

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

6 February 2017

Snapshot of Performance

1. Purpose of the Report

- 1.1 To propose a set of 'headline' measures to report to Members of FRASC on a six monthly basis, which will provide an overview of the Authority's overall performance, and progress on implementing the objectives in the 2017-20 Business Plan.

2. Background

- 2.1 When the National Park Authority's new Business Plan was adopted at the Authority meeting in December it was agreed that a full set of performance measures and processes, which will provide updates on progress throughout the Business Plan period will be presented to the Authority meeting in March 2017.
- 2.2 It is proposed that one element of these updates should be produced for FRASC on a six monthly basis to provide a snapshot of overall Authority performance, which will be 'backed up' with more detailed assessments of progress on all the objectives and targets in the Business Plan.
- 2.3 Directors have collated a potential list of measures, which provide an indication of
- Progress and outcomes 'on the ground'
 - Financial and organisational health and
 - Standards of customer service

3. For Consideration

- 3.1 The following measures are suggested ('SP' measures relate to the Authority's strategic priorities) for Members to consider. Feedback and comments on whether anything should be added or removed from this list will be welcome in the meeting.

Achievements 'on the ground'

1. % of rights of way network that is 'easy to use'
2. ££'s spent on third party grants for National Park purposes
3. The number of wildlife corridor connections made (SP)
4. % of the area of the National Park managed in line with conservation objectives
5. Number of visitor days spent in the National Park (SP)
6. Number of contacts made with young people (SP)

Financial and organisational health

7. Corporate and Democratic core costs as a % of core expenditure
8. Staff sickness levels
9. Number of volunteer days worked

Customer service

10. Timely determination of planning applications
11. Overall customer satisfaction – use annual customer service excellence assessment

4. **Contribution to National Park Management Plan**

4.1 This paper supports the monitoring of the Authority Business Plan and National Park Management Plan

5. **Legal Implications**

5.1 None at this stage.

6. **Recommendation**

6.1 That Members discuss and recommend to full NPA a set of key performance measures to assess the Authority's progress including via six month reporting to FRASC.

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