

REPORT OF THE PERFORMANCE AND COMPLIANCE CO-ORDINATOR

**SUBJECT: PERFORMANCE REPORT FOR THE PERIOD ENDING 31st
DECEMBER 2019**

Introduction

The performance report follows the structure of the Corporate and Resources Plan for 2019/20. This follows the approach of the Well-being of Future Generations Act with seven well-being objectives, with an additional section providing general governance information.

The following report presents the performance to date up to 31 December 2019 and includes quarter 1-3 statistics (April - December) for some data sets.

Where work streams, measures or actions relate to our S6 duty under the Environment (Wales) Act you will see the addition of an (S6) against these items.

Below is information on specific service areas, measures and actions.

LDP

The RAG for LDP preparation deviation from the dates specified in original Delivery Agreement in months is in Amber. The Authority had expected to have received the Inspector's Report by December 2019, this has been delayed. Matters Arising Changes have been published, the closing date for comment is March 13th 2020. This will be followed by adoption. The Delivery Agreement timetable for adoption is end of 2019/New Year 2020.

Planning

98.34% of planning applications ytd have been determined within time period required, above the target of 80. The average time taken to determine all applicants in days has remained in quarter 3 above the less than 67 days ytd target. Development Management had two officer vacancies between August and December 2019, and whilst consultants were used on a part time basis the vacant posts has had an impact on the performance figures. The two posts were filled in January 2020. 3 out of 27 Member made decisions have been made against office advice (recommendation) resulting in the Authority being above the less than 5% target and is showing Red in terms of RAG status. The number of planning applications approved has remained below the target, however there has been continued improvement since the quarter 1 figure of 75.82 to 80.39 ytd in quarter 3.

The number of enforcement cases investigated (within 84 days) ytd has remained at 100% from quarter 2 to quarter 3. Although there has been increases in the average time taken to investigate enforcement cases in days and the average time taken to

take enforcement action in days ytd between quarter 2 and quarter 3, performance remains significantly improved on last year for both measures. The planning enforcement project on agricultural dwellings and holiday lets has stalled due to the two job vacancies within the department resulting in insufficient staff resources to undertake this project. This project will be carried forward for delivery in 2020/21.

Website

The events plugin for the new website has being finalised, this will enable the Authority to take online bookings for its events and means a key issue that has delayed launch of the site has been overcome.

Parkwise

No Parkwise sessions were held in quarter 1 or 3, however sessions were delivered in quarter 2 to Tenby Museum staff and Fishguard Museum Staff. The Target has been reduced to 5 sessions following a half year review due to limited resources to promote and deliver during the year. Bookings have been taken for two sessions with the Retreats Group to be delivered in January and February. In December an internal PCNPA meeting discussed how Parkwise might be developed going forward with project brief completed.

Walkability and West Wales Walking for Well-being Project

Walkability has seen a fall in numbers compared to last year and targets for the scheme will be reviewed for 2020/21 to reflect that Walkability will focus on 3 core groups during this period. The West Wales Walking for Wellbeing project in Pembrokeshire initial project settings will be at Saundersfoot Surgery and with Flying Start in South Pembrokeshire.

Education

No outdoor training sessions for teachers were delivered in quarter 1 to quarter 3. This reflects that the Authority has not been able to deliver teacher training sessions outside of the Pembrokeshire Outdoor Schools Project this year. A new co-ordinator for Pembrokeshire Outdoor Schools was recruited in October. As part of the 2 year projects a programme of collaborative workshops (Professional Learning Communities PLC's) with teachers and bespoke (INSET) training for teachers will be delivered.

Engagement with Young People

Work to establish a 'youth board' within PCNPA has slowed down over the Autumn period. The current aim is to run a residential event for young people in February as a precursor to setting up the board in the spring. A number of young people have registered an interest in being part of the group.

Health and Safety

There have been three RIDDOR incidents ytd these related to Q1 and 2. Follow up actions have been identified and there were no further RIDDOR incidents in Q3.

RECOMMENDATION:

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

(For further information contact Mair Thomas, Performance and Compliance Co-ordinator)

Performance Report – Corporate Plan 2019/20 (April – December)

Well-being Objective - Prosperity								
Data Available Monthly								
Work Stream	Measure	2018/19 Dec	2019/20 Previous Period - Nov	2019/20 Current Period – December				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Planning Policy	LDP prep deviation from the dates specified in original Delivery Agreement in months	0	0	1	0	Amber	↓	Expected to have received the Inspector's Report by December 2019. This has been delayed. Matters Arising Changes have been published. Closing date for comment is March 13th 2020. This will be followed by Adoption. Delivery Agreement timetable for Adoption is End of 2019/New Year 2020.
Maintaining PROW: Tourist Asset	Pembrokeshire Coast Path – Trip Advisor Overall Rating 1-5	5	5	5	5	Green	→	
Tourism Engagement & New Audiences	# Main website users ytd	253,883	221,427	232,932	BM			
	# Main website page views ytd	914,403	1,223,436	1,259,663	BM			
Supporting Local Businesses	% Authority Spend locally ytd	49.79	52.24	52.57	BM			
	% Invoices paid on time ytd (Average)	96.14	97.60	97.26	97	Green	↓	

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data

Performance Report – Corporate Plan 2019/20 (April – December)

Data Available Quarterly								
Work Stream	Measure	2018/19 Q1 –Q3 (April – Dec)	2019/20 Q1 – Q2 (April - Sept)	2019/20 Current Period: Q1 – Q3 (April –December)				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Planning Service	% of all planning applications determined within time periods required ytd	88.24	97.83	98.34	80	Green	↑	Development Management had two officer vacancies between August and December 2019, and whilst consultants were used on a part time basis the vacant posts has clearly had an impact on the performance figures ‘ The two posts were filled in January 2020. 3 out of 27 decisions
	Average time taken to determine all planning applicants in days ytd	72.33	89.50	89.67	<67	Amber	↓	
	% of Member made decisions against officer advice (recommendation) ytd	5.56	8.33	11.11	<5	Red	↓	
	% of appeals dismissed ytd	100	66.67	71.43	>66	Green	↑	5 out of 7 appeals dismissed
	Applications for costs at section 78 appeal upheld in the reporting period ytd	0	0	0	0	Green	→	
	% of planning applications determined under delegated power ytd	95.59	91.34	92.54	BM			
	# planning applications	395	315	456	Trend			

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Performance Report – Corporate Plan 2019/20 (April – December)

	registered ytd							
	% of planning applications approved ytd	77.21	77.62	80.39	90	Amber	↑	
Maintaining PROW: Tourist Asset	% of PROW open and Accessible and Meeting the quality standard	86.90	86.92	86.83	85	Green	↓	Coast Path ytd – 63. IPROW ytd – 115.
	# concerns on PROW standards ytd	182	144	178	Trend			
Sustainable Tourism/ Recreation: Management and Promotion	# filming enquiry requests ytd	54	27	33	Trend			Locations ytd include: Castell Henllys and Newport Sands Foreshore, St Govans
	# filming enquiry licenses awarded ytd	13	4	4	Trend			
Tourism Engagement & New Audiences	# people engaged with through Summer Rangers business and general public networking activities ytd	N/A	278	278	BD			
	# attending pop up events ytd	2,098	1,202	1,202	BM			Year of the Sea themed events had positive impact on last year's figures.
	# Parkwise training sessions held ytd	5	2	2	4	Red	↓	Following half year assessment yearly target has been amended from 10 to 5. Fewer ParkWise sessions than planned this year. Bookings have been taken for two sessions with the Retreats Group to be delivered in January and February. In December internal PCNPA meeting discussed how Parkwise might be developed going forward with project brief

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Performance Report – Corporate Plan 2019/20 (April – December)

								completed.
	# Attendees at Parkwise training sessions ytd	34	11	11	35	Red	↓	Following half year assessment yearly target amended from 100 to 50. See above comment.
Supporting Local Businesses	# of stall holders participating in fairs and events at Oriel Y Parc and Carew ytd	249	92	185	Trend			Q3 - 56 stall holders at Carew Christmas Fayre and 37 stall holders at OYP Christmas Market.
	# of artists and craft makers supported at Oriel Y Parc ytd	15	15	21	Trend			
	# Sessions delivered with craftspeople sharing their skills at Castell Henllys ytd	N/A	3	4	BD			Q3 – Bone and Antler carving workshop. Measure being reviewed due to change in approach to using and developing staff skills to deliver sessions rather than external providers.
Employment Transformation	# Work experience and student placements with the Authority ytd	N/A	5	5	BD			Measure has been amended following review of work experience and student placement recording. Figures include two ongoing work experience placements with Warden at Castell Henllys in relation to Coleg Plas Dwbl students.
	# Office and Centre based volunteer days ytd	N/A	58	88	BD			Q3: Includes volunteer based in Llanion working on Changing Coast Project related activities
	# attending volunteer study/ training days ytd	72	98	131	BM			Q3 training included hedge laying training.

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Performance Report – Corporate Plan 2019/20 (April – December)

Action					
Work Stream	Action	2019/20 Previous Period - November	2019/20 Current Period – December		
		RAG	RAG	Trend	Comments
Maintaining PROW: Tourist Asset	The Digital Park Project.	Green	Green	→	Ongoing. Manager has been successfully deployed amongst the Warden Team and is being used across the Park. Have begun discussions with the Ranger Team to work out the best way to deploy this platform for Volunteer Practical work.
	Review adverse weather triggers and new standard operating procedure produced based on a more robust process.	Amber	Amber	→	Ongoing. Development of a model / process to aid the design of an app will be undertaken in January 2020.
Sustainable Tourism/ Recreation: Management and Promotion	Work with partners to develop a strategic approach to destination management that takes account of sustainability considerations.	Amber	Green	↑	Finalised Destination Management Plan (DMP) and proposed new Destination Management Organisation (DMO) are to be formally considered at the NPA meeting on the 5 th Feb before being discussed at PCC Cabinet on the 10 th Feb.
	Implementation plan for new destination branding.	Green	Green	→	Branding of NPA attractions is underway for 2020 season, a pilot range of merchandise has been produced and work has begun on developing ideas for roll-out of the main brand.
	Amend recreation plan to location monitoring document.	Green	Green	→	Swansea University engaged for research. Promote what we can manage document in place to be reviewed annually.
	Data mapping coastal/foreshore incidents.	Green	Green	→	Contributed to the multi-agency clean-up operation following the container spill at sea on 9 Dec. Rangers provided advice on locations and access, checked sites and advised on clean-up required and contributed to collecting and disposing of the spilled cargo.

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	Liaison with recreational groups and Pembrokeshire Coastal Forum.	Green	Green	→	In November Annual Cliff Climbing Liaison Group and Beach Liaison Group took place, both chaired by PCNPA and meeting held with Lamphey Community Council and interested parties about jetski management at Freshwater East.
Tourism Engagement and New Audiences	Rangers trained and delivering Parkwise sessions.	Amber	Amber	→	As previously noted we have done fewer Parkwise sessions than planned this year. Bookings have been taken for two sessions with the Retreats Group to be delivered in January and February. In December an internal PCNPA meeting discussed how Parkwise might be developed going forward - a project brief was completed. A planned consultative exercise with the tourism trade will inform next steps for Parkwise.
	Participation in Celtic Routes Project	Amber	Amber	→	Carmarthenshire Council) have issued a Public Relations and Social Media contract worth £90k to Working Word who are based in Cardiff and London. The next joint steering group meeting between Ireland and Wales is due to take place in January 2020 and a further update will be provided after this meeting.
	Delivery of Wales Coast Path Project.	Amber	Amber	→	NRW have been unable to confirm WCP marketing arrangements for 2020/21 and, as a result, PCNPA is considering extending the WCO Marketing Officer's contract until the end of March 2021 but this is subject to WG and/or NRW agreeing to fund any additional costs.
	Development and launch of new website.	Amber	Amber	→	Events plugin being finalised. Website to undergo internal testing while Welsh population takes place
Supporting Local Businesses	Really Wild Food Festival of OYP.	Amber	Green	↑	Steady number of applications for stalls. Further promotion planned for January 2020
	Work with partners to promote Pembrokeshire and the Park at the Royal Welsh Show.	Green	Green	→	Action Complete. Show presence successfully delivered (July).

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Employment Transformation	Engage with the Public Services Board's (PSB) Recruitment and Employment Transformation Framework project.	Green	Green	→	Authority has made a commitment through Pembrokeshire College to provide Work Experience placements.
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Performance Report – Corporate Plan 2019/20 (April – December)

Well-being Objective - Resilience								
Data Available Quarterly								
Work Stream	Measure	2018/19 Q1 –Q3 (April – Dec)	2019/20 Q1 – Q2 (April - Sept)	2019/20 Current Period: Q1 – Q3 (April – December)				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Land Management Service: Conservation (S6)	Conservation Sites - % in line with Management Plan ytd	100	100	100	100	Green	→	
	Hectares - Invasive species removed at source/ injected ytd	54.7	45.5	45.5	BM			
Planning Service: Protected Trees (S6)	# of applications for works to protected trees determined ytd	32	19	32	Trend			
	# of new tree preservation orders made ytd	5	2	2	Trend			
Looking after the Park's Ecosystem: Engagement & Volunteering (S6)	# volunteer days – Conservation ytd	632	624	908	BM			
	# volunteer days – invasive species work ytd	148	76.5	107.5	BM			

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Performance Report – Corporate Plan 2019/20 (April – December)

Action					
Work Stream	Action	2019/20 Previous Period - November	2019/20 Current Period – December		
		RAG	RAG	Trend	Comments
Biodiversity & Connectivity Projects (S6)	Paths, Plants and Pollinators (P3) Pilot Project	Green	Green	→	Ongoing. Practical work has now begun and the Pollinator Warden has begun the process of engaging with Volunteer Managers / Co-ordinators / Rangers, to start programming work. A new work recording app has been developed and deployed.
Looking after the Park's Ecosystem: Engagement & Volunteering (S6)	Stitch in Time (Phase 2) Project	Green	Green	→	Presentation to Cilgwyn Gardening Club on Himalayan balsam and pollinator-friendly gardening. Moylgrove Community Group – met with lead volunteer to survey areas where project can assist. St. Dogmael's lead volunteer met Project Officer and contractor on site at a site to assist with future balsam control strategy planning / survey.
Strategic & Partnerships: Conservation (S6)	Creation of Plan under s6 duty of the Environment Act setting out what actions the Authority proposes to maintain and enhance biodiversity, and promote resilience	Green	Green	→	Action is in place and documented in fulfilment of the requirements of the S6 duty. A signposting document was approved by NPA on 16th October 2019. The document shows how existing PCNPA documents fulfil the duty. Actions are also flagged as contributing to the duty in Ffynnon.
	Contribute to opportunities to influence UK and Welsh policy on Land Management following withdrawal from the EU	Green	Green	→	3 Welsh National Parks submitted joint response to Welsh Government's consultation on "Sustainable Farming and our Land - Revised proposals for supporting Welsh farmers after Brexit." Chief Executive attending Welsh Government Environmental Governance Task and Finish Group Meetings and Brexit round table meetings.

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	Participation with Pembrokeshire Nature Partnership	Green	Green	→	The Pembrokeshire Nature Partnership provides a strategic overview and forum for collaboration in implementing EU, UK, Welsh and local priorities for biodiversity action via the Nature Recovery Plan for Pembrokeshire. PCNPA continues to attend Partnership meetings and to agree the allocation biodiversity small grants via the Partnership.
	Participation with Pembrokeshire Grazing Network and Pembrokeshire Wildfire Group	Green	Green	→	Firebreak cutting programme (Pembrokeshire Wildfire Group) in progress.

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Performance Report – Corporate Plan 2019/20 (April – December)

Well-being Objective – Health & Well-being

Data Available Monthly								
Work Stream	Measure	2018/19 Dec	2019/20 Previous Period - November	2019/20 Current Period – December				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Promotion of Health Benefits of the Park	# web walks downloaded ytd	34,234	34,393	35,770	Trend			4.5% increase on last year ytd. Most popular downloads ytd Stackpole Head (Half Day) 738, Bosherton St Govan (Half Day) 622, Angle (Half Day) 738.

Data Available Quarterly								
Work Stream	Measure	2018/19 Q1 – Q3 (April – Dec)	2019/20 Q1- Q2 (April - Sep)	2019/20 Current Period: Q1 – Q3 (April – December)				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Supported Walking Opportunities	# Participants Walkability Scheme sessions ytd	1,411	669	927	1000	Amber	↓	Yearly target 2000. Q3 participants include: Exercise referral central and north, MIND, Open Walkability Group, Flying Start Centre, Volunteers, Value Independence
	# participants in walks led by rangers, centre staff and volunteers ytd	2,378	2,149	2,550	BM			
	# group leaders trained through Walk leader training sessions ytd	18	12	12	10	Green	↓	Yearly target 14. No training delivered in quarter 2 and 3 however through the West Wales

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Performance Report – Corporate Plan 2019/20 (April – December)

								Walking for Well-being Project there will be 'training the trainer' as part of health walk training that will enable the project to train a team of volunteers to deliver walking activity.
Promotion of Health Benefits of the Park	# of people using footpath (from fixed counters) ytd	150,284	-	-	Trend			Awaiting September and quarter 3 figures from external company. Q1 figure for 2019/20 70,714 compared to 56,012 in 2018/19.
Health and Well-being Initiatives & Projects	# Volunteer Days ytd	1,604	1,679	2,237	BM			39% increase ytd on last year.
	# participants in volunteering and social action sessions involving physical activity ytd	N/A	1,779	2,321.5	BD			
Outdoor Schools and Play	# Participants in outdoor learning sessions ytd	7,345	5,005	7,019	BM			
	% schools in National Park engaged with outdoor learning activities ytd	60.00	53.85	69.23	BM			
	% Schools in Pembrokeshire engaged with outdoor learning activities	59.38	53.97	68.25	BM			
	# Outdoor training sessions for teachers ytd	3	0	0	7	Red	→	Yearly Target 10. As part of the 2 year Pembrokeshire Outdoor School projects a programme of collaborative workshops (Professional Learning Communities PLC's) with teachers and bespoke (INSET) training for

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Performance Report – Corporate Plan 2019/20 (April – December)

								teachers will be delivered.
	# Teachers trained in outdoor learning ytd	23	0	0	37	Red	→	Yearly target 50. See above comment.
Planning: Affordable Housing	% of Housing Units approved that are Affordable ytd	36.67	25.88	36.45	N/A			
	# Affordable Housing Units Approved ytd	66	22	39	N/A			

Action					
Work Stream	Action	2019/20 Previous Period - November	2019/20 Current Period – December		
		RAG	RAG	Trend	Comments
Strategic and Partnerships: Health & Well-being	Work with WWNBHN and Public Health Wales. Development of evidence base to support health and well-being policy and project work.	Green	Green	→	Attended Public Health Wales workshop to organise a green/social prescribing event in January. On core group. PCNPA are also offering some funding towards this event.
Supported Walking Opportunities	Let's Walk Pembrokeshire - Walking Festival	Green	Green	→	Action Complete. Walking Festival event happened on 12 May. Event coordinated and promoted by the Wales Coast Path Ramblers Cymru team. Feedback will be used for developing next event.
	Walkability (Phase 2): The West Wales Walking for Wellbeing - GP referral focused project	Green	Green	→	The West Wales Walking for Wellbeing completed recruitment of the 3 County Coordinators in December and submitted a progress report to the Welsh Government Healthy and Active Fund board, this included a request to review the budget in line with the delivery timeframe agreed for the project. The project has commissioned health walk leader training from Paths for All, the Scottish agency with oversight for

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Performance Report – Corporate Plan 2019/20 (April – December)

					health walks in Scotland. The 'training the trainer' element of this will enable the project to train a team of volunteers to deliver walking activity. In Pembrokeshire initial project settings will be at Saundersfoot Surgery and with Flying Start in South Pembrokeshire.
Health and Well-being Initiatives & Projects	Delivery of Pathways Project	Green	Green	→	The revised project end date is 31st March 2021. The project budget was reviewed to allow for this 6 month extension to the original timescale. The project steering group agreed to include a new volunteer group focussed on provided supported volunteering opportunities in the South Pems area from February. A paper and presentation was submitted to the Operational Review Committee in December looking at project progress.
Engagement Action Plan: Volunteering	Development of volunteer forum, volunteer policy and action plan	Green	Green	→	Next forum meeting scheduled for February. Presentation to volunteer line managers to let them know about the forum, its purpose and to encourage volunteer participation.
Outdoor Schools and Play	Pembrokeshire Outdoor Schools (Phase 2)	Green	Green	→	The Outdoor Schools project officer is now in post (on a 2 year full-time contract). In November and December time was spent meeting Outdoor Schools partners across Pembrokeshire and reviewing the Action Plan for PODS.

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Performance Report – Corporate Plan 2019/20 (April – December)

Well-being Objective - Equality

Data Available Monthly								
Work Stream	Measure	2018/19 December	2019/20 Previous Period - November	2019/20 Current Period – December				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Landscapes for All: Inclusive Experiences	# of Web Wheelchair walks downloaded ytd	3,397	3,514	3,630	Trend			6.9% increase on last year. Most popular downloads ytd: Abereiddi Blue Lagoon - 481, Stack Rocks to St Govan's - 300, Fishguard Fort - 225.

Data Available Quarterly								
Work Stream	Measure	2018/19 Q1 –Q3 (April – Dec)	2019/20 Q1- Q2 (April - Sept)	2019/20 Current Period: Q1 – Q3 (April – December)				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Strategic Equality	# Equality Impact Assessments Screenings Completed ytd	0	0	0	Trend			
	# Equality Impact Assessments Completed ytd	1	1	2	Trend			Q3: EIA (Evidence and Consultation document) - on draft Equality Plan. Q1: EIA on revised NPMP for consultation.
	% Workforce Equality Monitoring Information Completed in Pobl y Parc ytd	77	78.1	78.6	70	Green	↑	

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data

Performance Report – Corporate Plan 2019/20 (April – December)

Landscapes for All: Social Inclusion	# People engaged with through Social Inclusion Work ytd	3,892	1,993	2,549	BM			
	# of participants engaged with through social inclusion work with young people ytd	973	527	612	Trend			
	# of active Youth Rangers this quarter	7 (Q3)	11 (Q2)	13 (Q3)	10	Green	↑	

Action					
Work Stream	Action	2019/20 Previous Period - September	2019/20 Current Period – October		
			RAG	RAG	Trend
Strategic Equality	Revision of Equality Plan and Objectives and participation in multi-agency regional consultation	Green	Green	→	Draft Equality Plan went to NPA for Members to discuss. Meeting with EHRC in terms of their expectations for Public Bodies in terms of objectives and plans.
	Gender pay gap analysis and analysis of wider recruitment and employment data carried out	Green	Green	→	Gender Pay Gap data, workforce and recruitment data used to inform drafting and development of draft equality plan 2020-24 and associated evidence and feedback document/ EQIA for the plan.
	Equality Impact Assessment of National Park Management Plan	Green	Green	→	Final Equality Impact Assessment agreed at NPA 11/12/19. Areas identified for further collaboration during the Management Plan period.
Landscapes for All: Social Inclusion	Involve education/ social inclusion groups in wattleing and daubing opportunities for the round house at Castell Henllys (Project)	Green	Green	→	All daubing projects now complete

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Performance Report – Corporate Plan 2019/20 (April – December)

Landscapes for All: Inclusive Experiences	Experiences for All (Includes Walks for All) Project and Access and Inclusion Audit and Review	Amber	Green	↑	Plan to put tender out for bids in progress
Engagement Action Plan: Young People	Future Governance Project for Young People	Amber	Amber	→	Work to establish a 'youth board' within PCNPA has slowed down over the Autumn period. The current aim is to run a residential event for young people in February as a precursor to setting up the board in the spring. A number of young people have registered an interest in being part of the group.

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Performance Report – Corporate Plan 2019/20 (April – December)

Well-being Objective - Communities

Data Available Monthly								
Work Stream	Measure	2018/19 Dec	2019/20 Previous Period - Nov	2019/20 Current Period – December				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Engagement Action Plan: Methods	# Social Media Followers	41,334	44,665	44,764	41,600	Green	↓	Yearly target of 45,000. Measure being reviewed.

Data Available Quarterly								
Work Stream	Measure	2018/19 Q1 –Q3 (April – Dec)	2019/20 Q1-Q2 (April - Sept)	2019/20 Current Period: Q1 – Q3 (April – December)				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Community Engagement and Projects	# Community projects/ Engagement Activities ytd	535	522	656	BM			
	# social action participant days ytd	506	355	410	BM			
	# Active Voluntary Wardens this quarter	50	60	64	55	Green	↑	
	# Community events and fairs held at Centres ytd	11	8	12	BM			
	# Community Groups involved with Invasive Species work this quarter	25 (Q3)	4 (Q2)	3 (Q3)	BM			Cilgwyn Gardening Club, Moylgrove Community Group, St. Dogmael's Community Group

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Performance Report – Corporate Plan 2019/20 (April – December)

	# Community groups using Oriel y Parc this quarter	4 (Q3)	8 (Q2)	9 (Q3)	BM			Names of Groups: Art Group, BrushStrokes, Criw Celf Masterclass, Friends of Oriel y Parc, History Club, Memory Club, Plantos Penfro, Stitchy Witches, Vacation Club
Sustainable Development Fund	% SDF allocated ytd	24.1	92.14	92.14	75	Green	↓	100 - Yearly Target. No SDF Committee held in Q3, next Committee due to be held in January 2020. SDF Committee 10 April: SDF/2019/2 Family Explorers £19,000.3. 3 July SDF Committee: SDF/2019/3 Sustainable Printing £20,428, SDF/2019/4 St David's Old Farmhouse Brewery £24,613.09. £4.5 k allocated via Little Green Grants.
Planning Service: Enforcement	% of enforcement cases investigated (within 84 days) ytd	76.88	100	100	BM			
	Average time taken to investigate enforcement cases in days ytd	193.67	24	38.33	BM			
	Average time taken to take enforcement action in days ytd	372.33	84	91.67	BM			
	# retrospective planning applications registered ytd	26	7	7	Trend			

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data

Performance Report – Corporate Plan 2019/20 (April – December)

Action					
Work Stream	Action	2019/20 Previous Period - Nov	2019/20 Current Period – December		
		RAG	RAG	Trend	Comments
Strategic: National Park Management Plan (S6)	Revision of National Park Management Plan	Green	Green	→	Final documents agreed at NPA 11/12/19. Readying for publication online. Action plan to follow.
Engagement Action Plan: Methods	Pilot of new engagement methods identified in engagement action plan	Green	Green	→	Engagement Action Plan meeting held in November. Discussion in relation to developing digital and also easy read documents to help communicate Plans and policies. Easy read document proposal included in list of draft projects provided to Members as part of Budget Workshop.
	Review of how we monitor social media engagement.	Green	Green	→	Will form part of discussion with communications as part of development of Corporate Plan 2020/21 in new year. Recommendation that we move from monitoring followers indicators to focusing on social media campaigns and assessing achievement of its goals through relevant metrics.
Community Engagement and Projects	Farming the Past project with Young Farmers and other community archaeology projects	Green	Green	→	The Community Archaeologist attended the Young Farmers Club Christmas Market at Llawhaden Village Hall. During the event, the Community Archaeologist put on a display table to showcase the National Park's historic environment and also highlight opportunities. The Community Archaeologist was supported by a volunteer.
	Carew Castle Walled Garden Volunteering Project.	Green	Green	→	The next few months will be quiet in the walled garden. Some of our volunteers have joined other teams until the New Year.

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data

Performance Report – Corporate Plan 2019/20 (April – December)

Planning Service: Enforcement	Planning enforcement project - agricultural dwellings and holiday lets.	Red	Red	→	With vacant posts and sickness in DM it has not been possible to undertake this project and the project will roll forward to 2020/2021.
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Snapshot of Authority Engagement Work with Communities (October - December)			
North and boundary areas of the Park	Rangers: Ranger attended Newport & Nevern moorings committee meetings.	Rangers: Voluntary Wardens North planting trees at Brynberian.	Rangers: Apple juicing event with Point Youth Group.
West and boundary areas of the Park	Rangers: Voluntary Wardens North West Fence realignment for coast path at Aberfelin.	Event: Oriol y Parc Christmas Market with a range of stalls selling local food and crafts.	Pathway Volunteers: Pathway Volunteers creating pollinator banks at Penberry.
South and boundary areas of the Park	Event: 1,069 people attended the Christmas Fayre at Carew.	Rangers: Voluntary Wardens South tree planting in Carew Community Council area.	Rangers: Volunteers and Friends of the National Park removing sycamore/buckthorn from dunes at Freshwater East.
Communities Outside of the Park or Park Wide Area	Community Archaeologist: Archaeology display at Llawhaden Village Hall for Young Farmers Christmas fair.	Engagement: Volunteer Forum meeting held at Haverfordwest Archives.	Community Archaeologist: Beneath our feet drop in session for people to bring in object they have found at Narberth Museum in partnership with DAT and Narberth Museum volunteers.
Social Inclusion/ Health and Well-being	Walkability: 2 Mobility Walk's delivered in Saundersfoot.	Pathways Project: Pathways Volunteers carried out fencing at Blackpoint, Broad Haven.	Discovery: Sessions with MIND and Value Independence contributing to achieving John Muir Awards.

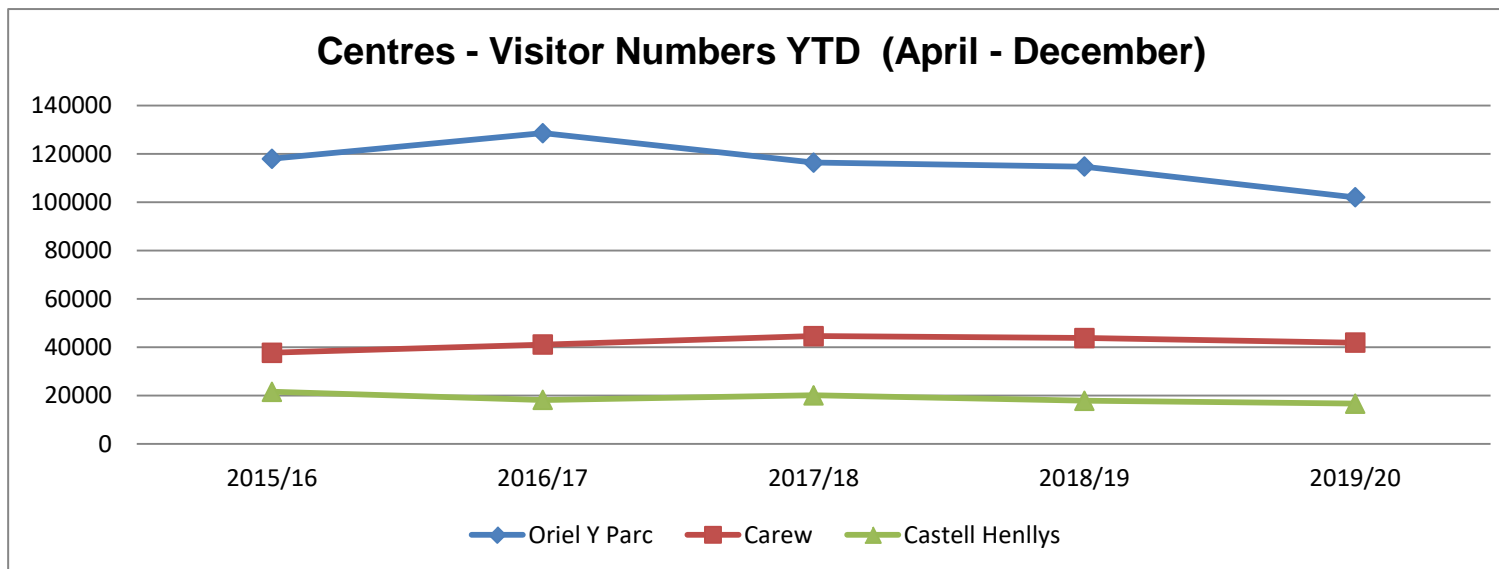
↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data

Performance Report – Corporate Plan 2019/20 (April – December)

Well-being Objective - Culture								
Data Available Monthly								
Work Stream	Measure	2018/19 Dec	2019/20 Previous Period - Nov	2019/20 Current Period – December				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Historic Inspiration & Experiences	Carew Trip Advisor Rating 1-5	4.5	4.5	4.5	4.5	Green	→	
	Castell Henllys Trip Advisor Rating 1-5	4.5	4.5	4.5	4.5	Green	→	
	# Visitors to Carew ytd	43,846	41,828	41,884	BM			4.5% decrease ytd compared to last year.
	# Visitors to Castell Henllys ytd	17,900	16,675	16,709	BM			6.7% decrease ytd compared to last year.
Art: Inspiration & Engagement	# Gallery visitors ytd	18,972	22,757	23,680	BM			24.8% increase ytd compared to last year.
	# Visitors to OYP ytd	114,737	97,120	102,003	BM			11% decrease ytd compared to last year.
	Oriel y Parc Trip Advisor Rating 1-5	4.5	4.5	4.5	4.5	Green	→	
Community Archaeology	# of sites of historic interest communities involved with ytd	123	28	29	BM			A meeting was held to discuss a community project to restore historic ponds at Bangeston. Measure to be reviewed with new Community Archaeologist for 20/21 corporate plan.

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data

Performance Report – Corporate Plan 2019/20 (April – December)



Data Available Quarterly								
Work Stream	Measure	2018/19	2019/20	2019/20 Current Period: Q1 – Q3 (April – December)				
		Q1 –Q3 (April – Dec)	Q1 – Q2 (April - Sept)	Actual	Target	RAG	Trend	Comments
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Historic Inspiration & Experiences	# participants in historical activities and events ytd	13,491	14,690	15,426	BM			
	Castell Henllys - # participants engaged with through education programme ytd	3,165	2,125	3,317	BM			
	Carew - # participants engaged with through education programme	1,268	1,032	1,296	BM			

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Performance Report – Corporate Plan 2019/20 (April – December)

	ytd							
Planning: Historic Buildings	% Buildings at Risk	4.8	4.8	5	<6	Green	↓	
Community Archaeology	# of historic sites where conditions have improved through community involvement	N/A	4	9	BD			A meeting was held to discuss a community conservation project around a well in the St David's area - Ffynon Faiddog. Work to produce reconstructive digital artwork for the panel at St Patrick's Chapel Whitesands was commissioned and a site meeting was held with the contractor. A meeting to discuss a community excavation at the promontory fort of Caerfai/ Penpleidiau during 2020 was held. Standing stones on land near Fishguard were surveyed and recorded with the landowner. A meeting was held at St Non's Chapel to discuss improvements to the footpath.
Welsh Language Strategy	# Staff who have completed Welsh work online course ytd	N/A	0	-	Trend			Awaiting update from external company.
	% of Welsh language level information completed on Pobl y Parc ytd	N/A	49.3	50.5	BD			
	# Activities and events delivered in Welsh ytd	42	24	28	BM			
	# participants in events and activities delivered in Welsh ytd	482	192	225	BM			

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data

Performance Report – Corporate Plan 2019/20 (April – December)

	# Education programme sessions delivered in Welsh ytd	68	41	66	BM			
	# participants attending education programme sessions delivered in Welsh ytd	1,936	1,007	1,919	BM			

Action					
Work Stream	Action	2019/20 Previous Period - Nov	2019/20 Current Period – December		
		RAG	RAG	Trend	Comments
Historic Inspiration & Experiences	Carew Castle Walled Garden Development	Green	Green	→	Snagging is still on going.
	Castell Henllys second round house build and wider infrastructure work	Green	Amber	↓	Castell Henllys Gatehouse – Feasibility Sketch Proposals from Consultant received, scheme proposals to be agreed.
	Sanford education award application - Castell Henllys	Green	Green	→	First draft of application form completed- will talk to staff for additions to the form.
Art: Inspiration & Engagement	Delivery of Criw Celf project, increasing access to the arts for school children at Oriel y Parc	Green	Green	→	Current round of Criw Celf completed. All paperwork completed and submitted. Invoice raised. Planning for 2020 to take place in January.
Community Archaeology	Delivery of Heritage Guardians/ Arwyr Amser Project	Green	Green	→	The Community Archaeologist and Education Ranger held meetings with Ysgol Croesgoch and Ysgol Penrhyn Dewi regarding carrying out Heritage Guardians Sessions during January - March 2020. The meetings were positive and Ysgol Croesgoch signed up for a block of sessions in January-February 2020. Ysgol Penrhyn Dewi were interested in the scheme, but were going to discuss before confirming.

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Performance Report – Corporate Plan 2019/20 (April – December)

Strategic and Partnerships: Heritage	Castell Henllys Commence process of developing long term plans for each of the Authority's visitor sites.	Green	Green	→	The events of 2020 have been developed in line with new business plan and discussions have been held with various officers regarding change in layout of shop and interpretation area to realize said plan.
	Carew Commence process of developing long term plans for each of the Authority's visitor sites	Green	Green	→	We are continuing to follow the business plan objectives.
	OYP - Commence process of developing long term plans for each of the Authority's visitor sites	Green	Green	→	Business Plan presented to review committee. Plan now complete and in use. Subject to regular review by centre manager.
	Further develop partnerships and joint promotion opportunities with other heritage providers, sites, galleries and museums	Amber	Amber	→	The Visitor Services Manager (West), is exploring opportunities for PCNPA to become a formal partner in the Happy Museums Network' – further details to follow in due course.
	Delivery of Heritage Watch Scheme	Green	Green	→	The Community Archaeologist continued preparations for the Heritage Watch Scheme training event in February 2020 and also attempted to arrange a meeting to discuss a joint strategy around publicising the Heritage Watch Scheme.
	Participation in Rediscovering Ancient Connections Project	Amber	Amber	→	A detailed interpretation plan is being developed for St Davids under the RAC initiative with PCNPA undertaking a complimentary review of National Park interpretation at Oriel y Parc early in 2020.
Welsh Language Strategy	Development of framework for Welsh Language Mentoring Scheme for Staff	Amber	Amber	→	Draft mentoring scheme to be presented to Staff Representatives Group for comment in early 2020.

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Performance Report – Corporate Plan 2019/20 (April – December)

Making a Difference: Castell Henllys staff and Menter Iaith Sir Benfro promoting Welsh Language to Castell Henllys visitors

Every Thursday during August 2019, Castell Henllys facilitated and worked with staff from Menter Iaith Sir Benfro to provide a 30 minute to an hour session to introduce visitors to basic Welsh. The Menter Iaith staff would introduce basic Welsh phrases and words using various teaching methods such as songs and games. The visitors could then practise their newly learnt Welsh with onsite staff, in the shop and in the café. This activity succeeded in introducing visitors to the Welsh language and allowing them to learn and practice the language in a fun and engaging way onsite. They could then use what they've learnt throughout the rest of their visit to Pembrokeshire/ Wales.

Performance Report – Corporate Plan 2019/20 (April – December)

Well-being Objective - Global

Data Available Monthly								
Work Stream	Measure	2018/19 Dec	2019/20 Previous Period - November	2019/20 Current Period – December				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Inspiration & Learning: Special Qualities (S6)	# Changing Coast Photo Submissions ytd	623	684	689	BM			

Data Available Quarterly								
Work Stream	Measure	2018/19 Q1 –Q3 (April – Dec)	2019/20 Q1 – Q2 (April - Sept)	2019/20 Current Period: Q1 – Q3 (April – December)				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Inspiration & Learning: Special Qualities	# new school sessions developed (linked to new curriculum for Wales)	N/A	1	4	BD			Q1: KS3 Humanities Session. Q3: Roots project sessions. Session at CH on oral traditions - Welsh medium storytelling, bragging contest and use of landscape in medieval poetry. Heritage Guardians tailored sessions on Aviation for Ysgol Maenclochog and Brynconin (activities ranging from aerial archaeology session with team from Cherish project, test pit/trial excavation, interpretative workshop involving

↑ Improving Trend → Static Trend ↓ Worsening Trend
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Performance Report – Corporate Plan 2019/20 (April – December)

								research, building monuments out of lego and producing poster, visit to Pembroke Dock Heritage Centre.)
	# participating in new school sessions (linked to new curriculum for Wales)	N/A	295	711	BD			
	Schools average feedback rating (1-11) ytd	9.9	10.2	10.0	10	Green	↓	
	# participants in our education programme ytd	8,047	5,660	8,246	BM			
	Public Average feedback rating (1-11) ytd	10.4	10.4	10.4	10	Green	→	
	# participants events and activities programme (public) ytd	31,518	30,391	33,094	BM			
	# Participants at Dark Sky events held by the Authority ytd (S6)	319	247	247	BM			
	# Visit Wales - Year of Participants (Sea)	7,058	4,811	4,835	BM			
	# volunteer days - Conservation Wildlife Survey and Monitoring ytd (S6)	52	208.5	226.5	BM			
	# volunteer days - heritage site monitoring (S6)	N/A	2.5	2.5	BD			
Marine & Foreshore	# volunteer and social action days – beach,	469.5	209.5	238.5	Trend			Including Big River Clean 2019 Activities. 2018/19 figures

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Performance Report – Corporate Plan 2019/20 (April – December)

Environment (S6)	foreshore and river cleaning activities							positively impacted by Year of the Sea Activities.
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Action						
Work Stream	Action	2019/20 Previous Period - Nov RAG	2019/20 Current Period – December			
			RAG	Trend	Comments	
Carbon Neutral Authority (S6)	Revision of Authority's Environmental Policy and Implementation action plan created	Green	Green	→	A Climate Action Plan has been drafted and a workshop for Members on the action plan is provisionally scheduled in for 22nd January.	
	Centres achieve Green Key Award	Green	Green	→	3 Centres have Green Key Award. OYP have submitted the application this year and it's due for renewal on the 26th January. Carew renewed in July and Castell Henllys was assessed in August.	
	Exploring installation of Photovoltaic (PVs) Generation at Suitable Authority sites	Green	Green	→	2 potential projects - one at Cilrhedyn Woodland Centre the other in the top field at Castell Henllys. Projects not currently funded. Feasibility work underway with report to go to Leadership Team.	
Sustainable Transport (S6)	Confirmation of continued support for coastal bus service (Greenways)	Green	Green	→	Funding confirmed 2019/20. Awaiting budget to be set regarding 2020/21.	
	Development of network of electric vehicle charging points	Green	Green	→	Additional funding of £30,000 from WG has been approved increasing funding to £60,000. Following the tender process carried out by PCC, the Contractor (Silverstone Green Energy) has been appointed and the installation of EVCP's at 4 No PCNPA sites will be installed in March 2020. Additional sites are now being considered and a funding bid prepared to increase our public and operational vehicle charging network.	
Inspiration & Learning:	Review and development of education offer that takes account	Green	Green	→	Planning for the Educators workshop (to be held in early January) and attended by all those involved in	

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Performance Report – Corporate Plan 2019/20 (April – December)

Special Qualities	of "Successful Futures"				delivering work with schools has been completed. Work to review all activities for schools in the context of the emerging new curriculum is well underway.
	Development of interpretation action plan aligning with recommendations of interpretation audit	Amber	Green	↑	Progress has been made in developing wider interpretation linked to the objectives of the plan, including developing a new interpretation plan for Oriely Parc, to make the centre the main gateway to the National Park.
Marine & Foreshore Environment (S6)	Water Refill Stations	Green	Green	→	Installation of the first water refill station at Nolton Haven planned for January 2020
	Involvement with Foreshore Management Plan development and implementation	Green	Green	→	The next WAM steering group will be in January.
	Continued Engagement with Relevant Authority groups and Welsh Government Marine associated Groups	Green	Green	→	The Authority continues to be represented on and contribute to funding Relevant Authority Groups for Pembrokeshire Marine SAC, Cardigan Bay SAC and Carmarthen Bay and Estuaries European Marine Sites. The Authority continues to represent Pembrokeshire Coast and Snowdonia National Parks on the Welsh Government Marine Protected Area Management Steering Group.
Climate Change Risk & Adaptation	Work with the PSB on development of Environmental and Climate Change Risk Assessment for Pembrokeshire and raise awareness of future impacts to Members	Green	Green	→	A joint report for Pembrokeshire, Carmarthenshire and Ceredigion has been commissioned to assess past severe weather events, and to consider community vulnerabilities. This has helped to identify which communities might be at the greatest risk during future climatic events and a final report will be published shortly. Aligned to the production of this report, the consultants were also commissioned to develop a questionnaire on severe weather in conjunction with a pilot group in Pembrokeshire. This will be used to engage with different communities and to design facilitation scripts for use in workshops with communities.

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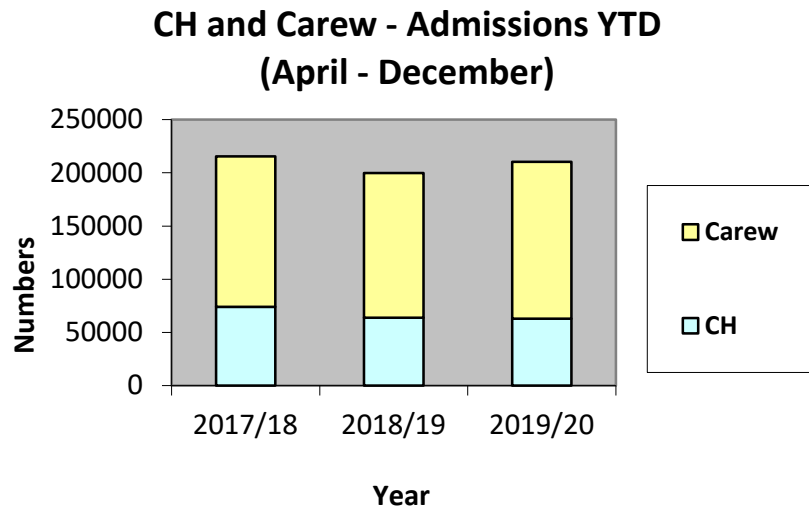
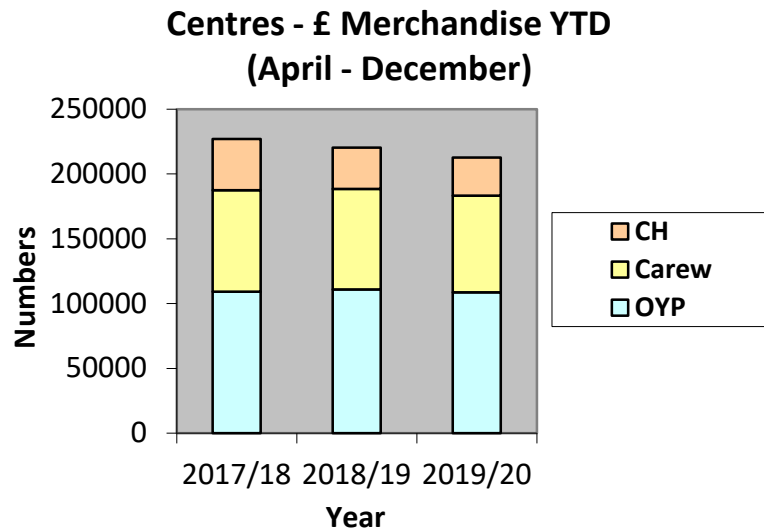
Performance Report – Corporate Plan 2019/20 (April – December)

Governance and Financial Sustainability

Data Available Monthly								
Work Stream	Measure	2018/19 Dec	2019/20 Previous Period - Nov	2019/20 Current Period – December				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Fundraising & Income Generation	£ Centres Merchandise ytd	220,433.00	207,095.39	212,827.20	BM			3.5% decrease ytd on last year.
	£ Admissions Carew & Castell Henllys ytd	199,913.27	209,508.60	210,267.53	BM			5% increase ytd compared to last year.
	£ Centres Other Income ytd	64,877.42	66,515.80	67,474.68	BM			4% increase ytd compared to last year.
	£ Cafe Rental Income - CH and OYP ytd	21,000	21,500	21,500	BM			Nest Café operated by the Authority opened in July 2018.
	£ Carew Cafe Sales Income ytd	48,870.94	70,263.89	70,452.18				
	£ from sponser a gate scheme ytd	N/A	7,800	7,800	4,500	Green	→	
Members Development	% Member attendance ytd	80.62	81.18	82.53	75	Green	↑	
	% Member attendance at Training ytd	68.25	55.56	58.33	65	Amber	↑	
	% Positive/ neutral media coverage ytd	99.58	99.84	99.85	80	Green	→	

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data

Performance Report – Corporate Plan 2019/20 (April – December)



Data Available Quarterly								
Work Stream	Measure	2018/19	2019/20	2019/20 Current Period: Q1 – Q3 (April – December)				
		Q1 –Q3 (April – Dec)	Q1 – Q2 (April - Sept)	Actual	Target	RAG	Trend	Comments
		Actual	Actual					
Fundraising and Income Generation	% of prioritised projects banded A with funding secured ytd	N/A	25	25	BD			Conserving the Park - £11,160.63 raised for the meadows campaign (£3,160.63 fundraising + £8,000 NPP Black Friday Forest holiday).£1,413 from Black Friday Forest holiday for the P3 project.
Workforce Resilience	# Days lost/fte this quarter	2.80	2.12	1.98	<1.5	Amber	↑	

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data

Performance Report – Corporate Plan 2019/20 (April – December)

	# RIDDOR ytd	0	3	3	0	Red	→	
	# Accidents (Injury) over 3 days/ up to 7 days absence ytd	1	0	0	0	Green	→	
	# Accidents (injury) Minor ytd	17	11	15	Trend			
	# Vehicle damage ytd	13	7	8	Trend			
	# Conflict incidents ytd	0	0	0	Trend			
	# Safeguarding incidents ytd	0	0	0	Trend			
Corporate Compliance & Standards	# Complaints concerning the Welsh Language made to the Authority ytd	0	0	0	BM			
	# Complaints made to the Welsh Language Commissioner regarding alleged failure to comply with Welsh Language Standards ytd	0	0	0	0	Green	→	
	% of new and vacant posts advertised Welsh language essential ytd	50.00	41.18	38.10	BM			
	# Data Protection Breaches reported to ICO	N/A	0	0	BD			New measure following Members request
	# Data Protection Impact Assessments Complete ytd	N/A	0	0	BD			No data protection impact assessments carried out ytd however a risk analysis was carried out in Q2 on Bring Your Own Device in relation to review of ICT user policy and Information and

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data

Performance Report – Corporate Plan 2019/20 (April – December)

								Data Security Policy in advance of these policies going for NPA approval.
# of EIR Requests ytd	5	6	9	Trend				
# FOI Requests ytd	10	7	7	Trend				
% of EIR Requests responses within required timeframe ytd	100	100	100	100	Green	→		
% of FOI Requests responses within required timeframe ytd	100	100	100	100	Green	→		
# SAR ytd	0	0	0	Trend				
% of SAR responses within required timeframe ytd	No SAR Received	No SAR Received	No SAR Received	100				

Action					
Work Stream	Action	2019/20 Previous Period - November	2019/20 Current Period – December		
		RAG	RAG	Trend	Comments
Corporate: Long Term Planning	Carry out activities to support Mid/ Long Term Financial Planning Activities	Amber	Amber	→	Budget Workshop held with Members in December. Ongoing discussions with Welsh Government.
	Facilitate Members workshop looking at mid/ long terms priorities for the Authority	Amber	Green	↑	Budget Workshop held, potential projects list distributed.
	Participate in engagement opportunities on withdrawal from the EU provided by the Welsh Government	Amber	Amber	→	3 Welsh National Parks submitted joint response to Welsh Government's consultation on "Sustainable Farming and our Land - Revised proposals for supporting Welsh farmers after Brexit." Chief Executive attending Welsh Government

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data

Performance Report – Corporate Plan 2019/20 (April – December)

					Environmental Governance Task and Finish Group Meetings and Brexit round table meetings.
	Carew Causeway 5 year plan	Green	Green	→	In accordance with the Reservoir Engineers Annual Report Phase 1 works have been postponed until Summer 2020. The remedial works planned are able to be monitored as no significant changes have been identified and due to the nature of the work this cannot take place during the Winter / Spring. Therefore the 5 year programme has been revised to a 4 year programme accordingly. Budget remains as approved.
	Adopt and embed new methodology for risk management	Green	Green	→	Members have discussed the merits of new risk register framework and agreed that it should be continued to be used. New risk register framework is being used across both Audit and Corporate Services Committee and Operational Review Committee. Action complete.
Fundraising and Income Generation	Assist Pembrokeshire Coast National Park Charitable Trust with their activities to generate income that support Authority priority areas	Green	Green	→	Next Trustee meeting 27th January, papers prepared. Balance of account end Dec £37,657.
Strategic Partnerships	Action Wales Audit Office recommendations on partnership working and review our current partnerships	Amber	Amber	→	Looking at identifying key strategic partnerships through corporate plan 2019/20 development.
Workforce Resilience	Review of how we work focused on current digital systems and identification of gaps to improve efficiency and collaboration across the Authority	Green	Green	→	Phase 2 (Planning Services) will commence in Q1 2020.
Members Development	Support Members Development Committee - Members Charter	Green	Green	→	Successful meeting held with WLGA, regarding Advanced Charter. Dates being identified for WLGA to deliver PDR training and Chairs' training
Corporate	Annual performance report on	Green	Green	→	Action Complete: Annual performance report on

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data

Performance Report – Corporate Plan 2019/20 (April – December)

Compliance and Standards	Welsh Language Standards				Welsh Language Standards submitted to Welsh Language Commissioner in June.
	Annual Equality report	Green	Green	→	Action Complete: Equality Performance Report 2018/19 incorporated into Annual Report on Well-being Objectives/ Improvement Plan 2 that was approved at the July 25th NPA, included workforce and employment equality monitoring data. Report published on Website.
	Improve communication of corporate policies and standards to staff	Green	Green	→	Spreadsheet in relation to monitoring corporate documents in place and work to centralise documents underway. Working with IT on how documents presented on Parcnet. ICT user policy, Information and Data Security Policy, Data Protection Policy and Equal Opportunities went to September NPA for approval. Revised Environment policy approved at October NPA. Revised Safeguarding policy approved at December NPA.
	Review Authority's complaints, service standards and compliments	Amber	Amber	→	A planning meeting was held in August. Discussion included potential to look at induction process and session for staff covering Customer Service (Service standards), Welsh Language Standards, Equality, Data Protection and Environmental Standards. Project proposal on procurement of Easy Read documents includes service standards. Further discussions planned with new HR manager to scope work in this area.

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data