

Report to	Policy & Resources Committee
Date	19 July 2018
By	Performance and Projects Manager
Title of Report (Note)	Quarter Four and Year End Performance Report 2017-18

Recommendation: The Committee is recommended to

- 1) Receive and approve the year end performance report**
- 2) Receive and approve the Annual Review**

I. Introduction

- 1.1 The **SDNPA** as a publicly accountable body, is responsible for monitoring its performance. The Policy and Resources Committee has terms of reference which include “*To monitor and review the performance, including financial performance, of the Authority in the context of its business delivery, and the management and maintenance of the Authority’s assets in accordance with the Authority’s agreed budget, Corporate Plan and other approved plans, and make recommendations for changes as appropriate*”. And “*To monitor and identify improvements arising from the outcomes and evaluation of projects identified by the Committee, audits, survey and other feedback and make recommendations as appropriate*”. This report provides an overview of performance for 2017 -18 which is the first year of the new corporate plan.
- 1.2 This report draws together a comprehensive overview of performance for 2017-18. It covers the Partnership Management Plan, the Corporate Plan, and compliments, comments and complaints. Information about projects is contained in a separate report on this agenda.

2. Partnership Management Plan

- 2.1 Members should note that although it has been agreed that this information is reported annually, it will not always be possible to produce updated data on that cycle. This is because some of the data for the indicators is only produced on longer timescales, such as once every 5 or 10 years. Where this is the case it has been noted in the table. In addition, due to the nature of some of the indicators it may well be that it isn’t possible to see any change in a single year.
- 2.2 Of the 42 measures in the Partnership Management Plan, 17 are green, 21 have no RAG, 4 are red. The first red indicator is the number of accessible routes that have been promoted this year. This indicator is being reviewed as it does not give an accurate picture of what is happening on the ground. A number of routes have been improved for accessibility, but no new complete Miles without Stiles routes were completed and promoted during the year. This indicator is likely to be reported differently following the review of the (PMP) and will use case studies to describe what improvements have been made during the year.
- 2.3 The second and third red indicators relate to the area of farmland and woodland that is managed under an agri-environment or other scheme. The figure has reduced from 74% to 60.7%. This is in part due to slow transition between stewardship schemes. There is also

some reluctance from farmers and landowners to enter into the new schemes as they can be viewed as complex and bureaucratic. However it should be noted that we still have the highest proportion of land in the new countryside stewardship scheme.

- 2.4 The third indicator relates to the percentage of farmland that is managed under agri-environment schemes. This has reduced from 76.2% to 58.6%. This also due to the transition between schemes. The Farming Officer post is beginning to work closely with Natural England to try and increase this percentage.
- 2.5 The fourth red indicator relates to the delivery of affordable housing. The Submission Local Plan estimates that the need for affordable housing in the Park is approximately 293 dwellings per year. As can be seen from the table below, the actual delivery of affordable housing in the Park is considerably below the required need, in common with elsewhere in the South East. In recent years there has also been a reduction in affordable housing delivery across England.

Financial Year	Number of dwellings
2011/12	71
2012/13	12
2013/14	-1
2014/15	68
2015/16	35
2016/17	10

Net affordable homes constructed in the National Park (Source: 2017 Annual Monitoring Report)

- 2.6 The number of affordable homes granted planning permission by the Authority each year varies and is chiefly influenced by the number of larger, strategic sites that receive planning permission. In the two years from April 2014 to March 2016 85 affordable dwellings were given planning approval whilst in the financial year 2016/17 289 affordable homes received planning permission, the vast majority of which was provided on three large sites (North Street Quarter in Lewes and Causeway Farm and Penns Field, both in Petersfield).
- 2.7 The Affordable Housing Task and Finish Group has recently reported a comprehensive set of recommendations to maximise the provision of affordable housing within the National Park and these recommendations are currently being implemented to try and improve affordable housing delivery in the future.

3. Corporate Plan

- 3.1 In addition to the information outlined above, general performance is captured via the measures in the [Corporate Plan](#). The majority of the measures (denoted with coloured squares in the appendix) were delivered to target, as were actions (denoted by coloured circles in the appendix).
- 3.2 Of the 17 measures in the Corporate Plan, 11 are green, none are amber, and 6 have no data. The reasons for no data in year one are, that things were not due to be measured in 2017-18. Of the 31 actions in the Corporate Plan, 9 are amber and 22 are green. The main reasons for the amber measures are that the methodologies for assessing priority habitats and identifying indicator species to measure condition of habitat types is still in progress. It is due to be complete by the end of December 2018. This will enable us to apply a consistent approach across the National Park and, once priority species are identified focus our work on the ground as appropriate. The detail and commentary on the measures and actions is in **Appendix 2**.

4. Planning Performance

- 4.1 Speed of decision making in the financial year remains good, with 86% of applications determined within statutory timescales. All government targets for the year were met. Appeal performance continues to be sound with 70% of planning appeals dismissed. This is our best performance on appeals for a financial year and represents an improvement on the previous best of 67% of appeals dismissed in 2016/17.

- 4.2 The current Section 101 agreements with the five host authorities came into force on 1 October 2017. These contracts are based on a pay per application model which has made our planning operations more efficient whilst at the same time requiring higher performance standards. The host authority, and our own, planning performance is subject to more robust regular monitoring and review.
- 4.3 A Planning Customer Satisfaction Survey was undertaken in the year and this surveyed several hundred agents, nearly half of the Parish councils in the Park together with organisations that are consulted on planning applications. This showed an increase in overall satisfaction with the planning service from 64% in 2014 to 69% in 2017. Areas for improvement have been identified and recommendations for action are being drawn up in conjunction with the host authorities.
- 4.4 I am pleased to report that our planning team received two awards and one commendation in the year from the Royal Town Planning Institute. SDNPA and BFF Architects collected first place for the category of Excellence in Planning for Heritage for the Depot cinema in Lewes at the RTPI South East Awards. We also emerged as the overall regional winners. We were also shortlisted and then commended in the National RTPI Awards for Excellence in Planning for Heritage and Culture, also for the Depot Cinema in Lewes. Our approach to Whole Estate Plans was also nominated in the National Planning Magazine awards for Plan-Making.

5. Annual review

- 5.1 An overview of SDNPA performance for the public, with case studies, is published in the Annual Review. See **Appendix 3** for the draft Annual Review.

6. Complaints comments and compliments

- 6.1 During the year the SDNPA has received 53 compliments about its services and 56 complaints. The largest numbers of complaints were about the Planning function. But the largest number of compliments were also about the Planning Department. The complaints totals are different from last year, this is due to changes and improvements to the process for gathering data about complaints. There were 3 cases that escalated to Ombudsman two of which were closed in our favour, one found against but did not require us to take any action, further details of which are set out in the appendix . Summary information about compliments comments and complaints is at **Appendix 4**.

7. Other Implications

Implication	Yes*/No
Will further decisions be required by another committee/full authority?	No
Does the proposal raise any Resource implications?	
How does the proposal represent Value for Money?	Implications of this report in itself do not raise an issue of value for money. However the projects that the organisation has funded are assessed for value for money when they are approved. Where appropriate, this is part of the project approval reports received by this Committee. Projects are evaluated individually for value for money when they finish. This is reported regularly to the Policy and Resources Committee.
Are there any Social Value implications arising from the proposal?	No
Have you taken regard of the South Downs National Park Authority's equality duty as contained within the	Yes – as the subject matter of the report is an update on projects and funding no specific issues arise. Consideration of equalities issues are considered as part of the development of a project.

Equality Act 2010?	
Are there any Human Rights implications arising from the proposal?	No
Are there any Crime & Disorder implications arising from the proposal?	No
Are there any Health & Safety implications arising from the proposal?	No
Are there any Data Protection implications?	No
Are there any Sustainability implications based on the 5 principles set out in the SDNPA Sustainability Strategy:	No – not directly although as part of the process for developing projects and when they are approved sustainability issues are included as part of the process. Similarly when the corporate plan is developed these issues are considered as part of the process of developing the plan.

8. Risks Associated with the Proposed Decision

8.1 Robust corporate planning and monitoring of performance are part of the mitigations for our corporate risk number 12 about awareness and favourability with decision makers

Risk	Likelihood	Impact	Mitigation
Unforeseen changes to the level of funding provided by relevant Government departments for future years	Likely	Minor	A robust monitoring and project approval system and regular reporting to relevant Committees on projects and the budget available along with a corporate plan which sets clear priorities to support delivery of Partnership Management Plan outcomes.

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Appendices

1. Partnership Management Plan Annual Reporting
2. Corporate Plan Annual Reporting
3. Annual Review
4. Complaint Comments and Compliments

SDNPA Consultees
Chief Executive; Director of Countryside Policy and Management; Director of Planning; Chief Finance Officer; Monitoring Officer; Legal Services, Business Service Manager, Planning Policy Manager, Major Planning Projects and Performance Manager, Development Manager, Countryside and Policy Management Managers, Head of Governance and Support Services, Head of Marketing and Income Generation

External Consultees
If none state 'none'

Background Documents
[Q1 performance report](#)
[Q2 performance report](#)
[Q3 performance report](#)
[End of year report 2016-17](#)
[Corporate Plan](#)
[Partnership Management Plan](#)