

Highways & Transport										
Indicators with target		These indicators have an historic 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	★
HT5	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%	★
HT6c	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%	●
Indicators		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
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	★

Highways & Transport										
Volumetrics		Volumetrics do not have a target and are not in themselves a direct measure of performance or entirely within the control of ENGIE. Volumetrics are included to show functions carried out that previously did not report performance measures.								
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
HT1a	Highways & Transport	Number of LTP schemes delivered	52	4	17	29	49	N/A	49	★
HT8	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	★
HT9a	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	●
HT9c	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										
Indicators with target		These indicators have an historic 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	★
Indicators		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 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	★
Volumetrics		Volumetrics do not have a target and are not in themselves a direct measure of performance or entirely within the control of ENGIE. Volumetrics are included to show functions carried out that previously did not report performance measures.								
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										
Indicators with target		These indicators have an historic 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	●
Indicators		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	★
Volumetrics		Volumetrics do not have a target and are not in themselves a direct measure of performance or entirely within the control of ENGIE. Volumetrics are included to show functions carried out that previously did not report performance measures.								
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	★

Security										
Indicators		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 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	●
Volumetrics		Volumetrics do not have a target and are not in themselves a direct measure of performance or entirely within the control of ENGIE. Volumetrics are included to show functions carried out that previously did not report performance measures.								
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	★