

6. **2017/18 QUARTER 2 CORPORATE PERFORMANCE AND RISK MANAGEMENT REPORT ( A91941/HW)**

1. **Purpose of the report**

This report provides Members with monitoring information at the end of Quarter 2 (July - September 2017) for review of performance against the second year of our Corporate Strategy (comprising 4 directional shifts and 4 cornerstones); 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:
  - Only one of our priority actions has performance issues ('We will have identified the best channels through which to engage people living with health inequality and identified funding sources'), 9 actions require more planned work and 15 actions are on target.
  - Work continues to develop indicators - five remain in development as we are still to set a baseline or did not collect data this quarter. Progress on the year to date is that 21 are on target (green), 7 are amber and 3 are below target (red) ('Value of donations (exc. legacy)', 'Number of donations (exc. legacy)' and 'Proportion of planning appeals allowed').
- **Corporate Risk** status at the end of Quarter 2:
  - 1 risk has moved in its risk rating:
    - a. 'Failure to support staff going through a time of change' has moved down to low impact from medium impact.
  - 3 risks are high risk:
    - a. 'Insufficient capacity to deliver Moors for the Future Partnership programme'.
    - b. 'Area of National Park land safeguarded in agri-environment schemes reduces because of Brexit uncertainty and continuing issues with Countryside Stewardship'.
    - c. 'Lack of engagement from the farming and land management community in landscape scale delivery models, the national agri-environment schemes and post Brexit policies & new support systems'.
- Only 3 complaints were received in Quarter 2; 3 Freedom of Information requests and 4 Environmental Information Regulations requests were dealt with, all within time.

**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 Q2 Corporate Risk Register given in Appendix 2 is reviewed and status of risks accepted.**

**3. That the status of Q2 Complaints and Freedom of Information/ 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 2017/18 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 indicating the action or indicator is on target,
  - amber indicating that some remedial work is 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.
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 and an update for red risks and risks that have changed in risk rating.
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 compared with the same time last year.
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) Managing down (now low impact) of risk 8 'Failure to support staff going through a time of change' – as all staff have had the opportunity for resilience training and a 1-2-1 session with a clinical psychologist.
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: Corporate Objectives Q2
2. Appendix 2: Corporate Risk Register 2017-18 Q2
3. Appendix 3: Complaints and FOI Q2

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

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