

## BETTER - Improving Council Services

### Key Measures of Success/Improvement

#### Corporate Health

| PI Ref      | Description  | Bigger or Smaller is better |
|-------------|--|-----------------------------|
| BV 2a       | a) The level (if any) of the Equality Standard for Local Government to which the authority conforms.   | B                           |
| BV 2b       | b) The level of duty to promote race equality  | B                           |
| BV 3 SURVEY | The percentage of citizens satisfied with the overall service provided by their authority.   | B                           |
| BV 4 SURVEY | The percentage of complainants satisfied with their handling of those complaint.   | B                           |
| BV 8        | The percentage of invoices for commercial goods and services that were paid within 30 days of being received.                                      | B                           |
| BV 11a      | The percentage of top 5% of earners that are women.  | B                           |
| BV 11b      | The percentage of top 5% of earners from black and minority ethnic communities.  | B                           |
| BV 11c      | The percentage of top 5% of earners with a disability.   | B                           |
| BV 12       | The number of working days/shifts lost due to sickness absence.  | S                           |
| BV 14       | The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce.                              | S                           |
| BV 15       | The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.  | S                           |
| BV 16a      | a) The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 definition, compared with (b) below | B                           |
| BV 16b      | b) The percentage of economically active disabled people in the authority area.  |                             |
| BV 17a      | The percentage of local authority employees from ethnic minority communities, compared with (v) below  | B                           |
| BV 17b      | (v) The percentage of economically active people (aged 18-64) in the Local Authority area from ethnic minority communities.                        |                             |
| BV 156      | The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.             | B                           |

| Past Performance |  |
|------------------|--|
| 06/07 Actual     | 06/07 BVPI Comparison with Best Quartile |
| Level 2          |  |
| 79%              |  |
| 45%              |  |
| 35.0%            |  |
| 83.13%           |  |
| 43.18%           |  |
| 0.33%            |  |
| 2.49%            |  |
| 8.62%            |  |
| 0.93%            |  |
| 0.21%            |  |
| 1.06%            |  |
| 16.21%           |  |
| 0.9%             |  |
| 0.71%            |  |
| 51.11%           |  |

| Current Performance |              |  |
|---------------------|--------------|--|
| 07/08 Target        | 07/08 Actual | Cumbria Direction of travel 06/07 to 07/08 |
| Level 3             | Level 2      | ↔  |
| 84%                 | 84%          | ↑  |
|                     | 45%          | ↔  |
|                     | 35.0%        | ↔  |
| 86.00%              | 77.40%       | ↓  |
| 44.47%              | 39.67%       | ↓  |
| 0.74%               | 0.85%        | ↑  |
| 3.32%               | 3.07%        | ↑  |
| 8.36%               | 8.26%        | ↑  |
| 1.28%               | 0.56%        | ↑  |
| 0.20%               | 0.30%        | ↓  |
| 1.09%               | 1.14%        | ↑  |
|                     | 16.21%       | ↔  |
| 0.88%               | 0.9%         | ↔  |
|                     | 0.71%        | ↔  |
| 55.00%              | 56.18%       | ↑  |

**Fire Service Corporate Health**

| PI Ref             | Description  | Bigger or Smaller is better |
|--------------------|--|-----------------------------|
| BV 2 (i) (Fire)    | The level of the Equality Standard for Local Government to which the authority conforms  | B                           |
| BV 2 (ii) (Fire)   | The duty to promote race equality.   | B                           |
| BV 8 (Fire)        | The percentage of undisputed invoices which were paid in 30 days   | B                           |
| BV 11(i) (Fire)    | The percentage of top 5% of earners that are women.  | B                           |
| BV 11(ii) (Fire)   | The percentage of top 5% of earners from black and minority ethnic communities.  | B                           |
| BV 11(iii) (Fire)  | The percentage of top 5% of earners that are disabled  | B                           |
| BV 12(i) (Fire)    | Proportion of working days/shifts lost to sickness absence by whole time uniformed staff.  | S                           |
| BV 12b(ii) (Fire)  | Proportion of working days/shifts lost to sickness absence by all staff.   | S                           |
| BV 12c (Fire)      | The number of working days/shifts lost due to sickness absence (A&T staff)   | S                           |
| BV 14a             | The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce.                          | S                           |
| BV 14b             | The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce in the CCC pension scheme | S                           |
| BV 15 (i) (Fire)   | Wholetime firefighter ill-health retirements as a percentage of the total workforce  | S                           |
| BV 15 (ii) (Fire)  | Control and non-uniformed ill-health retirements as a percentage of the total workforce.   | S                           |
| BV 16a (i) (Fire)  | The percentage of whole time and retained duty system employees with a disability  | B                           |
| BV 16a (ii) (Fire) | The percentage of control and non-uniformed employees with a disability  | B                           |
| BV 16b (Fire)      | b) The percentage of economically active (18-64) disabled people in the authority area   | N/A                         |
| BV 16b (i) (Fire)  | Percentage economically active (18-54) population with a disability  | N/A                         |
| BV 17a (Fire)      | The percentage of local authority employees from ethnic minority communities, compared with (17b) below (Uniformed staff)                      | B                           |
| BV 17b (Fire)      | The percentage of economically active people (aged 18-54) in the Local Authority area from ethnic minority communities.                        | N/A                         |
| BV 210             | Percentage of women fire fighters (wholetime and retained)   | B                           |

| Past Performance |  |
|------------------|--|
| 06/07 Actual     | 06/07 BVPI Comparison with Best Quartile |
| Level 2          |  |
| 63.2%            |  |
| 90.2%            |  |
| 0.0%             |  |
| 0.0%             |  |
| 0.0%             |  |
| 6.88             |  |
| 7.67             |  |
| 10.81            |  |
| 0.00             |  |
| 0.00%            |  |
| 0.00%            |  |
| 0.00%            |  |
| 0.67%            |  |
| 3.77%            |  |
| 16.21%           |  |
| 12.31%           |  |
| 0.0%             |  |
| 0.80%            |  |
| 2.8%             |  |

| Current Performance |              |  |
|---------------------|--------------|--|
| 07/08 Target        | 07/08 Actual | Cumbria Direction of travel 06/07 to 07/08 |
| Level 3             | Level 2      | ↔  |
| 63%                 | 63.2%        | ↔  |
| 100.0%              | 83.4%        | ↓  |
| 3.23                | 0.0%         | ↔  |
| 3.23                | 0.0%         | ↔  |
| 3.23                | 0.0%         | ↔  |
| 6.48                | 7.15         | ↓  |
| 6.94                | 7.01         | ↑  |
| 6.84                | 6.47         | ↑  |
| 0.37                | 0.00         | ↔  |
| 1.00%               | 3.83%        | ↓  |
| 1.48%               | 0.00%        | ↔  |
| 1.0%                | 0.00%        | ↔  |
| 0.77%               | 0.40%        | ↓  |
| 4.72%               | 3.88%        | ↑  |
| 16.21%              | 16.21%       |  |
| 12.30%              | 12.30%       |  |
| 0.1%                | 0.0%         | ↔  |
| 0.80%               | 0.80%        |  |
| 3.1%                | 3.2%         | ↑  |