

RAPC 414/20

NEW FOREST NATIONAL PARK AUTHORITY

RESOURCES, AUDIT AND PERFORMANCE COMMITTEE MEETING – 3 FEBRUARY 2020

THIRD QUARTER PROGRESS REPORT 2019/20

Report by: David Stone, Corporate Services Manager and Nigel Stone, Head of Resources

1 Purpose

- 1.1 To present third quarter (Oct-Dec) progress against the 2019/20 objectives from the 2018-2021 Business Plan.

2. Introduction

- 2.1 The Authority has produced a Business Plan for the period 2018-2021 which details the main activity of the Authority during that time and, more specifically, further detail on outcomes for the current year. The Business Plan sets out how we will deliver the Authority's two purposes and duty during these timeframes.
- 2.2 The Authority's Business Plan objectives/outcomes are derived from the Partnership Plan for the New Forest (2015-2020) which was approved by the Authority in June 2015 and ratified by all the other partner organisations involved.
- 2.3 This report comprises the third quarter update on progress against the actions in 2019/20 Work Programme being this year's annual programme of work under the Business Plan.
- 2.4 Members will recall that a new format for the 2019/20 Work Programme (**Annex 1**) was agreed at the Authority meeting on 28 March 2019 whereby 'business as usual' items have been removed from the PEPA tables (Protect, Enjoy, Prosper and Achieving Excellence) leaving a smaller number of clearly defined and concise actions to be achieved during the year. Progress against these actions is measured by referring to the RAG (Red, Amber, Green) status under the quarterly column. Progress over the year to date is measured under an overall RAG status column. An amber or red status, for the quarter or overall, has been addressed through an 'action to regain' column aimed at mitigation or corrective action to bring the status back to green.

3. Strategic themes

- 3.1 The Authority also agreed to highlight key areas of the Authority's work in a separate table under the seven strategic themes set out in the Business Plan:

Data and evidence
The future of land management
Working beyond our boundaries
People and the National Park
Developing partnerships
Future generations
People Plan

- 3.2 A new table has accordingly been added to the 2019/20 Work Programme which identifies actions on key Authority projects and activities planned for the year, grouped under the above strategic themes. Q3 reporting on these themes is reflected in the table attached to the report as **Annex 2**.

4. Progress reporting

- 4.1 Under the new format agreed by the Authority, the Work Programme and Strategic Themes do not include a column for officers to provide a progress narrative against each of the actions as with previously and progress is measured only on the RAG status; however, these narratives will still be available through the Chief Executive's reports which provide a more flexible, detailed and up-to-date account of what been done.
- 4.2 Members of the Committee can of course question officers in first instance at the meeting, however should they wish to receive further detailed information or clarifications on a specific issue(s) whilst at the meeting, please contact David Stone or an appropriate member of the Executive Leadership Team beforehand and they will endeavour to bring such responses along with them.

5. Performance Indicators

- 5.1 The report also contains the performance indicators for the current year (p7-10). This includes the 'family' (national) indicators, agreed by all English National Park Authorities, and a set of 'local' indicators set internally. The local indicators have been refined by Officers to both better reflect priorities and avoid repetition with figures which already appear in the main objectives; they have a mix of annual and quarterly reporting timeframes. Targets have been set that are "achievable but challenging"; therefore it is highly unlikely that all areas will be 'green'.

6. Recommendation

It is recommended that Members note the contents of the report and following discussion, agree any necessary management action.

Papers:

RAPC 414/20	Cover paper
RAPC 414/20 Annex 1:	Q3 Work Programme Progress Report 2019/20
RAPC 414/20 Annex 2:	Q3 Strategic Themes Progress Report 2019/20

Contact:

David Stone
Corporate Services Manager
Tel: 01590 646645
Email: david.stone@newforestnpa.gov.uk

Equality and Diversity Implications:

A number of the work programmes and indicators are directly focussed around improving equality and diversity, for example, our work with the Mosaic project, all-ability cycling and by monitoring attendance of under-represented groups at our events.



Q3 Progress Report 2019/20

OUR AIMS AND OBJECTIVES

The National Park Authority was established in April 2005 and took on its full statutory powers and responsibilities in April 2006. The Authority will champion the New Forest National Park, working in partnership through co-ordinated and innovative policies and actions, focusing on achieving the two National Park purposes to:

- conserve and enhance the natural beauty, wildlife and cultural heritage of the National Park;
- promote opportunities for the understanding and enjoyment of the special qualities of the National Park by the public.

National Park Authorities also have a duty, in taking the purposes forward, to:

- seek to foster the economic and social well-being of local communities within the National Park.

2019/20 Objectives

We will work towards achieving the Vision for the Park through our strategic themes and four main programmes of work that reflect the National Park purposes and duty. These programmes and their outcomes, set out below, will provide the focus for all our future work and will ensure that there are clear and common goals across the organisation.

- **Protect**

We will help to improve the large-scale landscapes and habitats that are characteristic of the New Forest.

- **Enjoy**

We will work to champion the National Park as a place of inspiration, where everyone is able to enjoy, understand and value its special qualities.

- **Prosper**

We will work to support a way of life in the National Park that continues to centre around strong and distinctive communities with a clear cultural identity and a vibrant local economy.

- **Achieving Excellence**

We will work to champion the highest quality of service for local people and visitors and work closely with organisations and communities in championing the National Park.

Protect	Enjoy	Prosper
<p><i>Our priorities:</i></p> <ul style="list-style-type: none"> ▪ Protecting and growing the natural capital across the National Park landscape, connecting with surrounding areas to ensure habitats and wildlife are sustainable ▪ Ensuring new development is sympathetic and in keeping with the National Park, promoting high quality design and environmental net gain ▪ Conserving the historic and built heritage; supporting local culture with continued focus on commoning 	<p><i>Our priorities:</i></p> <ul style="list-style-type: none"> ▪ Helping more people to understand and value the things that make the New Forest National Park unique and special ▪ Enabling high quality and beneficial experiences of the National Park ▪ Facilitating a partnership approach to managing recreation to achieve a net gain for both the working and natural landscape as well as for the recreational experience 	<p><i>Our priorities:</i></p> <ul style="list-style-type: none"> ▪ Supporting a distinctive and prosperous local economy where natural capital is an integral component of doing business ▪ Promoting connectivity across the National Park through sustainable transport and information and communication technologies ▪ Supporting the social wellbeing and sustainability of New Forest communities
<h2>Achieving Excellence</h2>		
<p><i>In all we do:</i></p> <ul style="list-style-type: none"> ▪ Maintaining and enhancing a capable, motivated staff team that delivers high quality services ▪ Championing the National Park and brokering partnerships to achieve collaboration for the benefit of the New Forest and its communities ▪ Identifying new resources and using them alongside our existing resources, effectively and efficiently 		

KEY PERFORMANCE INDICATORS

Family Indicators

	YE Target	Q1	Q2	Q3	YE	DoT	Comment
--	-----------	----	----	----	----	-----	---------

Conservation of the Natural Environment							
Area of SSSI land in the National Park	32,190ha						
Area of SSSI land in NPA Management	None						
% of SSSI land in 'favourable' condition	53%	n/a					Reported annually
% of SSSI land in 'recovering' condition	43%	n/a					Reported annually
Total length of regularly monitored water courses	271km						
% length of regularly monitored water courses with 'high' or 'good' ecological status	22%	n/a					Reported annually
% length of regularly monitored water courses with 'moderate' ecological status	78%	n/a					Reported annually

Conservation of the Cultural Heritage							
No. of Conservation Areas	20						
No. of Listed Buildings	630						
No. of Listed Buildings at risk	2						
Average No. of Listed Buildings at risk rescued during the last 3 years	1	n/a					Reported annually
No. scheduled ancient monuments	186						
No. scheduled ancient monuments at risk	5						
Average No. scheduled ancient monuments at 'high' or 'medium' risk rescued during the last 3 years	1	n/a					Reported annually

Family Indicators	YE Target	Q1	Q2	Q3	YE	DoT	Comment	
Recreation Management								
Total length of footpaths and other rights of way	326km							
% of total length of footpaths and other rights of way, that were easy to use by members of the public	65%	n/a						Reported annually
Estimated total number of visitors to the National Park (STEAM survey data)	4.07m (2017)						2018 data available soon	
Total No. of volunteer days organised or supported by the NPA	650	n/a						Reported annually
No. of those days attended by 'under represented' groups	13	n/a						Reported annually
% of those days attended by 'under represented' groups	2%	n/a						Reported annually
Promoting Understanding								
One paragraph at year-end on what has been achieved within promoting understanding and with the under-represented groups								
Development Control								
No. of planning applications received to date	550							
% of planning applications by type dealt with in a timely manner:								
Major applications determined within 13 weeks	60%	100%	100%	100%			↑	
Minor applications determined within 8 weeks	65%	92%	88%	87%			↑	
Other applications determined within 8 weeks	80%	96%	94%	95%			↑	
% of planning applications approved	85%	86%	86%	85%			↑	
Additional time for those missing deadlines	28 days	23 days	34 days	128 days			↓ Skewed by 2 lengthy cases (both now complete), average otherwise was 36 days	

Local Indicators	YE Target	Q1	Q2	Q3	YE	DoT	Comment
Protect							
Number of planning decisions delegated to officers as a % of all decisions	90%	94%	91%	92%		↑	
Appeals allowed against refusal of planning permission by the Authority (% of appeals)	35%	50%	32%	28%		↑	Q3 - 3 of 11 appeals allowed
% of enforcement cases dealt with in a timely manner:							
acknowledge complaints within 3 working days	90%	90%	95%	93%		↑	
carry out initial investigation within 15 working days	90%	93%	97%	95%		↑	
check compliance with enforcement notices within 5 working days of the expiry of the compliance period	100%	66%	83%	92%		↓	Q3 – one case was one day late.
initiate action for non-compliance with an enforcement notice within 15 working days	100%	100%	100%	100%		↑	
Enjoy							
Combined social media audience	63,000	58,960	61,806	63,224		↑	
% change in New Forest Tour and Beach Bus passenger numbers	+2%	-11.9%				↓	Due to poor weather and ran for fewer weeks than 2018. Average weekly passenger journeys up 1.8%.
Number of promoting understanding face-to-face contacts (education, events, rangers, talks, concierge, training)	55,000	16,336	36,869	42,254		↑	
Prosper							
Partner funding committed to projects supported by the Authority	£1m	£0.94m	£0.94m	£1.14m		↑	

Local Indicators	YE Target	Q1	Q2	Q3	YE	DoT	Comment
Achieving Excellence							
Information requests processed within statutory deadline	100%	100%	100%	97%		↔	One case was one day late
Complaints processed within 20 working days	100%	86%	75%	79%		↓	Q3 = 100%, Overall = 11/14
Member participation in attending committees	82%	77%	78%	77%		↓	
Undisputed invoices paid within 30 days	98%	99%	98%	98%		↑	
No of working days lost due to sickness absence per FTE	6	n/a					Reported annually
No of working days lost due to sickness absence per FTE, not including long-term sickness absence	4	n/a					Reported annually
% CO ₂ reduction from National Park Authority operations per FTE	-2%	n/a					Reported annually
Total CO ₂ emissions from National Park Authority operations (tonnes)	85	n/a					Reported annually
Business miles claimed in private vehicles per FTE (% change)	-2%	n/a					Reported annually
Pool vehicles mileage per FTE (% change)	+2%	n/a					Reported annually