

Cairngorms National Park Authority Balanced Scorecard
Balanced Scorecard 2008 to 2011
Update as at 30 March 2010

		No more than 3 formal complaints on CNPA service logged (0) Responses to all FoI requests within 20 working days (0 missed) Health and Safety arrangements in place and working effectively No recommendations arising from Standards Commission or Ombudsman (0) No more than 2 high priority actions highlighted by auditors (0)
		Governance and Risk Management
Financial Management	Cairngorms National Park Authority	Human Resource Management
Total Income in line with budget (-0.01% variation)		Staff turnover level not more than 5% (4.7%)
Core expenditure in line with budget (-1.97%)		Successful recruitment to all vacant posts (100%)
Operational Plan in line with budget (+1.10%)	Corporate Plan Delivery	Staff absence levels below 4 days per person per quarter (2.43)
Forecast year-end in line with target (+0.9%)	1	No work-related cause of absence (0)
Next year income in line or above forward forecasts	2	Low incidence of "formal" HR caseload (0)
Next year commitments within control levels	3	
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