

Keep children and young people safe and give them a great start in life

Performance Measure		Outturn			Frequency	Polarity	Direction of Travel <small>(same point last year)</small>
		2018/19 (Year end)	2019/20				
			End of May	Q2			
Reduce the attainment gap at age 16 between free school meal pupils and their peers		Local GAP 18.2 National GAP 13.9			Annual	Smaller is better	n/a
Increase the proportion of pupils attending a school and or setting that is good or outstanding	Primary	93.5% (12,926/13,825)	93.5% (12,926/13825)	97.1% (13,355/13,754)	Monthly	Bigger is better	◀▶
	Secondary	77.6% (7,214/9,296)	77.6% (7,214/9,296)	78.3% (7,406/9,459)	Monthly	Bigger is better	◀▶
Herefordshire young people meeting or exceed - the national average indicator for attainment (attainment 8) - the national progress measure (progress 8)	Attainment 8	Attainment 8 Herefordshire 45.9 England (all schools) 44.3			Annual	Bigger is better	n/a
	Progress 8	Progress 8 Herefordshire -0.04 England (state-funded sector) -0.02			Annual	Bigger is better	n/a
Improve education outcomes at age 5 (Ensuring they reach a good level of development)		74.1%		75.40%	Annual	Bigger is better	▲
Improve health outcomes for: 0-5 year olds (Percentage of 2 to 2.5 year olds completing a developmental health review)		-		81.7%	Annual	Bigger is better	n/a
Improve health outcomes for: 5-19 year olds (Percentage of Year 6 children who are overweight or obese)		<i>Herefordshire: Yr6 pupils overweight or obese: 34.5%</i> <i>England: Yr6 pupils overweight or obese: 34.3%</i>		34.7%	Annual	Smaller is better	◀▶
Reduce the number of children being referred to children's social care for a service		3432 contacts 598 referrals		3406 contacts 811 referrals	Quarterly	Smaller is better	n/a
Reduce the number of children looked after by the local authority		334	331	340	Monthly	Smaller is better	n/a

Performance Measure	Outturn			Frequency	Polarity	Direction of Travel <small>(same point last year)</small>
	2018/19 (Year end)	2019/20				
		End of May	Q2			
Reduce the use of emergency bed and breakfast accommodation for young people at risk of homelessness			TBC	Quarterly	Smaller is better	n/a
Increase the proportion of 16 and 17 year olds participating and training (including apprenticeships and work based learning)	89.9% <small>(3,127/3,480)</small>	89.9% <small>(3,131 young people)</small>	87.6%	Monthly	Bigger is better	▲
Reduce the number of children subject to child protection plans	111	117	153	Monthly	N/A	n/a

Enable residents to live safe, healthy and independent lives

Performance Measure	Outturn			Frequency	Polarity	Direction of Travel (same point last year)
	2018/19 (Year end)	2019/20				
		End of May	Q2			
<i>Reduce the rate of younger adults needing permanent placements in residential and nursing care homes (aged 18-64)</i>	<i>15.54 (19 people)</i>	<i>0.91 (1 person)</i>	<i>5.49 (6 people)</i>	<i>Monthly</i>	<i>Smaller is better</i>	◀▶
<i>Reduce the rate of older people needing permanent placements in residential and nursing care homes (aged 65+)</i>	<i>657.2 (303 people)</i>	<i>74.24 (34 people)</i>	<i>304.6 (142 people)</i>	<i>Monthly</i>	<i>Smaller is Better</i>	▲
The number of Delayed Transfers of Care (delayed days) from hospital attributable to social care	171	168	102 (August)	Monthly	Smaller is better	▲
Increase the proportion of older people who are still at home 91 days after discharge from hospital into reablement/rehabilitation services	73.4% (293/399)	74.7% (62/83)	68.7% (184/268)	Monthly	Bigger is better	▼
Increase the number of affordable housing units delivered	203	51	120	Monthly	Bigger is better	n/a
Reduce the number of households in temporary accommodation	48	44	40	Monthly	Smaller is better	▼
Improve the overall satisfaction of people who use services with their care and support	73%			Annual	Bigger is better	n/a
Increase the number of community hubs throughout the county	-	7	8	Monthly	Bigger is better	n/a
Increase the take up of the NHS Health Checks from the most "at risk" population groups	39.2% (4,013/10,241)	36.75% (584/1,589)	41.87% (2,028/4,843)	Monthly	Bigger is better	▲

*Measures in italic text above are cumulative measures

Support the growth of our economy

Performance Measure	Outturn			Frequency	Polarity	Direction of Travel (same point last year)	
	2018/19 (Year end)	2019/20					
		End of May	Q2				
Reduce the amount of household waste per person (kg) per year	391.65kg	71kg (updated from provisional data of 65.78kg previously reported)	212.05kg	Monthly	Smaller is better	▼	
Minimise the number of people killed or seriously injured (KSI) in road traffic collisions in Herefordshire (3 year rolling average)	94.33 (2016-18 avg) (94 recorded in calendar year)	94.33 (36 recorded KSIs in first 5 months)	95.67 (75 recorded in first 9 months)	Monthly (based on calendar year)	Smaller is better	▼	
Percentage of Category 1 defects (immediate or imminent hazard) and 2a defects made safe/dealt with within target times	Cat 1	99.93% (2,808/2,810)	100% (279/279)	99.78% (922/924)	Monthly	Bigger is better	▼
	Cat 2a	90.5% (14,552/16,079)	92.26% (2,265/2,455)	92.26% (2,265/2,455)	Monthly	Bigger is better	▲
Improvement in the overall condition of roads and bridges	-			Annual	Bigger is better	n/a	
Improve the proportion of strategically important routes that are in good condition and the proportion that are in need of maintenance	-			Annual	Bigger is better	n/a	
Improve average journey time in Hereford in morning week-day period	-			Annual	Smaller is better	n/a	
Percentage of Major planning applications dealt with within 13 weeks (24 month rolling)	87.1% (149/171)	86.6% (142/164)	86.1% (142/165)	Monthly	Bigger is better	▼	
Percentage of Non-major planning applications (minors/others) dealt with within 8 weeks (24 month rolling)	78.2% (3,220/4,117)	78.95% (3,166/4,010)	80.1% (3,073/3,837)	Monthly	Bigger is better	▲	
% of county premises with access to Next Generation Access (NGA) broadband	86.80%		89.5%	Quarterly	Bigger is better	▲	
Supply of ready to develop housing sites	-			Annual	Bigger is better	n/a	
% reduction in Herefordshire Annual Domestic Energy Consumption (reduce fuel poverty)	-			Annual	Bigger is better	n/a	

Secure better services, quality of life and value for money

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	2018/19 (Year end)	2019/20				
		End of May	Q2			
Increase in number of people interacting with council services on-line	-			Annual	Bigger is better	n/a
Website satisfaction: percentage of visitors that confirm that they were able to do what they set out to do in a satisfaction survey	64.74%	59%	69.59% (103/148)	Monthly	Bigger is better	▲
Reduce sickness absence (12 month rolling)	8.24 days	8.59 days	8.76 days	Monthly	Smaller is better	▼
Rateable value of new business rates registrations	£48,641k	£48,424k	£48,731k	Monthly	Bigger is better	▲
Spend to the council's revenue budget	£595k underspend	£16k underspend	£146k overspend	Monthly	Smaller is better	▼
Progress against delivery of savings targets	£11,683k	£2,113k	£3,682	Quarterly	Bigger is better	n/a
Increase completion rates of mandatory training	-	3.90%	>95%	Annual	Bigger is better	▲
Increase flu vaccination uptake for Herefordshire Council staff and other defined staff groups	-			Annual	Bigger is better	n/a