

**Corporate Outcome K:** We provide quality, customer focused, sustainable services and ensure continuous improvements in the way these are delivered by:

- 1. Ensuring value for money, sustainability and high standards of corporate governance in the way that we deliver services (Priority level 3)*
- 2. Communicating effectively with the resident and visitor population (Priority level 2)*
- 3. Valuing and developing staff and members (Priority level 3)*

Key successes have been achieving unqualified reports from the auditors, reducing our carbon footprint by 6% and exceeding government targets for determining planning applications. We also improved our performance in answering letters within 15 working days and we continued to perform above our target on answering the telephone.

We put steps in place to improve the resilience of our Information Communication Technology (ICT) infrastructure and systems with a plan of improvements scheduled for the next 3 years.

A number of initiatives have been developed to communicate more effectively with our resident and visitor population. Our magazine to residents, Parklife, continues to be an important source of information and informal feedback suggests it is well received. Website developments included the facility to view planning application advice on-line. We are now planning a survey of residents to understand their opinions and needs to inform our future direction. The first annual newsletter directed to partner organisations detailing progress to date on delivery of the National Park Management Plan was produced.

During 2008/09 we made significant progress towards a possible partnership management arrangement for our Eastern Moors Estate and began implementing actions within our Asset Management Plan, particularly around the disposal of specific assets.

Staff and member surveys (with 66% and 75% response rates, respectively) conducted during 2008/09 gave clear indications of where improvements could be made and actions are being developed for implementation in the year ahead. Sickness absence among staff increased last year, due to 3 staff suffering long term serious ill health. Member participation in formal meetings fell short of our target of 75%, as did participation at training events. Action to address this issue is planned for 2009/10, with monitoring arrangements in place. We published our Equalities Scheme and action plan in December 2008 and launched new and updated human resources policies to all staff.

We signed up to achieve the East Midlands Member Development Charter, initially focusing on introducing individual development plans for all Members; so far 40% have such a plan. We implemented training to support achieving our priorities in climate change, performance review and embedding management skills.

### **Looking ahead to 2009/10**

We will be conducting a survey of residents during the year to better understand their needs, we will be developing approaches to ensure more staff feel valued and will further develop members' role in the work of the Authority. The first stage of ICT improvements are financed and project planned for 2009/10.

#### **Key actions for 2009/10 include:**

- *Implement improvements to the information management system (L1) PIP4.6c/1,2*
- *Implementing year one of our Performance Improvement Plan (L3) PIP4.2b/1*
- *Implementing planned service reviews and realising efficiency savings PIP 4.3b/1*
- *Work towards level 3 of the Equalities Standard for Local Government (L3) PIP4.3c*
- *Implement action plan to respond to key issues in staff survey (L3) PIP4.5a*

- *Implement changes resulting from the review of support services (L1)*
- *Improve response times to letters sent to planning PIP4.3a/1*
- *Initiate medium term financial and organisational review of the Authority (L2) PIP4.4b/1*
- *Develop a strategy to guide our communications with various stakeholders across our work and implement key initiatives (L1) PIP2.1a/2*
- *Develop the website to provide a more customer-focused source of information and deliver news items on the Park through the website and internet(L1)*
- *Develop member role, including in promoting the National Park Management Plan to partner organisations and introducing more member development plans (L2) PIP1.1b/1 and 1.2a/1*
- *Further develop and implement the Authority's Asset Management Plan (L1) PIP 4.6b/1-2*
- *Deliver the actions of the Authority's environmental policy (L1) PIP 4.6a/1-6*

### **Reducing the Authority's Carbon Footprint**

The Authority recognises climate change as one of the key challenges facing the Park today. While the Authority's operations make a significant positive contribution to the protection of the environment (including combating climate change), it is also recognised that undertaking such activities result in some negative impacts. This is particularly true of the emissions and impacts resulting from:

- The gas and electricity and water used in our buildings
- Travel undertaken as a result of Authority business
- Waste produced within our properties and collected from Authority sites
- The resources used within our operations

Our Environmental Management Policy strives to reduce negative operational impacts and the following progress has been made during 2008/09:

- Our overall carbon footprint has been reduced by 6% resulting in a carbon emissions reduction of 57 tonnes, surpassing our target of 5%
- Reductions in energy consumption (primarily gas) resulting in a decrease in carbon emissions of 42 tonnes, primarily through better utilisation of the systems currently installed and awareness raising amongst staff
- Travel mileage decreased by 16%

In 2009/10 we will:

- Make further reductions in energy use within our buildings
- Purchase new lower emission fleet vehicles. Vehicle emissions will be reduced by 45% in some cases while maintaining the ability to undertake the Authority's important work.
- Encourage the use of public transport and the low emission pool vehicles
- Pilot the provision of public recycling facilities at sites managed by the Authority