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Corporate Performance Report

Quarter 3

2019/20 financial year

Highways and Infrastructure Committee

Business Intelligence
Cambridgeshire County Council
business.intelligence@cambridgeshire.gov.uk

Data Item	Explanation
Target / Pro Rata Target	The target that has been set for the indicator, relevant for the reporting period
Current Month / Current Period	The latest performance figure relevant to the reporting period
Previous Month / previous period	The previously reported performance figure
Direction for Improvement	Indicates whether 'good' performance is a higher or a lower figure
Change in Performance	Indicates whether performance is 'improving' or 'declining' by comparing the latest performance figure with that of the previous reporting period
Statistical Neighbours Mean	Provided as a point of comparison, based on the most recently available data from identified statistical neighbours.
England Mean	Provided as a point of comparison, based on the most recent nationally available data
RAG Rating	<ul style="list-style-type: none"> • Red – current performance is off target by more than 10% • Amber – current performance is off target by 10% or less • Green – current performance is on target by up to 5% over target • Blue – current performance exceeds target by more than 5% • Baseline – indicates performance is currently being tracked in order to inform the target setting process • Contextual – these measures track key activity being undertaken, but where a target has not been deemed pertinent by the relevant service lead
Indicator Description	Provides an overview of how a measure is calculated. Where possible, this is based on a nationally agreed definition to assist benchmarking with statistically comparable authorities
Commentary	Provides a narrative to explain the changes in performance within the reporting period
Useful Links	Provides links to relevant documentation, such as nationally available data and definitions

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
3.0%	↓	3.0%	2.7%	Declining

RAG Rating

A

Indicator Description

Principal roads where maintenance should be considered.

This is the percentage of the local authority's A-roads (principal roads) 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

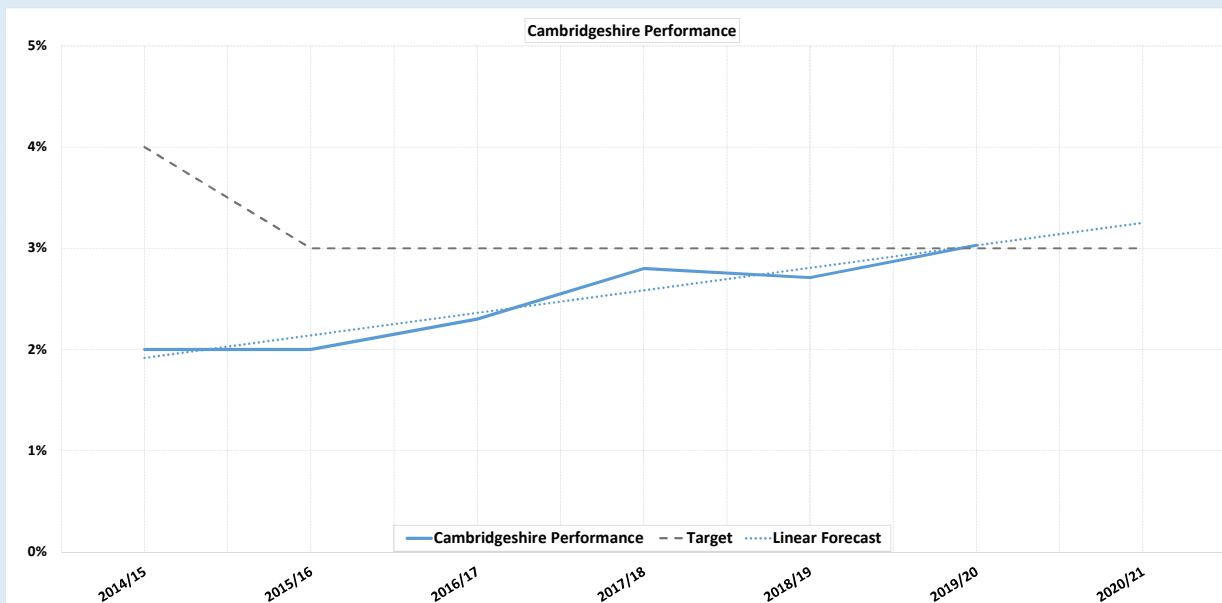
Collection name: Road conditions

Polarity: Low is good

Useful Links

LG Inform:

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



Commentary

The actual figure has changed from last year's figure of 2.71% to 3.03%. This is not a material change.

This indicator is reported nationally as a round figure, so would be reported as 3% for each year. The indicator remains on target.

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
2.0%	↓	-0.9%	-1.6%	Declining

RAG Rating

B

Indicator Description

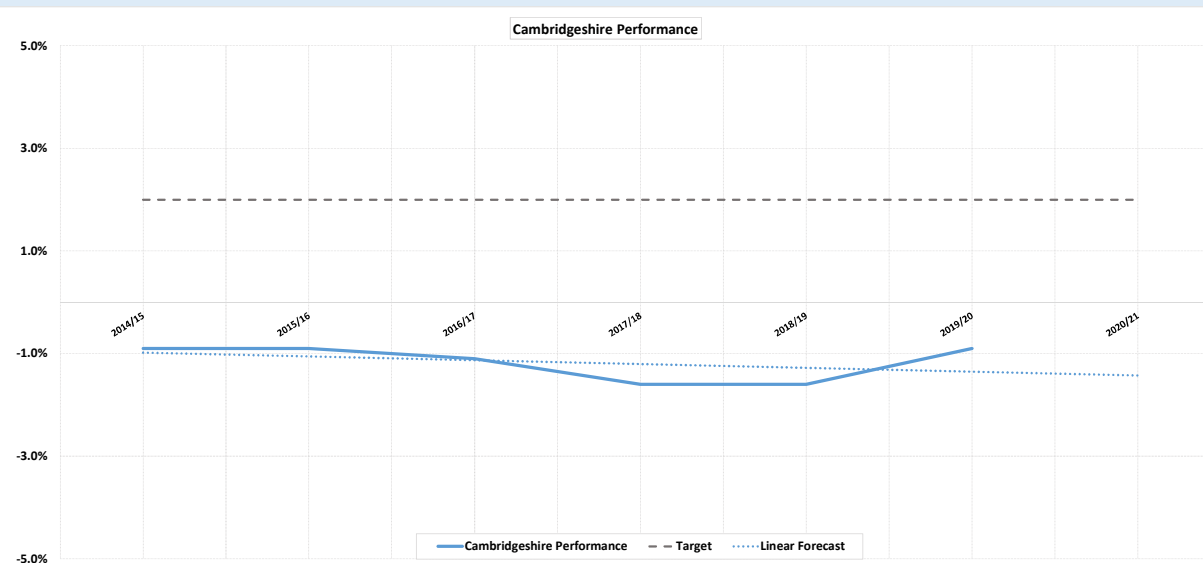
Indicator of key priority area for highways maintenance.

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

Useful Links

LG Inform:

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



Commentary

Target for 40a not set. The target was for all classified roads.
Target for 40a will need to be defined.

The A class roads in Fenland are in better condition than those in the remainder of the county and this gap has remained reasonably steady since 2014/15.

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
2.0%	↓	3.7%	3.3%	Declining

RAG Rating

R

Indicator Description

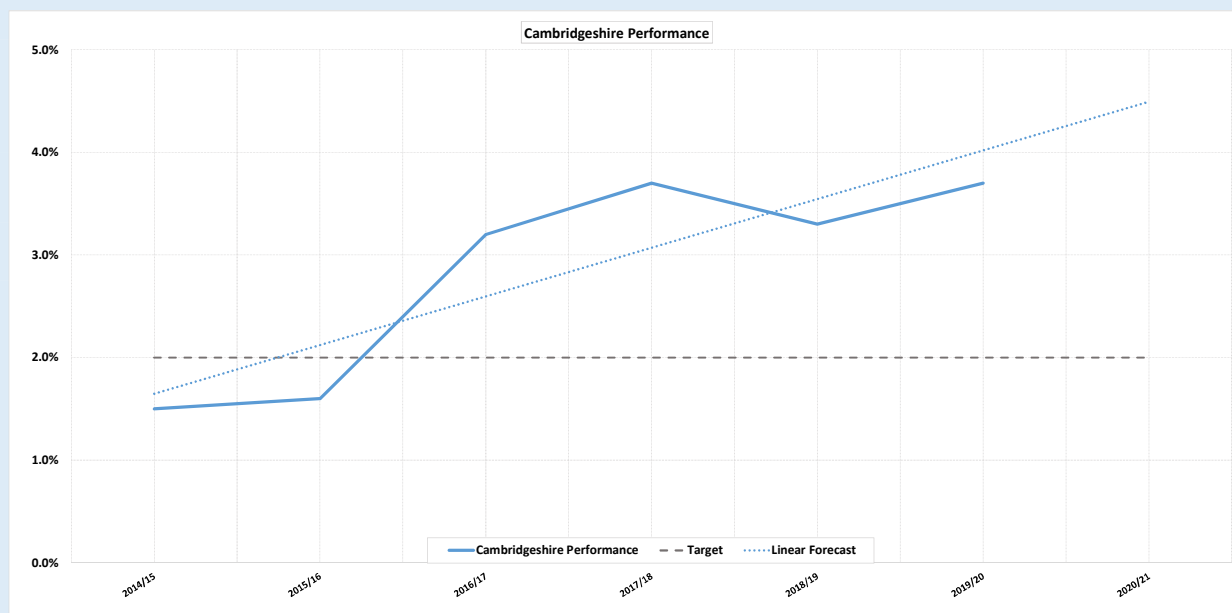
Indicator of key priority area for highways maintenance.

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

Useful Links

LG Inform:

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



Commentary

Target for 40b not set. The target was for all classified roads.
Target for 40b will need to be defined.

The B class roads in Fenland are currently in worse condition than the remainder of the county, but the gap has remained at a steady level, since 2016/17, with the gap increasing by 0.4% from last year.

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
2.0%	↓	6.6%	6.2%	Declining

RAG Rating

R

Indicator Description

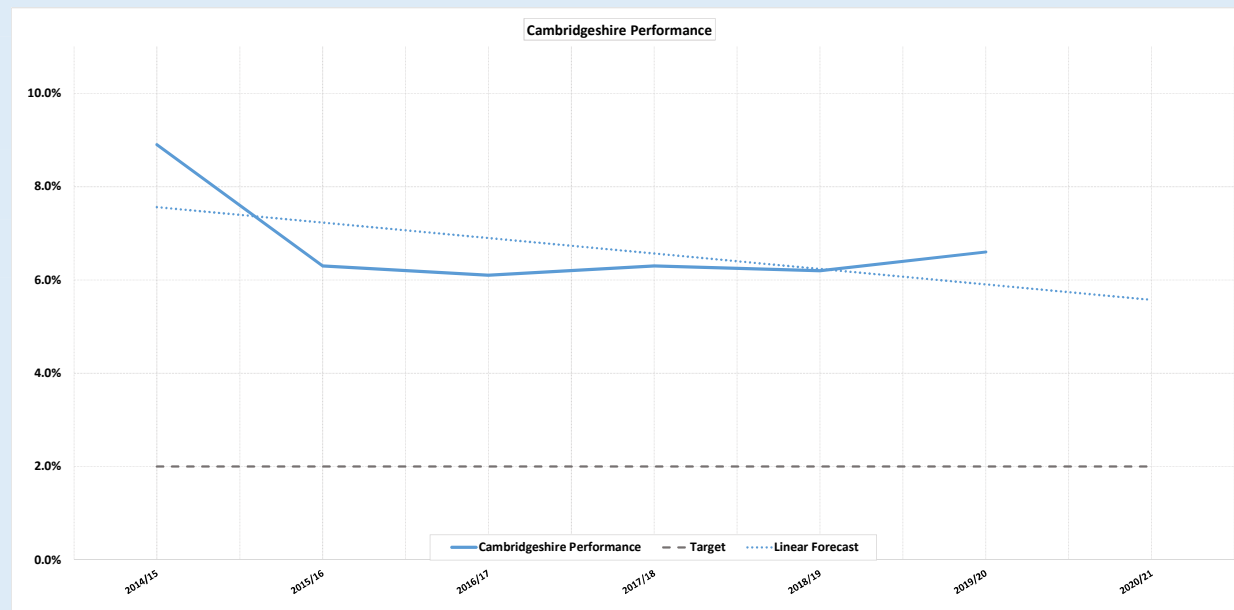
Indicator of key priority area for highways maintenance.

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

Useful Links

LG Inform:

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

**Commentary**

Target for 40c not set. The target was for all classified roads.
Target for 40c will need to be defined.

The C class roads in Fenland are in worse condition than those in the remainder of the county.

Many of the C roads in Fenland are similar in character and usage to unclassified roads elsewhere in the county, thus rendering the comparison not being of like-for-like roads. This might serve to exacerbate the reported gap. The gap has remained reasonably steady since 2015/16.

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
8.0%	↓	6.6%	6.1%	Declining

RAG Rating

B

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

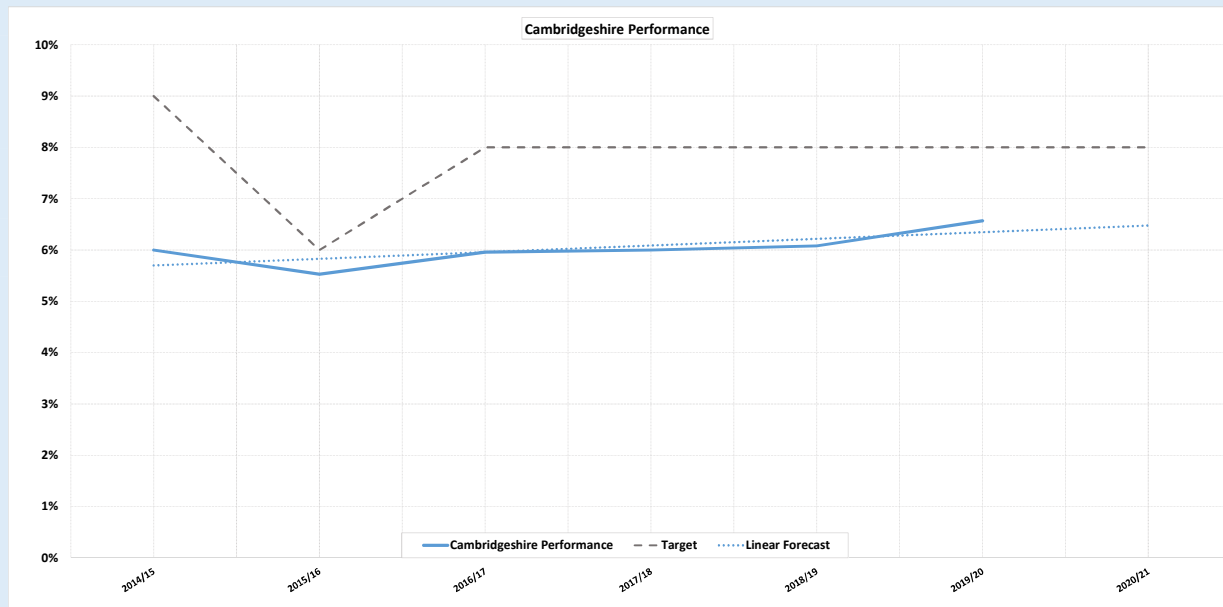
Useful Links

LG Inform:

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

Collection (URL):

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



Commentary

The actual figure has changed from last year's figure of 6.08% to 6.57%, but remains below the target of 8% for B and C class roads.

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	↓	33.0%	29.0%	Declining

RAG Rating

Contextual

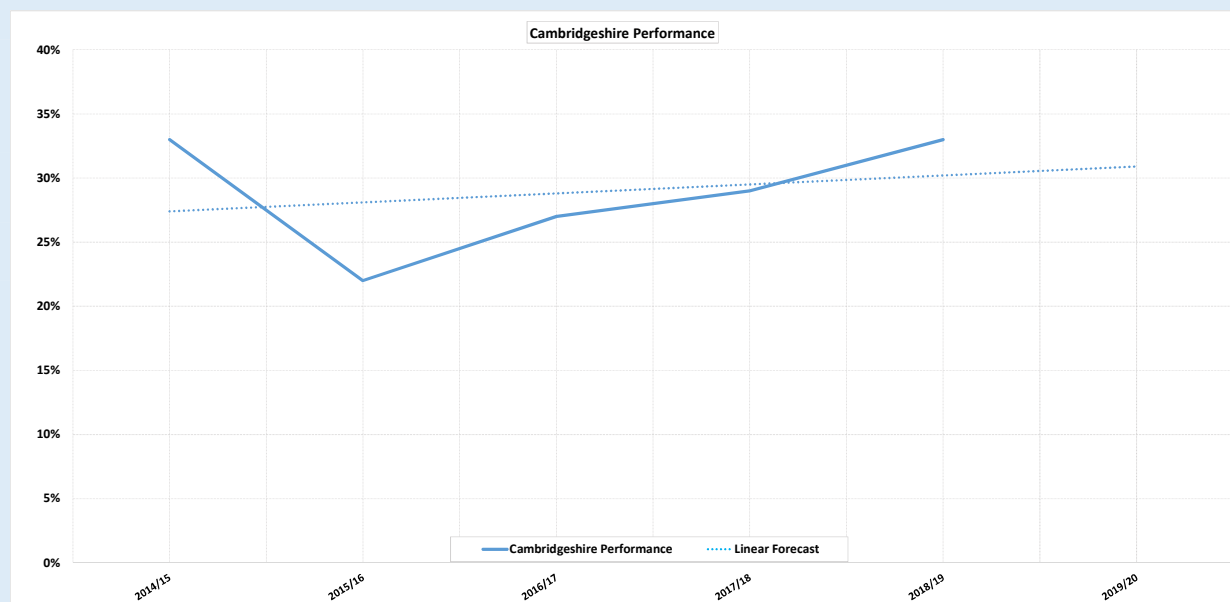
Indicator Description

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

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. CCC uses a visual survey method.

Source: Department for Transport

Polarity: Low value is good

**Commentary**

Last year's figure was 29%. 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 remains at 29% and so this years reported figure does not demonstrate significant deterioration that would cause immediate concern.

Useful Links

LG Inform:

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

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

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
253	↓	361	382	Improving

RAG Rating

R

Indicator Description

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

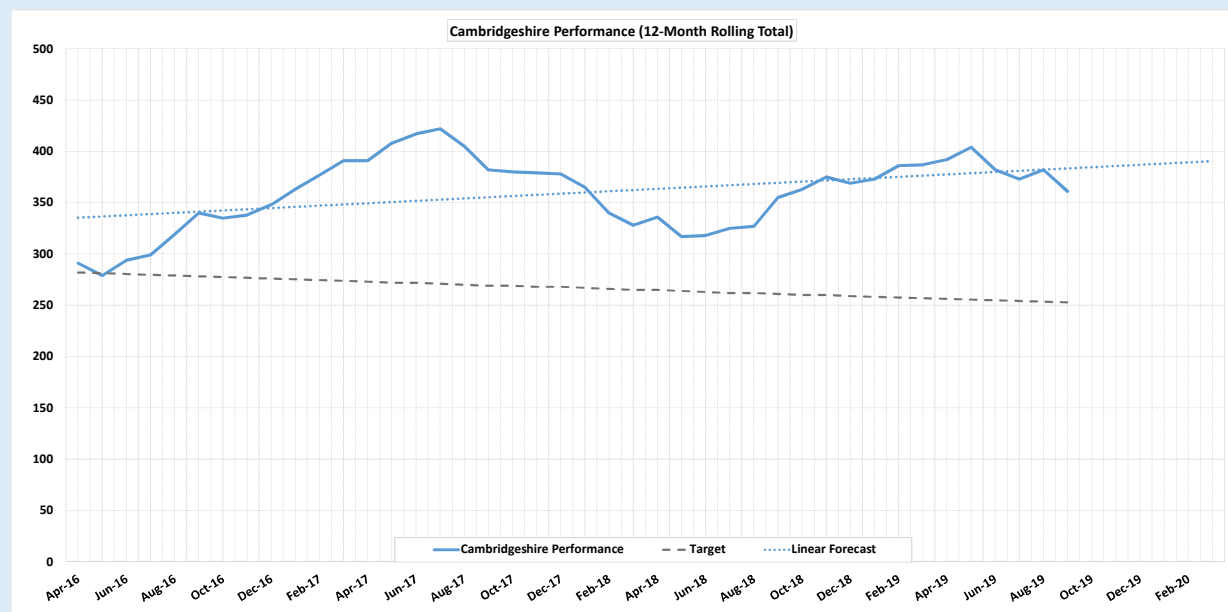
The number of all people of all ages reported killed or seriously injured (KSI) as a 12 month rolling total on Cambridgeshire roads.

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 September 2019 shows a slight decrease in the KSIs 12-month rolling total from 32 in August to 30 in September.

The provisional 12 month total to the end of September 2019 has been updated as new data has been received. The 12 month rolling KSI total is now 361 compared with 355 for the same period of the previous year. The September figure is lower compared to the 382 KSI for August 2019.

During September 2019 there were 2 fatalities and there were 28 serious casualties.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	↑	£345,690	£346,345	Declining

RAG Rating

Contextual

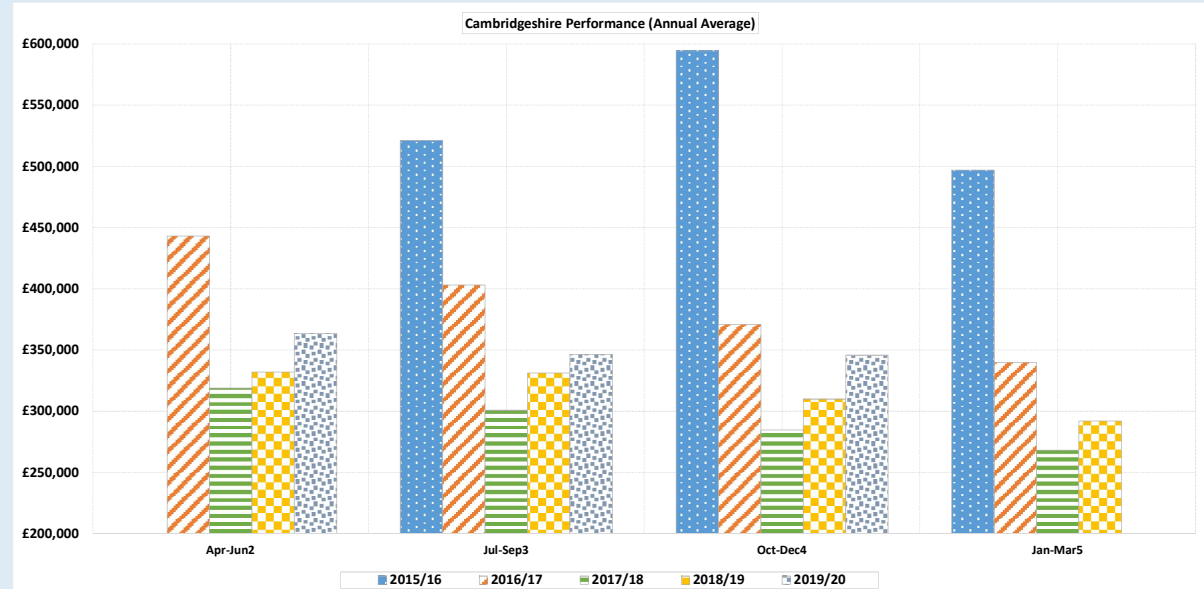
Indicator Description

Key indicator of success of interventions to protect consumers.

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.

Data from 2018/19 includes Peterborough savings.

Useful Links**Commentary**

£84,128.61 was saved as a result of our intervention in rogue trading incidents during the third quarter of 2019/20 (October to December 2019). The annual average based on available data since April 2014 is £345,689.76.

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
99.0%	↑	99.62%	99.38%	Improving

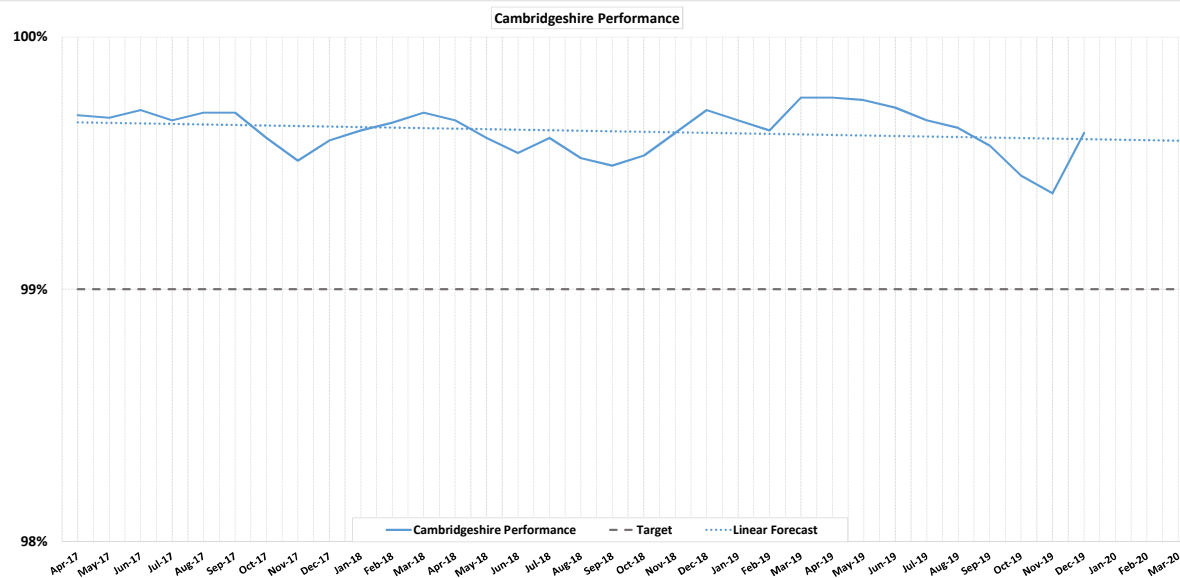
RAG Rating

G

Indicator Description

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

This is a local indicator and therefore there are no statistical neighbour or England comparator data, however as part of the Annual Contract Report a comparison with neighbouring Authorities is tabled where such data is captured.

**Commentary**

During December 99.62% of streetlights were working and the 4-month average (the formal contract definition of the performance indicator) is 99.5% this month, and remains above the 99% target.

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
Contextual	↓	27.6%	26.9%	Declining

RAG Rating

Contextual

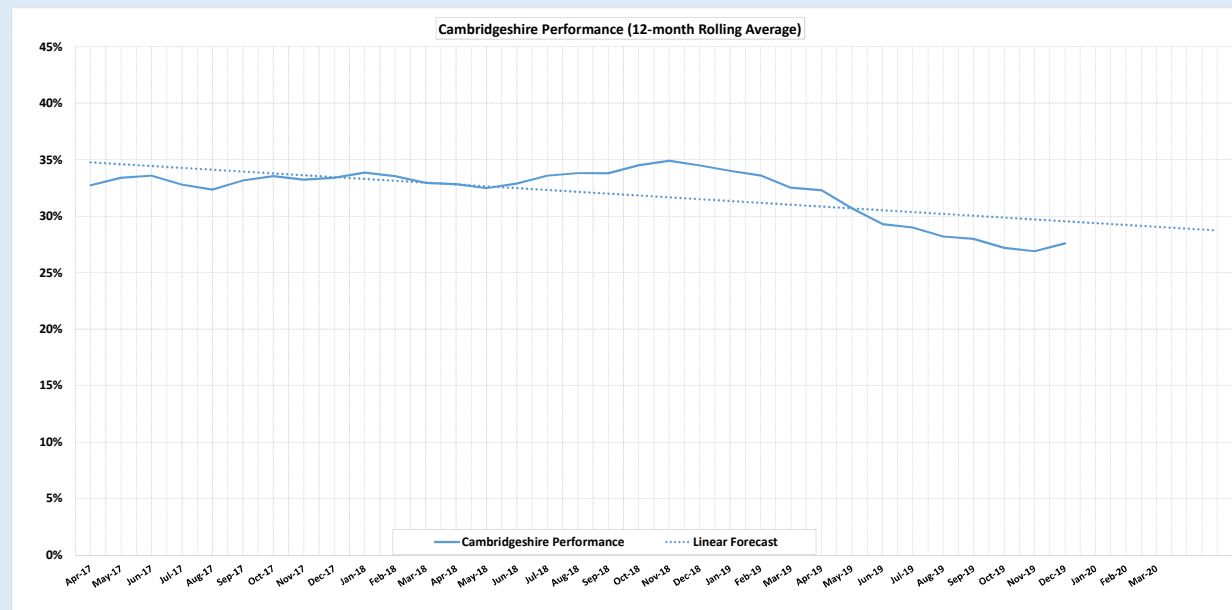
Indicator Description

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

This is a local indicator and therefore there are no statistical neighbour or England comparator data.

Useful Links**Commentary**

During the 12-months ending December 2019, 27.6% of municipal waste was landfilled. As a comparison the figure for December 2018 was 34.5% and in December 2017 it was 33.4%.

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
2.0%	↓	0.1%	0.1%	Unchanged

RAG Rating

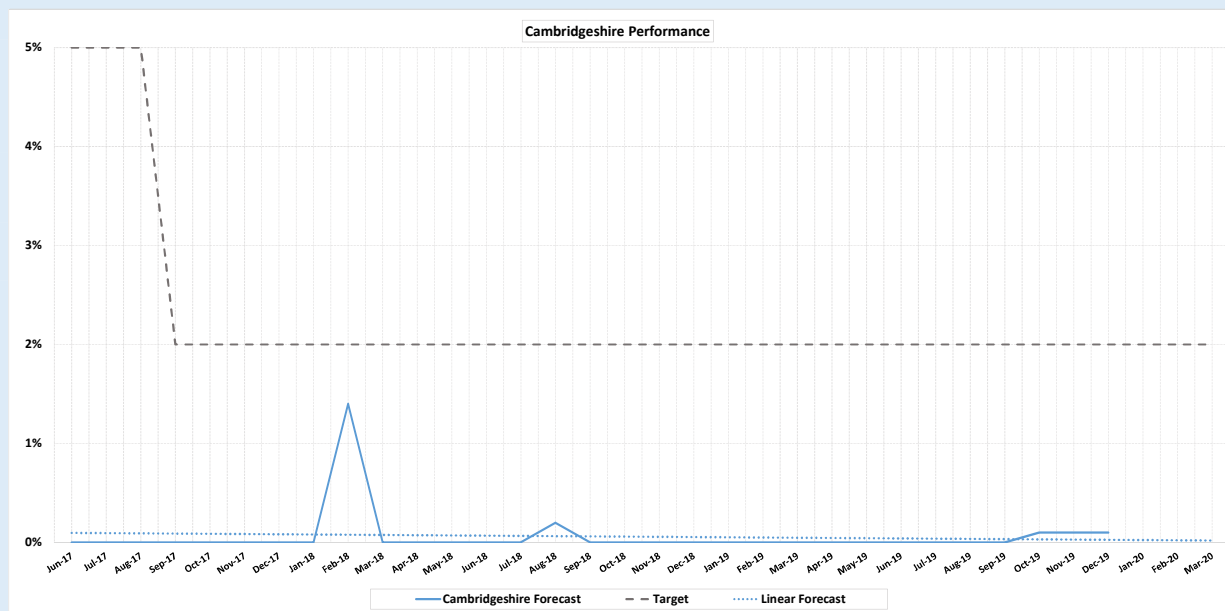
B

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.

This is a local indicator and therefore there are no statistical neighbour or England comparator data.

**Commentary**

There was one failed inspection during December therefore the monthly percentage of defect certificates is 0.1% of the total number of orders, significantly below the permissible maximum which is set at 2%.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
95.0%	↑	90.0%	91.0%	Declining

RAG Rating

A

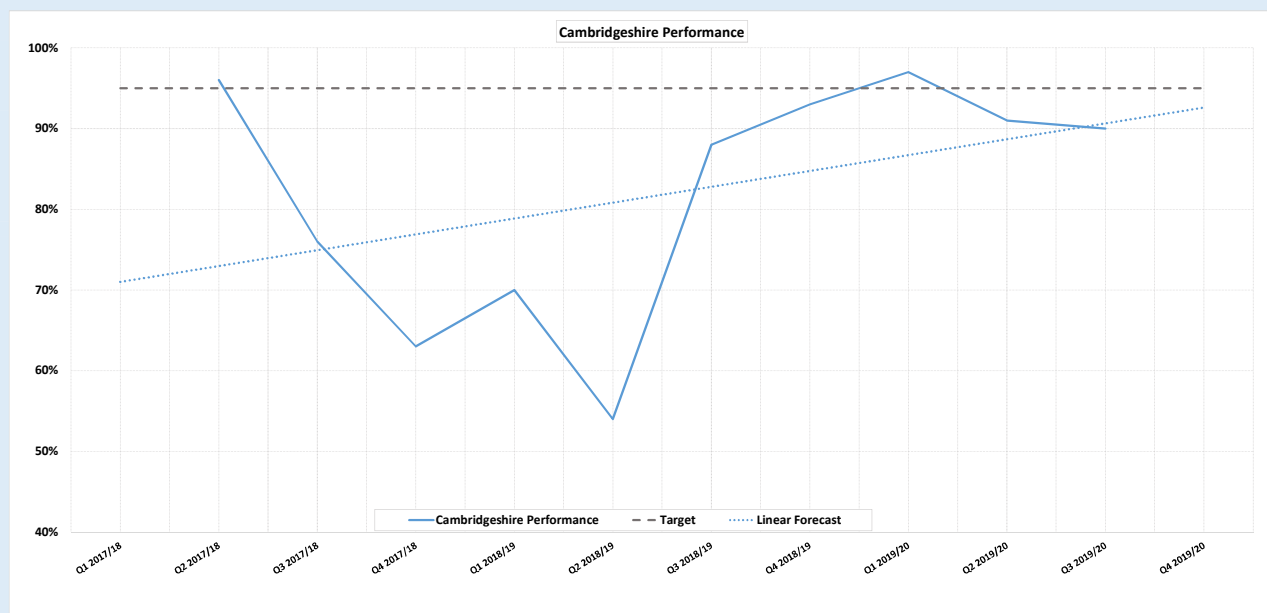
Indicator Description

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.

This is a local indicator and therefore there are no statistical neighbour or England comparator data.

Useful Links



Commentary

The percentage of schemes delivered to the agreed programme dates has decreased to 90% for the third quarter of 2019/20 which is below the 95% target.

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
Contextual	↑	54.99%	55.47%	Declining

RAG rating

Contextual

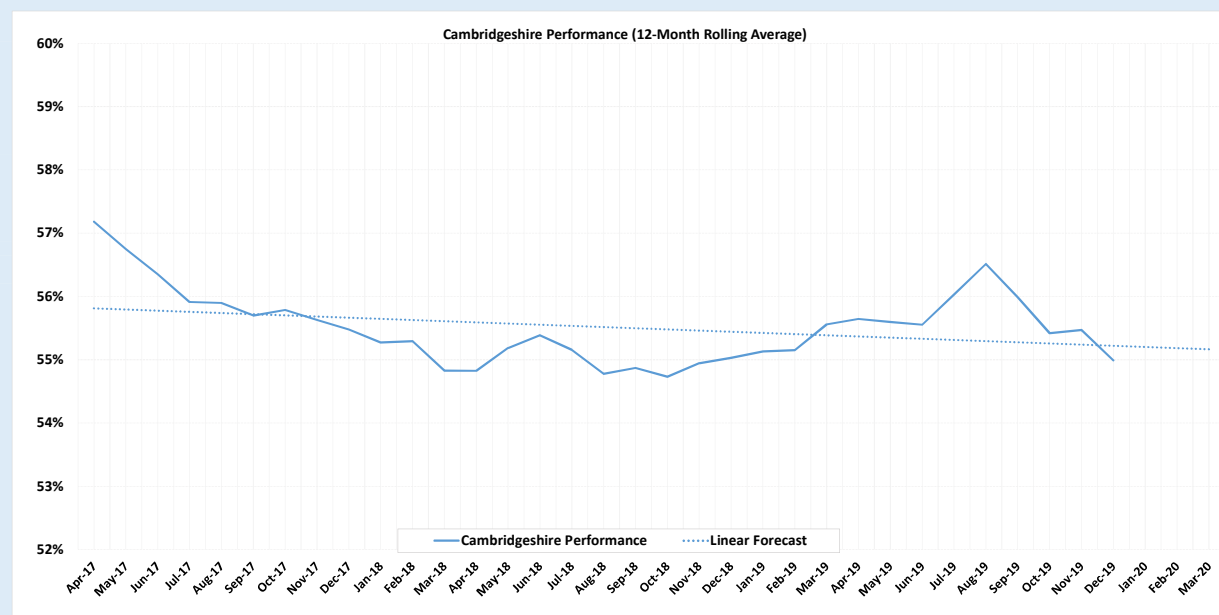
Indicator Description

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

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

**Commentary**

During the 12-months ending December 2019, 54.99% of waste was recycled & composted. As a comparison the figure for September 2018 was 55.03 % and in September 2017 it was 55.48%.

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	Direction for Improvement	Current Month	Previous Month	Change in Performance
Baseline	↑	100%	100%	Unchanged

RAG rating

Baseline

Indicator Description

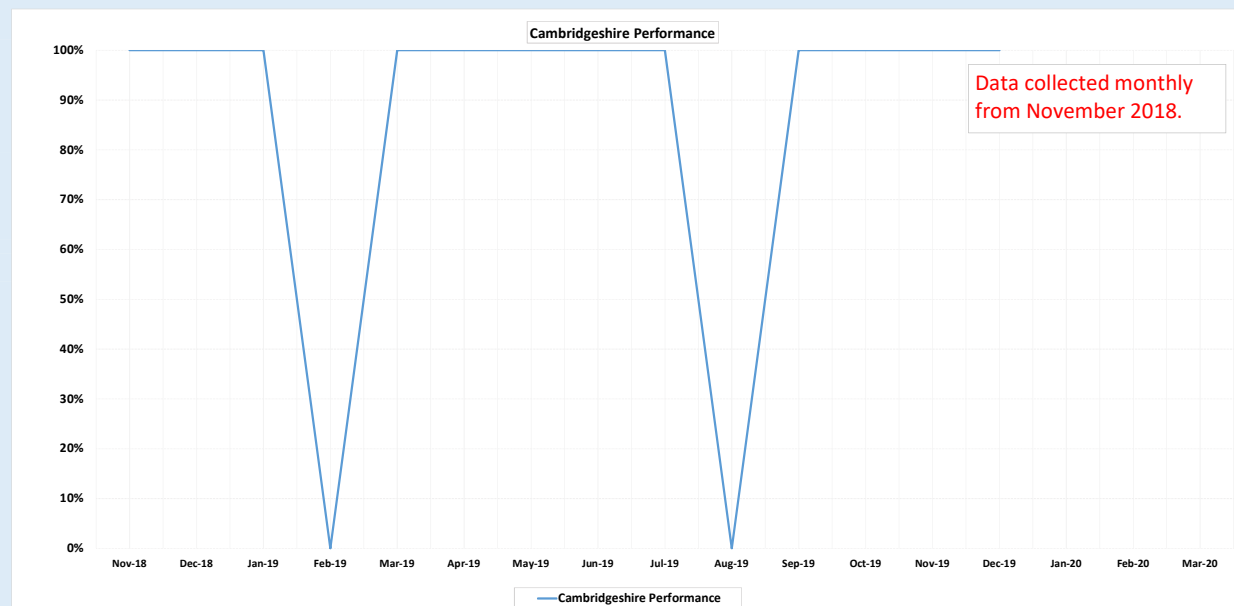
Tree removal and replaced data has been collected monthly from November 2018 instead of every six months.

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 reported 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 December 23 trees were removed and fifty-two trees were planted in Cambridgeshire.

Since November 2018: 47 trees have been removed and 204 trees have been planted.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
90%	↑	77.8%	88.0%	Declining

RAG Rating

R

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:

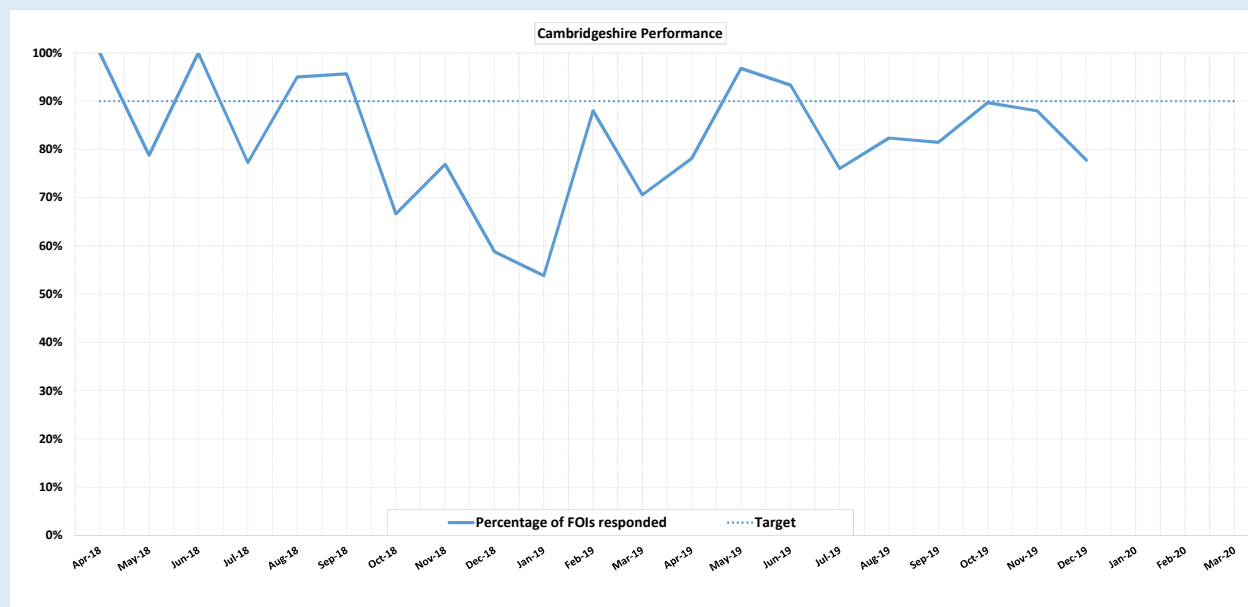
to tell the applicant whether the Council holds any information falling within the scope of their request;

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 27 Freedom of Information Requests were received during December 2019. 21 of these were responded to within the 20 working day deadline. May and June 2019 were the only months when the Service was above target. The rest of the year the response rates to FOIs have been below the 90% target.

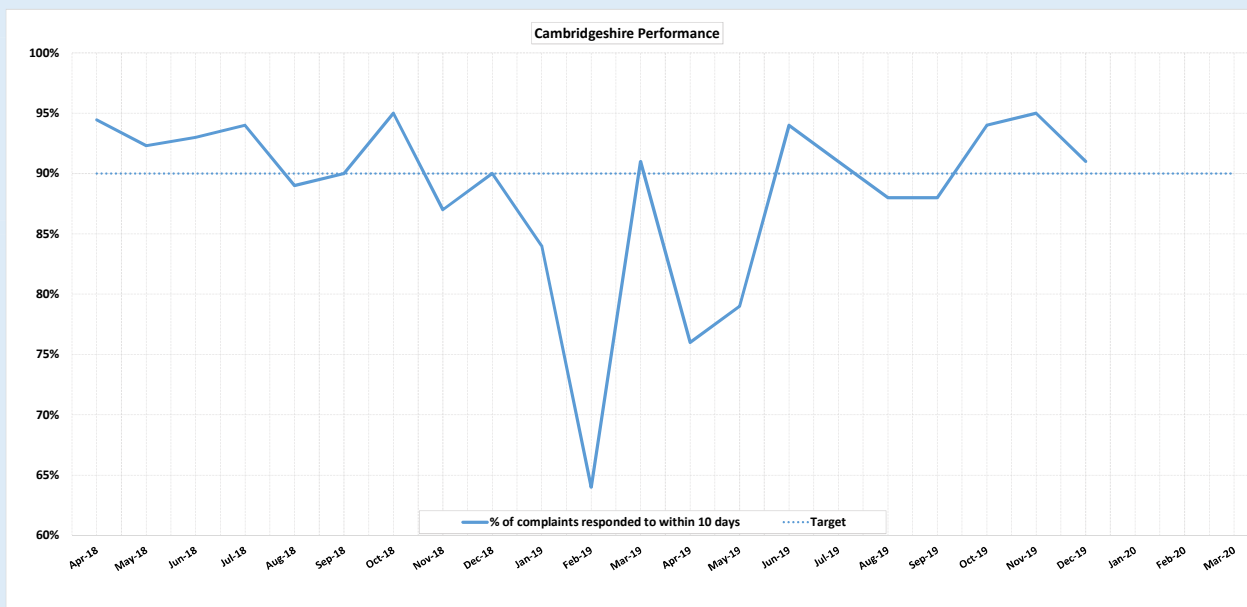
Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
90%	↑	91.0%	95.0%	Declining

RAG Rating

G

Indicator Description

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

Useful Links**Commentary**

65 complaints received for October, 61 were responded to within the 10 working days giving a 94% pass rate. 63 complaints received for November, 60 were responded to within the 10 working days giving a 95% pass rate. 44 complaints received for December, 40 were responded to within the 10 working days giving a 95% pass rate.