

12. PROGRESS

Effective services provided to all the people of Worcestershire by a quality, well-motivated workforce.



making
excellence
our standard



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In our Corporate Plan we said you would know we had made progress because:

- You will find it easier to access our services either through walk-in one stop shops, or by telephone, or over the internet.
- More people will make use of our libraries and successfully find the information they are looking for.

During the past year we have:

- Published our 2002/03 Statement of Accounts on time with a favourable audit opinion.
- Been awarded with an improved CPA Corporate Governance score of 4 out of 4 in recognition of our efforts made to improve financial standing and administration.
- Exceeded Government efficiency savings targets.
- Launched two new work experience and temporary employment schemes for people with disabilities.
- Increased visitor number to the libraries and information services by 4.3%.
- Entered into a contract with Hewlett-Packard and Deloitte to develop the Worcestershire Hub with the County Council and the six District Councils.
- Developed a draft comprehensive equality and diversity policy, which is currently out for consultation.
- Raised awareness about the Equality Standard for Local Government and ensured the commitment to the standard by all Directorates.

Key priorities for next year:

Focus on continuing the development and performance of the Council's employees through improved training and supervision.

Achieve Investors In People (IIP) throughout the corporate services of the Council.

Achieve £2.7m worth of efficiency savings.

Adaptation of the Equality Standard for Local Government, by May 2004, as a tool for mainstreaming equality in all we do. Achieving Level One of the Equality Standard by September 2004.

Begin work on producing our second Race Equality Scheme and Action Plans for 2005-2008.

The following table details the Best Value Performance Indicators that are linked to this corporate objective.

EFFECTIVE services provided to all the people of Worcestershire by a quality, well-motivated

PI No.	PI Definition	2002/2003			All Counties Average
		Target	Outturn	English National Average	
BV 1a	Does the authority have a Community Strategy developed in collaboration with the local strategic partnership, for improving the economic, social and environmental well being in a way that is sustainable? If "yes", answer 1b and 1c, if "no", answer 1d.	N/A	Yes	55%	41%
BV 1b	By when will a full review of the community strategy be completed? If such a review was scheduled for this year, was it completed on time?	N/A	N/A	-	-
BV 1c	Has the authority reported progress towards implementing the community strategy to the wider community this year. If "no", by when will this be undertaken?	N/A	No	-	-
BV 1d	By when does the authority plan to have such a strategy in place? Are the partnership arrangements in place to support the production of the strategy?	N/A	N/A	-	-
BV 2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms.	N/A	0	0.7	0.8
BV 2b	Duty to promote racial equality.	N/A	N/A	-	-
BV 8	The percentage of invoices for commercial goods and services that were paid by the authority within 30 days of such invoices being received by the authority.	97.5%	90%	89%	89%
BV 11a	The percentage of the top 5% of earners that are women.	45.85%	46.76%	26%	40%
BV 11b	The percentage of the top 5% of earners from black and minority ethnic communities.	N/A	0.75%	2.6%	1.2%
BV 12	The number of working days/shifts lost due to sickness absence.	8.5	8.3	10.1	9

workforce.

2003/2004		2004/2005	Medium Target 2005/6 2006/7	Commentary	PI No.
Target	Outturn	Target			
Yes	Yes	Yes	Yes		BV 1a
N/A	N/A	N/A	Mar-06	By 31st march 2006.	BV 1b
No	N/A	Yes	No	By July 2004.	BV 1c
N/A	N/A	N/A	N/A		BV 1d
1	0	2	3	The Council will aim to achieve Level One of the Equality Standard by September 2004.	BV 2a
66.67%	47%	94.44%	100% 100%	This indicator includes 18 lines of enquiry in relation to how the Council is meeting its duty. The outturn figure reflects the elements that the Council has met.	BV 2b
100%	91%	100%	100% 100%	The target has not been achieved. Invoices are processed within two days in revenue Services. Improved analysis is being given to Directorates to enable them to identify where delays have occurred.	BV 8
47%	47.79%	47.8%	48%	Revised target for 2004/05 maintains better than expected performance.	BV 11a
0.8%	1.1%	1.2%	1.40%	Revised target for 2004/05 maintains better than expected performance.	BV 11b
7.9	8.5	7.9	7.9	End of year figure is slightly above target but measures are in place to achieve reduction.	BV 12

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PI No.	PI Definition	2002/2003			All Counties Average
		Target	Outturn	English National Average	
BV 14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force.	0.30%	0.14%	0.66%	0.4%
BV 15	The percentage of employees retiring on grounds of ill health as a percentage of the total work force.	0.28%	0.26%	0.41%	0.3%
BV 16 a	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition as a percentage of the total workforce.	1.38%	0.9%	2.7%	1.8%
BV 16 b	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition as a percentage of the economically active disabled people in the authority area.	-	5.18%	13.4%	13%
BV 17 a	The percentage of local authority employees from minority ethnic communities (as a percentage of the total workforce).	2.1%	2.53%	1.6%	4%
BV 17 b	The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active minority ethnic community population in the authority area.	-	2.39%	3%	6%
BV 156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	28%	35.3%	37%	31%
BV 157	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery.	60%	60.31%	49%	49%
BV 177	Percentage of authority expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark and meet legal needs identified in the Community Legal Service Partnership strategic plan.	N/A	100%	57%	65%

workforce.

2003/2004		2004/2005	Medium Target 2005/6 2006/7	Commentary	PI No.
Target	Outturn	Target			
0.15%	0.08%	0.15%	0.15%	The outturn is a direct result of managing the process to reduce the impact to the organisation. We feel that this figure is artificially low, and we would not wish to revise this target for 2004/05.	BV 14
0.26%	0.19%	0.26%	0.26%	We would not wish to revise this target for 2004/05 as we feel it is currently artificially low. The issue of long-term sickness will be addressed this year and is bound to have an impact on ill-health retirements.	BV 15
1.5%	0.95%	1.6%	1.7%		BV 16 a
N/A	N/A	12.4%	N/A		BV 16 b
2.6%	2.48%	2.7%	2.8%		BV 17 a
N/A	N/A	2.39%	N/A	Based on 2001 census.	BV 17 b
44%	47%	58%	60%		BV 156
60.31%	66.32%	91.74%	100% 100%		BV 157
100%	100%	100%	100% 100%		BV 177