





































THEME 1 – ECONOMIC DEVELOPMENT AND ENTERPRISE			
Outcome & Measure	Outturn	Judgement	DoT since last year
1.1 Higher quality, better paid jobs and reduced unemployment			
The percentage of the working age population are claiming out of work benefits (NI 152)	Q3 data = 8.8%. Q 4 data will be available in September		
Median gross weekly pay of full-time employees. (NI 166)	380.7		
<ul style="list-style-type: none"> Outturn marginally below target in 2010. Challenges remain in this area around funding. An action plan is in development by our Partners to progress Higher Education provision for the County. 			
Overall employment rate of working age people (NI 151)	Data not available until September via the Nomis web-site		
<ul style="list-style-type: none"> Data not yet available up to March 2011, however data up to October 2010 (74.6%) indicates that we are on track to achieve this target. 			
1.2. Increased participation in learning and higher levels of skills and achievement			
Percentage of working age people qualified to Level 2 or higher (NI 163)	There is 12 months lag on this data - 2010 figure will not be available until late 2011		
<ul style="list-style-type: none"> The latest data available is from 2009. Adult Safeguard Learning funding confirmed following successful submission of Pre Qualification Questionnaire. Good progress with enrolments on adult learner courses to date. Total for achievements will be clearer at end of courses. 			
1.3. More and higher-spending visitors to the county			
Visitor Numbers (as reported by the STEAM Report)	7,200,000		
Visitor Revenue (as reported by the STEAM Report)	423,760,000		
The number of people attending: University of the Great Outdoors:	3,000		
<ul style="list-style-type: none"> Target not met, mainly due to the bad weather however the income generated was equal to that of the 2009 event. 			
The number of people attending: Food Festival:	13,000		
The number of people attending: Summer Walking Festival	924		
<ul style="list-style-type: none"> Three of the initial walks planned had to be withdrawn from the programme at the last minute because the volunteer walk leader had been taken ill- this reduced the overall places available by 100. There were also a number of people who withdrew from the walks at a late stage which did not allow us time to sell these places. Both of these contributed to the target being missed. 			
1.4. Improved quality & availability of business accommodation and employment land			








The number of new business registrations for VAT and PAYE per 10,000 resident population aged 16 and above (NI 171)	There is a 12 month time lag in this data Latest data available is for 2009; Outturn = 42.2. 2010 data will be available late 2011		
Satisfaction of businesses with local authority regulation services (NI 182)	76%		
Processing of major applications within 13 weeks (NI 157a)	71		
Processing of minor applications within 8 weeks (NI 157b)	74		
Processing of other applications within 8 weeks (NI 157c)	83		
1.5. Better roads, reduced traffic congestion, with more people walking, cycling or using public transport			
The average journey time per mile (minutes and seconds) on major routes in Hereford City during the morning peak (NI 167)	20.45		
<ul style="list-style-type: none"> <i>In 2010 average journey times within the AM peak record a minimal increase on the previous year. The reason for this is not completely understood and can not be attributed to increased vehicle flows as there has been a 1.79% decrease in traffic flows within Hereford. The prioritisation of the A49 (Trunk Road) in controlling traffic within Hereford can not be understated and minimal journey time savings for northbound traffic on the A49 appear to have impacted both southbound A49 traffic and northbound traffic on the A465. Consequently increasing journey times across the network.</i> 			
The percentage of principal roads (A-roads) where maintenance should be considered (NI 168)	Awaiting confirmation of outturn for 2010-11 from data provider		
The percentage of non-principal roads (B and C-class carriageways) where maintenance should be considered (NI 169)	Awaiting confirmation of outturn for 2010-11 from data provider		
The percentage of bus services running on time (NI 178)	85		
<ul style="list-style-type: none"> <i>We have exceeded our 2010/11 target of 73%. 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.</i> 			
Children travelling to school – (mode of travel usually used (NI 198)	Data comes from the Department of Education and it is due to be reported to the transportation team in late July		




THEME 2 – HEALTHIER COMMUNITIES AND OLDER PEOPLE			
Outcome & Measure	Outturn	Judgement	DoT since last year
2.1 People have longer, healthier lives			
Life expectancy in years for females at time of birth	83.3 years		
Life expectancy in years for males at time of birth	79.1 years		
Mortality rate from cancer per 100,000 population under 75	104.3 per 100,000		
Mortality rate from circulatory diseases per 100,000 population aged under 75 (NI 121) *Mortality rates quoted are provisionally based on 2009 population estimates and will be updated upon receipt of the 2010 estimates in late Summer 2011.	58.3 per 100,000		
No. of admitted patients whose wait from referral to treatment was 18 weeks or less (VSA_04)	97.7		
No. of alcohol-related admissions to hospital/100,000 population (NI 039) <i>Data subject to slight change once 2010 population data released</i>	1466.6 per 100,000		
<ul style="list-style-type: none"> <i>Development of additional proxy indicator/s for measuring alcohol misuse in the county. Continued development of Linxs assault and alcohol-related injury database in Hereford County Hospital A&E department, data is used at monthly MATAC meetings and to make tactical and licensing decisions.</i> <i>There are a number of remedial actions identified:</i> <i>Identification and Brief Advice (IBA) programme being rolled out across primary care from April 2011; and</i> <i>A new Alcohol Harm Reduction care Pathway is being implemented from April 2011.</i> 			
The number of people per 100,000 population aged 16 or over who declare that they have given up smoking for over 4 weeks while receiving support through the NHS Stop Smoking Service (NI 123)	800		
<ul style="list-style-type: none"> <i>There has been a reduction in smoking related admissions reflecting the success of brief interventions which has demonstrated cost savings through QIPP. The model of service delivery through the Stop Smoking Team has been re-configured to increase the number and variety of providers of smoking cessation support to facilitate an increase in the number of quitters. The Specialist Stop Smoking Team have delivered training and development for staff that offer brief intervention and monitor performance against provider quit targets.</i> <i>The Specialist Stop Smoking Service have trained a wide range of stop smoking advisors in a variety of provider services, however this has been delayed and therefore, to date, the quit rate has not increased.</i> 			

<p><i>New contracts are now in place; however, increased activity has not yet been demonstrated. The new service specification for Specialist Stop Smoking Cessation has been issued requiring monthly performance reports to be submitted and remedial action plans to be developed and submitted against all providers, in the event of poor performance against contracts.</i></p> <p><i>Actions are to ensure:</i></p> <ul style="list-style-type: none"> ▪ <i>That providers are delivering against key outcomes;</i> ▪ <i>To develop audit and performance monitoring frameworks in line with identified outcomes and KPI's in order to identify issues early; and</i> ▪ <i>For brief intervention at HHT to continue via 2011/12 CQUIN</i> 			
2.2 Older people living fulfilled lives			
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)	95.69%		
The total number of bus and light rail passenger journeys originating in the local authority area in the year (NI 177)	Bus Services providers will report outturns to Transportation in late September		
2.3 Vulnerable people able to live safely and independently			
The percentage of new social care clients aged 18 or over, where the time from first contact with social services to completion of assessment is four weeks or less (NI 132)	85.99		
<ul style="list-style-type: none"> ▪ <i>Commissioners will be undertaking further analysis to look at this indicator as the projected outturn 2010/11 does not meet the end of year target. It is unlikely that in the short -term performance will increase as a result of a period of embedding the work of the new neighbourhood locality teams. Staffing vacancies are currently low and this will assist in the improvement on the timeliness of assessments.</i> 			
The percentage of new social care clients for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks (NI 133)	90.86		
The percentage of people receiving Supporting People Services who have established, or are maintaining, independent living (NI 142)	97.81%		
The average weekly rate of delayed transfers of care from all NHS hospitals per 100,000 population aged 18 or over. A delayed transfer of care occurs when a patient is ready for transfer from a hospital bed but is still occupying the bed (NI	26.77		

131)			
<ul style="list-style-type: none"> Although the annual target was not achieved, the actions implemented in the middle of the year led to significant improvements in the final five months of the year, where the target was achieved in each month. 			
The number of carers receiving a 'carer's break' or other specific service following a carer's assessment or review, as a percentage of the number of adults receiving community-based services (NI 135)	23.5		
2.4. Enhanced emotional well-being, with fewer suicides			
No indicators			
2.5 Personalised Health and Social Care Services			
The percentage of people receiving Supporting People Services who have established, or are maintaining, independent living (NI 142)	97.81%		
The number of people aged 18 or over per 100,000 population that are assisted directly through social services. This includes all adults receiving any amount of care or support to live independently, both through care packages provided directly by the local authority, and including that provided through organisations that are grant funded (NI 136)	3,761		
Number of adults, older people and carers receiving social care through a Direct Payment and/or an Individual Budget per 100,000 population aged 18 or over (NI 130)	8.72		
<ul style="list-style-type: none"> March performance around the NI130 indicator (Social Care clients receiving direct support), shows an increase in the figures to 8.70, slightly up on February but still somewhat short of the target figure of 31. The impact of training visits undertaken by service managers last autumn to all operational teams to promote and explain all aspects of self directed care, is now being seen in the number of cases coming to the funding panel; the time lag being due to the process for implementing a personalised budget. Work with Impower to develop the customer journey alongside the implementation of a new Resource Allocation System and new assessment is on track and the new central review team has been established to monitor and provide independent reviews of care packages to promote self directed support. A project to review and transform the funding panel to ensure alignment with the personalisation programme is underway and a new panel process should be in place by May 2011. 			
2.6 Improved dental health			
% of children seen by a dentist receiving at least one fluoride varnish application	Data is not currently available - external system being		

















	interrogated – data available later in year.		
Patients receiving primary dental services, 24mnth (VSB18_01) Note - 2010/11 target shown in JCP as 'per 100k of population' – outturn has been given as a whole number therefore judgement not possible	95,348		
<p>▪ <i>We are currently 9.4% below trajectory. Practices have reported that this is partly due to a significant number of cancelled appointments with the severe weather conditions as well as a wave of winter flu.</i></p> <p><i>The new dental activity which was due to commence in October 2010 was slightly delayed due to recruitment issues. One of the providers of this new activity has experienced continued problems with recruitment, and this has affected delivery of the additional activity.</i></p> <p><i>There is an expectation, through the trajectories that have been set, that access will steadily increase month by month. However, in reality, this is not the case. The new dental activity mentioned above is to provide additional access for patients from the dental waiting list; some of these patients have been waiting up to three years for access to regular dental care. Therefore the increase in access will be of a much slower pace due to the duration of course of treatment for patients of high dental need, and the access will not be recorded until the completed claim form is submitted at the end of treatment.</i></p> <p><i>We are also working closely with dental providers to ensure that they are creating opportunities to provide access for new patients. The central dental waiting list closed on 31st March 2011 for Hereford City and Ross on Wye.</i></p> <p><i>We now have seven NHS dental practices across these areas that have open lists to accept new patients. The list is still open to applications for Leominster and Ledbury and the provider for these areas has successfully recruited dental professionals, and expects services to commence within the next few weeks. Patients on the waiting list will be given priority and when the list is exhausted, the services will be available for all residents.</i></p> <p><i>At present, there are 81 patients remaining on the list who will be allocated to practices in their chosen location over the next two weeks. We are paying attention to small pockets of the county, i.e.: Bromyard and Weobley, to ensure that access needs are sufficient for the local population.</i></p>			

THEME 3 – CHILDREN AND YOUNG PEOPLE			
Outcome & Measure	Outturn	Judgement	DoT since last year
3.1. Children and young people are healthy and have healthy life-styles, with less obesity and substance mis-use, and better dental and sexual health			
Score of service effectiveness based on the authority's self-assessment against four indicators. Effectiveness against each indicator can be rated between 1(lowest) and 4(highest), leading to an overall score of between 4 and 16 (NI 51 / VSB 12)	15		
<ul style="list-style-type: none"> <i>The scores of the effectiveness for child and adolescent mental health (CAMHS) services altered in 2010-11 to reflect the elapse of the 12 month short-term agreement of Herefordshire's 24/7 arrangements. Instead of a 4 out of 4 score it has been reduced to 3 out of 4, as Herefordshire does not have 24/7 access to child psychiatry, enabling assessments to be conducted by a CAMHS practitioner. Currently Adult Psychiatry is responding to children and younger people requiring out of hours assessment. Work is beginning with the new mental health provider to address issues and develop improved services. A review of CAMHS is currently underway.</i> 			
The percentage of children in year 6 (age 10-11) who are obese, as shown by the National Child Measurement Programme (NI 56)	15.4%		
The percentage of young people aged 5-16 participating in at least 2 hours of high quality physical education each week. 16-19 year olds should be offered the opportunity to participate in 3 hours or more of sport (NI 57)	93		
<ul style="list-style-type: none"> <i>The outturn for this year was lower than anticipated. This may be due in part to the reduction in funding for school sports partnerships which occurred during the year.</i> 			
The percentage of population aged 15-24 accepting a chlamydia test (NI 113i / PCT VSB13)	19.63%		
<ul style="list-style-type: none"> <i>The GP LES has been decommissioned as it is not effective in terms of screens captured through NCSP. There is still poor uptake within core services and poor reporting by Sexual Health Services re: partner notification and treatment. Despite commissioning additional service delivery through 2XL and Primecare activity has not increased. The following actions will be taken:</i> <ul style="list-style-type: none"> <i>To review and revise the Sexual Health Service Specification, ensuring alignment to the needs assessment, strategy and commissioning intentions; and</i> <i>exploring a 3 level service delivery model. This will capture Chlamydia screening and partner notification ensuring increased uptake and reporting through NSCP.</i> 			








Access to primary dental services (PCT VSB18)	95,348		
<ul style="list-style-type: none"> <li data-bbox="181 225 2056 288">• <i>We are currently 9.4% below trajectory. Practices have reported that this is partly due to a significant number of cancelled appointments with the severe weather conditions as well as a wave of winter flu.</i> <li data-bbox="181 301 2056 371"><i>The new dental activity which was due to commence in October 2010 was slightly delayed due to recruitment issues. One of the providers of this new activity has experienced continued problems with recruitment, and this has affected delivery of the additional activity.</i> <li data-bbox="181 384 2056 557"><i>There is an expectation, through the trajectories that have been set, that access will steadily increase month by month. However, in reality, this is not the case. The new dental activity mentioned above is to provide additional access for patients from the dental waiting list; some of these patients have been waiting up to three years for access to regular dental care. Therefore the increase in access will be of a much slower pace due to the duration of course of treatment for patients of high dental need, and the access will not be recorded until the completed claim form is submitted at the end of treatment.</i> <li data-bbox="181 569 2056 639"><i>We are also working closely with dental providers to ensure that they are creating opportunities to provide access for new patients. The central dental waiting list closed on 31st March 2011 for Hereford City and Ross on Wye.</i> <li data-bbox="181 652 2056 786"><i>We now have seven NHS dental practices across these areas that have open lists to accept new patients. The list is still open to applications for Leominster and Ledbury and the provider for these areas has successfully recruited dental professionals, and expects services to commence within the next few weeks. Patients on the waiting list will be given priority and when the list is exhausted, the services will be available for all residents.</i> <li data-bbox="181 799 2056 903"><i>At present, there are 81 patients remaining on the list who will be allocated to practices in their chosen location over the next two weeks. We are paying attention to small pockets of the county, i.e.: Bromyard and Weobley, to ensure that access needs are sufficient for the local population.</i> 			
Percentage of children aged five who have been immunised with the MMR vaccine (VSB10-6)	81.29		
<ul style="list-style-type: none"> <li data-bbox="181 983 2056 1086">• <i>There has been an overall increase in the childhood immunisation uptake in March. However, there has been a longstanding problem with MMR and DTaP/IVP at 5th Birthday. Though they both have improved in March but are still far below the set target. A number of actions are being taken to address this issue:</i> <ol style="list-style-type: none"> <li data-bbox="241 1099 1050 1131">1. <i>MMR Catch-up campaign will continue in years 2011-12</i> <li data-bbox="241 1144 1868 1208">2. <i>Social marketing campaign will also continue with a programme of Immunisation road shows at children centres across Herefordshire</i> <li data-bbox="241 1220 1749 1252">3. <i>Outreach vaccination clinics will be arranged for certain communities with low uptake of MMR such as gypsies</i> <li data-bbox="241 1265 2056 1332">4. <i>Recently, Screening and Immunisation Manager has been appointed, who will start working by the end of May 2011. She will develop a system (working in collaboration with child health and practice managers) to identify the children who missed their appointments</i> 			











<i>and offer alternative appointments convenient to the parents on regular basis.</i>			
The percentage of positive diagnoses for chlamydia in the resident population aged 15-24 (NI 113ii) Note - 2010/11 target shown in JCP as number – not a percentage -therefore judgement not possible	6%		
3.2. Children and young people are safe, secure and have stability			
Percentage of initial assessments for children's social care done within seven days (NI 59)	44.8		
<ul style="list-style-type: none"> Since 1 January 2011, no assessment has been signed off without meeting the exacting quality standards set by the manager leading to a significant number of assessments being rejected and sent back to the social worker for amendment - with the consequent impact on timeliness. Case file audits by the Assistant Director, Head of Service and team manager have evidenced a significant improvement in the quality of assessments and the child being seen on time. As the team now builds a skilled, dedicated workforce, the percentage of assessments completed on time is expected to steadily improve although caseloads in the team remain high. It is important to recognise that staffing issues, such as sickness, maternity leave, competency issues and resignations, will always remain a threat to any team needing to meet deadlines and statutory responsibilities whilst having little control over the demands for their services. 			
Percentage of looked-after children participating in their reviews (PAF CF/ 63)	95		
The percentage of children becoming subject to a Child Protection Plan who had previously been the subject of a Plan, or on the Child Protection Register, no matter how long ago that was (NI 65)	9.96		
<ul style="list-style-type: none"> 25 children were subject to a child protection plan for a second or subsequent time during 2010-2011. There is a history of keeping cases subject to a child protection plan for too long in Herefordshire. When a child's plan is discontinued, s/he automatically steps down to a Child in Need plan or a CAF, both of which have full multi agency involvement. Therefore, it is expected that the low percentage of children having a second or subsequent plan will continue with more use being made of CAFs. 			
Number of Common Assessment Framework (CAF) assessments completed across agencies	547		
Percentage of completed actions following quality audits	90		
3.3. Children and young people are enabled to develop personally, socially and emotionally, and to achieve high standards of educational attainment			
The percentage of children (aged 5) assessed against the Early Years Foundation Stage Profile who achieve at least 78 points across all 13 scales, and achieve at least 6 points in each of the scales in Personal, Social and Emotional Development and Communication, Language and Literacy (NI 072)	44.6		
The percentage of pupils achieving level 4 or above in both English and Maths at Key Stage 2 (aged 11) (NI 073)	71.4		







<ul style="list-style-type: none"> Results for 2010 have risen by 0.6% from 2009. However, national results have improved by 2% to 74%. Herefordshire results fall short of the overall target of 79%. Results for English at level 4+ have declined (whereas national results have improved) although results for maths at level 4+ have improved by 0.5% from last year. Key interventions such as 1-1 tuition in English and maths will ensure that targeted support will be effective in accelerating progress and improving standards. 			
The percentage of pupils achieving 5 or more A*-C grades at GCSE or equivalent, including English and Maths at Key Stage 4 (aged 16) (NI 75)	54.9		
The percentage of secondary pupils missing 20% or more of the school year (NI 87)	5		
Narrowing the gap between the lowest 20% in the Early Years Foundation Stage Profile and the rest (NI 92)	33.4		
The percentage of pupils making at least 2 levels progress in English between tests at Key Stage 1 (aged 7) and Key Stage 2 (aged 11) (NI 93)	86.4		
<ul style="list-style-type: none"> Two levels progress data shows that pupils have made better progress in English than in maths. English progress data has declined significantly since 2009 and is still below the target set. Strategies to address this include key interventions such as 1-1 tuition in English and Maths, improving the quality of leadership in schools to ensure that all pupils make the required progress and achieve well and delivering focused bespoke training and support for schools to help pupils to make the required two levels' progress. 			
The percentage of pupils making at least 2 levels progress in Maths between tests at Key Stage 1 (aged 7) and Key Stage 2 (aged 11) (NI 94)	80.2		
<ul style="list-style-type: none"> Two levels progress data shows that pupils have made better progress in English than in maths. Maths progress data is similar to the 2009 results although the target has been missed. Strategies to address this include key interventions such as 1-1 tuition in English and Maths, improving the quality of leadership in schools to ensure that all pupils make the required progress and achieve well and delivering focused bespoke training and support for schools to help pupils to make the required two levels' progress. 			
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)	60		
<ul style="list-style-type: none"> 3 pupils out of a cohort of 5 achieved Level 4 in Key Stage 2 English. 			
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)	60		
<ul style="list-style-type: none"> 3 pupils out of a cohort of 5 achieved level 4 in Key Stage 2 mathematics. 			
The percentage of looked after children in year 11 who had been in care for at least one year achieving 5 A*-C GCSEs including English and Maths (or equivalent) (NI 101)	15		
<ul style="list-style-type: none"> 3 pupils out of the cohort of 20 achieved 5 A*-C GCSEs including English and Maths. 16 out of the cohort of 20 (80%) achieved at least 1 			







<i>A-G qualification. All looked after children have a personal education plan which includes the targets that are expected to be achieved and this is reviewed as part of the statutory Looked After Children reviews. Schools track individual pupils throughout the year to check on progress. The Education Liaison Support Service provides support to looked after children in school and each school has a designated teacher for looked after children.</i>			
Achievement at Key Stage 1 – Literacy Level 2B+	53.8		
Achievement at Key Stage 1 – Maths Level 2B+	70.1		
Achievement at Key Stage 1 – Reading Level 2B+	70.2		
Achievement at Key Stage 1 – Writing Level 3	9		
<ul style="list-style-type: none"> <i>A number of strategies are in place to address this including implementing intervention programmes, such as Every Child a Writer, improving the transition between Early Years Foundation Stage and the start of the national curriculum at Key Stage 1 and improving the quality of governance to ensure that the leaders in schools are challenged and supported to drive improvements in standards.</i> 			
Achievement at Key Stage 1 – Maths Level 3	15.8		
3.4. Children and young people engage in further education, employment or training on leaving school			
The percentage of 16-18 year olds whose situation is known that are not in education, employment or training (NI 117)	7.2		
<ul style="list-style-type: none"> <i>Year 11 Destinations are now reviewed at two points in the year, September and January (known as the September and January Guarantees) in order to be able to track young people who are not engaged in education, employment or training. The definition for this indicator takes the average of November, December and January and is validated by the Department for Education in February. The data at this stage is, therefore, provisional. The economic climate has, in any event, caused a rise in the NEET figures but there is a particular rise at this time of year in the number of 17 year olds who are NEET because those who stayed on to retake exams will now have left school/college, some will have started courses and then dropped out and the overall economic climate has severely reduced the availability of work based learning opportunities. The 14-19 Consortium which includes the local authority, work based learning organisations, colleges and schools work together to address these issues and identify potential funding opportunities to improve access to education and training for young people. For example, grant funding for 'Live and Learn' has been used over the last three years to work with young people to re-engage them in education and learning – this has proved extremely successful and further funding for this work is being sought.</i> 			
3.5. Children and young people engage in positive behaviour inside and out of school			
Number of permanent school exclusions, including looked-after children	10		
3.6 Improved access to good quality care and other services for children, young people and their families through the work of Herefordshire's Children's Trust			
Annual rating for children's services	3		











- *The rating for Children's Services was lower than target. This was impacted by the outcome of the unannounced and announced inspections undertaken in 2010.*


















THEME 4 – SAFER COMMUNITIES			
Outcome & Measure	Outturn	Judgement	DoT since last year
4.1. Reduced levels of crime			
The average number of offences committed per person by members of a cohort of young people (aged 10-17) during a 12-month tracking period (NI 019)	Data awaited from Youth Offending Service		
Re-offending rate of prolific and priority offenders (NI 030)	Data available August via Iquanta (Police Performance Secure site)		
<ul style="list-style-type: none"> There are 20 Prolific and Priority Offenders (PPOs) in the 2010/11 cohort. 2010/11 actual target of no more than 114 offences. Q2 outturn was 39 offences, therefore this is currently on track to meet the target. A local update has been received which indicates that there are currently 18 PPO's in Herefordshire. Data has a delay in being reported. 			
All recorded crime	9,729		
<ul style="list-style-type: none"> Safer Herefordshire target was reduce all recorded crime by 8% by 31/03/2011. A 13% reduction has been achieved since 2007/08 baseline. 			
4.2. Reduced levels of anti-social behaviour			
The average number of offences committed per person by members of a cohort of young people (aged 10-17) during a 12-month tracking period (NI 019)	Data awaited from Youth Offending Service		
Number of anti-social behaviour incidents	10,376		
<ul style="list-style-type: none"> Safer Herefordshire target was to reduce ASB incidents by 10% by 31/03/2011; a 15% reduction has been achieved since 2007/08 baseline. 			
Number of criminal damage incidents	1,827		
<ul style="list-style-type: none"> Safer Herefordshire target was to reduce criminal damage incidents by 10% by 31/03/2011. A reduction of 31% has been achieved since 2007/08 baseline. 			
4.3. Reduced harm from drugs and alcohol			
No. of alcohol-related admissions to hospital/100,000 population (NI 039) <i>Data subject to slight change once 2010 population data released</i>	1466.60		
The change in the number of drug users (crack and opiates) in effective treatment this year compared to the number that were in effective treatment in the baseline year 2007/08 (NI 040)	Data available in September via NDTMS (National Drug Treatment Monitoring System).		
<ul style="list-style-type: none"> Outturn to 31 December 2010 reports 545 in effective treatment. Numbers fluctuate by a small number each month, however currently on track to meet 2010-11 target of 538. End of year outturn expected July 2011. 			




<i>The National Treatment Agency have provided treatment trajectories to November 2010 which show 548 Problematic Drug Users (PDU's) in effective treatment, therefore currently on course to meet target.</i>			
4.4. Communities to have enhanced resilience and recovery from emergencies through effective partnership planning and co-ordination			
Number of critical services with a business continuity plan	Indicator not measured		
Number of business continuity plans validated and exercised	Indicator not measured		
Has the Major Incident Recovery Plan been reviewed?	Yes		
4.5. Fewer accidents and injuries			
Number of people killed or seriously injured in road accidents (NI 47)	86		
Number of children killed or seriously injured in road traffic accidents (NI48)	6		
Mortality rate from road traffic accidents	7		
The percentage of principal roads (A-roads) where maintenance should be considered (NI 168)	Awaiting confirmation of outturn for 20010-11 from data provider- end of June 2011		
The percentage of non-principal roads (B and C-class carriageways) where maintenance should be considered (NI 169)	Awaiting confirmation of outturn for 20010-11 from data provider- end of June 2011		
4.6. People feel as safe as they would like to be			
The average number of offences committed per person by members of a cohort of young people (aged 10-17) during a 12-month tracking period (NI 019)	Data awaited from Youth Offending Service		
Re-offending rate of prolific and priority offenders (NI 030)	Data available in August via Iquanta (Police Performance Secure site)		
<ul style="list-style-type: none"> <i>There are 20 Prolific and Priority Offenders (PPOs) in the 2010/11 cohort. 2010/11 actual target of no more than 114 offences. Q2 outturn was 39 offences, therefore this is currently on track to meet the target. A local update has been received which indicates that there are currently 18 PPO's in Herefordshire. Data has a delay in being reported.</i> 			
The change in the number of drug users (crack and opiates) in effective treatment this year compared to the number that were in effective treatment in the baseline year 2007/08 (NI 040)	Data available in September via NDTMS (National Drug Treatment Monitoring System).		
<ul style="list-style-type: none"> <i>Outturn to 31 December 2010 reports 545 in effective treatment. Numbers fluctuate by a small number each month, however currently on track to meet 2010-11 target of 538. End of year outturn expected July 2011.</i> <ul style="list-style-type: none"> <i>The National Treatment Agency have provided treatment trajectories to November 2010 which show 548 Problematic Drug Users (PDU's) in effective treatment, therefore currently on course to meet target.</i> 			
No. of alcohol-related admissions to hospital/100,000 population (NI 039) <i>Data subject to slight change once 2010 population data released</i>	1466.60		

THEME 5 – STRONGER COMMUNITIES			
Outcome & Measure	Outturn	Judgement	DoT since last year
5.1. Cohesive communities in which people feel accepted, confident and empowered, regardless of race, disability, gender, sexual orientation, age, religion or belief			
Has the Major Incident Recovery Plan been reviewed?	Yes		
5.2. Communities and individuals participating in local decisions and influencing them			
5.3. Affordable housing appropriate to people's needs and less homelessness, with support for vulnerable people to live independently			
The number of affordable homes delivered. This includes social rented housing and intermediate housing, which is housing at prices or rents above those of social-rent but below market prices or rents. (NI 155)	136		
<ul style="list-style-type: none"> Target for delivery has been exceeded and awareness is raised wherever possible. Continue to influence the LDF strategies and policies to maximise delivery. Also, 12 housing need surveys completed against target of 9. Increased targets agreed for 2011/12. 			
The number of households living in temporary accommodation provided by the council under the homelessness legislation (NI 156)	69		
<ul style="list-style-type: none"> Target has been exceeded for 2010/11 however the numbers in temporary accommodation has increased notably from the end of Quarter 3. This can be attributed to an increase in those households presenting themselves as homeless and prevention measures failing to cope with this increase in demand. 			
5.4. Fair access to the services residents need, including high quality sporting, cultural and recreational facilities and activities			
5.5 People are able to participate in, the life of their communities			

THEME 6 – THE ENVIRONMENT			
Outcome & Measure	Outturn	Judgement	DoT since last year
6.1. Reduced waste and increased recycling			
The number of kilograms of residual household waste collected per household (NI 191)	589.1		
Percentage of household waste sent for reuse, recycling and composting (NI 192)	40		
Percentage of municipal waste landfilled. (NI 193)	58.8		
6.2. Reduced CO² emissions and successful adaptation to unavoidable impacts of climate change			
Council CO ² emissions (NI 185)	Data will be available at the end of June 2011		
<ul style="list-style-type: none"> <i>The breakdown of the carbon baseline is being used to inform the carbon reduction project; an action plan has been developed and agreed with projects in place.</i> <p><i>2010/11 data submission will be made in June with the final data available at the end of June 2011.</i></p>			
Percentage CO ² reduction in Local Authority area from baseline year (2005) (NI 186)	Data will next be reported in September by the Department of Energy and Climate Change for the calendar year 2009		
<ul style="list-style-type: none"> <i>The 2011 target of 13.1% will prove much more challenging. The next report is due in September 2011 from the Department of Energy & Climate Change - this will provide the 2009 data.</i> 			
PCT CO ² reduction	Outturn not provided		
6.3. Increased biodiversity			
The percentage of sites in the local authority area where positive conservation management has taken place up to five years prior to the reporting date (NI 197)	Datasets are held by The Forestry Commission and Natural England. Reorganisation of these two organisations has created uncertainty as to whether the datasets will be released.		
<ul style="list-style-type: none"> <i>27 management plans were completed out of the NI197 Indicator Target of 50 plans with funding from the Area Based Grant in 2010-11. The halt in ABG spending meant the remaining 23 plans could not be completed. This leaves a significant shortfall required to meet the target.</i> <p><i>Reporting on and analysis of the years data is also dependant on obtaining grant data sets from the Forestry Commission and Natural England. The current re-organisation and staffing cuts in these organisations puts uncertainty on if and when this data will now be released. For each of the previous 2 years it was released in May. Further information may be released from these organisations over the</i></p>			

<i>coming weeks.</i>			
6.4. Natural resources are conserved and landscape character maintained, with sustainable land management			
Conservation of; Energy, Clean air, Water resources, Land & soil & reduction in use of resources	Indicator not developed		
6.5. Investment in high quality streets, public spaces and the built environment			
The percentage of relevant land and highways that is assessed as having deposits of litter that fall below an acceptable level (levels of litter) (NI 195a)	5		
The percentage of relevant land and highways that is assessed as having deposits of detritus that fall below an acceptable level (NI 195b)	9		
The percentage of relevant land and highways that is assessed as having deposits of graffiti that fall below an acceptable level (NI 195c)	1		
The percentage of relevant land and highways that is assessed as having deposits of fly posting that fall below an acceptable level (NI 195d)	1		
Improved street and environmental cleanliness e.g.; fly-tipping (NI 196)	1		
<ul style="list-style-type: none"> 88 incidents of fly-tipping recorded in March (94 in 2010). 769 incidents recorded for the year compared to 802 in 2009/10 (4.4% reduction). The biggest challenge remains the size and rurality of the county that assists the anonymity of fly-tipping. Whilst this particular national indicator has been suspended it remains a requirement to report to Defra. The weighted DEFRA score for the authority for 2010/11 is predicted at grade 1 - very effective - should scores be released this year (doubtful). It nevertheless remains an indication of the ongoing excellent work being carried out in this area. During the year 19 people were prosecuted for fly-tipping with 18 convictions. 7 people received formal cautions, and 14 Fixed Penalty Notices were issued. 			

THEME 7 – ORGANISATIONAL IMPROVEMENT AND GREATER EFFICIENCY			
7.1. The highest standards of leadership, governance and integrity			
Standards of leadership, governance and integrity as judged by the Audit Commission, the Care Quality Commission, Ofsted and the Local Government Standards Board	Indicator not defined		
Percentage of ombudsman complaints dealt with within 28 days	100		
Accounts which contain an unqualified audit opinion (Council)	Data is not available until mid-June following audit		
7.2. Demonstrable value for money			
7.3. Streamlined, efficient operations, including the integrated delivery of services across the boundaries of different organisations			
The number of changes of circumstances which affect customer's Housing Benefit/Council Tax Benefit claims and change events (NI 180)	1,886		
<ul style="list-style-type: none"> Number of changes dealt with has increased because of improved risk assessment of cases likely to have a benefit change, coupled with improved targeting of cases for interventions. This has resulted in more claimants reporting changes as they arise. 			
Time taken to process housing benefit and council tax claims and change events (NI 181)	11.33		
<ul style="list-style-type: none"> The increase in the number of changes of circumstances (NI 180 above) has adversely affected the time taken to process claims and change events. 			
Percentage of Council Tax collected	98.61		
Percentage of non-domestic rates collected	98.9		
Average number of days taken by the Council to pay an invoice	13.5		
7.4. High levels of customer and citizen satisfaction			
Reducing avoidable contact* [NI 14]	35.75		
The proportion of people making a request for service through Info who are 'satisfied' or 'very satisfied' with the service they receive	80		
7.5. A highly skilled, highly motivated workforce that works in effective partnership with other organisations			
Average sickness absence [Council]	4.04		
Average sickness absence [PCT]	4.78		
Staff turnover [Council]	11.92		

Measures of the diversity of the workforce and of equal opportunities within it (Ethnicity) (Council)	2.48%		
Measures of the diversity of the workforce and of equal opportunities within it (Disabled) (Council)	2.09%		
Level of vacancies (Council)	10.1%		
7.6. Highly rated under Comprehensive Area Assessment and World Class Commissioning, and recognised as exemplars regionally and nationally			
Direction of travel (% of improved indicators)	50.7%	