



## Clarification on Annual Report and Accounts 2011/12

This document provides information that the Marine Management Organisation (MMO) committed to provide following customer feedback on our annual report for 2011/12. This will allow greater comparability across reporting periods.

SO = Strategic outcome, KPM = Key performance measure, KS = Key step

● Achieved ● Achieved, but outside original timescale ● Not achieved

Corporate Plan target	End of year status
<b>SO1/KPM1</b> The number of marine licence applications determined in accordance with published standards. (Target – Increase performance to 95%)	● Achieved
<b>SO1/KPM2</b> The number of enforcement investigations carried out in accordance with published standards. (Target – Increase performance to 95%)	● Achieved
<b>SO1/KS3</b> Publish the overall delivery timetable for all marine plans around England by March 2012.	● Achieved
<b>SO1/KS9</b> Initiate a streamlined marine licensing system from April 2011.	● Achieved
<b>SO1/KS10</b> Develop a comprehensive set of performance indicators to monitor marine licences by October 2011.	● Achieved

Corporate Plan target	End of year status
<p><b>SO1/KS11</b> Develop a comprehensive set of performance indicators for marine enforcement activity by October 2011.</p>	<p>● Achieved</p>
<p><b>SO2/KPM1</b> The amount of people engaging with us agree that we have taken all reasonable steps to enable 'interested persons' to engage in the planning and decision making process effectively.  (Target – 80% of surveyed parties agree)</p>	<p>● Achieved</p>
<p><b>SO2/KPM2</b> The number of our partners that are satisfied with the quality of the working relationship they have with us.  (Target – 80% of surveyed parties are satisfied)</p>	<p>● Achieved</p>
<p><b>SO2/KPM3</b> The number of requests for information, enquiries and complaints that we respond to in accordance with published standards.  (Target – Increase performance to 95%)</p>	<p>● Achieved</p>
<p><b>SO2/KPM4</b> The number of main customer groups that are satisfied with our services.  (Target – 75% of surveyed parties are satisfied)</p>	<p>● Not achieved Achieved a score of 64%.</p>
<p><b>SO2/KPM5</b> The MMO recruit and appoint members to inshore fisheries and conservation authorities (IFCAs) in accordance with Department for Environment, Food and Rural Affairs (Defra) guidance.  (Target – 100% recruited within three months of notification of vacancy)</p>	<p>● Not achieved Four members not appointed within timescale.</p>
<p><b>SO2/KS1</b> Review effectiveness of memorandums of understanding and annexes to support relationships with delivery partners by March 2012 and establish annual review processes thereafter.</p>	<p>● Achieved</p>










Corporate Plan target	End of year status
<p><b>SO2/KS2</b> Conduct and publish results of customer and stakeholder satisfaction surveys annually, including bespoke surveys such as the marine licensing survey.</p>	<p>● Achieved</p>
<p><b>SO3/KPM1</b> The number of wildlife licence applications determined in accordance with published standards. (Target – Increase performance to 95%)</p>	<p>● Achieved</p>
<p><b>SO3/KPM2</b> The number of responses to allegations relating to wildlife and marine nature conservation offences in accordance with published standards. (Target – Increase performance to 95%)</p>	<p>● Achieved</p>
<p><b>SO3/KPM3</b> The number of marine protected areas (MPAs) enforced effectively (MPAs will be managed through risk-based enforcement. Performance will be measured by inspections and infringements.)</p>	<p>● Achieved</p>
<p><b>SO3/KS1</b> Work with marine conservation zone project groups to inform options for management measures to be enforced by the MMO.</p>	<p>● Achieved</p>
<p><b>SO3/KS3</b> Develop baselines and targets for a comprehensive set of performance indicators to measure the effectiveness of marine nature conservation enforcement outcomes by October 2011.</p>	<p>● Achieved</p>
<p><b>SO3/KS4</b> Quality assurance of IFCA byelaws within 28 days of receipt.</p>	<p>● Achieved</p>
<p><b>SO4/KPM1</b> The number of quota species managed within annual allocations. (Target – Number of overfishes limited to no more than 2%)</p>	<p>● Achieved</p>
<p><b>SO4/KPM2</b> The number of swaps and transfers undertaken within agreed time frames in consultation with Defra.</p>	<p>● Achieved</p>

Corporate Plan target	End of year status
<p><b>SO4/KPM3</b> Effectiveness of the management system in place that minimises the risk of non-compliance by the fishing industry. (Decreasing infringements and positive evidence from EU mission reports. 100% of fishing vessel licences and variations issued in accordance with agreed deadlines.)</p>	<p>● Achieved</p> <p>Fishing licences and variations were issued within 48 hours of the licence coming into effect which was in line with the MMO definition in place for 2011/12. This target was further developed in 2012/13 and aligned with the technical definition as stated in the regulations. If this revised measure was applied retrospectively to 2011/12 this would have resulted in 62% being issued in target.</p>
<p><b>SO4/KPM4</b> The amount of timely and quality assured advice on fisheries policies policy issues provided to Defra. (Target – 100% requests for advice responded to within deadlines and responses quality assured)</p>	<p>● Achieved</p>
<p><b>SO4/KPM5</b> Appropriate and effective advice to industry. (Amount of clear and appropriate written guidance available to industry in advance of policy changes.)</p>	<p>● Achieved</p>
<p><b>SO4/KPM6</b> Effectiveness of fishing activity data processing. (Target – 100 per cent of fishing activity data fully processed and cross-checked within agreed deadlines)</p>	<p>● Achieved</p>
<p><b>SO4/KS1</b> Improve our marine and fisheries enforcement processes by implementing a national risk-based operating model from October 2011.</p>	<p>● Achieved, but outside original timescale</p> <p>All parts of framework in place by December 2011.</p>

Corporate Plan target	End of year status
<p><b>SO4/KS2</b> Publish quota management rules by December each year.</p>	<p>● Achieved, but outside original timescale</p> <p>Final rules published in February 2012 due to delays outside of MMO's control.</p>
<p><b>SO4/KS3</b> Effectiveness of the management system in place that minimises the risk of non-compliance.</p>	<p>● Achieved</p>
<p><b>SO4/KS4</b> Begin to implement changes arising from reform of the Common Fisheries Policy.</p>	<p>● Achieved</p>
<p><b>SO4/KS5</b> Implement and manage the 2011 Catch Quota Scheme and provide analysis of the practicality of expanding the system into 2012.</p>	<p>● Achieved</p>
<p><b>SO4/KS6</b> Implement domestic fisheries management reform from January 2012.</p>	<p>● Achieved</p>
<p><b>SO4/KS7</b> Undertake an annual baseline survey of inshore fishermen's quota requests to inform quota management.</p>	<p>● Achieved</p>
<p><b>SO4/KS8</b> Develop baselines and targets for a comprehensive set of performance indicators to measure achievement of sustainable management of fisheries by October 2011.</p>	<p>● Achieved</p>
<p><b>SO4/KS9</b> Ensure appropriate IT systems in place to manage data.</p>	<p>● Achieved</p>
<p><b>SO4/KS10</b> Effective representation of an agreed UK position at European meetings.</p>	<p>● Achieved</p>
<p><b>SO5/KPM2</b> Amount of funds allocated to England that are committed for expenditure.  (Target – Increase to at least 65% committed in 2011/12)</p>	<p>● Achieved</p>










Corporate Plan target	End of year status
<p><b>SO5/KPM3</b> The number of impact assessments of UK of European Fisheries Fund (EFF) funding and appropriate recommendations made as a result.</p> <p>(Target – 100% of EFF projects evaluated before approval and impact assessed after completion with recommendations made)</p>	<p>● Achieved</p>
<p><b>SO5/KPM4</b> Level of compliance with project and financial controls.</p> <p>(Target – 100% compliance with published guidelines as UK managing authority)</p>	<p>● Achieved</p>
<p><b>SO5/KPM5</b> The number of EFF functions managed and delivered in accordance with the requirements of the schemes' European Commission and European Council regulations and the UK operational programme.</p>	<p>● Achieved</p>
<p><b>SO5/KS2</b> Carry out an annual review of service level agreements with intermediary bodies.</p>	<p>● Achieved</p>
<p><b>SO5/KS4</b> MMO is recognised by the European Commission as an improved and effective managing authority.</p>	<p>● Achieved</p>
<p><b>SO5/KS5</b> Deliver the interim evaluation to the EC by 30 June 2011.</p>	<p>● Achieved, but outside original timescale</p> <p>Delivered in July 2011.</p>
<p><b>SO5/KS6</b> Management control system is approved by the European Commission in April 2011.</p>	<p>● Achieved, but outside original timescale</p> <p>Approved in July 2011.</p>
<p><b>SO6/KPM1</b> The number of emergencies responded to in accordance with procedures as set out in the MMO Marine Pollution Contingency Plan.</p> <p>(Target – 100% of emergencies)</p>	<p>● Achieved</p>

Corporate Plan target	End of year status
<p><b>SO6/KPM2</b> Response time for oil spill treatment product applications. (Target – 100% responded to within 8 weeks)</p>	<p>● Achieved</p>
<p><b>SO6/KS1</b> Review MMO Marine Pollution Contingency Plan by March 2012.</p>	<p>● Achieved</p>
<p><b>SO6/KS2</b> Launch pollution incident web portal by March 2012.</p>	<p>● Achieved</p>
<p><b>SO6/KS3</b> Develop baselines and targets for performance indicators to measure delivery achievement of marine emergency obligations by October 2011.</p>	<p>● Achieved</p>
<p><b>SO7/KPM1</b> Accessibility of evidence to people with an interest in the decisions we take (excluding commercially sensitive data). (Target – 85% of people surveyed agree that evidence is accessible)</p>	<p>● Not achieved Achieved score of 62%.</p>
<p><b>SO7/KPM2</b> The number of decisions taken in accordance with adopted operational guidance. (Target – 100% of decisions taken in accordance with guidance)</p>	<p>● Achieved</p>
<p><b>SO7/KS1</b> Implement procedures to ensure we take all our decisions in accordance with principles of sustainable development and operational guidance by July 2011.</p>	<p>● Achieved, but outside original timescale Completed in August 2011.</p>
<p><b>SO7/KS2</b> Implement a corporate quality assurance process to ensure the robustness of evidence used by all MMO teams in their decision making by July 2011.</p>	<p>● Achieved, but outside original timescale Implementation concluded in February 2012 following phased roll out across MMO teams.</p>

Corporate Plan target	End of year status
<b>SO7/KS3</b> Publish report highlighting future pressures on the marine area by August 2011.	 Achieved
<b>SO7/KS4</b> Increase marine evidence base year on year.	 Achieved
<b>SO7/KS5</b> Publish a report highlighting future long-term scenarios for the marine area by September 2011.	 Achieved, but outside original timescale  Completed in February 2012.
<b>SO7/KS6</b> Continually update, use and maintain a comprehensive evidence base for decision making and ensure transparency and access.	 Achieved
<b>SO8/KPM1</b> The number of statutory and non-statutory reports and returns that are submitted within agreed timescales. (Target – Statutory: 100%, non-statutory: Increase to 90%)	 Achieved
<b>SO8/KPM2</b> The amount of EU funding received under the Data Collection Framework that is transferred to partner organisations. (Target – 100% transferred within 2 weeks of receipt)	 Not achieved  Distributed within 10 weeks.
<b>SO8/KPM3</b> The number of MMO's reports and returns subject to a quality assurance review. (Target – 20% reviewed)	 Achieved
<b>SO8/KPM4</b> The number of issues identified through quality assurance reviews rectified. (Target – 100% rectified within 3 months of notification)	 Achieved
<b>SO8/KS1</b> Publish annual statistics report by September each year.	 Achieved



Corporate Plan target	End of year status
<p><b>SO8/KS2</b> Publish MMO data onto DirectGov website by March 2012.</p>	<p>● Not achieved Data available to date is subject to legal restrictions preventing publication.</p>
<p><b>SO8/KS3</b> Continue to improve information security through establishing an information security management group by March 2012.</p>	<p>● Achieved</p>
<p><b>SO9/KPM1</b> The number of audit recommendations implemented. (Target – 100% within agreed timescales)</p>	<p>● Achieved</p>
<p><b>SO9/KPM2</b> The amount of agreed efficiency savings delivered. (Target – Deliver £1.9 million of the £7.6 million of agreed efficiency savings)</p>	<p>● Achieved</p>
<p><b>SO9/KPM3</b> The costs of our estates each year. (Target – Reduce the cost each year within an objective of 20% reduction by 2015 from a baseline of £1.2 million of estates costs for 2010/11)</p>	<p>● Achieved</p>
<p><b>SO9/KPM4</b> Carbon dioxide emissions from our operations each year. (Target – 20% reduction in current baseline by 2015)</p>	<p>● Achieved</p>
<p><b>SO9/KS1</b> Publish financial accounts and annual report each year.</p>	<p>● Achieved</p>
<p><b>SO9/KS2</b> Adopt IT systems and infrastructure strategy by March 2012.</p>	<p>● Achieved</p>
<p><b>SO9/KS3</b> Develop estates strategy and implement the estates change programme by March 2012.</p>	<p>● Achieved</p>
<p><b>SO9/KS4</b> Publish and implement a sustainability plan and reporting framework by March 2012.</p>	<p>● Achieved</p>

Corporate Plan target	End of year status
<b>SO9/KS5</b> Carry out an annual review of fees and charges.	 Achieved
<b>SO10/KPM1</b> The number of staff members who understand their role and how it contributes to the delivery of the corporate plan. (Target – 100% staff surveyed answer yes)	 Not achieved 100% not achieved.
<b>SO10/KPM2</b> The number of staff members who have identified learning and development requirements and have plans to address them. (Target – 100% answer yes – survey)	 Achieved
<b>SO10/KPM3</b> The number of health and safety incidents that are investigated. (Target – 100% investigated and action taken as appropriate)	 Achieved
<b>SO10/KPM4</b> The proportion of staff members that are proud to work for the MMO – no more than 20% disagree with this statement.	 Achieved
<b>SO10/KS1</b> Review baselines and targets for a comprehensive set of performance indicators to measure corporate health by October 2011.	 Achieved
<b>SO10/KS2</b> Develop and implement a revised competency framework for all staff by March 2012.	 Not achieved Decision taken to delay implementation to allow input from MMO staff.
<b>SO10/KS3</b> Produce and implement a workforce plan by March 2012.	 Achieved
<b>SO10/KS6</b> Carry out annual staff survey and implement action plan.	 Achieved