

<b>Key Performance Indicators – Exceptions (Green – 10% or more ahead of target)</b>							
<b>Theme &amp; Measure</b>		<b>Frequency of reporting</b>	<b>Performance (Year to Date)</b>	<b>DoT since last year</b>	<b>Date of Judgement</b>	<b>Actual (Year to Date)</b>	<b>Target (Year To Date)</b>
<b><i>Improve health care and social care</i></b>							
Comply with Healthcare Acquired Infection targets - MRSA	Smaller is better	Monthly	★	n/a	31/08/2011	0	2
The average weekly rate of delayed transfers of care from all NHS hospitals per 100,000 population aged 18 or over.	Smaller is better	Monthly	★	↘	31/07/2011	9.77	18.6
<b><i>Create a resilient Herefordshire</i></b>							
Number of Schools taking part in Schools Energy Challenge	Bigger is better	Monthly	★	n/a	31/07/2011	16	10
% of complaints received that are referred to the ombudsman (LA)	Smaller is better	Monthly	★	n/a	31/07/2011	1.82	5
% of complaints received that are referred to the ombudsman (Health)	Smaller is better	Monthly	★	n/a	31/07/2011	1.25	5
No. of people killed or seriously injured in road traffic collisions	Smaller is better	Monthly	★	↘	31/07/2011	47	58
<b><i>Commission the right services</i></b>							
Satisfaction with Complaint Handling	Bigger is better	Monthly	★	n/a	31/07/2011	100	90
Average sickness FTE (Council)	Smaller is better	Monthly	★	↘	31/05/2011	3.15	4.1

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Theme & Measure		Frequency of reporting	Performance (Year to Date)	DoT since last year	Date of Judgement	Actual (Year to Date)	Target (Year To Date)
Average sickness FTE (PCT)	Smaller is better	Monthly	★	↓	30/06/2011	2.17	3.9

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