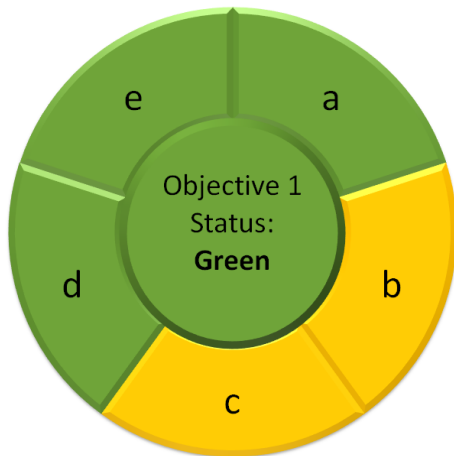


Objective 1: Lead or enable landscape-scale environment and heritage conservation programmes through multi agency partnerships



We will know we have been successful when:

- a) *we have identified and delivering on 3 new projects in partnership that correspond with landscape character areas in the national park;*
- b) *we have focused work on the Landscape Strategy, the Biodiversity Action Plan and the Cultural Heritage Strategy to support the delivery of the revised National Park Management Plan;*
- c) *we have increased the amount of Authority owned Site of Special Scientific Interest land in favourable condition from 32% to at least 35% by 2025;*
- d) *we have developed formal relationships with all the Local Nature Partnerships with the national park and/ or developed a Peak District Local Nature Partnership;*
- e) *we have met our targets for the rescue and restoration of buildings and monuments.*

Quarter 1 Summary

Overall Status:

Continued developing a range of potential projects and further bids for Moors for the Future work, in particular MoorLife2020 and the second phase Community Science Project. Submitted a major landscape-scale HLF bid for the SW Peak. Good progress on undergrounding of electricity lines and developing further partnership projects. We are working with Natural England on locally agreed SSSI targets.

Key Activity in this Area:

- A landscape scale partnership project bid for over £2million for the SW Peak was submitted to HLF in May on behalf of the Peak District Local Nature Partnership;
- Strong progress on MFF delivery with new approvals and agreements in the project area, particularly through the Private Lands Partnership;
- Delivering in partnership: wader recovery project; birds of prey; clough woodlands; catchment restoration;
- Electricity line undergrounding projects completed at Harden Moss, Hurdlow and The Wash; and work commenced at Tissington;
- £27K partnership funding secured for monitoring and base line survey of Dales Ash Woodlands in response to the threat of Ash Dieback;
- 9-month student internship, that contributed to Natural Zone Review and Ash Dieback project, ended;
- Habitat management to increase percentage of land in favourable condition on our own properties through agri-environment schemes continued;
- Reviewing the Action Plan for the Landscape Strategy and the Cultural Heritage Strategy;
- Input into national and local targeting for new national agri-environment scheme;
- Underground designation pilot project continues(EH funded); liaison with Nottingham University on their Derbyshire Soughs project (potential links to White Peak Rivers initiative);
- Continued key Cultural Heritage projects: Ecton, Lead Rakes, Chatsworth parkland management plan; Lathkill/Magpie sough. Outline submitted to English Heritage for farmstead characterisation (£25k).
- Review of Listed Buildings changed to Decennial (300/year) from 2014/15 as a cost saving measure;
- Conservation Area Appraisals started for Longnor and Pott Shrigley;
- Attended another trans-Pennine stakeholder reference group meeting, and continue to try to ensure the National Park is recognised in the study the Department for Transport are undertaking;
- Responded to a consultation on the Poynton Relief Road, which is wholly outside the National Park, to outline our expectations regarding future evidence associated with the proposal.

Specific Issues:

1. Natural England have begun to address the identification of realistic locally agreed targets for SSSI condition.
2. Persecution of Birds of Prey has attracted increasing concern and attention nationally.

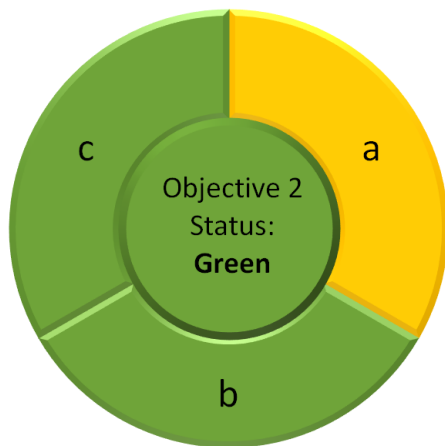
Action to address issues:

1. Ensure Authority input to identification of SSSI condition targets locally.
2. Focus the work of the Peak District Bird of Prey Initiative on increasing Bird of Prey nesting success on key sites.

Risk Implications: Low risk

Contextual Information: <http://www.peakdistrict.gov.uk/looking-after/biodiversity/biodiversity-action-plan>

Objective 2: Be the main provider of integrated advice and support to farmers and land managers to enable farms and other land use businesses to achieve national park purposes.



We will know we have been successful when:

- a) *there is a more streamlined approach to providing advice and support between the Peak District Land Management Advisory Service (PDLMAS) partners;*
- b) *we continue to broker 30 agri-environment schemes per annum;*
- c) *the area of land in the National Park in agri-environment schemes (ELS, HLS or equivalent) is 94,000 ha (that is, 65% of the national park as a whole).*

Quarter 1 Summary

Overall Status:

Defra's Common Agricultural Policy (CAP) Reform proposals continue to unfold but until details for eligibility and payment rates are available, 2014 and 2015 remain a period of uncertainty. Close working with farmers, land managers and land owners remains a priority to encourage interest in conservation management and future schemes. So our lead national role in the development of Defra's CAP Reform proposals continues. The PDLMAS survey is on-going and will inform the future development of PDLMAS and help prepare for the new CAP support schemes when they come on stream from January 2015.

Key Activity in this Area:

- Assistance with the Environmental Stewardship Entry Level Scheme applications has been prioritised to take advantage of the remaining application window resulting in 12 agri-environment scheme applications (annual target 30) supported;
- Supported the preparation and submission of the management plans for the Authority woodlands to the Forestry Commission;
- The PDLMAS drop in centre at Bakewell market continues, staffed by PDNPA, NE, Environment Agency, Rural Action Derbyshire and the Farming Life Centre;
- At the end of the quarter we have 60 responses to the PDLMAS survey. The survey will continue as the aspiration is to achieve 100 responses for analysis;
- Defra made a further announcement on the greening of CAP in early June, with measures that mainly impact farms with more than 10 hectares of arable land. As only 1% of the National Park is arable the impact of these greening measures is likely to be minimal for the National Park;
- A Defra, NE and NPA workshop is planned in early July to consider the detailed implications of delivering the new schemes in National Parks.

Specific Issues:

1. Much of the detail of the new Basic Payment Scheme (BPS), agri-environment and on farm diversification grant schemes is still not known so uncertainty continues for the farmer/land manager community. Until 1 January 2016, the earliest start date for any New Environmental Land Management Scheme (NELMS) agreement, farmers & land managers may still consider land management changes.

Action to address issues:

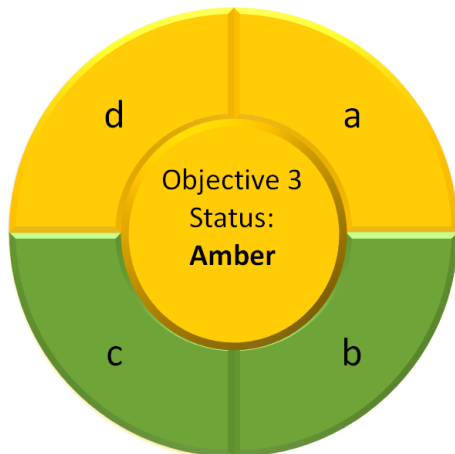
1. Continue to contribute to and influence nationally & locally key CAP Reform issues affecting upland farming.

Risk Implications:

Uncertainty about the new schemes for farmers/land managers may still lead to a reduction in the area of the National Park in agri-environment schemes and therefore a loss of environmental interest.

Contextual information: None

Objective 3: Provide a high quality planning service to the community of the National Park that achieves national park purposes and that is responsive to and contributes to the debate on planning reform nationally and locally.



We will know we have been successful when:

- a) *we have delivered the key milestones in our Planning Improvement Plan 2013/14;*
- b) *our new Development Management Policies are found to be sound and are adopted;*
- c) *we have evidence of improvement in public confidence in Planning;*
- d) *there is a sustained reduction in the number of outstanding enforcement cases by 2015.*

Quarter 1 Summary

Overall Status:

We have seen a continued improvement on planning application determination figures and have achieved our targets in each sector. We are working to raise public confidence through improved communication with Parishes and Agents, regular bulletins to both, twice-yearly meetings with Agents, invitations to Parishes to attend Planning Committees, and Planning officers attending Parish meetings and Parish Forum meetings.

Key Activity in this Area:

- Continued to work to the Planning Improvement Action Plan;
- A continued improvement in planning application determination figures, with targets now being met or exceeded (with the exception of county matters);
- Work on the new Development Management Policies Document has slipped slightly, with a revised timetable agreed at Planning Committee in April 2014;
- The Authority's planning decisions continue to have a high level of support on appeal; the impact of any allowed appeals on policy is assessed ;
- Charge for pre-application advice on some developments for introduced on 1 April 2014, working well and projected income on target;
- Regular Planning Bulletins to Parishes and Agents to explain the relaxations in planning legislation, introduction of pre-application advice charges, and other changes in planning;
- A survey of Parish Councils in first quarter of 2014 provided data on the current perceived performance of the service. Survey of Agents to be undertaken in April 2014 and followed up in July because of low response;

Specific Issues:

1. Consistency of advice, decisions and actions between the Planning Teams was identified as a performance issue;
2. In April 2014 the Government published another interim list of poorly performing planning authorities for Major and County matter applications. The Authority was not on this list, as it is currently performing above the 30% threshold for designation. The Government is, however, now proposing to increase the threshold to 40%.
3. Following a dip in the second part of 2013 and early 2014, performance on enforcement has improved, although there is a need to focus on the high priority cases, where there has been little progress.

Action to address issues:

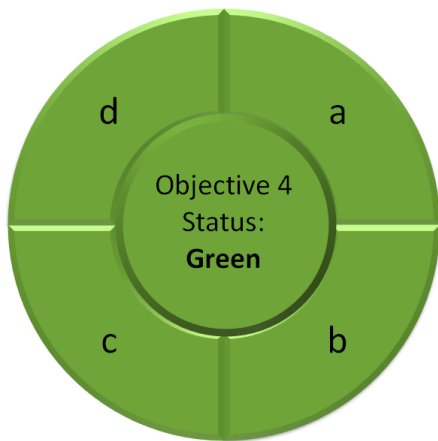
1. Relocation of the teams to a single, largely open plan office in April 2014.
2. Measures have been put in place to ensure that the Authority performs above the 40% threshold level for Major and County matter applications defining a poorly performing Authority, mainly through using extension of time agreements with applicants. We are now on or above target for all categories of applications on this basis.
3. A greater focus is being given to make progress on the high priority cases for the October Quarterly report to Planning Committee.

Risk Implications:

Reputational risk of not increasing public confidence.

Contextual information: None

Objective 4: Lead a programme to reduce greenhouse gas emissions across the National Park and adapt to climate change by inspiring and enabling others and through direct actions in our own operations.



We will know we have been successful when:

- a) *through planning pre-application advice and information, we have enabled others to take action to reduce their greenhouse gas emissions;*
- b) *the Authority's own carbon footprint has been reduced by 30% (in line with the agreed Carbon Management Plan);*
- c) *we are increasing the area of moorland under restoration management, leading to a reduction in the loss of stored carbon;*
- d) *we have developed a carbon reduction demonstration project.*

Quarter 1 Summary

Overall Status:

We are on target with this objective. Initial feedback on a new post providing advice on climate change matters has been positive. The new cycle friendly grant scheme is supporting sustainable travel. Work continues to make the Authority's properties more environmentally sustainable.

Key Activity in this Area:

- A one year post for 3 days a week providing on-farm advice on carbon, water, waste and renewables began on 1 June, as a trial to see if there is a market for charging for this service. Initial reaction from the NFU and the farming community is positive, particularly with regard to making sense of the deluge of information and offers available for renewables;
- We responded to the consultation on the Derbyshire Climate Change Charter to seek to influence it to make it more clear and practicable;
- The new cycling friendly grant scheme is designed to support the reduction of visitors using vehicles to the National Park by encouraging the use of new facilities at businesses and attractions along the routes of the new proposed routes that lead from major town and cities;
- Moors for the Future are progressing the tendering for capital works to start across the Peak District at the end of the bird breeding season in July and into the autumn. Plans are being made to extend the value of our works through the Private Lands Project to nearly £11 million over the next 4 years;
- Lime and fertiliser application is on schedule and completed on: Bleaklow, Kinder Scout, Turley Holes and the South Pennine Commons; with plans in place for: Rishworth Common, Saddleworth and Wessenden. We currently have two helicopter companies operating;
- Developing a funding bid for LIFE 2014 (MoorLIFE 2020) to protect areas of Active Blanket Bog, a UK Priority Habitat, through greatly increasing the amount of Sphagnum across the South Pennine Moors Special Area of Conservation (SAC);
- Tendered and awarded contract for the installation of a Ground Source Heat Pump at North Lees campsite. Planning application submitted for the scheme. A business plan is being prepared;
- Completed installation of a heating system for, and insulation of, North Lees Farmhouse and the application for the Renewable Heat Incentive has been submitted;
- Tender awarded for the installation of a new biomass heating system at Hayes Farm, Warslow.

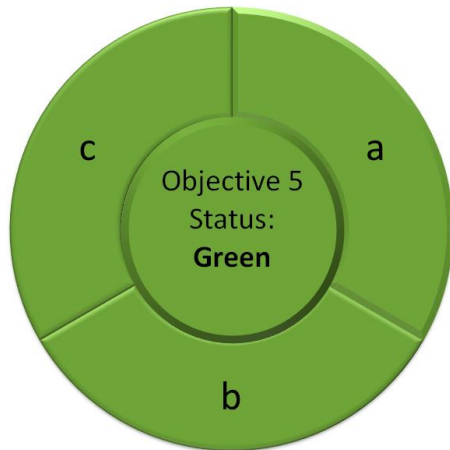
Specific Issues: None.

Action to address issues: None.

Risk Implications: None.

Contextual information None.

Objective 5: Work with others in an integrated way to support local people to develop community facilities, local needs housing and services in ways that are sustainable and contribute to national park



We will know we have been successful when:

- a) *we fulfil our role in delivering the Peak District Affordable Housing Plan by annually working with at least 3 communities to agree the sites that would address the need for affordable housing;*
- b) *we support annually 4 community sustainable projects*;*
- c) *we work annually with 5 communities/ parishes/ villages to support or develop their plans (including neighbourhood plans).*

Quarter 1 Summary

Overall Status:

Progress remains very positive with action in all 3 success measure areas.

Key Activity in this Area:

- The Service Level Agreement with High Peak Borough council for housing needs surveys and sites search work is progressing surveys in Edale and Hope.
- Housing enabling arrangements in the Derbyshire Dales area continues via officer support at DDDC;
- Community projects continue to be supported through both SDF and cycling grants;
- Support is being provided to Bakewell in the DMP document with 2 major public consultation events progressing;
- We are progressing a new request for designating a Neighbourhood Plan in the Leekfrith area.

Specific Issues:

None

Action to address issues:

None

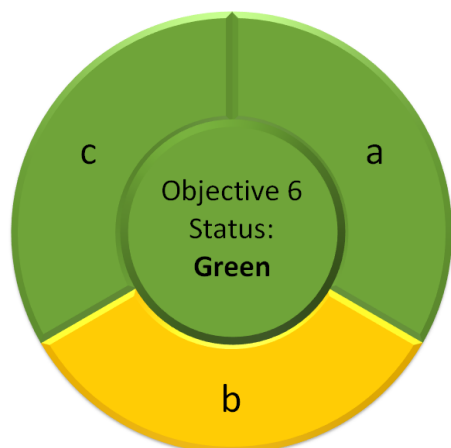
Risk Implications:

None

Contextual information

- Localism Act - <http://www.legislation.gov.uk/ukpga/2011/20/contents/enacted>
- Neighbourhood Planning - <https://www.gov.uk/government/policies/giving-communities-more-power-in-planning-local-development/supporting-pages/neighbourhood-planning>

Objective 6: Support a sustainable economy by working with businesses and other agencies, particularly focusing our efforts on environmental management.



We will know we have been successful when:

- a) annually, 100 Peak District businesses (non-agri environment and non-Environmental Quality Mark) are supported by Authority environmental grants, advice and programmes of work;
- b) we have taken reasonable steps to secure a sustainable future for the Environmental Quality Mark and Business Peak District;
- c) more community outcomes are achieved through enterprise by increasing the support given to social enterprise.

Quarter 1 Summary

Overall Status:

We continue to make good progress with Business Peak District and high level strategic work with a range of partners including High Peak Borough Council, Derbyshire Dales and Staffordshire Moorlands District Councils and the key Local Enterprise Partnerships which affect the Peak District through Enterprise Peak District. Work contributing to this Objective is on target with the exception of growing the number of businesses holding the Peak District EQM award to support its future sustainability.

Key Activity in this Area:

- Four events have been organised covering e-commerce, e-marketing, social media and HR. These 1:many events attracted 49 businesses;
- A further 27 businesses have received 1:1 support this quarter from the Rural Business Adviser;
- Authority Grants are enabling 14 businesses to expand or develop new forms of business diversification and 13 businesses were supported through the Tour de France;
- A Business Peak District Board meeting was held in June with updates on progress on the Enterprise Peak District package of interventions and Local Enterprise Partnerships;
- The Inspired by the Peak District brand champion project funded by D2N2 and led by our Rural Business Adviser has delivered over 54 brand champions. Work will continue to support these businesses to use the brand and then evaluate the impacts on business performance;
- Developed further dialogue with key Local Enterprise Partnerships on possible feasibility studies and future funding support with a meeting with the LEP Chairs planned for early July;
- The EQM Community Interest Company (CIC) has undertaken assessments of existing award holders, compiled their annual report and conducted marketing to attract new businesses. The number of Peak District EQM awards remains at 63, with next recruitment event scheduled for November;
- Supported 3 social enterprises (through the Rural Business Adviser and the Authority Grant Scheme).

Specific Issues:

1. Continuing need to work with business partners to secure funding for business growth through the 6 relevant Local Enterprise Partnerships (LEPs) and consider shared services across the relevant local authorities for rural business advice and support.
2. Whilst the EQM CIC has become more established and delivers both the Peak District and Staffordshire EQM schemes, the growth in the number of businesses seeking and achieving the award is less than targeted. So the key issue remains as: - how many and what type of new businesses can be attracted to apply for the award from now on or does the potential growth of the scheme need to be reassessed.

Action to address issues:

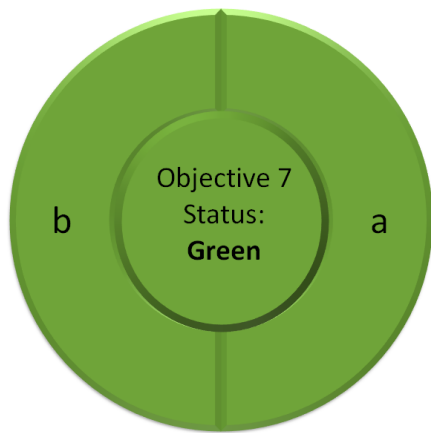
1. BPD to continue to build relationships with Visit Peak District and Nature Peak District to consolidate the Enterprise Peak District approach with the 6 LEPs.
2. The Authority will continue to support EQM with in kind support including championing/promoting the scheme and encouraging the EQM CIC to review marketing and potential growth of the scheme at the next EQM CIC Engagement meeting in July.

Risk Implications:

Reduced funding and business support available to Peak District businesses.

Contextual information: None.

Objective 7: Enable individuals, the community and voluntary sector to increase their contribution to the national park.



We will know we have been successful when:

- a) our work is supported by at least 8,500 volunteer days annually and the proportion from our target groups increases or is maintained;*
- b) over 90% of volunteers enjoy their experience and feel they have made a contribution to the national park.*

Quarter 1 Summary

Overall Status:

It has been a very busy time for volunteers and for the staff and teams that support them. Notably, Q1 is a key time for vegetation monitoring, conservation volunteers, and rangers who (especially with the fine weather) are dealing with large numbers of visitors. L' Eroica and Tour de France have also placed extra demands on existing volunteers – and have led to an increase in volunteering (facilitated or managed by the Authority.)

Key Activity in this Area:

- **Moors for the Future Science and Monitoring volunteering:** Vegetation monitoring started with the help of volunteers who are learning and practicing their vegetation ID in the field. This runs alongside routine monitoring work, which is well supported by regular volunteers;
- **The Community Science Project:** Completed Phase 1 with nine bumblebee training day events held in different locations in the Peak District since Easter, which were well attended by volunteers;
- **L&D Team:** Many students and some new long term volunteers have joined the L&D team;
- **Mosaic:** Peak District Mosaic is on track with a view to them achieving independence by September 2014. Two champions will be delivering introductory visits for urban groups over the coming months;
- **Rangers:** Ranger volunteers have continued to deliver their normal programmes whilst providing extra cover at events such as the Tour de France;
- **PPCV projects delivered:** Lincoln Conservation Volunteers on the Pennine way, Tibshelf school working at Stanage, Princes Trust (Sheffield) working at Edale, Home Farm Trust working by Surprise View car park.

Specific Issues:

1. The development of new volunteer web-pages (a priority action identified by volunteer managers in the volunteer action plan) has not been possible due to other priority commitments within the communications team.

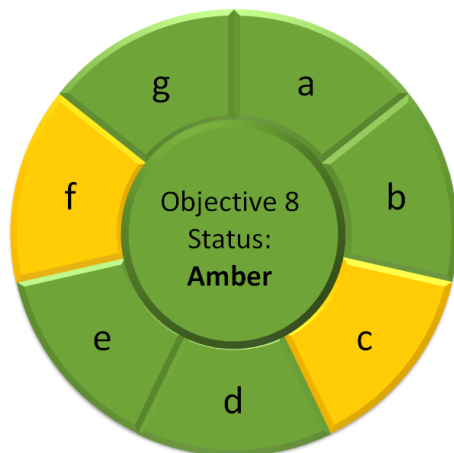
Action to address issues:

1. Ongoing liaison with communications team.

Risk Implications: None

Contextual information: None

Objective 8: Provide and enable recreation services that promote health benefits, widen participation, reduce impact on the environment and manage conflicts between users.



We will know we have been successful when:

- a) Action plans for all high priority unsealed routes are being implemented;
- b) we have increased awareness of opportunities for recreation in the national park;
- c) we have increased opportunities for people to access recreational facilities using sustainable means;
- d) we have encouraged others to develop opportunities to experience the national park by bike, horse, on foot and on water;
- e) over 90% of the users of our recreational facilities are satisfied with their experience;
- f) we have widened participation of the services we offer to our target audiences;
- g) at least 85% of our Rights of Way network continues to be easy to use

Quarter 1 Summary

Overall Status:

Good performance on rights of way, unsealed routes and recreation action plan, meeting or exceeding our targets. The Summer of Cycling is well underway. Partnership working and media coverage has raised awareness of opportunities for recreation in the national park.

Key Activity in this Area:

- Wider Peak District cycle strategy consultation undertaken and draft strategy updated;
- Sustrans Active Travel Officer engaged 299 new beneficiaries in the project this quarter;
- Traffic regulation order made for Chapel Gate which runs below Rushop Edge to prohibit all mechanically propelled vehicles at all times on grounds of natural beauty and amenity;
- Meetings have been held with vehicle users to discuss the management of motorised vehicles in the National Park;
- The Authority provided advice to Derbyshire County Council on their repairs at Long Causeway;
- Consultations held on statutory review of 3 long-term directions on open access land to restrict access;
- The Peak District Local Access Forum Annual Report has been published for 2013;
- One public path diversion has been confirmed, two more diversions are on-going;
- A new public footpath has been created at Hayfield linking the moors and open access land;
- Pedal Peak District social marketing continues with 2,423 people signed up to the behaviour change programme <http://www.lovetoride.net/peakdistrict> and twitter followers now over 4,488;
- Work has started on new cycle routes as part of Pedal Peak 2;
- Summer of Cycling launched with partners, programme and fliers published and distributed; advice and support given to both L'Eroica Britannia and Tour de France;
- A 'Get Active' pull out included in Spring / Summer 2014 edition of Parklife to raise awareness of our events and activities;
- Held first public meeting towards formulating a new vision for Stanage and North Lees and a good response to the online survey;
- Opportunities around gateways and hubs now being developed into development management policies and rebranding work for PDNPA properties.

Specific Issues:

1. Need to review the appropriateness of the indicators being used to assess our performance.
2. 'You're Welcome' access guide is behind schedule due to unforeseen reduction of staffing levels.
3. Some concerns in relation to (c) "we have increased opportunities for people to access recreational facilities using sustainable means".

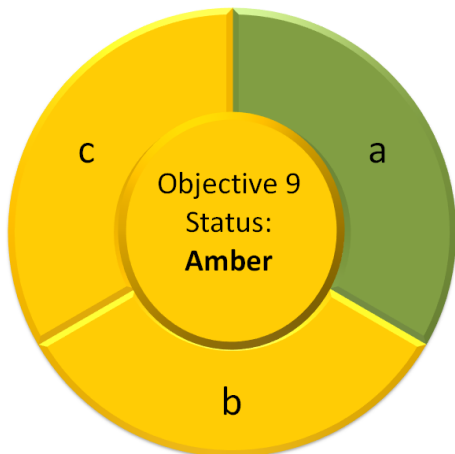
Action to address issues:

1. Indicators will be considered as part of corporate overview.
2. Work will commence work on the Access Guide in due course.
3. Implementation of the Cycling Strategy should enable more easy access into the NP by bike.

Risk Implications: None

Contextual information:

Objective 9: Support the development of a coherent and successful Peak District tourism sector which takes account of the needs of the environment, local residents, local businesses and visitors.



We will know we have been successful when:

- a) *we have an updated tourism strategy for the Peak District by March 2014, subject to key delivery partners being able to work to this timetable;*
- b) *the number of Peak District tourism businesses participating in Environmental Quality Mark (EQM) has increased;*
- c) *the visitor elements of the sustainable transport action plan are being delivered.*

Quarter 1 Summary

Overall Status:

We are contributing to the review of Visit Peak District Destination Management Organisation along with other partners and seeking to influence any strategic funding opportunities through the Local Enterprise Partnerships. The Summer of Cycling events are well underway with the L'Eroica festival proving a great success.

Key Activity in this Area:

- The Summer of Cycling campaign is underway promoting over 100 events; punctuated by two major international festivals, including the first ever UK 3 day L'Eroica festival in June. This attracted around 1800 riders, including 360 from overseas, and around 25,000 visitors to the free festival on Bakewell showground. Several villages and attractions took part by offering local food to the riders;
- Work continues to help ensure that the Peak District is involved in and benefits from the development of national and international tourism campaigns with Visit England and Visit Britain;
- Numbers at our visitor centres is slightly down compared with Q1 last year at 111,000. Visitor Services are in discussion with Derbyshire Dales District Council over the future operation of Bakewell Visitor Centre to reduce costs to achieve a cost neutral position by April 2016;
- The EQM Community Interest Company (CIC) continued to undertake assessments for existing awards and marketing to attract new businesses to apply for the award. The number of Peak District EQM awards remains at 63. The next recruitment event is scheduled for November;
- A review of the future operation of Visit Peak District and Derbyshire Destination Management Organisation is underway and due to report to the VPD&D Board in September;
- The Upper Derwent Dam Buster Bus was launched in June operated by Bakewell and Eyam Community Transport with financial support from the Authority and Seven Trent Water;
- The Peak Connections project has not been restarted; further thinking is needed given the possible wider implications of reductions in public transport subsidies;
- The first visitor survey of the Peak District National Park since 2005 started in June and field work will finish late summer. The findings will be used along with the recent audit of visitor hubs to help inform our approach to visitor management as well as better understand the impact of tourism. The audit has also fed into the development of a gateways and hubs issues and options paper for the Development Management Policies, still to be agreed by Planning Committee;
- Draft storyboards have been produced and work is progressing on producing a quirky animation aimed at promoting pro environmental behaviour and responsible visiting, aimed primarily at young people.

Specific Issues:

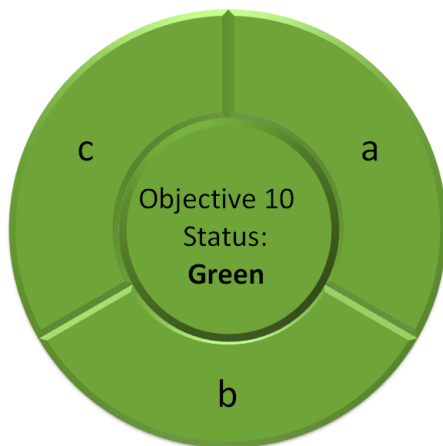
1. Further local reductions in public sector spending are likely to lead to reduced public transport subsidy and further implications for sustainable transport.

Action to address issues:

1. Concern for the sustainable transport solutions for the Peak District is growing and some key groups such as the National Park Management Plan Advisory Group keen to raise the profile of the problem by collaborating, lobbying and so on.

Risk Implications: None

Objective 10: Inspire a wider range of people to access and better understand the national park, through some direct provision of services and enabling others to do so.



We will know we have been successful when:

- a) we continue to provide a similar number of learning opportunities and more target audiences take part in the activities;*
- b) we maintain the proportion of users of our learning and understanding services that have an increased understanding of the national park;*
- c) we are involved in an increased number of formal partnerships that aim to reach new audiences and increase understanding.*

Quarter 1 Summary

Overall Status:

New partnerships concerned with 'new audiences and increased understanding' continue to develop and grow (see below). Additional effort is required with regards to our partnership with Manchester City Council.

Key Activity in this Area:

- Established a working group within the Inspiring Generations group to pursue a second Stepping Stones to Nature project, with a different geographical focus. Discussion is underway with Staffordshire County Council to establish links with the Inspiring Generations group;
- Commitment to ongoing succession and legacy of the original Stepping Stones to Nature project (the Stoke-on-Trent and North Staffordshire focused education and community engagement project) includes: development of an online education resource for teaching staff for a 2014/15 launch and plans to continue work with schools encouraging access to local countryside and the National Park;
- Established a classroom in the Hope Valley in partnership with Hope Construction Materials. Here, children and young people will be given the opportunity to take part in our engaging program of environmental education activity, experienced by Members first-hand during the recent Authority tour;
- The Peak District Interpretation Partnership has changed direction during quarter one to secure good outcomes for interpretation through three key projects / partnerships: Derwent Valley Catchment Partnership, White Peak Rivers Project and the South West Peak Landscape Partnership;
- A working group within the cross park Outreach Group was established to develop a strategic approach nationally to the Big Lottery's Reaching Communities funding programme, with early discussions suggesting that a project similar to Mosaic may be explored;
- The South West Peak Landscape Partnership stage one application was submitted in May. A community consultation campaign and event were delivered during quarter one, with over 70 people contributing five words to describe 'their South West Peak', whilst a lively event in Leek gave an opportunity for both residents and non-residents to input their thought and ideas to the project;
- Major project delivery work has included the Tour de France, the Volunteer Celebration and L'Eroica, an outcome of which is better and stronger partnerships.
- Guided walks and ranger education engagement have continued
- The Peak District Interpretation Partnership's target to develop a cross-park water themed interpretation project has ceased and been replaced with a focus on influencing interpretation outcomes through key large projects across the National Park.

Specific Issues:

1. The partnership with Manchester City Council has been slow during quarter one due to a change in key contact within the City Council.

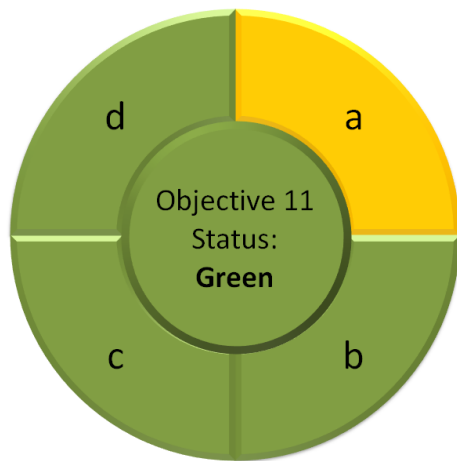
Action to address issues:

1. Additional effort during quarter two to ensure that the partnership with Manchester City Council remains on track.

Risk Implications:

Manchester City Council's support is key to the success in a number of projects including the Peak District Award, which will lead to greater engagement with the communities of Manchester.

Objective 11: Be a well-run public body with proportionate and effective ways of working, delivering excellent customer service and living our values.



We will know we have been successful when:

- a) we renew our Customer Service Excellence certification;*
- b) we maintain our 'Investors in People' award;*
- c) we have received an unqualified opinion from our external auditors on our financial statements and governance arrangements.*
- d) New signature programmes (from the NPMP) are making progress with delivery through the effective working of the wider delivery partnership.*

Quarter 1 Summary

Overall Status:

Good progress is being made against service plan actions and our success measures. The amber above reflects the delay in launching the mobile responsive website for customers.

Key activities over the quarter include:

- Preparations for gathering evidence for our customer service excellence standard assessment in October are going to plan in addition to work by front line services on customer service initiatives;
- Implementation of the staff engagement action plan continues with engaging staff through staff roadshows, a draft wellbeing at work policy, training of mediators to provide mediation and joint problem solving services, a review of the JPAR process and a draft recognition and procedural agreement with UNISON;
- Our new branding and logo have been launched and a programme to roll it out agreed;
- The pre audited Financial Statements and Annual Governance Statement for 2013/14 have been drafted and are published on the website;
- Members have been briefed on the approach to our medium term financial planning alongside the development of the new corporate plan;
- Work has started on delivering the Aldern House objectives to ensure greater utilisation of the building;
- A successful Members Tour and the induction of 5 new Members which represents a 1/6th of our total membership have been delivered;
- The National Park Management Plan (NPMP) Advisory Group met to discuss the Inspiring Generations signature with a view to discuss possibilities for a multi-partnership based big lottery bid. Partners have fed back progress against 2013/14 NPMP activities, which has been collated and reported to Advisory Group at the summer meeting. The Duke of Devonshire has agreed to speak at the 4th NPMP annual conference in October, which will be on the theme of Inspiring Generations.

Specific issues and action to address issues:

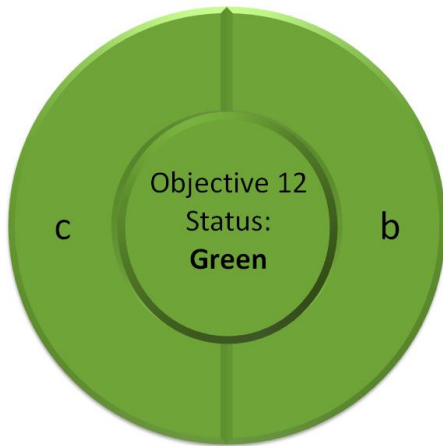
1. Progress is behind but continues towards launching our new responsive website – although the build will be finished by the end of July it then needs to be populated with material and the launch is now expected to be mid-September.
2. There have been delays in policy/guidance development in: social media management; absence management. This will be addressed in quarter 2.

Risk implications

The risk of capacity issues relating to the government's announcement on direct elections has been included in the legal and democratic services risk register and has been raised with Defra.

Contextual information: none

Objective 12: Develop an approach to income generation to harness a more entrepreneurial focus on service delivery that is socially, economically and environmentally sustainable.



*We will know we have been successful when**:*

- b) achieve £258k from increased income generation/cost reductions arising from wider market activities by the end of March 2015;*
- c) The Asset Management Plan has been reviewed (by March 2014) to reflect the changing priorities of the National Park and implementation has begun.*

Quarter 1 Summary

Overall Status:

Income generation is predicted to meet the £258K target by the end of March 2015.

Key Activity in this Area:

- There is considerable progress in the projects to achieve the rental income for Aldern House;
- The Cycling Jersey project from the Dragon's Den initiatives has achieved a profit of £13,070 to date which has greatly contributed to the "can do" culture for enterprise within the organisation;
- The water project has been closed;
- Visitor services, archaeology, planning pre-application advice, car parks and concessions are all achieving above the predicted profile;
- Progressed Asset Management Plan planning and implementation with management response to DTZ report agreed by Members in May;
- Cycle hire income improved compared with Q1 2013/14 (although still below target).

Specific Issues:

1. Warren Lodge has a target of £10,200 rental to be achieved.
2. Natural Environment and Countryside and Economy (£6,000) and Dragon's Den initiatives (£18,000) are still to be achieved.

Action to address issues:

1. Rent Warren Lodge as a matter of priority.
2. Look for further initiatives to ensure the £18,000 Dragon's Den income is achieved.

Risk Implications:

Failure to meet trading income targets, in particular cycle hire (corporate risk)

** Note: Success Factor 12a has been removed as the associated work has been completed