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Theme & Measure		Frequency of reporting	Performance (Year to Date)	DoT since last year	Date of Judgement	Actual (Year to Date)	Target (Year To Date)
CREATE A THRIVING ECONOMY							
LI.REGP.001 Number of learners participating in Community Learning	Bigger is better	l) Annual – 30/9			30/09/2011	1,500	1,670
IMPROVE HEALTH CARE AND SOCIAL CARE							
LI.ICS.002a Comply with Healthcare Acquired Infection targets - C.diff	Smaller is better	d) Monthly			31/07/2011	34.25	34.67
LI.ICS.002b Comply with Healthcare Acquired Infection targets - MRSA	Smaller is better	d) Monthly			31/08/2011	0	2
LI.PSC.HSC.07 Proportion of people who have had a stroke who spend at least 90% of their time in acute hospital on a stroke unit	Bigger is better	d) Monthly			30/11/2011	90.9	80
VSA14_06 %People having TIA scanned & treated within 24hrs	Bigger is better	d) Monthly			30/11/2011	83.3	60
RAISE STANDARDS FOR CHILDREN AND YOUNG PEOPLE							
LI.CYP.3201 Percentage of Initial Assessments completed in 10 working days	Bigger is better	d) Monthly			31/01/2012	82.8	75
CREATE A RESILIENT HEREFORDSHIRE							
LI.SUST.001 Number of Schools taking part in Schools Energy Challenge	Bigger is better	d) Monthly			31/01/2012	12	10
LI.PCIU.002 % of complaints received that are referred to the ombudsman (LA)	Smaller is	d) Monthly			29/02/2012	1.93	5

Key Performance Indicators – Exceptions (Green – 10% or more ahead of target)							
Theme & Measure		Frequency of reporting	Performance (Year to Date)	DoT since last year	Date of Judgement	Actual (Year to Date)	Target (Year To Date)
	better						
LI.PCIU.003 % of complaints received that are referred to the ombudsman (Health)	Smaller is better	d) Monthly			29/02/2012	2.84	5
NI047 Proxy - No. of people killed or seriously injured in road traffic collisions	Smaller is better	d) Monthly			30/11/2011	75	100
COMMISSION THE RIGHT SERVICES							
LI.CUS.012 Avoidable Contact	Smaller is better	d) Monthly			29/02/2012	14.31	20
LI.PCIU.001 Satisfaction with Complaint Handling	Bigger is Better	d) Monthly			29/02/2012	100	90
LI.HRO.001 Average sickness FTE (Council)	Smaller is Better	d) Monthly			31/01/2012	3.5	4.1

Projects – Exceptions (Green – ahead of schedule)			
Project	Responsible Officer	Latest rating	Due Date
IMPROVE HEALTH CARE AND SOCIAL CARE			
Enhancing Safeguarding Governance and Procedures	Interim Programme Director, Adult Social Care		31/03/2012
RAISE STANDARDS FOR CHILDREN AND YOUNG PEOPLE			
Develop framework/policy for sustainable school system	Assistant Director, People's Services Commissioning		31/03/2012
Review of the provision to meet complex needs	Head of Provider Services (Additional Needs)		01/04/2012
Reconfiguration of multi-agency referral and assessment arrangements	Assistant Director, Children and Young People Provider Services		31/03/2012
Review of model of interventions to CP & CIN	Assistant Director, Children and Young People Provider Services		31/03/2012
Development and implementation of the integrated LAC Strategy	Assistant Director, Children and Young People Provider Services		31/03/2012
School improvement policy, protocols and practices to support settings causing concern	Head of Provider Services (Learning and Achievement)		31/12/2011

Projects – Exceptions (Green – ahead of schedule)			
Project	Responsible Officer	Latest rating	Due Date
Closing the achievement gap of vulnerable children and young people	Head of Provider Services (Additional Needs)		31/03/2012
Raise educational achievement and outcomes of children in early years and primary schools	Head of Provider Services (Learning and Achievement)		
Supporting the development of setting leadership at all levels	Head of Provider Services (Learning and Achievement)		30/09/2011
Strengthening of CAF/assessment of need	Head of Provider Services (Locality Services)		01/03/2014
PROMOTE SELF RELIANT LOCAL COMMUNITIES			
Future delivery of Cultural Services	Project Director		26/03/2012
CREATE A RESILIENT HEREFORDSHIRE			
Customer Insight Unit Project	Head of Public Experience		01/06/2011