

Corporate and Democratic Core

NPA COMPARISON			Ref	Indicator	ACHIEVED			Target Met	TARGET		
2007/08	Top 25%	Range			2005/06	2006/07	2007/08		2007/08	2008/09	2009/10
			K1.1	Unqualified reports from external auditors on: Financial statements, Annual Governance Statement, Value for Money, Data Quality work	NEW INDICATOR			n/a	n/a	100%	
			K1.2	Authority's overall carbon footprint	NEW INDICATOR			n/a	n/a	5% decrease	
			K1.3	Achievement of an appropriate customer service standard	NEW INDICATOR			n/a	n/a	Commit to Standard	
			K1.4 (was NI1)	Performance for answering external telephone calls	77%	n/a*	79%	✗	85%	85%	
			K1.5 (was NI2)	Performance for answering letters within 15 working days a) Planning b) Non-Planning	61% (a & b)	61% (a & b)	44% 79%	✗	85% (a & b)	a) 65% b) 85%	
			K2.1	Percentage of residents of the National Park feeling well informed about our work and priorities	NEW INDICATOR			n/a	n/a	Set baseline	
			K3.1	Percentage of staff who feel valued and developed by the National Park Authority	NEW INDICATOR			n/a	n/a	Set baseline	
			K3.2 (BV12)	Number of working days/shifts lost due to sickness absence/full time equivalent employee (Family)	6.29 days	6.68 days	5.39 days	✓	Below 6.5 days	Below 6.5 days	Below 6.5 days
			K3.3 (BV13)	Number of voluntary leavers as a percentage of staff in post	6.34%	8.86%	7.03%	✓	Below 9.00%	Below 9.00%	Below 9.00%
			K3.4 (was NJ3)	Average number of training days/full time equivalent employee	5.08 days	4.09 days	3.10 days	✓	3 days	3 days	3 days
			K3.5 (BV17 A)	Percentage of Authority employees from minority ethnic communities (Family)	0.30%	0.00%	0.00%	✗	0.30%	0.30%	0.30%
			K3.6	Percentage of Members who feel valued and developed by the NPA	NEW INDICATOR			n/a	n/a	Set baseline	
			K3.7	Member participation in training/ briefing events	NEW INDICATOR		66%	n/a	n/a	66%	70%
			K3.8	Member participation in formal meetings	NEW INDICATOR		75%	✓	75%	75%	75%

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			BV2 (a)	The Level of the 'Equality Standard for Local Government' to which the Authority conforms (Family)	Level 1 Achieved	Level 2 Achieved	Level 2 Achieved	n/a	Under Review	Working Towards Level 3	
			BV5	Number of complaints to the Commission for Local Government Administration (Ombudsman) in England classified as mal-administration	0	2	0	✓	0	Superseded by K1.1	
			BV8	The percentage of undisputed invoices for commercial goods & services that were paid by the Authority within 30 days of such invoices being received by the Authority (Family)	93.00%	94.50%	91.00%	✗	95%	95%	95%
			BV14	Percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce (Family)	0.00%	0.00%	0.38%	n/a	No target set by govt	Discontinue nationally	
			BV15	Percentage of employees retiring on grounds of ill health as a percentage of the total workforce (Family)	0.36%	0.00%	0.00%	n/a	No target set by govt	Discontinue nationally	
			BV16 A	Percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition (Family)	3.41%	3.61%	3.51%	✓	Not less than 3.00%	Not less than 3.00%	Not less than 3.00%
			B	Compared with the percentage of economically active disabled people in the Authority area (Census 2001)	12.34%	12.34%	12.34%	n/a	n/a	Discontinue nationally	
			BV156	Percentage of Authority buildings open to the public in which all public areas are suitable for, & accessible to, disabled people (Family)	80.00%	81.82%	81.82%	✓	81.82%**	Discontinue nationally	
			LD9	Number of media releases	149	101	72	✗	80	Monitor at service level	
			LD10	Number of positive articles/programmes generated by the Authority	560	317	414	✓	250	Superseded by K2.1	

FOOTNOTES:

* New switchboard system installed. Previously monitored calls answered within 8" from 2007/08 monitor answered calls within 15"

** No further access improvements planned due to types of property (e.g. Hartington Signal Box) & budgets constraints (e.g. North Lees Campsite).