

Judgement	
Green	Significantly better than target (>10%)
Blue	Achieved or better than target by up to 10%
Amber	Behind target by up to 5%
Red	Significantly behind target (>5%)

			2011/12 Outturn	2012-13 Outturn	2013/14 Target	Outturn	Judgement	Council Controlled or Influenced
PEOPLE								
ADULTS								
Number of adults, older people and carers receiving self-directed support in the year to 31 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%	58%	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)	61	Green	Influenced
Permanent admissions to residential and nursing care homes for younger people (18-64), per 100,000	Monthly	Smaller is better	26	25.8	13	20.3	Red	Controlled
Permanent admissions to residential and nursing care homes for older	Monthly	Smaller is better	559	558.7	500	607.5	Red	Controlled

Appendix A - Critical Performance Measures

			2011/12 Outturn	2012-13 Outturn	2013/14 Target	Outturn	Judgement	Council Controlled or Influenced
people (65 and over), per 100,000 population								
Percentage of adult assessments completed within agreed timescales	Monthly	Bigger is better	New measure		100%	38%	Red	Controlled
Reduce the % of repeat incidents of domestic violence	Monthly	Smaller is better	43%	34%	34%	30%	Green	Influenced
Percentage of adults using services who are satisfied with the care and support they receive	Annual	Bigger is better	67%	67%	70%	65%	Amber	Influenced
The percentage of people who use services and carers who find it easy to find information about services	Annual	Bigger is better	73%	76%	80%	73%	Red	Influenced
Increase the % of residents who volunteer at least once a month	Monthly	Bigger is better	29% (2008)	34%		Survey not conducted in 2013-14		Influenced
Number of adults, older people and carers receiving self-directed support via a direct payment in the year to 31 March as a percentage of all clients receiving community based services and carers receiving carer specific services	Monthly	Bigger is better	9%	9%	10%	13%	Green	Controlled

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			2011/12 Outturn	2012-13 Outturn	2013/14 Target	Outturn	Judgement	Council Controlled or Influenced
Delayed transfers of care from hospital, per 100,000 population	Monthly	Smaller is better	New	3.6	7.5	5.76	Green	Influenced
Delayed transfers of care from hospital which are attributable to adult social care per 100,000	Monthly	Smaller is better	New	1.4	2	2.68	Red	Controlled
The proportion of people who use services who have control over their daily life	Annual	Bigger is better	80%	76%	78%	77%	Amber	Influenced
Percentage of Adults with learning disabilities in employment	Annual	Bigger is better	13%	7.3%	14%	4.5%	Red	Influenced
Percentage of Adults with learning disabilities who live in their own home or with family	Annual	Bigger is better	77%	77.9%	82%	77%	Red	Influenced
Percentage of Older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	Annual	Bigger is better	94%	87.3%	88%	83.3%	Red	Influenced
The percentage of people who use services who feel safe	Annual	Bigger is better	65%	65%	69%	67%	Amber	Influenced
The percentage of people who use services who say that those services have	Annual	Bigger is better	75%	80%	80%	86%	Blue	Influenced

			2011/12 Outturn	2012-13 Outturn	2013/14 Target	Outturn	Judgement	Council Controlled or Influenced
made them feel safe and secure								
Percentage of assessments for safeguarding adults viewed to be adequate	Monthly	Bigger is better	New		100%	61%	Red	Controlled
Social care-related quality of life score	Annual	Bigger is better	19.2 (max score 24)	19.4 (max score 24)	20	19.1	Amber	Influenced
Percentage of eligible people who take up a NHS health check	Quarterly	Bigger is better	20%	5.57%	17.4%	10.1%	Red	Influenced
Percentage of eligible people who have been offered a NHS health check	Quarterly	Bigger is better	85%	8.0% (Target was 4%)	23.1%	20.6%	Red	Influenced
Decrease the % of working age population with no qualifications	Annual	Smaller is better	18.6% (2011)	13.5% (2012)	<13.5%	12.2%	Blue	Influenced
Increase the % of working age population qualified to level 3 or higher	Annual	Bigger is better	47.6% (2011)	52.4% (2012)	>52.4%	51.1%	Amber	Influenced
Increase the % of residents who feel safe in their local area after dark	Quarterly	Bigger is better	58.7%	56.9%	>56.9%	53% (Q3) (end –of-year data available 31 July)	Red	Influenced
CHILDREN								
Percentage of child assessments completed within agreed timescales (Core Assessments)	Monthly	Bigger is better	New measure	63.24%	85%	44.7%	Red	Controlled

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			2011/12 Outturn	2012-13 Outturn	2013/14 Target	Outturn	Judgement	Council Controlled or Influenced
Percentage of child assessments completed within agreed timescales (Initial Assessments)	Monthly	Bigger is better	New measure	50.45%	85%	82%	Amber	Controlled
No of young people in temporary accommodation as a result of homelessness	Monthly	Smaller is better	0	1	0	0	Blue	Influenced
Percentage of children's safeguarding audits viewed to be adequate	Monthly	Bigger is better		67.5%	100%	37.5%	Red	Controlled
Percentage of looked after children missing from care	Monthly	Smaller is better		3.24%	0%	0%	Blue	Controlled
Increase % pupils achieving 5 or more A*-C grades at GCSE or equivalent, including Maths & English	Annual	Bigger is better		57.5% (2011-12 academic year)	59%	56.5% (2012-13 academic year)	Red	Influenced
Early Years Foundation Stage profile (EYFSP) - % Pupils achieving a good level of development	Annual	Bigger is better	56% (2010-11 academic year)	61% (2011-12 academic year)	>61%	55% (2012-13 academic year)	Red	Influenced
Year 1 Phonics - % of Pupils working at the expected level	Annual	Bigger is better	New assessment	51% (2011-12 academic year)	>51%	68% (2012-13 academic year)	Green	Influenced
Key Stage 1 - % Pupils achieving Level 2C+ in Reading	Annual	Bigger is better	86% (2010-11 academic year)	85% (2011-12 academic year)	>85%	89% (2012-13 academic year)	Blue	Influenced
Key Stage 1 - % Pupils achieving Level 2C+ in	Annual	Bigger is better	83% (2010-11 academic	80% (2011-12 academic	>80%	84% (2012-13 academic year)	Green	Influenced

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			2011/12 Outturn	2012-13 Outturn	2013/14 Target	Outturn	Judgement	Council Controlled or Influenced
Writing			<i>year)</i>	<i>year)</i>				
Key Stage 1 - % Pupils achieving Level 2C+ in Maths	Annual	Bigger is better	90% <i>(2010-11 academic year)</i>	89% <i>(2011-12 academic year)</i>	>89%	90% <i>(2012-13 academic year)</i>	Blue	Influenced
Key Stage 2 - % Pupils achieving Level 4+ in Reading Writing and Maths	Annual	Bigger is better	New assessment	71% <i>(2011-12 academic year)</i>	>71%	71% <i>(2012-13 academic year)</i>	Blue	Influenced
Key Stage 2 - % Pupils achieving required progress in Reading	Annual	Bigger is better	New assessment	89% <i>(2011-12 academic year)</i>	>89%	90% <i>(2012-13 academic year)</i>	Blue	Influenced
Key Stage 2 - % Pupils achieving required progress in Writing	Annual	Bigger is better	New assessment	91% <i>(2011-12 academic year)</i>	>91%	91% <i>(2012-13 academic year)</i>	Blue	Influenced
Key Stage 2 –% Pupils achieving required progress in Maths	Annual	Bigger is better	81% <i>(2010-11 academic year)</i>	86% <i>(2011-12 academic year)</i>	>86%	88% <i>(2012-13 academic year)</i>	Blue	Influenced
Key Stage 4 - % Students achieving 5+ GCSE's A* - C including English and Maths	Annual	Bigger is better	57.5% <i>(2010-11 academic year)</i>	56.5% <i>(2011-12 academic year)</i>	>56.5%	56.1% <i>(2012-13 academic year)</i>	Amber	Influenced
Free School Meals (FSM) Gap at EYFSP in % pupils achieving a good level of development	Annual	Smaller is better	17% <i>(2010-11 academic year)</i>	28% <i>(2011-12 academic year)</i>	<28%	24% <i>(2012-13 academic year)</i>	Green	Influenced
English as an Additional Language (EAL) Gap at EYFSP in % pupils	Annual	Smaller is better	20% <i>(2010-11 academic year)</i>	17% <i>(2011-12 academic year)</i>	<17%	25% <i>(2012-13 academic year)</i>	Red	Influenced

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			2011/12 Outturn	2012-13 Outturn	2013/14 Target	Outturn	Judgement	Council Controlled or Influenced
achieving a good level of development								
Gender Gap at EYFSP in % pupils achieving a good level of development	Annual	Smaller is better	15% <i>(2010-11 academic year)</i>	22% <i>(2011-12 academic year)</i>	<22%	19% <i>(2012-13 academic year)</i>	Green	Influenced
FSM Gap at KS1 in % pupils achieving level 2C+ in reading, writing and maths	Annual	Smaller is better	New assessment	19.4% <i>(2011-12 academic year)</i>	<19.4%	17.6% <i>(2012-13 academic year)</i>	Blue	Influenced
EAL Gap at KS1 in % pupils achieving level 2C+ in reading, writing and maths	Annual	Smaller is better	New assessment	8.9% <i>(2011-12 academic year)</i>	<8.9%	24.4% <i>(2012-13 academic year)</i>	Red	Influenced
Gender Gap at KS1 in % pupils achieving level 2C+ in reading, writing and maths	Annual	Smaller is better	New assessment	7.2% <i>(2011-12 academic year)</i>	<7.2%	8.2% <i>(2012-13 academic year)</i>	Red	Influenced
FSM Gap at KS2 in % pupils achieving level 4+ in reading writing and maths	Annual	Smaller is better	New assessment	23% <i>(2011-12 academic year)</i>	<23%	25% <i>(2012-13 academic year)</i>	Red	Influenced
EAL Gap at KS2 in % pupils achieving level 4+ in reading writing and maths	Annual	Smaller is better	New assessment	21% <i>(2011-12 academic year)</i>	<21%	8% <i>(2012-13 academic year)</i>	Blue	Influenced
Gender Gap at KS2 in % pupils achieving level 4+ in reading writing and maths	Annual	Smaller is better	New assessment	9% <i>(2011-12 academic year)</i>	<9%	4% <i>(2012-13 academic year)</i>	Green	Influenced
FSM Gap at KS4 in % pupils achieving 5+ GCSE A* - C including English	Annual	Smaller is better	25.8% <i>(2010-11 academic year)</i>	36.6% <i>(2011-12 academic year)</i>	<25.8%	26.8% <i>(2012-13 academic year)</i>	Amber	Influenced

			2011/12 Outturn	2012-13 Outturn	2013/14 Target	Outturn	Judgement	Council Controlled or Influenced
and Maths								
EAL Gap at KS4 in % pupils achieving 5+ GCSE A* - C including English and Maths	Annual	Smaller is better	2.9% (2010-11 academic year)	24.5% (2011-12 academic year)	<24.5%	21.3% (2012-13 academic year)	Green	Influenced
Gender Gap at KS4 in % pupils achieving 5+ GCSE A* - C including English and Maths	Annual	Smaller is better	8.5% (2010-11 academic year)	10.1% (2011-12 academic year)	<10.1%	12.4% (2012-13 academic year)	Red	Influenced
ECONOMY								
Percentage of Category 1 highway defects (those presenting an immediate or imminent hazard) repaired or made safe within 24 hours	Monthly	Bigger is better	100%	100%	100%	96%	Amber	Influenced
Residual waste per household (kg)	Monthly (one month in arrears)	Smaller is better	576.5kg	550.2kg	<600kg (<550kg to February)	516.9kg (to February) (Year-end data not available until end of June)	Blue	Influenced
Decrease the % of young people Not in Education and Training or Employment (NEETs)	Monthly	Smaller is better	6.20%	6.20%	8%	6%	Green	Influenced
Decrease the % of young people whose status is "Unknown"	Monthly	Smaller is better	Measure amended	13%	5%	3%	Green	Influenced
No of affordable homes	Monthly	Bigger is	90	61	70	116	Green	Influenced

			2011/12 Outturn	2012-13 Outturn	2013/14 Target	Outturn	Judgement	Council Controlled or Influenced
acquired and built		better						
Percentage of the working age population in employment	Quarterly (three months in arrears)	Bigger is better	72.50%	71.8%	5% above GB rate (71.5%)	73.9% (Q3)	Amber	Influenced
Reduce county CO2 levels (% reduction in County CO2 emissions)	Annual	Bigger is better	19.66% (2009)	15.73% (2010)	23.8% (2011)	20.22% (2011)	Red	Influenced
The amount of new employment floor space developed	Annual	Bigger is better	3,550.8 (2010/11)		>3,550.8 (2012-13)	3,835 (2012/13)	Blue	Influenced
Increase GVA and narrow the gap between the county and the region.	Annual	Bigger is better		40,400 (2011)	>40,400	39,900 (2012)	Amber	Influenced
Increase earnings (workplace based) and narrow the gap between the county and the region	Annual	Bigger is better	£385.00 (2011)	£384.80 (2012)	>£384.80	£386.60 (2013)	Blue	Influenced
Improve average journey time per mile in Hereford City during the morning peak	Annual	Smaller is better	20.14 minutes	20.44 minutes	19.02 minutes	20.45 minutes	Red	Influenced
Increase the % of broadband connections achieving 2Mbit/s speeds.	Annual	Bigger is better	n/a	78.5%	Target to reach 100% by 2016.	82%	n/a	Influenced
CUSTOMERS								
% of web users that were satisfied or content with their visit	Monthly	Bigger is better	80.6%	75.6% (3 mth. avg.)	>75.6%	73.9% (3 mth. avg.)	Amber	Controlled
% web users who did not find what they were	Monthly	Smaller is better	19%	22.4% (3 mth. avg.)	20%	22.8% (3 mth. avg.)	Amber	Controlled

			2011/12 Outturn	2012-13 Outturn	2013/14 Target	Outturn	Judgement	Council Controlled or Influenced
looking for								
Reduce the % of calls abandoned	Monthly	Smaller is better	7.28%	14.34%	<14.34%	16.5%	Red	Controlled
Overall satisfaction with the way the Council runs things	Annual	Bigger is better	33% (2008)	51% (2012)	54%	Survey not conducted in 2013-14		Controlled

<i>Measures where data is not yet available</i>	<i>When expected</i>
ADULTS	
Number of re-ablement packages commenced in month	Measure going through quality assurance
Percentage of Adults in contact with secondary mental health services in employment	End of July
Percentage of Adults in contact with secondary mental health services living independently, with or without support	End of July
Percentage of Older people (65 and over) who were offered reablement services following discharge from hospital	End of July
ECONOMY	
Net additional homes provided	End of July