

Public Document Pack

Peak District National Park Authority**Tel: 01629 816200**E-mail: customer.service@peakdistrict.gov.ukWeb: www.peakdistrict.gov.uk

Minicom: 01629 816319

Aldern House, Baslow Road, Bakewell, Derbyshire. DE45 1AE



Our Ref: A.1142/1767

Date: 25 October 2018



NOTICE OF MEETING

Meeting: **Audit Resources & Performance Committee**Date: **Friday 2 November 2018**Time: **10.00 am**Venue: **The Board Room, Aldern House, Baslow Road, Bakewell**SARAH FOWLER
CHIEF EXECUTIVE

AGENDA

1. **Apologies for Absence**
2. **Minutes of previous meeting of 7 September 2018** (*Pages 5 - 12*) 5 mins
3. **Urgent Business**
4. **Public Participation**
To note any questions or to receive any statements, representations, deputations and petitions which relate to the published reports on Part A of the Agenda.
5. **Members Declarations of Interest**
Members are asked to declare any disclosable pecuniary, personal or prejudicial interests they may have in relation to items on the agenda for this meeting.
6. **Cut Gate, North America Farm & Great Ridge Pathways Project (DC)** 10 mins
(*Pages 13 - 24*)
Appendix 1

Appendix 2
7. **Annual Report of the Due Diligence Panel (AMC/RC)** (*Pages 25 - 28*) 10 mins

8. **2018/19 Quarter 2 Corporate Performance (A91941/HW)** (Pages 29 - 76) 30 mins
Appendix 1

Appendix 2

Appendix 3

Duration of Meeting

In the event of not completing its business within 3 hours of the start of the meeting, in accordance with the Authority's Standing Orders, the Authority will decide whether or not to continue the meeting. If the Authority decides not to continue the meeting it will be adjourned and the remaining business considered at the next scheduled meeting.

If the Authority has not completed its business by 1.00pm and decides to continue the meeting the Chair will exercise discretion to adjourn the meeting at a suitable point for a 30 minute lunch break after which the committee will re-convene.

ACCESS TO INFORMATION - LOCAL GOVERNMENT ACT 1972 (as amended)

Agendas and reports

Copies of the Agenda and Part A reports are available for members of the public before and during the meeting. These are also available on the website <http://democracy.peakdistrict.gov.uk>

Background Papers

The Local Government Act 1972 requires that the Authority shall list any unpublished Background Papers necessarily used in the preparation of the Reports. The Background Papers referred to in each report, PART A, excluding those papers that contain Exempt or Confidential Information, PART B, can be inspected by appointment at the National Park Office, Bakewell. Contact the Democratic and Legal Support Team on 01629 816200, ext 362/352. E-mail address: democraticandlegalsupport@peakdistrict.gov.uk

Public Participation and Other Representations from third parties

Anyone wishing to participate at the meeting under the Authority's Public Participation Scheme is required to give notice to the Director of Corporate Strategy and Development to be received not later than 12.00 noon on the Wednesday preceding the Friday meeting. The Scheme is available on the website <http://www.peakdistrict.gov.uk/looking-after/about-us/have-your-say> or on request from the Democratic and Legal Support Team 01629 816362, email address: democraticandlegalsupport@peakdistrict.gov.uk.

Written Representations

Other written representations on items on the agenda, except those from formal consultees, will not be reported to the meeting if received after 12noon on the Wednesday preceding the Friday meeting.

Recording of Meetings

In accordance with the Local Audit and Accountability Act 2014 members of the public may record and report on our open meetings using sound, video, film, photograph or any other means this includes blogging or tweeting, posts on social media sites or publishing on video sharing sites. If you intend to record or report on one of our meetings you are asked to contact the Democratic and Legal Support Team in advance of the meeting so we can make sure it will not disrupt the meeting and is carried out in accordance with any published protocols and guidance.

The Authority uses an audio sound system to make it easier to hear public speakers and discussions during the meeting and to make a digital sound recording available after the meeting. From 3 February 2017 the recordings will be retained for three years after the date of the meeting.

General Information for Members of the Public Attending Meetings

Aldern House is situated on the A619 Bakewell to Baslow Road, the entrance to the drive is opposite the Ambulance Station. Car parking is available. Local Bus Services from Bakewell centre and from Chesterfield and Sheffield pick up and set down near Aldern House. Further information on Public transport from surrounding areas can be obtained from Traveledine on 0871 200 2233 or on the Traveledine website at www.traveledineeastmidlands.co.uk.

Please note that there is no catering provision for members of the public during meal breaks. However, there are cafes, pubs and shops in Bakewell town centre, approximately 15 minutes walk away.

To: Members of Audit Resources & Performance Committee:

Chair: Mr Z Hamid
Vice Chair: Mr J W Berresford

Mrs P Anderson	Cllr A R Favell
Cllr C Furness	Cllr Mrs G Heath
Cllr B Lewis	Cllr A McCloy
Cllr C McLaren	Cllr J Perkins
Cllr Mrs L C Roberts	Cllr R Walker
Cllr F J Walton	Cllr B Woods

Other invited Members: (May speak but not vote)

Mr P Ancell	Cllr D Chapman
Cllr D Birkinshaw	

Constituent Authorities
Secretary of State for the Environment
Natural England

This page is intentionally left blank

Peak District National Park Authority
Tel: 01629 816200
E-mail: customer.service@peakdistrict.gov.uk
Web: www.peakdistrict.gov.uk
Minicom: 01629 816319
Aldern House, Baslow Road, Bakewell, Derbyshire. DE45 1AE



MINUTES

Meeting: **Audit Resources & Performance Committee**

Date: Friday 7 September 2018 at 10.00 am

Venue: The Board Room, Aldern House, Baslow Road, Bakewell

Chair: Mr Z Hamid

Present: Mr J W Berresford, Mrs P Anderson, Cllr A R Favell, Cllr C Furness, Cllr Mrs G Heath, Cllr B Lewis, Cllr A McCloy, Cllr C McLaren, Cllr J Perkins, Cllr R Walker and Cllr F J Walton

Cllr D Chapman attended to observe and speak but not vote.

Apologies for absence: Cllr B Woods.

44/18 MINUTES OF PREVIOUS MEETING OF 20 JULY 2018

The minutes of the last meeting of the Audit, Resources and Performance Committee held on 20 July 2017 were approved as a correct record.

45/18 URGENT BUSINESS

There were no items of urgent business.

46/18 PUBLIC PARTICIPATION

Fourteen members of the public had given notice to speak under the public participation at meetings scheme.

47/18 MEMBERS DECLARATIONS OF INTEREST

Item 6

Mr Z Hamid had received lobbying correspondence.

Mr J Berresford declared he had received correspondence from Ms S Cooksey.

Cllr A McCloy declared a personal interest as he was a member of the Ramblers Association.

Cllr Mrs G Heath declared a personal interest as the route was within Wetton Parish which was within her Staffordshire County Council division. Cllr Mrs Heath had attended Parish Council meetings and also arranged a meeting between The Access and Rights

of Way Officer and a representative of Staffordshire County Council Highways, this had involved a walk of the route.

Cllr B Lewis declared a personal interest as a member of Derbyshire County Council

Mrs P Anderson declared a personal interest as a member of the National Trust.

Cllr T Favell and Cllr D Chapman declared a personal interest as they knew one of the speakers on the item Mr Sebire

Item 7

Mr Z Hamid had received lobbying correspondence.

Mr J Berresford and Cllr A McCloy reported receipt of correspondence from Anne Robinson, Friends of the Peak District.

Mr J Berresford, Cllr D Chapman and Cllr C Furness reported receipt of correspondence from Mr John Youatt.

Item 8

Cllr D Chapman declared a personal interest as Chair of the Moors for the Future Partnership.

Mrs P Anderson declared a personal interest as Deputy Chair of the Moors for the Future Partnership.

Cllr R Walker declared a personal interest as Chair of Upper Colne and Holme Natural Flood Management Project, which had links with the Moors for the Future project.

Item 9

Cllr D Chapman declared a personal interest as Chair of the Moors for the Future Partnership.

Mrs P Anderson declared a personal interest as Deputy Chair of the Moors for the Future Partnership.

Cllr R Walker declared a personal interest as Chair of Upper Colne and Holme Natural Flood Management Project, which had links with the Moors for the Future project.

48/18 PROPOSED TRAFFIC REGULATION ORDER AT WETTON HILLS (A76228/SAS)

The Access and Rights of Way Officer introduced the report and it was noted that some Members had visited the site and walked the route on the previous day. A note of the site visit was tabled. Photos of the route taken on 5 and 6 September were displayed for Members' information.

The following spoke under the public participation scheme:

- Mr A Sebire, local resident

- Mr A Whitehouse, supporter of a Traffic Regulation Order (TRO)
- Ms A Turner, individual
- Mr C Woods, representing Peak District Green Lanes Alliance, Peak Horse Power and Peak and Northern Footpaths Society
- Mr D Sparkes, Individual
- Mr K Fearn, representing Visually Impaired Ramblers
- Ms S Reiblein, read out statements on behalf of Kevin Higton, a farmer, and Ms S Cooksey, a local resident
- Ms S Reiblein, local resident
- Ms A Robinson, Friends of the Peak District.

A motion for a permanent TRO was moved.

In response to Members' queries officers supplied details of numbers and patterns of use of the route by motorised vehicles.

Cllr B Lewis withdrew his declaration of interest in this item as the site did not fall within Derbyshire County Council's area.

Although some Members suggested a seasonal TRO as an option the motion for a permanent prohibition of all mechanically propelled vehicles at all times was seconded. It was noted that Members would like to see the track repaired.

The motion for a permanent TRO as set out in paragraph 47.i was voted on and carried.

RESOLVED:

The Authority proceeds to make a Permanent Traffic Regulation Order under Section 22 BB(2)(a) Road Traffic Regulation Act 1984 that will have the effect of prohibiting use by mechanically propelled vehicles at all times at Wetton Hills (subject to specified exceptions).

The meeting adjourned for a short break at 1128 and reconvened at 1135.

49/18 BROSTERFIELD SITE, FOOLOW - PROPOSED SUBMISSION OF REVISED PLANNING APPLICATION (P4484/CBM)

The Chair reminded Members that the Committee would not be discussing planning issues.

The Corporate Property Officer introduced the report which sought approval to submit a revised planning application for the Brosterfield site following refusal of the last planning application in March 2017. It was noted that section 4 of the report should state the proposals are for touring caravans.

The following spoke under the public participation at meetings scheme:

- Mr J Youatt, Objector
- Mr H Folkard, Objector
- Ms A Robinson, Friends of the Peak District, Objector
- Mr S Wills, Chair of Foolow Parish Meeting, Objector

It was noted that the Authority purchased the site to prevent a static development on the site but that it was never intended to discontinue the planning permission for the site and that it was also intended to re-coup the purchase costs.

The recommendation as set out in the report was moved. This motion was seconded subject to pause for communication with the community before making the planning application.

Concern was expressed that an email sent by one of the speakers had not been received by all Members it was sent to, and regarding the perceived lack of communication with local residents. A suggestion was made that deferral of the application may be preferable.

It was agreed to amend the recommendation as moved to include detailed consultation with the community. The motion as amended was voted on and carried.

RESOLVED:

- 1. To submit a full planning application for a revised proposal described in paragraph 4 of the report and as amended at the meeting to include touring caravans, together with an amenity block based on the floor space of the 2003 amenity block approval (which expired) with any required minor modifications/finessing undertaken as part of the planning process. There will be detailed consultation with the community before submission of the application submitted**
- 2. Following the outcome of the planning application, an analysis for future options for the site is then presented to Members at a meeting of the full Authority.**

Cllr B Lewis left the room at 11.58 during this item.

Cllr A McCloy left the room.

50/18 UNDERTAKING PROJECTS FOR MOORLIFE 2020 PARTNERS AUGUST 2018 UPDATE (MSC)

Chris Dean, Head of Programme Delivery – Moors for the Future Project, and Kate Morley, Conservation and Land Management Project Manager, introduced the report which requested a raise in the funding limit, previously authorised in January 2017, to enable responses to current and future opportunities to fund SSSI recovery.

Cllr A McCloy returned to the room. Cllr C McLaren left the room.

Members congratulated the Team on their good work and the recommendation as set out in the report was moved and seconded. The motion was then voted on and carried.

RESOLVED:

- 1. To approve in principle working with the MoorLIFE 2020 project partners to deliver additional projects until the end of the MoorLIFE project (or any extension to it).**
- 2. To delegate specific project approval (including signatures of related agreements with partners), to an increased maximum combined value of £2.5 million (raised from £1.5m) in any financial year, to the Director of Conservation and Planning, in consultation with the Head of Law and in**

agreement with the Chief Finance Officer (expenditure will not exceed £2.5m in any financial year).

- 3. That the Authority may, subject to compliance with its procurement standing orders, enter into contracts for the delivery of an approved project.**

51/18 ELEMENTS OF LIFE PROPOSAL (KM)

Chris Dean, Head of Programme Delivery – Moors for the Future Project, and Debra Wilson, Communication Programme Manager, introduced the report which requested support to develop a LIFE application to continue the Moors for the Future Partnership's work across the South Pennine Moors to be submitted in January 2019.

It was noted that an expression of interest had been submitted but no response to that had yet been received.

Some concern was expressed regarding European Union (EU) funding in relation to Britain's exit from the EU however Officers were confident that Defra would still guarantee a successful bid and would seek specific assurance from them.

The recommendation as set out in the report was moved, seconded, voted on and carried.

RESOLVED:

To approve the request to develop a full proposal for the Elements of LIFE project.

52/18 2018/19 QUARTER 1 CORPORATE PERFORMANCE REPORT (A91941/HW)

Emily Fox, the Head of Strategy and Performance, introduced the report which provided monitoring information for the end of Quarter 1 2018/19 for review of performance against the third and final year of the Corporate Strategy, monitoring of the Corporate Risk Register, monitoring of Freedom of Information/Environmental Information Regulations and monitoring of Complaints.

The impact of the recent wild fires was referred to within Appendix 1, Directional Shift 1 and Cllr McCloy requested that Officers supply a short briefing note on the impacts for Members along with information on the first successful year of community grants.

1300 Cllr Mrs G Heath left the meeting.

With regard to Appendix 1, Cornerstone 2, the Director of Conservation and Planning reported that a response had been received from the Government regarding the proposal to designate the Authority to special measures based on its appeal performance on major developments. The Government have stated that the Authority is exempted from special measures and the issue had been removed from the Corporate Risk Register.

1305 Cllr C Furness left the meeting.

The recommendation as set out in the report was moved, seconded, voted on and carried.

RESOLVED:

1. That the Quarter 1 Corporate Performance Return, given in Appendix 1 of the report, is reviewed and any actions to address issues agreed.
2. That the corporate risk register summary given in Appendix 2 of the report is reviewed and status of risks accepted.
3. That the status of complaints, Freedom of Information and Environmental Information Regulations requests, given in Appendix 3 of the report, be noted.

The Committee voted to continue the meeting beyond 1300, in accordance with Standing Orders.

53/18 ENVIRONMENTAL MANAGEMENT ANNUAL PERFORMANCE REPORT 2017/18 (A595 / MF)

1315 Matt Freestone, Environmental Management Officer, introduced the report which detailed the environmental performance data for the 2017/18 financial year and progress against performance in previous and baseline years.

1310 Cllr A R Favell left the room.

Members welcomed the report and stated that the good news from it should be promoted.

The recommendation as set out in the report was moved, seconded, voted on and carried.

1313 Cllr A R Favell returned to the room.

RESOLVED:

1. That the environmental performance data detailed in Appendix 1 of the report be considered and adopted as the detail supporting the position on the Authority's operational environmental performance over the 2017/18 reporting period.
2. To note that a new Carbon Management Plan will be established over the remainder of the 2018/19 period whereby targets will be established for the period from 2019 to 2024.

1315 Cllr R Walker left the room.

54/18 OMBUDSMAN'S ANNUAL REVIEW (RC)

Andrea McCaskie, Head of Law and Monitoring Officer, introduced the report which gave details of the Local Government and Social Care Ombudsman's Annual Review of Complaints for the period 1 April 2017 to 31 March 2018.

Cllr C Furness returned to the meeting.

The recommendation as set out in the report was moved, seconded, voted on and carried.

RESOLVED:

To note the Local Government and Social Care Ombudsman annual review letter as at Appendix 1 of the report.

55/18 EXTERNAL AUDIT (KPMG): 2017/18 ANNUAL AUDIT LETTER (A1362/DH)

David Hickman, Director of Corporate Strategy and Development, introduced the report which gave details of the External Auditor's 2017/18 Annual Audit Letter.

The recommendation as set out in the report was moved, seconded, voted on and carried.

RESOLVED:

That the 2017/18 Annual Audit Letter be considered and acknowledged.

The meeting ended at 1.20 pm

This page is intentionally left blank

6. CUT GATE, NORTH AMERICA FARM & GREAT RIDGE PATHWAYS PROJECT (DC)

1. Purpose of the report

The Peak District National Park Authority proposes to retain a leading role in pathway improvement work through the practical delivery of capital works on iconic pathways in the Peak District National Park.

We are seeking approval to apply for funding for capital works and associated project management from a number of sources to deliver pathway improvements to the Cut Gate Bridleway, North America Farm Bridleway and the Great Ridge Footpath. The project would be delivering identified and scoped pathway improvements to the three pathways.

We are seeking approval to undertake the Cut Gate & Great Ridge Project which will be funded by the British Mountaineering Council's (BMC) Mend our Mountains Campaign with additional funding coming Sheffield City Council. Additional funding is also being explored via the East Pennine Innovation Programme (EPIP), The European Outdoor Conservation Association (EOCA) and Heritage Lottery Funding. The PDNPA have contributed staff resource to securing funding. There is no contribution from the PDNPA to the capital works budget. At the time of submitting this report funding has not been received from the BMC (we have been advised that funding will be forwarded in March/April 2019). Accordingly this report is written on the basis of the BMC funding being in place. The purpose of this report is therefore to request authority to proceed with this project in anticipation of a successful outcome.

This will constitute a significant project, with an estimated capital works cost of £528,000 over a one year period.

Key issues

The project is reliant on funding from a variety of sources to form the project budget. The funding target for the project is £528,000 but if this total funding isn't in place when the project starts, the project will de-scope to match the funding in place.

Pathway improvement can be a controversial subject. Landowners carrying out their own pathway improvements have run into planning issues. The project will carry out stakeholder engagement in a careful and sensitive manner and will seek pre-application planning advice as appropriate prior to any works commencing.

The project will deliver three different pathway improvements. The pathways are in poor condition and require improvement to avoid further damage to active blanket bog in an area designated as SSSI.

- The Great Ridge Path, that runs between Mam Tor and Lose Hill. The project will deliver improvements to the part of the path between Hollin's Cross and Lose Hill.
- Cut Gate Bridleway, that runs from Slippery Stones at the top end of Howden Dam to Langsett. The project will potentially deliver improvements to the full length of the path subject to the funding raised. The BMC funding focus is on an area of the path starting as the path leaves National Trust land and runs north over The Broomhead Estate and the Midhope Estate. The project will address two infamously famous areas of bog that the path crosses.
- North America Farm Bridleway, that runs up from Langsett Reservoir to join Cut Gate Bridleway. The project will deliver improvements to the full length of

the bridleway

This project is in line with the Business Model, in the Moors for the Future Partnership Business Plan, approved by this Committee 6/14

RECOMMENDATION

2.
 - 1 **That the Audit Resources and Performance Committee approves this project proposal.**
 - 2 **That the Audit Resources and Performance Committee supports the funding applications to undertake the project and accepts the total funding of up to £528,000 to deliver the project.**
 - 3 **That the Authority may, subject to compliance with its procurement standing orders, enter into contracts for the delivery of the project.**

How does this contribute to our policies and legal obligations?

3. The project covers many aspects which will support the delivery aims of the National Park Management Plan 2018-23. More specifically:

Special quality 1: Beautiful views created by contrasting landscapes and dramatic geology

Special quality 2: Internationally important and locally distinctive wildlife and habitats

Special quality 3: Undeveloped places of tranquillity and dark night skies within reach of millions

Special quality 4: Landscapes that tell a story of thousands of years of people, farming and industry

Special quality 6: An inspiring space for escape, adventure, discovery and quiet Reflection

Special quality 7: Vital benefits for millions of people that flow beyond the landscape boundary

Areas of impact:

- 1: Preparing for a future climate
- 3: Managing landscape conservation on a big scale
- 4: A National Park for everyone
- 5: Encouraging enjoyment with understanding
- 6: Supporting thriving and sustainable communities and economy

4. Background

Historically the Authority (through Moors for the Future) has undertaken a number of large scale pathway improvement projects and have built up considerable experience and skill in delivering these types of projects. In total, over the last 15 years, Moors for the Future team have completed 22km of upland paths. This has allowed the Authority to build up a strong reputation for delivering high quality pathways improvements across the uplands.

A previous Campaign run by the BMC secured funding for work on the Ringing Roger footpath running up onto Kinder Scout, which was delivered by the Authority. The successful delivery of the project has led to the BMC approaching the Authority with the proposal that we deliver two pathway improvements for the BMC's Mend our Mountains Campaign.

Following discussions with Sheffield City Council, a £30,000 donation has been received from Sheffield City Council to contribute towards bridleway improvements on the North America Farm Bridleway.

The Rights of Way Team have previously carried out pathway improvements on the Great Ridge Path, restoring the section from Hollins Cross to Mam Tor summit (2002). The current proposed project will complete the improvements required to the path by carrying out works on the section between Hollins Cross and Lose Hill.

Responsibilities

The Project will be managed by Diarmuid Crehan, Project Manager within the current Moors for the Future programme. Mike Rhodes (PDNPA Access & Rights of Way Manager) will be the projects Subject Matter Expert. Overall supervision will be provided by Matt Scott-Campbell, Conservation and Land Management Programme Manager

Timescale

The project will be implemented over a 1 year period (2019-20), with capital works expected to commence in Autumn/Winter 2019.

5. Are there any corporate implications members should be concerned about?

A number of the landowners included in the bid have complicated land ownership and stakeholder scenarios. This will require significant Officer input to manage and secure the necessary agreements from all parties. This exercise will be undertaken on a site by site basis, and there is a residual risk that the necessary approvals from all parties may not be achievable for reasons that are not visible to the Authority at the time of bidding.

During the fundraising stage the Moors for the Future team made contact with the key stakeholders for each of the sites included in the proposed scope and this engagement will continue throughout the project. The key stakeholders for each site have indicated their support of the proposed works but consent could be put on hold or withdrawn at any time.

6. Financial: *Cash Flow*

There will be no cash flow amounts for the Authority to incorporate. An anticipated profile of spending has been defined for the whole project and has been submitted to the PDNPA Chief Finance Officer for review.

The value of the project will be up to £528,000. A cash flow forecast is attached as Appendix 1. Note there is no financial input requested from the Authority. The project will be funded by funding raised and in place before the appointments of contractors to deliver the works.

7. Risk Management

Health and Safety

All projects will be managed as currently, in discussion with the Authority's Health and Safety Officer. This includes use of the Construction Design and Management Regulations (CDM 2015), where applicable.

Practical Delivery

The path improvement works proposed within this project are within the expertise of the Moors for the Future team. As such the risk of the work not delivering the required results is considered to be low.

As part of this recommendation the Moors for the Future Programme Management team has assessed the resource requirements of this new project. This has been in consultation with the team and Head of Programme Delivery. Following this assessment the availability of capacity within the team to deliver this project is confirmed. The continuation of adequate capacity in light of ongoing commitments on other projects will remain the responsibility of the Moors for the Future Programme Managers.

All projects will be planned and managed using the Moors for the Future Project Management Toolkit. This includes using Gantt chart techniques to define the critical path for project delivery and the use of a RID Log (Risks, Issues & Dependencies) to identify and manage risks to project delivery.

A project delivery schedule will be defined at the start of the project based on the team's operational capability and agreed with landowners and the principle funders. This schedule will be base-lined and continually monitored to assess project progress and to anticipate potential delivery issues. The project will also be managed under change control with the principle funders and be re-baselined as may be required in the event of changes. Moors for the Future has considerable experience of project management for works of this nature, and the risks to success stemming from the proposed management of this project are low.

Material and Contractor Availability

It is recognised that the capacity of the contractor community will be stretched during the next few years as the Authority enters key capital delivery years for the MoorLIFE 2020 project, The Moor Carbon project funded by DEFRA and the ongoing Private Lands Portfolio of works funded by Natural England. All projects will be delivered in tandem with one another to manage the risk of contractor capacity and to drive efficiencies and economies of scale in procurement. The Authority has existing and established framework contracts in place that will be sufficient to procure all the proposed works. These will be fully integrated into Moors for the Future Partnership's wider programme of works.

General Management

The new project will be managed by a project group in the same manner as with the other Moors for the Future projects. The remit of this group is to provide project steering and would be made up of, the Moors for the Future Programme Management team and other officers across the Authority, the BMC, Sheffield Wildlife Trust, The National Trust and the Project Manager. There is also a monitoring function through the line management structure of the Authority including the Director of Conservation and Planning, Moors for the Future Head of Programme Delivery and the Conservation and Land Management Programme Manager. The Project Manager is responsible for

monitoring the budget but this is overseen by the Moors for the Future Programme Office Manager working closely with the Chief Finance Officer.

Sustainability

The proposed project will address carbon losses by creating a path that encourages users to travel on the path and not across the fragile bog habitat. Blanket bog and peatlands that are subject to medium footfall quickly degenerate to bare peat which releases significant carbon into the atmosphere as well as washing into the reservoirs. The process of revegetating bare and eroding peat will also deliver significant multiple benefits with regard to ecosystem services.

8. Background papers (not previously published) – None

Appendices –

1. Cash Flow Forecast
2. Project working area maps

Report Author

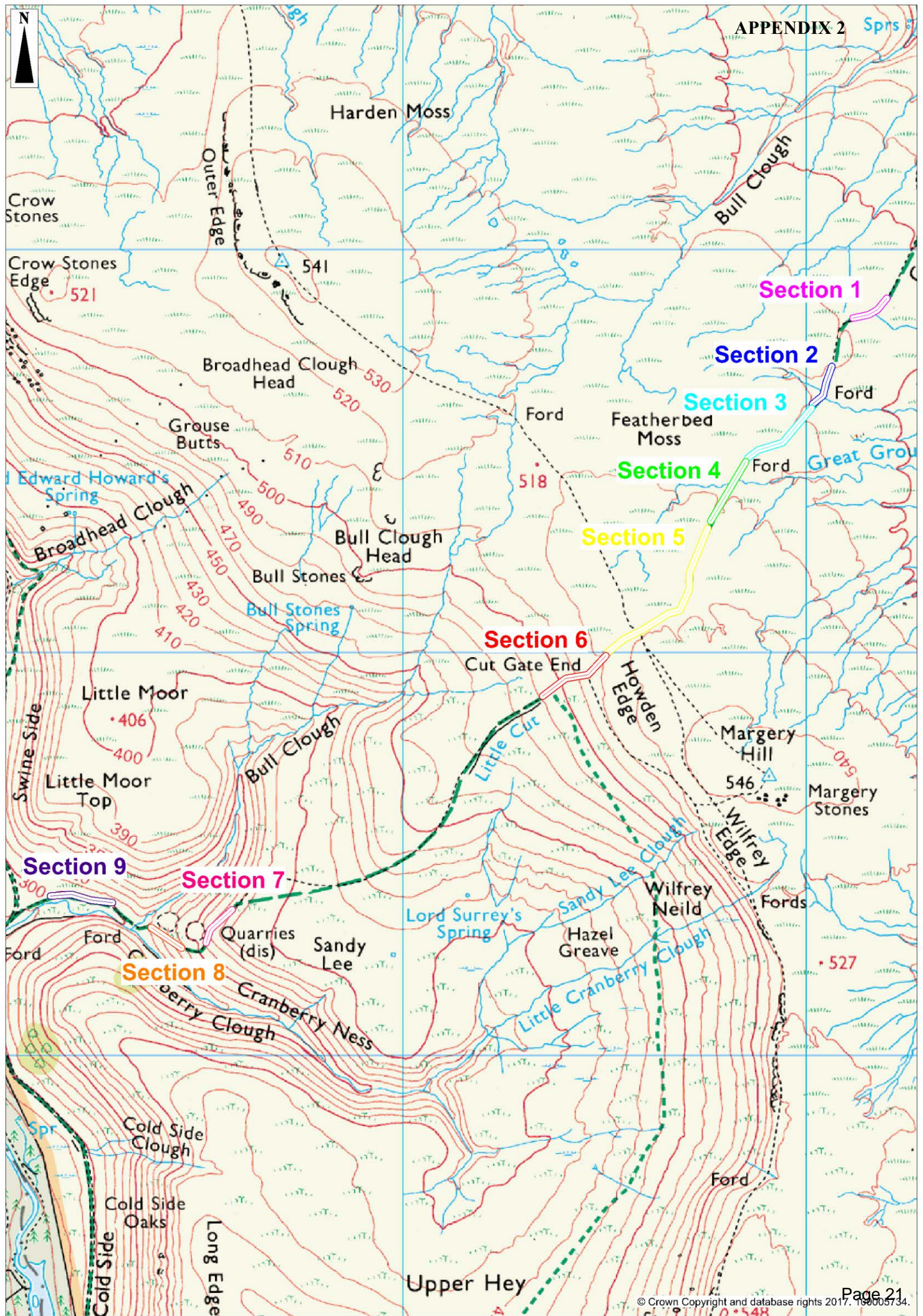
Diarmuid Crehan, Project Manager, Moors for the Future Partnership, 25 October 2018

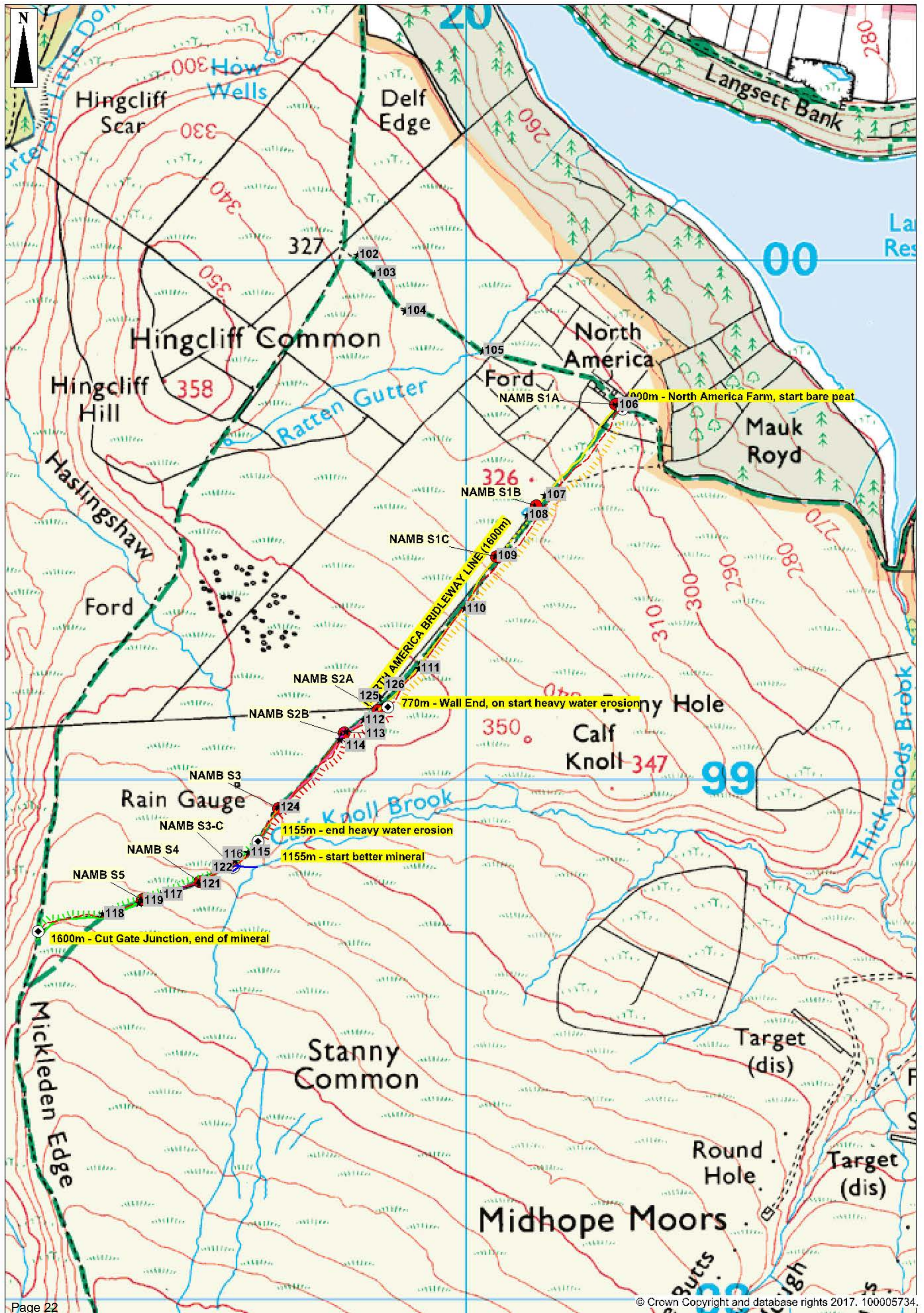
This page is intentionally left blank

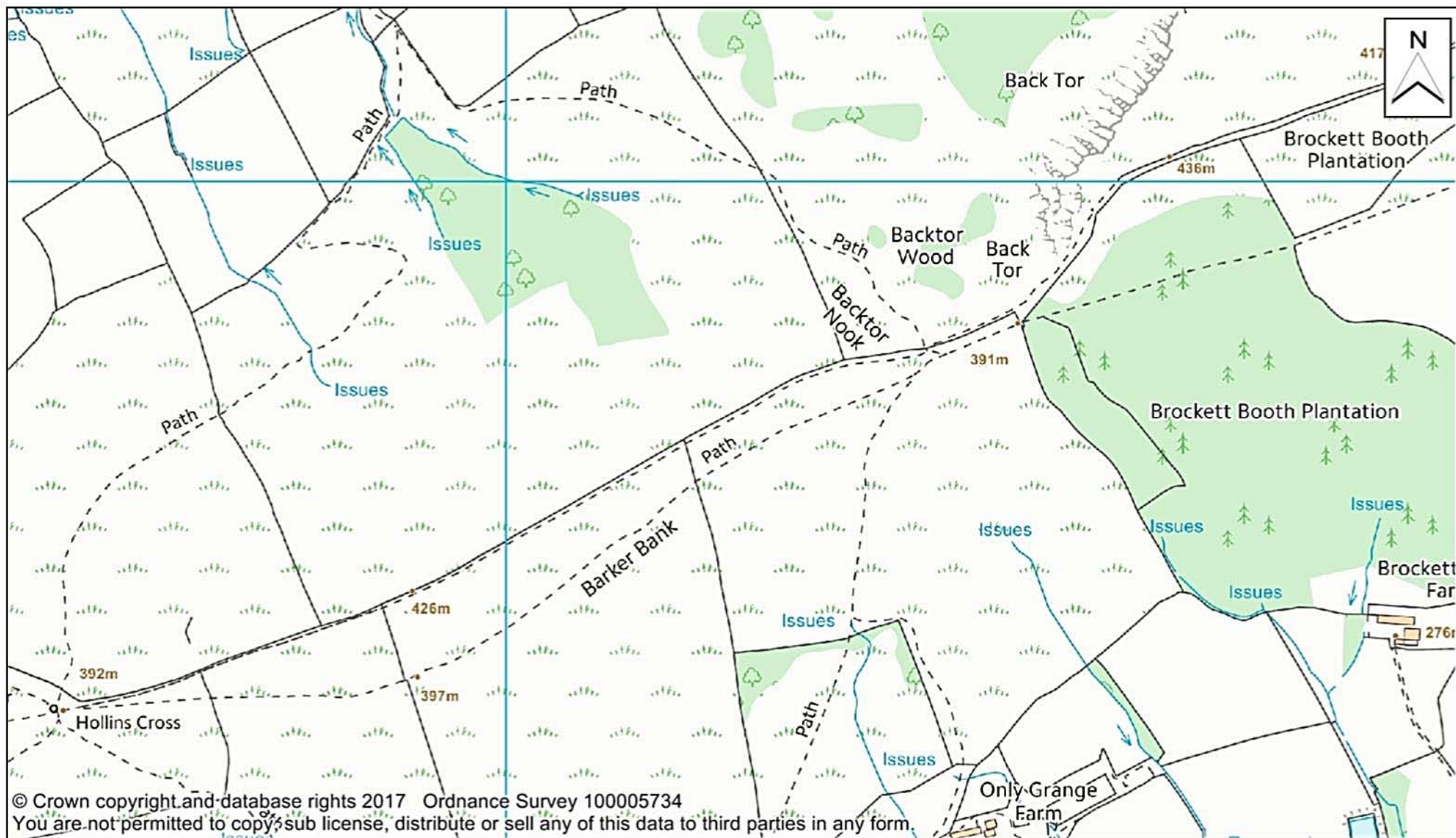
Cut Gate, North America Farm & Great Ridge Pathways Project - Cash Flow Forecast - APPENDIX 1

Element	Total	2018 19				2019 20				2020 21			
	Budget	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
EXPENDITURE													
Capitla Works													
Cut Gate Bridleway (sections 1-5)	74,615						25,000	25,000	24,615				
North America Farm Bridleway	58,041						25,000	25,000	8,041				
Contractor Prelims for Cut Gat & N America Farm	5,000					5,000							
Archaeology Contingency for Cut Gate & N America Farm	10,000					1,000	3,000	3,000	3,000				
The Great Ridge Path (inc Contractor Prelims & Archaeology)	144,000					50,000	50,000	44,000					
Other Costs													
Staff Costs (PM, SCWO, CWO)	25,500		500	500	1,500	6,000	6,000	6,000	5,000				
Staff Travel	2,550		100	100	300	400	600	600	450				
Total Expenditure	319,706	0	600	600	1,800	62,400	109,600	103,600	41,106	0	0	0	0
Cumulative Expenditure		0	600	1,200	3,000	65,400	175,000	278,600	319,706	319,706	319,706	319,706	319,706
INCOME													
BMC Funding for Cut Gate (Status - Bid)						75,000							
BMC Funding for Great Ridge (Status - Bid)						144,000							
Sheffield City Council Funding for N America Farm (Status - Secured)		30,000											
HLS Funding for North America Farm (Status - Bid)						20,000							
EPIP Funding for Cut Gate & N America Farm (Status - Bid)							55,129						
Sheffield City Council Funding for Cut Gate & N America Farm (Status - Bid)					10,000			10,000					
Total Income for the Period	344,129	30,000	0	0	10,000	239,000	55,129	10,000	0	0	0	0	0
Cumulative Income		30,000	30,000	30,000	40,000	279,000	334,129	344,129	344,129	344,129	344,129	344,129	344,129
Balance		30,000	29,400	28,800	37,000	213,600	159,129	65,529	24,423	24,423	24,423	24,423	24,423

This page is intentionally left blank







Drawn by: Rhodes Mike
 Date: 17 February 2017
 Drawing No:
 Scale: 1:5000 at A4

Title: Great Ridge



This page is intentionally left blank

7. ANNUAL REPORT OF THE DUE DILIGENCE PANEL (AMC/RC)

1. Purpose of the report

To inform Members of the items considered by the Due Diligence Panel over the past 12 months.

2. Recommendation

- 1. That the item considered by the Due Diligence Panel over the last 12 months, as set out in paragraph 8 of the report, be noted.**

How does this contribute to our policies and legal obligations?

3. This work contributes to achieving the following corporate objectives for 2016/19:

- Directional Shift Grow Income – Diversifying and growing our funding, building on our valued government grant
 1. Increase our income from giving
 2. Achieve our commercial programme income targets
 3. Develop/establish sponsorship relationships
 4. Secure external funding for major programme and partnership delivery
- Cornerstone Our Organisation – Developing our organisation so we have a planned and sustained approach to performance at all levels
 1. Develop and maintain appropriate standards of corporate governance
 2. Implement our medium term financial plan
 3. Develop key business processes underpinning the Corporate Strategy.

Background Information

- 4.** The Due Diligence Panel was set up as part of the Authority's Policy on Working with Businesses, Organisations, Individuals and Groups of Individuals on Sponsorship, Philanthropy and Legacies agreed at the Authority meeting on 3 October 2014.
- 5.** Since then the role and decision making of the Panel has been updated twice and checklists for officers to use for prospective proposals produced. The role and decision making outcomes of the Panel are:
1. To confirm whether it is appropriate to develop a relationship which has a financial value of £5,000 or more (actual or in kind) with the proposed interested party (or parties)
 2. To confirm sufficient material has been provided to make a judgement or to refer back to the proposer if more information is needed
 3. To advise if mitigation action is required in light of risks identified by the proposal or the Panel in order for development of the relationship to proceed.

6. In accordance with the agreed Policy all decisions made below the £5,000 threshold are:
 - a. Recorded through the finance system where a financial transaction is made – with report being made every six months by the Head of Finance to the Due Diligence Panel for review.
 - b. reported to the Democratic and Legal Support Team for recording on a register where the transaction is an in-kind transaction with a report being made every six months to the Due Diligence Panel for review.
7. The Panel began meeting in November 2015 and holds quarterly meetings but can be convened as necessary. The current members of the Panel are the Monitoring Officer (as Chair), Director of Commercial Development and Outreach, Chief Finance Officer and Cllr Mrs Caroline Howe (with Mr James Berresford as deputy Member).

Proposals

8. The Committee is asked to note the following item that has been considered and decided on by the Due Diligence Panel in the past 12 months:
 - Agreement to work with British Mountaineering Council and Access and Conservation Trust on the Mend Our Mountains: Make One Million Campaign.
9. The Committee is also asked to note that the Panel also reviewed the financial and in-kind registers of sponsorships and donations every 6 months in April and October 2018.

Are there any corporate implications members should be concerned about?

Financial:

10. Any financial risks of individual proposals are considered as part of the Due Diligence process.

Risk Management:

11. Any risks related to individual proposals are considered as part of the Due Diligence process and addressed accordingly.

Sustainability:

12. Any sustainability issues of individual proposals are considered as part of the Due Diligence process and addressed accordingly.

Equality:

13. Any equality issues of individual proposals are considered as part of the Due Diligence process and addressed accordingly.

14. Background papers (not previously published)

None.

15. Appendices

None.

Report Author, Job Title and Publication Date

Andrea McCaskie, Monitoring Officer, and Ruth Crowder, Democratic and Legal
Support Team Leader, 25 October 2018
andrea.mccaskie@peakdistrict.gov.uk ruth.crowder@peakdistrict.gov.uk

This page is intentionally left blank

8. 2018/19 QUARTER 2 CORPORATE PERFORMANCE REPORT (A91941/HW)

1. Purpose of the report

This report provides Members with monitoring information for the end of Quarter 2 2018/19 (July to September 2018) for review of performance against the third and final year of our Corporate Strategy; monitoring of the corporate risk register; monitoring of Freedom of Information/Environmental Information Regulations requests and monitoring of complaints.

2. Key Issues

- **Corporate Performance** at the end of Quarter 2:
 - 10 of our priority actions are on target, 11 require more planned work and 1 has performance issues (We will have developed, agreed and be implementing comprehensive strategies for volunteering)
 - 25 of our indicators are on target (green), 0 are amber and 5 are below target (red) (Number of people experiencing the benefits of the Peak District National Park from our target audiences of volunteers; % who understand PDNP potential benefits/services; Donations (exc. legacy); Number of donations (exc. legacy); Proportion of planning appeals allowed). For 8 indicators, we did not collect data in this quarter.
- **Corporate Risk** status at the end of Quarter 2:
 - One risk has moved in its risk rating and has now been removed from the risk register:
 - a. Being a 'poorly performing' Authority based on DCLG measures – specifically major applications appeal performance.
 - One risk remains as high risk:
 - a. Area of NP land safeguarded in agri-environment schemes reduces because of Brexit uncertainty and continuing issues with Countryside Stewardship.
- Only 4 complaints were received in Quarter 2.
- 10 Freedom of Information requests and 5 Environmental Information Regulations requests were dealt with.

Recommendations

- 3.
1. **That the Quarter 2 Corporate Performance Return, given in Appendix 1, is reviewed and any actions to address issues agreed.**
 2. **That the corporate risk register summary given in Appendix 2 is reviewed and status of risks accepted.**
 3. **That the status of complaints, Freedom of Information and Environmental Information Regulations requests, given in Appendix 3, be noted.**

How does this contribute to our policies and legal obligations?

- 4.
- Performance and risk management contributes to *Cornerstone 3 Our Organisation: developing our organisation so we have a planned and sustained approach to performance at all levels*. Monitoring the corporate indicators and corporate priority actions for 2018/19 is part of our approach to ensuring we are progressing against our Performance and Business Plan and, if needed, mitigating action can be taken to maintain and improve performance or to reprioritise work in consultation with staff and Members.

Background

5. The visual representation for performance data remains on a traffic light system, using:
 - **green** – the action or indicator is on target,
 - **amber** – some remedial work is required to get on target, and
 - **red** – wider variance from being on target where some significant issues may need to be addressed.
6. In addition, a commentary is provided in Appendix 1 for each Directional Shift and Cornerstone, including any issues and action being taken to address the issues.
7. The Authority's risk management policy and supporting documentation was approved by Authority on 25 March 2011 (minute 21/11), and is reviewed annually as part of the Authority's review of the Code of Corporate Governance. In line with these arrangements, Appendix 2 shows the status of the corporate risks.
8. Appendix 3 shows the status of the complaints received in this quarter and the report on Freedom of Information and Environmental Information Regulations requests. All remain at a low level.
9. Information is given so that Members of Audit, Resources and Performance Committee, in accordance with the scrutiny and performance management brief of the Committee, can review the performance of the Authority and the risks being managed corporately.

Proposals

10. Members are asked to review and agree the Quarter 2 Corporate Performance Return as detailed in Appendix 1.
11. Members are further asked to review the Corporate Risk Register status at Appendix 2 and agree the proposed changes to the Corporate Risk Register including:
 - a) Removal of risk 6 'Being a 'poorly performing' Authority based on DCLG measures – specifically major applications appeal performance' – as the Government has taken our explanation into account and is unlikely to put us in special measures in the future.
12. That the status of complaints, Freedom of Information (FOI), and Environmental Information Regulations (EIR) enquiries in Appendix 3 be noted.

Are there any corporate implications members should be concerned about?

13. This report gives Members an overview of the achievement of targets in the past quarter and includes ICT, financial, risk management and sustainability considerations where appropriate. There are no additional implications in, for example, Health and Safety.
14. **Background papers** (not previously published) – None

Appendices

1. Appendix 1: Quarter 2 2018-19 Corporate Performance Return
2. Appendix 2: Quarter 2 Corporate Risk Register status
3. Appendix 3: Quarter 2 Complaints, Freedom of Information (FOI) and Environmental Information Regulations (EIR) enquiries

Report Author, Job Title and Publication Date

Holly Waterman, Senior Strategy Officer - Research, 25 October 2018

This page is intentionally left blank

Directional Shift 1: The Place and the Park, on a Landscape Scale

Our Focus:	2018-19 Priority Actions	Progress (RAG)
1. The Dark Peak	1. We will have agreed and be implementing actions for the four key moorland issues identified through the partnership with moorland owners. (These are visitor engagement, fire risk, resilient sustainable moorland and moorland birds)	AMBER
	2. We will have a clear vision for our work in the Dark Peak and South Pennines to 2050.	AMBER
2. The SW Peak		
3. The White Peak	3. We will have a White Peak Partnership that is delivering agreed priority actions.	AMBER
4. The Whole Park	4. We will have agreed and established a system of monitoring at a landscape scale working with our partners and local communities.	AMBER
	5. We will have continued to build the case for public payment for public goods with the support of NPE (Future of Farming paper and using the White Peak as an example) and other partners through the NPMP. We will support farmers through the changes in support schemes to help them keep farming in a way that sustains and enhances the special qualities.	AMBER

Corporate Indicator	Target 2018-19	Status at Q2
1. Stage of development of landscape scale partnership programmes a) Moors for the Future b) South West Peak Partnership c) White Peak Delivery Partnership d) Sheffield Moors Partnership	Stage of development a) Mature Partnership b) Operational Plan c) Operational Plan d) Vision	a) Achieved b) Achieved c) On target d) Achieved

Overview:

The Moors for the Future Partnership (MFFP) continues to deliver restoration on the ground, working with partners and landowners. Following the very dry summer period with several significant moorland fires, the Authority is working with partners to assess the impact of the fires and to consider ways to reduce future fire risk. The White Peak Partnership is working through task and finish groups on key areas for development, particularly post-Brexit. The South West Peak Landscape Partnership is now actively in the delivery stage. In September, the Government published the Agriculture Bill, which sets out how farmers and land managers will in future be paid for “public goods”, such as better air and water quality, improved soil health, higher animal welfare standards, public access to the countryside and measures to reduce flooding. This will replace the current subsidy system of Direct Payments.

The Glover review of designated landscapes has commenced, arising from the Government’s 25 Year Plan to Improve the Environment. Julian Glover, the Chair of the review panel, is planning to visit the Peak District with some members of the panel to meet the Authority and partners in October.

Progress against priority actions, indicator(s) and focus:

APPENDIX 1: 2018/19 Quarter 2 Corporate Performance Return

Priority action 1): *We will have agreed and be implementing actions for the four key moorland issues identified through the partnership with moorland owners (These are visitor engagement, fire risk, resilient sustainable moorland and moorland birds).*

Further progress has been made on these four issues. There has been a meeting of FOG to discuss responses to moorland fires and the Sustainable Moorland Management Group has been considering how the use of Long Term Management Plans would help to address issues, including the need for moorland tracks. Two enforcement notices were served relating to moorland tracks during the quarter.

Priority action 2): *We will have a clear vision for our work in the Dark Peak and South Pennines to 2050.*

A workshop with partners to discuss our vision for the Dark Peak is programmed for November.

Priority action 3): *We will have a White Peak Partnership that is delivering agreed priority actions and we will have explored funding opportunities for delivery of the agreed priority actions.*

The Agriculture Bill was published in September, setting out the Government's approach to public payment for public goods. A seven year transition period, from existing agricultural subsidies to the new system is proposed. There has been no response as yet to the proposed White Peak pilot

Priority action 4): *We will have agreed and established a system of monitoring at a landscape scale working with our partners and local communities*

Officers have started work on designing and setting up a landscape monitoring system, together with a review of the Landscape Strategy (2009, with a 10 year review period).

Priority action 5): *We will have continued to build the case for public payment for public goods with the support of NPE (Future of Farming paper and using the White Peak as an example) and other partners through the NPMP. We will support farmers through the changes in support schemes to help them keep farming in a way that sustains and enhances the special qualities.*

The Authority responded to the DEFRA consultation on "The future for food, farming and the environment" and has been working with DEFRA and other national parks to shape future policy and support systems for the delivery of public benefits by the uplands and protected landscapes.

See above: Priority Action 3

Indicators: see table above

Service plan actions linked to 'Our Focus': see above

Issues arising and action to address:

Priority Action 5:

- **RAG Rating:** Amber
- **Issue:** Area of NP land safeguarded in agri-environment schemes reduces because of Brexit uncertainty and continuing issues with Countryside Stewardship (Outcome/delivery risk – RED corporate risk)
- **Action:** See above

Risk implications: Noted above

Directional Shift 2: Connect people to the place, the park

Our Focus:	2018-19 Priority Actions	Progress (RAG)
1. Build support for the Park through a range of approaches to enable people to give time, money or valued intellectual support	We will have developed, agreed and be implementing comprehensive strategies for: 13. Volunteering	RED
	15. The National Park and Authority brands.	GREEN
2. Improve access to the National Park for less represented audiences, in particular young people under 25		
3. Improve access to the National Park for less represented audiences, in particular people living with health inequality	7. Using the Accord and insight on data, we will have identified the best route for PDNP to engage in the well-being and health agendas, including the identification of relevant funding streams.	GREEN
4. Improve our volunteering opportunities and processes to nurture and build National Park volunteer supporters	13. We will have: • clarity on the scale of our volunteer recruitment and retention ambitions; • created the processes for recruitment and retention (including any beneficial integration with supporter relationship management systems); • tested recruitment campaigns. 13. a single platform for volunteering	AMBER

Corporate Indicator	Target 2018-19	Status at Q2
2. Number of people experiencing the benefits of the Peak District National Park from our target audiences of:		
a) young people under 25	19,846 (+5% vs. 2015-16)	14,867
b) people living with health inequality (particularly mental wellbeing)	1,000	802
c) volunteers (expressed as volunteer days)	10,003 (+5% vs. 2015-16)	3,669

Overview:

The continued strength of our school programme coupled with the growing reach and profile of the National Park and Authority is the performance highlight. The volunteer initiative has all the right systems now in place;

APPENDIX 1: 2018/19 Quarter 2 Corporate Performance Return

the requirement is to create a long-term recruitment and retention plan designed to bring significant new resource to the Authority to enable it to meet its financial, engagement and landscape objectives. Engaging with the health agenda to the extent and approach set out originally within the corporate plan period is going to be difficult. Each quarter we see progress which, due to its national scale and need for multi-partner input, will be slow and steady as opposed to rapid and revolutionary.

Progress against priority actions, indicator(s) and focus:

Focus 1, Priority Action 15:

- The key actions under these two headings are captured in the narrative from Cornerstone 1, Shift 3 and Shift 4 on brand reach and profile, visitor experience development and income growth.

Focus 2:

- In Q2, we held a residential bringing all the National Park Junior Rangers together at Edale. The Junior Rangers also sent two representatives to the Europarcs Conference in the Cairngorms, they have come back inspired and full of ideas to try. We are looking forward to starting a new Junior Ranger group in Q3 based at Edale.

Focus 3, Priority Action 7:

- Q2 has seen our health walk programme grow with new Dementia walks. A meeting with PHE and Northern National Parks will be held in Q3 to look at data sharing to identify key health and wellbeing targets.

Focus 4, Priority Action 13:

- Work to migrate the data of the current volunteers on to the new volunteer management system to enable self-service is slowly taking place. Some extra resource has been allocated to this to enable the Better Impact system to be comprehensively rolled out in Q3.
- Moors for the Future are now live using the new volunteer management system and staff have been trained to support roll out of Better Impact in the CDO Directorate.

Indicators:

Indicator 2 a): Delivery to young people continues to be strength. This figure of 14,867 sees us well on track to reach the year-end target.

Indicator 2 b): The figure of 802 is well on target to meet year-end target.

Indicator 2 c): Our volunteer numbers are slightly under target at 3,669. We have been working to understand the financial benefit of our volunteers using the guidance from the Heritage Lottery, the table below gives an idea of this value for the first half of the year. This is to help build a corporate understanding of the value and role of volunteering.

Volunteer Figures 2018-19 Q2

APPENDIX 1: 2018/19 Quarter 2 Corporate Performance Return

	Unskilled @£50		Skilled @£150		Professional @ £350	
	Days	Value	Days	Value	Days	Value
Volunteer Rangers	567	£28,350	850	£127,500		£0
L&D	40	£2,000	5	£750		£0
PPCV	685	£34,250	685	£102,750	102	£35,700
Events		£0		£0		£0
SWP	67	£3,350	74	£11,100	7.4	£2,590
MFF	156	£7,800	202	£30,300	3.8	£1,330
Cultural Heritage			72	£10,800		
Fire Watch	153	£7,650				
Totals	1668	£83,400	1888	£283,200	113.2	£39,620

Grand Total	£406,220
Days	3,669.2

Issues arising and action to address:

- Lack of resource to move volunteering actions forward as rapidly as planned plus a need to create a corporate understanding of the value and role of volunteers to meet the full range of corporate objectives.

Risk implications:

- Given that current volunteers are still able to carry out allocated tasks, the risk to core operational delivery is very low.

Directional Shift 3: Visitor experiences that inspire and move

Our Focus:	2018-19 priority actions	Progress (RAG)
1. Look after the whole Park as a public asset in a way that encourages access and responsible behaviour	We will have: 12. A plan, including funding to support this, to upgrade existing and create and install new markers at key access points.	AMBER
	8. Maximised relationships with water companies and maximised the presence of the Peak District national park at our own visitor service locations.	AMBER
	10. We will have developed a draft Supplementary Planning Document for public consultation.	AMBER
2. Provide a quality experience for anybody who visits our property or uses our visitor services that people are willing to pay for	9. Increased the impact of the refurbishments of our visitor centres to support our engagement and income aspirations.	GREEN
3. Provide quality new experiences that will generate new income to fund the place		

Corporate Indicator	Target 2018-19	Status at Q2
3. Brand awareness and understanding among existing audiences and potential supporters:		
a) % who know about the PDNP (compared with other comparator organisations/ causes)	a) Data collected on awareness, understanding and loyalty	Data will be collected in Q3
b) % who understand PDNP potential benefits/ services	b) >90%	35%
c) % who feel positive towards the PDNP	c) >90%	99%
d) % who are willing to support the PDNP	d) >90%	92%
4. Customer satisfaction with the PDNP experience	>90%	100%

Overview:

The experience of visitors when engaged with assets and services run by the PDNPA remains extremely positive. The challenge is translating this user satisfaction into tangible support. That said, our trading performance in Q2 suggest audiences are willing to pay for great experiences and should enable the organisation to meet its cumulative growth target in this particular sphere of activity. Relationships with utility companies remain positive at the operational level, but this is not mirrored in the development of strategic alliances. Given the scale and potential positive impact such organisations could bring to significant areas of the PDNP landscape, these relationships – alongside those with other large-scale partners with access to

APPENDIX 1: 2018/19 Quarter 2 Corporate Performance Return

income, supporters/customers and key stakeholders – should be prioritised at senior manager and member level. PDNPA insight of its audiences – current and potential – requires more investment and consistent implementation.

Progress against priority actions, indicator(s) and focus:

Focus 1 & Priority action 12:

- During Q1, we completed a survey of boundary markers in the National Park and a schedule of works to maintain these. We entered into dialogue with Derbyshire County Council's Highways Department regarding regular maintenance of those sites where traffic management is required for safety reasons.
- During Q2, the Countryside Maintenance and Projects Team Rangers have received training in safe roadside working to enable many of the boundary markers to be maintained to a higher standard. Progress on sourcing funding to upgrade these key pieces of our brand collateral is dependent on the establishment of our Charity and subsequent prioritisation of demands.

Focus 1 & Priority action 8:

- Sensitive negotiations started in Q1 with United Utilities regarding lease arrangements for Outreach and Visitor Experience facilities to secure the best outcome for the PDNPA with regard to income, efficiency and presence. These conversations are still ongoing.
- Severn Trent Water has developed draft plans to improve the visitor experience at Fairholmes and is in dialogue with PDNPA regarding joint operation of the site. Officers are seeking to enhance the existing partnership arrangements and secure a higher profile for the PDNPA at the site.

Focus 2 & 3 plus Priority Action 9:

- Interpretation updates have been completed at Bakewell, Edale and final details updated at Castleton in September 2018. Visitor response has been positive.
- Growth of the re-usable coffee cup campaign continues, with an in-house social media video now attracting 6,200 views across three channels. This highlights the key benefits for the environment and litter reduction. Sales are now in excess of 350 units, with a third order placed at the end of Q2.

Priority Action 10:

- Due to competing work priorities, progress has been slower than planned. However we have completed a first stage of site audits and have arranged an OLT meeting in October to present early findings to key staff, discuss our partner engagement plan, get a steer on the drafting stage of the document and set the scene for further strategic thinking for visitor management. This should still give time to produce a full draft by year end as planned.

Indicators:

Indicator 3 a): The score under this indicator was reported in Q4 of 2017-18. There has been no measurement of reputation vs. comparators in the reporting period. We will be looking to revisit qualitative reputational research in Q3.

APPENDIX 1: 2018/19 Quarter 2 Corporate Performance Return

Indicator 3 b): Still significantly below the target – although the expectation of 90% of our audiences to fully understand the benefits of the PDNPA and PDNP and their services is probably unrealistic. The impact of our growing reach through social media, improved visitor experience assets and more confident and clear media messaging (see Cornerstone 1 content) should deliver an improvement on this KPI in the long term.

Indicator 3 c): A strong performance once again; it is the failure to translate this high level of emotional warmth into tangible support that remains disappointing. Moves to improve the platforms through which to channel this positivity are being put in place.

Indicator 3 d): A great score but as with indicator 3c the sentiment is not seen in the voluntary income KPIs.

Indicator 4): This is a consistently high score indicating that our visitor experience staff deliver great service. Again this will need to be translated into actual support to be of real benefit.

NOTE: The insight from Indicators 3 & 4 is derived from people who are directly engaged with PDNPA services. This means the respondents' profiles will be skewed in terms of socio-economic profile and frequency of use. This 'regular', relatively captive audience is proving difficult to turn into active supporters. The biggest benefit in terms of extra resources for PDNPA purposes will only be delivered when the 'irregular, casual' audience can be converted.

Service plan actions linked to 'Our Focus':

Focus 3:

- We have gained planning permission to change the use of part of Hulme End Station to a cycle hire centre. Planned to commence operations in Q4.
- See Millers Dale Station update in Shift 4.

Issues arising and action to address:

- None

Risk implications:

- None

Directional Shift 4: Grow income and supporters

Our Focus:	2018-19 priority actions	Progress (RAG)
1. Increase our income from giving	14. We will have developed, agreed and be implementing a comprehensive strategy for fundraising through giving and sponsorship and increased the proportion of funds received.	GREEN
2. Achieve our commercial programme income targets	We will have: 14. Completed and got agreement for the long-term Commercial Development & Outreach plan.	GREEN
3. Develop / establish sponsorship relationships		
4. Secure external funding for major programme and partnership delivery	<i>[Millers Dale Station, as part of trails masterplan]</i> 11. We will have: <ul style="list-style-type: none"> • identified the most relevant funding sources; • submitted PI for the whole site redevelopment; • submitted Stage 1 application to HLF. 	GREEN

APPENDIX 1: 2018/19 Quarter 2 Corporate Performance Return

Corporate Indicator	Baseline 2015-16	Target 2018-19	Status at Q2		
5. Amount and proportion of income by source:		<i>5. a) Commercial increase: 5% by 2018-19</i> <i>5. b i) Donations increase: 50% by 2018-19</i> <i>2. d iii) Donations increase: 50% by 2018-19</i>	Actual & (Proportion)	vs. last year	vs. plan
a) Commercial	£2,162,394 (17.8%)	<i>No target</i>	£1,382,076 (16%)		
i) Conservation & Planning	£362,909	<i>No target</i>	£173,006		
ii) Commercial Dev & Outreach	£1,610,618	£1,691,150	£1,111,385	7%	31%
iii) Corporate Strategy & Devpt	£188,867	<i>No target</i>	£97,685		
b) Donations	£40,255 (0.3%)	<i>No target</i>	£18,729 (0.22%)		
i) Donations (exc. legacy)	£34,230	£51,345	£18,729	55%	-27%
c) External funding*	£3,584,952 (29.5%)	<i>No target</i>	£3,029,616 (35.31%)		
d) Defra grant*	£6,364,744 (53.4%)	<i>No target</i>	£4,150,000 (48.37%)		
e) Total income	£12,152,345	<i>No target</i>	£8,580,421		
2. d) Non-trading income supporters (donors)					
i) Number of donations	Baseline	<i>No target</i>	60		
ii) Average value of donations	Baseline	<i>No target</i>	£142		
iii) Number of donations (exc. legacy)	151 (16/17)	227 annually by (18/19)	61		
iv) Average value of donations (exc. legacy)	Baseline	<i>No target</i>	£142		

*Some quarterly distortions will appear for proportions of Defra Grant and External Funding due to accounting process.

Overview:

Planning permission granted for the Millers Dale station redevelopment and the Hulme End cycle hire development. Each of these provides a platform to grow engagement, understanding and support.

Works to improve the car park at Millers Dale Station have been completed in advance of the restoration/redevelopment project. Trading services are performing well compared with Q2 last year, underpinned by renewed interest in our flagship visitor centre at Castleton and the good weather over the summer. Performance is significantly ahead of plan but these figures should be treated with an element of caution as income is not profiled for the year so are unlikely to be an accurate forecast of the year end position.

Progress against priority actions, indicator(s) and focus:

Focus 1 & Priority Action 14:

Peak District National Park Charity Development continues:

- Shadow board met, and Chairman agreed (Lesley Roberts). The draft constitution has been agreed and a draft business plan developed, both of which are needed for registration.
- Independent Trustee recruitment is underway for up to four Trustees to supplement the Member Trustees we already have.
- We continue to aim for a January 2019 registration and launch in Qtr1 2019/20.

Mend Our Mountains

- Since the official launch of the campaign at the beginning of the year, we have secured around £80k across both our Peak District projects: The Great Ridge and Cut Gate. This funding is committed through ACT (the BMC Charity arm), so not fully visible on our accounts.
- Specific fundraising projects have generated publicity and donations including the Great Ridge Ale launched with Peak Ales, online Crowdfunding incentives secured, individual personal challenges (e.g. Biking the Boundary), school fundraisers, sponsor a metre and funding bids underway.

Increasing supporter numbers:

- The website has been updated with a Fundraising Heroes theme working well.
- Supporter videos complete and plan in place for sharing. Videos include: Volunteers Awareness, Trails, Millers Dale, Why I love the PDNP, Enjoyment with Understanding, Events Notification.
- Increasing use of ThankQ, new customer relationship database. Database numbers increased by 60% from Chatsworth Country Fayre.
- Edition two of *OurPeak* newsletter issued to 355 contacts, with an open rate of 47%, above industry average of 19.6% and up from 42% in the last edition.

Focus 3:

- Partnership and sponsorship relationships remain either low level in value or very much under development. For example, we have secured donations from sales from a small number of SMEs operating within the PDNP. The Eroica Britannia vintage cycle festival remains a potentially large fundraising opportunity but the relationship is struggling to move beyond a transactional one. At current levels the relationship could deliver c£2-3k without much resource input from the PDNPA. Given the size (and profile) of its audience, the event should be delivering significantly more. The relationship with Peak Resort remains informal and exploratory. Members were given the opportunity to hear about the development at the recent annual member tour. Its interest in the PDNP is primarily one of reputational support – the PDNP is a fundamental element of Peak Resort's offer – plus limited access to content and knowledge. The PDNPA's interest is access to the large volume of high-value visitors. Any proposal to formalise the relationship, particularly in relation to use of the PDNP identity, would be brought before the appropriate committee. The engagement relationship with RHS is in its infancy – contact has been made with a commitment to explore opportunities for the 2019 RHS Chatsworth Show. The relationships with utility companies are dealt with elsewhere within this report.
- Eroica partnership work ongoing as the outcomes from the 2018 event are considered by the Eroica team. We continue to work closely with them as these plans are reviewed and the 2019 event format takes shape
- YHA national team met to discuss opportunities to work together, considering ways of sharing communications messages, social media alignment and other partnership opportunities. The conversation is likely to continue at a NPUK level rather than a Peak District NP level as we move forward.

Focus 4 & Priority Action 11:

- Planning approval has been gained for the change of use of Millers Dale Station and the refreshment concession opportunity advertised. Building contractors have been appointed to carry out the refurbishment of the station building and work to develop and restore the ticket office building is planned to start early in Q3

APPENDIX 1: 2018/19 Quarter 2 Corporate Performance Return

- Stage 1 application for ERDF Growth Programme funding approved. Full application scheduled to be submitted in Q4, but this is dependent on gaining planning approval to re-roof the goods shed. Lead officers attended a workshop to gain greater insight into the application process.
- Progress report on current and potential development to be delivered in Q3 will consider 2018/19 priority actions in light of recent Members debate/decisions regarding investment in and development of the site.

Indicators:

- **Indicator 5 a):** The trading services are currently performing strongly versus plan and last year. If this year's performance is maintained the cumulative three-year plan will be met.
- **Indicator 5 b):** Donations continue the disappointing trend from last year. Investigations continue into potential partnerships and events which could boost voluntary donations. The timeframe for the establishment of a charity means it will not impact on this year's results.
- **Indicator 2 d):** The narrative on this indicator is as per that for 5b but with the added element of a lack of a supporter database and recruitment programme.

Issues arising and action to address:

- As per set out in the narrative above.

Risk implications:

- Lower than planned for levels of non-NPG income.

Cornerstone 1: Our assets

Our Focus:	2018-19 priority actions	Progress (RAG)
1. Reduce the size of our property portfolio and retain what we need 2. Ensure that the Trails, Stanage, North Lees and Warslow Estate are well-managed assets able to support the delivery of our directional shifts 3. Get the basics right on the visitor infrastructure we own and operate, from both a local and visitor perspective 4. Increase the value of our brand and its reach	16. We will have all the relevant information (in particular condition surveys of all our properties), plans and resources to undertake a review of the Asset Management Plan.	GREEN

Corporate Indicator	Target 2018-19	Status at Q2
6. Percentage of assets that meet the standards set for: a) Maintenance	Define methodology	Not reported at Q2
b) Environmental performance	Define methodology	Not reported at Q2

Overview:

The management of assets to enhance visitor experiences, boost understanding and grow support continues in line with the plan. Disposals are on track and our reputational reach is seeing significant growth. The challenge in terms of maintenance continues to be one of matching resource to the size of the overall estate.

Progress against priority actions, indicator(s) and focus:**Focus 1 & Priority Action 16:**

- The initial meeting of the Corporate Property Asset Management Group was held.
- Condition surveys are ongoing, although issues with recruitment led to delays at the beginning of the quarter for this area of work. However, after using additional resource and reprioritising work, we will complete the condition surveys sooner than anticipated.

Focus 2:

- Work to develop specifications for the identified repairs to trails structures are still in development in consultation with relevant specialists within the Authority.

Focus 3:

- Plans to refurb the North Lees campsite office and improve the welcome have been rescheduled for Q3.

APPENDIX 1: 2018/19 Quarter 2 Corporate Performance Return

- Millers Dale Station planning application approved and the tender documents issued inviting applicants to bid for the café lease over a 3 year period. Tenders will be evaluated and a concessionaire appointed during Q3. Feedback via social media showed widespread public support for the proposal.
- A stage 1 application was submitted to the RDPE Growth Fund to conserve the Millers Dale goods shed by replacing its roof and utilising the space for interpretation. This project has been approved to progress to stage 2 and the full application will be submitted in Q4. The total value of this project, if approved will be just under £390K and will bring in just under £300K to help maintain and improve an important heritage asset. Planning permission is required prior to submission of the full application.
- Significant vandalism at Hollin Bank toilets has necessitated closure toward the end of Q2 whilst repair work is arranged.

Focus 4:

Brand touchpoints

- Work continues to develop brand touchpoints at North Lees Campsite and Edale Visitor Centre, creating a more welcoming and professional appearance whilst maintaining the character and sensitivity of the audience present at each site.
- Q2 update – North Lees and Edale signage and refurb taking place in Qtr 3 to avoid peak season and to allow time for design and planning to be agreed.

Social media

- Social media continues to be a platform where we can quickly share positions on issues, carrying on the start of Q2 with the fire awareness messaging. There has been a slight decline in overall engagement on social but there is still a steady growth of supporters across all platforms, especially Twitter and Instagram.
- In addition to the usual platforms, we have:
 - Taken ownership of Trip Advisor accounts for Castleton, Upper Derwent and North Lees Campsite. Created new Trip Advisor accounts for Edale and Bakewell.
 - Started to review and close down under-used social media accounts
 - Closed down Google+ and Pinterest – now focusing resource on Twitter, Facebook, Instagram and YouTube.
- There is continued healthy growth in our social media accounts Qtr2 2018/19 (vs Qtr1 2018/19):

Total Fans	77.7k	+2.1%
New Twitter Followers	870	+1.6%
New Facebook Fans	1670	+9.3%
New Instagram Followers	635	+26.4%
Total Fans Gained	1534	+2.1%
- Total Reach in Q2:
 - Website total hits: 819,489 (down 13.6% on Qtr1, down 15.3% on same quarter last year).
 - Total social media reach: 5.1 million (down 16.8% on Qtr1, down 10.6% on same quarter last year).
- The biggest posts in these channels over quarter Q2 were:

Twitter

5 July - Wildfire signs for motorists – 540.2K reach

7 July – Hot weekend; BBQ warning – 320.1K reach

23 July – Julia Bradbury quote for NPW – 285.6K reach

APPENDIX 1: 2018/19 Quarter 2 Corporate Performance Return

23 Sept – Autumn Equinox – 278.9K reach

6 July – Lights Festival at Buxton cancelled – 259.3K reach

Facebook

28 Aug – Director recruitment – 78.9K reach (paid for advertising)

5 July – Hot weekend; BBQ warning – 65.5K reach

2 July – Moorland Wildfire warnings – 64.6K reach

10 Aug – Roaches Fire outbreak – 48.3K reach

6 July – Lights Festival at Buxton cancelled – 34.8K reach

Parklife

- The second issue of a refreshed ParkLife magazine was distributed during Q2, with customer feedback indicating a positive response to a wider distribution among National Park fringe areas. An online digital edition is attracting in excess of 3,000 views. An online survey remains active, with 90%+ respondents indicating they read 'all or most of' the magazine.

Indicator 6 a): Not reported at Q2.

In Quarter 1, all medium priority condition surveys were completed and the remaining low priority sites were bought forward to allow progress on the Asset Management plan. These were planned for completion before the end of September 2018. Works to address the maintenance backlog were held up by staff shortages and the prioritisation of the remaining condition, but a plan was put in place to continue this work as soon as possible.

Indicator 6 b): Not reported at Q1 or Q2.

Issues arising and action to address:

- None

Risk implications:

- None

Cornerstone 2: Our services

Our Focus:	2018-19 priority actions	Progress (RAG)
1. Deliver our services in a customer focused way	6. We will have an integrated conservation service for land managers and communities.	AMBER
2. Ensure clear policies are in place through facilitated and effective engagement and communication	20. We will have an agreed mechanism to review the Core Strategy.	AMBER
3. Ensure appropriate regulatory action		

Corporate Indicator	Target 2018-19	Status at Q2
7. Proportion of planning appeals allowed	<30%	50%
8. Proportion of planning applications determined in a timely way		
a) 13 weeks – major	a) >70%	100%
b) 8 weeks – minor	b) >70%	82%
c) 8 weeks – other	c) >80%	95%
d) 13 weeks – county matters	d) >70%	100%
9. a) Number of enforcement cases resolved	30 per quarter	32
9. b) % of enforcement enquiries (excluding minerals and waste) investigated (and reach a conclusion on whether there is a breach of planning control) within 30 working days	>80%	82%
10. Customer satisfaction with Planning Service:		
a) Applicants/ agents	tbc	
b) Parish councils	tbc	
c) Residents *	>38% **	Not collected this quarter
d) Pre-application advice	>75%	tbc
11. a) Number of complaints received	<20	4
11. b) % complaints dealt with in accordance with agreed deadlines	>90%	75%
11. c) Satisfaction with first and second lines of enquiry (planning)	Baseline (75% target)	77%

* Residents' Survey every 3 years (Baseline 2012, data 2016) ** Based on 2016/17 survey

Overview:

The Government has confirmed that the Authority will not be designated under “special measures” for its performance on major appeals. In August, the Ministry of Housing, Local Government and Communities responded to the Director of Conservation and Planning’s April letter which had set out the reasons why the designation was not appropriate in the particular circumstances of the Authority. Further work has been carried out to respond to the Inspector’s requests following the examination into the Development Management policies. The updated NPMP was published in July 2018 and meetings are now being held with

APPENDIX 1: 2018/19 Quarter 2 Corporate Performance Return

partners to develop actions. The Government published the revised National Planning Policy Framework, which retains the protections afforded to National Parks.

Progress against priority actions, indicator(s) and focus:

Priority action 6): *We will have an integrated conservation service for land managers and communities*
A project report was produced, setting out the current status of the project and detailing future actions.

Priority action 20): *We will have an agreed mechanism to review the Core Strategy*
See overview.

Indicators: (see tables)

Service plan actions linked to 'Our Focus':

- The Development Management DPD modifications have now been agreed with the Inspector ready for final stage reporting.
- The final version of the Bakewell Neighbourhood Plan has been submitted to the Authority for a compliance check and final stage consultation prior to referendum. The Leekfrith Neighbourhood Plan is almost at the same stage.
- The Transport Design Guide SPD has completed consultation and is being redrafted prior to final adoption.
- A revised Statement of Community Involvement has been adopted.
- The small grants allocation for 2018/19 has been spent (10 projects) with outstanding bids demonstrating the value and ongoing need for the grant.
- Evidence into changing population demographic completed as first stage of evidence collection for the Local Plan review. Findings presented to Members' Forum in October.
- Ongoing involvement by officers to assess the impact of Upgrade Programmes for the A628 Woodhead Pass.
- The Monitoring and Enforcement team have met their targets for the quarter and have progressed with enforcement notices on some significant issues, including moorland tracks.
- The number of appeals allowed (50%) is higher than the KPI but all those case allowed are site-specific design assessments which do not raise any major policy or impact concerns.
- Performance on planning applications is in excess of targets following a focus on determining applications within time and, where appropriate, seeking extension of time agreements; the Director of Conservation and Planning has advised Members that planning performance will also be reported to Planning Committee on a quarterly basis from November 2018 so that the Committee has a clear understanding of the performance figures that are being considered by the Government.

Issues arising and action to address:

- **Our services, Indicator 7:** The percentage of appeals dismissed was 50% in the last quarter (4 of 8) – see above.
- **Our services, Indicators 8 and 10d:** Performance on dealing with planning and other applications was on target in the quarter. Additional resources have been brought in to assist.
- **Our services, Indicator 9a:** The target for resolving enforcement enquiries cases was exceeded in the quarter but we are looking at additional resources from underspend to address the backlog of old cases.
- **Our services, Indicator 10b:** Officers continue to work with Parishes, either through the PPP Forum or through individual parishes to understand their concerns. The Planning Liaison Officer organised a

APPENDIX 1: 2018/19 Quarter 2 Corporate Performance Return

successful networking event for Parish Clerks in June and the annual Parishes Day on the 29 September theme was “Thriving Communities”. A monthly Parish Bulletin is being produced by the Planning Liaison Officer.

Risk implications: None.

Cornerstone 3: Our organisation

Our Focus:	2018-19 priority actions	Progress (RAG)
1. Develop and maintain appropriate standards of corporate governance		
2. Implement our medium term financial plan		
3. Develop key business processes underpinning the Corporate Strategy	18. We will have an updated Corporate Strategy for the period 2019/20 – 2023/24.	GREEN
	19. We will have an updated National Park Management Plan that includes the special qualities and is supported by partners.	GREEN (completed in Q1)

Corporate Indicator	Target 2018-19	Status at Q2
12. Audit conclusions showing satisfactory governance arrangements in place	Achieve	GREEN (completed in Q1)

Overview:

Work continued to develop the Authority's new Corporate Strategy, which will run from 2019 to 2024. Members were invited to take part in a workshop to develop the Strategy and staff have been kept up to date and consulted during three separate briefing sessions. To ensure the Authority continues to operate efficiently and effectively, a wide range of essential governance and finance related activities were undertaken during the second quarter of 2018/19. These included presentation to the Audit, Resources and Performance (ARP) Committee the External Auditors unqualified opinions of the Authority's Annual Governance Statement, 2017/18 Financial Accounts and arrangements for securing Value for Money (VFM).

Progress against priority actions, indicator(s) and focus:

Priority action 18): *We will have an updated Corporate Strategy for the period 2019/20 – 2023/24.*

In Quarter 2, work has continued to develop the Authority's Corporate Strategy 2019-24. A workshop with Members of the Authority took place on 21st September 2018. This provided an opportunity for officers to brief Members on where we are on delivery of our current Corporate Strategy and for Members to input into the development of our future Corporate Strategy.

In Quarter 1, a series of similar workshops with the Senior Leadership Team and Operational Leadership Teams were held. Team Managers and all staff were briefed on the work undertaken to date. Three clear outcomes around landscape, communities and audiences were developed and we began the process of developing performance measures to ensure progress can be tracked. Work to identify the actions that will deliver the three outcomes began alongside checking the extent to which our resources are aligned to these outcomes.

APPENDIX 1: 2018/19 Quarter 2 Corporate Performance Return

Priority action 19): *We will have an updated National Park Management Plan that includes the special qualities and is supported by partners.*

This priority action was achieved in Quarter 1. The second public consultation on the updated National Park Management Plan (NPMP) closed in April 2018. We had a good overall consultation response and the comments received on the special qualities were supportive. Following consideration of the comments received, the NPMP was amended and was formally adopted by the Authority at a meeting on 25th May 2018.

Indicators:

Indicator 12): *Audit conclusions showing satisfactory governance arrangements in place*

This indicator was achieved in Quarter 1. It was reported to the ARP Committee on 20th July 2018 that the External Auditor had not identified any concerns relating to the Authority's compliance with the Code of Corporate Governance.

Service plan actions linked to 'Our Focus':

Our Focus 1): *Develop and maintain appropriate standards of corporate governance*

In Quarter 2, Members approved the 2018/19 Internal Audit programme. The work to be undertaken will provide our Internal Auditor with sufficient evidence to form an objective opinion in relation to the Authority's governance, risk management and control frameworks. The planned work includes a wide range of audits covering strategic risks, financial systems, regulatory requirements and operations.

At their meeting on 7th September 2018, Members of the ARP Committee considered the Local Government and Social Care Ombudsman's Annual Review of Complaints for 2017/18. It was noted that no concerns relating to the performance of Authority had been identified by the Ombudsman.

A fourth new Member was appointed to the Authority during Quarter 2.

In Quarter 1, an Annual Governance Statement (AGS) was prepared and the unaudited AGS was published on 30th May 2018 in advance of the statutory deadline. The Authority's External Auditor (KPMG) subsequently confirmed that the Authority's AGS complies with the guidance issued by CIPFA/SOLACE (Chartered Institute of Public Finance and Accountancy/Society of Local Authority Chief Executives).

A Members Appointments Panel process was put in place to assist decision making at the Authority's Annual General Meeting (AGM) on 6th July 2018. We also welcomed three new Members to the Authority who have been through our induction programme.

Our Focus 2): *Implement our medium term financial plan*

In Quarter 2, all statutory and regulatory returns in respect of the 2017/18 financial accounts were completed.

In Quarter 1, the Authority's 2017/18 financial accounts were presented to the ARP committee on 18th May 2018. It was reported to the ARP Committee on 20th July 2018 that the External Auditor had issued an unqualified opinion in relation to the 2017/18 accounts and that they considered the Authority to have

APPENDIX 1: 2018/19 Quarter 2 Corporate Performance Return

suitable arrangements in place to ensure it takes properly informed decisions and deploys resources to achieve planned and sustainable outcomes. It was further reported that the External Auditor is satisfied that the Authority has appropriate arrangements in place to secure economy, efficiency and effectiveness in the use of resources.

Our Focus 3): *Develop key business processes underpinning the Corporate Strategy*

In Quarter 2, an independent and comprehensive review of the Members Allowances Scheme was undertaken by Dr Declan Hall. Dr Hall's report was considered at the Authority's AGM on 6th July 2018 and the recommendations relating to specific changes and the general operation of the scheme were adopted.

The Authority's 2017/18 Environmental Management Annual Performance Report was presented to Members of the ARP Committee on 7th September 2018. It was noted that performance continues to improve and the Authority has achieved a 29% reduction in carbon emissions against the 2009/10 baseline.

In Quarter 1, Members approved the structure, content and focus of the Authority's 2018/19 Performance and Business Plan at the Authority meeting on 25th May 2017. The plan was published on the Authority's website prior to the statutory deadline of 30th June 2018.

In the Internal Audit Annual Report for 2017/18, presented to Members on 18th May 2018, the Head of Internal Audit expressed his opinion that the framework of governance, risk management and control operating in the Authority provides substantial assurance.

Risk implications:

The Authority's Corporate Risk Register for 2018/19 was approved on 18th May 2018 by the ARP Committee. The risk register will be reviewed on a regular basis throughout the financial year.

Cornerstone 4: Our people

Our Focus:	2018-19 priority actions	Progress (RAG)
1. Ensure the Authority shape is fit for the future		
2. Retain, develop and recruit the right people in the right place at the right time, with the right resources	17. We will be implementing our Workforce Plan, monitoring progress and taking corrective action as appropriate.	GREEN
3. Embed, in the way we work, our organisational values of people matter, performance matters, communities matter and every day matters		

Corporate Indicator	Target 2018–19	Status at Q2
13. Employee engagement – based on new Staff Survey	No staff survey planned	N/A
14. Implement recommendations of the 2016-17 Investors in People assessment	Delivery of Action Plan	IIP Actions were incorporated into the 2017 “People Matter Action Plan”
15. Sickness levels*: a) % of total time lost due to sickness	a) 2.3% quarterly 2.15% annually	2.05%
b) Hours per FTE	b) 11.1h quarterly 44.4h annually	9.76h
c i) Absence: sickness frequency rate **	c i) 25% quarterly 100% annually	15.47
ii) Absence: individual sickness frequency rate (reported at Year-end) ***	ii) No target	N/A
d) Value of total time lost (expressed as pay cost)	d) £26,750 quarterly £107,000 annually	£25,227
16) Staff turnover	ACAS standard to be used (Annual range 9-15%)	2%

* All sickness indicators should be considered together for a full understanding of the overall picture.

** The absence frequency rate calculates the average number of periods of absence per employee as a percentage. It gives no indication of the length of each sickness absence period and no indication of employees who have taken more than one period of absence. For example, an outturn of 100% means that, on average, there has been one absence for every one employee. For context, an outturn of 50% would mean that, on average, there has been one absence for every two employees.

*** This shows the proportion of staff that have had one or more spells of absence in the last year. A lower score indicates a smaller proportion of staff having time off. A higher score indicates a larger percentage of staff having time off. This score should be looked at in conjunction with 15 a), 15 b), 15 c) i) and 15 d).

Overview:

The development and deployment of the Authority’s workforce is key to overall performance. To ensure we achieve the outcomes identified, it is essential the Authority has in place the most appropriate development and performance frameworks. During Quarter 2, staff were asked to complete an Investors in People survey,

APPENDIX 1: 2018/19 Quarter 2 Corporate Performance Return

the results of which will be benchmarked against other organisations and may lead to the identification of better ways of working. Work was also undertaken by our Internal Auditor to identify any improvements that could be made to key workforce related systems, policies and procedures.

Progress against priority actions, indicator(s) and focus:

Priority action 17): *We will be implementing our Workforce Plan, monitoring progress and taking corrective action as appropriate.*

During 2017/18, a framework and related processes for the development of comprehensive workforce planning was implemented. Workforce planning has now been integrated into the Authority's business planning and joint performance appraisal and review (JPAR) processes. The Authority's Head of HR continues to support Heads of Service to consider their current and future workforce requirements.

Indicators:

Overall performance has improved compared to Quarter 1.

Service plan actions linked to 'Our Focus':

Our Focus 1): *Ensure the Authority shape is fit for the future.*

In Quarter 2, to support the Authority in seeking to continually improve its performance all contracted staff were asked to complete an Investors in People (IIP) survey. The survey results will provide information that will allow the Authority to be benchmarked against other IIP accredited organisations in order to identify any potential improvements that could be made to the way we work.

In Quarter 1, the restructuring exercise undertaken within the Commercial Development and Outreach Directorate during 2017/18 concluded the work necessary to implement the Authority's current three directorate model. Further minor structural reviews are planned during 2018/19, including the Authority's Property Support function and Finance Services.

The Local Joint Committee (LJC) provides an important role in the consultation arrangements involving the Authority's Members and employees. At a meeting of the LJC held on 8th June 2018, it was agreed to increase the frequency of meetings to encourage greater participation and engagement.

Our Focus 2): *Retain, develop and recruit the right people in the right place at the right time, with the right resources.*

In Quarter 2, we welcomed the first four new apprentices to the Authority. Three new apprentices are now working with the South West Peak Partnership and a fourth has joined the Authority's Democratic and Legal Support Team.

The Internal Auditor undertook a review of the Authority's payroll system, related procedures and external service contracts during Quarter 2. This is an important audit due to the scale and nature of employee based expenditure. The results of the audit will be reported to a future meeting of the Audit, Resources and Performance (ARP) Committee.

In Quarter 1, the Authority's Corporate Learning and Development Plan for 2018/19 was approved by the Senior Leadership Team on 14th May 2018. Work is now underway to implement the plan, which includes the significant expansion of the Authority's newly acquired online training and development system.

APPENDIX 1: 2018/19 Quarter 2 Corporate Performance Return

A snapshot of employee data was taken at 1st April 2018 and will be used for internal and external reporting purposes. This information was used to calculate the Authority's gender pay gap, 8.5%, which compares favourably with both the public and private sector averages of 17.7% and 21.1% respectively.

Our Focus 3): *Embed, in the way we work, our organisational values of people matter, performance matters, communities matter and every day matters.*

In Quarter 2, as part of the 2018/19 Internal Audit programme, a review of the organisational culture that exists within the Authority was undertaken during Quarter 2. The outcome of this review will be reported in due course.

A summary of the outcomes that had been achieved following the adoption of the People Matter Action Plan in September 2017 was sent to all staff. The Action Plan was developed to respond to issues identified in the 2017 staff survey and implementation progress has been monitored jointly by the Senior Leadership Team, Trade Union and Staff Committee representatives. The response to the changes introduced has been very positive.

In Quarter 1, a key component in the development of the Authority's future Corporate Strategy was to identify seven specific ways of working that the Senior Leadership Team wish to see embedded throughout the organisation. It is envisaged that adopting these "We will always....." principles will support the Authority to focus more clearly on outcomes and support the development of even better internal and external relationships.

Issues arising and action to address:

- **RAG Rating:** AMBER
- **Issue:** Implementation of the National Living Wage, with effect from 1st April 2019, will increase the costs of the Authority's services.
- **Action:** An initial pay modelling exercise, to match current and new pay scales, has been undertaken. The initial impact on the 2019/20 budget of moving employees to the new pay scale has been identified and budgeted for. Heads of Service have been informed and asked to consider the impact upon services. Further work will be undertaken to assess the potential indirect impacts (e.g. grade compression). Advice relating to the consultation arrangements to be adopted will be provided by the East Midlands Councils in due course.

Risk implications: None.

APPENDIX 2: Corporate Risk Register 2018/19 – Q2 position showing movement from start of year

IMPACT	High	5. Failure to influence the transposing of EU laws and legislation for landscape and the environment into UK law after Article 50 (Outcome/delivery risk)	7. Lack of capacity in the Property Support team to develop and maintain our asset base (Outcome/delivery risk) 8. Failure of the Birds of Prey initiative to deliver (Reputation risk, Outcome/delivery risk)	2. Area of NP land safeguarded in agri-environment schemes reduces because of Brexit uncertainty and continuing issues with Countryside Stewardship (Outcome/delivery risk)
	Medium	4. Failure to deliver an integrated conservation service for land managers and communities which increases awareness, understanding and support for the National Park's special qualities and the public goods delivered by the place (Outcome/delivery risk)	1. Adverse exchange rate movements for Moorlife 2020 European funding (Financial risk, Delivery risk) 3. Failure to inspire people to give to the Peak District National Park Authority (Financial risk, Outcome/delivery risk) 9. Failure to realise opportunities in the 25-Year Environment Plan (Outcome/delivery risk)	10. The potential consequential impacts of implementing the New Pay Spine with effect from April 2019 (e.g. the erosion of pay differentials) (Outcome/delivery risk) <i>REMOVED: 6. Being a 'poorly performing' Authority based on DCLG measures – specifically major applications appeal performance</i>
	Low			
		Low	Medium	High
LIKELIHOOD				

APPENDIX 2: Corporate Risk Register 2018/19 – Q2 position showing movement from start of year

Impact	High	AMBER (closely monitor)	AMBER (manage and monitor)	RED (significant focus and attention)
	Med	GREEN (accept but monitor)	AMBER (management effort worthwhile)	AMBER (manage and monitor)
	Low	GREEN (accept)	GREEN (accept/ review periodically)	GREEN (accept but monitor)
		Low	Med	High
Likelihood				

Corp. Strat. Ref.	Risk Description	Existing controls	Risk rating before mitigation L x I	Mitigating action	Risk rating with mitigating action L x I (Green, Amber or Red)						Timeframe of mitigating actions	Lead officer	How monitor/ indicator	Quarterly update
						Start	Q1	Q2	Q3	Q4				
S1 The Place and the Park on a Land-scape scale Financial risk, Delivery risk	1. Adverse exchange rate movements for Moorlife 2020 European funding	Capping Sterling budget	High x High RED	Consider hedging transaction	Impact	Medium	Medium	Medium			Periodic assessment	PN (Chief Finance Officer)	Chief Finance Officer	The sterling cap will remain at its current level as the current exchange rate position requires this; further analysis on any additional risk will be completed if a project extension is requested.
					Likelihood	Medium	Medium	Medium					Budget monitoring group	
					Rating	AMBER	AMBER	AMBER					ARP	

APPENDIX 2: Corporate Risk Register 2018/19 – Q2 position showing movement from start of year

Corp. Strat. Ref.	Risk Description	Existing controls	Risk rating before mitigation L x I	Mitigating action	Risk rating with mitigating action L x I (Green, Amber or Red)						Timeframe of mitigating actions	Lead officer	How monitor/ indicator	Quarterly update
						Start	Q1	Q2	Q3	Q4				
S1 The Place and the Park on a Land-scape scale Outcome/ delivery risk	2. Area of NP land safeguarded in agri-environment schemes reduces because of Brexit uncertainty and continuing issues with Countryside Stewardship	National influencing for post Brexit agri/ environmental policies and support systems Local communications across the farming & land management industry NPMP work	High x High RED	Increase promotion of the service provided, working closely with other agencies such as NFU, CLA, NE, EA, FC. Public payment for public goods/ benefits Influencing role through PDNPA links and NPE's Future of Farming	Impact	High	High	High			On going	JRS (Director of Conservation and Planning)	Quarterly updates on progress	The Agriculture Bill was published in September, in which an environmental land management scheme is introduced. This mainstreams the idea of public payment for public goods. There is likely to be a 7 year transition period.
					Likelihood	High	High	High						
					Rating	RED	RED	RED						

APPENDIX 2: Corporate Risk Register 2018/19 – Q2 position showing movement from start of year

Corp. Strat. Ref.	Risk Description	Existing controls	Risk rating before mitigation L x I	Mitigating action	Risk rating with mitigating action L x I (Green, Amber or Red)						Timeframe of mitigating actions	Lead officer	How monitor/indicator	Quarterly update
						Start	Q1	Q2	Q3	Q4				
S2 Connecting people to the place. Financial risk, Outcome/delivery risk.	3. Failure to inspire people to give to the Peak District National Park Authority.	Commercial Development & Outreach strategic plan.	High x Medium AMBER	Marketing & Fundraising plan implementation to include: - National Parks UK charity and PDNP charity. - Reputation enhancement and profile raising activity.	Impact	Medium	Medium	Medium			Continuous assessment as part of BAU reporting.	SM (Director, Commercial Development & Outreach)	Reputation health score including propensity to donate. Non-trading income levels.	PDNP charity target registration date remains January 2019. Constitution and objectives agreed, recruitment of independent trustees underway, appeals tested. Mend Our Mountains attracting significant funds. Realisation of a significant legacy remains on track; approval to convert it to cash planned for Q3. Profile raising and reputation enhancing work continued: social media delivering significant reach to existing and new audiences. Attending Chatsworth Country Fayre delivered income and potential supporter data.
		Commercial Development & Outreach Operational plan.			Likelihood	Medium	Medium	Medium						
		Authority-approved budget.			Rating	AMBER	AMBER	AMBER						

APPENDIX 2: Corporate Risk Register 2018/19 – Q2 position showing movement from start of year

Corp. Strat. Ref.	Risk Description	Existing controls	Risk rating before mitigation L x I	Mitigating action	Risk rating with mitigating action L x I (Green, Amber or Red)						Timeframe of mitigating actions	Lead officer	How monitor/ indicator	Quarterly update
						Start	Q1	Q2	Q3	Q4				
C2 Our services Outcome/delivery risk	4. Failure to deliver an integrated conservation service for land managers and communities which increases awareness, understanding and support for the National Park's special qualities and the public goods delivered by the place	Existing advice service delivered by teams Neighbourhood and village planning offer by policy and communities service Updating of NPMP, including comms for special qualities	Medium x Medium AMBER	Refreshing the community development offer Development of data to provide information Partnership working, including through NPMP	Impact	Medium	Medium	Medium			On-going NPMP review progress	JRS (Director of Conservation and Planning)	Quarterly updates	Integrated conservation advice service project overview document produced in August. This provides a clear assessment of where we are, where we are going, and how we will get there. Meetings required to discuss further.
					Likelihood	Medium	Low	Low						
					Rating	AMBER	GREEN	GREEN						

APPENDIX 2: Corporate Risk Register 2018/19 – Q2 position showing movement from start of year

Corp. Strat. Ref.	Risk Description	Existing controls	Risk rating before mitigation L x I	Mitigating action	Risk rating with mitigating action L x I (Green, Amber or Red)						Timeframe of mitigating actions	Lead officer	How monitor/ indicator	Quarterly update
						Start	Q1	Q2	Q3	Q4				
C3 Our organisation Outcome/ delivery risk	5. Failure to influence the transposing of EU laws and legislation for landscape and the environment into UK law after Article 50	Working with national park family to influence	Low x High AMBER	NPE Board have agreed 4 priority areas for Government engagement as we leave the EU, including, delivering a better environment for all and grasping the opportunities for farming and land management	Impact	High	High	High			End March 2018	SF (Chief Executive)	Evidence of engagement e.g. emails, letters	Engagement in the Government's review of protected landscapes. NPE inputting into the Environment Bill and Agriculture Bill.
					Likelihood	Low	Low	Low						
					Rating	AMBER	AMBER	AMBER						

APPENDIX 2: Corporate Risk Register 2018/19 – Q2 position showing movement from start of year

Corp. Strat. Ref.	Risk Description	Existing controls	Risk rating before mitigation L x I	Mitigating action	Risk rating with mitigating action L x I (Green, Amber or Red)						Timeframe of mitigating actions	Lead officer	How monitor/ indicator	Quarterly update	
						Start	Q1	Q2	Q3	Q4					
C3 Our Organisation Reputation risk, Financial risk	6. Being a ‘poorly performing’ Authority based on DCLG measures – specifically major applications appeal performance	Member training Standing Order 1.48	HxH	Director to liaise with CLG Further training of Members Training of officers	Impact	Medium	Medium	REMOVED AT Q2				Ongoing	JRS (Director of Conservation and Planning)	CLG statistical returns	The reasons behind our major applications appeal performance were explained to the Government and taken into account. PDNPA was not put into special measures and it is unlikely that we would be in future, even if this situation arises again. Therefore this risk has been removed.
					Likelihood	High	High								
					Rating	AMBER	AMBER								

APPENDIX 2: Corporate Risk Register 2018/19 – Q2 position showing movement from start of year

Corp. Strat. Ref.	Risk Description	Existing controls	Risk rating before mitigation L x I	Mitigating action	Risk rating with mitigating action L x I (Green, Amber or Red)						Timeframe of mitigating actions	Lead officer	How monitor/ indicator	Quarterly update
						Start	Q1	Q2	Q3	Q4				
C1 Our Assets Outcome/ delivery risk, Reputation risk	7. Lack of capacity in the Property Support team to develop and maintain our asset base		H x H RED	Seeking to recruit	Impact	High	High	High			By end of Q1	DH (Director of Corporate Strategy and Development)	Regularly reviewed through SLT monitoring	Sickness absence in the team has reduced. Opportunities for externalising work have been reviewed and implemented where appropriate.
				Identified priorities	Likelihood	Medium	Medium	Medium						
				Finding alternative ways of resourcing	Rating	AMBER	AMBER	AMBER						

APPENDIX 2: Corporate Risk Register 2018/19 – Q2 position showing movement from start of year

Corp. Strat. Ref.	Risk Description	Existing controls	Risk rating before mitigation L x I	Mitigating action	Risk rating with mitigating action L x I (Green, Amber or Red)						Timeframe of mitigating actions	Lead officer	How monitor/ indicator	Quarterly update
						Start	Q1	Q2	Q3	Q4				
S1 The Place and the Park on a Landscape scale Reputation risk, Outcome/ delivery risk	8. Failure of the Birds of Prey initiative to deliver		H x H Red	Part of the Birds of Prey initiative	Impact	High	High	High			Ongoing	JRS (Director of Conservation and Planning)	Breeding birds survey Regular conference calls with stakeholders Birds of Prey initiative meetings	The overall picture is that birds of prey numbers are higher than in recent years, but there are still reports of birds of prey deaths.
				Breeding birds surveys										
				Engagement with moorland owners	Likelihood	Medium	Medium	Medium						
				Engagement with Policy and Crime Commissioner	Rating	AMBER	AMBER	AMBER						

APPENDIX 2: Corporate Risk Register 2018/19 – Q2 position showing movement from start of year

Corp. Strat. Ref.	Risk Description	Existing controls	Risk rating before mitigation L x I	Mitigating action	Risk rating with mitigating action L x I (Green, Amber or Red)						Timeframe of mitigating actions	Lead officer	How monitor/ indicator	Quarterly update
						Start	Q1	Q2	Q3	Q4				
S1 The Place and the Park on a Land-scape scale Outcome/ delivery risk	9. Failure to realise opportunities in the 25-Year Environment Plan		M x M Amber	Working with National Parks England NPE Business Plan focusing on 25-Year Environment Plan delivery	Impact	Medium	Medium	Medium			Ongoing	SF (Chief Executive)	Monitoring progress against the NPE Business Plan	NPE AGM review progress with NPE business plan. Good progress on policy engagement. NPE inputting into discussions on Net Gain, future metrics for the 25-year environment plan, and how local natural capital plans might operate.
					Likelihood	Medium	Medium	Medium						
					Rating	AMBER	AMBER	AMBER						

APPENDIX 2: Corporate Risk Register 2018/19 – Q2 position showing movement from start of year

Corp. Strat. Ref.	Risk Description	Existing controls	Risk rating before mitigation L x I	Mitigating action	Risk rating with mitigating action L x I (Green, Amber or Red)						Timeframe of mitigating actions	Lead officer	How monitor/ indicator	Quarterly update
						Start	Q1	Q2	Q3	Q4				
C3 Our organisation/ C4 Our People Outcome/ delivery risk	10. The potential consequential impacts of implementing the New Pay Spine with effect from April 2019 (e.g. the erosion of pay differentials). (Note: Technical guidance issued on 14 th June 2018.)	Initial pay modelling on the new pay spine undertaken and Heads of Service informed.	HxH	Further modelling work to be undertaken. Options to be developed as part of future workforce planning.	Impact	NEW at Q1	Medium	Medium			Ongoing	DH (Director of Corporate Strategy and Development)	Regularly reviewed through SLT monitoring	The issue has been regularly discussed during preparation for the 2019-24 Corporate Strategy.
					Likelihood		High	High						
					Rating		AMBER	AMBER						

This page is intentionally left blank

Appendix 3: Quarter 2 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries

Quarter 2 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries Complaints

Summary of Complaints in YTD	Q1	Q2	Q3	Q4	YTD	2018/19 Target
Number of Complaints Received in Quarter:	4	4			8	<20
Percentage of complaints dealt with in accordance with agreed deadline of 15 working days	83%	75%			83%	
Number of Complaints in Quarter regarding an Authority Member:	1	0			1	-

Complain t Ref, Date Made and Stage	Service and Reason for Complaint	Date Response Sent	Outcome	Any Change in Processes/Practices as a Result of Complaint Investigation
C.448 10/07/18 Stage One	<p>Visitor Experience Development</p> <p>Complaint alleging:</p> <ol style="list-style-type: none"> 1. unauthorised use of emergency fire doors at Castleton Visitor Centre. 2. metal storage cabinets are placed near the doors and within the Castleton Conservation Area with no planning consent. 	<p>20/07/18</p> <p>Within 15 working day deadline</p>	<p>1. Condition 6 of the Visitor Centre planning approval stated: Any door on the west elevation of the building shall remain closed at all times and not be utilised for access other than in an emergency.</p> <p>The issue raised arose predominantly through the café staff using the doors to exit/enter the building and to take waste to the commercial waste bins situated on the Borough Council land area adjacent to the public toilets. The use of the doors in an emergency only has been reinforced with all staff on site. The Visitor Centre Manager and centre staff are now required to monitor use of the doors throughout each day and record and report any issues. The Café operator has instructed staff to use the gate to access the rear area, this will be approx. 3-4 times a day, to keep noise levels to a minimum and reasonable level when using the waste bins, to sign to confirm that they understand the fire doors are not to be used unless in the event of emergency and has established a disciplinary process should a breach occur.</p> <p>2. The use of the storage cabinets is ancillary to the visitor centre and the outreach activities provided there. Due to the size and quick assembly/disassembly of the cabinets and as</p>	<p>The Visitor Centre Manager and centre staff now monitor use of the doors throughout each day and record and report any issues. The Café operator has instructed staff to use the gate to access the rear area, this will be approx. 3-4 times a day, to keep noise levels to a minimum and reasonable level when using the waste bins, to sign to confirm that they understand the fire doors are not to be used unless in the event of emergency and has established a disciplinary</p>

Appendix 3: Quarter 2 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries

			they are simply placed on the ground, the units are not a building for planning purposes. As such, the planning advice is that planning permission is not required as the use of the cabinets is ancillary to the visitor centre. Staff have been instructed to use the gate to access the rear area, and keep noise to an absolute minimum when accessing the storage cabinets.	process should a breach occur. Staff have been instructed to use the gate to access the rear area, and keep noise to an absolute minimum when accessing the storage cabinets.
C.449 19/07/18 Stage One	Outreach Development Stage One Complaint alleging: 1. Unauthorised entry by an Authority employee, with no identification, onto private land adjacent to Authority owned land. 2. The Authority has an obligation to maintain the stock fence that separates the two properties across the land and across the brook. There has been no maintenance for some years and the Complainant is constantly repairing the wire at the base of the unit across the brook. Sheep and cows are often in this meadow.	21/07/18 Within 15 working day deadline.	1. Apologised for upset caused and explained the staff member was a volunteer ranger. The volunteer has been clearly instructed not to venture on to private land without permission. All Volunteer Rangers have been reminded that when approaching members of the public they should clearly introduce themselves by name and explain why they have approached the person or group. They should also all be wearing Peak District National Park name badges. There has been a high fire risk and Volunteer Rangers have been patrolling popular picnic sites asking members of the public and wild campers not to have BBQ's/camp fires and take care when disposing of cigarette butts as part of our fire prevention work to encourage responsible behaviour. We work with many local landowners who welcome this support. Unfortunately this complaint is an example of where this has been taken too far and apologised again for the distress and inconvenience caused. 2. Thanked Complainant for reporting damaged wall and issues with stock fencing. Stated the wall will be repaired and that fence will be inspected and any necessary repairs made.	All Volunteer Rangers have been reminded that when approaching members of the public they should clearly introduce themselves by name and explain why they have approached the person or group. They should also all be wearing Peak District National Park name badges.
C.450 19/07/18 Stage One	Development Management Stage One complaint regarding the handling of a planning application.	26/07/18 Within 15 working day deadline.	Accept that it would have been preferable to have earlier communication from caseworker. In this instance, the receipt of the application coincided with an unexpected but unavoidable absence from work for the caseworker and therefore we were unable to meet the standards of customer service we aim for. Concerns that the application did not appear on the weekly list of applications in a timely manner	Investigating establishment of an 'approved suppliers' list to ensure unexpected staff absence can be better managed.

Appendix 3: Quarter 2 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries

			<p>had no bearing on the speed of determination in the statutory period of 8 weeks. With regard to the planning notice not displayed at the beginning of the 8 week period, in this case, the notice was displayed for the statutory period and our obligations were met in that respect. The consequence of this was that the consultation period finished later in the 8 week period than it might otherwise have, however, there is no requirement that the consultation take place at a particular point within the 8 weeks, and in this case it did not have any impact on the outcome of the application. With regard to notice of officer site visits explained it is not operationally possible to make appointments for site visits due to the volume of applications each officer is dealing with. The revision sketches received (which appear on the website as part of the application record), did not overcome the policy objections and the caseworker responded as soon as he was available, to advise of this. The delegated report and the decision have been reviewed and are correct and in line with policies, including SPD on Alterations and Extensions and the PDNPA Design Guide. Complainant alleges a lack of willingness to engage in dialogue concerning the application, however, officers did engage via our pre-application advice service, although the application did not address the overarching concerns raised in the pre-application process about scale and massing. The amendments sent also failed to address those concerns. It does not appear that negotiations would have successfully addressed the policy concerns. Accept that although the statutory requirements were met aspects of administration of the application in this case could have been improved, but this did not have a bearing on the outcome of the application.</p>	
<p>C.451 30/08/18 Stage One</p>	<p>Development Management</p> <p>Complaint regarding handling of a planning application including allegations of:</p>	<p>Due by 20/09/18.</p> <p>Response sent on 24/09/18</p>	<p>The statutory obligations for advertising the proposal were met by a site notice displayed in the vicinity of the site. Pre-application advice was given but there is no legal obligation to publish this advice. Officers are expected to have regard to the impact of development on neighbouring properties in</p>	<p>None Required</p>

Appendix 3: Quarter 2 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries

	<ul style="list-style-type: none"> • lack of consideration of impact of development on neighbours • handling of public participation at Planning Committee meeting • Planning Committee did not give application a fair hearing or have regard to impacts on neighbours. 	(2 days over 15 working day deadline)	<p>every application (as they did in this case). They also encourage applicants to approach neighbours at an early stage, as appears to have happened in this case.</p> <p>The planning committee report has been reviewed and it was found that that the impacts on the neighbouring properties were properly taken into account in making the recommendation. Members did listen to views of neighbours but found the proposal acceptable, whilst acknowledging that it would result in some changes for immediate neighbours.</p> <p>It is our policy in all cases (regardless of the recommendation) that if the applicant speaks at committee then they are the last speaker. This is consistent in all applications, and it is likely that any policy about who is the first and last speaker will attract some criticism. In making representations speakers often refer to their personal circumstances which have led to them to apply for planning permission. We have a system which allows public speakers to speak broadly about the application and in particular when they are not planning agents this sometimes includes general details about the proposal. The meeting is a public meeting with no minimum age for attendees. We do not prevent children attending committee as long as the business of the meeting is not unduly disrupted which it was not in this case. Regarding the complaint that 2 Members were out of the room during the discussions our records show that no Members left the room during this item.</p>	
--	---	---------------------------------------	---	--

Update on Complaints Reported in Previous Quarters

Complaint Ref, Date Made and Stage	Service and Reason for Complaint	Date Response Sent	Outcome	Any Change in Processes/Practices as a Result of Complaint Investigation
C.436 Ombudsman	Development Management Complaint stating the Authority	Response only required on draft decision	Decision: The Authority failed to upload plans for one of the summerhouses onto its website and this prevented the Complainant from making more detailed comments on the	An extra check has been added to CBST processes to ensure that

Appendix 3: Quarter 2 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries

(Stages One and Two reported in Quarter3 of 2017/18)	<p>granted planning permission for two outbuildings at the end of two neighbouring gardens. The Complainant says the Authority:</p> <ul style="list-style-type: none"> • Did not upload plans to its website until after it granted planning permission so he could not understand what was being proposed. • Did not view the site from his property. • Failed to take account of the fact trees would have to be cut down to allow construction to take place. • Failed to take account of the fact that the two outbuildings would be joined together. 	<p>by 18/07/18.</p> <p>Response made on 12/07/18 within Ombudsman's deadline.</p>	<p>planning application. However, the Authority considered the impact of the summerhouses on the Complainant and so this did not cause an injustice. There was fault but no injustice.</p>	<p>uploaded material appears on public applications correctly (i.e. to ensure that documents are not misfiled against the wrong application etc.) This should ensure that supplied material is published correctly in a timely manner to support the consultation process for planning cases.</p> <p>Planning Officers have been reminded about the need to quickly load any additional information received directly by planning officers onto polled folders and that if the information is public information it be saved accordingly.</p>
<p>C.447 22/06/18 Stage One</p> <p>Receipt of complaint previously reported in Quarter 1 of 2018/19</p>	<p>Development Management</p> <p>Complaint regarding lack of response from Planning officers to requests for meetings regarding planning issues and monitoring of a site.</p>	<p>10/07/18</p> <p>Within 15 working day deadline</p>	<p>Apologised for not responding to correspondence in a timely manner. Officers were not convinced that there was a need to meet to discuss the proposal again or to discuss the monitoring of events until there was an agreement with the Environmental Health Officer so this may have come across as officers being unwilling to speak to the Complainants and apology made. Officers were concerned Complainants assumed that the applicant will apply to remove the temporary condition within the next 2 years (the permission grants a further temporary period of 7 years), but there is no basis for officers to assume this. The planning permission grants a further permission for up to 7 years and, as with the previous permission, there needs to be sufficient evidence</p>	<p>None required</p>

Appendix 3: Quarter 2 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries

			<p>gathered from events over that period for the Authority to consider any applications for a further extension or for a permanent permission.</p> <p>The Authority has agreed with the Environmental Health Officer some monitoring of an event held in July and Complainants were asked to give access to their property to allow monitoring for an assessment of the noise impacts from their property. The Authority, as any other Local Planning Authority, is not able to commit to monitoring all events for which planning permission has been granted. In practice Planning Authorities either respond to complaints about potential breaches of planning permission once there has been a suspected breach or (as in this case) undertake some monitoring of specific events.</p>	
--	--	--	---	--

Appendix 3: Quarter 2 Report on Complaints and Freedom of Information and Environmental Information Regulations Enquiries

Quarter 2 Report on Freedom of Information (FOI) and Environment Information Regulation Enquiries (EIR)

Quarter	No. of FOI Enquiries dealt with	No. of EIR Enquiries dealt with	No. of Enquiries dealt within time (20 days)	No. of late Enquiry responses	No. of Enquiries still being processed	No. of referrals to the Information Commissioner
Q1	1	4	5	0	4	0
Q2	10	5	15	0	1	0
Q3						
Q4						
Cumulative	11	9	20	0	5	0

This page is intentionally left blank