

**CAIRNGORMS NATIONAL PARK AUTHORITY
AUDIT COMMITTEE**

FOR INFORMATION

Title: CORPORATE SERVICES BENCHMARKING 2008/09

Prepared by: Alistair Highet, Finance Manager

Purpose

The purpose of this paper is to present a summary of CNPA's results from the Scottish Government's Corporate Services Benchmarking Review of 2008/09.

Recommendations

The Audit Committee is requested to:

- a) Note the summary of results for the 12 months to the end of March 2009 and the comparison against Peer Groups.

Executive Summary

- a) The Corporate Services Benchmarking process collected data from the Scottish Government, its Executive Agencies and NDPBs to allow the analysis of the relative efficiency and effectiveness of their corporate services.
- b) The results for 2008/09 were published in October 2010.
- c) 35 bodies were benchmarked with bodies being divided into 4 Peer Groups of similar organisational characteristics.
- d) The Corporate Services benchmarked were Estates, Finance, Human Resources (HR) and Information Communications Technology (ICT).
- e) In most categories, below average represents a more efficient use of resources and CNPA's performance against average is generally satisfactory. (The results for Loch Lomond & the Trossachs National Park Authority are included for information).
- f) The results for the 2009/10 benchmarking process have recently been submitted and they have been extended to cover Communications and Legal Services. The 2009/10 process has also been extended to cover 50 organisations and the results of this will be reported to Audit Committee once published.

Alistair Highet
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alistairhighet@cairngorms.co.uk