

CPA Indicator
Key Performance Indicator (KPI)
CPA and KPI

On target
Within 5% of target
Off target

PI No.	Description	Units	Team Leader	2003/4 Actual	2004/5 Actual	2005/6 Actual	2005/06 Quartile position	2006/7 Actual					2006/7 Target	Target (2004/05 DC Quartile) 1=Top 4=bottom	Direction in performance from 2005/06 ↑ = improved ↓ = worse - = no info for comparison	Comments
								Q1	Q2	Q3	Q4	Year to date				
Corporate Health																
2a	The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability.	0-5	Alun Davies	0	0	1	-						2	-		Annual figure
2b	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application.	%	Alun Davies	11	53	74	1						73	-		Annual figure
8	Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms.	%	Paul Hawley	87.96	90.36	88.93	4	88.60	85.20			84.70	94.00	3	↓	
11a	Percentage of top-paid 5% of local authority staff who are women.	%	Elaine Orchard	25	26.92	26.92	2						30.00	1		Annual figure - No changes from previous year to date.
11b	The percentage of the top 5% of Local Authority staff who are from an ethnic minority.	%	Elaine Orchard	0	0	0.00	2						2.20	1		Annual figure - No changes from previous year to date.
11c	Percentage of the top paid 5% of staff who have a disability. (excluding those in maintained schools.)	%	Elaine Orchard	-	-	3.84	-						4.00	-		Annual figure
12	The number of working days/shifts lost to the Local Authority due to sickness absence.	Days	Elaine Orchard	10.99	8.08	9.44	2						8.00	1	↓	Annual figure. During the first half of the year there has been 2,555 days sickness compared to 2,432 in the previous year
14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force.	%	Elaine Orchard	2.43	0.29	1.13	4						1	3		Annual figure - no early retirements to date.
15	The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce.	%	Elaine Orchard	0.30	0.29	0.00	1						0.35	3		Annual figure
16a	The percentage of local authority employees with a disability.	%	Elaine Orchard	2.96	3.70	3.28	-						3.70	-		Annual figure

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								Q1	Q2	Q3	Q4	Year to date				
16b	The percentage of the economically active population in the local authority area who have a disability.	%	Elaine Orchard	10.24	10.24	10.24	-						-	-		Annual figure
16a / 16b	The ratio of local authority employees with a disability compared with the local population.	%	Elaine Orchard	28.91	36.13	32.03	2						36.13	1		Annual figure
17a	The percentage of local authority employees from ethnic minority communities.	%	Elaine Orchard	1.8	1.6	1.4	-						2.5	-		Annual figure
17b	The percentage of the economically active (persons aged 18-65) population from ethnic minority communities in the local authority area.	%	Elaine Orchard	1.6	1.64	1.6	-						-	-		Annual figure
17a / 17b	The ratio of local authority employees from minority ethnic communities compared with the local population.	%	Elaine Orchard	112.5	97.56	87.5	2						156.3	1		Annual figure - No changes from previous year to date.
Local PIs																
LPI 40	Average invoice value	£	Paul Hawley	-	-	-	-	1,659				1,659		-	-	New procurement PI. Excludes Precepts and HB/Ctax payments
LPI 41	Average spend per supplier	£	Paul Hawley	-	-	-	-	6,490				6,490		-	-	New procurement PI. Excludes Precepts and HB/Ctax payments
LPI 42	Volume of invoices paid electronically	%	Paul Hawley	-	-	-	-	77.41				77.41		-	-	New procurement PI. Excludes Precepts and HB/Ctax payments
LPI 43	% of spend through purchase cards	%	Paul Hawley	-	-	-	-	1.15				1.15		-	-	New procurement PI. Excludes Precepts and HB/Ctax payments. £85,000 spend via purchase cards in first 6months
LPI 153	% of users expressing satisfaction with ICT service	%	Pete Barnett	91.49	84.90	85.41	-		77.00			77.00		-	↓	
LPI 154	% Helpdesk calls resolved within agreed timescales	%	Pete Barnett	86.3	86.58	88.21	-	89.51	86.45			87.97		-	↑	
LPI 241	Acquisition cost per workstation	£	Pete Barnett	702.79	715.14	705.90	-							-		Annual figure
LPI 242	Annual support cost per workstation	£	Pete Barnett	170.00	107.00	106.45	-							-		Annual figure