**Reporting frequency and availability of data of performance indicators in the Joint Corporate Plan 2011-14**

|  | Reporting Frequency | Data availability |
|---|---|---|
| **Theme 1: Create a thriving economy** | | |
| *1.1 The regeneration of Herefordshire with a particular focus on Hereford City* | | |
| Visitor Spend in the County | Municipal Year | End of April 2012 |
| Hereford City Shop Vacancy rate | Quarterly | 10 day lag |
| *1.2 The delivery and maintenance of key countywide infrastructure* | | |
| The percentage of non-frequent (fewer than 6 per hour) services running on time (departing less than 1 minute earlier or 6 minutes later than scheduled). | Municipal Year | End of April 2012 |
| The average journey time per mile on major routes in the authority, during the morning peak. | Calendar Year | End of January 2012 |
| Cycle use | Municipal Year | End of May 2012 |
| *1.3 Growing businesses, jobs & wage levels countywide* | | |
| Gross Value Added | Calendar Year | 2 year lag |
| Median gross weekly pay of full-time employees. | Calendar Year | End of May 2012 |
| The percentage of the working age population (16-59 for females and 16-64 for males) who are claiming out of work benefits (unemployed people on Jobseekers Allowance, Lone Parents on Income Support, Incapacity Benefits customers, and others on income related benefits). | Quarterly | 6-8 month lag |
| *1.4 Development of employment skills, including access to higher education across Herefordshire* | | |
| Number of learners participating in Community Learning | Four monthly | |
| Community Learning Achievement Rate | Annual (September) | End of October 2011 |
| The percentage of the working age population (16-59 for females and 16-64 for males) who do at least one hour's paid work per week. Also included are people working unpaid in family businesses and people on government supported employment training schemes. | Calendar Year | July 2012 |
| *1.5 A reduction in health inequalities for the working age population of Herefordshire* | | |
| Number of smokers that quit for a period of 4 weeks or more within: ▪ Amey ▪ Herefordshire Public Services ▪ The Private Sector | Monthly | under review |
| The proportion of the population aged 40-74 to be offered an NHS Health Check | Quarterly | 6-8 week lag |

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| NHS Health Checks to be offered to individuals living in the most deprived fifth of areas in Herefordshire | Quarterly | 6-8 week lag |
| The number of NHS staff trained to deliver brief intervention through CQUIN programme | Quarterly | 6-8 week lag |
| The number of smokers receiving brief intervention by NHS staff through CQUIN programme(local baseline to be set by July 2011) | Quarterly | 6-8 week lag |
| Number of 4 week quitters supported by primary care including community pharmacies and dental practices | Quarterly | 6-8 week lag |
| Smoking related admissions | Quarterly | 6-8 week lag |
| Alcohol related admissions | Quarterly | 6-8 week lag |
| *1.6 Improved access to superfast broadband and wider use of technologies* | | |
| Percentage of homes and business premises having the opportunity to connect to next generation broadband | Municipal Year | End of April 2012 |
| Number of public services accessed via a range of wider technologies | Municipal Year | End of April 2012 |
| **Theme 2: Improve health care and social care✱** | | |
| *2.1 Improved intervention and support for older people and keeping them safe* | | |
| The number of older people discharged from hospital to rehabilitation or intermediate care, who are living at home 91 days after discharge | Monthly | under review |
| Emergency bed days associated with multiple (two or more in a year) acute hospital admissions for over 75s | Monthly | 15 day lag in provisional data; 2 month lag in audited data |
| Admissions to residential care homes, per 1,000 population | Municipal Year | End of April |
| Average length of stay for older people | Monthly | 15 day lag in provisional data; 2 month lag in audited data |
| *2.2 A robust & healthy provider market* | | |
| New outpatient referrals in 2011/12 | Monthly | 15 day lag in provisional data; 2 month lag in audited |

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✱ Data sources are still being identified and quality tested; reporting is due to commence end of July

| | | data |
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| Outpatient new to follow ups | Monthly | 15 day lag in provisional data; 2 month lag in audited data |
| Number of consultant to consultant referrals | Monthly | 15 day lag in provisional data; 2 month lag in audited data |
| Proportion of people who have had a stroke who spend at least 90% of their time in acute hospital on a stroke unit | Monthly | 6-8 week lag |
| Proportion of people at high risk of Stroke and experience a TIA who are assessed and treated within 24 hours | Monthly | 6-8 week lag |
| The percentage of emergency admissions to any hospital in England occurring within 28 days of the last, previous discharge from hospital | Monthly | 6-8 week lag |
| A&E attendances | Monthly | 6-8 week lag |
| *2.3 Financial balance across Herefordshire's health & social care economy* | | |
| Same Activity for less (cost): right care | Quarterly | Under review |
| Same Activity for less (cost): planned care | Quarterly | Under review |
| Same Activity for less (cost): mental health and learning disabilities | Quarterly | Under review |
| Same Activity for less (cost): care pathways approach | Quarterly | Under review |
| Same demand for less (service charge): urgent care | Quarterly | Under review |
| Same demand for less (service charge): maternity and new born | Quarterly | Under review |
| Same demand for less (service charge): low priority treatments | Quarterly | Under review |
| Same demand for less (service charge): medicines use and procurement | Quarterly | Under review |
| Same demand for less (service charge): whole system re-ablement review | Quarterly | Under review |
| Same demand for less (service charge): other QIPP schemes | Quarterly | Under review |
| Same demand for less (service charge): mental health procurement | Quarterly | Under review |
| Reduced demand: healthy individual projects | Quarterly | Under review |
| Management costs | Quarterly | Under review |
| *2.4 The development of a new local commissioning infrastructure* | | |

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| Number of services re-commissioned and market tested in accordance with the Plan | Monthly | To be confirmed |
| Savings achieved for each new re-commissioned service | Monthly | To be confirmed |
| Lower costs from co-working with key suppliers on initiatives to lower or remove costs | Monthly | To be confirmed |
| % of commissioning budget managed by the GPC | Monthly | To be confirmed |
| *2.5  Good quality corporate & clinical governance standards are embedded in all services provided* | | |
| Comply with Healthcare Acquired Infection targets - C. diff | Monthly | 4 week lag |
| Comply with Healthcare Acquired Infection targets - MRSA | Monthly | 4 week lag |
| Single sex accommodation breaches | Monthly | 4 week lag |
| Delayed transfers of care | Monthly | 4 week lag |
| *2.6  Reduction in health inequalities for frail, elderly people* | | |
| Rate of admissions for falls in population age 75 plus | Under review | Under review |
| The number of older people receiving a home assessment  and advice and support to reduce their risk of a fall  at home | Under review | Under review |
| The number of older people regularly exercising to maintain muscle strength | Under review | Under review |
| The number of older people receiving a medicines review to reduce their risk of a fall | Under review | Under review |
| *2.7  More people retaining their independence through greater choice and control* | | |
| The number of people with long-term conditions supported to be independent and in control of their condition | Monthly | Under review |
| The number of emergency readmissions as a percentage of all readmissions that are an emergency that occur within 30 days of any previous discharge | Monthly | 15 day lag in provisional data; 2 month lag in audited data |
| The proportion of adults in contact with secondary mental health services in employment | Bi-annual | To be confirmed |
| The proportion of people with mental illness and or disability in employment | Bi-annual | To be confirmed |
| The proportion of people using adult social care services who have control over their daily life | Monthly | 12 day lag |
| **Theme 3:  Raise standards for children and young people** | | |
| *3.1  Sustainable education provision throughout Herefordshire* | | |
| Number of schools in an Ofsted category | Monthly | 10 day lag |
| Percentage of  PRU pupils having 25 hours of provision available | Monthly | 10 day lag |
| Reduction in cost of out of county education placements | Annual (March) | 10 day lag |

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| *3.2 Improved intervention and support for children & young people and keeping them safe* | | |
| Percentage of initial assessments completed in 10 working days | Monthly | 10 day lag |
| Reduction in the number of contacts and referrals not resulting in social care services | Monthly | 10 day lag |
| Reduction of high cost agency placements by 3 | Monthly | 10 day lag |
| *3.3 Improved performance by early years and primary school pupils including vulnerable adults* | | |
| 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. | Annual (September) | 10 day lag |
| The percentage of pupils achieving level 4 or above in both English and Maths at Key Stage 2 (aged 11). | Annual (September) | 10 day lag |
| The percentage difference between the median Foundation Stage Profile score of all children (aged 5), and the mean score of the lowest-scoring 20% of children. | Annual (September) | 10 day lag |
| 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). | Annual (December) | 10 day lag |
| The percentage point gap between pupils who are identified as having Special Educational Needs achieving level 4 or above in both English and Maths at Key Stage 2 (aged 11), and pupils who have not been indentified as having Special Educational Needs. | Annual (December) | 10 day lag |
| *3.4 Reduced child poverty* | | |
| The percentage point gap between pupils eligible for free schools meals (FSM) achieving at least Level 4 in English and Maths at Key Stage 2 (aged 11) and pupils ineligible for FSM achieving the same outcome | Annual (December) | 10 day lag |
| The percentage of 16-18 year olds whose situation is known that are not in education, employment or training. | Annual (December) | 10 day lag |
| Percentage of 16-18 year olds whose participation activity is not known | Annual (December) | 10 day lag |
| *3.5 Families & communities that are able to support all children & young people effectively* | | |
| Percentage of CAFs that are not subsequently re-referred to Children's Social Care | Quarterly | 10 day lag |
| Percentage of people reporting that things have improved for them/their child | Annual (March) | 10 day lag |
| Percentage of professionals reporting that the Multi-Agency Groups (MAGs) have made a positive difference to their work with children and young people and their families | Annual (March) | 10 day lag |
| Percentage of children and young people supported through CAF and MAGs | Quarterly | 10 day lag |
| *3.6 A reduction in health inequalities for children & young people* | | |

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| Increase the uptake of Healthy Start vitamins | Quarterly | 10 day lag |
| The percentage of children in reception year (age 5) who are obese, as shown by the National Child Measurement Programme.  Children are defined as obese if their body mass index exceeds reference levels for their age and sex. | Municipal Year | 10 day lag |
| The percentage of children in year 6 (age 10-11) who are obese, as shown by the National Child Measurement Programme.  Children are defined as obese if their body mass index exceeds reference levels for their age and sex. | Municipal Year | 10 day lag |
| The change in the rate of under-18 conceptions per 1000 girls aged 15-17 as compared with the 1998 baseline rate (expressed as a percentage of the 1998 rate). | Annual (March) | 10 day lag |
| The percentage of population aged 15-24 accepting a chlamydia test | Municipal Year | 10 day lag |
| Reduce alcohol related admissions age under 18 years | Quarterly | 10 day lag |
| **Theme 4:  Promote self reliant local communities** | | |
| *4.1  Vibrant cultural opportunities* | | |
| Visitor Spend in the County | Municipal Year | April 2012 |
| Total number of library visits | Municipal Year | April 2012 |
| Number of people using Halo Leisure Facilities: swims | Monthly | 1 month time-lag |
| Number of people using Halo Leisure Facilities: gym visits | Monthly | 1 month time |
| Number of people using Halo Leisure Facilities: total visits | Monthly | 1 month time |
| *4.2  Safe places where people feel secure* | | |
| No of recorded crimes in the County | Monthly | 10 day lag |
| Percentage increase in the number of people who feel safe in their local area | Quarterly | 4 month time-lag |
| Repeat incidents of domestic abuse cases reviewed at MARAC | Quarterly | 1 month time-lag |
| *4.3  Enhanced local democracy and community engagement* | | |
| Reduce vacancies at Parish Council elections May 2011 | 2011 | June 2011 |
| Number or residents participating in local democratic processes | Annual | April 2012 |
| Number of Communities producing new or updating Parish Plans | Quarterly | 10 day lag |
| *4.4  Ways of working that reflect the needs and priorities of people & place* | | |
| Number of locality based partnerships established | Annual | October |
| Number of additional Parish and Town Councils implementing Participatory Budgeting | 6 monthly | 10 day lag |
| Total Place Asset Reviews | Municipal Year | April 2012 |
| *4.5  A balanced housing market to meet residents needs* | | |

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| 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. | Quarterly | 10 day lag |
| The number of households living in temporary accommodation provided by the council under the homelessness legislation. | Monthly | 10 day lag |
| Average number of weeks taken to process Disabled Facilities Grant (DFG) applications | Quarterly | 10 day lag |
| **Theme 5: Create a resilient Herefordshire** | | |
| *5.1 The preservation and enhancement of our environment* | | |
| The percentage of household waste arisings which have been sent for reuse, recycling, composting or anaerobic digestion. | Monthly | 1 month time-lag |
| The percentage of municipal waste arisings which have been landfilled. | Monthly | 1 month time-lag |
| The number of kilograms of residual household waste collected per household. Residual waste is defined as the total kilograms of household waste less any arisings sent for reuse, recycling, composting or anaerobic digestion. | Monthly | 1 month time-lag |
| The year on year change in the number of fly-tipping incidents dealt with; and the year on year change in enforcement actions taken against fly tippers. | Quarterly | 10 day lag |
| Annual Carbon Emissions (Council) | Municipal Year | 4 month time lag |
| Annual Carbon Emissions (PCT) | Municipal Year | To be confirmed |
| Number of Schools taking part in Schools Energy Challenge | Monthly | 10 day lag |
| County Carbon emissions | Annual (December) | 2 year time-lag |
| *5.2 Accessible services and countryside* | | |
| Number of services, where it can be demonstrated that they have been designed / redesigned to reflect local need | Municipal Year | May 2012 |
| User satisfaction - Queenswood Country Park | Municipal Year | Mid-April 2012 |
| *5.3 A strong regional and national reputation* | | |
| Organisation reputation (Council) | Municipal Year | April 2012 |
| Organisation reputation (PCT) | Municipal Year | April 2012 |
| Number of complaints escalated to ombudsman (Council) | Monthly | 10 day lag |
| Number of complaints escalated to ombudsman (PCT) | Monthly | 10 day lag |
| National Capabilities Survey 2012 | To be confirmed | To be confirmed |
| Achieve BS2599 Self Assessment during 2011 | To be confirmed | To be confirmed |

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| *5.4  The protection of people's health & wellbeing* | | |
| Number of people killed or seriously injured (KSI) in road traffic collisions. | Monthly | 6 week time-lag |
| Achieve compliance with Cabinet Office 'Expectations and Indicators of Good Practice Set for Category 1 and 2 Responders' | To be confirmed | To be confirmed |
| Achieve and maintain BS 25999 - Business Continuity Management | To be confirmed | To be confirmed |
| Achieve compliance under HSG65 - Successful Health and Safety Management | To be confirmed | To be confirmed |
| Health and Well Being Board -  Vision agreed by Shadow Health and Wellbeing Board by November 2011 | November 2011 | December 2011 |
| Health and Well Being Board - New JSNA methodology agreed by Shadow Health and Wellbeing Board by November 2012 | November 2012 | December 2012 |
| Health and Well Being Board - Initial Health and Wellbeing Strategy agreed by Shadow Health and Wellbeing Board by March 2012 | March 2012 | April 2012 |
| *5.5  Increased equality of opportunity* | | |
| Equality objective developed, base line data collected | Municipal Year | April 2012 |
| HEHRC Training programme, sessions delivered | Municipal Year | April 2012 |
| Partner organisations to sign up to charter | Municipal Year | April 2012 |
| *5.6  Sustainable public transport provision* | | |
| The total number of bus and light rail passenger journeys originating in the local authority area in the year | Municipal Year | 6 month time-lag |
| Traffic Volumes | Municipal Year | May 2012 |
| The percentage of non-frequent (fewer than 6 per hour) services running on time (departing less than 1 minute earlier or 6 minutes later than scheduled) | Municipal Year | April 2012 |
| **Theme 6:  Commission the right services** | | |
| *6.1  High quality assessments of need* | | |
| Updated JSNA | October 2011 | November 2011 |
| Process for an Integrated Assessment of Herefordshire's needs | November 2011 | December 2011 |
| *6.2  Streamlined, working practices* | | |
| Delivery of the Accommodation Programme: contractor appointed | December 2011 | January 2012 |
| Delivery of the Accommodation Programme: annual savings | Municipal Year | April 2012 |
| Shared Services savings achieved | Municipal Year | April 2012 |
| Commercial Strategy savings achieved | Municipal Year | April 2012 |

| Implementation of Agresso: HR, finance, creditors, debtors, fixed assets, PCB and procurement self service | April 2011 | May 2011 |
|---|---|---|
| Implementation of Agresso: council payroll | July 2011 | August 2011 |
| Implementation of Agresso: finance and procurement self service in ICO and PCT | October 2011 | November 2011 |
| *6.3  High levels of customer and citizen satisfaction* | | |
| Overall satisfaction of the public with the service provided: | Bi-monthly | 10 day lag |
| Satisfaction with complaint handling | Monthly | 10 day lag |
| Reduction in avoidable contact | Monthly | 10 day lag |
| SOCITM annual Better Connected survey | Municipal Year | April 2012 |
| *6.4  A high quality workforce* | | |
| Improved feedback from employee surveys: improved employee empowerment | Municipal Year | April 2012 |
| Improved feedback from employee surveys: improved senior management support to succeed | Municipal Year | April 2012 |
| Improved feedback from employee surveys: improved staff engagement in NHS | Municipal Year | April 2012 |
| Number of ideas from the "Why? ideas" scheme that are implemented | Municipal Year | April 2012 |
| Average Sickness absence: council | Monthly | 1 month time-lag |
| Average Sickness absence: PCT | Monthly | 1 month time-lag |
| Staff appraisals | Municipal Year | April 2012 |