

Reference				Indicator	Lead Directorate	2008-09 Outturn	2009-10 Target	Latest Outturn			Comment/progress	RABG rating			DoT		Reason for judgements
NIS	LAA	HCS	CAB					July	September	December		July	September	December	September	December	
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	Next update due October 2009	79.2% (April 2008- March 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	B	G		Δ	Latest performance improving and better than target and activity reported that should also impact on target
152	Yes		Yes	Working age people on out of work benefits	Regeneration	8.80%	8.60%	Outturn available November	Outturn available November	10.2% (February 2009)	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	B	R		▽	Although all actions are progressing as planned and are on target performance has fallen and is worse than 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 time lag	Regeneration	41.80%	41.80%					B	B	B			Activity reported that should impact on target
161		Yes		Learners achieving a Level 1 qualification in literacy	Regeneration	250 (Academic year 2007/08)	250 (Academic year 2008/09)		Awaiting update from LSC	Awaiting update from LSC	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	A	A			Activity currently ceased
162		Yes		Learners achieving an Entry Level 3 qualification in numeracy	Regeneration	12 (Academic Year 2007/08)	12 (Academic Year 2008/09)		Awaiting update from LSC	Awaiting update from LSC		A	A	A			Activity currently ceased
163	Yes		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	72%	74.90%				2008-09 outturn now received. 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	B	B			All planned activity is taking place and on target
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	51%	46.10%				2008-09 outturn now received. Activity reported from LSC that influences this indicator showing improvement.	B	B	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	31%	27.80%				2008-09 outturn now received. 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. The Sub Regional Group is also lobbying for European Strategic Urban Development funding to be made available to the urban centres in the Marches. This could plug the funding	B	B	B			Activity reported that should impact on target

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166		Yes		Average earnings of employees in the area	Regeneration	£389.40 (+/- £49.61)	£390				Progression on the ESG scheme - Planning permission granted for Flood Alleviation Scheme. - Funding approved for Flood Alleviation Scheme. - Compensation packages are being submitted to individual businesses. - Economic Impact Assessment work commissioned to establish economic effect on area and wider city. Promotion of Rotherwas as key business location - Anticipate Environment Agency sign off of flood management plan for estate within October, which will make Phase 1 Plots available and allow Phase 2 Infrastructure work to start. Planning permission for Phase 2 secured in October 2009 . Establish Live/Work units on Model Farm - Ross-on-Wye - Live/Work developers funding application to Homes and Communities Agency has been rejected, exploring other methods of securing funding but element of scheme currently on hold, does not effect wider Model Farm proposals. - Tender for infrastructure design and planning awarded to Arup in September, contract now under way. Rural Enterprise Grants - New Animal Health and Welfare Grant commenced, capital element administered by Herefordshire Council - 40 projects supported to date. - Over 830 inquiries made to grant. Business Booster and Training Voucher Grants - 9 Business Booster applications for grant approved. - All funding for Training Vouchers allocated. Broadband Issues for Businesses - Positioning Paper prepared for Cabinet. - ICT Roadshows being undertaken to encourage Broadband	B	B	B			Activity reported that should impact on target
171	Yes	Yes	Yes	New business registration rate per 100,000 resident population aged 16+	Regeneration	59.2 (2007)	41.80			49.7 (2008)	Creation of business start up grants and business growth grants. - Business Booster Grant now operational, approved 9 grants. - Training Voucher all available funding has been committed. Retail Support in Rural areas and Market Towns - Skillsmart providing retail analysis of Market Towns (AWM Funded), is an ongoing programme of events. Conversion of existing businesses to VAT and PAYE registration. - Holding VAT registration roadshows with HMRC, have held four this calendar year and a future four between January and March, targeted at those businesses not VAT registered who could make the change. - Funding secured for roadshows, first round of these has been held, a small scale review of these will occur before the next round of four roadshows. These will publicise benefits of VAT and PAYE registration.	B	B	B		▽	Performance in 2008 exceeded the target of 47, but is worse than for 2007. However, all activity is on target and taking place as planned
172				% of small businesses in an area showing employment growth	Regeneration	14.2% (2007)	14.20%				See commentary for NI171 above. Range of business support measures to be undertaken with Council reserve has been approved, projects include Shop Front Grant, Inward Investment Strategy production, and support for rural shops. New Rural Enterprise Grant supports micro enterprises and farming households, 40 grants awarded across the region to date. - 12 grants awarded in Herefordshire to date. - Over 830 enquiries to the grant with the first year of operation. Capital schemes still progressing - ESG, Rotherwas Futures, Model Farm, see commentary for NI 166. - Economic Impact Assessment work commissioned to	B	B	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 reasons.	B	B	B			Activity reported that should impact on target

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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. Training Voucher scheme allows employers to address skills gaps, 16 grants have been awarded that will benefit 57 employees and provide them with the skills necessary to develop both themselves and their company. Working with HGTA on Apprenticeship schemes.	B	B	B			Activity reported that should impact on target
Safer Communities																	
15				Number of serious violent crimes/1,000 population	Environment & Culture	0.97	0.97	0.16	0.35	0.54	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	G	G	△	△	Performance ahead of last year and activity reported that should impact on target
16				Number of serious acquisitive crimes/1,000 population	Environment & Culture	6.95	6.95	1.71	3.29	4.81	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. Note: Quarter 1 figure adjusted following publication of new population estimates	A	B	B	△	△	Performance ahead of last year and activity reported that should impact on target
17		Yes		Perceptions of anti-social behaviour Data is collected through the Place survey biennially.	Environment & Culture	12%	not more than 12% (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. The results from the Place survey (and the Police crime and safety survey) will be requested at a ward-area level to establish issues in local communities that can be targeted for reassurance messages and local events such as Safer Herefordshire events. Results from the Q1 WMP crime and safety survey now being analysed.	A	B	B			Activity reported that should impact on target
18				Adult re-offending rates for those under probation supervision	Environment & Culture						West Mercia as a whole, and Herefordshire in particular, fairs well in respect of re-offending rates, a bit below the national average and more recently a fraction below the predicted figures - as per national and regional data. Report available from WM Probation for NI18 provided Actual and predicted rates of reoffending and statistical significance for the cohort identified between December 2007 - September 2008. The data provided is for a rolling 12 month period to September 2008. WM Probation said this is likely to encompass Qtr 1 data. Herefordshire's reoffending rate was 10.20% against a predicted rate of 10.40%, with no significant difference.	A	A	A			Data now available
20				Assault with injury crime rate	Environment & Culture	5.39	5.39	1.31	2.91	4.26	Performance for Quarter 1 number = 243. NI20 is also a proxy for alcohol fuelled violence. Notes: 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%. Quarter 1 figure adjusted following publication of new population estimates	A	A	A	△	◁▷	Activity reported that should impact on target, but performance suggest target may not be achieved
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)					B	B	B			

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22				Perceptions of parents taking responsibility for the behaviour of their children in the area	Environment & Culture	36%	not less than 36% (2010)				There will not be an outturn for 2009. The results from the Place survey (and the Police crime and safety survey) will be requested at a ward-area level to establish issues in local communities that can be targeted for reassurance messages and local events such as Safer Herefordshire events. Continuing Reassurance Campaigns. Will monitor quarterly through the WMP survey.	A	B	B			Activity reported that should impact on target
24				Satisfaction with the way the police and local council dealt with antisocial behaviour	Environment & Culture	21%	not less than 21% (2010)					A	B	B			
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%	not less than 24% (2010)					A	B	B			
28				Knife crime rate	Environment & Culture	0.14	0.14	0.05	0.11	0.15		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. Outturn for Q1 changed, also recalculated using 2008 mid-year population estimate (179,300). Having analysed knifed crime data from 1st April 2009, there are no specific patterns, however the most prevalent offence is "possess knife blade/sharp pointed article in a public place"	A	R	R	▽	
29				Gun crime rate	Environment & Culture	0.05	0.05	0.02	0.04	0.06	Note: Quarter 1 figure changed and adjusted following publication of new population estimates	R	R	R	▽	▽	Performance below target
30	Yes		Yes	Re-offending rate of prolific and priority offenders (PPO)	Environment & Culture		21%	12 proven offences			For 2009/10 the cohort & No. of convictions have changed. 100 convictions between Oct 07 and Sept 08 = 21%, reduction is no more than 79 convictions - as confirmed by GOWM. There will always be a 3-month reporting lag. As at October 2009, there were 20 multi agency Prolific and Priority Offenders identified in Herefordshire, 6 of which are in custody, and 14 in the community. 27/11/09 GOWM have produced Q1 data = 12 proven offences. Qtr 2 data will be available in Feb 2010	B	B	B			Data so far suggests target should be achieved
32				Repeat incidents of domestic violence	Environment & Culture		New indicator, target to be set for 2010-11			7%	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	B	B	B			Activity reported against a new indicator, which is being monitored
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	a) 1.4 b) 3.4	a) 2.2 b) 4.8	HWFRS attended 14 deliberate primary fires in Quarter 3 in Herefordshire compared with 15 in Quarter 2 and 25 deliberate secondary fires in Quarter 3 compared with 21 in Quarter 2. The Service is still on track to attend less fires than the yearly targets. Traditionally there are more deliberate fires in the first half of the year than in the second half. The Fire Service has developed links with West Mercia Constabulary's Arson Task Force and appointed an Arson Reduction Manager to work with the police. We 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	B	B	△	△	Performance on target and activity reported
34				Domestic violence – murder	Environment & Culture	0	0	0	0	0.006	There was one domestic violence murder in December 2009	B	B	A	◁▷	▽	Performance has fallen

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39	Yes (Local)		Yes	Alcohol-harm related hospital admission rates per 100,000	Environment & Culture	1249	1237	335.7	671.9	994.5		A	A	A	▽	▽	Performance continues to be in excess of the target
40	Yes		Yes	Drug users in effective treatment	Environment & Culture		541	528	529		Pharmacy Needle Exchange Pilot Scheme continues in Herefordshire. This provides an additional means to engage problematic drug users. Recent integration of DIP team from Probation to the Criminal Justice Integrated Service within DASH.	B	B	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%	not less than 22% (2010)				There will not be an outturn for 2009. The results from the Place survey (and the Police crime and safety survey) will be requested at a ward-area level to establish issues in local communities that can be targeted for reassurance messages and local events such as Safer Herefordshire events. Continuing Reassurance Campaigns. Will monitor quarterly through the WMP survey.	A	B	B			Activity reported that should impact on target
42				Perceptions of drug use or drug dealing as a problem Data is collected through the Place survey biennially.	Environment & Culture	25%	not less than 25% (2010)					A	B	B			
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)	86 (January to September)	105 (January to December)	Target achieved	R	B	B	▽	▽	Target achieved, although last year's exceptional performance was exceeded
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	a) 91.9 b) 1.1 c) 2.8	a) 140.8 b) 1.1 c) 6.2	HWFRS attended 87 primary fires in Herefordshire in Quarter 3 compared with 82 in Quarter 2 also. There were no fatalities from primary fires in Quarter 2 for the second quarter running and 6 injuries in Quarter 3 compared with 2 in Quarter 2. The increase in injuries means that we will not achieve the target for the year of 5.18 injuries per 10,000 population. 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	A	A	▽	▽	Currently only on target for primary fires
143				Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence	Environment & Culture	78%	70%	81%	81%			G	G	G	△	△	Target exceeded
144				Offenders under probation supervision in employment at the end of their order or licence	Environment & Culture	54%	40%	37%	44%			R	B	B	▽	▽	Target exceeded, but performance worse than for the same period last year Note: target and Quarter 1 data updated
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)				Parish Plans: Community Led Planning Transition Group was successful in securing £25,000 for co-ordinator post and some funding towards community support for development of plans. Co-ordinator post filled from 1.12.09. Further funding being sought from LEADER funding for community support - appraisal due Jan 10. 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. Community development conference: took place on 19th November 09. Toolkit distributed at conference. Parish Councils: Agreement by Hampton Bishop PC to take part in the national pilot on participatory budgeting. The process has now started with parishioners being invited to participate in the process with the objective of finalising the project by Dec 09. Parish Council meeting in January 10 to take forward project. PB was promoted at the HALC AGM in September, attended by about 25 town and parish councils and will continue to be promoted through HALC. HALC / HCVYS / HC working on a proposal to get young adults more involved in local democracy. Funding now confirmed. PACT meetings: next round of meetings across the County (12 areas) in September and October.	B	B	B			Planned activity progressing which should impact on the target
6	Yes	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 was approved in October. Launch of the Code took place in November - widely distributed. However, some of the actions are subject to securing additional funding. In the light of failure to secure ABG alternative resources are being sought, specifically around volunteering and the economic downturn. Council's third sector liaison officer post - new person due to start in Jan 10. The Volunteer of the Year awards was a successful event in June, but further promotional events are tied into securing resources and increasing capacity in the sector. HVA and CVA Ledbury continue to receive strategic investment through SLA's to support volunteer centre activity. HVA and its partners have secured full funding for the REACH project which will support communities and encourage volunteering in a number of areas of Herefordshire.	A	B	B			Work is now progressing in accordance with the action plan
7				Environment for a thriving third sector National survey commissioned by the Office of the Third Sector	Regeneration	14.9%	19% (2010-11)				The baseline established at 14.9% with a 4.1% increase expected by 2010/11 is based on local response to a survey commissioned by the Office of the Third Sector to the question on how far statutory bodies in the local area influence the success of third sector organisations. 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. 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 complete and the webbased information is now available with increasing useage recorded. A review of third sector engagement in the new Herefordshire Partnership governance arrangements is currently underway. Community Assets fund approval still awaited from Big Lottery. Further funding agreed in principle from community builders, but further negotiations required. Advancing Assets review has been conducted, with a draft of report transfer	B	B	A			Planned activity progressing which should impact on the target, but risk of key activity not being completed

