

Performance Indicators

Notes:

This Appendix serves two purposes: to record the performance data collected against the Authority's nationally-determined targets and local performance indicators in 2008-2009; to set new targets against these measures for 2009-2010.

For 2008-2009 Best Value Performance Indicators (BVPI) were superseded by National Indicators (NI). At the same time, the Authority introduced new National Park indicators, some of which were based on the old BVPIs (shown in brackets) and the new National Indicators.

The local performance indicators were developed in consultation with members during 2006-2007, and reflect the state of the Authority's development. Five of them relate to the timely adoption of the Authority's major strategies, and others seek to record levels of satisfaction with its provision of services. Performance measures for key activities in the strategies will be developed as the strategies are finalised.

In the NPI column:

↑ indicates that a high score corresponds to good performance

↓ indicates that a low score corresponds to good performance

NEW FOREST NATIONAL PARK – NATIONAL PARK INDICATORS 2008/09

Corp Plan Ref	NPI	Description	Target 2008-2009	Baseline 2007-2008	Results 2008-2009	Other English National Parks' achievements		Target 2009 - 2010
						Highest	Lowest	
A1	CD1 ↓ (BV12)	Number of working days per employee lost to sickness	3	3.43	4.91	15.0	4.0	3
A5	NI 157 ↑ (BV109)	% of planning applications by type dealt with in a timely manner						
		a) 60% of major applications in 13 weeks ai) small scale aii) large scale	60%	50%	83% } = 75% 67% }	100%	56%	65%
		b) 65% of minor applications in 8 weeks	65%	73%	74%	100%	81%	70%
		c) 80% of other applications in 8 weeks	80%	81%	84%	71%	91%	90%
C3	NE2a ↑	Number of statutory and non-statutory nature conservation consultations received during the year	400	412	560	560	8	N/A
	NE2b ↑	% completed within the agreed period	100%	81%	91%	100%	10%	N/A
C6	CH3b ↑	Number <i>and</i> % of Listed Buildings "at risk" rescued during the year	2	0	0	7	0	0
	CH4a ↑	Number of statutory and non-statutory cultural heritage consultations completed and	180	181	256	2,000	163	N/A
	CH4b ↑	% completed within the required period	100%	80%	66%	100%	66%	N/A
C7	CH1 ↑ (BV219b)	% of conservation areas in the National Park with an up-to-date character appraisal	100%	22%	94%	96%	1%	100%
U1	RM1 ↑ (BV178)	% of length of footpaths and other rights of way that are easy to use	86%	84%	61%	96%	61%	86%

Corp Plan Ref	NPI	Description	Target 2008-2009	Baseline 2007-2008	Results 2008-2009	Other English National Parks' achievements		Target 2009 - 2010
						Highest	Lowest	
	RM2 ↑	% of public rights of way that are signposted where they leave a road	90%	66%	87%	98%	87%	N/A
U2	TT2 ↑	% of Authority public meetings, events, walks and talks that are accessible by public transport	100%	95%	100%	100%	69%	N/A
U3	PU2 ↑	Number of individual contacts for promoting understanding and enjoyment during the year	195,000	146,000	278,017	599,698	261,346	N/A

N/A = not applicable. These National Indicators are not being collected by the English National Park Authorities for 2009/10

NEW FOREST NATIONAL PARK INDICATORS

These are indicators that are no longer required nationally but which the New Forest National Park Authority collected for 2008/09

Corp Plan Ref	BV PIs	Description	Target 2008-2009	Baseline 2007-2008	Results 2008-2009	Target 2009-2010
A1	BV8 ↑	% of undisputed invoices which were paid within 30 days	95%	91.3%	96.84%	95%
	BV16 ↑	a) % of Authority employees with a disability	12.25%	0	1.53%	N/A
		b) For comparison, % of economically active disabled people within the Authority area compared with the number of economically active people	12.25%	12.25%	12.25%	
	BV17 ↑	a) % of Authority workforce from minority ethnic communities	1.7	1.7	3.05	N/A
A5	BV188 ↑	Number of planning decisions delegated to officers as a % of all decisions	90%	91%	91%	90%
	BV204 ↓	Appeals allowed against refusal of planning permission by the Authority (% of appeals)	35%	46%	31%	30%

LOCAL PERFORMANCE INDICATORS 2008-2009

Corp plan ref	LPI	Business Area and Description	Measure 2008-2009	Results Year End 2008-2009	Baseline 2007-2008
A, C, U, SE	1	The National Park Plan is produced <ul style="list-style-type: none"> on time and in line with agreed consultation arrangements with a high level of support and buy-in from stakeholders as measured by the extent to which policies are adopted by other organisations 	Yes/No	Delays in completion of around seven months given volume and nature of formal consultation responses and additional information discussion phase	
A,C1, U3, U 4	2	Web-site development: monitor progress towards becoming 'the key source of information about the National Park': <ul style="list-style-type: none"> number of pages added to the Authority's web-site number of pages viewed (page-views) 	300 2,900,000	287 6,868721	300 2,662,000
A, C, U, SE	3	<ul style="list-style-type: none"> Amount of additional external funding generated, including partnership match funding, which supports the Park's purposes, as a proportion of the Authority's own project spend 	100%	112%	150%
		<ul style="list-style-type: none"> Number of partner organisations given funding advice in order to forward projects which support the Park's purposes 	24	25	24
C2	4	The landscape strategy is produced <ul style="list-style-type: none"> on time in Spring 2009 and in line with agreed consultation arrangements with a high level of support and buy in from stakeholders as measured by the extent to which policies are adopted by other organisations 	Yes / No 50%	Timetable subject to review for alignment with Park Plan	
C3	5	The biodiversity action plan is produced <ul style="list-style-type: none"> on time in 2008 and in line with agreed consultation arrangements with a high level of support and buy in from stakeholders as measured by the extent to which policies are adopted by other organisations 	Yes / No 50%	Timetable subject to review for alignment with Park Plan	

Corp plan ref	LPI	Business Area and Description	Measure 2008/9	Results Year End 2008/9	Baseline 2007-2008
C6	6	The cultural heritage strategy is produced <ul style="list-style-type: none"> ▪ on time and in line with agreed consultation arrangements ▪ with a high level of support and buy in from stakeholders as measured by the extent to which policies are adopted by other organisations 	Yes / No 50%	Continues to be delayed due to capacity - urgent work on conservation areas given a higher priority	
U1-U7	7	Overall level of satisfaction with Authority events: <ul style="list-style-type: none"> ▪ % of respondents rating the events as good/excellent (5 and 6 on 6 point scale) measured by questionnaire survey 	100%	99%	100%
U1	8	The Recreation Management Strategy is produced <ul style="list-style-type: none"> ▪ on time and in line with agreed consultation arrangements in March 2009 ▪ with a high level of support and buy in from stakeholders as measured by the extent to which policies are adopted by other organisations 	Yes/No 50%	Draft plan published in August 2008. High level of public interest and comments. General support from some key parties, objections raised by others. Further engagement with stakeholders and public needed	
U4	9	Overall level of satisfaction with Authority Education Service <ul style="list-style-type: none"> ▪ % of respondents rating the service as good/excellent (5 and 6 on 6 point scale) measured by questionnaire survey 	100%	100%	100%
U7	10	Overall level of satisfaction with service to Access Forum members: <ul style="list-style-type: none"> ▪ % of respondents rating the service as satisfied/very satisfied (4 and 5 on 5 point scale) measured by questionnaire survey 	90%	92.3%	93%
SE1	11	SDF targets: <ul style="list-style-type: none"> ▪ The number of projects supported by the SDF ▪ % of projects that will have benefits beyond the lifetime of the SDF ▪ % of projects involving significant local community benefit (i.e. more than 10 people) 	12 100% 100%	15 100% 100%	22 100% 100%