

10. 2019/20 YEAR END PERFORMANCE REPORT, 2019/20 PERFORMANCE AND BUSINESS PLAN AND 2020/21 CORPORATE RISK REGISTER (A91941/HW)

1. Purpose of the report

This report provides Members with a set of performance monitoring information for review and approval. Firstly, the end of Quarter 4 2019/20 performance information (January to March 2019), which reviews performance at the end of the first year of our 2019-24 Corporate Strategy. Secondly, the key elements of the 2019/20 Performance and Business Plan. Finally, the year-end position for the 2019/20 Corporate Risk Register and proposed Corporate Risk Register for 2020/21.

2. Key Issues

- **Corporate Performance** at 2019/20 year end (Appendix 1b):
 - 19 of our indicators are on target (green) and 12 have performance issues (red). Actions have been identified to address these issues.
 - 44 of our strategic interventions are on target (green) and 12 have performance issues (red). Actions have been identified to address these issues.
- **2019/20 Performance and Business Plan** draft content (Appendix 2):
 - This year's Performance and Business Plan is the first for this Corporate Strategy period, so the document is being re-designed.
 - The majority of content has already either been signed off by Members or is included within the other reports presented today:
 - a. The 'Look Back' section replicates the year-end corporate performance as presented in Appendix 1b
 - b. Members have already signed off the 'Look Forward' section that gives KPIs and targets for 2020/21 at Authority on 14 February 2020 (minute 12/20)
 - c. The 'Look Forward' Corporate Risk Register section is presented in Appendix 4.
 - That leaves two additional sections requiring Members' approval today: the 'Foreword' and 'Introduction' given in Appendix 2.
- **2019/20 Corporate Risk Register** status at year-end:
 - Three risks have moved in their rating:
 - a. 'Adverse exchange rate movements for Moorlife 2020 European funding' has moved from medium to high likelihood (now red)
 - b. 'Failure to achieve sustainable gross revenue income targets (£140k) for the PDNP' has moved from medium to high impact (now red)
 - c. 'Failure of a poorly maintained trails structure e.g. bridge, tunnel' has moved from high to medium impact (now green)
 - Four risks remain as high risk:
 - a. 'Adverse exchange rate movements for Moorlife 2020 European funding'
 - b. 'Area of NP land safeguarded in environmental land management schemes reduces due to Brexit uncertainty and Countryside Stewardship issues leading to the potential loss of a range of grassland habitats'

- c. 'Failure to achieve sustainable gross revenue income targets (£140k) for the PDNP'
 - d. 'Failure to develop nature recovery networks in the Peak District National Park'.
- **Proposed 2020/21 Corporate Risk Register:**
 - Eight risks from the 2019/20 risk register have been retained.
 - One new risk has been added:
 - a. 'Impact of the coronavirus pandemic on delivery of planned Corporate Strategy outcomes, the Authority's financial position, staff wellbeing and how we maintain the #PeakDistrictProud message of 'care, respect and enjoy' for all audiences within and outside the National Park both during lockdown and as we come out of it'
 - Five risks are seen as high risk: the four red risks from Q4 plus the new risk for 2020/21 outlined above.
- **Complaints and information requests for 2019/20:**
 - 19 complaints were received in 2019/20, 4 in Quarter 4.
 - 26 Freedom of Information requests were dealt with in 2019/20, 13 in Quarter 4
 - 25 Environmental Information Regulations requests, 2 in Quarter 4.
- As requested by Members at Q2, we have included an Executive Summary of the performance report which comprises only the chief executive and directors' summaries from the main performance report (this is Appendix 1a). We have also added an additional summary of our response to coronavirus and the impacts of the pandemic on the Authority to date. This follows the Chief Executive's summary in both Appendix 1a and 1b.

Recommendations

3.
 1. **That the Q4 and year end performance report, given in Appendix 1b, is reviewed and any actions to address issues agreed.**
 2. **That the Performance and Business Plan content in Appendix 2 is approved and completion of details is delegated to the Chief Executive, to allow publication by the statutory deadline of 30 June.**
 3. **That the 2019/20 year end corporate risk register given in Appendix 3 is reviewed and the status of risks accepted.**
 4. **That the start of year 2020/21 corporate risk register given in Appendix 4 is reviewed and the proposed risks agreed.**
 5. **That the status of complaints, Freedom of Information and Environmental Information Regulations requests, given in Appendix 5, is noted.**

How does this contribute to our policies and legal obligations?

4. Performance and risk management contributes to the fourth outcome in our corporate strategy: *The PDNPA is an agile and efficient organisation.* Monitoring the indicators

and strategic interventions for 2019/20 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 strategic intervention or indicator is on target
 - **red** – variance from target where some significant issues may need addressingPlease note there is no amber at year end.
6. In addition, a commentary is provided in Appendix 1b for each corporate strategy outcome, including any issues and action being taken to address the issues. An overall Chief Executive's commentary is also included as well as additional coronavirus commentaries.
7. The Authority's risk management policy and supporting documentation was approved by Authority on 19 January 2018 (minute 7/18) and is reviewed annually as part of the Authority's review of the Code of Corporate Governance. In line with these arrangements, Appendix 3 shows the status of the corporate risks at year end and Appendix 4 shows the proposed corporate risks for the start of 2020/21.
8. Appendix 5 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 Authority, 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 4 and year end performance report as detailed in Appendix 1b.
11. Members are asked to approve the Performance and Business Plan content given in Appendix 2 and delegate completion of details to the Chief Executive.
12. Members are asked to review the Corporate Risk Register 2019/20 status in Appendix 3.
13. Members are asked to review the Corporate Risk Register 2020/21 status in Appendix 4 and agree the proposed risks.
14. Members are asked to note the status of complaints, Freedom of Information (FOI), and Environmental Information Regulations (EIR) enquiries in Appendix 5.

Are there any corporate implications members should be concerned about?

15. 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.

16. **Background papers** (not previously published) – None

Appendices

1. Appendix 1a: Executive Summary: Quarter 4 and year end Performance Report for 2019-20
2. Appendix 1b: Quarter 4 and year end Performance Report for 2019-20
3. Appendix 2: Performance and Business Plan 2019/20 draft content
4. Appendix 3: Quarter 4 and year end 2019-20 Corporate Risk Register status
5. Appendix 4: Proposed start of year 2020-21 Corporate Risk Register
6. Appendix 5: Quarter 4 and year end 2019-20 Complaints, Freedom of Information (FOI) and Environmental Information Regulations (EIR) enquiries

Report Author, Job Title and Publication Date

Holly Waterman, Senior Strategy Officer - Research, 13 May 2020