Econmic Development

SP Holder EMAP City Strategy

Customer based improvement	Previous	Outturns	2006/07		Билания		Q1		Q2			Q3			Q4			Future	Targets
PI code and description	04/05	05/06	Target	Actual	Frequency	Α	M	J	J	Α	S	0	N	D	J	F	М	07/08	08/09
C1: Customer satisfaction response at Future Prospects.	98%	98%	97%	98%	Twice Yearly		98%						98.00%					97%	97%
Comments (please date and initial comments)																		Current	√
C2: VJ15a: York's unemployment rate below the regional rate	1.5% below 1.5% be										,	1.5% below	1.5% below						
Comments (please date and initial comments)																		Current	✓
C3: VJ 15b: York's unemployment rate below the national rate	1.2% below	1.25% below	1%	1.2% below	Quarterly		1.2% below 1.2% below 1.2% below 1.2% below						,	1% below	1% below				
Comments (please date and initial comments)																		Current	✓
C4: VJ15d: balance of firms where turnover has grown rather than fallen	23.50%	16.10%	16%	17.10%	Quarterly	12.0%			15.20%		19.90%			21.20%			18%	20%	
Comments (please date and initial comments)																		Current	✓
C5: VJ15c: (business confidence) balance of firms expecting turnover to rise in the future rather than fall	35.50%	29.60%	15%	26%	Quarterly		21.1% 24% 29.00%						30.20%			18%	20%		
Comments (please date and initial comments)																		Current	✓
C7: VJ7c: Number of science based start-ups generated through Science City York	24	9	18		Annual	Information not available until July											18	20	
Comments (please date and initial comments)																		Current	N/A
VJ8a: increase average visitor length of stay by 1% annually.	New PI	7.5% (3.28 nights)	1%		Annual	Information not available until the end of June									1%	1%			
Comments (please date and initial comments)																		Current	N/A
C8: VJ8b: visitor spend assessed through economic impact modelling	£283.6 (2004/ 05)	£311.8m	£311.8m		Annual		Information not available until the end of June									£327.4m	£343.7m		
Comments (please date and initial comments)																		Current	N/A
C9: VJ3: % of residents using Future Prospects' services that obtain jobs or enter training	20.50%	21.00%	18%	25.50%	Twice Yearly		22.32%							18%	18%				
Comments (please date and initial comments)							<u> </u>							Current	✓				
C11: VJ9e: number of new business starts	202	140	141	164	Quarterly		32 74					22			36			155	171
Comments (please date and initial comments)																		Current	✓
Talankan and a superior and a state in a second and the second as state in a second and the seco	New PI	New PI		93.23%	Answered		2701			3552			4254			8273			
Telephone calls are answered within customer first standards			95%	(18780/	Received		2997		3931			4558				8657		95%	95%
			1	20143)	Total		90.12%			90.36%			93.33%			95.56%		4	1

March Marc		Previous	Outturns	2006/07		T_	. Q1			Q2			Q3				Q4	Future	Targets	
Nemonic figures designed so within 1 rough grows 2	PI code and description					Frequency	Α		J	J		S	0		D	J		M		
Performance	Correspondance replied to within 10 days	New PI		95%		Monthly									0/0	0/0		95%	95%	
Comment please data and initial comments Paragram	Comments (please date and initial comments)																		Current	✓
This part This	Process based improvement																			
Maintane Susset data and initial comments Maintane Susset dat	PI code and description				Frequency															
Part	Comments (please date and initial comments)	04/00	00/00	raigot	riotaai		A W J						O N D			J I IVI				
Commonity Comm																				14/71
Comments (please date and initial comments) Augus Comments (please date and initial comments) Comments (ple	·				6/07	Eroguenov		Q1 Q2 Q3 Q4											Future	Targets
Percentage of the provided in the last 12 0.4065 0.506 Target Actual Prequency A M J J A S O N D J F M 0.708 0.6069	· ·	04/05	05/06	Target	Actual	Frequency	A M J			J A S			O N D			J F M				
Produce and description Provide and desc	Comments (please date and initial comments)																		Current	N/A
Comments (please date and initial comments) Comments (please dat	Staff based improvement																			
Comments (please date and initial comments)	PI code and description					Frequency	Α		J	J		S	0		D	J		M		
2. Number of staff days lost to sickness (and class) and old sys of the comments (please date and initial comments) Comments (please date and initial comme	Percentage of staff in EDU appraised in the last 12 months	-	75.61%	100%	94.37%	Annual		94.37% (67/71)								100%	100%			
2. Not target lilines as a % of sickness (and comments)	Comments (please date and initial comments)																		Current	×
Age lost for stress related illness as a % of sickness greated interest (please date and initial comments) Comments (please date and initial comments) Com	S2: Number of staff days lost to sickness (and stress) across EDU (days/fulltime)	-		12 days		Quarterly	3.98 days			3.37 days			3.31 days			4.46 days			11 days	10 days
Age lost for stress related illness as a % of sickness greated interess related illness as a % of sickness greated interess related illness as a % of sickness greated interess greated interest (please date and initial comments) Comments (please date and initial comments)	Comments (please date and initial comments)																		Current	×
Dased Dase																				
4. % of staff expressing satisfaction with their job (Dilevel) Comments (please date and initial comments) All Seving Indicators not on the Service Plan Bode and description CP2: Number of city centre events (including event arkets) organised by City of York Council annually CP3: Percentage of stall take ups in Newgate arket Arket Comments (please date and initial comments) Description Comments (please date and initial comments) CP3: Percentage of stall take ups in Newgate arket Arket Comments (please date and initial comments) Comments (plea	Days lost for stress related illness as a % of sickness days taken	-			8.04%	Quarterly	26.25%			28.27%			22.22%			0%				
Comments (please date and initial comments) Symmetric Symmet	Comments (please date and initial comments)			-		_	_						_			_			Current	N/A
Addicators not on the Service Plan Code and description	S4: % of staff expressing satisfaction with their job (AD level)			95%	N/A			Not taken in 06/07. The next survey and results will be in 2007/08								95%	95%			
Code and description Previous Outlums 2006/07 Prequency A M J J A S O N D J F M 07/08 08/09	Comments (please date and initial comments)																		Current	N/A
Code and description Previous Outlums 2006/07 Prequency A M J J A S O N D J F M 07/08 08/09	Indicators not on the Service Plan																			
CP2: Number of city centre events (including event arkets) organised by City of York Council annually 31	PI code and description					Frequency														
Annual 31 34 31 40 Annual	Trocae and accomplion	04/05	05/06	Target	Actual	Troquericy	Α	M	J	J	Α	S	0	N	D	J	F	M	07/08	08/09
CP3: Percentage of stall take ups in Newgate arket	CCP2: Number of city centre events (including event markets) organised by City of York Council annually	31	34	31	40	Annual		40							30	30				
Arket 73.00% 65.33% 74.00% 71.93% Monthly 60.00% 70.80% 75.11% 74.66% 73.00% 78.53% 74.31% 79.92% 80.00% 60% 63% 72% 75.00% 75.0	Comments (please date and initial comments)																		Current	✓
Spa: Number of new customers using the Business 1,161 1,417 1,500 1,351 Quarterly 425 235 224 467 1,540 1,600	CCP3: Percentage of stall take ups in Newgate Market	73.00%	65.33%	74.00%	71.93%	Monthly	60.00%	70.80%	75.11%	74.66%	73.00%	78.53%	74.31%	79.92%	80.00%	60%	63%	72%	75.00%	75.00%
Comments (please date and initial comments) Comments (please date and initial comments) Current ×	Comments (please date and initial comments)																		Current	×
J15e: Maintain a positive York Business Survey oving average employment figure 8.60% 12.70% 3% 8.40% Quarterly 10.00% 8.50% 8.70% 6.50% 4% 5%	VJ9a: Number of new customers using the Business Advice Centre at 4 Fishergate	1,161	1,417	1,500	1,351	Quarterly	425			235			224			467			1,540	1,600
oving average employment figure 8.60% 12.70% 3% 8.40% Quarterry 10.00% 8.50% 8.70% 6.70% 6.50% 4% 5%	Comments (please date and initial comments)									1									Current	×
Comments (please date and initial comments) Current ✓	VJ15e: Maintain a positive York Business Survey moving average employment figure	8.60%	12.70%	3%	8.40%	Quarterly	10.00%			8.50%			8.70%			6.50%			4%	5%
	Comments (please date and initial comments)									1									Current	✓