Cairngorms National Park Authority Balanced Scorecard Balanced Scorecard Summary as at end September 2007

	No more than 3 formal complaints on CNPA service lo	No more than 3 formal complaints on CNPA service logged (0) Responses to all FoI requests within 20 working days (1 missed) Health and Safety arrangements in place and working effectively	
	Health and Safety arrangements in place and working		
	No recommendations arising from Standards Commis	No recommendations arising from Standards Commission or Ombudsman	
	No more than 2 high priority actions highlighted by au	No more than 2 high priority actions highlighted by auditors (1)	
	Governance and Risk		
	Management		
Financial	Cairngorms National	Human Resource	
Management	Park Authority	Management	
Total Income in line with budget		Staff turnover level not more than	
(0% variation)		5% (8.3%)	
Core expenditure in line with		Successful recruitment to all	
budget (-1.7%)		vacant posts (100%)	
	Comparate /		
	Corporate /		
Operational Plan in line with	Operational Plan	Staff absence levels below 4	
budget (-47%)	Delivery	days per person (1.09)	
Forecast year-end in line with	Priority for Action Delivery Plans prepared and	No work-related cause of	
target	agreed with partners by end March 2008	absence (1)	
Next year income in line or above			
forward forecasts (08/09 not yet	Draft Core Path Plan submitted to Minister by	Low incidence of "formal" HR	
known)	February 2008	caseload (0)	
KHOWH)	Complete any modifications to the Local Plan	caseload (0)	
Next year commitments within	deposit draft following consultation, by 31		
control levels	March 2008		
	Community Needs Assessment pilot completed		
	and first phase of rural empty properties		
	identifiedfor grant application by end March		
	Active development control caseload under 40		
	Active development control caseload under 40 (54)		
	Delivery of Operational Plan priority 2 activities		
	on target		