



Cabinet

Corporate Performance Indicators 2023/24

Business Intelligence

Report for decision



Summary of process

- Cabinet Performance Indicators and targets are reviewed annually
- Cabinet Members have been involved in the development of these indicators and targets, with input from Directorate teams and Business Intelligence & Insight
- Cabinet Member approval has been obtained for the proposed indicators for their portfolio area
- Proposals are presented to Cabinet for approval
- There are 105 indicators for consideration.

Indicator and target setting



- Indicators selected will clearly evidence and/or support the priorities in the Manifesto and Corporate & Directorate plans.
- When setting indicators, the following factors will be considered:
 - a) Strength of link to outcomes for residents
 - b) Member views and priorities
 - c) Improvement indicators
 - d) Statutory indicators
 - e) Availability of benchmarking data
 - f) The availability of the relevant data
 - g) An appropriate target for the indicator
- The Business Intelligence team works with each service area, providing analysis and information to enable indicator and target setting.
- Cabinet members are responsible for signing-off indicators and targets within their Portfolio area, in discussion with Corporate and Service Directors with support from the Business Intelligence team.

Leader

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Economic Growth and Regeneration						
LEA 001	Percentage unemployed in Buckinghamshire compared to the Percentage unemployed nationally	Quarterly	75%	Low	Compared to National figures	Q4 2022/23: 68%
LEA 002	Number of new business registrations (rank against other LEPs)	Quarterly	Top 10	Low	Compared to other LEPs	Q4 2022/23: 8
Strategic Transport and Infrastructure						
LEA 003	Strategic Infrastructure projects: % profiled spend achieved	Quarterly	100%	High	Set against budget	Q4 2022/23: 282%

Accessible Housing & Resources

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Business Operations						
AHR 001	Percentage of phone calls answered in the Customer Service Centre	Quarterly	90%	High	Benchmark is 87% (Taken from the Customer First LA CSC benchmarking data)	Q4 2022/23: 94.5%
AHR 002	Council Access Points Plus customer satisfaction	Quarterly	75%	High	There is no benchmarking data available for this indicator. This indicator started the 2022/23 reporting year at a 72% satisfaction rating. It has risen to 82% in Q4 2022/23. The average score across the year was 78%. It is proposed the current target of 75% remain the same during 2023/24.	Q4 2022/23: 82%
AHR 003	Percentage of phone calls in Customer Service Centre resolved at first call (FCR)	Quarterly	60%	High	There is no benchmarking data available for this indicator. However, this indicator has been consistently above its target of 51% for the last four quarters. Therefore, the target has been increased to 60%.	Q4 2022/23: 77.2%
AHR 004	Webchat service customer satisfaction	Quarterly	60%	High	This is a new indicator; there is no external benchmarking data available. Therefore, the target aligns with the call customer satisfaction target (i.e. the call and webchat customer satisfaction targets are both set at 60%).	New indicator

Accessible Housing & Resources

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Business Operations (continued)						
AHR 005	Average call wait time	Quarterly	3 minutes	Low	2 min 55 secs Customer First LA CSC benchmarking data	Q4 2022/23: 4 minutes 39 seconds
AHR 006	Call customer satisfaction	Quarterly	60%	High	There is no benchmarking data available for this indicator. The measure was new for 2022/23, with the lowest score during this period sitting at 61%. It is proposed the current target of 60% remain the same during 2023/24.	Q4 2022/23: 72.3%
Finance						
AHR 007	Percentage of total capital spend across Buckinghamshire Council (forecast) compared to Budget (performance measure)	Quarterly	90%	High	Target set at 90% to ensure spend is aligned closely to the budget.	Q4 2022/23: 71%
AHR 008	Overall revenue (Forecast) variance (%) across the Council	Quarterly	0%	Low	There is no benchmarking data available for this indicator.	Q4 2022/23: 0%

Accessible Housing & Resources

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Finance (continued)						
AHR 009	£ value of unsecured debt >90 days (excl Business Rate, Housing Benefit and Council Tax, and not secured against a property or asset) across the Council	Quarterly	£10 million	Low	There is no benchmarking data available for this indicator. The value of unsecured debt has been between £9m and £9.5m during 2022/23. It is proposed the current target of £10m remain the same during 2023/24.	Q4 2022/23: £9.16 million
AHR 010	Percentage of invoices paid within 30 days across the Council	Quarterly	95%	High	There is no benchmarking data available for this indicator. This indicator has yet to reach its target for three out of four quarters in 2022/23; therefore, the 95% target is still stretching and will remain the same for the 2023/24 reporting year.	Q4 2022/23: 96.2%
AHR 011	Percentage of Council Tax collected (cumulative)	Quarterly (Cumulative)	98.3% (Year-end target)	High	Mean for CIPFA NN (97.49%) SE Region (96.18%) Mean for All English single tier and county councils (95.13%) (all values latest available 2021/22)	Q4 2022/23: 98.2%

Accessible Housing & Resources

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Finance (continued)						
AHR 012	Percentage of Business Rates collected (cumulative)	Quarterly (Cumulative)	98.3% (Year-end target)	High	Mean for CIPFA NN (97.25%) SE Region (98.06%) Mean for All English single tier and county councils (97.55%) (all values latest available 2021/22)	Q4 2022/23: 98.4%
AHR 013	Average time for processing new Housing Benefit claims (days)	Quarterly	20 days	Low	DWP Benchmark 2022/23: 20 days	Q4 2022/23: 37.2 days
AHR 014	Average time for processing Housing Benefit change claims (days)	Quarterly	8 days	Low	DWP Benchmark 2022/23: 8 days	Q4 2022/23: 7 days

Accessible Housing & Resources

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
HR and OD						
AHR 015	Number of sickness absence days per FTE annually (rolling 12-month period)	Quarterly	8.5 days	Low	There is no benchmarking data available for this indicator. Sickness was 9.7 days (red RAG) at the beginning of 2022/23. It has decreased each quarter, and at the end of the 2022/23 reporting year, it was 9.01 days (amber RAG). As performance has improved over the past year it is proposed the target be changed to 8.5 days.	Q4 2022/23: 9.01 days
AHR 016	Voluntary staff turnover percentage (rolling 12-month period)	Quarterly	10-14%	Banding	There is no benchmarking data available for this indicator. The indicator has a target banding (the outturn should sit within a range, which in the 2022/23 reporting year was set at 12%-16%). The indicator has been comfortably within its range for three of the last four quarters. It is proposed the banded target is changed to 10-14%.	Q4 2022/23: 12.7%
AHR 017	Percentage of staff who feel happy, valued & motivated at work	Twice a year	70%	High	There is no benchmarking data available for this indicator. The outturn for this measure has sat between 71% and 74% over the last two years (it is reported twice a year). It is proposed the current target of 70% remain the same during 2023/24.	Q4 2022/23: 74%

Accessible Housing & Resources

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
IT						
AHR 018	IT Service desk first time fix percentage	Quarterly	68%	High	There is no benchmarking data available for this indicator. The outturn for this measure has been green RAG rated for the last four quarters. As performance has been green over the past year it is proposed the target be changed to 68%.	Q4 2022/23: 75%
Partnerships, Policy and Communications						
AHR 019	Website Accessibility (%) of Buckinghamshire Council website	Quarterly	80%	High	This indicator measures the accessibility of the pages on the new Buckinghamshire Council website and is a new Cabinet indicator for the 2023/24 performance reporting year. The Web Content Accessibility Guidelines (WCAG 2.1) is an internationally recognised set of recommendations for improving web accessibility. The industry benchmark, as measured by SiteImprove for government websites, is 80%.	Q4 2022/23: 91%
AHR 020	% of planned savings on track for delivery across Buckinghamshire Council as a result of the Better Buckinghamshire programme	Quarterly	100%	High	Based on previous performance	Q4 2022/23: 100%

Accessible Housing & Resources

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Property and Assets						
AHR 021	Gross yield from Investment portfolio	Quarterly	6.4%	High	Based on previous performance	Q4 2022/23: 8.3%
AHR 022	Gross income from Property	Quarterly	£22.144m	High	Set against budget	Q4 2022/23: £22,520,000
AHR 023	Percentage of empty properties across the Council Estate that are vacant for more than 2 years (excluding those in an approved Regeneration or Capital Programme, and schools)	Quarterly	0.4%	Low	Based on previous performance	Q4 2022/23: 0.23%

Climate Change & Environment

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Energy and Climate Change						
CCE 001	Annual Greenhouse Gas emissions: tonnes	Annual	6,953 tonnes	Low	Step target based on annual allocations from the seven-year carbon budgets.	2021/22: 6,095
CCE 002	Number of Trees Planted	Annual	25,204	High	Target set as part of Bucks Tree Mission.	2021/22: 5,860 on council land
Neighbourhood Services						
CCE 003	Percentage of waste collected for recycling, reuse, composting or anaerobic digestion from household sources	Quarterly	55%	High	2021/22 England 44.1%	Q3 2022/23: 47.96%
CCE 004	Residual Household Waste per Household (kg)	Quarterly	125kg	Low	The target is set at a level which is challenging but achievable. This is essentially a measure of the success of driving up recycling/composting and therefore moving waste away from disposal routes (EFW/landfill).	Q3 2022/23: 118.86 kg
CCE 005	Missed Bin Collections	Quarterly	0.20%	Low	Contract KPI	Q4 2022/23: 0.21%
CCE 006	Number of Fly-Tipping clearances where an action has been taken	Quarterly	Monitor	Monitor	Monitor	2022/23: 93

Communities

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Community Support						
COM 001	Household Support Fund (Helping Hand): Percentage of profiled spend achieved	Quarterly	100% (by Q4)	High	Based on previous performance	100%
Public Health, Early Help and Prevention						
COM 002	On exit from/planned closure of IDVA support, Percentage of victims/survivors who say that they have had at least 2 positive outcomes	Quarterly	80%	High	There is no benchmarking data available for this indicator. The proposed target is based on past data on improved outcomes and risk management. This will be a challenging but achievable target.	New indicator
Partnerships, Policy and Communications						
COM 003	Amount of contributory funding secured for every £1 of council funds invested in a Community Board project	Quarterly	£1	High	Based on previous performance	Q4 2022/23: £1.03
Business Operations						
COM 004	Number of community engagement (resilience planning) activities	Quarterly (Cumulative)	10	High	There is no benchmarking data available for this indicator. The proposed target is based on the number of activities planned to be undertaken with communities across Buckinghamshire during the 2023/24 reporting year.	New Indicator

Culture and Leisure

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Culture, Sport and Leisure						
CLE 001	Number of visits to main cultural venues	Quarterly (Cumulative)	440,000	High	The way that the Discover Bucks Museum counts visitors has changed from an electronic door counter to using bookings/ticket information, as they are no longer a free-to-enter museum. This has reduced their predicted visitor numbers from around 100,000 to around 30,000. The figure of 440,000 is a total of our four main cultural venues, based on their individual forecasts.	Q4 2022/23: 480,000
CLE 002	Country and Town Park Satisfaction Ratings (Google)	Quarterly	90%	High	Based on previous performance	Q4 2022/23: 90.8% positive
CLE 003	Number of visitors to leisure centres and pools	Quarterly (Cumulative)	3.5m	High	Based on previous performance	Q4 2022/23: 3,526,602
CLE 004	Number of library information enquiries (signposting and referrals)	Quarterly (Cumulative)	15,000	High	We are using the previous year's performance as our benchmark as this is a year when we can measure an entire year of face-to-face contact with library services – post pandemic – based on optimum opening hours. The new target has been set in recognition of the fact that the wider push to digital access for council transactions and enquiries make it unlikely that face to face contact will grow in 2023/24.	Q4 2022/23: 14,749

Culture and Leisure

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Culture, Sport and Leisure (continued)						
CLE 005	Number of downloads (e-audiobooks, e-magazines and e-news)	Quarterly (Cumulative)	700,000	High	National research suggests that the market for digital library lending services is limited and unless there are changes in the market to significantly increase customer choice, we do not anticipate any significant increase in online usage	Q4 2022/23: 704,489
CLE 006	Engagement with Archives through Social Media and in-person visits	Quarterly (Cumulative)	24,000	High	The definition of 'engagement' has been modified this year to be more meaningful. Last year's data included all social media views, not just engagement, so for example it included 199,500 Twitter impressions, whereas engagement on average was 3.72% of that number (7,421). Last year's total under the new definition was 23,344.	Q4 2022/23: 23,344
CLE 007	Hours contributed by archive volunteers	Quarterly (Cumulative)	1,500	High	This target is based on the actual number of volunteers last year and the frequency of their visits, so a realistic and achievable target.	Q4 2022/23: 1,583
CLE 008	Number of visitors to Country Parks	Quarterly (Cumulative)	1,200,000	High	Based on previous performance	Q4 2022/23: 1,161,602

Education and Children's Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Children's Social Care						
ECS 001	Percentage of assessments completed in 45 working days	Quarterly	80%	High	England 84%, South East 86%, Statistical Neighbours 87% (2021/22).	Q4 2022/23: 77%
ECS 002	Percentage of 19–21-year-olds who have left care that are in education, employment or training	Quarterly	65%	High	England 55%, South East 57%, Statistical Neighbours 57% (2021/22).	Q4 2022/23: 71%
ECS 003	Percentage of children subject to a Child Protection Plan seen within 4 weeks	Quarterly	95%	High	Target set to ensure that children subject to a CP plan who are at a higher level of intervention are seen within 4 weeks.	Q4 2022/23: 95%
ECS 004	Percentage of children with Initial Child Protection Conferences completed within 15 working days of the strategy discussion	Quarterly	82%	High	England 79%, South East 79%, Statistical Neighbours 82%, (2021/22).	Q4 2022/23: 67%
ECS 005	Percentage of children in need seen within 4 weeks	Quarterly	90%	High	Target remains unchanged from 2022/23, to ensure social workers continue to visit children regularly and ensure they are safeguarded.	Q4 2022/23: 82%
ECS 006	Percentage of children looked after visited within timescales	Quarterly	90%	High	Target set to ensure social workers continue to visit children regularly and ensure they are safeguarded.	Q4 2022/23: 86%
ECS 007	Percentage of re-referrals within 12 months	Quarterly	28%	Low	England 20%, South East 24%, Statistical Neighbours 20% (2021/22).	Q4 2022/23: 37%

Education and Children's Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Education and Early Help						
ECS 008	Percentage of new Education, Health and Care plans issued within 20 weeks (excluding exceptions)	Quarterly	75%	High	2022 calendar year: South East 45.8% National 50.7% Buckinghamshire 67.1%	Q4 2022/23: 82%
ECS 009	Percentage of pupils attending schools rated good and outstanding by Ofsted.	Quarterly	89%	High	State-funded school in: England (31/03/2022): 88% South East (31/03/2023): 90.7%.	Q4 2022/23: 91%
ECS 010	Percentage of eligible two-year-olds registered to receive funded early education entitlements	Termly	75%	High	National (Autumn term 2022) 72%.	Q4 2022/23: 86%
ECS 011	Percentage of initial Family Support Plans completed within 31 working days	Quarterly	85%	High	Demand in this area has increased and is expected to continue doing so. The target aims to maintain performance.	Q4 2022/23: 92%
ECS 012	Education, Health and Care Plan (EHCP) Annual Reviews – Percentage of CYP with an EHCP who have had an annual review within the last 12 months	Quarterly	75%	High	Based on previous performance.	Q4 2022/23: 58%

Health and Wellbeing

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Adult Social Care						
HWE 001	Percentage of service users due an annual review that receive their review	Quarterly	77%	High	South East (2021/22): 77.1%	Q4 2022/23: 79.2%
HWE 002	Number of younger people (aged 18-64) admitted permanently to residential or nursing care.	Quarterly	14.1	Low	South East (2021/22): 14.1	Q4 2022/23: 8.9
HWE 003	Number of older people (aged 65+) admitted permanently to residential or nursing care	Quarterly	524	Low	South East (2021/22): 524.3	Q4 2022/23: 516
HWE 004	Percentage of younger adults (aged 18-64) with a learning disability living in their own home or with friends/family	Quarterly	76.2%	High	South East (2021/22): 76.2%	Q4 2021/22: 78.8%
HWE 005	Percentage of people that live independently after receiving reablement services	Quarterly	78%	High	South East (2021/22): 78.2%	Q4 2022/23: 72%
HWE 006	Percentage of safeguarding enquiries where personal outcomes were fully or partially achieved	Quarterly	97%	High	South East (2021/22): 97%	Q4 2022/23: 97%
HWE 007	Percentage of young people whose Adult Social Care assessment was completed before they turned 18	Quarterly	80%	High	Based on previous performance	Q4 2022/23: 85%

Health and Wellbeing

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Adult Social Care (continued)						
HWE008	Number of carer assessments	Quarterly	618	High	To increase the number of carers assessments by 5% from the previous year	2022/23: 589
Public Health, Early Help and Prevention						
HWE 009	Percentage of births that receive a face-to-face New Birth Visit within 14 days by a health visitor in the quarter	Quarterly	85%	High	South East: 77.1% England: 79.3% (Q4 2021/22)	Q3 2022/23: 83%
HWE 010	Percentage of successful alcohol treatment completions of those in treatment	Quarterly	36.5%	High	South East: 36.5% England: 36.2% (Q3 2022/23)	Q3 2022/23: 36.5%
HWE 011	Percentage of successful drug treatment completions of those in treatment	Quarterly	15.2%	High	South East: 15.8% England: 13.7% (Q3 2022/23)	Q3 2022/23: 14.7%
HWE 012	Percentage of those who have set a quit smoking date who have successfully quit at 4 weeks	Quarterly	50%	High	South East: 54.3% England: 54.8% (2022/23)	Q3 2022/23: 54%
HWE013	Percentage of service users with needs related to Sexually Transmitted Infections (STIs) seen or assessed within 2 working days of first contacting the service	Quarterly	80%	High	New indicator	New indicator

Homelessness and Regulatory Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Homelessness						
HHR 001	Number of applicants with/expecting children who have been in non-self-contained B&B accommodation for longer than 6 weeks	Quarterly	0	Low	Priority from the Homelessness and Rough Sleeping Strategy 2022 - 2025	Q4 2022/23: 0
HHR 002	Homelessness Cases Closed because Homelessness has been prevented	Quarterly	Monitor	Monitor	Monitor	Q4 2022/23: 436
HHR 003	Total homelessness approaches into service	Quarterly	Monitor	Monitor	Monitor	Q4 2022/23: 1492
Trading Standards						
HHR 004	Financial impact on residents as a result of scams intervention (direct & future savings)	Quarterly	£680,000	High	Based on information from Association of Chief Trading Standards Officers (ACTSO)	Q4 2022/23: £978,709
HHR 005	Number of businesses registered as primary authorities - provision of advice to large businesses (maintain and increase)	Quarterly	163	High	Based on previous performance	Q4 2022/23: 162
Registrars & Coroners						
HHR 006	Percentage of customers rating the registration service as good or excellent	Quarterly	95%	High	Based on previous performance	Q4 2022/23: 100%

Homelessness and Regulatory Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Environmental Health						
HHR 007	Number of unrated premises which are awaiting an inspection and are trading	Quarterly	Monitor	Monitor	Monitor	Q4 2022/23: 228
Neighbourhood Services						
HHR 008	Average number of days to issue taxi vehicle licence and plate from valid application received	Quarterly	10 working days	Low	Aligned to SLA	Q4 2022/23: 4 working days

Planning and Regeneration

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Planning and Environment						
PRE 001	Percentage of major planning approvals determined in 13 weeks, or with agreed extension of time	Quarterly	80%	High	Based on previous performance	Q4 2022/23: 93%
PRE 002	Percentage of minor planning approvals determined in 8 weeks, or with agreed extension of time	Quarterly	75%	High	Based on previous performance	Q4 2022/23: 83%
PRE 003	Percentage of other applications determined in 8 weeks, or with agreed extension of time	Quarterly	80%	High	Based on previous performance	Q4 2022/23: 93%
PRE 004	Number of valid planning appeals received	Quarterly	Monitor	Monitor	Monitor	Q4 2022/23: 68
PRE 005	Percentage of building control applications checked within 21 days	Quarterly	90%	High	Based on previous performance	86%

Planning and Regeneration

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Planning and Environment (continued)						
PRE 006	Percentage of Planning Enforcement Notice Appeals Upheld	Quarterly	80%	Low	Appeals are determined by an independent planning inspector. 80% is therefore a realistic target.	New indicator
PRE 007	Number of homes built against housing requirements	Annual	2,763	High	Adopted Local Plans for Aylesbury Vale and Wycombe. From Government's 'standard method' for assessing local housing need for Chiltern and South Bucks legacy districts.	2022/23: 2,616
Economic Growth and Regeneration						
PRE 008	Town centre occupancy rate (%)	Quarterly	Monitor	Monitor	Monitor	Q4 2022/23: 92.2%
PRE 009	Town Centre footfall	Quarterly	Monitor	Monitor	Monitor	Q4 2022/23: 11,368,184

Transport

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Highways and Technical Services						
TRA 001	Percentage of gullies cleaned against the cyclical gully programme	Quarterly	93%	High	Contract KPI	Q4 2022/23: 89%
TRA 002	Percentage of completion of Highways Capital Schemes against Agreed Programme	Quarterly	90%	High	Contract KPI	New indicator
TRA 003	Percentage of Category 1 and 2H defects repaired in 2 and 5 working days respectively	Quarterly	95%	High	Contract KPI	Q4 2022/23: 83%
TRA 004	Percentage of reported Rights of Way issues dealt with in target time	Quarterly	70%	High	New indicator	New indicator
TRA 005	Percentage of strategic carriageway network in fair/good and very good condition	Annual	92%	High	The proposed target is based on what is considered achievable within the allocated budget.	Q4 2022/23: 92%
TRA 006	Percentage streetlights in light	Quarterly	90%	High	The previous night scout result carried out in the last quarter of 2022/23 was 84% which establishes the number in light. A target of 90% is proposed to reflect the work we are doing to address the identified faults.	Q4 2022/23: 84%

Transport

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Highways and Technical Services (continued)						
TRA 007	Percentage of invalid Penalty Charge Notices (PCNs) (on and off street)	Quarterly	4%	Low	Invalid PCNs cover test tickets to check the handhelds are working correctly or to test new restrictions/locations, along with human error, and PCNs that have had to be cancelled due to equipment issue therefore the target cannot be lower.	Q4 2022/23: 3%
TRA 008	Highways Safety Inspections completed in line with the required Programme	Quarterly	99%	High	New indicator	New indicator
TRA 009	NHT Public Satisfaction with their local Rights of Way Network (KBI 15)	Annual	55%	High	NHT benchmarking regional average: 55%	2022: 56%
TRA 010	NHT Public Satisfaction on the condition of road surfaces (HMBI 01)	Annual	32%	High	NHT benchmarking regional average: 32%. This is a key highways alliance metric that may take some time to achieve as it's based on public perception. We are in year one of the new contract.	2022: 20%
TRA 011	Percentage of Highway Searches responded to within 3 days	Quarterly	100%	High	New indicator	New indicator

Transport

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Strategic Transport and Infrastructure						
TRA 012	HS2 highways approvals: Percentage responded within time limit	Quarterly	95%	High	Based on previous performance	Q4 2022/23: 100%
TRA 013	HS2 planning approvals: Percentage responded to within time limit	Quarterly	95%	High	Based on previous performance	Q4 2022/23: 100%
TRA 014	Average daily cycling count per active cycle counter per day	Quarterly	Q1: 80 Q2: 93 Q3: 63 Q4: 64	High	Based on previous performance	Q4 2022/23: 67.3
TRA 015	% of Community Infrastructure Levy (CIL) Liability Notices issued within 12 weeks of planning permission being granted	Quarterly	90%	High	Ensures CIL compliance	New indicator
TRA 016	Number of uncommitted s106 contributions that must be used within two years	Quarterly	0	Low	Committing the use of s106 contributions ensures that funding is used in good time	New indicator
TRA 017	Number of publicly accessible electric-vehicle charging units in Buckinghamshire	Quarterly (Cumulative)	350	High	Based on figures in the Buckinghamshire Electric Vehicle Action Plan 2022-2027	2022/23: 229

Transport

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Transport Services						
TRA 018	Percentage of eligible clients who are provided with transport before the required start date, or no later than 15 working days from transport assessment completed (SEND) or all information received to provide transport (mainstream)	Quarterly	95%	High	New indicator	New indicator
TRA 019	Number of passengers travelling on subsidised bus services in comparison to the same period last year	Quarterly	Monitor	Monitor	Monitor	New indicator