











	Outturn	Judgement	Direction of Travel
1.1 The regeneration of Herefordshire with a particular focus on Hereford City			
LI.EDEV.001 Visitor Spend in the County	Data not available		
LI.EDEV.002 Hereford City Shop Vacancy rate	9.64%		
1.2 The delivery and maintenance of key countywide infrastructure			
LI.TRAN.003 Local Congestion - Average Peak Journey Time	20.14		
<i>The average peak journey time for 2011 was 20 minutes and 14 seconds which is below our target of 19 minutes. During the next LTP period (2012-2015) we will be focusing on reducing congestion in Hereford city through our Destination Hereford project. This will focus on reducing short commuter trips in the city that are less than 5km long through a variety of sustainable transport measures and behaviour change tools focusing on certain targeted segments of the population. More information can be found on our website http://www.herefordshire.gov.uk/transport/53397.asp</i>			
LI.TRAN.004 Local Congestion- Local Bus Punctuality	85		
<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 Only two services were withdrawn, one of which is already covered by a commercial service.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 but reporting has now changed to December with surveys taking place in October- next data due Dec 2012.</i>			
LI.TRAN.008 Travel Choices- Cycle Flows	Not available until end of May		
1.3 Growing businesses, jobs & wage levels countywide			
LI.EDEV.003 Gross Value Added per Employee (County)	40,855 (2009)		
LI.EDEV.006 Gross workplace based earnings	£385.10		
<i>In 2011, the median weekly earnings for people who work in Herefordshire were £385.10 (± £36.99) significantly lower than those in the West Midlands region £470.60 (± £9.22) and England £507.20 (± £2.98). Actions to improve this include: Enterprise Zone going live in April 2012; Broadband Project continues to progress well- provider contract to be let May 2012; Steady progress continues to be made with plans to develop Blackfriars in order to improve access to Higher Education provision in the County.</i>			
LI.REGP.003 Working Age People on out of work benefits	9.2%		
<i>Latest outturn (August 2011: 9.2%) is 2.8% below the national average (target 2.9% below). This figure is marginally worse than for the same period in 2010 (9.1%). December 2011 data not available until at least June 2012.</i>			

<i>Activity: There has been some progress towards achieving National Construction Skills Academy status for the county. Moving on from the successful pre employment work in Leominster officers are to hold a scoping meeting at Tudorville to discuss the roll out of a community based project in Ross on Wye, supporting the overarching employability theme.</i>			
1.4 Development of employment skills, including access to higher education across Herefordshire			
LI.REGP.001 Number of learners participating in Community Learning	1,670		
LI.REGP.002 Community Learning Achievement Rate	72% (2010-11)		
LI.REGP.004 Overall Employment rate	73.4% (June 2011)		
1.5 A reduction in health inequalities for the working age population of Herefordshire			
LI.HWS.PH.01 Number of smokers that quit for a period of 4 weeks or more	794		
<i>Significant work is being undertaken to enable the target for the number of smokers quitting smoking to be achieved for the first time since 2008, and there has been a reduction in admissions to hospital due to diseases caused by smoking. This improved performance follows the establishment of a new network of providers of smoking cessation support services, achieving county wide coverage and a choice of services through a network of GP practices, community pharmacies and HALO Leisure centres. In addition more than 80% of NHS frontline staff in a range of hospital outpatient clinics, community services and mental health services have been trained in structured brief intervention to encourage smokers to quit and to seek help from smoking cessation services to do so.</i>			
LI.HWS.PH.02 Proportion of the population aged 40-74 to be offered an NHS Health Check	3		
<i>19 GP practices have signed an agreement to deliver NHS Health Checks providing 90% coverage of the eligible population over a five year period. Latest information indicates that between October and December, 226 invitations were sent and a monthly reporting system set up. Training has taken place for health professionals delivering the service. Starting in February 2012, patients identified with a high risk score were be offered a twelve week healthy lifestyle support programme delivered by HALO that builds on the 'New Year, New You' promotion. Additional remedial action plans include planning to contract outreach NHS Health Checks to increase coverage and take up, and continuing to work closely with practices to encourage high levels of uptake and quality assurance.</i>			
LI.HWS.PH.03 Proportion of NHS Health Checks offered to individuals living in most deprived areas	Measure not developed		
<i>The number of NHS Health Checks offered to individuals to end of year is 2,175; data on the proportion of these individuals living in most deprived wards is not yet available.</i>			
LI.HWS.PH.04 The proportion of NHS staff trained to deliver brief intervention through CQUIN programme	88.9		
LI.HWS.PH.05 The proportion of smokers attending outpatient clinics / appointments	84.5		

receiving brief intervention by NHS staff through CQUIN programme			
LI.HWS.PH.06 Number of 4 week quitters supported by primary care	63.8	Baseline set	
LI.HWS.PH.07 Smoking related admissions	122.5		
LI.HWS.PH.08 Alcohol related admissions	340.4 (December 2011)		
<i>A training programme in Identification and Brief Advice (IBA) for patients drinking harmful amounts of alcohol has been completed for selected Wye Valley NHS Trust NHS (WVNHST) staff and this training programme will next be rolled out to GP Practice staff ready for the introduction for a new Locally Enhanced Service (LES) agreement with GP Practices to fund them to provide IBA for their patients. End of year data will be available 6th June.</i>			
1.6 Improved access to superfast broadband and wider use of technologies			
LI.EDEV.004 % of homes and businesses with access of 2Mbps in the County of Herefordshire	Not available until July / August		
LI.EDEV.007 Number of public services accessed via a range of wider technologies	Measure not developed		
2.1 Improved intervention and support for older people and keeping them safe			
LI.PSC.HSC.01 Emergency bed days associated with multiple acute hospital admissions for over 75s	2,313 (July 2011)		
LI.PSC.HSC.20 Increase number of jointly funded packages	Measure not developed		
LI.PSC.HSC.22 Reduced average length of stay for older people in acute settings	Measure not developed		
NI125 Achieving independence for older people through rehabilitation/intermediate care	97.22		
xNI132 Timeliness of social care assessment (all adults)	67.95		
<i>Provider organisations have reported in Section 75 meetings an increase in safeguarding referrals and activity which has had a knock on impact on timeliness of assessments. Robust monitoring arrangements have been agreed going forward through Section 75 monitoring meetings.</i>			
xNI133.09 Timeliness of social care packages following assessment (all Adults 18+)	96.11		
2.2 A robust & healthy provider market			
LI.PSC.HSC.23 Market Development Strategy Published	Yes		
LI.PSC.HSC.24 Financial savings through the recommissioning of 3rd Sector	23,988		
VSB18_01 Patients receiving primary dental services, 24mnth	98,156		
<i>Herefordshire's 24 month dental access is performing at 14.98% below trajectory as at March 2012. In general, dental access across the</i>			

county is improving, and the figures are increasing steadily. The trajectories significantly increased from October 2010 due to the additional activity awarded through the Dental Access Programme. In reality, the increase in access was of a much slower pace due to the high dental need of patients on the central waiting list. This seems to be a common issue across the region, and not unique to Herefordshire and it has been recognised that once a PCT falls below its trajectory it is difficult to recover. Accessibility to dental care is also measured through GP Patient Surveys. We are continuing to work closely with dental providers to ensure that they are creating opportunities to provide access for new patients. The central dental waiting list closed at the end of 10/11, and we have a number of NHS dental practices across the county that have open lists to accept new patients. However, access in Leominster will be subject to a slight delay due to the largest provider in the area being a pilot site for the new dental contract. This does mean that more time is being spent with patients to ensure that they receive a full Oral Health Assessment, thus resulting in less capacity for new patients. This is expected to improve in time.






2.3 Financial balance across Herefordshire's health & social care economy

LI.PSC.FT.01 QIPP savings plan	100		
LI.PSC.FT.02 ASC Cost Improvement Plan	2.38		
A stock take of the Cost Improvement Programme was undertaken in September 2011 highlighting that 1m of the 3.5m target was unlikely to be achieved. The delivery of 2.38 is £188k below the amended target. In addition to this 2.38m between 1.2m and 1.4m cost avoidance (non cashable) savings have been evidenced through the use of telecare.			
LI.PSC.FT.03 Management cost savings	Measure not developed		






2.4 The development of a new local commissioning infrastructure

LI.PSC.HSC.17 Number of services recommissioned and market tested in accordance with Plan	Measure not developed		
LI.PSC.HSC.18 savings achieved for each new re-commissioned service	Measure not developed		
LI.PSC.HSC.19 Lower costs from co-working with key suppliers on initiatives to lower or remove costs	Measure not developed		
LI.PSC.HSC.21 % of health commissioning budget managed by HCC	Measure not developed		










2.5 Good quality corporate & clinical governance standards are embedded in all services provided




LI.ICS.002a Comply with Healthcare Acquired Infection targets - C.diff	109		
LI.ICS.002b Comply with Healthcare Acquired Infection targets - MRSA	0		
LI.ICS.003 No single sex accommodation breaches	No		
LI.ICS.004 The average weekly rate of delayed transfers of care from all NHS hospitals per 100,000 population aged 18 or over.	7.39		

2.6 Reduction in health inequalities for frail, elderly people













LI.HWS.PH.09 Rate of admissions for falls in population age 75 plus	2.9	Baseline set	
LI.HWS.PH.10 The number of older people receiving a home assessment and advice and support	Measure not developed		
<i>Home assessment specifically aimed at falls prevention is a key recommendation for primary prevention of falls in older people. Home assessments are available to some older people via the private sector housing team, although this service may not be available to all older people who are at risk. Data are not currently routinely reported for the whole at risk population. Whilst collecting data on a sub-group of at risk older people, such as care home residents, would provide valuable information in establishing a baseline, in the absence of an existing data collection process, it may be preferable to focus data collection on relevant outcome measures i.e. falls, hip fractures.</i>			
LI.HWS.PH.11 The number of older people regularly exercising to maintain muscle strength	Measure not developed		
<i>Exercise aimed at building strength & balanced is a key recommendation for primary prevention of falls in older people. Data on the number of older people exercising to maintain muscle strength is not currently collected. Measuring this in a sub-group of at risk older people, such as care home residents, would provide valuable information in establishing a baseline figure and monitoring progress on exercise as a process measure. However, in the absence of an existing data collection process, it may be preferable to limit data collection to relevant outcome measures i.e. falls, hip fractures</i>			
LI.HWS.PH.12 The number of older people receiving a medicines review to reduce their risk of a fall	Measure not developed		
<i>Medicines review is a key recommendation for primary prevention of falls in older people. Data on the number of older people receiving a medicines review is not currently collected. Measuring this in a sub-group of at risk older people, such as care home residents, would provide valuable information in establishing a baseline figure and monitoring progress on exercise as a process measure. However, in the absence of an existing data collection process, it may be preferable to limit data collection to relevant outcome measures i.e. falls, hip fractures.</i>			
2.7 More people retaining their independence through greater choice and control			
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	84.11		
LI.PSC.HSC.10 Reduce Emergency Admissions	Measure not developed		
LI.PSC.HSC.16 The proportion of emergency readmissions occurring within 28 days of the last previous discharge from hospital	6.58	Baseline set	
NI130.09 Social care clients receiving Self Directed Support	30.4		
<i>The number of clients receiving self directed support continues to rise, albeit at a slow rate. A new workflow was implemented in Frameworki in January 2012 which is already evidencing improvement in throughput and the current year-end projection is between 30 to 40 per cent.</i>			
NI145 Adults with learning disabilities in settled accommodation	13		

NI146 Adults with learning disabilities in employment	78		
NI149 Adults in contact with secondary mental health services in settled accommodation	Not available until July		
NI150 Adults receiving secondary mental health services in employment	Not available until July		
VSA14_06 % People having TIA scanned & treated within 24hrs	62.22		
3.1 Sustainable education provision throughout Herefordshire			
LI.CYP.3101 Number of schools in an Ofsted category	1		
<i>St James moved out of an Ofsted category in February 2012 and is now judged to be satisfactory. Withington is the only Herefordshire school currently in an Ofsted category of concern. The first HMI monitoring visit took place in February 2012 and the school was judged to be making good progress in everything apart from leadership and management which was outstanding. The revised Ofsted Inspection Framework which was introduced in January 2012 will place schools under greater scrutiny. Those below floor standard in particular, will be at greater risk of failing inspection.</i>			
LI.CYP.3102 % reduction in the cost of new out-of-county placements	13		
LI.CYP.3103 % of PRU pupils that have 25 hours of provision available	85.56		
<i>This was the first year of reporting against this measure; in hindsight the aspirational target of 100% was too stretching.</i>			
3.2 Improved intervention and support for children & young people and keeping them safe			
LI.CYP.3201 Percentage of IAs completed in 10 working days.	76		
LI.CYP.3202 Reducing the number of contacts and referrals not resulting in social care services	20.95 (February 2012)		
<i>New reporting is in place that will give accurate data next quarter – Initial findings suggest that the 30% target will be met by the next reporting round. End of year data will be available at the end of June.</i>			
LI.CYP.3203 Reduction in high cost agency placements for LAC	9 (February 2012)		
<i>Since September, work has continued to reduce costly agency placements. Both fostering and residential placements have reduced, seeing the overall overspend on agency placements reduce. End of year data will be available at the end of June.</i>			
3.3 Improved performance by early years and primary school pupils including vulnerable adults			
NI072 At least 78 points across Early Years Foundation Stage with at least 6 in each of the scales	56		
NI073 Achievement at level 4 or above in both English and Maths at Key Stage 2 (Threshold)	72.5		

<i>There has been strong improvement on 2010 outcomes and Herefordshire's figures are now in line with national averages. Work continues to drive up standards in literacy and numeracy in primary schools but cuts in national funding of intervention programmes make this more difficult to co-ordinate and provide professional development and training for teachers.</i>			
NI092 Narrowing the gap - lowest achieving 20% the Early Yrs Foundation Stage Profile vs the rest	31.5		
NI099 Children in care reaching level 4 in English at Key Stage 2	50		
<i>5 out of 10 children achieved level 4+ in English. This is an improvement on 2010 and 2009 and compares to 53% nationally for 2011. The new appointment of the executive head has resulted in a RAG rating system to target resource at those at risk of not meeting the threshold as well as all LAC at risk of underachievement.</i>			
NI104 The SEN/non-SEN gap - achieving Key Stage 2 English and Maths threshold	49.9		
<i>In order to understand this gap data better, we are introducing a system to track all children who are under-achieving at the end of the previous key stage and taking action with each setting accordingly.</i>			
3.4 Reduced child poverty			
LI.CYP.3401 Percentage of 16 - 18 year olds whose participation activity is not known.	5.5		
<i>We hold monthly meetings to discuss the current list of young people not in education, employment or training (NEET), and young people whose participation activity is unknown in order to devise new approaches. This process has enabled us to query issues concerned with data to utilize the locality based Multi Agency Group (MAG) meetings to try to find more of the unknown cohort, and apply a new approach to get destination information on college leavers.</i>			
NI102i Achievement gap between pupils eligible for free school meals and their peers (KS2)	19.9		
<i>The performance gap has decreased considerably over the past few years from a gap of 27% in 2009 to 19.9% in 2010. Schools are consistently challenged and supported to close this achievement gap and 1 to 1 tuition programmes have impacted positively on this measure.</i>			
NI117 16 to 18 year olds who are not in education, employment or training (NEET)	7.2		
<i>The December 2011 figure of 7.2% equates to 336 young people. As at December 2010 we reported a NEET percentage of 6.7 which accounted for 314 young people. The 0.5 percentage point rise is obviously concerning; however an increase of 22 NEET young people is not surprising given the tough economic climate which persists. The following actions are being taken to address the NEET issue – We are developing a Risk of NEET Indicator (RONI) - school data on pupils is interrogated using a series of identified risks (poor attendance, unemployment in the family, free school meals etc) to identify those who may need additional support. This is currently being trialled at Lady Hawkins. A proposed HPS approach for Apprenticeships has been to HPSLT and approved, this includes HPS acting as an exemplar authority to</i>			










<p><i>develop apprenticeships.</i> <i>In conjunction with the National Apprenticeship Service (NAS) we have held a "100 apprenticeships in 100 days" exercise with a promotional event in High Town and a series of articles in the Hereford Times. We generated 82 apprenticeships in the 100 days.</i> <i>We are maintaining our Connexions pages on the YouthZone website with up to date information, advice and guidance on careers and support packages. The website contains a list of local vacancies and also links to the NAS Apprenticeship site.</i> <i>The Connexions Drop In operates on three days a week (Monday, Wednesday and Friday) to provide information, advice and guidance during office hours. Individual appointments are available with Connexions PAs. We are also maintaining a Connexions presence in all High Schools, Academies, PRUS, Special Schools and Colleges until the end of this financial year.</i> <i>We will be producing a Raising of Participation Age (RRA) in the new year following the issue of central guidance. This will link to all of the above and also be concerned with the overall planning of education and training opportunities for the Post 16 age group and the participation age raising through 17 years to 18 in 2015.</i> <i>The council has secured an external grant to fund in depth research into the NEET population to inform a new action plan for 2012 - 13.</i></p>			
3.5 Families & communities that are able to support all children & young people effectively			
LI.CYP.3501 Percentage of CYP supported through CAF and MAGs	58.2		
<i>Over half of CAFs are now supported through MAGs rather than individual team around the child meetings. The Budget Holding Lead Professional pilot is showing early signs of success in terms of encouraging partners to attend the MAGS. Several new CAF practitioners have completed CAFs and will be bringing them to MAGS at the next meeting.</i>			
LI.CYP.3502 Percentage of CAFs that are not subsequently re-referred to children's social care	93.3		
LI.CYP.3503 Percentage of people reporting that things have improved for them/their child	Measure not developed		
LI.CYP.3504 Percentage of professionals reporting that the MAGs have made a positive difference	Not available until later in the year		
<i>This is based on an annual survey, the first one of which will be done this summer. Therefore no results are available yet.</i>			
3.6 A reduction in health inequalities for children & young people			
LI.CYP.3601 Increase the uptake of Healthy Start Vitamins.	3.55		
<i>Healthy Start uptake over the year has been 76% compared to England average of 79.6%. Children's vitamin drops uptake has been 1.7% compared to England average of 3% and women's vitamin tablet uptake is 4.3% compared to England average of 5%.</i>			
LI.PUH.01 Rate of Hospital Admissions for under 18s per 100K for alcohol harm	42.7	No target set	
<i>An Alcohol Integrated Needs Assessment (INA) has been undertaken by public health on behalf of the Health and Wellbeing Board. This will inform the development of strategic plans for alcohol harm reduction, including amongst children, young people and pregnant women. Alcohol INA also contains recommendations regarding future specialist service provision.</i>			

<p>Work is underway to develop a single Alcohol Harm Reduction Strategy, bringing together the recommendations in the Alcohol INA (Health & Wellbeing Board) and the Herefordshire Alcohol Group's Action Plan (HPEG/Safer Herefordshire). This combines actions to reduce alcohol related harm to health and harm from crime and disorder.</p> <p>A health improvement practitioner has been appointed with a remit for developing a new version of the multi-agency "crucial crew" input and further plans for PHSE in secondary schools for 2012/13.</p> <p>Training in Identification and Brief Advice continues to be rolled out. An Alcohol CQUIN Support Group in Wye Valley NHS Trust is in development to train trainers in IBA. This will lead to scheduling further IBA training for key staff including Maternity and Health Visitor services.</p>			
NI055i Percentage of children in Reception with height and weight recorded who are obese	9.2		
<p>Plans for delivery of Crucial Crew over nine days to 1,600 children in June 2012 with Change4Life as a main theme are in development; invitations to schools distributed.</p>			
NI056i Percentage of children in Year 6 with height and weight recorded who are obese	18.2		
<p>Plans for delivery of Crucial Crew over nine days to 1,600 children in June 2012 with Change4Life as a main theme are in development, Invitations to schools distributed</p>			
NI112 Under 18 conception rate (per 1,000 girls aged 15-17)	27.5		
NI113i Percentage of the resident population aged 15-24 accepting a test/screen for chlamydia	11.4		
<p>Following the publication of the PH Outcomes Framework the outcome for the programme has changed focus to reflect the positivity rate as opposed to the number of screens completed. The target from April 2012 is 2,400 positives per 100,000 population. To achieve this positivity rate screening will be targeted as opposed to opportunistic. The c-card scheme will be re-launched to incorporate Chlamydia screening with clear eligibility criteria. This service will span across schools and colleges and will be led by the Public Health Healthy Lifestyle Trainer Service. The Pharmacy LES will be reviewed to ensure chlamydia screening and Emergency Contraception services are combined.</p>			
4.1 Vibrant cultural opportunities			
LI.CULT.001 Total number of Library visits in the County	672,822		
<p>Overall 672,822 library visits took place in the County during 2011/12; this figure is below the target level of 732,817 by 8%. Failure to meet the target can be attributed to a number of factors including site closures and reduced service capacity for periods of time due to refurbishments, the mobile service ending part way through the year and the national and regional decline in visitor numbers continuing the downward trend of the last few years.</p> <p>In order to improve visitor numbers in the coming year libraries will be promoted through a number of activities including World Book Night, Community library schemes and school holiday activities for children. The service also now has a SLA in place with customer services as well as having established a number of partnerships e.g. Social Care, Hay and Ledbury Festivals. Finally the service is aiming to increase access</p>			

<i>by expanding the home delivery service as well as increasing and developing our links to community run library schemes.</i>			
LI.CULT.002 Number of People using Halo Leisure Facilities	1,297,442		
LI.CULT.002a Total number of swims	541,630		
LI.CULT.002b Total number of gym visits	394,035		
LI.EDEV.001 Visitor Spend in the County	Data not provided		
4.2 Safe places where people feel secure			
LI.SAFE.003 Repeat incidence of domestic violence	40.25		
<i>In the 12 month rolling period 1st April to 31st March 2012 there were a total of 187 MARAC cases heard, 81 of which were repeat cases, resulting in an outturn of 43%, which is worse than the target level of 30%. It should be noted however that the number of cases heard at MARAC during February and March was low e.g. 8 cases heard during March (4 of which were repeats). Discussions' regarding MARAC performance has been held in the recent Domestic Abuse Forum and Integrated Offender Management meetings.</i>			
4.3 Enhanced local democracy and community engagement			
LI.SCOM.001 Reduce vacancies at Parish Council elections	3		
<i>Only 3% of the targeted 5% reduction in vacancies was achieved in 2011. Work now started to look at ways of increasing contested elections and decreasing the vacancies by empowering and engaging communities whilst enhancing the role of local democracy. A tasking group will therefore be set up to begin work now for the 2015 elections, to identify all opportunities to raise the awareness of local people on local democracy and civic participation. Examples of current work include the Democracy First project, aimed at improving engagement between parish councils and their communities, as well as the Charter Review of 'working relationships in local Government in Herefordshire', which is currently out for comment with both Members and Parish Councils. These will be brought within scope of the Tasking Group and report back through Communities First Workstream</i>			
LI.SCOM.003 Number of Communities producing new or updating Parish Plans	7		
<i>7 plans have been published during 2011/12; while a further 25 plans have been supported and are in development. Advice has also been provided to 7 communities regarding the development of a plan. While the aspirational target of 13 updated or completed plans by the end of 2011/12 has not been achieved the service is still predicting that the overall target of 30 new or updated Parish Plans will be achieved by June 2013.</i>			
LI.SCOM.007 Number of residents participating in local democratic processes	Measure not developed		
4.4 Ways of working that reflect the needs and priorities of people & place			
LI.SCOM.004 Number of Locality networks established	9		

LI.SCOM.005 Number of additional Parish and Town Councils implementing Participatory Budgeting	11		
LI.SCOM.006 Total number of Place Asset Reviews	9		
4.5 A balanced housing market to meet residents needs			
LI.HNDE.001 Number of affordable homes delivered	90		
LI.PSHG.007 Average number of weeks taken to process Disabled Facilities Grant (DFG) applications	31.9		
NI156 Temporary Accommodation	74		
5.1 The preservation and enhancement of our environment			
LI.SUST.001 Number of Schools taking part in Schools Energy Challenge	12		
LI.WAMA.001 Residual Waste per Household	579.5		
LI.WAMA.002 % of Household waste sent for reuse, recycling and composting	41		
LI.WAMA.003 % of Municipal waste landfilled	57		
NI185 CO2 reduction from Local Authority operations	Data not available until end of 2012		
NI186 Per capita reduction in CO2 emissions in the LA area	Data not available until end of 2012		
NI196 Improved street and environmental cleanliness - fly tipping	2		
<p><i>This indicator is taken from the old NI 196 indicator that seeks to reflect the effectiveness of an authority's performance on fly-tipping by measuring the number of incidents reported, by type, location, etc. and the number of investigations carried out and the outcomes of those investigations. A complicated formula that applies various weightings is then used in the final calculation.</i></p> <p><i>In 2011/12, against this weighting, the authority would be judged as grade 2 - effective. This is rather misleading in the context of a 7.5% reduction in the number of fly-tips reported and a third consecutive year of reductions. What is actually a good news story could therefore be interpreted differently. This indicator will not be used in 2012/13 for this reason.</i></p> <p><i>The real measure of success is in the outcome - an improved environment the consequence of a reduced number of incidents.</i></p>			
5.2 Accessible services and countryside			
LI.PRPC.001 User Satisfaction - Queenswood Country Park	Data not available until June		
LI.SCOM.008 Number of improved locally accessible services	Measure not developed		
LI.SCOM.009 Number of services that have been designed/redesigned to reflect local need	Measure not developed		
5.3 A strong regional and national reputation			
LI.CUS.001a Organisation Reputation (LA)	Data available from Quality of Life		

	Survey later in the year		
LI.CUS.001b Organisation Reputation (Health)	Data available from Quality of Life Survey later in the year		
LI.PCIU.002 % of complaints received that are referred to the ombudsman (LA)	1.1		
LI.PCIU.003 % of complaints received that are referred to the ombudsman (Health)	2.6		
5.4 The protection of people's health & wellbeing			
NI047 Proxy - No. of people killed or seriously injured in road traffic collisions	75		
5.5 Increased equality of opportunity			
LI.EQDI.001 Equality Objective published	Yes		
LI.EQDI.002 HEHRC Training Programme - sessions delivered	48		
LI.EQDI.003 HEHRC - Partners organisations signed up to charter	8		
5.6 Sustainable public transport provision			
LI.TRAN.004 Local Congestion- Local Bus Punctuality	85		
<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 but reporting has now changed to December with surveys taking place in October- next data due Dec 2012.</i>			
LI.TRAN.005 Travel Choices- Vehicle Flows (Herefordshire)	97.37		
LI.TRAN.007 Bus Patronage	Data not available		
6.1 High quality assessments of need			
6.2 Streamlined, working practices			
LI.CFC.001 Delivery of Accommodation Programme	This is a project and not a measure		
LI.CFC.002 Commercial Strategy Savings	£2.9m		
LI.DCX.CPS.01 Savings expected from the Shared Services Strategy	£1.3m		
6.3 High levels of customer and citizen satisfaction			
LI.CUS.005a Overall satisfaction with the service provided (bi-mthly)	79		
<i>Standardised access to service information is expected to improve this position further as the customer organisation changes become further embedded. Later in 2012 a range of self-service capability will also become available which should help improve satisfaction in this area further.</i>			
LI.CUS.012 Avoidable Contact	18		

LI.ICT.PI.03 Better Connects annual audit of website	4		
LI.PCIU.001 Satisfaction with Complaint Handling	100		
6.4 A high quality workforce			
LI.HRO.001 Average sickness FTE (Council)	3.57		
LI.HRO.002 Average sickness FTE (PCT)	2.95		
LI.HRO.003a Improved feedback from EOS: 20% improvement in Council Survey - empowerment	Measure is not suitable for reporting an outturn against, although it is possible to track the trend		
LI.HRO.003b Improved feedback from EOS: 20% improvement in Council Survey - Senior Mgmt Support	Measure is not suitable for reporting an outturn against, although it is possible to track the trend		
LI.HRO.003c Improved feedback from EOS: improvement in NHS survey - staff engagement	Measure is not suitable for reporting an outturn against, although it is possible to track the trend		
LI.HRO.004 Number of ideas from the Why Scheme that are implemented	Measure not developed		
LI.HRO.005 % of SRDs (and 6 monthly reviews) completed	80	