

		2013/14 Outturn	2014/15 Target	<b>2014/15 Outturn</b>	Direction of Travel
Improved road conditions: a) Length of road treated/fixed (miles) b) No of road defects and potholes completed/repaired, and No of road defects (potholes) repaired by resurfacing the roads	Bigger is Better Bigger is Better		138.68 67,000	<b>216.38</b> <b>19,756</b>	n/a n/a
Minimise the number of people killed and seriously injured in road traffic collisions in Herefordshire	Smaller is Better	61	<85	<b>83</b>	▼
Reduction in residual waste per household	Smaller is Better	554kg	<600kg	<b>561.15kg</b>	▼
Improved percentage of household waste sent for reuse, recycling and composting	Bigger is Better	40.2%	>41%	<b>40.2%</b>	◀▶
The % of municipal waste going to landfill	Smaller is Better	56.4%	<60%	<b>57%</b>	▼
Countywide carbon reduction	Bigger is Better	19% (2011)	24.1%	<b>19.2%</b> <b>(2012)</b>	▲
The % of the working age population in employment	Bigger is Better	75.3%	3.5% above the GB rate (77.3%)	<b>80.1%</b>	▲
Acres of land sold on the Enterprise Zone	Bigger is Better		60 by December 2015	<b>10</b>	n/a
Job opportunities identified in investment commitments made on Enterprise Zone	Bigger is Better		1,500 by December 2015	<b>141</b>	n/a
The % of premises within the eligible area of Fastershire with the potential to access NGA Broadband services	Bigger is Better		78% by December 2016	<b>28%</b>	n/a
The % of people who feel safe in their local area in the last 3 months	Bigger is Better	50%	56.9%	<b>72.3%</b>	▲
Spend within the council's overall budget (forecast)	To plan	-0.26%	Spend to Budget	<b>-0.44%</b>	▲
Collection rates for: (a) Council Tax; and	Bigger is Better	98.4%	98.5%	<b>98.1%</b>	▼

		2013/14 Outturn	2014/15 Target	<b>2014/15 Outturn</b>	Direction of Travel
(b) Business Rates	Bigger is Better	98.6%	98.8%	<b>98.9%</b>	▲
The number of days taken to:					
(a) deal with new claims and changes of circumstances;	Smaller is Better	10.16 days	<13.5 days	<b>12.46 days</b>	▼
(b) deal with new claims; and	Smaller is Better	14 days	<20 days	<b>16.19 days</b>	▼
(c) deal with changes of circumstances	Smaller is Better	14.35 days	<11 days	<b>11.94 days</b>	▲
Increase in pay point transactions	Bigger is Better		10% monthly increase on December 2013	<b>115,057</b>	▲
Increase in self-serve web transactions	Bigger is Better		10% monthly increase on December 2013	<b>9,840</b>	▲
Reduce total council full time equivalent employees	Smaller is Better	1,090.02	<1,090.02	<b>1,050</b>	▲
Reduce the total cost of the workforce (rolling 12 months)	Smaller is Better	£46,285,000	<£46,285,000	<b>£44,675,000</b>	▲
Reduce the council's agency spend (rolling 12 months)	Smaller is Better	£5,808,000	<£5,808,000	<b>£6,721,000</b>	▼
Reduce sickness absences (rolling 12 months)	Smaller is Better	12.82 days	<12.82 days	<b>9.7 days</b>	▲
Improve appraisal completion rate	Bigger is Better			<b>55%</b>	n/a
Increased levels of cycling (Destination Hereford) (compared to 2010/11 index)	Bigger is Better	107	106	<b>125</b>	▲
Local congestion - improve average journey time per mile in Hereford City during the morning peak	Smaller is Better	20.45 minutes	< 19 minutes	<b>22.2 minutes</b>	▼
Local congestion - local bus punctuality	Bigger is Better	87%	>89%	<b>82%</b>	▼
Workplace based earnings	Bigger is Better	£386.60	>£386.60	<b>£405.80</b>	▲