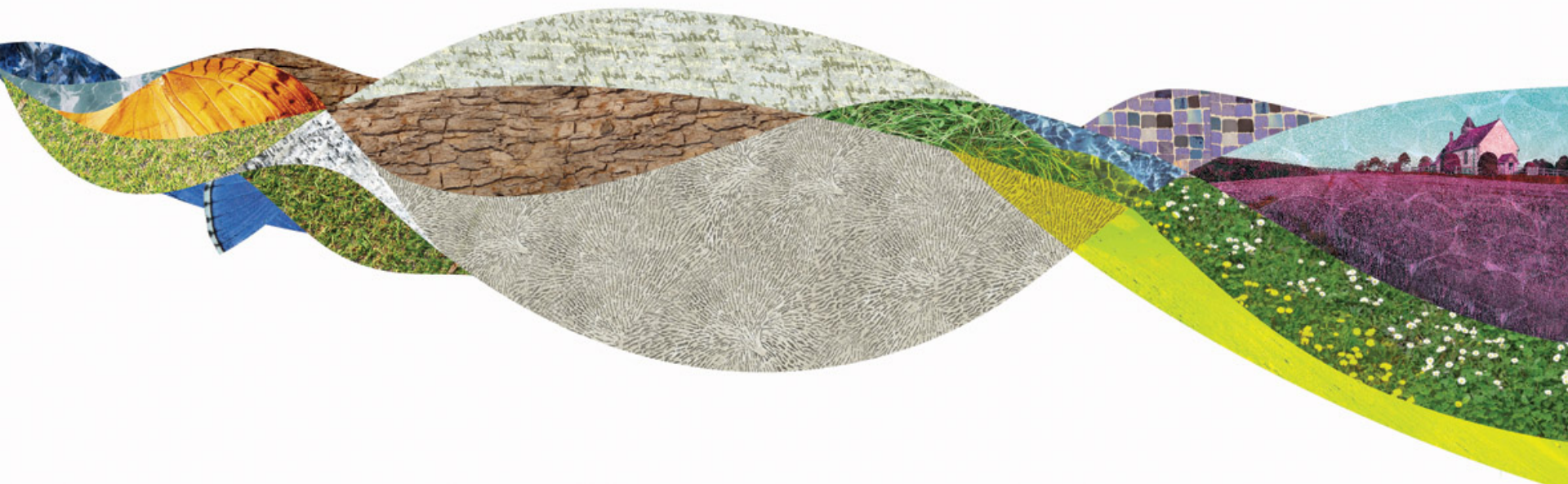


# SDNPA ACHIEVEMENTS

2014/2015



## KEY ACHIEVEMENTS FROM 2014/15



### OF WOODLAND GRANT

investment for the South East is spent in the South Downs.



### PLANNING

£1,105,479 secured by section 106 agreements



### PLANNING

applications validated in 5 working days



**SOUTH DOWNS VOLUNTEER RANGERS**  
helping throughout the National Park



**VOLUNTEERING DAYS**  
supporting National Park work



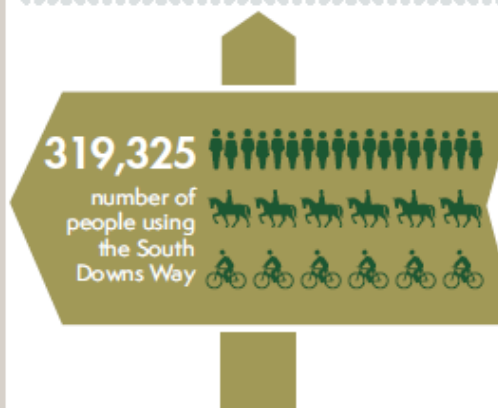
### CHILDREN

reached through Our South Downs



### OF SCHOOLS

(in the National Park) using the South Downs for learning outside the classroom opportunities



number of people using the South Downs Way



### EVENTS attended



### KEY SPECIES

being monitored or supported\*

### 9,413 kWhrs GENERATED



by the solar panels at the South Downs Centre



### CHALK GRASSLANDS



sites improved as part of the NIA project

### NUMBER OF PARTNERS...



...helping to deliver a thriving living landscape



...helping to promote opportunities for understanding and enjoyment



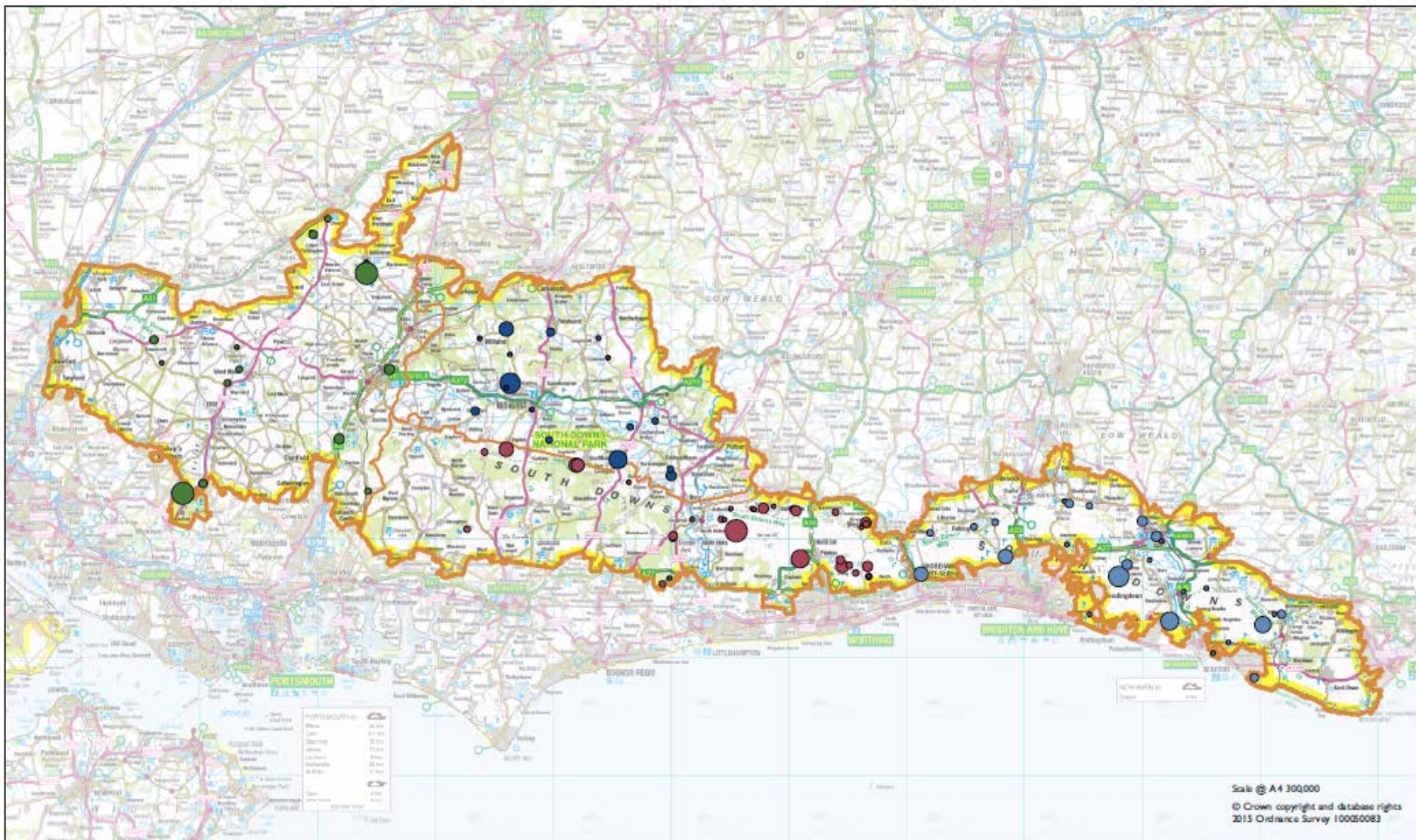
...helping to deliver towards a sustainable future



...using the National Park shared identity

\*More than 34 species benefit from the habitat work we do but it is not currently possible to capture them within this measurement.

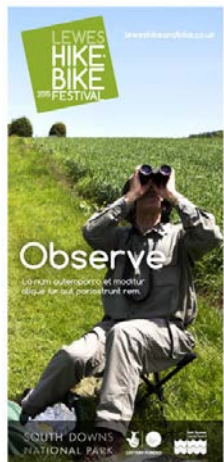






# Communications & Engagement

## Adding Value through shared identity



# Communications & Engagement

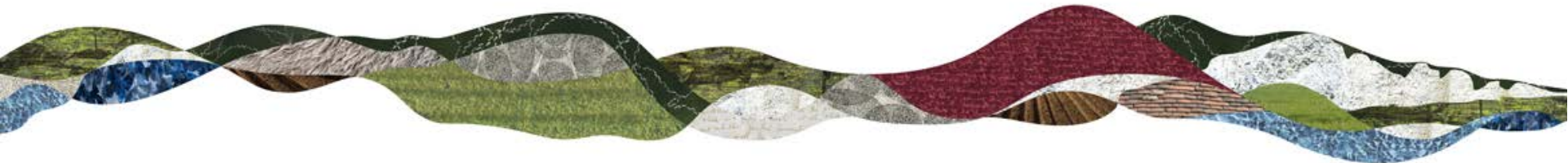
## Creating Positive Change





# Objective 1: A thriving, living landscape

We will work to ensure that cultural heritage, natural beauty and wildlife is conserved and enhanced through everything we and our partners do. We will achieve this by being a focus for specialist expertise and advice, and by developing knowledge, policy, projects and partnerships, supported by advocacy and interdepartmental working



# Natural beauty





# Cultural heritage





# Wildlife 1



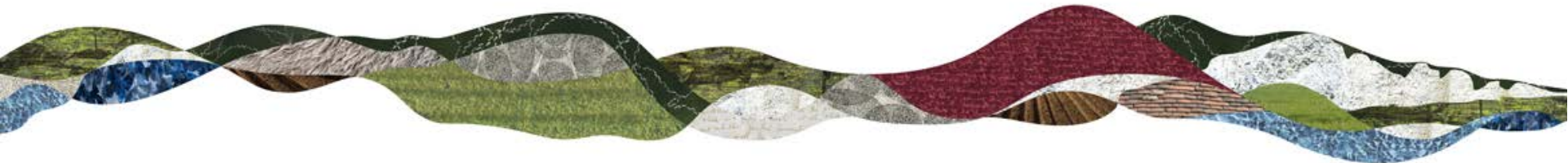
# Wildlife 2



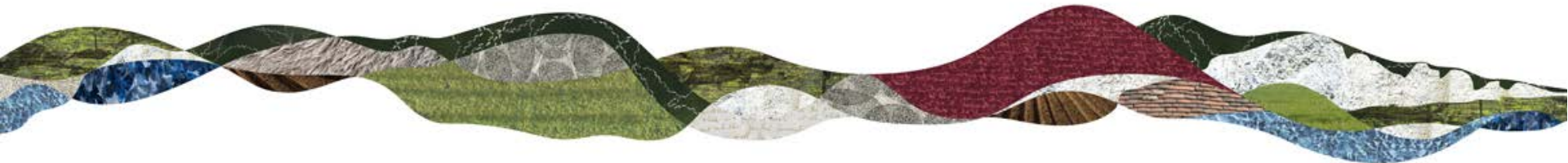
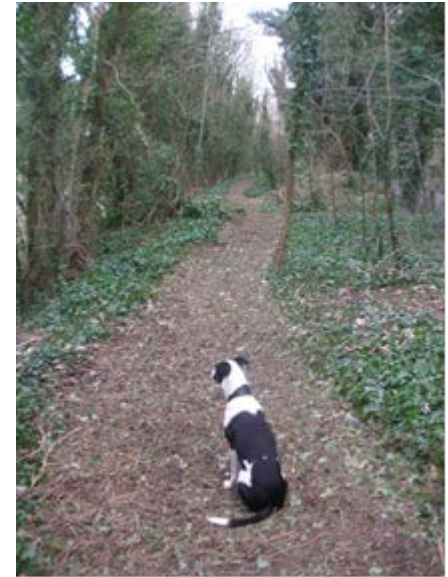
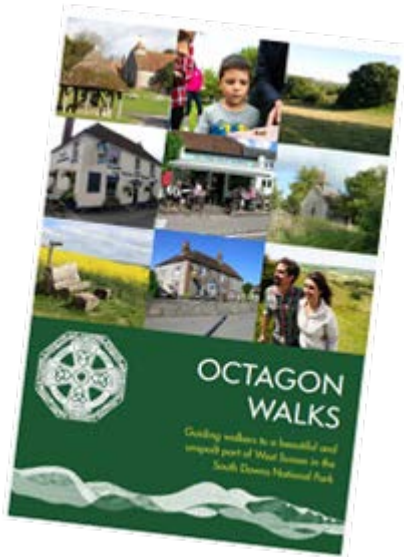


# Objective 2: People connected with places

We will promote opportunities for awareness, learning and engagement, seek to ensure quality access management and accessibility and support the development of sustainable tourism



# Access





# Access

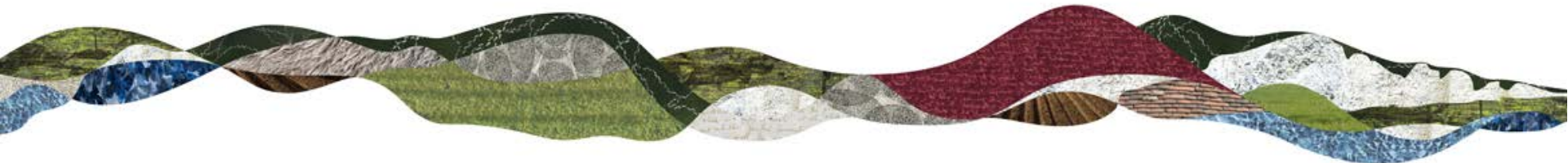


# Education

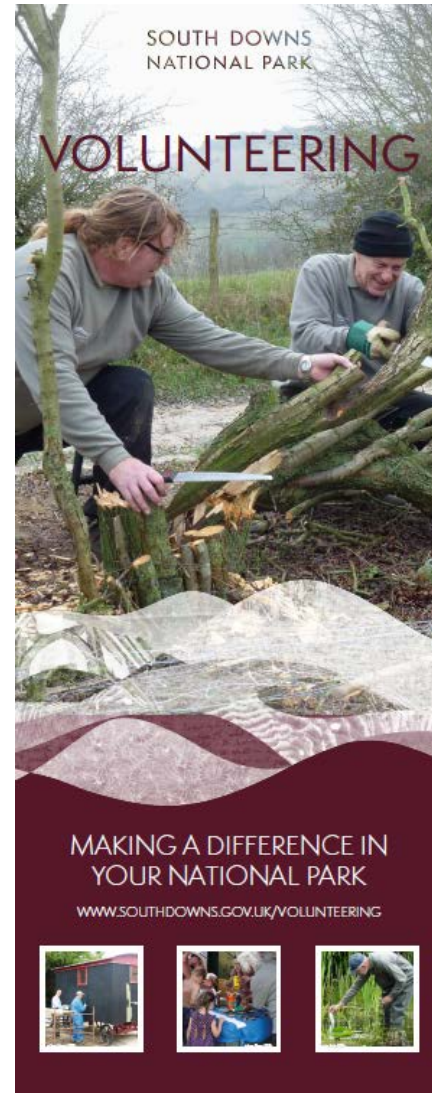




# Education



# Outreach



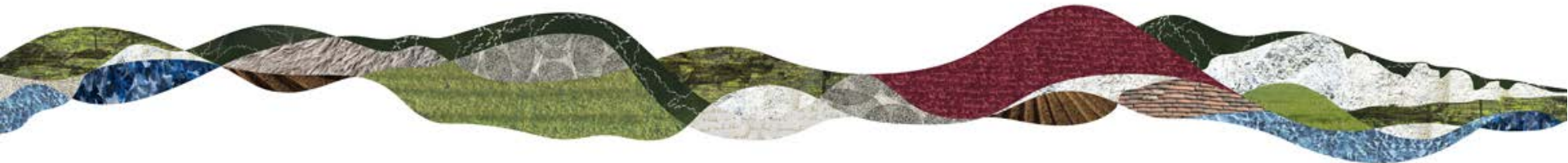


# Outreach



# Objective 3: Towards a sustainable future

We will provide information and support to help communities better understand their environment and the impact of their action on it and make sure they are engaged in the design and development of their local surroundings. We will support the growth of sustainable local businesses





# Broadband and mobile phone

Superfast broadband key projects:

(NPA 16<sup>th</sup> July)

- Hampshire Innovation Fund pilot
- Coast to Capital LEP Rural and Business Parks Pilots

Mobile phone coverage:

(Policy & Programme Committee 21<sup>st</sup> July)

- 'Not spots' project



# Food & Drink Portal

## [www.southdownsfood.org](http://www.southdownsfood.org)



A screenshot of the South Downs Food Portal website. The header has a dark green navigation bar with links: "SOUTH DOWNS FOOD", "ABOUT US", "FOOD FINDER", "ALL EVENTS", "LATEST NEWS", "LEARN &amp; DISCOVER", "CONTACT US", "BUSINESS LOGIN", and "BUSINESS SIGN UP". Below the header is a large banner image showing a collage of South Downs landscapes. The main content area is titled "EVENTS" and contains a paragraph about food events in the South Downs area. Below this are two event listings. The first is "Petersfield Farmers' Market" with a photo of a man, a description, location, dates (06/07/2015 - 07/07/2015), and a link to the website. The second is "Trek N'Taste (Wine-Tasting Gourmet Walking Tours)" with a photo of a vineyard, a description, and a link to the website. The bottom of the page features a decorative wavy border with various landscape patterns.



# Food & Drink Portal

## [www.southdownsfood.org](http://www.southdownsfood.org)



**SOUTH DOWNS FOOD** ABOUT US FOOD FINDER ALL EVENTS LATEST NEWS LEARN & DISCOVER CONTACT US BUSINESS LOGIN BUSINESS SIGN UP

**Either Search by Key Word**  
Ale

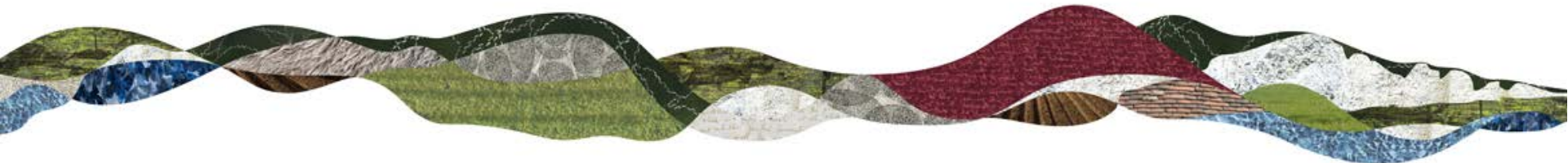
**Location (optional)**  
Postcode or Place  Radius

**Are you looking for:**  
☐ Somewhere to eat local produce  
☐ Local producers  
☐ Somewhere to buy local produce

A map of the South Downs area, showing various locations and search results. The map includes labels for towns like Medstead, Bordon, Chiddingfold, Horsham, Crawley, East Grinstead, and Brighton. It also shows the coastline and the English Channel. The map is overlaid with a grid of search results, with green pins indicating locations where local produce can be found.

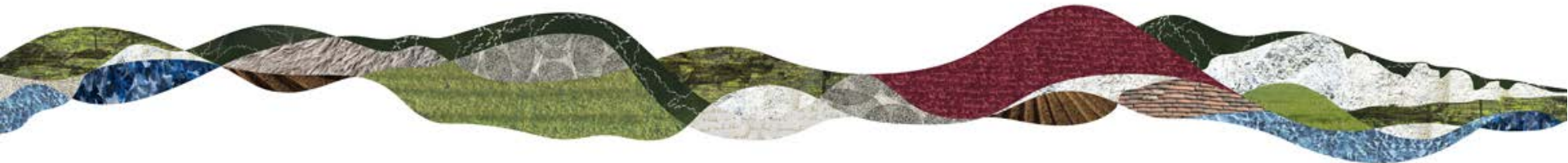
SOUTH DOWNS FOOD

[Sitemap](#) | [Partners](#) | [Copyright](#)



# Food Enterprise Zone (FEZ) Pathfinder - aims

- Assist dairy industry by promoting farm diversification and increasing local food production and sales
- Develop and use a Local Development Order (LDO) to enable dairy farms to expand and diversify their businesses; provide Design Guidance with LDO





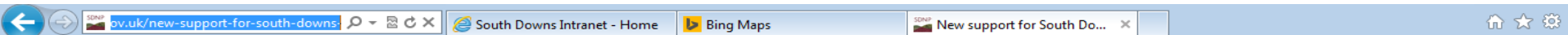
# Food Enterprise Zone – progress

- Internal & external consultation (scope of LDO) – useful feedback
- Produced & shared a summary of existing agricultural Permitted Development rights
- Presented to Defra on 2<sup>nd</sup> July
- Drafting brief to go out to tender
- Update Planning Cttee Aug.



# FEZ Website

<http://southdowns.gov.uk/new-support-for-south-downs-dairy-farmers/>



## NEW SUPPORT FOR SOUTH DOWNS DAIRY FARMERS



In February 2015 the South Downs National Park was named as one of eleven new Food Enterprise Zones (FEZ) created to make it easier for food and farming businesses to expand and diversify.

The South Downs FEZ covers the area of the National Park that falls within the Coast to Capital Local Enterprise Partnership (parts of Brighton & Hove, Lewes and West Sussex). It specifically aims to make it simpler for dairy farmers to reuse farm buildings for production or to set up farm shops to sell their produce locally. At a time when the price

## SEARCH

Keywords:

Archives

Archives

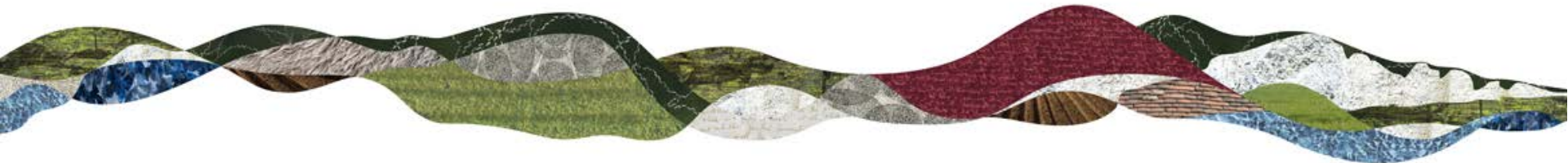
Categories

[Conservation](#)  
[Enjoying](#)  
[Food & Drink](#)  
[Funding](#)  
[Get Involved](#)  
[History](#)  
[Landscape](#)  
[Learning](#)  
[National Park Authority](#)  
[Planning](#)  
[Press Notice](#)  
[Sustainable economy](#)  
[Sustainable Transport](#)  
[Uncategorized](#)  
[Wildlife](#)



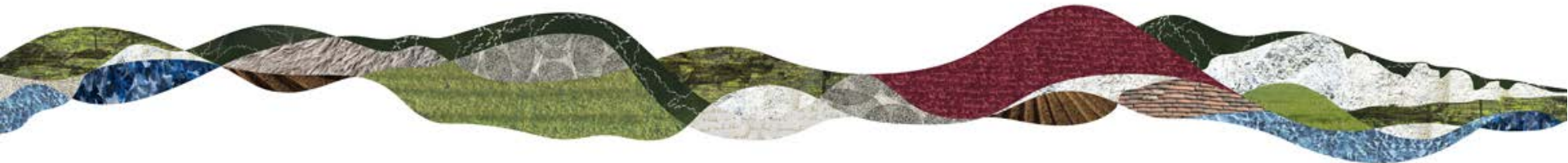
## Channel Payments for Ecosystem Services – CPES

- ‘Market-based’ PES scheme, will promote and trial PES schemes by working in partnership with impacted businesses and communities to jointly test measures to protect against environmental risk
- INTERREG bid in development
- Partners: SDNPA, University of Chichester, Arun & Rother Rivers Trust, Southern Water, Environment Agency, West Country Rivers Trust, South West Lakes Trust, Dinan Communauté, Syndicat Mixte Du Grand Bassin De L’oust)



## Objective 4: An efficient and effective organisation that supports partnership working

We will manage our own resources to deliver high levels of customer services and value for money. We will seek to reduce the environmental impact of our activities. We will support and develop staff, Members and volunteers to enable them to perform effectively

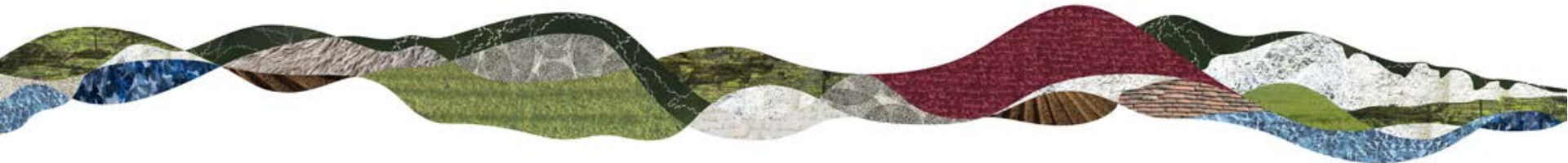




# Planning Performance for 2014/15

## Table 1 – Data reported to and published by Government

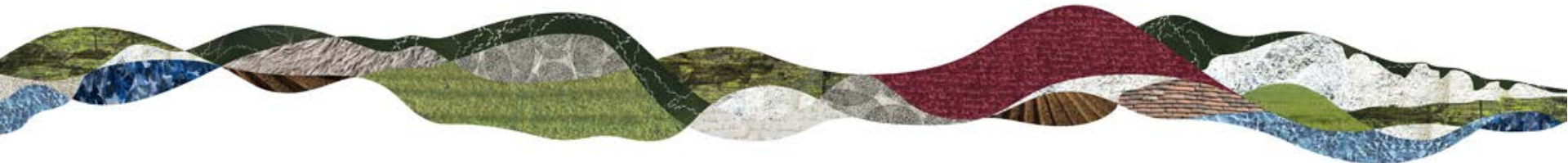
- Just over 2,500 cases, of which 71% dealt with in time.
- Host authority performance varies from 33% to 89%.
- Four largest host authorities all above average.
- SDNPA performance below average, but improving.
- 44 major decisions, over half of which dealt with by SDNPA.
- Low level of “County” work and most dealt with by SDNPA itself.
- Nearly 90% of cases dealt with by host authorities.
- Important to agree extensions of time, particularly on majors.



# Planning Performance for 2014/15

## Table 2 – All our other work and cases

- Adds another 2,515 cases, of which 62% dealt with in time.
- Includes condition discharge and need for permission cases.
- Further variable performance between host authorities.
- SDNPA performance slightly better here, but again improving.
- Represents around 50% of our work – significant.





# Planning Performance for 2014/15

## Table 3 – High level summary of all work

- We dealt with well over 5,000 cases in 2014/15 (and more).
- Remember this relates to decisions made only (more received).
- Overall performance was around 67% (in line with national average)
- Around 87% of decisions still made by host authorities.
- Of these, over 4,100 in Lewes, Winchester, Chichester and EHDC.
- Around 82% of all SDNPA decisions are in those 4 host authority areas only.

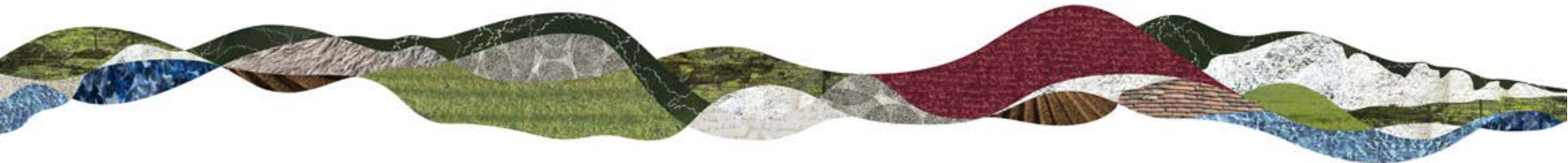


# Planning Performance for 2014/15

## Table 4 – Planning appeals in 2014/15

- We received 77 appeals and had 62 appeal decisions in 2014/15
- Most received in Chichester, EHDC and Winchester (76% of total).
- 65% of appeals were dismissed (in line with national average)

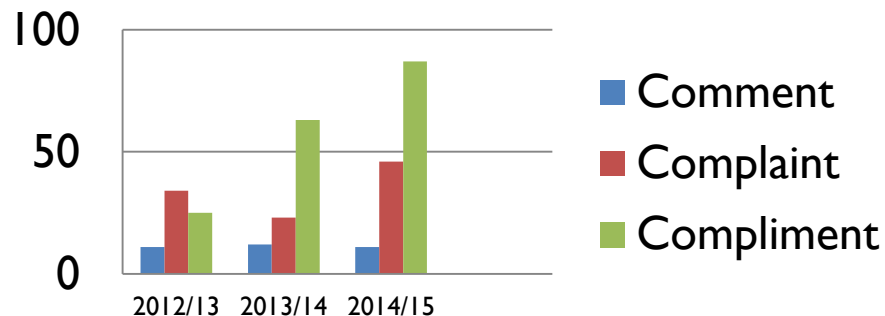
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# Annual Complaints Comments and Compliments Report 2014/15

## Feedback received



## Key Complaints Data



44 resolved at Stage 1  
0 resolved at Stage 2  
1 resolved at stage 3  
3 escalated to Ombudsman



23 responded to on time  
7 responded to late  
16 unknown



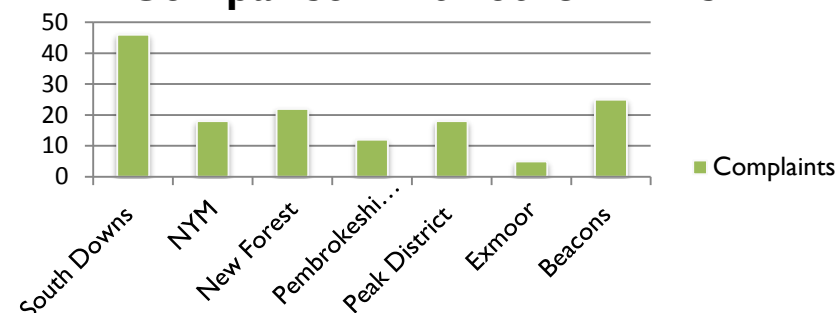
### Subjects include:

Delays in determination/processing of applications, handling of planning applications, use of online planning system

## Feedback Received By directorate

	Comment	Complaint	Compliment
Planning	8	44	62
Operations	2	0	13
S&P	0	0	7
Corp Servs	1	2	5

## Comparison with other NPAs



## As a result of complaints we have....

- Introduced a new approach to recruiting DM staff – new team members starting shortly
- Planning Service continues to be monitored and non-compliance with SLA and SIOI agreements are logged and addressed with Host Authorities.
- Introduced a new approach to publishing our customer survey work, ensuring it is publicised on our website in advance and we communicate our intentions more widely
- Improved our response to system issues and any proven issues are now dealt with quickly by our technical support team

## Conclusions

The amount of feedback received continues to increase and the proportion of complaints to compliments has remained about the same. The focus of complaints continue to be broadly (i.e. the planning function) comparable with other National Park Authorities .

As expected the vast majority of complaints continue to be about the planning service, with delays dealing with applications and “general service” complaints accounting for about 50% of the total complaints received by the Authority. Steps have been taken by the Planning department to address this.