



Council priority									
The indicators are listed under each council priority in turn. Indicators led by partners are listed at the end of the appendix.									
Reference Number	Indicator		Herefordshire Community Strategy (HCS)	Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)	Baseline	Target	Outturn	Judgement
<b>Secure the essential infrastructure for a successful economy</b>									
1	HCS	Ratio of earnings compared to West Midlands Region	✓			0.94:1	Tracker Indicator	0.89:1	n/a
2	HCS	No. of VAT registered businesses	✓	✓		8,520	2% increase	4.1% (8,870)	G
3	HCS	No. of people employed in technology and knowledge intensive industries	✓	✓	✓	9,339 (2003)	=>10,286	10,923 (2006)	G
<b>Give effective community leadership</b>									
12	HCS	d % of adults undertaking 30mins of moderate physical activity at least 5 days per week (adult healthy lifestyles)	✓			47%	No survey was planned	-	n/a
<b>Improving transport and the safety of roads</b>									
52	HCS	No. of people (all ages) killed or seriously injured on Herefordshire roads	✓	✓	✓	119	<=134	133	G
99	HC	No. of people slightly injured in road traffic collisions				663	<=788	713	G
6	HCS	The percentage of adult residents in Herefordshire that usually travel to work for their main job by driving a car or van - on their own (Method of Travel to Work)	✓			61%	<=57%	58%	A
7	HCS	a Index of annual average daily traffic (AADT) volumes into Hereford City	✓	✓		100.63	<=108	99.39	G
7	HCS	b Index of annual average daily traffic (AADT) volumes on principle rural road networks	✓	✓		100.63	<=109	99.39	G
72	HC	Indexed number of cycling trips				118.99	=>118	110.86	R
76	HC	No. of passenger journeys per year on public buses in Herefordshire (thousands)				3,433,043	=>3,948,000	3,355,000	R
83a	HC	Principal Roads condition				14%	<=5%	6%	R
83b	HC	Non Principal Roads condition				21%	<=19%	11%	G
<b>Maximise the health, safety, economic well-being, achievements and contribution of every child</b>									

Reference Number		Indicator	Herefordshire Community Strategy (HCS)	Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)	Baseline	Target	Outturn	Judgement
13	HCS	Average length of stay in B&B accommodation for homeless households		✓		15	0 weeks	5 weeks	R
24	HCS	No. of schools with National Healthy Schools status		✓		70	=>78	74	R
26	HCS	% of children on the child protection register that are re-registrations	✓			14.50%	<=15%	14%	G
29	HCS	Expenditure on family support services per capita aged under 18		✓		£35	£29	£41	R
30	HCS	% of pupils achieving 5 or more GCSEs at grades A* - G or equivalent including Maths and English (LEA schools)	✓	✓	✓	88.1% (2004)	=>96% (LPSA target is 96.5% in 2008 exams)	93.60%	R
31	HCS	% of pupils achieving 5 or more GCSEs at grades A* - C or equivalent including Maths & English (LEA schools)*	✓	✓		48.20%	=>51.6%	51.70%	G
40	HCS	% of 16-18 year olds NOT in education, employment or training		✓		7.20%	<=5.3%	5.40%	R
66	HC	% of 3 year olds who have access to a good quality free early years education place				85%	=>85%	99.20%	G
89	HC	a No. of referrals for children in need				266	=>280	236	R
89	HC	b Completion rate of initial assessments of children in need within 7 working days of referral				58.70%	=>68%	75%	G
89	HC	c Completion of core assessments for children in need within 35 working days				61%	=>66%	75%	G
22	HCS	a Measure of healthy lifestyles for 11-15 year olds: Smoking rates	✓	✓		No baseline	To be set	Survey now scheduled for 2009	R
22	HCS	b Measure of healthy lifestyles for 11-15 year olds: participating in sport/physical activities	✓	✓		No baseline	To be set	Survey now scheduled for 2009	R
22	HCS	c Measure of healthy lifestyles for 11-15 year olds: eating 5-a-day	✓	✓		No baseline	To be set	Survey now scheduled for 2009	R
22	HCS	d Measure of healthy lifestyles for 11-15 year olds: obesity	✓	✓		No baseline	To be set	Survey now scheduled for 2009	R
22	HCS	e Measure of healthy lifestyles for 11-15 year olds: alcohol consumption	✓	✓		No baseline	To be set	Survey now scheduled for 2009	R

Reference Number		Indicator	Herefordshire Community Strategy (HCS)	Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)	Baseline	Target	Outturn	Judgement
22	HCS f	Measure of healthy lifestyles for 11-15 year olds: drug use	✓	✓		No baseline	To be set	Survey now scheduled for 2009	R
22	HCS g	Measure of healthy lifestyles for 11-15 year olds: scores for mental health	✓	✓		No baseline	To be set	Survey now scheduled for 2009	R
28	HCS	% of 11-15 year olds who stated they have been bullied in the last 12 months	✓			No baseline	Baseline to be established through Youth Survey	24%	n/a
33	HCS	% of half day sessions missed by children in primary schools		✓	✓	5.2% (2003-04)	<=4% (in 2007-08 academic year)	5.1% (2006-07 academic year)	G
34	HCS	% of half day sessions missed by children in secondary schools		✓	✓	7.8% (2003-04)	<=6% (in 2007-08 academic year)	7.9% (2006-07 academic year)	R
35	HCS a	No. of looked after children who missed a total of 25 days or more schooling		✓	✓	14 @ September 2004	7 in 2008	16	R
35	HCS b	No. of half day sessions missed by looked after children as % of total number of sessions in primary schools		✓	✓	3.49%	<=4.25%	3.85%	G
35	HCS c	No. of half day sessions missed by looked after children as % of total number of sessions in secondary schools		✓	✓	5%	<=7%	9.04%	R
37	HCS	No. of 11-15 year olds volunteering	✓	✓		No baseline	Baseline to be established through Youth Survey	35%	n/a
38	HCS	% of young people that feel that they can influence decisions affecting important local services		✓		No baseline	Baseline to be established through Youth Survey	31%	n/a
41	HCS	No. of young people looked after in 17th year in education, training or employment at age 19	✓	✓	✓	16/19 (2005/06) 14/14 (2006/07)	46 (cumulative)	16/17	G
84	HCS	The percentage annual increase in the number of schools with an approved school travel plan (STP)		✓		54%	=>68%	86%	G
85	HCS	Conception rate below age 18 (per 1,000 girls age 15-17)		✓		-15.70%	<=-19%	-29.60%	G

Reference Number		Indicator	Herefordshire Community Strategy (HCS)	Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)	Baseline	Target	Outturn	Judgement
91	HC	No. of schools that have a functioning school council				No baseline	100%	95%	R
<b>Sustain thriving communities, including by securing more efficient, effective and customer-focused services, clean streets, tackling homelessness and effective emergency planning</b>									
14	HCS	No. of people accepted as homeless & towards whom the council has a full statutory duty	✓	✓		149	<=160	207	R
54	HCS	% of streets and public areas falling below Grade B for cleanliness (litter)	✓	✓	✓	34% (2003-04)	<=17%	14%	G
92	HC	Proportion of relevant land and highways from which unacceptable levels of graffiti are visible				2%	<=2%	2%	G
93	HC	Proportion of land and highways from which unacceptable levels of fly-posting are visible				1%	<=1%	0%	G
94	HC	Grade for the year-on-year reduction in the total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping' (Grading 1 - very effective; 2 - effective; 3 - good; 4 - poor)				Grading 1 (very effective)	1	3	R
96	HC	% of abandoned vehicles removed within 24 hours from the point where the Council is legally entitled to remove the vehicle				99%	100%	97.83%	R
59	HCS	c % of respondents finding it easy to access: Library	✓	✓		69%	4% improvement by 2009	70%	A
59	HCS	d % of respondents finding it easy to access: Sports/leisure centre	✓	✓		64%	4% improvement by 2009	69%	G
59	HCS	e % of respondents finding it easy to access: Cultural/recreational facility e.g. theatre, cinema	✓	✓		47%	4% improvement by 2009	52%	G
60	HCS	a Net perceived improvement rating over the last 3 years for QoL factors (adults): Activities for teenagers	✓	✓		-32%	4% improvement by 2009	-31%	A
60	HCS	b Net perceived improvement rating over the last 3 years for QoL factors (adults): Affordable decent housing	✓			-50%	4% improvement by 2009	-57%	R
60	HCS	c Net perceived improvement rating over the last 3 years for QoL factors (adults): Job prospects	✓	✓		-42%	4% improvement by 2009	-40%	A
60	HCS	e Net perceived improvement rating over the last 3 years for QoL factors (adults): Level of traffic congestion	✓	✓		-77%	4% improvement by 2009	-70%	G
60	HCS	f Net perceived improvement rating over the last 3 years for QoL factors (adults): Wage levels and local cost of living	✓			-56%	4% improvement by 2009	-64%	R
61	HCS	a % of adult residents who feel that they can influence decisions affecting their local community	✓	✓	✓	35% (2005)	=>40% in 2008 survey	33%	A
61	HCS	b % of adult residents who feel that they can influence decisions affecting their local area		✓		29%	=>33% in 2009 survey	30%	A

Reference Number		Indicator	Herefordshire Community Strategy (HCS)	Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)	Baseline	Target	Outturn	Judgement
62	HCS	% of adult residents who engaged in formal volunteering for an average of 2 hrs a week or more over the previous year	✓	✓	✓	17% (2005)	=>22% in 2008 survey	17%	A
63	HCS	% of adult residents who feel that Herefordshire is a place where people from different backgrounds get on well together	✓			74%	=>77% in 2009 survey	76%	A
64	HCS	% of adult residents who are satisfied with their local community as a place to live		✓	✓	80%	=>87% in 2008 survey	79%	A
65	HCS a	% of adults who use: Sports and Leisure facilities at least once a month		✓		25%	=>30% in 2008 survey	30%	A
65	HCS b	% of adults who use: Libraries at least once a month		✓		32%	=>34% in 2008 survey	29%	R
65	HCS c	% of adults who use: Museums or galleries at least once every 6 months		✓		19%	=>21% in 2008 survey	24%	A
65	HCS d	% of adults who use: Theatres or concert halls at least once every 6 months		✓		32%	=>36% in 2008 survey	32%	A
65	HCS e	% of adults who use: Parks, open play areas and other recreational facilities at least once a month		✓		49%	maintain baseline	50%	A
70	HC	% of adult residents that feel the Council does enough to give them opportunity to influence important decisions about local services				26%	=>28% (in 2009 survey)	28%	A
79	HC	Compliance with Civil Contingencies Act, Data Protection and Freedom of Information				Compliant	Compliant	Compliant	G
86	HCS	% of people who feel that parents in their local area are made to take responsibility for the behaviour of their children		✓		35%	=>39% (in 2009 survey)	35%	A
87	HCS	the percentage of people who feel that people in their area treat them with respect and consideration		✓		45%	=>49% (in 2009 survey)	44%	A
95	HC	% of people satisfied with the cleanliness standard in their area				66%	=>66%	63%	A
90	HC	Adult perceptions of improvement in facilities for young children				-5%	Tracker Indicators	-2%	n/a
97	HC b	Adult perceptions of improvement in CLEAN STREETS				-23%		-28%	n/a
97	HC e	Adult perceptions of improvement in EDUCATION PROVISION				15%		11%	n/a
97	HC h	Adult perceptions of improvement in PUBLIC TRANSPORT				-24%		-18%	n/a
97	HC i	Adult perceptions of improvement in RACE RELATIONS				-13%		-17%	n/a
97	HC j	Adult perceptions of improvement in ROAD AND PAVEMENT REPAIRS				-51%		-56%	n/a
97	HC m	Adult perceptions of improvement in THE LEVEL OF POLLUTION				-42%		-40%	n/a

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<b>Reshape adult social care to enable vulnerable adults to live independently and to enable many more older people to continue to live in their own homes</b>									
16	HCS	No. of people aged 65+ helped to live at home (per 1,000 population)		✓		81.1	=>83	81.3	R
74	HC	a No. of adults with learning difficulties helped to live at home (per 1,000 population)				2.9	=>3	2.9	R
74	HC	b No. of adults with mental health difficulties helped to live at home (per 1,000 population)				4.1	=>4.4	4.3	R
74	HC	c No. of adults with physical difficulties helped to live at home (per 1,000 population)				6	=>6	4.8	R
17	HCS	Satisfaction with homecare services provided through Social Care via direct payments (65+)		✓	✓	58%	=>66% (in 2009 survey)	56%	R
18	HCS	a No. of people in receipt of Pension Credit	✓	✓	✓	7596 (2004-05)	=>8,138	8,070 to November (year- end not available until November)	A
18	HCS	b No. of people in receipt of Attendance Allowance	✓	✓	✓	5874 (2004-05)	=>6,702	6,880 to November (year- end not available until November 2008)	G
18	HCS	c No. of people in receipt of Council Tax Benefit aged 60 or over**	✓	✓	✓	6862 (2004-05)	=>8,061	7,561	R

Reference Number	Indicator	Herefordshire Community Strategy (HCS)	Local Area Agreement (LAA)	Local Public Service Agreement - second generation (LPSA2G)	Baseline	Target	Outturn	Judgement
<b>Protect the environment, producing much less waste, recycling much more of what remains and reducing carbon emissions</b>								
56	HCS a	Amount of household waste collected per person per annum	✓	✓	505.82kg	<=505kg	483.33 kg	G
56	HCS b	% of household waste going to landfill		✓	72.85%	<=68.5%	69.57%	R
56	HCS c	% of municipal waste (excluding household waste) recycled		✓	0%	0%	0%	G
56	HCS d	% of municipal waste (excluding household waste) landfilled		✓	100%	100%	100%	G
56	HCS e	% of household waste recycled		✓	18.71%	=>23.97%	22.80%	R
55	HCS	% of Sites of Special Scientific Interest (SSSIs) in favourable condition	✓		22%		Not yet available	n/a
57	HCS	No. of key species	✓		No baseline	Tracker Indicators	Not yet available	n/a
58	HCS	Environmental/Climate change measure (Carbon per head)	✓		No baseline		Not yet available	n/a
67	HC	% of Council-owned or managed land without a nature conservation designation, managed for biodiversity			13.42%	=>15%	25.30%	G
102	HC	Council carbon dioxide equivalent emissions				Tracker Indicator	Not yet available	n/a
<b>Understand the needs and preferences of service users and Council-Tax payers</b>								
68	HC	% of those who have contacted Herefordshire Council with a complaint who are satisfied with the way in which it was handled overall			36%	=>50% (in 2009 survey)	27%	A
69	HC	% of young people that feel the Council does enough to give them opportunity to influence important decisions about local services			19.2% (2005)	28% by 2008	31%	G
<b>Recruit, retain and motivate high quality staff</b>								
71	HC	Average number of working days lost due to sickness absence per member of council staff			8.41	<=8	8.58	R
77	HC	Staff turnover			9%	<=9%	8% @ end-of-November	G
103	HC	SRD completion rates			94%	100%	97%	R
73	HC	Investors in people accreditation			Not accredited	Accreditation by October 2007	Not accredited	R
<b>Embed corporate planning, performance management and project management systems</b>								
78	HC	Status of Best Value Performance Plan			Unqualified	Unqualified	Unqualified	G
81	HC	Number of BVPIs qualified			0	0	0	G
82	HC	Outcome of key process audit			Compliant	Compliant	Compliant	G
<b>Promote diversity and community harmony and strive for equal opportunities</b>								
80	HC	Equality Standard			2	=>3	3	G



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100	HC	a	% of employees from black and ethnic minorities				0.64%	=>0.8%	0.73%	R
100	HC	b	% of employees from black and ethnic minorities who are amongst the top 5% of wage earners				2.14%	=>2.85%	2.36%	R
100	HC	c	% of employees declaring a disability				0.69%	=>0.75%	0.86%	G
<b>Ensuring that essential assets, including schools, other buildings, roads and ICT are in the right condition for the long-term cost-effective delivery of services, and ensure business continuity in the face of emergencies</b>										
101	HC		Use of Resources score				3	3	2 (reflects the 2006-07 judgement made in the CPA rating in February 2008)	R

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<b>PARTNER LED</b>									
<b>HEREFORDSHIRE INFRASTRUCTURE CONSORTIUM</b>									
51	HCS	a	No. of calls to the Herefordshire Women's Aid Helpline	✓		860 (2005-06)	=>654	678	G
<b>LEARNING &amp; SKILLS COUNCIL</b>									
4	HCS	a	% of working age population qualified to at least Level 4 (% of working age population with higher level qualifications) % of working age population qualified to at least Level 3 (% of working age population with higher level qualifications)	✓		26% (2005) 44% (2005)	Tracker Indicators	29% 47%	n/a
4	HCS	b	No. of residents (19+) achieving Level 2 qualification in manufacturing & engineering		✓	35 (2003-04)	=>57	206	G
4	HCS	c	No. of residents (19+) achieving Level 2 qualification (excl. manufacturing & engineering)		✓	1,738 (2003-04)	=>1,872	2,215	G
4	HCS	d	No. of residents (19+) achieving Level 3 qualification in manufacturing & engineering		✓	26 (2003-04)	=>44	121	G
4	HCS	e	No. of residents (19+) achieving Level 3 qualification (excl. manufacturing & engineering)		✓	825 (2003-04)	=>878	879	G
5	HCS		Measure of basic skills (Train to Gain)	✓			Establish baseline	Not yet available	n/a
<b>PRIMARY CARE TRUST</b>									
10	HCS		No. of deaths per annum from chronic diseases (per 100,000)	✓	✓	169.6 (2003-05)	<=174.7 (2005-07)	150 (2004-06)	G
15	HCS		No. of emergency unscheduled hospital bed days occupied by a person 75 and over		✓	34,691 (2003-04)	<=31,222	32,051	R
20	HCS		% of babies born who are breastfed at 6 weeks	✓		48% (2005-06)	=>43%	37.30%	R
21	HCS	a	% of babies born to teenage mothers who are breastfeeding at 6 weeks		✓	15.1% (2003-04)	=>30%	15.10%	R
21	HCS	b	% of babies born to mothers in S.Wye area who are breastfeeding at 6 weeks		✓	25.4% (2003-04)	=>40%	30.5% (still needs validating)	R
23	HCS		Measure of sexually transmitted infections for young people	✓		No baseline	Reduction of 1% per annum	Not yet available	A
46	HCS		No. of people in drug treatment		✓	632 (2005-06)	=>720	599 @ end-of-November	A
47	HCS		Measure of Drugs Intervention Programme		✓	No baseline		100%	G

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53	HCS	Mortality rate from accidents (per 100,000)	✓			21.26 (2003-05)	To be set	22 (2004-06)	R	
8	HCS	Mortality rate from cancer for people aged under 75 (per 100,000)	✓			104.2 (2003-05)	<=93	103.2 (2004-06)	R	
9	HCS	Mortality rate from circulatory diseases for people aged under 75 (per 100,000)	✓			81.4 (2003-05)	<=77	72.5 (2004-06)	G	
11	HCS	Gap in all-age, all-cause morality between deprived areas and Herefordshire as a whole	✓			23.7% (2003-05)	<=26% (3 year average)	21% (2004-06)	G	
12	HCS	a The number of adults helped to stop smoking	✓			No baseline	=>1,200	1,201	G	
12	HCS	b % of adults who consume more than the recommended intake of alcohol per week (adult healthy lifestyles)	✓			17%	No survey was planned	-	n/a	
12	HCS	c % of adults eating less than 5 portions of fruit and vegetables on a typical day (adult healthy lifestyles)	✓			34%	No survey was planned	-	n/a	
59	HCS	a % of respondents finding it easy to access: Doctor	✓	✓		80%	4% improvement by 2009	79%	A	
59	HCS	b % of respondents finding it easy to access: Local hospital	✓	✓		57%	4% improvement by 2009	59%	A	
<b>WEST MERCIA CONSTABULARY</b>										
25	HCS	No.of young people (under 25) who are victims of crime in Herefordshire	✓			6,338 (2005-06)	<=6,173	6,453	n/a	This measure has changed, meaning the original baseline and target are no longer valid.
42	HCS	a BCS Comparator crimes		✓		6,002 (2005-06)	<=5,872	6,444	R	
42	HCS	b No. of criminal damage incidents		✓	✓	2,524 (2003-04)	<=2,101	2,696	R	
42	HCS	c No. of all recorded crimes	✓			11,535 (2005-06)	<=10,229	11,504	R	
45	HCS	No. of violent crimes		✓	✓	2,844 (2003-04)	<=2,553	2,782	R	
48	HCS	a Measure of Priority and Prolific Offenders Scheme		✓		No baseline	15% reduction	Not measured until 2009	n/a	
49	HCS	a No. of domestic burglaries per 1,000 households		✓		372 (2005-06)	<=600	299	G	
49	HCS	b No. of vehicle crimes per 1,000 population		✓		971 (2005-06)	<=1086	890	G	

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50	HCS	No. of Class A drug supply offences brought to justice		✓		33 (2005-06)	=>28	34	G	
51	HCS	b No. of domestic violence incidents reported		✓		462 (2005-06)	=>425	1,112	n/a	
51	HCS	c No. of arrests for domestic violence offences		✓		326 (2005-06)	To be set	475	n/a	
51	HCS	d % of sanction detections for domestic violence		✓		67% (2005-06)	=>55%	55%	n/a	This measure has changed, meaning the original baseline and target are no longer valid.
36	HCS	% of young offenders re-offending (recidivism rates of young offenders in Herefordshire)	✓	✓		50%	<=45%	47%	n/a	This measure has changed, meaning the original baseline and target are no longer valid.
43	HCS	a % of people thinking speeding traffic is a problem in their area	✓	✓	✓	70%	<=76% (2008)	74%	G	
43	HCS	b % of people thinking vandalism, graffiti and other deliberate damage is a problem in their area	✓	✓	✓	52%	<=55% (2008)	61%	R	
43	HCS	c % of people thinking people using drugs is a problem in their area	✓	✓	✓	60%	<=55% (2008)	61%	R	
43	HCS	d % of people thinking people dealing drugs is a problem in their area	✓	✓	✓	53%	<=48% (2008)	55%	R	
43	HCS	e % of people thinking people being drunk or rowdy in public places is a problem in their area	✓	✓	✓	51%	<=48% (2008)	54%	R	
43	HCS	f Percentage of people with a high level of worry about anti-social behaviour		✓		27%	4% over 3 years	27%	A	
44	HCS	a % of residents worried about house burglary	✓			30%	4% over 3 years	27%	G	
44	HCS	b % of residents worried about vandalism or damage to property	✓			28%	4% over 3 years	29%	R	
44	HCS	c % of residents worried about drunk people causing a problem	✓			21%	4% over 3 years	23%	R	
44	HCS	d % of residents worried about their car being broke into	✓			18%	4% over 3 years	20%	R	
44	HCS	e % of residents worried about having their car stolen	✓			12%	Maintain or reduce baseline	13%	R	
44	HCS	f % of residents worried about being harassed whilst in a public place	✓			12%	Maintain or reduce baseline	15%	R	

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44	HCS g	% of residents worried about hate crime	✓			3%	Maintain or reduce baseline	4%	R
44	HCS h	% of residents worried about being assaulted in a public place	✓			9%	Maintain or reduce baseline	9%	G
44	HCS i	% of residents worried about being mugged or robbed	✓			11%	Maintain or reduce baseline	10%	G
44	HCS j	% of residents worried about crime (other than a-i above)	✓			3%	Maintain or reduce baseline	2%	G
48	HCS b	Number of adults re-offending				No baseline	To be set	Not yet available	A
60	HCS d	Net perceived improvement rating over the last 3 years for QoL factors (adults): Level of crime	✓	✓		-46%	4% improvement by 2009	-46%	A
98	HCS	the percentage of people who feel informed about what is being done to tackle anti-social behaviour in their local area.		✓		20%	4% improvement by 2009	20%	A