

Key Performance Indicators – Exceptions (Green – 10% or more ahead of target)							
Outcome & Measure		Frequency of reporting	Performance (Year to Date)	DoT since last year	Date of Judgement	Actual (Year to Date)	Target (Year To Date)
<i>Economic Development and Enterprise</i>							
HPS.1.3 - The number of people attending the Herefordshire Food Festival	Bigger is Better	Annual	★	🟢	31/12/2010	13000	8000
HPS.1.4 - The percentage of major planning applications dealt with within 13 weeks (NI 157a)	Bigger is Better	Monthly	★	🟢	31/12/2010	71	60
HPS.1.4 - The percentage of minor planning applications dealt with within 8 weeks (NI 157b)	Bigger is Better	Monthly	★	🟢	31/12/2010	75	65
HPS.1.4 - The percentage satisfaction of businesses with recorded non-compliance with LA regulation services (NI 182i)	Bigger is Better	Quarterly (4 week lag)	★	🟢	30/09/2010	76	63
HPS.1.4 - The percentage satisfaction of businesses with no recorded non-compliance with LA regulation services (NI 182ii)	Bigger is Better	Quarterly (4 week lag)	★	🟢	30/09/2010	76	63
<i>Healthier Communities and Older People</i>							
HPS.2.2 - The proportion of people aged 65 or over discharged from hospital to their own home, or to a residential or nursing care home, or extra care housing bed for rehabilitation with a clear intention that they will move on/back to their own home, who are there three months after the date of their discharge from hospital (NI 125)	Bigger is Better	Monthly (8 week lag)	★	🟢	31/10/2010	96.34	78
HPS.2.5 – The number of people supported to live independently through social services (all adults) / 100,000 population (NI 136)	Bigger is Better	Monthly	★	🟢	31/12/2010	3778	3400
<i>Children and Young People</i>							
HPS.3.2 - The percentage of children becoming subject to a Child Protection Plan who had previously	Smaller is	Quarterly	★	🟢	31/12/2010	8.1	13

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been the subject of a Plan, or on the Child Protection Register, no matter how long ago that Was (NI 65)	Better						
HPS.3.3 - The percentage of secondary school persistent absentees (NI 87)	Smaller is Better	Annual	★	➔	31/12/2010	5.0	5.9
HPS 3.3 - The percentage of looked after children who had been in care for at least one year achieving level 4 in English at Key Stage 2 (aged 11) (NI 99)	Bigger is Better	Annual	★	➔	31/12/2010	60	50
HPS 3.3 - The percentage of looked after children who had been in care for at least one year achieving level 4 in Maths at Key Stage 2 (aged 11) (NI 100)	Bigger is Better	Annual	★	➔	31/12/2010	60	50
HPS.3.5 - The percentage of pupils permanently excluded from school (including maintained primary and secondary; and, special schools) during the academic year (NI 114)	Smaller is Better	Quarterly	★	➔	31/12/2010	0	0.04
Safer Communities							
HPS.4.1 & 4.6 - The rate of re-offending of prolific and other priority offenders (NI 30)	Smaller is Better	Quarterly (7 month lag from Jtrack and Police National Computer)	★	➔	30/06/2010	18	28
HPS.4.2 - The number of criminal damage incidents recorded by the police	Smaller is Better	Monthly	★	➔	31/12/2010	1455	1791
HPS.4.5 - The number of children killed or seriously injured in road traffic accidents (NI 48 proxy)	Smaller is Better	Monthly (6 week lag)	★	➔	31/11/2010	3	11
HPS.4.5 - The number of people killed in road traffic collisions	Smaller is Better	Monthly (3 month lag)	★	➔	30/09/2010	7	12

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HPS.4.5 - The number of people killed or seriously injured in road traffic collisions (NI 47 proxy)	Smaller is Better	Monthly (6 week lag)	★	🟢	30/11/2010	60	99
Stronger Communities							
HPS.5.3 - The number of households living in temporary accommodation provided by the council under the homelessness legislation (NI 156)	Smaller is Better	Monthly	★	🟢	31/12/2010	59	82
The Environment							
HPS.6.1 - kg of residual waste per household (NI 191)	Smaller is Better	Monthly (4 week lag)	★	🟢	30/11/2010	397.7	456.67
HPS.6.5 - The percentage of relevant land and highway that has unacceptable levels of fly-posting (NI 195d)	Smaller is Better	Four Monthly	★	🟢	31/11/2010	0	1
Organisational Improvement and Greater Efficiency							
HPS.7.3 - The number of changes in circumstances leading to a change in Housing / Council Tax benefit entitlement identified and processed by the authority, per 1000 claimants (NI 180)	Bigger is Better	Monthly	★	🟢	31/12/2010	1378	1125
HPS.7.5 - Average days sickness FTE (Council)	Smaller is Better	Monthly (4 week lag)	★	🔴	30/11/2010	3.65	4.3
HPS.7.5 – The percentage staff turnover (Council)	Smaller is Better	Monthly (4 week lag)	★	🔴	30/11/2010	9.59	13

Projects – Exceptions (Green – ahead of schedule)			
Project	Responsible Officer	Latest rating	Due Date
Manage the Rural Grants Programmes (RBG and REG)	Coleman, Dorothy	★	31/12/2013
Comments: • £150,450.76 delivered in November of private sector support.			
Date of comment Dec 10			
Shared Services	Teale, Mike	★	31/12/2011
Comments: • The key decision paper for Shared Services has been presented to and approved by the PCT Board, Cabinet and the HHT Board. The paper is due to go to the Full Council on the 19 th November 2010. Work is underway on developing the detailed implementation plan.			
Date of comment Nov 10			