

# North York Moors National Park Authority Finance, Risk Audit and Standards Committee

19 May 2014

## Monitoring of Performance Indicators

### 1. Purpose of the Report

- 1.1 To update Members on the provisional year end position against headline performance indicators for 2013/14 and provisional targets for 2014/15.

### 2. Background

- 2.1 Performance Indicators are one aspect of the Authority's Performance Management activities which, coupled with public feedback, Financial Management, Corporate Governance and Scrutiny arrangements, ensure that the Authority is effectively managed and accountable to the public. This paper deals with headline and planning indicators only. A full set of family and local indicators will be presented to the July Scrutiny meeting. Officers are aware that a full review of PIs is overdue. This is now planned as part of the development of the 2015-18 Business Plan and will need to take into account reduced resources as well as changed priorities in determining the range of PIs and the targets attached to them.

### 3. Provisional Year End Figures

- 3.1 Members are asked to comment on the provisional 2013/14 year end performance figures for the Authority's indicators attached at **Appendix 1** noting that full data returns are not yet available for all indicators and that the figures are currently being audited internally, thus some figures may change between now and the July Scrutiny meeting.
- 3.2 **Appendix 2** to this report details the Development Management Performance for the period.

### 4. Performance Targets for 2014/15

- 4.1 Members are also asked to note the proposed performance targets for 2014/15 attached at **Appendix 1**. Officers may request changes to some of these at the July Scrutiny meeting.

### 5. Customer Service Excellence

- 5.1 The Authority has been awarded and maintained the Customer Service Excellence Standard since 2010. This follows being awarded Charter Mark Status for a consecutive period of thirteen years.

5.2 The annual assessment against criteria is due to take place on 20 May 2014. It will not therefore be possible to provide an update on this process to the meeting. An update will be given at the meeting in September.

**6. Financial and Staffing Implications**

6.1 There are no additional financial and or staffing implications to this report.

**7. Sustainability and Legal Implications**

7.1 There are no sustainability or legal implications arising from this report.

**6. Recommendation**

That Members

6.1 comment on the provisional year end performance figures for 2013/14 and provisional performance targets for 2014/15, making recommendations for action as appropriate.

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**Background documents to this report**

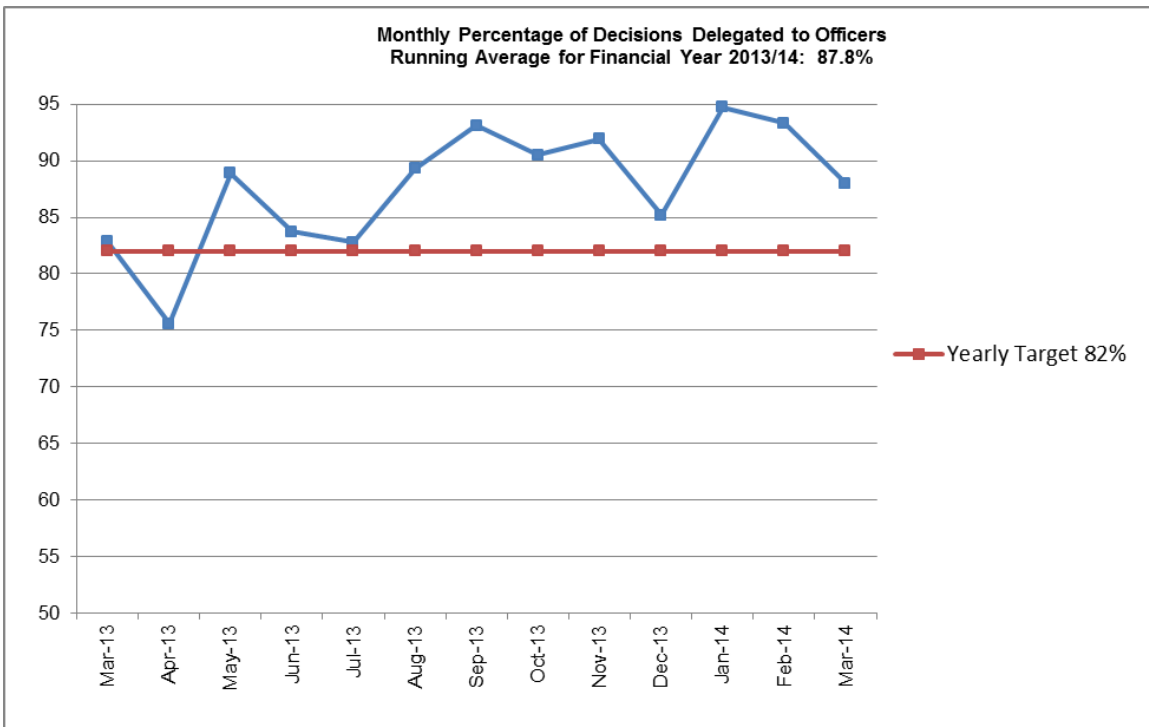
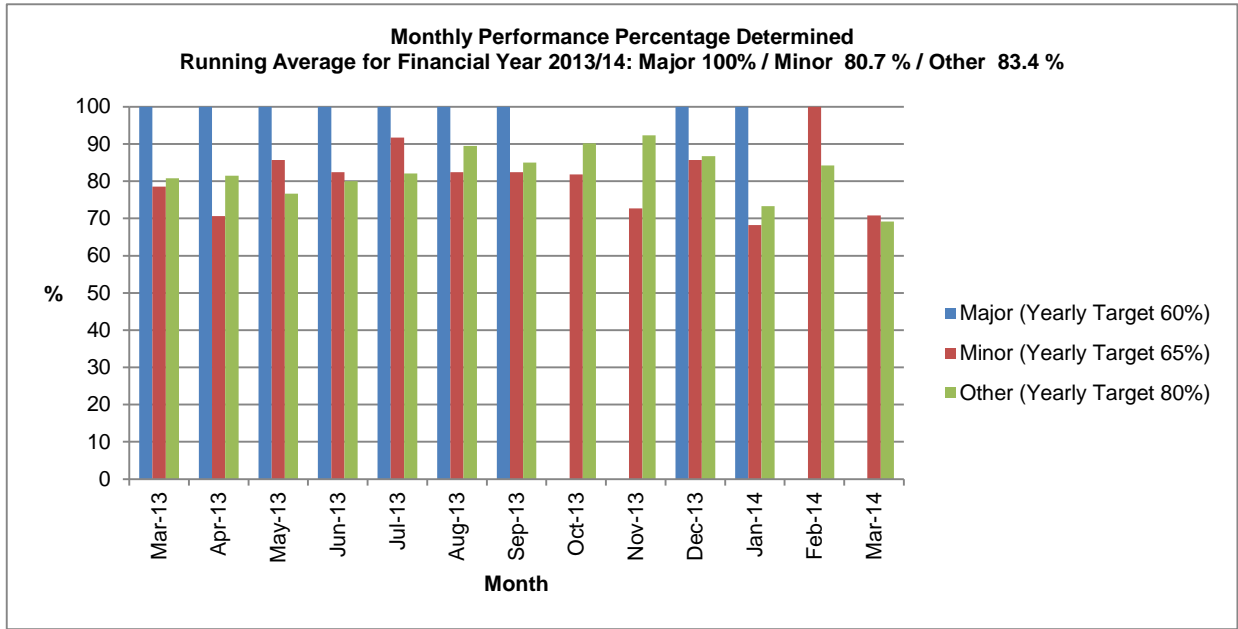
**File Ref.**

None

Class	Headline	Reference	Description	2012/13 Actual	Target 2013/14	2014/15 Target	Year end Actual 2013/14	2013/14 Year End Status	Performance Improvement on 2012/13	Commentary	Provisional Target 2014/15
<b>NATURAL ENVIRONMENT (NE)</b>											
Headline	Yes	NYM NE2	Total area (Ha) of National Park managed in line with NPA objectives.	113,301	114,800	114880				Figures not yet available - a verbal update will be given at the meeting.	114880
Headline	Yes	NYM NE3	Percentage of NP managed in line with NPA conservation objectives.	79%	80%	80%					80%
Headline	Yes	NYM NE4	Net annual change in area managed in line with NPA objectives (Ha)	-507 Ha	+380 Ha	+380 Ha					+380
<b>RECREATION &amp; PARK MANAGEMENT (RM)</b>											
Headline	Yes	FI RM1	% of the total length of footpaths and other rights of way that were easy to use by the general public (even though they may not follow the exact definitive line)	81.10%	85%	85%	85%	☺	↑	The year on year trend for this indicator is improving.	85%
Headline	Yes	NYM RM 01	% of public rights of way signposted where they leave a road	91%	95%	95%	95%	☺	↑		95
<b>PROMOTING UNDERSTANDING (PU)</b>											
Headline & Family	Yes	FI PU1	% satisfaction rating for users of 'promoting understanding' services:	90%	90%	90%	94%	☺	↑	Target not quite reached but new website is greatly improved.	90%
			a) National Park Centres	94%	94%	90%	95%	☺	↑		90%
			b) Website	37%	75%	75%	73%	☹	↑		75%
			c) Events	97%	95%	95%	99%	☺	↑		95%
			d) Education Services	99%	98%	98%	99%	☺	↑		98%
Headline	Yes	NYM PU01	% of NPA public meetings, events, walks and talks that are accessible by means of public transport	76%	60%	60%	77%	☺	↑	Note reduced target from previous ambitions.	60%
<b>DEVELOPMENT CONTROL &amp; PLANNING (DC)</b>											
Headline, National & Family Indicator	Yes	FI DC1	% of planning applications by type dealt with in a timely manner:								
			a) major applications determined within 13 weeks;	82%	60%	60%	100%	☺	↑		60%
			b) minor applications determined within 8 weeks;	80%	65%	65%	81%	☺	↑		65%
			c) other applications determined in 8 weeks.	82%	80%	80%	83%	☺	↑		80%

Class	Headline	Reference	Description	2012/13 Actual	Target 2013/14	2014/15 Target	Year end Actual 2013/14	2013/14 Year End Status	Performance Improvement on 2012/13	Commentary	Provisional Target 2014/15
Headline	Yes	NYM DC 03	Planning cost/head of population (Development Control only)							To be confirmed.	
Headline	Yes	NYM DC 04	Percentage of applications determined within 8 weeks	80%	80%	80%	81%	☺	↑		80%
Headline	Yes	NYM DC 05	% of appeals dismissed (as a 4 year rolling target)	65%	67%	67%	58%	☹	↓	As this is a 4 year rolling target it has been adversely affected by performance in previous years when only 36% and 35% of appeals were dismissed. This year the figure for appeals dismissed currently stands at 83%. If this trend continues it is hoped that the target will be met in future years.	67%
<b>Corporate Services</b>											
Headline	Yes	NYM CD 04	Performance against target for answering correspondence (excluding Planning Development Control) within 10 working days.	95%	98%	98%	97%	☹	↑		98%
Headline	Yes	NYM CD 05	Performance against target for answering telephone calls personally within 5 rings.	97%	98%	98%	97%	☹	↔		98%

## Appendix 2



**Quarterly Percentage of Appeal Decisions Allowed  
Running Average for Financial Year 2013/14: 27%**

