

**KEY**

<b>G</b>	On target/met target
<b>A</b>	Some progress/data not yet available so not possible to determine trend
<b>R</b>	Not on target
Template	In-year data is not available so an action plan is used to monitor performance until data is available at year-end. This means that, even where actions are complete, they not move the indicator in the right direction.
Tracker indicator	Actions over a 12 month period will have little or no impact on this indicator, but data will be monitored annually to show the rate of progress towards a longer term objective
n/a	Either there is no mechanism for measuring performance this year or no target is required

Performance Indicator Reference

Performance Indicator

Plan indicator is from

Baseline as per AOP or the most recent year-end outturn

Performance to date

AOP target

IPR judgement against target  
 Red, Green or Amber  
 (see KEY above)

Commentary on performance

Reference Number	Indicator	Herefordshire Community Strategy (HCS) Local Area Agreement (LAA) Local Public Service Agreement - second generation (LPSA2G)	Baseline	May	July	September	Target	April-July April-September	Frequency of Reporting	Commentary (where relevant) for the current period	
<b>Maximise the health, safety, economic well-being, achievements and contribution of every child</b>											
30	HCS	% of pupils achieving 5 or more GCSEs at grades A* - G or equiv. including Maths and English (LEA schools)	✓ ✓ ✓	92.80%		94.30%	=>96%	A	R	Annually (unvalidated in September; final results in January)	Performance has improved against previous year but has not achieved target.
		Council priority		Shaded boxes signify data was not due to be reported in this period; unshaded boxes signify data was expected but not available				How often, and when, will data be reported			

The indicators are listed under each council priority in turn. Indicators lead by partners are listed at the end of the appendix, with judgements to the end-of-July.

Reference Number		Indicator	Herefordshire Community Strategy (HCS)			Baseline	May	July	September	Target	April-July	April-September	Frequency of Reporting	Commentary (where relevant)
			Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)										
<b>Secure the essential infrastructure for a successful economy</b>														
1	HCS	Ratio of earnings compared to West Midlands Region	✓			0.94:1	Tracker indicator, to be reported at year-end			A	n/a	Annually @ end-of-March	As a tracker indicator no judgement should have been made in the last report	
2	HCS	No. of VAT registered businesses	✓	✓		8,520	Templates			2% increase	A	A	Annually @ end-of-March	
3	HCS	No. of people employed in technology and knowledge intensive industries	✓	✓	✓	10,577 (2005)				=>10,286	A	A	Annually @ end-of-March	
<b>Give effective community leadership</b>														
12	HCS	d % of adults undertaking 30mins of moderate physical activity at least 5 days per week (adult healthy lifestyles)	✓			47%	Template			see commentary	A	n/a		Data for this indicator comes from the Healthy Lifestyle Survey. No date has been agreed for future surveys so future targets have not been set. Although a template is submitted showing progress against relevant actions, it would be wrong to make a judgement since there is currently no means of measurement.
<b>Improve transport and the safety of roads</b>														
52	HCS	No. of people (all ages) killed or seriously injured on Herefordshire roads	✓	✓	✓	119		43 (June)	84 (August)	<=134	G	G	Monthly	Performance relates to the calendar year so is currently on track to achieve target, albeit marginal.
99	HC	No. of people slightly injured in road traffic collisions				732		194 (June)	464 (August)	<=788	G	G	Monthly	
6	HCS	The percentage of adult residents in Herefordshire that usually travel to work for their main job by driving a car or van - on their own (Method of Travel to Work)	✓			61%	Templates			<=57%	A	A	Annually @ end-of-January	Integrated transport projects included in the LTP are being implemented
7	HCS	a Index of annual average daily traffic (AADT) volumes into Hereford City	✓	✓		100.63				<=108	A	A	Annually @ end-of-March	
7	HCS	b Index of annual average daily traffic (AADT) volumes on principle rural road networks	✓	✓		100.63				<=109	A	A	Annually @ end-of-March	
72	HC	Indexed number of cycling trips				118.99				=>118	A	A	Annually @ end-of-March	
76	HC	No. of passenger journeys per year on public buses in Herefordshire (thousands)				3,433,043				=>3,948,000	A	A	Annually @ end-of-March	
83a	HC	Principle Roads condition				14%	Templates			<=5%	A	A	Bi-annually November & March	Survey work has been brought forward so more timely use can be made of the data. The results should be reported as part of the next IPR to end-of-November. The current highway maintenance plan is being delivered, but was affected by the recent flooding. The impact of flooding on the network has been assessed and details submitted under the Bellwin scheme
83b	HC	Non Principle Roads condition				21%				<=19%	A	A	Bi-annually November & March	

Reference Number	Indicator	Herefordshire Community Strategy (HCS)			Baseline	May	July	September	Target	April-July		Frequency of Reporting	Commentary (where relevant)
		Local Area Agreement (LAA)								April-September	April-September		
Local Public Service Agreement - second generation (LPSA2G)													
Maximise the health, safety, economic well-being, achievements and contribution of every child													
13	HCS	Average length of stay in B&B accommodation for homeless households	✓		15	4 weeks (June)	7 weeks		0 weeks	R	R	Monthly	24 families with children (FWC) currently remain in temporary accommodation who will, once rehoused, be counted towards this indicator. This figures compares with 53 FWC in Q1 07/08 and 99 FWC in Q1 06/07. Continued pressure in homelessness presentations means that FWC are still placed in B&B at peak times. Those FWC to whom a duty is owed will continue to appear in this PI if rehoused.
24	HCS	No. of schools with National Healthy Schools status	✓		51	65 (June)	70		=>78	G	G	Quarterly	
26	HCS	% of children on the child protection register that are re-registrations	✓		14.50%	0%	15.8% (June)	18.80%	<=15%	R	R	Quarterly	Performance has fallen during the year and is not on track to achieve target. Action is in place for monthly monitoring so the recommendations regarding de-registration are reached through robust, multi-agency assessments.
29	HCS	Expenditure on family support services per capita aged under 18	✓		£35			£36	£29	A	R	Quarterly	It is anticipated that the expenditure this year will mirror the outturn for 2006/07, given that there has been no increase in the budget and the current overall overspend position. The 2007/08 target is, therefore, unlikely to be achieved.
30	HCS	% of pupils achieving 5 or more GCSEs at grades A* - G or equiv. including Maths and English (LEA schools)	✓	✓	92.80%			94.30%	=>96%	A	R	Annually (unvalidated in September; final results in January)	Performance has improved against previous year but has not achieved target.
31	HCS	% of pupils achieving 5 or more GCSEs at grades A* - C or equiv. including Maths & English (LEA schools)*	✓	✓	48.20%			52.50%	=>51.6%	A	G	Annually (unvalidated in September; final results in January)	Significant improvement of 4.3% on the baseline of 2006. The gap between 5 A*-C and 5 A*-C including English and Maths reduced from 13.6% to 10.6%. Results in both English and Maths separately improved. At Wigmore, 93% of pupils achieved 5 A*-C and the gap between 5 A*-C and 5 A*-C including English and Maths reduced from 28% to 4%
40	HCS	% of 16-18 year olds NOT in education, employment or training	✓		7.20%	5.73% (June)			<=5.3%	R	A	Annually @ end-of-March	Providing data quarterly against this indicator does not provide an accurate depiction of progress due to fluctuations experienced throughout year (i.e. seasonality). Full year's figures will be available at quarter 3 with a full analysis of progress.

APPENDIX A - AOP INDICATORS  
PERFORMANCE AGAINST TARGET

Reference Number	Indicator	Herefordshire Community Strategy (HCS)	Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)	Baseline	May	July	September	Target	April-July	April-September	Frequency of Reporting	Commentary (where relevant)
66	HC	% of 3 year olds who have access to a good quality free early years education place			85%	85%	85%	85%	=>85%	G	G	Monthly	Predicted outturn is 85% although the final calculation will be made at the end of the financial year. The list of eligible children is obtained from the PCT and packs are sent to parents as direct contact. In addition, there is outreach across the County to advertise Nursery Education Funding places including at Children's Centres. Leaflets continue to be distributed via normal information outlets in line with the action plan.
89	HC	a No. of referrals for children in need			266		248 (June)	242	=>280	R	R	Quarterly	Performance on this indicator has levelled off at slightly below target. The relationship with the percentage of referrals designated as "no further action" and percentage repeat referrals requires further examination. Early indications suggested that threshold criteria are better understood by other agencies but this is not borne out by current figures. The audit of initial assessments will assist in assessing understanding and decision-making regarding threshold criteria.
89	HC	b Completion rate of initial assessments of children in need within 7 working days of referral			58.70%		56.9% (June)	54.70%	=>68%	R	R	Quarterly	Performance continues to decline because of the increased workload and insufficient numbers of suitably qualified and experienced social workers able to undertake the work. Practice has been reviewed and revised to ensure that initial assessments are undertaken more quickly and is managed through monthly meetings with PCT and Education staff. Deloitte have been commissioned to audit the processes for initial assessments and to make recommendations for improving performance. This work begins 17/10/07 and will be completed by 26/10/07.
89	HC	c Completion of core assessments for children in need within 35 working days			61%		73% (June)	78%	=>66%	G	G	Quarterly	Performance is continuing to improve and at second quarter is well ahead of target. This reflects the focus at team manager level on ensuring core assessment timescales are adhered to and review assessments are undertaken appropriately.

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22	HCS a	Measure of healthy lifestyles for 11-15 year olds: Smoking rates	✓	✓	No baseline				To be set	R	R		A meeting has now been arranged with the PCT in November. This should result in an agreed set of defined indicators and targets
22	HCS b	Measure of healthy lifestyles for 11-15 year olds: participating in sport/physical activities	✓	✓	No baseline				To be set	R	R		
22	HCS c	Measure of healthy lifestyles for 11-15 year olds: eating 5-a-day	✓	✓	No baseline				To be set	R	R		
22	HCS d	Measure of healthy lifestyles for 11-15 year olds: obesity	✓	✓	No baseline				To be set	R	R		
22	HCS e	Measure of healthy lifestyles for 11-15 year olds: alcohol consumption	✓	✓	No baseline				To be set	R	R		
22	HCS f	Measure of healthy lifestyles for 11-15 year olds: drug use	✓	✓	No baseline				To be set	R	R		
22	HCS g	Measure of healthy lifestyles for 11-15 year olds: scores for mental health	✓	✓	No baseline				To be set	R	R		
28	HCS	% of 11-15 year olds who stated they have been bullied in the last 12 months	✓		No baseline			Templates	Baseline to be established through Youth Survey	A	n/a	Annually @ end-of-January	Because of the need to establish a baseline this indicator should not have been judged in the last report. Online reporting system now in place with first data for period April-July available in second quarter. 2007 Youth Survey results will be available in September and a baseline should be established by November.
33	HCS	% of half day sessions missed by children in primary schools	✓	✓	5.67%				<=4%	A	A	Annually @ end-of-May 2008	Unaudited data for all Councils indicates that Herefordshire remains in the average band for performance compared nationally. Two schools are now designated as PA (Persistent Absenteeism) from the previous 3, and a range of work is being undertaken to address the specific areas where improvement is needed. Initiatives to promote awareness of the importance of regular attendance is under way in primary schools.
34	HCS	% of half day sessions missed by children in secondary schools	✓	✓	7.90%				<=6%	A	A	Annually @ end-of-May 2008	Unaudited data for all Councils indicates that Herefordshire remains in the average band for performance compared nationally. Two schools are now designated as PA (Persistent Absenteeism) from the previous 3, and a range of work is being undertaken to address the specific areas where improvement is needed. Initiatives to promote awareness of the importance of regular attendance is under way in primary schools.

Reference Number		Indicator	Herefordshire Community Strategy (HCS)			Baseline	May	July	September	Target	April-July		Frequency of Reporting	Commentary (where relevant)
			Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)							April-September			
35	HCS a	No. of looked after children who missed a total of 25 days or more schooling	✓	✓	10.50%				<=9%	A	A	Annually @ end-of-October	The data for this indicator will be available at the end of October 2007 but the prognosis for this year's outcome is not good. Again around 12 children are currently in the missed more than 25 days cohort.	
35	HCS b	No. of half day sessions missed by looked after children as % of total number of sessions in primary schools	✓	✓	3.49%				<=4.25%	A	R	Annually @ end-of-October	The data for this indicator will be available at the end of October 2007 but high numbers of absenteeism is expected.	
35	HCS c	No. of half day sessions missed by looked after children as % of total number of sessions in secondary schools	✓	✓	5%				<=7%	A	A	Annually @ end-of-October	The data for this indicator will be available at the end of October 2007.	
37	HCS	No. of 11-15 year olds volunteering	✓	✓	No baseline				Baseline to be established through Youth Survey	A	n/a	Annually @ end-of-January	Because of the need to establish a baseline this indicator should not have been judged in the last report. 2007 Youth Survey results will be available in September and a baseline should be established by November.	
38	HCS	% of young people that feel that they can influence decisions affecting important local services	✓		No baseline				Baseline to be established through Youth Survey	A	n/a	Annually @ end-of-January	Because of the need to establish a baseline this indicator should not have been judged in the last report. 2007 Youth Survey results will be available in September and a baseline should be established by November.	
41	HCS	No. of young people looked after in 17th year in educ, training or employment at age 19	✓	✓	14/14			Templates	46 (cumulative)	A	A	Annually @ end-of-March	Performance is good and the initiatives set in place will continue to support care leavers into suitable EET. Good liaison and data sharing between Connexions, Education of Looked After Children Service (ELSS) and After-care. Connexions targets client group and ensures young people are followed up and supported into EET. A framework of opportunities for young people has been developed which encompasses work experience through to apprenticeships and graduate employment. The offer to young people who are or have been looked after will be a priority and will include a guaranteed interview scheme. Connexions attend review meetings where invited.	
84	HCS	The percentage annual increase in the number of schools with an approved school travel plan (STP)	✓		54%				=>68%	A	A	Annually @ end-of-March		
85	HCS	Conception rate below age 18 (per 1,000 girls age 15-17)	✓		-15.70%				<=-19%	A	A	Annually @ end-of-March		
91	HC	% of schools that have a functioning school council			No baseline				100%	A	A	Annually @ end-of-March		
<b>Sustain thriving communities, including by securing more efficient, effective and customer-focused services, clean streets, tackling homelessness and effective emergency planning</b>														
14	HCS	No. of people accepted as homeless & towards whom the council has a full statutory duty	✓	✓	149	16	35	81	<=160	G	A	Monthly	Figures are cumulative. Current performance suggests that achievement of target will be marginal.	



Reference Number		Indicator	Herefordshire Community Strategy (HCS)			Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)	Baseline	May	July	September	Target	April-July	April-September	Frequency of Reporting	Commentary (where relevant)
54	HCS	% of streets and public areas falling below Grade B for cleanliness (litter)	✓	✓	✓		17%		21%	16%	<=15%	G	G	Monthly	Although performance has fallen compared with last year's outturn, performance is ahead of the same period last year.	
92	HC	Proportion of relevant land and highways from which unacceptable levels of graffiti are visible					2%		2%	1%	<=2%	G	G	Monthly		
93	HC	Proportion of land and highways from which unacceptable levels of fly-posting are visible					1%		0%	0%	<=1%	G	G	Monthly		
94	HC	Grade for the year-on-year reduction in the total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping' (Grading 1 - very effective; 2 - effective; 3 - good; 4 - poor)					Grading 1 (very effective)		1	3	1	G	R	Monthly	The number of fly-tipping incidents has increased since May, following the introduction of permits at household waste amenity sites. Performance against this indicator has now levelled-off, but is not anticipated to improve above level 3 in the current financial year.	
96	HC	% of abandoned vehicles removed within 24 hours from the point where the Council is legally entitled to remove the vehicle					99%			94.74%	100%	A	R	Monthly	Performance fell during the summer. One team deals with both abandoned vehicles and fly-tipping; handling a significant, and initially unexpected, increase in fly-tipping incidents resulted in a reduction in the response times for abandoned vehicles. Arrangements have now been put in place to provide back-up for the team and performance has improved in recent months; however, as the target is 100% this will not be achieved this year.	
59	HCS	c % of respondents finding it easy to access: Library	✓	✓			69%	Templates				4% improvement by 2009	A	A	Annually at end-of-January	
59	HCS	d % of respondents finding it easy to access: Sports/leisure centre	✓	✓			64%					4% improvement by 2009	A	A	Annually at end-of-January	
59	HCS	e % of respondents finding it easy to access: Cultural/recreational facility e.g. theatre, cinema	✓	✓			47%					4% improvement by 2009	A	A	Annually at end-of-January	
60	HCS	a Net perceived improvement rating over the last 3 years for QoL factors (adults): Activities for teenagers	✓	✓			-32%					4% improvement by 2009	A	A	Annually at end-of-January	
60	HCS	b Net perceived improvement rating over the last 3 years for QoL factors (adults): Affordable decent housing	✓				-50%					4% improvement by 2009	A	A	Annually at end-of-January	
60	HCS	c Net perceived improvement rating over the last 3 years for QoL factors (adults): Job prospects	✓	✓			-42%					4% improvement by 2009	A	A	Annually at end-of-January	
60	HCS	e Net perceived improvement rating over the last 3 years for QoL factors (adults): Level of traffic congestion	✓	✓			-77%					4% improvement by 2009	A	A	Annually at end-of-January	
60	HCS	f Net perceived improvement rating over the last 3 years for QoL factors (adults): Wage levels and local cost of living	✓				-56%	4% improvement by 2009	A	A	Annually at end-of-January					

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			Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)										
61	HCS	a % of adult residents who feel that they can influence decisions affecting their local community	✓	✓	✓	35%				=>40% in 2008 survey	A	A	Annually at end-of-January	
61	HCS	b % of adult residents who feel that they can influence decisions affecting their local area		✓		29%				=>33% in 2009 survey	A	A	Annually at end-of-January	
62	HCS	% of adult residents who engaged in formal volunteering for an average of 2 hrs a week or more over the previous year	✓	✓	✓	17%				=>22% in 2008 survey	A	A	Annually at end-of-January	
63	HCS	% of adult residents who feel that Herefordshire is a place where people from different backgrounds get on well together	✓			73%				=>77% in 2009 survey	A	A	Annually at end-of-January	
64	HCS	% of adult residents who are satisfied with their local community as a place to live		✓	✓	80%				=>87% in 2008 survey	A	A	Annually at end-of-January	
65	HCS	a % of adults who use: Sports and Leisure facilities at least once a month		✓		25%				=>30% in 2008 survey	A	A	Annually at end-of-January	
65	HCS	b % of adults who use: Libraries at least once a month		✓		32%				=>34% in 2008 survey	A	A	Annually at end-of-January	
65	HCS	c % of adults who use: Museums or galleries at least once every 6 months		✓		19%		Templates		=>21% in 2008 survey	A	A	Annually at end-of-January	
65	HCS	d % of adults who use: Theatres or concert halls at least once every 6 months		✓		32%				=>36% in 2008 survey	A	A	Annually at end-of-January	
65	HCS	e % of adults who use: Parks, open play areas and other recreational facilities at least once a month		✓		49%				maintain baseline	A	A	Annually at end-of-January	
70	HC	% of adult residents that feel the Council does enough to give them opportunity to influence important decisions about local services				23%				=>28% (in 2009 survey)	A	A	Annually at end-of-January	
79	HC	Compliance with Civil Contingencies Act, Data Protection and Freedom of Information				Compliant				Compliant	A	A	Annually @ end-of-March	
86	HCS	% of people who feel that parents in their local area are made to take responsibility for the behaviour of their children		✓		35%				=>39% in 2009 survey	R	A	Annually at end-of-January	
87	HCS	the percentage of people who feel that people in their area treat them with respect and consideration		✓		45%				=>49% in 2009 survey	A	A	Annually at end-of-January	
95	HC	% of people satisfied with the cleanliness standard in their area				66%				=>66%	A	A	Annually at end-of-January	
90	HC	Adult perceptions of improvement in facilities for young children				-5%			Tracker indicators, to be reported at year-end		n/a	n/a	Annually at end-of-January	
97	HC	b Adult perceptions of improvement in CLEAN STREETS				-23%					n/a	n/a	Annually at end-of-January	

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			Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)											
97	HC	e	Adult perceptions of improvement in EDUCATION PROVISION			15%					n/a	n/a	Annually at end-of-January		
97	HC	h	Adult perceptions of improvement in PUBLIC TRANSPORT			-24%					n/a	n/a	Annually at end-of-January		
97	HC	i	Adult perceptions of improvement in RACE RELATIONS			-13%					n/a	n/a	Annually at end-of-January		
97	HC	j	Adult perceptions of improvement in ROAD AND PAVEMENT REPAIRS			-51%					n/a	n/a	Annually at end-of-January		
97	HC	m	Adult perceptions of improvement in THE LEVEL OF POLLUTION			-42%					n/a	n/a	Annually at end-of-January		
<b>Reshape adult social care to enable vulnerable adults to live independently and to enable many more older people to continue to live in their own homes</b>															
16	HCS		No. of people aged 65+ helped to live at home (per 1,000 population)		✓	81.1		83 (forecast)	=>83		G	G	Monthly	Unverified figures, when compared to the same period last year, suggest that the target will be achieved.	
74	HC	a	No. of adults with learning difficulties helped to live at home (per 1,000 population)			2.9		3 (forecast)	=>3		G	G	Monthly	Unverified figures, when compared to the same period last year, suggest that the target will be achieved.	
74	HC	b	No. of adults with mental health difficulties helped to live at home (per 1,000 population)			4.1		4 (forecast)	=>4.4		G	G	Monthly	Unverified figures, when compared to the same period last year, suggest that the target will be achieved.	
74	HC	c	No. of adults with physical difficulties helped to live at home (per 1,000 population)			6		6 (forecast)	=>6		G	G	Monthly	Unverified figures, when compared to the same period last year, suggest that the target will be achieved.	
17	HCS		Satisfaction with homecare services provided through Social Care via direct payments (65+)		✓	58%			=>66% in 2009 survey		A	A	Next survey due in 2009		
18	HCS	a	No. of people in receipt of Pension Credit		✓	7,596			=>8,138		G	G	Annually @ end-of-March		
18	HCS	b	No. of people in receipt of Attendance Allowance		✓	5,874			=>6,702		G	G	Annually @ end-of-March		
18	HCS	c	No. of people in receipt of Council Tax Benefit aged 60 or over**		✓	6,862			=>8,061		A	A	Annually @ end-of-March		
<b>Protect the environment, producing much less waste, recycling much more of what remains and reducing carbon emissions</b>															
56	HCS	a	Amount of household waste collected per person per annum		✓	505.82kg		127.26kg (June) (cumulative)	219.33kg (August) (cumulative)	<=505kg		A	A	Monthly	
56	HCS	b	% of household waste going to landfill		✓	72.85%		73.68% (June) (cumulative)	70.85% (August) (cumulative)	<=68.5%		A	G	Monthly	

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56	HCS c	% of municipal waste (excluding household waste) recycled	✓		0%		0% (June) (cumulative)	0% (August) (cumulative)	0%	G	G	Monthly	Although current performance is behind target, projections suggest year-end performance <b>may</b> achieve target	
56	HCS d	% of municipal waste (excluding household waste) landfilled	✓		100%		100% (June) (cumulative)	100% (August) (cumulative)	100%	G	G	Monthly		
56	HCS e	% of household waste recycled	✓		18.71%		18.02% (June) (cumulative)	19.42% (August) (cumulative)	=>23.97%	A	A	Monthly		
55	HCS	% of Sites of Special Scientific Interest (SSSIs) in favourable condition	✓		22%	Tracker indicators, to be reported at year-end				A	n/a	Annually @ end-of-March	As a tracker indicator no judgement should have been made in the last report	
57	HCS	No. of key species	✓		No baseline	Tracker indicators, to be reported at year-end				n/a	n/a	Annually @ end-of-March	Key species are still to be defined	
58	HCS	Environmental/Climate change measure (Carbon per head)	✓		No baseline	Tracker indicators, to be reported at year-end				n/a	n/a	Annually @ end-of-March		
67	HC	% of Council-owned or managed land without a nature conservation designation, managed for biodiversity			13.42%	Templates			=>15%	A	A	Annually @ end-of-March	Data will be available at year-end	
102	HC	Council carbon dioxide equivalent emissions			To be set	Templates			10% reduction by 2010	A	A	Annually @ end-of-March		
<b>Understand the needs and preferences of service users and Council-Tax payers</b>														
68	HC	% of those who have contacted Herefordshire Council with a complaint who are satisfied with the way in which it was handled overall			36%	Templates			=>50% (in 2009 survey)	R	A	Annually at end-of-January	This judgement has changed because a template has now been submitted.	
69	HC	% of young people that feel the Council does enough to give them opportunity to influence important decisions about local services			No baseline	Templates			Baseline to be established through Youth Survey	n/a	n/a	Annually at end-of-January	2007 Youth Survey results will be available in Sept 07 and will establish a baseline	
<b>Recruit, retain and motivate high quality staff</b>														
71	HC	Average number of working days lost due to sickness absence per member of council staff			8.41	7.88	8.17 (June)	7.63 (August)	<=8	A	G	Monthly		
77	HC	Staff turnover			9%	6.66%	7.02% (June)	6.81% (August)	<=9%	G	G	Monthly		
103	HC	SRD completion rates			94%	86.16%	97%		100.00%	R	R	Annually @ end-of-July	SRDs are planned for April/May. Performance has improved on last year but will not achieve target.	
73	HC	Investors in people accreditation			Not accredited	Template			Accreditation by October 2007	A	A	Data available @ end-of-November		

Reference Number	Indicator		Herefordshire Community Strategy (HCS)	Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)	Baseline	May	July	September	Target	April-July	April-September	Frequency of Reporting	Commentary (where relevant)
<b>Embed corporate planning, performance management and project management systems</b>														
78	HC	Status of Best Value Performance Plan				Unqualified				Unqualified	A	A	Annually at end-of-January	Awaiting audit of plan and indicators by the Audit Commission. Feedback will not be available until year-end.
81	HC	Number of BVPIs qualified				0			Templates	0	A	A	Annually at end-of-January	
82	HC	Outcome of key process audit				Compliant				Compliant	A	A	Annually @ end-of-March	
<b>Promote diversity and community harmony and strive for equal opportunities</b>														
80	HC	Equality Standard				2	2	2	2	=>3	A	A	Monthly	A judgement of G was incorrectly applied in the July report. Current performance suggests that achievement of target is in doubt. Data is being analysed now and will be available for the end-of-October.
100	HC	a % of employees from black and ethnic minorities				0.64%	0.66%	0.66%	0.66% (August)	=>0.8%	G	A	Monthly	
100	HC	b % of employees from black and ethnic minorities who are amongst the top 5% of wage earners				2.14%				=>2.85%	A	A	Monthly	
100	HC	c % of employees declaring a disability				0.69%	0.77%	0.77%	0.88% (August)	=>0.75%	G	G	Monthly	
<b>Ensuring that essential assets, including schools, other buildings, roads and ICT are in the right condition for the long-term cost-effective delivery of services, and ensure business continuity in the face of emergencies</b>														
101	HC	Use of Resources score				3			Template	3	A	A	Annually @ end-of-January	Annual assessment results due for end-of-January report

Reference Number	Indicator		Herefordshire Community Strategy (HCS)	Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)	Baseline	May	July	September	Target	April-July April-September	Frequency of Reporting	Commentary (where relevant)
<b>PARTNER LEAD</b>													
<b>Herefordshire Infrastructure Consortium</b>													
51	HCS	a	No. of calls to the Herefordshire Women's Aid Helpline	✓		860 (2005-06)	104 (cumulative)	149 (June) (cumulative)		=>654	A	Monthly	
<b>LEARNING &amp; SKILLS COUNCIL</b>													
4	HCS	a	% of working age population qualified to at least Level 4 (% of working age population with higher level qualifications) % of working age population qualified to at least Level 3 (% of working age population with higher level qualifications)	✓		26% (2005) 44% (2005)	Tracker indicator, to be reported at year-end				n/a	Annually @ end-of-March	
4	HCS	b	No. of residents (19+) achieving Level 2 qualification in manufacturing & engineering	✓	✓	57 (2005-06)	Templates			=>57	A	Annually @ end-of-March	
4	HCS	c	No. of residents (19+) achieving Level 2 qualification (excl. manufacturing & engineering)	✓	✓	2,247 (2005-06)				=>1,872	A	Annually @ end-of-March	
4	HCS	d	No. of residents (19+) achieving Level 3 qualification in manufacturing & engineering	✓	✓	44 (2005-06)				=>44	A	Annually @ end-of-March	
4	HCS	e	No. of residents (19+) achieving Level 3 qualification (excl. manufacturing & engineering)	✓	✓	855 (2005-06)				=>878	A	Annually @ end-of-March	
5	HCS		Measure of basic skills (Train to Gain)	✓		No baseline							R
<b>PRIMARY CARE TRUST</b>													
10	HCS		No. of deaths per annum from chronic diseases (per 100,000)	✓	✓	169.6 (2003-05)	46 (cumulative)	183 (cumulative)		<=174.7 (2005-07)	A	Monthly	
15	HCS		No. of emergency unscheduled hospital bed days occupied by a person 75 and over	✓	✓	38,490 (2005-06)	5796 (cumulative)	10,303 (cumulative)		<=31,222	R	Monthly	A change in data reporting has adversely affected this target. Discussions are currently underway with Gov Office.
20	HCS		% of babies born who are breastfed at 6 weeks	✓		48% (2005-06)		32.02%		=>43%	A	Monthly	
21	HCS	a	% of babies born to teenage mothers who are breastfeeding at 6 weeks	✓	✓	13% (2005-06)		13.04%		=>30%	R	Monthly	



Reference Number		Indicator	Herefordshire Community Strategy (HCS)			Baseline	May	July	September	Target	April-July	April-September	Frequency of Reporting	Commentary (where relevant)		
			Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)												
21	HCS	b % of babies born to mothers in S.Wye area who are breastfeeding at 6 weeks	✓	✓	41% (2005-06)		29.19%		=>40%	A		Monthly				
23	HCS	Measure of sexually transmitted infections for young people	✓		No baseline	268 (cumulative)	487 (cumulative)		Reduction of 1% per annum	G		Monthly				
46	HCS	No. of people in drug treatment		✓	632 (2005-06)		504 (June)		=>720	A		Monthly				
47	HCS	Measure of Drugs Intervention Programme		✓	No baseline		(1) 96% (2) 100% (3) 92% (June)			G		Monthly				
53	HCS	Mortality rate from accidents (per 100,000)	✓		21.26 (2003-05)	Templates			To be set	R		Annually @ end-of-March				
8	HCS	Mortality rate from cancer for people aged under 75 (per 100,000)	✓		104.2 (2003-05)						<=93	A		Annually @ end-of-March		
9	HCS	Mortality rate from circulatory diseases for people aged under 75 (per 100,000)	✓		81.4 (2003-05)						<=77	A		Annually @ end-of-March		
11	HCS	Gap in all-age, all-cause morality between deprived areas and Herefordshire as a whole	✓		23.7% (2003-05)						<=26% (3 year average)	A		Annually @ end-of-March		
12	HCS	a % of adults who smoke (adult healthy lifestyles)	✓		No baseline						see commentary	n/a				
12	HCS	b % of adults who consume more than the recommended intake of alcohol per week (adult healthy lifestyles)	✓		17%						see commentary	n/a				Data for this indicator comes from the Healthy Lifestyle Survey. No date has been agreed for future surveys so future targets have not been set.
12	HCS	c % of adults eating less than 5 portions of fruit and vegetables on a typical day (adult healthy lifestyles)	✓		34%						see commentary	n/a				
59	HCS	a % of respondents finding it easy to access: Doctor	✓	✓	80%				4% improvement by 2009	A		Annually @ end-of-January				
59	HCS	b % of respondents finding it easy to access: Local hospital	✓	✓	57%				4% improvement by 2009	A		Annually @ end-of-January				
<b>WEST MERCIA CONSTABULARY</b>																
25	HCS	No. of young people (under 25) who are victims of crime in Herefordshire	✓		6,338 (2005-06)	1,101 (cumulative)	1,896 (June) (cumulative)		<=6,173	R		Monthly	July 07: A breakdown of incidents for all categories under YP as victims of crime including grouped incidents/patterns of crime has been provided to appropriate HCSDP team who are in discussion with Crime Risk Manager.			
42	HCS	a BCS Comparator crimes		✓	6,002 (2005-06)	1,350 (cumulative)	1,964 (June) (cumulative)		<=5,872	A		Monthly				

APPENDIX A - AOP INDICATORS  
PERFORMANCE AGAINST TARGET

Reference Number		Indicator	Herefordshire Community Strategy (HCS)		Baseline	May	July	September	Target	April-September		Frequency of Reporting	Commentary (where relevant)
			Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)						April-July	April-September		
42	HCS b	No. of criminal damage incidents	✓	✓	2,690 (2005-06)	568 (cumulative)	785 (June) (cumulative)		<=2,101	R	Monthly	Criminal damage figures have started to reduce slightly during June and July 2007. Criminal damage awareness posters to be distributed and targeted at schools, and youth centres etc, work by the ASB Support Worker and Marketing Officer.	
42	HCS c	No. of all recorded crimes	✓		11,535 (2005-06)	2,152 (cumulative)	3,199 (June) (cumulative)		<=10,229	R	Monthly	As this comprises all crime, the increases in other areas has an impact on this target.	
45	HCS	No. of violent crimes	✓	✓	2,589 (2005-06)	541 (cumulative)	847 (June) (cumulative)		<=2,553	R	Monthly	Violent crime incorporates wounding, harassment, assault on a constable and common assault. Common assaults are currently being analysed between data analysts to ascertain the volume of incidents reported by schools to the Police. There has also been an increase in wounding. An Acting Detective Inspector has been appointed to review all volume crime processes and management.	
48	HCS a	Measure of Priority and Prolific Offenders Scheme	✓		No baseline				15% reduction	A	Quarterly	Quarterly data not yet available	
49	HCS a	No. of domestic burglaries per 1,000 households	✓		372 (2005-06)	45 (cumulative)	72 (June) (cumulative)		<=600	G	Monthly		
49	HCS b	No. of vehicle crimes per 1,000 population	✓		971 (2005-06)	152 (cumulative)	229 (June) (cumulative)		<=1086	G	Monthly		
50	HCS	No. of Class A drug supply offences brought to justice	✓		33 (2005-06)	2 (cumulative)	3 (June) (cumulative)		=>28	R	Monthly	Trends over the past 3 years naturally peak and trough. The figures for Q1 2007/08 was 3, but are expected to increase.	
51	HCS b	No. of domestic violence incidents reported	✓		462 (2005-06)	176 (cumulative)	281 (June) (cumulative)		=>425	G	Monthly		
51	HCS c	No. of arrests for domestic violence offences	✓		326 (2005-06)	88 (cumulative)	137 (June) (cumulative)		To be set	A	Monthly		



Reference Number			Indicator	Herefordshire Community Strategy (HCS)			Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)	Baseline	May	July	September	Target	April-July	April-September	Frequency of Reporting	Commentary (where relevant)			
51	HCS	d	% of sanction detections for domestic violence		✓			67% (2005-06)	49%	56% (June)					G	Monthly				
36	HCS		% of young offenders re-offending (recidivism rates of young offenders in Herefordshire)	✓	✓			50%	Templates					A	Annually @ end-of-March					
43	HCS	a	% of people thinking speeding traffic is a problem in their area	✓	✓	✓		70%									A	Annually @ end-of-January		
43	HCS	b	% of people thinking vandalism, graffiti and other deliberate damage is a problem in their area	✓	✓	✓		52%									A	Annually @ end-of-January		
43	HCS	c	% of people thinking people using drugs is a problem in their area	✓	✓	✓		60%									A	Annually @ end-of-January		
43	HCS	d	% of people thinking people dealing drugs is a problem in their area	✓	✓	✓		53%									A	Annually @ end-of-January		
43	HCS	e	% of people thinking people being drunk or rowdy in public places is a problem in their area	✓	✓	✓		51%									A	Annually @ end-of-January		
43	HCS	f	Percentage of people with a high level of worry about anti-social behaviour		✓			No baseline									A	Annually @ end-of-January		
44	HCS	a	% of residents worried about house burglary	✓				30%									A	Annually @ end-of-January		
44	HCS	b	% of residents worried about vandalism or damage to property	✓				28%									A	Annually @ end-of-January		
44	HCS	c	% of residents worried about drunk people causing a problem	✓				21%									A	Annually @ end-of-January		
44	HCS	d	% of residents worried about their car being broke into	✓				18%									A	Annually @ end-of-January		
44	HCS	e	% of residents worried about having their car stolen	✓				12%									A	Annually @ end-of-January		
44	HCS	f	% of residents worried about being harassed whilst in a public place	✓				12%									A	Annually @ end-of-January		
44	HCS	g	% of residents worried about hate crime	✓				3%									A	Annually @ end-of-January		
44	HCS	h	% of residents worried about being assaulted in a public place	✓				9%									A	Annually @ end-of-January		
44	HCS	i	% of residents worried about being mugged or robbed	✓				11%									A	Annually @ end-of-January		
44	HCS	j	% of residents worried about crime (other than a-i above)	✓				3%									A	Annually @ end-of-January		
48	HCS	b	Number of adults re-offending					No baseline										R	Annually @ end-of-March	No template

Reference Number	Indicator	Herefordshire Community Strategy (HCS)	Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)	Baseline	May	July	September	Target	April-July	April-September	Frequency of Reporting	Commentary (where relevant)
60	HCS d	Net perceived improvement rating over the last 3 years for QoL factors (adults): Level of crime	✓	✓	-46%	Templates			4% improvement by 2009	A		Annually @ end-of-January	
98	HCS	the percentage of people who feel informed about what is being done to tackle anti-social behaviour in their local area.		✓	No baseline				To be set	A		Annually @ end-of-January	