

REPORT OF THE BUSINESS & PERFORMANCE MANAGER

SUBJECT: PERFORMANCE REPORT FOR THE PERIOD APRIL - OCTOBER 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.

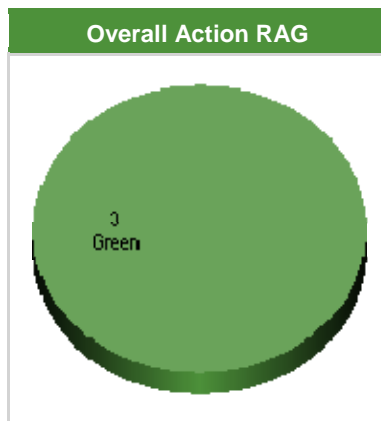
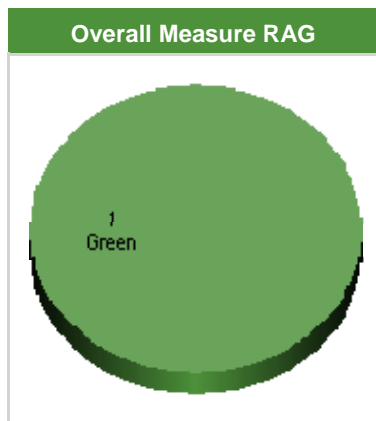
The attached appendices are produced from Ffynnon and highlight the key actions and measures within these areas of work. More information will be presented at the committee meeting.

RECOMMENDATION:

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

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

10.Finance



Worsening Trend
 Static Trend
 Improving Trend

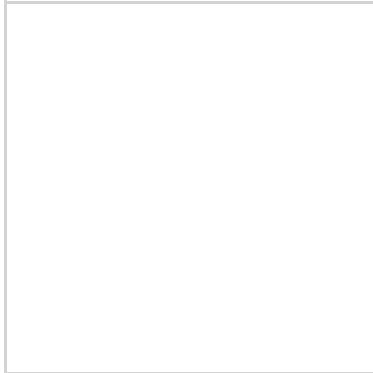
Measure	Unit of Measure	Previous Period July 2013	Current Period October 2013				
		Actual	Actual	Target	RAG	Trend	Comment
% Invoices Paid on time	%	97.52	99.09	97.00	Green		

Action	Previous Period July 2013	Current Period October 2013			
	% Complete	% Complete	RAG	Trend	Comment
10.Closure of 2012/13 Annual Accounts & ISA 260 report		100	Green		Accounts completed and full audit approval
20.Installation of new Accounts and EPOS systems		75	Green		Training nearing completion. Planning live running in November.
30.Monthly Financial Management		58	Green		Budget planning underway for 2014/15.

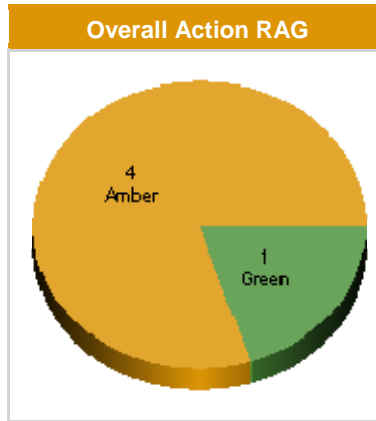
Performance Report - Audit & Corporate Services

20. Performance Management

Measure



Overall Action RAG

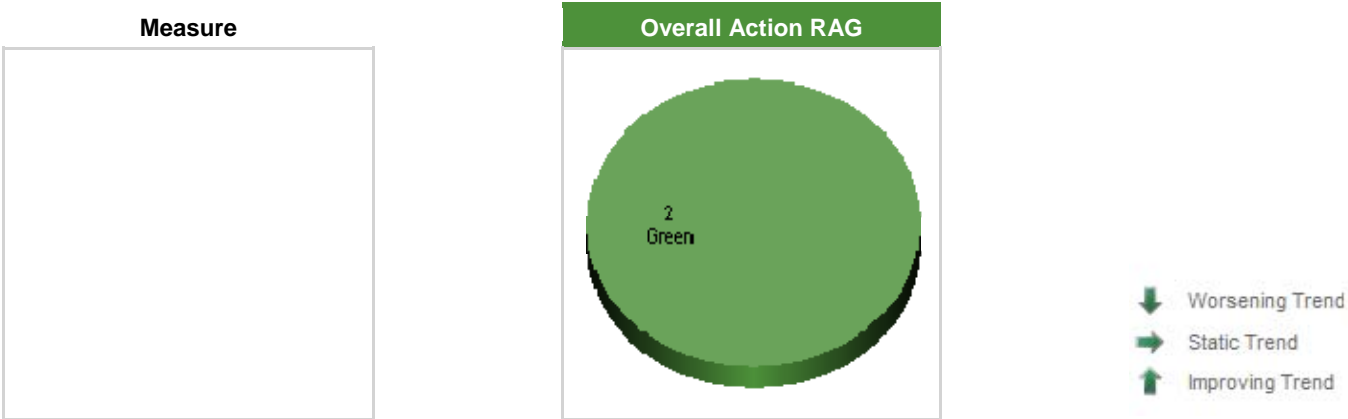


- ↓ Worsening Trend
- Static Trend
- ↑ Improving Trend

Action	Previous Period July 2013	Current Period October 2013			
	% Complete	% Complete	RAG	Trend	Comment
10.Publish Corporate Strategy & Improvement Plans		90	Green	→	IP2 approved by NPA, translation in progress.
20.Business Continuity Plans		15	Amber	→	IT recovery systems being upgraded in Tenby.
30.Public Liability Claim		10	Amber	→	Joint conference due end November
40.Review of Corporate Strategy		10	Amber	→	Being reviewed in light of budget implications.
50.Review of Outcome Measures			Amber	→	Subject to WG finalising new policy statement.

Performance Report - Audit & Corporate Services

30.SDF

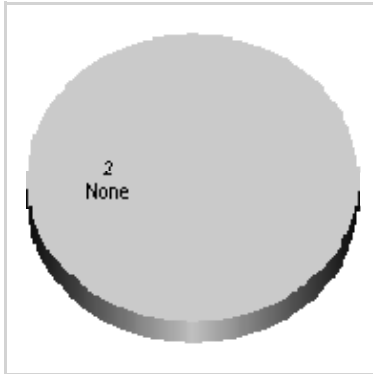


Action	Previous Period July 2013	Current Period October 2013			
	% Complete	% Complete	RAG	Trend	Comment
10.Commit all SDF funds		100	Green	→	All funds committed for this year although probable small underspend on some projects.
20.Monitor SDF Projects		50	Green	→	Quarterly reports received.

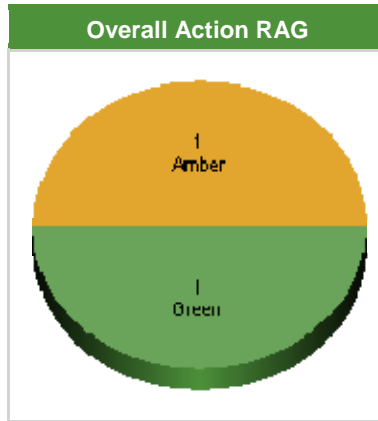
Performance Report - Audit & Corporate Services

40. HR

Measure



Overall Action RAG



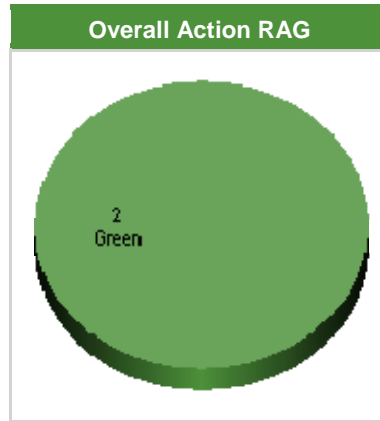
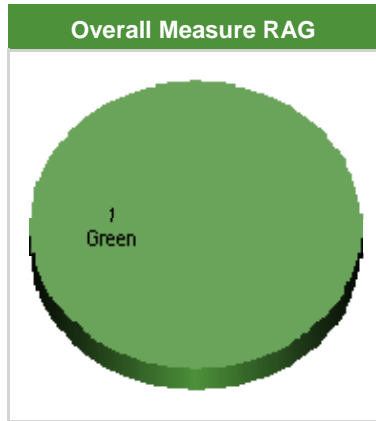
- ↓ Worsening Trend
- Static Trend
- ↑ Improving Trend

Measure	Unit of Measure	Previous Period July 2013	Current Period October 2013				
		Actual	Actual	Target	RAG	Trend	Comment
Days lost /fte qrtly	#	2.13	2.06	2.00	Amber	→	
H&S Incidents	#	12.00	16.00	10.00	Amber	→	One 3 day incident, no serious incidents

Action	Previous Period July 2013	Current Period October 2013			
	% Complete	% Complete	RAG	Trend	Comment
10.HR System		70	Amber	→	Preparing to go live in January 2014.
20. Management Training Programme		90	Green	→	Group courses completed. 3 staff members on individual courses and 6 are completing coaching courses. Further training available thru PCC programme.

Performance Report - Audit & Corporate Services

50.Democratic Services



- ↓ Worsening Trend
- Static Trend
- ↑ Improving Trend

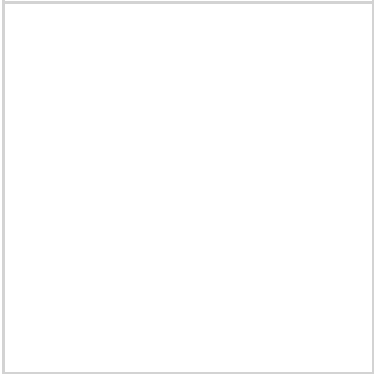
Measure	Unit of Measure	Previous Period July 2013	Current Period October 2013				Comment
		Actual	Actual	Target	RAG	Trend	
Members attendance YTD	%	82.11	83.48	75.00	Green	↑	

Action	Previous Period July 2013	Current Period October 2013			
	% Complete	% Complete	RAG	Trend	Comment
10.Members Charter		50	Green	→	Evidence being collected for submission in January.
20.Socio-economic scrutiny		5	Green	→	Investigating dates for first meeting with SNPA

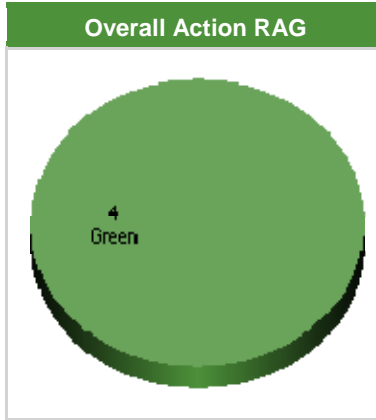
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60. IT

Measure



Overall Action RAG

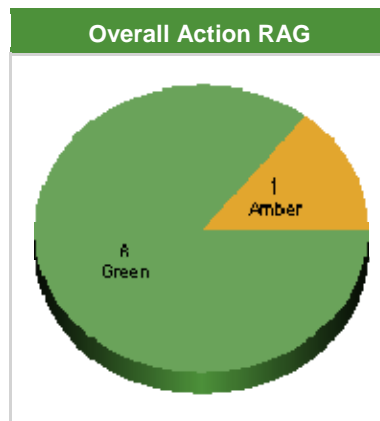
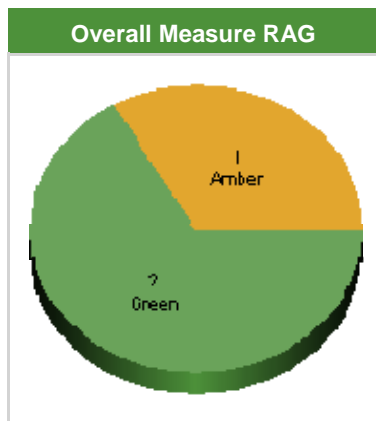


- ↓ Worsening Trend
- Static Trend
- ↑ Improving Trend

Action	Previous Period July 2013	Current Period October 2013			
	% Complete	% Complete	RAG	Trend	Comment
10.Document Management		20	Green	→	Meeting held with possible supplier & PCC.
20.Disaster Recovery		50	Green	→	Servers and systems software upgraded in Tenby.
30.PSBA Installation		90	Green	→	Installations & upgrades completed at all sites except OyP which is due in November.
40.Security, network management, upgrades		58	Green	→	All systems fully functioning

Performance Report - Audit & Corporate Services

70.Comms & Marketing



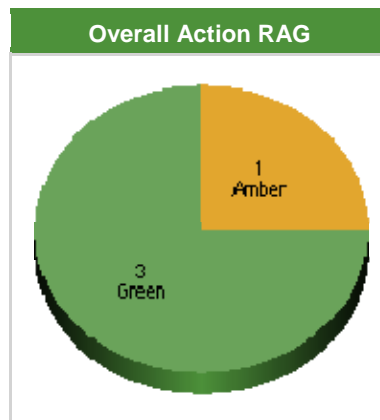
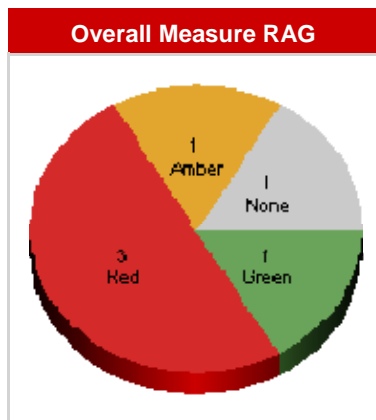
Worsening Trend
 Static Trend
 Improving Trend

Measure	Unit of Measure	Previous Period July 2013	Current Period October 2013				
		Actual	Actual	Target	RAG	Trend	Comment
# Social Media A/cs	#	8305.00	9450.00	9400.00	Green		
% of positive / neutral media coverage ytd	#	97.54	97.68	80.00	Green		
Web Hits Ytd	#	106336.00	163607.00	180000.00	Amber		

Action	Previous Period July 2013	Current Period October 2013			
	% Complete	% Complete	RAG	Trend	Comment
10.NPA stand at Urdd Eisteddfod	100	100	Green		
20.Coast to Coast newspaper and online app		100	Green		Distribution completed. Work commenced on 2014 edition.
30.Develop Marketing Plans for NPA visitor attractions and centres			Green		Not intended to start until Wales Coast Path Contract is completed.
40.Review and re-launch Enjoy Pembrokeshire website		80	Green		Design 90% complete, and 70% of the data entered.
50.Develop mobile version of NPA website			Amber		Investigation of technical solution will commence when Enjoy website complete.

60.NPA stand at Pembrokeshire County Show	50	100	Green	➔	
70. Coast to Coast 2014		25	Green	➔	Tenders for printing due early Nov. Advertising sales underway and showing demand, editorial being prepared.

Outcome 1 - Conservation



Worsening Trend
 Static Trend
 Improving Trend

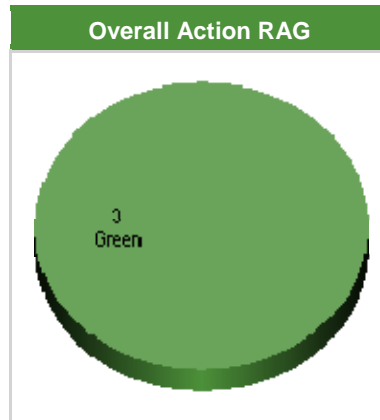
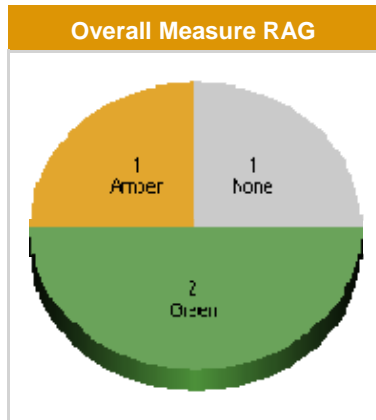
Measure	Unit of Measure	Previous Period June 2013	Current Period September 2013				
		Actual	Actual	Target	RAG	Trend	Comment
% of listed buildings at risk	#	3.87	3.87	7.00	Green		
% sites in good condition	%	83.33	71.43	75.00	Amber		
10.No of Coed Cymru agreements ytd	#	0.00	0.00	10.00	Red		Extended sick leave of Coed Cymru officer has resulted in no further progress
Area of land managed	Ha	1938.32	1609.24	2035.00	Red		Review of land managed underway, concentrating on actively managed sites
No of landowners assisted for agri schemes ytd	#	0.00	2.00	6.00	Red		No activity during first qtr due to staff illness.
No of people at cultural events ytd	#	503.00	2680.00				

Action	Previous Period June 2013	Current Period September 2013			
	% Complete	% Complete	RAG	Trend	Comment
20.Monitoring conservation information	15	30	Green		All 30 management agreements reviewed. Approx 10% of active sites reviewed
30.Invasive Species	5	20	Green		Strategic Project underway. Partnership now set up to identify

					specific areas and map the whereabouts of INNS. Site specific issues INNS work has been added to Area Warden work programmes for this year. £15,000 allocated to spend this financial year.
40.Assist farmers to engage in agri schemes	15	20	Amber	➔	Assistance to land owners to sign up new sites is reduced due to staffing difficulties and other priorities
10.Conservation – Practical management	25	40	Green	➔	Summer work programme limited as resources directed to Coast Path

Performance Report - Improvement Plan

Outcome 2 - Understanding



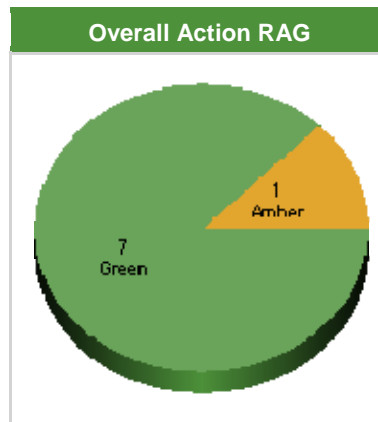
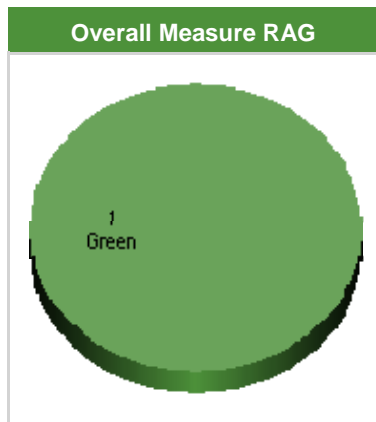
 Worsening Trend
 Static Trend
 Improving Trend

Measure	Unit of Measure	Previous Period June 2013	Current Period September 2013				
		Actual	Actual	Target	RAG	Trend	Comment
% RoW open & to standard	%	78.77	78.77	85.00	Amber	→	
20.No of volunteers ytd	#	275.00	466.00	400.00	Green	↓	
No of people using paths ytd	%	0.00	0.00				Initial indications of a 14% increase on last year
Total Visitors YTD	#	81639.00	208056.00	199650.00	Green	↑	

Action	Previous Period June 2013	Current Period September 2013			Comment
	% Complete	% Complete	RAG	Trend	
20.Survey Public Rights of Way	12	12	Green	→	Survey on hold over summer with priority to vegetation control
10.Manage Coast Path	25	50	Green	→	Vegetation growth has been exceptional this year requiring resources to be diverted from other work.
20.Maintain Inland path network	25	40	Green	→	On schedule - most work takes place in autumn/winter

Performance Report - Improvement Plan

Outcome 3 - Socio-economic



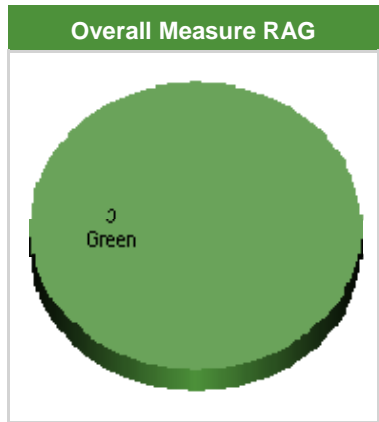
Measure	Unit of Measure	Previous Period June 2013	Current Period September 2013				
		Actual	Actual	Target	RAG	Trend	Comment
Affordable units as % of all approved	%	0.00	56.25	20.00	Green	→	

Action	Previous Period June 2013	Current Period September 2013			
	% Complete	% Complete	RAG	Trend	Comment
10.Your Park	25	50	Green	→	18 John Muir leaders trained, youth worker outdoor training sessions arranged for October.
20.Health/Walkability	25	50	Green	→	5 new walk leaders trained. Project officer is a team leader on Pembs exercise referral programme.
30.MOSAIC	25	50	Green	→	Mosaic annual meeting held in Snowdonia included 11 Pembrokeshire champions.
10.Pembrokeshire Tourism network	23	55	Green	→	- Liason with Gower AONB for bids to EST WG funding for sustainable tourism funding - Destination Pembrokeshire Partnership meeting attended key issues raised funding and action plan

60.LDP Annual Monitoring Report	15	20	Green	➔	Intend to report to NPA 23rd October 2013. Submission to WG by end of Oct 2013. Work underway.
20.Greenways	30	100	Green	➔	Increase of over 1800 passengers during the summer period (May to end September) despite cut of 1 day per week on one of the puffin Shuttle services due to WG funding cuts to PCC.
40.Affordable Housing	15	25	Amber	➔	Scrutiny Committee report to NPA for agreement on the 23rd of October 2013.
20.Socio-economic scrutiny	2	2	Green	➔	Delayed until affordable housing scrutiny completed

Performance Report - Improvement Plan

Outcome 4 - Governance



Action

- ↓ Worsening Trend
- Static Trend
- ↑ Improving Trend

Measure	Unit of Measure	Previous Period June 2013	Current Period September 2013				
		Actual	Actual	Target	RAG	Trend	Comment
% Apps determined in time ytd	%	71.03	75.00	70.00	Green	↑	
CO2 - Total emissions ytd	Kg	86463.93	161847.65	172900.00	Green	→	
Members attendance YTD	%	83.00	83.52	75.00	Green	↑	