

INTRODUCTION

C.1 Each Public Service Agreement (PSA) priority outcome is underpinned by a single Delivery Agreement shared across all contributing departments and developed in consultation with delivery partners and frontline workers. Delivery Agreements are published today and set out plans for delivery and the role of key delivery partners.¹ They also describe the small basket of national outcome-focused performance indicators that will be used to measure progress towards each PSA outcome.

C.2 The PSAs and indicators, with the Government's overarching goals, are summarised below. A subset of indicators also have specific national targets or minimum standards attached, where this is the case the indicator is highlighted with an asterisk[*] and details are set out in the relevant Delivery Agreement. All other national indicators are expected to improve against baseline trends over the course of the 2007 Comprehensive Spending Review (CSR) period.

C.3 PSAs will typically be delivered across many departments. However, in order to ensure robust accountability, one Secretary of State will be in the lead. The new Cabinet Committees announced in July² will drive performance by regularly monitoring progress, holding departments and programmes to account and resolving inter-departmental issues where they arise. Each PSA will also have a Senior Responsible Officer, who will chair a senior official PSA delivery board comprising all lead and supporting departments and reports to the relevant Cabinet Committee/s.

C.4 Details of the Government's Service Transformation Agreement, which will support effective delivery across the PSA set, are also set out below.

SUSTAINABLE GROWTH AND PROSPERITY

PSA 1: Raise the productivity of the UK economy³

- 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 2020⁴

- 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*

¹ Available from the HM Treasury website: http://www.hm-treasury.gov.uk/pbr_csr/pbr_csr07_index.cfm

² http://www.cabinetoffice.gov.uk/secretariats/downloads/committees_list.pdf

³ Lead department: Department for Business, Enterprise and Regulatory Reform (BERR).

⁴ Lead department: Department for Innovation, Universities and Skills (DIUS).

- 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 growth⁵

- 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 UK⁶

- 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 6 most R&D intensive industries relative to other G7 economies*

PSA 5: Deliver reliable and efficient transport networks that support economic growth⁷

- 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

⁵ Lead department: Home Office (HO).

⁶ Lead department: DIUS.

⁷ Lead department: Department for Transport (DfT).

PSA 6: Deliver the conditions for business success in the UK⁸

- 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 regions⁹

- 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

FAIRNESS AND OPPORTUNITY FOR ALL

PSA 8: Maximise employment opportunity for all¹⁰

- 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

⁸ Lead department: BERR.

⁹ Lead department: BERR.

¹⁰ Lead department: Department for Work and Pensions (DWP).

PSA 9: Halve the number of children in poverty by 2010-11, on the way to eradicating child poverty by 2020¹¹

- 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 people¹²

- 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 peers¹³

- 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

¹¹ Lead department: HM Treasury.

¹² Lead department: Department for Children, Schools and Families (DCSF).

¹³ Lead department: DCSF.

PSA 12: Improve the health and well-being of children and young people¹⁴

- 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 safety¹⁵

- Children and young people who have experienced bullying
- Initial assessments for children's social care carried out within 7 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

PSA 14: Increase the number of children and young people on the path to success¹⁶

- 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

PSA 15: Address the disadvantage that individuals experience because of their gender, race, disability, age, sexual orientation, religion or belief¹⁷

- 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

¹⁴Lead department: DCSEF.

¹⁵Lead department: DCSEF.

¹⁶Lead department: DCSEF.

¹⁷Lead department: Government Equalities Office.

- Fairness of treatment by services

PSA 16: Increase the proportion of socially excluded adults in settled accommodation and employment, education or training¹⁸

- 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

PSA 17: Tackle poverty and promote greater independence and well-being in later life¹⁹

- 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

STRONGER COMMUNITIES AND A BETTER QUALITY OF LIFE

PSA 18: Promote better health and well-being for all²⁰

- 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

¹⁸ Lead department: Cabinet Office.

¹⁹ Lead department: DWP.

²⁰ Lead department: Department of Health (DH).

PSA 19: Ensure better care for all²¹

- Patient/user experience
- Referral-to-treatment times:
 - i. admitted patients*
 - ii. 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:
 - i. MRSA*
 - ii. Clostridium Difficile*

PSA 20: Increase long-term housing supply and affordability²²

- Net additional homes provided*
- Trends in affordability
- Affordable homes delivered*
- Households in temporary accommodation*
- Efficiency rating of new homes
- Adoption of development plan documents*

PSA 21: Build more cohesive, empowered and active communities²³

- 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

²¹ Lead department: DH.

²² Lead department: Department for Communities and Local Government (CLG).

²³ Lead department: CLG.

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 sport²⁴

- 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 safer²⁵

- 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 public²⁶

- 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*

²⁴ Lead department: Department for Culture, Media and Sport.

²⁵ Lead department: HO.

²⁶ Lead department: Ministry of Justice.

PSA 25: Reduce the harm caused by alcohol and drugs²⁷

- 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 terrorism²⁸

- Indicators are classified.

A MORE SECURE, FAIR AND ENVIRONMENTALLY SUSTAINABLE WORLD

PSA 27: Lead the global effort to avoid dangerous climate change²⁹

- 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

²⁷ Lead department: HO.

²⁸ Lead department: HO.

²⁹ Lead department: Department for Environment and Rural Affairs (DEFRA).

PSA 28: Secure a healthy natural environment for today and the future³⁰

- 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 Goals³¹

- 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 efforts³²

- 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

³⁰ Lead department: DEFRA.

³¹ Lead department: Department for International Development.

³² Lead department: Foreign and Commonwealth Office.

SERVICE TRANSFORMATION AGREEMENT

C.5 A government-wide commitment to build services around the needs of citizens and businesses will be integral to the achievement of each of the PSA outcomes set out above. The Government has today published a Service Transformation Agreement, which underpins delivery of the whole of the new PSA framework, setting out Government's vision for building services around the citizen and specific actions for each department in taking forward this challenging agenda. The Minister for the Cabinet Office and the Chief Secretary to the Treasury will hold departments to account for delivery of these commitments as part of the overall performance management framework.

