

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

1 September 2014

## Performance Management Update

### 1. Purpose of the Report

- 1.1 To update Members on the changes to the National Park Authority Family Indicators as discussed at the Joint Improvement Group and National Park Officers Group.

### 2. Purpose and Background

- 2.1 A review of Performance Management is one of the delayed items in the current Business Plan and this was discussed at the Scrutiny Meeting on 14 July. Officers gave a progress update on this and included the recent review of the National Park Authority Family Indicators ('Family Indicators'), which has been conducted at a National level. Members expressed concerns and requested that Officers prepare a paper for Finance, Risk Audit and Standards Committee in September on the revised set of Family Indicators.
- 2.2 This paper will enable Members to express views in relation to the new Family Indicators and in particular consider whether they match with the Authority's aspirations and future direction in relation to the principles and criteria for effective systems of Performance Management.

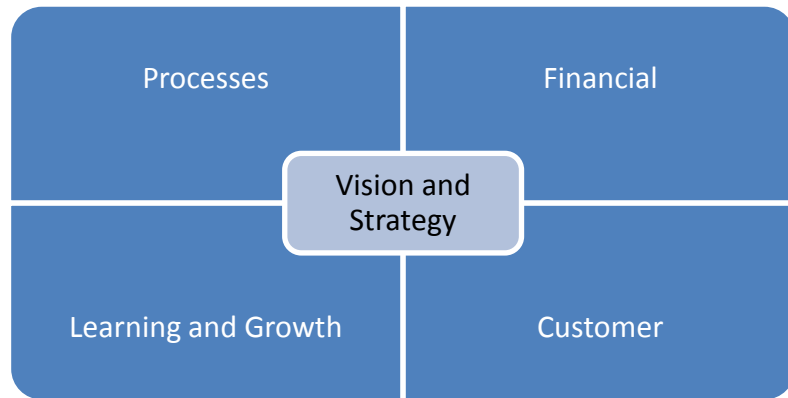
### 3. Performance Management

- 3.1 This Authority constantly seeks ways to

"Ensure that the services are delivered in the most efficient way to ensure that quality outcomes are delivered most economically" (Business Plan 2012-2015).

The Performance Management arrangements reflect this and as result include Benchmarking, the use Performance Indicators and Peer Assessment as part of the National Park Authority Performance Assessment (NPAPA) process.

- 3.2 In conducting the Performance Management Review the Authority will be keen to ensure that the focus of the targets and measures is on priority outcomes, creating a balanced scorecard to ensure that established principles are met.
- 3.3 A Balanced Scorecard seeks to ensure that measures cover capacity and value for money and should express qualitative as well as quantitative measures. These should then be aligned to the Management Plan and Business Plan. This concept is illustrated in the diagram below.



3.4 It is proposed that when reviewing the Performance Management the following principles are adopted so that as an organisation we can ensure that our arrangements meet with this;

- Include Outcome based measures covering the achievement of park purposes
- Business Plan indicators should be as far as possible focussed on the activity of the Authority and therefore, should be not within the definition of control of others
- Include qualitative and quantitative measures
- Measures should be in place to evidence value for money
- Measures should enable comparison and Benchmarking
- Measures should include an indication of Organisational Health
- Enable long term trends to be identified

3.5 Members are requested to comment on these principles and add more as appropriate. These will then be used to inform the review as part of the next Business Plan Process.

#### 4. **Family Indicators**

4.1 The Authority has collected the National Park Family Indicators which are agreed collectively and have been reviewed several number times. These are then supplemented by Indicators which are determined locally and form part of the Authorities scorecard of Indicators.

4.2 The Family Indicators have recently been reviewed and are included as the **Appendix** to this report. Members are requested to consider to what extent these are congruent with the principles included in 3.4 and any other additions to these principles.

#### 5. **Recommendation**

5.1 That Members comment on the principles and revised Family Indicators included in the **Appendix**.

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**Background documents to this report**

**File Ref**

None

## Current National Park Authority Family Indicators

<b>Natural Environment</b>	
<b>FI NE Cxt 1</b>	a) Area of SSI land in the National Park b) Area of SSI land in NPA Management
<b>FI NE1</b>	Percentage of SSSI land in 'favourable' or 'recovering' condition in: a) NPA Management b) the National Park as a whole
<b>New Cxt</b>	Total length (km) of water courses in the National Park
<b>New</b>	Percentage length of regularly monitored water courses with high, good or moderate ecological status
<b>Cultural Heritage</b>	
<b>Cxt Only</b>	Number of Conservation Areas
<b>FI CH Cxt 2</b>	a) Number of Listed Buildings b) Number of Listed Buildings 'at risk'
<b>FI CH2</b>	Number of Listed Buildings 'at risk' conserved during the last three years (on a rolling basis)
<b>FI CH Cxt 3</b>	a) Number of Scheduled Monuments b) Number of Scheduled Monuments 'at risk'
<b>FI CH2</b>	Number of Scheduled Monuments at 'high or medium risk' conserved during the last three years (on a rolling basis)
<b>Recreation and Park Management</b>	
<b>FI RM Cxt 4</b>	Total Length of footpaths and other rights of way
<b>FI RM1</b>	Percentage 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)
<b>FI RM 3</b>	a) Value of volunteer days organised or supported by the NPA (and number of days) b) Number of volunteer days attended by under represented groups; Young people (5-24), Minority Ethnic Groups, people with a limiting long term illness or disability c) Percentage of volunteer days attended by under represented groups; Young people (5-24), Minority Ethnic Groups, people with a limiting long term illness or disability
<b>Promoting Understanding</b>	
<b>FI PU Cxt 5</b>	Number of Users of 'promoting understanding' services; a) National Park Centres b) Website c) Events d) Education Services
<b>New Cxt</b>	Estimated number of visitors to the National Park (survey methodology to be agreed)
<b>Development Control and Planning</b>	
<b>FI DC Cxt 6</b>	Number of Planning Applications received
<b>FI DC1</b>	Percentage of Planning applications by type dealt with in a timely manner; a) major applications determined within 13 weeks b) minor applications determined within 8 weeks c) other applications determined within 8 weeks
<b>FI DC2</b>	Percentage of planning applicants satisfied with the quality of service received (Biannual Survey)
<b>New</b>	Percentage of Planning applications approved
<b>Corporate and Democratic</b>	
<b>FI CD3</b>	CO2 reduction from NPA operations (collected every 3 years)