

Target	Current Year	Previous Year	Direction for Improvement	Change in Performance
3.0%	2.7%	2.8%	↓	↑
Statistical Neighbours Mean	England Mean	RAG Rating		
N/A	N/A	VG		

Indicator Description

Principal roads where maintenance should be considered.

This is the percentage of the local authority's A-road and principal (that is, local authority owned) M-road carriageways where maintenance should be considered. This indicator was reported as NI 168, and is an updated version of the former Best Value Performance Indicator (BVPI) 223 (formerly BVPI 96). Note that there are some differences from how this data was collected as a BVPI which may hide/increase differences in performance.

Source name: Department for Transport

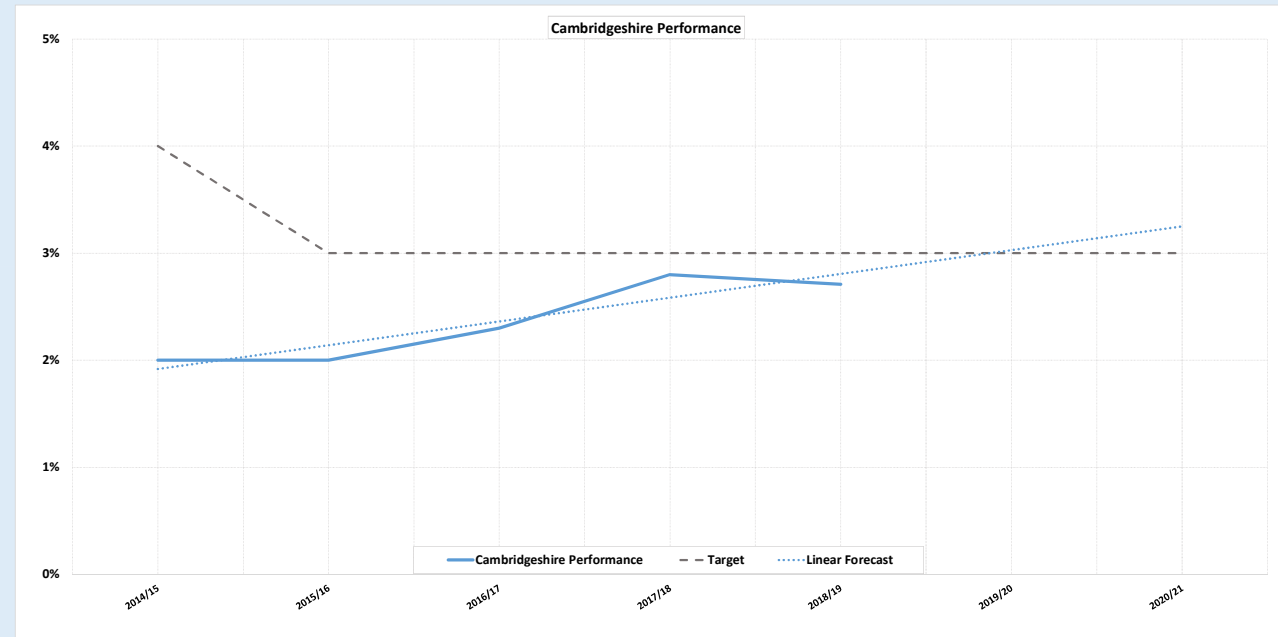
Collection name: Road conditions

Polarity: Low is good

Useful Links

LG Inform:

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

**Commentary**

The actual figure has improved marginally from last year's figure of 2.8% to 2.71%. This is not a material change.

Target	Current Year	Previous Year	Direction for Improvement	Change in Performance
2.0%	4.1%	3.5%	↓	↓
Statistical Neighbours Mean	England Mean	RAG Rating		
N/A	N/A	R		

Indicator Description

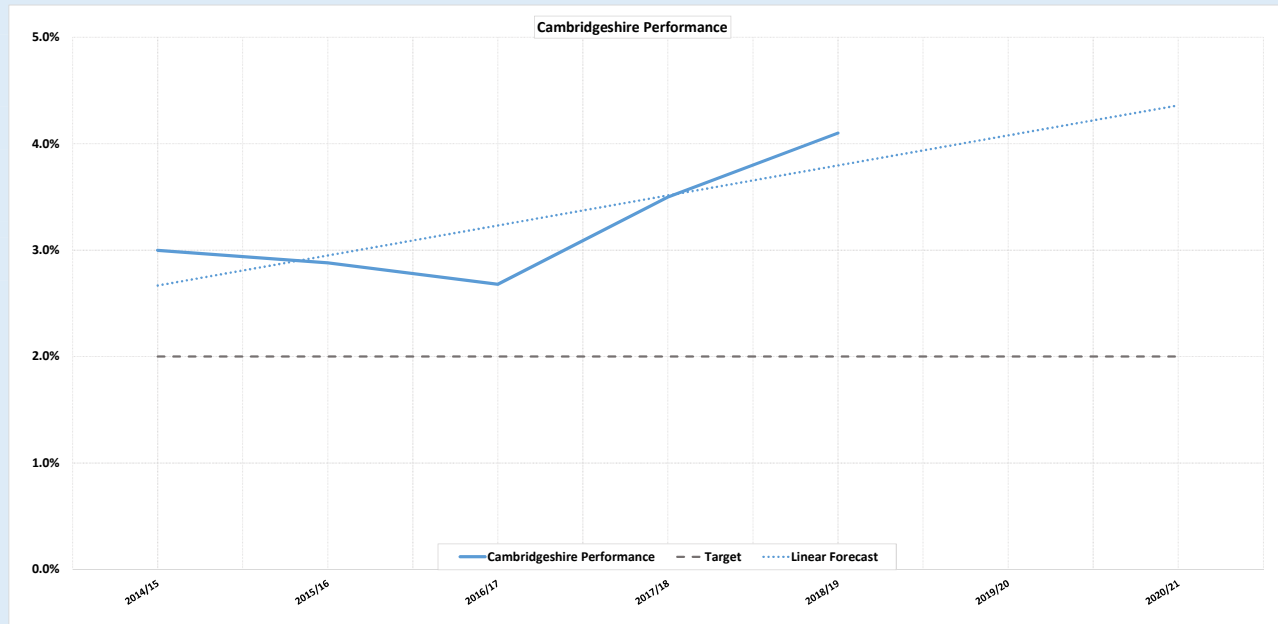
Indicator of key priority area for highways maintenance.

Based on national standard definition and data collection methodology so can be benchmarked.

Useful Links

LG Inform:

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



Commentary

Figures show the gap increasing by 0.6% from 3.5% last year. Although this is of concern, this may be affected by the experimental error within the machine condition survey methodology. Significant investment has also recently been carried out in the Fenland area associated with the DfT Challenge Fund bid, and the effects of some of these works will not have been included in this year's survey.

Target	Current Year	Previous Year	Direction for Improvement	Change in Performance
8.0%	6.0%	6.0%	↓	↔
Statistical Neighbours Mean	England Mean	RAG Rating		
N/A	N/A	VG		

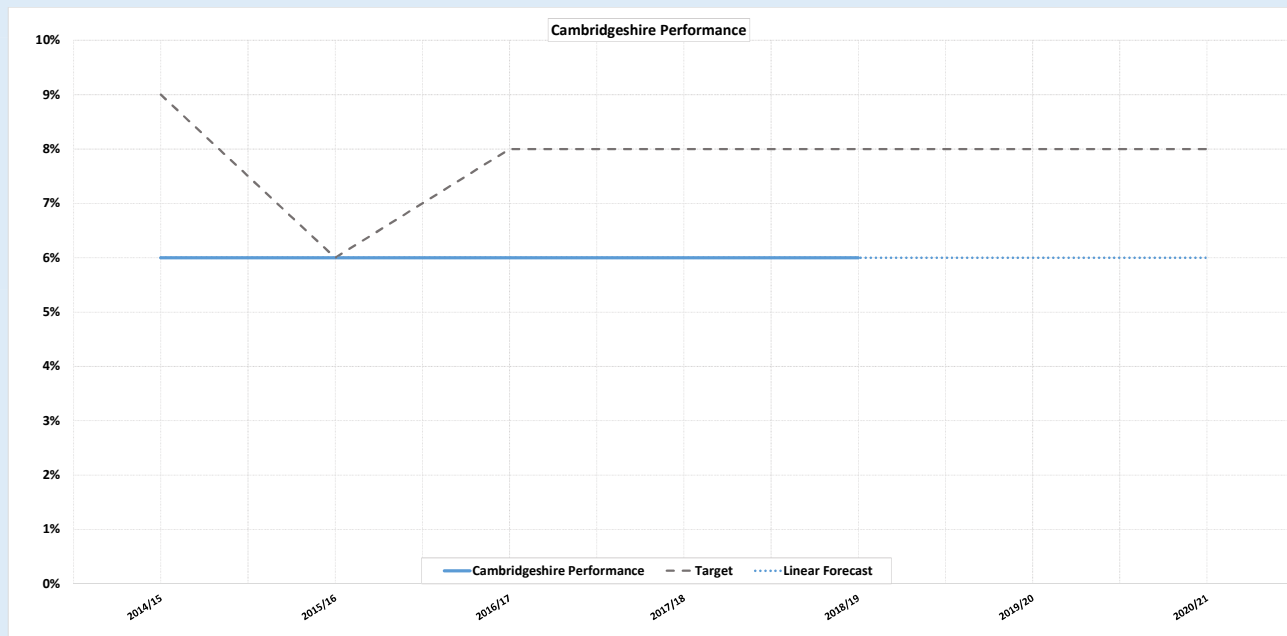
Indicator Description

This is the percentage of the local authority's B-road and C-road carriageways where maintenance should be considered. This indicator was previously reported as NI 169, and is an updated version of the former Best Value Performance Indicator (BVPI) 224a (formerly BVPI 97a). Note that there are some differences from how this data was collected as a BVPI which may hide / increase differences in performance.

Source: Department for Transport

Polarity: Low value is good

Unit of measure: Percentage of the total length surveyed.



Commentary

There is no overall change to the combined condition of B and C roads.

Useful Links

LG Inform:

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

Collection (URL):

<https://www.gov.uk/government/statistical-data-sets/rdc01-roads-where-maintenance-should-be-considered>

Target	Current Year	Previous Year	Direction for Improvement	Change in Performance
N/A	28.0%	22.0%	↓	↓
Statistical Neighbours Mean	England Mean		RAG Rating	
N/A	N/A		N/A	

Indicator Description

This is the percentage of the local authority's unclassified roads where maintenance should be considered.

Note that data are only shown for England and Regions as data below this level is not a mandatory requirement LAs are permitted to collect via different methods and the method used appears to affect the results, with visual surveys generally indicating worse network condition than automated surveys.

Source: Department for Transport

Polarity: Low value is good

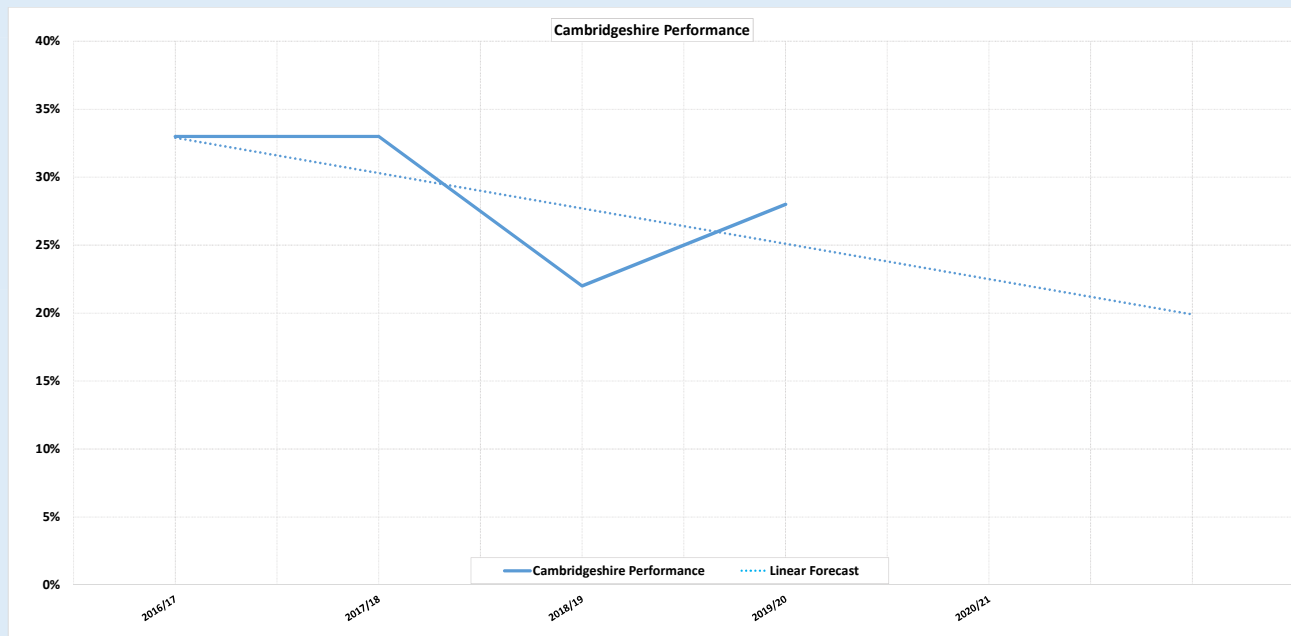
Unit of measure: Percentage of unclassified roads

Useful Links

LG Inform:

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

<https://www.gov.uk/government/statistical-data-sets/road-condition-statistics-data-tables-rdc>



Commentary

Last year's figure was 22%. The survey continues to take a random sample approach, and so some minor fluctuation in results is expected. The average over the past 6 years is 28% and so this years reported figure does not demonstrate significant deterioration from last years reported figure that would cause immediate concern.

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
256.0	388.0	384.0	↓	↓
Statistical Neighbours Mean	England Mean		RAG Rating	
N/A	N/A		R	

Indicator Description

Killed and seriously injured (KSI) casualties is derived from Stats19 data

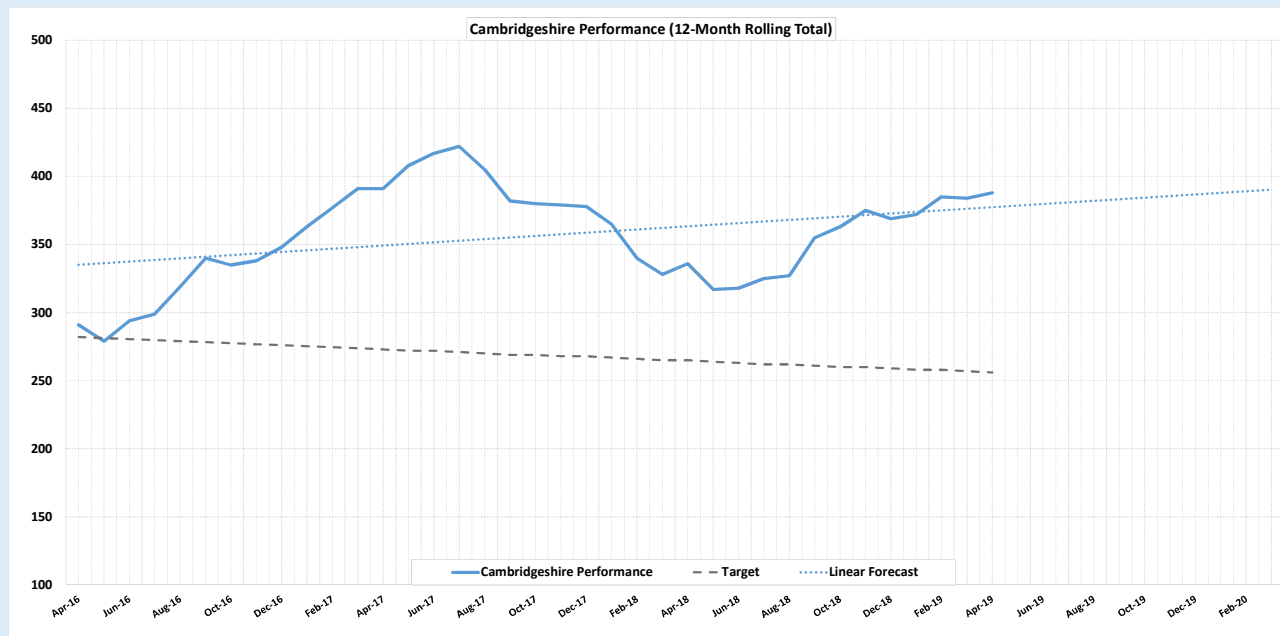
The number of all people of all ages reported killed or seriously injured (KSI) as a 12 month rolling total on Cambridgeshire roads.

This indicator includes only casualties who were fatally or seriously injured and these categories are defined as follows: - Fatal casualties are those who sustained injuries which caused death less than 30 days after the accident; confirmed suicides are excluded. - Seriously injured casualties are those who sustained an injury for which they are detained in hospital as an in-patient, or any of the following injuries, whether or not they are admitted to hospital: fractures, concussion, internal injuries, crushings, burns (excluding friction burns), severe cuts and lacerations, severe general shock requiring medical treatment and injuries causing death 30 or more days after the accident. A casualty is recorded as seriously or slightly injured by the police on the basis of information available within a short time of the accident. This generally will not reflect the results of a medical examination, but may be influenced according to whether the casualty is hospitalised or not. Hospitalisation procedures will vary regionally.

Useful Links

LG Inform:

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



Commentary

New data for April shows an increase in KSIs from 18 in March to 34 in April.

The provisional 12 month total to the end of April 2019 has been update as new data has been received. The 12 month rolling KSI total is now 388 compared with 336 for the same period of the previous year. The April figure is higher compared to the last reported figure of 384 for March 2019.

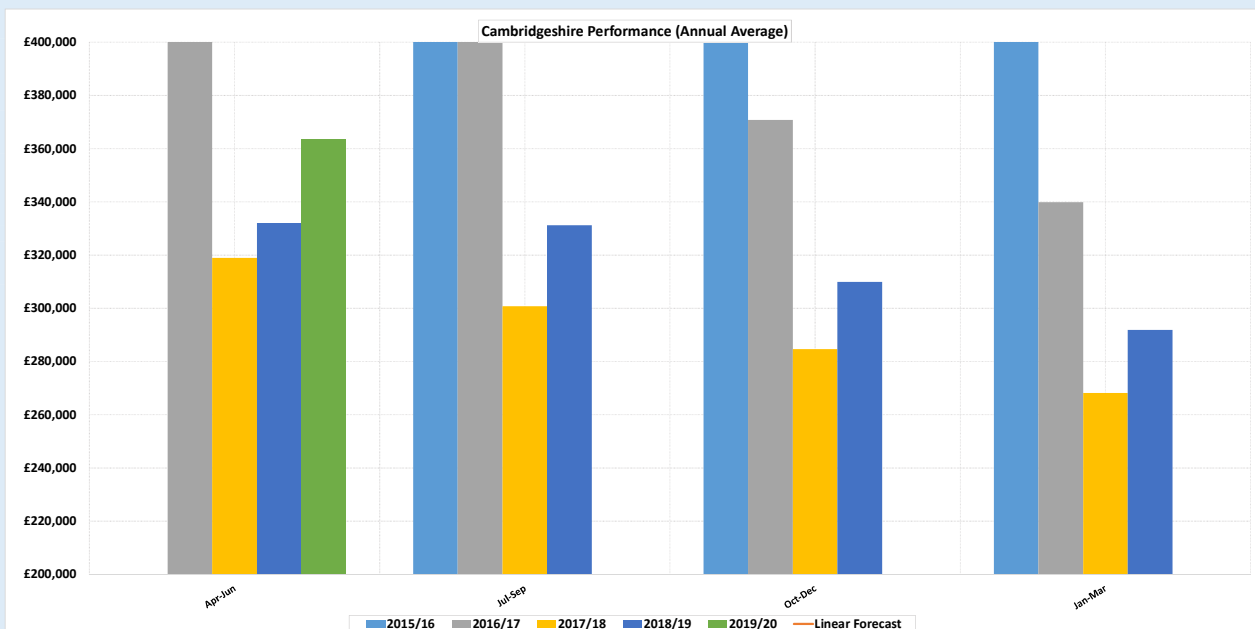
During April 2019 there was 1 fatal accident and there were 33 serious casualties.

Target	Current Quarter	Previous Quarter	Direction for Improvement	Change in Performance
N/A	£363,554	£291,950	↑	↑
Statistical Neighbours Mean	England Mean		RAG Rating	
N/A	N/A		N/A	

Indicator Description

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.

Useful Links**Commentary**

£5,600 was saved as a result of our intervention in rogue trading incidents during the forth quarter of 2018/19 (January to March 2019). The annual average based on available data since April 2014 is £233,560. Data for 2018/19 includes Peterborough savings.

It is important to note that the amounts recovered do not reflect the success of the intervention. In many cases the loss of a relatively small amount can have significant implications for victims; the impact can only be viewed on a case-by-case basis.

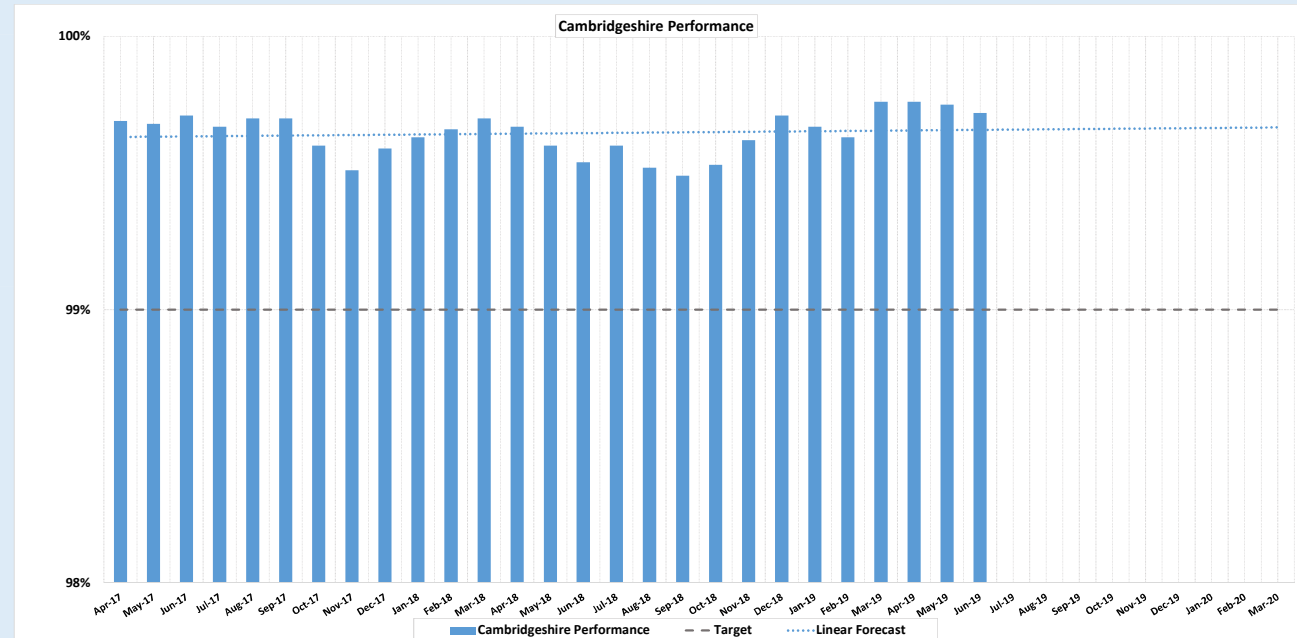
It is also important to note that not all of the money saved has been reimbursed at the same time as the repayments of court ordered reimbursements may be repaid over months or years.

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
99.0%	99.7%	99.8%	↑	↓
Statistical Neighbours Mean	England Mean		RAG Rating	
N/A	N/A		G	

Indicator Description

Key indicator of quality of streetlight service as per the contract.

Useful Links



Commentary

During May 99.75% of streetlights were working and the 4-month average (the formal contract definition of the performance indicator) is 99.7% this month, and remains above the 99% target.

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
N/A	30.2%	31.7%	↓	↑
Statistical Neighbours Mean	England Mean		RAG Rating	
N/A	N/A		N/A	

Indicator Description

Proportion of Household waste not sent for recycling or composting based on a 12-month rolling average.

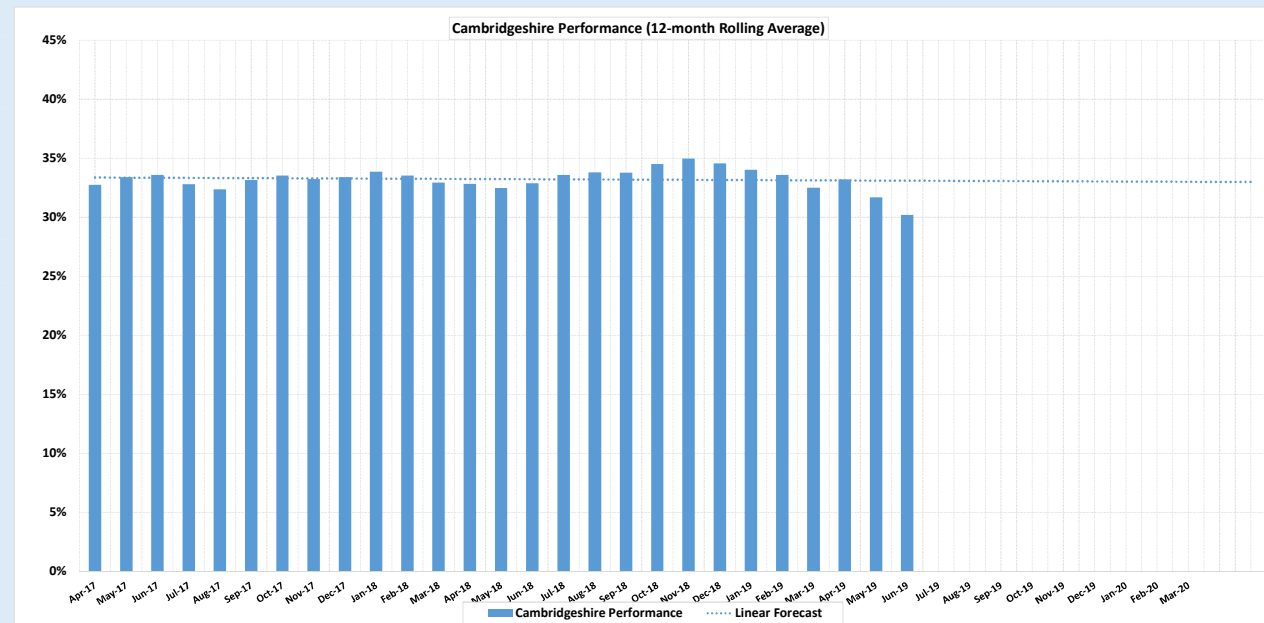
Collection name: Municipal Waste Management Statistics

Polarity: Low is good

Useful Links

LG Inform:

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

**Commentary**

During the 12-months ending June 2019, 30.2% of municipal waste was landfilled. As a comparison the figure for June 2018 was 32.9% and in June 2017 it was 33.6%.

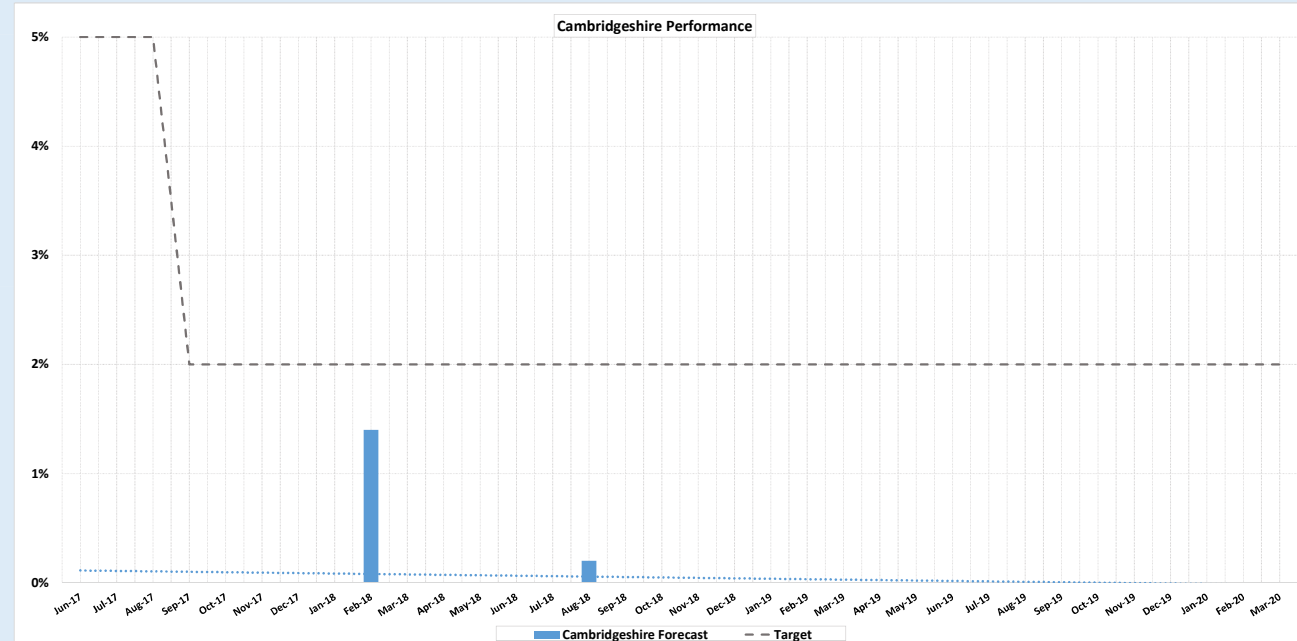
Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
2.0%	0.0%	0.0%	↓	↔
Statistical Neighbours Mean	England Mean		RAG Rating	
N/A	N/A		VG	

Indicator Description

Key indicator of the quality of highways repairs.

Following any order completed by Skanska, the Cambridgeshire County Council (CCC) officer who raised the order is able to inspect the quality of workmanship. As standard, CCC inspect at least 10% of all orders raised. If the quality is not consistent with the specified standard, a defect certificate is raised. The KPI measures the number of defect certificates raised and is reported as a proportion of the total number of orders completed in a given month.

Previously Members have requested information on how many repairs needed to be rerepaired, but this information is not collected. Members have also requested information on complaints about repairs, however this information is not collected in a reportable format.

Useful Links**Commentary**

There were no failed inspections during June therefore the monthly percentage of defect certificates is 0% of the total number of orders, significantly below the target of 2%.

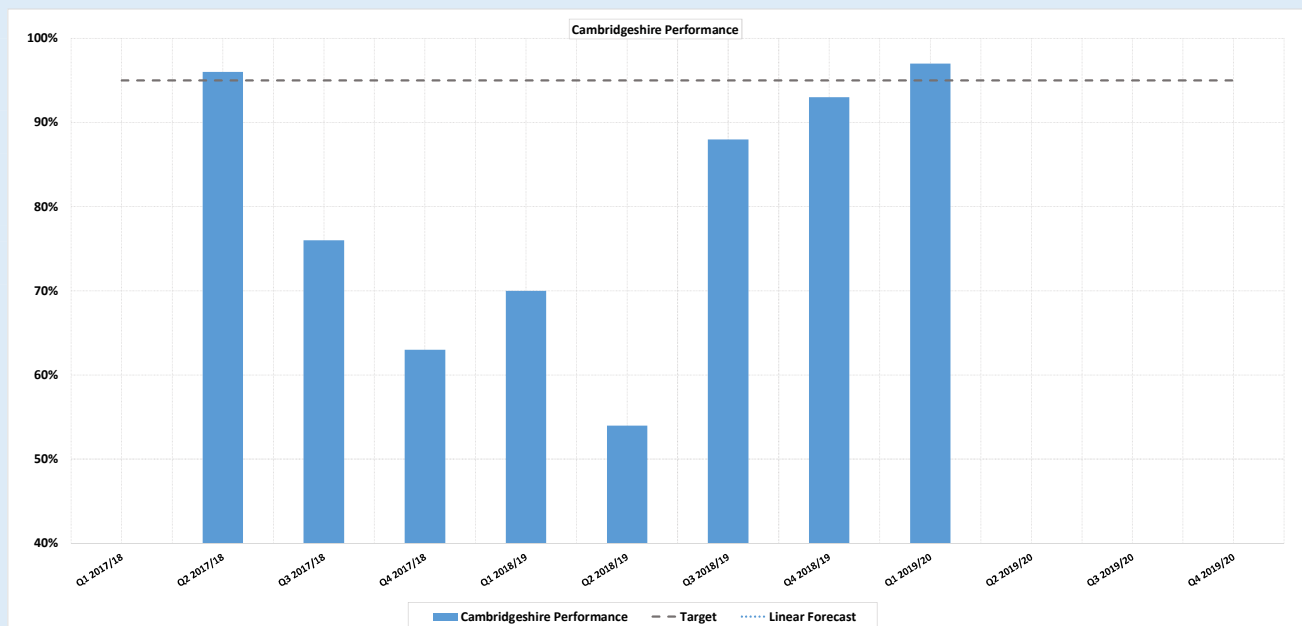
Target	Current Quarter	Previous Quarter	Direction for Improvement	Change in Performance
95.0%	97.0%	93.0%	↑	↑
Statistical Neighbours Mean	England Mean		RAG Rating	
N/A	N/A		G	

Indicator Description

When CCC staff raise an order for scheme work, they include details of the expected completion date. This is usually agreed in advance and coordinated with the central programme maintained by our Programme Manager, ensuring that schemes can be programmed in the most efficient way possible.

The KPI measures the proportion of all schemes that are completed to these agreed dates. In some circumstances, there are changes instructed to the scope after the initial order has been placed. Where this is the case, the effect on the programme is communicated and this time is added to or subtracted from the original agreed date.

Useful Links



Commentary

The percentage of schemes delivered to the agreed programme dates has increased to 97% for the first quarter of 2019/20 which is above the target of 95%. The KPI was last above the target back in quarter 2 2017/18.

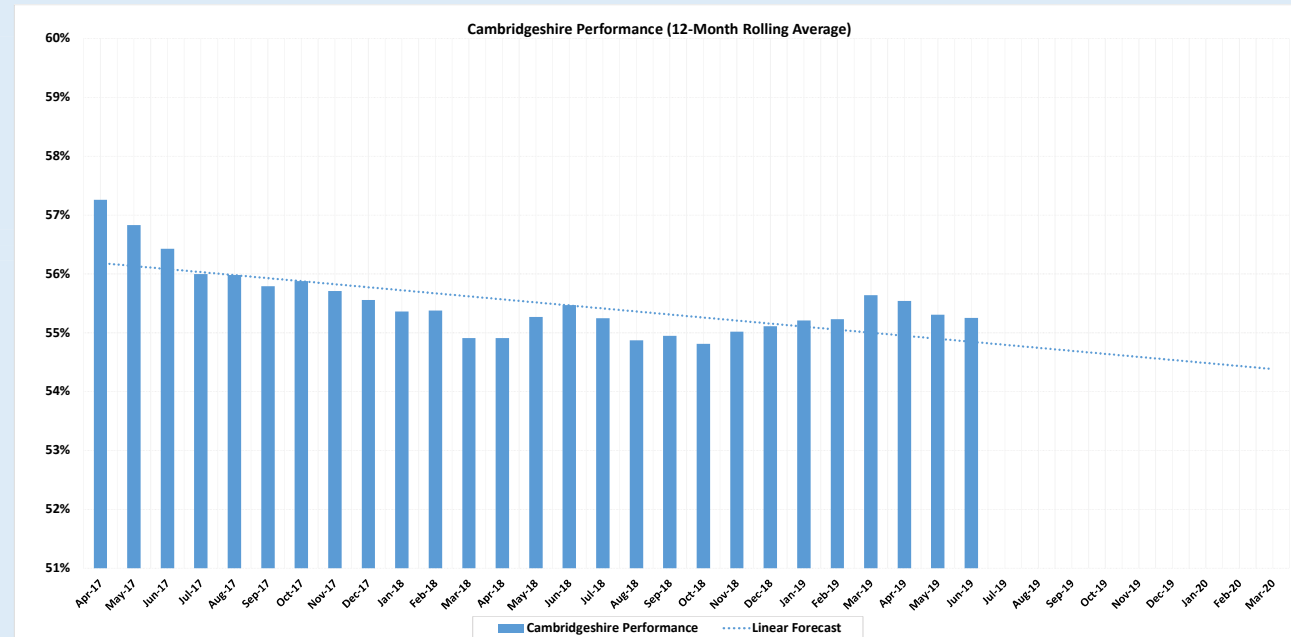
Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
N/A	55.3%	55.3%	↑	↓
Statistical Neighbours Mean	England Mean		RAG rating	
N/A	45.7%		N/A	

Indicator Description

This KPI measures the combined proportion of Household waste that is recycled or composted and includes all district and city partners recycling performance.

This has significant financial impact on Council.

Useful Links



Commentary

During the 12-months ending June 2019, 55.3% of waste was recycled & composted. As a comparison the figure for June 2018 was 55.5 % and in June 2017 it was 56.4%.

The recycling rate for households has increased overall across the UK to 45.7% in 2017 from 45.2% in 2016. The recycling rate for households has also increased in all UK countries - England is now at 45.2% (up from 44.9% in 2016), Scotland at 43.5% (up from 42.9% in 2016) Northern Ireland at 46.3% (up from 43.3% in 2016), and Wales at 57.6% (up from 57.3% in 2016).

(Source of UK stats - <https://deframedia.blog.gov.uk/2019/02/15/uk-waste-statistics-published/>)

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
N/A	100%	100%	↑	↔
Statistical Neighbours Mean	England Mean		RAG rating	
N/A	N/A		N/A	

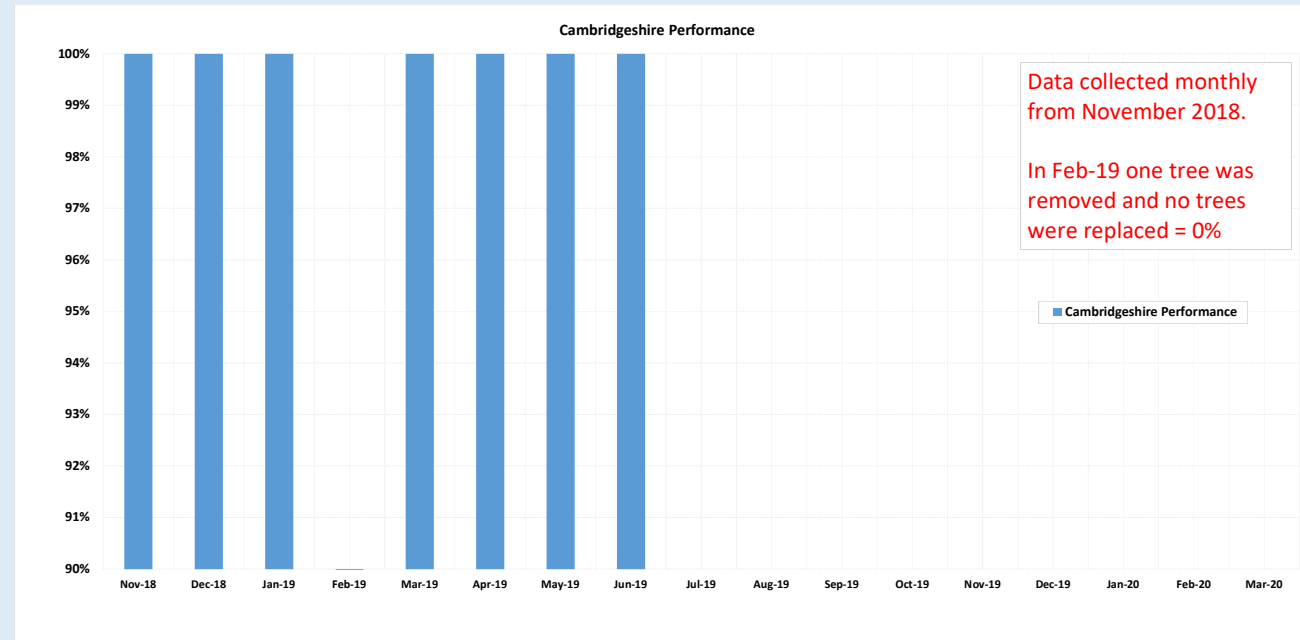
Indicator Description

Tree removal and replaced data has been collected monthly from November 2018 instead of every six months.

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.

This was a new indicator from the February 2019 committee report. The number of trees removed and replaced each month are now being reported in the monthly finance report. Presented in the performance report are the percentage of highways trees that have to be removed that are replaced in the month. If no trees are removed and no trees are replaced within a month then 100% will be reported. Also if 4 trees are removed and 26 trees are planted then the 100% will be report for that month.

Going forward the data will be summarised to a rolling 12 month average once we have 12 months of data.

Useful Links**Commentary**

In June 2019 no trees were removed or replaced in Cambridgeshire.

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:

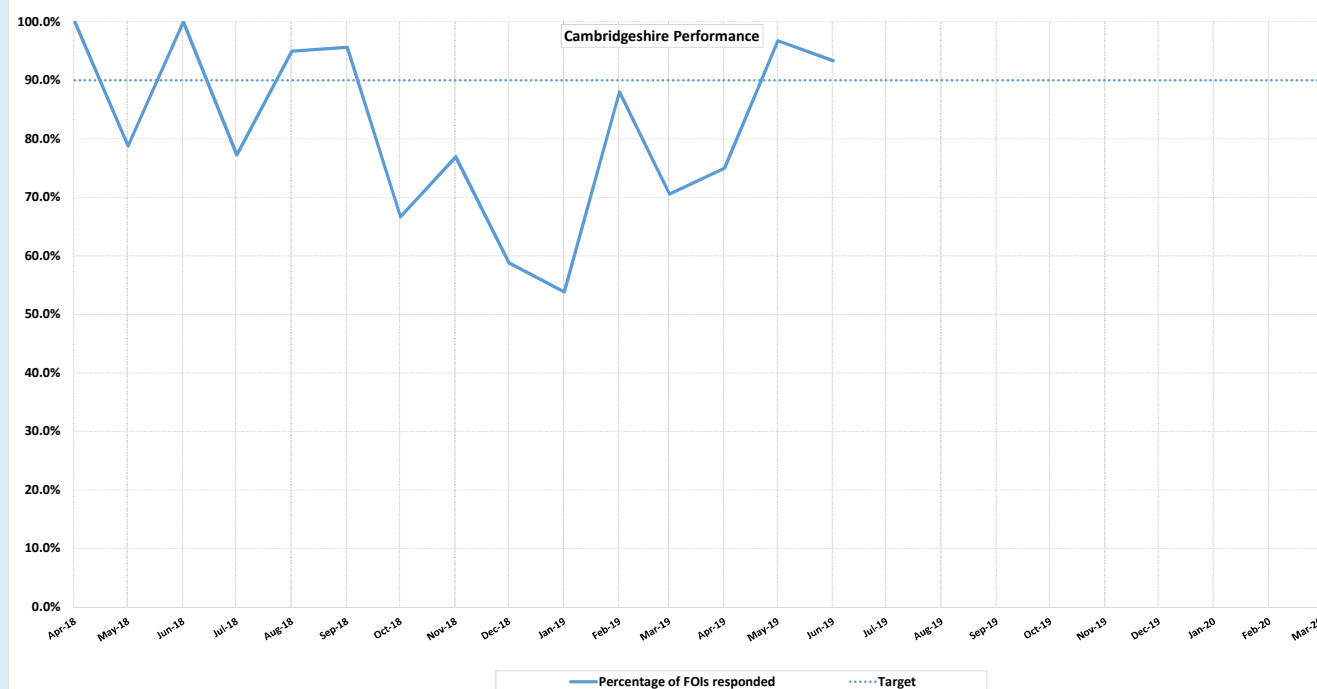
to tell the applicant whether the Council holds any information falling within the scope of their request;

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

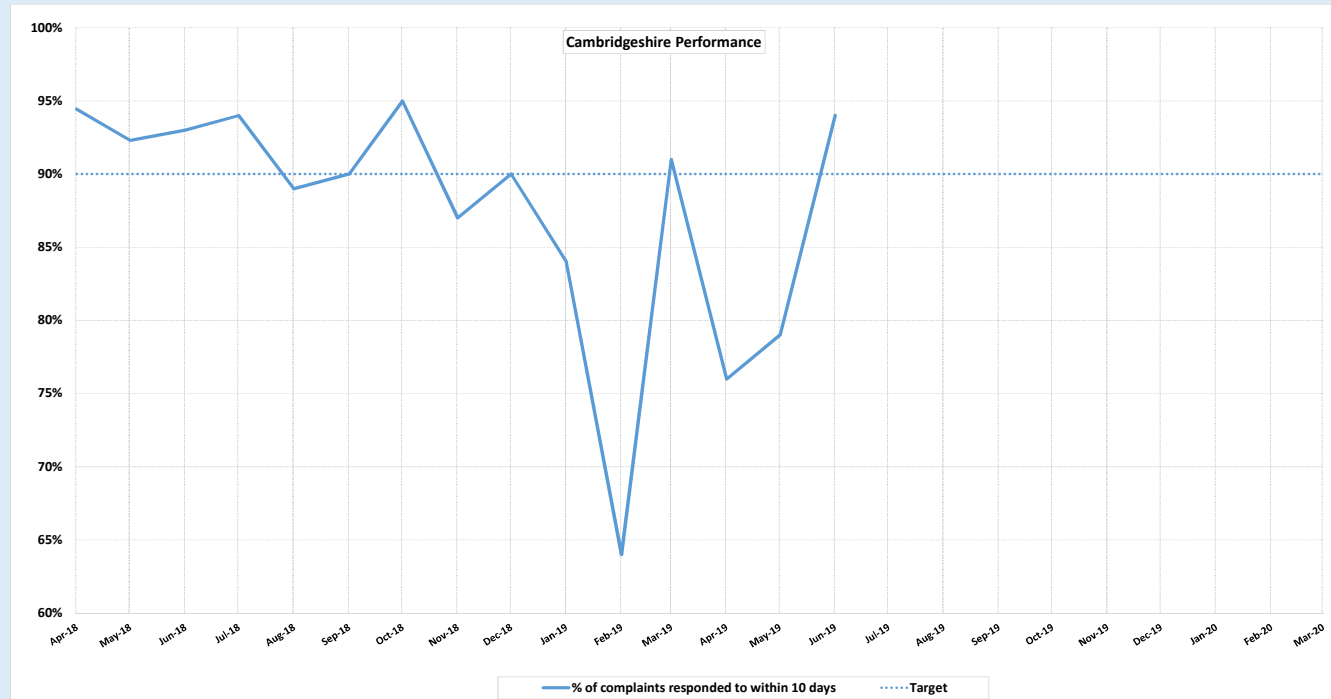
A total of 15 Freedom of Information Requests were received during June 2019. 14 of these were responded to within the 20 working day deadline. In May and June 2019 the Service is once again above target which shows and improvement in performance and indicates that a new response process following a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