

## Corporate Indicator Tables

Key Corporate Action	Ref	Indicator	Achieved			Target Met	Target			
			2006/07	2007/08	2008/09		2008/09	2009/10	2010/11	
<b>Corporate Outcome A:</b> The landscapes of the National Park are valued for their beauty, character and natural resources and managed to adapt to the effects of climate change by										
1. Ensuring landscapes are characterised, conserved and enhanced in accordance with their enduring and dynamic qualities	A1.1	Percentage of the landscape character of the National Park that is conserved and enhanced	NEW INDICATOR			86%	✓	Set baseline	86%	87%
	A1.2	Indicators to be developed as part of Landscape Character Strategy & Action Plan	AWAITING INDICATOR DEVELOPMENT							
2. Promoting the importance of the landscapes as assets for the economy, the environment and local and other communities	A2.1	The number of new engagements with farmers and business owners (New wording)	NEW INDICATOR			296	✓	Set baseline	375	475
3. Promoting the need to protect the natural resources (such as water, soil and air quality) of the National Park	A3.1	Indicators to be developed as part of Climate Change Action Plan	AWAITING INDICATOR DEVELOPMENT							
<b>Corporate Outcome B:</b> The adverse impact of mineral working on the special qualities of the National Park and its communities is minimised by										
1. Influencing Government policy and legislation	B1.1	a) Number and b) degree of influences on new and relevant Government and regional mineral policy documents	NEW INDICATOR			a) 3 b) As expected	a) Externally dependent b) ✓	a) Externally dependent b) As expected	a) Externally dependent b) Better than expected	a) Externally dependent b) Better than expected
	B1.2	Indicators to be developed as part of Minerals Strategy	AWAITING INDICATOR DEVELOPMENT							
2. Ensuring those quarries that remain are worked to the highest modern environmental standards	B2.1	a) Number and b) Percentage of quarries operating to modern environmental standards	NEW INDICATOR	a) 42 b) 76%	a) 40 b) 77%	X X	a) 46 b) 85%	(a) 46 (b) 85%	(a) 48 (b) 87%	
3. Managing the reduction of quarrying in the National Park	B3.1	a) Number of quarries and b) area (ha) of quarrying	NEW INDICATOR	a) 55 b) 3,420.4ha	a) 52 b) 3,406.4ha	✓ ✓ (Good performance is ↓)	a) 55 b) 3,413.1ha	a) 50 b) 3,350.0ha	a) 48 b) 3,300.0ha	
	B3.2	Change in the number and area of a) dormant and b) active quarries (ha) (New wording)	NEW INDICATOR			a) No. = minus 1 Area = minus 11.1ha b) No. = minus 2 Area = minus 2.5ha	✓ ✓	Set baseline	a) No. = minus 1 Area = minus 25ha b) No. = minus 2 Area = minus 25ha	a) No. = minus 1 Area = minus 25ha b) No. = minus 2 Area = minus 25ha
<b>Corporate Outcome C:</b> Adverse environmental impacts of traffic on the special qualities of the National Park are minimised by										
1. Influencing decisions on transport infrastructure, land use development and traffic management to make them more sustainable	C1.1	Indicators to be developed as part of Sustainable Transport Strategy & Action Plan	AWAITING INDICATOR DEVELOPMENT							
2. Encouraging people to change their patterns of behaviour to adopt more sustainable ways of travelling	C2.1	Number of improvements to rail and bus schemes for National Park users	NEW INDICATOR			14	✓	13	2	2

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<b>Corporate Outcome D: People feel welcome in the National Park and have the opportunity to participate in recreational activities that enhance the quality of their lives by</b>										
1. Providing recreational opportunities to key audiences particularly to children, young people and under-represented groups from within the Park and from surrounding urban areas	D1.1	Number of contacts through PDNPA recreational facilities: a) Cycle hire b) Guided walks/events c) Campsites	NEW INDICATOR	34,830 (combined)	31,712 (combined-excl. campsites*)	X	34,500	Baseline including campsite data		
	D1.2	Percentages of PDNPA customers using recreational facilities that are from specific target audiences: a) Children & young people (5-24 yrs) b) Minority ethnic groups c) People with a limiting long-term illness or disability d) People from deprived target areas	NEW INDICATOR			✓	Set baseline	Baseline including campsite data		
	D1.3	Indicators to be developed as part of Recreation Strategy & Action Plan	AWAITING INDICATOR DEVELOPMENT							
2. Providing a network of statutory and permissive routes, access to open country and other relevant opportunities	D2.1	Percentage of total length of footpaths and other rights of way, that were easy to use by the general public: a) and follow the exact DEFINITIVE line. b) even though they may NOT follow the exact definitive line.	NEW INDICATOR	NEW INDICATOR	a) 87.1%	✓	Set baseline	90.0%	90.0%	
			94.7%	94.0%	b) 90.1%	X	95.0%	90.0%	90.0%	
	D2.2	Area (ha) of access land accessible	NEW INDICATOR			52,432ha	✓	52,432ha	54,098ha	54,098ha
3. Influencing partners and land managers to improve appropriate accessibility and opportunities for recreation	D3.1	Indicators to be developed as part of Recreation Strategy & Action Plan	AWAITING INDICATOR DEVELOPMENT							
<b>Corporate Outcome E: Increasing the quality, distinctiveness and resilience of the biodiversity of priority habitats and species consistent with climate change by</b>										
1. Influencing partners and land managers to achieve favourable (or at least recovering) SSSI condition of land in the Peak District	E1.1	a) Area and b) Percentage of SSSI land NOT owned by the Authority in favourable or recovering condition	NEW INDICATOR	b) 74.7%	a) 40186.94ha b) 89.3%	- ✓	- b) 80.8%	a) 41,456.4 ha b) 92.2%	a) 42,725.9ha b) 95.0%	
2. Achieving favourable (or at least recovering) SSSI condition of all National Park Authority owned land	E2.1	a) Area and b) Percent of SSSI land OWNED by the Authority in favourable or recovering condition	b) 86.0%	b) 91.0%	a) 4,785.25ha b) 97.6%	- ✓	- b) 92.5%	a) 4,785.25ha b) 97.6%	a) 4,854.65 b) 99.0%	
3. Ensuring the achievement of all Biodiversity Action Plan targets	E3.1	Percentage of land for each LBAP habitat under conservation agreement	NEW INDICATOR			Data unavailable for National Park**		Set baseline		
<b>Corporate Outcome F: The distinctive cultural heritage characteristics of the settlements and landscapes are conserved and enhanced by</b>										
1. Working with rural and urban communities to build on their awareness and involvement	F1.1	Number of major projects with National Park Authority involvement that are engaged in delivering the Cultural Heritage Strategy	NEW INDICATOR			7	✓	5	5	5
2. Ensuring the achievement of all targets within the Cultural Heritage Strategy	F2.1	a) Number and b) Percentage of actions in the Cultural Heritage Strategy on target	NEW INDICATOR	a) 83 b) 94%	a) 87 b) 97%	X X	a) 90 b) 100%	a) 90 b) 100%	a) 90 b) 100%	

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<b>Corporate Outcome G:</b> Understanding of the National Park and its special qualities has increased so that people recognise its value, and have the opportunity to make a personal contribution to its sustainable management									
1. Providing learning opportunities to key rural and urban audiences, particularly residents, young people and under-represented groups from surrounding urban areas	G1.1	Number of contacts through learning opportunities provided by the PDNPA: a) Information b) Face to face c) Volunteering, participation and engagement d) Website	NEW INDICATOR	a) 498,039 b) 13,929 c) 2,555 d) New	a) 457,980 b) 18,669 c) 4,478 d) To be collected in 09/10	a) X b) ✓ c) ✓ d) X	a) 495,00 b) 13,000 c) 2,500 d) Set baseline	a) 474,000 b) 18,600 c) 4,360 d) Set baseline	a) 474,000 b) 18,600 c) 4,360
	G1.2	Percentages of PDNPA customers on learning activities that are from specific target audiences: a) Children and young people (5-24 yrs) b) Minority ethnic groups c) People with a limiting long-term illness or disability d) People from deprived target areas	NEW INDICATOR		a) 29.2% b) 11.1% (excl. visitor services and guided walks) c) 5.2% d) 4.0% (all excl. website)	✓ But return incomplete in some areas	Set baseline	Targets to be agreed through three-year business planning	
	G1.3	Percentage of customers on PDNPA learning activities who know they are in a National Park after their visit	NEW INDICATOR	99%	99%	✓	99%	99%	99%
	G1.4	Average increase in understanding of what is special about the National Park amongst customers on PDNPA learning activities (1 = not at all, 6 = greatly)	NEW INDICATOR	5.0	4.5	X	5.0	5.0	5.0
2. Working with and influencing stakeholders to enhance learning opportunities about the National Park	G2.1	Number of contacts through learning activity delivered by partners, facilitated by PDNPA	NEW INDICATOR		New definition 09/10			Set baseline (to be confirmed as part of Volunteering Strategy)	
3. Encouraging and developing volunteering opportunities that allow people to make a personal contribution to the sustainable management of the National Park	G3.1	Number of contacts through volunteer opportunities provided by the PDNPA	NEW INDICATOR	10,217	10,116	New definition 09/10		Set baseline (to be confirmed as part of Volunteering Strategy)	
	G3.2	Percentage of volunteers from specific target audiences: a) Children and young people (5-24 yrs) b) Minority ethnic groups c) People with a limiting long-term illness or disability d) People from deprived target areas	NEW INDICATOR	67% (no breakdown available)	New definition 09/10			Set baseline (to be confirmed as part of Volunteering Strategy)	
	G3.3	Number of volunteer opportunities (projects) provided by partners facilitated by the National Park Authority (New indicator to be developed as part of Volunteering Strategy)	AWAITING INDICATOR DEVELOPMENT						

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<b>Corporate Outcome H:</b> Promote sustainable tourism to improve the economic viability of the Peak District whilst ensuring a positive environmental and social impact by									
1. Encouraging improvements in the quality of tourism services and products particular to the National Park and compatible with its special qualities	H1.1	Number of Peak District tourism businesses participating in local Authority led or supported sustainable tourism schemes	NEW INDICATOR	261	204	✓	100***	To be determined as part of the Sustainable Tourism Strategy	
2. Influencing tourism partnerships to achieve the targets of the sustainable tourism strategy	H2.1	a) Number and b) degree of influences on new and relevant tourism partnership documents	NEW INDICATOR		a) 1 b) Better than expected	a) Externally dependent b) ✓	a) Externally dependent b) As expected	a) Externally dependent b) As expected	a) Externally dependent b) As expected
3. Encouraging visitors to consider the environmental impact of their visit and take positive action	H3.1	Number of new initiatives that promote positive action	NEW INDICATOR		8	✓	3	To be determined as part of the Peak Connections Business Plan	
<b>Corporate Outcome I:</b> The Peak District is a living, modern, and innovative area with vibrant and cohesive communities									
1. Using planning and influencing powers to help create more sustainable communities and a better environment	I1.1	Number and percentage of actions in the National Park Management Plan: a) On target b) Complete	NEW INDICATOR		Awaiting outturn		Set baseline		
	I1.2	Does the Authority have a Development Plan in place that has been adopted in the last five years and the end date of which has not expired?	Yes	Yes	Yes	✓	Yes	Yes	Yes
	I1.3	Has the Authority met the milestones which the current Local Development Scheme sets out?	Yes	No	No	X	Yes	Yes	Yes
2. Influencing the provision of local services and better access to these for communities	I2.1	a) Number and b) degree of influences on new and relevant accessibility documents	NEW INDICATOR		a) 1 b) As expected	a) Externally dependent b) ✓	a) Externally dependent b) As expected	0	0
<b>Corporate Outcome J:</b> Sustainable prosperity is achieved through a diverse economy, capitalising on the special and distinctive environment of the National Park by									
1. Nurturing business development that supports and contributes to the environmental economy	J1.1	Number of businesses participating in National Park Authority-led or actively supported schemes: a) Farms b) Non-farms	NEW INDICATOR	a) 1,303 b) 292	a) 1500 b) 202	a) ✓ b) ✓	a) 1,300 b) 200****	a) 1550 b) 300	a) 1600 b) 350
2. Working with partners, Government agencies and funding bodies to improve the economic performance of local firms and to influence appropriate economic investment in the area	J2.1	a) Number and b) degree of influences on new and relevant economic development documents	NEW INDICATOR		a) 1 b) As expected	a) Externally dependent b) ✓	a) Externally dependent b) As expected	1	1
	J2.2	a) Number and b) Percentage of National Park Authority agreed priority rural initiatives successful in securing funding	NEW INDICATOR		a) 2**** b) 100%	X	a) 3 b) 100%	1	1
3. Supporting land managers to manage the landscape sustainably whilst creating economic benefits for the wider community	J3.1	Area (ha) of land in the National Park covered by environmental schemes: a) Entry level b) Higher level	NEW INDICATOR	a) 9,997 ha b) 108,537 ha	a) 16,437.9ha b) 100,817ha	✓ X	a) 12,000ha b) 109,000ha	a) 17,000ha b) 100,000ha	a) 20,000ha b) 100,000ha

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<b>Corporate Outcome K:</b> We provide quality, customer focused, sustainable services and ensure continuous improvements in the way that these are delivered									
1. Ensuring value for money, sustainability and high standards of corporate governance in the way that we deliver services	K1.1	Unqualified reports from external auditors on: a) Financial statements (including Annual Governance Statement) b) Value for Money (including Data Quality work)	NEW INDICATOR		a) Yes b) Yes	✓ ✓	a&b)100%	a) Yes b) Yes	a) Yes b) Yes
	K1.2	Authority's overall carbon footprint	NEW INDICATOR	978.6 tonnes CO <sub>2</sub>	892.4 tonnes CO <sub>2</sub>	✓	5% decrease	6% decrease	
	K1.3	Achievement of an appropriate customer service standard	NEW INDICATOR		No	X	Attain Standard	Attain Standard within CST	Authority-wide implementation
	K1.4	Performance for answering external telephone calls (within 15 seconds)	n/a*****	79%	79%	✓	75%	75%	75%
	K1.5	Performance for answering letters within 15 working days: a) Planning b) Non-planning	61% (a&b)	a) 44% b) 79%	a) 58% b) 85%	X ✓	a) 65% b) 85%	a) 65% b) 85%	a) 70% b) 85%
2. Communicating effectively with the resident and visitor population	K2.1	Percentage of residents of the National Park feeling well informed about our work and priorities	NEW INDICATOR		Awaiting Residents' Survey		Set baseline		
3. Valuing and developing staff and members	K3.1	Percentage of staff who a) feel valued by the NPA and b) feel their skills and knowledge have increased	NEW INDICATOR		a) 52% b) 73%	✓ ✓	Set baseline	Conducted every 2 years	a) 55% b) 70%
	K3.2	Number of working days/shifts lost due to sickness absence per full time equivalent employee	6.68 days	5.39 days	7.93 days	X	6.5 days	6.5 days	6.5 days
	K3.3	Number of voluntary leavers as a percentage of staff in post	8.86%	7.03%	10.36%	X	9.00%	9.00%	9.00%
	K3.4	Average number of training days per full time equivalent employee	4.09 days	3.10 days	2.52 days	X	3 days	3 days	3 days
	K3.5	Percentage of Authority employees from minority ethnic communities	0.0%	0.0%	0.43%	✓	0.30%	0.30%	0.30%
	K3.6	Percentage of Members who feel a) valued and b) developed by the National Park Authority	NEW INDICATOR		a) 67% b) 76%	✓ ✓	Set baseline	Conducted every 2 years	a) 65% b) 75%
	K3.7	Member participation in training/briefing events	NEW INDICATOR	66%	48%	X	66%	50%	50%
	K3.8	Member participation in formal meetings	NEW INDICATOR	75%	70%	X	75%	75%	75%

### FOOTNOTES:

\* Campsite data was not collected for 2008/09 but will be collected for 2009/10.

\*\* Natural England do not currently collate Biodiversity Action Plan habitat data under conservation agreements. We are raising this with Natural England at a regional and national level. Negotiations for regular updates from partners are in progress.

\*\*\* Due to lack of funding.

\*\*\*\* Reduction due to loss of funding in projects such as New Environmental Economy.

\*\*\*\*\* Includes only National Park Authority agreed priority rural initiatives that have been agreed through the External Funding Protocol and where we are actively seeking funding.

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