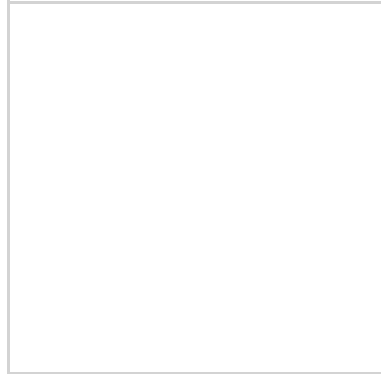
Performance Report - Improvement Plan Measures 2013/14

Outcome 4 - Governance

Overall Measure RAG



Action



- ↓ Worsening Trend
- Static Trend
- ↑ Improving Trend

Measure	Unit of Measure	Previous Period September 2013	Current Period December 2013				
			Actual	Actual	Target	RAG	Trend
% Apps determined in time ytd	%	75.00	75.45	70.00	Green	↓	
CO2 - Total emissions ytd	Kg	166601	255032	257600	Green	↓	
Members attendance YTD	%	81.87	95.28	75.00	Green	↑	