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Cambridgeshire
County Council

Corporate Performance Report

Quarter 2

2018/19 financial year

Corporate Services

Business Intelligence
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Cambridgeshire
County Council

Data Item	Explanation
Target / Pro Rata Target	The target that has been set for the indicator, relevant for the reporting period
Current Month / Current Period	The latest performance figure relevant to the reporting period
Previous Month / previous period	The previously reported performance figure
Direction for Improvement	Indicates whether 'good' performance is a higher or a lower figure
Change in Performance	Indicates whether performance is 'improving' or 'declining' by comparing the latest performance figure with that of the previous reporting period
Statistical Neighbours Mean	Provided as a point of comparison, based on the most recently available data from identified statistical neighbours.
England Mean	Provided as a point of comparison, based on the most recent nationally available data
RAG Rating	• **Red** – current performance is off target by more than 10% • **Amber** – current performance is off target by 10% or less • **Green** – current performance is on target or up to 4% over target • **Blue** – current performance is over target by 5% or more • **Baseline** – indicates performance is currently being tracked in order to inform the target setting process • **Contextual** – these measures track key activity being undertaken, but where a target has not been deemed pertinent by the relevant service lead
Indicator Description	Provides an overview of how a measure is calculated. Where possible, this is based on a nationally agreed definition to assist benchmarking with statistically comparable authorities
Commentary	Provides a narrative to explain the changes in performance within the reporting period
Useful Links	Provides links to relevant documentation, such as nationally available data and definitions

Indicator 183: SARS* - % completed within 40 working days (YTD)**

Return to Index   **December 2019**

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
80.0%	38.1%	33.3%	↑	Improving

RAG Rating
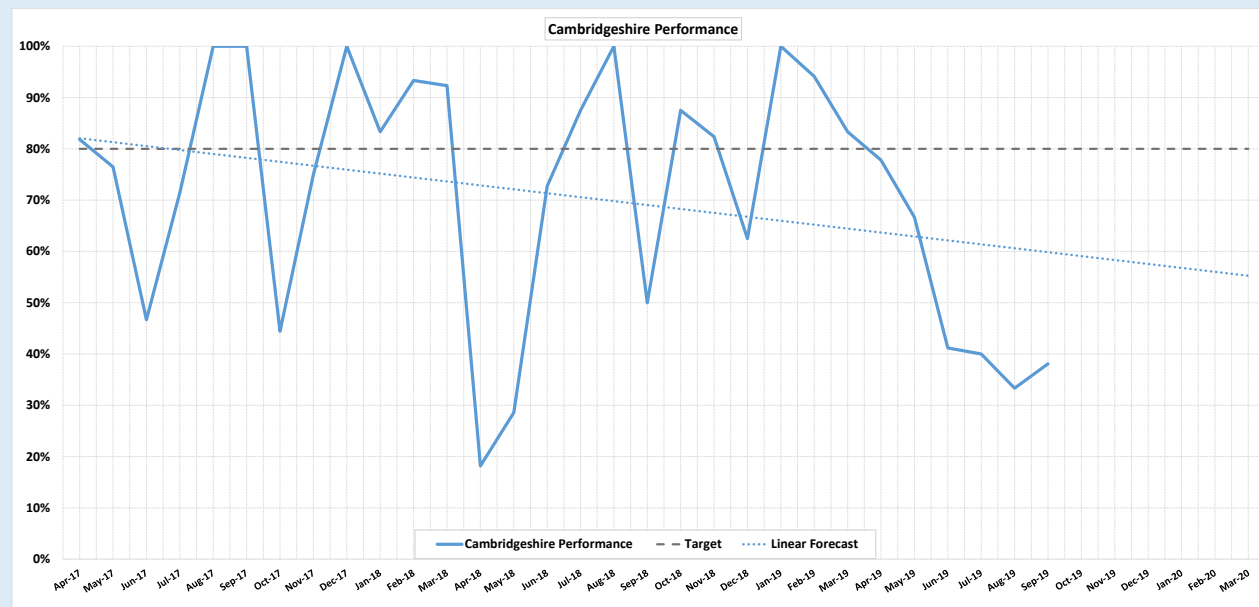
<div style="background:red;color:white">R</div>

Indicator Description

* FOIs and SARs (Subject Access Requests) we have seen a sharp increase in the number we have received following the changes to the General Data Protection Regulations introduced in May 2018. The capacity required to process these has caused a backlog which we are monitoring to see if this increase is sustained.

** SARs (Subject Access Requests) are where members of the public request the releases of all documentation we hold on them or their family. This can require us to go back into archives and legacy business systems to retrieve documents which can go back over many years. The Information Commissioner best practice is that an organisation should aim for 80% of SARs to be completed within statutory timescales.

Useful Links

Cambridgeshire Performance chart — Cambridgeshire Performance, Target, Linear Forecast (Apr-17 to Mar-20)

Commentary

Data and information used to answer Subject Access requests is kept for standard retention periods which are set by national legislation, the retention periods vary for different services. CCC have to give access to personal data/information under the General Data Protection Regulations.

Subject Access requests have increased since the introduction of the General Data Protection Regulations which came into force in May 2018. So far this year we have seen a 39% increase in Subject Access Requests received against the previous year. Between April and September 2019 we have so far received 101 requests - of these 50 met statutory timescales.

Performance can vary on a monthly basis. Performance over the last quarter was:
July - 6 out of 15 SARs were answered within timescale
August - 5 out of 5 SARs were answered within timescale
September - 8 out of 21 were answered within timescale

Each request can take several hours/days to complete given the volume of data/information which is being requested. Recruitment is underway in the Information Governance team for additional resource (who answer these requests) to ensure that the targets are met in future months.

Indicator 184: Statutory returns completed on time

December 2019

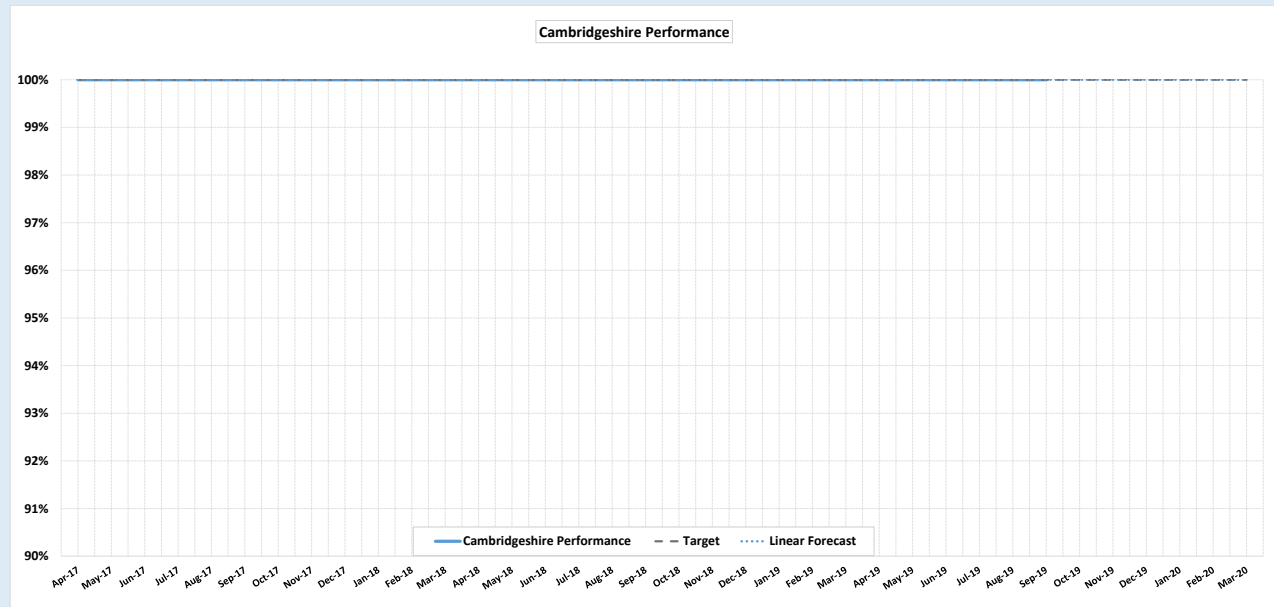| Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
100%	100.0%	100.0%	↑	Unchanged

RAG Rating

G

Indicator Description

The Council's Business Intelligence Service leads on and supports the submission of a number of key statutory data returns to central governement. A list is available on request.

Useful Links

https://www.gov.uk/government/publications/single-data-list

Cambridgeshire Performance

Legend: Cambridgeshire Performance — Target ..... Linear Forecast

Commentary

All returns have been completed to the agreed standard, and all statutory deadlines have been met

Indicator 185: Inspection information returns completed on time

December 2019

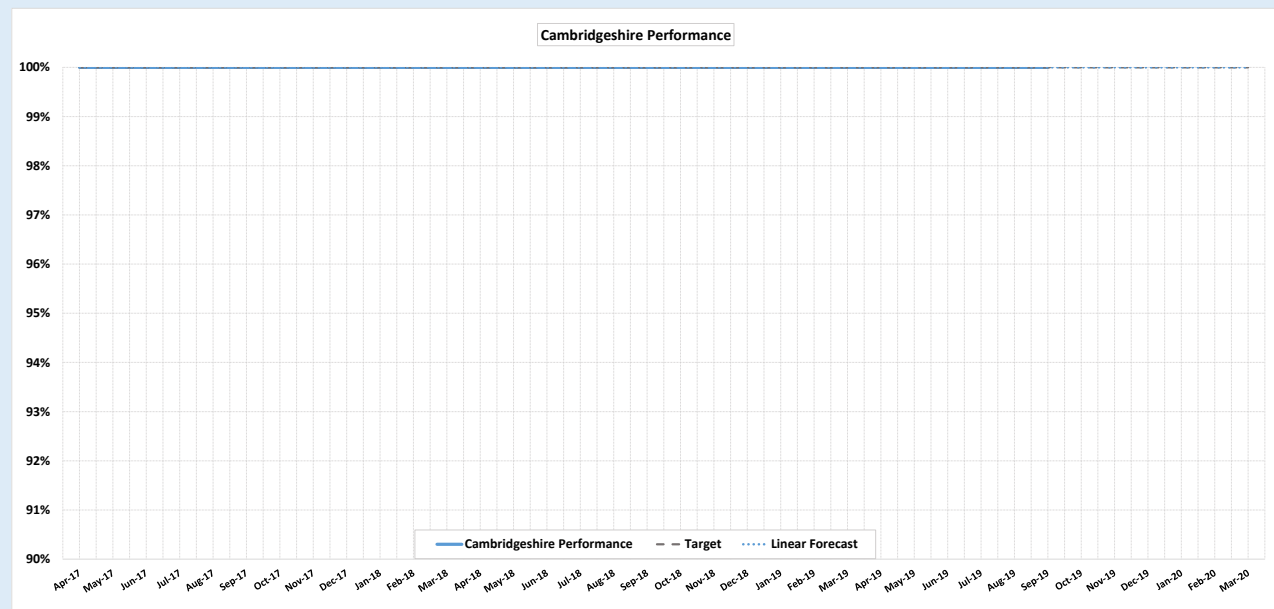| Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
100%	100.0%	100.0%	↑	Unchanged

RAG Rating

G

Indicator Description

The Council's Youth Offending and Children's Social Care services operate under nationally regulated inspection frameworks. Both frameworks state that local authorities must produce statutory datasets in the event of an inspection, within agreed timeframes. The Council's Business Intelligence Service is currently responsible for the production of these inspection datasets.

Useful Links

https://www.gov.uk/government/publications/inspecting-local-authority-childrens-services-from-2018

https://www.justiceinspectorates.gov.uk/hmiprobation/about-our-work/documentation-area/youth-offending-services-inspection/

Cambridgeshire Performance

Legend: Cambridgeshire Performance — Target ⋯⋯ Linear Forecast

Commentary

All statutory inspection data been completed to the agreed standard, and all statutory deadlines have been met

Indicator 186: Proportion of citizens who feel well informed by the council   **Return to Index**   **December 2019**

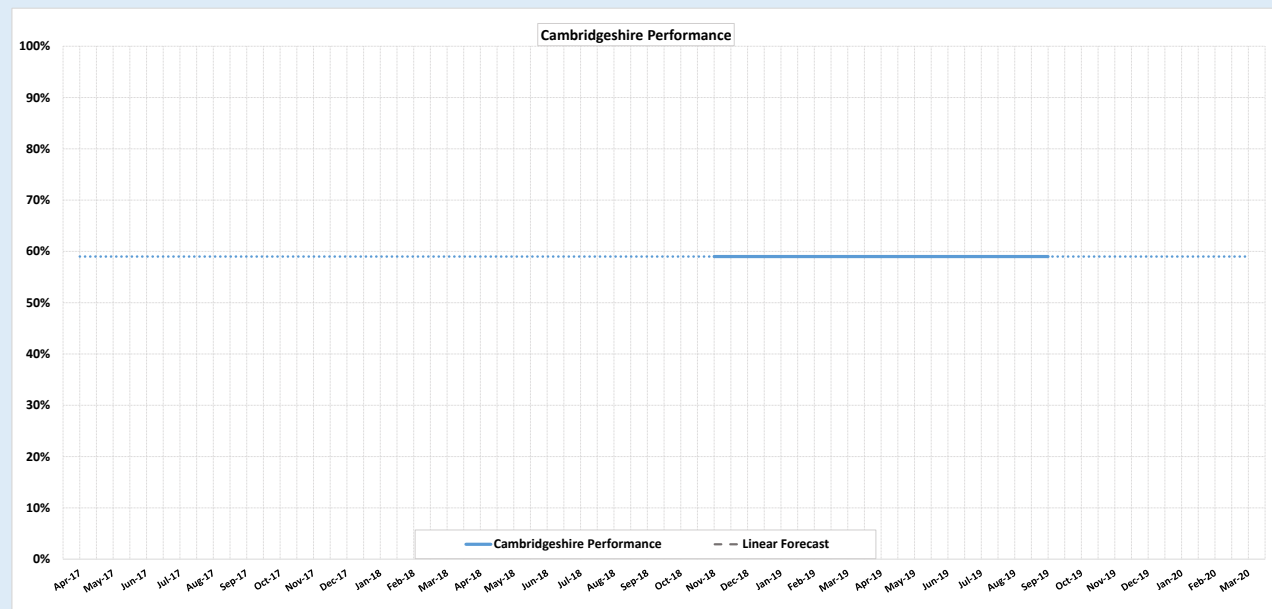| Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
Baseline	**59.0%**	**59.0%**	↑	**Unchanged**

RAG Rating

Baseline

Indicator Description

A doorstep survey was carried out with residents which was representative by district, age group and gender of the county as a whole. This took place in Nov18-Dec18 and 1,106 residents responded to the survey.

Useful Links

Cambridgeshire Performance

Legend: Cambridgeshire Performance — — Linear Forecast

Commentary

Indicator 187: Overall staff engagement from CCC staff survey

December 2019

| Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
60.0%	63.0%	63.0%	↑	Unchanged

RAG Rating

B

Indicator Description

For the most recent staff survey, conducted in October 17, overall staff engagement was higher than both the public sector norm (55%) and the UK norm (60%).

Useful Links

Cambridgeshire Performance

Legend: Cambridgeshire Performance — Target ···· Linear Forecast
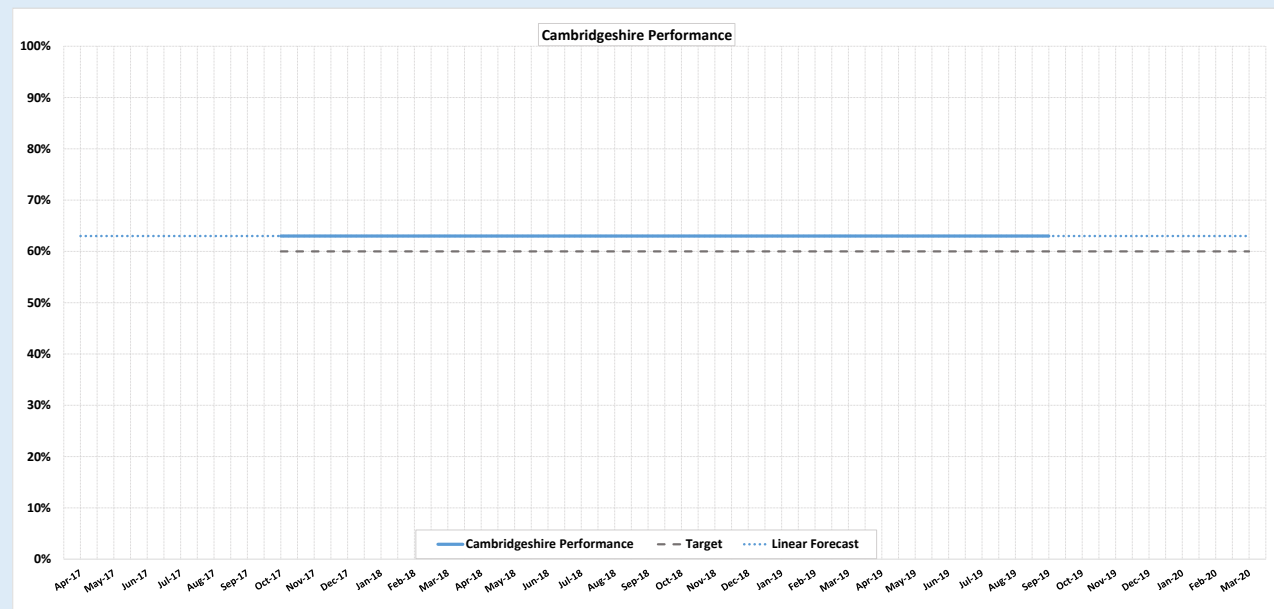
Commentary

Through the 'Shaping Your Future' survey, carried out in October 17, we saw that 63% of staff felt engaged with the organisation and their roles. We also sat above national average for 'Involvement' (Relationship with the job) at 69% - national avg 63% and 'Alignment' (links to organisational aims and objectives) at 66% - national avg 58%. The survey did highlight areas in which we needed to improve, one being change management and the opportunities for staff to get involved in shaping our work. This was addressed in part through our series of Cambs2020 workshops and focus groups, and is a key focus of the 'People Plan' (People Strategy), through which staff will be given real opportunities to engage with our change programmes.

Indicator 188: Better Connected Survey (professional membership body for digital and IT leaders)

December 2019

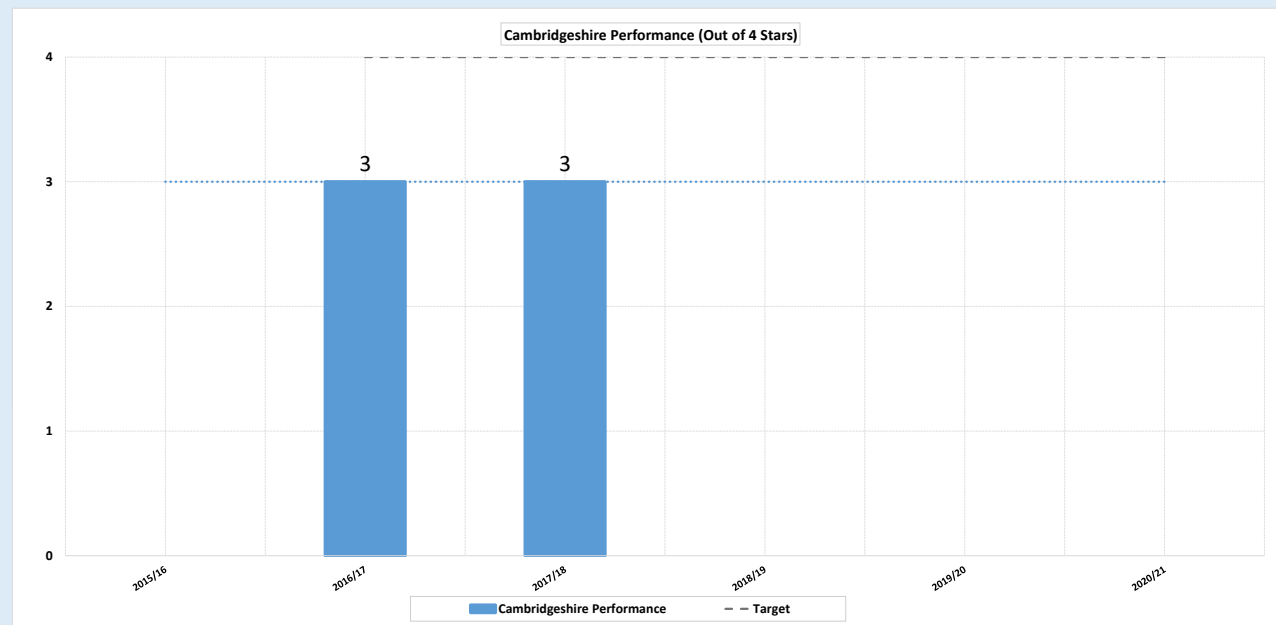| Target (Stars)	Current Year (Stars)	Previous Year (Stars)	Direction for Improvement	Change in Performance
4	3	3.0	↑	Unchanged

RAG Rating

A

Indicator Description

Better Connected measures and makes recommendations on the performance of local authority websites across the United Kingdom - particularly focussing on accessibility and functionality.

Useful Links

Socitm:
https://socitm.net/betterconnected/

LG Inform:
https://lginform.local.gov.uk/

Cambridgeshire Performance (Out of 4 Stars)

Commentary

The Society of IT Management (Socitm) surveys every UK local authority website every year. The Better Connected surveys test against specific scenarios reflecting services provided by local authorities - examples include finding information about planning and charges.

Socitm's marking system has changed over the years. It currently uses a four star rating system with four being the highest rating.

Indicator 189: Number of sessions on website

December 2019

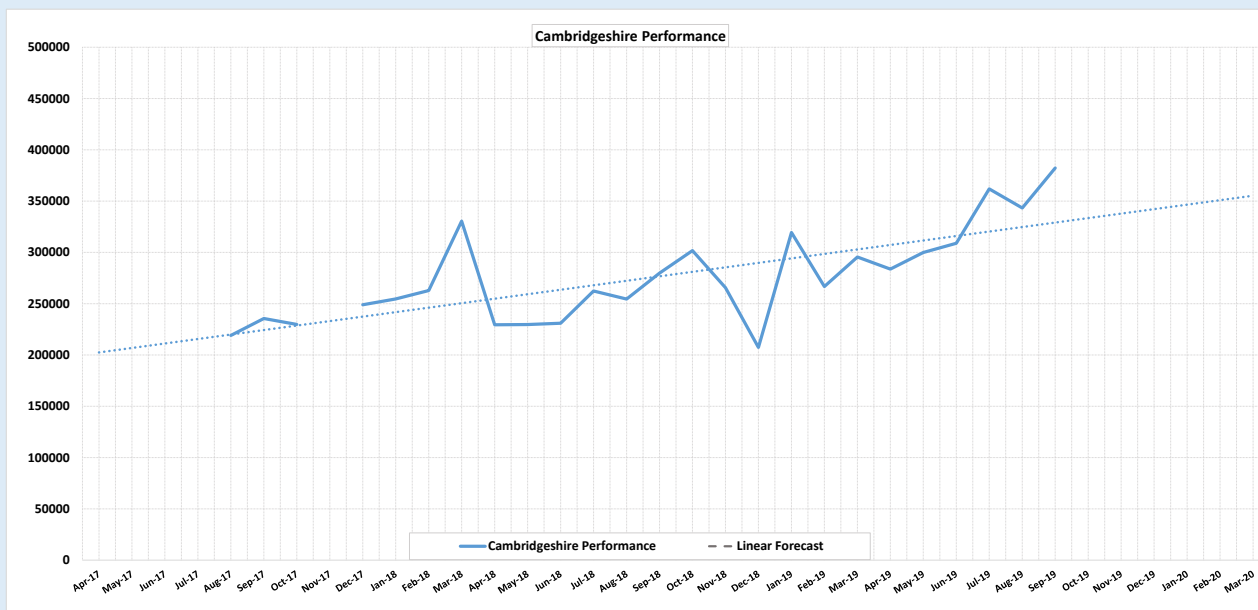| Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
Contextual	382283	343288	↑	Improving

RAG Rating

Contextual

Indicator Description

A count of unique web sessions taking place within the reporting period

Cambridgeshire Performance

Legend: — Cambridgeshire Performance – – Linear Forecast

Useful Links

Commentary

We have seen a steady rise in visits to the cambridgeshire.gov.uk website. This is a result of a Digital First approach, making is easier and quicker for residents to find information online. This has the additional benefit of reduced 'avoidable' calls to the Customer Services contact centre, freeing up call handler time for more complex calls and cases. We expect to see a continued steady rise in visits to our online platforms, such as our new online community information directory, but not necessarily our website.

Indicator 190: Proportion of information enquiries resolved at first point of contact

Return to Index **December 2019**

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
80.0%	**85.9%**	**84.6%**	↑	Improving

RAG Rating

B

### Indicator Description

Customer Services delivers a front facing service for customers to access seventeen county council services for Cambridgeshire and one service for PCC (childrens social care). Contacts are received across a number of channels. This indicator highlights the number of information and advice enquiries that are resolved by customer services without the need for escalation to other council officers/teams.

Useful Links

Cambridgeshire Performance

Legend: Cambridgeshire Performance — Target ⋯⋯ Linear Forecast
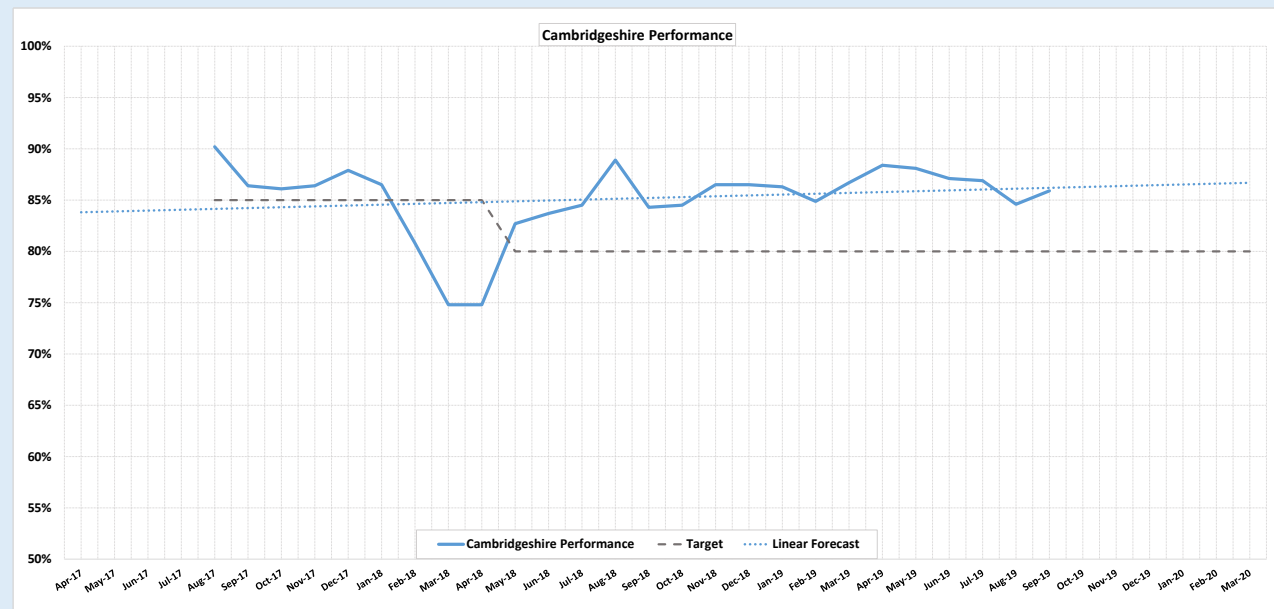
Commentary

This target is being met and performance against this indicator is continually improving as a result of a close working relationship between Customer Services and the Communication and Information Team. Customer Services data is continually analysed to identify where digital content is missing or requires amendment, to ensure opportunities to self-serve are maximised for customers and call handlers can access relevant service information on request.

Indicator 191: Percentage of calls presented that are answered

December 2019

| Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
85.0%	89.4%	93.0%	↑	Declining

RAG Rating

B

Indicator Description

This target demonstrates the number of telephone contacts that are picked up by customer services prior to a customer hanging up. Messages are recorded on each service line to provide customers with information and advice about afiliated services/organisations or to inform about online information/ options, to drive customers that can self serve online. In this way, customers who are more vulnerable or have complex requests can access a human response in a timely manner.

Useful Links

Cambridgeshire Performance
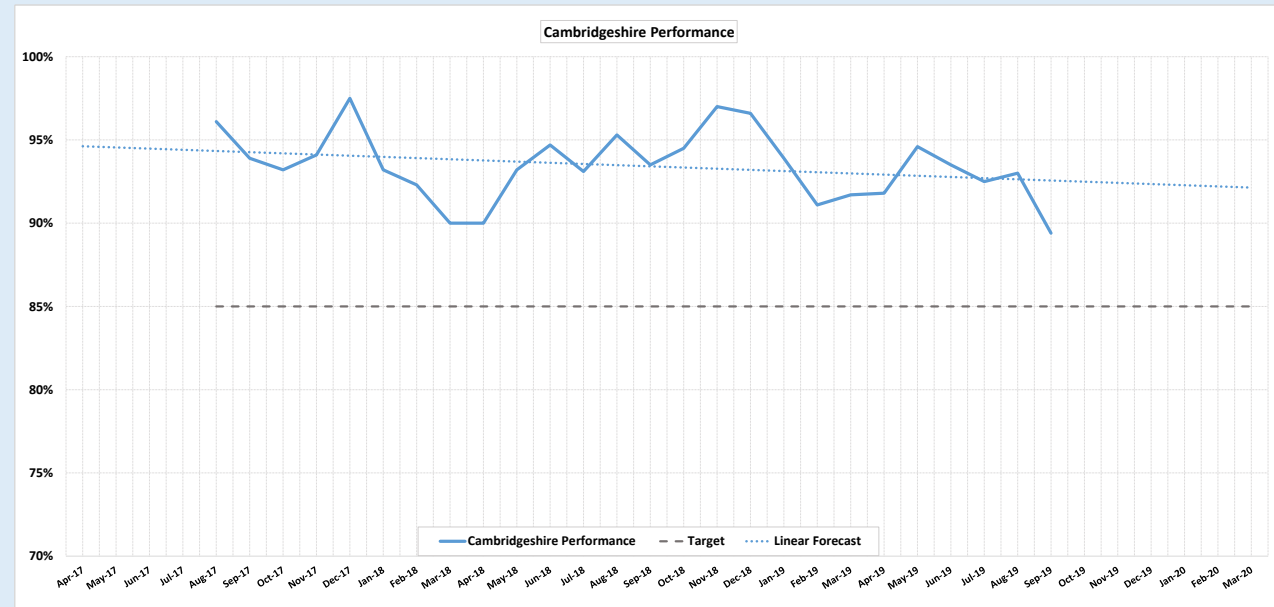
Commentary

This target has been met consistently for the last 3 years. During the last year we have also taken additional contacts for CCC and PCC Children's services. Proactive recruitment, a comprehensive training programme to upskill staff, improvements to forecasting in relation to demand for our services has resulted in this success. Additional to this we have worked with colleagues across corporate services to drive down the number of phone contacts and encourage customers to use digital channels.

Indicator 192: Percentage of total contact that is deemed avoidable

Return to Index　　**December 2019**

| Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
15.0%	9.7%	8.8%	↓	Declining

RAG Rating

B

Indicator Description

This target demonstrates the percentage of contacts received that could have been avoided. Customer Services log details of all enquiries received in order to analyse the data to make improvements to the service. This includes looking at details as to why the customer contacted us and failure demand. One way of ascertaining this is logging when avoidable contacts occur. The definition we use for an avoidable contact is 'When an external or internal customer has contacted us across any channel due to human error, or a system/process failure'.

Useful Links

Cambridgeshire Performance
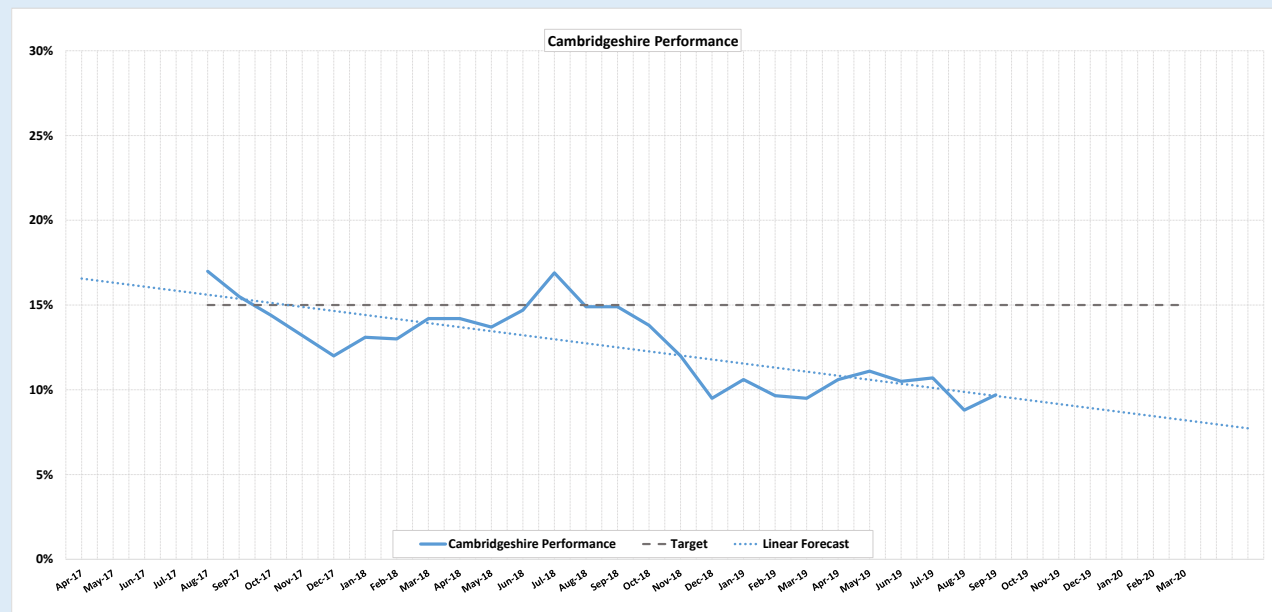
Commentary

This target has been met consistently for over a year now, as a result of the way in which data is being analysed within customer services and fed back to service areas in review meetings to enable a focus on areas in which service improvements and the customer journey/experience can be enhanced. The messaging on the contact centre lines has been amended in accordance with our data findings to ensure that requests for services which fall outside of the remit of the councty council are promptly signposted elsewhere.

Indicator 193: Proportion of services with a completed Business Continuity Plan

December **2019**

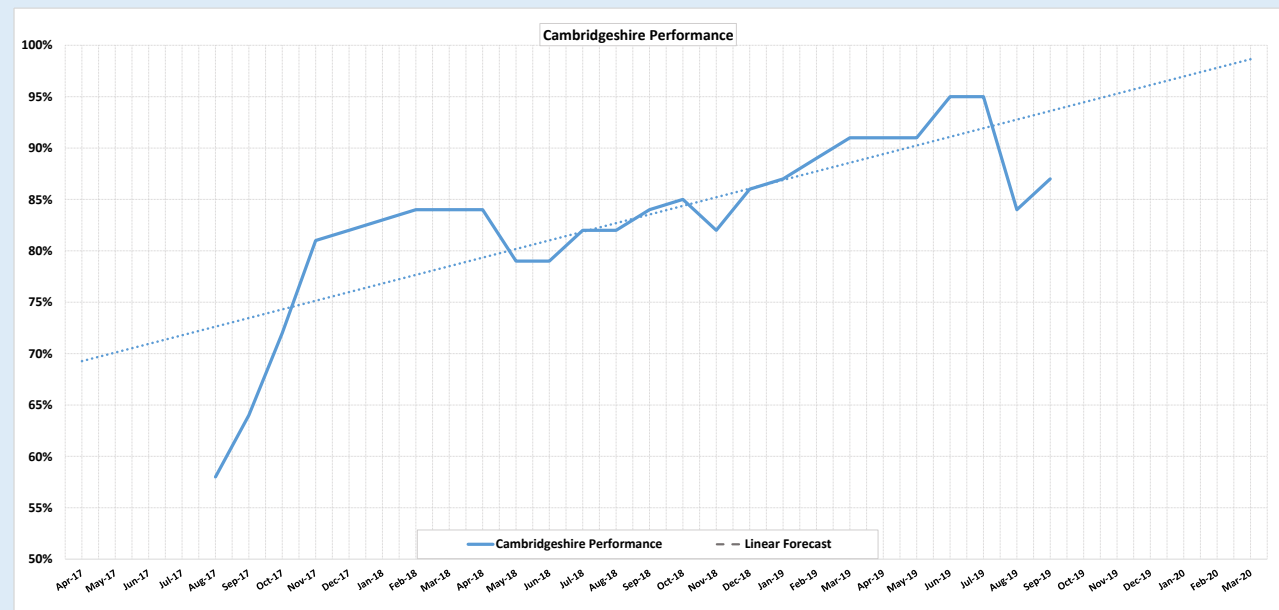| Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
Contextual	87.0%	84.0%	↑	Improving

RAG Rating

Contextual

Indicator Description

The Emergency Management Team oversees the development of business continuity policy and planning, working with services to ensure business continuity plans are up to date. The proportion of services with completed plans is regularly monitored. The number reflects current up to date service business continuity plans.

Useful Links

Cambridgeshire Performance

Commentary

The number of completed business continuity plan's increased gradually, as expected, in line with the work that was undertaken with services.

Indicator 194: Incidents resolved within Service Level Agreement (ref: IT01a)   **Return to Index**   **December 2019**
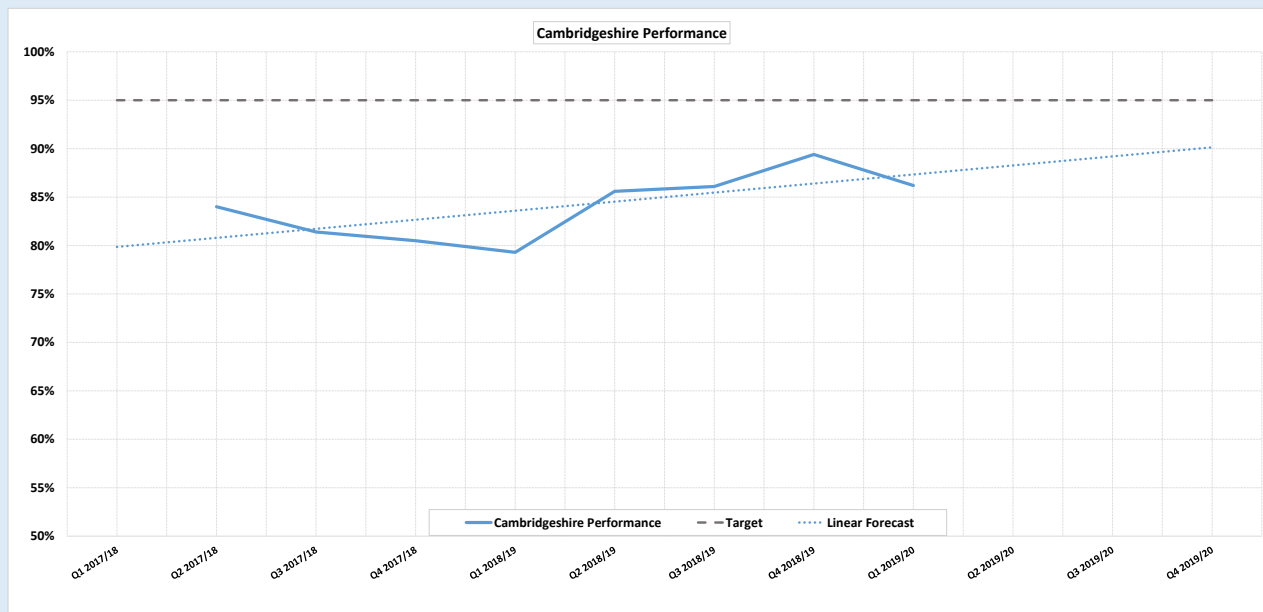
Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
95.0%	**86.2%**	**89.4%**	↑	**Declining**

RAG Rating

A

Indicator Description

An Incident is defined as an unplanned interruption to an IT service or reduction in the quality of an IT service, examples include replacing a broken laptop and resetting a forgotten password.

Useful Links

Cambridgeshire Performance

Commentary

Initial evidence obtained from the IT helpdesk monitoring systems suggests that overall call volumes are increasing, predominantly due to the implmentation of new social care IT systems (such as the adult social care Mosaic system) and this is having an impact on this performance measure.

Indicator 195: Requests resolved within Service Level Agreement (ref: IT01b)

Return to Index   **December 2019**

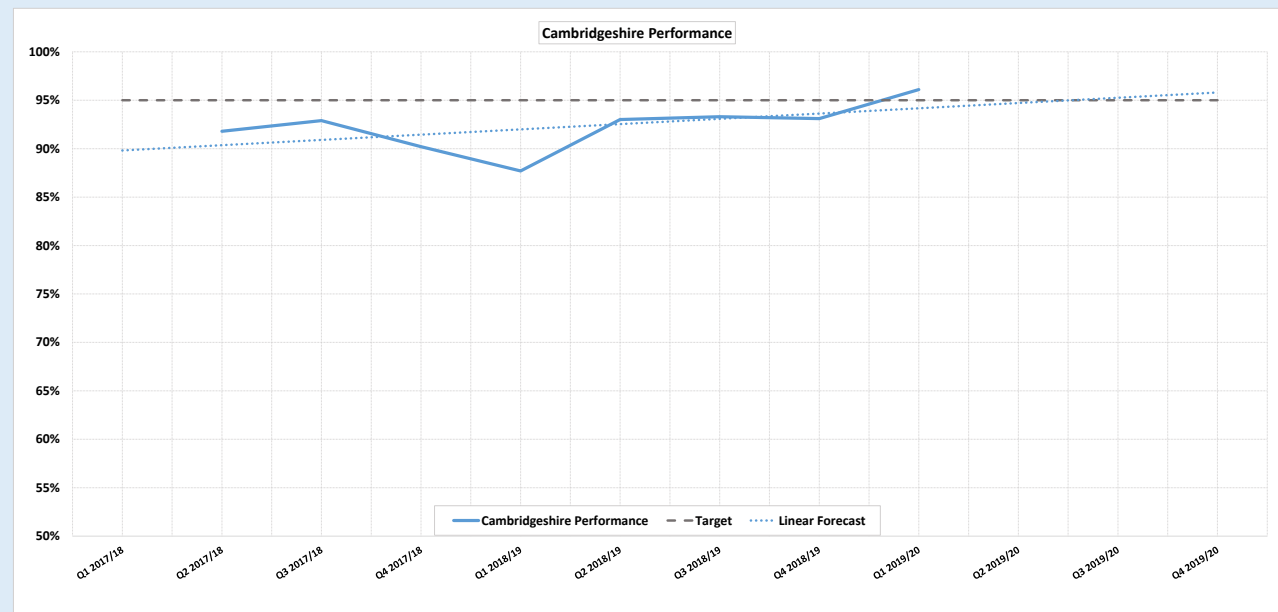| Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
95.0%	96.1%	93.1%	↑	Improving

RAG Rating

G

Indicator Description

A request is defined as a new request from a user for information, advice, a standard change or access to a service - requests will include system access requests, changes to IT profiles and laptop applications

Useful Links

Cambridgeshire Performance

Legend: Cambridgeshire Performance — Target ...... Linear Forecast

Commentary

Performance remains above target

Indicator 196: Availability of Universal Business System IT Availability (ref: IT02)

Return to Index   **December 2019**

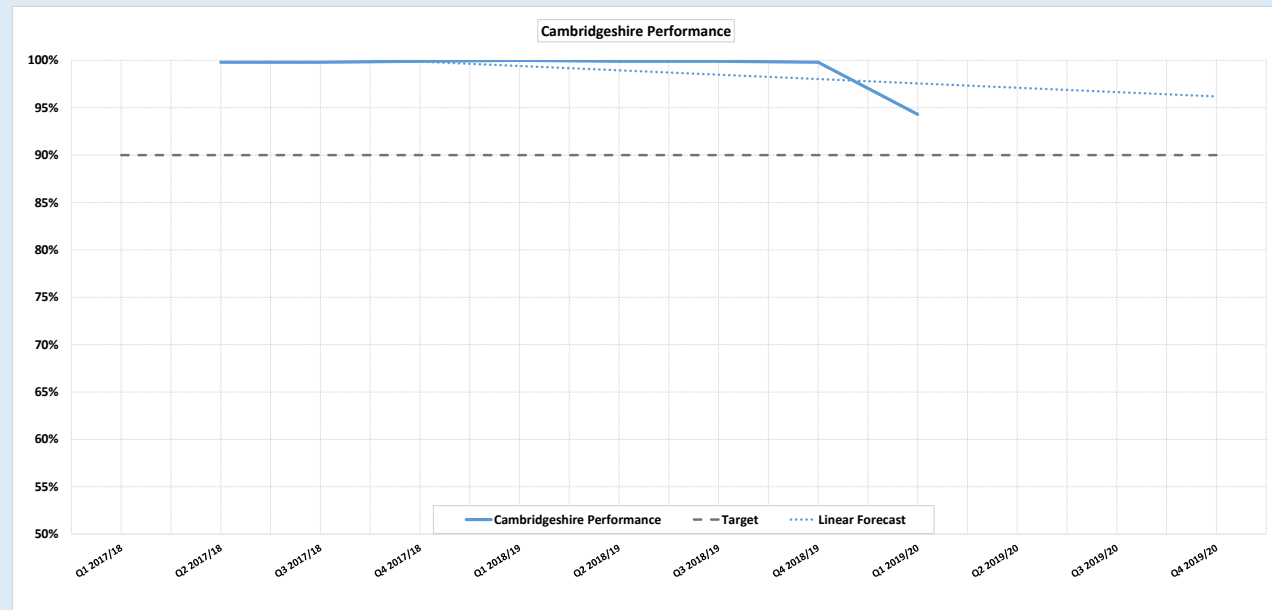| Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
90.0%	94.3%	99.8%	↑	Declining

RAG Rating

G

Indicator Description

'Universal Business System' cover a range of key line-of-business applications deployed accross the Council, including Adults and Childrens social care case management systems, the Council IT network, remote access systems and land and mobile telephone networks

Useful Links

Cambridgeshire Performance

Legend: Cambridgeshire Performance — Target ······ Linear Forecast

X-axis: Q1 2017/18, Q2 2017/18, Q3 2017/18, Q4 2017/18, Q1 2018/19, Q2 2018/19, Q3 2018/19, Q4 2018/19, Q1 2019/20, Q2 2019/20, Q3 2019/20, Q4 2019/20

Commentary

Performance is above target