

Chief Executive's - BVPIs and Local Indicators - Corporate Measures

Key:

↗	↔	↘	n/a
Improving	Stable	Declining	No result

Resident satisfaction (Corporate)

Indicator code	Description	2006/07 Year End Actual	2006/07 Qtr 1	2007/08 Qtr 1	2007/08 target	Good Performance is?	Performance Compared to Previous Year	Direction of Improvement
BVPI 3	% of citizens satisfied with the overall service provided by their authority.	44% (Res Ops)	48% (Talkabout)	59% (Talkabout)	47% (Res Ops)	High	Improving	↗

Note: The above results are taken from Talkabout. These results are not directly comparable with the Residents Opinion Survey as there is a difference in survey techniques and audiences for the surveys. However, the Talkabout opinions which are sought three times per year help to gauge public perception mid year. The results, however, tend to be more positive than the Residents Opinion Survey results.

Promoting equalities (Corporate)

Indicator code	Description	2006/07 Year End Actual	2006/07 Qtr 1	2007/08 Qtr 1	2007/08 target	Good Performance is?	Performance Compared to Previous Year	Direction of Improvement
BVPI 2a	The level of the Equality Standard for local government to which the authority conforms in respect of gender, race and disability	2	2	2	3	High	Stable	↔
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)	74%	74%	74%	79%	High	Stable	↔

Staff health, well-being and turnover (Corporate)

Indicator code	Description	2006/07 Year End Actual	2006/07 Qtr 1	2007/08 Qtr 1	2007/08 target	Good Performance is?	Performance Compared to Previous Year	Direction of Improvement
BVPI 12	Number of working days/shifts lost due to sickness absence	12.91 days	2.81	2.82	12	Low	Stable	↔
CP13a	No of days lost for stress related illness divided by all full time equivalent staff	2.34 days	0.54	0.55	2.0	Low	Stable	↔
Coli 58a	% of staff turnover (including retirements, resignations, dismissals and redundancies)	12.02%	2.32%	2.75%	11.50%	Low	Stable	↔
CP11a	Number of RIDDOR accidents among Council staff	62	16	23	59	n/a	Declining	↘