

Economic Development

Customer based improvement												
PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
C1: Customer satisfaction response at Future Prospects.	98%	98%	98%	98%	Q1 08/09 98%	Stable Q1 07/08 98%	Twice Yearly		98%		97%	97%
											Current	✓
VJ3: % of residents using Future Prospects' services that obtain jobs or enter training	21.00%	25.50%	43.19%	30%	N/A	N/A	Twice Yearly				35%	40%
											Current	
VJ15a: York's unemployment rate below the regional rate	1.5% below	1.5% below	1.5% below	1.5% below	Q1 08/09 1.44% below	No Q1 07/08 1.5% below	Quarterly	1.44% below			1.5% below	1.5% below
											Current	✗
VJ 15b: York's unemployment rate below the national rate	1.25% below	1.2% below	1.1% below	1% below	Q1 08/09 1.05% below	No Q1 07/08 1.2% below	Quarterly	1.05% below			1% below	1% below
											Current	✓
VJ15d: balance of firms where turnover has grown rather than fallen	16.10%	17.10%	21.10%	20%	Q1 08/09 11.4%	No Q1 07/08 21.8%	Quarterly	11.4%			20%	20%
											Current	✗
VJ15c: (business confidence) balance of firms expecting turnover to rise in the future rather than fall	29.60%	26.00%	28.10%	20%	Q1 08/09 18.2%	No Q1 07/08 32.3%	Quarterly	18.2%			20%	20%
											Current	✗
C1b: Correspondence replied to within 10 days in Economic Development	100% (2/2)	100% (4/4)	N/A (0/0)	95%	Q1 08/09 100%	Not Comparable	Replied	0	0	1	95%	95%
							Received	0	0	1		

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	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
					(1/1)		Total	N/A	N/A	100%		
											Current	✓
Telephone calls are answered within customer first standards across Economic Development	88.36%	93.23% (18780/ 20143)	94.57% (22141/ 23412)	95%	Q1 08/09 92.40%	No Q1 07/08 95.37%	Answered	3829			95%	95%
							Received	4144				
							Quarterly	92.40%				
											Current	✘
NPI 166: Average earnings of employees in the area (ratio York:England)	New PI	New PI	New PI	0.98:1	N/A	N/A	Annual				0.99:1	1:1
											Current	
Process based improvement												
PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
P1: Compliance with contract requirements and audits	100%	100%	100%	100%	N/A	N/A	Annual				100%	100%
											Current	
Invoices paid within 30 days in EDP	New Indicator	New Indicator	94.64% (1289/ 1362)	95%	Q1 08/09 91.86% 158/172	No Q1 07/08 97.62%	Paid	49	49	60	95%	95%
							Received	51	55	66		
							Monthly	96.08%	89.09%	90.91%		
											Current	✘
Resource based improvement												
PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
Percentage of staff in EDU appraised in the last 12 months	75.61%	94.37%	92.22%	100%	N/A	N/A	Annual				100%	100%
											Current	
Number of staff days lost to sickness (and stress) across EDU (days/fulltime)	14.01 days	14.85 days	8.52 days	<8 days	Q1 08/09 1.37 days	Yes Q1 07/08 2.79 days	Quarterly	1.37 days			<8 days	<8 days

PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets		
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11	
											Current	✓	
Number of Days lost for stress related illness across Economic Development and Partnerships	-	8.04%	4.17% (0.36 days)	<2 days	Q1 08/09 0.13 days	Yes Q1 07/08 0.35 days	Quarterly	0.13 days (9.44% sick days taken)			<2 days	<2 days	
											Current	✓	
% of staff expressing satisfaction with their job (AD level)	60%	N/A	89%	89%	N/A	N/A	Annual (every 18 months)				N/A	80%	
											Current		
Not on the service plan													
PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets		
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11	
VJ8c: The number of annual jobs created through First Stop York	9561 jobs	9, 970 jobs	10646	11,000	N/A	N/A	Annual				11000	11000	
											Current		
CCP3: Percentage of stall take ups in Newgate Market	65.33%	71.93%	68.34%	70.00%	70.00%	No Q1 07/08 72.63%	Monthly	68.86%	71.50%	70.00%	74.00%	75.00%	
											Current	✓	
NPI 6 Participation in regular volunteering	New PI	New PI	19.00%	20.00%	N/A	N/A	Annual				20.00%	23.00%	
	This indicator has to be officially reported on a bi-annual basis though CYC will collect it on an annula basis.										Current		
NPI 7: Environement for a thriving third sector	New PI	New PI	22.00%	23.40%	N/A	N/A	Annual				24.80%	26.10%	
	This indicator has to be officially reported on a bi-annual basis though CYC will collect it on an annula basis.										Current		
NPI 35: Building resilience to violent extremism	New PI	New PI	New PI	Reporting not yet known - currently under development and waiting fot further guidnace									

PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
											Current	
NPI 116: Proportion of children in poverty	New PI	New PI	New PI	N/A	N/A	N/A	Annual				2008/09 will set the baseline	2008/09 will set the baseline
											Current	
NPI 151: Overall employment rate	New PI	New PI	New PI	2008/09 will set the baseline	Q1 08/09 82.34%	Not comparable	Quarterly		82.34%		2008/09 will set the baseline	2008/09 will set the baseline
											Current	
NPI 152: Working age people on out of work benefits	New PI	New PI	7.40%	7.10%	N/A	N/A	Quarterly				6.80%	6.40%
											Current	
NPI 163: Working age population qualified to at least Level 2 or higher	New PI	New PI	73.30%	75.80%	N/A	N/A	Annual				78.30%	81.00%
											Current	
NPI 164: Working age population qualified to at least Level 3 or higher	New PI	New PI	53.90%	56.00%	N/A	N/A	Annual				58.00%	60.00%
											Current	
NPI 165: Working age population qualified to at least Level 4 or higher	New PI	New PI	33.80%	34.80%	N/A	N/A	Annual				35.80%	36.80%
											Current	
NPI 171: VAT registration rate	New PI	New PI	New PI	Set Autumn 08	N/A	N/A	Annual				Set Autumn 08	Set Autumn 08
											Current	

PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
NPI 172: VAT registered businesses in the area showing growth	New PI	New PI	New PI	2008/09 will set the baseline	N/A	N/A	Annual				2008/09 will set the baseline	2008/09 will set the baseline
											Current	
NPI 174: Skills gaps in the current workforce reported by employers	New PI	New PI	New PI	N/A	N/A	N/A	Annual				2008/09 will set the baseline	N/A
	This indicator has to be officially reported on a bi-annual basis though CYC will collect it on an annual basis.										Current	
EDE 1.4: Maintain percentage difference between York and regional median and 25% percentile figures for residents pay in York (av. Gross weekly earnings).	New PI	New PI	71.9% (average 2002-2007)	72% (average 2006-2008)	N/A	N/A	Annual				72% (average 2007-2009)	72% (average 2008-20010)
											Current	
VJ7ai: Number of jobs created through Science City York	135	190	250	250	N/A	N/A	Annual				400	450
											Current	
C7: VJ7c: Number of science based start-ups/new businesses generated through Science City York	9	9	19	20	N/A	N/A	Annual				15	15
											Current	
VJ8a: increase average visitor length of stay by 1% annually.	7.5% (3.28 nights)	0.91% (3.31 nights)	19.34% increase (3.95 nights)	1% increase (3.99 nights)	N/A	N/A	Annual				1% increase	1% increase
											Current	
C8: VJ8b: visitor spend assessed through economic impact modelling	£311.8m	£332.9m	£363.6m	1% increase (£367.2m)	N/A	N/A	Annual				£343.7m	£360.9m
											Current	