

Appendix A

Proposed Economy & Environment performance indicators for 2016/17 Finance & Performance report

a) Economy & Environment

Frequency	Measure	What is good?	Direction of travel ↑=good	Latest Data		2016/17 Target	Strategic Framework indicator	Other F&P indicator	Operating Model Outcomes	
				Period	Actual				Primary	Secondary
Adult Learning & Skills										
Monthly	The number of people in the most deprived wards completing courses to improve their chances of employment or progression in work	High	↑	To 31-Jan-2016	1,157	TBC	✓		The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents	
Quarterly	The number of people starting as apprentices	High	↑	At end of 2014/15 academic year (provisional)	4,140	TBC	✓		The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents	
Connecting Cambridgeshire										
Quarterly	% of premises in Cambridgeshire with access to at least superfast broadband	High	N/A	New indicator for 2016/17 Sep 2015 baseline = 89%		TBC	✓		The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents	

Frequency	Measure	What is good?	Direction of travel ↑=good	Latest Data		2016/17 Target	Strategic Framework indicator	Other F&P indicator	Operating Model Outcomes	
				Period	Actual				Primary	Secondary
	% of take-up in the intervention area as part of the superfast broadband rollout programme	High	N/A	New indicator for 2016/17		Contextual	✓		The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents	
Economic Development										
Quarterly	% of 16-64 year-old Cambridgeshire residents in employment: 12-month rolling average	High	↑	At 30-Sep-2015	80.9%	TBC	✓		The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents	
	‘Out of work’ benefits claimants – narrowing the gap between the most deprived areas (top 10%) and others	Low	↑	May 2015	Most deprived areas (Top 10%)= 11.8% Others = 5.1% Gap of 6.7 percentage points	TBC	✓		The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents	
Yearly	Additional jobs created	High	↑	To 30-Sep-2014	+14,000	TBC	✓		The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents	

Frequency	Measure	What is good?	Direction of travel ↑=good	Latest Data		2016/17 Target	Strategic Framework indicator	Other F&P indicator	Operating Model Outcomes	
				Period	Actual				Primary	Secondary
Passenger Transport										
Monthly	Guided Busway passengers per month	High	↔	Dec-2015	303,273	Contextual		✓	The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents	
Yearly	Local bus passenger journeys originating in the authority area	High	↓	2014/15	Approx. 18.91 million	TBC	✓		The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents	
Planning applications										
Monthly	The percentage of County Matter planning applications determined within 13 weeks or within a longer time period if agreed with the applicant	High	↔	Jan-2016	100%	TBC		✓	The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents	
Traffic and Travel										
Yearly	Growth in cycling from a 2004/05 average baseline	High	↑	2014	55.6% increase	TBC	✓		People lead a healthy lifestyle and stay healthy for longer	The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents

Frequency	Measure	What is good?	Direction of travel ↑=good	Latest Data		2016/17 Target	Strategic Framework indicator	Other F&P indicator	Operating Model Outcomes	
				Period	Actual				Primary	Secondary
	% of adults who walk or cycle at least once a month – narrowing the gap between Fenland and others	High	↑	Oct 2014	Fenland = 84.5% Other excluding Cambridge = 89.1%	TBC	✓		People lead a healthy lifestyle and stay healthy for longer	The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents
	The average journey time per mile during the morning peak on the most congested routes	Low	↑	12 months ending 31-Aug-2013	3.78 minutes	TBC	✓		The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents	

b) ETE Operational Indicators

Frequency	Measure	What is good?	Dir'n of travel ↑=good	Latest Data		2016/17 Target	Strategic Framework indicator	Other F&P indicator	Operating Model Enablers
				Period	Actual				
ETE Operational Indicators									
Monthly	% of Freedom of Information requests answered within 20 days	High	↔	Dec-2015	93.8%	TBC		✓	Ensuring the majority of customers are informed, engaged and get what they need the first time they contact us
Monthly	% of complaints responded to within 10 days	High	↔	Oct-2015	95%	TBC		✓	Ensuring the majority of customers are informed, engaged and get what they need the first time they contact us

Frequency	Measure	What is good?	Dir'n of travel ↑=good	Latest Data		2016/17 Target	Strategic Framework indicator	Other F&P indicator	Operating Model Enablers
				Period	Actual				
Monthly	Staff Sickness - Days per full-time equivalent (f.t.e.) - 12-month rolling total	Low	↔	To Dec-2015	4.63 days per f.t.e.	Contextual		✓	Having Councillors and officers who are equipped for the future