

Economic Development & Enterprise										
Indicator	Lead Director	Tolerance	Target		Latest Performance	Judgement		Direction of Travel		Analysis
			2009-10	2010-11		Sept	Dec	Sept	Dec	
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%	31.00%	33% (May 2010)	1	1	n/a	n/a	Golden Post-Newton Farm is the only LSOA to exceed 25% claimant rate. The latest data shows Golden Post-Newton Farm to have remained at 33% up to May 2010. See commentary for NI 152 for activity.
NI 161 - Learners achieving a Level 1 qualification in literacy	Director of Sustainable Communities	Bigger is better			250 (2007/08)			n/a	n/a	
NI 162- Learners achieving an entry Level 3 qualification in numeracy	Director of Sustainable Communities	Bigger is better			12 (2007/08)			n/a	n/a	
NI 164 - Working age population qualified to at least Level 3 or higher	Director of Sustainable Communities	Bigger is better	51% (2008)		Due January 2011			n/a	n/a	
NI 165 - Working age population qualified to at least Level 4 or higher	Director of Sustainable Communities	Bigger is better	31% (2008)		Due January 2011			n/a	n/a	
NI 166 - Average employee earnings in the area	Director of Sustainable Communities	Bigger is better	£383.30	£390.00	£417.70 (2010)	2	3	n/a	▼	Although the target has been met for 2010, challenges remain in this area around funding for major capital schemes: Hereford Futures- Regional Growth Fund bid is being submitted for the Link Road and Three Elms Industrial Estate Model Farm- Funding not secured to progress project at current time. An action plan is in development by our Partners to progress Higher Education provision for the County.
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	Latest figure is from 2008. Challenges remain around accessing funding to support activity in this area however the rural grants programmes are currently exceeding their targets- £150,450.76 delivered in November of private sector support. Supporting home working businesses and small business growth: The RE:Think Energy Grant scheme will be part of the Shropshire submission to AWM for funding, decision expected in Jan 11. New Business Board met for first meeting in Dec, will be building networks around this hub, range of other networks being supported - METNET, Herefordshire Media Group, Truffle Herefordshire.
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	See commentary for NI 171
NI 173 - People falling out of work and on to incapacity benefits	Director of Sustainable Communities	Smaller is better	Latest data supplied is from September 2008	0.61%	0.62% (September 2008)	3	3	n/a	n/a	See commentary for NI 152
Partnership										

<p>NI 152 – working age people on out of work benefits (LAA)</p>	<p>Director of Sustainable Communities</p>	<p>Smaller is better</p>	<p>9.70%</p>	<p>2.9% better than the national average</p>	<p>9.7% (Feb 2010)</p>	<p>2</p>	<p>2</p>	<p>n/a</p>	<p>n/a</p>	<p>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 for example Contract 2 of the Future Jobs Fund is progressing well, with 18 beneficiaries already recruited and 2 more to be recruited at the end of January 2011. The European Social Fund - Engage Project has increased the number of clients as at 31st December 2010 to 605; of which 44 are SO1 clients (those who were over 12 months unemployed). A total of 83 of these (25 of which are SO1) are known to be employed as a result of this assistance. □</p>
<p>NI 163 – working age people qualified to Level 2 or higher (LAA)</p>	<p>Director of Sustainable Communities</p>	<p>Bigger is better</p>	<p>72% (2008)</p>	<p>74.8% (2009)</p>	<p>Due January 2011</p>	<p>3</p>	<p>3</p>	<p>n/a</p>	<p>n/a</p>	<p>Still awaiting data for 2010. Activity: Have submitted required PQQ and expression of interest for Adult Learning Plan 2010/11- awaiting final response from SFA. Delivery targets are on track to be met as planned.</p>
<p>NI 178 – bus services running on time (LAA)</p>	<p>Director of Sustainable Communities</p>	<p>Bigger is better</p>	<p>86%</p>	<p>73%</p>	<p>86%</p>	<p>4</p>	<p>4</p>	<p>n/a</p>	<p>n/a</p>	<p>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. 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.</p>

Stronger Communities										
Indicator	Lead Director	Tolerance	2009-10	Target	Latest Performance	Judgement		Direction of Travel		Analysis
			2009-10	2009-10		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	The Place Survey, which measures this indicator, has been abolished by Central Government. A local alternative has been ruled out at present. Appropriate work relating to civic participation is encompassed within the vision and outcomes of the Communities First Workstream
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	The Place Survey, which measures this indicator, has been abolished by Central Government. A local alternative has been ruled out at present. Volunteering projects continue with a focus on delivering the ABG and LDDF funded projects by the end of March. There is also an increased drive to develop and extend the HPS employer supported volunteering scheme. Recommendations within the Scrutiny Committee Review report will be met including a report on Community Transport in the County.
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. 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. The library service has received a further £30,000 of Area Based Grant funding to support the purchase of stock to support vulnerable people. The Library service will be considering which new local performance indicators to use in line with the new library strategy currently being developed. Arts: Herefordshire Art Week was an overall success, all other activities on target or completed - further analysis to take place in Dec/Jan. The broad initiative of "See it, done, got creative" allowed work with a large number of partners, lessons learnt about how to work with a large number of partners on one initiative,
NI 11 – engagement in the arts (LAA)	Director of Sustainable Communities	Bigger is better	Biennial data, anticipated to be available end 2010	49.5% (2010-11)	46.3% (Nov 2009)	2	2	n/a	n/a	
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	The Place Survey, which measures this indicator, has been abolished by Central Government. A local alternative has been ruled out at present. It will be announced on 26th January that the principles of PB will be extended to all councils in Herefordshire working with the unitary authority. A Leader application has been submitted this month (December) for a project officer to work for 2 years in embedding a team of "community resilience volunteers" working under the auspices of the parish councils. The result of this application will not be known until end of March 2011.
Statutory										

<p>NI 1 - % of people who believe people from different backgrounds get on well together (LAA)</p>	<p>Deputy Chief Executive</p>	<p>Bigger is better</p>	<p>75.9% (2008/09)</p>	<p>79.4% (2010-11)</p>	<p>Next due end of 2010</p>	<p>3</p>	<p>3</p>	<p>n/a</p>	<p>n/a</p>	<p>The Place Survey, which measures this indicator, has been abolished by Central Government. A local alternative has been ruled out at present. Withdrawal of external funding may have detrimental effect on performance in this area.</p>
<p>Local – % of people who find access to services difficult: Local shop Advice provision Public transport facility Cultural / recreational facility</p>	<p>Director of Sustainable Communities</p>	<p>Smaller is better</p>								<p>The Place Survey, which measures this indicator, has been abolished by Central Government. A local alternative has been ruled out at present. Funding for running geographic pilot schemes in targeted areas to be confirmed, together with tie in to locality profiling. HP Board has endorsed Community Buildings Strategy - Action Plan to be completed.</p>
<p>a) Local shop</p>			<p>12%</p>	<p>11% (2010-11)</p>	<p>Next due end of 2010</p>	<p>3</p>	<p>3</p>	<p>n/a</p>	<p>n/a</p>	
<p>b) Advice provision</p>			<p>18%</p>	<p>16% (2010-11)</p>	<p>Next due end of 2010</p>	<p>3</p>	<p>3</p>	<p>n/a</p>	<p>n/a</p>	
<p>c) Public transport facility</p>			<p>21%</p>	<p>21% (2010-11)</p>	<p>Next due end of 2010</p>	<p>3</p>	<p>3</p>	<p>n/a</p>	<p>n/a</p>	
<p>d) Cultural / recreational facility</p>			<p>21%</p>	<p>19% (2010-11)</p>	<p>Next due end of 2010</p>	<p>3</p>	<p>3</p>	<p>n/a</p>	<p>n/a</p>	

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	ASB figures reduced during December to 700 incidents. Rowdy/nuisance behaviour represents approx. 55% of all ASB incidents. Criminal damage incidents reduced in December, performance remains better than target. A meeting and demo of a suitable ICT system was held on 7th December, further developments for the 20:20 Vision scheme are now being considered.
Partnership										
NI 40 – drug users in effective treatment (LAA)	Director of Integrated Commissioning	Bigger is better		541	532 (June 2010)	2	2	n/a	n/a	Present NTA focus is on improving numbers exiting effective treatment drug free, plus a reduction in the numbers in treatment for 4+ years. NTA focusing on quality measures as reported in TOPS such as opiate abstinence and reliably improved, clients successfully completing treatment with no reported housing need. In November 2010, the JCG unanimously accepted the service developments proposed by DASH to improve the number of planned discharges drug free. By developing a 'recovery pathway', better outcomes for service users will be achieved. The proposals supplement the comprehensive review. Quarter 3 data expected mid-late February 2011.
NI 30 – priority & prolific offenders (PPOs) (LAA)	Director of Sustainable Communities	Smaller is better		114	18 (June 2010)	4	4	n/a	n/a	Herefordshire nos now received 2010/11 target and quarter 1 performance, which is now available via Iquanta. 20 PPO's in the 2010/11 cohort. 2010/11 actual target 114, Q1 outturn was 18 offences, reduction baseline = 44%. Jan 2011 update: There are currently 18 PPO's identified in Herefordshire. 8 of which are currently in custody. and 10 PPO's are currently in the community. Integrated Offender Management (IOM) Workshop held on 30th November. Activities were mapped, gaps were identified and further analysis will be conducted in order to develop the IOM Strategy due for implementation on 1st April 2011, with a focus on re-offending. Meeting to be arranged in January 2011 between Safer Herefordshire and Probation to discuss data and appropriate and meaningful local targets.