

**Place & Economy Services****Finance and Performance Report for Economy & Environment Committee – May 2018****1. SUMMARY****1.1 Finance**

Previous Status	Category	Target	Current Status	Section Ref.
	Income and Expenditure	Balanced year end position	Green	2
	Capital Programme	Remain within overall resources	Green	3

**1.2 Performance Indicators – Predicted status at year-end: (see section 4)**

Monthly Indicators	Red	Amber	Green	Total
Current status this month	2	4	6	12
Year-end prediction (for 2018/19)	0	5	7	12

**2. INCOME AND EXPENDITURE****2.1 Overall Position**

Forecast Variance - Outturn (Previous Month) £000	Directorate	Budget 2018/19 £000	Actual £000	Forecast Variance - Outturn (May) £000	Forecast Variance - Outturn (May) %
	Executive Director	469	174	0	0
	Highways	19,549	3,802	0	0
	Cultural & Community Services	11,143	769	+290	+3
	Environmental & Commercial Services	37,590	3,258	+500	+1
	Infrastructure & Growth	1,870	1,154	0	0
	External Grants	-29,108	-1,639	0	0
	Savings to be found within service			-790	
	<b>Total</b>	<b>41,512</b>	<b>7,518</b>	<b>0</b>	<b>0</b>

The service level budgetary control report for May 2018 can be found in [appendix 1](#).

Further analysis of the results can be found in [appendix 2](#).

To ensure financial information is presented in a consistent way to all Committees a standardised format has now been applied to the summary tables and service level budgetary control reports included in each F&PR. The same format is also applied to the Integrated Resources and Performance Report (IRPR) presented to General Purposes Committee (GPC). The data shown provides the key information required to assess the financial position of the service and provide comparison to the previous month.

## **2.2 Significant Issues**

### Waste PFI Contract

Contract changes that deliver full year savings totalling £1.3m have been identified however delays to reaching formal agreement with the contractor that will allow contract changes to deliver a series of positive initiative will result in a shortfall in delivered savings. It is anticipated that agreement will be reached to allow savings to commence in September resulting in a savings shortfall of approximately £500,000 this financial year.

Until agreement is reached with the contractor on the contract changes the variable nature of the MBT creates uncertainty in the forecast and actual performance could improve, resulting in an underspend, or worsen, resulting in an overspend

### Coroners

Coroners are projecting an overspend of £290k, which is caused by a mixture of on-going workload pressure i.e. the number of cases going up with more complexities, and a need to reduce the backlog of cases built up over previous years.

Although not yet identified it is expected that savings/underspends will be found within Place & Economy to fund the current projected overspend.

## **2.3 Additional Income and Grant Budgeted this Period (De minimis reporting limit = £30,000)**

There were no items above the de minimis reporting limit recorded in May 2018.

A full list of additional grant income can be found in [appendix 3](#).

## **2.4 Virements and Transfers to / from Reserves (including Operational Savings Reserve) (De minimis reporting limit = £30,000)**

Use of earmarked reserve as agreed by General Purposes Committee (GPC) in 2017  
– To fund former Whippet Coaches routes to retain service £84,000

A full list of virements made in the year to date can be found in [appendix 4](#).

### 3. **BALANCE SHEET**

#### 3.1 **Reserves**

A schedule of the Service's reserves can be found in [appendix 5](#).

#### 3.2 **Capital Expenditure and Funding**

##### Funding

Further grants have been awarded from the Department for Transport since the published business plan, these being Pothole grant funding 18/19 (£1.608m), a second tranche of Pothole grant funding (£0.807m) and further Safer Roads funding (£0.128m).

All other schemes are funded as presented in the 2018/19 Business Plan.

A detailed explanation of the position can be found in [appendix 6](#).

### 4. **PERFORMANCE**

#### 4.1 **Introduction**

This report provides performance information for the suite of key Place & Economy (P&E) indicators for 2018/19. At this stage in the year, we are still reporting pre-2018/19 information for some indicators.

New information for red, amber and green indicators is shown by Committee in Sections 4.2 to 4.4 below, with contextual indicators reported in Section 4.5. Further information is contained in Appendix 7.

#### 4.2 **Red Indicators (new information)**

This section covers indicators where 2018/19 targets are not expected to be achieved.

##### **a) Economy & Environment**

No new information this month.

##### **b) P&E Operational Indicators**

No new information this month.

#### 4.3 **Amber indicators (new information)**

This section covers indicators where there is some uncertainty at this stage as to whether or not year-end targets will be achieved.

##### **a) Economy & Environment**

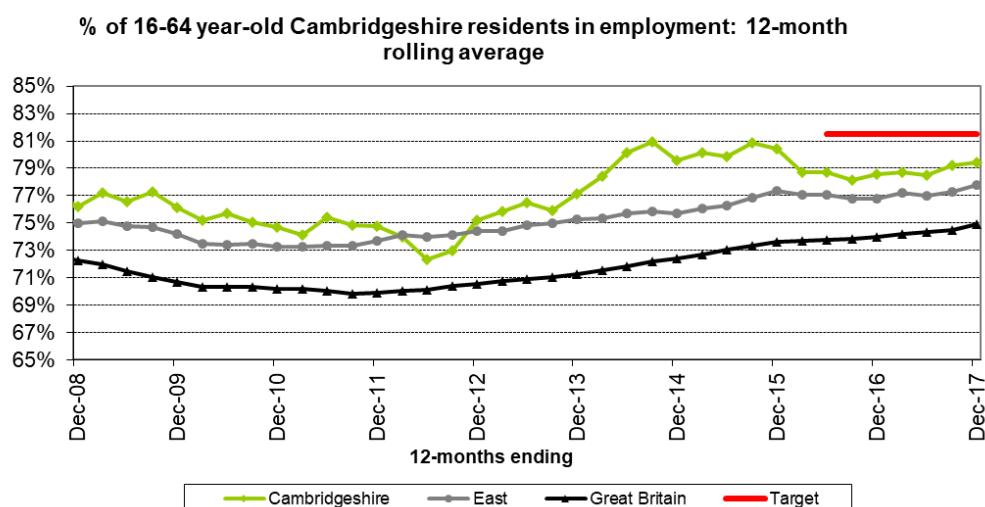
**Economic Development**

- The percentage of 16-64 year-old Cambridgeshire residents in employment: 12-month rolling average (to December 2017)

The latest figures for Cambridgeshire have recently been published by the Office for National Statistics (ONS).

The 12-month rolling average is 79.4%, which is a slight increase from the last reported quarterly rolling average figure of 79.2% as at the end of September 2017. This said, it is still below the 2016/17 target range of 80.9% to 81.5%. It is above both the national figure of 74.9% and the Eastern regional figure of 77.8%.

78.1% are employed full time and 21.9% are employed part time.



#### b) P&E Operational Indicators

No new information this month

### 4.4 Green Indicators (new information)

The following indicators are currently on-course to achieve year-end targets.

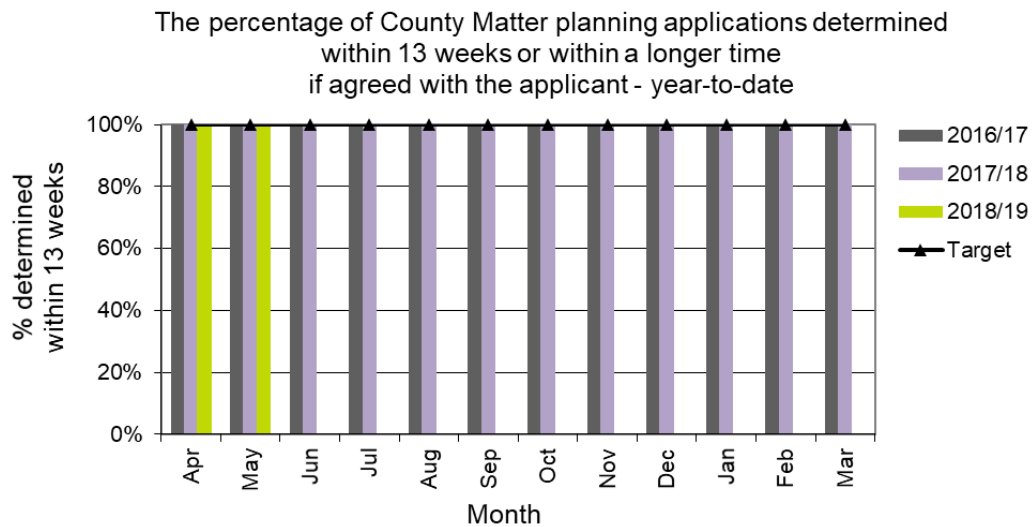
#### a) Economy & Environment

##### Planning applications

- The percentage of County Matter planning applications determined within 13 weeks or within a longer time period if agreed with the applicant - year-to-date (to May 2018)

4 County Matter planning applications have been received and determined on time since the beginning of the 2018/19 financial year.

There was 1 other application excluded from the County Matter figures. This was an application that required minor amendments or Environmental Impact Assessments (a process by which the anticipated effects on the environment of a proposed development is measured). 100% of these were determined on time.



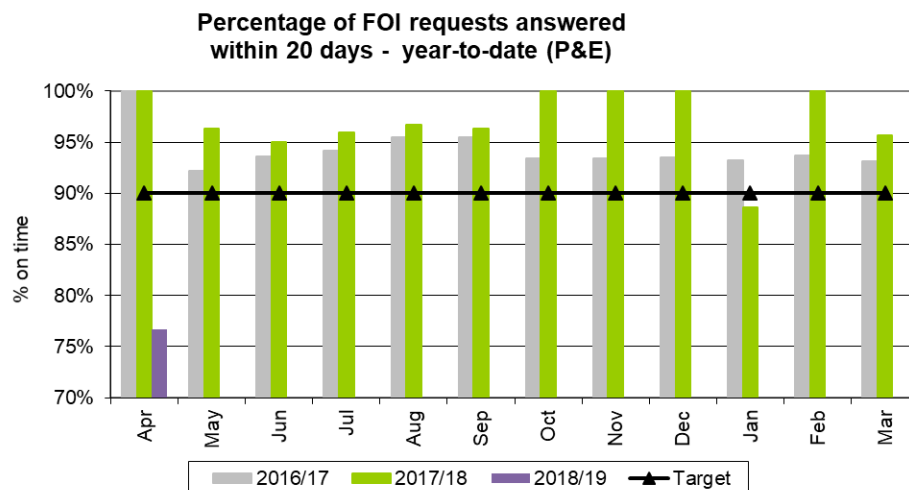
### c) P&E Operational Indicators

#### Freedom of Information (FOI) requests

- FOI requests - % responded to within 20 days (April 2018)

30 Freedom of Information requests were received during April 2018. Provisional figures show that 23 (76.7%) of these were responded to on time.

30 Freedom of Information requests have been received since April 2017 and 76.7% of these have been responded to on-time. This compares with 100% (out of 26) and 100% (out of 23) for the same period last year and the year before.

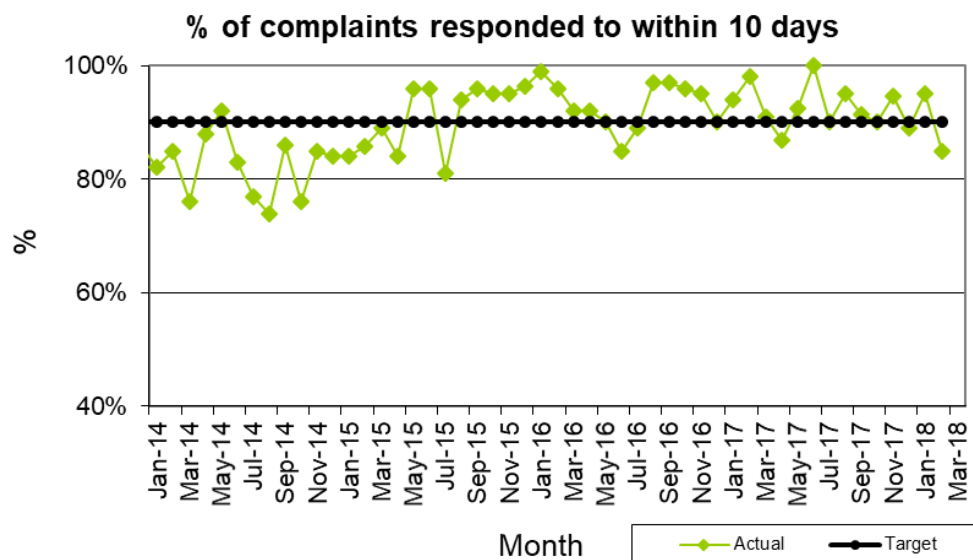


#### Complaints and representations – response rate

- Percentage of complaints responded to within 10 days (March 2018)

34 complaints were received in March 2018. 29 (88%) of these were responded to within 10 working days.

The year-to-date figure is currently 92%.



## 4.5 Contextual indicators (new information)

### a) Economy & Environment

#### Connecting Cambridgeshire

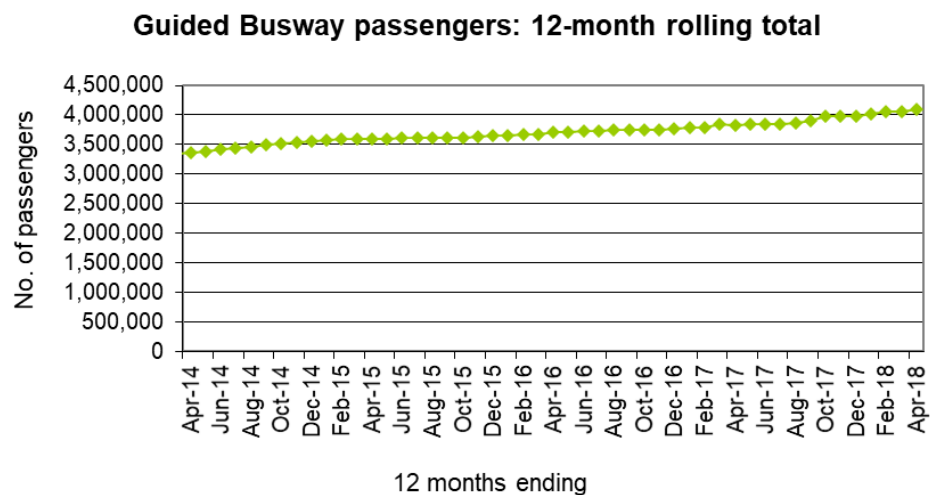
% of take-up in the intervention area as part of the superfast broadband rollout programme (to May 2018)

Figures to the end of January 2018 show that the average take-up in the intervention area has increased to 53.2%. Previously reported figures were 46.79% in July 2017, 49.4% in November 2017 and 50.5% in January 2018, showing a steady increase in the percentage take-up.

#### Passenger Transport

- Guided Busway passenger numbers (April 2018)

The Guided Busway carried 334,870 passengers in April 2018. There have now been over 23.3 million passengers since the Busway opened in August 2011. The 12-month rolling total is 4.0 million.



# APPENDIX 1 – Service Level Budgetary Control Report

## Place & Economy Service Level Finance & Performance Report

### Finance & Performance Report for P&E - May 2018

Forecast Outturn Variance (Apr)		Budget 2018/19	Actual May 2018	Forecast Outturn Variance	
£000's		£000's	£000's	£000's	%
<b>Executive Director</b>					
0	Executive Director	201	138	0	0%
0	Business Support	268	36	0	0%
<b>0</b>	<b>Executive Director Total</b>	<b>469</b>	<b>174</b>	<b>0</b>	<b>0%</b>
<b>Highways</b>					
0	Asst Dir - Highways	120	0	0	0%
0	Local Infrastructure Maintenance and Improvement	6,351	535	0	0%
0	Traffic Management	-135	190	0	0%
0	Road Safety	506	73	0	0%
0	Street Lighting	9,771	2,841	0	0%
0	Highways Asset Management	570	179	0	0%
0	Parking Enforcement	0	-65	0	0%
0	Winter Maintenance	2,048	36	0	0%
0	Bus Operations including Park & Ride	319	12	-0	0%
<b>0</b>	<b>Highways Total</b>	<b>19,549</b>	<b>3,802</b>	<b>-0</b>	<b>0%</b>
<b>Cultural &amp; Community Services</b>					
0	Asst Dir - Cultural & Community Services	123	20	-0	0%
0	Public Library Services	3,263	614	0	0%
0	Cultural Services	87	13	0	0%
0	Archives	354	55	0	0%
0	Registration & Citizenship Services	-541	-20	0	0%
0	Coroners	903	9	290	32%
0	Community Transport	2,285	-21	0	0%
0	Concessionary Fares	4,668	99	0	0%
<b>0</b>	<b>Cultural &amp; Community Services Total</b>	<b>11,143</b>	<b>769</b>	<b>290</b>	<b>3%</b>
<b>Environmental &amp; Commercial Services</b>					
0	Asst Dir - Environment & Commercial Services	120	-76	0	0%
0	County Planning, Minerals & Waste	432	-94	0	0%
0	Historic Environment	56	18	0	0%
0	Trading Standards	694	42	0	0%
0	Flood Risk Management	411	17	0	0%
0	Energy	59	19	0	0%
0	Waste Management	35,820	3,331	500	1%
<b>0</b>	<b>Environmental &amp; Commercial Services Total</b>	<b>37,590</b>	<b>3,258</b>	<b>500</b>	<b>1%</b>
<b>Infrastructure &amp; Growth</b>					
0	Asst Dir - Infrastructure & Growth	120	21	-0	0%
0	Major Infrastructure Delivery	1,100	594	0	0%
0	Transport Strategy and Policy	103	315	0	0%
0	Growth & Development	547	160	0	0%
0	Highways Development Management	0	63	0	0%
<b>0</b>	<b>Infrastructure &amp; Growth Total</b>	<b>1,870</b>	<b>1,154</b>	<b>-0</b>	<b>0%</b>
Savings to be found within Service				-790	
<b>0 Total</b>		<b>70,620</b>	<b>9,157</b>	<b>-0</b>	<b>0%</b>
<b>Grant Funding</b>					
0	Non Baselined Grants	-29,108	-1,639	0	0%
<b>0</b>	<b>Grant Funding Total</b>	<b>-29,108</b>	<b>-1,639</b>	<b>0</b>	<b>0%</b>
<b>0 Overall Total</b>		<b>41,512</b>	<b>7,518</b>	<b>-0</b>	<b>0%</b>

## APPENDIX 2 – Commentary on Forecast Outturn Position

Number of budgets measured at service level that have an adverse/positive variance greater than 2% of annual budget or £100,000 whichever is greater.

Service	Current Budget for 2018/19 £'000	Actual £'000	Outturn Forecast	
			£'000	%
<b>Coroners</b>	903	9	+290	+32
Coroners are projecting an overspend of £290k, which is caused by a mixture of on-going workload pressure i.e. the number of cases going up with more complexities, and a need to reduce the backlog of cases built up over previous years.				
<b>Community Transport</b>	2,285	-21	0	0
Community Transport has pressures of £280k, which is due to the cost of former commercial routes, this can be covered in the short-term from earmarked reserves. It has already been agreed that £84k would be used from the community transport earmarked reserve for the former commercial routes.				
<b>Waste Management</b>	35,820	331	500	+1
<p>Contract changes that deliver full year savings totalling £1.3m have been identified however delays to reaching formal agreement with the contractor that will allow contract changes to deliver a series of positive initiative will result in a shortfall in delivered savings. It is anticipated that agreement will be reached to allow savings to commence in September resulting in a savings shortfall of approximately £500,000 this financial year.</p> <p>Until agreement is reached with the contractor on the contract changes the variable nature of the MBT creates uncertainty in the forecast and actual performance could improve, resulting in an underspend, or worsen, resulting in an overspend</p>				



### APPENDIX 3 – Grant Income Analysis

The table below outlines the additional grant income, which is not built into base budgets.

<b>Grant</b>	<b>Awarding Body</b>	<b>Expected Amount £'000</b>
<b>Grants as per Business Plan</b>	Various	29,108
Non-material grants (+/- £30k)		0
<b>Total Grants 2018/19</b>		<b>29,108</b>

## APPENDIX 4 – Virements and Budget Reconciliation

	£'000	Notes
<b>Budget as per Business Plan</b>	41,428	
Funding of former commercial bus routes from earmarked reserve	+84	
Non-material virements (+/- £30k)		
<b>Current Budget 2018/19</b>	<b>41,512</b>	

## APPENDIX 5 – Reserve Schedule

Fund Description	Balance at 31st March 2018 £'000	Movement within Year £'000	Balance at 31st May 2018 £'000	Yearend Forecast Balance £'000	Notes
<b>Equipment Reserves</b>					
Libraries - Vehicle replacement Fund	30	0	30	0	
<b>Sub total</b>	<b>30</b>	<b>0</b>	<b>30</b>	<b>0</b>	
<b>Other Earmarked Funds</b>					
Deflectograph Consortium	55	0	55	55	Partnership accounts, not solely CCC
Highways Searches	55	0	55	0	
On Street Parking	2,812	0	2,812	2,500	
Streetworks Permit scheme	117	0	117	0	
Highways Commuted Sums	700	0	700	700	
Streetlighting - LED replacement	184	0	184	0	
Community Transport	444	0	444	444	This is being used to meet legal costs if required.
Guided Busway Liquidated Damages	(35)	0	(35)	0	
Waste and Minerals Local Development Fra	59	0	59	59	
Flood Risk funding	20	0	20	0	
Proceeds of Crime	356	0	356	356	
Waste - Recycle for Cambridge & Peterborough (RECAP)	203	0	203	200	Partnership accounts, not solely CCC
Travel to Work	172	0	172	172	Partnership accounts, not solely CCC
Steer- Travel Plan+	54	0	54	54	
Northstowe Trust	101	0	101	101	
Archives Service Development	234	0	234	234	
Other earmarked reserves under £30k	(149)	0	(149)	0	
<b>Sub total</b>	<b>5,382</b>	<b>0</b>	<b>5,382</b>	<b>4,875</b>	
<b>Short Term Provision</b>					
Mobilising Local Energy Investment (MLEI)	55	0	55	0	
<b>Sub total</b>	<b>55</b>	<b>0</b>	<b>55</b>	<b>0</b>	
<b>Capital Reserves</b>					
Government Grants - Local Transport Plan	3,897	0	3,897	0	Account used for all of P&E
Other Government Grants	1,521	(4,981)	(3,461)	0	
Other Capital Funding	4,782	(815)	3,967	5,000	
<b>Sub total</b>	<b>10,200</b>	<b>(5,797)</b>	<b>4,404</b>	<b>5,000</b>	
<b>TOTAL</b>	<b>15,668</b>	<b>(5,797)</b>	<b>9,871</b>	<b>9,875</b>	

## APPENDIX 6 – Capital Expenditure and Funding

### Capital Expenditure

2018/19						TOTAL SCHEME	
Original 2018/19 Budget as per BP	Scheme	Revised Budget for 2018/19	Actual Spend (May)	Forecast Spend - Outturn (May)	Forecast Variance - Outturn (May)	Total Scheme Revised Budget	Total Scheme Forecast Variance
£'000		£'000	£'000	£'000	£'000	£'000	£'000
	<b>Integrated Transport</b>						
200	- Major Scheme Development & Delivery	200	17	200	0	200	0
682	- Local Infrastructure Improvements	682	-62	682	0	863	0
594	- Safety Schemes	594	-3,110	594	0	594	0
345	- Strategy and Scheme Development work	345	134	345	0	345	0
1,346	- Delivering the Transport Strategy Aims	3,313	254	3,313	0	4,178	0
23	- Air Quality Monitoring	35	-7	35	0	23	0
14,591	<b>Operating the Network</b>	16,004	-188	16,004	0	16,248	0
	<b>Highway Services</b>						
4,300	- £90m Highways Maintenance schemes	5,062	325	5,062	0	0	0
0	- Pothole grant funding	2,415	-39	2,415	0	1,155	0
0	- National Productivity Fund	692	204	692	0	2,890	0
0	- Challenge Fund	3,346	1,463	3,346	0	6,250	0
0	- Safer Roads Fund	1,302	8	1,302	0	1,175	0
	<b>Environment &amp; Commercial Services</b>						
395	- Waste Infrastructure	300	0	300	0	5,120	0
250	- Energy Efficiency Fund	374	0	374	0	1,000	0
0	- Carbon Reduction	0	0	0	0	214	0
	<b>Cultural &amp; Community Services</b>						
2,611	- Cambridgeshire Archives	2,862	0	2,862	0	5,180	0
1,321	- Libraries	2,480	8	2,480	0	4,809	0
	<b>Infrastructure &amp; Growth Services</b>						
3,129	- Cycling Schemes	3,273	82	3,273	0	17,650	0
0	- Huntingdon - West of Town Centre Link Road	957	0	957	0	9,116	0
1,077	- Ely Crossing	13,109	-128	13,109	0	49,000	0
500	- Guided Busway	500	116	500	0	148,886	0
6,663	- King's Dyke	6,000	330	6,000	0	13,580	0
0	- Scheme Development for Highways Initiatives	388	0	388	0	1,000	0
0	- A14	0	10	0	0	25,200	0
0	- Soham Station	0	0	0	0	6,700	0
0	- Other schemes	0	0	0	0	1,000	0
0	- Combined Authority Schemes	100	0	100	0	100	0
	<b>Other Schemes</b>						
6,000	- Connecting Cambridgeshire	6,000	0	6,000	0	36,290	0
<b>44,027</b>		<b>70,333</b>	<b>-583</b>	<b>70,333</b>	<b>0</b>	<b>358,766</b>	<b>0</b>
-8,071	Capital Programme variations	-8,071		0	8,071		
<b>35,956</b>	<b>Total including Capital Programme variations</b>	<b>62,262</b>	<b>-583</b>	<b>70,333</b>	<b>8,071</b>		

The increase between the original and revised budget is partly due to the carry forward of funding from 2017/18, this is due to the re-phasing of schemes, which were reported as underspending at the end of the 2017/18 financial year. The phasing of a number of schemes have been reviewed since the published business plan. This still needs to be agreed by GPC.

Additional grants have been awarded since the published business plan, these being 2 tranches of Pothole grant funding and further Safer Roads funding.

The Capital Programme Board have recommended that services include a variation budget to account for likely slippage in the capital programme, as it is sometimes difficult to allocate this to individual schemes in advance. As forecast underspends start to be reported, these are offset with a forecast outturn for the variation budget, leading to a balanced outturn overall up to the point when slippage exceeds this budget. The allocations for these negative budget adjustments have been calculated and shown against the slippage forecast to date.

### **King's Dyke**

Kier are progressing well with the detailed design now that the additional surveys have been completed and the information fed into the design. The design is expected to be completed later in the year and construction to follow. The detailed design did not commence as quickly as anticipated due to access requirements to carry out the additional surveys so some of this cost has moved into 2018/19.

It was also anticipated that significant land costs would be paid in 2017/18. However, this did not happen and these costs have rolled into 2018/19. This meant that only £1.66m of last year's allocation of £6m was spent.

The expenditure for 2018/2019 financial year is estimated at £6.7m which is less than the £11m in the works budget as the construction is starting later than originally anticipated and most of this will be spent in the 2019/2020 financial year.

### **St Neots Northern Foot and Cycle Bridge**

Spend for 2018/19 is anticipated to be £300,000 as work continues on determining the preferred design of the bridge, obtaining political approval for this and then moving into detailed design and statutory processes.

### **General Cycling**

£35,000 has been allocated for minor cycling improvements countywide.

Works to improve a short length of Barton to Cambridge cycleway have now been completed on budget.

The final phase of Huntingdon Road will be taking place soon to install a wider, red cycle lane between Storey's Way and Girton Corner.

A feasibility study will be undertaken to see how Boxworth can be linked to the A14/Swavesey for walking and cycling.

£231,000 is currently allocated towards a new foot and cycleway on the A1198 between Cambourne and Papworth, which will allow for the scheme to be designed and developed, but further funding will be needed to complete the construction. It is anticipated that this will come in due course from Highways England.

## Abbey-Chesterton Bridge

This project is still in the process of discharging planning conditions and awaiting legal sign off for land deals, to enable works to start on site, as per below.

The planning application was submitted in July 2016 and it was anticipated that this process would complete by Autumn 2016, with construction of the bridge in late 2017, and thus significant construction related spend could be achieved.

The planning permission was not granted until February 2017 following the need to submit multiple packages for certain aspects of the application. Construction now looks likely to commence in July 2018, though this is dependent upon discharging the pre-start planning conditions.

Significant spend will not be encountered until the construction work actually commences, thus the majority of spend will now come later in 2018/19 and in 2019/20.

The required scrub clearance and tree felling work had been completed before the bird nesting season commenced.

### Capital Funding

2018/19				
Original 2018/19 Funding Allocation as per BP £'000	Source of Funding	Revised Funding for 2018/19 £'000	Forecast Spend - Outturn (May) £'000	Forecast Funding Variance - Outturn (May) £'000
17,781	Local Transport Plan	17,801	17,801	0
373	Other DfT Grant funding	6,870	6,870	0
1,287	Other Grants	5,708	5,708	0
5,475	Developer Contributions	7,123	7,123	0
8,170	Prudential Borrowing	24,617	24,617	0
10,941	Other Contributions	8,214	8,214	0
<b>44,027</b>		<b>70,333</b>	<b>70,333</b>	<b>0</b>
<b>-8,071</b>	Capital Programme variations	-8,071	-8,071	0
<b>35,956</b>	<b>Total including Capital Programme variations</b>	<b>62,262</b>	<b>62,262</b>	<b>0</b>

The increase between the original and revised budget is partly due to the carry forward of funding from 2017/18, this is due to the re-phasing of schemes, which were reported as underspending at the end of the 2017/18 financial year. The phasing of a number of schemes have been reviewed since the published business plan. Additional grants have been awarded since the published business plan, these being 2 tranches of Pothole grant funding and further Safer Roads funding.

Funding	Amount	Reason for Change
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	(£m)	
Revised Phasing (Specific Grant)	4.4	Rephasing of grant funding for King's Dyke (£4.4m) from 2017/18, costs to be incurred in 2018/19.
Additional Funding (Section 106 & CIL)	1.7	Additional developer contributions to be used for a number of schemes (£0.7m). Roll forward of CIL funding for Hunts Link Road for outstanding land compensation costs (£1.0m).
Revised Phasing (Other Contributions)	-2.7	Revised phasing of King's Dyke spend.
Additional Funding / Revised Phasing (DfT Grant)	6.5	Roll forward and additional Grant funding – National Productivity Fund (£0.7m), Challenge Fund (£1.1m), Safer Roads Fund (£1.3m), Cycle City Ambition Grant (£1.4m) and Pothole Action Fund (£2.4m).
Additional Funding / Revised Phasing (Prudential borrowing)	16.4	Additional funding required for increased costs for Ely Crossing (£9.2m). Rephasing of spend for Highways maintenance (£2.5m), Challenge Fund (£2.2m) and Sawston Community Hub (£1.4m)

## APPENDIX 7 – Performance (RAG Rating – Green (G) Amber (A) Red (R))

### a) Economy & Environment

Frequency	Measure	What is good?	Dir'n of travel	Latest Data		2017/18 Target	Current status	Year-end prediction	Comments
				Period	Actual				
Connecting Cambridgeshire									
Quarterly	Operating Model Outcome: The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents								
	% of take-up in the intervention area as part of the superfast broadband rollout programme	High	↑	New indicator for 2016/17 To 31 May 2018	53.2%	Contextual		Figures to the end of January 2018 show that the average take-up in the intervention area has increased to 53.2%. Previously reported figures were 46.79%.in July 2017, 49.4% in November 2017 and 50.5% in January 2018, showing a steady increase in the percentage take-up.	
Yearly	Operating Model Outcome: The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents								
	% of premises in Cambridgeshire with access to at least superfast broadband	High	N/A	New indicator for 2016/17 To 28 February 2018	96.1%	95.2% by June 2017	G	G	Figures have risen to 95.8% as at the end of December 2017.  The 2016/17 target is based on estimated combined commercial and intervention superfast broadband coverage by the end of June 2017.
Economic Development									
Quarterly	Operating Model Outcome: The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents								
	% of 16-64 year-old Cambridgeshire residents in employment: 12-month rolling average	High	↑	To 31 December 2017	79.4%	80.9% to 81.5%	A	A	The latest figures for Cambridgeshire have recently been published by the Office for National Statistics (ONS).  The 12-month rolling average is 79.4%, which is a slight increase from the last reported quarterly rolling average figure of 79.2% as at the end of September 2017. This said, it is still below the 2016/17 target range of 80.9% to 81.5%. It is above both the national figure of



Frequency	Measure	What is good?	Dir'n of travel	Latest Data		2017/18 Target	Current status	Year-end prediction	Comments
				Period	Actual				
									74.9% and the Eastern regional figure of 77.8%.  78.1% are employed full time and 21.9% are employed part time.
	'Out of work' benefits claimants – narrowing the gap between the most deprived areas (top 10%) and others	Low	↓	November 2016	10.8%:4.8%  Ratio of most deprived areas (Top 10%) to all other areas  Gap of 6.0 percentage points	Gap of <=6.0 percentage points  Most deprived areas (Top 10%) Actual <=11.5%	G	A	The 2016/17 target of <=11.5% is for the most deprived areas (top 10%).  Latest figures published by the Department for Work and Pensions show that, in August 2016, 10.8% of people aged 16-64 in the most deprived areas of the County were in receipt of out-of-work benefits, compared with 4.8% of those living elsewhere in Cambridgeshire.  The gap of 6.0 percentage points is lower than the last quarter and is currently achieving the target of <=6.5 percentage points.
Yearly	<b>Operating Model Outcome: The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents</b>								
	Additional jobs created	High	↑	To 30 September 2016	+12,600 (provisional)	+3,500	G	G	The latest provisional figures from the Business Register and Employment Survey (BRES) show that 12,600 additional jobs were created between September 2015 and September 2016 compared with an increase of 6,300 for the same period in the previous year. This means that the 2016/17 target of +3,500 additional jobs has been achieved.  This information is usually published late September/early October each year, for the previous year, by the Office for National Statistics (ONS) as part of the BRES Survey. BRES is the official source of employee and employment estimates by detailed

Frequency	Measure	What is good?	Dir'n of travel	Latest Data		2017/18 Target	Current status	Year-end prediction	Comments
				Period	Actual				
									geography and industry. The survey collects employment information from businesses across the whole of the UK economy for each site that they operate.
<b>Passenger Transport</b>									
Monthly	<b>Operating Model Outcome: The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents</b>								
	Guided Busway passengers per month	High	↓	To 30 April 2018	334,870		Contextual		The Guided Busway carried 334,870 passengers in April 2018. There have now been over 23.3 million passengers since the Busway opened in August 2011. The 12-month rolling total is 4.0 million.
Yearly	<b>Operating Model Outcome: The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents</b>								
	Local bus passenger journeys originating in the authority area	High	↑	2016/17	Approx. 18.7 million	19 million	A	A	There were over 18.7 million bus passenger journeys originating in Cambridgeshire in 2016-7. This represents an increase of almost 2% from 2015-6; this growth can probably be attributed to the continued increase in passenger journeys on the guided busway. As predicted last year the target of 19 million bus passenger journeys was not achieved, but it still is anticipated that there is a chance of growth in the future through the City Deal and if so, this will take place in 2017-8 at the earliest.
<b>Planning applications</b>									
Monthly	<b>Operating Model Outcome: The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents</b>								
	The percentage of County Matter planning applications determined within 13 weeks or within a longer time period if agreed with the applicant	High	↔	To 31 May 2018	100%	100%	G	G	4 County Matter planning applications have been received and determined on time since the beginning of the 2018/19 financial year.  There was 1 other application excluded from the County Matter

Frequency	Measure	What is good?	Dir'n of travel	Latest Data		2017/18 Target	Current status	Year-end prediction	Comments
				Period	Actual				
									figures. This was an application that required minor amendments or Environmental Impact Assessments (a process by which the anticipated effects on the environment of a proposed development is measured). 100% of these were determined on time.
Traffic and Travel									
Yearly	<b>Operating Model Outcomes: People lead a healthy lifestyle and stay healthy for longer &amp; The Cambridgeshire economy prospers to the benefit of all Cambridgeshire residents</b>								
	Growth in cycling from a 2004/05 average baseline	High	↑	2015	62.5% increase	70% increase	G	G	There was a 4.7 per cent increase in cycle trips in Cambridgeshire in 2015.  Overall growth from the 2004-2005 average baseline is 62.5 percent which is better than the Council's target of 46%.
	% of adults who walk or cycle at least once a month – narrowing the gap between Fenland and others	High	↓	October 2016	Fenland = 73.7% Other excluding Cambridge = 80.6%	Fenland = 86.3%	A	A	Latest figures published by the Department for Transport show that in 2015/16, 73.7% of Fenland residents walked or cycled at least once a month. This a reduction compared with 2014/2015 (81.1%).  It is worth noting that because the indicator is based on a sample survey, the figure can vary from one survey period to the next, and the change since 2013/14 is not statistically significant. For instance the sample size for Fenland was 360 people and the sample size for the whole of Cambridgeshire was 2,323.  Excluding Cambridge, the latest figure for the rest of the County is approximately 80.6%. The gap of 7.0 percentage points is less than the 204/15 gap of 8.3 percentage points. The 2012/13 baseline gap was 8.7 percentage points.

Frequency	Measure	What is good?	Dir'n of travel	Latest Data		2017/18 Target	Current status	Year-end prediction	Comments
				Period	Actual				
Yearly	Operating Model Outcome: 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	↓	September 2015 to August 2016	4 minutes 52 seconds	4 minutes	R	A	At 4.52 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 4.87 minutes.  The target for 2017/18 is to reduce this to 4 minutes per mile.

## b) ETE Operational Indicators

Frequency	Measure	What is good?	Dir'n of travel	Latest Data		2017/18 Target	Current status	Year-end prediction	Comments
				Period	Actual				
ETE Operational Indicators									
Monthly	Operating Model enabler: Ensuring the majority of customers are informed, engaged and get what they need the first time they contact us								
	% of Freedom of Information requests answered within 20 days	High	↓	To 30 April 2018	76.7%	90%	R	G	30 Freedom of Information requests were received during April 2018. Provisional figures show that 23 (76.7%) of these were responded to on time.  30 Freedom of Information requests have been received since April 2017 and 76.7% of these have been responded to on-time. This compares with 100% (out of 26) and 100% (out of 23) for the same period last year and the year before.
	Operating Model enabler: Ensuring the majority of customers are informed, engaged and get what they need the first time they contact us								
	% of complaints responded to within 10 days	High	↑	To 31 March 2018	88%	90%	A	G	34 complaints were received in March 2018. 29 (88%) of these were responded to within 10 working days.  The year-to-date figure is currently 92%.
	Operating Model enabler: Having Councillors and officers who are equipped for the future								
	Staff Sickness - Days per full-time equivalent (f.t.e.) - 12-month rolling total. A breakdown of long-term and short-term sickness will also be provided.	Low	↓	To 31 March 2018	3.6 days per f.t.e.	6 days per f.t.e	G	G	The 12-month rolling average has increased slightly to at 3.6 days per full time equivalent (f.t.e.) and is still below (better than) the 6 day target.  During March the total number of absence days within Place and Economy was 207 days based on 500 staff (f.t.e) working within the Service. The breakdown of absence shows that 137 days were short-term sickness and 70 days were long-term sickness.  The launch of the new ERP Gold system has caused a delay in reports from this new data which means there is currently no data for the current financial year while new reports are written and tested.