






















KEY			
Rating		Direction of Travel	
Green	Significantly better than target (>10%)		Better than same period last year
Blue	Achieving target		Same performance as last year
Amber	Slightly behind target (0.01-5%)		Behind same period last year
Red	Significantly behind target (>5%)		

			2011/12 Outturn	2012-13 Outturn	2013/14 Target	Latest Outturn	Rating	Direction of Travel	Council Controlled or Influenced
<i>Create and maintain a successful economy</i>									
Percentage of Category 1 highway defects (those presenting an immediate or imminent hazard) repaired within 24 hours	Monthly	Bigger is better	100%	100%	100%	100% (YTD)	Blue		Influenced
Residual waste per household (kg)	Monthly (one month in arrears)	Smaller is better	576.5kg	550.2kg	<600kg	245.3kg (to August)	Blue		Influenced
Decrease the % of young people Not in Education and Training or Employment (NEET's)	Monthly	Smaller is better	6.20%	6.20%	8%	12.2% (Sept.)	Red		Influenced
Decrease the % of young people whose status is "Unknown"	Monthly	Smaller is better	Measure amended		5%	65.8% (Sept.)	Red	New measure	Influenced
No of affordable homes acquired and built	Quarterly	Bigger is better	90	61	70	93 (to August)	Green		Influenced
Percentage of the working age population in employment	Quarterly (three months in arrears)	Bigger is better	72.50% (81,700)	71.8% (81,100) 73.2% at June 2012	5% above England's rate (The GB rate is currently 70.9%)	72.6% (82,400) (Q1)	Amber		Influenced

			2011/12 Outturn	2012-13 Outturn	2013/14 Target	Latest Outturn	Rating	Direction of Travel	Council Controlled or Influenced
<i>Enable residents to be independent and lead fulfilling lives with resources focussed on supporting the most vulnerable</i>									
<i>Adults¹</i>									
Number of adults, older people and carers receiving self-directed support in the year to 31 st March as a percentage of all clients receiving community based services and carers receiving carer specific services	Monthly	Bigger is better	Data not available from Framework-i	34%	78%	48.5% (Sept.)	Red		Controlled
Minimise the number of people killed or seriously injured in road traffic collisions in Herefordshire	Monthly	Smaller is better	75 (2011)	80 (2012)	<89 (2013) <53 (to Sept.)	35 (YTD)	Green		Influenced
Permanent admissions to residential and nursing care homes for younger people (18-64), per 100,000	Monthly	Smaller is better	26	13	13	5.55 (Sept.) (6 / 108,119)	Blue		Controlled
Permanent admissions to residential and nursing care homes for older people (65 and over), per 100,000 population	Monthly	Smaller is better	559	520	500	215.58 (Sept.) (88 / 40,820)	Green		Controlled
Percentage of adult assessments completed within agreed timescales	Monthly	Bigger is better	New measure		100%	29% (YTD)	Red		Controlled

¹ There are a further 2 measures within Adults that are reported annually and will appear at year-end

			2011/12 Outturn	2012-13 Outturn	2013/14 Target	Latest Outturn	Rating	Direction of Travel	Council Controlled or Influenced
Reduce the % of repeat incidents of domestic violence	Quarterly	Smaller is better	43% (81 /187)	34% (59 / 175)	40%	31% (56 / 183) (Q2)	Green		Influenced
Children									
Percentage of child assessments completed within agreed timescales (Core Assessments)	Monthly	Bigger is better	New measure	63.24%	85%	66.2% (Sept.)	Red		Controlled
Percentage of child assessments completed within agreed timescales (Initial Assessments)	Monthly	Bigger is better	New measure	50.45%	85%	23.5% (Sept.)	Red		Controlled
No of young people in temporary accommodation as a result of homelessness	Monthly	Smaller is better	0	1	0	0 (YTD)	Blue		Influenced
CUSTOMERS									
% of web users that were satisfied or content with their visit	Monthly	Bigger is better	80.6%	76.6%	>76.6%	54.4% (YTD)	Red		Controlled
% web users who did not find what they were looking for	Monthly	Smaller is better	19%	21.54%	20%	26.89% (YTD)	Red		Controlled
Reduce the % of calls abandoned	Monthly	Smaller is better	7.20% (9,921 / 136,375)	14.22% (24,191 / 168,633)	<14.22%	18.16% (16,516 / 91,372) (YTD)	Red		Controlled
Increase the amount of feedback received from the public (via Comments, Complaints and Compliments)	Monthly	Bigger is better	New measure	1,740	>1,740 (>869 to Sept.)	1,342 (YTD)	Green		Controlled