












The following scorecards are enclosed:

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Prepared by the Performance and Improvement Team

Reporting Basis	
Year to Date	Performance accumulated over the year
Rolling Year	Average performance over a 12 month period
Annual	Performance measured once a year
Latest Quarter	Performance this quarter
Snapshot	Performance at a particular point in time
Forecast	Predicted position at the end of the year

### Key to Symbols

	Performance better than tolerance
	Performance within tolerance
	Performance worse than tolerance
	No information
	Missing target
	No value
	Value Increasing (Smaller is Better)
	Value Decreasing (Smaller is Better)
	Value Increasing (Bigger is Better)
	Value Decreasing (Bigger is Better)
	No change
Bigger is better	A bigger value for this measure is good
Smaller is better	A smaller value for this measure is good
Plan is best	Where it is best for performance to be on target rather than above or below

### Key to Symbols - Risk

### The Gloucestershire Risk Matrix

Risk Likelihood	Impact/Consequence				
	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Critical
Almost certain (5)	5	10	15	20	25
Likely (4)	4	8	12	16	20
Probable (3)	3	6	9	12	15
Possible (2)	2	4	6	8	10
Rare (1)	1	2	3	4	5

Risk Rating  
(calculated by multiplying the Impact with the Likelihood of each risk)

Level of Risk	Score
Low	1 - 6
Moderate	7 - 12
High	13 - 25

**Highways**  
Cllr Vernon Smith

**Highways**

Quarterly Trend Analysis - Against a Target														
	Good Performance High/Low	Reporting Basis	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Mth Jan-20	Mth Feb-20	Mth Mar-20	Qtr Mar-20	Target Mar-20		Comments Qtr Mar-20	
% of 2 hour emergency repairs made on time	Bigger is Better	Latest Quarter	92.0%	80.0%	78.0%	88.0%	82.0%	81.0%	85.0%	82.0%	96.0%	▲	Storm Jorge affected performance at the beginning of the month, so data was disregarded for the 1st and part of 2nd March. COVID 19 affected performance as self isolation and social distancing was undertaken in the last two weeks of the month.	Publicly Reported
% of 24 hour defects repaired on time	Bigger is Better	Latest Quarter	98.5%	85.0%	88.0%	93.0%	88.0%	86.0%	84.0%	86.0%	96.0%	▲	COVID 19 affected performance as self isolation and social distancing was undertaken in the last two weeks of the month.	Publicly Reported
% of 28 day defects repaired or made safe in time	Bigger is Better	Latest Quarter	99.5%	50.0%	74.0%	95.0%	81.0%	96.0%	79.0%	86.0%	95.0%	▲	COVID 19 affected performance as self isolation and social distancing was undertaken in the last two weeks of the month.	Publicly Reported

Quarterly Trend Analysis - Against a Target													
	Good Performance High/Low	Reporting Basis	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Qtr Mar-20	Target Mar-20		Comments Qtr Mar-20			
% of structural maintenance programme delivered	Bigger is Better	Latest Quarter		25.0%	62.0%	71.0%	95.0%	100.0%	▲	COVID 19 affected performance as several gangs had to isolate after positive results of some gang members - each gang is composed of 15 people, so several schemes had to be postponed.	Publicly Reported		

Annual Trend Analysis - No Target										
	Good Performance High/Low	Reporting Basis	Qtr Dec-15	Qtr Dec-16	Qtr Dec-17	Qtr Dec-18	Qtr Dec-19	Comments Qtr Dec-19		
Overall resident satisfaction with Highways network	Bigger is Better	Annual	53.0%	53.0%	52.0%	51.0%	52.0%	Current results show we are performing in the middle of our Peer Group comparators (lowest performance 47% and highest performance 56%)		Publicly Reported

**Environment & Planning**  
Cllr Nigel Moor

**Passenger Transport**

Quarterly Trend Analysis - Against a Target											
	Good Performance High/Low	Reporting Basis	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Qtr Mar-20	Target Qtr Mar-20		Comments Qtr Mar-20	
Cost per journey - community transport journeys	Smaller is Better	Latest Quarter	£4.29	£4.05	£4.04	£4.16	?	£4.00	?		Publicly Reported
Number of Subsidised Bus routes provided in the county	Smaller is Better	Latest Quarter	104	104	104	105	?	105	?		Publicly Reported
Number of Community Transport bus journeys	Bigger is Better	Latest Quarter	29,109	25,758	25,232	24,512	?	28,000	?		Publicly Reported

## Climate Change

Quarterly Trend Analysis - No Target (1 Quarter In Arrears)										
	Good Performance High/Low	Reporting Basis	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Comments Qtr Dec-19		
Renewable energy generation (kWh) from the Councils Estate (exc schools)	Bigger is Better	Year to Date	9,351	12,771	21,842	65,928	80,026			Publicly Reported

Quarterly Trend Analysis - Against a Target (1 Quarter In Arrears)											
	Good Performance High/Low	Reporting Basis	Qtr Dec-18	Qtr Mar-19	Qtr Jun-19	Qtr Sep-19	Qtr Dec-19	Target Qtr Dec-19		Comments Qtr Dec-19	
Council Carbon Emissions, buildings & transport (exc schools) Tonnes of CO2e	Smaller is Better	Year to Date	5,783.90	8,350.51	1,484.94	2,714.55	5,076.60	7,284.00	★		Publicly Reported

## Waste

Quarterly Trend Analysis - Forecast - No Target										
	Good Performance High/Low	Reporting Basis	Outturn 2018/19	Q1 Forecast Outturn 2019/20	Q2 Forecast Outturn 2019/20	Q3 Forecast Outturn 2019/20	Outturn 2019/20	Comments 2019/20		
% of household waste sent to landfill	Smaller is Better	Forecast	45.0%	44.6%	14.0%	2.9%	2.8%	This is zero waste landfilled in Q4. For the whole of 2019/20 14.7% was landfilled prior to Javelin Park EfW becoming operational.		Publicly Reported

Yearly Trend Analysis - Forecast Against a Target											
	Good Performance High/Low	Reporting Basis	Outturn 2018/19	Q1 Forecast Outturn 2019/20	Q2 Forecast Outturn 2019/20	Q3 Forecast Outturn 2019/20	Outturn 2019/20	Target Outturn 2019/20		Comments 2019/20	
Residual household waste per household (Kgs)	Smaller is Better	Forecast	450	488	466	451	454	479	★		Publicly Reported
% of household waste sent for reuse, recycling and composting	Bigger is Better	Forecast	52.8%	50.2%	50.0%	50.4%	50.7%	51.0%	●		Publicly Reported

## Strategic Risk Register Summary

Strategic Risk 12: Climate Change (New Qtr 3 19/20)									
Ref.	Risk	Owner	Inherent Risk				Residual Risk Qtr Mar-20	Direction of Travel	Mitigating Actions
SR12.1	Failure to deliver the County Council's climate change Strategy impacting on reputational damage.	Chick, Colin	High 25				?	?	

Strategic Risk 14: Community Infrastructure Levy (New Qtr 3 19/20)									
Ref.	Risk	Owner	Inherent Risk				Residual Risk Qtr Mar-20	Direction of Travel	Mitigating Actions
SR14.1	Emergence of Community Infrastructure Levy (CIL)	Chick, Colin	High 16				?	?	