

REPORT OF THE HEAD OF BUSINESS MANAGEMENT

SUBJECT:
PERFORMANCE REPORT FOR THE 4th 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 the end of March 2012

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	560 pre app-application enquiries have been received during the year and 317 are now completed taking an average of 35 days to complete. 60% of completions are within 20 working days. (With a two admin staff on extended sick leave over the last quarter it is likely that there is outstanding data to be entered).
b. Develop methodology to measure the quality and added value of the planning service	Initial draft prepared, and submitted as part of possible POSoW all Wales project no further progress. Review of planning is now being undertaken by Welsh Government and new measures are being considered.
c. Develop State of the Park monitoring methodology	Report on interim review of National Park Management Plan including a wide range of State of the Park monitoring was presented to NPA in March.
d. Continue to implement efficiency savings, joint working, benchmarking and sharing experiences	Continuous – Cash savings of £160,000 secured during the year. Staff retirements and restructuring underway resulting in savings of £85,000 this year and £150,000 in 2012/13.
e. Improve performance management	Corporate Strategy for 2012 completed

	Ffynnon system being implemented based on corporate strategy
f. Develop the scrutiny role of Members	Scrutiny project with Brecon with reviews of SDF and Rights of Way completed. Proposals on further scrutiny scheduled for NPA in June.
g. Work towards advance charter for Members	Criteria agreed with WLGA, members' development programme in place but no further 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	Presented to March NPA.

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. A survey of just over 1000 visitors to Carew Castle showed 91% understood more about the history of the National Park and 98% felt their visit was value for money. A similar survey at Castell Henllys of 618 respondents showed 87% and 98% for these questions.
We maintain our position as a good employer, with engagement levels remaining high	'Best Company' survey of staff completed, with a score of 613. Comparisons – Cairngorm National Park 633 Caerphilly County Borough 614 Pembrokeshire Housing 622
We retain Investors in People in 2012	Formal inspection process will commence in 2012
Improvement in the number of valid complaints and compliments	14 complaints this year – 6 planning related although 3 of these were the same. 17 complaints were 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. A total of 45 incidents have been recorded, with only

	2 incidents classified as '3 day'. There were 30 minor or a 'near miss'. No road traffic accidents were recorded.
The majority of our media coverage is positive or neutral	95% of media coverage is positive or neutral.

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