			2011/12 Outturn	2012-13 Outturn	2013/14 Target	Latest Outturn	Latest Judgement	Council Controlled or Influenced
ECONOMY								
Percentage of Category 1 highway defects (those presenting an immediate or imminent hazard) repaired within 24 hours	Monthly	Bigger is better	100%	100%	100%	98.3% Feb	**Blue**	Influenced
Residual waste per household (kg)	Monthly (one month in arrears)	Smaller is better	576.5kg	550.2kg	<600kg (<500kg to January)	481.4kg (YTD to January)	**Blue**	Influenced
Decrease the % of young people Not in Education and Training or Employment (NEET's)	Monthly	Smaller is better	6.20%	6.20%	8%	6.9% (378 Young People)	**Green**	Influenced
Decrease the % of young people whose status is "Unknown"	Monthly	Smaller is better	Measure amended		5%	4.4% (249 Young People)	**Green**	Influenced
No of affordable homes acquired and built	Monthly	Bigger is better	90	61	70	115 (YTD)	**Green**	Influenced
Percentage of the working age population in employment	Quarterly (three months in arrears)	Bigger is better	72.50%	71.8%	5% above GB rate (71.1%)	72.8% (Q2)	**Amber**	Influenced
Reduce county CO2 levels (% reduction in County CO2 emissions)	Annual	Smaller is better	19.66% (2009)	15.73% (2010)	26% (23.8% 2011)	20.22% (2011)	**Blue**	Influenced

PEOPLE								
ADULTS								
Number of adults, older people and carers receiving self-directed support in the year to 31st March as a percentage of all clients receiving community based services and carers receiving carer specific services	Monthly	Bigger is better	Data not available from Framework-i	34%	78%	52%	**Red**	Controlled
Minimise the number of people killed or seriously injured in road traffic collisions in Herefordshire	Monthly	Smaller is better	75 (2011)	80 (2012)	<89 (2013)	61 (2013)	**Green**	Influenced
Permanent admissions to residential and nursing care homes for younger people (18-64), per 100,000	Monthly	Smaller is better	26	13	13	0 Feb 15.7 YTD (17 people YTD)	**Blue**	Controlled
Permanent admissions to residential and nursing care homes for older people (65 and over), per 100,000 population	Monthly	Smaller is better	559	520	500	15 Feb 510 YTD (208 people YTD)	**Amber**	Controlled
Percentage of adult assessments completed within agreed timescales	Monthly	Bigger is better	New measure		100%	45%	**Red**	Controlled
Reduce the % of repeat incidents of domestic violence	Monthly	Smaller is better	43%	34%	34%	30% (49/162)	**Blue**	Influenced

CHILDREN							
Percentage of child assessments completed within agreed timescales (Core Assessments)	Monthly	Bigger is better	New measure	63.24%	85%	72% Feb (72.8% YTD)	**Amber**	Controlled
Percentage of child assessments completed within agreed timescales (Initial Assessments)	Monthly	Bigger is better	New measure	50.45%	85%	85.6% Feb (79.7% YTD)	**Amber**	Controlled
No of young people in temporary accommodation as a result of homelessness	Monthly	Smaller is better	0	1	0	0	**Blue**	Influenced
CUSTOMERS							
% of web users that were satisfied or content with their visit	Monthly	Bigger is better	80.6%	76.6%	>76.6%	72.4% Feb 63% (3 mth avg)	**Blue**	Controlled
% web users who did not find what they were looking for	Monthly	Smaller is better	19%	21.54%	20%	20.9% Feb 21.2% (3 mth avg)	**Blue**	Controlled
Reduce the % of calls abandoned	Monthly	Smaller is better	7.28%	14.34%	<14.34%	14.6% Feb	**Amber**	Controlled

Rating	
Green	Forecast to be significantly better than target
Blue	Forecast to achieve target
Amber	Forecast to be behind target
Red	Forecast to be significantly behind target