

9. **2017/18 QUARTER 3 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 3 (October – December 2017) for review of performance against the second year of our Corporate Strategy (comprising four Directional Shifts and four Cornerstones); monitoring of the corporate risk register; monitoring of Freedom of Information and Environmental Information Regulations requests; and monitoring of complaints.

2. **Key Issues**

- **Corporate Performance** at the end of Quarter 3:
 - **Priority Actions:** None of our priority actions have performance issues, 8 actions require more planned work and 17 actions are on target.
 - **Indicators:** Progress on the year to date is that 24 are on target (green), 2 are close to target (amber) and 5 are below target (red). 5 indicators are not reported on in Q3.
 - Red indicators are:
 - a. % who understand PDNP potential benefits/services
 - b. % who are willing to support the PDNP
 - c. Value of donations (exc. legacy)
 - d. Number of donations (exc. legacy)
 - e. Proportion of planning appeals allowed’).
- **Corporate Risk** status at the end of Quarter 3:
 - One risk has moved in its risk rating: *‘Failure to deliver against our Performance and Business Plan in a time of change’* has moved down to low likelihood from medium likelihood, as a regular rhythm of performance reporting has been established and 2018/19 actions set.
 - One risk has been removed: *‘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’* as it was felt to be a sub-risk of risk 4 rather than a separate risk.
 - One risk has been re-worded to more accurately reflect the key risk: *‘Insufficient capacity to deliver Moors for the Future Partnership programme’* has become *‘Failure to maintain core Moors for the Future Partnership income, leading to failure to deliver contractual commitments’*.
 - Two risks are high risk:
 - a. *‘Failure to maintain core Moors for the Future Partnership income, leading to failure to deliver contractual commitments’*
 - b. *‘Area of National Park land safeguarded in agri-environment schemes reduces because of Brexit uncertainty and continuing issues with Countryside Stewardship’*.
 - Two new service-level risks have been elevated to corporate risks:
 - a. *‘Failure to gain sufficient buy in from partners for the updated National Park Management Plan (NPMP), particularly the delivery plan element’*.
 - b. *‘Being a “poorly performing” Authority based on DCLG measures – specifically major applications appeal performance’*.

- Only 3 complaints were received in Quarter 3; 5 Freedom of Information requests and 10 Environmental Information Regulations requests were dealt with, all within time.

Recommendations

3.
 1. **That the Quarter 3 Corporate Performance Return given in Appendix 1 is reviewed and any actions to address issues agreed.**
 2. **That the Q3 Corporate Risk Register given in Appendix 2 is reviewed and status of risks accepted.**
 3. **That the status of Q3 Complaints and 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 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** – 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. It is being presented to ARP following this item today. 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 the 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 3 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.
12. That the status of complaints and Freedom of Information and Environmental Information Regulations 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 Performance Return Q3
2. Appendix 2: Corporate Risk Register 2017-18 Q3
3. Appendix 3: Complaints and FOI Q3

Report Author, Job Title and Publication Date

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