

# North York Moors National Park Authority

18 December 2017

## Performance Measures to Report to Residents

### 1. Purpose of the Report

- 1.1 To seek confirmation by Members of an updated set of Headline Performance indicators to report to National Park residents.

### 2. Introduction

- 2.1 In recent years the Authority has used the Residents' newsletter 'Moors Messenger' to provide an update on performance against a set of Headline Indicators. The aim of this is to give a regular insight into the Authority's work – especially in relation to customer service. This is important in terms of our commitment to retain the Customer Service Excellence Standard.

- 2.2 As part of the broader review of the Authority's performance framework this set of measures has recently been reviewed and an updated list is set out here. The proposed new set were discussed at the Joint Parish Forum in July 2017 where they were met with broad approval by residents who were at the meeting.

### 3. For Consideration

- 3.1 The measures are set out below and will be reported to residents every six months via the Moors Messenger and through other outlets. They are split under two headings and focus on provision of an excellent level of service and an insight into the effectiveness of the organisation. Most of the information listed here is being collected as part of ongoing monitoring of the Authority's Business Plan.

### 3.2 Proposed Headline Performance Indicators for Residents

<b>Providing an excellent service</b>	£££'s spent on grants to individuals, communities and businesses in the Park
	Footpaths and other Public rights of way that are 'easy to use'
	Planning applications determined in a timely manner – 80% of all
	Number of free public toilets supported by NPA
	Number of volunteer days provided
<b>Running an effective and efficient organisation</b>	Costs of Corporate Services as a % of gross costs
	Phone / email answering by a real person
	Invoices paid within 20 days
	Planning appeals won

4. **Financial and Staffing Implications**

4.1 There are no new financial or staffing implications.

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

5.1 Performance reporting sets out what the Authority is achieving to contribute towards the ambitions in the National Park Management Plan.

6. **Legal Implications**

6.1 There are no legal implications.

7. **Recommendation**

7.1 That Members confirm the updated list of performance measures to be reported to National Park residents.

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