

ANNUAL PERFORMANCE REPORT 2013

Part B

Performance Data Dashboards

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Introduction

In order to measure our progress against our priority outcomes, we are tracking a number of key performance measures for each of the outcomes. These are summarised in a set of theme dashboards with ratings that show how our performance compares with other areas where known, whether we have seen any improvement in performance since the previous year and whether we have achieved any target set for that outcome.

As well as this annual report we also publish theme dashboards on our website on a quarterly basis so that our overall performance progress is transparent.

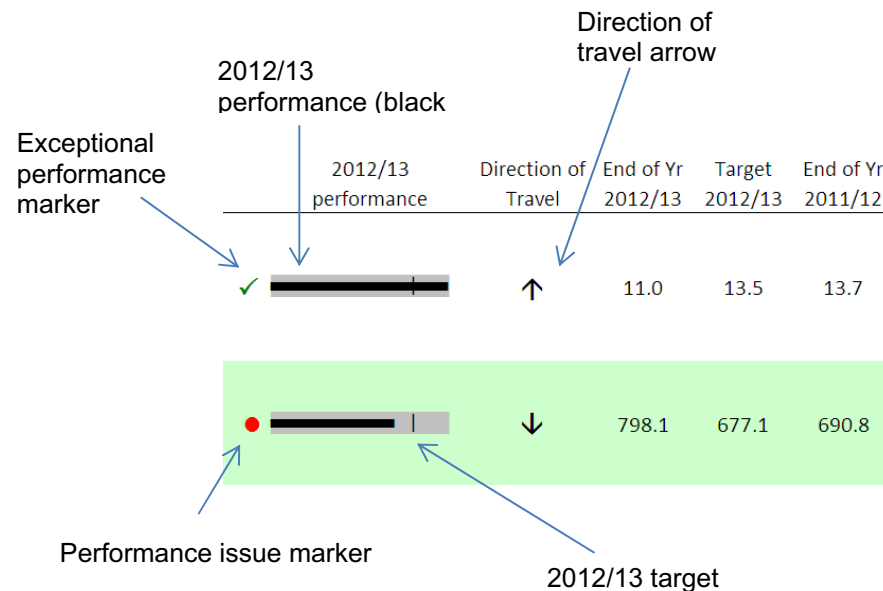
Overall the report shows continued good progress by the County Council and partners in delivering on local outcome priorities. We have seen improvement on 74 indicators (57%) out of the 131 reportable indicators this year – with around 33 (25%) showing similar performance levels.

Comparative analysis shows that Leicestershire continues to be one of the top performing areas in the Country with a number of top performing services. More information on service performance and progress is set out in the individual theme sections of the report.

Explanation of Performance Indicator Dashboards

The performance dashboards set out year end results for a number of the performance indicators (PIs) that are used to help us monitor whether we are achieving our priority outcomes. These outcomes have been identified with our partners, as part of the Sustainable Community Strategy or general service planning. Many indicators relate to more than one theme, but in this report, each indicator has been assigned to just one theme. Where relevant, the performance sections show 2012/13 year end outturn against performance targets or indicators (where applicable), together with comparative performance information where available and commentary on performance. Where it is available, the dashboards indicate which quartile Leicestershire's performance falls into. The 1st quartile is defined as performance that falls within the top 25% of relevant comparators. The 4th quartile is defined as performance that falls within the bottom 25% of relevant comparators. Each dashboard uses different comparator groups and these are explained at the bottom of each dashboard. The polarity column indicates whether a high or low figure represents good performance.

The report uses performance dashboards for each theme to display performance data so that important information and risks can be identified more readily. A dashboard is a visual display of the most important information so that it can be monitored at a glance. The report uses 'bullet charts' to display performance against targets as shown below.



The vertical black line shows our target for 2012/13 (or the 2011/12 result where no target has been set).

- The black bar shows our end of year figure for 2012/13. Where the black bar extends beyond the vertical line, the target has been met.
- A red circle indicates a performance issue.
- A green tick indicates exceptional performance.
- The direction of travel arrows indicate an improvement or deterioration in performance compared to the previous result.

Economic

Description	2012/13 performance	Direction of Travel	End of Yr 2012/13	Target 2020	End of Yr 2011/12	Commentary	Quartile position [#]	Polarity
Private Sector Growth								
Productivity and competitiveness (GVA per head)		↑	£ 19,032	£23,500*	£ 18,837	Figures relate to 2011 and 2010.*	2nd	High
Number of new enterprises per 10,000 population		↑	64.2	67.7	55.1	Figures relate to 2011 and 2010.	67.7 [#]	High
% self-employed	✓	↑	10.4%	9.7%	10.1%	Target achieved, better than national average	9.7% [#]	High
3 year business survival rates		↓	62.4%	70.0%	65.90%	Figures relate to 2011 and 2010.	2nd	High
% of local businesses report increased turnover		↑	43%	50%	40.0%		N/A	High
% of local businesses report increased profits		↑	35%	40%	34.0%		N/A	High
% of businesses reporting problems with access to finance		↑	15%	12%	21%		N/A	Low
Tourism								
Visitor numbers in the county			N/A	N/A	20.9m	Data for 2012/13 should be available by November	N/A	High
Economic impact value of tourism			N/A	£983m	£911m	Target is for 2016. Tourism is the second fastest growing industry.	N/A	High
Labour Market - Skills and Worklessness								
% of working age population with at least NVQ2 level qualifications	✓	↑	72.7%	75%	71.4%	Equivalent to 5 GCSEs at A* to C - considered labour market entry qualification. Nat Avg 71.8%	2nd	High
% of working age population with at least NVQ3 level qualifications+		↑	54.7%	N/A	53.8%	Latest data shows an improvement.	2nd	High
% of working age population with at least NVQ4 level qualifications		↑	30.4%	35%	29.8%	Latest data shows an improvement.	3rd	High
% of businesses reporting skills shortages		↓	22%	18%	21%	Through the skills needs assessment the LLEP has identified key sectors where there are skills shortages. Plans to encourage increasing skills in these areas are being identified.	N/A	Low
Unemployment rate (JSA claimant count)	✓	↑	2%*	2.5%	2.5%	This is the lowest rate for four years (June 2013)	2nd	Low

Economic

Description	2012/13 performance	Direction of Travel	End of Yr 2012/13	Target 2020	End of Yr 2011/12	Commentary	Quartile position [#]	Polarity
Employment rate		↓	74.4%	75%	74.8%	Of the 88,800 economically inactive we know that 16.4% want a job and 83.6% does not; 22.4% are students; 25.2% are looking after home/family; 18.8% are long term sick and 21.8% are retired.	71.1% [#]	High
Unfilled jobcentre vacancies (numbers)		↓	6,103	N/A	4620	There are 1.3 JSA claimants per unfilled job centre vacancy.		Low
Infrastructure (see separate Transport dashboard)								
% of population with access to high speed broadband		↑	67.9%	75%	50%	These are indicative figures from national sources.	3rd	High
Housing								
Net additional homes provided		↓	1,836	N/A	2,045		N/A	High
Number of affordable homes delivered		↓	386	N/A	548		N/A	High
Number of affordable homes delivered on Rural Exception Sites		↑	19	19	0	Target is for 2012/13. These include Sapcote (Blaby DC) 9 rent + 3 Shared Ownership and Somerby (Melton BC) 5 rent + 2 Rent to Home Buy.	N/A	High

Notes

Comparators are other county council areas unless marked (#) as comparison against the national average

* This is the latest data available, June 2013

Transport

Description	2012/13 performance	Direction of Travel	End of Yr 2012/13	Target 2012/13	End of Yr 2011/12	Commentary	Comparative position - quartile	Polarity
Total casualties on our roads.	✓	↑	1,878	2,089	1,964	Continuous year-on-year reductions since baseline year.	N/A	Low
People killed or seriously injured in road traffic accidents	✓	↑	196	237	237	Demonstrating a trend of improved performance since the baseline year. Top quartile based on 2009-11 comparative data (LG Inform)	1st	Low
% of the classified road network (A, B and C class roads) where structural maintenance should be considered (SCANNER)	✓	→	5%	6%	5%	Top quartile based on 2011/12 comparative data (LG Inform)	1st	Low
Average vehicle speeds during the weekday morning peak (7am-10am) on locally managed 'A' roads in Leicestershire (mph)		→	31.3	30.8	31.4	Latest data is for period 2011/12, previous data is for period 2010/11 - target is for 2016. Continuing to target congestion hotspots through various schemes and initiatives	N/A	Low
Total CO2 emissions in the local authority area originating from road transport (DECC) (kilotonnes).	✓	↑	1,824	1,867	1,853	Latest data is for period 2011, previous data is for period 2010. Target is for 2011	N/A	Low
Carbon emissions from County Council Roads (Exc. Motorways) (ktonnes)	✓	↑	1,103	1,134	1,123	Latest data is for period 2011, previous data is for period 2010 - Target is for 2011	N/A	Low
Overall satisfaction with transport and highway services		↓	57.1%	N/A	59.5%	We have the highest overall customer satisfaction rating compared to all other County Councils taking part in the survey.	1st	High
% of network gritted		→	45%	45%	45%	We expect to grit all of our priority routes 1 and 2 (which cover 45% of the network).		High
% of the street lighting network with part night lighting		↑	27.3%	58.8%	22.1%		N/A	High

Notes

Comparators are other county areas

Much of the transport data has a long time lag

Public Health

Description	2012/13 performance	Direction of Travel	End of Yr 2012/13	Target 2012/13	End of Yr 2011/12	Commentary	Comparative position - quartile	Polarity
Life Expectancy – Males (Leics)		↑	79.8	79.71	79.7	Latest data is for the period 2009-11. Males in Leicestershire can expect to live 0.9 years longer than the average for England.	2nd (Eng.)	High
Life Expectancy – Females (Leics)	✓	↑	84.1	82.97	83.5	Latest data is for the period 2009-11. Females in Leicestershire can expect to live 1.2 years longer than the average for England.	1st (Eng.)	High
Slope Index of Inequalities – Males (Leics)		↓	6.2	5.8	5.8	The gap in life expectancy between the best-off and worst-off males in Leicestershire for 2006-10 is 6.2 years. This is significantly better than the median gap in life expectancy for all upper tier local authorities in England (8.9 years).	1st	Low
Slope Index of Inequalities – Females (Leics)		↓	5.7	4.8	4.9	The gap in life expectancy between the best-off and worst-off females in Leicestershire for 2006-10 is 5.7 years. This is not significantly different to the median gap in life expectancy for all upper tier local authorities in England (5.9 years).	3rd	Low
CVD Mortality (per 100,000 population) (Health Profiles)		↑	52.3	57.1	54.3	Latest data is for the period 2009-11.	2nd (Eng.)	Low
Cancer Mortality (per 100,000 population) (Health Profiles)		↑	99.4	94.6	100.8	Latest data is for the period 2009-11.	2nd (Eng.)	Low
Self reported smoking quitters aged 16 or over per 100,000 pop (LCR)		↓	915	913	946	Leicestershire County and Rutland have met their challenging 4 week smoking quitter targets.		High
Rate of hospital admissions for alcohol related harm (per 100,000 population - Leics)		↓	1,488	1,638	1,374	Leicestershire remains top quartile. Target set to minimise the rate of increase in admissions, which is a national trend.	1st (Eng.)	Low
Proportion who successfully completed drug treatment and did not represent (all treatment)		↑	9.8%	10%	7%	Data presented is from 1st July 2012 to 30th June 2013. Successful completions and non representations of opiates have risen slightly by 1.3% whilst non opiates have fallen by 5.9%. Overall there is an improvement in performance in line with national trends.		High

Public Health

Description	2012/13 performance	Direction of Travel	End of Yr 2012/13	Target 2012/13	End of Yr 2011/12	Commentary	Comparative position - quartile	Polarity
Obesity in primary school age children in Reception (Leics)		↓	8.24%	8.05%	7.10%	Latest data is 2011/12 academic year. Slight decline in performance reflects a national trend towards increasing child obesity.	2nd (Eng.)	Low
Obesity in primary school age children in Year 6 (Leics)		↓	16.16%	15.35%	14.97%	Latest data is 2011/12 academic year. Slight decline in performance reflects a national trend towards increasing child obesity.	2nd (Eng.)	Low
Percentage of Leicestershire population (16+) participating in one or more sports a week for 30 minutes or more.	✓	↑	37.40%	>35.1%	32.10%	Data relates to the 2011/12 Active People Survey. Performance is greater than the previous highest result of 35.1% in the 2005/06 survey.		High
Smoking at time of delivery (LCR)		→	11.34%	12.10%	11.34%		1st	Low
% Mothers initiating breastfeeding (where status is known)		↑	73.64%		73.30%	Initiating breastfeeding is currently just below the England average of 74.8%. England best is 96%	3rd (Eng.)	High
Prevalence of breastfeeding at 6–8 weeks from birth (Leics)		↓	43.7%	45.7%	44.5%		2nd	High
Incidence of malignant melanoma (per 100,000 population) (Leics)		↓	16.0		14.8	Data is for 2008-10. This is worse than the national average of 14.5. The best in England is 3.2.	3rd (Eng.)	Low
Under 18 conception (rate per 1,000 females aged 15-17) (Leics)		↑	26	25	26.5	Latest data is for the period 2011.	2nd (Eng.)	Low
Percentage of people offered a health check annually that have received a health check (uptake)	●	↓	51.0%	73.0%	59.6%	Work to improve uptake across the eligible population is underway for 2013/14.		High

Notes:

Comparators are other County Council areas unless marked as All England (Eng.)

Due to Health service transition, there are still some historical targets in use that will be superseded in 2013/14

Children and Young People

Description	2012/13 performance	Direction of Travel	End of Yr 2012/13	Target 2012/13	End of Yr 2011/12	Commentary	Comparative position - quartile	Polarity
Safeguarding								
Initial assessments for children's social care carried out within 10 working days of referral	✓	↑	57.2%		48.8%	Improved result despite significant increase in the number of referrals.	Avail. Dec	High
Core assessments for children's social care that were carried out within 35 working days of their commencement	✓	↑	79.5%		70.4%	Improved result despite significant increase in the number of referrals.	Avail. Dec	High
Child protection cases which were reviewed within required timescales	✓	↑	100.0%		97.8%	100% reached for the first time in 3 years	n/a	High
Children becoming the subject of a Child Protection Plan for a second or subsequent time		↑	11.8%		14.0%		Avail. Dec	Low
Looked after Children								
Stability of placements of looked after children: number of moves		↑	5.7%		8.3%		n/a	Low
Stability of placements of looked after children: length of placement		↑	65.5%		62.5%		Avail. Dec	High
Looked after children cases which were reviewed within required timescales		↑	91.8%		88.9%		n/a	High
Children in care reaching level 4 in English at Key Stage 2		n/a	6/9		8/14	New measure - those reaching L4 in both reading and writing.	n/a	High
Children in care reaching level 4 in Maths at Key Stage 2		n/a	6/9		9/14		n/a	High
Children in care achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4		n/a			36.7%	Data available November	n/a	High
Total average time in days to place with prospective adopters		↑	549		590	Data is 3 year averages for 2008-11 and 2009-12. The Leicestershire 3 year average is second best of statistical neighbours. During 2012/13 there was a 50% increase in numbers found homes.	1st	Low
Average time in days to find adoptive family post court decision		↓	143		110	Data is 3 year averages for 2008-11 and 2009-12. The Leicestershire 3 year average is second best of statistical neighbours. During 2012/13 there was a 50% increase in numbers found homes.	1st	Low
Care leavers in employment, education or training		↓	54.0%	78%	60.8%	The care leaver cohort is typically around 40 young people, which means that results can vary significantly each year.	Avail. Dec	High
Care leavers in suitable accommodation		↓	87.2%		92.2%	The care leaver cohort is typically around 40 young people, which means that results can vary significantly each year.	Avail. Dec	High

Children and Young People


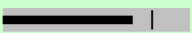




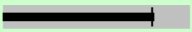

Description	2012/13 performance	Direction of Travel	End of Yr 2012/13	Target 2012/13	End of Yr 2011/12	Commentary	Comparative position - quartile	Polarity
Schools and attainment								
% of pupils offered first choice primary school	✓	↑	92.0%		90%			High
% of pupils offered first choice secondary school		→	97.4%		98%			High
Good Level of Development (early years)			46.4%			This was formerly "Achievement of at least 78 points at Early Years Foundation Stage" but now has a new framework. Comparative information available in November.		High
Key Stage 1 Average Points Score (APS)		↑	16.1		15.9			High
Achievement at level 4 or above in Reading, Writing and Maths at Key Stage 2			74.2%			This is a new indicator replacing 'English and Maths'. Pupils are now required to reach a threshold in both Reading and Writing. Attainment is broadly in line with the national average.		High
2 levels progress in Reading between Key Stage 1 and Key Stage 2		↓	86.0%		88.0%			High
2 levels progress in Writing between Key Stage 1 and Key Stage 2		→	88.0%		88.0%			High
2 levels progress in Maths between Key Stage 1 and Key Stage 2		→	85.0%		85.0%			High
Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths		↑	59.3%		56.8%	Significant improvement on previous year. 13 out of 20 schools are now above the national average compared with 8 schools in 2012.	3rd	High
A Levels A-C		↑	74.0%		69.0%	The average point score per pupil has also increased and places Leicestershire in the top 50% of local authorities.		High
Proportion of schools assessed as good or outstanding		↑	83.0%		74.0%	2011/12 result is for August 2012. 2012/13 results is for June 2013.		High
Secondary school persistent absence rate		→	8.2%		8.3%	Previous year's figures.	3rd	Low
Number of permanent exclusions		↓	27		23	A small rise but large fall from 144 over last 7 years		Low
16 to 18 year olds who are not in education employment or training (NEET)	✓	→	3.6%	4%	3.5%	The NEET rate continues to be low and Leicestershire is ranked first compared to statistical neighbours.	1st	Low

Notes

Comparators are children's services statistical neighbours

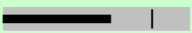

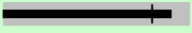

Vulnerable and Older People

Note: 'ASCOF' refers to the Department of Health Adult Social Care Outcomes Framework

Description	2012/13 performance	Direction of Travel	End of Yr 2012/13	Target 2012/13	End of Yr 2011/12	Commentary	Comparative position - quartile	Polarity
Permanent admissions to residential or nursing care of service users aged 18-64 per 100,000 pop (ASCOF 2a Pt I)	✓ 	↑	11.0	13.5	13.7	During 2012/13 there were 45 people aged 18-64 admitted to permanent care in either a residential or nursing setting. This is ten less than 55 during the previous year and not far off the top quartile nationally	2nd	Low
Permanent admissions of service users aged >65 per 100,000 pop (ASCOF 2A Pt II)	● 	↓	798.1	677.1	690.8	During 2012/13 there were 930 people aged 65 or older admitted to permanent care in either a residential or nursing setting. This is over 100 (16%) higher than 805 during the previous year	3rd	Low
Delayed transfers of care (NHS/Social care / NHS & social care) per 100,000 pop (ASCOF 2C Pt I)	● 	↓	10.9	<=6.5	6.5	Part I of this measure relates to <i>all</i> delayed transfers of care i.e. those attributable to the NHS or joint NHS and social care or just social care. The increase shown during the year was predominantly NHS only delays.	3rd	Low
Delayed transfers of care (Social care / NHS & social care) per 100,000 pop (ASCOF 2C Pt II)		↓	2.1	<=1.9	1.9	Part II of this measure relates to delayed transfers of care attributable to the NHS and social care or just social care i.e. it does not include those attributable to the NHS only. Within this the average number of delays attributable to social care-only reduced from the previous year.	2nd	Low
% of people who use services and carers who find it easy to find information about services (ASCOF 3D)		N/A	70.3%	N/A	N/A	Previous results of this survey question related to service users only. For 2012/13 the results related to service users <i>and</i> carers	3rd	High
Overall satisfaction of people who use services with their care and support (ASCOF 3A)	✓ 	↑	67.9%	N/A	58.4%	Improvement with the level of respondents stating satisfaction with services has been significant. Performance in 2012/13 is now in the top quartile.	1st	High
Number of people receiving home care reablement services		↑	4% increase	4% increase	4.1% increase	This is a local measure of the number of people receiving home care reablement services. In 2012/13 the number of people increased by 4% for the second year in succession.	N/A	High
% of older people discharged from hospital to reablement at home 91 days later (ASCOF 2B Pt I)		↑	78.6%	N/A	77.9%	There was a small improvement in performance in 2011-12 compared to the previous year.	3rd	High
% of older people discharged from hospital to reablement services (ASCOF 2B Pt II)		→	2.9%	N/A	2.9%	This indicator relates to the proportion of hospital discharges going through reablement.	3rd	

Vulnerable and Older People

Note: 'ASCOF' refers to the Department of Health Adult Social Care Outcomes Framework

Description	2012/13 performance	Direction of Travel	End of Yr 2012/13	Target 2012/13	End of Yr 2011/12	Commentary	Comparative position - quartile	Polarity
% of people using social care who receive self-directed support (national, ASCOF 1C Pt I)		↑	50.5%	70%	39.2%	The proportion of people receiving care via self-directed support during 2012-13 was 51%, a significant increase from 39% the previous year. However, this remained some way short of the 70% target.	3rd	High
% of users and carers receiving support via cash payments (ASCOF 1C Pt II)		↑	15.3%	N/A	13.6%	The proportion of people receiving services via a cash payment increased from 13.6% in 2011/12 to 15.3% in 2012/13. This is in line with the change seen nationally.	3rd	High
% of people who use services who have control over their daily life (ASCOF 1B)	✓ 	↑	74.4%	N/A	66.1%	The proportion of service users stating that they have control over their daily life has increased significantly from the previous year despite remaining lower than the national average.	3rd	High
% of people who say that services have made them feel safe and secure (ASCOF 4B)	✓ 	↑	89.3%	N/A	81.8%	Nine out of ten respondents of the adult social care survey stated that services they received helped them to feel safe and secure. This is a significant improvement on the previous year and is in the top quartile.	1st	High
ASCOF 1D – Carer reported quality of life		N/A	7.9	N/A	N/A	2012/13 was the first year the carers survey was conducted. This quality of life measure is the amalgamation of a number of questions in the survey. The figure of 7.9 is in the third quartile just short of the national average (8.1)	3rd	High
ASCOF 3B – Overall satisfaction of carers with social services		N/A	43.3%	N/A	N/A	Taken from the carers survey, 43% of respondents stated they were extremely or very satisfied with services which is slightly above the national average	2nd	High
ASCOF 3C - Percentage of carers who have been included or consulted in discussions about the person they care for		N/A	75.6%	N/A	N/A	Three quarters of respondents to the carers survey stated that they had been included or consulted in discussions about the person they care for. This is above the national average of 73%.	2nd	High

Notes

ASCOF benchmarks are compared to all social services authorities

Big Society and Culture

Description	2012/13 performance	Direction of Travel	End of Yr 2012/13	Target 2012/13	End of Yr 2011/12	Commentary	Comparative position	Polarity
Big Society								
Number of volunteer enquiries (VAL)		↑	3,509	3,394	3,394			High
% of volunteers that take up volunteering opportunities (VAL)		→	44%	45%	45%	Numbers of volunteers taking up opportunities remained level.		High
Satisfaction with community forums budgets		→	82%	82%	82%	A smaller proportion were dissatisfied with the process than last year.		High
Number of people taking part in the voting at community forum decision nights		↑	1,374	1370	1,370			High
% feel belong to immediate neighbourhood		→	82.4%	83.1%	83.1%			High
% agree people from different backgrounds get on well together		↑	92.7%	92.3%	92.3%			High
Culture								
Library total visits per 1,000 pop'n		↓	5,353.1		5,879.9	Leicestershire remains a top quartile performer. Market Harborough and Loughborough libraries closed for refurbishment in quarter 4.	1st*	High
Library total issues		↓	3,247,791	3,814,141	3,846,432	Leicestershire remains a top quartile performer. Market Harborough and Loughborough libraries closed for refurbishment in Q4	1st*	High
% completing the Summer Reading Challenge		↑	68.50%	n/a	63.30%			High
Visits to / usage of museums per 1,000 pop'n		↑	1,831	n/a	1,786	Includes all visits and usages e.g. via web		High
Visits to Record Office		↓	19,137	n/a	20,226	Reflects national trends as more information is available online . ROLLR figures remain busiest in the East Midlands region.		High
Adult Learning								
Adult Learning Service - success rate		↑	87%	85%	84%			High

Notes

* Comparison is with other county council (2011/12 per 1,000 population)

Safer Communities

Description	2012/13 performance	Direction of Travel	End of Yr 2012/13	Target 2012/13	End of Yr 2011/12	Commentary	Comparative position - quartile	Polarity
Anti-social behaviour and confidence								
% of people stating that they have been a victim of anti-social behaviour		↑	9.0%	9.5%	9.5%	Fewer people surveyed report that they have been a victim of ASB		Low
Criminal damage rate (per 1,000 population)	✓	↑	7.74	9.62	9.62	A continued reduction in criminal damage offences	1st	Low
% of people stating that they feel that the police and other local public services are successfully dealing with ASB and crime in their local area		→	69.2%	68.5%	68.5%			High
Crime								
Total Crime rate (per 1,000 pop.)	✓	↑	45.56	52.37	52.37	Continued reduction in overall crime	1st	Low
Acquisitive crime rate - includes burglary and vehicle crime (per 1,000 pop.)		↑	24.37	26.69	26.69	A significant rise in Burglary in the first part of the year was countered by effective partnership working to protect victims and target offenders.	4th	Low
Assault rate (Assault without injury and with less serious injury per 1,000 pop.)	✓	↑	6.21	6.92	6.92	A continued reduction in violent crime	1st	Low
Offending and re-offending								
% of adult offenders re-offending within 12 months		→	20.2%	20.3%	20.3%		1st	Low
% of juvenile offenders re-offending within 12 months		→	28.1%	29.2%	29.2%		1st	Low
Number of first time entrants to the criminal justice system aged 10 - 17	●	↓	407	328	328	Increase on previous year identified following partnership audit, but remains lower than 2010/11 and previous years. Although other areas of the country have seen a continued reduction.	4th	Low
Vulnerable people								
% of domestic violence cases reviewed at MARAC that are repeat incidents		→	19%	28%	19%			Low
Reported hate incidents (per 1,000 population)		-	0.97	1.12	1.12	Continued reduction in reports of hate incidents		High
Reported domestic abuse incident rate (per 1,000 population)		-	11.19	11.32	11.32	Slight reduction in reports of domestic abuse. Revised services and plans for more awareness raising in place for 2013/14.		High

Notes

Comparators are other county areas

Environment									
Description	2012/13 performance	Direction of Travel	End of Yr 2012/13	Target 2012/13	End of Yr 2011/12	Commentary	Comparative position - quartile	Polarity	
Climate change									
Total CO2 emissions in the LA area (DECC) (kilotonnes)	✓	↑	4,745	5,326	5,133	Latest data is for period 2011, previous data is for period 2010	N/A	Low	
Carbon Emissions from LCC (excluding suppliers) (tonnes)	●	↓	72,961	66,249	69,817	Consumption from buildings has been the main reason for the rise since 2011/12	N/A	Low	
Carbon emissions from LCC stationary sources (tonnes)	●	↓	66,969	60,063	63,450	The cold spring had a big impact on energy consumption for heating which has resulted in significant increases in the last year. School emissions rose. Emissions from corporate buildings and street lighting fell due to disposal of sites.	N/A	Low	
NOx emissions Leicestershire County Council estate and operations (tonnes)		↑	128.0	120.4	131.0	Reduction last year primarily as the result of decreases from transport emissions due to cleaner vehicles	N/A	Low	
Total Business miles claimed ('000s of miles)	✓	↑	7,319	9,337	7,823	Continued reduction with flexible working and new technology.	N/A	Low	
NI 188 Planning to adapt to Climate Change	✓	↑	Level 4	Level 4	Level 3		N/A	High	
Waste									
Residual waste; any collected household waste that is not sent for re-use, recycling, or composting per household (kg)		↓	493	500	483	Whilst this has risen slightly since the previous year we still met our target and are ranked second in comparison to other authorities nationally.	1st*	Low	
% of household waste sent by local authorities across Leicestershire for reuse, recycling, composting etc.		↓	55.46%	56%	56.20%	Contributory factors include weather conditions affecting green waste tonnages and changes in national guidance relating to composting of street sweepings.	1st*	High	
% municipal waste landfilled	✓	↑	31.5%	32%	32%	This is very close to first quartile performance.	2nd	Low	
Waste produced from LCC sites (tonnes) (rolling 12 month total)	✓	↑	894	1033	1,070	We have seen a reduction of 176 tonnes of waste produced since the previous year.	N/A	Low	
% waste from LCC sites recycled (running rate over past 12 months)	✓	↑	53%	45%	52%	Further internal promotions planned to encourage recycling	N/A	High	
Environment									
Local wildlife sites and Regionally Important geological sites in Leicestershire County Council ownership to have a management plan for their long term survival (% of sites)	✓	↑	86%	75%	62%	Latest data is for period 2012/13, previous data is for period 2011/12.	N/A	High	
SSSI's in our own ownership in target condition (% land area of SSSI's)	✓	→	100%	96%	100%		N/A	High	

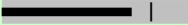

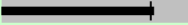

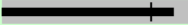
Notes

Comparators are all county areas

Efficient and Effective Services

Description	2012/13 performance	Direction of Travel	End of Yr 2012/13	Target 2012/13	End of Yr 2011/12	Commentary	Comparative position	Polarity
Customer access and satisfaction								
% feel well informed about local public services	✓	↑	80.40%		78.20%			High
Satisfaction with the Customer Service Centre			80%			Figures derived from independent telephone survey of recent users. Overall satisfaction levels rated as high compared to similar organisations by the organisation undertaking the survey.		High
Number of complaints received		→	234		208	Strengthened complaints management and reporting during 2012/13.		Low
Number of complaints responded to within 10 days	✓	↑	83%		76%	Significant improvement on previous year.		High
Number of complaints responded to within 20 days	✓	↑	98%		93%	Significant improvement on previous year.		High
Number of Local Government Ombudsman decisions		↑	38		55	Top quartile performance.	1st	Low
Finance and procurement								
% Invoices paid on time		→	93%		93%			High
Net expenditure per head of population		↑	1,462.05		1,493.19	Leicestershire remains an efficient, low spending authority compared to others. Latest data relates to 2011/12.	2nd	Low
County Council procurement spend with SMEs		↓	50%	45%	52%	The Council is a member of the LLEP Procurement Taskforce, which aims to make successful procurement achievable for SME businesses based within the LLEP area.		High
County Council procurement savings		↑	£2.19m	£1.47m	£3.88m	Figure excludes savings projects which may have a procurement element but which are not exclusively the results of procurement activity.		High
Equalities and staffing								
Working days lost to sickness	●	↓	9.22	7.5	7.46	Dedicated resource identified to work with managers to improve staff attendance and reduce sickness. Quartile ranking is based on 2011/12 data including schools support staff.	4th	Low
Equality framework for local government	✓	→	Excellent	Excellent	Excellent	A new Equality Strategy 2013-16 has been adopted to maintain our strong focus on equality and diversity.		High

Efficient and Effective Services

Description	2012/13 performance	Direction of Travel	End of Yr 2012/13	Target 2012/13	End of Yr 2011/12	Commentary	Comparative position	Polarity
% of whole workforce from a BME background		↓	8.64%	10%	9.42%	Performance slightly lower than 2011/12. Targets and approach reviewed summer 2013. Quartile ranking is based on 2011/12 data including schools support staff.	1st	High
% of whole workforce that is Disabled		↑	4.61%	5%	4.46%			High
% of employees graded 13 and above that are women		↑	52.83%	52%	50.62%	Quartile ranking is based on 2011/12 data for % of women in top 5% of earners including schools support staff.	2nd	High
% of the workforce that feels that LCC is committed to equality & diversity	✓ 	→	91%		91%	No new data since Spring 2012 staff survey.		High
Stonewall Workplace Equality Index Ranking	✓ 	↑	20		23		1st*	Low

Notes

Comparators are other county councils

* Comparators are all entrants in the Stonewall Workplace Equality Index