

| Key Performance Indicators – Exceptions (Green – 10% or more ahead of target) | | | | | | | |
|--|-------------------|------------------------|----------------------------|---------------------|-------------------|-----------------------|-----------------------|
| Theme & Measure | | Frequency of reporting | Performance (Year to Date) | DoT since last year | Date of Judgement | Actual (Year to Date) | Target (Year To Date) |
| Improve health and social care | | | | | | | |
| LI.ICS.002b Comply with Healthcare Acquired Infection targets – number of instances of MRSA | Smaller is better | Monthly | ★ | | 31/08/2011 | 0 | 2 |
| LI.ICS.004 Reduction in delayed transfers of care | Smaller is better | Monthly | ★ | ↓ | 31/07/2011 | 4.37 | 18.6 |
| LI.PSC.HSC.24 Recommissioning of 3rd Sector | Bigger is better | Quarterly | ★ | | 30/09/2011 | 25 | 20 |
| LI.PSC.HSC.07 Proportion of people who have had a stroke who spend at least 90% of their time in acute hospital on a stroke unit | Bigger is better | Monthly | ★ | | 31/10/2011 | 92 | 80 |
| Create a resilient Herefordshire | | | | | | | |
| LI.SUST.001 Number of Schools taking part in Schools Energy Challenge | Bigger is better | Monthly | ★ | | 31/10/2011 | 12 | 10 |
| LI.PCIU.002 % of complaints received that are referred to the ombudsman (LA) | Smaller is better | Monthly | ★ | | 30/09/2011 | 2.13 | 5 |
| LI.PCIU.003 % of complaints received that are referred to the ombudsman (Health) | Smaller is better | Monthly | ★ | | 30/09/2011 | 4.17 | 5 |
| NI047 Proxy - No. of people killed or seriously injured in road traffic collisions | Smaller is better | Monthly | ★ | ↓ | 30/09/2011 | 57 | 75 |
| LI.CUS.012 The percentage of customer contacts | Smaller | Monthly | ★ | ↓ | 30/09/2011 | 15.35 | 20 |

| Key Performance Indicators – Exceptions (Green – 10% or more ahead of target) | | | | | | | |
|--|-------------------|-------------------------------|-----------------------------------|----------------------------|--------------------------|------------------------------|------------------------------|
| Theme & Measure | | Frequency of reporting | Performance (Year to Date) | DoT since last year | Date of Judgement | Actual (Year to Date) | Target (Year To Date) |
| with council services that are assessed as being avoidable. | is better | | | | | | |
| LI.PCIU.001 Satisfaction with Complaint Handling | Bigger is better | Monthly | ★ | | 30/09/2011 | 100 | 90 |
| Commission the right services | | | | | | | |
| LI.HRO.001 Average sickness FTE (Council) | Smaller is better | Monthly | ★ | ↓ | 30/09/2011 | 3.31 | 4.1 |
| LI.HRO.002 Average sickness FTE (PCT) | Smaller is better | Monthly | ★ | ↓ | 30/10/2011 | 2.51 | 3.9 |

| Projects – Exceptions (Green – ahead of schedule) | | | |
|--|---|----------------------|-----------------|
| Project | Responsible Officer | Latest rating | Due Date |
| <i>Create a thriving economy</i> | | | |
| Delivery of Yazor Brook Flood Alleviation Scheme | Construction Manager | ★ | 31/12/2011 |
| Meet people's potential through Lifelong Learning | Community Learning and Employability Manager | ★ | 31/03/2012 |
| Deliver the Borders Broadband Project | Project Director | ★ | 31/03/2012 |
| <i>Raise standards for children and young people</i> | | | |
| Reconfiguration of multi-agency referral and assessment arrangements | Assistant Director, Children and Young People Provider Services | ★ | 31/03/2012 |
| Closing the achievement gap of vulnerable children and young people | Head of Additional Needs | ★ | 31/03/2012 |
| Supporting the development of setting leadership at all levels | Head of Improvement | ★ | 30/09/2011 |
| Strengthening of CAF/assessment of need | Head of Locality Services | ★ | 30/09/2011 |