

REPORT OF THE PERFORMANCE AND COMPLIANCE CO-ORDINATOR

SUBJECT: PERFORMANCE REPORT FOR THE PERIOD ENDING 31st JULY 2018

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 31st July 2019 and includes quarter 1 statistics (April - June) for some data sets.

A number of actions are in amber or red. This relates to areas where work has not yet begun, posts have been vacant or staff are new in post or further work is needed to progress the activities. These activities should move from red and amber to green as actions are initiated and progress is made as we go through the year.

Planning

98.04% of planning applications were determined within time period required for quarter 1 2019/20 above the target of 80, with the average time taken to determine all applicants in days at 67 days. 6.67% of member made decision were against officer advice, one decision out of 15 decisions made this quarter. The Authority has seen a fall in the number of planning applications approved with the % falling back under 80% to 75.82%.

For quarter 1 of 2018/19 we have seen improvement across enforcement measures with 100% of enforcement cases investigated (within 84 days) ytd, the average time taken to investigate enforcement cases in days falling to 22 days ytd and the average time taken to take enforcement action in days falling to 107. This is likely to reflect the positive impact that clearing the backlog of historic enforcement cases last year has had on enforcement performance times. However the planning enforcement project on agricultural dwellings and holiday lets has stalled since one enforcement officer has left the Authority.

Parkwise

No Parkwise sessions were held in quarter 1, however sessions were arranged and delivered in July to Tenby Museum staff and Fishguard Museum Staff and meetings held with Bluestone Resorts to discuss delivery of Parkwise style induction sessions.

Partnership Projects

The RAG for the Celtic Routes project is in Red due to a significant underspend identified by WEFO. The steering group are reviewing the programme with the aim of profiling the budget programme over the next months.

Education

2,757 participants were involved in outdoor learning sessions facilitated by the Authority in quarter 1. However no outdoor training sessions for teachers were delivered in this quarter. This reflects that the Pembrokeshire Outdoor Schools (Phase 2) project has not started yet and quarter 1 focus on developing and piloting new sessions with schools focused on the New Curriculum. A KS3 humanities session has been developed and 6 sessions delivered to Haverfordwest High School Year Seven pupils in quarter 1.

Centres

Carew has seen a slight increase of 0.85% in visitor numbers up to end of July compared to last year and Castell Henllys has seen a slight decrease of 2%. Across the two sites there has been a 13% increase in admissions income compared to last year.

Oriel y Parc has seen a 17% fall in visitor to the overall site up to end of July compared to last year, however it has seen an increase of 34.6% of visitors visiting the gallery. The Stones and Bones exhibition opened at Oriel y Parc on the 25th May.

Sickness Levels and Health and Safety

The Authority has seen an increase in the number of days lost divided by full time equivalent staff for this quarter compared to last year and above the less than 1.5 target, with a Red RAG rating. This in part reflects an increase in long term sickness cases compared to same period last year and a number approaching long term sickness classification. These included some absences relating to stress.

One RIDDOR incident occurred in quarter 1 involving a head injury sustained from a fall. No review of Health and Safety processes requested as all procedures followed correctly, but a note issued to reinforce the importance of lone worker policy to the team.

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 – July)

Well-being Objective - Prosperity								
Data Available Monthly								
Work Stream	Measure	2018/19 July	2019/20 Previous Period - June	2019/20 Current Period – July				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Planning Policy	LDP prep deviation from the dates specified in original Delivery Agreement in months	0	0	0	0	Green	→	The last hearing session is programmed for the 1st October 2019. It is understood that the Inspector will give us a date as to when we should expect the Report on that date.
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	94,936	97,911	129,343	BM			36% increase in main users ytd compared to 2018/19.
	# Main website page views ytd	435,388	571,130	730,077	BM			68% increase in website page views ytd compared to 2018/19.
Supporting Local Businesses	% Authority Spend locally ytd	44.26	58.49	56.91	BM			£334,544 spent in SA postcode.
	% Invoices paid on time ytd (Average)	97.19	97.72	97.85	97	Green	↑	

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

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

Data Available Quarterly								
Work Stream	Measure	2018/19 Q1 (April – June)	2018/19 Q1 – Q4 (April - March)	2019/20 Current Period – Q1 (April – June)				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Planning Service	% of all planning applications determined within time periods required ytd	79.58	89.8	98.04	80	Green	↑	
	Average time taken to determine all planning applicants in days ytd	59	69	67	<67	Green	↑	
	% of Member made decisions against officer advice (recommendation) ytd	0	3.85	6.67	<5	Amber	↓	1 out of 15 decisions.
	% of appeals dismissed ytd	100	100	66.67	>66	Green	↓	
	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	95.07	94.80	90.20	BM			
	# planning applications registered ytd	137	487	195	Trend			
	% of planning applications approved ytd	76.76	80.80	75.82	90	Red	↓	

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

Maintaining PROW: Tourist Asset	% of PROW open and Accessible and Meeting the quality standard	86.4	86.92	86.92	85	Green	→	
	# concerns on PROW standards ytd	65	238	98	Trend			Increase in concerns for both Coast Path and Inland Rights of Way for Q1 compared to same period in 2018/19.
Sustainable Tourism/ Recreation: Management and Promotion	# filming enquiry requests ytd	30	65	19	Trend			
	# filming enquiry licenses awarded ytd	4	14	2	Trend			Locations: Castell Henllys and Newport Sands Foreshore
Tourism Engagement & New Audiences	# people engaged with through Summer Rangers business and general public networking activities ytd	N/A	N/A	92	BD			Activities included meetings with YHA Manorbier, Tenby harbourmaster, Tenby Museum, Saundersfoot Harbour Commission, volunteers at Newport TIC, Sea Trust at Ocean Lab and with local people in Angle to discuss future beach clean. Information stand at Newport Market for Ffair Gurig.
	# attending pop up events ytd	0	2,094	313	BM			Activities included Summer ranger crabbing and rockpool events in Goodwick, Newport Beach, Newport Parrog, Poppit and Saundersfoot. Beach clean at Freshwater East Beach and litter pick/bushcraft at Ateb housing association community engagement event in Haverfordwest.
	# Parkwise training sessions held ytd	2	6	0	2	Red	↓	Yearly target 10. Sessions arranged for July with Tenby

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

								Museum staff and a session at Fishguard Library.
	# Attendees at Parkwise training sessions ytd	10	54	0	20	Red	↓	Yearly target 100. Sessions arranged for July with Tenby Museum staff and a session at Fishguard Library.
Supporting Local Businesses	# of stall holders participating in fairs and events at Oriel Y Parc and Carew ytd	50	249	2	Trend			Really Wild Food Festival at OYP postponed until 2020.
	# of artists and craft makers supported at Oriel Y Parc ytd	3	22	6	Trend			
	# Sessions delivered with craftspeople sharing their skills at Castell Henllys ytd	N/A	N/A	1	BD			Palstave Axe Head Workshop
Employment Transformation	# Work experience placement sessions ytd	6	17	0	Trend			
	# Office and Centre based volunteer days ytd	N/A	N/A	0	BD			
	# attending volunteer study days ytd	45	107	41	BM			

Action					
Work Stream	Action	2019/20 Previous Period - June	2019/20 Current Period – July		
			RAG	RAG	Trend
Maintaining PROW: Tourist	The Digital Park Project.	Amber	Green	↑	Ongoing 3 year project. Footpath inspection app now in use. Footpath inspections now paperless. Footpath

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

Asset					condition dashboard in use by CMT and ROW Team. Bridge Inspection App in use. All wardens trained and using Fault Reporter. Reception have web map of PCNPA Sites for reference. Pollinator Warden to be trained in all aspects (September 2019).
	Review adverse weather triggers and new standard operating procedure produced based on a more robust process.	Red	Amber	→	Designing framework and creating data for Arconline system.
Sustainable Tourism/ Recreation: Management and Promotion	Work with partners to develop a strategic approach to destination management that takes account of sustainability considerations.	Amber	Amber	→	Consultants employed by PCC to review and update strategy beyond 2020. Trade engagement day planned for 19th Sept to help inform refreshed destination strategy.
	Implementation plan for new destination branding.	Green	Green	→	Branding of NPA attractions is underway as part of the main branding activity.
	Amend recreation plan to location monitoring document.	Green	Green	→	Document amended to 'Promote a destination we can manage' awaiting sign up from local partners. Feedback from partner organisations identified challenges of this approach.
	Data mapping coastal/foreshore incidents.	Green	Green	→	In June Coastal incidents logged included 3 separate groups of people getting cut off by the tide, an extensive search for a missing person in the Newport area where the PCNPA Ranger provided assistance and a helicopter rescue following a cliff fall in the Solva area.
	Liaison with recreational groups and Pembrokeshire Coastal Forum.	Green	Green	→	Ongoing work - Rangers continue to work with groups
Tourism Engagement and New Audiences	Rangers trained and delivering Parkwise sessions.	Green	Green	→	Parkwise sessions were delivered to staff and volunteers at Tenby Museum and Art Gallery and at Fishguard Library in July (these sessions were delivered jointly by Discovery Team and Area Rangers) and a meeting held to plan the delivery of a

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

					Parkwise style induction to staff working at the Bluestone Resort.
	Participation in Celtic Routes Project	Red	Red	→	New marketing strategy and action plan launched (further details available on request). Significant underspend identified by WEFO – Steering Group reviewing the programme with the aim of profiling the budget programme over the coming months.
	Delivery of Wales Coast Path Project.	Amber	Amber	→	New 'app' launched to positive reviews – includes new augmented reality experience in Saundersfoot.
	Development and launch of new website.	Green	Amber	↓	IT/Comms/Discovery working together to identify acceptable solution to events booking system issue
Supporting Local Businesses	Really Wild Food Festival of OYP.	Amber	Amber	→	A new date for a 1 day event of the RW festival has been pencilled in for 30 May 2020.
	Work with partners to promote Pembrokeshire and the Park at the Royal Welsh Show.	Green	Green	→	Work underway to develop on-site materials and wider promotion. Show presence successfully delivered.
Employment Transformation	Engage with the Public Services Board's (PSB) Recruitment and Employment Transformation Framework project.	Amber	Amber	→	PSB Work experience placement scheme being developed by Pembrokeshire College and DWP. HR officer attended PSB meeting on work placements. Authority less actively involved until new HR manager appointed. Interim internal meeting held in July to look at current process and capturing ideas that could inform future work in this area, bringing HR staff and other staff together.

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

Well-being Objective - Resilience								
Data Available Quarterly								
Work Stream	Measure	2018/19 Q1 (April – June)	2018/19 Q1 – Q4 (April - March)	2019/20 Current Period – Q1 (April – June)				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Land Management Service: Conservation	Conservation Sites - % in line with Management Plan ytd	100	100	100	100	Green	→	
	Hectares - Invasive species removed at source/ injected ytd	22.86	57.31	18.90	BM			
Planning Service: Protected Trees	# of applications for works to protected trees determined ytd	12	50	9	Trend			
	# of new tree preservation orders made ytd	0	9	1	Trend			
Looking after the Park's Ecosystem: Engagement & Volunteering	# volunteer days – Conservation ytd	201.5	975.5	330.5	BM			Activities included Pathway volunteers fencing for conservation at Strumble Head.
	# volunteer days – invasive species work ytd	68	169	33.5	BM			Activities included working with Newport Paths Group on Balsam pulling at Pwll-Allt Clydach/Newport

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

Action					
Work Stream	Action	2019/20 Previous Period - June	2019/20 Current Period – July		
		RAG	RAG	Trend	Comments
Biodiversity & Connectivity Projects	Paths, Plants and Pollinators (P3) Pilot Project	Green	Green	→	Pollinator Warden starts August.
Looking after the Park's Ecosystem: Engagement & Volunteering	Stitch in Time (Phase 2) Project	Green	Green	→	Work continues in the Gwaun Valley, Clydach, Porthgain and Castlemartin catchments. Working towards agreeing our Delivery Plan with Welsh Government.
Strategic & Partnerships: Conservation	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 is going to Leadership group on 6th August 2019. This shows how existing PCNPA documents fulfil the duty. Actions will also be 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	→	Welsh Government's "Sustainable Farming and our Land - Revised proposals for supporting Welsh farmers after Brexit" consultation launch 9th July. 3 National Parks response to be provided. Consultation ends October 2019. Chief Executive due to attend Welsh Government Environmental Governance Task and Finish Group.
	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

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					biodiversity small grants via the Partnership. The Partnership met in July.
	Participation with Pembrokeshire Grazing Network and Pembrokeshire Wildfire Group	Green	Green	→	Pembrokeshire Grazing Network - regular site and stock checking as usual and 1 livestock move. Pembrokeshire Wildfire Group - meeting 29/7/19.

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

Well-being Objective – Health & Well-being

Data Available Monthly

Work Stream	Measure	2018/19 July	2019/20 Previous Period - June	2019/20 Current Period – July				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Promotion of Health Benefits of the Park	# web walks downloaded ytd	19,517	15,359	20,927	Trend			7.2% increase on last year. Most popular downloads ytd Stackpole Head (Half Day) - 452. Bosherton St Govan (Half Day) - 404. Angle Peninsula (Half Day) - 326.

Data Available Quarterly

Work Stream	Measure	2018/19 Q1 (April – June)	2018/19 Q1 – Q4 (April - March)	2019/20 Current Period – Q1 (April – June)				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Supported Walking Opportunities	# Participants Walkability Scheme sessions ytd	489	1,730	342	500	Amber	↑	Yearly target 2000.
	# participants in walks led by rangers, centre staff and volunteers ytd	924	2,732	956	BM			
	# group leaders trained through Walk leader training sessions ytd	8	18	12	5	Green	↑	Yearly Target 14. 2 Sessions.

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Promotion of Health Benefits of the Park	# of people using footpath (from fixed counters) ytd	56,012	169,837	-	Trend			Awaiting complete Quarter 1 data from external company.
Health and Well-being Initiatives & Projects	# Volunteer Days ytd	635.5	2,197.5	727.5	BM			
	# participants in volunteering and social action sessions involving physical activity ytd	N/A	N/A	856	BD			
Outdoor Schools and Play	# Participants in outdoor learning sessions ytd	2,985	9,447	2,757	BM			
	% schools in National Park engaged with outdoor learning activities ytd	35.29	60	46.15	BM			
	% Schools in Pembrokeshire engaged with outdoor learning activities	35.29	59.38	39.68	BM			
	# Outdoor training sessions for teachers ytd	2	3	0	2	Red	↓	Yearly Target 10. Pembrokeshire Outdoor Schools (Phase 2) project has not started yet.
	# Teachers trained in outdoor learning ytd	5	23	0	12	Red	↓	Yearly Target 50. Pembrokeshire Outdoor Schools (Phase 2) project has not started yet.
Planning: Affordable Housing	% of Housing Units approved that are Affordable ytd	0	45.02	28.13	N/A			
	# Affordable Housing Units Approved ytd	0	95	18	N/A			

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

Action					
Work Stream	Action	2019/20 Previous Period - June	2019/20 Current Period – July		
		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	→	Event held in June - well attended. Awaiting notes from the event to progress actions.
Supported Walking Opportunities	Let's Walk Pembrokeshire - Walking Festival	Amber	Amber	→	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.
Health and Well-being Initiatives & Projects	Delivery of Pathways Project	Green	Green	→	Interim report on the project completed with presentation to Operational Review Committee in September. Plans for possible funding of a Pathways 'Phase II' being considered ahead of the project's completion in September 2020.
Engagement Action Plan: Volunteering	Development of volunteer forum, volunteer policy and action plan	Green	Green	→	Volunteer involvement in County Show. Planning exchange study trip for volunteers. Volunteer forum scheduled for September. Volunteer celebration event scheduled for September. Nominations for 2 different volunteer awards being sought.
Outdoor Schools and Play	Pembrokeshire Outdoor Schools (Phase 2)	Green	Green	→	The job role description has been completed and agreed by partners/PCNPA. Advertising of the role planned for September.

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

Well-being Objective - Equality

Data Available Monthly								
Work Stream	Measure	2018/19 July	2019/20 Previous Period - June	2019/20 Current Period – July				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Landscapes for All: Inclusive Experiences	# of Web Wheelchair walks downloaded ytd	1,957	1,629	2,238	Trend			14.4% increase on last year. Most popular downloads ytd Abereiddi Blue Lagoon - 286. Stack Rock's St Govan -195. Fishguard Fort -146.

Data Available Quarterly								
Work Stream	Measure	2018/19 Q1 (April – June)	2018/19 Q1 – Q4 (April - March)	2019/20 Current Period – Q1 (April – June)				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Strategic Equality	# Equality Impact Assessments Screenings Completed ytd	0	0	0	Trend			EIA on revised NPMP for consultation.
	# Equality Impact Assessments Completed ytd	0	2	1	Trend			
	% Workforce Equality Monitoring Information Completed in Pobl y Parc ytd	78.3	78.4	78.5	70	Green	↑	
Landscapes	# People engaged with	1,314	4,755	1,147	BM			

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

for All: Social Inclusion	through Social Inclusion Work ytd							
	# of participants engaged with through social inclusion work with young people ytd	383	1,261	348	Trend			
	# of active Youth Rangers this quarter	7 (Q1)	10 (Q4)	10 (Q1)	10	Amber	→	

Action					
Work Stream	Action	2019/20 Previous Period - June	2019/20 Current Period – July		
		RAG	RAG	Trend	Comments
Strategic Equality	Revision of Equality Plan and Objectives and participation in multi-agency regional consultation	Green	Green	→	Regional survey with other public bodies ran during June. , 461 survey responses received for Pembrokeshire. Initial results from Pembrokeshire have been received. Engagement sessions carried out during July. PCNPA assisting with Pembrokeshire engagement sessions including delivering session for Youth Rangers, MIND and VC Gallery.
	Gender pay gap analysis and analysis of wider recruitment and employment data carried out	Amber	Amber	→	Equality Monitoring Data collated by HR for 2018/19 and 2017/18 has been formatted to align with Welsh Government in relation to open data spreadsheet format request and available for analysis. Request for data being made to Carmarthenshire Council Pay Roll to enable gender pay gap calculation to be carried out to identify if specific objective needed in revised equality plan.
	Equality Impact Assessment of National Park Management Plan	Green	Green	→	A consultation draft Equality Impact Assessment was published for consultation online on 1st August (consultation closes 31st October).

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

Landscapes for All: Social Inclusion	Involve education/ social inclusion groups in wattle and daubing opportunities for the round house at Castell Henllys (Project)	Green	Green	➔	Structure of smithy now complete - volunteers and staff to wattle and daub end of august/ early September.
Landscapes for All: Inclusive Experiences	Experiences for All (Includes Walks for All) Project and Access and Inclusion Audit and Review	Amber	Amber	➔	Further discussion in progress in order to take project to tender process.
Engagement Action Plan: Young People	Future Governance Project for Young People	Green	Green	➔	No further action since the June report. Plans for a residential event for young people are going ahead (Autumn). This planning session will lead to the identification of a framework for young people's involvement in NPA governance.

Making a Difference: Quiet Hour at Castell Henllys

Castell Henllys has introduced a quiet hour between 10am-11am on Sundays to encourage more autistic visitors to experience the Iron Age. During these times there will be no noisy activities and sound from digital interpretation videos and interactive panels will be turned down low. There will also be a site guide available to run gentle and quiet activities should visitors wish to participate. Although the site can be peaceful at times, some of its activities and events can be noisy as they involve people learning how to be Celtic warriors. It's hoped this quiet hour will encourage people who would not otherwise have visited the site to come along and discover more about how our ancestors would have lived 2,000 years ago. An increasing number of retailers have introduced quiet hours in recent years, including supermarkets and toy shops.

The Authority is monitoring via Ffynnon the number of people visiting Castell Henllys during its Quiet Hour

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

Well-being Objective - Communities

Data Available Monthly								
Work Stream	Measure	2018/19 July	2019/20 Previous Period - June	2019/20 Current Period – July				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Engagement Action Plan: Methods	# Social Media Followers	39,653	43,197	43,497	38,200	Green	↓	Yearly target of 45,000.

Data Available Quarterly								
Work Stream	Measure	2018/19 Q1 (April – June)	2018/19 Q1 – Q4 (April - March)	2019/20 Current Period – Q1 (April – June)				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Community Engagement and Projects	# Community projects/ Engagement Activities ytd	212	708	215	BM			Less School Grounds work carried out with pupils and Stitch in Time work with Pembrokeshire College in quarter 1 of this year compared to quarter 1 of 2018/19. Voluntary Wardens North - 15. Voluntary Wardens South -17. Voluntary Wardens North West - 16. Voluntary Wardens South West -11.
	# social action participant days ytd	255	581	60	BM			
	# Active Voluntary Wardens this quarter	64	53	59	55	Green	↑	

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

	# Community events and fairs held at Centres ytd	2	11	2	BM			Includes Dragon Lantern Parade at OYP.
	# Community Groups involved with Invasive Species work this quarter	9 (Q1)	0 (Q4)	5 (Q1)	BM			
	# Community groups using Oriel y Parc this quarter	4 (Q1)	5 (Q4)	7 (Q1)	BM			Name of Groups: Brushstrokes Art Group, St Davids Art group, Vacation club, Stitchy witches sowing club, Plantos penfro toddler groups, Memory café , Friends of Oriel y Parc
Sustainable Development Fund	% SDF allocated ytd	24.10	24.10	23.5	25	Amber	➔	100 - Yearly Target. SDF Committee 10 April: SDF/2019/2 Family Explorers £19, 000 and £4.5 k allocated via Little Green Grants.
Planning Service: Enforcement	% of enforcement cases investigated (within 84 days) ytd	87.04	80.47	100	BM			
	Average time taken to investigate enforcement cases in days ytd	143	160.5	22	BM			Significant improvement on quarter 1 performance last year.
	Average time taken to take enforcement action in days ytd	323.00	344.25	107	BM			Significant improvement on quarter 1 performance last year.
	# retrospective planning applications registered ytd	10	28	5	Trend			

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

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

Action					
Work Stream	Action	2019/20 Previous Period - June	2019/20 Current Period – July		
		RAG	RAG	Trend	Comments
Strategic: National Park Management Plan	Revision of National Park Management Plan	Green	Green	→	A consultation draft Management Plan and associated documents were published online on 1st August 2019 (consultation runs until 31st October).
Engagement Action Plan: Methods	Pilot of new engagement methods identified in engagement action plan	Green	Green	→	Engagement Action Plan meeting held in July. PCNPA involved in facilitating engagement sessions with groups for regional consultation with other public bodies to inform development of revised equality plan. Leaflets developed for promoting NPMP consultation. Easy Read consultation document for NPMP being procured.
	Review of how we monitor social media engagement.	Green	Green	→	Initial research started.
Community Engagement and Projects	Farming the Past project with Young Farmers and other community archaeology projects	Amber	Amber	→	The Community Archaeologist attended a PSAN meeting and meet with members of the Beneath our Feet project. Plans are also underway to hold drop in sessions for members of the community to bring in finds and meet historic environment professionals.
	Carew Castle Walled Garden Volunteering Project.	Green	Green	→	We now have a regular group of gardening volunteers, who come weekly. We also have a number of other volunteers for events, site maintenance and photography. We continue to look for new volunteers.
Planning Service: Enforcement	Planning enforcement project - agricultural dwellings and holiday lets.	Green	Red	↓	The project has stalled since one enforcement officer has left the Authority.

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

Snapshot of Authority Engagement Work with Communities (April - June)			
North and boundary areas of the Park	Rangers: Summer Ranger delivered posters and information leaflets to businesses in Goodwick, Newport and Poppit. Meetings and talking with volunteers at Newport TIC, Sea Trust at Ocean Lab. Information stand at Newport Market for Ffair Gurig.	Stitch in Time and Rangers: Working with Newport Paths Group on Balsam pulling at Pwll-Allt Clydach/Newport and path work, Cutting back and drainage at Cwm Clydach. Ranger also attended community forum event at Newport with Newport Paths Group.	Rangers: Wildlife garden work with Point Youth Centre, Fishguard and group walk in Pencaer area.
West and boundary areas of the Park	OYP: 149 people attended Dragon Lantern Parade involving local school children, community groups and businesses parading through the city with their handmade lantern displays.	Pathways: Pathways volunteers carried out Lime pointing walls activities at Llanwnda Church and worked on path steps at Solva.	Estates: Community Event Scheme free use of whole car park - Solva Car Park (May), Broad Haven Car Park (June).
South and boundary areas of the Park	Rangers: Summer Ranger met with Tenby harbourmaster, Tenby Museum, Saundersfoot Harbour Commission and YHA Manorbier. Met with locals in Angle to discuss future beach clean.	Rangers: Area Rangers attended Big Retreat Festival in Lawrenny. They had an information stall and led guided walks.	Rangers and Voluntary Wardens: Area Rangers and Voluntary Wardens carried out River clean near Uzmaston with Members of Community Council. Fortune Frolic path survey and site inspection with Community Council Members.
Communities Outside of the Park or Park Wide Area	Discovery: Attended ATEB Housing Association community engagement event at Princess Royal Way Haverfordwest. Facilitated Bushcraft / Litter pick activities.	Discovery and Volunteers: Volunteer Officer and PCNPA Volunteers attended PAVS volunteering fair. A Public engagement event during national volunteers week to promote volunteering opportunities to local people.	Pathways: Art Workshops with VC2 Gallery and Value Independence Service Users in Haverfordwest, Pembroke Dock and Milford Haven.
Social Inclusion/ Health and Well-being	Discovery: John Muir Award activities with MIND service users including roundhouse Daubing Work, Rockpool and bushcraft activities.	Rangers: Guided Walk at Dinas Head and repairing steps and clearing vegetation on footpath Henllys to Porthgain with St Davids Care in the Community service users.	Access: Two new Beach Wheelchairs in Tenby and another at Coppet Hall, Saundersfoot.

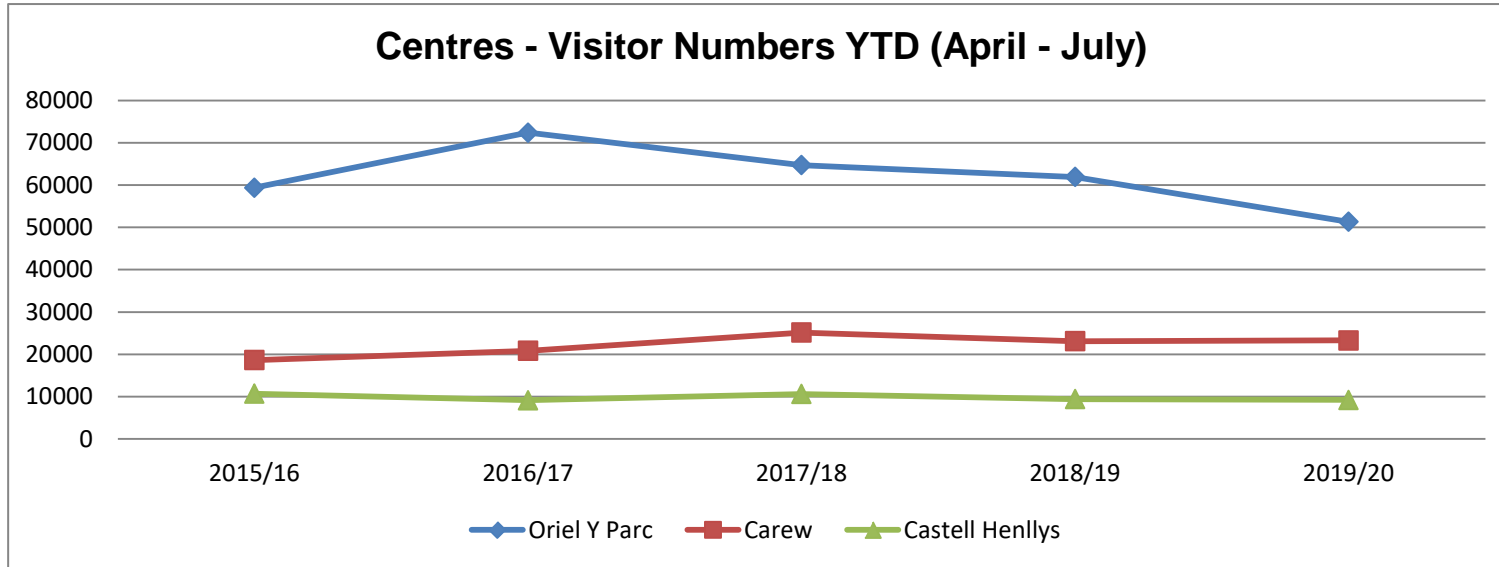
↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data

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

Well-being Objective - Culture								
Data Available Monthly								
Work Stream	Measure	2018/19 July	2019/20 Previous Period - June	2019/20 Current Period – July				
		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	23,121	14,619	23,318	BM			0.85% increase in visitors compared to last year. 2% decrease in visitors compared to last year.
	# Visitors to Castell Henllys ytd	9,412	5,877	9,221	BM			
Art: Inspiration & Engagement	# Gallery visitors ytd	9,597	9,362	12,919	BM			34.6% increase in visitors compared to last year. Stones and Bones exhibition opened at OYP on 25th May.
	# Visitors to OYP ytd	61,922	34,149	51,308	BM			17% decrease in visitors 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	35	0	3	BM			New community archaeologist started in June.

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

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



Data Available Quarterly								
Work Stream	Measure	2018/19 Q1 (April – June)	2018/19 Q1 – Q4 (April - March)	2019/20 Current Period – Q1 (April – June)				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Historic Inspiration & Experiences	# participants in historical activities and events ytd	3,838	14,012	3,486	BM			
	Castell Henllys - # participants engaged with through education programme ytd	1,094	4,058	1,051	BM			
	Carew - # participants engaged with through education programme	513	2,013	597	BM			

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

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

	ytd							
Planning: Historic Buildings	% Buildings at Risk	5.5	4.8	4.8	<6	Green	→	
Community Archaeology	# of historic sites where conditions have improved through community involvement	N/A	N/A	0	BD			Community archaeologist started in post 17/06/2019, as a result no activities carried out over quarter 1.
Welsh Language Strategy	# Staff who have completed Welsh work online course ytd	N/A	N/A	0	Trend			17 enrolled on course. 2 completed course in 2018. Staff and volunteers attended Welsh in the Landscape Course. Resources are also available to all staff on Parcnet.
	% of Welsh language level information completed on Pobl y Parc ytd	N/A	N/A	49.6	BD			
	# Activities and events delivered in Welsh ytd	20	54	16	BM			Includes Community Group walk with Welsh Learners. In addition 2 Welsh in the Landscape Sessions have been delivered 1 for PCNPA staff and volunteers and the other involving leading Welsh in Landscape walk at Lower Tregynnon for Pembrokeshire Outdoor Charter Training Event.
	# participants in events and activities delivered in Welsh ytd	168	622	111	BM			10 people attended Welsh language castle tour at Carew.
	# Education programme sessions delivered in Welsh ytd	32	95	27	BM			
	# participants attending	819	2,713	615	BM			

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

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

education programme sessions delivered in Welsh ytd								
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Action						
Work Stream	Action	2019/20 Previous Period - June RAG	2019/20 Current Period – July			
			RAG	Trend	Comments	
Historic Inspiration & Experiences	Carew Castle Walled Garden Development	Green	Green	→	All landscaping and building work is complete, the final grant claim has been made and approved. The plants are being put in by a team of volunteers one afternoon a week.	
	Castell Henllys second round house build and wider infrastructure work	Green	Green	→	The earthwatch is now complete with interior fitting and is open to the public. The smithy house has been taken down and the main structure re-erected. Wattle and daubing will commence at the end of the month and thatching will be completed in September. The herb garden has also been renovated.	
	Sanford education award application - Castell Henllys	Green	Green	→	The applications for the Sandford award does not open until the 3rd of December 2019	
Art: Inspiration & Engagement	Delivery of Criw Celf project, increasing access to the arts for school children at Oriel y Parc	Green	Green	→	We scheduled in a series of Summer Criw Celf workshops free of charge with the last of the 2018/19 budget.	
Community Archaeology	Delivery of Heritage Guardians/ Arwyr Amser Project	Amber	Green	↑	A meeting took place with the head of Ysgol Maenclochog and Ysgol Bryn Conin to pitch heritage guardians. Following this meeting, sessions with pupils from both schools are scheduled to take place in the Autumn school term. Planning is now underway for this event.	
Strategic and Partnerships:	Castell Henllys Commence process of developing long term	Green	Green	→	Current management plan has been shared with external business development company.	

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

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

Heritage	plans for each of the Authority's visitor sites.				
	Carew Commence process of developing long term plans for each of the Authority's visitor sites	Green	Green	→	Manager has met with the consultancy company for initial discussions. A survey has gone out to all centre staff for their views.
	OYP - Commence process of developing long term plans for each of the Authority's visitor sites	Amber	Green	↑	The consultant has visited site and met with key managers. Staff have been asked to complete surveys to assist in the business plan. Deadline for survey completion is 16th August. Awaiting further communication from consultant.
	Further develop partnerships and joint promotion opportunities with other heritage providers, sites, galleries and museums	Amber	Amber	→	New 'Stones and Bones' exhibition launched at OyP in conjunction with a revised partnership agreement with AC-NMW – new exhibition is proving popular with visitors and local residents alike. A new 'arts collective' entitled Inspiring Pembrokeshire has been established, with LEADER funding, to create an Arts Development Strategy for the County with input from PCNPA. The group is presently consulting on priorities.
	Delivery of Heritage Watch Scheme	Amber	Amber	→	The Community Archaeologist met with Cadw's Inspector and also the National Trust Archaeologist regarding tying this scheme in with monuments at risk. The Community Archaeologist has also been discussing with other colleagues how to engage and find opportunities for communities and individuals to get involved with safeguarding monuments.
	Participation in Rediscovering Ancient Connections Project	Amber	Amber	→	Application submitted to Cadw to begin major dig at St Patrick's Chapel (Whitesands) – provides a great link with the current OyP exhibition.
Welsh Language Strategy	Development of framework for Welsh Language Mentoring Scheme for Staff	Amber	Amber	→	Feedback from Carmarthenshire CC on Welsh language mentoring scheme they run. Involving having a list of potential mentors that have agreed to take part that participants can choose from. Further work needed to develop Authority scheme.

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

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

Well-being Objective - Global

Data Available Monthly								
Work Stream	Measure	2018/19 July	2019/20 Previous Period - June	2019/20 Current Period – July				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Inspiration & Learning: Special Qualities	# Changing Coast Photo Submissions ytd	297	272	361	BM			Positive to see continued submissions year on year to project.

Data Available Quarterly								
Work Stream	Measure	2018/19 Q1 (April – June)	2018/19 Q1 – Q4 (April - March)	2019/20 Current Period – Q1 (April – June)				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Inspiration & Learning: Special Qualities	# new school sessions developed (linked to new curriculum for Wales)	N/A	N/A	1	BD			KS3 Humanities Session. Pilot sessions delivered to Haverfordwest High School Year Seven Pupils.
	# participating in new school sessions (linked to new curriculum for Wales)	N/A	N/A	295	BD			6 pilot sessions delivered to Haverfordwest High School Year Seven Pupils.
	Schools average feedback rating (1-11) ytd	9.9	10	10.2	10	Green	↑	
	# participants in our education programme	3,177	10,821	3,350	BM			

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

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

	ytd							
	Public Average feedback rating (1-11) ytd	10.4	10.4	10.5	10	Green	→	
	# participants events and activities programme (public) ytd	6,736	32,150	6,067	BM			
	# Participants at Dark Sky events held by the Authority ytd	94	319	87	BM			Across 5 events - Brilliant Bats at the Bishop's Palace, Twilight at Colby, Brilliant Bats at Carew, Twilight Coastal Path Walk from Treginnis, Twilight Tour Carew
	# Visit Wales - Year of Participants	460 (Sea)	7,425 (Sea)	508 (Discovery)	BM			
	# volunteer days - Conservation Wildlife Survey and Monitoring ytd	3	135	69.5	BM			Including Adder survey and wildlife watch at Musslewick, Dale, Marloes. Voluntary wardens monitoring session of Chough / Oil Beetle. Voluntary Wardens Frog hopper survey at Skrinkle.
	# volunteer days - heritage site monitoring	N/A	N/A	0	BD			New Community archaeologist only started in post 17/06/2019
Marine & Foreshore Environment	# volunteer and social action days - beach cleaning activities	77	367.5	78.5	Trend			

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

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

Action					
Work Stream	Action	2019/20 Previous Period - June	2019/20 Current Period – July		
		RAG	RAG	Trend	Comments
Carbon Neutral Authority	Revision of Authority's Environmental Policy and Implementation action plan created	Green	Green	→	Policy Drafted, submitted for initial Leadership Team Review 20th August.
	Centres achieve Green Key Award	Green	Green	→	3 Centres have Green Key Award.
	Exploring installation of Photovoltaic (PVs) Generation at Suitable Authority sites	Green	Green	→	2 potential projects - one at Cilrhedyn Woodland Centre the other in relation to top field at Castell Henllys. Projects not currently funded. Feasibility work being carried out. Desk top study for Castell Henllys ready to go to Leadership Team.
Sustainable Transport	Confirmation of continued support for coastal bus service (Greenways)	Green	Green	→	Funding confirmed for 2019/20 - Sustainable Transport.
	Development of network of electric vehicle charging points	Green	Green	→	£30, 000 budget allocated from capital programme, one at Saundersfoot and one at Porthgain. Procurement process is underway.
Inspiration & Learning: Special Qualities	Review and development of education offer that takes account of "Successful Futures"	Green	Green	→	A 'review programme' has been agreed to include the establishment of an internal working group looking at incorporating a planning theme into our education programme. Partnership meetings with Haverfordwest High School curriculum development team also planned for the Autumn term. At the start of next year there will be a PCNPA education workshop to which all our educators will be invited to present new activities and agree a refreshed programme of activity.
	Development of interpretation action plan aligning with recommendations of interpretation	Amber	Amber	→	Interpretation Officer in post from July 29th and as part of their role will be developing the action plan.

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

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

	audit				
Marine & Foreshore Environment	Water Refill Stations	Green	Green	→	Site meeting with Danfo at Nolton Haven Car Park carried out in March, this site has been identified as the first installation planned for September.
	Involvement with Foreshore Management Plan development and implementation	Green	Green	→	The next stage of PCNPAs involvement in this PCF led project will be in September when the data collection work commences.
	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	→	The Authority is represented on the NRW-led PSB integrated project group for environmental and climate change risk assessment. A paper to NPA, outlining the Authority's responses to climate change adaptation and mitigation is planned for autumn 2019.

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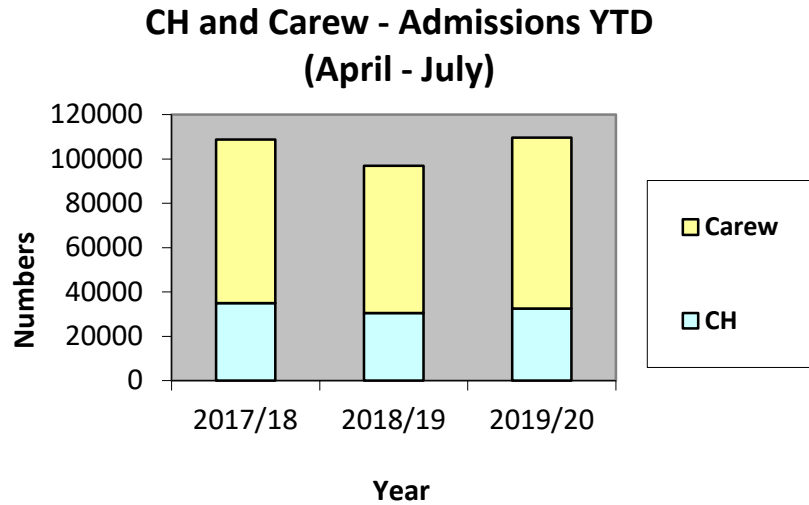
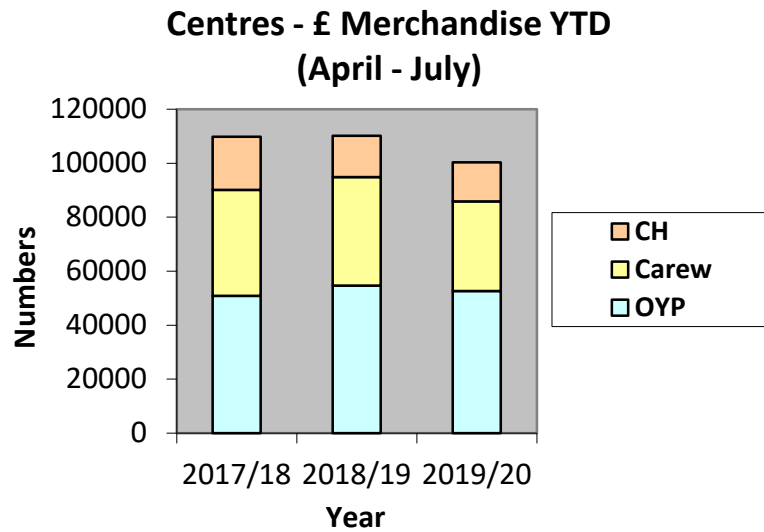
Performance Report – Corporate Plan 2019/20 (April – July)

Governance and Financial Sustainability

Data Available Monthly								
Work Stream	Measure	2018/19 July	2019/20 Previous Period - June	2019/20 Current Period – July				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Fundraising & Income Generation	£ Centres Merchandise ytd	110,162.53	62,115.22	100,320.76	BM			8.9% decrease on last year ytd
	£ Admissions Carew & Castell Henllys ytd	96,911.19	72,152.88	109,570.76	BM			13% increase on last year ytd.
	£ Centres Other Income ytd	23,743.10	17,294.09	27,863.53	BM			17% increase on last year ytd.
	£ Cafe Rental Income - CH and OYP ytd	10,500	0	0	BM			Nest Café operated by the Authority opened in July 2018. £15,524.08 sales income in July 2019.
	£ Carew Cafe Sales Income ytd	7368.86	14,036.34	29,560.42				
	£ from sponser a gate scheme ytd	N/A	2,400	3,000	2,000	Green	→	£6000 yearly target. From 5 new gate sponsorships ytd.
Members Development	% Member attendance ytd	78.43	82.86	82.16	75	Green	↓	
	% Member attendance at Training ytd	61.11	55.56	55.56	65	Amber	→	
	% Positive/ neutral media coverage ytd	99.58	99.61	99.71	80	Green	→	

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

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



Data Available Quarterly								
Work Stream	Measure	2018/19 Q1 (April – June)	2018/19 Q1 – Q4 (April - March)	2019/20 Current Period – Q1 (April – June)				
		Actual	Actual	Actual	Target	RAG	Trend	Comments
Fundraising and Income Generation	% of prioritised projects banded A with funding secured ytd	N/A	N/A	25%	BD			Funded Outdoor Schools (WG & Trust), Stitch in Time (EnRaw & Trust), Walkability / Walking for Wellbeing (HAF). 2 are part funded Plants, Paths and Pollinators (WG) and Conserving the Park (WG).
Workforce Resilience	# Days lost/fte this quarter	1.08	2.02	2.35	<1.5	Red	↓	Reflects increase in long term sick cases compared to same period last year and a number

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

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								approaching long term sickness classification. These include some relating to stress.
	# RIDDOR ytd	0	0	1	0	Amber	↓	Incident was a head injury sustained from a fall. No review of H&S processes requested as all procedures followed correctly but a note to reinforce the importance of lone worker policy to the team.
	# Accidents (Injury) over 3 days/ up to 7 days absence ytd	0	2	0	0	Green	↑	
	# Accidents (injury) Minor ytd	2	21	2	Trend			
	# Vehicle damage ytd	4	15	2	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	33.3	44.4	BM			
	# Data Protection Impact Assessments	N/A	N/A	0	BD			No data protection impact assessments carried out this

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

	Complete ytd							quarter however a risk analysis was carried out on Bring Your Own Device in relation to review of ICT user policy and Information and Data Security Policy.
	# of EIR Requests ytd	3	5	2	Trend			Related to Planning and Car Parks. Including requests relating to non-disclosure agreements, filming costs, car parking and spending on consultants.
	# FOI Requests ytd	2	10	5	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 - June	2019/20 Current Period – July		
		RAG	RAG	Trend	Comments
Corporate: Long Term Planning	Carry out activities to support Mid/ Long Term Financial Planning Activities	Green	Green	→	Still working with Welsh Government to secure budget settlements for short and mid-term.
	Facilitate Members workshop looking at mid/ long terms priorities for the Authority	Amber	Amber	→	Ongoing discussions with Welsh Government on medium term budgets. Workshop will be arranged for later in the year.

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

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	Participate in engagement opportunities on withdrawal from the EU provided by the Welsh Government	Amber	Amber	→	Welsh Government's "Sustainable Farming and our Land - Revised proposals for supporting Welsh farmers after Brexit" consultation launch 9th July. 3 National Parks response to be provided. Consultation ends October 2019. Chief Executive attending Welsh Government Environmental Governance Task and Finish Group.
	Carew Causeway 5 year plan	Green	Green	→	Funding in place to cover the 5 year schedule of works. Phase planned for summer 2019 not carried out. Future programme being planned in agreement with engineer and in consultation with Reservoir Engineer. Reservoir Engineer carrying out annual inspection in August.
	Adopt and embed new methodology for risk management	Green	Green	→	New risk registered framework discussed by Management Team and used to report to members from April 2019
Fundraising and Income Generation	Assist Pembrokeshire Coast National Park Charitable Trust with their activities to generate income that support Authority priority areas	Green	Green	→	Income to Trust 2019/20 (including trusts and foundations, donations and campaign donations) £14,745. Successful partnership agreement with South Hook LNG for 'grow it cook it eat it' project worth £10,000. Continued to distribute flyers and promotional material as well as update Social media.
Strategic Partnerships	Action Wales Audit Office recommendations on partnership working and review our current partnerships	Green	Green	→	Meeting held in July to look at scope of partnership review work following on from Wales Audit Office presenting findings of their WFG examination and Audit of Partnership and Collaboration at May NPA.
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 1: Countryside, Community and Visitor Services Review in progress
Members Development	Support Members Development Committee - Members Charter	Green	Green	→	The Member Support and Development Committee on 21 July resolved that a buddying scheme be adopted and used as a pilot arrangement with newly appointed

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

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

					Welsh Government Members. Revised Member role descriptions and person specifications and revised Member Development Strategy adopted by Member Support and Development Committee on 8th May 2019. Documents presented to NPA on 25th July 2019 and ratified.
Corporate Compliance and Standards	Annual performance report on Welsh Language Standards	Green	Green	→	Action Complete: Annual performance report on Welsh Language Standards submitted to Welsh Language Commissioner in June.
	Annual Equality report	Amber	Green	↑	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.
	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. Draft ICT user policy, Information and Data Security Policy, Data Protection Policy and Equal Opportunities went out for staff consultation.
	Review Authority's complaints, service standards and complements	Amber	Amber	→	Work for this action will be carried out later in the year with planning meeting arranged for August.

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