

## Economic Development &amp; Enterprise

Indicator	Lead Director	Tolerance	2009-10		Target 2010-11	Latest Performance	Judgement		Direction of Travel		Analysis
			2008-09	2009-10			Sept	Dec	Sept	Dec	
<b>Citizen</b>											
NI 168 – condition of principal roads (proxy: delivery against highway maintenance plan) (LAA)	Director of Sustainable Communities	Smaller is better	4%	5%	5%	5% (March 2010)	3	3	n/a	n/a	This data is the outturn for 2009-10. Data collection for this year has finished; however, before the outturn is available a Department for Transport decision is still awaited on the parameters for data analysis. The current year's target has become more challenging as a result of the impact of the severe winter weather. However, this is being mitigated by: A more challenging standard for highway defect management has been agreed with Amey and implemented for 2010-11, with performance being reviewed monthly; An extensive programme of maintenance and improvement work for highways which has been agreed with Amey which is reviewed monthly.
NI 169 – condition of non-principal roads (proxy: delivery against highway maintenance plan) (LAA)	Director of Sustainable Communities	Smaller is better	11%	9%	8%	9% (March 2010)	3	3	n/a	n/a	
<b>Service</b>											
NI 182 – business satisfaction with regulatory services	Director of Public Health	Bigger is better		62%	63%	76% (Sept 2010)	4	4	n/a	n/a	Latest outturn above target- continued excellent performance.
<b>Partnership</b>											
NI 178 – bus services running on time (LAA)	Director of Sustainable Communities	Bigger is better	80%	86%	73%	86% (March 2010)	4	4	n/a	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 service. The bus service contracts were reviewed and renewed during September. Only two services were withdrawn, one of which is already covered by a commercial service. Monitoring is ongoing. Further development of the LTP will be progressed following a Cabinet decision, which is to be made before the end of February 2011. Implementation of the current Local Transport Plan continues to take place.
<b>Statutory</b>											
NI 157 – processing of planning applications: Major applications within 13 weeks Minor applications within 8 weeks Other applications within 8 weeks	Director of Sustainable Communities	Bigger is better									Although the processing of 'other' applications is below target in the month of January it remains on target overall. Major and minor applications are also on target overall in 2010/11.
a) Major applications within 13 weeks			73%	79%	60%	75%	3	4	▲	▲	
b) Minor applications within 8 weeks			73%	67%	65%	76%	3	4	▲	▲	
c) Other applications within 8 weeks			87%	72%	80%	75%	3	4	▲	▲	

## Safer Communities

Indicator	Lead Director	Tolerance	Performance				Judgement		Direction of Travel		Analysis
			2008-09	2009-10	Target 2010-11	Latest Performance	Sept	Dec	Sept	Dec	
<b>Citizen</b>											
NI 47 – people killed or seriously injured in road traffic accidents (calendar year) (LAA)	Director of Sustainable Communities	Smaller is better	115 (3 year average)	105 (2009) 110 (3-year average)	126 (2010) 108 (3-year average)	61 86 (3-year average)	4	4	▲	▲	The target has been exceeded for 2010, resulting in an overall (3-year) outturn of 86. The reasoning's for this years exceeded target performance and a breakdown of the make-up of these figures will be looked at in the 2010 Casualty Summary Report, which will be released August / September, in order to allow some comparisons with National Statistics. It is worth noting that it is thought part of the reason for such a low outturn this year may be down to the economic downturn causing a decrease in vehicle use and therefore it may prove difficult to sustain this level in future.  Progress continues to be made in this area with specific sites being identified that either need treatment or have been treated. Some of the remedial measures may be at risk as the decision in respect of the ABG funding is awaited.
<b>Environment</b>											
<b>Citizen</b>											
NI 191 – residual household waste per household (LAA)	Director of Sustainable Communities	Smaller is better	690.01kg	639.95	685 kg	309.20 kg	4	4	▲	▲	Indicator is currently performing better than target. There has been a national reduction in household waste which is attributed to the current economic climate. In addition we have been strongly promoting waste minimisation through initiatives such as "Love Food, Hate Waste", distributing reduced price home composters and launching a new website "lets wastelless.com". This analysis should be read in conjunction with NI 192 and 193.
NI 195 – improved street cleanliness and environmental cleanliness.	Director of Sustainable Communities	Smaller is better									This data is for the first and second 4-month survey tranches. To reduce the levels of detritus in urban areas a street cleansing campaign targeting areas with high volumes of parked vehicles commenced in July 2010. Coordinated sweeps have taken place in these areas with Amey organising alternative parking for residents in order to clear each area of vehicles the night before the clean is due to take place. This campaign has been very successful to date and it is intended to widen the scope of operations.
a) Litter			5%	5%	5%	5% (Nov 2010)	3	3	◀▶	n/a	
b) Detritus			13%	9%	8%	9% (Nov 2010)	3	3	◀▶	n/a	
c) Graffiti			1%	2%	1%	1% (Nov 2010)	4	3	▲	n/a	
d) Fly-posting			1%	1%	1%	0% (Nov 2010)	4	4	▲	n/a	
NI 196 – improved street cleanliness and environmental cleanliness – fly tipping	Director of Sustainable Communities	Smaller is better		Grade 1	Grade 1	Grade 1 (December 2010)	3	3	◀▶	▲	34 incidents of fly-tipping recorded in December (64 in 2009). 571 incidents ytd compared to 543 in 2009/10 (4.9% increase - a much improved position from last month that showed a 10.8% increase). Actions against fly-tipping remain high. In December there were a further 2 prosecutions at Magistrates Court, both resulted in a conviction - one defendant received a conditional discharge, the second was fined £500 with £621 costs. One person received a formal caution. Two FPNs were issued for failure to produce waste transfer notes. 18 duty of care inspections were carried out. The weighted defra score for the authority remains at grade 1 - very effective.
<b>Service</b>											
NI 192 – % of household waste sent for reuse, recycling and composting	Director of Sustainable Communities	Bigger is better	33.24%	35.60%	41%	40.30%	2	2	▲	▲	Further improvement of recycling performance will continue by introducing the service to more flats and similar developments and further expansion to schools. Following agreement with our contractors we hope to introduce recycling services to village halls and charities within the next few weeks. We will continue to promote recycling, composting and waste prevention through events and promotional events. It should be noted that the 40.8 recycling figure is supported by a seasonally high level of garden waste composting which will reduce over the winter months. Consequently the initiatives identified here will be even more important as we reach the end of year so we meet, or exceed our 41% year-end target.
<b>Partnership</b>											
NI 197 – improved biodiversity (LAA)	Director of Sustainable Communities	Bigger is better	40.90%	43.20%	44.10%	43.2% (March 2010)	2	2	n/a	n/a	Work is taking place on 27 sites towards the target of 50. However 23 sites are still outstanding due to halt in ABG spend. The indicator may not be met if further funds are not found.
<b>Statutory</b>											
NI 186 – CO <sub>2</sub> emissions (LAA)	Director of Sustainable Communities	Smaller is better			13.1% (2010)	2.3% (2007)	3	3	n/a	n/a	Meetings of HP partners and stakeholders are progressing well and they have proposed a county reduction target of a 34% reduction by 2020 to Herefordshire Partnership. There is currently no funding in place for specific support and co-ordination of work to reduce county carbon beyond March 2011.
NI 193 - % of municipal waste landfilled	Director of Sustainable Communities	Smaller is better	64.61%	62.30%	60.00%	57.4% (August 2010)	4	3	n/a	n/a	Complete data available from 1 April 2010 to 31 December 2010. We are on target for this NI due to increased diversion of waste from landfill with the successful introduction of the new refuse and recycling collection service. As with NI 191 the reduction in overall waste has also helped reduce the amount of municipal waste sent to landfill.