



GOVERNMENT OFFICE  
FOR YORKSHIRE AND THE HUMBER

# Public Service Agreements



Since their introduction in the 1998 Comprehensive Spending Review (CSR), Public Service Agreements (PSAs) have played a vital role in galvanising public service delivery and driving major improvements in outcomes. Building on this success, over the past two years the Government has been working with frontline professionals, the public and external experts to renew the performance management framework for the next decade.

2007 CSR announces the culmination of this work, with 30 new PSAs setting a vision for continuous and accelerated improvement in the Government's priority outcomes over the CSR07 period.

## PSA 1 **Raise the productivity of the UK economy**

- Labour productivity (output per hour worked) over the economic cycle
- International comparisons of labour productivity (per worker, per hour worked)

## PSA 2 **Improve the skills of the population, on the way to ensuring a world-class skills base by 2020**

- Proportion of people of working age achieving functional literacy and numeracy skills
- Proportion of working age adults qualified to at least full Level 2
- Proportion of working age adults qualified to at least full Level 3
- Proportion of apprentices who complete the full apprentice framework
- Proportion of working age adults qualified to Level 4 and above
- Higher education initial participation rate

## PSA 3 **Ensure controlled, fair migration that protects the public and contributes to economic growth**

- Deliver robust identity management systems at the UK border
- Reduce the time to conclusion for asylum applications
- Number of removals year-on-year
- Number of 'harm' cases removed as a proportion of total cases removed
- By effective management of migration, reduce the vacancy rate in shortage occupations

#### **PSA 4 Promote world-class science and innovation in the UK**

- UK percentage share of citations in the leading scientific journals
- Income generated by UK Higher Education Institutions and Public Sector Research Establishments through research consultancy and licensing of Intellectual Property
- Percentage of UK business with 10 or more employees “innovation active”
- Number of UK PhD completers in STEM subjects at UK Higher Education Institutions
- Number of young people taking A-levels in Mathematics, Physics, Chemistry and Biological sciences
- UK R&D intensity in the six most R&D intensive industries relative to other G7 economies

#### **PSA 5 Deliver reliable and efficient transport networks that support economic growth**

- Journey time on main roads into urban areas
- Reliability on the strategic road network
- Capacity and crowding on the rail network
- Expected benefits of approved investments

#### **PSA 6 Deliver the conditions for business success in the UK**

- International comparisons of UK competition regime with world’s best
- International comparisons of UK corporate governance regime with world’s best
- Assessment of UK labour market flexibility
- International comparisons of UK industrial gas and electricity retail prices
- Total cost/benefit ratio of new regulations
- Percentage by which administrative burdens are reduced across Government

#### **PSA 7 Improve the economic performance of all English regions and reduce the gap in economic growth rates between regions**

- Regional Gross Value Added (GVA) per head growth rates
- Regional GDP per head levels indexed to the EU15 average
- Regional productivity as measured by GVA per hour worked indices
- Regional employment rates

#### **PSA 8 Maximise employment opportunity for all**

- Overall employment rate taking account of the economic cycle
- Narrow the gap between the employment rates of the following disadvantaged groups and the overall rate:

disabled people; lone parents; ethnic minorities; people aged 50 and over; those with no qualifications; and those living in the most deprived local authority wards

- Number of people on working age out-of-work benefits
- Amount of time people spend on out-of-work benefits

#### **PSA 9 Halve the number of children in poverty by 2010-11, on the way to eradicating child poverty by 2020**

- Number of children in absolute low-income households
- Number of children in relative low-income households
- Number of children in relative low-income households and in material deprivation

#### **PSA 10 Raise the educational achievement of all children and young people**

- Attainment at early years foundation stage
- Proportion achieving Level 4 in both English and Mathematics at Key Stage 2
- Proportion achieving Level 5 in both English and Mathematics at Key Stage 3
- Proportion achieving five A\*-C GCSEs (or equivalent) at Key Stage 4 including English and Mathematics
- Proportion of young people achieving Level 2 at age 19
- Proportion of young people achieving Level 3 at age 19

#### **PSA 11 Narrow the gap in educational achievement between children from low income and disadvantaged backgrounds and their peers**

- Gap in attainment at early years foundation stage
- Achievement gap between pupils eligible for Free School Meals and their peers at Key Stages 2 and 4
- Proportion of pupils progressing by 2 Levels in English and Mathematics at each of Key Stages 2, 3 and 4
- Proportion of children in care at Key Stage 2 achieving Level 4 in English and Level 4 in Mathematics at Key Stage 2
- Proportion of children in care achieving five A\*-C GCSEs (or equivalent) at Key Stage 4
- Proportion of young people from low-income backgrounds progressing to higher education

#### **PSA 12 Improve the health and well-being of children and young people**

- Breastfeeding at six to eight weeks
- Take up of school lunches
- Childhood obesity
- Child emotional health and well-being
- Services for disabled children

### **PSA 13 Improve children and young people's safety**

- Children and young people who have experienced bullying
  - Initial assessments for children's social care carried out within seven days of referral
  - Hospital admissions caused by unintentional and deliberate injuries to children and young people
  - Preventable child deaths as recorded through child death review panel processes
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### **PSA 14 Increase the number of children and young people on the path to success**

- 16 and 17 year-olds not in education, employment or training
  - Young people participating in positive activities
  - Young people frequently using drugs, alcohol or volatile substances
  - Under-18 conception rate
  - First-time entrants to the Criminal Justice System aged 10-17
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### **PSA 15 Address the disadvantage that individuals experience because of their gender, race, disability, age, sexual orientation, religion or belief**

- Gender gap in hourly pay
  - Level of choice, control and flexibility to enable independent living
  - Participation in public life by women, ethnic minorities, disabled people and young people
  - Discrimination in employment
  - Fairness of treatment by services
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### **PSA 16 Increase the proportion of socially excluded adults in settled accommodation and employment, education or training**

- Care-leavers at 19 in suitable accommodation
  - Offenders under probation supervision and in settled and suitable accommodation
  - Adults in contact with secondary mental health services in settled accommodation
  - Adults with learning disabilities in settled accommodation
  - Care-leavers at 19 in education, training and employment
  - Offenders under probation supervision in employment
  - Adults in contact with secondary mental health services in employment
  - Adults with learning disabilities in employment
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### **PSA 17 Tackle poverty and promote greater independence and well-being in later life**

- Employment rate age 50-69: percentage difference between this and overall employment rate
  - Pensioner poverty
  - Healthy life-expectancy at age 65
  - Over 65s satisfied with home and neighbourhood
  - Over 65s supported to live independently
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### **PSA 18 Promote better health and well-being for all**

- All age, all cause (AAACM) mortality rate
  - Gap in AAACM mortality rate in disadvantaged areas
  - Smoking prevalence
  - Proportion of people supported to live independently
  - Access to psychological therapies
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### **PSA 19 Ensure better care for all**

- Patient/user experience
  - Referral-to-treatment times:
    - admitted patients
    - non-admitted patients
  - Percentage of women seeing a midwife by 12 weeks
  - People with long-term conditions supported to be independent and in control of their condition
  - Patient-reported experience of GP access
  - Healthcare acquired infection rates:
    - MRSA
    - Clostridium Difficile
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### **PSA 20 Increase long-term housing supply and affordability**

- Net additional homes provided
  - Trends in affordability
  - Affordable homes delivered
  - Households in temporary accommodation
  - Efficiency rating of new homes
  - Adoption of development plan documents
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### **PSA 21 Build more cohesive, empowered and active communities**

- Percentage of people who believe people from different backgrounds get on well together in their local area
  - Percentage of people who have meaningful interactions with people from different backgrounds
  - Percentage of people who feel they can influence decisions in their locality
  - Percentage of people who feel that they belong to their neighbourhood
  - Thriving third sector
  - Percentage of people who participate in culture or in sport
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**PSA 22 Deliver a successful Olympic Games and Paralympic Games with a sustainable legacy and get more children and young people taking part in high quality PE and sport**

- Meet critical milestones for the venue and infrastructure
- Maximising the physical, economic and social legacy of the Games
- Delivery of the Olympic Delivery Authority sustainability strategy
- Numbers of people taking part in programmes associated with the Games
- Children and young people's participation in sport

**PSA 23 Make communities safer**

- Level of most serious violent crimes
- Level of serious acquisitive crimes
- Public confidence in local agencies involved in tackling crime and anti-social behaviour
- Percentage of people perceiving anti-social behaviour as a problem
- Level of proven re-offending by young and adult offenders
- Level of serious re-offending

**PSA 24 Deliver a more effective, transparent and responsive Criminal Justice System for victims and the public**

- Effectiveness and efficiency of the Criminal Justice System (CJS) in bringing offences to justice
- Public confidence in the fairness and effectiveness of the CJS
- Victim and witness satisfaction with the CJS and the police
- Understanding and addressing race disproportionality at key stages in the CJS
- Recovery of criminal assets

**PSA 25 Reduce the harm caused by alcohol and drugs**

- Percentage change in the number of drug users recorded as being in effective treatment
- Rate of hospital admissions per 100,000 for alcohol related harm
- Rate of drug related offending
- Percentage of the public who perceive drug use or dealing to be a problem in their area
- Percentage of the public who perceive drunk and rowdy behaviour to be a problem in their area

**PSA 26 Reduce the risk to the UK and its interests overseas from international terrorism**

- Indicators are classified

**PSA 27 Lead the global effort to avoid dangerous climate change**

- Global CO2 emissions to 2050
- Proportion of areas with sustainable abstraction of water
- Size of the global carbon market
- Total UK greenhouse gas and CO2 emissions
- Greenhouse gas and CO2 intensity of the UK economy
- Proportion of emission reductions from new policies below the Shadow Price of Carbon

**PSA 28 Secure a healthy natural environment for today and the future**

- Water quality
- Biodiversity
- Air quality
- Marine health
- Land management: positive and negative impact of farming

**PSA 29 Reduce poverty in poorer countries through quicker progress towards the Millennium Development Goals**

- Proportion of population below US\$1 (PPP) per day
- Net enrolment ratio in primary education
- Ratio of girls to boys in primary, secondary and tertiary education
- Under-five mortality rate
- Maternal mortality ratio
- HIV prevalence among 15-49 year-old people
- Proportion of population with sustainable access to an improved water source
- The value (in nominal terms), and proportion admitted free of duties, of developed country imports (excluding arms and oil) from low income countries

**PSA 30 Reduce the impact of conflict through enhanced UK and international efforts**

- Number of conflicts globally, in particular in sub-Saharan Africa, Europe, Central and South Asia, and the Middle East and North Africa
- Impact of conflict in specific countries and regions (Afghanistan, Iraq, Balkans, Middle East, Sierra Leone, DRC and the Great Lakes region, Horn of Africa, Nigeria and Sudan)
- More effective international institutions, better able to prevent, manage and resolve conflict and build peace
- More effective UK capability to prevent, manage and resolve conflict and build peace