

LGA Corporate Health Indicators

Appendix C

Corporate Indicator					
Membership	March 2012	March 2013	Sept 2013	March 2014	Target 2013/14
Total membership	422	422	412	412	Maintain or increase
Number of councils out of membership	4	2	2	2	Reduce
Number of councils on notice to withdraw	34	21	21	13	Reduce
% subscriptions collected	100%	100%	100%	100%	100%
Our reputation	March 2012	March 2012	Nov 2013	March 2014	Target 2013/14
Member authority satisfaction		63%	70%		64%
Member authority informed		69%	77%		70%
Member authority advocacy rating	Not surveyed	63%	77%	Not surveyed	64%
Value for money rating		46%	53%		48%
Financial sustainability	March 2012	March 2013	Sept 2013	March 2014	Target 2013/14
Number of employees in agreed core posts	253	269	247	250	Reduce following reduction in RSG topslice
Number of employees in posts with external funding	38	25	36	39	Maintain or increase
Employees – total headcount	291	294	283	289	
FTE	(281.4)	(281.3)	(263.3)	(272.25)	
Debtors	March 2012	March 2013	Sept 2013	March 2014	Target March 2014
	£000	£000	£000	£000	
0-2 months	79%	94%	97%	86%	80%
3-12 months	9%	5%	2%	13%	20%
13-24 months	3%	1%	0%	1%	0%
Over 24 months	9%	0%	0%	0%	0%
Total	100%	100%	100%	100%	100%
	(£1,860k)	(£2,092k)	(£4,120k)	(£2,258k)	

Liberata contract - customer satisfaction % positive	November 2011	March 2013	Nov 2013	Jan 2014	Target 2013/14
HR and Payroll	78%	81%	81%	76%	90%
Finance and accounting	70%	76%	76%	73%	80%
ICT	45%	65%	65%	70%	80%
FM	85%	82%	82%	85%	90%
Print and design	89%	82%	82%	76%	90%

People management	March 2012	March 2013	Sept 2013	March 2014	Target 2013/14
Average annual sick days per employee (Public sector average 9.6 days; local government average 10.3 days)	4.5	3.2	4.5	3.1	Maintain or improve

Workforce profile	March 2012	March 2013	Sept 2013	March 2014	Target 2013/14
BAME employees % of the workforce	15.7%	17.0%	15.2%	15.9%	Increase % of BAME employees grade 8+ in line with overall representation in the workforce
BAME - proportion of employees Grade 8 and above	10.3%	15.6%	12.8%	12.8%	

Employee opinion survey - % of employees positive	March 2012	March 2013	June 2013	March 2014	Target 2013/14
Your Job		65%	73%		Improve by an average of 5%
Customer Satisfaction		53%	64%		
Communication		59%	67%		
Training and Development	Not surveyed	41%	76%	Not surveyed	
Line Management		65%	76%		
Management Visibility		38%	57%		
Work / Life Balance		62%	67%		
Equality / Diversity		69%	78%		
Perceptions of the LGA		51%	53%		