

Progress against key indicators 2016/17

Aim / objective	Key indicator	2016/17 achievements
Achievements on the ground		
E1. Establish effective wildlife corridors in the National Park	The number of wildlife corridor connections made (<i>Strategic Priority</i>)	Work started on 59 connections 46 connections where improvements have been worked through 28 ecological connections made (March 2017)
E8. Propose practical solutions for wildlife, farmers and landscape in the National Park as a result of Brexit and National Policy changes.	% of the area of the National Park managed in line with conservation objectives	Use 2015/16 figure
U1. Inspire more young people to understand and experience the NYM and be actively involved in its future (<i>Strategic Priority</i>)	Contacts via the Education Service Satisfaction with Education Service Number of school contacts supported through targeted transport	15,127 contacts (March 2016) 96% satisfaction with education service (March 2016)
U2. Manage, maintain and improve public rights of way and other priority access routes in the National Park	% of rights of way network that is 'easy to use'	85% of Rights of Way surveyed were 'easy to use'.
B4. Increase the profile of the North York Moors to achieve the second purpose and support the local economy.	Number of visitor days spent in the National Park (<i>Strategic Priority</i>)	7,613,000 (to nearest 100,000) Data is drawn directly from most recent (within 3 years) STEAM reports. 2015 calendar year data
<i>Financial principle.</i> Total Expenditure on grants is increased to 10% taken as a running average of the last four years' gross spend.	££'s spent on third party grants for National Park purposes	£347,624 spend in 2016/17

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Financial and organisational health		
CR1. Provide inspiring strategic people Management support to the Authority and ensure that people are supported to enable them to deliver services in a way that makes the most of their skills	Staff sickness levels	Average of 3.1 days sickness absence per full time equivalent recorded for 2016/17
CR8. Ensure that the costs of Corporate Services remain at 5% or less of the Authority's gross costs	Corporate and Democratic core costs as a % of core expenditure	4%
C5. Deliver the volunteer strategy, developing a 'one team' approach and embedding volunteering in all areas of the Authority's work	Number of volunteer days worked	6,104 Please note that this figure has been calculated using a combination of our old system (used to record volunteer hours) and using My Volunteering. We don't have final figures for 2016/17 as not all volunteers have as yet been registered on the new software.
Customer service		
C1. Deliver a customer focused Development Management service	Timely determination of planning applications	91% of major appl'ns determined within 13 weeks 77% of minor appl'ns determined within 8 weeks 80% of 'other' appl'ns determined within 8 weeks
CR2. Improved delivery of excellent customer service across all of the Authority's functions	Overall customer satisfaction – (use annual customer service excellence - CSE assessment)	May 2016 CSE assessment – the Authority was fully compliant with all 57 elements of the Standard and best practice in 9 of these. Next assessment 11 May 2017