

**10. 2018/19 QUARTER 1 CORPORATE PERFORMANCE REPORT (A91941/HW)**

**1. Purpose of the report**

This report provides Members with monitoring information for the end of Quarter 1 2018/19 (April to June 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 1:
  - 12 of our priority actions are on target, 9 require more planned work and 2 have performance issues (*'We will have developed, agreed and be implementing comprehensive strategies for volunteering'* and *'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'*).
  - 19 of our indicators are on target (green), 6 are amber and 3 are below target (red) (*'Amount of donations (exc. legacy)'*, *'Number of donations (exc. legacy)'* and *'% who understand PDNP potential benefits/ services'*). For 11 indicators, we did not collect data in this quarter.
- **Corporate Risk** status at the end of Quarter 1:
  - One risk has moved in its risk rating:
    - a. *'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'*
  - One new risk has been added:
    - a. *'The potential consequential impacts of implementing the New Pay Spine with effect from April 2019 (e.g. the erosion of pay differentials)'*
  - 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'*
- 4 complaints were received in Quarter 1.
- One Freedom of Information request and 4 Environmental Information Regulations requests were dealt with.

**Recommendations**

- 3.
1. **That the Quarter 1 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
  - **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 1 Corporate Performance Return as detailed in Appendix 1.
11. Members are further asked to review the Corporate Risk Register status in Appendix 2 and agree the proposed changes to the Corporate Risk Register including:
- a) Managing down (now low likelihood) of 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'* – as a project team has been established and work is progressing.
  - b) The addition of new risk 10 (categorised as high likelihood and medium impact) – *'The potential consequential impacts of implementing the New Pay Spine with effect from April 2019 (e.g. the erosion of pay differentials)'*. This has mitigating measures of additional modelling and workforce planning.

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

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

Holly Waterman, Senior Strategy Officer - Research, 30 August 2018