

| Reference                                  |     |     |     |      |     | Indicator                                                                                                                                                                                                                                                                                                                                                                 | Lead Directorate | 2007-08<br>Outturn | 2008-09<br>Target  | Latest Outturn                |                                                                                                                                                                                                                                                                                                                                            | Activity Reported | RAG rating |      | Direction of Travel |      | Reason for judgements                                              |
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| NIS                                        | LAA | HCS | CP  | BVPI | APA |                                                                                                                                                                                                                                                                                                                                                                           |                  |                    |                    | July                          | September                                                                                                                                                                                                                                                                                                                                  |                   | September  | July | September           | July |                                                                    |
| <b>Economic Development and Enterprise</b> |     |     |     |      |     |                                                                                                                                                                                                                                                                                                                                                                           |                  |                    |                    |                               |                                                                                                                                                                                                                                                                                                                                            |                   |            |      |                     |      |                                                                    |
| <b>ICPR indicators</b>                     |     |     |     |      |     |                                                                                                                                                                                                                                                                                                                                                                           |                  |                    |                    |                               |                                                                                                                                                                                                                                                                                                                                            |                   |            |      |                     |      |                                                                    |
| 152                                        | Yes |     |     |      |     | Working age people on out of work benefits                                                                                                                                                                                                                                                                                                                                | Regeneration     |                    | Establish baseline | Outturn available November    | Support businesses to diversify through new grant schemes Diversity and Rural Enterprise (DARE) Grant application to be sent to AWM by mid December. Targeted towards pre-start businesses, women, people with disabilities, and hard to reach groups.                                                                                     | A                 | G          |      |                     |      | Activity reported that should impact on the baseline               |
| 161                                        |     | Yes | Yes |      |     | Learners achieving a Level 1 qualification in literacy                                                                                                                                                                                                                                                                                                                    | Regeneration     | 58                 | 32                 | Outturn available April       | Achievement data for each academic year will be available in the April following the end of the academic year. i.e. 2008/09 will be generated in April 2010. This is contracted out to the skills for life voluntary sector organisation - learning activities have been negotiated and agreed by us and the organisation.                 | A                 | A          |      |                     |      | Activity showing progress towards target, but no outturn available |
| 162                                        |     | Yes | Yes |      |     | Learners achieving an Entry Level 3 qualification in numeracy                                                                                                                                                                                                                                                                                                             | Regeneration     |                    | Establish baseline | Outturn available April       | See points for NI 161 immediately above.                                                                                                                                                                                                                                                                                                   | G                 | G          |      |                     |      | Activity reported that should impact on the baseline               |
| 163                                        | Yes |     |     |      |     | Working age population qualified to at least Level 2 or higher<br><br>The data for this indicator will be derived from the Department for Innovation, University and Skills (DIUS) and will be available as calendar year data from the Office for National Statistics (ONS) Annual Population Survey (APS). The results of which will be available the following August. | Regeneration     |                    | Establish baseline | Outturn available August 2009 | This is a new National Indicator, a baseline needs to be established.<br><br>Initiatives, including the College of Technology and Train to Gain, are being developed to involve learners throughout the county in a range of learning activities which may lead to qualifications. 25% of those in disadvantaged wards are being targeted. | G                 | G          |      |                     |      | Activity reported that should impact on the baseline               |
| 164                                        |     | Yes |     |      |     | Working age population qualified to at least Level 3 or higher<br><br>These are National Statistics collected via ONS' Annual Population Survey and are available with an 8 month time lag.                                                                                                                                                                               | Regeneration     |                    | Establish baseline | Outturn available August 2009 | See points for NI 163 above.                                                                                                                                                                                                                                                                                                               | G                 | G          |      |                     |      | Activity reported that should impact on the baseline               |
| 165                                        |     | Yes |     |      |     | Working age population qualified to at least Level 4 or higher<br><br>These are National Statistics collected via ONS' Annual Population Survey and are available with an 8 month time lag.                                                                                                                                                                               | Regeneration     |                    | Establish baseline | Outturn available August 2009 | See points for NI 163 above.                                                                                                                                                                                                                                                                                                               | G                 | G          |      |                     |      | Activity reported that should impact on the baseline               |

| Reference                       |     |     |    |      |     | Indicator | Lead Directorate | 2007-08<br>Outturn | 2008-09<br>Target | Latest Outturn |           | Activity Reported                                                                                                                                    | RAG rating   |             | Direction of Travel |                                | Reason for judgements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                 |           |   |  |                                                                    |                                                                 |
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| NIS                             | LAA | HCS | CP | BVPI | APA |           |                  |                    |                   | July           | September |                                                                                                                                                      | September    |             | July                | September                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | July                                                                                                                                                                                                                                                                            | September |   |  |                                                                    |                                                                 |
|                                 |     |     |    |      |     |           |                  |                    |                   |                |           |                                                                                                                                                      |              |             |                     |                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                 |           |   |  |                                                                    |                                                                 |
|                                 |     |     |    |      |     |           |                  |                    |                   |                |           |                                                                                                                                                      |              |             |                     |                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                 |           |   |  |                                                                    |                                                                 |
|                                 |     |     |    |      |     | 166       |                  | Yes                |                   |                |           | Average earnings of employees in the area+A3                                                                                                         | Regeneration | £384.40     | >£384.40            | Outturn available October 2009 | Progression on the ESG scheme<br>- AWM funding applications completed for planning phases of infrastructure.<br>- Urban Village development partner selected in July 08.<br>Promotion of Rotherwas as key business location<br>- Access Road opened in June 08.<br>- Pre planning work commenced on Phase Two - employment units on the Southern Magazine<br>Establish Live/Work units on Model Farm - Ross-on-Wye<br>- Tendering process for Live/Work developer commenced in August 08.<br>- Master planners for entire site appointed in September 08.<br>- Scoping of surveys needed for planning permission underway. | A                                                                                                                                                                                                                                                                               | A         |   |  | Activity showing progress towards target, but no outturn available |                                                                 |
|                                 |     |     |    |      |     | 171       | Yes              | Yes                | Yes               |                |           | New business registration rate per 100,000 resident population aged 16+                                                                              | Regeneration | 40.1 (2006) | >40.1               | Outturn available October 2009 | Rural Enterprise Grants (REG):<br>- New REG scheme launched on 1st October 08.<br>- Will support micro-enterprises and farm households.<br>- First applications due to be approved January 09.<br>Home Business Support:<br>- Home Business Officer started in June 08.<br>- Research into home business needs commenced in July 08.<br>- Programme of home business support events to start in November 08.<br>Inward Investment Strategy:<br>- Strategy commences in October 08.                                                                                                                                         | A                                                                                                                                                                                                                                                                               | A         |   |  | Activity showing progress towards target, but no outturn available |                                                                 |
|                                 |     |     |    |      |     | 172       |                  |                    | Yes               |                |           | % of small businesses in an area showing employment growth                                                                                           | Regeneration |             | Establish baseline  | Outturn available April 2009   | Support for businesses, including Enterprise Centres (Hereford) and Enterprise Hubs (Leominster - open; Ross in planning stage). Also introducing new development programme for rural businesses to improve premises.                                                                                                                                                                                                                                                                                                                                                                                                      | G                                                                                                                                                                                                                                                                               | G         |   |  | Activity reported that should impact on the baseline               |                                                                 |
|                                 |     |     |    |      |     |           |                  |                    |                   |                |           | Number employed in knowledge and technology intensive industries                                                                                     | Regeneration | 10,923      | >10,923             | Outturn available April 2009   | Model Farm development:<br>- Tendering process for live/work developer commenced in August 08.<br>- Master planners for entire site appointed in September 08.<br>- Scoping of surveys needed for planning permission underway.<br>Inward Investment Strategy:<br>- Strategy commences in October 08.<br>Promotion of Rotherwas as a key business location:<br>- Access Road opened in June 08.<br>- Pre planning work commenced on Phase Two - employment units on the Southern Magazine.                                                                                                                                 | A                                                                                                                                                                                                                                                                               | A         |   |  | Activity showing progress towards target, but no outturn available |                                                                 |
| <b>Other related indicators</b> |     |     |    |      |     |           |                  |                    |                   |                |           |                                                                                                                                                      |              |             |                     |                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                 |           |   |  |                                                                    |                                                                 |
|                                 |     |     |    |      |     | 151       |                  |                    |                   |                |           | Overall employment rate<br><br>These are National Statistics collected via ONS' Annual Population Survey and are available with an 8 month time lag. | Regeneration | 78.70%      |                     | No data                        | No data                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Schemes in place to fulfil the economic development strategy, including ESG; Rotherwas and Model Farm in Ross-on-Wye<br>Participation in National Enterprise Week starting 17th Nov with an exhibition at the Shire Hall to support new businesses and new business development | A         | A |  |                                                                    | Activity showing progress towards target, but no data available |

| Reference                             |     |     |    |      |     | Indicator                                                                                                                                                          | Lead Directorate | 2007-08 Outturn | 2008-09 Target     | Latest Outturn                   |           | Activity Reported                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | RAG rating |      | Direction of Travel |      | Reason for judgements                                           |
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| NIS                                   | LAA | HCS | CP | BVPI | APA |                                                                                                                                                                    |                  |                 |                    | July                             | September |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | September  | July | September           | July |                                                                 |
|                                       |     |     |    |      |     | Working age people claiming out of work benefits in the worst performing neighbourhoods<br><br>Data is reported quarterly by Jobcentre Plus with a 6 month timelag | Regeneration     |                 |                    | No data                          | No data   | Schemes being developed to address "Worklessness" schemes funded by EU sources. Also encourage new business start up via enterprise week and business link.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | A          | A    |                     |      | Activity showing progress towards target, but no data available |
|                                       |     |     |    |      |     | People falling out of work and on to incapacity benefits*                                                                                                          | Regeneration     |                 | Establish baseline | No data                          | No data   | Schemes being developed to address "Worklessness" schemes funded by EU sources. Also DARE scheme project being developed to address working age people out of work.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | G          | G    |                     |      | Activity reported that should impact on the baseline            |
|                                       |     |     |    |      |     | Skills gaps in the current workforce reported by employers<br><br>This data is collected by the LSC from a biennial survey. The next survey is due in 2009.        | Regeneration     |                 | Establish baseline | No data                          | No data   | Working with the 6th Form College and Hereford Group training to identify and address skills gap for the future.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | G          | G    |                     |      | Activity reported that should impact on the baseline            |
| <b>Safer and Stronger Communities</b> |     |     |    |      |     |                                                                                                                                                                    |                  |                 |                    |                                  |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |            |      |                     |      |                                                                 |
| <b>ICPR indicators</b>                |     |     |    |      |     |                                                                                                                                                                    |                  |                 |                    |                                  |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |            |      |                     |      |                                                                 |
|                                       |     |     |    |      |     | % of people who feel they can influence decisions in their locality<br><br>Data is collected through the Place survey biennially and will be available by March.   | 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 10th 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            |
|                                       |     |     |    |      |     | Participation in regular volunteering<br><br>Data is collected through the Place survey biennially and will be available by March.                                 | 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            |

| Reference |             |     |     |      |     | Indicator                                                                                                                                                                                 | Lead Directorate      | 2007-08<br>Outturn | 2008-09<br>Target | Latest Outturn |                                  | Activity Reported                                                                                                                                                                                                                                                                                                                                                                                                                                                               | RAG rating |      | Direction of Travel |      | Reason for judgements                                                                                                      |
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| NIS       | LAA         | HCS | CP  | BVPI | APA |                                                                                                                                                                                           |                       |                    |                   | July           | September                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | September  | July | September           | July |                                                                                                                            |
| 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                                                                       |
| 17        | Yes         | Yes | Yes |      |     | Perceptions of anti-social behaviour<br>Data is collected through the Place survey biennially and will be available by March.                                                             | Environment & Culture |                    |                   |                | Establish baseline by March 2009 | A multi-agency tasking and coordination group has been established and this meets fortnightly to share intelligence information and use its shared resources to target identified hotspots. The police and relevant representatives of the Council attend each PACT meeting to identify and respond to local concerns.                                                                                                                                                          | A          | 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<br>Data is collected through the Place survey biennially and will be available by March. | Environment & Culture |                    |                   |                | Establish baseline by March 2009 | A multi-agency tasking and coordination group has been established and this meets fortnightly to share intelligence information and use its shared resources to target identified hotspots. The police and relevant representatives of the Council attend each PACT meeting to identify and respond to local concerns.                                                                                                                                                          | G          | G    |                     |      | Activity reported that should impact on the baseline                                                                       |
| 30        | Yes         |     |     |      |     | Re-offending rate of prolific and priority offenders (PPO)                                                                                                                                | Regeneration          | 64                 | <52               | No data        | 27                               | Herefordshire PPO scheme provides intensive supervision to all selected PPOs with the objective of reducing their reoffending and helping lead a purposeful life.                                                                                                                                                                                                                                                                                                               | R          | A    |                     | △    | 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)                   | Quarterly data is available approx 8 weeks following quarter end. Draft Alcohol Strategy is currently out to consultation. New dedicated alcohol nurse based at A&E at Hereford County Hospital. Project officers continue to promote alcohol harm reduction messages in the community e.g. Fresher's Fair Hereford Six Form College, Hereford Health & Wellbeing Event.                                                                                                        | R          | G    |                     | △    | Outturn to the end of June (not available for the last report) shows performance to be on target and better than last year |

| Reference |     |     |     |      |     | Indicator                                                                               | Lead Directorate | 2007-08<br>Outturn | 2008-09<br>Target | Latest Outturn        |                          | Activity Reported                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | RAG rating |      | Direction of Travel |      | Reason for judgements                                                                                                 |
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| NIS       | LAA | HCS | CP  | BVPI | APA |                                                                                         |                  |                    |                   | July                  | September                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | September  | July | September           | July |                                                                                                                       |
| 40        | Yes |     |     |      |     | Drug users in effective treatment                                                       | Regeneration     | 494                | 504               | Due November          | Due February             | The targets have changed and the way this is reported through ND TMS is for the latest 12 month period that can fully be reported. There will always be a 3-month lag, so the April to June data will be included in the next report. Pharmacy Needle Exchange Pilot Scheme was launched 1st September. This provides an additional means to engage problematic drug users. Drug and Alcohol Support Service for Herefordshire (DASH) currently carrying out an internal assessment matching current service to the Service Level Agreement. Project officer working with providers to develop action plan to engage problematic hard to reach drug users. Specialist Hepatitis C clinic has now been commissioned in Hereford (previously clients went to Birmingham for this). | R          | A    |                     |      | Activity showing progress towards target, but no outturn available                                                    |
| 47        | Yes | Yes | 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                                                |
|           |     |     |     | 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                                                     |
|           |     |     |     | 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%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | R          | A    | ◁▷                  | ◁▷   | Latest outturn shows no change from last year                                                                         |
|           | Yes |     |     |      |     | Overall crime numbers                                                                   | Regeneration     | 11,172             | <11,172           | 3,850                 | 5,662                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | A          | A    | ◁▷                  | ◁▷   | Proportionately, latest outturn is similar to last year                                                               |

| Reference                       |     |     |    |      |         | Indicator                                                                                                                                                                                                                                                                                             | Lead Directorate      | 2007-08 Outturn | 2008-09 Target                   | Latest Outturn |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Activity Reported                                                                                                                 | RAG rating |      | Direction of Travel |                                                      | Reason for judgements                                                   |
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|                                 |     | Yes |    |      |         | 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 |                                                                         |
|                                 |     | Yes |    |      |         | 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 |                                                                         |
|                                 |     |     |    |      | 104 2YJ | 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%           | 100%                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | This measure continues to be on course to meet set national target of 95%. Activity conducted through agencies to address misuse. | G          | G    | Δ                   | Δ                                                    | Latest outturn is at the highest level achievable                       |
| <b>Other related indicators</b> |     |     |    |      |         |                                                                                                                                                                                                                                                                                                       |                       |                 |                                  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                   |            |      |                     |                                                      |                                                                         |
| 7                               |     |     |    |      |         | Environment for a thriving third sector                                                                                                                                                                                                                                                               | Regeneration          |                 | Establish baseline by March 2009 |                | Jan 2008 launched the Herefordshire Compact, setting out principles for improved joint working between the third sector and public sector bodies. July 2008, launched the consultation on the Volunteering code of good practice. The community regeneration team now make strategic investments in local third sector infrastructure organisations against the Council's strategic investment framework. Survey of Council's support to local vcs is also to be undertaken. | G                                                                                                                                 | G          |      |                     | Activity reported that should impact on the baseline |                                                                         |
| 10                              |     |     |    |      |         | Visits to museums and galleries                                                                                                                                                                                                                                                                       | Environment & Culture |                 | Establish baseline by March 2009 |                | Amateur project for Hereford Museum and Art Gallery – first stage bid to Arts Council accepted. Full application almost complete. Museum on the Move Summer Tour – 6,381 visits (venues included 40 schools and 5 day care centres). Museum Resource and Learning Centre - 2 schools booked for "Britain Since 1948" in for Sept/Oct and interest from one other school.                                                                                                     | G                                                                                                                                 | G          |      |                     | Activity reported that should impact on the baseline |                                                                         |
| 15                              |     |     |    |      |         | Serious violent crime rate                                                                                                                                                                                                                                                                            | Regeneration          |                 |                                  | No data        | 0.331                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Not a priority area for HCSDP - data monitored                                                                                    | R          | A    |                     |                                                      | Data reported but no detail available yet of past performance or target |
| 16                              |     |     |    |      |         | Serious acquisitive crime rate                                                                                                                                                                                                                                                                        | Regeneration          |                 |                                  | No data        | 3.565                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Not a priority area for HCSDP - data monitored                                                                                    | R          | A    |                     |                                                      | Data reported but no detail available yet of past performance or target |
| 18                              |     |     |    |      |         | Adult re-offending rates for those under probation supervision                                                                                                                                                                                                                                        | Regeneration          |                 |                                  | No data        | No data                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Targeted programme to engage PPO's in reducing offending.                                                                         | R          | A    |                     |                                                      |                                                                         |
| 20                              |     |     |    |      |         | Assault with injury crime rate                                                                                                                                                                                                                                                                        | Regeneration          |                 |                                  | No data        | 3.167                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Not a priority area for HCSDP - data monitored                                                                                    | R          | A    |                     |                                                      | Data reported but no detail available yet of past performance or target |

| 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 | APA |                                                                                                                                                                                                    |                       |                    |                                  | July           | September                              |                                                                                                                                                                                                                                                                                                                                                                  | September  | July | September           | July |                                                                         |
| 22        |     |     |    |      |     | Perceptions of parents taking responsibility for the behaviour of their children in the area                                                                                                       | Environment & Culture |                    | Establish baseline by March 2009 |                |                                        | A multi-agency tasking and coordination group has been established and this meets fortnightly to share intelligence information and use its shared resources to target identified hotspots. The police and relevant representatives of the Council attend each PACT meeting to identify and respond to local concerns                                            | G          | G    |                     |      | Activity reported that should impact on the baseline                    |
| 24        |     |     |    |      |     | Satisfaction with the way the police and local council dealt with antisocial behaviour                                                                                                             | Environment & Culture |                    | Establish baseline by March 2009 |                |                                        | A multi-agency tasking and coordination group has been established and this meets fortnightly to share intelligence information and use its shared resources to target identified hotspots. The police and relevant representatives of the Council attend each PACT meeting to identify and respond to local concerns                                            | G          | G    |                     |      | Activity reported that should impact on the baseline                    |
| 25        |     |     |    |      |     | Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour                                                                                        | Environment & Culture |                    | Establish baseline by March 2009 |                |                                        | A multi-agency tasking and coordination group has been established and this meets fortnightly to share intelligence information and use its shared resources to target identified hotspots. The police and relevant representatives of the Council attend each PACT meeting to identify and respond to local concerns                                            | G          | G    |                     |      | Activity reported that should impact on the baseline                    |
| 27        |     |     |    |      |     | Understanding of local concerns about anti-social behaviour and crime by the local council and police<br><br>Data is collected through the Place survey biennially and will be available by March. | Environment & Culture |                    | Establish baseline by March 2009 |                |                                        | A multi-agency tasking and coordination group has been established and this meets fortnightly to share intelligence information and use its shared resources to target identified hotspots. The police and relevant representatives of the Council attend each PACT meeting to identify and respond to local concerns                                            | G          | G    |                     |      | Activity reported that should impact on the baseline                    |
| 28        |     |     |    |      |     | Knife crime rate                                                                                                                                                                                   | Regeneration          |                    |                                  | No data        | 0.078                                  | Not a priority area for HCSDP - data monitored. There have been 14 knife crime offences in the period April to September 2008 (106 for the West Mercia Force as a whole over the same time period)                                                                                                                                                               | R          | A    |                     |      | Data reported but no detail available yet of past performance or target |
| 29        |     |     |    |      |     | Gun crime rate                                                                                                                                                                                     | Regeneration          |                    |                                  | No data        | 0.028                                  | Not a priority area - data monitored. There have been 5 gun crimes recorded in Herefordshire between 01 April and 30 September 2008, compared to 47 in the West Mercia Force as a whole during the same period. Correction to Qtr1 figures - should have been 0.022 and not 0.168 as previously reported as this was for the West Mercia Force as a whole        | R          | A    |                     |      | Data reported but no detail available yet of past performance or target |
| 32        |     |     |    |      |     | Repeat incidents of domestic violence                                                                                                                                                              | Regeneration          |                    | Establish baseline by March 2009 |                |                                        | Indicator still under development. HCSDP are currently monitoring repeat victims of DV which has been agreed locally with WMC. Supported through Women's Aid and Domestic Abuse Forum                                                                                                                                                                            | R          | G    |                     |      | Activity reported that should impact on the baseline                    |
| 33        |     |     |    |      |     | Arson incidents                                                                                                                                                                                    | Regeneration          |                    |                                  | No data        | Quarter 1&2 data<br>a) 1.35<br>b) 4.20 | These indicators are based on the actual figures of 24 deliberate primary fires and 75 deliberate secondary fires from April 2008 to September 2008. The Hereford & Worcester Fire and Rescue Service continues to undertake arson prevention work and are in the process of recruiting a new education assistant with specific responsibility for Herefordshire | R          | A    |                     |      | Data reported but no detail available yet of past performance or target |
| 34        |     |     |    |      |     | Domestic violence – murder                                                                                                                                                                         | Regeneration          |                    |                                  | No data        | 0                                      | Not a priority area - data monitored                                                                                                                                                                                                                                                                                                                             | R          | A    |                     |      | Data reported but no detail available yet of past performance or target |
| 38        |     |     |    |      |     | Drug-related (Class A) offending rate                                                                                                                                                              | Regeneration          |                    | Establish baseline by March 2009 |                |                                        | The definition of this indicator is still under development. DIP activity to support users giving up dependency on drug use and related crime                                                                                                                                                                                                                    | R          | G    |                     |      | Activity reported that should impact on the baseline                    |

| Reference                      |     |     |     |      |     | Indicator                                                                                                                                                                                                                    | Lead Directorate      | 2007-08 Outturn | 2008-09 Target | Latest Outturn |                                                    | Activity Reported                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | RAG rating |         | Direction of Travel |      | Reason for judgements                                                   |
|--------------------------------|-----|-----|-----|------|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------|----------------|----------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------|---------------------|------|-------------------------------------------------------------------------|
| NIS                            | LAA | HCS | CP  | BVPI | APA |                                                                                                                                                                                                                              |                       |                 |                | July           | September                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | September  | July    | September           | July |                                                                         |
| 41                             |     |     |     |      |     | Perceptions of drunk or rowdy behaviour as a problem                                                                                                                                                                         | Environment & Culture |                 |                |                | Establish baseline by March 2009                   | A multi-agency tasking and coordination group has been established and this meets fortnightly to share intelligence information and use its shared resources to target identified hotspots. The police and relevant representatives of the Council attend each PACT meeting to identify and respond to local concerns                                                                                                                                                                                                | G          | G       |                     |      | Activity reported that should impact on the baseline                    |
| 42                             |     |     |     |      |     | Perceptions of drug use or drug dealing as a problem                                                                                                                                                                         | Regeneration          |                 |                |                | Establish baseline by March 2009                   | Data will be available following the Herefordshire Quality of Life Survey in early 2009. Work through the drug forums to address perceptions.                                                                                                                                                                                                                                                                                                                                                                        | R          | A       |                     |      | Data reported but no detail available yet of past performance or target |
| 49                             |     |     |     |      |     | Number of primary fires and related fatalities and non-fatal casualties, excluding precautionary checks                                                                                                                      | Regeneration          |                 |                | No data        | Quarter 1&2 data<br>a) 76.22<br>b) 0.00<br>c) 1.68 | There have been no fatalities from primary fires in Herefordshire in the first half of 2008-09. The other parts of this indicator are based on the actual figures of 136 primary fires and 3 injuries from April 2008 to September 2008. The Hereford & Worcester Fire and Rescue Service continues to undertake prevention work in Herefordshire focusing on hard to reach "at risk" groups. Please note a) for period April - July was 48.76.                                                                      | R          | A       |                     |      | Data reported but no detail available yet of past performance or target |
| 143                            |     |     |     |      |     | Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence                                                                                                      | Regeneration          |                 |                | No data        | 81%                                                | Herefordshire = 98 living in suitable accommodation from 121 reviews = 81% as at end September 2008. This is currently on course to meet target. Performance for West Mercia region to 30 Sept achieved 78%.                                                                                                                                                                                                                                                                                                         | R          | A       |                     |      | Data reported but no detail available yet of past performance or target |
| 144                            |     |     |     |      |     | Offenders under probation supervision in employment at the end of their order or licence                                                                                                                                     | Regeneration          |                 |                | No data        | 53%                                                | Herefordshire = 52 in employment from 99 reviews = 53% as at end September 2008. This is currently on course to meet target. Performance for West Mercia region to 30 Sept achieved 47%. Linked to activity of the PPO scheme                                                                                                                                                                                                                                                                                        | R          | A       |                     |      | Data reported but no detail available yet of past performance or target |
| <b>Sustainable Communities</b> |     |     |     |      |     |                                                                                                                                                                                                                              |                       |                 |                |                |                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |         |                     |      |                                                                         |
| <b>ICPR indicators</b>         |     |     |     |      |     |                                                                                                                                                                                                                              |                       |                 |                |                |                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |         |                     |      |                                                                         |
|                                |     |     | Yes |      |     | Ease of access to services                                                                                                                                                                                                   | Regeneration          |                 |                |                | Establish baseline by March 2009                   | The Performance Indicator is yet to be determined with targets due to awaiting the results of the Place Survey due end of February 2009. This will determine priority areas. Activity is already taking place including establishing a network of multi use centres and facilities. Public Transport routes linked to services. Improved health care provision eg Dentists. A campaign to support rural shops linked to the negative effect of the withdrawal of post offices in certain areas is being carried out. | R<br>x5    | G<br>x5 |                     |      | Activity reported that should impact on the baseline                    |
|                                |     |     | Yes |      |     | Quality of Life - % of people who feel certain aspects need improving:<br>b. Affordable decent housing<br>c. Job prospects<br>d. Level of crime<br>e. Level of traffic congestion<br>f. Wage levels and local cost of living | Regeneration          |                 |                |                | Establish baseline by March 2009                   | The Place Survey is to be completed on a biennial basis by the Council in accordance with guidance issued by the Department for Communities and Local Government (CLG).<br>b. see NI 155<br>c. see NI 171/172<br>d. Partnership with Local Police on addressing fear of crime entitled 'Not in Herefordshire' see HCS 42c<br>e. see NI 167<br>f. see NI 166                                                                                                                                                          | A<br>x5    | G<br>x5 |                     |      | Activity reported that should impact on the baseline                    |