

Proposed Indicators and Targets for 2014/15

Frequency	Measure	What is good?	Format	Latest Data Period	Actual	2014/15 Target			Comments on target
Adult Learning & Skills									
Monthly	Number of people completing courses to improve their chances of employment or progression in work	High	Number	To 28-Feb-2014	10,843	20,000	Yes	E & E	Measured in-year by numbers of learners taking courses. The number of people <u>completing</u> courses is not recorded until the end of the academic year. The target of 20,000 is end-of-year.
Quarterly	The number of people starting as apprentices	High	Number	At end of 2012/13 academic year	4,394	4,600 (academic year)	Yes	E & E	Target is challenging within the context of numbers falling nationally
Economic Development									
Quarterly	% of 16-64 year-old Cambridgeshire residents in employment: 12-month rolling average	High	%	At 31-Dec-2013	77.4%	77.5%	Yes	E & E	The target reflects generally positive economic forecasts.
Yearly	Additional jobs created	High	£	2011/12	-800	3,550	Yes	E & E	The target is based on the Council's long-term forecasts
Passenger Transport									
Monthly	Guided Busway passengers per month	High	Number	Jan-2014	278,040	Contextual	No	E & E	Contextual indicator (no target set)
Yearly	LTP05 Local bus passenger journeys originating in the authority area	High	Number	2012/13	Approx. 19.1 million	19.1 million	Yes	E & E	Target is for patronage to remain at constant levels, which is challenging within the context of falling ridership nationally and the introduction of Park and Ride car park charges.
Planning applications									
Monthly	County matter planning applications determined within 13 weeks - year-to-date	High	%	March-2014	50%	60%	No	E & E	60% target remains challenging given the requirement for Legal involvement in Section 106 agreements
Traffic and Travel									
Yearly	LTP07 Annualised cycling index - increase from 2004/05 baseline	High	% increase	2013	32.8%	33.6%	Yes	E & E	Target is for an increase, reflecting the investment going into cycling.

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				Period	Actual				
Yearly	LTP10 Congestion – average journey time per mile during the morning peak	Low	Minutes	12 months ending 31-Aug 2013	3.78	<=3.75mins	Yes	E & E	The target is for a small reduction (improvement) in journey time.
ETE Operational Indicators									
Monthly	% of Freedom of Information requests answered within 20 days	High	%	Feb-2014	94.4%	95%	Yes		Corporate target outlined in Business Plan
Monthly	Staff Sickness - Days per f.t.e. (12-month rolling total)	Low	Days per f.t.e.	To 31-Jan-2014	4.04	TBC	No		Was <=6 days for 2013/14. Awaiting advice from HR regarding target for 2014/15
Monthly	% of complaints responded to within 10 days	High	%	Feb-2014	85%	90%	No		Corporate target
Monthly	Percentage of invoices paid on time	High	%	Mar-2014	99.0%	97.5%	Yes		Corporate target outlined in Business Plan – increased from 97% for 2013/14.