				nways & Trans						
Indicato	ors with target	11		hese indicator	s have an histo	oric target set.				
Title	Service Area	Description	2019-20 Annual Result	2020-21 Apr-Jun	2020-21 Jul-Sep	2020-21 Oct-Dec	2020-21 Jan-Mar	2020-21 Annual Result	2020-21 Number	Risk
HT3	Highways & Transport	Average number of days to repair street lights	1.63	1.26	1.18	1.33	1.27	N/A	1.26	*
HT4a	Highways & Transport	Percentage reduction in people killed or seriously injured in RTIs	-28%	14	24	26	8	-43.3%	72	*
HT4b	Highways & Transport	Percentage reduction in children killed or seriously injured in RTIs	-45%	0	2	4	4	-54.5%	10	*
НТ5	Highways & Transport	Percentage of repairs to dangerous highways within 24 hours of notification	100%	100%	100%	100%	100%	100%	253	*
HT6a	Highways & Transport	Percentage of principal roads where maintenance should be considered	2.45%	2.45%	2.75%	2.75%	2.75%	N/A	2.75%	*
HT6b	Highways & Transport	Percentage of non-principal roads where maintenance should be considered	3.53%	3.53%	3.55%	3.55%	3.55%	N/A	3.55%	*
НТ6с	Highways & Transport	Percentage of unclassified roads where maintenance should be considered	17.59%	17.59%	20.37%	20.37%	20.37%	N/A	20.37%	
HT7	Highways & Transport	Percentage of footways where maintenance should be considered	36.6%	36.6%	45.0%	45.0%	45.0%	N/A	45.00%	
In	idicators	These indicators do not currently have	e a target set,		f performance Council's goal	•	how the serv	vice area is contri	buting to de	livering
Title	Service Area	Description	2019-20 Annual Result	2020-21 Apr-Jun	2020-21 Jul-Sep	2020-21 Oct-Dec	2020-21 Jan-Mar	2020-21 Annual Result	2020-21 Number	Risk
HT1b	Highways & Transport	Percentage spend of LTP allocation	100%	5.9%	55.3%	74.3%	100%	100%	N/A	*
HT2	Highways & Transport	Percentage of TROs processed within agreed times on delivery timeframe	21	N/A	47.8%	58.0%	65.2%	65.2%	46	*
HT12	Highways & Transport	Percentage of residents parking schemes implemented and delivered within agreed timelines	N/A	N/A	100%	N/A	100.0%	100.0%	3	*
HT10b	Highways & Transport	Percentage of PCN appeals upheld (original decision upheld)	44%	48%	46%	47%	55%	48%	518	*
HT10c	Highways & Transport	Percentage of PCNs unpaid in quarter after they were issued	28%	47%	42%	40%	35%	41%	1401	*
HT13a1	Highways & Transport	Number of highways services projects delivered	52	4	17	29	49	N/A	49	*
HT13a2	Highways & Transport	Number of highways services projects delivered on time	52	100%	100%	100%	100%	N/A	49	*
HT13a3	Highways & Transport	Number of highways services projects delivered on budget	52	100%	100%	100%	100%	N/A	49	*
HT13a4	Highways & Transport	Number of highways services projects delivered to agreed outcomes as defined in the business case	52	100%	100%	100%	100%	N/A	49	*
HT13b1	Highways & Transport	Number of drainage schemes approved	N/A	1	2	1	1	N/A	5	*
HT13b2	Highways & Transport	Number of drainage projects delivered on time	167	100%	100%	100%	100%	100%	144	*
HT13b3	Highways & Transport	Number of drainage projects delivered on budget	167	100%	100%	100%	100%	100%	144	*
HT13b4	Highways & Transport	Number of drainage projects delivered to agreed outcomes as defined in the business case	N/A	100%	100%	100%	100%	100%	104	*
HT13c1	Highways & Transport	Capital spend on Road Safety	£ 373,615	£ 20,475	£ 40,748	£ 82,646	£ 86,542	N/A	£ 86,542	*
HT13c2	Highways & Transport	Number of projects delivered on time	9	N/A	100%	100%	100%	N/A	7	*
HT13c3	Highways & Transport	Number of projects delivered on budget	9	N/A	100%	100%	100%	N/A	2	*
HT13c4	Highways & Transport	Number of projects delivered to agreed outcomes as defined in the business case	9	N/A	100%	100%	100%	N/A	7	*
HT14a	Highways & Transport	Total CO ² emissions from transport (tonnes)	198.8 kTon	198.8 kTon	N/A	N/A	194.7 kTon	N/A	194.7 kTon	*
HT14b	Highways & Transport	Percentage reduction of CO ² emission from transport	N/A	N/A	N/A	N/A	-4.1 kTon	-2.1%	-4.1kTon	*

			Higl	hways & Trans	port					
Vo	lumetrics	Volumetrics do not have a target and				•	•		ENGIE. Volu	metrics
Title	Service Area	are included t Description	o show function 2019-20 Annual Result	2020-21 Apr-Jun	2020-21 Jul-Sep	ly did not repo 2020-21 Oct-Dec	2020-21 Jan-Mar	2020-21 Annual Result	2020-21 Number	Risk
HT1a	Highways & Transport	Number of LTP schemes delivered	52	4	17	29	49	N/A	49	*
НТ8	Highways & Transport	Number of inspection surveys due	N/A	2715	2537	2595	2576	100%	10423	*
HT8a1	Highways & Transport	Number of work orders created from safety inspections (principal, non-principal and unclassified roads)	N/A	247	99	96	178	N/A	458	*
HT8a2	Highways & Transport	Number of work orders created from safety inspections (footways)	N/A	491	447	551	569	N/A	2058	*
HT8b1	Highways & Transport	Percentage of maintenance carried out as identified from surveys (principal, non-principal and unclassified roads)	N/A	95%	97%	100%	98%	98%	423	*
HT8b2	Highways & Transport	Percentage of maintenance carried out as identified from surveys (footway)	N/A	92%	96%	99%	98%	96%	1881	*
НТ9а	Highways & Transport	Number of passenger trips on Phone N Ride bus service	24214	421	3016	3063	3001	N/A	9501	
HT9b	Highways & Transport	Number of passenger trips on mainstream bus service	7,092,004	360,230	846,383	874,206	684,191	N/A	2,765,010	
НТ9с	Highways & Transport	Bus service satisfaction for Phone N Ride	92%	N/A	N/A	N/A	N/A	N/A	N/A	×
HT9d	Highways & Transport	Bus service satisfaction for Stagecoach	90%	N/A	N/A	N/A	N/A	N/A	N/A	×
HT10a	Highways & Transport	Number of Penalty Charge Notices (PCNs) issued	8829	661	1771	1445	978	N/A	4855	*
HT11a	Highways & Transport	Percentage of highways and transport fees considered to improve cost recovery for the Council	0	N/A	N/A	N/A	N/A	N/A	N/A	×
HT11b	Highways & Transport	Completion review of fees for highways and transport to improve cost recovery for the Council	0	N/A	N/A	N/A	N/A	N/A	N/A	×

				Housing						
Indicato	ors with target	Γ	T		s have an histo	oric target set.				
Title	Service Area	Description	2019-20 Annual Result	2020-21 Apr-Jun	2020-21 Jul-Sep	2020-21 Oct-Dec	2020-21 Jan-Mar	2020-21 Annual Result	2020-21 Number	Risk
Dev 1	Housing	Number of empty properties returned to use with ENGIE intervention	40	15	10	7	11	N/A	43	*
In	dicators	These indicators do not currently have	e a target set,		f performance Council's goal	•	how the ser	vice area is contri	buting to de	livering
Title	Service Area	Description	2019-20 Annual Result	2020-21 Apr-Jun	2020-21 Jul-Sep	2020-21 Oct-Dec	2020-21 Jan-Mar	2020-21 Annual Result	2020-21 Number	Risk
Ops 21b	Housing	Percentage of referrals which are waiting to commence contractors work	29%	17%	19%	9%	6%	N/A	12	*
Ops 22	Housing	Total number of DFG referrals completed	77	2	13	35	62	N/A	62	*
Ops 23	Housing	Shortest time from panel referral to practical completion	20	35	35	35	29	N/A	29	*
Ops 24	Housing	Longest time from panel referral to practical completion	316	44	138	198	286	N/A	286	*
Ops 25	Housing	Mean time from panel referral to practical completion	154	40	75	118	135	N/A	135	*
Vo	lumetrics	Volumetrics do not have a target and are included t					•		ENGIE. Volu	metrics
Title	Service Area	Description	2019-20 Annual Result	2020-21 Apr-Jun	2020-21 Jul-Sep	2020-21 Oct-Dec	2020-21 Jan-Mar	2020-21 Annual Result	2020-21 Number	Risk
Dev 2a	Housing	Number of new homes via council/Engie intervention or enablement	209 (Part Year)	19	36	570	64	N/A	689	*
Dev 3	Housing	Total CO ² emissions across households in NELC (tonnes)	289.1 kTon	N/A	N/A	N/A	267.8 kTon	N/A	267.8 kTon	*
Dev 4	Housing	Number of energy efficiency measures implemented	30 (Part Year)	7	8	13	18	N/A	46	*
Dev 5	Housing	Number of affordable warmth scheme applications processed	544 (Part Year)	40	130	175	153	N/A	498	
Ops 21a	Housing	Total number of client referrals accepted at panel for DFGs	307	71	66	68	78	N/A	283	*

				Development									
Indicato	ors with target	1		hese indicator	s have an histo	ric target set.							
Title	Service Area	Description	2019-20 Annual Result	2020-21 Apr-Jun	2020-21 Jul-Sep	2020-21 Oct-Dec	2020-21 Jan-Mar	2020-21 Annual Result	2020-21 Number	Risk			
Dev 8b	Planning	Number of planning applications determined within nationally defined timescales	99%	100%	100%	99%	100%	100%	593	*			
Dev 9b	Planning	Number of appeal decisions	75%	0	2	1	4	64%	7				
In	dicators	These indicators do not currently have a target set, but the level of performance helps to show how the service area is contributing to delivering the Council's goals.											
Title	Service Area	Description	2019-20 Annual Result	2020-21 Apr-Jun	2020-21 Jul-Sep	2020-21 Oct-Dec	2020-21 Jan-Mar	2020-21 Annual Result	2020-21 Number	Risk			
Dev 8a	Planning	Number of planning applications approved	97%	97%	94%	97%	95%	96%	570	*			
Dev 9a	Planning	Percentage of planning applications decided under delegated powers, compared to national average	90%	92%	92%	90%	89%	91%	539	*			
Dev 10a	Planning	Percentage of planning and highway enforcement cases closed resulting in a positive outcome	36%	23%	42%	35%	25%	33%	266	*			
Dev 10b	Planning	Percentage of enforcement cases processed within agreed timelines and delivered in accordance with policy	91%	84%	91%	87%	76%	82%	773	•			
Dev 11	Building Control	Percentage of Building Control applications processed within agreed timelines	89%	96%	100%	98%	96%	97%	158	*			
Dev 12	Building Control	Percentage market share Local Authority Building Control compared to Approved Inspectors	80.3% (Part Year)	80.0%	81.3%	71.0%	77.4%	77.4%	N/A				
Dev 16a	Planning	Percentage customer satisfaction rate on planning process	N/A	85%	100%	N/A	100%	93%	28	*			
Dev 16b	Building Control	Percentage customer satisfaction rate on building control processes	86% (Part Year)	95%	100%	N/A	100%	97%	29	*			
Vo	lumetrics	Volumetrics do not have a target and are included t			ct measure of post that previous		•		ENGIE. Volu	ımetrics			
Title	Service Area	Description	2019-20 Annual Result	2020-21 Apr-Jun	2020-21 Jul-Sep	2020-21 Oct-Dec	2020-21 Jan-Mar	2020-21 Annual Result	2020-21 Number	Risk			
Dev 7	Planning	Local Plan review will be commenced in accordance with Government timescales	YES	YES	YES	YES	YES	YES	N/A	*			
Dev 14a	Building Control	Number of dangerous structure call outs responded to within 1 hr (out of hours)	100% (Part Year)	100%	100%	N/A	100%	100%	8	*			
Dev 14b	Building Control	Number of dangerous structure call outs responded to within 4 hours (during working hours)	100% (Part Year)	100%	100%	100%	100%	100%	11	*			
Dev 14c	Building Control	Number of dangerous structure call outs responded to within 24 hrs (non urgent)	91% (Part Year)	100%	95%	100%	100%	98%	64	*			
Dev 15	Building Control	Number of demolition applications responded to within statutory timescales	100% (Part Year)	100%	100%	100%	100%	100%	21	*			

	Project Management Office										
In	dicators	These indicators do not currently have a target set, but the level of performance helps to show how the service area is contributing to delivering the Council's goals.									
Title	Service Area	Description	2019-20 Annual Result	2020-21 Apr-Jun	2020-21 Jul-Sep	2020-21 Oct-Dec	2020-21 Jan-Mar	2020-21 Annual Result	2020-21 Number	Risk	
PMO1a	Project Management	Number of projects currently on time (Capital Programme)	11	50%	57%	61%	40%	40%	6		
PMO1b	Project Management	Number of projects currently on time (ENGIE Performance)	22	100%	96%	96%	100%	100%	15	*	
PMO1c	Project Management	Number of projects currently on budget	22	100%	96%	100%	73%	73%	11		
PMO1d	Project Management	Number of projects delivered to agreed outcomes as defined in the business case (quality)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	×	

	Management	business case (quality)	14//	,	,	14/71	14/71	14,77	14//				
Indicate	ors with target			operty & Assented Ass		oric target set							
Title	Service Area	Description	2019-20 Annual Result	2020-21 Apr-Jun	2020-21 Jul-Sep	2020-21 Oct-Dec	2020-21 Jan-Mar	2020-21 Annual Result	2020-21 Number	Risk			
Ops 12	Property	Percentage of Business Centre Units occupied	81%	78%	80%	80%	80%	79%	206				
Ops 13	Property	Percentage of Market stalls occupied	71%	65%	62%	60%	59%	61%	52				
In	dicators	These indicators do not currently have a target set, but the level of performance helps to show how the service area is contributing to delivering the Council's goals.											
Title	Service Area	Description	2019-20 Annual Result	2020-21 Apr-Jun	2020-21 Jul-Sep	2020-21 Oct-Dec	2020-21 Jan-Mar	2020-21 Annual Result	2020-21 Number	Risk			
Ops 10	Property & Assets	Percentage of commercial properties currently leased	96%	96%	99%	100%	N/A	N/A	N/A	×			
Ops 11	Property & Assets	Percentage of Asset Valuations requested completed within financial year	100%	100%	N/A	N/A	N/A	N/A	N/A	×			
Ops 16	Property & Assets	Percentage of lease renewal and rent renewals which are considered and achieved in the financial year	100%	100%	0%	0%	N/A	N/A	N/A	×			
Ops 17a	Property & Assets	Percentage of commercial sites communicated with on an annual frequency	100%	100%	100%	100%	100%	100%	220	*			
Ops 17b	Property & Assets	Percentage of tenant satisfaction from site visits	100%	N/A	100%	100%	N/A	100%	652	*			
Ops 18a	Property & Assets	Percentage of quinquennial condition surveys completed	100%	100%	100%	100%	100%	100%	23	*			
Ops 19a	Property & Assets	Percentage of Capital Backlog Maintenance projects delivered on time	78%	100%	100%	100%	100%	100%	30	*			
Ops 19b	Property & Assets	Percentage of Capital Backlog Maintenance projects delivered on budget	100%	100%	100%	100%	100%	100%	30	*			
Ops 20a	Property & Assets	Total CO ² e emissions across Council Assets (tonnes)	2.77 kTon	2.77 kTon	N/A	N/A	1.09 kTon	100%	1.09 kTon	*			
Ops 20b	Property & Assets	Energy consumption across Council Assets (KWh)	12.527 kWh	12.527 kWh	N/A	N/A	10.743 kWh	N/A	10.743 kWh	*			
Ops 20c	Property & Assets	Cost of energy across Council Assets (£)	£1.706m	£1.706m	N/A	N/A	£1.239m	N/A	£1.239m	*			
Vo	lumetrics	Volumetrics do not have a target and a are included to	o show functio	nselves a directors carried out		•	•		ENGIE. Volu	metrics			
Title	Service Area	Description	2019-20 Annual Result	2020-21 Apr-Jun	2020-21 Jul-Sep	2020-21 Oct-Dec	2020-21 Jan-Mar	2020-21 Annual Result	2020-21 Number	Risk			
Ops 14	Property & Assets	Number of businesses accommodated at BCs/Markets	227	219	223	219	218	N/A	220				
Ops 15	Property & Assets	Cost of the service minus the income achieved to improve cost recovery. (Year-end profile)	£2.47m	£2.73m	£2.65m	£2.53m	£2.47m	N/A	£2.47m	*			
Ops 18b	Property & Assets	Percentage of EPCs issued where requested	100%	100%	100%	100%	100%	100%	180	*			

				Security						
Ir	ndicators	These indicators do not currently have	e a target set,		•	•	how the ser	vice area is contri	buting to de	livering
	I			the	Council's goal	S.	I	T		
Title	Service Area	Description	2019-20 Annual Result	2020-21 Apr-Jun	2020-21 Jul-Sep	2020-21 Oct-Dec	2020-21 Jan-Mar	2020-21 Annual Result	2020-21 Number	Risk
Ops 6	Security	Percentage of intruder alarm activations attended in 30 minutes	91%	97%	94%	93%	92%	94%	914	*
Ops 8	Security	Percentage of cameras brought back into service within 30 days	26%	17%	39%	53%	36%	34%	86	*
Ops 9	Security	Percentage of issues/tasks managed within 2 week period between the RDC stakeholder meetings	89%	100%	100%	86%	43%	75%	15	•
Vo	olumetrics	Volumetrics do not have a target and are included to		nselves a direc	·		•		ENGIE. Volu	metrics
Title	Service Area	Description	2019-20 Annual Result	2020-21 Apr-Jun	2020-21 Jul-Sep	2020-21 Oct-Dec	2020-21 Jan-Mar	2020-21 Annual Result	2020-21 Number	Risk
Ops 1	Security	Number of CCTV cameras monitored	86%	327	338	347	336	95%	337	*
Ops 2	Security	Number of RDCs monitored	97%	30	31	28	26	90%	29	
Ops 3	Security	Number of council properties with intruder alarms which are monitored	61	62	60	60	61	N/A	61	*
Ops 4	Security	Number of third party properties with intruder alarms which are monitored	85	86	86	88	95	N/A	89	*
Ops 5	Security	Number of CCTV imagery provided to Police and NELC Regulatory Services to assist with the prosecution of criminals within 5 days	221	91	32	15	23	N/A	161	•
Ops 7	Security	Cost of the service minus the income achieved to improve cost recovery (Year-end profile)	£161,519	£182,000	£182,000	£182,000	£190,000	N/A	£190,000	*