

Council Priority		Building on the already strong performance of the county's schools and continuing to improve the achievement of pupils						
7	indicators							
4								
3								
Reference	Indicator	HCS	LAA	LPSA2G	Lead Directorate	Target	Outturn	Judgement
HCS 30	% of pupils achieving 5 or more GCSEs at grades A* - G or equiv. including Maths and English (LEA schools)	1	1	1	Children & Young People	93%	93.10%	
HCS 31	% of pupils achieving 5 or more GCSEs at grades A* - C or equiv. including Maths & English (LEA schools)*	1	1		Children & Young People	47%	48.30%	
HCS 33	% of half day sessions missed by children in primary schools	1	1		Children & Young People	4.50%	5.67%	
HCS 34	% of half day sessions missed by children in secondary schools	1	1		Children & Young People	7%	7.90%	
HCS 35 a	No. of looked after children who missed a total of 25 days or more schooling	1	1		Children & Young People	9	11	
HCS 35 b	No. of half day sessions missed by looked after children as % of total number of sessions in primary schools	1	1		Children & Young People	4.45%	3.79%	
HCS 35 c	No. of half day sessions missed by looked after children as % of total number of sessions in secondary schools	1	1		Children & Young People	7.20%	6.79%	

Council Priority		Embedding corporate planning, performance management and project management systems so as to continue to drive up						
3 indicators								
3								
Reference	Indicator	HCS	LAA	LPSA2G	Lead Directorate	Target	Outturn	Judgement
HC 78	Best Value Performance Plan				Corporate & Customer Services	Unqualified	Unqualified	
HC 81	Number of BVPIs qualified				Corporate & Customer Services	0	0	
HC 82	Outcome of key process audit				Corporate & Customer Services	Robust key processes	Key processes are robust	

Council Priority		Enabling vulnerable adults to live independently and, in particular, enabling many more older people to continue to live in their own homes						
18		indicators						
10								
3								
5		no judgement						
Reference	Indicator	HCS	LAA	LPSA2G	Lead Directorate	Target	Outturn	Judgement
HCS 8	Mortality rate from cancer for people aged under 75	1			Adult & Community Services	<105.4	104.2 (2003-05 average)	
HCS 9	Mortality rate from circulatory diseases for people aged under 75	1			Adult & Community Services	<83.5	81.4 (2003-05 average)	
HCS 10	No. of deaths per annum from chronic diseases	1	1		Adult & Community Services	<180.4	169.6 (2003-05 average)	
HCS 11	'All causes' Standardised Mortality Ratio (SMR) for deprived areas of Herefordshire	1			Adult & Community Services	<28.4%	23.7% (2003-05 average)	
HCS 12 a	% of adults who smoke (adult healthy lifestyles)	1			Adult & Community Services	No survey undertaken or scheduled		
HCS 12 b	% of adults who consume more than the recommended intake of alcohol per week (adult healthy lifestyles)	1			Adult & Community Services	No survey undertaken or scheduled		
HCS 12 c	% of adults eating less than 5 portions of fruit and vegetables on a typical day (adult healthy lifestyles)	1			Adult & Community Services	No survey undertaken or scheduled		
HCS 12 d	% of adults undertaking 30mins of moderate physical activity at least 5 days per week (adult healthy lifestyles)	1			Adult & Community Services	No survey undertaken or scheduled		
HCS 15	No. of emergency unscheduled hospital bed days occupied by a person 75 and over		1	1	Adult & Community Services	32,977	21,897 @ October	
HCS 16	No. of people aged 65+ helped to live at home (per 1,000 population)		1		Adult & Community Services	83	81.1	
HCS 17	Satisfaction with homecare services provided through Social Care via direct payments (65+)		1	1	Adult & Community Services	Survey undertaken to establish baseline		
HCS 18 a	No. of people in receipt of Pension Credit	1	1	1	Adult & Community Services	7,722	8,100	
HCS 18 b	No. of people in receipt of Attendance Allowance	1	1	1	Adult & Community Services	6,560	6,580	
HCS 18 c	No. of people in receipt of Council Tax Benefit aged 60 or over	1	1	1	Adult & Community Services	7,751	7,528	
HCS 53	Mortality rate from accidents	1			Adult & Community Services	<21.5	21.26 (2003-05 average)	
HC 74 a	No. of adults with learning difficulties helped to live at home (per 1,000 population)				Adult & Community Services	2.8	2.8	
HC 74 b	No. of adults with mental health difficulties helped to live at home (per 1,000 population)				Adult & Community Services	3	4.1	
HC 74 c	No. of adults with physical difficulties helped to live at home (per 1,000 population)				Adult & Community Services	4.2	6	

Council Priority:		Maximising the health, safety, economic well-being, achievements and contribution of every child, including those with special						
23	indicators							
5								
4								
4								
10	no judgement							
Reference	Indicator	HCS	LAA	LPSA2G	Lead Directorate	Target	Outturn	Judgement
HCS 13	Average length of stay in B&B accommodation for homeless households	1	1		Adult & Community Services	0 weeks	16 weeks (provisional)	End-of-year outturn will not be available until end-of-May
HCS 20	% of babies born who are breastfed at 6 weeks	1			Children & Young People		[40.6% @ December]	
HCS 21 a	% of babies born to teenage mothers who are breastfeeding at 6 weeks	1	1		Children & Young People	25%	[15.3% @ December]	
HCS 21 b	% of babies born to mothers in S.Wye area who are breastfeeding at 6 weeks	1	1		Children & Young People	33%	[35.5% @ December]	
HCS 22 a	Measure of healthy lifestyles for 11-15 year olds: Smoking rates	1	1		Children & Young People	Survey undertaken to establish baseline		
HCS 22 b	Measure of healthy lifestyles for 11-15 year olds: participating in sport/physical activities	1	1		Children & Young People	Survey undertaken to establish baseline		
HCS 22 c	Measure of healthy lifestyles for 11-15 year olds: eating 5-a-day	1	1		Children & Young People	Survey undertaken to establish baseline		
HCS 22 d	Measure of healthy lifestyles for 11-15 year olds: obesity	1	1		Children & Young People	Survey undertaken to establish baseline		
HCS 22 e	Measure of healthy lifestyles for 11-15 year olds: alcohol consumption	1	1		Children & Young People	Survey undertaken to establish baseline		
HCS 22 f	Measure of healthy lifestyles for 11-15 year olds: drug use	1	1		Children & Young People	Survey undertaken to establish baseline		
HCS 22 g	Measure of healthy lifestyles for 11-15 year olds: scores for mental health	1	1		Children & Young People	Survey undertaken to establish baseline		
HCS 23	Measure of sexually transmitted infections for young people	1			Children & Young People	335		Awaiting outturn
HCS 24	No. of schools with National Healthy Schools status	1			Children & Young People	51		Awaiting outturn
HCS 25	No. of young people (under 25) who are victims of crime in Herefordshire	1			Children & Young People	6,305	[6,094 @ February]	
HCS 26	% of children on the child protection register that are re-registrations	1			Children & Young People	15%	14.50%	
HCS 28	% of 11-15 year olds who stated they have been bullied in the last 12 months	1			Children & Young People	Survey undertaken to establish baseline		
HCS 29	Provision of family support and % increase in provision of family support	1			Children & Young People			Awaiting outturn
HCS 37	No. of 11-15 year olds volunteering	1	1		Children & Young People	Establish baseline	Baseline established	
HCS 38	% of young people that feel that they can influence decisions affecting important local services	1			Children & Young People	Survey not scheduled until 2007-08		
HCS 40	% of 16-18 year olds NOT in education, employment or training	1	1		Children & Young People	4.90%	4.60%	
HCS 41	No. of young people looked after in 17th year in education, training or employment at age 19	1	1	1	Children & Young People	28		Awaiting outturn
HC 66	% of 3 year olds who have access to a good quality free early years education place				Children & Young People	85%	85%	
HC 69	% of young people that feel the Council does enough to give them opportunity to influence important decisions about local services				Adult & Community Services	Survey not scheduled until 2007-08		

Council Priority		Promoting diversity and community harmony and striving for equal opportunities for all the people of Herefordshire, regardless of race, religion, disability, gender, sexual orientation, geographical location, income or age							
2		indicators							
1									
1		no judgement							
Reference		Indicator	HCS	LAA	LPSA2G	Lead Directorate	Target	Outturn	Judgement
HCS	63	% of adult residents who feel that Herefordshire is a place where people from different backgrounds get on well together	1			Corporate & Customer Services	Survey undertaken to establish baseline		
HC	80	Equality Standard				Corporate & Customer Services	2	2	

Council Priority:		Recruiting, retaining and motivating high quality staff, ensuring that they are trained and developed so as to maximise their							
3		indicators							
2		[redacted]							
1		no judgement							
Reference		Indicator	HCS	LAA	LPSA2G	Lead Directorate	Target	Outturn	Judgement
HC	71	Average number of working days lost due to sickness absence per member of council staff				Human Resources	9 days	7.98 days	[redacted]
HC	73	Investors in people accreditation				Human Resources	Timetable now established for attainment of iIP in 2007-08		
HC	77	Staff turnover				Human Resources	9%	[7.19% @ February]	[redacted]

Reference	Indicator	HCS	LAA	LPSA2G	Lead Directorate	Target	Outturn	Judgement
Council Priority: Sustaining vibrant and prosperous communities, including by securing more efficient, effective and customer-focused services, clean streets, tackling homelessness and effective emergency planning.								
52 indicators								
27								
3								
22								
HCS 1	Ratio of earnings compared to West Midlands Region	1			Adult & Community Services	>0.87	0.94	
HCS 2	No. of VAT registered businesses & % change	1	1		Adult & Community Services	1% increase	1% increase	
HCS 3	No. of people employed in technology and knowledge intensive industries	1	1	1	Adult & Community Services	9,900	10,577	
HCS 4 a	% of working age population qualified to at least Level 3 or 4 (% of working age population with higher level qualifications)	1			Adult & Community Services			Awaiting outturn
HCS 4 b	No. of residents (19+) achieving Level 2 qualification in manufacturing & engineering	1	1		Adult & Community Services	51	57	
HCS 4 c	No. of residents (19+) achieving Level 2 qualification (excl. manufacturing & engineering)	1	1		Adult & Community Services	1,860	2,247	
HCS 4 d	No. of residents (19+) achieving Level 3 qualification in manufacturing & engineering	1	1		Adult & Community Services	42	44	
HCS 4 e	No. of residents (19+) achieving Level 3 qualification (excl. manufacturing & engineering)	1	1		Adult & Community Services	870	855	
HCS 14	No. of people accepted as homeless & towards whom the council has a full statutory duty	1	1		Adult & Community Services	417	147	
HCS 36	% of young offenders re-offending (recidivism rates of young offenders in Herefordshire)	1	1		Children & Young People	45%	50%	
HCS 42 a	BCS Comparator crimes	1			Children & Young People	5,986	6,682	
HCS 42 b	No. of criminal damage incidents	1	1		Children & Young People	2,206	3,095	
HCS 42 c	No. of all recorded crimes	1			Children & Young People	10,831	11,965	
HCS 43	% of people thinking specific anti-social behaviours are a problem in their area:	1	1	1	Children & Young People			
	a - speeding traffic					<81%	70%	
	b - vandalism, graffiti and other deliberate damage	1	1	1	Children & Young People	<60%	52%	
	c - people using drugs	1	1	1	Children & Young People	<60%	60%	
	d - people dealing drugs	1	1	1	Children & Young People	<53%	53%	
HCS 44	Measure(s) for fear of crime: - house burglary - vandalism / damage to property - drunk people causing a problem - having car broken into - having car stolen - being harassed whilst in a public place - being mugged / robbed - being assaulted in a public place - hate crime - other	1			Children & Young People	2005		
						50%	30%	
						41%	28%	
						27%	21%	
						33%	19%	
						28%	12%	
						18%	12%	
						24%	11%	
						13%	9%	
						6%	3%	
8%	3%							
HCS 45	No. of violent crimes	1	1		Children & Young People	2,648	2,706	
HCS 46	No. of people in drug treatment	1			Children & Young People	680	[686 @ February]	
HCS 47	Measure of Drugs Intervention Programme	1			Children & Young People			Awaiting outturn
HCS 48	Measure of Priority and Prolific Offenders Scheme	1			Children & Young People			Awaiting outturn
HCS 49 a	No. of domestic burglaries per 1,000 households	1			Children & Young People	7.9 (600 crimes)	327	
HCS 49 b	No. of vehicle crimes per 1,000 population	1			Children & Young People	6.1 (1,086 crimes)	904	
HCS 50	No. of Class A drug supply offences brought to justice	1			Children & Young People	26	28	
HCS 51 a	No. of calls to the Herefordshire Women's Aid Helpline	1			Children & Young People	634	630	
HCS 51 b	No. of domestic violence incidents reported	1			Children & Young People	412	416	
HCS 51 c	No. of arrests for domestic violence offences	1			Children & Young People	414	435	
HCS 51 d	% of sanction detections for domestic violence	1			Children & Young People	53.40%	58%	

HCS	54	% of streets and public areas falling below Grade B for cleanliness (litter)	1	1	1	Environment	18%	17%	
HCS	59 a	% of respondents finding it easy to access: Doctor	1	1		Adult & Community Services	81%	80%	
HCS	59 b	% of respondents finding it easy to access: Local hospital	1	1		Adult & Community Services	60%	57%	
HCS	59 c	% of respondents finding it easy to access: Library	1	1		Adult & Community Services	73%	69%	
HCS	59 d	% of respondents finding it easy to access: Sports/leisure centre	1	1		Adult & Community Services	70%	64%	
HCS	59 e	% of respondents finding it easy to access: Cultural/recreational facility e.g. theatre	1	1		Adult & Community Services	57%	47%	
HCS	60 a	Net perceived improvement rating over the last 3 years for QoL factors (adults): Activities for teenagers	1	1		Children & Young People	-29%	-32%	
HCS	60 b	Net perceived improvement rating over the last 3 years for QoL factors (adults): Affordable decent housing	1	1		Adult & Community Services	-46%	-50%	
HCS	60 c	Net perceived improvement rating over the last 3 years for QoL factors (adults): Job prospects	1	1		Adult & Community Services	-35%	-42%	
HCS	60 d	Net perceived improvement rating over the last 3 years for QoL factors (adults): Level of crime	1	1		Children & Young People	-52%	-46%	
HCS	60 e	Net perceived improvement rating over the last 3 years for QoL factors (adults): Level of traffic congestion	1	1		Environment	-65%	-77%	
HCS	60 f	Net perceived improvement rating over the last 3 years for QoL factors (adults): Wage levels and local cost of living	1	1		Adult & Community Services	-58%	-56%	
0	61	% of adult residents who feel that they can influence decisions affecting their local community	1	1	1	Adult & Community Services	32%	32%	
HCS	62	% of adult residents who engaged in formal volunteering for an average of 2 hrs a week or more over the previous year	1	1	1	Adult & Community Services	19%	15%	
HCS	64	% of adult residents who are satisfied with their local community as a place to live	1	1		Adult & Community Services	82%	79%	
HCS	65 a	% of adults who use: Sports and Leisure facilities at least once a month	1			Adult & Community Services	28%	32%	
HCS	65 b	% of adults who use: Libraries at least once a month	1			Adult & Community Services	41%	33%	
HCS	65 c	% of adults who use: Museums or galleries at least once every 6 months	1			Adult & Community Services	30%	24%	
HCS	65 d	% of adults who use: Theatres or concert halls at least once every 6 months	1			Adult & Community Services	38%	32%	
HCS	65 e	% of adults who use: Parks, open play areas and other recreational facilities at least once a month	1			Adult & Community Services	53%	52%	
HC	70	% of adult residents that feel the Council does enough to give them opportunity to influence important decisions about local services				Adult & Community Services	>23%	26%	
HC	79	Compliance Indicator				Corporate & Customer Services	Compliant	Compliant	

Council Priority: To improve transport and the safety of roads, including further reductions in the number of people killed or seriously injured								
8 indicators								
5								
2								
1 no judgement								
Reference	Indicator	HCS	LAA	LPSA2G	Lead Directorate	Target	Outturn	Judgement
HCS 6	Method of Travel to Work	1			Environment	Survey undertaken to establish baseline		
HCS 7 a	Index of annual average daily traffic (AADT) volumes into Hereford City	1	1		Environment	105	100.63	
HCS 7 b	Index of annual average daily traffic (AADT) volumes on principle rural road networks	1	1		Environment	105	100.63	
HCS 52	No. of people (all ages) killed or seriously injured on Herefordshire roads	1	1	1	Environment	134	119	
HC 72	Indexed number of cycling trips				Environment	107	118.99	
HC 75	No. of children (under 16) killed or seriously injured on Herefordshire roads				Environment	15	10	
HC 83	Principal roads condition				Environment			Awaiting outturn
HC 76	No. of passenger journeys per year on public buses in Herefordshire (thousands)				Environment	3,938,000		Awaiting outturn

Council Priority:		To protect the environment, including by recycling much more waste and significantly reducing carbon emissions						
6	indicators							
2								
2								
2	no judgement							
Reference	Indicator	HCS	LAA	LPSA2G	Lead Directorate	Target	Outturn	Judgement
HCS 55	% of Sites of Special Scientific Interest (SSSIs) in favourable/recovering condition	1			Environment			Awaiting outturn
HCS 56 a	Amount of household waste collected per person per annum	1	1		Environment	520 kg	505.76 kg	
HCS 56 b	% of household waste going to landfill			1	Environment	75.90%	72.86%	
HCS 57	No. of key species (Key species to be	1			Environment	Key species still to be decided		
HCS 58	Climate Change indicator	1			Environment	Indicator still being defined		
HC 67	% of Council-owned or managed land without a nature conservation designation, managed for biodiversity				Environment	2.80%		Awaiting outturn

Council Priority		Understanding the needs and preferences of service users and Council Tax-payers, and tailoring services accordingly						
1	indicator							
1								
Reference	Indicator	HCS	LAA	LPSA2G	Lead Directorate	Target	Outturn	Judgement
HC 68	% of those who have contacted Herefordshire Council with a complaint who are satisfied with the way in which it was handled overall				Corporate & Customer Services	40%	36%	