

7. **2016/17 QUARTER 1 CORPORATE PERFORMANCE AND RISK MANAGEMENT REPORT ( A91941/WA)**

1. **Purpose of the report**

This report provides Members with monitoring information at the end of Quarter 1 (Apr - Jun 2016) for review of performance against the first year of our Corporate Plan (comprising 4 directional shifts and 4 cornerstones); monitoring of the corporate risk register; monitoring of Freedom of Information Requests and monitoring of complaints.

2. **Key Issues**

- The format of the report provided has changed to respond to provide a clearer view of our performance against both our priority actions and our indicators.
- **Corporate Performance** at the end of Quarter 1:
  - None of our priority actions have significant performance issues, 20 actions require more planned work and 8 actions are on target;
  - A number of our indicators have yet to be developed and some are reported only 6 monthly or less often. Of those reported quarterly (10), 9 are on target and 1 is below target.
- **Corporate Risk** status at the end of Quarter 1:
  - 1 risk is to be removed from the register as it has been managed down:
    - a. Failure to gain support for, and agree investment proposals in a timely way.
  - 4 other risks have also lowered in their risk rating:
    - a. Failure to create a common understanding of what we want to achieve in the White Peak
    - b. Failure to submit a quality, funded bid for the South West Peak project
    - c. Adverse exchange rate movements for Moorlife 2020 European funding
    - d. Failure to engage in a way that increases ownership and understanding of our policies amongst communities and decision makers
  - 2 risks are proposed to be added to the register:
    - a. Failure to effectively manage the impact of changes resulting from the EU exit vote in terms of:
      - Euro funding for Moorlife 2020
      - UK government funding
      - Policy and legislation changes
      - Partnership funding position
    - b. Failure to deliver against our Performance and Business Plan in a time of structural change
  - 1 risk remain as high risk:
    - a. Failure to inspire people to give to a National Park Authority
- Only 2 complaints were registered in the first quarter, 9 Freedom of Information requests were made and 15 Environmental Impact Requests were made.

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## Recommendations

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  1. **That the reporting format used in this report is approved for future reporting.**
  2. **That the Quarter 1 Corporate Performance Return, given in Appendix 1, is reviewed and any actions to address issues agreed.**
  3. **That the corporate risk register summary given in Appendix 2 be reviewed and status of risks, including the addition of 2 new risks, accepted.**
  4. **That the status of complaints and Freedom of Information 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: develop key business processes underpinning the Corporate Strategy – have an organisation-wide understanding that information is an asset to be valued, used and shared. Monitoring the Corporate Indicators and Corporate Priority Actions against our Corporate Objectives is part of our approach to ensuring mitigating action can be taken to maintain and improve performance or to reprioritise work in consultation with staff and Members.

## Background

5. The format of performance reporting to this committee has not been changed since January 2013 (minute 7/13). It is proposed that, in line with the introduction of a new Corporate Plan, an amended reporting system is adopted to give clarity of performance information against both our priority actions and our corporate indicators.
6. The visual representation for performance data remains on a traffic light system, using:
  - green indicating the action or indicator is on target,
  - amber indicating that some remedial work required to get on target, and
  - red indicating a wider variance from being on target and that there may be some significant issues to be addressed.
7. In addition, a commentary is provided for each Directional Shift and Cornerstone, including any issues and action being taken to address the issues.
8. 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 and an update for red risks, risks that have changed in risk rating and new risks proposed for incorporation.
9. Appendix 3 shows the status of the 2 complaints received in this quarter and the report on Freedom of Information and Environmental Impact Requests. All remain at a low level compared with the same time last year.

10. 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.
11. Reporting is dependent on the accuracy of data provided by the Heads of Service, Assistant Directors and indicator lead officers, as agreed with Directors and Chief Executive.

### **Proposals**

12. Members are asked to approve the reporting format as given in Appendix 1.
13. Members are asked to review and agree the Quarter 1 Corporate Performance Return as detailed in Appendix 1.
14. Members are further asked to review and agree the proposed changes to the Corporate Risk Register in Appendix 2.
15. 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?**

16. 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.
17. **Background papers** (not previously published) – None

### **Appendices**

1. Quarter 1, 2016-17 Corporate Performance Return
2. Quarter 1, Corporate Risk Register status
3. Quarter 1, Complaints, Freedom of Information (FOI), and Environmental Information Regulations (EIR) Enquiries

### **Report Author, Job Title and Publication Date**

Wendy Amis, Senior Performance Officer, 8 September 2016