

Target	Current Quarter	Previous Quarter	Direction for Improvement	Change in Performance
95.2%	97.1%	96.8%	↑	↑
Statistical Neighbours Mean	England Mean		RAG Rating	
N/A	N/A		G	

### Indicator Description

Percentage of addresses with Superfast broadband availability - This metric shows the percentage of addresses which are within the coverage area of superfast (30Mbit/s to less than 300Mbit/s) broadband networks. It has been produced by Ofcom, using data provided by communications providers and is one of a series of measures Ofcom use to determine fixed broadband performance within an area

Source name: Ofcom

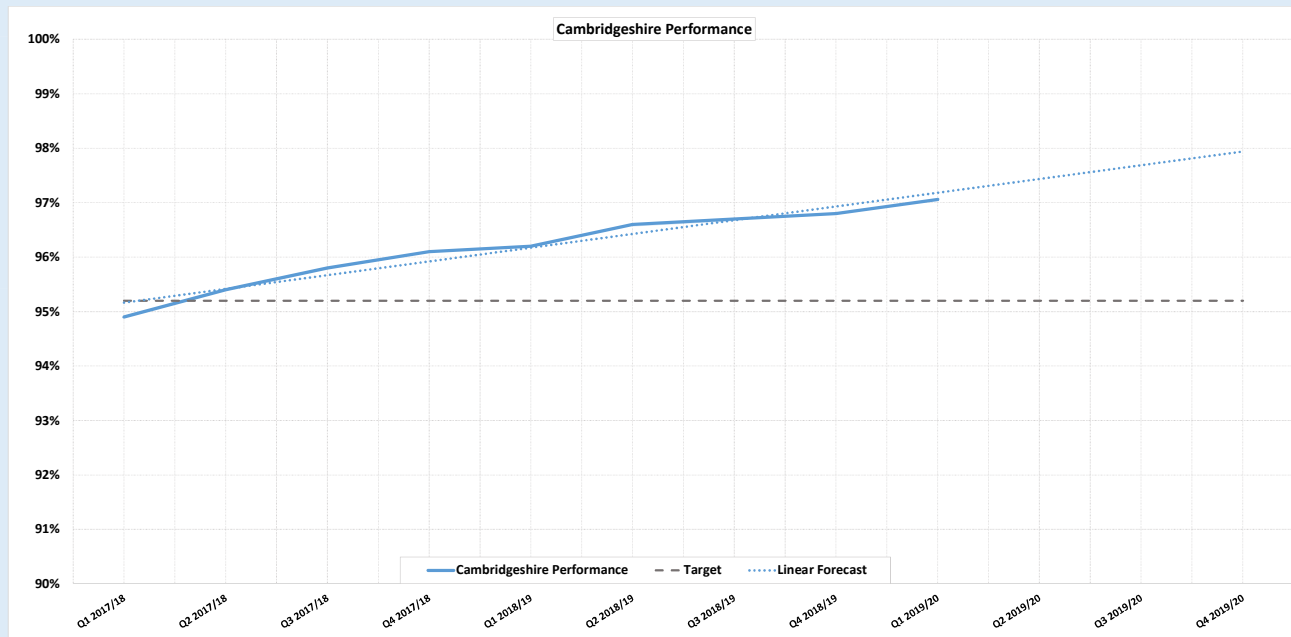
Collection name: Connected Nations

Polarity: High is good

### Useful Links

LG Inform:

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



### Commentary

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

97.1% premises had access at the end of quarter 1 2019/20 and continues to be above the 95.2% target.

Target	Current Quarter	Previous Quarter	Direction for Improvement	Change in Performance
N/A	64.1%	61.8%	↑	↑
Statistical Neighbours Mean	England Mean		RAG Rating	
N/A	N/A		N/A	

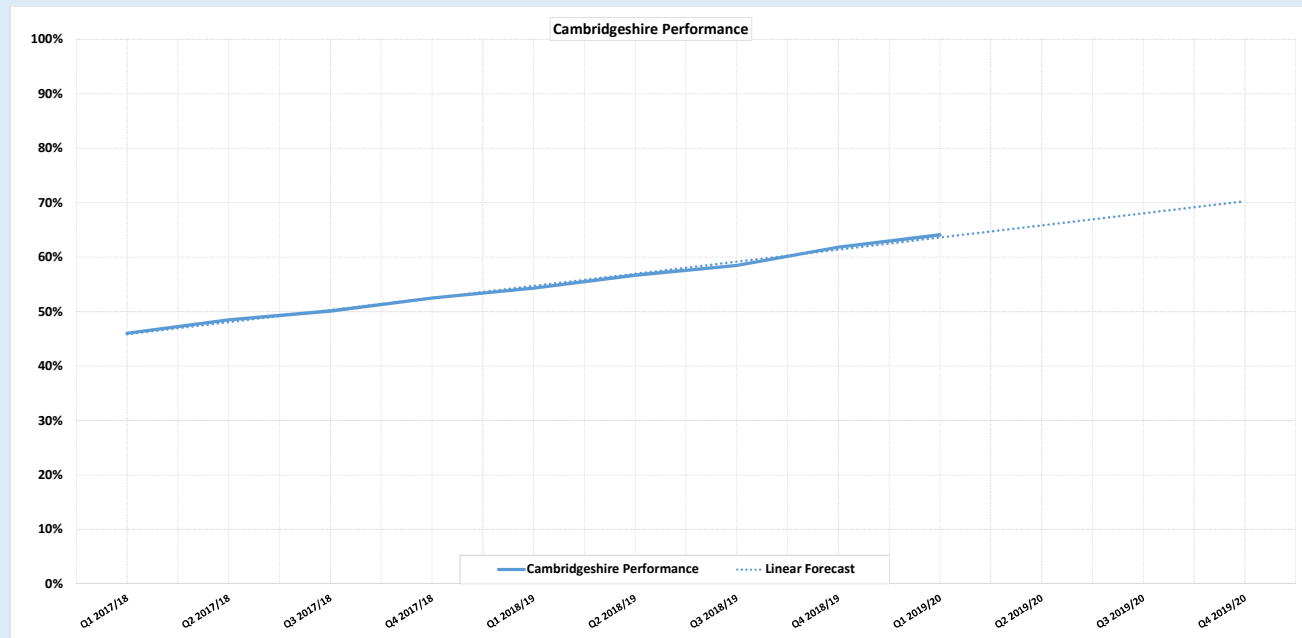
#### Indicator Description

Access to broadband is a key enabler of economic growth.

#### Useful Links

LG Inform:

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



#### 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 64.1% at the end of quarter 1 2019/20. This is a contextual indicator and as such there is no target.

Target	Current Year	Previous Year	Direction for Improvement	Change in Performance
19,000,000	17,480,000	17,300,300	↑	↑
Statistical Neighbours Mean	England Mean	RAG Rating		
N/A	N/A	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.

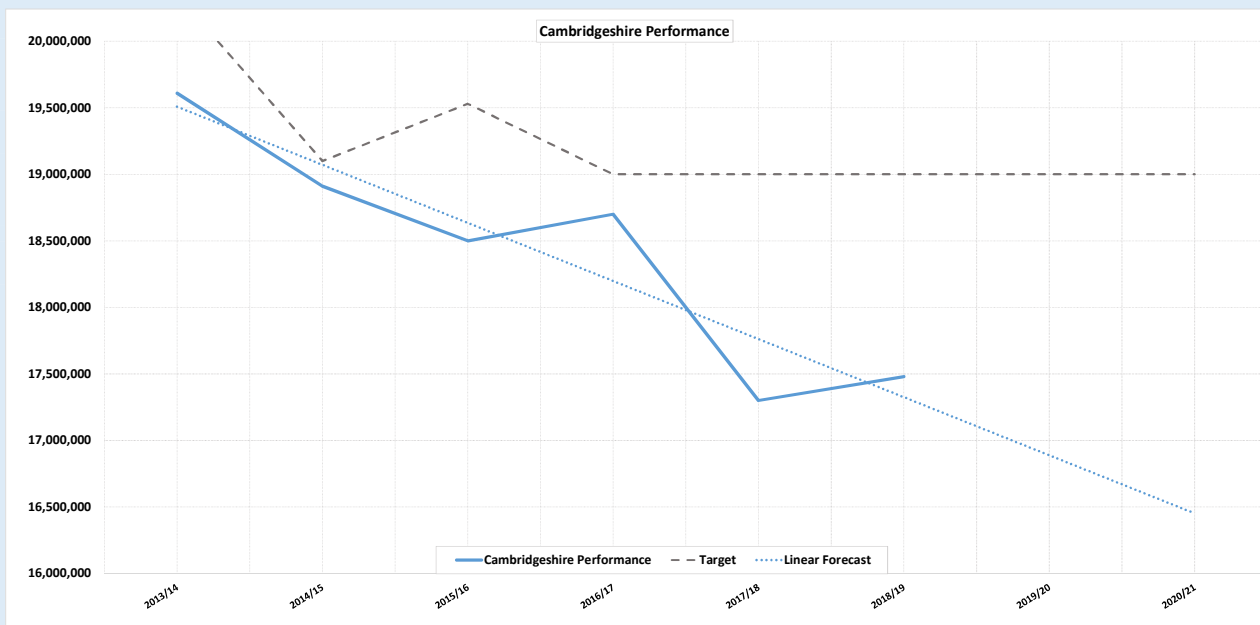
This indicator measures the total number of local bus passenger journeys originating in the authority area in a given year. Local bus services are defined for the purposes of this indicator as those using one or more public service vehicles for the carriage of passengers by road at separate fares where 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.

Target	Current Quarter	Previous Quarter	Direction for Improvement	Change in Performance
100.0%	100.0%	100.0%	↑	↔
Statistical Neighbours Mean	England Mean		RAG Rating	
N/A	N/A		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:

- within the statutory determination period; or
- 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.

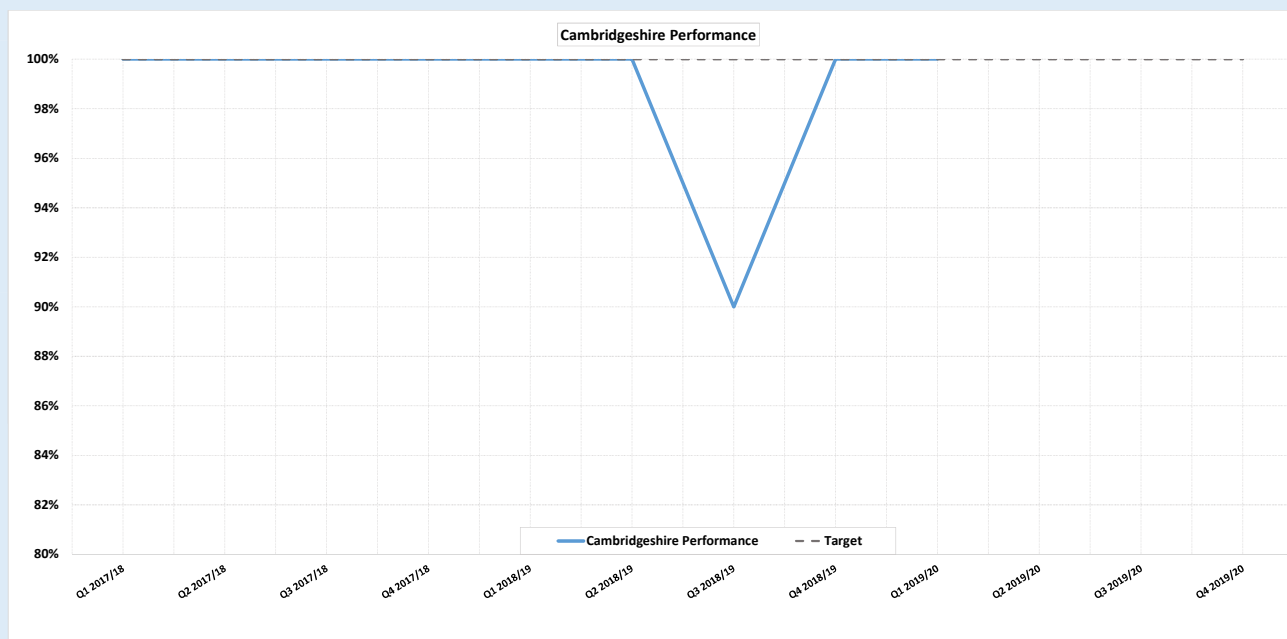
### Useful Links

#### 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](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.

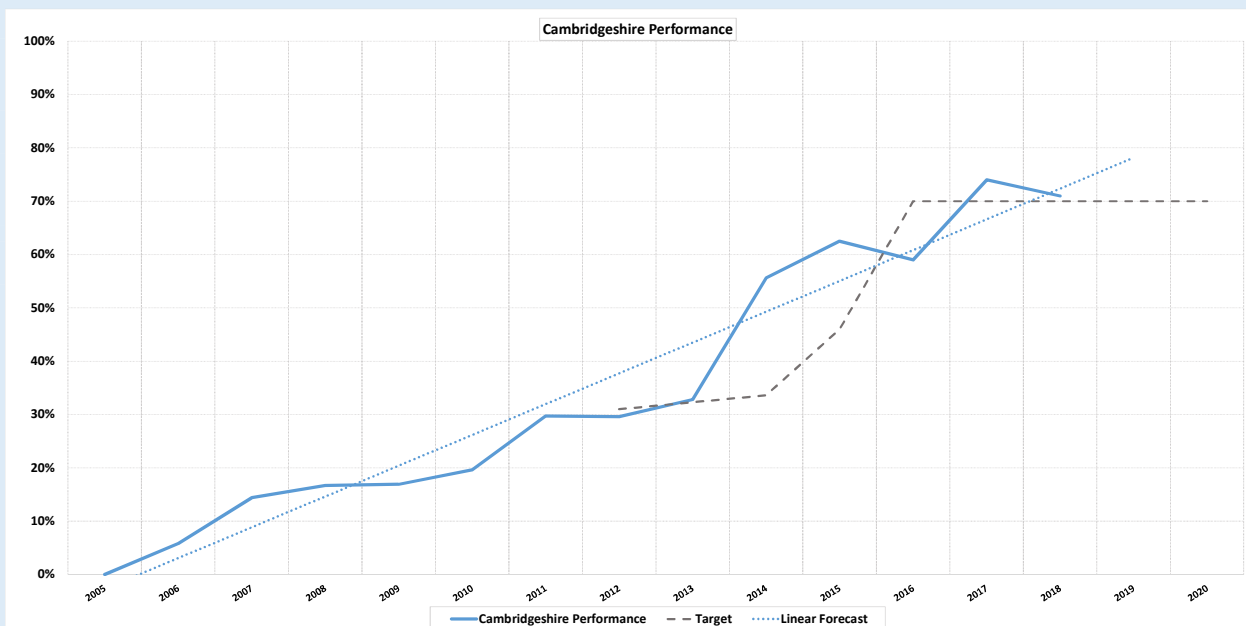
Target	Current Year	Previous Year	Direction for Improvement	Change in Performance
70.0%	71.0%	74.0%	↑	↓
Statistical Neighbours Mean	England Mean		RAG Rating	
N/A	N/A		G	

**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. Further to the query from the Vice Chairman at the November 2018 meeting these will be recorded as actuals rather than percentages.

**Useful Links****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.

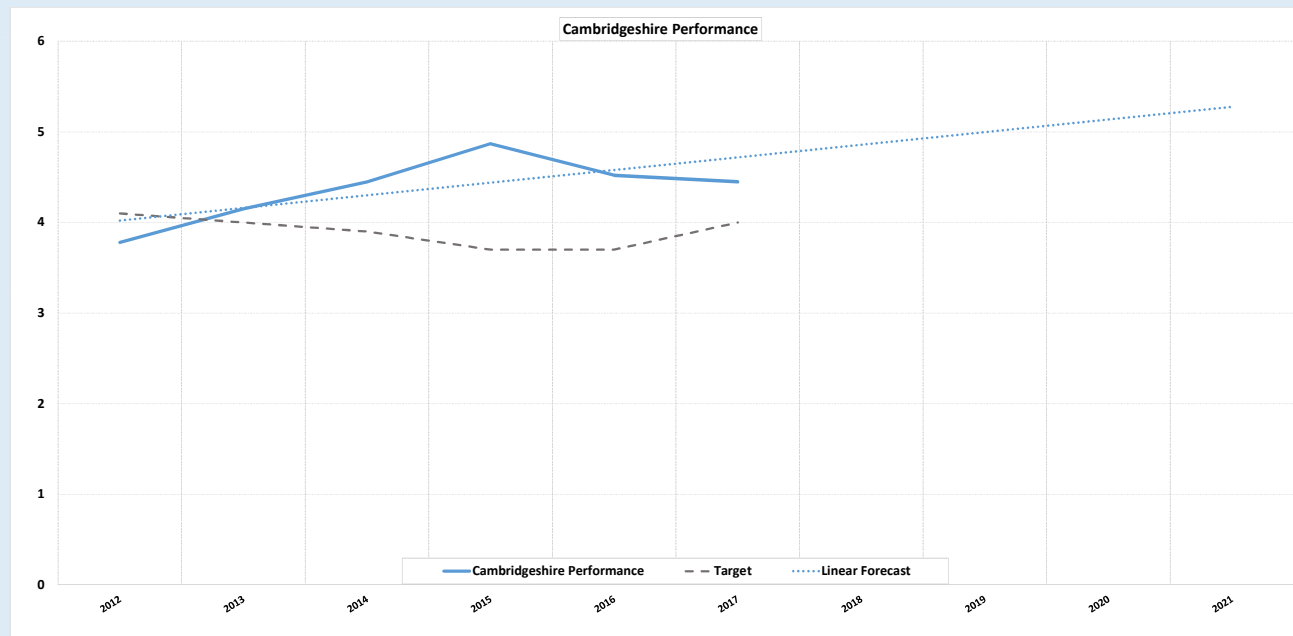
In 2004/05 there were approximately 40,000 cycle journeys measured in the sample. In 2018 there were approximately 69,000 cycle journeys measured in the sample, yielding a growth of 71% overall.

Target	Current Year	Previous Year	Direction for Improvement	Change in Performance
4.0	4.45	4.52	↓	↑
Statistical Neighbours Mean	England Mean		RAG Rating	
N/A	N/A		R	

**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 4.45 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 4.52 minutes.

The figure for Cambridge city is 5.29 minutes compared to the previous year's figure of 5.44 minutes.

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

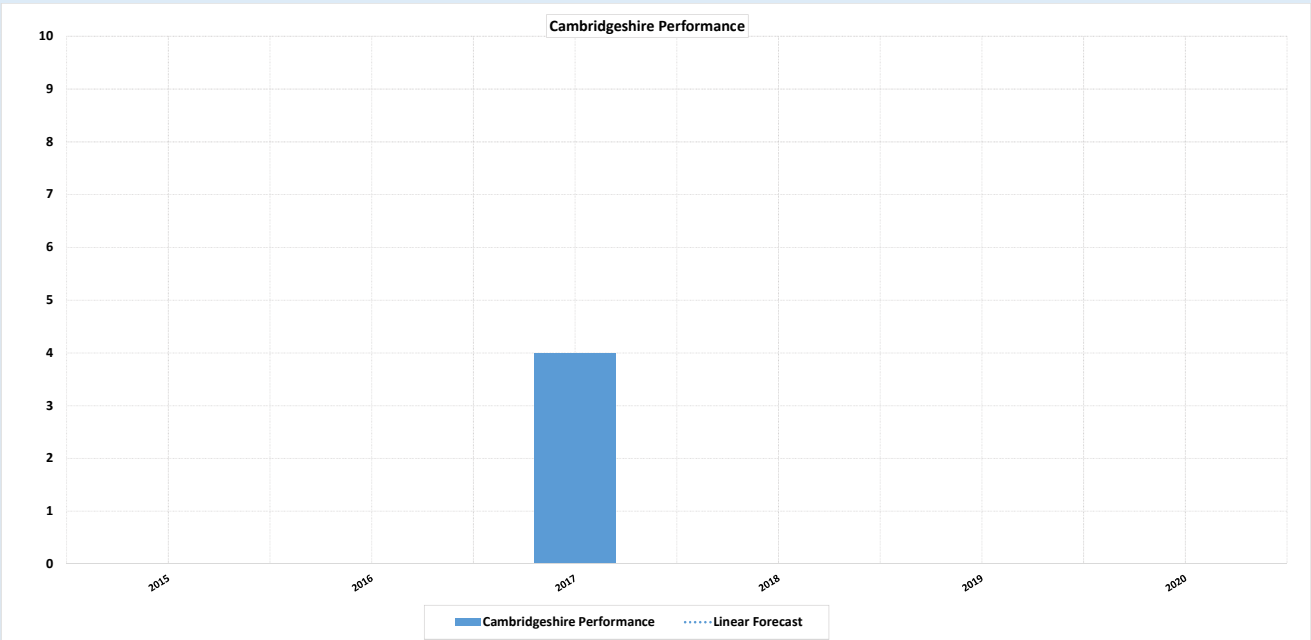
The Council is working with the Greater Cambridge Partnership to provide new transport capacity that will provide reliable alternatives to car trips into and out of Cambridge, which may have a positive impact on this indicator.

Target	Current Year	Previous Year	Direction for Improvement	Change in Performance
N/A	4	#NUM!	↓	↑↑↑
Statistical Neighbours Mean	England Mean	RAG Rating		
N/A	N/A	N/A		

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.

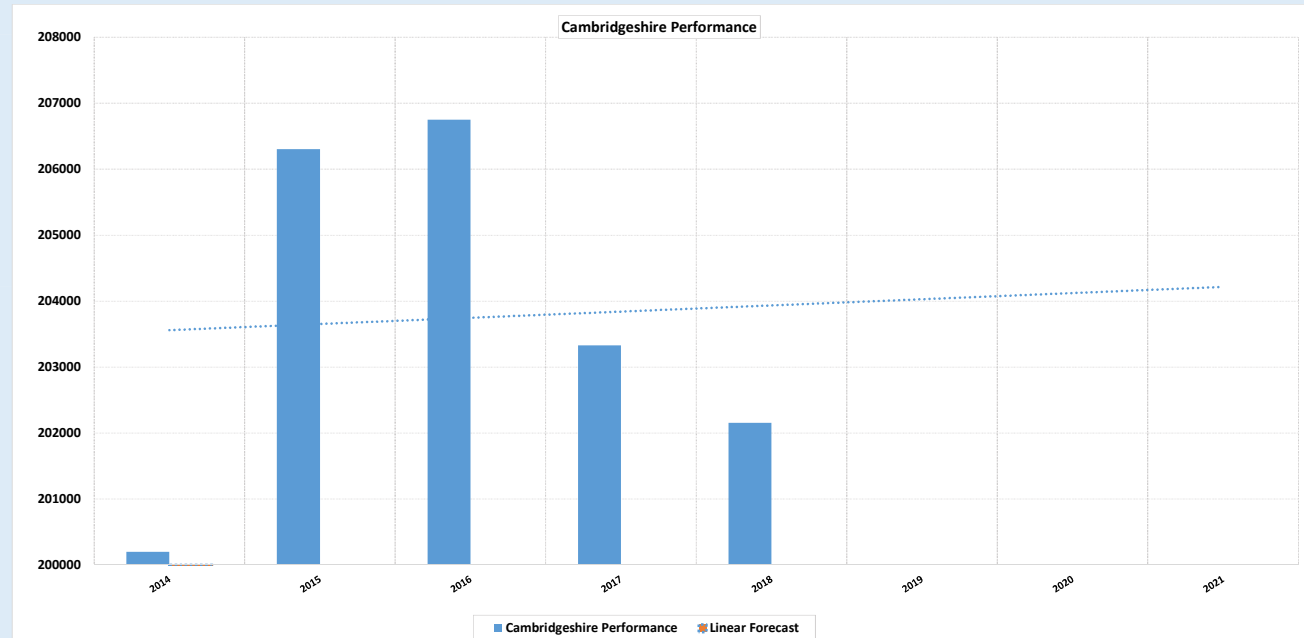
Target	Current Year	Previous Year	Direction for Improvement	Change in Performance
N/A	202,155	203,329	↓	↑
Statistical Neighbours Mean	England Mean		RAG Rating	
N/A	N/A		N/A	

**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.



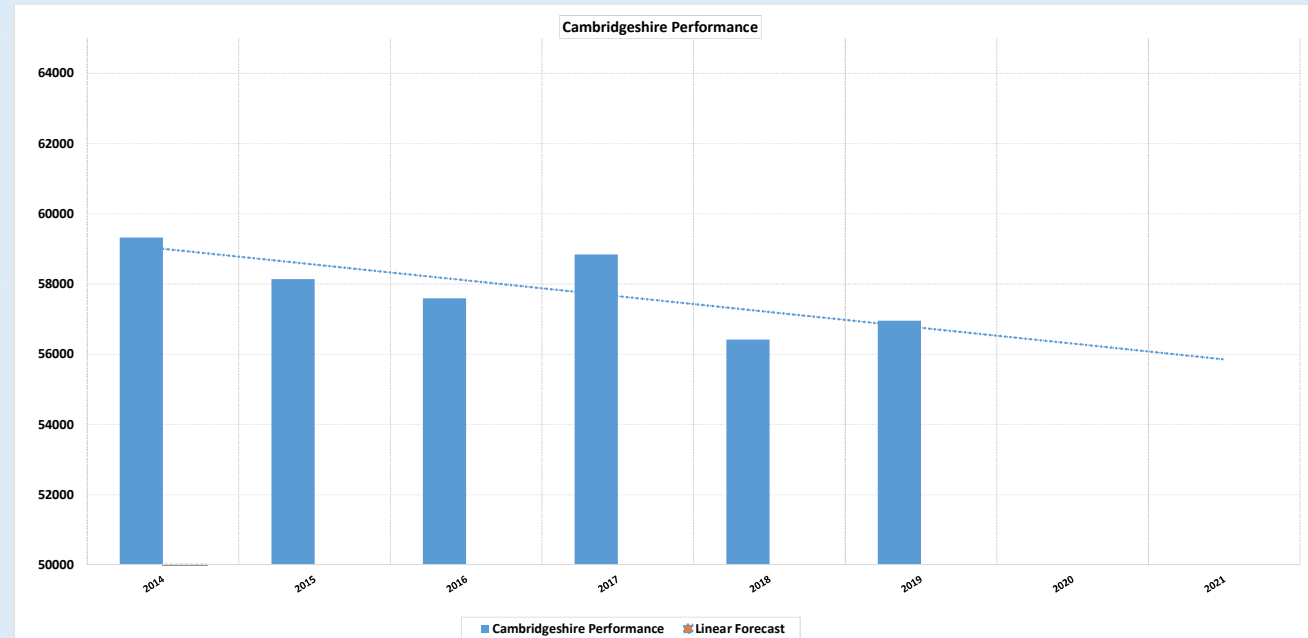
Target	Current Year	Previous Year	Direction for Improvement	Change in Performance
N/A	56,960	56,415	↓	↓
Statistical Neighbours Mean	England Mean		RAG Rating	
N/A	N/A		N/A	

#### 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.

Target	Current Year	Previous Year	Direction for Improvement	Change in Performance
N/A	412,060	405,004	↓	↓
Statistical Neighbours Mean	England Mean		RAG Rating	
N/A	N/A		N/A	

## Indicator Description

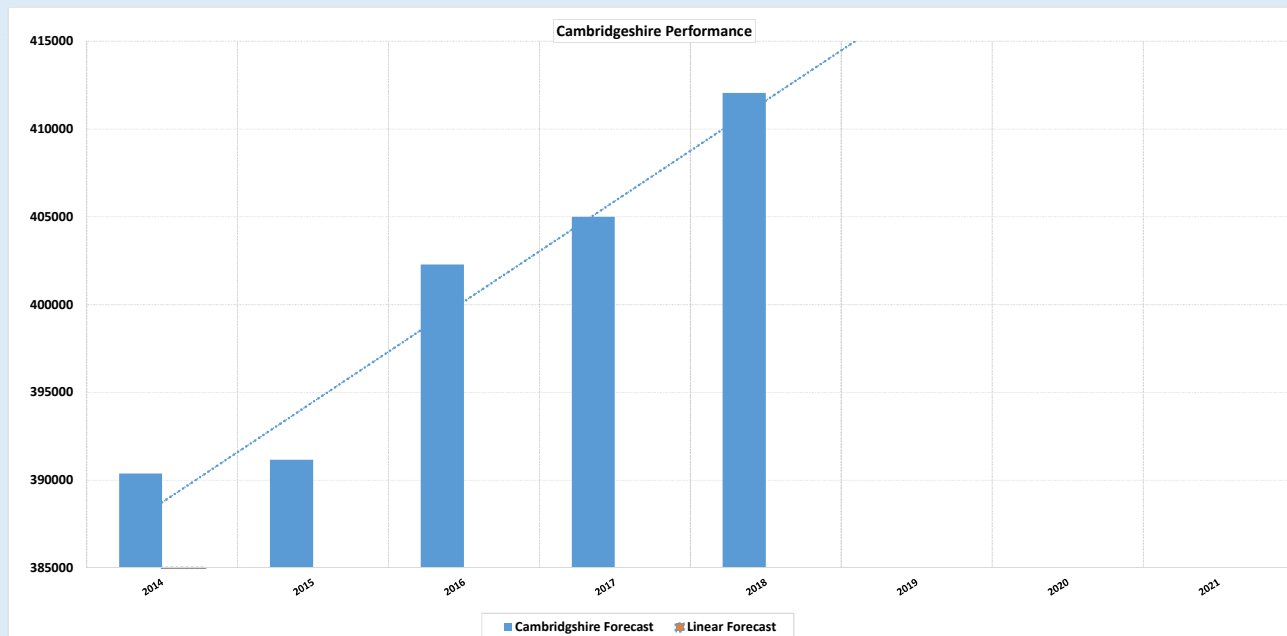
Strategic level measure of key transport mode.

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.

Target	Current Quarter	Previous Quarter	Direction for Improvement	Change in Performance
90%	93.3%	96.8%	↑	↓
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
N/A	N/A	N/A		

**Indicator Description**

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

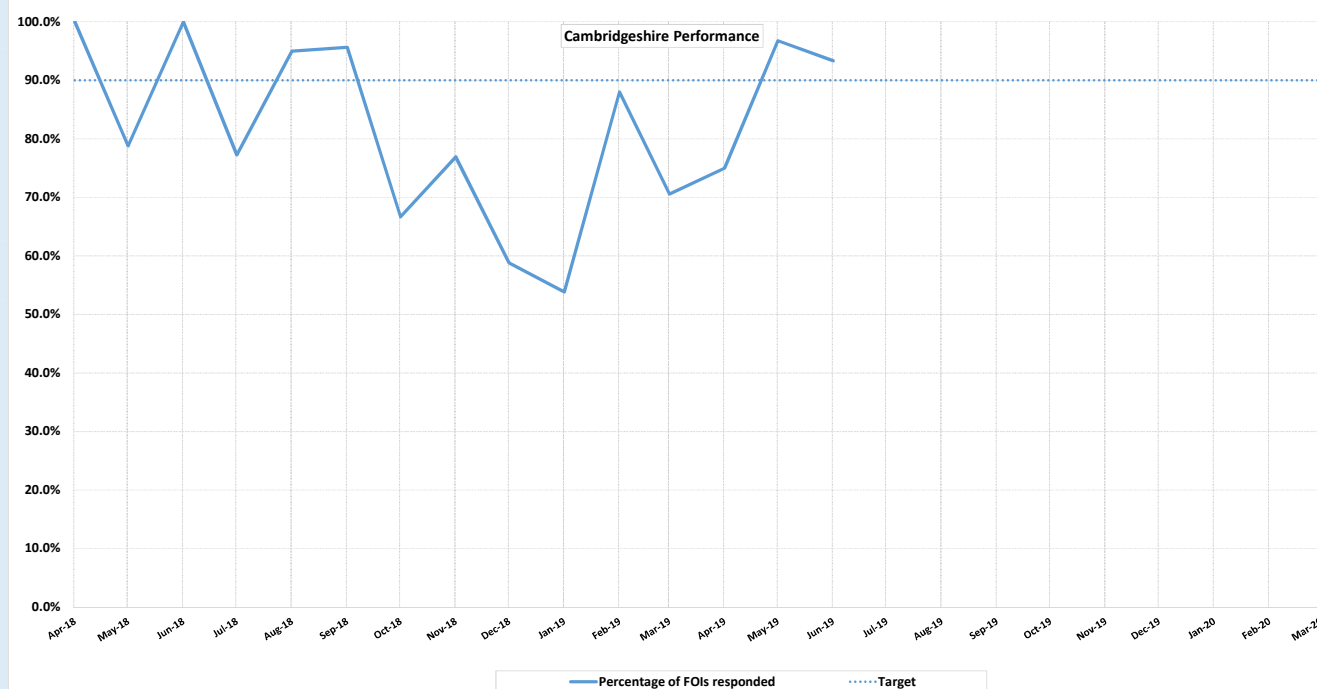
Anyone has a right to request information from a public authority. The council has two separate duties when responding to these requests:

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.

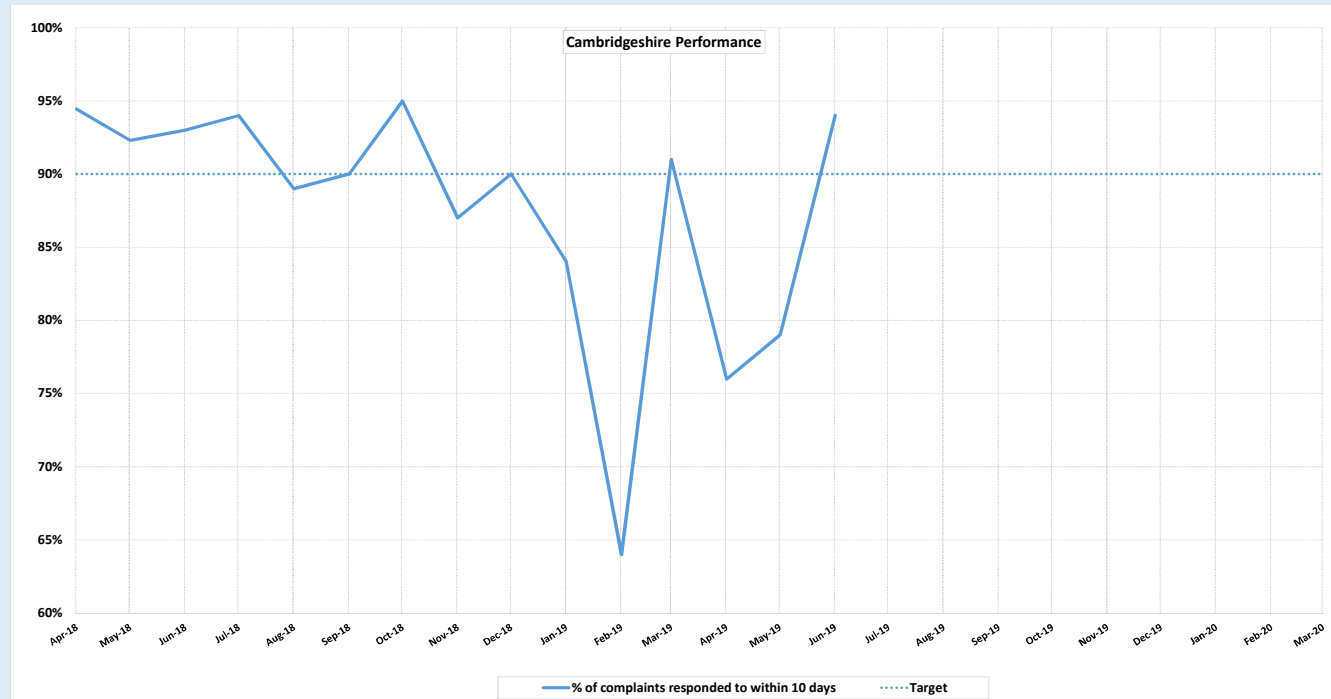
**Useful Links****Commentary**

A total of 15 Freedom of Information Requests were received during June 2019. 14 of these were responded to within the 20 working day deadline. In May and June 2019 the Service is once again above target which shows and improvement in performance and indicates that a new response process following a business support restructure in late 2018 is now working.

Target	Current Quarter	Previous Quarter	Direction for Improvement	Change in Performance
90%	94.0%	79.0%	↑	↑
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
N/A	N/A	N/A		

**Indicator Description**

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

**Useful Links****Commentary**

50 complaints received for June, 47 were responded to within the 10 working days giving a 94% pass rate.