

REPORT OF THE HEAD OF BUSINESS MANAGEMENT

SUBJECT:
PERFORMANCE REPORT FOR THE 2nd QUARTER OF THE YEAR 2011/12

Introduction

This report considers performance against the actions and measures for Corporate Outcome 8 for the period up to 30 September 2011

Corporate Strategy

The new Corporate Strategy sets out corporate outcome 8 as follows -

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 actions and measures outlined in the strategy for this outcome and the progress to date is as follows.

Action	Progress
a. Improve the response times for pre-application enquiries	Development planning section is now also dealing with pre app enquires with approximately 74% of applications replied to within 21 working day, (66% 1 st qtr).
b. Develop methodology to measure the quality and added value of the planning service	Initial draft prepared, being considered as part of possible POSoW all Wales project.
c. Develop State of the Park monitoring methodology	Integrated within review of National Park Management Plan completion due by end 2011.
d. Continue to implement efficiency savings, joint working, benchmarking and sharing experiences	Continuous – Cash savings of £26,000 secured. Staff retirements and restructuring underway resulting in savings of £85,000 this year and £150,000 in 2012/13.
e. Improve performance management	Preparation of Corporate Strategy for 2012 commenced. Ffynnon system being implemented based on corporate strategy

f. Develop the scrutiny role of Members	Scrutiny project with Brecon in progress with reviews of SDF and Rights of Way. Reported to NPA on 12 th Oct
g. Work towards advance charter for Members	Criteria agreed with WLGA, members' development programme in place but limited progress this quarter because of staff involvement in Scrutiny project.
h. Interim review of National Park Plan and develop a methodology for state of the park reporting by 2012/13	Draft report scheduled by end of 2011.

Measure	Progress
We receive a favourable Corporate Review by Wales Audit Office;	Favourable review received and presented to Audit & Corporate Services Review Committee in August
We meet the targets in Strategic Grant letter;	See separate report later on the agenda
Customer satisfaction levels are improving;	Awards received for Coast Path, Pant Maenog multi user trail, Castell Henllys Education. Education service feedback shows over 75% scoring high level of satisfaction.
We maintain our position as a good employer, with engagement levels remaining high	'Best Company' survey scheduled for November
We retain Investors in People in 2012	Formal inspection process will commence in 2012
Improvement in the number of valid complaints and compliments	5 complaints so far this year – 17 received last year.
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 although the majority are minor or a 'near miss'. Vehicle damage incidents have reduced.
The majority of our media coverage is positive or neutral	92% of media coverage is positive or neutral.

(For further information contact Alan Hare – Head of Business Management on ext 4810)