

APPENDIX A - Place and Economy Key Performance Indicator Review

1 November 2018

The review of indicators aimed to keep the total number to a small set of strategic level measures focused on the outcomes of our work and the strategic priorities of the Council. Measures that have standard definitions which can be compared with national figures have been included where possible.

Indicators that have been removed may still be monitored at operational level.

Economy and Environment Committee – proposed indicators

Measure	Frequency	Rationale for measure
Connecting Cambridgeshire		
% of take-up in the intervention area as part of the superfast broadband rollout programme	Quarterly	Access to broadband is a key enabler of economic growth
% of premises in Cambridgeshire with access to at least superfast broadband	Annual	Access to broadband is a key enabler of economic growth
Traffic and Travel		
Local bus passenger journeys originating in the authority area	Annual	Strategic level measure of bus usage
The average journey time per mile during the morning peak on the most congested routes	Annual	Strategic measure of traffic reduction and management work. This is a standard indicator for which we have good history.
The average journey time per mile during the afternoon peak on the most congested routes	Annual	This provides a richer picture and complements the morning peak congestion indicator, and reduces risk of an artificial focus on morning congestion only
Growth in cycling from a 2004/05 average baseline	Annual	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. These will be recorded as actuals rather than percentages.
Traffic entering and leaving Cambridge	Annual	Strategic level measure of key transport mode
Changes in traffic flows within Cambridge	Annual	Strategic level measure of key transport mode
Changes in traffic flows entering Market Towns	Annual	Strategic level measure of key transport mode
Planning applications		
The percentage of County Matter planning applications determined within 13 weeks or	Quarterly	Key measure of operational flow in determining planning applications

within a longer time period if agreed with the applicant		
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Economy and Environment Committee – removed indicators

Indicator description	Frequency	Rationale for removal
% of 16-64 year-old Cambridgeshire residents in employment: 12-month rolling average	Quarterly	CCC does not have direct effect on employment; can be measured by economic reviews and assessments in fuller context
‘Out of work’ benefits claimants – narrowing the gap between the most deprived areas (top 10%) and others	Quarterly	DWP has discontinued the dataset used to calculate this indicator
Additional jobs created	Annual	Relies upon survey data, 2 year lag; can use economic models and reviews instead
Guided Busway passengers per month	Monthly	Guided Busway passengers will be counted in the overall figure
% of adults who walk or cycle at least once a month – narrowing the gap between Fenland and others	Annual	Relies upon survey data with small sample size at district level so is unreliable, 2 or more year lag
Proportion of Fenland and East Cambs residents who participate in sport or active recreation three (or more) times per week. Derived from the Active Lives Survey	Annual	Relies upon survey data with small sample size at district level so is unreliable, 2 or more year lag

Highways and Community Infrastructure Committee – Proposed indicators

Measure	Frequency	Rationale for measure
Library Services		
Number of visitors to libraries/community hubs - year-to-date	Quarterly	Key indicator of satisfaction with library / community hub offer is whether people visit them
Outdoor Centre		
Number of children, young People and adults using the Outdoor Centre service	Annual	Key indicator of satisfaction and popularity of Outdoor Centre offer
% accompanying leaders and teachers rating the experience as good or outstanding in promoting pupil progress in self-esteem and confidence	Annual	Key indicator of outcomes of Outdoor Centre offer

Highway Maintenance		
Number of Defect Certificates as % of total number of Orders.	Monthly	Key indicator of the quality of highways repairs. Members requested info on how many repairs needed to be re-repaired but this information is not collected. Members also requested info on complaints about repairs - this information is not collected in a reportable format.
Percentage of schemes delivered to the agreed programme dates	Quarterly	Key indicator of the successful delivery of programme of repairs / maintenance / improvements
Classified road condition - narrowing the gap between Fenland and other areas of the County	Annual	Indicator of key priority area for highways maintenance. Based on national standard definition and data collection methodology so can be benchmarked. Could be replaced with a general indicator for all of county if required.
Unclassified roads where structural maintenance should be considered	Annual	Key indicator of condition of roads. Based on national standard definition and data collection methodology so can be benchmarked. Standard wording for indicator.
% of highways trees that have to be removed that are replaced, as well as absolute numbers.	Monthly	Priority noted in feedback from Members. The number of trees that are removed and planted is small – for example in the 6 months between Jan 2018 and Jun 2018 14 trees were removed and 3 planted.
Road Safety		
Killed or seriously injured (KSI) casualties - 12-month rolling total	Monthly	Key indicator of road safety, long time-series, national standard definition and data collection methodology.
Rogue Traders		
Money saved for Cambridgeshire consumers as a result of our intervention in rogue trading incidents. (Annual average)	Quarterly	Key indicator of success of interventions to protect consumers. Members suggested measuring 'value of good seized' but this does not include faulty services or products. Will provide expanded commentary for detail.
Street Lighting		

Percentage of street lights working	Monthly	Key indicator of quality of streetlight service as per the contract
Waste Management		
Average tonnage of municipal waste landfilled – 12-month rolling average	Monthly	This KPI includes all district and city partners recycling performance. Has significant financial impact on Council.
Proportion of Household waste that is recycled - 12-month rolling total	Monthly	This KPI measures the combined recycling and composting rate and includes all district and city partners recycling performance. Has significant financial impact on Council.

Highways and Community Infrastructure Committee – removed indicators

Indicator description	Frequency	Rationale for removal
Increase digital access to archive documents by adding new entries to online catalogue	Quarterly	Too narrow focus on one particular service.
Number of item loans (including eBook loans) – year-to-date	Quarterly	Narrow focus on one output of library offer.
Slight casualties - 12-month rolling total	Monthly	Removed to reduce number of indicators – KSI measure remains.
Energy use by street lights – 12-month rolling total	Monthly	Removed to reduce number of indicators – contractual % working measure remains.
Principal roads where maintenance should be considered	Annual	Members requested re-wording. Cannot re-word as this is a standard national technical definition. Replaced by measures looking at specific priorities.
Non-principal roads where maintenance should be considered	Annual	Members requested re-wording. Cannot re-word as this is a standard national technical definition. Replaced by measures looking at specific priorities.
Local Highways Infrastructure project progress by district x 5	Quarterly	Replaced by overall measure

Indicators Members requested that have not been included:

- How many repairs completed need to be re-ordered/repared and in what time period
- How many complaints regarding quality of work

Data for these indicators is not collected or is not stored in a regularly reportable format.

Place and Economy Operational Indicators

Place and Economy Operational Indicators		
% of Freedom of Information requests answered within 20 days	Monthly	Key indicator about our responsiveness to people's requests for information
% of complaints responded to within 10 days	Monthly	Key indicator about our responsiveness to people's requests for information.
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.	Monthly	Key indicator about staff resilience
Number of vacant posts in P&E	Monthly	Key indicator of capacity

This list of indicators reflects the top level headline priorities of Economy and Environment and Highways and Community Infrastructure Committees. There is a lot of operational and strategic data that is relevant to policy and performance in the areas covered by the Council which is not reported here.

For example, research reports into the county's economy support a holistic strategic analysis of performance in terms of economic growth and the benefits for residents. Two particular recent reports may be helpful:

- Cambridgeshire and Peterborough Independent Economic Review <http://www.cpier.org.uk/>
- East of England Economic Forecasting Model <https://cambridgeshireinsight.org.uk/eefm/>

There are also sites which provide up to date information about services drawn from Government statistics. For example, up to date information on the labour market and economy in Cambridgeshire is available from a site called NOMIS <https://www.nomisweb.co.uk/reports/lmp/la/1941962832/report.aspx?town=cambridgeshire>. The Department for Transport also publishes national statistics about the transport system in Britain at <https://www.gov.uk/government/organisations/department-for-transport/about/statistics>. Local open data sets (including information about locations of road traffic accidents and trees in Cambridge for example) are available here <https://data.cambridgeshireinsight.org.uk/>.

A workshop could be organised for Committee Members to explore what data they might find useful to access in addition to the performance indicators included here.