

| Reference | | | | Indicator | Lead Directorate | 2008-09 Outturn | 2009-10 Target | Latest Outturn July | Comment/progress | RABG rating | Reason for judgements |
|--|-----|-----|-----|--|------------------|--|--------------------------------------|------------------------------------|--|----------------|--|
| NIS | LAA | HCS | CP | | | | | | | July | |
| Economic Development and Enterprise | | | | | | | | | | | |
| 151 | | | | Overall employment rate These are National Statistics collected via ONS' Annual Population Survey and are available with an 8 month time lag. | Regeneration | 77.7% (Oct '07 to Sept '08) | 70% | Next update due October 2009 | Developing a Business Growth Fund to encourage business development and employment. Working with Chamber of Commerce and FSB on implementation of this and hope to open grant by next quarter. Capital infrastructure schemes progressing - ESG, Rotherwas Futures, Model Farm. All are being developed in partnership with AWM and will provide the necessary infrastructure to allow company growth and investment on the back of the downturn. See commentary for NI152/153 below also. | B | Activity reported that should impact on target |
| 152 | Yes | | | Working age people on out of work benefits | Regeneration | 8.80% | 8.60% | Outturn available November | ESF funded project 'Engage' focused at getting long term unemployed from priority wards into employment - now operational. Future Jobs Fund application submitted. Project also aimed at getting workless young individuals back into work. Application for ABG funding to encourage individuals access support and advice. | B | Activity reported that should impact on target |
| 153 | | | | Working age people claiming out of work benefits in the worst performing neighbourhoods Data is reported quarterly by Jobcentre Plus with a 6 month timelag | Regeneration | 41.80% | 41.80% | | | B | Activity reported that should impact on target |
| 161 | | Yes | Yes | Learners achieving a Level 1 qualification in literacy | Regeneration | 250 (Academic year 2007/08) | 250 (Academic year 2008/09) | | Both Train to Gain and Skills for Life Courses are demand led as all individuals are entitled to the courses however, currently the Train to Gain budget is spent. | A | Activity currently ceased |
| 162 | | Yes | Yes | Learners achieving an Entry Level 3 qualification in numeracy | Regeneration | 12 (Academic Year 2007/08) | 12 (Academic Year 2008/09) | | | A | Activity currently ceased |
| 163 | Yes | | | Working age population qualified to at least Level 2 or higher The data for this indicator 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 | Data should be available end July 2009 | 74.90% | | Funding being sought through the ABG to accommodate training voucher scheme and NEET provision. Commission research work for Neighbourhood Employment Skills Plan in order to identify specific needs of target areas and action plan to address needs. There is an annual household survey which is used to establish the achievements of the individuals in progress towards the PI. This is reported to the Learning and Skills Council but is not yet available. Activity reported from LSC that influences this indicator showing improvements against target. | B | Activity reported that should impact on target |

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| 164 | | Yes | | Working age population qualified to at least Level 3 or higher These are National Statistics collected via ONS' Annual Population Survey and are available with an 8 month time lag. | Regeneration | Data should be available end July 2009 | 46.10% | | Activity reported from LSC that influences this indicator showing improvement. | B | Activity reported that should impact on target |
| 165 | | Yes | | Working age population qualified to at least Level 4 or higher These are National Statistics collected via ONS' Annual Population Survey and are available with an 8 month time lag. | Regeneration | Data should be available end July 2009 | 27.80% | | The Higher Education for Herefordshire Management Group have developed proposals for a university gateway (hib) and spoke provision to enable improved access to higher education in the county. A 'Statement of Intent' to secure HEFCE funding to enable this project was submitted on 30th June. The Lifelong Learning Network for Herefordshire and Worcestershire has launched a web site to assist students with progression routes | B | Activity reported that should impact on target |
| 166 | | Yes | | Average earnings of employees in the area | Regeneration | £389.40 (+/- £49.61) | £390 | | <p>Progression on the ESG scheme</p> <ul style="list-style-type: none"> - Planning Permission for replacement Livestock market obtained. - Cabinet Approval for Retail Quarter development agreement obtained. <p>Promotion of Rotherwas as key business location</p> <ul style="list-style-type: none"> - Discussions with Environment Agency re flooding have opened up South Magazine site and indicated ways forward for other elements. - Planning Application for Norther Magazine access arrangement submitted. <p>Establish Live/Work units on Model Farm - Ross-on-Wye</p> <ul style="list-style-type: none"> - Masterplan for site to be completed in July. - Market analysis survey to be completed in July 09. - Tendering process for infrastructure design and servicing to be completed in July. <p>Rural Enterprise Grants</p> <ul style="list-style-type: none"> - AWM offer letter signed and returned. - 26 projects supported to date. - 370 stage one application forms sent out. | B | Activity reported that should impact on target |

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| 171 | Yes | Yes | Yes | New business registration rate per 100,000 resident population aged 16+ | Regeneration | 59.2 | 41.80 | | Creation of business grants - Received ABG approval for business growth fund and business development fund, working with Chamber and FSB on implementation of scheme. - Received ABG approval for training voucher scheme Economic Development - Economic Development Partnership Group Conversion of existing businesses to VAT and PAYE registration. - Initial meeting with HMRC to investigate possibility of joint roadshows and promotional events, favourable response received. - Secured funding to run roadshows and publicise benefits of VAT and PAYE registration. | B | Activity showing progress towards target |
| 172 | | | Yes | % of small businesses in an area showing employment growth | Regeneration | 14.2% (2007) | 14.20% | | See commentary for NI171. Support for businesses within ABG "Fighting the Downturn" submission, specifically Business Fund. Investigating range of business support measures to be undertaken within future ABG and LPSA submission. New Rural enterprise Grant supports micro enterprises and farming households. Capital schemes still progressing - ESG, Rotherwas Futures, Model Farm. | B | Activity reported that should impact on target |
| 173 | | | | People falling out of work and on to incapacity benefits | Regeneration | 0.62 (2008) | 0.62 | | Schemes being developed to address "Worklessness" schemes funded by EU sources. DARE project aimed at those people in hard to reach groups from employment perspective now been pulled by AWM for funding. | B | Activity reported that should impact on target |
| 174 | | | | Skills gaps in the current workforce reported by employers This data is collected by the LSC from a biennial survey. The next survey is due in 2009. | Regeneration | 6% for Hereford & Worcester (LSC Area) (2007) | 6% for Hereford & Worcester (LSC Area) | | Working with the 6th Form College and Hereford Group training to identify and address skills gap for the future. | B | Activity reported that should impact on target |

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| 15 | | | | Number of serious violent crimes/1,000 population | Environment & Culture | 0.97 | No local target set by WMC | 0.16 | Performance for Quarter 1 number = 28. There was a change in the Home Office Counting Rules in 2008/9 therefore there is no benchmark to compare the 2008/9 figure to, but we will be looking to improve upon 2008/9 offence levels in 2009/10. Offences in this category are the most serious and would either lead to the appointment of an SIO, or review by an SIO to ensure all lines of enquiry were being followed. Serious Violent Crimes are also subject to daily and weekly monitoring at Command Team level, and performance is also reviewed at the monthly divisional Leadership & Delivery meeting. | A | Activity and data reported, but no target set by WMC |
| 16 | | | | Number of serious acquisitive crimes/1,000 population | Environment & Culture | 6.95 | No local target set by WMC | 1.73 | Performance for Quarter 1 number = 308. Offences in this category are subject to daily, weekly and monthly monitoring and regular analysis to pick up on any trends and patterns and action through the Tasking process as appropriate. | A | Activity and data reported, but no target set by WMC |
| 17 | | Yes | Yes | Perceptions of anti-social behaviour Data is collected through the Place survey biennially. | Environment & Culture | 12% | Next survey to be conducted 2010 | | Discussions with Registered Social Landlords (RSLs) have occurred and data sharing is now underway. Intermediate action plan now in place with the Children's Trust and membership of sub-groups strengthened. Links between the Community Protection Team and HCSDP still to take place. | A | Activity reported, but target yet to be set for 2010-11 |
| 18 | | | | Adult re-offending rates for those under probation supervision | Environment & Culture | | | | Targeted programme to engage PPO's in reducing offending. Data not collected/measured locally, West mercia area only. West Mercia data to be provided by WM Probation HQ as and when national figures become available. | A | Activity reported, but data awaited and target yet to be set |
| 20 | | | | Assault with injury crime rate | Environment & Culture | 5.39 | No local target set by WMC | 1.36 | Performance for Quarter 1 number = 243. NI20 is also a proxy for alcohol fuelled violence. Note: the Home Office guidance for 2008/9 was subtly different to that for 2007/8 – the impact of which was to reduce the number of offences by 4 - 16%. As 2007/8 was the baseline for a number of Partnerships who have this as a priority National Indicator some govt offices are trying to renegotiate the baseline and hence target. | A | Data reported, but no target set by WMC |
| 21 | Yes | | Yes | Dealing with local concerns about antisocial behaviour and crime by the local council and police Data is collected through the Place survey biennially. | Environment & Culture | 25.40% | 30.4% (2010) | | Discussions with Registered Social Landlords (RSLs) have occurred and data sharing is now underway. Intermediate action plan now in place with the Children's Trust and membership of sub-groups strengthened. Links between the Community Protection Team and HCSDP still to take place. | B | Activity reported that should impact on target |
| 22 | | | | Perceptions of parents taking responsibility for the behaviour of their children in the area | Environment & Culture | 36% | Next survey to be conducted 2010 | | Discussions with Registered Social Landlords (RSLs) have occurred and data sharing is now underway. Intermediate action plan now in place with the Children's Trust and membership of sub-groups strengthened. Links between the Community Protection Team and HCSDP still to take place. | A | Activity reported, but target yet to be set for 2010-11 |

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| 24 | | | | Satisfaction with the way the police and local council dealt with antisocial behaviour | Environment & Culture | 21% | Next survey to be conducted 2010 | | Discussions with Registered Social Landlords (RSLs) have occurred and data sharing is now underway. Intermediate action plan now in place with the Children's Trust and membership of sub-groups strengthened. Links between the Community Protection Team and HCS DP still to take place. | A | Activity reported, but target yet to be set for 2010-11 |
| 27 | | | | Understanding of local concerns about anti-social behaviour and crime by the local council and police Data is collected through the Place survey biennially. | Environment & Culture | 24% | Next survey to be conducted 2010 | | Discussions with Registered Social Landlords (RSLs) have occurred and data sharing is now underway. Intermediate action plan now in place with the Children's Trust and membership of sub-groups strengthened. Links between the Community Protection Team and HCS DP still to take place. | A | Activity reported, but target yet to be set for 2010-11 |
| 28 | | | | Knife crime rate | Environment & Culture | 0.14 | No local target set by WMC | 0.03 | Outturn for Qtr 1 number = 5. In August 2008 the Division introduced a new protocol to deal with knife crime, not in response to an identified trend, but as a pre-emptive measure to counter a potential rise in knife related incidents. A specific element of this, Operation Deter, identified a number of individuals that intelligence indicated were carrying knives. Structured interventions, ahead of any offending, took place with these individuals. All incidents involving knives are reviewed through the daily tasking process to ensure that positive action is taken against any named offender. | A | Activity and data reported, but no target set by WMC |
| 29 | | | | Gun crime rate | Environment & Culture | 0.05 | No local target set by WMC | 0.07 | Outturn for Qtr 1 number = 13 | R | Data available, but no target set by WMC and no activity reported |
| 30 | Yes | | | Re-offending rate of prolific and priority offenders (PPO) | Environment & Culture | | 21% | | Target has just been confirmed by Home Office. Evaluation report prepared for the PPO Management Group in respect of the potential contribution of the alcohol arrest referral scheme. PPO Scheme being delivered. Drug Conditional Cautioning developed and in place. Benchmarking to take place between September and December. | B | Activity reported that should impact on target |
| 32 | | | | Repeat incidents of domestic violence | Environment & Culture | | New indicator, target to be set | | Indicator still under development. HCS DP are currently monitoring repeat victims of DV which has been agreed locally with WMC. Supported through Women's Aid and Domestic Abuse Forum | B | Activity reported against a new indicator, which is being monitored |

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| 33 | | | | Arson incidents - the number of primary fires (major fires involving property, casualties or involving 5 or more fire appliances) per 10,000 population; and - the number of secondary fires (that did not involve property, casualties or rescue, attended by 4 or fewer fire appliances) per 10,000 population. | Environment & Culture | a) 2.9 b) 7.6 | a) 4.0 b) 9.8 | a) 0.6 b) 2.2 | HWFRS has developed links with West Mercia Constabulary's Arson Task Force and appointed an Arson Reduction Manager to work with the police. HWFRS will develop an arson reduction policy to achieve a reduction in the number of deliberate fires and a greater understanding of how to prevent deliberate fires within the community. | B | Performance on target and activity reported |
| 34 | | | | Domestic violence – murder | Environment & Culture | 0 | No local target set by WMC | 0 | Not a priority area for WMC - data monitored | B | Although no target, best performance achievable |
| 39 | Yes (Local) | | | Alcohol-harm related hospital admission rates per 100,000 | Environment & Culture | 1249 | 1237 | 335.7 (cumulative) | Action plan on target | A | Performance below target and worse than for the same period last year, but action plan being delivered |
| 40 | Yes | | | Drug users in effective treatment | Environment & Culture | | 541 | | Await report confirming outturn for 2008/09. Needle exchange audit carried out in May. Pharmacy Needle Exchange Pilot Scheme continues in Herefordshire. This provides an additional means to engage problematic drug users. Recent integration of Drug Intervention Programme (DIP) team from Probation to the Criminal Justice Integrated Service within Drug and Alcohol Services Hereford (DASH). | B | Action plan being delivered |
| 41 | | | | Perceptions of drunk or rowdy behaviour as a problem Data is collected through the Place survey biennially. | Environment & Culture | 22% | Next survey to be conducted 2010 | | Place Survey data being analysed in detail. Discussions with Registered Social Landlords (RSLs) have occurred and data sharing is now underway. Intermediate action plan now in place with the Children's Trust and membership of sub-groups strengthened. Links between the Community Protection Team and HCSDP still to take place. | A | Activity reported, but target yet to be set for 2010-11 |
| 42 | | | | Perceptions of drug use or drug dealing as a problem Data is collected through the Place survey biennially. | Environment & Culture | 25% | Next survey to be conducted 2010 | | Place Survey data being analysed in detail. Discussions with Registered Social Landlords (RSLs) have occurred and data sharing is now underway. Intermediate action plan now in place with the Children's Trust and membership of sub-groups strengthened. Links between the Community Protection Team and HCSDP still to take place. | A | Activity reported, but target yet to be set for 2010-11 |

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| 47 | Yes | Yes | Yes | People killed or seriously injured in road traffic accidents | Environment & Culture | 115 (3 year average) | 114 (3 year average) | 53 (January to May) | Compared with 30 for the same period last year. The Planning and Transportation's Road Safety and Accident Investigation and Prevention teams lead on a wide range of education, training and publicity and engineering measures to address road traffic accidents. More detailed commentary on this activity is set out in the Local Transport Plan Road Safety Strategy and is reported on in an annual progress report. Driver education programmes are being provided throughout the county to try and reduce the outturns. | R | Performance above target and worse than for the same period last year. |
| 49 | | | | Number of primary fires and related fatalities and non-fatal casualties, excluding precautionary checks | Environment & Culture | a) 154.7 b) 0 c) 4.5 | a) 179.10 b) 0 c) 5.18 | a) 46.0 b) 1.1 c) 1.7 | HWFRS's balanced programme of Prevention, Protection and Intervention initiatives have been developed to address the primary aim of improving community safety and reducing risk. The risk reduction strategies are based upon a process of: • identifying those who are most 'at risk'; • confirming the location of those people; • identifying the risks to which they are exposed to; • targeting most of HWFRS's efforts and resources at reducing those risks using a range of prevention, protection and intervention initiatives; whilst also • sustaining a broad service provision in order to address matters relating to sparsity and equity of service | A | On target, except for fatalities |
| 143 | | | | Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence | Environment & Culture | 78% | 70% | 81% | | G | Target exceeded |
| 144 | | | | Offenders under probation supervision in employment at the end of their order or licence | Environment & Culture | 54% | 38% | 9% | | R | Performance well below target |
| Stronger Communities | | | | | | | | | | | |

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| 4 | Yes | Yes | Yes | % of people who feel they can influence decisions in their locality Data is collected through the Place survey biennially. | Regeneration | 28.8% | 32.3% (2010) | | The Community Led Planning Transition Group is in the process of submitting a number of funding bids to deliver the recommendations of the Review of Community led planning. This includes ABG funds for the key co-ordinating and commissioning post as well as LEADER funding for community support. £25k confirmed for purpose of CLP Commissioning Officer appointment from ABG Community Regeneration, HALC, Herefordshire Partnership and Community First continue to support start-ups and ongoing plans. Grants and project development advice available through Economic and Community Services to support the development of plans, together with resulting actions identified. Some resources outstanding for this. Agreement by Hampton Bishop PC to take part in the national pilot on participatory budgeting. HALC/HCVYS /HC working on a proposal to get young adults more involved in local democracy. Reaching Hearts in Herefordshire: a programme working with councillors, council officers and all local partners to understand how to best work together to improve the lives of people and communities. | B | Planned activity progressing which should impact on the target |
| 6 | Yes | Yes | | Participation in regular volunteering Data is collected through the Place survey biennially. | Regeneration | 29% | 32.5% (2010) | | The implementation plan for the Volunteering Code of Good Practice has now been finalised and a draft action plan drawn up. HVA and CVA Ledbury continue to receive strategic investment through SLA's to support volunteer centre activity. Herefordshire Volunteers of the Year awards held in June 2009, which raises the profile of volunteering. £6k secured for marketing campaigns although activity is not due to start in earnest til Nov 2009 (originally June/July 2009) to tie in with Compact Action Plan There is a risk that not all of actions will be achieved due to a shortfall in resources. | A | Some planned activity progressing which should impact on the target, but risk identified and not yet mitigated. |

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| 7 | | | | Environment for a thriving third sector National survey commissioned by the Office of the Third Sector | Regeneration | 14.9% | 19% (2010-11) | | The Compact code of practice on funding and procurement for health and social care is being reviewed with the aim of refreshing the document and rolling it out across the whole of the third sector and LSP partners. The consultation on the 'Informing, consulting and partnership working' code has finished with the final document is being revised before formal signoff by the LSP. Strategic investments to the third sector continue to be made through SLA's against the councils strategic framework for support to the voluntary and community sector. Work on the countywide online database of community halls in Herefordshire is nearly complete. A review of third sector engagement in the new Herefordshire Partnership governance arrangements is currently underway. | B | Planned activity progressing which should impact on the target |
| 9 | Yes | | Yes | Use of public libraries | Environment & Culture | 47.9% | 51% | | Detailed analysis of library service customers undertaken. Mobile library review underway; consultation to be completed by September. Project plan developed and negotiation underway for a licence to open a volunteer run community library in Peterchurch. Seeking alternative funding (not funded through the ABG) to deliver ICT training packages to targeted groups. Summer Reading Challenge underway; early analysis suggests a greater take up compared to last year. | B | Action plan being delivered |
| 10 | | | | Visits to museums and galleries | Environment & Culture | 48.0% | 51.3% | | Ledbury Heritage Centre re-opened. Hereford Museum and Art Gallery - Tooth and Claw exhibition attracted 5,439 visitors and was particularly popular with children. The Hereford Photographic exhibition of works by John Bulmer attracted 2,956 visitors. At the Museum Resource Centre, open days have been run and the events starting to attract a regular clientele. Usages for tours, lectures and seminars exceeds the targets set in the original Audience Development Plan. Family Friendly mystery shopper visits took place in May at all sites except Ledbury Heritage Centre and once feedback has been received actions will be instigated to work to improve highlighted issues. | B | Action plan being delivered |
| 11 | Yes | | | Engagement in the arts | Environment & Culture | 46.4% | 49.5% | | Take pART launched. Publicity campaign underway. Events publicised through Broadsheep. Survey in place. Review of Take pART to take place between September and October before the launch of phase 2. | B | Action plan being delivered |

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| | Yes | | | Local – % of the adult population who find access to the following services difficult: Local shop Advice provision Public transport facility Cultural / recreational facility | Regeneration | 12% 18% 21% 21% | 11% 16% 21% 19% | | ABG funding was not secured for the Rural Services officer, which will limit the level of resources that can be put into this area. There are four multi-use centres in development in Ledbury, Leintwardine, Leominster and Peterchurch. Peterchurch, which has secured full funding, is an example of joint provision - Early Years will provide an outreach children's centre; library service also to be provided. | A | Some planned activity progressing which should impact on the target, but risk identified and not yet mitigated. |