

| Reference |     |     |     |      |     |     | Indicator  | Lead Directorate       | 2007-08<br>Outturn | 2008-09<br>Target | Latest Outturn                   |  | Activity Reported | RAG rating |      | Direction of Travel |   | Reason for judgements |
|-----------|-----|-----|-----|------|-----|-----|--|------------------------|--------------------|-------------------|----------------------------------|--|-------------------|------------|------|---------------------|---|-----------------------|
| NIS       | LAA | HCS | CP  | BVPI | PAF | APA |  |                        |                    |                   | July                             | September  |                   | September  | July | September           | July  |                       |
| 1         | Yes | 63  | Yes |      |     |     | % of people who believe people from different backgrounds get on well together in their local area | Deputy Chief Executive | 73% (2006)         | 77.8% (2010-11)   | Outturn available March 2009     | 4 community associations supported: Mayalee, Polish, Lithuania and South Africa.   | G                 | G          |      |                     | Activity is reporting progress against 2010-11 target |                       |
| 2         |     |     |     |      |     |     | % of people who feel that they belong to their neighbourhood                                       | Deputy Chief Executive |                    |                   | Establish baseline by March 2009 | Social cohesion forum now set up.  | G                 | G          |      |                     | Activity reported that should impact on the baseline  |                       |
| 3         |     |     | Yes |      |     |     | Civic participation in the local area  | Deputy Chief Executive |                    |                   | Establish baseline by March 2009 |  | R                 | R          |      |                     | No activity reported                                  |                       |
| 4         | Yes | 61  | Yes |      |     |     | % of people who feel they can influence decisions in their locality                                | Regeneration           |                    |                   | Establish baseline by March 2009 | Parish Councils – Democracy First leaflets distributed with Herefordshire Matters in June to inform residents of the role of Parish Councils. Post Offices – Action Plan agreed by Cabinet on 10 <sup>th</sup> July on how to respond to the forthcoming announcement on post office closures. Since the announcement on 27th August on the proposed closures in Herefordshire announcing 20 closures, replacing 9 with outreach services, a briefing was held for members, MPs and parish councillors on 3rd September with further 7 local meetings facilitated where there was demand and submission made to Post Office Ltd on 26th September 08. Removal of telephone boxes – publicity organised by the Council to raise awareness with local communities - formal response made to BT on 26th September. Parish Plans – reduced development support work due to lack of funding for Community First also review of "Community Planning" submitted to Herefordshire Partnership. | G                 | G          |      |                     | Activity reported that should impact on the baseline  |                       |
| 6         | Yes | 62  |     |      |     |     | Participation in regular volunteering  | Regeneration           |                    |                   | Establish baseline by March 2009 | After an initial workshop for all stakeholders on 9th May, the draft Compact Volunteering Code went out to consultation with a closing date of 24th October. There have been a number of events across the county to engage local voluntary and community groups in the development of an implementation plan.   | G                 | G          |      |                     | Activity reported that should impact on the baseline  |                       |
| 9         | Yes |     | Yes |      |     |     | Use of public libraries  | Environment & Culture  |                    |                   | Establish baseline by March 2009 | Awaiting tenders for the refurbishment of Belmont Library. Briefs for the development of new Centres in Ledbury and Ross incorporating Libraries and Info have been agreed. National Year of Reading Library card design competition – roadshow of all entries and winners, the winning entries are being designed for production. Success of summer Reading challenge currently being analysed. Consultation on review of mobile library service due to close on 31st October.  | A                 | G          |      |                     | Activity reported that should impact on the baseline  |                       |
| 11        | Yes |     |     |      |     |     | Engagement in the arts   | Environment & Culture  |                    |                   | Establish baseline by March 2009 | h.art successfully completed. The advice day for schools seeking "Artsmark" is now fully booked. Virtual surgeries will take place for 1st time. 4th year of film and literacy project completed successfully. Detailed planning stage of the Body Image project underway (due for delivery in 2009). Art of Life – pilot project in Canal Road Day centre due to commence in October.   | A                 | G          |      |                     | Activity reported that should impact on the baseline  |                       |

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| NIS       | LAA         | HCS | CP  | BVPI | PAF | APA |  |                         |                 |                                  | July           | September    |                   | September  | July | September           | July   |                       |
| 17        | Yes         | 43  | Yes |      |     |     | Perceptions of anti-social behaviour   | Environment & Culture   |                 | Establish baseline by March 2009 |                |              | A                 | G          |      |                     | Activity reported that should impact on the baseline   |                       |
| 19        | Yes         | 36  |     |      |     |     | Rate of proven re-offending by young offenders   | Children & Young People | N/A             | Establish baseline by March 2009 |                |              | G                 | G          |      |                     | Activity reported that should impact on the baseline   |                       |
| 21        |             |     | Yes |      |     |     | Dealing with local concerns about antisocial behaviour and crime by the local council and police | Environment & Culture   |                 | Establish baseline by March 2009 |                |              | G                 | G          |      |                     | Activity reported that should impact on the baseline   |                       |
| 30        | Yes         |     |     |      |     |     | Re-offending rate of prolific and priority offenders (PPO)                                       | Regeneration            | 64              | <52                              |                | 27           | R                 | A          | Δ    |                     | Latest outturn is better than last year but marginally behind target   |                       |
| 39        | Yes (Local) |     |     |      |     |     | Alcohol-harm related hospital admission rates per 100,000  | Regeneration            | 1199            | 1260                             | 272.8 (@ June) |              | R                 | G          | Δ    |                     | Outturn to the end of June (not available for the last report) shows performance to be on target and better than last year |                       |
| 40        | Yes         |     |     |      |     |     | Drug users in effective treatment  | Regeneration            | 494             | 504                              | Due November   | Due February | R                 | A          |      |                     | Activity showing progress towards target, but no outturn available   |                       |

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| NIS       | LAA | HCS | CP  | BVPI | PAF | APA     |   |                         |                 |                | July                  | September                |   | September  | July | September           | July |   |
| 43        |     |     |     |      |     |         | Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody | Children & Young People | 2%              | <5%            | 1%                    | No Data                  | Performance is anticipated to be in line with Q1 - data will be available 4-6 weeks after quarter end, i.e. early November.   | G          | G    | △                   | △    | Latest outturn is better than last year and on track to achieve target  |
| 45        |     |     |     |      |     | 3080 Y) | Young offenders' engagement in suitable education, employment or training                                 | Children & Young People | 74.1%           | 95%            | 89.60%                | No Data                  | Performance is anticipated to be in line with Q1 - data will be available 4-6 weeks after quarter end, i.e. early November.   | A          | A    | △                   | △    | Latest outturn is better than last year but behind target   |
| 46        |     |     |     |      |     |         | Young offenders access to suitable accommodation  | Children & Young People | 98%             | 95%            | 98%                   | No Data                  | Performance is anticipated to be in line with Q1 - data will be available 4-6 weeks after quarter end, i.e. early November.   | G          | G    | ◁▷                  | ◁▷   | Latest outturn is the same as last year and on track to achieve target  |
| 47        | Yes | 52  | Yes | 99a  |     |         | People killed or seriously injured in road traffic accidents  | Regeneration            | 133 (2007)      | 129 (2008)     | 36 (January to June)  | 56 (January to August)   | Compared with 84 for the same period last year.   | G          | G    | △                   | △    | Latest outturn is better than last year and on track to achieve target  |
| 48        |     |     |     | 99b  |     |         | Children killed or seriously injured in road traffic accidents  | Regeneration            | 11 (2007)       | 11 (2008)      | 4 (January to June)   | 4 (January to August)    | Compared with 10 for the same period last year.   | G          | G    | △                   | △    | Latest outturn is better than last year and on track to achieve target  |
| 111       |     |     |     |      |     |         | First time entrants to the Youth Justice System aged 10 – 17  | Children & Young People | 290             | 282            | 69                    | No Data                  | Performance is anticipated to be in line with Q1 - data will be available 4-6 weeks after quarter end, i.e. early November.   | G          | G    | △                   | △    | Latest outturn is better than last year and on track to achieve target  |
|           |     |     |     | 99c  |     |         | The number of people slightly injured in road traffic collisions  | Regeneration            | 713             | <713           | 301 (January to June) | 395 (January to August)  | Compared with 464 for the same period last year.  | R          | G    | ▽                   | △    | Latest outturn is better than last year and on track to achieve target  |
|           |     |     |     | 126  |     |         | Domestic burglaries per year, per 1,000 households in the Local Authority area                            | Regeneration            | 3.9             | <3.9           | 0.8                   | 2                        | Domestic burglary remains low in the county with less than one burglary per day across the whole county. A slight increase has been due to a spate of distraction burglaries and arrests have already been made in relation to these. Correction to Qtr 1 data actual figure was 0.8 and not 0.9. Last year, 1.9 at end of September.   | A          | A    | ◁▷                  | ◁▷   | Latest outturn is similar to the same position last year, although likelihood of achieving target remains challenging |
|           |     |     |     | 127a |     |         | Violent crime per year, per 1,000 population in the Local Authority area                                  | Regeneration            | 15.6            | <15.6          | 3.7                   | 7.6                      | The number of violent crimes have increased slightly during quarter 2 compared to quarter 1. Work continues by West Mercia Police to address violent crime. Last year, 8.7 at end of September.   | G          | G    | △                   | △    | Latest outturn is better than last year and on track to achieve target  |
|           |     |     |     | 127b |     |         | Robberies per year, per 1,000 population in the Local Authority area                                      | Regeneration            | 0.2             | <0.2           | 0.1                   | 0.2 (29 robberies)       | Robbery is rare in Herefordshire and reported robberies are typically bag and mobile phone snatches. Last year, 0.1 at end of September (17 robberies)  | A          | R    | ◁▷                  | ▽    | Latest outturn is worse than the same period last year  |
|           |     |     |     | 128  |     |         | The number of vehicle crimes per year, per 1,000 population in the Local Authority area                   | Regeneration            | 5               | <5             | 1.2                   | 2.5 (450 vehicle crimes) | Levels of thefts of a vehicle is unchanged from previous qtr, however there has been an increase in thefts of fuel and catalytic converters. This is a recent trend which is being seen across the UK. Police are using a range of measures to tackle this trend, including deployment of vehicles equipped with ANPR (Automatic Number Plate Recognition) software, targeting suspected criminals and working with Customs & Excise and neighbouring forces. Last year, 2.4 at end of September (422 vehicle crimes) | G          | A    | △                   | ▽    | Latest outturn is marginally worse than the same period last year   |

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| NIS       | LAA | HCS | CP | BVPI | PAF | APA    |   |                       |                 |                       | July  | September |   | September  | July | September           | July |   |
|           |     |     |    | 225  |     |        | Actions against domestic violence   | Regeneration          | 81.8            | >81.8                 | No data   | 81.8      | Calculation is based upon the answers to 11 questions about Domestic Violence from various partner organisations. The number of "yes" responses provides the outturn, therefore 9/11 questions answering yes = 81.8%  |            | A    |                     | ◁▷   | Latest outturn shows no change from last year   |
|           |     | 42c |    |      |     |        | Overall crime numbers   | Regeneration          | 11,172          | <11,172               | 3,850   | 5,662     |   | A          | A    | ◁▷                  | ◁▷   | Proportionately, latest outturn is similar to last year   |
|           |     | 43a |    |      |     |        | Perception of speeding traffic as a problem in your local area  | Regeneration          |                 |                       | Establish baseline by March 2009                    |           | Reductions in the number of road accidents (NIS 47 and 48) should impact on this indicator. Data will be available following the Herefordshire Quality of Life Survey in early 2009.  | R          | G    |                     |      | Activity reported that should impact on the baseline  |
|           |     | 44  |    |      |     |        | Fear of crime as measured through the new Place Survey  | Regeneration          |                 |                       | Establish baseline by March 2009                    |           | Annual data to be collected through the Herefordshire Quality of Life Survey. Herefordshire Community Safety and Drugs Partnership Reassurance Group meeting monthly. Reassurance Marketing plan has been devised and a number of publicity initiatives have been launched over the past quarter, e.g.: Hereford Journal "wrap" in August, and the "Herefordshire is a safe place to have fun" campaign in September. | R          | G    |                     |      | Activity reported that should impact on the baseline  |
|           |     |     |    |      |     | 1042YJ | Substance Misuse: the proportion of young people with identified substance misuse needs who receive specialist assessment within 5 working days and, following the assessment, access the early intervention and treatment services they require within 10 working days (Substance Misuse Assessment) | Regeneration          | 100%            | To meet or exceed 95% | 100% received assessments and interventions (15/15) | 100%      | This measure continues to be on course to meet set national target of 95%. Activity conducted through agencies to address misuse.   | G          | G    | △                   | △    | Latest outturn is at the highest level achievable   |
|           |     |     |    | 165  |     |        | The percentage of pedestrian crossings with facilities for disabled people, as a proportion of all crossings in the Local Authority area  | Environment & Culture | 92%             | 100%                  | 94%   | 94%       |   | A          | A    | △                   | △    | Latest outturn is better than last year but marginally behind target  |
|           |     |     |    | 215a |     |        | The average number of days taken to repair a street lighting fault, which is under the control of the Local Authority   | Environment & Culture | 6.61 days       | 6.61 days             | 2.45 days   |           | September figures are still being analysed  | G          | G    | △                   | △    | Outturn to September is still being analysed, but the data to July was better than target and last year's performance |
|           |     |     |    | 215b |     |        | The average time taken to repair a street lighting fault, where response time is under the control of a Distribution Network Operator (DNO)   | Environment & Culture | 9.5 days        | 9.5 days              | 19.2 days   |           | September figures are still being analysed  | R          | R    | ▽                   | ▽    | Outturn to September is still being analysed, but the data to July was worse than last year and behind target         |
|           |     |     |    | 218a |     |        | The percentage of new reports of abandoned vehicles investigated within 24 hours of notification  | Environment & Culture | 94.74%          | 94.74%                | 100%  | 100%      |   | G          | G    | △                   | △    | Latest outturn is at the highest level achievable   |

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|           |     |     |    | 218b |     |     | The percentage of abandoned vehicles removed within 24 hours from the point at which the Local Authority is legally entitled to remove the vehicle | Environment & Culture   | 97.83%             | 97.83%            | 100%                           | 100%      |  | <b>G</b>   | <b>G</b> | △                   | △    | Latest outturn is at the highest level achievable  |
|           |     |     |    | 2a   |     |     | The level of the Equality Standard for local government to which the Local Authority conforms in respect of gender, race and disability            | Deputy Chief Executive  | 3                  | 3                 | 3                              | 3         | We have declared at level 3 of the Equality Standard subject to external verification in February 2009. The standard is in the process of changing to the Equality Framework that will be introduced in April 2009.  | <b>G</b>   | <b>G</b> | ◁▷                  | ◁▷   | Subject to external verification, outturn has been maintained and target achieved                    |
|           |     |     |    | 2b   |     |     | The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application                                       | Deputy Chief Executive  | 78%                | 85%               | 78%                            | 78%       | The RES has been reviewed and is in place. Progress towards targets is adequate.   | <b>A</b>   | <b>A</b> | ◁▷                  | ◁▷   | Latest outturn is the same as last year, although likelihood of achieving target remains challenging |
|           |     |     |    | 175  |     |     | The percentage of racial incidents reported to the Local Authority that resulted in further action   | Deputy Chief Executive  | 100%               | 100%              | 100%                           | 100%      | All incidents, comments and complaints result in further action.   | <b>G</b>   | <b>G</b> | △                   | △    | Latest outturn is at the highest level achievable  |
|           |     | 37  |    |      |     |     | Percentage of young people undertaking some kind of volunteering after school  | Children & Young People | 35%                | 35%               | Outturn available January 2009 |           | Survey will be undertaken in October 2008 - results available in January 2009.<br>The new teams based at HCVYS and SHYPP are now fully in place and starting to delivery more volunteering opportunities for young people across Herefordshire. The Council is also developing a similar application for additional funding to support full time placements in the Council | <b>A</b>   | <b>A</b> |                     |      | Activity showing progress towards target, but no outturn available                                   |