

Objective	PI Ref	Indicators
Shift 1 : The Place and the Park , on a landscape scale	1a	Stage of development of Landscape scale partnership programmes: Moors for the Future
	1b	Stage of development of Landscape scale partnership programmes: South West Peak Partnership
	1c	Stage of development of Landscape scale partnership programmes: White Peak Delivery Partnership
	1d	Stage of development of Landscape scale partnership programmes: Sheffield Moors Partnership
Shift 2: Connect People to the Place, the Park	2a	Number of people experiencing the benefits of the Peak District National Park from our target audiences of: Young people (under 25)
	2b	Number of people experiencing the benefits of the Peak District National Park from our target audiences of: People living with health inequality (particularly mental wellbeing)
	2c	Number of people experiencing the benefits of the Peak District National Park from our target audiences of: Volunteers (expressed as volunteer days)
	2d i)	Number of people experiencing the benefits of the Peak District National Park from our target audiences of: Supporters (donors)
	2d ii)	Number of people experiencing the benefits of the Peak District National Park from our target audiences of: Average value of donations
	2d iii)	Number of people experiencing the benefits of the Peak District National Park from our target audiences of: Number of donations (exc. legacy)
	2d iv)	Number of people experiencing the benefits of the Peak District National Park from our target audiences of: Average value of donations (exc. legacy)
Shift 3: Visitor experiences that inspire and move	3a	% who know about the PDNP (and compared with other comparator organisations/ causes)
	3b	% who understand PDNP potential benefits/ services
	3c	% who feel positive towards the PDNP
	3d	% who are willing to support the PDNP
	4	Customer satisfaction with the PDNP experience
Shift 4: Grow income and supporters	5a	Amount and Proportion of income by source: Commercial
	5a i)	Conservation & Planning
	5a ii)	Commercial Devpt & Outreach
	5a iii)	Corporate Strategy & Devpt
	5b	Amount and Proportion of income by source: Donations
	5b i)	Donations (exc. legacy)
	5c	Amount and Proportion of income by source: External Funding
	5d	Amount and Proportion of income by source: Defra Grant
	5e	Amount and Proportion of income by source: Total Income
Cornerstone 1: Our Assets	6a	Percentage of our assets that meet the standards set for: Maintenance
	6b	Percentage of our assets that meet the standards set for: Environmental performance (i) Existing - reduce the Authority's overall carbon footprint (ii) New - Carbon Management Plan (tbd)
	7	Proportion of planning appeals allowed
	8a	Proportion of planning applications determined in a timely way: 13 weeks for Major applications
	8b	Proportion of planning applications determined in a timely way: 8 weeks for Minor applications
	8c	Proportion of planning applications determined in a timely way: 8 weeks for Other applications

Cornerstone 2: Our Services	8d	Proportion of planning applications determined in a timely way: 13 weeks for County matters	
	9a	Number of enforcement cases resolved	
	9b	% of enforcement enquiries (excluding Minerals and Waste Enquiries) investigated (and reach a conclusion on whether there is a breach of planning control) within 30 working days	
	10a	Customer satisfaction with the Planning Service: Percentage of applicants / agents who are satisfied with the Planning and Enforcement service	
	10b	Customer satisfaction with the Planning Service: Percentage of Parish Councils who are satisfied / believe we provide a quality service	
	10c	Customer satisfaction with the Planning Service: Residents (from residents survey)	
	10d	Customer satisfaction with the Planning Service: Satisfaction with quality of the pre application advice provided	
	11a	Customer satisfaction with the Planning Service: Number of complaints received	
	11b	Customer satisfaction with the Planning Service: % complaints dealt with in accordance with agreed deadlines	
	11c	Customer satisfaction with the Planning Service: Satisfaction with first and second lines of enquiry (initially for planning service)	
Cornerstone 3: Our Organisation		12	Audit conclusions showing satisfactory governance arrangements in place
Cornerstone 4: Our People	13a	Employee engagement: % reponse rate to staff survey	
	13b	Employee engagement: Ave % of respondents that agree or strongly agree with the questions in the work engagement section of the survey	
	14	Implement the recommendations of the 2016 – 17 Investors in People assessment	
	15a	Sickness Levels: % of total time lost due to sickness (expressed as hours)	
	15b	Sickness Levels: Hours per FTE	
	15c i)	Absence: Sickness frequency rate	
	15c ii)	ii) Absence: Individual sickness frequency rate	
	15d	Sickness Levels: Value of total time lost (expressed as pay cost)	
	16	Sickness Levels: Staff turnover	

Baseline	2015 -16	2017/18	2018/19
		Outturn	Target
Mature Partnership		Mature Partnership	Mature Partnership
Strategic Plan		Strategic Plan	Operational Plan in place
Vision		On target	Operational Plan in place
Vision		On target	tbc
18,901		21,798	(+5%)
New		1,703	1,000
9,527		6,795	(+5%)
New		107	n/a
New		£204	n/a
New		107	(+50%)
New		£204	n/a
New		Year 1 data complete	Research Commissioned
New		63%	>90%
New		100%	>90%
New		85%	>90%
94%		100%	>90%
2,162,294	(17.8%)	£2,129,405 (15.2%)	n/a
£362,909		£343,233	n/a
£1,610,618		£1,640,780	(+5%)
£188,867		£145,402	n/a
£40,255	(0.3%)	£24,168 (0.17%)	n/a
£34,230		£24,168	(+50%)
3,584,952 (29.5%)		£5,361,511 (38.33%)	n/a
6,364,744 (53.4%)		£6,474,218 (46.28%)	n/a
12,152,345	(100%)	£13,959,302 (100%)	n/a
New		Insufficient data	Define methodology
(i) 24.30% (ii) New		Insufficient data	(i) 30% (ii) Define methodology
24%		0%	<30%
70%		100%	>70%
71%		75%	>70%
89%		85%	>80%

33%	100%	>70%
124	26	120 (30 per quarter)
New	80%	80%
New	82%	>75%
65%	Survey Parish Councils	tbc
38% (2012)	47%	>38%
New	65%	>75%
14	5	<20
86%	85%	90%
New	75%	>75%
Achieved	Achieved	Achieve
New	64%	No staff survey planned
New	66%	No staff survey planned
New	Delivered through the "People Matter – Action Plan" September 2017	Complete 3-Year Action Plan
New	Q4 2.55% Annual 1.34%	2.3% quarterly 2.15% annually
New	Q4 12.59h Annual 38.19h	11.1h quarterly 44.4h annually
New	Q4 24.86% Annual 96.66%	25% per quarterly 100% annually
New	Q4 21.85% Annual 49.50%	No target
New	Q4 £30,306 Annual £68,165	£26,750 quarterly £107,000 annually
15%	Q4 3% Annual 14%	ACAS standard to be used (Range 9-15%)