

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>Promote self reliant local communities</i>							
Average number of weeks taken to process Disabled Facilities Grant (DFG) applications	Smaller is better	Monthly	★	-	30/06/2011	24.8	32
<i>Create a resilient Herefordshire</i>							
Number of complaints escalated to ombudsman (PCT)	Smaller is better	Monthly	★	-	31/05/2011	0	5
Number of people killed or seriously injured (KSI) in road traffic collisions	Smaller is better	Monthly	★	↓	31/05/2011	32	42
<i>Commission the right services</i>							
Reduction in avoidable contact	Smaller is better	Monthly	★	↓	30/06/2011	19.72	24

Projects – Exceptions (Green – ahead of schedule)			
Project	Responsible Officer	Latest rating	Due Date
<i>Commission the right services</i>			
Customer Organisation Project (CRM / Self Service)	Programme Manager (Customer Organisation)	★	31/03/2012
Comments:			Date of comment