Cairngorms National Park Authority Balanced Scorecard
Draft Balanced Scorecard Summary as at 30 September 2006

No more than 3 formal complaints on CNPA service logged Responses to all Fol requests within 20 working days Health and Safety arrangements in place and working effectively No recommendations arising from Standards Commission or Ombudsman No more than 2 high priority actions highlighted by auditors Governance and **Risk Management** Cairngorms National Human Resource Financial Management Park Authority Management Staff turnover level not more than Total Income in line with budget Core expenditure in line with Successful recruitment to all vacant posts budget Corporate / **Operational Plan** Operational Plan in line with Staff absece levels below 4 days Delivery budaet per person Forecast year-end in line with Completion of National Park Plan No work-related cause of by end December 2006 target absence Next year income in line or above Low incidence of "formal" HR Consultation on Core Path Plan forward forecasts completed by March 2007 caseload Next year commitments within control levels Local Plan on deposit by June 07 Housing Policies in place to inform local plan by June 07 Active development control caseload under 40 Delivery of Operational Plan priority 2 activities on target