Cairngorms National Park Authority Balanced Scorecard
Draft Balanced Scorecard Summary as at 30 September 2006

Cairngorms National Park Authority

Governance and Risk Management

- No more than 3 formal complaints on CNPA service logged
- Responses to all FoI requests within 20 working days
- Health and Safety arrangements in place and working effectively
- No recommendations arising from Standards Commission or Ombudsman
- No more than 2 high priority actions highlighted by auditors

Financial Management

- Total Income in line with budget
- Core expenditure in line with budget
- Operational Plan in line with budget
- Forecast year-end in line with target
- Next year income in line or above forward forecasts
- Next year commitments within control levels

Human Resource Management

- Staff turnover level not more than 5%
- Successful recruitment to all vacant posts
- Staff absece levels below 4 days per person
- No work-related cause of absence
- Low incidence of "formal" HR caseload

Corporate / Operational Plan Delivery

- Completion of National Park Plan by end December 2006
- Consultation on Core Path Plan completed by
- Local Plan on deposit by June 07
- Housing Policies in place to inform local plan by June 07
- Active development control caseload under 40
- Delivery of Operational Plan priority 2 activities on target