



# Cabinet

*Corporate Key Performance Indicators 2022/23*

*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 116 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.

# Leader

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Economic Growth and Regeneration</b>						
LEA 001	Percentage unemployed in Buckinghamshire to be less than 55% of the Percentage unemployed nationally	Quarterly	55%	Low	Compared to National figures	Q4 2021/22: 67%
LEA 002	Number of new business registrations (rank against other LEPs)	Quarterly	Top 10	Low	Compared to other LEPs	Q4 2021/22: 9
<b>Strategic Transport and Infrastructure</b>						
LEA 003	Strategic Infrastructure projects: % profiled spend achieved (SEALR Phases 1 and 2)	Quarterly	100%	High	Set against budget	Q4 2020/21: 146.58%

# Accessible Housing & Resources

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Business Operations</b>						
AHR 001	Percentage of phone calls answered in the Customer Service Centres	Quarterly	90%	High	Same as weekly target and based on previous performance	9 June 2022: 84%
AHR 002	Council Access Point Plus customer satisfaction	Quarterly	75%	High	Based on previous performance	June 2022: 81%
AHR 003	Percentage of phone calls in Customer Service Centres resolved at first call (FCR)	Quarterly	51%	High	Based on previous performance	Q4 2021/22: 69.7%%
AHR 004	Average webchat response time	Quarterly	50 seconds	Low	Based on previous performance	Q4 2021/22: 28 seconds
AHR 005	Average call wait time	Quarterly	3 minutes	Low	Based on previous performance	Q4 2021/22: 9 minutes 4 seconds
AHR 006	Call customer satisfaction	Quarterly	60%	High	Based on previous performance	June 2022: 58%

# Accessible Housing & Resources

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Corporate Finance</b>						
AHR 007	Percentage of total capital spend across Buckinghamshire Council (forecast) compared to Budget (performance measure)	Quarterly	Within 90%	High	Based on previous performance	Q4 2021/22: 90.5%
AHR 008	Overall revenue (Forecast) variance (%) across the Council	Quarterly	0%	Low	0% or below	Q4 2021/22: -0.50%
<b>Service Finance</b>						
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	Based on previous performance	Q4 2021/22: £8.5 million
AHR 010	Percentage of invoices paid within 30 days across the Council	Quarterly	95%	High	Based on previous performance	Q4 2021/22: 99%
AHR 011	Percentage of Council Tax collected (cumulative)	Quarterly (Cumulative)	98.2% (Year-end target)	High	Target slightly increased	Q4 2021/22: 97.4%
AHR 012	Percentage of Business Rates collected (cumulative)	Quarterly (Cumulative)	96.8% (Year-end target)	High	Target slightly increased	Q4 2021/22: 96.8%
AHR 013	Average time for processing new Housing Benefit claims (days)	Quarterly	20 days	Low	September 2021: 20 days (DWP)	Q4 2021/22: 19 days
AHR 014	Average time for processing Housing Benefit change claims (days)	Quarterly	7 days	Low	September 2021: 8 days (DWP)	Q4 2021/22: 5 days

# Accessible Housing & Resources

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Human Resources and Organisational Development</b>						
AHR 015	Number of sickness absence days per FTE annually (rolling 12-month period)	Quarterly	9 days	Low	Based on previous performance	Q4 2021/22: 9.27 days
AHR 016	Voluntary staff turnover percentage (rolling 12-month period)	Quarterly	12-16%	Banding	Hertfordshire County Council: 15.4% Kent County Council: 13.8% Surrey County Council: 15%	Q4 2021/22: 14.5%
AHR 017	Percentage of staff who feel happy, valued & motivated at work	Twice a year	70%	High	Based on previous performance	Q3 2021/22: 71%
<b>ICT</b>						
AHR 018	Service desk first time fix percentage	Quarterly	62%	High	Based on previous performance	Q4 2021/22: 74.1%
<b>Partnerships, Policy and Communications</b>						
AHR 019	Percentage of new website updated	Quarterly (cumulative)	Q1 75% Q2 90% Q3 99%	High	The website will be fully updated by the end of Q3	Q4 2021/22: 60.5%
<b>Service Improvement</b>						
AHR 020	Percentage 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	Q3 2021/22: 100%

# Accessible Housing & Resources

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Property and Assets</b>						
AHR 021	Gross yield from Investment portfolio	Quarterly	6.4%	High	Based on previous performance	Q4 2021/22: 6.69%
AHR 022	Gross income from Property	Quarterly	2022/23 Budget	High	Set against budget	Q4 2021/22: £21,302,000
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 2021/22: 0.16%



# Climate Change & Environment

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Planning and Environment</b>						
CCE 001	Annual emissions: tonnes	Annual	7,407 tonnes	Low	Step target based on annual allocations from the seven year carbon budgets	Available in June
CCE 002	Annual emissions: Percentage reduction	Annual	64%	High	Step target based on annual allocations from the seven year carbon budgets	Available in June
CCE 003	Number of Trees Planted	Annual	25,204	High	Cabinet Priority	New Indicator
<b>Neighbourhood Services</b>						
CCE 004	Percentage of waste collected for recycling, reuse, composting or anaerobic digestion from household sources	Quarterly	55%	High	Based on previous performance	Q3 2020/21: 44%
CCE 005	Residual Household Waste per Household (kg)	Quarterly	125kg	Low	Based on previous performance	Q3 2020/21: 130kg
CCE 006	Missed Bin Collections	Quarterly	0.15%	Low	Based on previous performance	Q4 2020/21: 0.24%
CCE 007	Number of Fly-Tipping clearances where an action has been taken	Quarterly	Monitor	Monitor	n/a	Q4 2020/21: 28

# Communities

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Service Improvement</b>						
COM 001	Household Support Fund (Helping Hand): Percentage of profiled spend achieved	Quarterly	Q1 25%, Q2 50%, Q3 75%, Q4 100%	High	Need to achieve 100% by end of Q4	New indicator
COM 002	Number of assets devolved to Town and Parish Councils, and Community Organisations	Quarterly	Q2: 1 Q3: 2 Q4: 10	High	Target needs to be lower at the beginning of the year as these are ongoing projects	New indicator
<b>Public Health, Early Help and Prevention</b>						
COM 003	Percentage of female victims supported by IDVAs who have their risk levels reduced	Quarterly	75%	High	Based on previous performance	83.6%
<b>Partnerships, Policy and Communications</b>						
COM 004	Amount of contributory funding secured for every £1 of council funds invested in a Community Board project.	Quarterly	55p	High	Target based on previous performance and changes to indicator calculation	New Indicator
<b>Business Operations</b>						
COM 005	Number of Community Resilience Plans in place	Quarterly	Q2: 1 Q3: 2 Q4: 5	High	Target needs to be lower at the beginning of the year as these are ongoing projects	New indicator

# Culture and Leisure

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Culture, Sport and Leisure</b>						
CLE 001	Number of visits to main cultural venues	Quarterly	480,000 pa	High	Based on previous performance	Q4 2021/22: 283,256
CLE 002	Country and Town Park Satisfaction Ratings (Trip Advisor & Google)	Quarterly	4.4	High	Based on previous performance	Q4 2021/22: 4.4
CLE 003	Number of visitors to leisure centres and pools	Quarterly	2,900,000 pa	High	Based on previous performance	Q4 2021/22: 2,375,284
CLE 004	Number of library information enquiries (signposting and referrals)	Quarterly	17,000 pa	High	Based on previous performance	Q4 2021/22: 15,816
CLE 005	Number of downloads (e-audiobooks, e-magazines and e-news)	Quarterly	700,000 pa	High	Based on previous performance	Q4 2021/22: 670,443
CLE 006	Engagement with Archives through Social Media and in-person visits	Quarterly	45,000 pa	High	Based on previous performance	Q4 2021/22: 40,074
CLE 007	Hours contributed by archive volunteers	Quarterly	840 pa	High	Based on previous performance	Q4 2021/22: 205
CLE 008	Number of visitors to Country Parks	Quarterly	1,200,000 pa	High	Based on previous performance	Q4 2020/21 1,389,154

# Education and Children's Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Children's Social Care</b>						
ECS 001	Percentage of assessments completed in 45 working days.	Quarterly	80%	High	England 88%, South East 89%, Statistical Neighbours 92% (2020/21).	April 2022: 75%
ECS 002	Percentage of 19-21 year olds who have left care that are in education, employment or training.	Quarterly	65%	High	England 52%, South East 51%, Statistical Neighbours 52% (2020/21).	April 2022: 74%
ECS 003	Percentage of children subject to a Child Protection Plan seen within 4 weeks.	Quarterly	95%	High	The target ensures children continue to be seen within timescales, in line with statutory requirements.	April 2022: 96%
ECS 004	Percentage of children with Initial Child Protection Conferences completed within 15 working days of the strategy discussion.	Quarterly	82%	High	England 83%, South East 82%, Statistical Neighbours 87%, (2020/21).	April 2022: 83%
ECS 005	Percentage of children who became the subject of a Child Protection Plan for a second or subsequent time within 2 years.	Quarterly	10%	Low	Target is set at 10% to maintain a low level of repeat CP plans in line with previous performance.	April 2022: 21%. (Q4 2021/22: 7%).
ECS 006	Percentage of Children in Need seen within 4 weeks.	Quarterly	90%	High	The target ensures that children continue to be seen regularly and that they are safeguarded.	April 2022: 84%
ECS 007	Percentage of children looked after visited within timescales.	Quarterly	90%	High	The target ensures that children continue to be seen regularly and that they are safeguarded.	April 2022: 87%

# Education and Children's Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Children's Social Care (continued)</b>						
ECS 008	Percentage of re-referrals within 12 months	Quarterly	28%	Low	England 23%, South East 28%, Statistical Neighbours 23% (2020/21).	April 2022: 38%
<b>Education</b>						
ECS 009	Key Stage 4 - average Attainment 8 score	Annually	55.1	High	2019 (last full exam series) England 46.8, Statistical Neighbours 49.6, Buckinghamshire 55.1.	n/a
ECS 010	Key Stage 4 - average Attainment 8 score for disadvantaged pupils	Annually	37.6	High	2019 (last full exam series) England 36.8, Statistical Neighbours 35.2, Buckinghamshire 37.6.	n/a
ECS 011	Percentage of new Education, Health and Care plans issued within 20 weeks (excluding exceptions).	Quarterly (cumulative)	75%	High	2021 calendar year: South East 49.3%, National 59.9%, Buckinghamshire 82.0%.	Jan to April 2022: 80%
ECS 012	Percentage of pupils attending schools rated good and outstanding by Ofsted.	Quarterly	89%	High	State-funded schools (31/03/22) in: England 86.4%, South East 91.6%.	April 2022: 90.4%
ECS 013	Percentage of eligible two-year-olds registered and receiving funded early education entitlements (take up).	Termly	75%	High	National (2021) 62%.	Autumn 2021: 75%

# Education and Children's Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Education (continued)</b>						
ECS 014	Percentage of initial Family Support Plans completed within 31 working days	Quarterly	85%	High	Target set to maintain performance, following increased demand.	April 2022: 84%
ECS 015	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 (cumulative)	75%	High	Target set above last year's performance to support continuous improvement.	April 2022: 73%

# Health and Wellbeing

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Adult Social Care</b>						
HWE 001	Percentage of service users due an annual review that receive their review	Quarterly	90%	High	South East (2020/21) 56% England (2020/21) 55%	Q4 2021/22: 55%
HWE 002	Percentage of people who use services who have control over their daily life.	Annual	78%	High	South East (2019/20) 78% England (2019/20) 77%	Q4 2020/21: 83.3%
HWE 003	Number of younger people (aged 18-64) admitted permanently to residential or nursing care.	Quarterly	13.7	Low	South East (2020/21) 13.7 England (2020/21) 13.3	Q4 2021/22: 12.7
HWE 004	Number of older people (aged 65+) admitted permanently to residential or nursing care	Quarterly	489	Low	South East (2020/21) 489 England (2020/21) 498.2	Q4 2021/22: 506.2
HWE 005	Percentage of younger adults (aged 18-64) with a learning disability living in their own home or with friends/family	Quarterly	75.6%	High	South East (2020/21) 75.6% England (2020/21) 78.3%	Q4 2021/22: 77.2%
HWE 006	Percentage of adults in contact with secondary mental health services (aged 18- 69) living in their own home or with friends/family	Quarterly	61%	High	South East (2020/21) 61% England (2020/21) 58%	Q4 2021/22: 65%
HWE 007	Percentage of people that live independently after receiving short term services	Quarterly	74.1%	High	South East (2020/21) 74.1% England (2020/21) 74.9%	Q4 2020/21: 79.4%

# Health and Wellbeing

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Adult Social Care (continued)</b>						
HWE 008	Percentage of safeguarding enquiries where personal outcomes were fully or partially achieved	Quarterly	96%	High	South East (2020/21) 96% England (2020/21) 94%	2021/22: 93.2%
HWE 009	Percentage of young people whose Adult Social Care assessment was completed before they turned 18.	Quarterly	65%	High	Target set above last year's performance to support continuous improvement.	Q4 2021/22: 63%
HWE 010	Percentage of safeguarding eligibility decisions made within 2 working days of the concern being received	Quarterly	70%	High	Target set above last year's performance to support continuous improvement.	59% March 2022.
HWE 011	Percentage of carers who report that they have been included or consulted in discussions about the person that they care for	Quarterly	70%	High	South East (2018/19) 70% England (2018/19) 70%	2018/19: 57%
<b>Public Health, Early Help and Prevention</b>						
HWE 012	Percentage of births that receive a face-to-face New Birth Visit within 14 days by a health visitor in the quarter	Quarterly	90%	High	South East (2020/21) 88.8% England (2020/21) 88.8%	Q3 2021/22: 69.3%
HWE 013	Percentage of successful alcohol treatment completions of those in treatment	Quarterly	37%	High	England 37.5%, South East 38.1% (Q3 2020/21)	Q3 2021/22: 38.3%
HWE 014	Percentage of successful drug treatment completions of those in treatment	Quarterly	15.2%	High	England 14.4%, South East 17.3% (Q3 2020/21)	Q3 2021/22: 15.4%



# Health and Wellbeing

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Public Health, Early Help and Prevention (continued)</b>						
HWE 015	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	Quarterly	80%	High	This is a clinical standard which has to be achieved by all sexual health services and links to the requirement for the provision of open access services.	Q3 2021/22: 86%
HWE 016	Percentage of those who have set a quit smoking date who have successfully quit at 4 weeks	Quarterly	50%	High	England 59% (2020/21)	Q3 2021/22: 58%
HWE 017	Percentage of those in most deprived quintiles (DQ 4/5) who have set a quit smoking date who have successfully quit at 4 weeks	Quarterly	50%	High	This target is linked to the contracted target of 50% for the indicator HWE 016.	Q3 2021/22: 50.6%

# Housing, Homelessness and Regulatory Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Housing and Homelessness</b>						
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	Based on previous performance	Q4 2021/22: 1 (at end of the quarter)
HHR 002	Total homeless approaches into service	Quarterly	Monitor	Low	n/a	Q4 2021/22: 911
HHR 003	Homelessness Cases Closed because Homelessness has been prevented	Quarterly	Monitor	High	n/a	Q4 2021/22: 313
HHR 004	Bucks Home Choice Lets	Quarterly	Monitor	High	n/a	Q4 2021/22: 297
<b>Registrars, Coroners, Trading Standards</b>						
HHR 005	Financial impact on residents as a result of scams intervention (direct & future savings)	Quarterly	£600,000	High	Based on previous performance	Q4 2021/22: £710,884
HHR 006	Number of businesses registered as primary authorities - provision of advice to large businesses (maintain and increase)	Quarterly	127	High	Based on previous performance	Q4 2021/22: 147
HHR 007	Percentage of customers rating the registration service as good or excellent	Bi-annual (Q2 & Q4)	95%	High	Based on previous performance	Q4 2021/22: 100%

# Housing, Homelessness and Regulatory Services

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Environmental Health</b>						
HHR 008	Number of unrated premises which are awaiting an inspection and are trading	Quarterly	Monitor	Low	n/a	Q4 2020/21 479
<b>Neighbourhood Services</b>						
HHR 009	Average number of days to issue taxi vehicle licence and plate from valid application received	Quarterly	<10 working days (SLA)	Low	Based on previous performance	Q4 2021/22: 7.5

# Planning and Regeneration

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Planning and Environment</b>						
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 2021/22: 88%
PRE 002	Percentage of minor planning approvals determined in 13 weeks, or with agreed extension of time	Quarterly	75%	High	Based on previous performance	Q4 2021/22: 72%
PRE 003	Percentage of other applications determined in 8 weeks, or with agreed extension of time	Quarterly	80%	High	Based on previous performance	Q4 2021/22: 85%
PRE 004	Percentage of building control applications checked within 21 days	Quarterly	90%	High	Based on previous performance	Q4 2021/22: 90%
PRE 005	Number of planning appeals received	Quarterly	Monitor	Low	n/a	Q4 2021/22: 79
PRE 006	Number of 'other' formal actions taken (e.g. Temporary stop notice, stop notices, S215's, Breach of Condition Notices, Injunctions, Direct Action)	Quarterly	Monitor	Monitor	n/a	n/a
PRE 007	Number of enforcement cases logged	Quarterly	Monitor	Monitor	n/a	Q4 2021/22: 491
PRE 008	Number of enforcement cases closed	Quarterly	Monitor	Monitor	n/a	Q4 2021/22: 454

# Planning and Regeneration

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Planning and Environment (continued)</b>						
PRE 009	Number of enforcement notices issued	Quarterly	Monitor	Monitor	n/a	Q4 2021/22: 36
PRE 010	Number of homes built against housing requirements	Annual Q3	2,759	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.	2021/22: 1,990
<b>Economic Growth and Regeneration</b>						
PRE 011	Town centre occupancy rate (%)	Quarterly	Monitor	High	n/a	Q4 2021/22: 91.9%
PRE 012	Town Centre footfall	Quarterly	Monitor	High	n/a	Q4 2021/22: 11,342,676

# Transport

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Highways and Technical Services</b>						
TRA 001	Percentage of gullies cleaned against the cyclical gully programme	Quarterly	98%	High	Contract KPI	Q4 2021/22: 83%
TRA 002	NHT Public Satisfaction on the condition of road surfaces (HMBI 01)	Annual	NHT regional average	High	NHT benchmarking average	2021/22: 20%
TRA 003	Highways capital programme percentage spend against forecast/profiled	Quarterly	95%	High	Contract KPI	Q4 2021/22: 91%
TRA 004	Percentage of Category 1 and 2H defects repaired in 2 and 5 working days respectively.	Quarterly	94%	High	Contract KPI	Q4 2021/22 100%
TRA 005	NHT Public Satisfaction with their local rights of way network (KBI 15)	Annual	NHT regional average	High	NHT benchmarking average	2021 54%
TRA 006	Percentage of strategic carriageway network in fair/good and very good condition	Annual	93%	High	Based on previous performance	Q4 2021/22 94%
TRA 007	Percentage of Local Road network in fair/good and very good condition	Every 2 years	68%	High	Based on previous performance	2020: 68%
TRA 008	Percentage streetlights in light	Quarterly	95%	High	Stretch Target	June 2022: 89%
TRA 009	Percentage of invalid PCNs (on and off street)	Quarterly	4%	High	Based on previous performance	Q4 2021/22 3%

# Transport

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Highways and Technical Services (continued)</b>						
TRA 010	Number of ticket sales managed by Buckinghamshire Council	Quarterly	Monitor	High	n/a	Q4 2021/22 1,522,690
TRA 011	Number of publicly accessible electric-vehicle charging bays on- and off-street in Buckinghamshire	Annual	263	High	Cabinet Priority	2021/22: 175
<b>Strategic Transport and Infrastructure</b>						
TRA 012	Major transport schemes: Percentage of profiled spend achieved (A41 PPTC, Abbey Barn Lane, Eastern Link Road Dual, Princes Risborough, Westhorpe)	Quarterly	100%	High	Set against budget	Q4 2021/22 93.97%
TRA 013	HS2 highways approvals: Percentage responded within time limit	Quarterly	95%	High	Based on previous performance	Q4 2021/22 100%
TRA 014	HS2 planning approvals: Percentage responded to within time limit	Quarterly	95%	High	Based on previous performance	Q4 2021/22 100%
TRA 015	Average daily cycling count per active cycle counter per day	Quarterly	75	High	Based on previous performance	2021/22: 70.5

# Transport

Reference	Indicator	Reporting Frequency	Proposed Target	Good to be High or Low?	Benchmarking / Target Rationale	Latest Performance
<b>Transport Services</b>						
TRA 016	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 (SEN D) or all information received to provide transport (mainstream)	Quarterly	95%	High	Target set by service	Q4 2021/22 95.02%
TRA 017	Number of public transport bus routes in Buckinghamshire	Quarterly	Monitor	High	n/a	Q4 2021/22 96