

BALANCED SCORECARD PERFORMANCE MEASURES

(Status Assessed as at 30 September 2007)

Performance Measure	Reporting Officer	Check / Review	Status			Notes / Performance Tolerance
			6 Months Ago	3 Months Ago	Current	
Governance and Risk Management						
Internal Control: No more than 2 outstanding, "high" priority actions highlighted by auditors	MJ	Audit Committee	Green (0)	Green (0)	Green (1)	Green = up to 2 priority 1 recommendations; Amber = 3 to 4 priority 1 recs.
No recommendations for change arising from Standards Commission or Scottish Public Services Ombudsman	DC	Audit Committee	Green (0)	Green (0)	Green (0)	Green = no findings against Authority's processes; Amber = improvement required from 1 investigation.
Health and Safety arrangements in place and working effectively	AR	Audit Committee	Green (0)	Green (0)	Green (0)	Green = no accidents reported leading to RIDDOR reports/up to 5 days lost through minor accident; Amber = instance of RIDDOR report/6 to 15 days lost through accident.
Responses to all Freedom of Information requests are made within 20 days	AR	Audit Committee	Amber (1 delayed resp)	Amber (1 delayed resp)	Amber (1 delayed resp)	Green = all requests dealt with within statutory time limits; Amber = up to 2 delayed responses / 1 case leading to appeal
No more than 3 complaints on CNPA services made and logged within a quarter	AR	Audit Committee	Green (0)	Green (1)	Green (1)	Green = up to 3 complaints received; Amber = between 4 and 6 complaints