

INITIAL BALANCED SCORECARD PERFORMANCE MEASURES

Illustration of Potential Balanced Scorecard Measures (Status Assessed as at 30 September 2006)

Performance Measure	Reporting Officer	Check / Review	Status			Notes / Performance Tolerance
			6 Months Ago	3 Months Ago	Current	
Governance and Risk Management						
Internal Control: No more than 2 outstanding, "high" priority actions highlighted by auditors	MJ	Audit Committee	Green	Green	Green	Green = up to 2 priority 1 recommendations; Amber = 3 to 4 priority 1 recs.
No recommendations for change arising from Standards Commission or Scottish Public Services Ombudsman	DC	Audit Committee	Green	Green	Green	Green = no findings against Authority's processes; Amber = improvement required from 1 investigation.
Health and Safety arrangements in place and working effectively	AR	Audit Committee	Green	Green	Green	Green = no accidents reported leading to RIDDOR reports/up to 5 days lost through minor accident; Amber = instance of RIDDOR report/6 to 15 days lost through accident.
Responses to all Freedom of Information requests are made within 20 days	AR	Audit Committee	Green	Green	Green	Green = all requests dealt with within statutory time limits; Amber = up to 2 delayed responses / 1 case leading to appeal
No more than 3 complaints on CNPA services made and logged within a quarter	AR	Audit Committee	Green	Green	Green	Green = up to 3 complaints received; Amber = between 4 and 6 complaints