

LGA Corporate Health Indicators

Appendix C

Corporate Indicator						
Membership	March 2012	March 2013	June 2013	Sept 2013	Dec 2013	Target 2013/14
Total membership	422	422	412	412	412	Maintain or increase
Number of councils out of membership	4	2	2	2	2	Reduce
Number of councils on notice to withdraw	34	21	21	21	17	Reduce
% subscriptions collected	100%	100%	97%	100%	100%	100%
Our reputation	March 2012	March 2012	June 2013	Sept 2013	Dec 2013	Target 2013/14
Member authority satisfaction		63%			TBC	64%
Member authority informed		69%			TBC	70%
Member authority advocacy rating	Not surveyed	63%	Survey Nov 2013	Survey Nov 2013	TBC	64%
Value for money rating		46%			TBC	48%
Financial sustainability	March 2012	March 2013	June 2013	Sept 2013	Dec 2013	Target 2013/14
Number of employees in agreed core posts	253	269	268	247	TBC	Reduce following reduction in RSG topslice
Number of employees in posts with external funding	38	25	46	36	TBC	Maintain or increase
Employees – total headcount	291	294	314	283	TBC	
FTE	(281.4)	(281.3)	(287.6)	(263.3)		
Debtors	March 2012	March 2013	June 2013	Sept 2013	Dec 2013	Target March 2014
	£000	£000	£000	£000	£000	
0-2 months	79%	94%	60%	97%	84%	80%
3-12 months	9%	5%	40%	2%	5%	20%
13-24 months	3%	1%	0%	0%	1%	0%
Over 24 months	9%	0%	0%	0%	0%	0%
Total	100%	100%	100%	100%	100%	100%
	(£1,860k)	(£2,092k)	(£2,178k)	(£4,120k)	(£1,911k)	

Liberata contract - customer satisfaction % positive	November 2011	March 2013	June 2013	Sept 2013	Dec 2013	Target 2013/14
HR and Payroll	78%	81%				90%
Finance and accounting	70%	76%				80%
ICT	45%	65%	Survey Nov 2013	Survey Nov 2013	Survey Jan 2014	80%
FM	85%	82%				90%
Print and design	89%	82%				90%
Overall	54%	61%				80%

People management	March 2012	March 2013	June 2013	Sept 2013	Dec 2013	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	3.6	4.5	TBC	Maintain or improve

Workforce profile	March 2012	March 2013	June 2013	Sept 2013	Dec 2013	Target 2013/14
BAME employees % of the workforce	15.7%	17.0%	15.3%	15.2%	TBC	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%	10%	12.8%		

Employee opinion survey - % of employees positive	March 2012	March 2013	June 2013	Sept 2013	Dec 2013	Target 2013/14
Your Job		65%	73%			Improve by an average of 5%
Customer Satisfaction		53%	64%			
Communication		59%	67%			
Training and Development	New survey from 2013	41%	76%	Survey June 2014	Survey June 2014	
Line Management		65%	76%			
Management Visibility		38%	57%			
Work / Life Balance		62%	67%			
Equality / Diversity		69%	78%			
Perceptions of the LGA		51%	53%			

Environmental impact – reduce carbon emissions by 6% from 2007/2008 baseline of 1,450 CO2 tonnes	March 2012	March 2013	June 2013	Sept 2013	Dec 2013	Target March 2014
	1,155	1,400	Report March 2014	Report March 2014	Report March 2014	1,363
	-20.4%	-3.5%				-6%