

Economic Development & Enterprise										
Indicator	Lead Director	Tolerance	Target		Latest Performance	Judgement		Direction of Travel		Analysis
			2009-10	2010-11		June	Sept	June	Sept	
Citizen										
NI 151 - Overall employment rate	Director of Sustainable Communities	Bigger is better	76.2%	70%	76.2% (2009/10)	3	3	n/a	n/a	See commentary for NI 152
NI 153 - Working age people on out of work benefits in the worst performing neighbourhoods	Director of Sustainable Communities	Smaller is better	33.00%	41.80%	33% (2009/10)	1	1	n/a	n/a	The baseline for this has been recalculated and highlights Golden Post-Newton Farm as the only LSOA to exceed 25% claimant rate (31% for May 06 to Feb 07). The latest data for the four quarters in 2009 shows Golden Post-Newton Farm to have increased to 33% up to Feb 2010. See commentary for NI 152.
NI 166 - Average employee earnings in the area	Director of Sustainable Communities	Bigger is better	£383.30	£390.00	£383.30 (2009/10)	2	2	n/a	n/a	Summary of activity: Hereford Futures (formerly the Edgar Street Grid Scheme)- Schemes have been delayed due to securing funding. Stanhope scheme proceeding with planning permission due for submission. Rotherwas- Work on Rotherwas infrastructure progressing ready for marketing the site. Supporting Home Working Businesses and small business growth: Small businesses supported through training voucher. business booster and networking events. Projects now finished before time because of reductions on ABG funds. Model Farm- Project still being considered for planning permission, though funds not currently available to proceed with the project.
NI 171 – VAT registration rate per 10,000 resident population aged 16+ (LAA)	Director of Sustainable Communities	Bigger is better	49.7 (2008)	39.9 (2009)	49.7 (2008)	4	4	n/a	n/a	10 new grants approved this month through RDPE. 152 projects supported across lifetime of project.
NI 172 - VAT registered businesses in the area showing growth	Director of Sustainable Communities	Bigger is better	15.01%	14.20%	15.01% (2009)	3	3	n/a	n/a	Supporting Home Working Businesses and small business growth: Small businesses supported through training voucher. business booster and networking events. Projects now finished before time because of reductions on ABG funds.
NI 173 - People falling out of work and on to incapacity benefits	Director of Sustainable Communities	Smaller is better	Latest data supplied is from Sept 2008	0.61%	0.62% (September 2008)	3	3	n/a	n/a	See commentary for NI 152
Partnership										

NI 152 – working age people on out of work benefits (LAA)	Director of Sustainable Communities	Smaller is better	9.70%	2.9% better than the national average	9.7% (Feb 2010)	2	2	▼	n/a	Data from and up to May 2010. Indicator remains marginally below target, however the outturn has again improved from the previous quarter Feb 2010). The Council continues to run schemes to reduce worklessness e.g. Future Jobs Fund contract 1 (due to finish on the 19/11/2010) from which it is anticipated that there will be approximately 40% of beneficiaries moving into full time work, accredited training, or both. Contract 2 will be live till March 31st 2011, it is too early to predict job/training outcomes on contract 2 but, we do already have 1 person who has left FJF for full time work. Some of the Economic Development Teams work relating to Business Support is on hold at present due to the hold on ABG funding.
NI 163 – working age people qualified to Level 2 or higher (LAA)	Director of Sustainable Communities	Bigger is better	72% (2008)	74.8% (2009)	Due January 2011	3	3	n/a	n/a	All action plan activity is taking place and on target.
NI 178 – bus services running on time (LAA)	Director of Sustainable Communities	Bigger is better	86%	73%	86%	4	4	▲	n/a	This data is collected annually by various surveys that take a sample of bus passenger users on certain days of the week throughout particular months each year. We have exceeded our 2009/10 target of 71%. Issues arising in terms of punctuality problems are dealt with in partnership with bus operators providing the specific surface. All activity has either been achieved or is on target

Stronger Communities										
Indicator	Lead Director	Tolerance	Target		Latest Performance	Judgement		Direction of Travel		Analysis
			2009-10	2010-11		March	June	March	June	
Citizen										
NI 3 – civic participation	Deputy Chief Executive	Bigger is better	16% (2008/09)	17.5% (2010-11)	Next due end of 2010	3	3	n/a	n/a	Information is obtained from the Place Survey which is carried out every two years. The next survey is due to be carried out in autumn 2010 and data available in 2011, the target for which is 17.5%. Work is progressing in line with the action plan.
NI 6 – participation in regular volunteering (LAA)	Director of Sustainable Communities	Bigger is better	29% (2008/09)	32.5% (2010-11)	Next due end of 2010	3	3	n/a	n/a	Information is obtained from the Place Survey which is carried out every two years. The next survey is due to be carried out in autumn 2010 and data available in 2011, the target for which is 32.5%. Delivery Plan shows good progress being made in volunteer development, with several key initiatives identified for the rest of the financial year.
Service										
NI 9 – use of libraries (LAA)	Director of Sustainable Communities	Bigger is better	Biennial data, anticipated to be available end 2010	51% (2010-11)	Interim result- 42.8% (Nov 2009)	1	1	n/a	n/a	Targets are to be consulted on and therefore the Performance rating may change. Although work is progressing in line with the action plan, interim results from the Active People 3 Survey have recently been released and show that performance has fallen from previous levels and is not on track to achieve the LAA targets.
NI 11 – engagement in the arts (LAA)	Director of Sustainable Communities	Bigger is better	Biennial data, to be available end 2010	49.5% (2010-11)	46.3% (Nov 2009)	2	2	n/a	n/a	Over the period visits to libraries have increased. However, this indicator is derived from a national telephone survey of adults only and measures their use of the library service, which includes visits to libraries as well as other services, such as those available on-line. In conjunction with the development of the Future Libraries Programme and the new Library Strategy a new framework of Performance indicators for the library service will be introduced in 2011 which will measure both service performance and customer satisfaction. Arts: Herefordshire Art Week was an overall success, all other activities on target or completed - further analysis to take place in Dec/Jan.
Partnership										
NI 4 – influencing decisions in the locality (LAA)	Director of Sustainable Communities	Bigger is better	28.8% (2008/09)	32.3% (2010-11)	Next due end of 2010	3	3	n/a	n/a	Information is obtained from the Place Survey which is carried out every two years. The next survey is due to be carried out in autumn 2010 and data available in 2011, the target for which is 32.3%. Despite the difficulties in raising funds both the Participatory Budgeting and emergency initiative, both are progressing with a good level of activity at parish council level.
Statutory										
NI 1 - % of people who believe people from different backgrounds get on well together (LAA)	Deputy Chief Executive	Bigger is better	75.9% (2008/09)	79.4% (2010-11)	Next due end of 2010	3	3	n/a	n/a	Information is obtained from the Place Survey which is carried out every two years. The next survey is due to be carried out in autumn 2010 and data available in 2011, the target for which is 79.4%. Withdrawal of external funding may have detrimental effect on performance in this area.
Local – % of people who find access to services difficult: Local shop Advice provision Public transport facility Cultural / recreational facility	Director of Sustainable Communities	Smaller is better	12%	11% (2010-11)	Next due end of 2010	3	3	n/a	n/a	Information is obtained from the Place Survey which is carried out every two years. The next survey will be carried out in autumn 2010 and data
a) Local shop										

b) Advice provision			18%	16% (2010-11)	Next due end of 2010	3	3	n/a	n/a	available in 2011. Work is progressing in line with the action plan.
c) Public transport facility			21%	21% (2010-11)	Next due end of 2010	3	3	n/a	n/a	

Safer Communities										
Indicator	Lead Director	Tolerance	Target		Latest Performance	Judgement		Direction of Travel		Analysis
			2009-10	2010-11		March	June	March	June	
Citizen										
NI 21 – dealing with concerns about anti-social behaviour (proxy – incidents of: anti-social behaviour – including speeding - criminal damage, alcohol-related disorder, alcohol-related violent crime) (LAA)	Director of Sustainable Communities	Bigger is better		30.4% (2010-11)	25.4% (2008/09)	3	3	n/a	n/a	Although the number of ASB incidents are above the ytd target set by Safer Herefordshire Strategy group in 2008, the actual number of ASB incidents ytd are down 883 incidents compared to the same period in 2009 (to 30th September). The Safer Herefordshire Partnership are progressing work in this area and it is good to see that the 20/20 Vision project is now on track to deliver against the tasks.
Partnership										
NI 40 – drug users in effective treatment (LAA)	Director of Integrated Commissioning	Bigger is better		541	530 (as at December 2009)	2	2	n/a		Progress continues to be made towards achieving the many recommendations listed in the drug treatment review, although funding uncertainties were highlighted in October update. The most important key actions have been achieved. Further supplementary documents/plans are available following changes to drug policy.
NI 30 – priority & prolific offenders (PPOs) (LAA)	Director of Sustainable Communities	Smaller is better		21% (79)	53 (December 2009)	3	3	n/a		2010/11 target is unknown, no in-year data to report. GOWM would normally provide this information to Herefordshire. No performance information available. The PPO Coordinator continues to monitor PPO's locally - the last update received was in July 2010. Workshop booked for 30th Nov 2010 to start Service Mapping.