LEICESTER CITY COUNCIL PERFORMANCE GRAPHS

Leicester
City Council

Produced by Policy & Performance Team
Chief Executive's Office
20th August 2003

Contents

Data Tables

How to use the Graphs

The following graphs have been generated using Best Value Performance Indicators (BVPI's). They represent BVPI's that have not been amended since 2000/01, and are not intended to change in the near future.

The graphs show improving performance as a positive gradient (moving up) and deteriorating performance as a negative gradient (moving down).

What the graphs show

What is the picture of internal performance?
Are we improving or declining?

What is the trend of our targets?
Are they moving in a positive direction?

How are we performing relative to our targets?
Are we close to meeting targets or not?

How far are we from reaching the top quartile threshold?
How much more is required?

What is our position compared to other metropolitan authorities?
Are we above or below average?

Note

Please refer to the back of this booklet for additional information on the graphs, methodology used and data source reference.

Key

———	LCC Actual Performance
———	LCC Targets
———	Metropolitan Top Quartile Threshold
– – –	Metropolitan Average

Invoices Payment Efficiency

Efficiency in Payment of Invoices

The percentage of invoices which were paid by the authority within 30 days of such invoices being received

- 100%
- 95%
- 90%
- 85%
- 80%
- 75%
- 70%
- 65%
- 60%

2000/01   2001/02   2002/03   2003/04   2004/05   2005/06

95%

88%

100%

Top Quartile Threshold
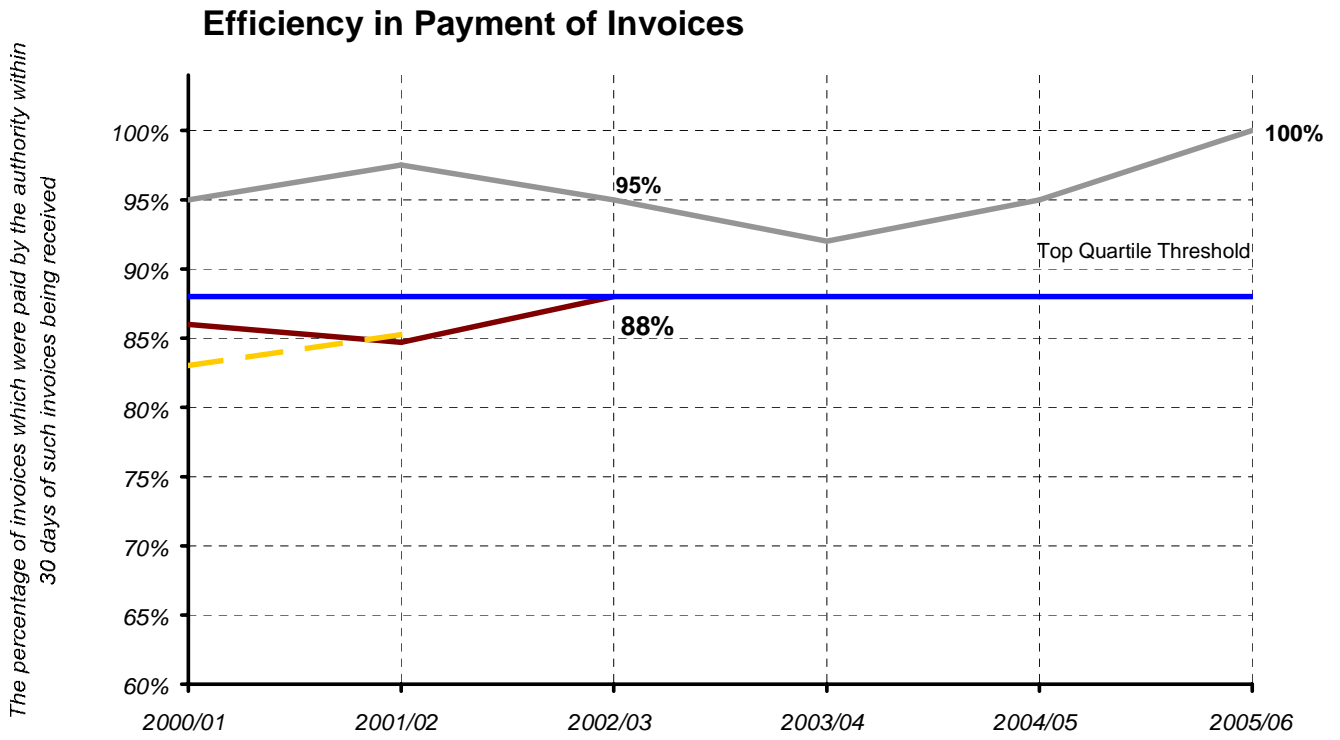
Leicester City Council Employees

Employee Sickness Absence

The number of working days/shifts lost due to sickness absence

Top Quartile Threshold

10.9%

11.1%

10.8%

(x-axis: 2000/01, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06)

(y-axis: 8%, 10%, 12%, 14%, 16%)
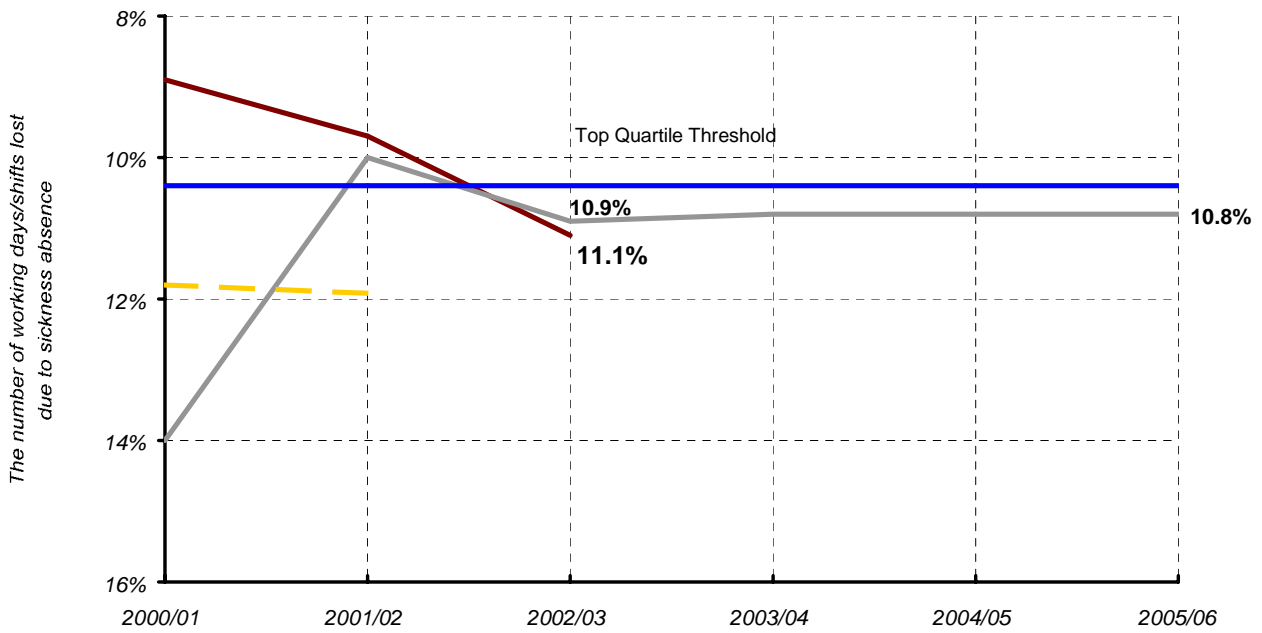
Employee Early Retirement

The percentage of employees retiring early

Top Quartile Threshold

0.4%

0.5%

0.6%

(x-axis: 2000/01, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06)

(y-axis: 0.0%, 0.5%, 1.0%)

5
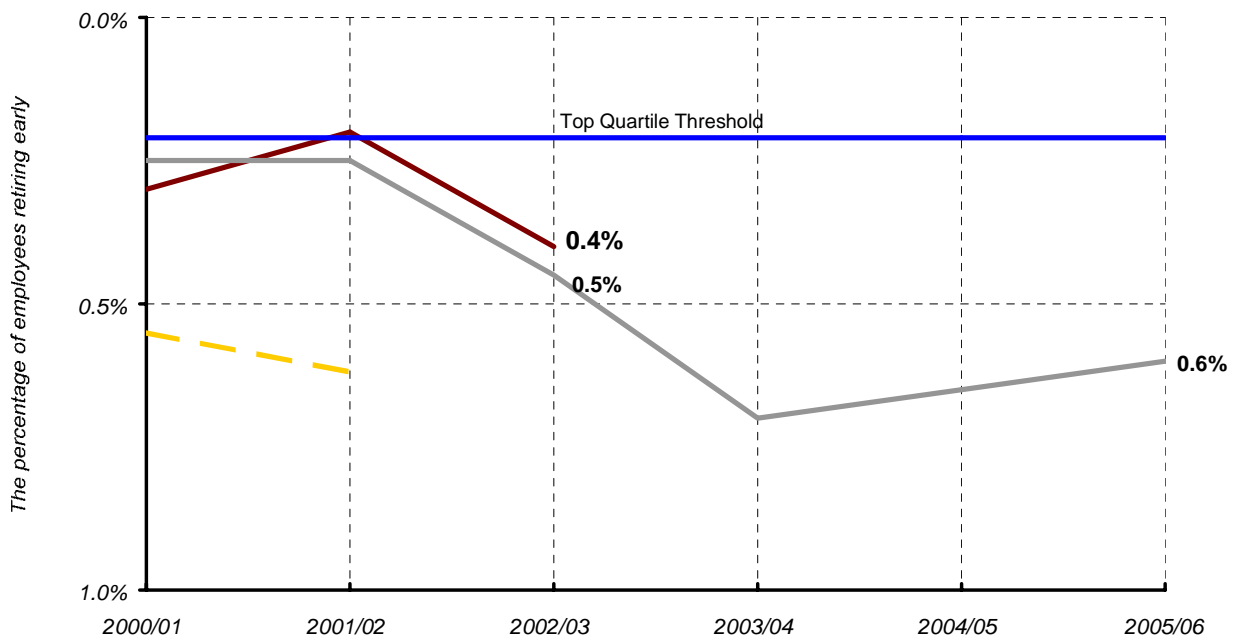
Leicester City Council Employees

Employee ill Health Retirement

The percentage of employees retiring on grounds of ill health

0.0%

0.20%

0.25%

0.45%

Top Quartile Threshold

0.5%

1.0%

2000/01   2001/02   2002/03   2003/04   2004/05   2005/06
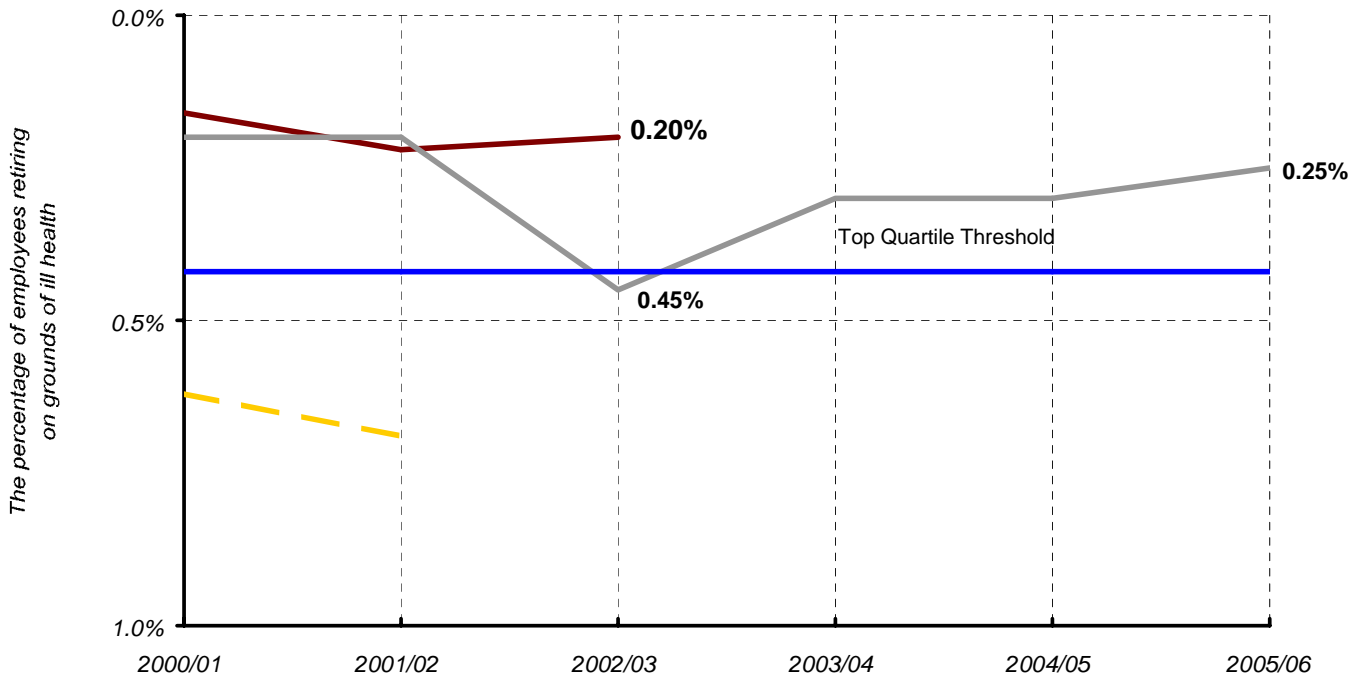
Staff Meeting Disability Act Definition

Percentage of staff declaring that they meet the Disability Discrimination Act definition

6%

5%

5%

5%

4%

3%

3%

Top Quartile Threshold

2%

1%

0%

2000/01   2001/02   2002/03   2003/04   2004/05   2005/06

Leicester City Council Employees

Ethnic Employees

Y-axis (vertical label): *Minority ethnic community staff as a percentage of the total workforce*

Y-axis values: 30%, 25%, 20%, 15%, 10%, 5%, 0%

X-axis values: 2000/01, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06

Data labels: 26%, 21%, 24%

Top Quartile Threshold
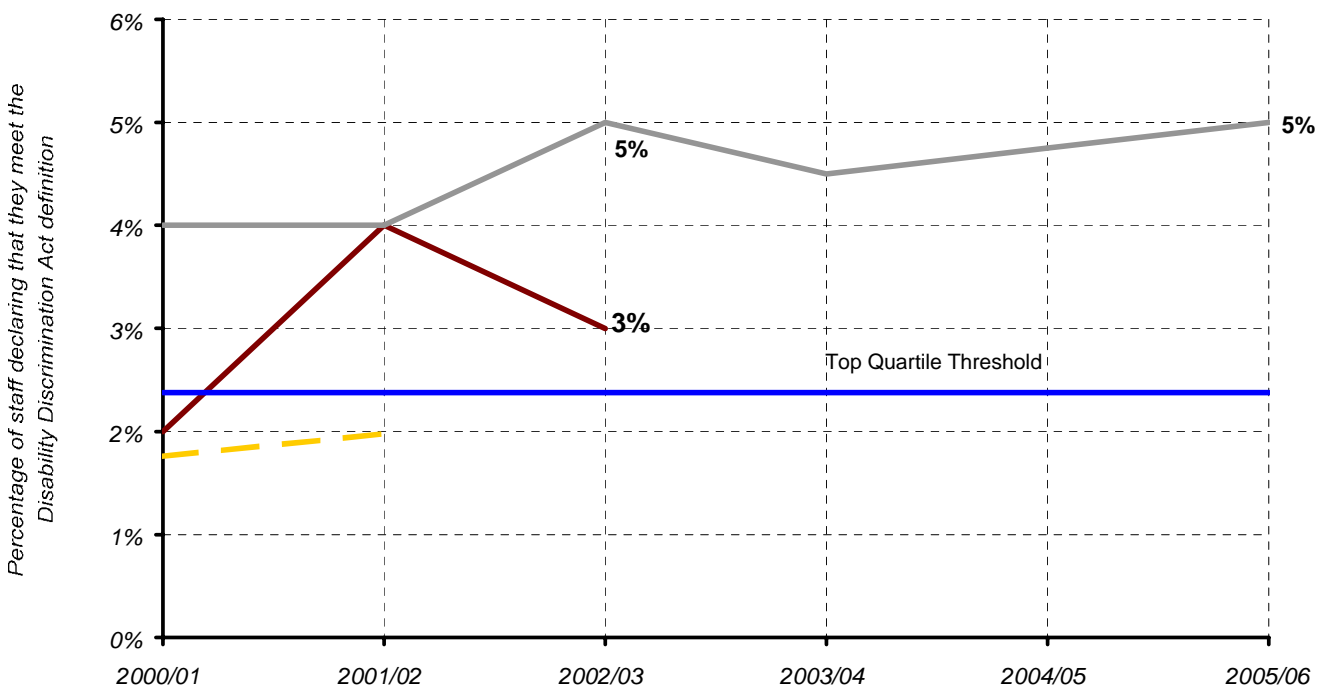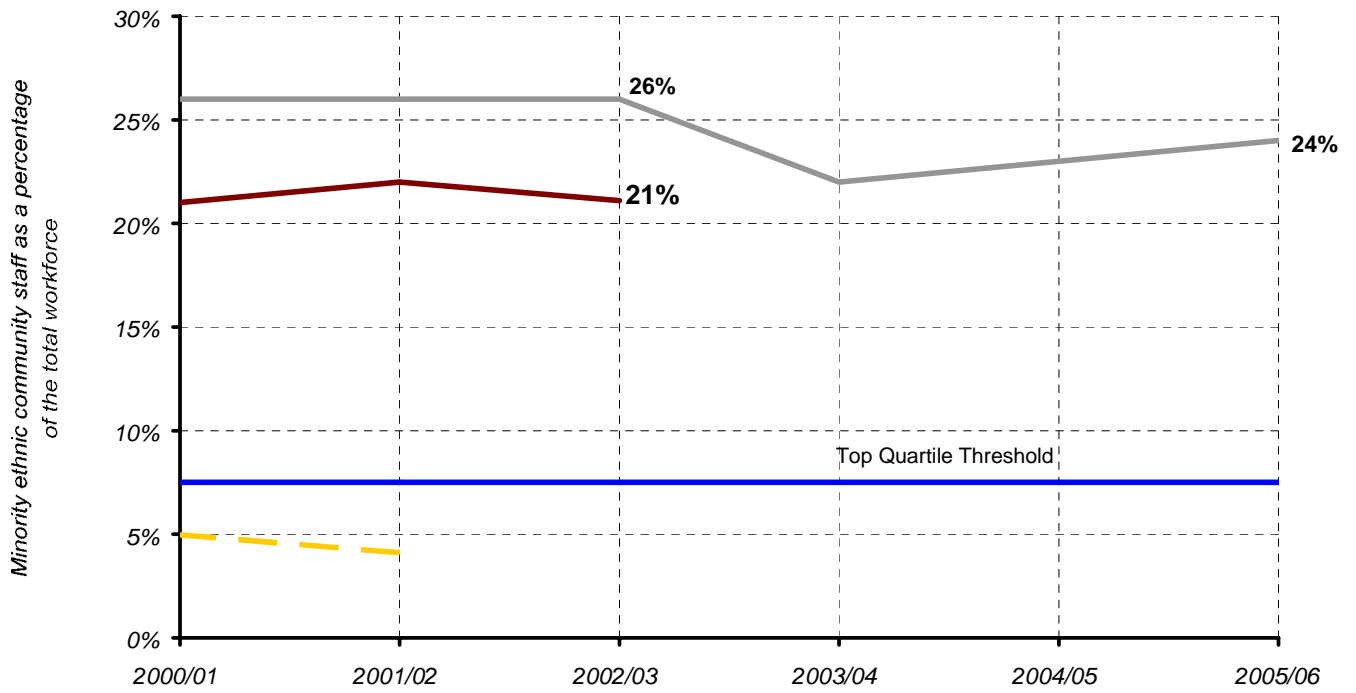
Primary School Education

Pupil Key Stage 2 Mathematics Attainment

Percentage of pupils with level 4 or above in Key Stage 2 Mathematics

Top Quartile Threshold

78%

72%

66%

- 90%
- 85%
- 80%
- 75%
- 70%
- 65%
- 60%
- 55%
- 50%

2000/01 · 2001/02 · 2002/03 · 2003/04 · 2004/05 · 2005/06
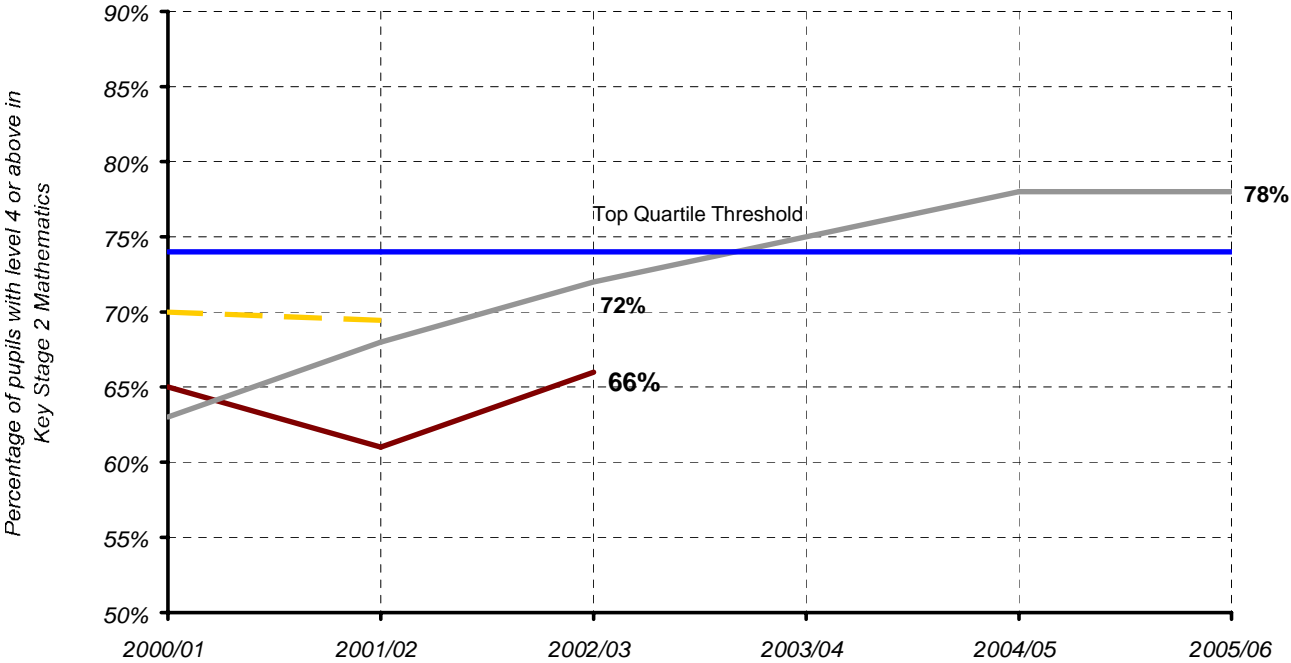
Pupil Key Stage 2 English Attainment

Percentage of pupils with level 4 or above in Key Stage 2 English

Top Quartile Threshold

80%

76%

65%

- 90%
- 85%
- 80%
- 75%
- 70%
- 65%
- 60%
- 55%
- 50%

2000/01 · 2001/02 · 2002/03 · 2003/04 · 2004/05 · 2005/06
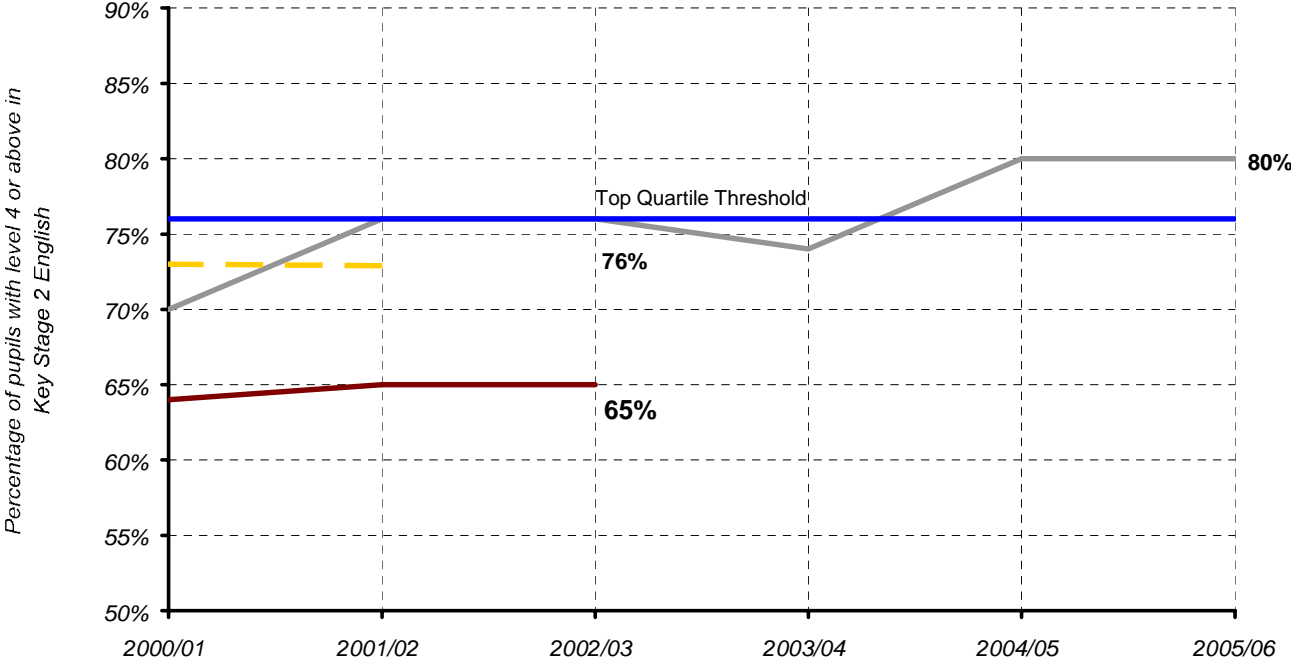
Primary School Education

Primary schools with places unfilled

Percentage of schools with 25% or more unfilled places

Top Quartile Threshold

19%

19%

| | 2000/01 | 2001/02 | 2002/03 | 2003/04 | 2004/05 | 2005/06 |

Pupil Absence in Primary Schools

Percentage of half days missed due to unauthorised absence in primary schools

Top Quartile Threshold

0.3%

0.6%

| | 2000/01 | 2001/02 | 2002/03 | 2003/04 | 2004/05 | 2005/06 |
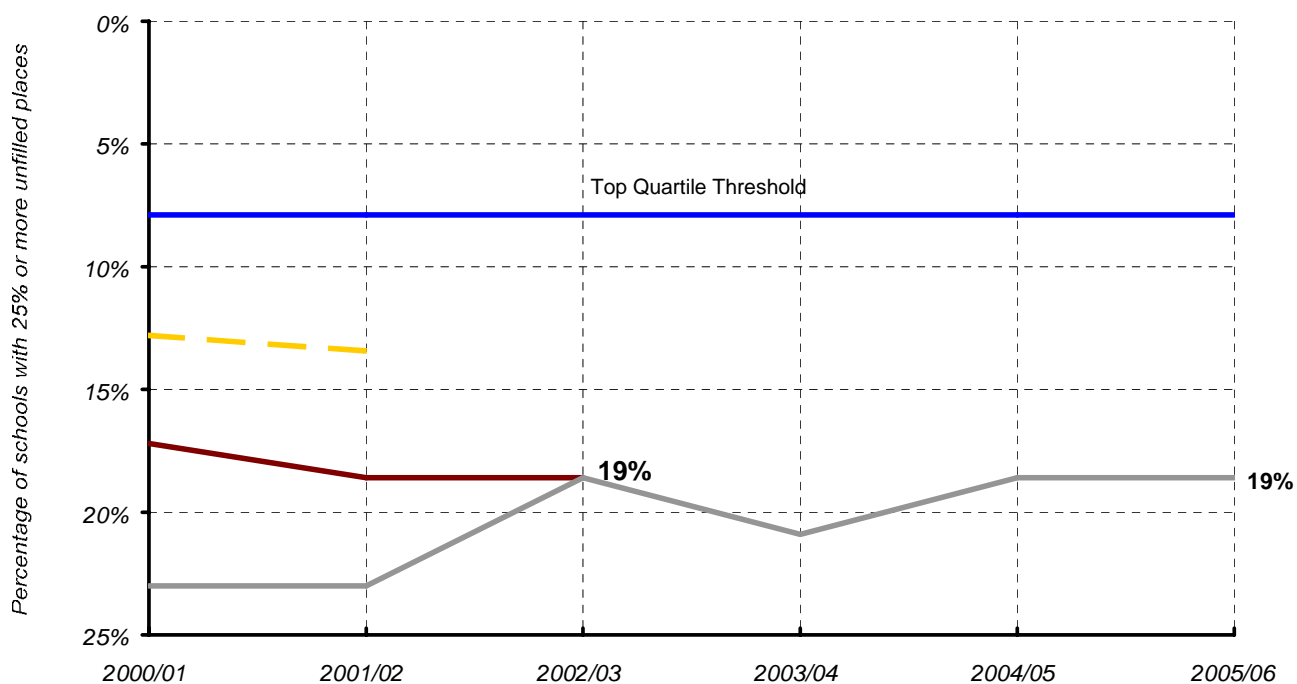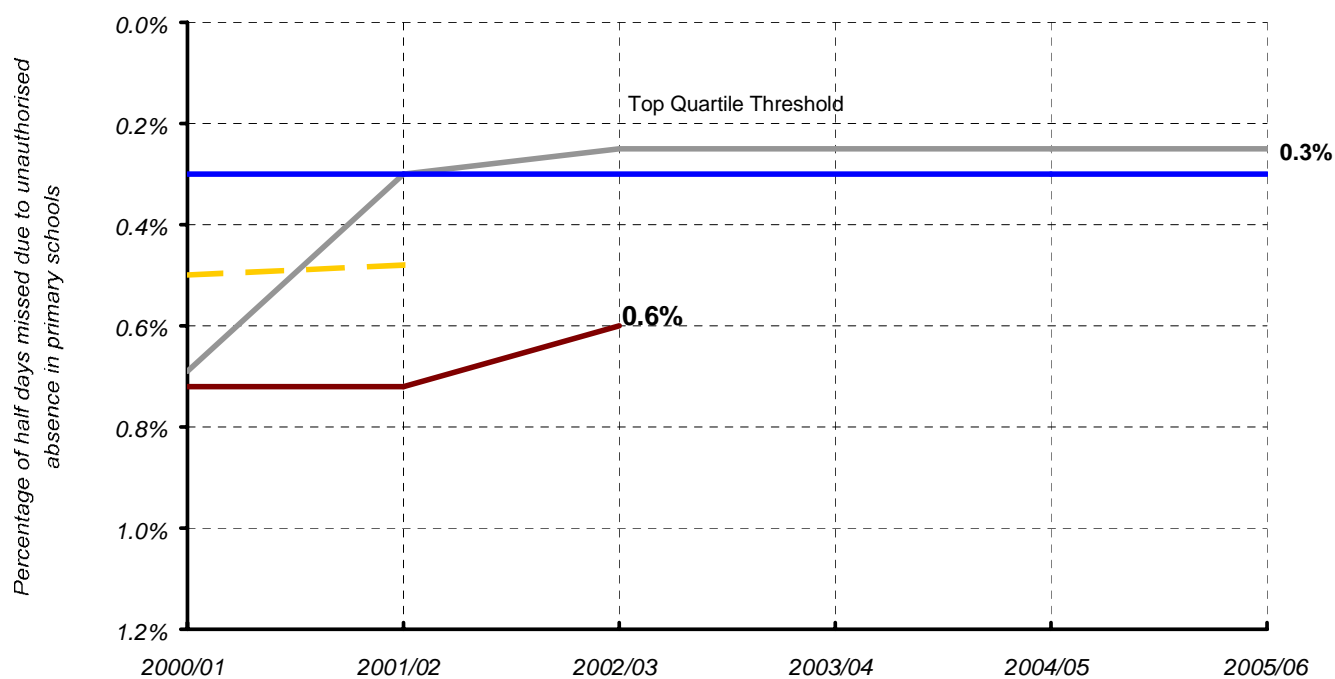
Secondary School Education

Pupil GCSE Attainment

Percentage of pupils with 5 GCSE Grades A* - C

Top Quartile Threshold

- 48%
- 41%
- 40.5%

2000/01 2001/02 2002/03 2003/04 2004/05 2005/06

Pupil Absence in Secondary Schools

Percentage of half days missed due to unauthorised absence in secondary schools

Top Quartile Threshold

- 1.3%
- 2.3%

2000/01 2001/02 2002/03 2003/04 2004/05 2005/06

Lifelong Learning

Youth Service Expenditure

Youth Service expenditure per head of population (£)

£20	
£30	
£40	
£50	
£60	Top Quartile Threshold
£70	
£80	£76
£90	£85
£100	£100
£110	

2000/01   2001/02   2002/03   2003/04   2004/05   2005/06
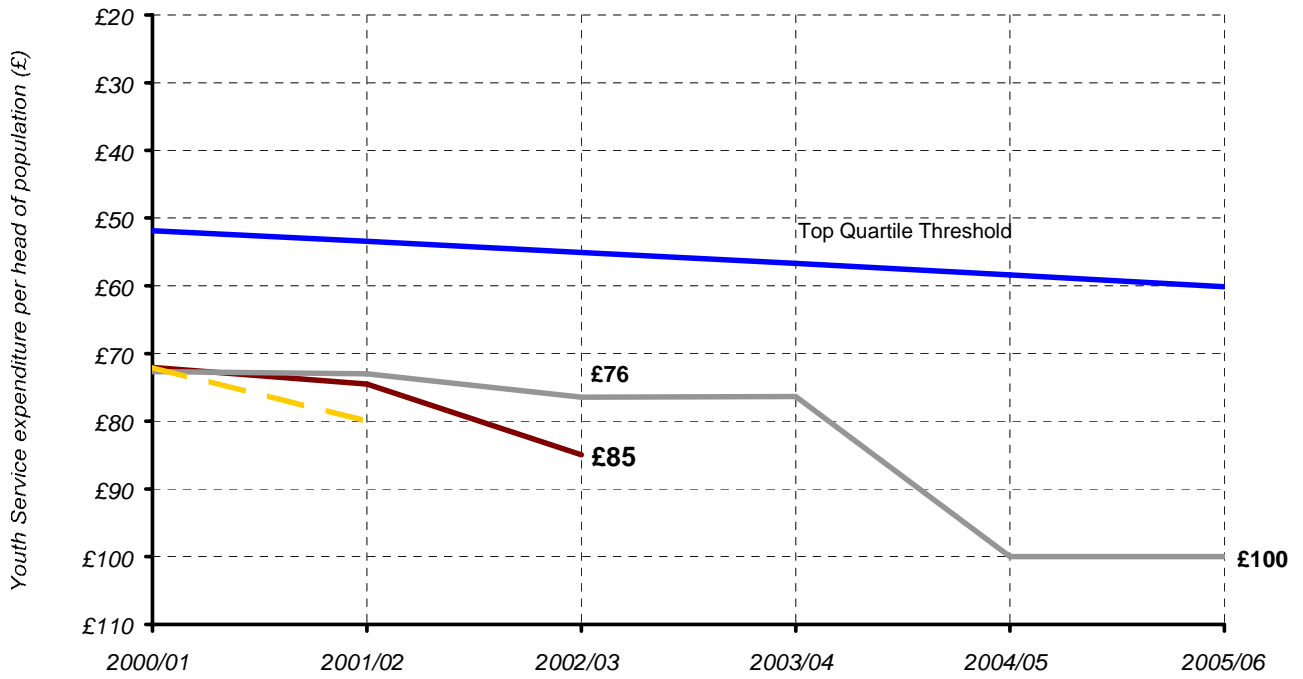
Visits to Public Libraries

Number of visits per 1000 population

9
8
7   6.6   6.9
6   6   Top Quartile Threshold
5
4
3
2
1
0

2000/01   2001/02   2002/03   2003/04   2004/05   2005/06
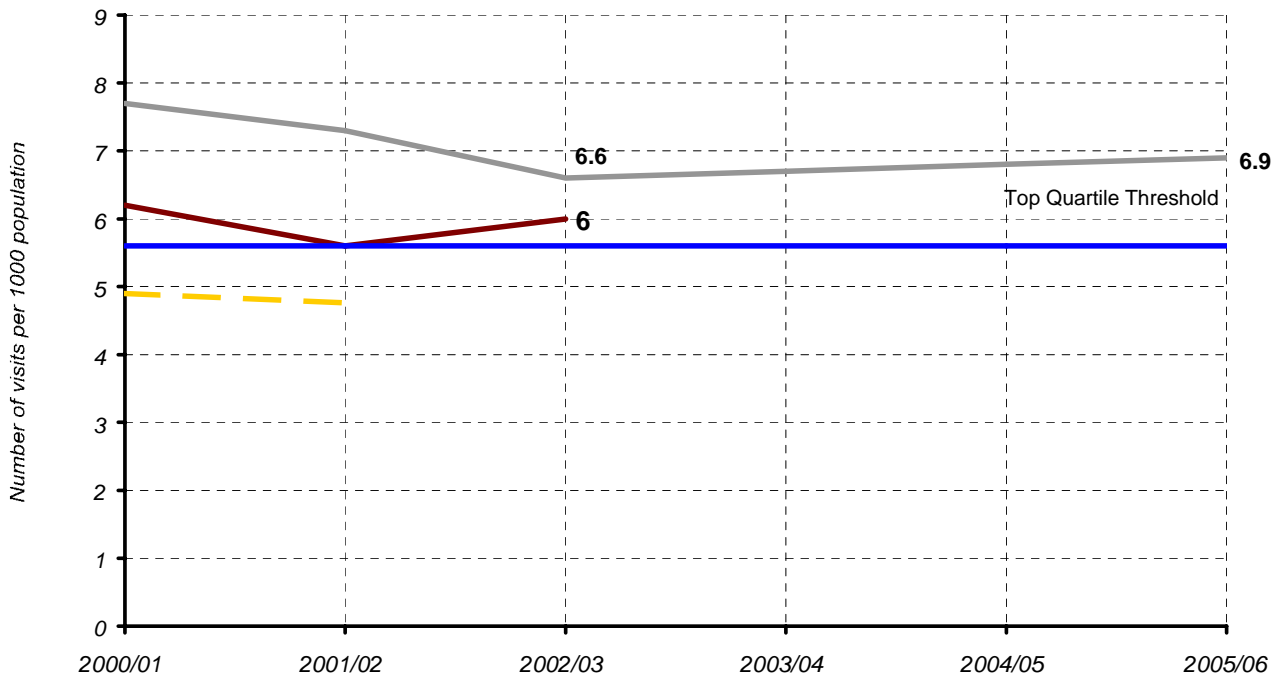
Waste Management

Household Waste - Amount Collected

Amount of waste collectd per head of population (kg)

220
270
320
370
420
470
520
570
620
670

Top Quartile Threshold

484
521
551

2000/01   2001/02   2002/03   2003/04   2004/05   2005/06

Waste Recycling

Percentage of household waste recycled

25%
20%
15%
10%
5%
0%

20%

Top Quartile Threshold

11%
10%

2000/01   2001/02   2002/03   2003/04   2004/05   2005/06

12
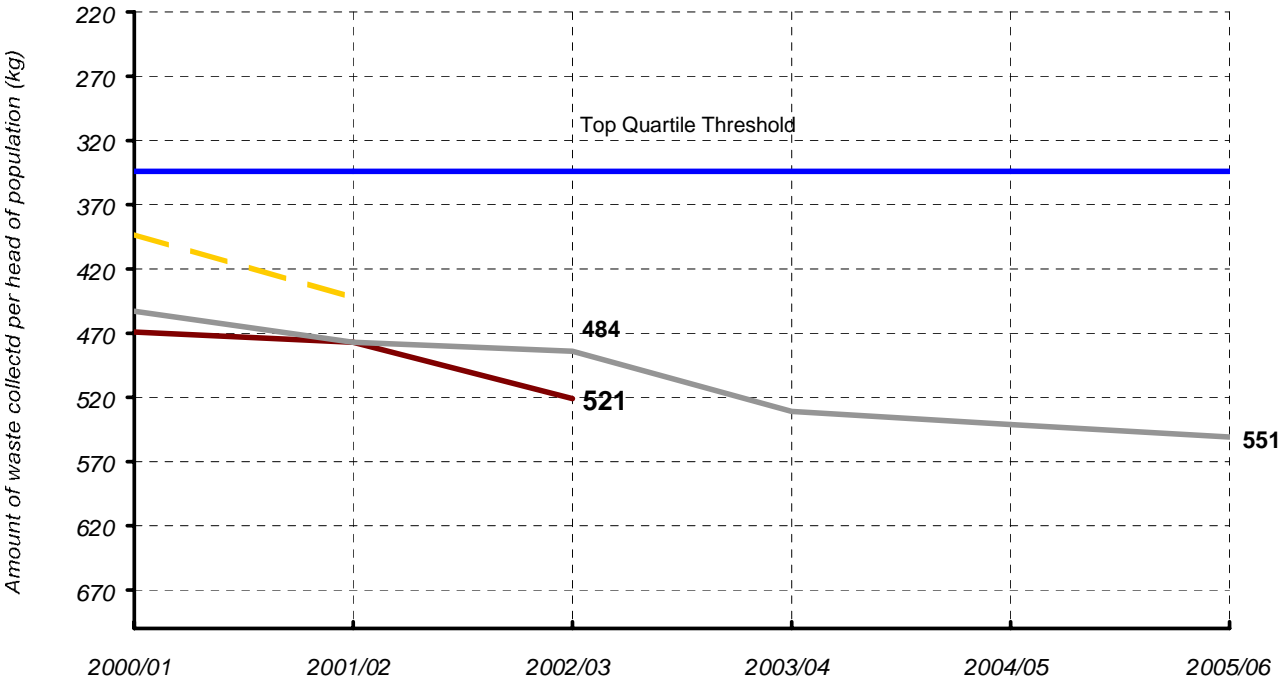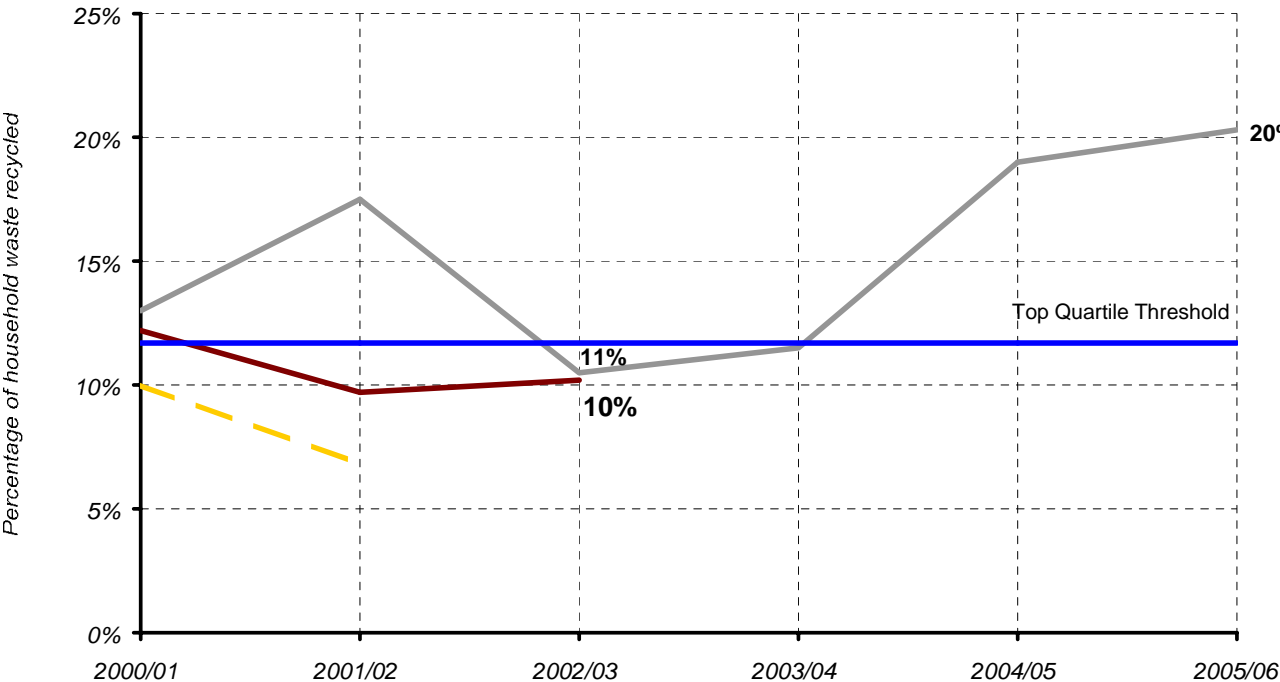
Waste Management

Household Waste - Collection Efficiency

Top Quartile Threshold

60

Number of collections missed per 100,000 collections of household waste

301

250

| 0 |
| 300 |
| 600 |
| 900 |
| 1200 |

2000/01 2001/02 2002/03 2003/04 2004/05 2005/06
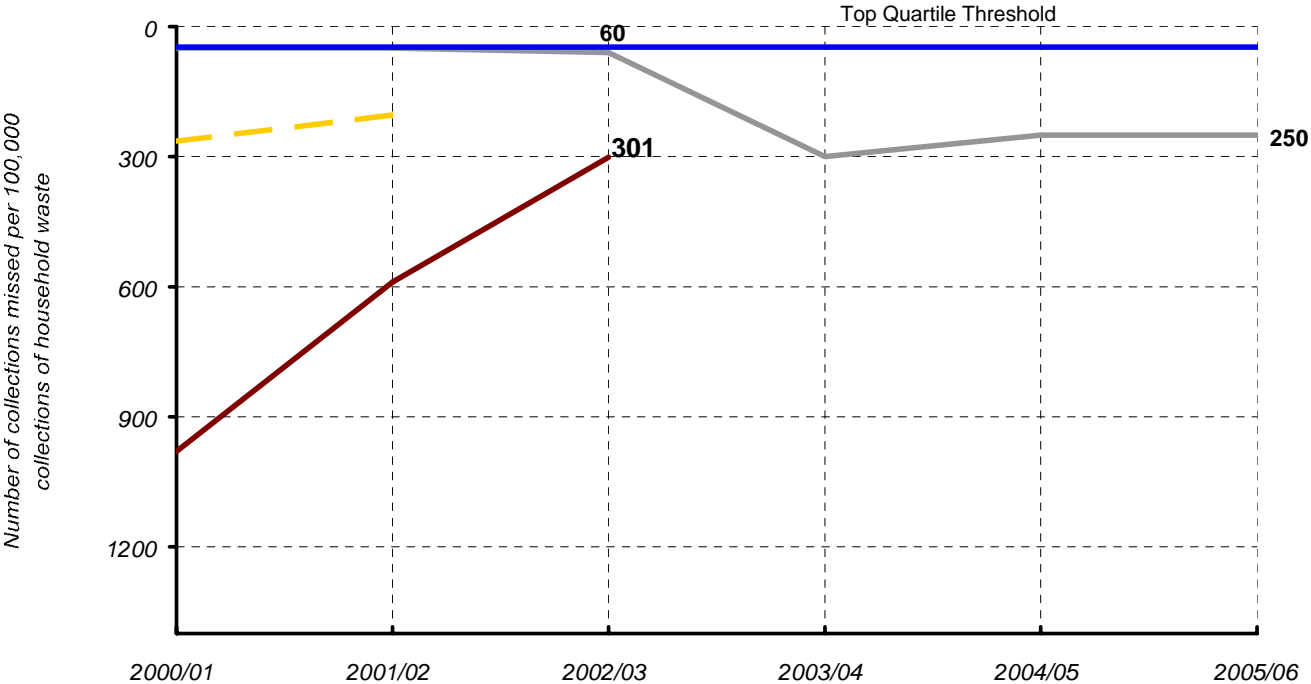
Street Maintenance

Standard of Footpaths and other Rights of Way

Percentage total legnth of paths which are easy to use by public

- Top Quartile Threshold
- 85%
- 70%
- 50%

Years: 2000/01, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06
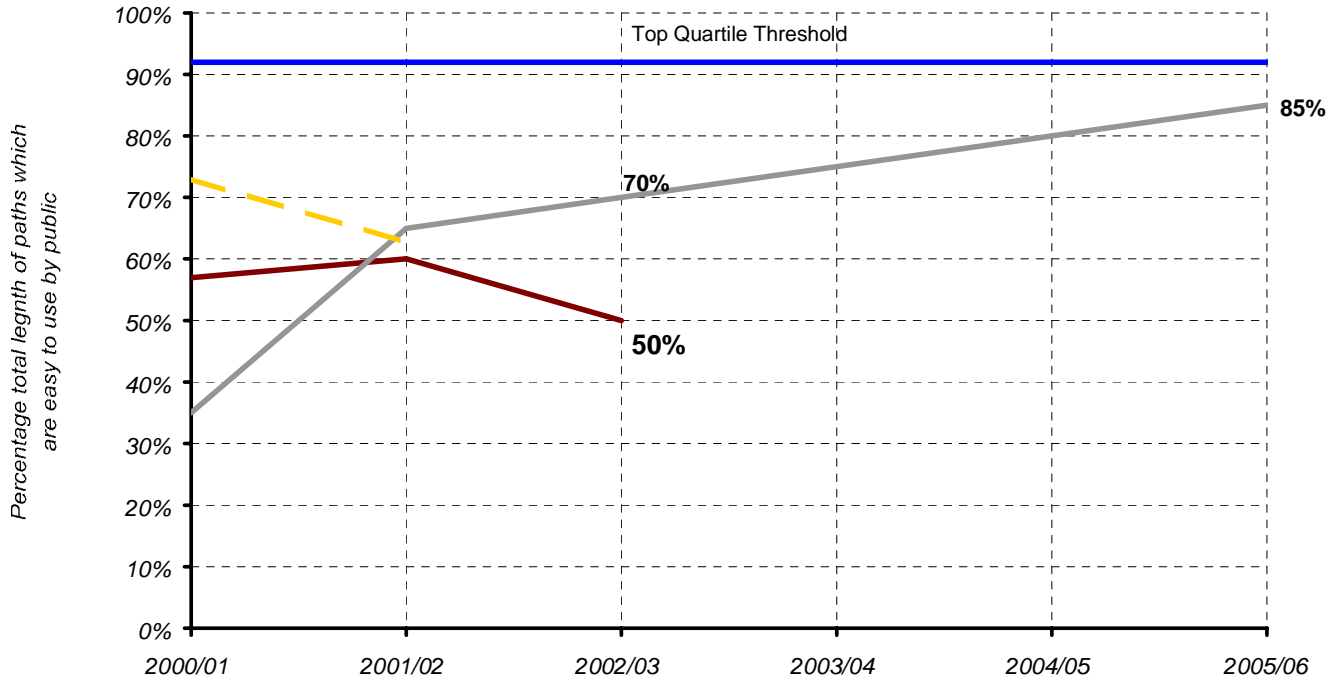
Roads and Pavement Repairs

Percentage of Repairs to dangerous damage to roads and pavements

- Top Quartile Threshold
- 100%
- 99%

Years: 2000/01, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06
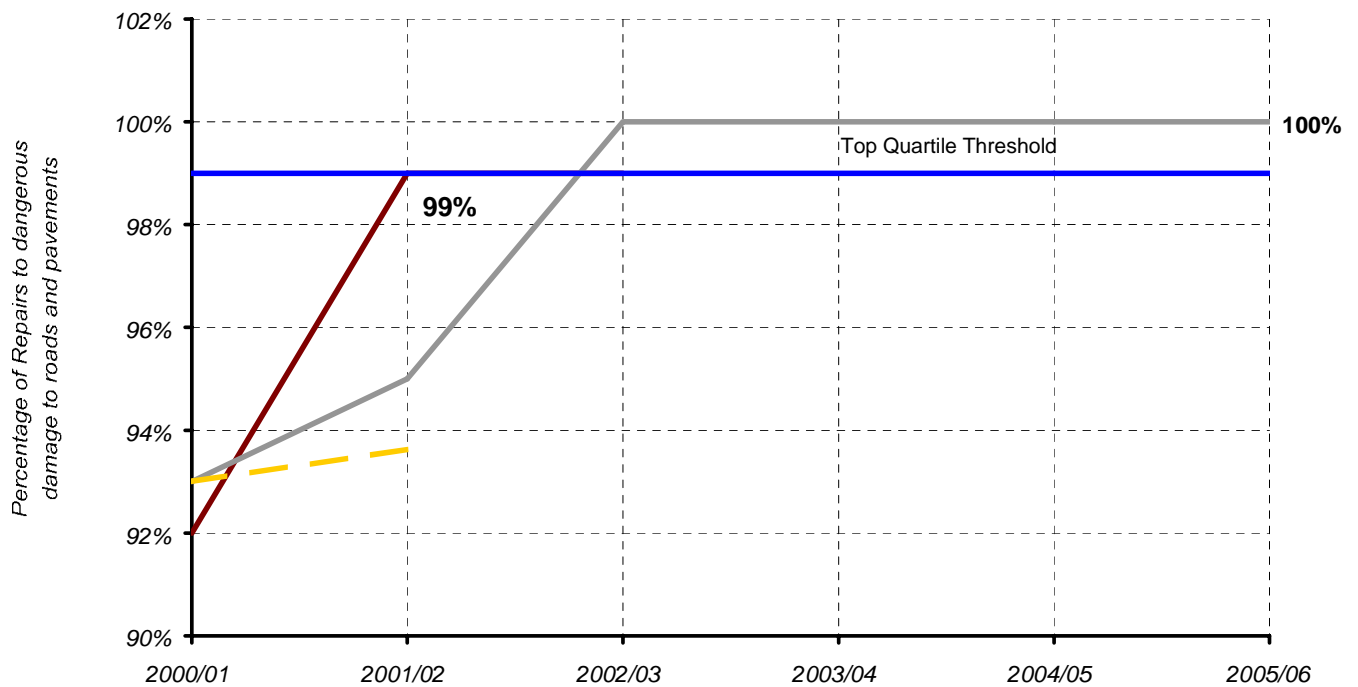
Planning

New Homes Built

Percentage of new homes built on previously developed land

Top Quartile Threshold

90%

81%

75%

(x-axis: 2000/01, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06)

(y-axis: 50% to 100%)

Cost of Planning

Gross Planning Cost per Head of Population (£)

£6.57

£6.62

Top Quartile Threshold

£8.56

(x-axis: 2000/01, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06)

(y-axis: £0.00 to £10.00)
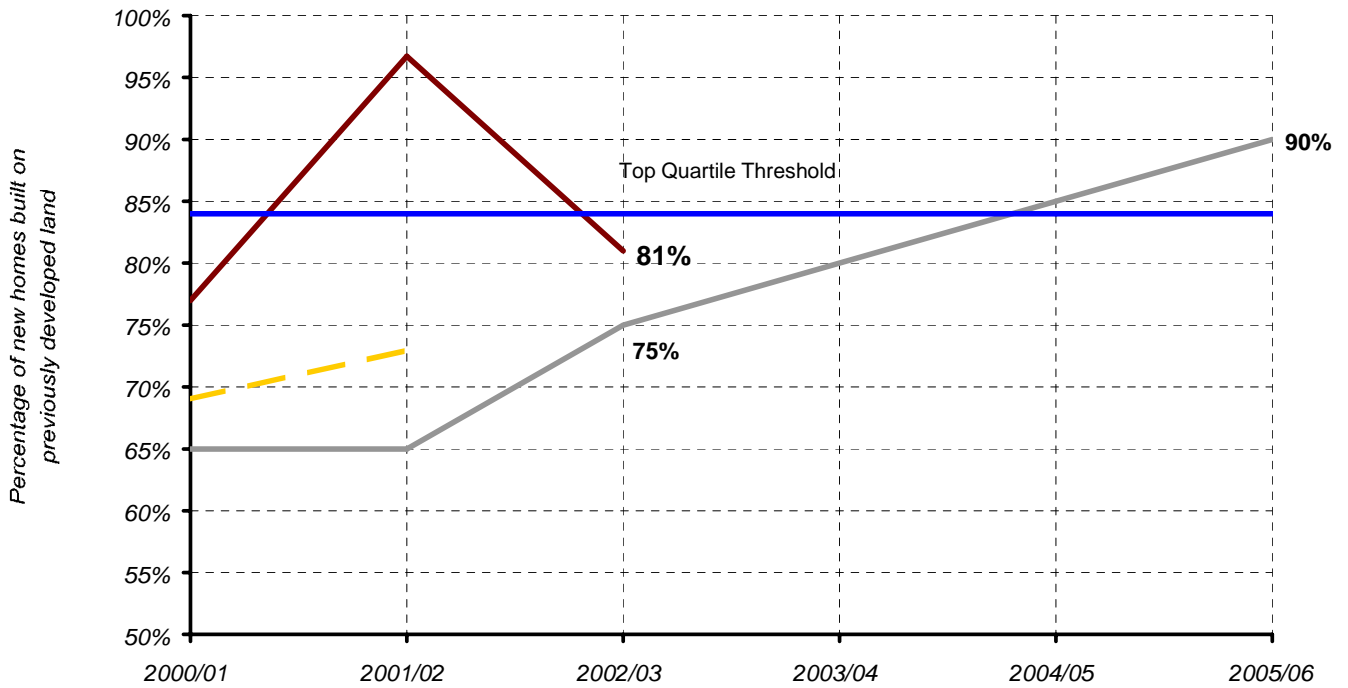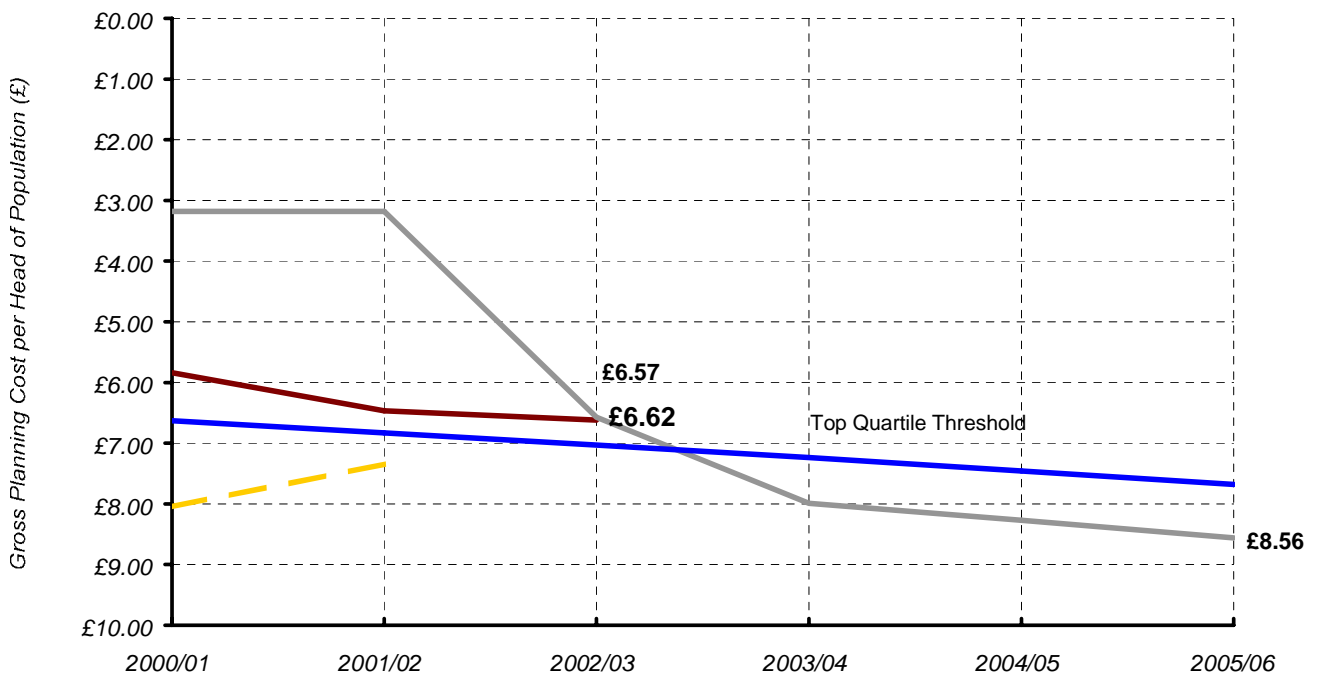
Planning

Standard Searches Carried Out

Top Quartile Threshold

The percentage of standard searches carried out in 10 working days

	100%						**100%**
80%							
60%			**62%**				
40%							
32%							
20%							
0%							

2000/01 — 2001/02 — 2002/03 — 2003/04 — 2004/05 — 2005/06
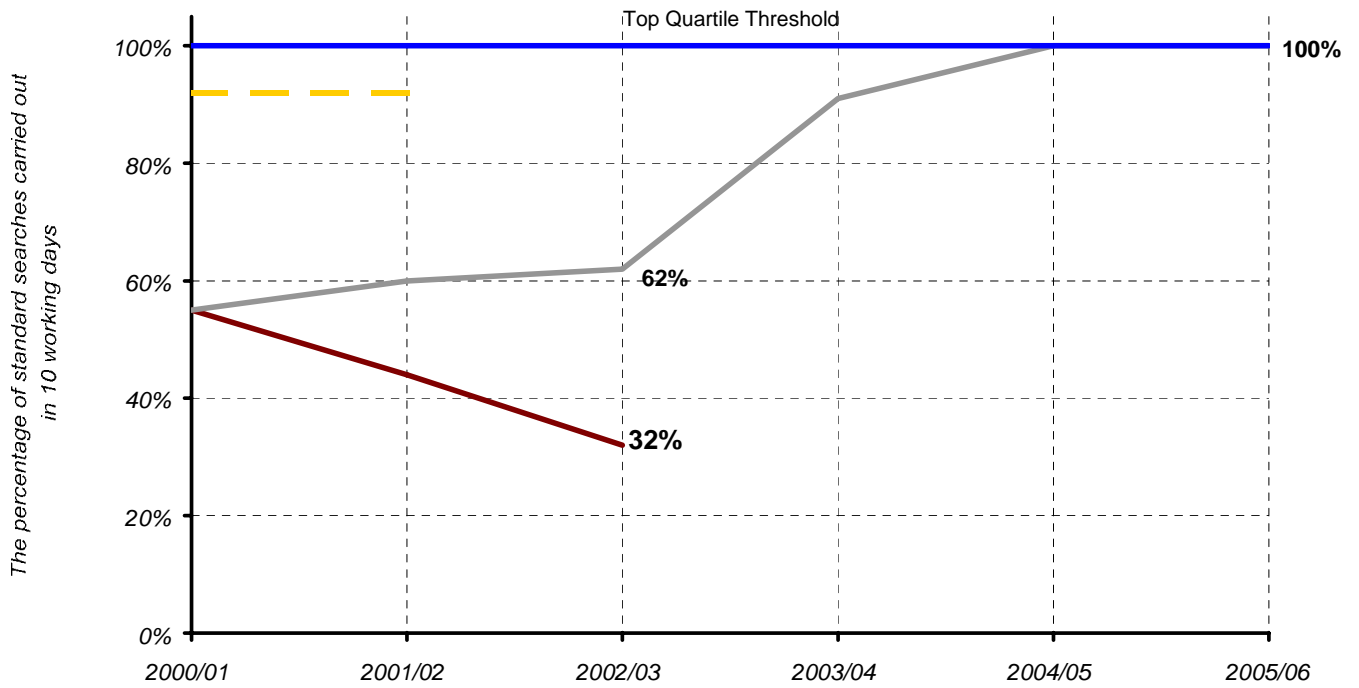
Community Safety

Performance on Domestic Burglaries

Number of burglaries per 1000 houshold

Top Quartile Threshold

27.5

28.7

22.9

2000/01   2001/02   2002/03   2003/04   2004/05   2005/06
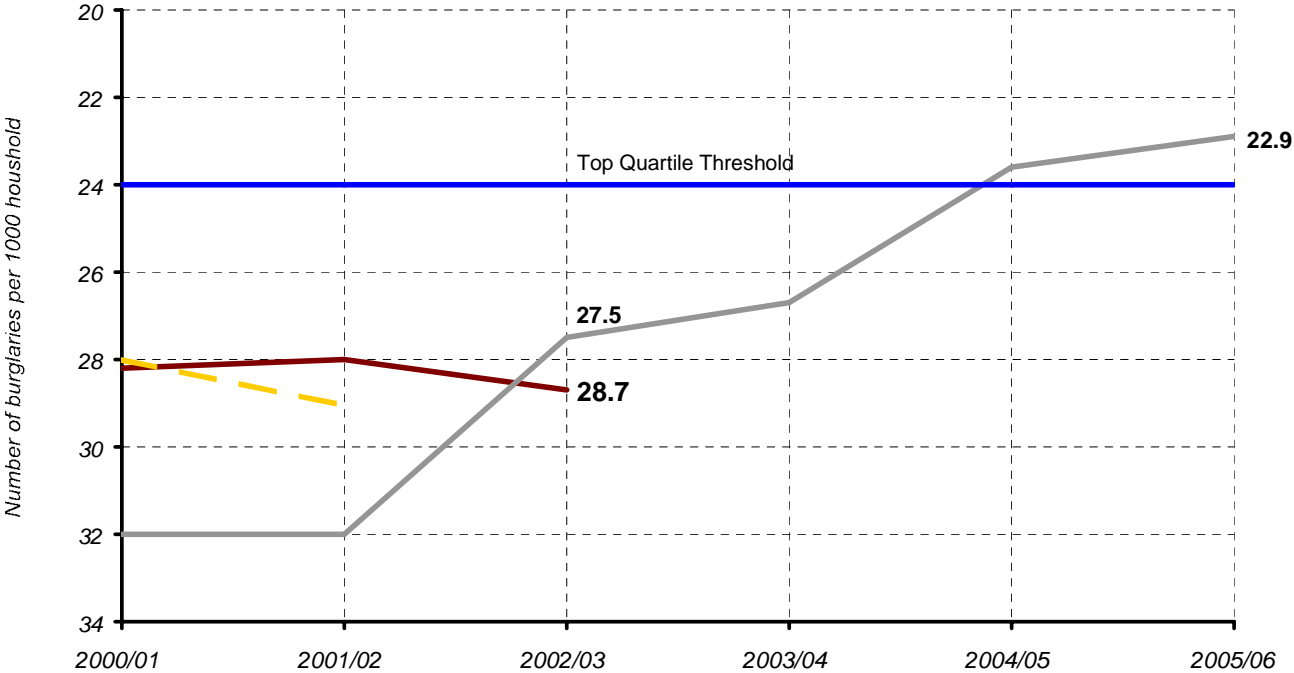
Taxation

Council Tax Collection

Top Quartile Threshold

97%

92%

91%

Percentage of Council Tax collected
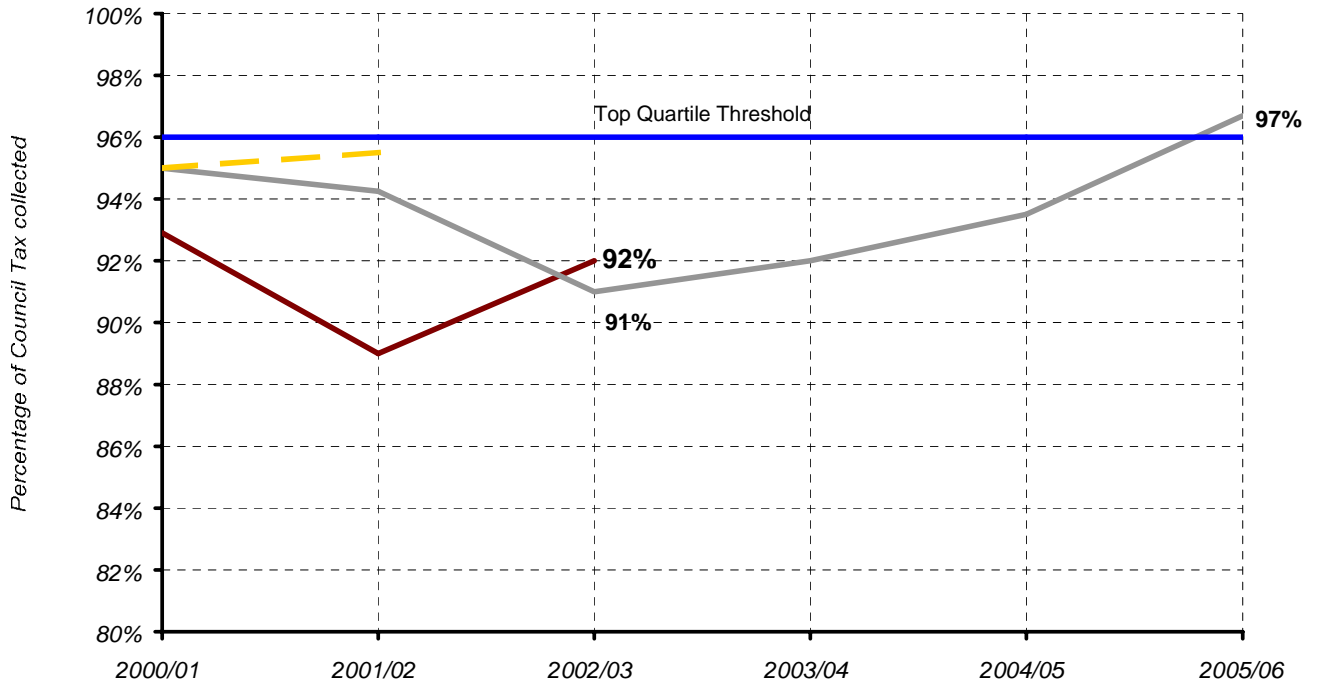
Non-Domestic Rate Collection

Top Quartile Threshold

99%

98%

Percentage of non-domestic rates collected
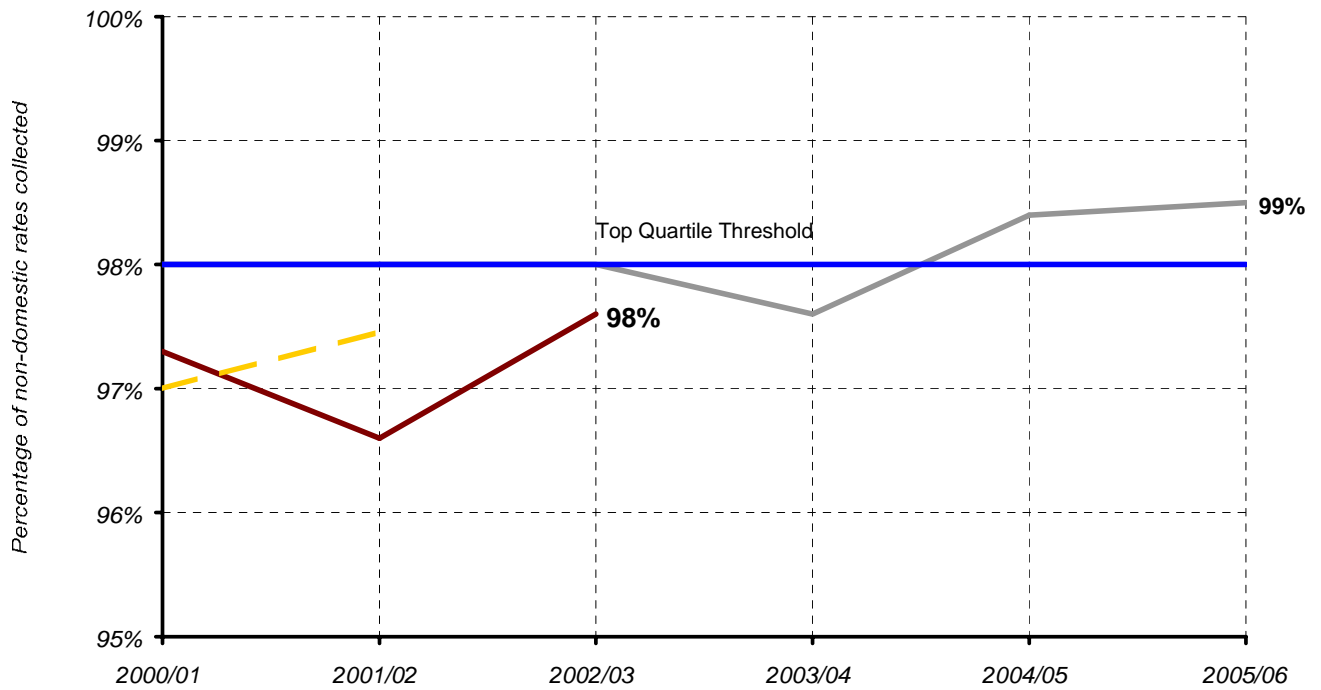
Housing Maintenance

Performance on Private Sector Housing

The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority

Top Quartile Threshold

2.4%

2.3%

2.0%

6%
5%
4%
3%
2%
1%
0%

2000/01 2001/02 2002/03 2003/04 2004/05 2005/06
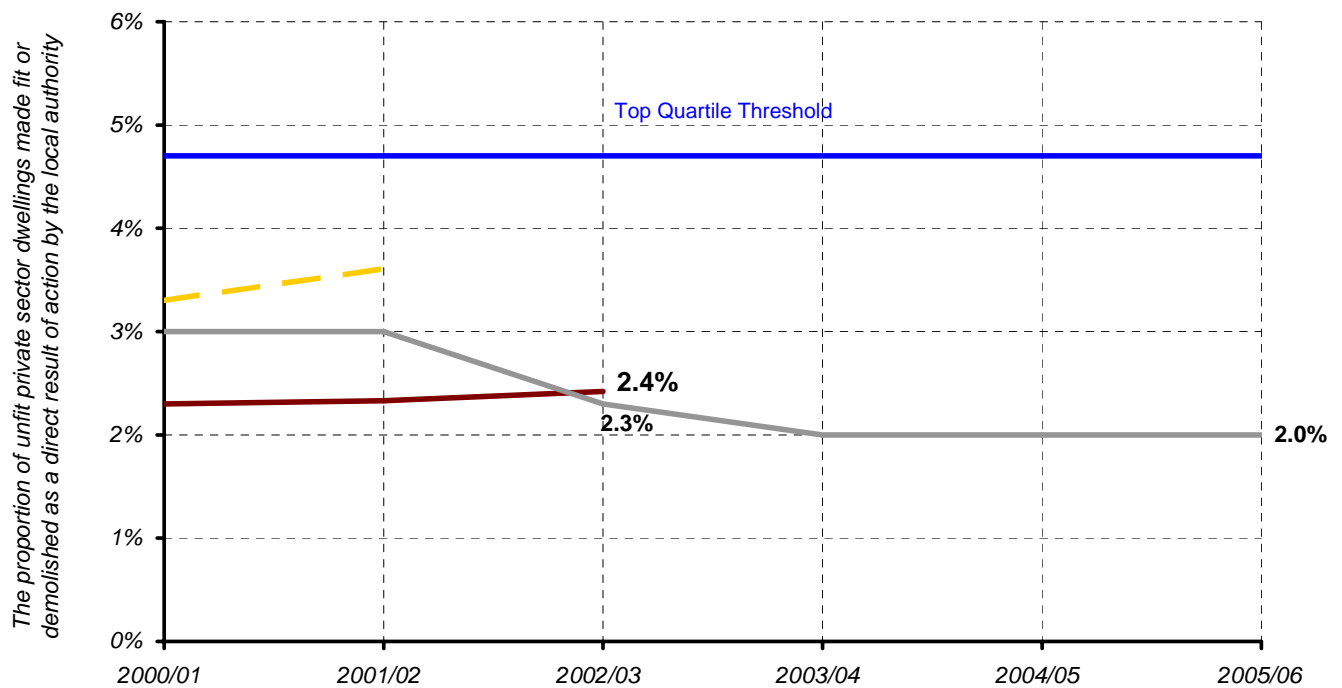
Performance on Rent Collection

Local authority rent collection and arrears: proportion of rent collected

Top Quartile Threshold

98%

95%

100%
98%
96%
94%
92%
90%
88%
86%
84%
82%
80%

2000/01 2001/02 2002/03 2003/04 2004/05 2005/06
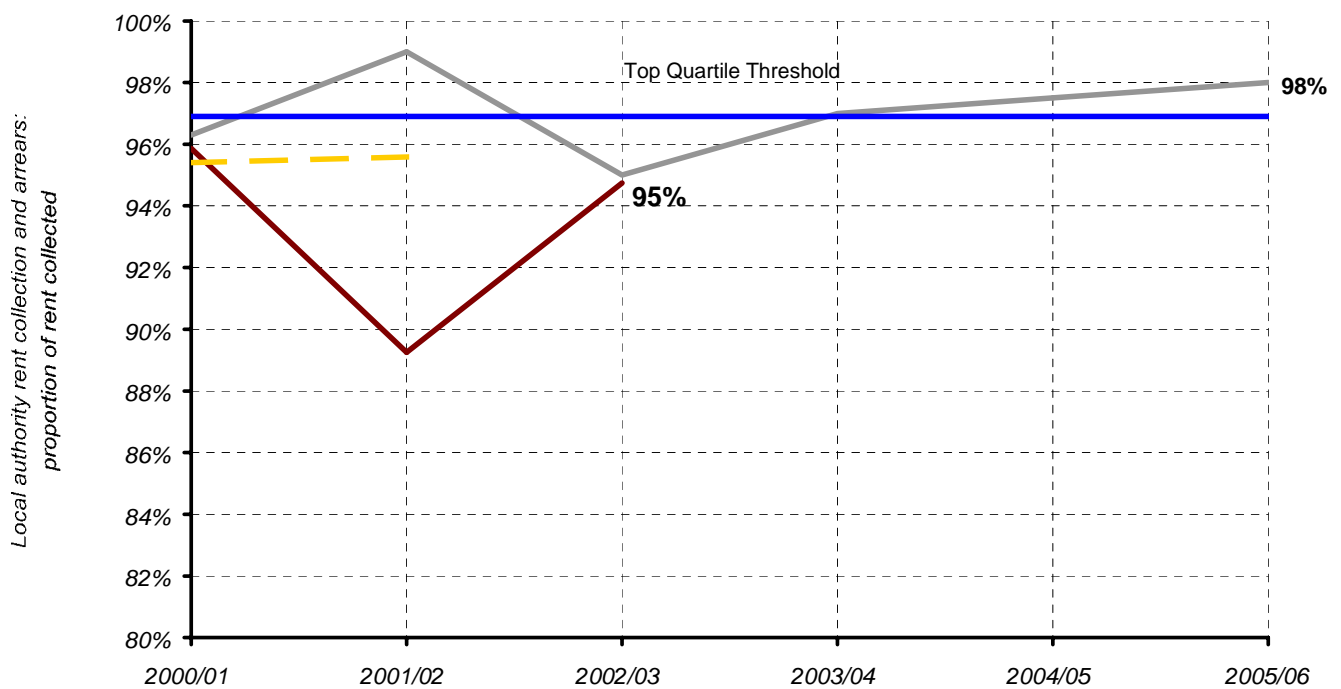
Housing Benefits

Speed of Processing New Benefit Claims

Average number of days for processing new claims

- Top Quartile Threshold
- 40
- 70
- 141

2000/01 2001/02 2002/03 2003/04 2004/05 2005/06
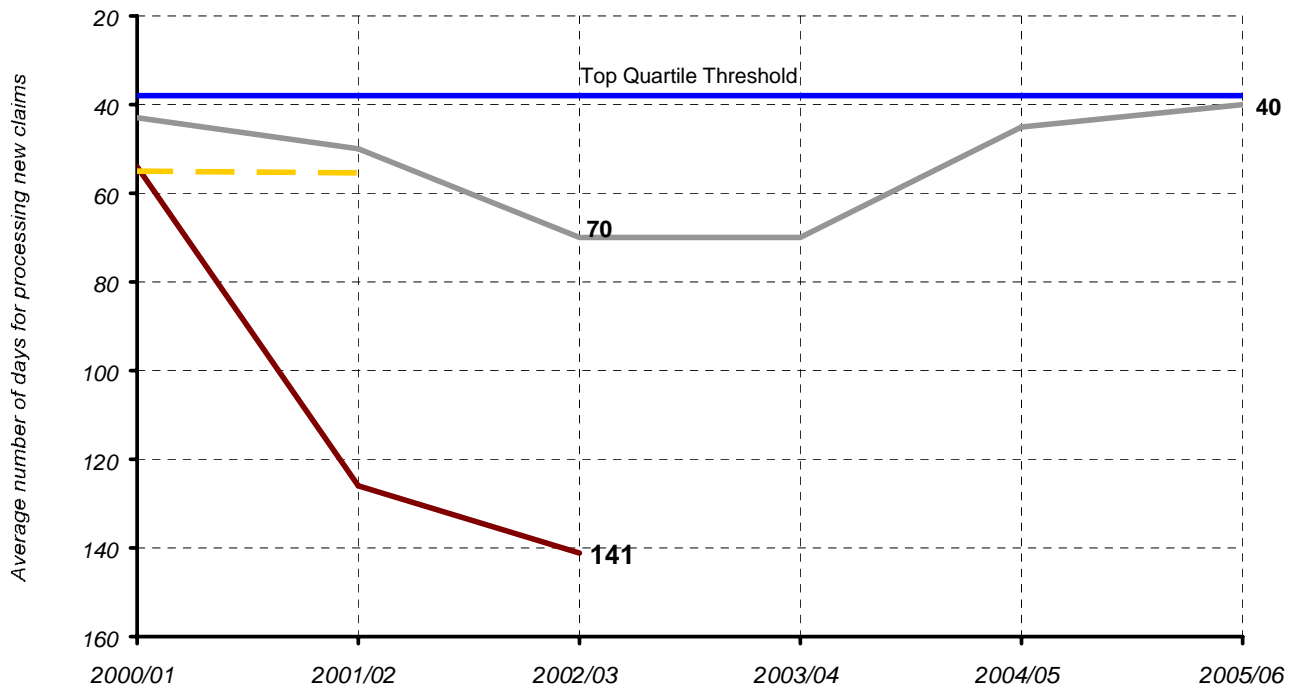
Speed of Processing Changes to Benefit Claims

Average number of days for processing notifications of changes of circumstance

- Top Quartile Threshold
- 15
- 30
- 43

2000/01 2001/02 2002/03 2003/04 2004/05 2005/06

Housing Benefits

Speed of Processing Benefit Claims

Percenatge of claims processed on time

Top Quartile Threshold

83%

60%

29%

2000/01 — 2001/02 — 2002/03 — 2003/04 — 2004/05 — 2005/06
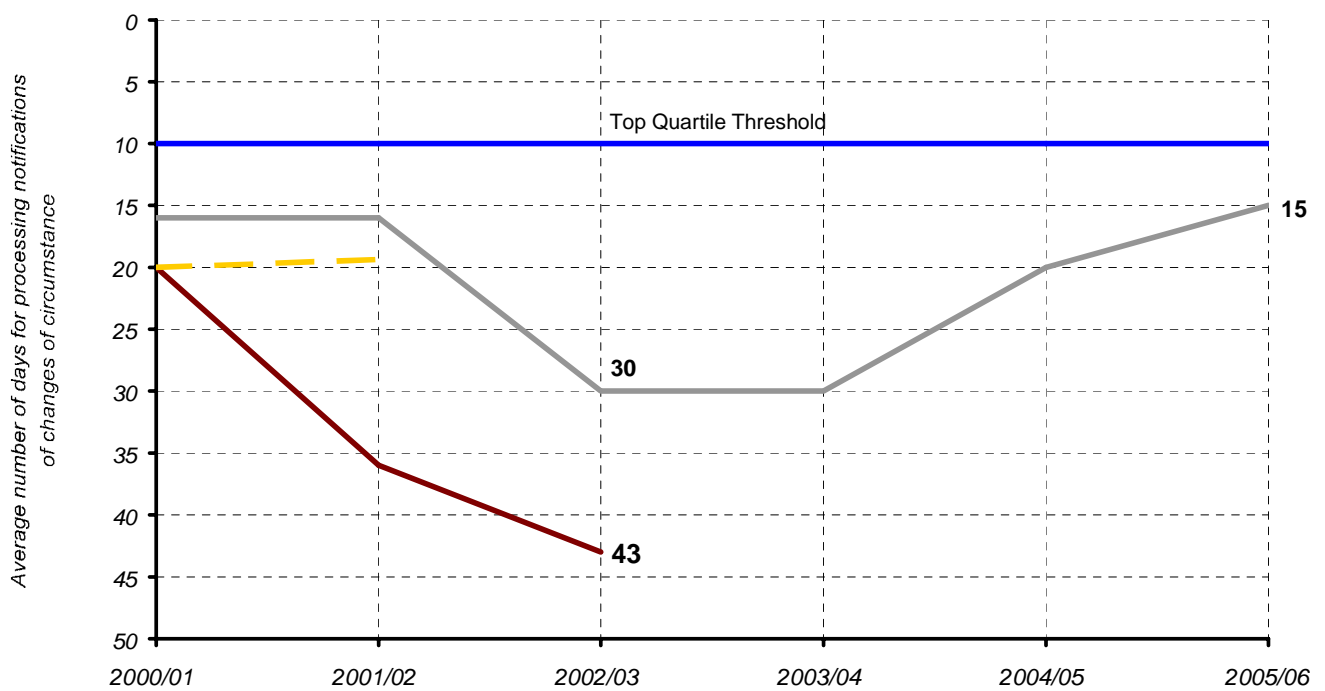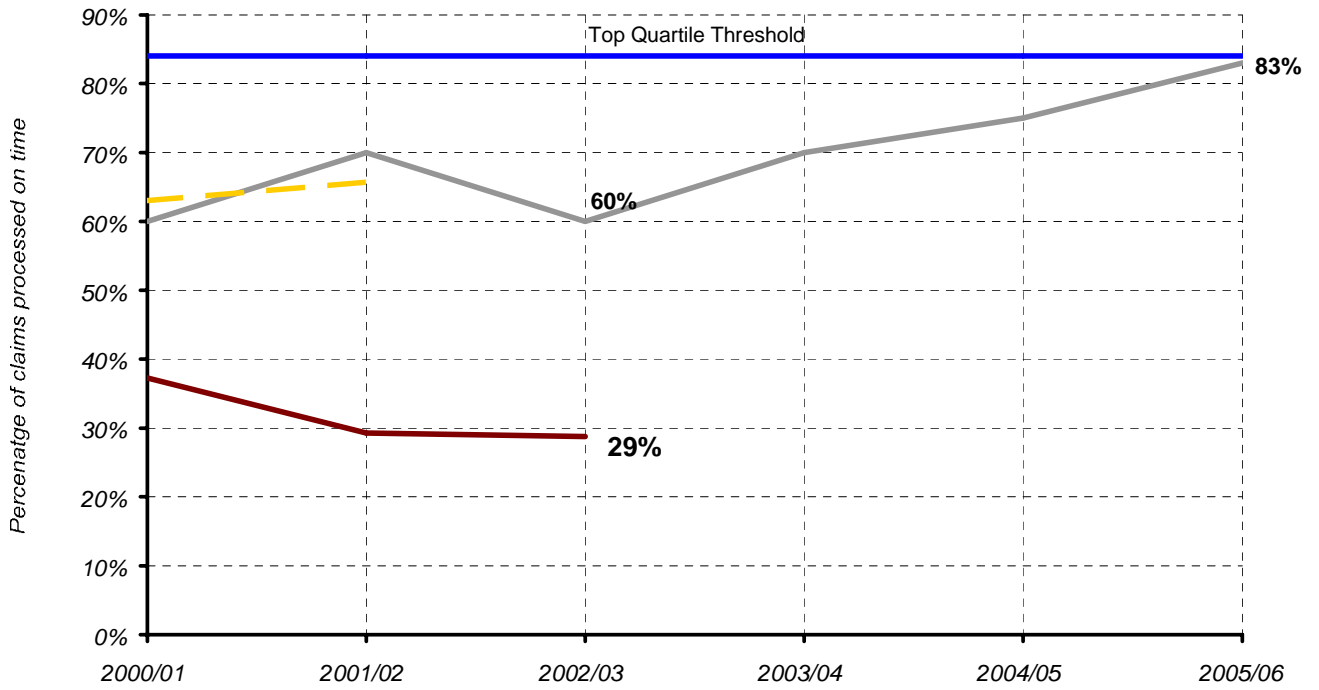
Accuracy of Processing Benefit Claims

Percentage of cliams accurately assessed

Top Quartile Threshold

97%

95%

95%

2000/01 — 2001/02 — 2002/03 — 2003/04 — 2004/05 — 2005/06

21
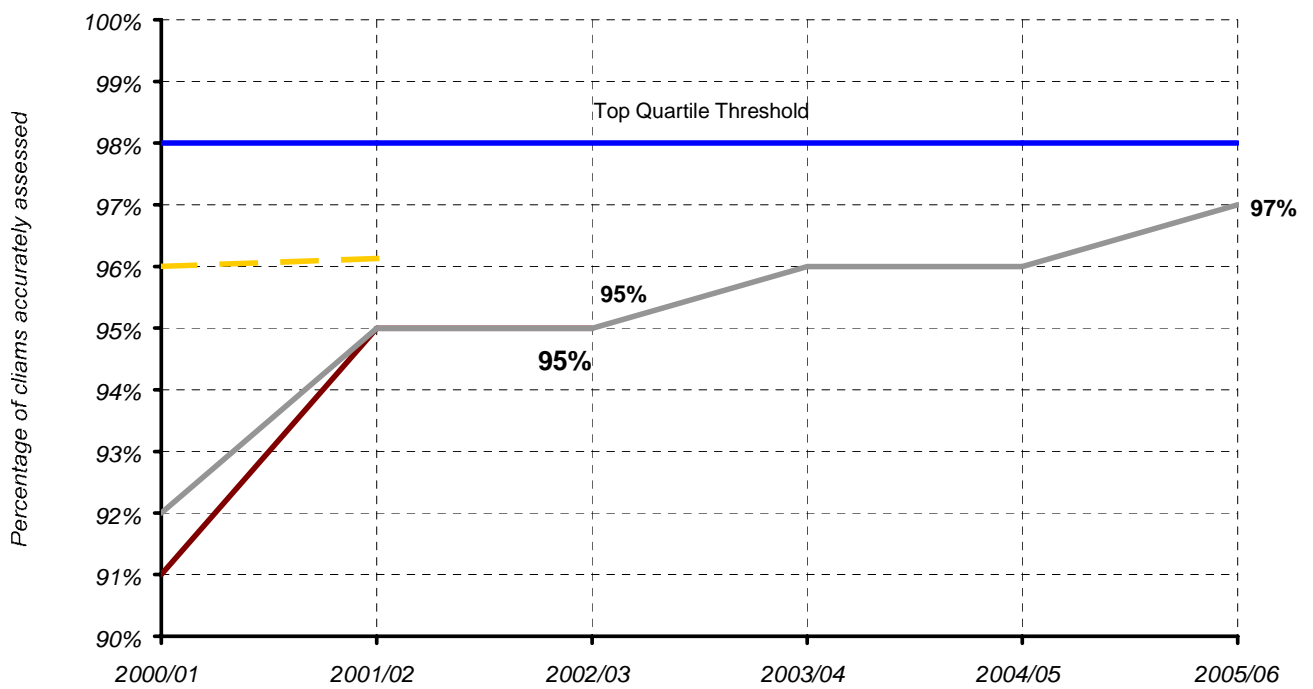
Homelessness

Efficiency of Homelessness Applications

Proportion of homelessness applications processed within 33 working days (y-axis)

y-axis labels: 100%, 95%, 90%, 85%, 80%, 75%, 70%, 65%, 60%

x-axis labels: 2000/01, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06

Top Quartile Threshold

98%
96%
96%
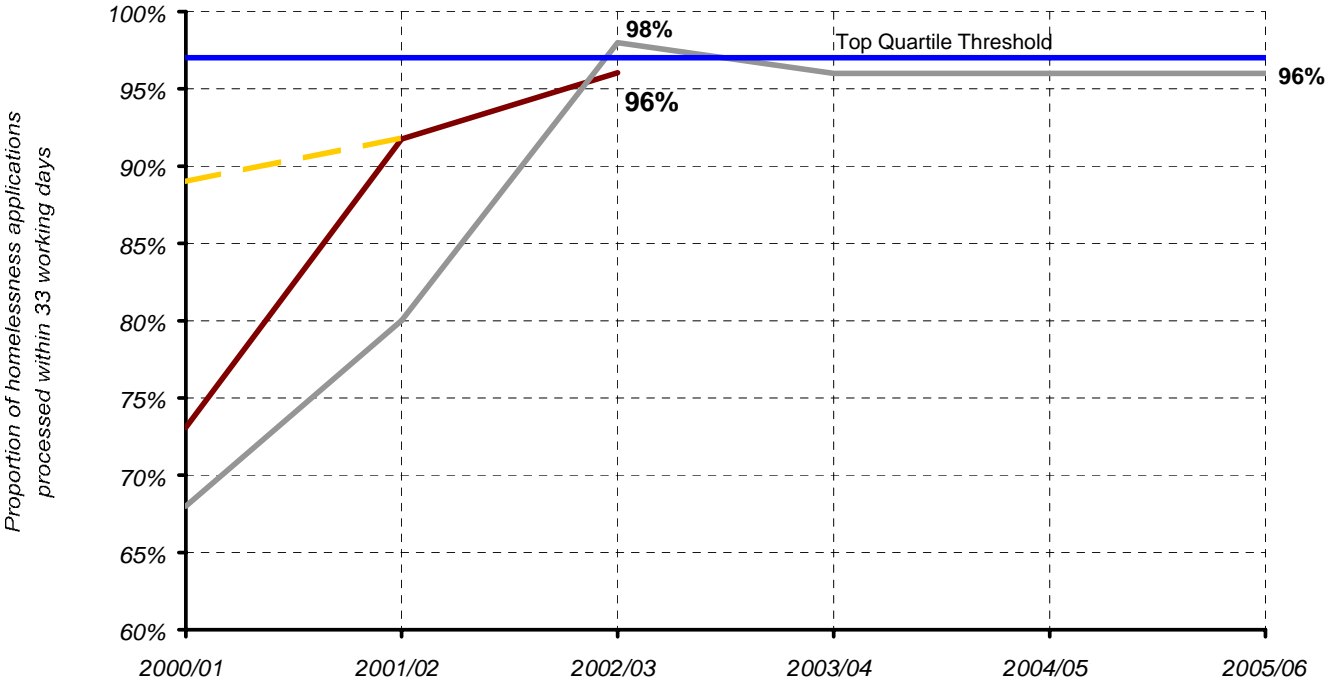
Social Services for Children

Looked After Children Placement Efficiency

Percentage of Looked After Children with 3 or more placements during the year

Top Quartile Threshold

15.3%
16%
13%

0% — 10% — 20% — 30% — 40%

2000/01 — 2001/02 — 2002/03 — 2003/04 — 2004/05 — 2005/06
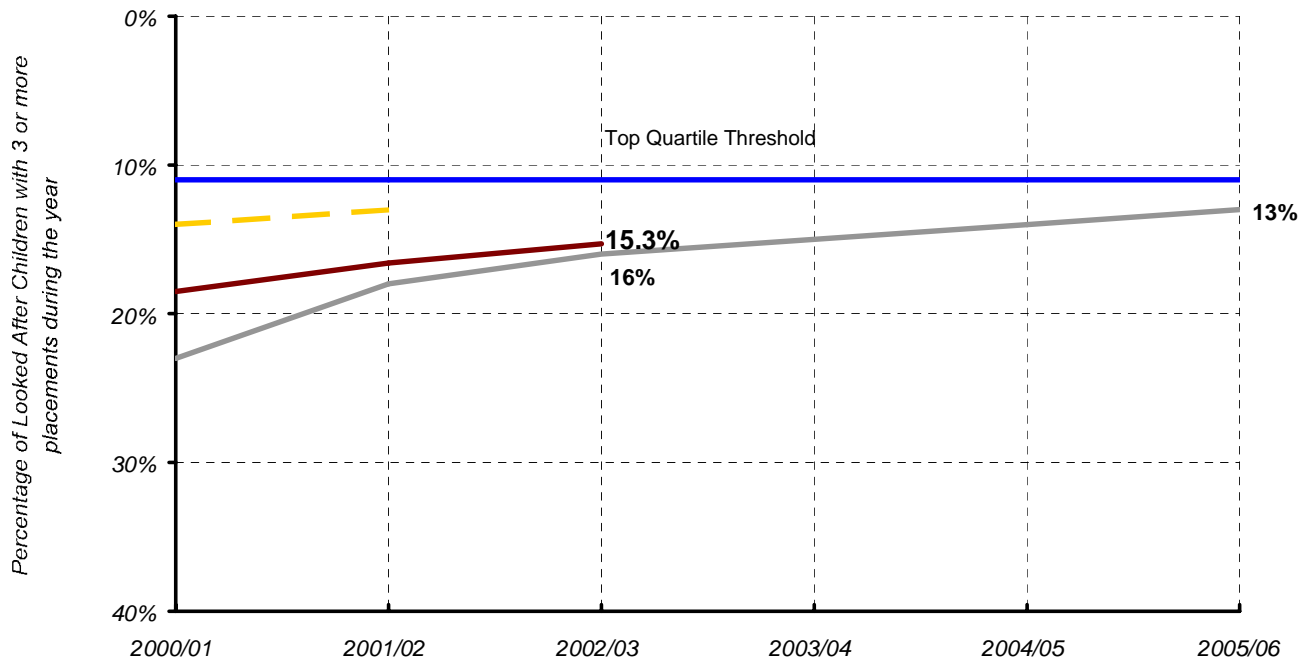
Educational Qualifications of Looked After Children
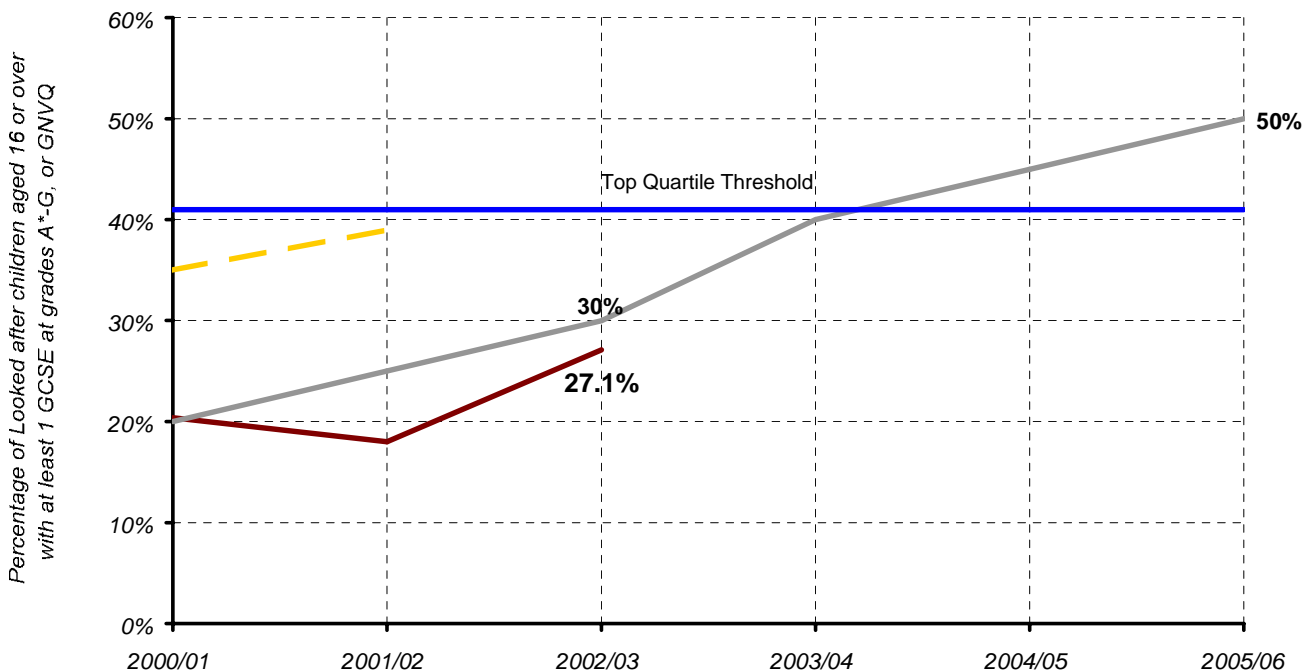
Percentage of Looked after children aged 16 or over with at least 1 GCSE at grades A-G, or GNVQ*

Top Quartile Threshold

50%
30%
27.1%

60% — 50% — 40% — 30% — 20% — 10% — 0%

2000/01 — 2001/02 — 2002/03 — 2003/04 — 2004/05 — 2005/06

Social Services for Children

Looked After Children Adoptions

Percentage of Looked After Children Adopted

- 15%
- 10% — **10%**
- Top Quartile Threshold
- **8%**
- **7%**
- 5%
- 0%

2000/01   2001/02   2002/03   2003/04   2004/05   2005/06
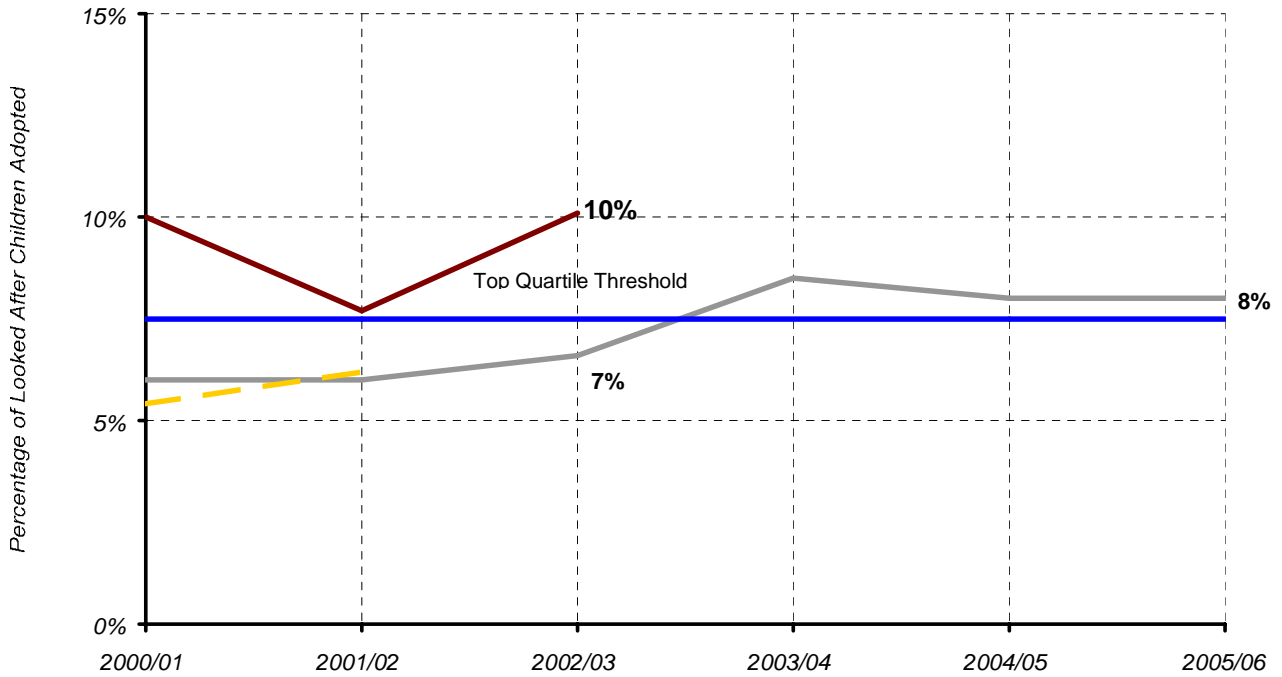
Children De-registered from Child Protection Register

Percentage of children de-registered from the Child Protection Register after being on the register for 2 years or more

- 0%
- 5% — **5.6%** — **5.6%**
- **8.0%**
- 10%
- Top Quartile Threshold
- 15%
- 20%

2000/01   2001/02   2002/03   2003/04   2004/05   2005/06
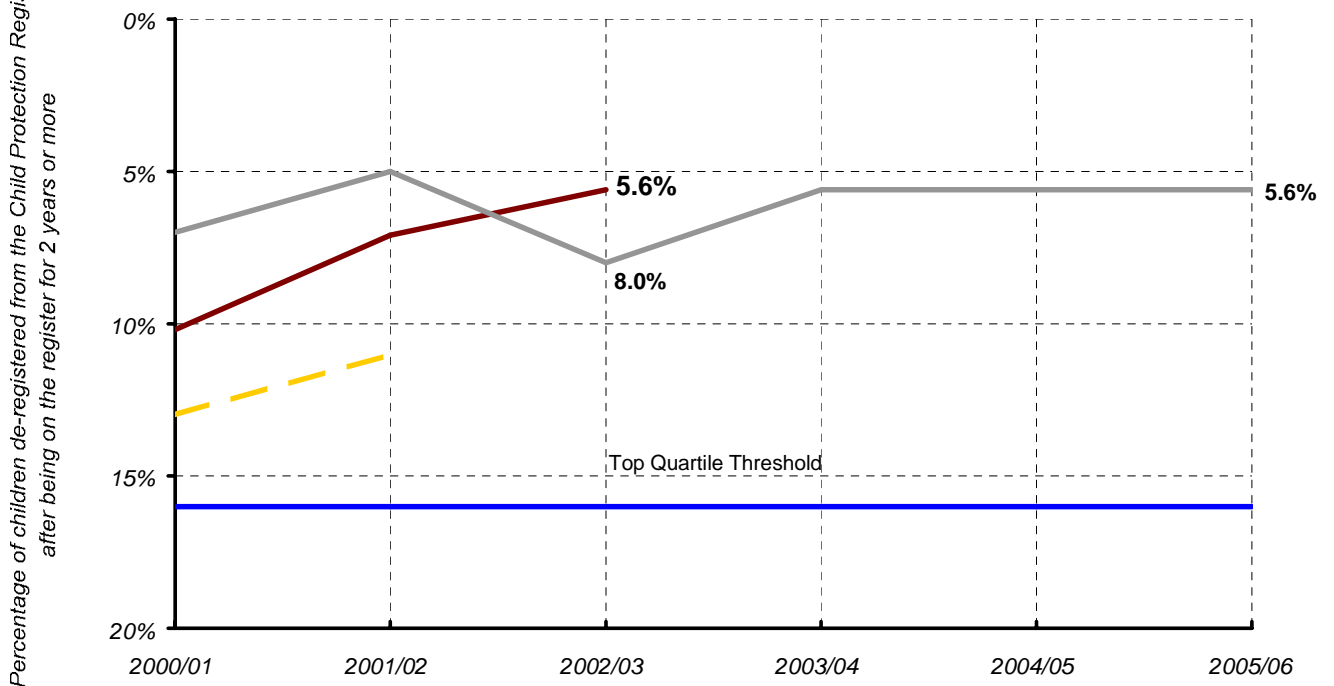
Social Services for Adults

Adults with Disabilities Helped to live at Home
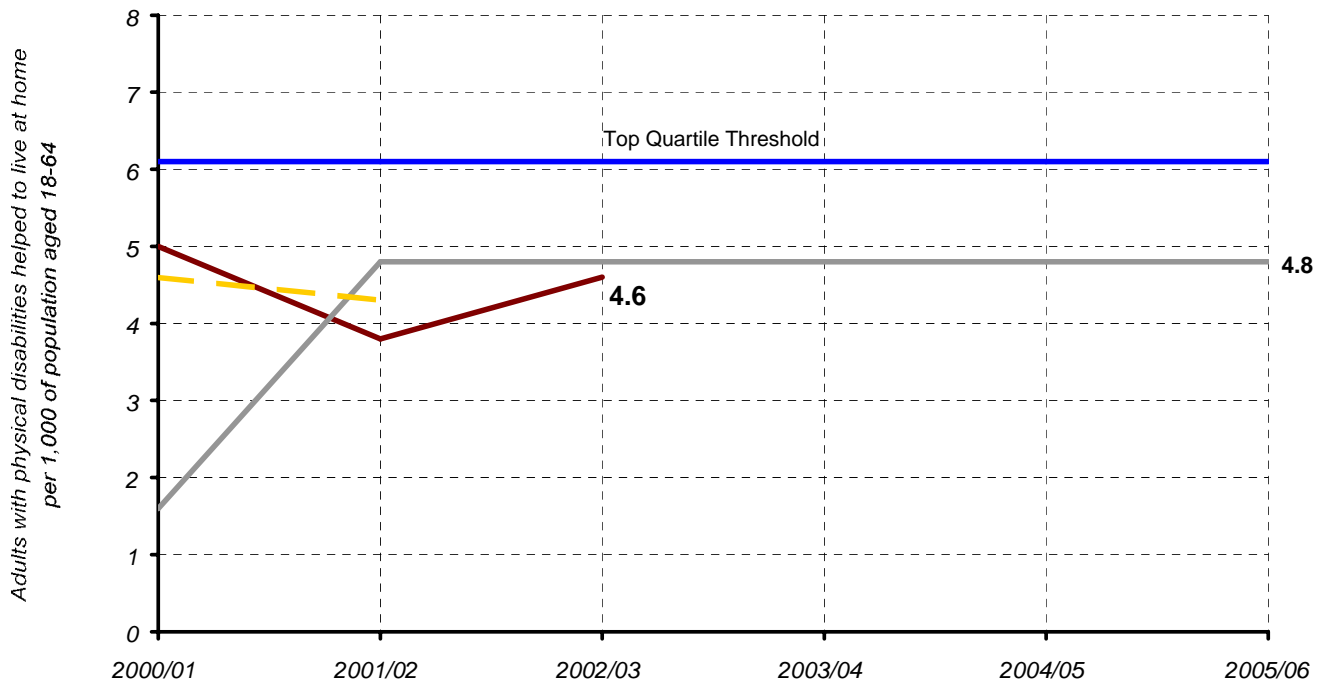
Y-axis: *Adults with physical disabilities helped to live at home per 1,000 of population aged 18-64*

Top Quartile Threshold

4.6

4.8

Adults with Learning Disabilities Helped to live at Home

Y-axis: *Adults with learning disabilities helped to live at home per 1,000 of population aged 18-64*

Top Quartile Threshold

2.6

2

3

Social Services for Adults

Adults with Mental Health Problems Helped to live at Home

No. of adults with mental health problems helped to live at home per 1,000 population aged 18-64

Top Quartile Threshold

2.1

1.8

2

- 5
- 4
- 3
- 2
- 1
- 0

2000/01   2001/02   2002/03   2003/04   2004/05   2005/06
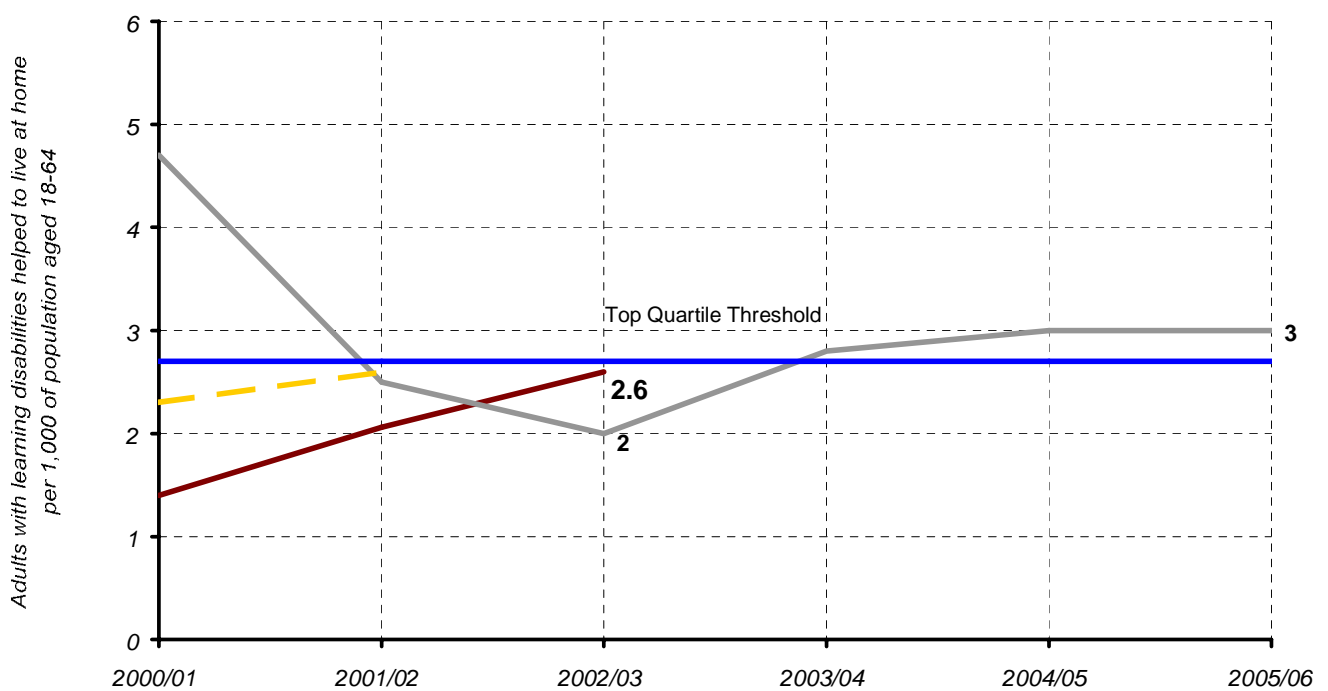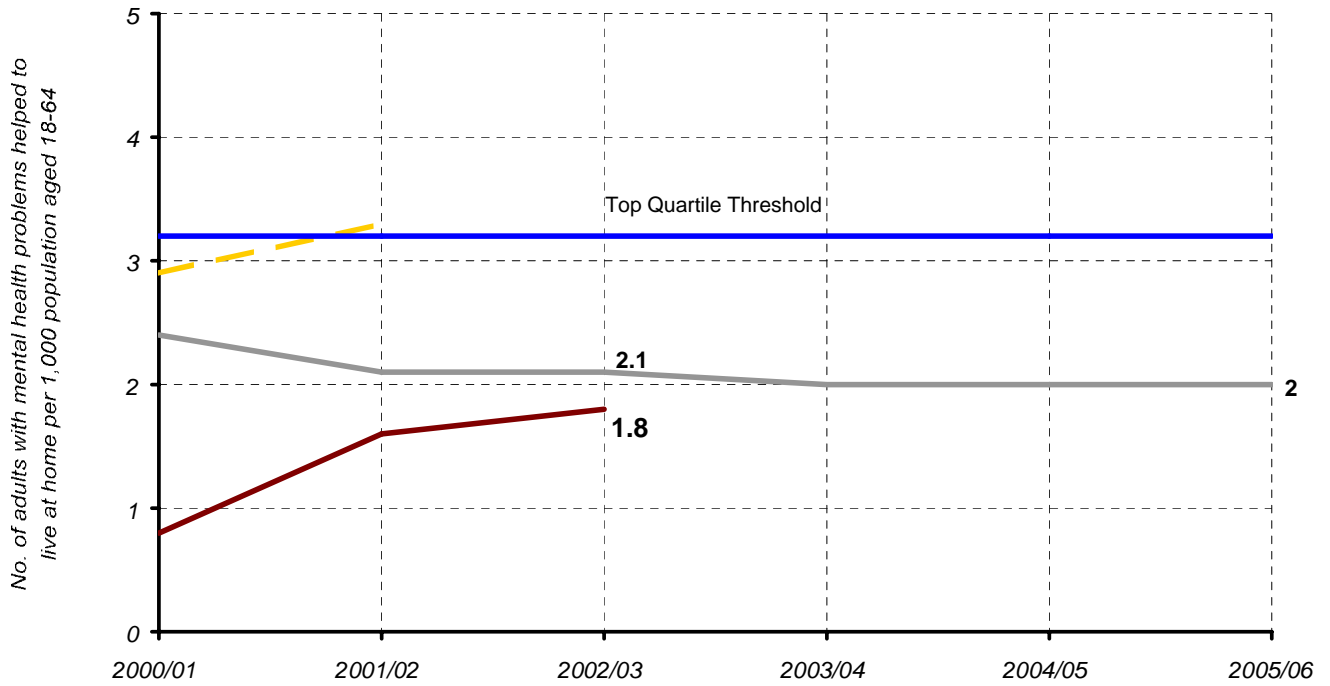
Family Support Expenditure

Percentage expenditure on family support of the total expenditure on Children Services

34%

34%

30%

Top Quartile Threshold

- 50%
- 40%
- 30%
- 20%
- 10%
- 0%

2000/01   2001/02   2002/03   2003/04   2004/05   2005/06
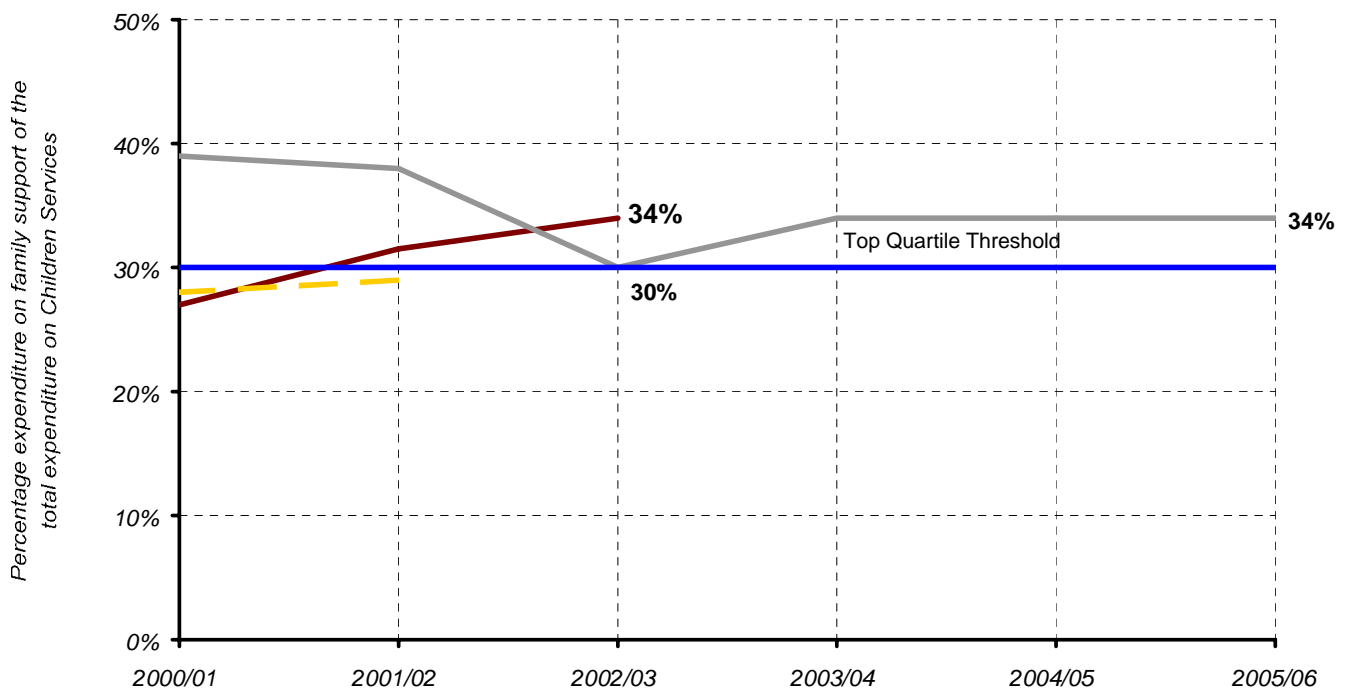
Social Services for Older People

Visits to Older People

Y-axis: *Number of households receiving 10+ hours or 6 or more visits per week per 1,000 population over 65*

Top Quartile Threshold

16

11.4

10.2

X-axis: 2000/01, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06
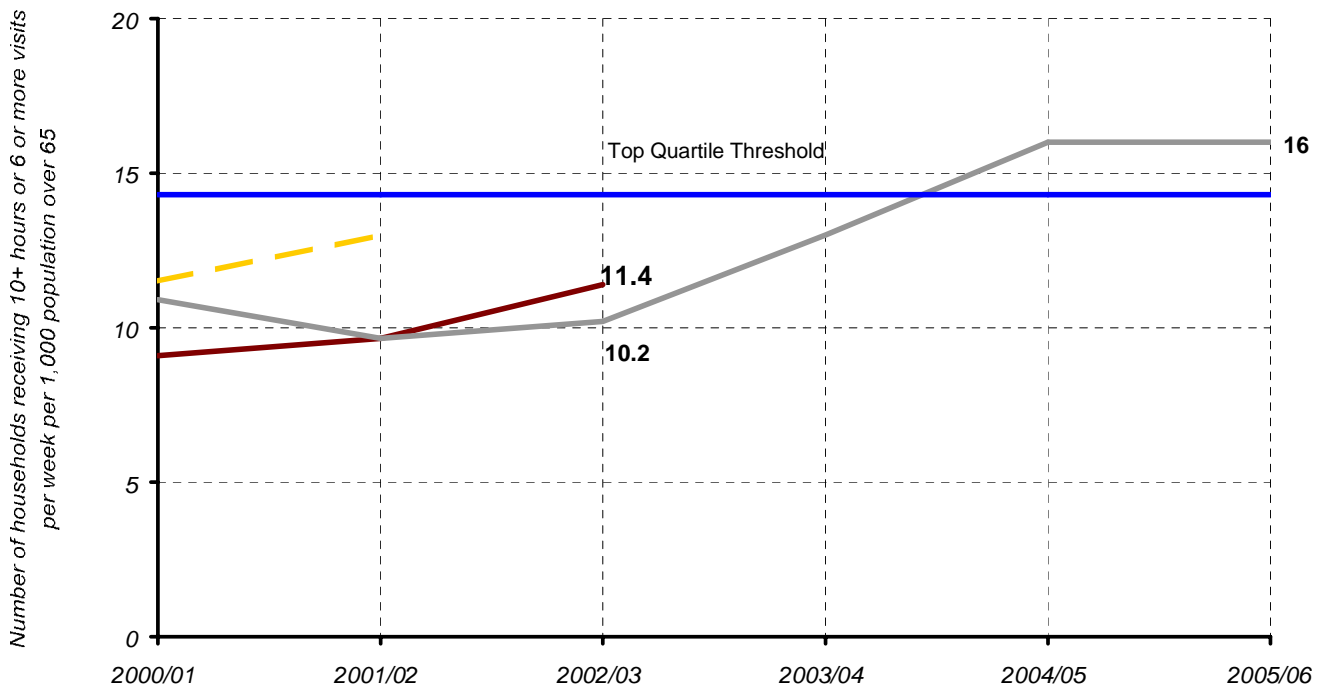
Performance on Helping Older People Live at Home

Y-axis: *Number of people aged 65+ per 1,000 who had been helped to live at home*

Top Quartile Threshold

100

90

86

X-axis: 2000/01, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06
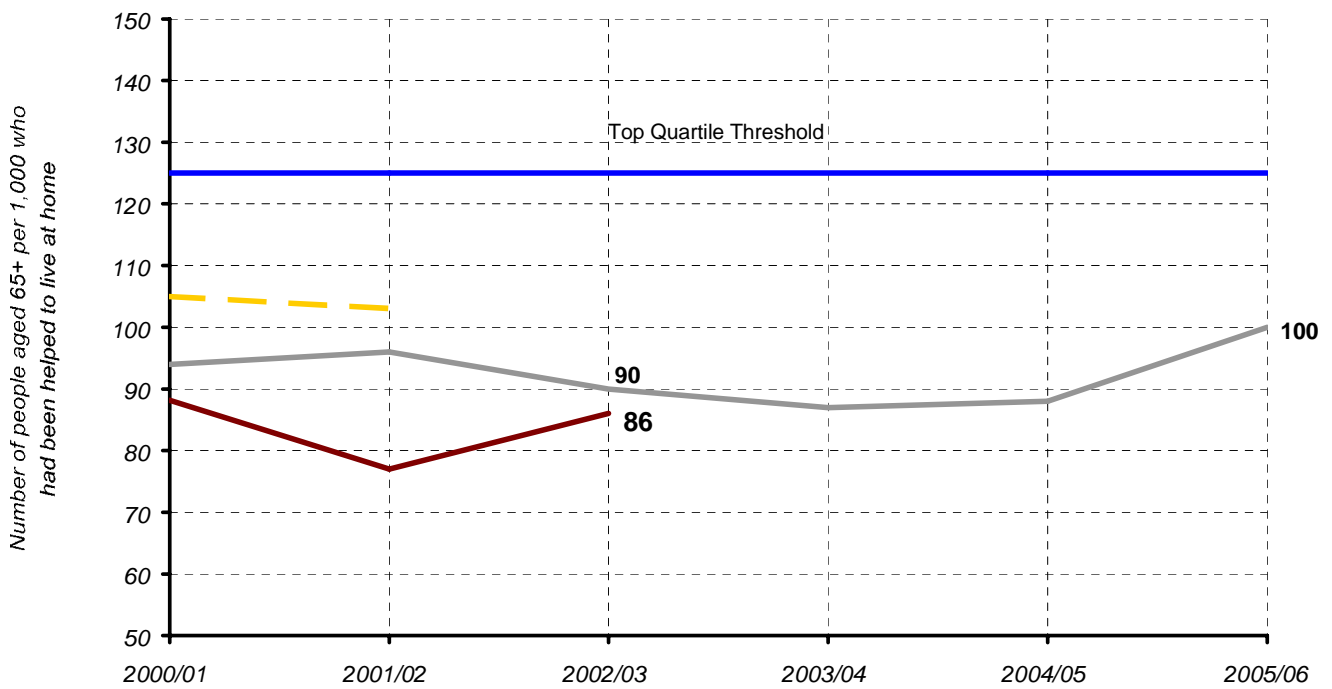
Social Services for Older People

Older People Reviews for Support

Y-axis: *Percentage of older clients receiving a review as a % of all those receiving a service*

- 100%
- 90%
- 80%
- 70%
- 60%
- 50%
- 40%
- 30%
- 20%
- 10%
- 0%

X-axis: 2000/01, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06

Top Quartile Threshold

75%
60%
32%
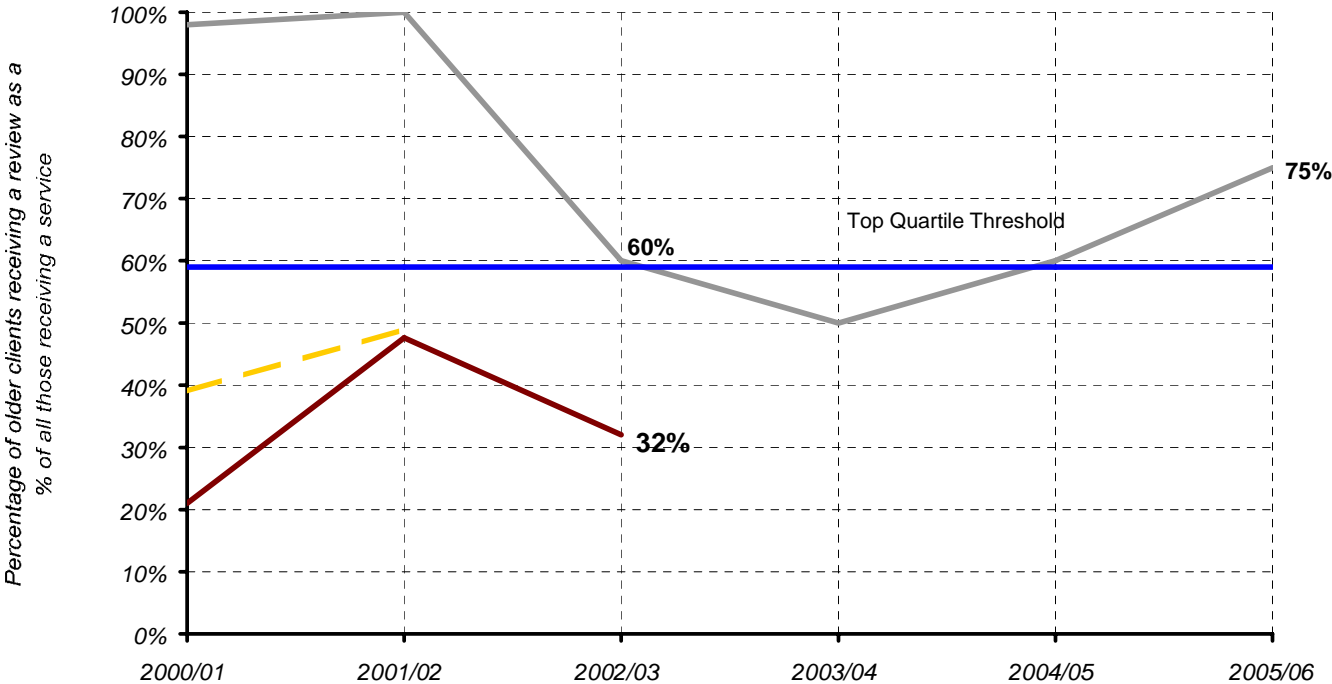
Efficiency in Supplying Equipment for Older People

Y-axis: *Percentage of older clients receiving a review as a % of all those receiving a service*

- 100%
- 95%
- 90%
- 85%
- 80%
- 75%
- 70%

X-axis: 2000/01, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06

Top Quartile Threshold

98%
96.1%
94%
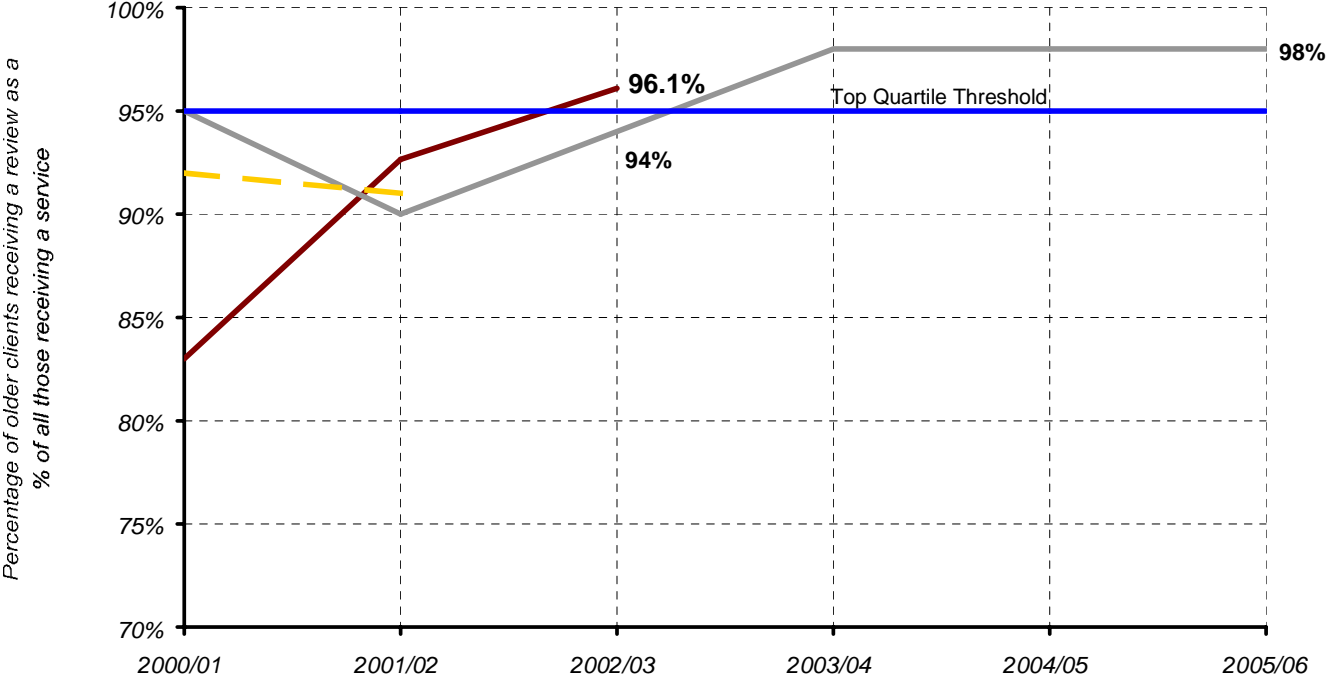
Cultural Services

Visits to Museums

Y-axis: *Number of visits per 1000 population*

Y-axis values: 20, 520, 1,020, 1,520, 2,020, 2,520, 3,020, 3,520, 4,020, 4,520

X-axis: 2000/01, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06

Data labels: 1,333; 1,402; 1,508

Top Quartile Threshold
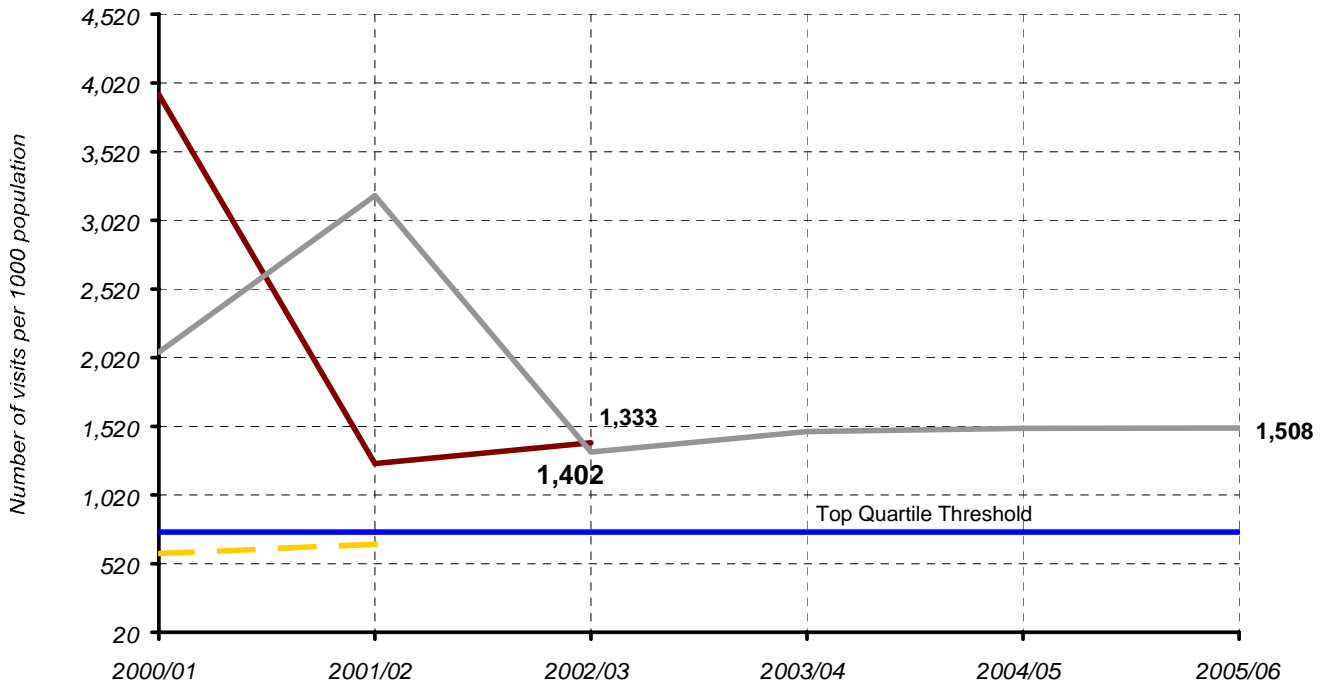
Additional Information

- The top quartile threshold is the metropolitan top quartile figures "frozen" at the birth of the BVPI in 2000/01. The level is fixed because the desire is to reach a high standard of performance over a period of time, and to gauge how the Council is performing year on year to reach this standard. Although new top quartile figures are published annually, they serve to provide a quartile position only.

- The annual metropolitan quartile average provides a visual position of where the Council stands compared to similar authorities. This value changes in accordance with the Councils annual performance.

- Long-term targets have been set, but are not fixed. The Council has a chance to amend targets twice annually. The initial targets are set in May following consultation in March and final changes can be made in July following audit. (see Director's Board report 12th November 2002).

- Social Care and Health graphs are based on data provided by Graham Pritchard (report 10/6/03). Comparator figures are taken from the DOH web site statistical returns for respective years. The top quartile figures are the 2000/01 top 75% threshold value frozen (PAF metropolitan districts). The DOH uses a five mark scoring system, but this method provides consistency with other service areas.

- Increased expenditure is expressed as a negative trend. This does not necessarily indicate declining performance, and financial graphs MUST be interpreted with use of supporting information. The top quartile threshold incorporates inflation and is shown as a slope rather then a fixed straight line.

- Not all service areas are covered by BVPI's and although a graph may be showing declining performance, this does not necessarily indicate the service is performing badly overall. Also not all BVPI's have been presented due to amended definitions, and this could impact on the final performance judgment.

- Political decisions may influence performance in some service areas. Thus the performance trend represented by a PI may be static, declining or have targets set not to reach the top quartile.
  Detailed explanations are available from your performance officer.

Data Source

- All BVPI data can be found on the ODPM website:
  http://www.bvpi.gov.uk/home.asp

- All PAF indicator data can be found on the DOH website:
  http://www.doh.gov.uk/paf/index.htm