

Chief Executive's - 2005/06 Year End Out-turn

CORPORATE MEASURES - CORPORATE HEALTH

Code	Customer	CO link	2002/03 outturn	2003/04 outturn	2004/05 outturn	2005/06 Year End Actual	2005/06 target	Improving	Target met?	2006/07 target	2007/08 target	2007/08 target	High Performance	Average Performance	Low Performance	Good Performance is?
CG2	% of phone calls answered with 20 seconds	8.2	94%	94%	94%	93.3%	95%	Stable	No	95%	95%	95%	■	■	■	High
CG3	% of letters replied to within 10 working days	8.2	90%	80%	79%	94.0%	95%	Yes	No	95%	95%	95%	■	■	■	High
CG4	% of visitors seen by an officers within 10 minutes	8.2	99%	99%	98%	99.0%	100%	Stable	No	100%	100%	100%	■	■	■	High
CG5	% of visitors referred to the correct officer within a further 10 mins	8.2	99%	99%	98%	97.0%	100%	Stable	No	100%	100%	100%	■	■	■	High
CM10	% of stage 2 complaints responded to and problem solved within 10 working days	8.2	87%	72%	68%	76.0%	95%	Yes	No	95%	95%	95%	■	■	■	High
CM11	% of stage 3 complaints responded to and problem solved within 10 working days	8.2	84%	67%	55%	40.0%	95%	No	No	95%	95%	95%	■	■	■	High
COLI 60	Number of the Local Government Ombudsman complaints to the Council that resulted in maladministration	8.2	1	0	0	1	1	Stable	No	0	0	0	■	■	■	Low
Code	Staffing Indicators	CO link	2002/03 outturn	2003/04 outturn	2004/05 outturn	2005/06 Year End Actual	2005/06 target	Improving	Target met?	2006/07 target	2007/08 target	2007/08 target	High Performance	Average Performance	Low Performance	Good Performance is?
COLI 58a (amended)	% of staff turnover (including retirements, resignations, dismissals and redundancies)	8.8	New indicator for 2004/05	New indicator for 2004/05	17.75%	13.09%	16.50%	Yes	Yes	12.00%	11.50%	11.00%	■	■	■	Low
BVPI 12	Number of working days/shifts lost due to sickness absence	8.8	12.3 days	12.2days	13.5 days	12.48	12 days	Yes	No	11.5	11	10	8.78%	9.53%	10.45%	Low
CP13a	No of days lost for stress related illness divided by all full time equivalent staff	8.8	2.89 days	2.4 days	2.5 days	1.97	2.2 days	Yes	Yes	1.8	1.6	1.4	■	■	■	Low
BVPI 14	% of early retirements as a % of total workforce	8.8	0.09%	0.09%	1.07%	0.78%	0.50%	Yes	No	0.50%	0.40%	0.20%	0.25%	0.50%	0.69%	Low
BVPI 15	% of ill health retirements as a % of total workforce	8.8	0.24%	0.20%	0.22%	0.29%	0.20%	No	No	0.25%	0.20%	0.15%	0.19%	0.27%	0.33%	Low
Coli 54	% of staff surveyed who know what the council is trying to achieve.	8.7	No survey	61%	No survey	60%	63%	Stable	No	No survey	64%	No survey	■	■	■	High
Coli 55	% of staff surveyed understand how their job contributes towards the Council's objectives.	8.7	No survey	72%	No survey	66%	75%	No	No	No survey	69%	No survey	■	■	■	High
Coli 56	Staff expressing satisfaction with their jobs	8.8	No survey	69%	No survey	70%	70%	Yes	Yes	No survey	73%	No survey	■	■	■	High
Coli 57	% expressing satisfaction with the way they are managed.	8.8	No survey	61%	No survey	64%	65%	Yes	No	No survey	67%	No survey	■	■	■	High
CP14	% of staff who have had an appraisal in the past 12 months	8.8	75.00%	33.70%	73.53%	74.48%	80.00%	Yes	No	80.00%	85.00%	95.00%	■	■	■	High
CP11a	Number of RIDDOR accidents among Council staff	8.8	73	45	58	61	55	No	No	61	59	56	■	■	■	Low

Code	Equalities	CO link	2002/03 outturn	2003/04 outturn	2004/05 outturn	2005/06 Year End Actual	2005/06 target	Improving	Target met?	2006/07 target	2007/08 target	2007/08 target	High Performance	Average Performance	Low Performance	Good Performance is?
BVPI 2a	The Level of the Equality Standard for local government to which the authority conforms in respect of gender, race and disability	6.9	Level 1	Level 1	Level 1	Level 2	Level 3	Yes	No	3	4	4	■	■	■	High
BVPI 2b	Duty to promote race equality: Quality of authorities Race Equality Scheme (measured as the proportion of 19 questions to which the authority can answer yes)	6.9	40%	45%	58%	74%	74%	Yes	Yes	74%	95%	95%	84.00	69.00	57.00	High
BVPI 16b	% of economically active population in the local authority area declaring that they meet the Disability Discrimination Act 1995 definition	6.9	11.70%	11.70%	11.70%	11.70%	not set	Stable	n/a	11.70%	11.70%	11.70%	19.30%	15.52%	7.93%	n/a
BVPI 17b	% of the economically active population (aged 18-65) from ethnic minority communities in the local authority area	6.9	2.35%	2.35%	2.35%	2.35%	not set	Stable	n/a	2.35%	2.35%	2.35%	104.80%	90.00%	69.30%	n/a
BVPI 16a	% of employees with a disability	6.9	1.46%	2.21%	2.19%	1.90%	2.20%	No	No	2.10%	2.30%	2.50%	2.49%	2.08%	1.13%	Low
BVPI 11a	% of women in top 5% of earners	8.8	46.00%	45.00%	48.00%	44.00%	49.00%	No	No	45.00%	46.00%	47.00%	47.10%	41.40%	37.88%	High
BVPI 11b	% of ethnic minorities in top 5% of earners	8.8	0.70%	0.70%	0.00%	0.00%	1.00%	No	No	1.00%	2.00%	3.00%	3.84%	2.87%	0.80%	High
BVPI 11c	% of disabled staff in top 5% of earners	8.8	new for 05/06	new for 05/06	4.32%	5.72%	5.00%	Yes	Yes	6.00%	6.50%	7.00%	■	■	■	High
BVPI 17a	% of employees from ethnic minorities	6.9	1.01%	1.10%	1.23%	1.38%	1.30%	Yes	Yes	1.50%	1.75%	2.00%	5.70%	4.70%	1.20%	High
Code	Other	CO link	2002/03 outturn	2003/04 outturn	2004/05 outturn	2005/06 Year End Actual	2005/06 target	Improving	Target met?	2006/07 target	2007/08 target	2007/08 target	High Performance	Average Performance	Low Performance	Good Performance is?
Coli 59	% of BVPIs above unitary national average	8.2	53%	56%	62%	not available	66%	n/a	n/a	not set	not set	not set	■	■	■	High
COLI 85	% of registered participants satisfied with current public participation scheme	6.1	New	New	New	68	75%	n/a	No	80%	85%	90%	■	■	■	High
COLI 86	% of existing disadvantaged customer groups satisfied with current public participation scheme.	6.1	New	New	New	75%	75%	n/a	Yes	Delete	Delete	Delete	■	■	■	High

CORPORATE MEASURES - COMMUNITY SAFETY

Code	Crime	CO link	2002/03 outturn	2003/04 outturn	2004/05 outturn	2005/06 Year End Actual	2005/06 target	Improving	Target met?	2006/07 target	2007/08 target	2008/09 target	High Performance	Average Performance	Low Performance	Good Performance is?
BVPI 198	The number of problem drug mis-users in treatment per 1000 head of population aged 15-44	4.5	New indicator for 2003/04	7.81	9.84	10.45	9.22	Yes	Yes	10.87	12.29	not set	63.60	50.30	15.60	n/a
BVPI 225 (prev BV 176)	Actions Against Domestic Violence: % of 11 best practice questions to which the authority can answer yes	5.1, 4.5	n/a	n/a	New indicator for 2005/06	Actual not available to report	63.6%	n/a	n/a	tba	tba	tba	1.10	0.85	0.40	High
BVPI 226a (prev BV 177)	Total amount spent by the local authority on Advice and Guidance services provided by external organisations	8.2	n/a	n/a	New indicator for 2005/06	£370,710	£250K	n/a	No	£376,435	£380,871	£385,418	100.00	71.30	46.90	n/a
BVPI 226b (prev BV 177)	% of monies spent on Advice and Guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above	8.2	n/a	n/a	New indicator for 2005/06	52.78%	75.0%	n/a	No	53%	53%	53%	■	■	■	High
BVPI 226c	Total amount spent by the local authority on Advice and Guidance in areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public	8.2	n/a	n/a	New indicator for 2005/06	£467,063	£500K	n/a	No	£465,968	£477,618	£489,558	■	■	■	n/a
CC2	% of people feeling that York is a safe city in which to live	4.1	48%	49%	47%	50.60%	55%	Yes	No	58%	62%	64%	■	■	■	High
CD3	Average number of people attending Ward Committee meetings	6.1	36	40	27.7	30.1	37	Yes	No	33	35	37	■	■	■	High
CG12	% of people who feel the Council keeps them informed	8.1	63%	61%	53%	50%	56%	No	No	53%	56%	59%	■	■	■	High
CG13	% of people surveyed satisfied with the amount of information provided by the Council	8.1	72%	63%	46%	46%	49%	Stable	No	52%	55%	58%	■	■	■	High
Coli 15	% of York residents concerned about vandalism	4.1, 4.2	58%	68%	68%	45%	61%	Yes	Yes	43%	41%	40%	■	■	■	Low
Coli 16	% York residents concerned about speeding	4.1, 4.2	61%	69%	73%	62%	69%	Yes	Yes	60%	59%	54%	■	■	■	Low
Coli 22	% of people concerned about young people causing a nuisance	4.3	46%	61%	67%	53%	58%	Yes	Yes	49%	45%	4%	■	■	■	Low
Coli 28	% of residents willing to report crime and anti-social behaviour.	4.1	60%	55%	57%	76.30%	63%	Yes	Yes	78%	80%	81%	■	■	■	High
Coli 29	% of people concerned about going out alone in York.	4.1	34%	30%	27%	25%	25%	Yes	Yes	24%	20%	19%	■	■	■	Low
Coli 30	% of people concerned about leaving the house empty	4.1	52%	60%	55%	44%	51%	Yes	Yes	42%	40%	35%	■	■	■	Low
Coli 32	Number of criminal damage cases in the York area recorded by police	4.2	4432	5188	4568	4381	4300	Yes	No	4212	4034	not set	■	■	■	High
Coli 40	Number of people participating in ward committee decisions each year	6.1	7129	4935	3554	4858	370	Yes	Yes	4200 per LAA	4500 per LAA	4800 per LAA	■	■	■	High

Code	Crime	CO link	2002/03 outturn	2003/04 outturn	2004/05 outturn	2005/06 Year End Actual	2005/06 target	Improving	Target met?	2006/07 target	2007/08 target	2008/09 target	High Performance	Average Performance	Low Performance	Good Performance is?
Coli 53	% of residents who feel that the council takes their views into consideration when making decisions which affect them.	8.1	33%	32%	25%	29%	28%	Yes	Yes	30%	33%	36%	■	■	■	High
BVPI 126	Domestic burglaries per 1000 households	4.6	27.1	28.9	13.64	13.08	22.61	Yes	Yes	22	21.3	not set	100.00	15.58	17.85	Low
BVPI 127a (amended)	Violent crime per 1,000 population	4	New indicator for 2004/05	New indicator for 2004/05	23.5	21.97	17.79	Yes	No	19.03	17.9	not set	4.99	11.3	14.35	Low
BVPI 127b (amended)	Robberies per 1,000 population	4.3	New indicator for 2004/05	New indicator for 2004/05	0.93	0.67	not set	Yes	n/a	0.99	0.98	not set	8.56	13.62	17.76	Low
BVPI 128	Number of vehicle crimes per 1000 population	4.6	23.3	23.8	14.93	16.65	18.7	No	Yes	16.65	15.00	not set	12.63	16.41	17.6	Low
COLI 32	Number of criminal damage cases in the York area recorded by police	4.2	4435	5186	4568	4381	4300	Yes	Yes	4212	4034	not set	■	■	■	High
BVPI 174	The number of racial incidents reported to the authority and subsequently recorded, per 100,000 population	4.2	12.10	23.00	24.03	25.95	n/a	Yes	n/a	n/a	n/a	n/a	■	■	■	n/a
BVPI 175	The percentage of racial incidents reported to the authority that resulted in further action	4.2	100%	100%	100%	100%	100%	Stable	Yes	100%	100%	100%	■	■	■	High
Code	Young Offenders	CO link	2002/03 outturn	2003/04 outturn	2004/05 outturn	2005/06 Year End	2005/06 target	Improving	Target met?	2006/07 target	2007/08 target	2007/08 target	High Performance	Average Performance	Low Performance	Good Performance is?
COLI 21	The average number of offences committed by persistent young offenders (PYO)	4.3	3.9 offences per PYO	4.3 offences per PYO	3.2 offences per PYO	2.8 offences per PYO	3.1 offences per PYO	Yes	Yes	Not set	2.8 offences per PYO	not set	■	■	■	Low
COLI 25	Young Offenders: % of asset assessment completed	4.3	82%	90%	93.70%	95.80%	100%	Yes	No	93.7%	95.8%	100.0%	■	■	■	High
COLI 26	% of Young offenders aged 10-17 who are supervised by YOT in training and jobs.	4.3	73%	73%	71.30%	57%	90%	No	No	90%	90%	90%	■	■	■	High
COLI 64	% of York's young offenders who re-offend	4.3	34.4%	34%	42%	46.6%	23.8%	No	No	not set	34.60%	not set	■	■	■	Low

Chief Executive's - 2005/06 Year End Out-turn

DIRECTORATE MEASURES - CORPORATE HEALTH

Code	Customer	CO link	2002/03 outturn	2003/04 outturn	2004/05 outturn	2005/06 Year End Actual	2005/06 target	Improving	Target met?	2006/07 target	2007/08 target	2007/08 target	High Performance	Average Performance	Low Performance	Good Performance is?
CG2	% of phone calls answered with 20 seconds	8.2	97%	98%	97%	97%	95%	Stable	Yes	95%	95%	95%	■	■	■	High
CG3	% of letters replied to within 10 working days	8.2	99%	99%	99%	98%	95%	Stable	Yes	95%	95%	95%	■	■	■	High
CG4	% of visitors seen by an officers within 10 minutes	8.2	100%	100%	100%	100%	100%	Stable	Yes	100%	100%	100%	■	■	■	High
CG5	% of visitors referred to the correct officer within a further 10 mins	8.2	100%	99%	98%	99%	100%	Stable	No	100%	100%	100%	■	■	■	High
CM10	% of stage 2 complaints responded to and problem solved within 10 working days	8.2	n/a	n/a	n/a	100%	95%	Stable	Yes	95%	95%	95%	■	■	■	High
CM11	% of stage 3 complaints responded to and problem solved within 10 working days	8.2	n/a	n/a	100%	0%	95%	Stable	n/a	95%	95%	95%	■	■	■	High
Code	Staffing Indicators	CO link	2002/03 outturn	2003/04 outturn	2004/05 outturn	2005/06 Year End Actual	2005/06 target	Improving	Target met?	2006/07 target	2007/08 target	2007/08 target	High Performance	Average Performance	Low Performance	Good Performance is?
COLI 58a (amended)	% of staff turnover (including retirements, resignations, dismissals and redundancies)	8.8	New indicator for 2004/05	New indicator for 2004/05	18.13%	16.80%	16.50%	Yes	No	12.00%	11.50%	11.00%	■	■	■	Low
BVPI 12	Number of working days/shifts lost due to sickness absence	8.8	n/a	n/a	8.82	8.98	8	Stable	No	<8	<8	<8	8.78%	9.53%	10.45%	Low
CP13a	No of days lost for stress related illness divided by all full time equivalent staff	8.8	n/a	n/a	1.68 days	0.45 days	2.2 days	Yes	Yes	<1.5	<1.5	<1.5	■	■	■	Low
CP14	% staff who have had an appraisal in the past 12 months	8.8	96%	89%	77%	45%	80%	No	No	100%	100%	100%	■	■	■	High
Coli 54	% of staff surveyed who know what the council is trying to achieve.	8.7	No survey	55%	No survey	64%	63%	Yes	Yes	No survey	66%	No survey	■	■	■	High
Coli 55	% of staff surveyed understand how their job contributes towards the Council's objectives.	8.7	No survey	77%	No survey	75%	75%	Stable	Yes	No survey	78%	No survey	■	■	■	High
Coli 56	Staff expressing satisfaction with their jobs	8.8	No survey	64%	No survey	57%	70%	No	No	No survey	73%	No survey	■	■	■	High
Coli 57	% expressing satisfaction with the way they are managed.	8.8	No survey	n/a	No survey	n/a	65%	n/a	n/a	No survey	67%	No survey	■	■	■	High

Code	Other Measures	CO link	2002/03 outturn	2003/04 outturn	2004/05 outturn	2005/06 Year End Actual	2005/06 target	Improving	Target met?	2006/07 target	2007/08 target	2007/08 target	High Performance	Average Performance	Low Performance	Good Performance is?
PI 1 (CP11a)	Health & Safety - RIDDORS reported (CEX)	8.8	n/a	1	0	0	0	Stable	Yes	0	0	0	■	■	■	Low
n/a	Number of workplace inspections carried out	8	n/a	n/a	n/a	57%	100%	n/a	No	100%	100%	100%	■	■	■	High
n/a	Actual against budgeted spend	8	n/a	97.80%	98.10%	98.40%	<100%	Yes	Yes	<100%	<100%	<100%	■	■	■	Low
BVPI 8	% of invoices for commercial goods and services that where paid by the authority within 30 days of such invoices being received by the authority.	8.6	92%av.	87%av.	86%av.	88%av.	95%	No	No	95%	96%	96%	93.30%	88.48%	87.07%	High