

Cairngorms National Park Authority Balanced Scorecard
Balanced Scorecard 2008 to 2011
Update as at 31 July 2008

		<p>No more than 3 formal complaints on CNPA service logged (1)</p> <p>Responses to all FoI requests within 20 working days (1 missed)</p> <p>Health and Safety arrangements in place and working effectively</p> <p>No recommendations arising from Standards Commission or Ombudsman (0)</p> <p>No more than 2 high priority actions highlighted by auditors (0)</p> <p>Governance and Risk Management</p>
<p>Financial Management</p> <p>Total Income in line with budget (-0.6% variation)</p> <p>Core expenditure in line with budget (-0.8%)</p> <p>Operational Plan in line with budget (-8.1%)</p> <p>Forecast year-end in line with target</p> <p>Next year income in line or above forward forecasts</p> <p>Next year commitments within control levels</p>	<p>Cairngorms National Park Authority</p> <p>Corporate Plan Delivery</p>	<p>Human Resource Management</p> <p>Staff turnover level not more than 5% (6.7%)</p> <p>Successful recruitment to all vacant posts (100%)</p> <p>Staff absence levels below 4 days per person (1.16)</p> <p>No work-related cause of absence (0)</p> <p>Low incidence of "formal" HR caseload (0)</p>
	1	Ongoing increase in the number of priority species for which positive action is underway. Mar 08 baseline = ?; previous measure (date) = ?; current measure (date) = ?
	2	Reduction in emissions from business travel. Mar 08 baseline = 57.1 tonnes; previous measure (Mar 07) = 53.5 tonnes; current measure (Jun 08 for 31 Mar 09) = 65.4 tonnes
	3	Ongoing increase in the number of businesses awarded CNPA brand. Mar 08 baseline = 118; current measure (Jul 08) = 121
	4	<i>Increase in the score of approved planning applications against sustainability design guide criteria [measure not currently available]. See measures 3, 6 and 7 as supporting secondary measures of progress</i>
	5	Annual increase in the number of walks led within the National Park. Mar 08 baseline = ?; previous measure (date) = ?; current measure (date) = ?
	6	Annual increase in the proportion of affordable housing within agreed housing developments. Mar 08 baseline = ?; previous measure (date) = ?; current measure (date) = ?
	7	Annual increase in the proportion of Park population covered by community action plans. Mar 08 baseline = ?; previous measure (date) = ?; current measure (date) = ?
	8	Annual increase in the number of tourist signs in place. Mar 08 baseline = ?; previous measure (date) = ?; current measure (date) = ?
	9	Achieve an annual 2% cash releasing efficiency saving. Mar 09 target = £90,000; current measure (May 08) = £90,000