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Corporate Performance Report

Quarter 3

2019/20 financial year

Economy and Environment Committee

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Key



Data Item	Explanation
Target / Pro Rata Target	The target that has been set for the indicator, relevant for the reporting period
Current Month / Current Period	The latest performance figure relevant to the reporting period
Previous Month / previous period	The previously reported performance figure
Direction for Improvement	Indicates whether 'good' performance is a higher or a lower figure
Change in Performance	Indicates whether performance is 'improving' or 'declining' by comparing the latest performance figure with that of the previous reporting period
Statistical Neighbours Mean	Provided as a point of comparison, based on the most recently available data from identified statistical neighbours.
England Mean	Provided as a point of comparison, based on the most recent nationally available data
RAG Rating	<ul style="list-style-type: none"> • Red – current performance is off target by more than 10% • Amber – current performance is off target by 10% or less • Green – current performance is on target by up to 5% over target • Blue – current performance exceeds target by more than 5% • Baseline – indicates performance is currently being tracked in order to inform the target setting process • Contextual – these measures track key activity being undertaken, but where a target has not been deemed pertinent by the relevant service lead
Indicator Description	Provides an overview of how a measure is calculated. Where possible, this is based on a nationally agreed definition to assist benchmarking with statistically comparable authorities
Commentary	Provides a narrative to explain the changes in performance within the reporting period
Useful Links	Provides links to relevant documentation, such as nationally available data and definitions

B	= More than 5% above target
G	= On target or up to 5% above target
A	= Less than 10% under target
R	= 10% or more under target

Contextual	= Contextual Target
Baseline	= Baseline Target
	= In development

Economy and Environment

Directorate

Outcome Area

RAG Rating

Indicator 24: Percentage of premises in Cambridgeshire with access to at least superfast broadband
 Indicator 25: Percentage of take-up in the intervention area as part of the superfast broadband rollout programme
 Indicator 30: Local bus passenger journeys originating in the authority area
 Indicator 31: The percentage of County Matter planning applications determined within 13 weeks or within a longer time period if agreed with the applicant
 Indicator 32: Growth in cycling from a 2004/05 average baseline
 Indicator 34: The average journey time per mile during the morning peak on the most congested routes
 Indicator 144: Average journey time per mile during afternoon peak
 Indicator 145: Traffic entering and leaving Cambridge - motor vehicle total counts at Cambridge Radial Cordon
 Indicator 146: Changes in traffic flows within Cambridge - motor vehicle total counts at River Cam screenline
 Indicator 147: Changes in traffic flows entering Market Towns - motor vehicle counts for market towns in Cambridgeshire
 Indicator 180: Percentage of Freedom of Information requests answered within 20 days
 Indicator 181: Percentage of complaints responded to within 10 days

EE Thriving places for people to live
 EE Thriving places for people to live
 EE Thriving places for people to live
 EE Thriving places for people to live
 EE A good quality of life for everyone
 EE Thriving places for people to live
 EE Thriving places for people to live
 EE Thriving places for people to live
 EE Thriving places for people to live
 EE Thriving places for people to live
 EE Thriving places for people to live
 EE

G
Contextual
A
G
B
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Contextual
R
G

Indicator 24: Percentage of premises in Cambridgeshire & Peterborough with access to at least superfast broadband

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February 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
97.00%	↑	97.57%	97.49%	Improving
Statistical Neighbours Mean	England Mean	RAG Rating		
N/A	96.8%	G		

Indicator Description

Percentage of addresses with Superfast broadband availability across Cambridgeshire and Peterborough - This metric shows the percentage of addresses which are within the coverage area of superfast (greater than 24mbps) broadband networks. It has been produced by Think Broadband which is a nationally recognised source of digital infrastructure statistics.

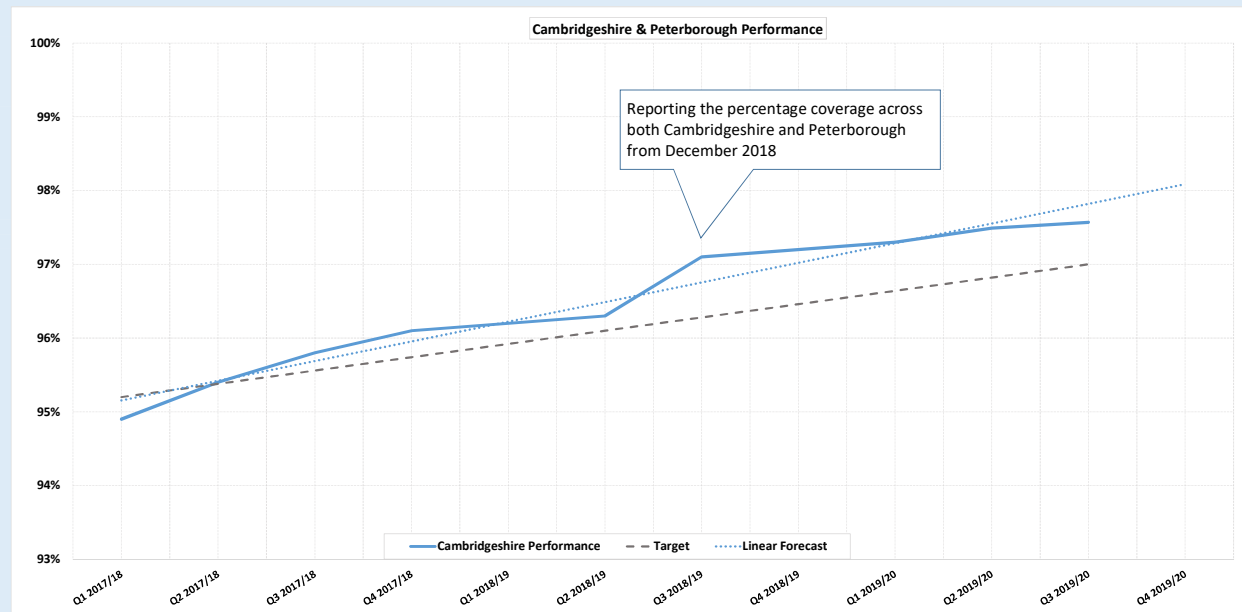
There is an interim target of 97% by end of 2019 and then 99% by 2020.

Source name: Think Broadband

Collection name: Local Broadband Information

Polarity: High is good

This is no statistical neighbour data.



Commentary

The percentage of premises in Cambridgeshire with access to at least superfast broadband continues to increase.

97.57% premises had access at the end of quarter 3 2019/20 and continues to be above the target for this quarter (97%) and above the interim target of 97% by end of 2019.

Please note the following changes in the indicator:

- The targets and quarterly figures are now for both Cambridgeshire and Peterborough.
- Quarterly targets have been calculated based on the interim target for end of 2019 and going forward will be based on the overall target to reach over 99% coverage countywide by the end of 2020.

Indicator 25: Percentage of take-up in the intervention area as part of the superfast broadband rollout programme

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February 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	↑	67.1%	66.3%	Improving

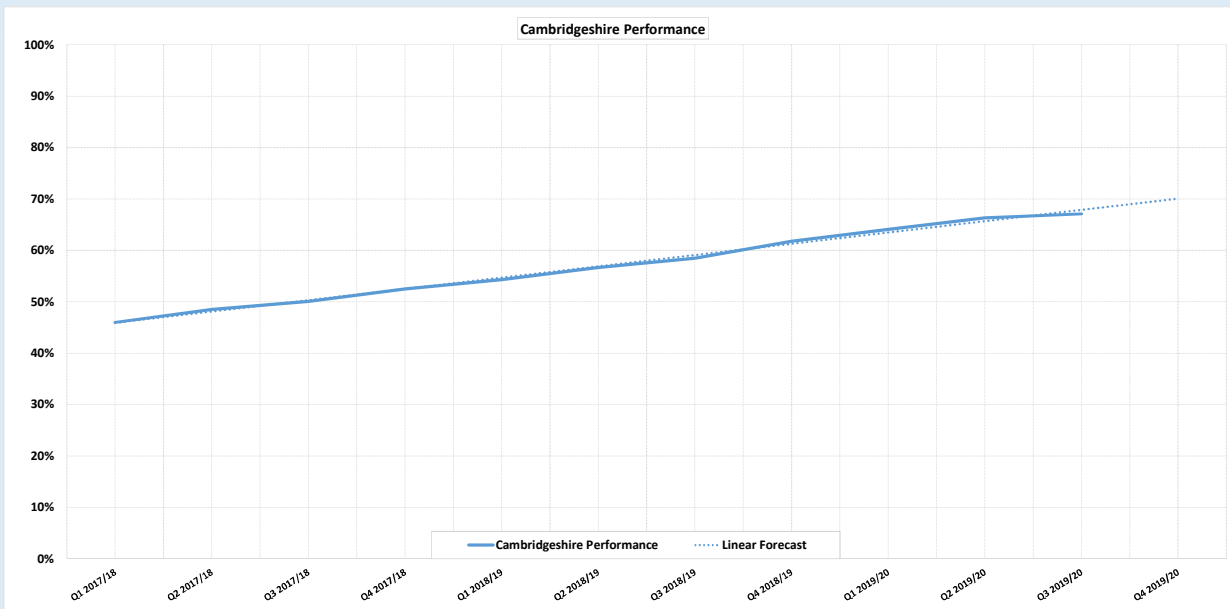
RAG Rating

Contextual

Indicator Description

Access to broadband is a key enabler of economic growth.

This is a local contextual indicator and therefore there are no statistical neighbour or England comparator data.



Commentary

The percentage of take-up as part of the superfast broadband rollout programme continues to increase.

The percentage of take-up has increased to 67.1% at the end of quarter 3 2019/20. This is a contextual indicator and as such there is no target.

Indicator 30: Local bus passenger journeys originating in the authority area

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February 2020

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
19,000,000	↑	17,480,000	17,300,300	Improving

RAG Rating

A

Indicator Description

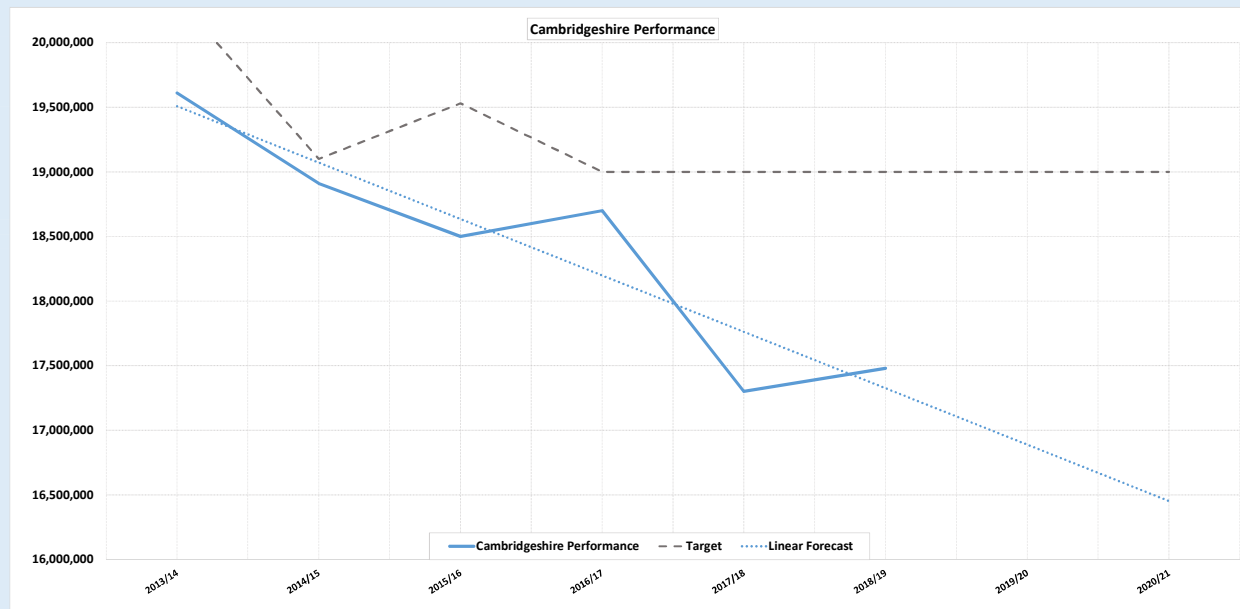
Bus patronage is a key outcome of the partnerships between local authorities and bus operators, which together play an important role in delivering better local transport services and are supported by approximately £2.5bn of public funding per year.

This indicator measures the total number of local bus passenger journeys originating in the authority area in a given year. Local bus services are defined for the purposes of this indicator as those using one or more public service vehicles for the carriage of passengers by road at separate fares where the stopping places, or journey length, are less than 15 miles (24 kilometres) apart.

We no longer report this information to DfT. It used to be national indicator NI 177, but this is no longer required.

Useful Links

LG Inform:

<https://lginform.local.gov.uk/>


Commentary

There were 17.48 million bus passenger journeys originating in Cambridgeshire in 2018-19. This represents an increase of 1.1 % from 2017-18, but a decrease of 6.6% from 2016-17; this general pattern of a fall in journeys can be attributed to a cut in bus services in the county and also a general pattern nationally of people using public transport less. The slight increase from 2017-18 may be due to the removal of parking charges for passengers using the park and ride services.

As this is an annual indicator there has been no change in the data since the Q1 2019-20 performance report was presented to the committee.

Indicator 31: The percentage of County Matter planning applications determined within 13 weeks or within a longer time period if agreed with the applicant

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February 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
100.0%	↑	100.0%	100.0%	Unchanged

RAG Rating

G

Indicator Description

Key measure of operational flow in determining planning application

The measure to be used is the percentage of decisions on applications made:

- a. within the statutory determination period; or
- b. within such extended period as has been agreed in writing between the applicant and the local planning authority;

We collect the data monthly and report quarterly.

The Ministry of Housing, Communities and Local Government collect data recorded for major development in Live Tables P151a and 151b. The assessment period for their measure is the two years up to and including the most recent quarter for which data on planning application decisions are available at the time of designation. For example, a two year assessment period between October 2016 and September 2018 will be used for designation decisions in Quarter 1 2019. The average percentage figure for the assessment period as a whole is used.

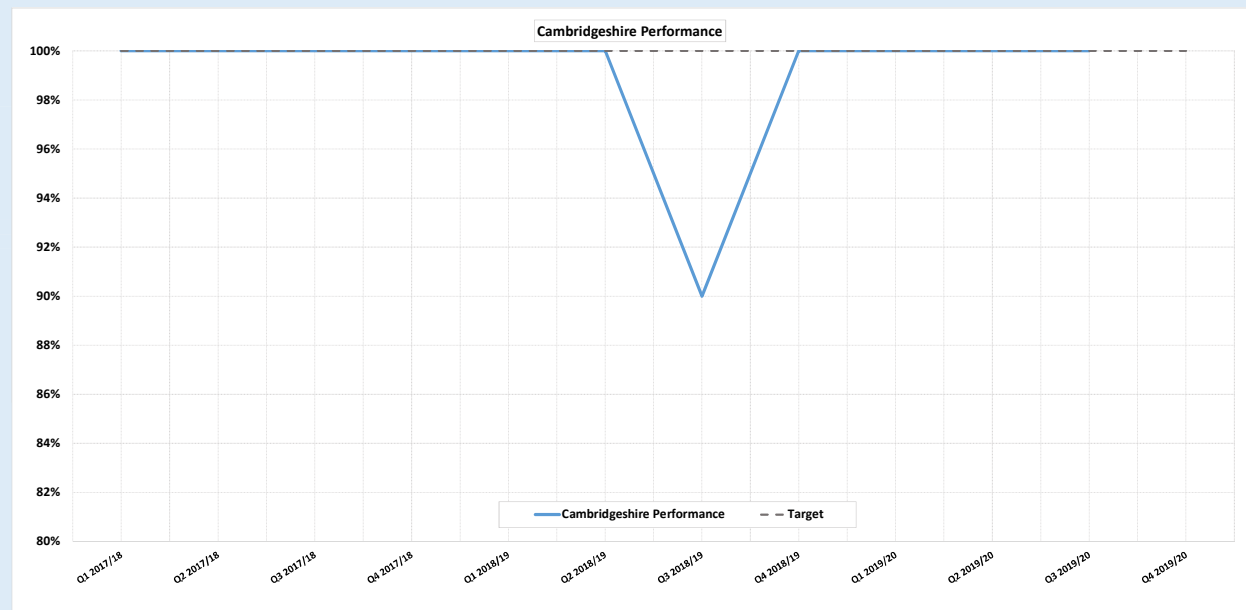
Useful Links

Improving planning performance

Criteria for designation (revised 2018)

Presented to Parliament pursuant to section 62B of the Town and Country Planning Act 1990.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/760040/improving_planning_performance.pdf



Commentary

If a Local Planning Authority (LPA) consistently fails to determine planning applications within the statutory timescales, without agreeing to an extension of time, then the Secretary of State can designate the LPA as underperforming and as a result applicants have the option of submitting their applications to the Planning Inspectorate for determination.

If the LPA is designated as under performing then they will be expected to prepare an action plan to address areas of weakness contributing to under performance and therefore the percentage of applications that are determined within the agreed timescales is a Key Performance Indicator for the County Planning, Minerals and Waste team.

Indicator 32: Growth in cycling from a 2004/05 average baseline

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February 2020

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
70.0%	↑	75.0%	71.0%	Improving

RAG Rating

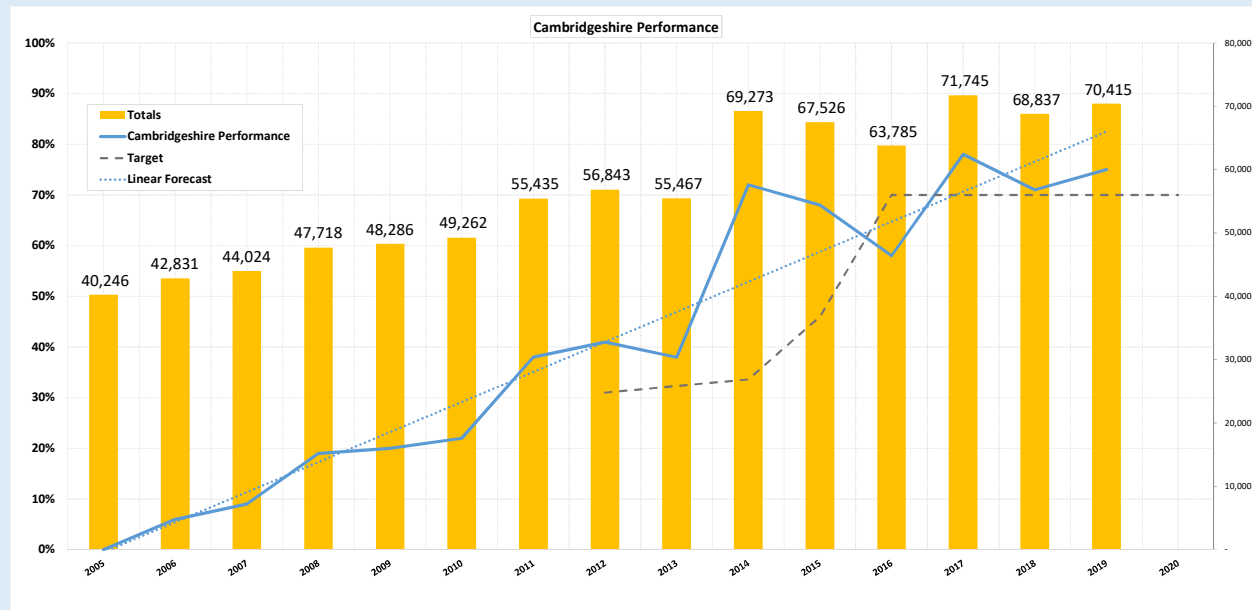
B

Indicator Description

Strategic level measure of cycling increase.

This measure changes from baseline rather than showing what proportion of the population cycle.

The source of this information is annual traffic surveys that are done at key points across the whole county.



Commentary

Overall growth from the 2004-05 average baseline is 71%, which is better than the Council's target. There was a 2% decrease in cycle trips in 2018 compared with 2017.

Cycling growth is measured by the overall increase across a number of automatic and manual count points located throughout Cambridgeshire, giving a large, robust sample.

In 2004/05 there were 40,246 cycle journeys measured in the sample. In 2019 there were approximately 70,415 cycle journeys measured in the sample, yielding a growth of 75% overall.

Indicator 34: The average journey time per mile during the morning peak on the most congested routes

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Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
4.0	↓	4.22	4.75	Improving

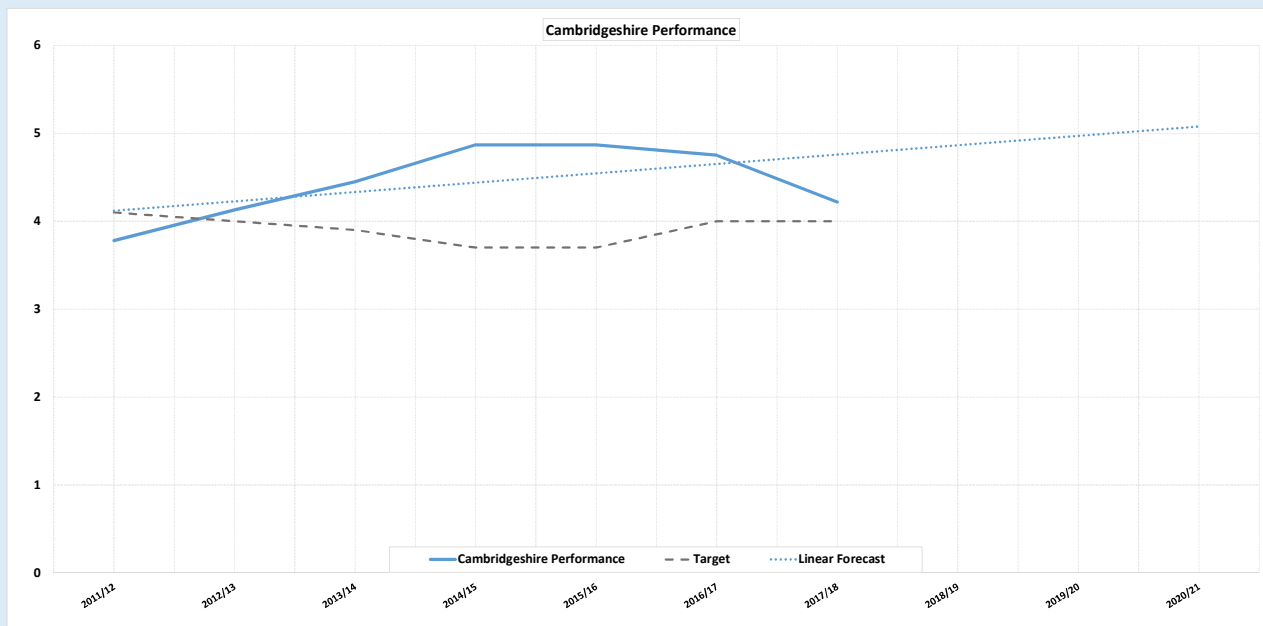
RAG Rating

A

Indicator Description

Strategic measure of traffic reduction and management work.

This is a standard indicator for which we have good history.

Useful Links**Commentary**

At 4.22 minutes per mile, the latest figure for the average morning peak journey time per mile on key routes into urban areas in Cambridgeshire is better than the previous year's figure of 4.75 minutes.

The figure for Cambridge city is 4.8 minutes compared to the previous year's figure of 5.48 minutes.

The target for 2017/18 is to reduce this to 4 minutes per mile.

The BI Team are now using new software to calculate the congestion times. The congestion times are lower compared to the previous three financial years and similar to when process was completed manually. Therefore it may be beneficial to calculate the data for 2014/15, 2015/16 and 2016/17 using the new software to see if the old software might have been inflating congestion times.

Indicator 144: Average journey time per mile during afternoon peak

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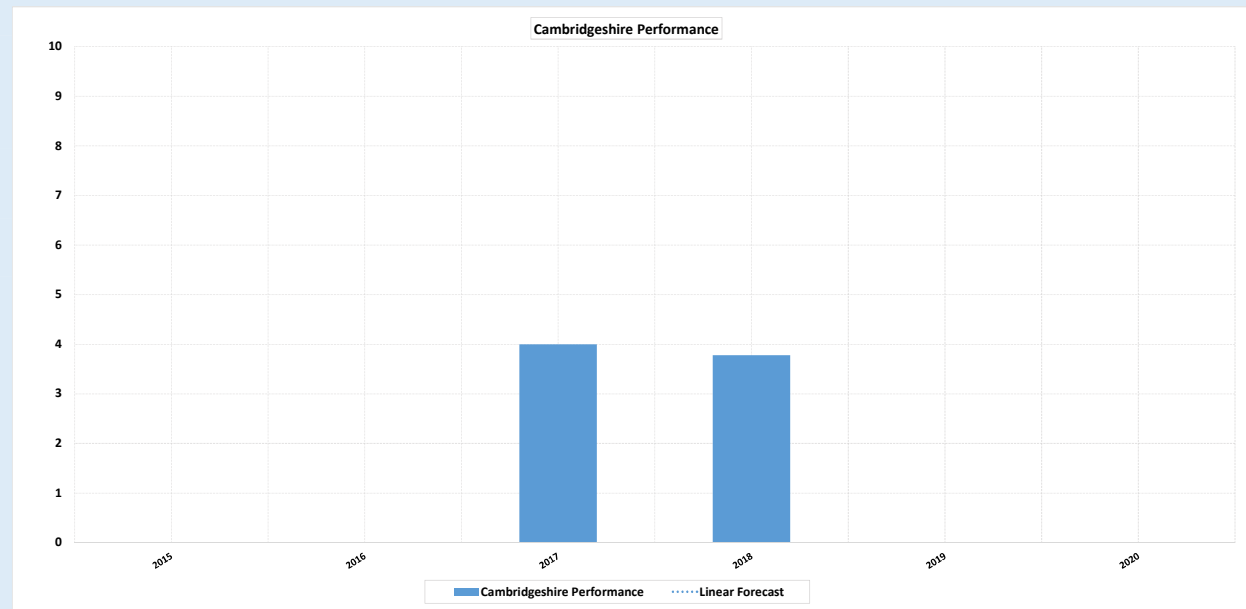
Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	↓	3.8	4.0	Improving

RAG Rating

Contextual

Indicator Description

This provides a richer picture and complements the morning peak congestion indicator and reduces risk of an artificial focus on morning congestion only.

Useful Links**Commentary**

This is a new indicator for this set. These figures have come from the annual traffic census we conducted in 2017. This is a baseline figure from which a target could be developed.

The figure for Cambridge city is 3.7 minutes compared to the previous year's figure of 4.76 minutes.

The BI Team are now using new software to calculate the congestion times. The congestion times are lower compared to the previous financial year. It may be beneficial to calculate the data for 2016/17 using the new software to see if the old software might have been inflating the old congestion time.

Indicator 145: Traffic entering and leaving Cambridge - motor vehicle total counts at Cambridge Radial Cordon

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February 2020

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	↓	202,155	203,329	Improving

RAG Rating

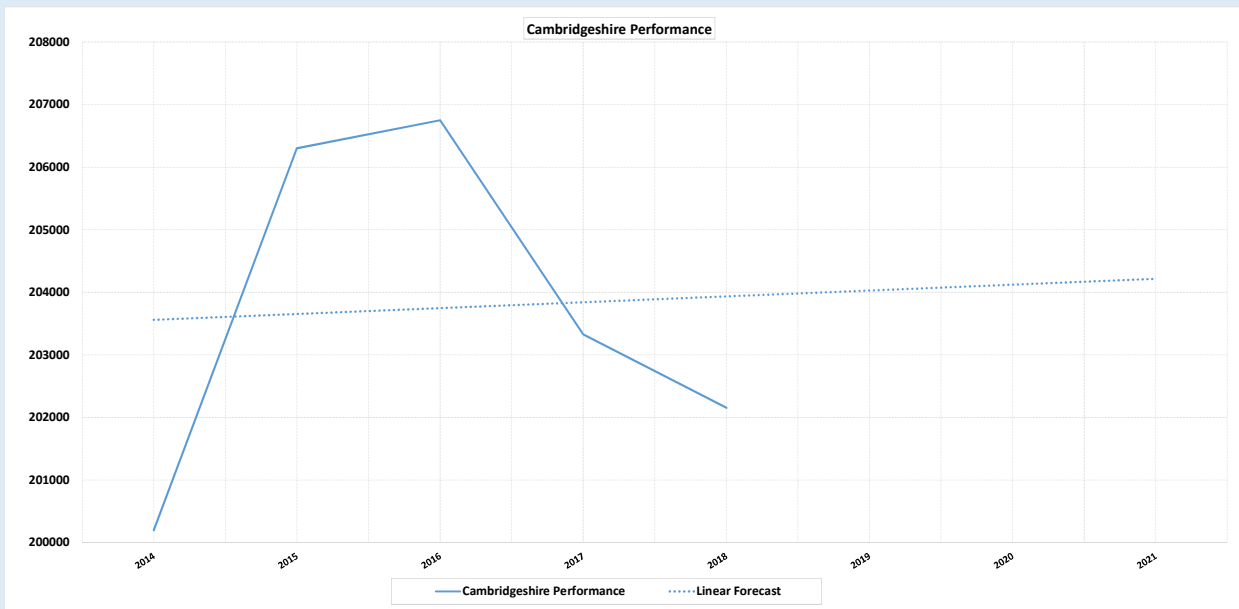
Contextual

Indicator Description

Strategic level measure of key transport mode.

Measuring the number of vehicles entering and leaving Cambridge per 12-hour day (7am to 7pm).

Data is collected on the radial survey day which is usually the first Wednesday in October.

Useful Links**Commentary**

In 2018, there were 202,155 motor vehicles entering and leaving Cambridge per 12-hour day (7am to 7pm). This is a decrease of 1% compared with 2017.

As this is an annual indicator there has been no change in the data since the last performance report presented to the committee.

Indicator 146: Changes in traffic flows within Cambridge – motor vehicle total counts at River Cam screenline

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February 2020

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	↓	56,960	56,415	Declining

RAG Rating

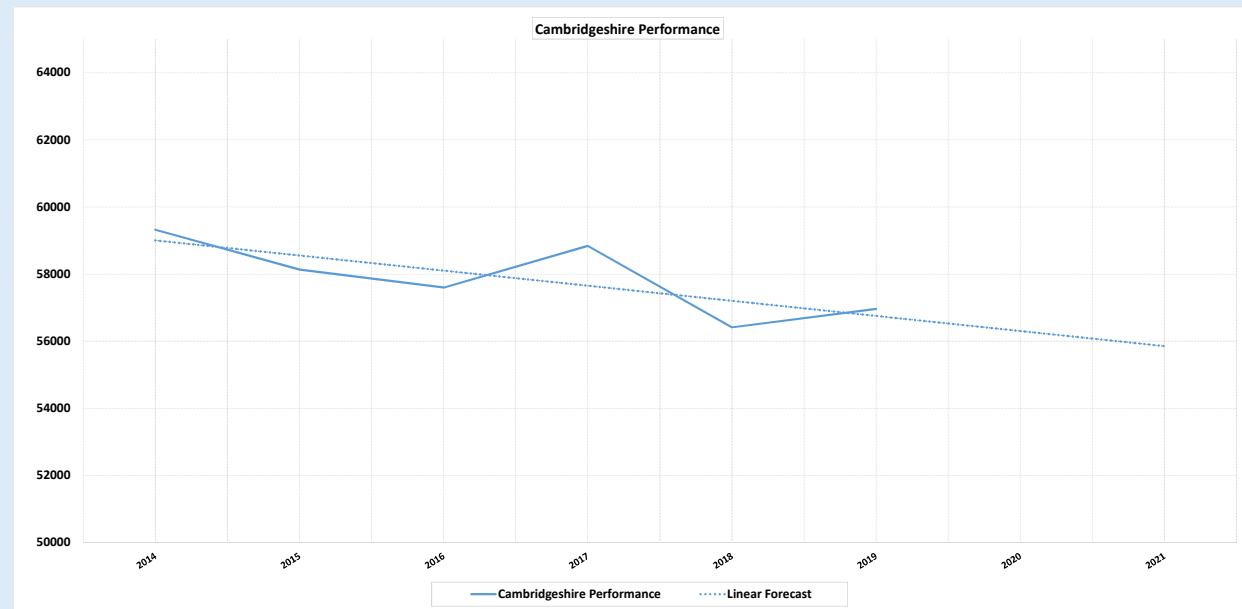
Contextual

Indicator Description

Strategic level measure of key transport mode.

The River Cam screenline is based on 1 day for the motor vehicles and an average across 2 days for the cycles and pedestrians. Data is collected in May.

Useful Links



Commentary

The number of motor vehicles crossing the River Cam bridges within Cambridge per 12-hour day (7am to 7pm) was 56,415. This is a decrease of 4% compared with 2017 and a decrease of 11% compared with 10 years ago.

As this is an annual indicator there has been no change in the data since the last performance report presented to the committee.

Indicator 147: Changes in traffic flows entering Market Towns – motor vehicle counts for market towns in Cambridgeshire

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February 2020

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	↓	412,060	405,004	Declining

RAG Rating

Contextual

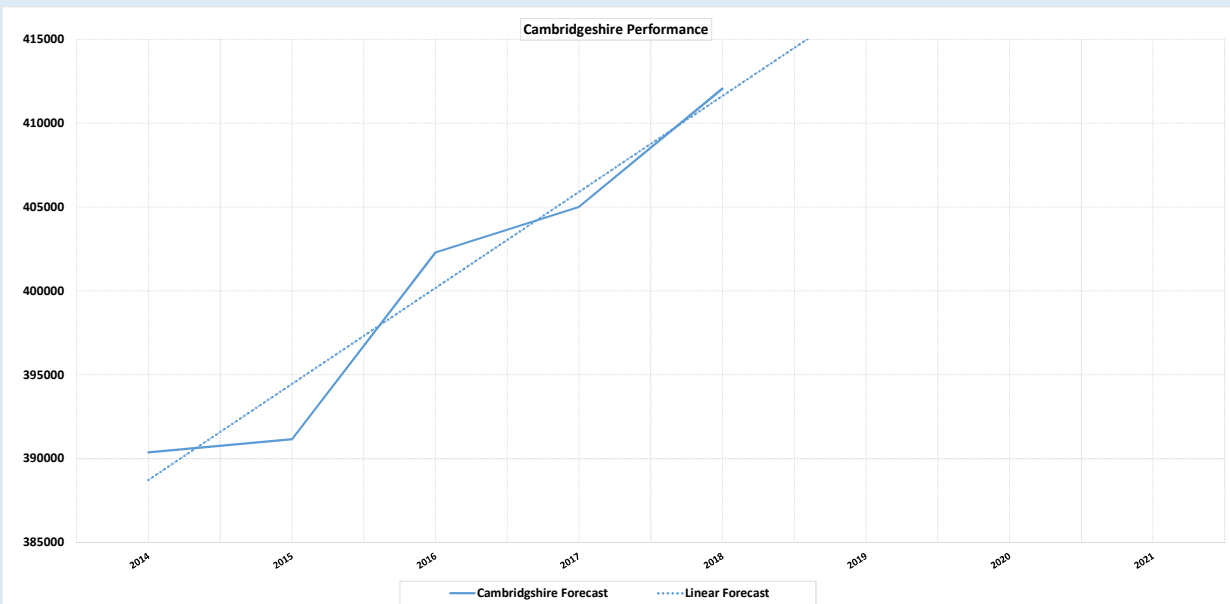
Indicator Description

Strategic level measure of key transport mode.

The Market Town surveys are based on a one day count day and are carried out across the end of October and the beginning of November.

Useful Links

LG Inform:

<https://lginform.local.gov.uk/>**Commentary**

The numbers of motor vehicles entering and leaving the nine market towns per 12-hour day in 2018 were: Huntingdon 77,653, Wisbech 65,397, St. Neots 57,850, St. Ives 49,609, Ely 48,574, March 38,418, Whittlesey 34,180, Ramsey 19,642 and Chatteris 20,737. There was an increase in total motor vehicles entering and leaving the nine market towns in 2018 of 1.7% compared to 2017.

As this is an annual indicator there has been no change in the data since the last performance report presented to the committee.

Indicator 180: Percentage of Freedom of Information requests answered within 20 days

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February 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
90%	↑	77.8%	88.0%	Declining

RAG Rating

R

Indicator Description

Proportions of FOI requests received each month that have been answered within 20 days.

Anyone has a right to request information from a public authority. The council has two separate duties when responding to these requests:

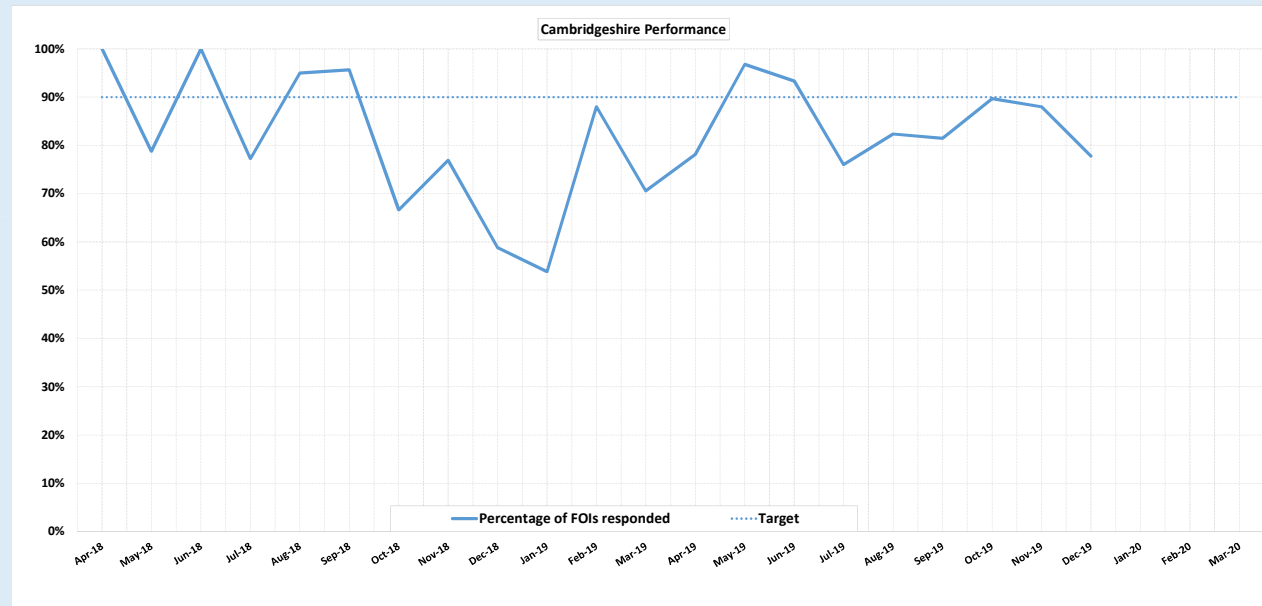
to tell the applicant whether the Council holds any information falling within the scope of their request;

and to provide that information

The Council normally has 20 working days to respond to a request.

For a request to be valid under the Freedom of Information Act it must be in writing, but requesters do not have to mention the Act or direct their request to a designated member of staff. Any letter or email to a public authority asking for information is a request for recorded information under the Act.

Useful Links



Commentary

A total of 27 Freedom of Information Requests were received during December 2019. 21 of these were responded to within the 20 working day deadline. May and June 2019 were the only months when the Service was above target. The rest of the year the response rates to FOIs have been below the 90% target.

Indicator 181: Percentage of complaints responded to within 10 days

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February 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
90%	↑	91.0%	95.0%	Declining

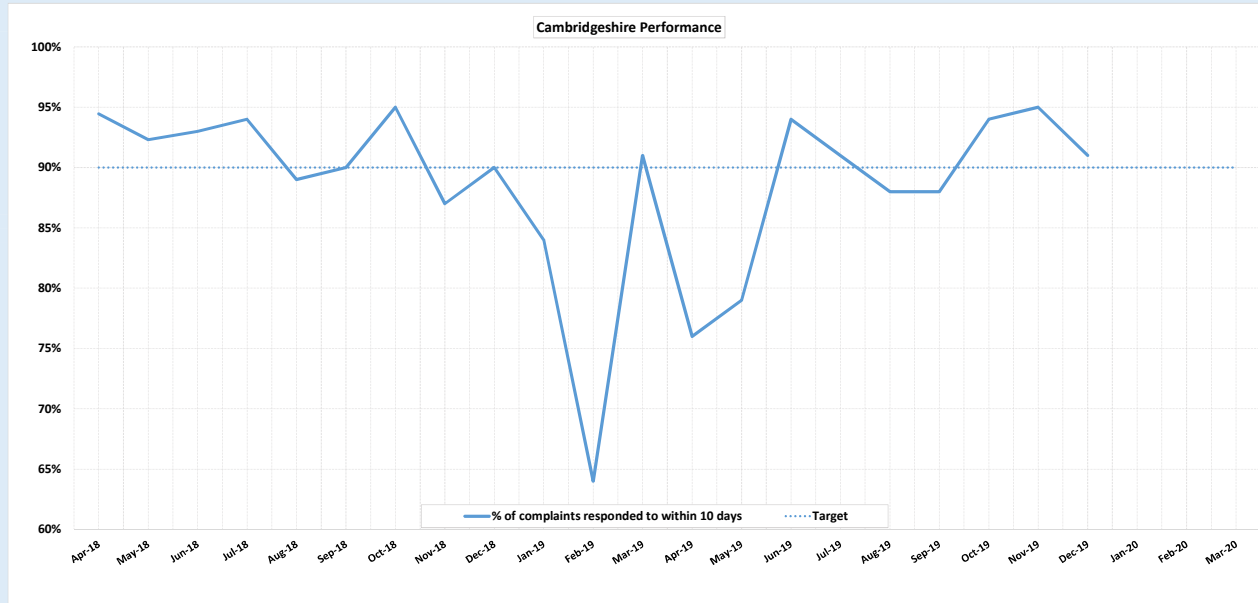
RAG Rating

G

Indicator Description

Proportions of Complaints received by the Place and Economy Service each month that have been answered within 10 days.

Useful Links



Commentary

65 complaints received for October, 61 were responded to within the 10 working days giving a 94% pass rate. 63 complaints received for November, 60 were responded to within the 10 working days giving a 95% pass rate. 44 complaints received for December, 40 were responded to within the 10 working days giving a 95% pass rate.