

LGA Corporate Health Indicators

Appendix C

Corporate Indicator

Membership	March 2011	March 2012	June 2012	Target 2012/13
Total membership	419	422	424	Maintain or increase
Number of councils out of membership	7	4	2	Reduce
Number of councils on notice to withdraw	31	34	30	Reduce
% subscriptions collected	100%	100%	88%	100%

Financial sustainability	March 2011	March 2012	June 2012	Target 2012/13
Number of employees in agreed core posts	436	253	259	Maintain in line with agreed core posts
Number of employees in posts with additional funding	45	38	26	
Employees – total headcount	481	291	285	
FTE	(456.43)	(281.41)	(272.27)	

Debtors	March 2011	March 2012 £000	June 2012 £000	Target March 2013
0-2 months	56%	79%	34%	80%
3-12 months	10%	9%	58%	20%
13-24 months	14%	3%	3%	0%
Over 24 months	20%	9%	5%	0%
Total	100%	100% (1,860)	100% (2,659)	100%

Shared services customer satisfaction survey	November 2010	November 2011	June 2012	Target November 2012
HR and Payroll	66%	78%		80%
Finance and accounting	72%	70%		80%
ICT	58%	45%	Report Nov 2012	80%
FM	80%	85%		90%
Print and design	68%	89%		90%
Overall	61%	54%		80%



People management	March 2011	March 2012	June 2012	Target 2012/13
Average annual sick days per employee (Public sector average 9.6 days; local government average 10.3 days)	4.6	4.5	3.5	4 days
BAME employees % of the workforce	18%	15.7%	16.4%	Increase % of BAME employees grade 8+ in line with overall representation in the workforce – 15.7%
BAME - proportion of employees Grade 8 and above	5%	10.3%	13.7%	

Employee engagement survey - % of employees	Survey July 2009	March 2012	June 2012	Target 2012/13
Satisfied with their job	79%	65%		Improve in all areas
Good place to work	66%	49%		
Kept well-informed	80%	71%		Survey in 2013
Line manager helps them achieve their potential	61%	65%		
Organisation is committed to equality and diversity in its services	69%	58%		
Organisation is committed to equality and diversity in its employment practices	66%	71%		

Carbon emissions reduce % from 2007/2008 baseline of 1,450 CO2 tonnes	March 2011	March 2012	June 2012	Target March 2013
	1,373	1,155	Report in March 2013	1,363
	-5%	-20%		-6%