



Cabinet

Corporate Key Performance Indicators 2021/22

Business Intelligence & Insight

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 115 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 & Insight team work 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 and Insight team.

Climate Change & Environment

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Energy and Climate Change						
ECC 001	Annual emissions: tonnes	Annual	7,407 tonnes	Good to be low	No benchmarking, step target based on annual allocations from the seven year carbon budgets	New KPI
ECC 002	Annual emissions: % reduction	Annual	64%	Good to be high	No benchmarking, step target based on annual allocations from the seven year carbon budgets	New KPI
ECC 003	% of Flood Management applications responded to within 21 days of receipt	Quarterly	95%	Good to be high	No benchmarking, target based on previous performance	Q4 2020/21 99%
Neighbourhood Services						
WM 001	% of waste collected for recycling, reuse, composting or anaerobic digestion) from household sources	Quarterly	60%	Good to be high	No benchmarking, target based on previous performance	Q4 2020/21 52.18%
WM 002	Residual Household Waste per Household (kg)	Quarterly	125kg	Good to be high	No benchmarking, target based on previous performance	Q4 2020/21 129.86
WM 003	Missed Bin Collections	Quarterly	0.15%	Good to be low	No benchmarking, target based on previous performance	Q4 2020/21 0.22%
WM 004	Number of Fly-Tipping clearances where an action has been taken	Quarterly	Monitor	Monitor	None - monitor	New KPI

Communities

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Localities and Strategic Partnerships						
LSP 001	% of female victims supported by IDVAs who have their risk level reduced	Quarterly (April to date)	75% (end of year target)	Good to be high	No benchmarking, target based on previous performance	Q4 2020/21: 76.9%
LSP 002	% of total climate change spend across all Community Boards compared to profiled spend	Quarterly (cumulative)	100% (end of year target)	Good to be high	No benchmarking	New KPI
LSP 003	% of total economic recovery spend across all Community Boards compared to profiled spend	Quarterly (cumulative)	100% (end of year target)	Good to be high	No benchmarking	New KPI

Culture and Leisure

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Culture, Leisure and Sport						
CL 001	Number of visits to main cultural venues	Quarterly	270,424 pa	Good to be high	No benchmarking, target based on previous performance	2020/21 270,424
CL 002	Country and Town Park Satisfaction Ratings (Trip Advisor & Google)	Quarterly	4.4	Good to be high	No benchmarking, target based on previous performance	Q4 2020/21 4.4
CL 003	Number of visitors to leisure centres and pools	Quarterly	1,800,000 pa	Good to be high	No benchmarking, target based on previous performance	2020/21 280,575
CL 004	Number of library information enquiries (signposting and referrals)	Quarterly	7,200 pa	Good to be high	No benchmarking, target based on previous performance	2020/21 2,850
CL 005	Number of downloads (e-audiobooks, e-magazines and e-news)	Quarterly	425,000 pa	Good to be high	No benchmarking, target based on previous performance	2020/21 573,988
CL 006	Engagement with Archives through Social Media and in-person visits	Quarterly	28,000 pa	Good to be high	No benchmarking, target based on previous performance	2020/21 27,744
CL 007	Number of visitors to Country Parks	Quarterly	1 million pa	Within 5%	No benchmarking, target based on previous performance	2020/21 1,777,830

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						
EEC 001	% new Education, Health & Care plans issued within 20 weeks (excluding exceptions).	Quarterly	75%	Good to be high	2020 calendar year: South East = 48.7% National = 58.0% Buckinghamshire = 74.7%	81.4% (January to March 2021)
EEC 002	Permanent exclusion rate (%) - primary schools.	Annually	0.02%	Good to be low	England (state funded schools) 2018/19 = 0.02%. South East (state-funded schools) 2018/19 = 0.02%.	0.03% (2018/19 academic year)
EEC 003	Permanent exclusion rate (%) - secondary schools.	Annually	0.2%	Good to be low	England (state funded schools) 2018/19 = 0.20%. South East (state-funded schools) 2018/19 = 0.12%.	0.12% (2018/19 academic year)
EEC 004	% of pupils attending schools rated good and outstanding by Ofsted.	Quarterly	90%	Good to be high	State-funded schools in England (31/08/2020) = 85%. State-funded schools in the South East Region (31/08/2020) = 90%.	90% (Q4 2020/21)
EEC 005	% of Early Years settings (Ofsted registered childcare on non-domestic premises) rated good/outstanding.	Quarterly	97%	Good to be high	England (March 2020) = 97%. South East (March 2020) = 98%.	98% (Q4 2020/21)
EEC 006	Key Stage 4 - average Attainment 8 score (Centre Assessed Grade based, due to COVID Pandemic).	Annually	Monitor	Good to be high	South East 2020 = 51.4. England 2020 = 50.2.	58.0 (2020)

Education and Children's Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
EEC 007	% of initial Family Support Plans completed within 31 working days.	Quarterly	85%	Good to be high	Following the lockdown earlier this year, activity is expected to increase which will impact performance during 2021/22.	96% (Q4 2020/21)
Children's Social Care						
CSC 001	% of assessments completed in 45 working days.	Quarterly	84%	Good to be high	England 84%, South East 85%, Statistical Neighbours 90% (2019/20).	73% (Q4 2020/21)
CSC 002	% of 19-21 year olds who have left care that are in education, employment or training.	Quarterly	55%	Good to be high	England 53%, South East 53%, Statistical Neighbours 52% (2019/20).	55% (Q4 2020/21)
CSC 003	% children subject to a Child Protection Plan seen within 4 weeks.	Quarterly	95%	Good to be high	No benchmarking, target based on previous performance	97% (Q4 2020/21)
CSC 004	% of children with Initial Child Protection Conferences completed within 15 working days of the strategy discussion.	Quarterly	85%	Good to be high	England 78%, South East 76%, Statistical Neighbours 80%, (2019/20).	90% (Q4 2020/21)
CSC 005	% of children who became subject of a Child Protection Plan for a second or subsequent time within 2 years.	Quarterly	10%	Good to be low	No benchmarking, target based on previous performance	9% (Q4 2020/21)
CSC 006	% of children in need seen within 4 weeks.	Quarterly	90%	Good to be high	No benchmarking, target based on previous performance	87% (Q4 2020/21)
CSC 007	% of children looked after visited within timescales.	Quarterly	90%	Good to be high	No benchmarking, target based on previous performance	87% (Q4 2020/21)

Finance, Resources, Property and Assets

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Finance and Resources						
FR 001	Average % of phone calls in Customer Service Centres abandoned before being answered	Quarterly	10%	Good to be low	Industry standard: 10%	Q4 2020/21: 9.2%
FR 002	Average % customers with an appointment seen within 15 minutes of their scheduled appointment at Customer Service Centres	Quarterly	90%	Good to be high	No benchmarking, target based on previous performance	Q4 2020/21: 100%
FR 003	Average % of phone calls in Customer Service Centres resolved at first call (FCR)	Quarterly	51%	Good to be high	No benchmarking, target based on previous target. This will be reviewed after the harmonisation of telephony platform across the CSC sites	Q4 2020/21: 74.7%
FR 004	Average webchat wait time	Quarterly	50 seconds	Good to be low	50 seconds Live Chat 2021 benchmarking report	May 21: 28 seconds
FR 005	Average call wait time	Quarterly	180 seconds	Good to be low	2020 Bedfordshire County Council – 180 seconds	May 21: 188 seconds
FR 006	Webchat customer satisfaction	Quarterly	75%	Good to be high	No benchmarking, target based on previous performance	May 21: 87%
FR 007	Call customer satisfaction	Quarterly	75%	Good to be high	No benchmarking, target based on previous performance	May 21: 84.9%

Finance, Resources, Property and Assets

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
FR 008	% total capital spend across the council (forecast) compared to Budget	Quarterly	Within 90%	Banded within 90%	No benchmarking, target aim to minimise variance	Q1 2021/22: 98.4%
FR 009	Overall revenue (forecast) variance across the council	Quarterly	Breakeven or underspend	Good to be low	No benchmarking, target aim to breakeven or underspend	Q1 2021/22: 0.11%
FR 010	£ 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	Good to be low	No benchmarking, target based on previous performance	May 2021: £10 million
FR 011	% of invoices paid within 30 days across the council	Quarterly	95%	Good to be high	No benchmarking, target based on previous performance	May 2021: 94.8%
FR 012	% of Council Tax collected (cumulative)	Quarterly (Cumulative)	98.1% (end of year target)	Good to be high	No benchmarking, target based on previous performance	May 2021: 18.6% (Target 18.3%)
FR 013	% of Business Rates collected (cumulative)	Quarterly (Cumulative)	94.1% (end of year target)	Good to be high	No benchmarking, target based on previous performance	May 2021: 16.2% (Target 15%)
FR 014	Average time for processing new Housing Benefit claims (days)	Quarterly	20 days	Good to be low	GB average Q3 2020/21: 17 days	May 2021: 15.1
FR 015	Average time for processing Housing Benefit changes claims (days)	Quarterly	7 days	Good to be low	GB average Q3 2020/21: 6 days	May 2021: 4.8

Finance, Resources, Property and Assets

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
FR 016	Number of sickness absence days per FTE annually (rolling 12 month period)	Quarterly	9 days	Good to be low	2017 central/local government average: 9.3 days	Q4 2020/21: 6.47
FR 017	Voluntary staff turnover % (rolling 12 month period)	Quarterly	10-14%	Banded within 10-14%	Target based on previous performance and research indicating expected rates of between 10% and 14%	Q4 2020/21: 8.6%
FR 018	Employee engagement index score	Three times a year: July, October & February. Will report latest figure each quarter	70%	Good to be high	UK public and private sector score from a range of organisations across different sectors: 65%	February 2021: 77%
FR 019	Service Desk First Time Fix	Quarterly	62%	Good to be high	Target increased from previous year in line with training programme rollout.	Q4 2020/21: 66%
FR 020	Proportion of new website updated	Quarterly (cumulative)	100% (end of year target)	Good to be high	Target is to complete by the end of the year	June 2021: 18%

Finance, Resources, Property and Assets

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
FR 021	% of Better Buckinghamshire service reviews achieving expected milestone dates	Quarterly	85%	Good to be high	No benchmarking, target based on previous performance	May 2021: 93%
FR 022	% of total savings achieved across Buckinghamshire Council as a result of the Better Buckinghamshire programme compared to Budget	Quarterly (cumulative)	100% (end of year target)	Good to be high	No benchmarking	New KPI

Property and Assets

PA 001	Gross yield from Investment portfolio	Quarterly	6.4%	Good to be high	No benchmarking, target based on previous performance	Q4 2020/21: 6.4%
PA 002	Gross income from Property	Quarterly	£20,510,000	Good to be high	No benchmarking	Q4 2020/21: £19,271,000
PA 003	% 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%	Good to be low	No benchmarking, target based on previous performance	Q4 2020/21: 0.28%

Health and Wellbeing

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking/ Target Rationale	Latest Performance
Adult Social Care						
PI 001	% of service users due an annual review that receive their review (cumulative).	Quarterly	61%	Good to be high	National and Regional performance of 61% for April to March 2019/20.	73.4% (2020/21)
PI 002	% of people who use services who have control over their daily life.	Annual	78%	Good to be high	South East 78%, England 77% in 2019/20.	74.8% (2019/20)
PI 003	Overall satisfaction (%) of people who use services with their care and support.	Annual	65%	Good to be high	South East 65%, England 64% in 2019/20.	63.3% (2019/20)
PI 004	% of service users who say those services make them feel safe and secure.	Annual	88%	Good to be high	South East: 88%, England: 87% in 2019/20.	84.3% (2019/20)
PI 005	Number of younger people (aged 18-64) admitted to permanent residential or nursing care homes per head of 100,000 population (cumulative).	Quarterly	14.7	Good to be low	South East 14.7, England 14.6 in 2019/20.	9.8 (2020/21)
PI 006	Number of older people (65+) admitted to permanent residential or nursing care homes per 100,000 population (cumulative).	Quarterly	526.5	Good to be low	South East 526.5, England 584 in 2019/20.	377 (2020/21)
PI 007	% of younger adults (aged 18-64) with a learning disability living in their own home or with friends/family.	Quarterly	71.8%	Good to be high	South East 71.8%, England 77.3% in 2019/20.	76.3% (March 2020/21)

Health and Wellbeing

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
PI 008	% of adults in contact with secondary Mental Health Services (aged 18-69) living in their own home or with friends/family.	Quarterly	52%	Good to be high	South East 52%, England 58% in 2019/20.	71% (March 2020/21)
PI 009	% of older people discharged from hospital into reablement / rehabilitation services who are still in their own home 91 days after discharge.	Annual	77%	Good to be high	South East 77%, England 82% in 2019/20.	77% (October to December 2019)
PI 010	% people that live independently after receiving short term services.	Annual	79.1%	Good to be high	South East 79.1%, 79.5% England in 2019/20.	71.3% (2019/20)
PI 011	% of safeguarding enquiries where personal outcomes were fully or partially achieved (where expressed).	Annual	96%	Good to be high	South East 96%, England 94% in 2019/20.	95% (2019/20)
PI 012	% of young people whose Adult Social Care Assessment was completed before they turned 18 years old (cumulative).	Quarterly	Monitor	Good to be high	None - monitor	73% (April 2020 to March 2021)
PI 013	% of long term clients who are supported by an identified informal carer	Quarterly	Monitor	Good to be high	South East 38%, England 42% in 2019/20.	22% (2019/20)

Health and Wellbeing

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Public Health						
PH 001	% of successful alcohol treatment completions of those in treatment	Quarter	37%	Good to be high	Q3 2020/21: - 36.4% England - 37% South East region - 34.5% mean of CIPFA peers	Q3 2020/21: 37.4%
PH 002	% of successful drug treatment completions of those in treatment	Quarter	15.2%	Good to be high	Q3 2021/21: - 13.2% England - 15.2% South East region - 15.7% mean of CIPFA peers	Q3 2020/21: 13.7%
PH 003	Percentage of all clients attending GUM clinics SEEN or ASSESSED by a healthcare professional within 48 hours (2 working days) of first contacting the service	Quarter	80%	Good to be high	There is a national standard of 80% for this indicator.	Q4 2020/21: 86%

Health and Wellbeing

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
PH 004	% receiving an NHS Health Check of those eligible for an NHS Health Check	Quarter	1.5%	Good to be high	Q4 2019/20: - 1.7% England - 1.5% South East region	Q4 2019/20: 2%
PH 005	% of births that receive a face-to-face New Birth Visit within 14 days by a health visitor in the quarter	Quarter	90%	Good to be high	Q1 2019/20: - 90.9% CIPFA Q3 2019/20: - 86.5% England - 87.9% South East region	Q4 2020/21: 96%
PH 006	% of those who have set a quit date who have successfully quit at 4 weeks	Quarter	50%	Good to be high	2018/19: - 52% England Target based on previous performance	Q4 2020/21: 51%
PH 007	% of those who have set a quit date who have successfully quit at 4 weeks in the most deprived areas within Buckinghamshire (DQ4/5)	Quarter	50%	Good to be high	No benchmarking, target based on previous performance	Q4 2020/21: 49%

Housing, Homelessness and Regulatory Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Housing, Homelessness and Regulatory Services						
HH 001	Number of applicants with/expecting children who have been in non-self-contained B&B accommodation for longer than 6 weeks	Quarterly	0	Good to be low	No benchmarking, target based on previous performance	Q4 2020/21 4
HH 002	Number of households living in temporary accommodation for over 12 months	Quarterly	32	Good to be low	No benchmarking, target based on previous performance	Q4 2020/21 41
HH 003	% of homelessness decisions taking over 56 days	Quarterly	40%	Good to be low	No benchmarking, target based on previous performance	Q4 2020/21 28%
EH 001	% of interventions completed against the total due in the annual inspection plan (A-D rated premises) - Buckinghamshire	Quarterly	Monitor	Good to be high	None - Monitor	Q4 2020/21 13%
EH 002	Number of unrated premises which are awaiting an inspection and are trading	Quarterly	Monitor	Good to be low	None - Monitor	Q4 2020/21 595

Housing, Homelessness and Regulatory Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Neighbourhood Services						
NS 001	Number of cremations carried out per year	Annual	Monitor	Good to be high	None - Monitor	New KPI
NS 002	Taxi licenses issued vs revoked %	Quarterly	Monitor	Monitor	None - Monitor	New KPI
Registrars, Coroners and Trading Standards						
RS 001	Financial impact on residents as a result of scams intervention (direct & future savings)	Quarterly	£600,000	Good to be high	No benchmarking, target based on previous performance	2020/21 £598,933.12
RS 002	Number of businesses registered as primary authorities - provision of advice to large businesses (maintain and increase)	Quarterly	127	Good to be high	No benchmarking, target based on previous performance	Q4 2020/21 127
RS 003	% of customers rating the Registration service as good or excellent	Bi-annual (Q2 & Q4)	95%	Good to be high	No benchmarking, target based on previous performance	Q4 2020/21 95%

Leader

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Economic Growth and Regeneration						
LEA 001	% unemployed in Buckinghamshire to be less than 55% of the % unemployed Nationally	Quarterly	55%	Good to be low	Compared to national rate	Q4 2020/21: 71%
LEA 002	Number of new business registrations (rank against other LEPs)	Quarterly	Top 10	Good to be low	Compared to other LEPs	Q4 2020/21: 8
Strategic Transport and Infrastructure						
LEA 003	Strategic Infrastructure projects: % profiled spend achieved	Quarterly	100%	Good to be high	In line with the budget set	Q4 2020/21: 231.9%

Planning and Regeneration

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Planning and Environment						
PE 001	% of major planning approvals determined in 13 weeks, or with agreed extension of time	Quarterly	80%	Good to be high	No benchmarking, target based on previous performance	Q4 2020/21 92%
PE 002	% of minor planning approvals determined in 13 weeks, or with agreed extension of time	Quarterly	65%	Good to be high	No benchmarking, target based on previous performance	Q4 2020/21 79%
PE 003	% of other applications determined in 8 weeks, or with agreed extension of time	Quarterly	80%	Good to be high	No benchmarking, target based on previous performance	Q4 2020/21 85%
PE 004	% of building control applications checked within 21 days	Quarterly	90%	Good to be high	No benchmarking, target based on previous performance	Q4 2020/21 85.25%
PE 005	% of enforcement appeals allowed	Quarterly	20%	Monitor	No benchmarking, target based on previous performance	Q4 2020/21 0%
PE 006	Number of enforcement cases logged	Quarterly	Monitor	Monitor	None - Monitor	Q4 2020/21 338
PE 007	Number of enforcement cases closed	Quarterly	Monitor	Monitor	None - Monitor	Q4 2020/21 300
PE 008	Number of enforcement notices issued	Quarterly	Monitor	Monitor	None - Monitor	Q4 2020/21 19

Planning and Regeneration

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
PE 009	Number of Planning Appeals Received	Quarterly	Monitor	Good to be low	None - Monitor	New KPI
PE 010	Number of homes built against housing requirements	Annual (Q3)	Monitor	Good to be high	None - Monitor	New KPI
Economic Growth and Regeneration						
EG 001	Town centre occupancy rate (%)	Quarterly	Monitor	Good to be high	None - Monitor	New KPI
EG 002	Town Centre footfall	Quarterly	Monitor	Good to be high	None - Monitor	New KPI

Transport

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Highways						
HW 001	% of gullies cleaned against the cyclical gully programme	Quarterly	95%	Good to be high	No benchmarking, contractually agreed target	New KPI
HW 002	NHT Public Satisfaction on the condition of road surfaces (HMBI 01)	Annual	NHT average	Good to be high	NHT benchmarking average	New KPI
HW 003	% of Core Capital Construction Start/Completion milestone dates met (within +/- 10 working days).	Quarterly	95%	Good to be high	No benchmarking, contractually agreed target	New (amended) KPI
HW 004	% of Category 1 defects repaired in 2 working days	Quarterly	96%	Good to be high	No benchmarking, contractually agreed target	Q4 2020/21 86.3%
HW 005	NHT Public Satisfaction with their local rights of way network (KBI 15)	Annual	NHT average	Good to be high	NHT benchmarking average	2019 58%
HW 006	% of strategic carriageway network in fair/good and very good condition	Annual	93%	Good to be high	No benchmarking, contractually agreed target	Q4 2020/21 94%
Parking						
PS 001	% of invalid PCNs (on and off street)	Quarterly	4%	Good to be low	No benchmarking, target based on previous performance	Q4 2020/21 1%
PS 002	Number of ticket sales managed by Buckinghamshire Council	Quarterly	Monitor	Good to be high	None - Monitor	Q4 2020/21 196,441
PS 003	Number of publicly accessible electric-vehicle charging points in Buckinghamshire	Annual	47 (end of 2021/22)	Good to be high	No benchmarking, step target to achieve 76 EV charging points by 2024/25	Q4 2020/21 38

Transport

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
Strategic Transport and Infrastructure						
TI 001	Major transport schemes: % of profiled spend achieved	Quarterly	100%	Good to be high	In line with the budget set	Q4 2020/21 147.2%
TI 002	HS2 highways approvals: % responded within time limit	Quarterly	95%	Good to be high	No benchmarking, target based on previous performance	Q4 2020/21 100%
TI 003	HS2 planning approvals: % responded to within time limit	Quarterly	95%	Good to be high	No benchmarking, target based on previous performance	Q4 2020/21 100%
Transport Services						
TS 001	% 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%	Good to be high	No benchmarking, target based on expected level of service	Q4 2020/21 75.5%
TS 002	Number of public transport bus routes in Buckinghamshire	Quarterly	Monitor	Good to be high	None - monitor	Q4 2020/21 97