

To: All Members
of the Audit & Governance Committee

(see below)

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Date: 29 April 2009

DARTMOOR NATIONAL PARK AUTHORITY

AUDIT & GOVERNANCE COMMITTEE

Friday 8 May 2009

A meeting of the Dartmoor National Park Authority's Audit and Governance Committee will be held on the above date at **10 am in the Meeting Room at Parke, Bovey Tracey** to consider the following matters.



Kevin Bishop
Chief Executive (National Park Officer)

Access to Information - Local Government Act 1972 (as amended)

Agenda and Reports

Copies of the Agenda and Part I reports are available for inspection by members of the public at the above address five clear days prior to the meeting. They are also published on the DNPA website prior to the meeting. A limited number of copies are available for reference at the meeting.

Background Papers

The Background Papers relating to Part I reports, except any containing exempt information, can be inspected by members of the public at the above address between the hours of 9:00 am and 4:30 pm, Monday to Friday, by prior arrangement.

AGENDA

PART I - OPEN PROCEEDINGS

1 Welcome and apologies.

2 Minutes of the meeting held on Friday 14 November 2008 – attached (Page 1)

3 Declarations of Interest

Members are invited to declare any personal or prejudicial interest relating to any agenda item at this stage in the meeting.

4 Items Requiring Urgent Attention

5 Public Participation

To answer any questions or to receive any statements, representations or petitions which relate to the published reports in Part I of the Agenda. Representations will be heard immediately prior to the item to which they refer.

6 Audit Plan and Fee for 2009/10

Report of the Director of Corporate Services (NPA/AG/09/011) (Page 8)

Recommendation: That Members:

- (i) Receive and approve the Audit Plan for 2009/10
- (ii) Agree the fee level for 2009/10

7 Performance Outturn Report 2008-09

Report of the Director of Corporate Services (NPA/AG/09/012) (Page 15)

Recommendation: That Members:

- (i) note the content of the report
- (ii) consider any action which may need to be taken to address areas of reported under performance, significant risk or decisions of the Authority not yet implemented
- (iii) note progress on Enforcement action as contained in Appendix 7

8 ICT Strategy 2008 – 2013 – Update on Progress

Report of the Head of the ICT Service (NPA/AG/08/013) (Page 47)

Recommendation: That the content of the report is noted

PART II - ITEMS WHICH MAY BE TAKEN IN THE ABSENCE OF THE PRESS AND PUBLIC ON THE GROUNDS THAT EXEMPT INFORMATION MAY BE DISCLOSED.

It is recommended that, in accordance with S.100A of the Local Government Act 1972 as amended, the following Agenda item is taken in the absence of the Press and Public, on the grounds that exempt information within the meaning of Part 1 Paragraphs 1 and 2 to Schedule 12A of the 1972 Act (as amended) will be discussed, namely:

- 1 *Information relating to any individual*
 - 2 *Information which is likely to reveal the identity of an individual*
- 9 **Review of Staffing changes undertaken in 2008/09 and proposals for 2009/10**
- Report of the Director of Corporate Services (NPA/AG/09/014)

MEMBERS ARE REQUESTED TO SIGN THE ATTENDANCE REGISTER

Membership:

P Cook, M Date, A Hosking, Miss H Jenny, S Purser (Chairman), T Smale (Deputy Chairman)

Ex-officio: N Hoskin (Chairman), P W Hitchins (Deputy Chairman)

DARTMOOR NATIONAL PARK AUTHORITY

AUDIT AND GOVERNANCE COMMITTEE

13 FEBRUARY 2009

Present: Members: M Date, B Hitchins, S Purser, T Smale, N Hoskin,
Miss H Jenny, P Cook

Officers: Dr Bishop, Mr France, Mrs Brown, Mrs Goodfellow,
Mrs Laws, Mrs Kohler, Mr Watson, Mrs Connelly

Apologies: A Hosking

130 **Minutes of the last meeting**

The Minutes of the meeting held on Friday 14 November 2008 were signed as a true record.

131 **Declarations of Interest**

None.

132 **Items Requiring Urgent Attention**

None.

133 **Public Participation**

None.

134 **Annual Audit Letter (Audit 2007/08)**

Rachel McKechnie, Audit Manager and Alun Williams, District Auditor attended the meeting to present the Annual Audit Letter. Mr Williams reminded Members that auditors are required to sum up the work undertaken over the previous year. The main messages for the Authority included in the report are:

1. an unqualified audit opinion and unqualified Value for Money (VFM) conclusion for 2007/08; and
2. an unqualified opinion on both the Authority's best value performance plan and its Whole of Government Accounts submission.

There was again discussion over the statement regarding some historical State Aid payments and it was acknowledged that this would probably remain in the accounts until determined by the EU. Mr Williams was seeing further clarification from the Audit commission in the interim.

Mr Williams thanked Mrs Laws and her staff for their co-operation in the process.

Mr Purser commented that it was pleasing for Members to note that the Authority had achieved a good audit report. Members endorsed Mr Williams' thanks to Mrs Laws and her team.

RESOLVED:

Members received and noted the contents of the letter.

135 **Financial Management 1 April to 31 December and Forecast Outturn 2008/09**

The Committee received the report of the Head of Finance (NPA/AG/09/001). Mrs Laws provided Members with an update. She advised that the situation had, in fact, changed very little. The deficit now stands at £9k as opposed to the predicted £24k – this due mainly to officers identifying efficiencies and savings and the Job Evaluation process being all but complete. Treasury management income has reduced again due to the continuing fall in interest rates and the Authority stands to achieve £112k this year as opposed to the £140k originally forecast due to the economic downturn. £491k Housing and Planning Delivery Grant has been received; there are no conditions attached to this grant regarding how and where it is spent. Some will be used to support the medium term financial plan.

Mr Smale commented that it was pleasing to see that the Authority's spending is predicted to be within 0.3% of budget. He was anxious to receive assurances from Mrs Laws that there would not be a sudden flurry of spending as the year end approaches. She advised that the final orders deadline has been set for Monday 16 February 2009 which will ensure that this does not happen.

RESOLVED:

Members noted the content of the report.

136 **International Financial Reporting Standards**

The Committee received the report of the Head of Finance (NPA/AG/09/002). Mrs Laws advised the Committee that the Authority will be required to prepare its annual accounts in line with the standards. The first year the standards will apply will be 2010/11, however the work starts now. There have been several seminars, offered by accounting firms such as Price Waterhouse Coopers which have been most useful. The most significant changes to reporting will be fixed assets (requirement to value the building, the roof, electrical supply etc), leases (e.g. ranger vehicles – may become finance leases, must appear on the balance sheet), format, retrospective application. At year end, calculations will be required regarding how much unpaid leave and flexitime each employee has taken/accrued and a value put to it so that it can be recorded on the balance sheet.

Mrs Laws advised that the Statement of Accounts could significantly increase in size due to these changes. Chief accountants in Devon have agreed to come together and a project plan is being drawn up by Devon County Council

Mr Purser commented that this was a positive move. Also, the involvement of the Audit Commission should mean that initial problems are solved as they are identified.

Mr Hoskin enquired whether there should be budgetary provision for the possibility of requiring additional staff to carry out this task. Mrs Laws advised that all authorities have raised this as a potential issue. She hoped to be able to advise Members in the next 2 – 3 months whether additional staff will be required. Members agreed that the steer on this should revert to the Chief Executive and the Director of Corporate Services; early indications would be helpful.

RESOLVED:

Members noted the content of the report.

137 **Annual Governance Statement**

Members received the report of the Director of Corporate Services (NPA/AG/09/003). She reported that the local code of conduct of Corporate Governance remains outstanding. Work continues on this and it should be completed in early 2009/10. She drew Members' attention to Section 5 – Governance Issues, of the draft statement. In answer to Member queries regarding the role of Members in representing the National interest, she advised that the development of a community engagement strategy (bullet point 3) could capture this

RESOLVED:

Members noted the content of the report

138 **Performance and Decision Monitoring Report July – September 2008**

The Committee received the report of the Director of Corporate Services and Monitoring Officer (NPA/AG/09/004). She advised that National Park Authorities are adopting a revised suite of Performance Indicators (appendix 3).

With regard to Appendix 1, Corporate Performance Indicators – Mrs Brown advised Members that with regard to carbon emissions some good information has been provided and is shown separately in appendix 2. . Staff turnover is detailed in appendix 4 and now provides the information as to why people leave the Authority. e.g., retirement, end of temporary contract etc. Overall staff turnover currently stands at 8.41%. Several of the current Performance Indicators will not be used in the reporting structure for 2009/10.

Strategic Risk Register (appendix 5) - Relationship with Natural England – The Director of Park Management reported that a meeting had taken place when the Joint Action Plan was discussed. A meeting with the Regional Director is also planned. DNPA ecologists are working closely with NE ecologists. In essence there are still issues to be dealt with but the situation is improving.

Public Inquiries – in response to Member enquiries, Mrs Brown advised that legal costs will be covered mainly from reserves. There is likely to be a call on the Housing and Planning Delivery Grant.

Appendix 6 – Decision Monitoring is now an ‘exception’ report. Members commented that some of the wording in the updates provided needs to be strengthened. Members continue to find this document extremely useful but commented that some of the targets set should be more specific. With regard to the Child Protection Policy Mrs Brown advised that this policy is high up on the list of priorities, but the current policy was sound and the delay did not present significant risk.

It was reported that there have been many significant delays as a result of staffing issues. The Chief Executive (NPO) advised Members that discussion needs to take place to find a way forward and asked whether this should be considered as a Strategic Risk.

On a positive note Mr Hoskin commented that generally the ‘greens and yellows’ reflected a lot of hard work having been carried out to take issues forward.

RESOLVED: That Members

- (i) noted the report
- (ii) considered areas of reported under performance, significant risk and decisions of the Authority not yet implemented

139 **Revised National Park Authority Performance Assessment (NPAPA)**

The Committee received the report of the Director of Corporate Services (NPA/AG/09/005). Members were asked to consider the final report relating to the last assessment and sign off that work as completed. Mrs Brown acknowledged that there are a few outstanding issues but these will be taken forward. The potential Key Lines of Enquiry (KLoEs) for the revised process are all but complete with focus being put on the outcomes of the Authority achieving its goals. A checklist of evidence is being compiled.

The requirements is that an assessment of the Authority takes place once every five years and it is for the Authority to determine when this takes place. The suggestion is that it coincides with years 3-4 of the Management Plan cycle. Members were pleased to see a clear and consistent approach to how we communicate and gather our evidence; it was also clear that a resource is needed to project set up and lead this exercise. Members need to be engaged in the preparation. The Audit Commission will be involved all the way through.

Mr Hoskin proposed sign off of the final report which was agreed. He advised that he feels that work is needed to improve Member involvement and asked for Committee support for the Chairman to work with the Chief Executive to take this forward.

RESOLVED: That Members:

- (i) noted the report
- (ii) formally signed off the Final Report for NPAPA 2005
- (iii) agreed that advice/timing/organisation to be delegated to the Chief Executive, in consultation with the Chairman of the Authority and the Director of Corporate Services.

140 **Teignbridge Rural Regeneration Partnership : Leader Plus Programme Closure Report**

Members received the report of the Head of forward Planning and Community Service (NPA/AG/09/006). He reported that LEADER PLUS was the second European Community initiative for assisting rural communities to improve the quality of life and economic prosperity in their local area. The project was extremely successful – it was initially allocated a budget of £1.35m but this was increased to £1.8m as Teignbridge met expenditure targets. Members were impressed with the amount and diversity of projects undertaken, and also advised that this is the type of evidence to be gathered for ENPAPA. It also shows the value of the role the Authority can play in acting as a catalyst- initial investment has been returned many-fold. Mr Markham advised that for every £1 of local public money pledged, this attracted £5.15 from Defra/EU and a further £4.67 from other sources.

RESOLVED:

Members noted the content of the report

141 **Ranger Service Review – Update**

The Chief Executive introduced the three reviews. He advised that following the Members' Away Day in July 2008 and subsequent endorsement by the Authority in August, the reviews were being considered within the wider context of reducing staff costs to 75% of National Park Grant by end of 2010/11.

Members received the report of the Principal Access and Ranger Officer (NPA/AG/09/007). Mr Watson reported that the review had highlighted the need to improve forward planning – to include liaison with other sections within the Authority. The role of the senior ranger will change to include the management of a sector of the moor and a team – this will be considered further over the next two to three months.

The local community puts a high level of importance on the role of the ranger service . External communications have been found to often be better than within the Authority.

Mr Smale reported that a lot of valuable recommendations have come out of this review. Miss Jenny welcomed the positives. With regard to the possibility of rangers working unsociable hours she advised that there is a need for this to be handled carefully.

RESOLVED: That Members:

- (i) Noted progress made on the review
- (ii) Agreed the key actions for change identified

142 **Development Management Review**

The Committee received the report of the Director of Planning and Sustainable Development (NPA/AG/09/008). Mr France reported that all planning matters are now being dealt with in the new way based on two multi-disciplinary teams. He feels that there will now be greater consistency; customer care will improve; the new teams will address staff concerns and there is potential for efficiency savings.

He reported that the changes have been very challenging and there have been difficulties on occasion but he now believes that a proposed structure is emerging. The members of the Forward Planning team have not been involved in this process but he intends to bring them in on an informal basis. Communication to staff has been excellent, thanks to Mrs Laws providing weekly updates throughout the process.

One of the positives to come out of the review is that the teams will no longer focus on the eight week deadline regarding planning applications, rather this will be achieved by a more coherent customer focus. Changes to some procedures require improved web based information, which is in hand.

Mr Hoskin felt that Members have been well briefed. He advised that 360° checks are needed to ensure that the new structure works well.

RESOLVED:

Members noted progress made and supported the changes proposed to the structure of the development management service as a result of the review.

143 **Administration and Finance Review**

The Committee received the report of the Director of Corporate Services (NPA/AG/09/009). Mrs Brown reported that this was an operationally focussed, internal review which has now entered into the formal consultation period with staff and unions.

She advised that evidence has been gathered and it has been identified that management efficiencies can be made, with the suggestion that savings are re-utilised elsewhere, e.g., NPAPA – work is needed to prepare for this and Members commented that it would be good to have a semi-dedicated resource to do this.

Action – Mrs Connelly to email all Members inviting their feedback.

RESOLVED:

Members noted the content of the report and commented on the proposals for change (contained in Appendix 2).

144 **Review of Partnerships**

Members received the report of the Director of Planning and Sustainable Development (NPA/AG/09/010).

Mr France reported that the directory of partnerships has been refined by SMT. Members requested a clearer mandate of what is required of them together with a note of who attends individual meetings.

RESOLVED:

Members noted the completion of the review and endorsed the approach to partnership working based on an annual objective assessment of each partnership as set out in the report.

DARTMOOR NATIONAL PARK AUTHORITY

AUDIT & GOVERNANCE COMMITTEE

8 May 2009

AUDIT PLAN & FEE FOR 2009/10

Report of the Director of Corporate Services

Recommendation : **That Members**

- (i) receive and approve the Audit Plan for 2009/10**
- (ii) agree the fee level for 2009/10**

1 Introduction

1.1 Under the requirements of the Audit Commission Act 1998 and the Code of Audit Practice, the Audit Commission (as external auditors) is required to:

- audit the financial statements of the Authority in accordance with International Standards on Auditing (UK and Ireland). This includes the Annual Governance Statement.
- issue a conclusion on whether the Authority has put in place proper arrangements for securing economy, efficiency and effectiveness in its use of resources.

1.2 Members of the Authority are required to receive audit plans in order to understand the scope, nature and status of the audit.

2 Audit Plan 2009/10

2.1 The Audit fee letter and Plan for 2009/10 is attached at Appendix 1 and will be presented by Rachel McKechnie, Audit Manager, the Audit Commission. Members will note that the work of the Audit Commission is guided by National criteria and the areas of work to be undertaken in 2009/10 are outlined in the attached letter and plan at Appendix 1. Members will also note that the work of the District Auditors is also guided by a risk assessment approach, and while work has not yet been completed on the audit for 2008/09, to date, no specific risks have been identified.

2.2 The Key Lines of Enquiry (KLOE) for the Use of Resources assessment, will also vary over the financial years. This has been introduced to try and keep the work proportionate to the size of the organisation. The KLOEs applying in 2008/09 and 2009/10 are also included in the attached plan at Appendix 1.

3 Audit Fee

- 3.1 The scale fee for Dartmoor National Park Authority, as determined by the Audit Commission is £21,575. This fee is set nationally as per the Audit Commission recommended scale fee.

4 Conclusion

- 4.1 The audit plan for 2009/10 appears appropriate and proportionate for the Authority. Members are invited to discuss the plan and approve the content and fee level.

LORNA BROWN

DARTMOOR NATIONAL PARK AUTHORITY

AUDIT & GOVERNANCE COMMITTEE

8 May 2009

PERFORMANCE OUTTURN REPORT 2008-09

Report of the Director of Corporate Services

Recommendation : **That Members:**

- (i) **note the content of the report**
- (ii) **consider any action which may need to be taken to address areas of reported under performance, significant risk or decisions of the Authority not yet implemented**
- (iii) **note progress on enforcement action as contained in Appendix 7**

1 Purpose of the Report

- 1.1 This report is to inform Members of performance against Corporate priorities for the year 2008/09, and provide the opportunity for discussion and challenge regarding the final outturn. It also provides Members with the opportunity to review the current strategic risks for the organisation as a whole and the decisions made by the Authority and their implementation.

2 Performance for 2008/09

- 2.1 Enclosed at Appendix 1 (colour document) is the reported performance against targets set in the Corporate Plan 2008-2011.
- 2.2 Overall, performance is acceptable, although Members will note that there is underachievement in some areas, both planned and unplanned. Commentary on the individual performance indicator is included in the Appendix and detailed explanations were provided to this committee in February 2009 regarding some areas where performance is particularly poor.
- 2.3 In addition to the commentary provided in February, Members' attention is drawn to some further areas of work. While the target for the number of new dwellings in local centres(LC), rural settlements(RS) and elsewhere(E) have largely been achieved, it should be noted that all "new" housing in the last quarter are revised schemes, so the net additional dwellings is actually zero. Figures for the year indicate improved

performance in terms of scale and location of housing provision. The adoption of the core strategy in June 2007 and the current economic context may account in some part for this. A small over provision, however (10%) still exists outside of LC and RS.

- 2.4 The report for CO₂ emissions in Q3 suggested the Authority was on target for a 10% reduction in energy use in 2008/09. The report for the year now shows this not to be the case. Both electricity and gas usage increased in the last two quarters. In particular, gas usage at Parke in Q4 was 10% higher than the same period last year. The severe weather experienced during this period may well have had a significant impact. A comparison of emissions from buildings across the last four years is attached at Appendix 2.
- 2.5 The target for sickness related absence has been achieved for the year, and if long term absence was removed it would be significantly exceeded. This latter figure is unfortunately not available due to staffing issues within the HR service currently. For the future, the one remaining issue involving a member of staff on long term sickness absence has now been resolved, with the individual leaving the employment of the Authority on 31 March 2009. Further information regarding this is contained elsewhere on the agenda. This should significantly improve the performance for 2009/10.
- 2.5 Information on staff turnover is included at Appendix 3, including reason for leaving and whether replaced, as requested by Members.

3 Performance Framework for 2009/10

- 3.1 Members will be aware that some of the performance targets and monitoring information during 2008/09 presented difficulties both in terms of obtaining data and in achieving the targets. In addition, work has been underway throughout 2008/09 on a revised suite of performance indicators to be utilised across all the National Park Authorities from 2009/10 onwards. These indicators include information in respect of people from under-represented groups. A consequence of these issues is that a number of the indicators currently reported will be discontinued in 2009/10. Those affected are highlighted in the performance report at Appendix 1.
- 3.2 Members approved the Business Plan for the Authority for 2009/10 at a meeting of the Authority on 6 March 2009. This included a revised performance framework, which is attached at Appendix 4. This framework includes the National indicators for National Park Authorities, together with revised local indicators. A more detailed report will be presented to this committee in August 2009 regarding the reporting framework and the frequency of monitoring and reporting.

4 Strategic Risk Register 2008/09

- 4.1 A review of the current risks facing the Authority has been undertaken, and is attached at Appendix 5 (colour document).
- 4.2 Members are invited to discuss the review and offer their advice.

5 Decision monitoring

- 5.1 As previously agreed, progress in respect of the implementation of Authority decisions should be reported to this Committee on a quarterly basis. Appendix 6 provides information on outstanding decisions of the Authority dating back to January 2007, when this monitoring commenced, and actions taken to date. One strategic issue outstanding from the review of the previous five years is also included for completeness. As agreed at the last meeting of this Committee, only outstanding decisions will now be reported.
- 5.2 An update on action taken and the status of Enforcement cases is attached at Appendix 7 for discussion.

6 Conclusion

- 6.1 At the conclusion of the financial year 2008/09, it can be seen that performance has been variable due to a mixture of changing demands, financial constraints, weather and staff capacity. The Authority has also set itself a tough work programme in reviewing a number of its operations, and this may have had some impact. Despite this, progress continues to be made and it is important that activity is not driven purely by the achievement of targets, but responds to changing priorities and needs. It is believed that the revised performance framework for 2009/10 will more appropriately reflect the work of the Authority.

LORNA BROWN

Background Papers: NPA/AG/07/022; NPA/07/084: NPA/AG/09/004

Attachments – Appendix 1 – Corporate Performance Indicators – Monitoring Report
Appendix 2 – CO₂ emission comparisons
Appendix 3 – Staff Turnover
Appendix 4 – Performance Framework for 2009/10
Appendix 5 – Strategic Risk Register Review
Appendix 6 – Outstanding Authority and A & G Decisions – dating back to January 2007
Appendix 7 – Enforcement Monitoring Report

DARTMOOR NATIONAL PARK AUTHORITY

AUDIT AND GOVERNANCE COMMITTEE

8 May 2009

ICT STRATEGY 2008 – 2013 – UPDATE ON PROGRESSReport of the Head of the ICT ServiceRecommendation: **That the content of the report is noted.**

- 1 At the meeting of 4 September 2008 members resolved to adopt the ICT Strategy 2008-2013 subject to comments noted in the minutes. These comments referred to the length and technical complexity of the document and suggested that a summary document be produced, which could be reviewed annually and progress reported to the Audit and Governance Committee.
- 2 To this end, the original ICT Strategy document that was presented to members, and was 70 pages in length, has now been broken down into three separate documents. The first of these provides a Strategic overview including aims for the Strategy and is attached at Appendix 1. The second is a Delivery Document which contains all the complex technical detail. The purpose of this document is to provide technical information necessary for service planning, and to provide an invaluable reference for business continuity in the event of any major staffing changes within the service. The third and final document is an Action Plan which will be updated bi-annually as progress is made with the various actions, and then reported to members at the Audit and Governance Committee. This document also identifies the priority actions which members requested in September 2008. The action plan which is attached at Appendix 2 presented to members with a report which provides more detail about recent achievements and also any actions which have been delayed and are now overdue.

The three documents are available from the Authority's website, using the following link (<http://www.dartmoor-npa.gov.uk/au-strategiesactionplans>).

- 3 Key achievements in 2008/09:
 - Population of the GIS meta-database with information relating to GIS datasets. This enables officers to more easily search for and find geographic information.
 - Installation of a VHF radio repeater in the Dart Valley to provide radio coverage throughout the Dart Valley area, which has previously proved to be a communications black-spot.
 - Implementation of a database system for the Historic Environment Record (HER) with an online GIS link to Devon County Council for seamless presentation of spatial data to both organisations.
 - Upgrade of the Asset Management System to include new CIPFA and audit requirements.

- Upgrade to the Authority's telephone systems at all sites, one of the benefits being to provide free telephone calls between all of the Authority's sites in the future.

4 Actions where completion is overdue, (which have been delayed into this financial year):

- Integration of corporate contacts information into the CRM system.
Work commenced on this during October 2008, but has yet to be completed. A meeting has recently taken place to discuss how to proceed, and this work will be taken forward following the conclusion of the Admin and Finance Review.
- Ensure all servers are running the same operating system.
This work is almost complete with the final server using the old operating system due to be decommissioned this year.
- Carry out a comprehensive review of printing facilities.
Significant progress has been made with this work, the final stage of the project is the replacement of the Authority's photocopiers and this work has been delayed pending the outcome of the Admin and Finance Review.
- Creation and adoption of 'Information Security Policy' including a Backup Strategy: an 'Email Code of Practice'; and the review of the existing Data Protection Policy and Disaster Recovery/Business Continuity Plan.
The Information Security Policy is being developed as part of a joint project with the other Devon Local Authorities and Exmoor NPA. This work has been delayed, but final copies of the documents should be available in May 2009 and then work can commence on making them suitable for adoption locally. The other policies mentioned have been delayed until the adoption of the Information Security Policy because there are significant linkages between them.
- Carry out an Authority-wide audit of ICT skills.
This is a joint piece of work between the ICT and HR services which has been delayed due to a number of other work pressures, and a delay in receiving all of last years Personal Development Plans, and is now planned for this year.
- Creation of a set of Mapinfo training notes to support use, to be made available via the Intranet.
This work was started, but has not been completed due to the absence of the GIS Officer for parts of last year and other work pressures.

5 Other local performance indicators for the ICT Service

Indicator of Performance	Previous Performance			Target
	2006/07	2007/08	2008/09	2009/10
Average number of training days attended by ICT staff	9 days	9 days	6.3 days	4 days per fte
Percentage of support queries resolved with 24 hours	95.5%	88.1%	84.4%	85%
Average number of support calls per user	New - Not collected	New - Not collected	28	25
Percentage of complete system downtime during core hours.	0.22%	0.15%	0.15%	< 2%
Percentage of ICT support available during core hours	99.6%	99.49%	100%	> 98%
Percentage of availability of the NPA website	99.8%	99.91%	99.85%	100%

All Ordnance Survey data uploaded to the GIS within 10 working days	58.3%	78%	63%	100%
% of corporate GIS datasets available to the public via the website	24%	24%	19%	20%
Number of Unique Users visiting the website	269,136	382,978	415,028	450,000
Number of Page Impressions sent to a single requester (expressed as number of requesters and number of page impressions sent)	5,315,341	7,166,523	9,703,991	10,000,000

6 Implications for People in Under-represented Groups

The strategy ensures that the use of e-systems meet accessibility standards for people who have a visual impairment. The use of electronic systems generally can aid access to information and services for those people who would otherwise have difficulty due to disability, access issues (e.g. transport) or cultural barriers.

ALI BRIGHT

Attachment: **Appendix 1 - ICT Strategy 2008-2013**
 Appendix 2 - ICT Strategy 2008-2013 - Action Plan