

## Performance to end July 2008

Indicator	Comment	2007-08	2008-09		
		Outturn	Target	Performance to date	
Congestion – average journey time per mile during the morning peak (NI)	<p>This indicator measure the average journey time per mile on major routes in Herefordshire, during the morning peak. Its purpose is to monitor the level of congestion, and over time give an indication of how well the road network is managed, and the effectiveness of any measures taken to cut congestion.</p> <p>This is a new indicator and the Department for Transport, which collects the data, will report performance annually.</p>			<p>A review of traffic control systems has commenced to develop a planned replacement programme.</p> <p>Prior to the introduction of fixed penalty notices for streetworks the street works system has been improved Testing is underway with all utilities.</p> <p>New protocol for traffic regulation orders developed.</p>	<b>A</b>
Condition of principal roads - % worse than condition threshold (NI, LAA, CP)	<p>This indicator measures the percentage of A-roads where maintenance should be considered. This is derived from a survey of the surface condition of the road network, to be conducted annually. Its purpose is to monitor the state of the highways.</p> <p>A specialist contractor collects data</p>	6%	5%	<p>A detailed analysis of the 2007-08 survey has informed the development of the 2008-09 Joined Up Programme with Amey which is now being delivered.</p>	<b>A</b>

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Indicator	Comment	2007-08	2008-09		
		Outturn	Target	Performance to date	
	annually in September/October.				
Condition of non-principal roads - % worse than condition threshold – classified (NI, LAA, CP)	<p>This indicator measures the percentage of B and C-roads where maintenance should be considered. This is derived from a survey of the surface condition of the road network, to be conducted annually. Its purpose is to monitor the state of the highways.</p> <p>A specialist contractor collects data annually in September/October.</p>	11%	10%	A detailed analysis of the 2007-08 survey has informed the development of the 2008-09 Joined Up Programme with Amey which is now being delivered.	<b>A</b>
Condition of non-principal roads - % worse than condition threshold – unclassified (local)	<p>This indicator measures the percentage of unclassified roads where maintenance should be considered. This is derived from a survey of the surface condition of the road network, to be conducted annually. Its purpose is to monitor the state of the highways.</p> <p>A specialist contractor collects data annually in September/October.</p>	32%	32%	A detailed analysis of the 2007-08 survey has informed the development of the 2008-09 Joined Up Programme with Amey which is now being delivered.	<b>A</b>
People killed or seriously injured in road traffic accidents (NI, LAA, LPSA, CP)	This indicator measures the percentage change in number of people killed or seriously injured during the calendar year compared	133 (2007)	< 129 (2008)	36 (January to June) compared with 43 for the same period last year	<b>G</b>

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Indicator	Comment	2007-08	2008-09		
		Outturn	Target	Performance to date	
LPSA, CP)	<p>to the previous year. Figures are based on a 3 year rolling average, up to the current year (e.g. 2006-08 compared with 2005-07).</p> <p>To aid performance management the target is expressed as an absolute number for each year. Performance relates to calendar years.</p> <p>In-year data is unaudited and is subject to change.</p>			period last year	
Children killed or seriously injured in road traffic accidents KSI (NI)	<p>This indicator measures the percentage change in number of children killed or seriously injured during the calendar year compared to the previous year. Figures are based on a 3 year rolling average, up to the current year (e.g. 2006-08 compared with 2005-07).</p> <p>To aid performance management the target is expressed as an absolute number for each year. Performance relates to calendar years.</p> <p>In-year data is unaudited and is</p>	11 (2007)	< 11 (2008)	4 (January to June) Compared with 5 for the same period last year	<b>G</b>

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Indicator	Comment	2007-08	2008-09		
		Outturn	Target	Performance to date	
	subject to change.				
fPeople slightly injured in road traffic accidents (local)	This indicator measures the number of people slightly injured in road traffic accidents during the calendar year.  In-year data is unaudited and is subject to change.	713	< 713	301 (January to June)  Compared with 194 for the same period last year	<b>A</b>
Local authority road works per kilometre of traffic sensitive road (local)	This is a former Best Value indicator. Data continues to be collected whilst its potential as a benchmarking indicator is being assessed.	0	0	0	<b>G</b>
The percentage of pedestrian crossings with facilities for disabled people (local)	This is a former Best Value indicator. Data continues to be collected whilst its potential as a benchmarking indicator is being assessed.	92%	100%	94%	<b>G</b>
Condition of footways (local)	This is a former Best Value indicator. Data will be collected for 2008-09 whilst its potential as a benchmarking indicator is being assessed.  Data is collected annually.	11.2%	11.2%	A detailed analysis of the 2007-08 survey has informed the development of the 2008-09 Joined Up Programme with Amey which is now being delivered.	<b>A</b>

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Indicator	Comment	2007-08	2008-09		
		Outturn	Target	Performance to date	
The average number of days taken to repair a street lighting fault, which is under the control of the local authority (local)	This is a former Best Value indicator. Data continues to be collected whilst its potential as a benchmarking indicator is being assessed.	6.61	6.61	2.45 Compared with 2.79 for the same period last year	<b>G</b>
The average time taken to repair a street lighting fault, where response time is under the control of a DNO (local)	This is a former Best Value indicator. Data continues to be collected whilst its potential as a benchmarking indicator is being assessed.  The Council has no control over response times for these street lights	9.5	9.5	19.2	<b>A</b>
The percentage of relevant land and highways that is assessed as having deposits of (a) litter, (b) detritus, (c) flyposting and (d) graffiti that falls below an acceptable level (NI, CP)	This indicator measures the percentage of relevant land and highways that is assessed by survey as having deposits of litter, detritus, graffiti and flyposting that fall below an acceptable level. Litter Is anything that is dropped, thrown, left or deposited that causes defacement in a public place. Detritus comprises dust, mud, soil, gravel, stones, leaf and vegetable residues, and fragments of twigs, glass, plastic or other		(a) 10 (b) 12 (c) 2 (d) 1	The first Local Environmental Quality Survey conducted on behalf of Defra has been received and is currently being analysed to improve targeted action and develop a longer-term improvement plan.  The LEQS report has highlighted detritus as a particular problem, which has been borne out by initial analysis of the first four-month series of transects.	<b>A</b>

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Indicator	Comment	2007-08	2008-09		
		Outturn	Target	Performance to date	
	<p>finely divided materials. Graffiti is any informal or illegal marks, drawings or paintings that have been deliberately made. Fly-posting is any printed material and associated remains informally or illegally fixed to any structure. The purpose of this indicator is to reduce unacceptable levels of litter, detritus, flyposting and graffiti, key part of Government's 'Cleaner Safer Greener Communities' work.</p> <p>Although this is the same indicator as BVPI 199 a-c, it uses an updated methodology. Targets have been set using previous data, but these will be re-assessed following analysis of the first series of completed survey transects in August.</p>			series of transects.	
The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping' (NI)	This indicator measures the year on year change in the number of fly-tipping incidents dealt with; and the year on year change in enforcement actions taken against fly tippers. The purpose of this measure is to reduce the incidence of illegally dumped waste as part of	Grading 3	Grading 2	<p>Grading 3</p> <p>The number of fly-tipping incidents continues to increase. A more rigorous approach to enforcement has now been developed.</p> <p>The first Local Environmental</p>	<b>A</b>

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Indicator	Comment	2007-08	2008-09		
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	Government's 'Cleaner Safer Greener Communities' work.			Quality Survey conducted on behalf of Defra has been received and is currently being analysed to improve targeted action and develop a longer-term improvement plan. The survey indicates that, in relation to fly tipping, standards are good.	
Overall/general satisfaction with local area (NI)	<p>This indicator measures the percentage of people who are satisfied overall with the area as a place to live. The information will be gathered in a survey, to be conducted every two years. Its purpose is to measure satisfaction with the area as a place to live, and help identify and address issues affecting how residents feel about their local area.</p> <p>Baseline to be established in 2008-09.</p>			<p>The first Local Environmental Quality Survey conducted on behalf of Defra has been received and is currently being analysed to improve targeted action and develop a longer-term improvement plan.</p> <p>The survey indicates that the standards relating to litter, leaf fall, weed growth, flytipping, waste placed out, flyposting, graffiti and the degree of fill of wastebins are either good or satisfactory whereas the standards relating to detritus, surface staining, highway infrastructure condition, street furniture and bus stops is unsatisfactory.</p>	<b>G</b>

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Indicator	Comment	2007-08	2008-09		
		Outturn	Target	Performance to date	
Percentage of new reports of abandoned vehicles investigated within 24hrs of notification (local)	This is a former Best Value indicator. Data continues to be collected whilst its potential as a benchmarking indicator is being assessed.	94.74	94.74	100	<b>G</b>
Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle (local)	This is a former Best Value indicator. Data continues to be collected whilst its potential as a benchmarking indicator is being assessed.	97.83	97.83	100	<b>G</b>
% CO2 reduction from Local Authority operations (NI, CP)	<p>This measures the percentage year on year reduction in CO2 emissions from Herefordshire Council operations. To measure progress in CO2 emission reduction by the authority, and its contribution to government climate change objectives.</p> <p>Baseline data is being collected during 2008-09.</p> <p>The target is taken from the 2005-08 Environment Strategy. As this indicator uses different data sets the target will be reviewed when</p>		1.25%	<p>A full inventory of the Council's vehicle fleet is currently underway.</p> <p>Accreditation to ISO 14001 (GEM) retained.</p> <p>Eco-schools event being planned.</p> <p>Business case being developed for LED traffic signals.</p> <p>The MyEnergy scheme is currently being evaluated.</p> <p>External funds are being sought to establish a recyclable "Energy Fund"</p>	<b>G</b>



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	the baseline has been established.			Fund".	
Level of air quality – reduction in NOx and primary PM10 emissions through local authority’s estate and operations (NI)	<p>This indicator measures the year on year reduction of primary PM10 (airborne particulates) and NOx (nitrous oxides) emissions from local authority estate and operations. The purpose of this indicator is to identify authorities that are proactive in minimising air pollution emissions from their estate and operations.</p> <p>Baseline data is being collected during 2008-09 alongside that for CO2 emissions.</p>			<p>A full inventory of the Council’s vehicle fleet is currently underway.</p> <p>Accreditation to ISO 14001 (GEM) retained.</p> <p>Eco-schools event being planned.</p> <p>The MyEnergy scheme is currently being evaluated.</p> <p>External funds are being sought to establish a recyclable “Energy Fund”.</p>	<b>G</b>
% reduction in per capita CO2 emissions in the LA area (NI, LAA, CP)	<p>This indicator measures the percentage reduction in CO2 emissions per person in Herefordshire against the emissions in the baseline year (2005). Its purpose is to measure the impact of action on climate change.</p> <p>Data relates to calendar years and is provided by Defra two years in arrears.</p>	9.4 tonnes (2005 baseline)	13.1% (2010)	<p>World Environment Day (5<sup>th</sup> June) and EarthWatch (7<sup>th</sup> – 9<sup>th</sup> June) supported.</p> <p>Participating in RE:think Energy, a capital grant scheme for SME’s (small/medium enterprises) in the RRZ (rural regeneration zone) supporting the installation of renewable energy technologies.</p> <p>Encouraging schools, parishes and community groups to take up three</p>	<b>A</b>

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				<p>different grants - each for up to 50% towards microrenewables.</p> <p>Herefordshire Declaration on climate change revived.</p> <p>Application for a £25k grant from the Energy Saving Trust for a community awareness campaign</p>	
Planning to adapt to climate change (NI)	<p>This indicator measures the level of preparedness the Council has reached in managing risks to service delivery, the public, local infrastructure, businesses and the environment from a changing climate, and in making the most of new opportunities that change might present. The Council can be rated from 0 to 4, depending on achievement of criteria necessary for each level. To ensure preparedness to manage the risks and opportunities arising from a changing climate.</p> <p>A baseline is being established this year.</p>			<p>Data is currently being collected on the impact of past extreme weather events on the delivery of Council services.</p>	<b>A</b>

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Indicator	Comment	2007-08	2008-09		
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Flood and coastal erosion risk management (NI)	<p>This indicator measures the percentage of agreed actions to implement long term flood and coastal erosion risk management plans that are being undertaken satisfactorily. Agreed actions are identified in the Shoreline Management Plans and the Catchment Flood Management Plans relating to the authority (only the latter in Herefordshire's case) that have been signed off by the Environment Agency's regional director. Its purpose is to record progress in delivering agreed actions to implement long term flood and coastal erosion risk management (FCERM) plans.</p> <p>Data is provided by Defra annually.</p>				<b>A</b>
Number of 'sites of potential concern' [within the local authority area], with respect to land contamination (local)	<p>This is a former Best Value indicator. Data continues to be collected whilst its potential as a benchmarking indicator is being assessed.</p> <p>Data is collected annually.</p>	2,892	2,892		<b>A</b>

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Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern' (local)	This is a former Best Value indicator. Data continues to be collected whilst its potential as a benchmarking indicator is being assessed.  Data is collected annually.	0.04	0.04		A
Percentage of pollution control improvements to existing installations completed on time (local)	This is a former Best Value indicator. Data continues to be collected whilst its potential as a benchmarking indicator is being assessed.  Data is collected annually.	97.9	97.9		A
Residual household waste per household (NI, LAA, CP)	This indicator measures the number of kilograms of residual household waste collected per household. Residual waste includes any waste sent for reuse, recycling, and composting or anaerobic digestion. Its purpose is to measure the Council's progress in reducing the amount of waste that is sent to landfill, incineration or energy recovery.  Data is available one month in		762 kg	197.6kg (to June)	G

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	arrears.				
% household waste recycled and composted (NI)	<p>This indicator measures the percentage of household waste that has been sent for reuse, recycling, and composting or anaerobic digestion. Its purpose is to maximise the percentage of waste that is reused, recycled or composted.</p> <p>Data is available one month in arrears.</p>	30.43%	32%	<p>31.12% (to June)</p> <p>Compared with 26.32% for the same period last year</p>	<b>G</b>
Municipal waste land filled (NI)	<p>The purpose of this indicator is to measure the percentage of municipal waste that has been landfilled. Municipal waste encompasses all waste in the possession of or under the control of the Council (including trade waste). Its purpose is to divert an increasing proportion of waste away from landfill.</p> <p>Data is available one month in arrears.</p>		64.92%	66.4% (to June)	<b>G</b>
Satisfaction of businesses with local	This indicator measures the percentage of business customers			Similar surveys in previous years have indicated high levels of	<b>A</b>

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authority regulation services (NI)	<p>of trading standards, environmental health and licensing agreeing that they have been treated fairly and/or the contact has been helpful. Satisfaction will be measured by means of a survey of both compliant and non-compliant businesses. Its purpose is to improve the quality of regulation, and how it is enforced and administered, and contribute towards having a business-friendly environment.</p> <p>Baseline to be established in 2008-09.</p> <p>Ideally this data should be collected monthly in arrears. However, the precise details of the indicator were only available at the end of February this year and it has been decided to conduct the survey quarterly in arrears (which is an option within the indicator methodology) for 2008-09, changing to monthly for 2009-10 and subsequent years.</p>			<p>satisfaction. No changes are planned to current service delivery arrangements until data using the new survey methodology has been received and analysed.</p>	

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Impact of local authority regulatory services on the fair trading environment (NI)	<p>This indicator measures the number of significant issues recorded by Consumer Direct which the Trading Standards service is called upon to deal with, less the number it is actually able to deal with, scaled against a measure of trading activity within the local area. This yields a percentage figure allowing comparison between authorities. Its purpose is to measure the outcome of activity to create and maintain a fair trading environment for businesses and consumers.</p> <p>Baseline to be established in 2008-09</p>			Revised data collection arrangements under consideration.	<b>A</b>
Food establishments in the area which are broadly compliant with food hygiene law (NI)	<p>This indicator measures the percentage of food establishments in the area that are 'broadly compliant' with food hygiene law (i.e. scoring within acceptable limits on scales developed by the Food Standards Agency). Its purpose is to protect public health by ensuring food is safe and fit to eat. This also acts as a proxy measure of the effectiveness of the authority's food</p>			<p>Inspection programme on target.</p> <p>Revised data collection arrangements under consideration to provide a proxy indicator for performance management.</p>	<b>A</b>

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Indicator	Comment	2007-08	2008-09	
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	<p>safety interventions on food safety compliance.</p> <p>Data will be provided annually by the food standards agency.</p> <p>Baseline to be established in 2008-09</p>			

**Notes:**

**NI** National indicator

**LAA** Indicator and target included in the Local Area Agreement

**LPSA** Indicator and target included in the 2005-08 Local Public Service Agreement

**Local** Local developed indicator or former Best Value Performance Indicator

**CP** Corporate Plan

**R** Not on target and planned activity not taking place

**A** Not on target, but planned activity undertaken and remedial measure in place; or no data available but planned activity undertaken

**G** On target; or baseline data is not available for a new indicator and planned activity has taken place