

Corporate Indicator Tables

Corporate Objectives	Ref	Indicator	Achieved			Target Met	Target		
			2007/08	2008/09	2009/10		2009/10	2010/11	2011/12
01 Biodiversity									
1. Produce Local Biodiversity Action Plan (LBAP) 2011-20.	1.1a	Have we met the milestones set out in the Project Plan?	New Indicator 2010-11				Yes		
2. Achieve the priority species and habitat targets in the Biodiversity Action Plan on our own land, and by influencing land owners and managers in the wider National Park.	1.2a (E1.1) (Fam NE1)	a) Area (ha) and b) Percentage of SSSI land NOT owned by the Authority in favourable or recovering condition	b) 74.7%	a) 40,186.94ha b) 89.4%	a) 42,199.42ha b) 94.1%	a) ✓ b) ✓	a) 41,456.40ha b) 92.2%	a) 42,399.49ha b) 94.5%	a) 42,399.49ha b) 94.5%
	1.2b (E2.1) (Fam NE1)	a) Area (ha) and b) Percentage of SSSI land OWNED by the Authority in favourable or recovering condition	b) 91.0%	a) 4,785.25ha b) 97.6%	a) 4,857.79ha b) 99.3%	a) ✓ b) ✓	a) 4,785.25ha b) 97.6%	a) 4,857.79ha b) 99.3%	a) 4,857.79ha b) 99.3%
	1.2c	Number of Local Biodiversity Action Plan (LBAP) targets for priority species and habitats met or on target (out of total number of LBAP targets for priority species and habitats, specifically lapwings, crayfish, grasslands and moorlands)	New Indicator 2010-11				Set baseline		
02 Cultural Heritage									
1. Achieve the priority actions in the Cultural Heritage Strategy 2006-11.	2.1a (F1.1)	Number of major projects with National Park Authority involvement that are engaged in delivering the Cultural Heritage Strategy	NEW INDICATOR	7	7	✓	5	5	5
	2.1b (F2.1)	a) Number and b) Percentage of actions in the Cultural Heritage Strategy on target (Slight change in wording for 2010-11)	a) 83 b) 92%	a) 87 b) 97%	a) 68 (out of 71*) b) 96%	a) X b) X	a) 71* b) 100%	a) 71 b) 100%	a) 71 b) 100%
2. Update the Cultural Heritage Strategy and produce the action plan for 2011-16.	2.2a	Have we met the milestones set out in the Project Plan?	New Indicator 2010-11				Yes		
03 Natural Beauty									
1. Achieve the priority actions in the Landscape Strategy.	3.1a (A1.1)	Percentage of the landscape character of the National Park that is conserved and enhanced	NEW INDICATOR	86%	86%	✓	86%	87%	88%
	3.1b	Number of priority actions in the Landscape Strategy met or on target (out of total number of priority actions in the Landscape Strategy)	New Indicator 2010-11		13 (21)	New Indicator 2010-11			
	3.1c	Length of electricity lines undergrounded (km) (Landscape Strategy Indicator 2010-11)	New Indicator 2010-11		2.55km	New Indicator 2010-11			
	3.1d	Number of the landscape character areas with climate change impacts embedded (total number of landscape areas = 8) (Landscape Strategy Indicator 2010-11)	New Indicator 2010-11		0	New Indicator 2010-11			
	3.1e	Number of priority landscape conservation enforcement actions taken (out of total number of priority landscape conservation cases) (Landscape Strategy Indicator 2010-11)	New Indicator 2010-11				Set baseline		

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04 Climate Change and Natural Resources									
1. Achieve our own environmental management targets to reduce the Authority's carbon footprint in 2010-11 by 5%.	4.1a (K1.2) NI 185 (Fam CD3)	Authority's overall carbon footprint	994.68 tonnes CO ₂ ** (baseline year)	906.58 tonnes CO ₂ ** (8.85% decrease against baseline)	834.50 tonnes CO ₂ (16.11% decrease against baseline)	✓	10% decrease	25% decrease	28% decrease (tbc)
2. Deliver the priority actions of the Climate Change Action Plan.	4.2a	Number of priority actions in the Climate Change Action Plan met or on target (out of total number of priority actions in the Climate Change Action Plan)	New Indicator 2010-11		8 (11)	New Indicator 2010-11		11 (11)	
	4.2b	Number of projects that show a targeted reduction in carbon dioxide supported (NPMP Indicator CP5)	6	9	13	✓	8	9	10
	4.2c	Estimated reduction in CO2 due to projects supported by the National Park Authority	New Indicator 2010-11					Set baseline	
05 Mineral Extraction									
1. Reduce area and number of mineral workings and ensure that those that remain are worked to the highest modern environmental standards.	5.1a (B2.1)	a) Number and b) Percentage of quarries operating to modern environmental standards (Slight change in wording for 2010-11)	a) 42 b) 76%	a) 40 b) 77%	a) 40 b) 80%	a) X b) X	(a) 46 (b) 92%	(a) 46 (b) 96%	a) 46 b) 100%
	5.1b (B3.1)	a) Number of quarries and b) Area (ha) of quarrying (Slight change in wording for 2010-11)	a) 55 b) 3,420.0ha	a) 52 b) 3,406.4ha	a) 50 b) 3,398.7ha	a) ✓ b) X	a) 50 b) 3,350.0ha	a) 48 b) 3,300.0ha	a) 46 b) 3,250.0ha
	5.1c (B3.2)	Change in the number and area of a) dormant and b) active quarries (ha)	NEW INDICATOR	a) No. = minus 1 Area = minus 11.1ha b) No. = minus 2 Area = minus 2.5ha	a) No. = 0 Area = 0.0ha b) No. = minus 2*** Area = minus 7.7ha	a) X X b) ✓ X	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	a) No. = minus 1 Area = minus 25ha b) No. = minus 2 Area = minus 25ha
2. Influence national government and regional policy and other bodies on mineral working in National Parks including responding to consultation documents.	5.2a (B1.1)	a) Number and b) Degree of influences on new and relevant Government and regional mineral policy documents (Slight change in wording for 2010-11)	NEW INDICATOR	a) 3 b) As expected	a) 2**** b) As expected	a) Externally dependent b) X	a) Externally dependent b) Better than expected	a) Externally dependent b) N/A (due to change in wording)	a) Externally dependent b) N/A (due to change in wording)
06 Traffic, Travel and Accessibility									
1. Influence decisions on transport infrastructure and traffic management through (i) our land use policies and through (ii) implementing traffic management schemes.	6.1a	Number of documents responded to within timeframe (out of total number of new and relevant transport consultation documents)	New Indicator 2010-11				6 (6)		
	6.1b	Green travel plans (for the public to access our Estates) contained in our Estate Management Plans	New Indicator 2010-11		1	New Indicator 2010-11		2	
2. Increase the proportion of visitors using sustainable methods of travel other than private car.	6.2a (C2.1)	Number of improvements to rail and bus schemes for National Park users (Slight change in wording for 2010-11)	NEW INDICATOR	14	10	✓	2	15 (new baseline target for 2010-11)	Dependent on 2010-11 baseline

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			2007/08	2008/09	2009/10		2009/10	2010/11	2011/12	
	6.2b	Percentage of service user contacts that access the National Park by sustainable means (Recreation Strategy Indicator 2010-11)	New Indicator 2010-11		6%	New Indicator 2010-11		6.5%		
07 Recreation and Tourism										
1. Increase opportunities for recreational activities especially for our target priority audiences.	7.1a (D1.1)	Number of contacts through PDNPA recreational facilities (Cycle hire, Guided walks/events and Campsites)	34,830 (excl. campsites)	31,712 (excl. campsites)	43,793 (incl. campsites)	✓	Set baseline including campsite data		Service User Survey to be reviewed prior to targets being set	
	7.1b (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 (All excl. campsite data)	NEW INDICATOR	a) 9.1% b) 4.6% (cycle hire only) c) 3.6% d) 5.0%	a) 25.9% b) 9.3% c) 4.8% d) 3.4%	X	Set baseline including campsite data		Service User Survey to be reviewed prior to targets being set	
	7.1c (D2.1) (Fam RM1 and RM2)	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.	a) NEW INDICATOR b) 95.0%	a) 87.1% b) 90.1%	a) 90.9% b) 94.7%	✓ ✓	a) 90.0% b) 90.0%	a) 90.0% b) 90.0%	a) 90.0% b) 90.0%	
	7.1d	Number of priority actions in the Recreation Strategy met or on target (out of total number of priority actions in the Recreation Strategy)	New Indicator 2010-11					Set baseline		
	7.1e	Increase in the range of activities provided (NPA contribution only) (Recreation Strategy Indicator 2010-11)	New Indicator 2010-11					Set baseline		
	7.1f	Total length of family and leisure cycleways (Recreation Strategy Indicator 2010-11)	New Indicator 2010-11		96km	New Indicator 2010-11				
	7.1g	Proportion of residents who are happy with outdoor recreation opportunities available (Recreation Strategy Indicator 2010-11)	New Indicator 2010-11		89%	New Indicator 2010-11		-	90%	
	2. Develop our strategic role in sustainable tourism.	7.2a (H1.1)	Number of Peak District tourism businesses participating in local NPA led or supported sustainable tourism schemes	261	204	127#	✓	Set new baseline		To be determined as part of the Sustainable Tourism Strategy
7.2b (H2.1)		a) Number and b) Degree of influences on new and relevant tourism partnership documents (Slight change in wording for 2010-11)	NEW INDICATOR	a) 1 b) Better than expected	a) 2 b) As expected	a) Externally dependent b) ✓	a) Externally dependent b) As expected	a) Externally dependent (2) b) N/A (due to change in wording)	a) Externally dependent (1) b) N/A (due to change in wording)	
3. Improve the quality and cost effectiveness of the provision of	7.3a	The total Authority spend on facilities	New Indicator 2010-11		Due late June	New Indicator 2010-11		Maintain same level		

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facilities such as car parks and toilets through rationalisation and different models of delivery and funding including working with partners.	7.3b	The number of facilities managed by the Authority	New Indicator 2010-11		67 (49 car parks and 18 toilets)	New Indicator 2010-11		65	
	7.3c	Percentage of car parks and toilets maintained in at least a 'satisfactory' or 'good' condition	New Indicator 2010-11		58% (39 out of 67)	New Indicator 2010-11		60%	
	7.3d	The number of Authority-owned/managed facilities transferred to achieve 3rd party investment	New Indicator 2010-11					2	
08 Understanding the National Park									
1. Increase understanding of the special qualities of the National Park through participation in learning and volunteering opportunities, especially among priority target audiences.	8.1a (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 (Slight change in wording for 2010-11)	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) 471,723 b) 24,688 c) 4,887 d) 505,058	a) X b) ✓ c) ✓ d) ✓	a) 474,000 b) 18,600 c) 4,360 d) Set baseline	Service User Survey to be reviewed prior to targets being set	
	8.1b (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)	a) 30.2% b) 13.7% c) 6.1% d) 10.1%	X	Targets to be agreed through three-year business planning	Service User Survey to be reviewed prior to targets being set	
	8.1c (G1.3)	Percentage of customers on PDNPA learning activities who know they are in a National Park after their visit	99%	99%	90%##	X	99%	Service User Survey to be reviewed prior to targets being set	
	8.1d (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)	5.0	4.5	4.4	X	5.0	Service User Survey to be reviewed prior to targets being set	
	8.1e (G3.1)	Number of contacts through volunteer opportunities provided by the PDNPA	10,217	10,116 (New definition 09/10)	9,048###	✓	Set baseline	Service User Survey to be reviewed prior to targets being set	
	8.1f (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	67% (no breakdown available)	New definition 09/10	a) 66.1% b) 17.6% c) 6.6% d) 6.8%	✓	Set baseline	Service User Survey to be reviewed prior to targets being set	

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			2007/08	2008/09	2009/10		2009/10	2010/11	2011/12	
09 People and Communities										
1. Engage communities and support them in shaping their future.	9.1a	Number of priority actions in the Live Work Rural (LWR) Business Plan met or on target (out of total number of priority actions in the LWR Business Plan)	New Indicator 2010-11		4 (4)	New Indicator 2010-11				
	9.1b	Number of affordable (local needs) dwellings for which planning permission was granted	New Indicator 2010-11		35	New Indicator 2010-11		no target or limit####	no target or limit####	
	9.1c	Number of community/village planning arrangements maintained/developed (Live Work Rural Business Plan Indicator 2010-11)	New Indicator 2010-11		10	New Indicator 2010-11				
	9.1d	Number of community initiatives and community services/facilities developed (Live Work Rural Business Plan Indicator 2010-11)	New Indicator 2010-11		0	New Indicator 2010-11				
10 Economy										
1. Contribute to environmentally sustainable economic development.	10.1a (J1.1)	Number of businesses participating in National Park Authority-led or actively supported schemes: a) Farms b) Non-farms	a) 1,303 b) 292	a) 1500 b) 202	a) 1138 b) 219	a) X b) X	a) 1550 b) 300	a) 1600 b) 350	a) 1650 b) 400	
	10.1b (J2.1)	a) Number and b) degree of influences on new and relevant economic development documents (Slight change in wording for 2010-11)	NEW INDICATOR		a) 1 b) As expected	a) 1 b) As expected	a) ✓ b) ✓	a) Externally dependent (1) b) As expected	a) Externally dependent (1) b) N/A (due to change in wording)	a) Externally dependent b) N/A (due to change in wording)
2. Use Peak District Land Management Advisory Service to support land managers to manage the landscape sustainably, whilst creating economic benefits for the wider community.	10.2a (A2.1)	The number of new engagements with farmers and business owners	NEW INDICATOR		296	566~	✓	375	650	700
	10.2b (J3.1)	Area (ha) of land in the National Park covered by environmental schemes: a) Entry level b) Higher level (Slight change in wording for 2010-11)	a) 9,997.0ha b) 108,537.0ha	a) 16,437.9ha b) 100,816.7ha	a) 17,426.0ha b) 98,353.7ha~	a) ✓ b) X	a) 17,000.0ha b) 100,000.0ha	a) 20,000.0ha b) 75,000.0ha	a) 21,000.0ha b) 80,000.0ha	
11. We provide quality, customer focused, sustainable services and ensure continuous improvements in the way that these are delivered										
1. Ensure continuous improvement, value for money, sustainability and high standards of corporate governance.	11.1a (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) Yes b) Yes	a) ✓ b) ✓	a) Yes b) Yes	a) Yes b) Yes	a) Yes b) Yes

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			2007/08	2008/09	2009/10		2009/10	2010/11	2011/12
	11.1b NI 157 (Fam DC1)	Percentage of planning applications by type determined in a timely manner: A timely manner is defined as a) within 13 weeks for Major applications; b) within 8 weeks for Minor applications; c) within 8 weeks for Other applications; d) within 13 weeks for all County Matter applications (NI 157 only)	a) 0.00% b) 76.60% c) 82.30% d) Data unavailable	a) 100.00% b) 77.11% c) 81.89% d) 38.46%	a) 28.57% b) 72.27% c) 80.19% d) Awaiting data	a) X b) X c) X d) -	a) 60% b) 77% c) 84% d) 45%	a) 60% b) 75% c) 84% d) 50%	a) 60% b) 75% c) 82% d) 50%
2. Provide a framework of plans and policies to achieve our outcomes and govern our work.	11.2a (I1.3)	Has the Authority met the milestones which the current Local Development Scheme sets out?	No	No	Yes	✓	Yes	Yes	Yes
3. Use planning powers to achieve our outcomes.	11.3a (Fam DC2)	Percentage of planning applicants satisfied with the service received	No data (3-yearly survey)	No data (3-yearly survey)	70% (annual survey henceforth)	✓	65%	68%	74%
4. Continue to provide quality, customer focused services.	11.4a (K1.3)	Achievement of an appropriate customer service standard	NEW INDICATOR	No	No~~~	X	Attain Standard within CST	Attain Standard within CST	Authority-wide implementation
	11.4b (K1.4)	Performance for answering external telephone calls (within 15 seconds)	79%	79%	81%	✓	75%	75%	75%
	11.4c (K1.5)	Performance for answering letters within 15 working days: a) Planning b) Non-planning (Slight change in wording for 2010-11)	a) 44% b) 79%	a) 58% b) 85%	a) 65% b) 81%	a) ✓ b) X	a) 65% b) 85%	a) 70% b) 85%	a) 75% b) 85%
5. Communicate effectively with residents, visitors and other stakeholders.	11.5a (K2.1)	Percentage of residents of the National Park feeling well informed about our work and priorities (Slight change in wording for 2010-11)	NEW INDICATOR	Awaiting Residents' Survey	53%	✓	Set baseline	Conducted every 2 years	55%
	11.5b	Percentage of residents who are quite or very well informed about why the PDNPA exists	Communications Strategy Indicator 2010-11		79%	✓	Set baseline	Conducted every 2 years	
6. Continue to value and develop staff and members.	11.6a (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%	Conducted every 2 years			a) 55% b) 70%	Conducted every 2 years
	11.6b (K3.2) (Fam CD1)	Number of working days/shifts lost due to sickness absence per full time equivalent employee	5.39 days	7.93 days	5.88 days	✓	Below 6.5 days	Below 6.5 days	Below 6.5 days
	11.6c (K3.3)	Number of voluntary leavers as a percentage of staff in post	7.03%	10.36%	10.60%	X	Below 9.00%	Below 9.00%	Below 9.00%
	11.6d (K3.4)	Average number of training days per full time equivalent employee	3.10 days	2.52 days	2.29 days	X	3 days	3 days	3 days
	11.6e (K3.5)	Percentage of Authority employees from minority ethnic communities	0.00%	0.43%	0.00%	X	0.30%	0.30%	0.30%
	11.6f (K3.6)	Percentage of Members who feel a) valued and b) developed by the NPA	NEW INDICATOR	a) 67% b) 76%	Conducted every 2 years			a) 65% b) 75%	Conducted every 2 years

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	11.6g (K3.7)	Member participation in training/briefing events	66%	48%	58%	✓	50%	50%	50%
	11.6h (K3.8) (Fam CD2)	Member participation in formal meetings	75%	70%	75%	✓	75%	75%	75%
	11.6i	Percentage of staff who feel well informed about the work of the PDNPA (Communications Strategy Indicator 2010-11)	Conducted every 2 years	53%	Conducted every 2 years				
Indicators To Be Replaced/Deleted in 2010-11									
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									
2. Providing a network of statutory and permissive routes, access to open country and other relevant opportunities	D2.2	Area (ha) of access land accessible	NEW INDICATOR	52,432ha	52,444ha	X	54,098ha	Report in Park Profile	
Corporate Outcome E: Increasing the quality, distinctiveness and resilience of the biodiversity of priority habitats and species consistent with climate change by									
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 from Natural England			To be replaced by new indicator 1.2c		
Corporate Outcome G: 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									
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	No return----	X	Set baseline	To be replaced by new indicator 8.2a	
3. Encouraging and developing volunteering opportunities that allow people to make a personal contribution to the sustainable management of the National Park	G3.3	Number of volunteer opportunities (projects) provided by partners facilitated by the National Park Authority	AWAITING INDICATOR DEVELOPMENT					New indicator to be developed as part of Volunteering Review To be deleted	
Corporate Outcome H: Promote sustainable tourism to improve the economic viability of the Peak District whilst ensuring a positive environmental and social impact by									
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	12	✓	8	Similar to indicator 6.2a (C2.1)	
Corporate Outcome I: 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	a) 72 (83.7%) b) 4 (4.7%)	a) 73 (83.9%) b) 7 (8.0%)	Indicator being re-developed			Annual Monitoring Report for the NPMP supersedes the need for this	
	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	New development plan is 'saved' until new Local Development Documents are adopted so not relevant	
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) 0 b) N/A	a) Externally dependent b) N/A	a) Externally dependent b) As expected	To be replaced by new indicator 6.1a	

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Corporate Outcome J: Sustainable prosperity is achieved through a diverse economy, capitalising on the special and distinctive environment of the National Park by									
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	J2.2	a) Number and b) Percentage of National Park Authority agreed priority rural initiatives successful in securing funding	NEW INDICATOR	a) 2 b) 100%	a) 3 b) 75%	a) ✓ b) 3 out of 4 bids successful	a) 1 b) 100%	Reviewing our approach to funding streams	

FOOTNOTES:

* 19 Actions have been completed.

** Outturns amended because we now include more sources of emissions (equipment fuel use and member travel for example), and data has been backdated.

*** One existing site granted permission to continue quarrying (Chinley Moor) in this financial year (no impact on area or number of quarries stats). There has been a net decrease in the number of Active sites overall due to those reaching end of their aftercare period (Parish Quarry, Stanley Moor and Chance Mine). Blakemere Pit added to Active list as inadvertently omitted last year, therefore net effect is $-3 + 1 = -2$.

**** We commented on two key national documents: (1) British Geological Survey consultation document on Mineral Planning Statements (in Feb/March 2010) and (2) a DEFRA Circular sent out for consultation on National Parks (specifically provided comments on minerals extraction in NPs).

Reduction due to ending of New Environmental Economy Scheme.

Large fluctuation in response may partly be due to survey error (small base size). Very few surveyed contacts did not know they were in National Park at outset (~100).

The definition of 'volunteering in 8.1e relates to activities that specifically contribute to the sustainable management of the National Park, whilst 8.1a(c) relates to learning activities through the landscape. It is strongly suggested that the definition of 8.1a(c) has volunteering removed as it is irrelevant (in this context), and could lead to double counting.

No expectation is placed on the National Park to meet the general need for housing in order to comply with the statutory purposes of National Park designation, but we have set out our commitment to work in partnership with our district partners to research local housing needs.

~ Due to increased capacity through the Live and Work Rural (LWR) programme.

~~ Reduction in figures due to developments in the way Natural England now collects and reports data.

~~~ Customer Service Charter to be approved at 27 Jul SMT. Online assessment in progress.

~~~~ Unable to report due to confusion and complication surrounding the definitions. Indicator to be replaced by new indicator 8.2a.