Cairngorms National Park Authority Balanced Scorecard Balanced Scorecard Summary as at end March 2008

No more than 3 formal complaints on CNPA service logged (0) Responses to all Fol requests within 20 working days (1 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 (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% (5%) Successful recruitment to all Core expenditure in line with budget (-1.0%) vacant posts (100%) Corporate / Operational Plan in line with **Operational Plan** Staff absence levels below 4 budget (-1%) Delivery days per person (3.42) Forecast year-end in line with Priority for Action Delivery Plans prepared and No work-related cause of agreed with partners by end March 2008 absence (2) target Low incidence of "formal" HR Next year income in line or above Draft Core Path Plan completed for consultation forward forecasts by 9 February 2008 caseload (0) Complete any modifications to the Local Plan deposit draft following consultation, by 31 Next year commitments within 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 Delivery of Operational Plan priority 2 activities on target