Appendix 1

Produced on: 07 October 2022

Cambridgeshire County Council

Performance Report

Quarter 1

2022/23 financial year

Communities, Social Mobility and Inclusion Committee

Business Intelligence
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Key

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 by up to 5% over target • **Blue** – current performance exceeds target by more than 5% • **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 • **In Development** - measure has been agreed, but data collection and target setting are in development
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
Actions	Actions undertaken to address under-performance. Populated for 'red' indicators only
Useful Links	Provides links to relevant documentation, such as nationally available data and definitions

Indicator 36: Number of active library users

October   2022

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
107,236	↑	79,024	76,099	Improving

RAG Rating

Red

Indicator Description

The indicator is a cumulative total of the number of active library users.

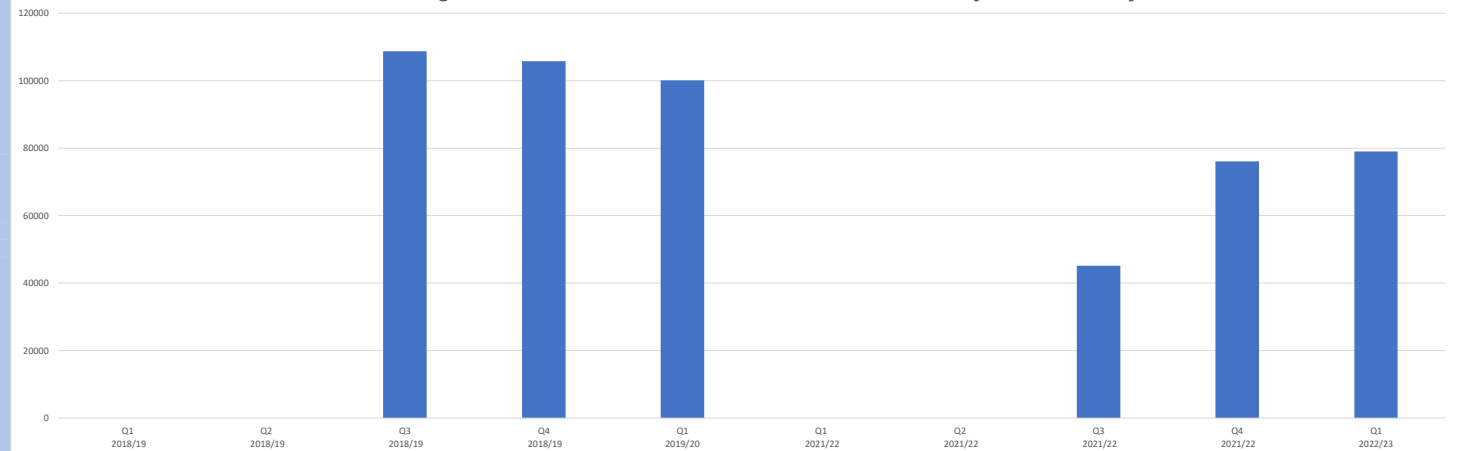The comparison data is from the local area benchmarking tool from the Local Government Association.
Source: CIPFA Statistical Information Services

Cambridgeshire Performance - Libraries: Number of active library users Quarterly

Commentary

All libraries were closed during 20/21 due to the Coronavirus pandemic. Many staff were redeployed to support the hub focused on meeting needs of vulnerable people. Central Library and hub libraries re-opened in early July while the remaining libraries re-opened in August, all offering a socially distanced "Select and Collect" service. Whilst libraries were closed the library service stayed open expanding and diversifying its online offer i.e. virtual events via YouTube such as Rhymetime, Storytime, craft and Lego Club.

Previously reported figures may have changed as estimated or missing data is replaced with actual data. Comparison data is only available up to 2018/19 at present.

Actions

Useful Links

The local area benchmarking tool from the Local Government Association

Indicator 37: Number of visits made to library sites reported quarterly

October   2022

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
475,381	↑	309,289	284,811	Improving

RAG Rating

Red

Indicator Description

The indicator is a cumulative total of the number of physical visits to Cambridgeshire libraries for every 1,000 population. The relevant mid-year population figure for each financial year is used to calculate the rate for each quarter.

The comparison data is from the local area benchmarking tool from the Local Government Association. This also measures the number of physical visits to libraries for every 1,000 population. This data is based on mid-year 2015 population statistics, and so does not exactly match the quarterly data for Cambridgeshire.

Source: CIPFA Statistical Information Services

Useful Links

The local area benchmarking tool from the Local Government Association

Cambridgeshire Performance - Libraries: Number of visits made to library sites reported quarterly

Legend: ■ Number of visitors to libraries/community hubs - quarterly ■ Target
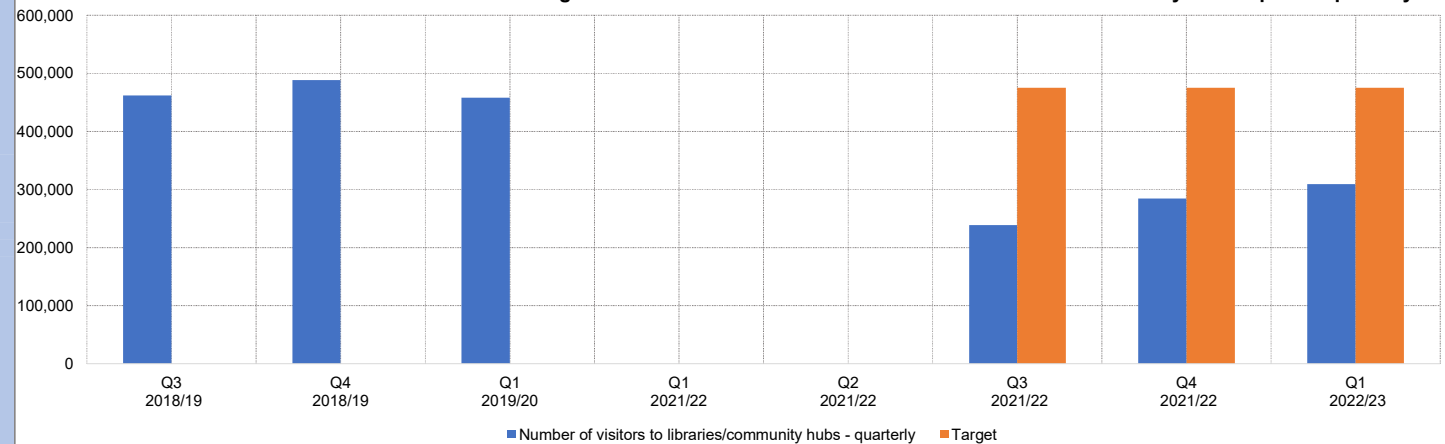
Commentary

All

Actions

Indicator 38: Total digital engagements quarterly

October   2022

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Developme	↑	336,428	321,451	Improving

RAG Rating

Developme

Indicator Description

This indicator is based on extraction of data from the library management system and information from our eBook supplier.

Useful Links

The local area benchmarking tool from the Local Government Association

Cambridgeshire Performance - Libraries:Total Digital engagements reported quarterly

■ Number of digital engagements (including eBook loans) – quarterly
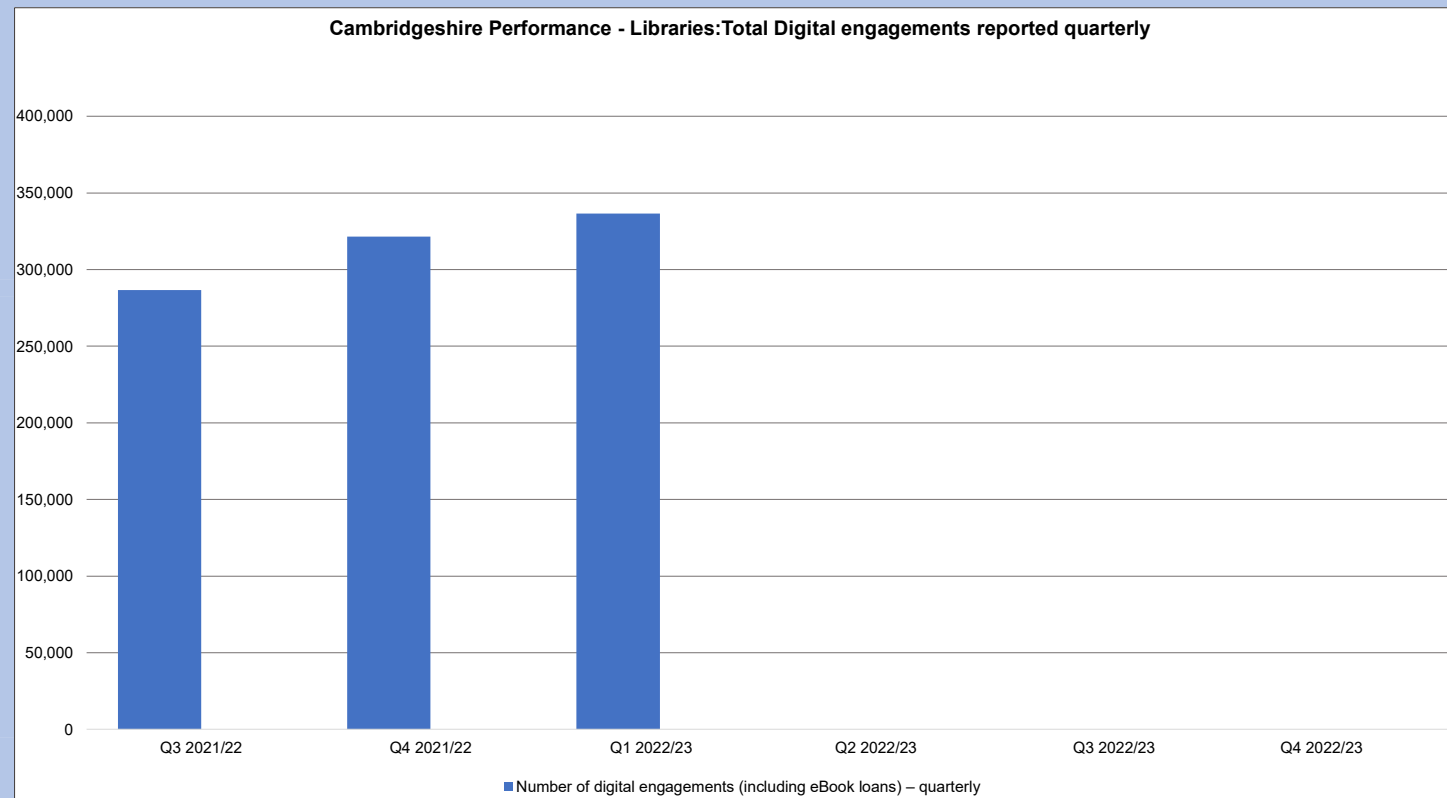
Commentary

All libraries were closed during quarter 1 due to the Coronavirus pandemic. Many were redeployed to support the hub focused on meeting needs of vulnerable people. Central Library and hub libraries re-opened in early July while the remaining libraries re-opened in August, all offering a socially distanced "Select and Collect" service. Whilst libraries were closed the library service stayed open expanding and diversifying its online offer i.e. virtual events via YouTube such as Rhymetime, Storytime, craft and Lego Club.

Previously reported figures may have changed as estimated or missing data is replaced with actual data.

Actions

Indicator 136: Number of learners from across Cambridgeshire that have be enrolled onto a course

October   2022

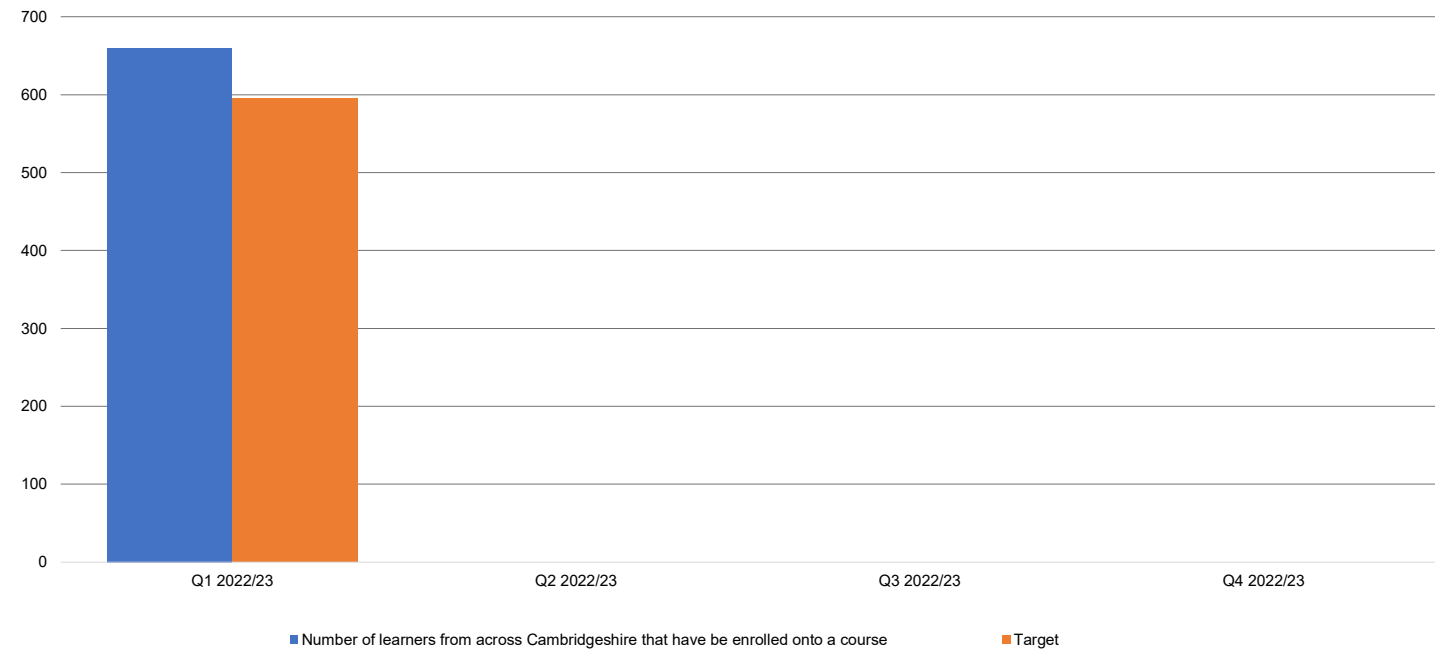| Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
595	↑	660	N/A	N/A

RAG Rating

Blue

Indicator Description

Note: Quarter 1 commences in August.

The enrolment figure includes sub-contractors and direct delivery. The target and actual figures are cumulative.

This indicator refers to the total number of learner enrolments. This is because a single learner can have multiple enrolments.

Cambridgeshire Performance - Adult Skills: Number of learners from across Cambridgeshire that have be enrolled onto a course

Commentary

Targets for the academic year 2020/21 are set in November and will be available in future iterations of this report.

Useful Links

Actions

Indicator 137: Number of courses that have been recruited, which support skills development to aid progression   October 2022

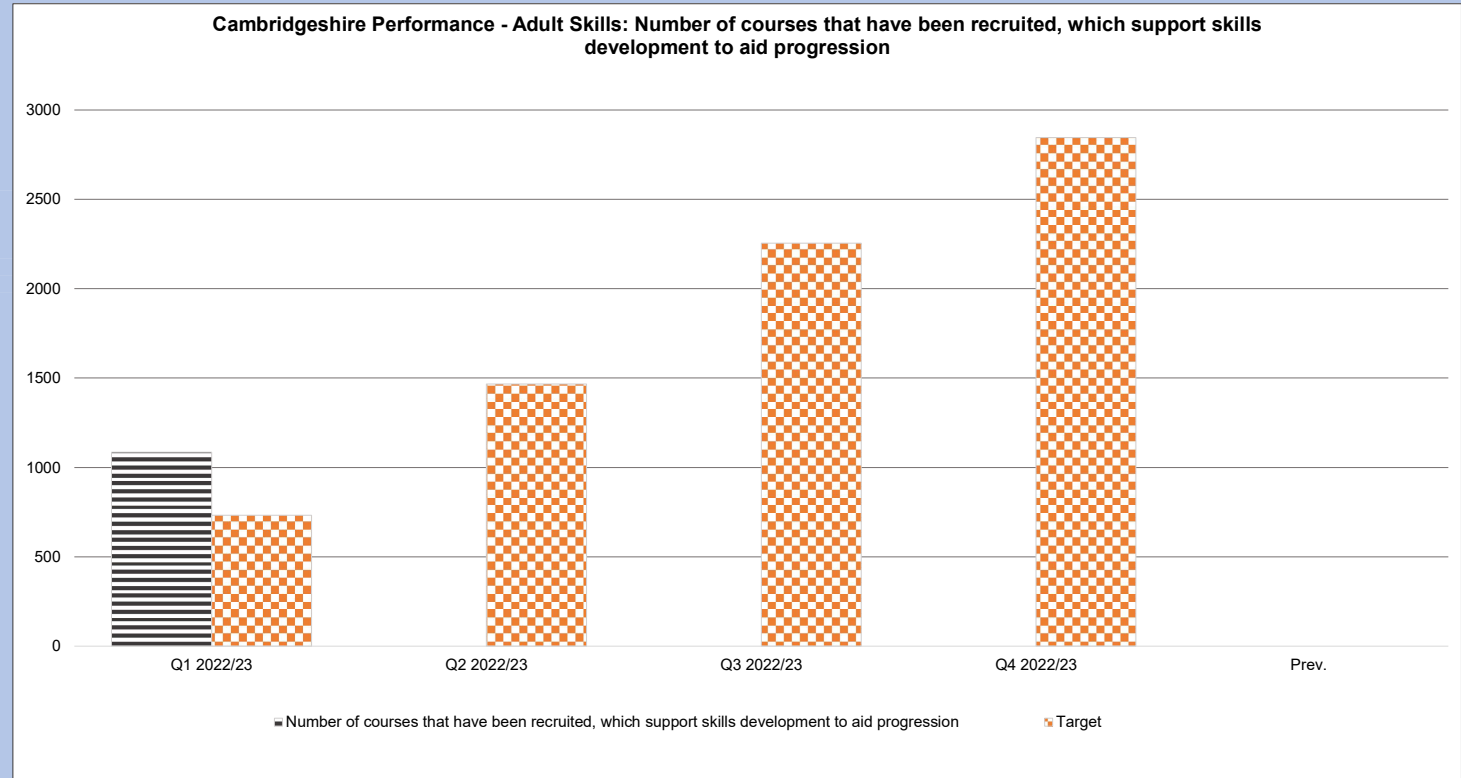| Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
2846	↑	1086	N/A	N/A

RAG Rating

Red

Indicator Description

Note: Quarter 1 commences in August.

The enrolment figure used includes sub-contractors and direct delivery.

The target and actual figures are cumulative. The retention figure in this indicator refers to the number of course enrolments where the course was fully attended, out of the total enrolments.

Cambridgeshire Performance - Adult Skills: Number of courses that have been recruited, which support skills development to aid progression

Commentary

Targets for the academic year 2020/21 are set in November and will be available in future iterations of this report.

Useful Links

Actions

Indicator 138: Number of courses that have been achieved
October 2022

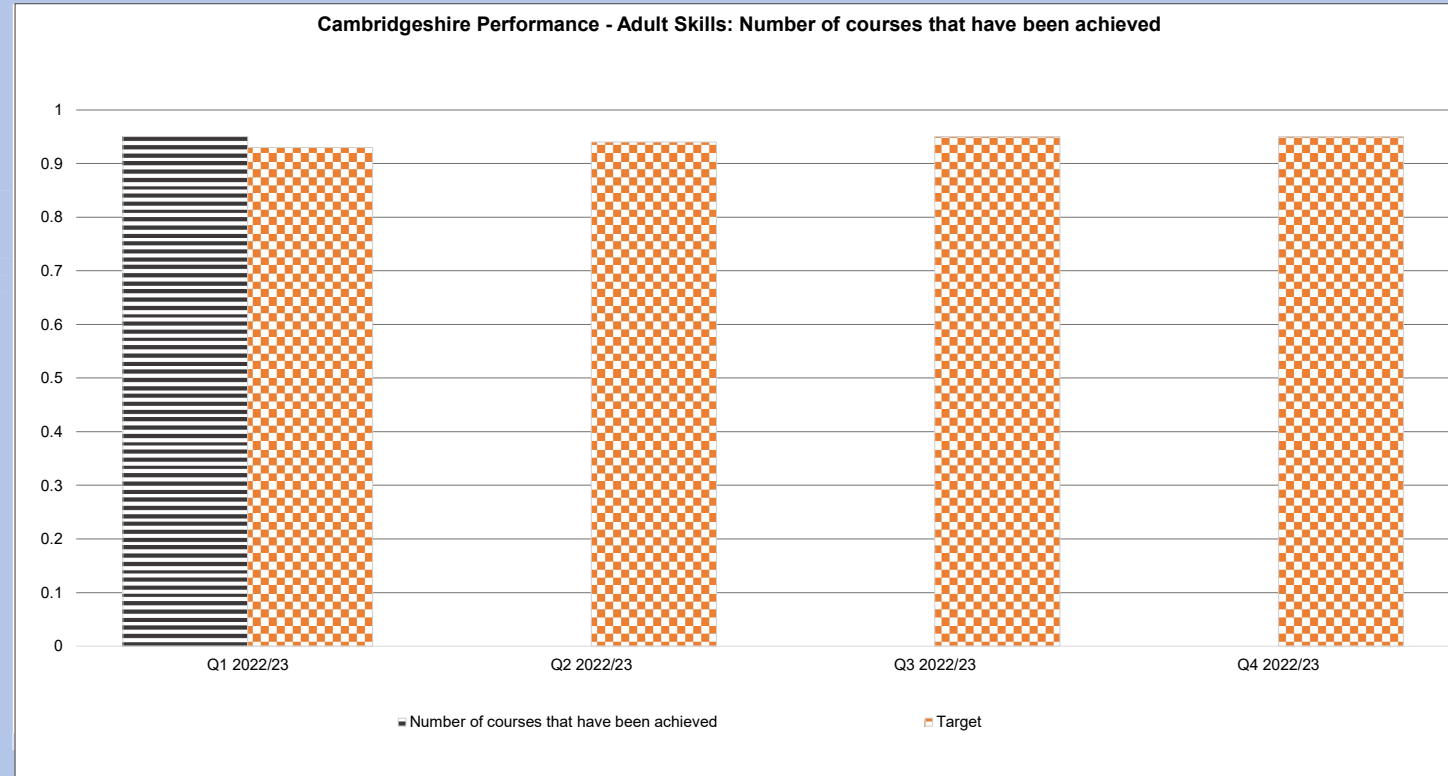| Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
95%	↑	95%	N/A	N/A

RAG Rating

Green

Indicator Description

Note: Quarter 1 commences in August. The figure provided is the percentage of learners who completed the full length of the course (retained) and also achieved the required course outcome (set course aims/qualification)

The number includes those courses delivered by sub-contractors and direct delivery.

The target and actual figures are cumulative. The retention figure in this indicator refers to the number of course enrolments where the course was fully attended, out of the total enrolments.

Cambridgeshire Performance - Adult Skills: Number of courses that have been achieved

Legend: ▬ Number of courses that have been achieved   ▦ Target

Commentary

Targets for the academic year 2020/21 are set in November and will be available in future iterations of this report.

Useful Links

Actions

Indicator 174: No of Community Youth Providers participating within our (the Youth in Communities) Network   **October   2022**

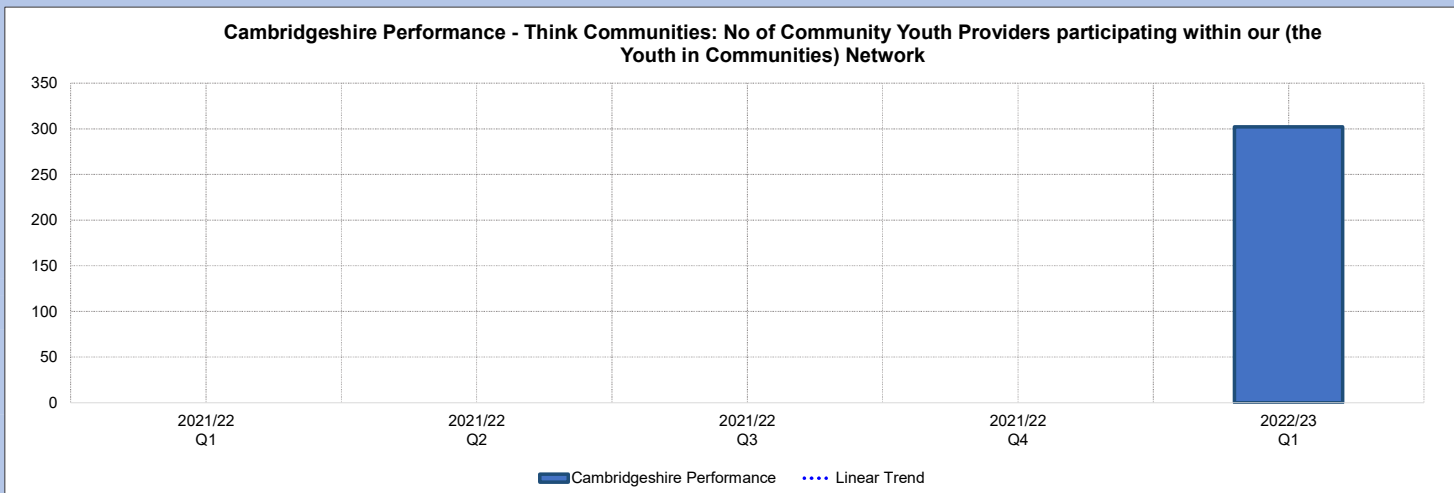| Target	Direction for Improvement	Current Month	Previous Quarter	Change in Performance
developme	N/A	302	N/A	N/A

RAG Rating

N/A

Indicator Description

The Youth in Communities works with community youth providers to build capacity in the system. This indicator is a count of the number of unique providers engaged within the network that the team has supported within each quarter.

Cambridgeshire Performance - Think Communities: No of Community Youth Providers participating within our (the Youth in Communities) Network

Legend: Cambridgeshire Performance, •••• Linear Trend

X-axis: 2021/22 Q1, 2021/22 Q2, 2021/22 Q3, 2021/22 Q4, 2022/23 Q1

Commentary

Actions

Useful Links

Indicator 175: Total number of cases opened

October   2022

Target	Direction for Improvement	Current Month	Previous Quarter	Change in Performance
Contextual	NA	800	N/A	NA

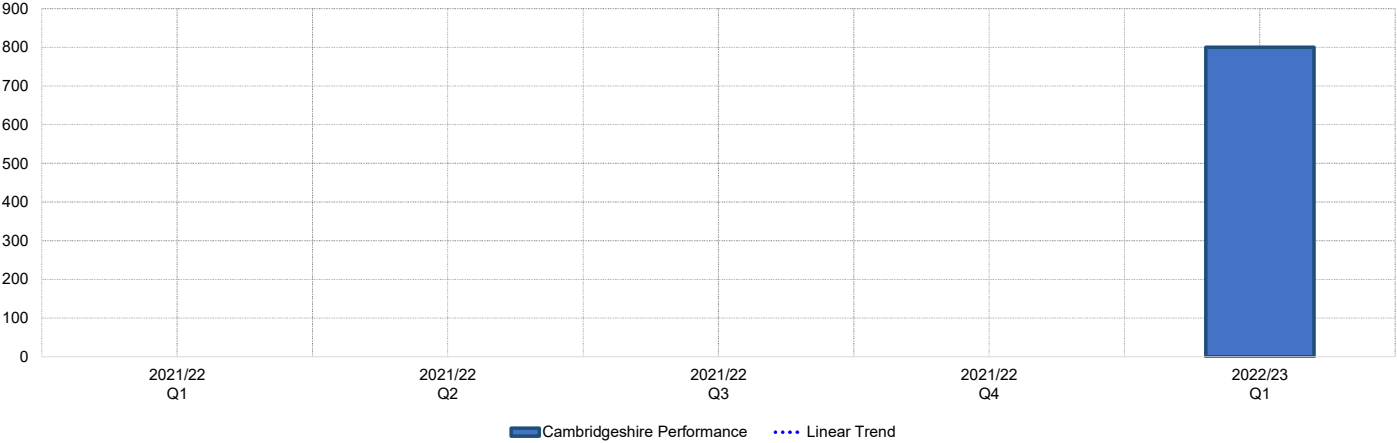**RAG Rating**

developme

Indicator Description

Total number of cases opened

Cambridgeshire Performance - Coroners: Total number of cases opened

Cambridgeshire Performance   •••• Linear Trend

Commentary

Actions

Useful Links

Indicator 176: Total number of cases closed

October   2022

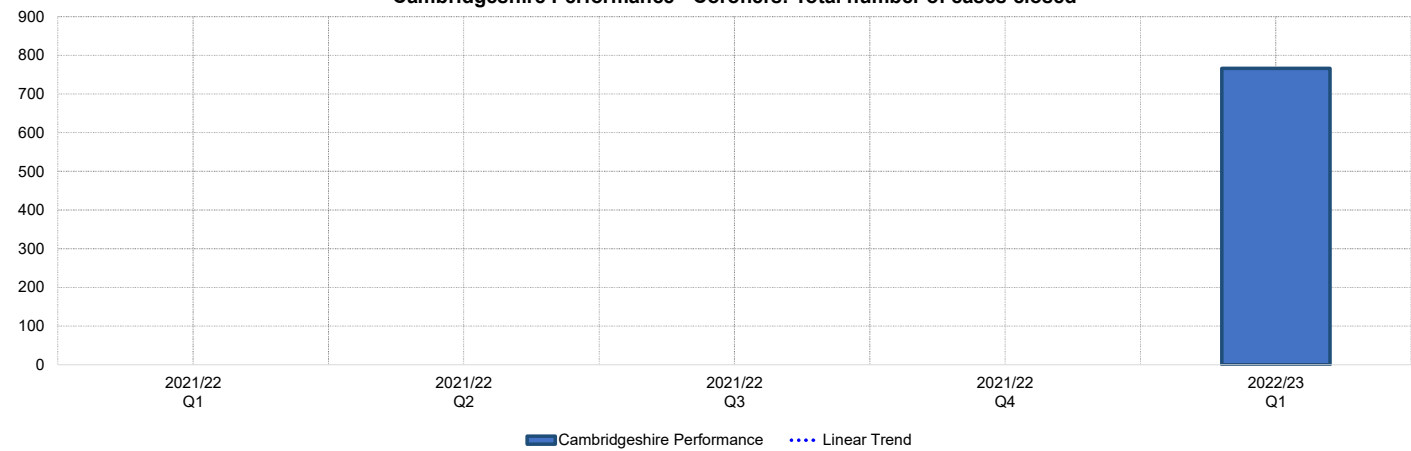| Target	Direction for Improvement	Current Month	Previous Quarter	Change in Performance
Contextual	NA	766	N/A	NA

RAG Rating

developme

Indicator Description

Total number of cases closed

Cambridgeshire Performance - Coroners: Total number of cases closed

Commentary

Actions

Useful Links

Indicator 177: Total number of Inquests opened

October   2022

Target	Direction for Improvement	Current Month	Previous Quarter	Change in Performance
Contextual	NA	162	N/A	NA

RAG Rating

developme

Indicator Description

Total number of Inquests opened

Cambridgeshire Performance - Coroners: Total number of Inquests opened

Legend: Total number of Inquests opened ···· Linear Trend
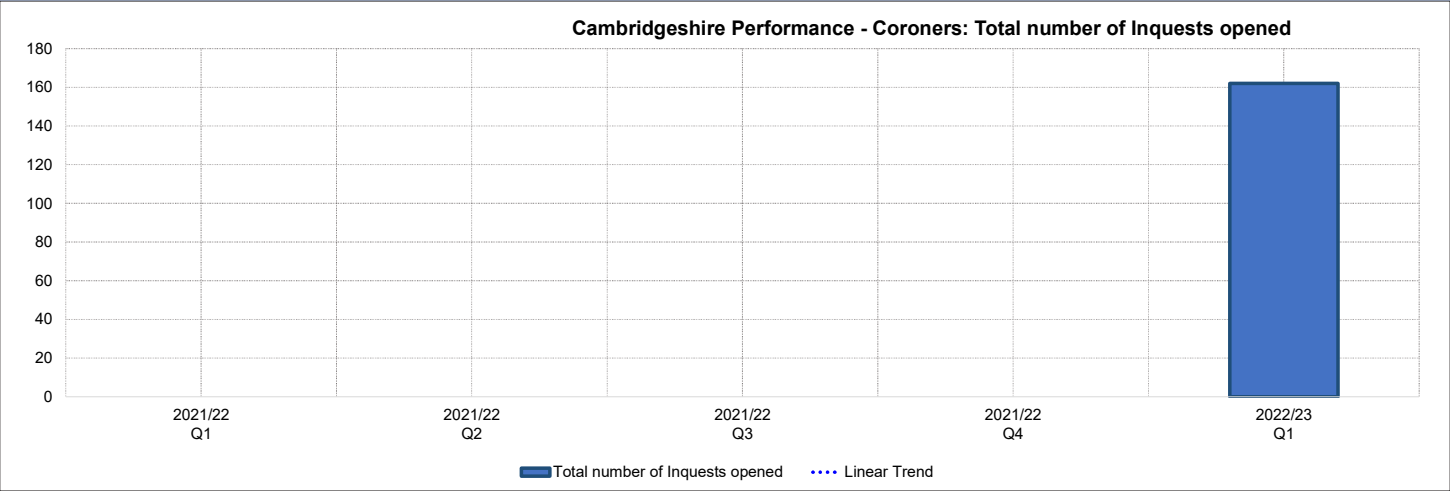
Commentary

Active open inquests at close of Q1 was 264

Actions

Useful Links

Indicator 178: Total number of Inquests closed

October 2022

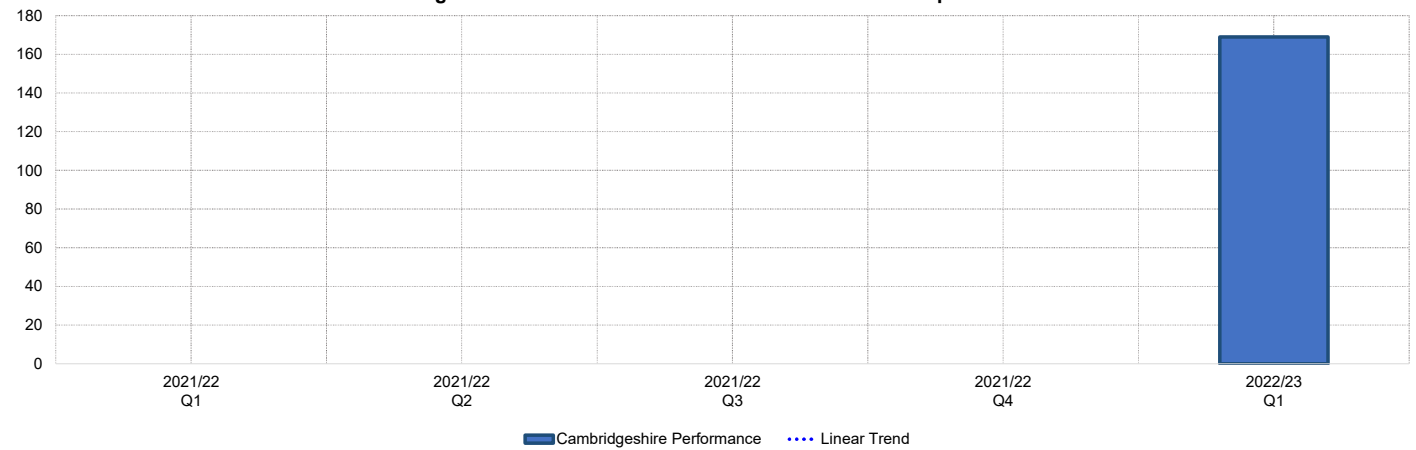| Target	Direction for Improvement	Current Month	Previous Quarter	Change in Performance
Contextual	NA	169	N/A	NA

RAG Rating

developme

Indicator Description

otal number of Inquests closed

Cambridgeshire Performance - Coroners: Total number of Inquests closed

Legend: Cambridgeshire Performance, Linear Trend

Commentary

Actions

Useful Links

Indicator 179: Total number of Inquests closed that are over 12 months old

October   2022

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	NA	N/A	N/A	NA

RAG Rating

developme

Indicator Description

Total number of Inquests closed that are over 12 months old

Cambridgeshire Performance - Coroners: Number of Inquests closed that are over 12 months old

Cambridgeshire Performance   •••• Linear Trend
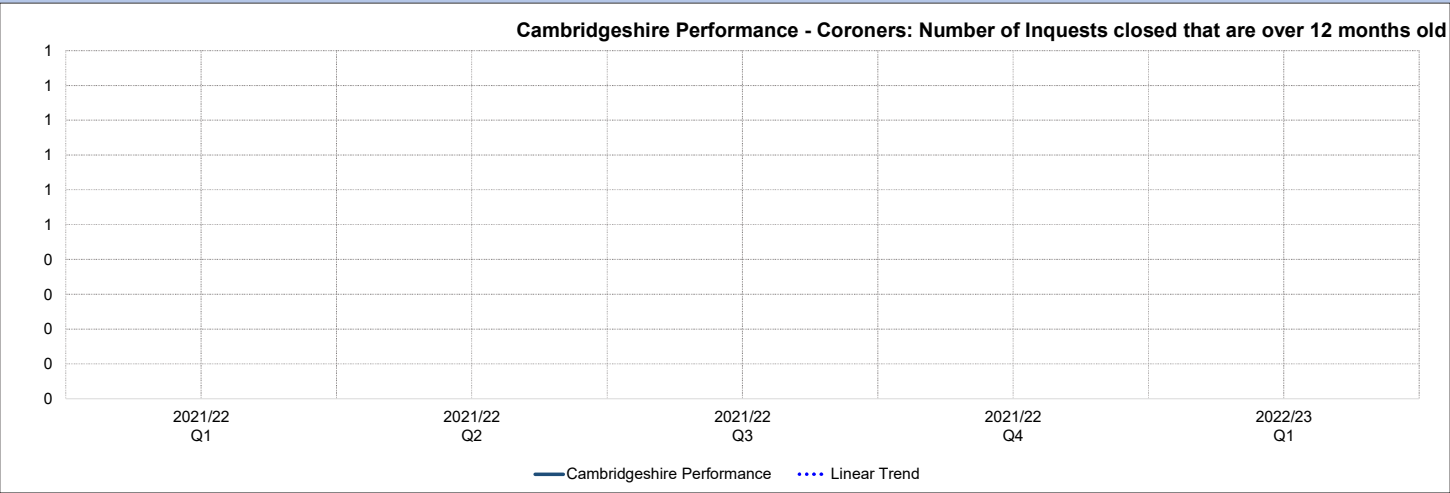
Commentary

Actions

Useful Links

Indicator 197: Number of Self Referrals to Commissioned Domestic Abuse Outreach Services

October   2022

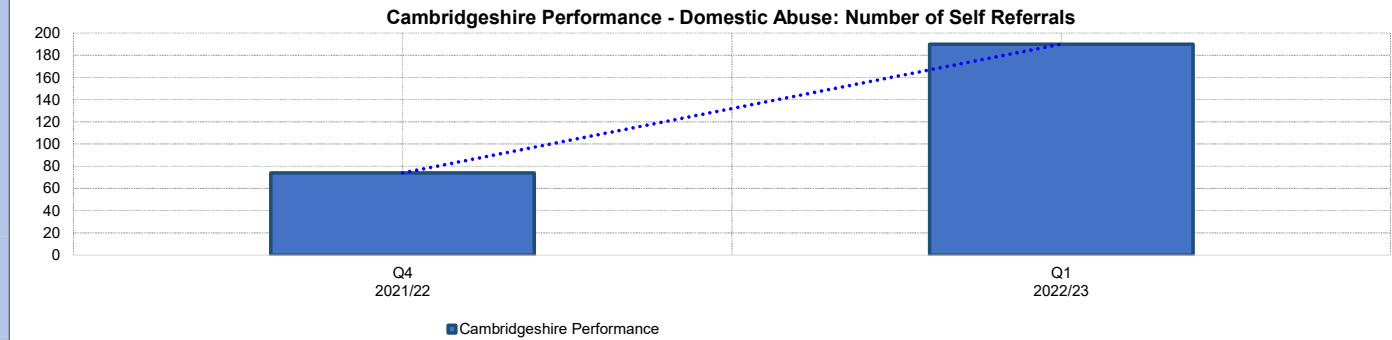|	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	↑	190	74	Improving

RAG Rating
Contextual

Indicator Description

Cambridgeshire Performance - Domestic Abuse: Number of Self Referrals

■Cambridgeshire Performance

Commentary

2022/23 Q1 - A new outreach service with a new provider has been commissioned and will start in October 2022. This will be the Domestic Abuse Support Service delivered by IMPAKT. Q1 figures are based on the current providers data.

2021/22 Q4 - Outreach services will continue to be delivered by Refuge and Cambridge Women's Aid until October 2022, when they service will be recommissioned. Outreach will be able to focus more on self-referrals in the coming months
and referrals are expected to increase.

Actions

Useful Links

Indicator 198: The percentage of clients engaging with Independent Domestic Violence Advocacy (IDVA) Service   <u>Return to Index</u>   October   2022
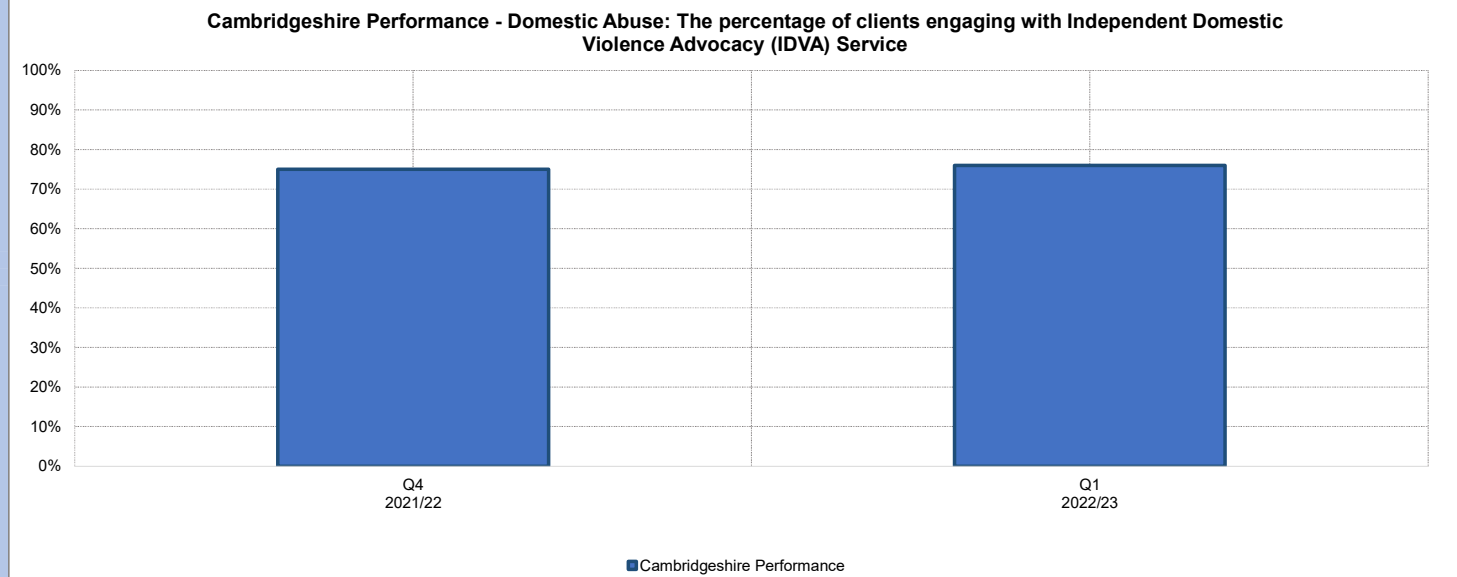
Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
70.00%	↑	76%	75%	Improving

RAG Rating

Blue

Indicator Description

Cambridgeshire Performance - Domestic Abuse: The percentage of clients engaging with Independent Domestic Violence Advocacy (IDVA) Service

■ Cambridgeshire Performance

Commentary

The engagement rate for clients with the IDVA Service was 75%, which is above the target of 70%. This may decrease in 2022/23 as the way this is recorded changes to ensure it captures engagement with the service that has made a difference to the outcomes for a client.

Actions

Useful Links

Indicator 199: Number of Referrals to the Independent Domestic Violence Advocacy (IDVA) Service   October   2022
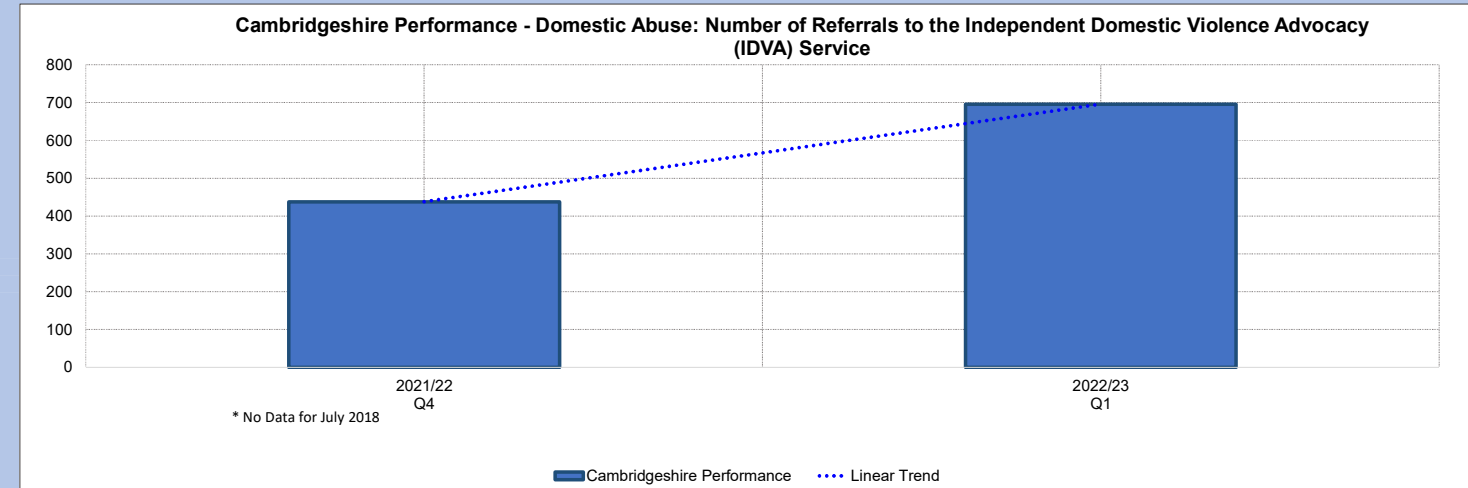
Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
430	↑	696.00	438.00	Improving

RAG Rating

Blue

Indicator Description

Number of Referrals to the Independent Domestic Violence Advocacy (IDVA) Service

Cambridgeshire Performance - Domestic Abuse: Number of Referrals to the Independent Domestic Violence Advocacy (IDVA) Service

* No Data for July 2018

Cambridgeshire Performance   ···· Linear Trend

Commentary

Referrals to the IDVA Service have increased during 2021/22 as the service has expanded and developed several new specialist client based roles. These are Housing, Health, Male Victims, Stalking and BAME at any risk level. It is expected that the number of referrals will continue to increase during 2022/23 as these teams continue to market their roles with professionals.

Actions

Useful Links

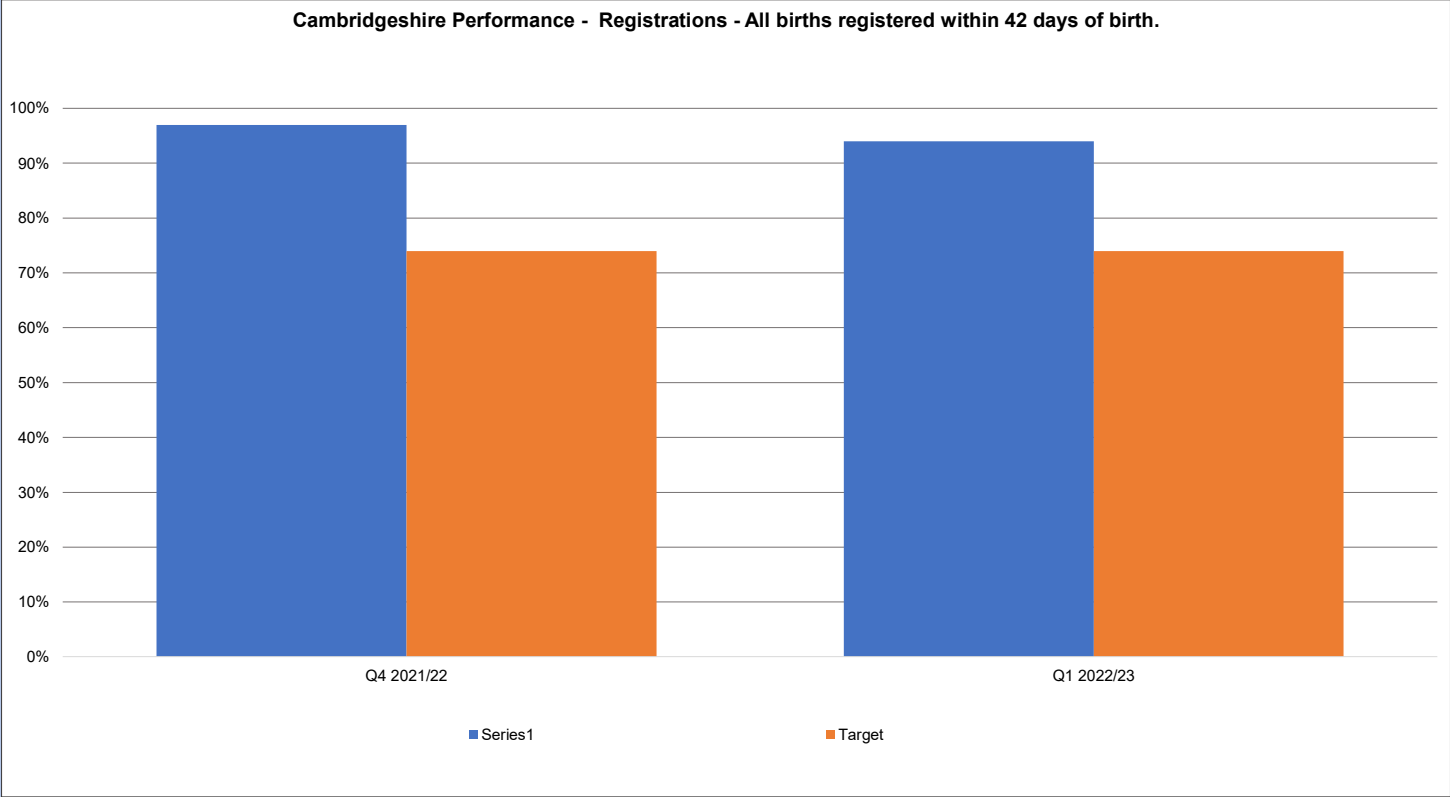**Indicator 219: Registrations - All births registered within 42 days of birth.**   **October   2022**

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
74%	↑	94%	97.0%	Declining

RAG Rating

Blue

Indicator Description

Useful Links

Cambridgeshire Performance - Registrations - All births registered within 42 days of birth.

■ Series1   ■ Target

Commentary

1773 births registered YTD (end of June). Figure regionally was 87% and nationally achieved 84%.

Actions

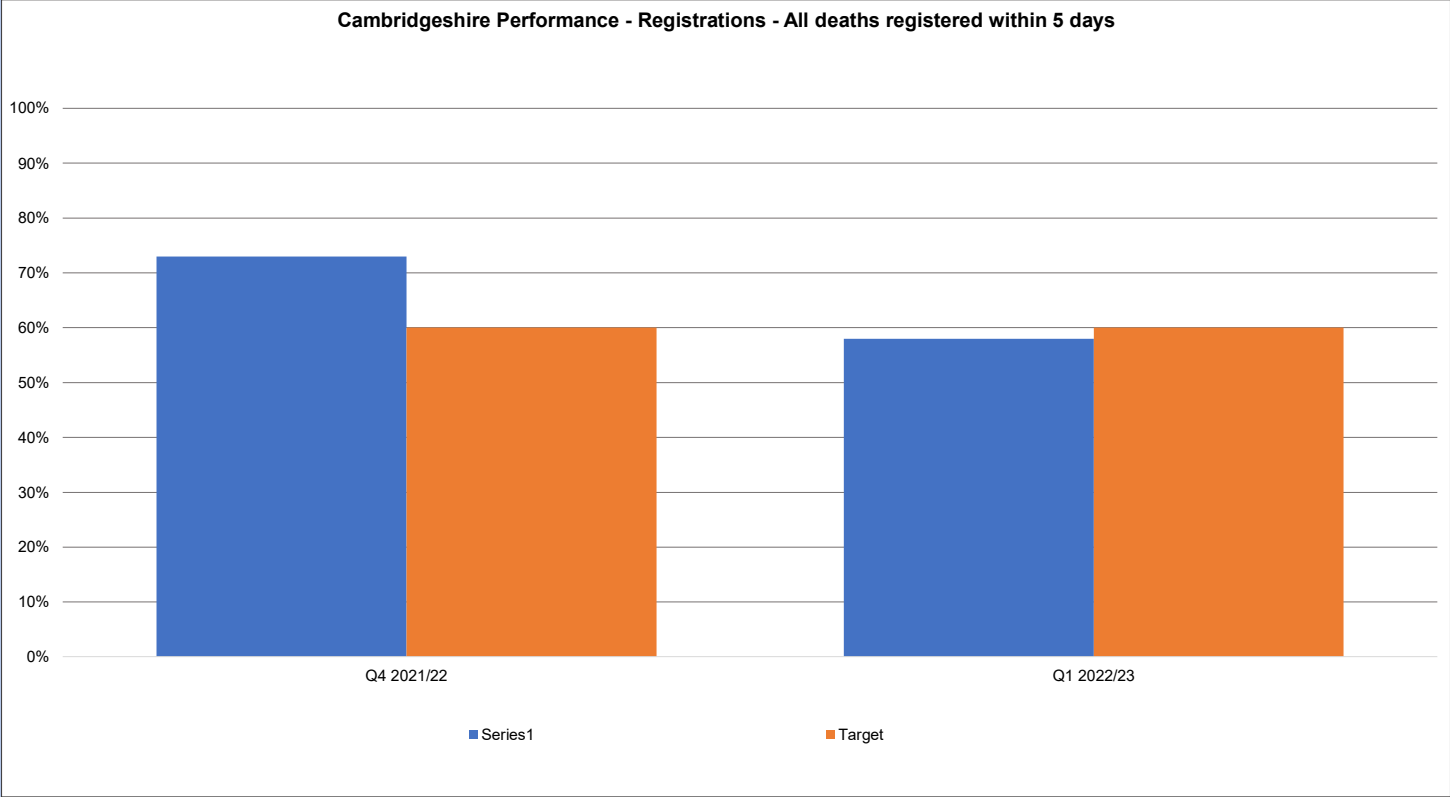## Indicator 220: Registrations - All deaths registered within 5 days

October 2022

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
60%	↑	58%	73.0%	Declining

RAG Rating

Amber

Indicator Description

Useful Links

Cambridgeshire Performance - Registrations - All deaths registered within 5 days

Commentary

For just those that do not include the Coroner Service we achieved 58% and registered 987. Region achieved 34% and national achieved 51%.

Actions

Indicator 221: Number of hours of business advice provided to businesses under primary authority   October 2022

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
291	NA	246.25	360	NA

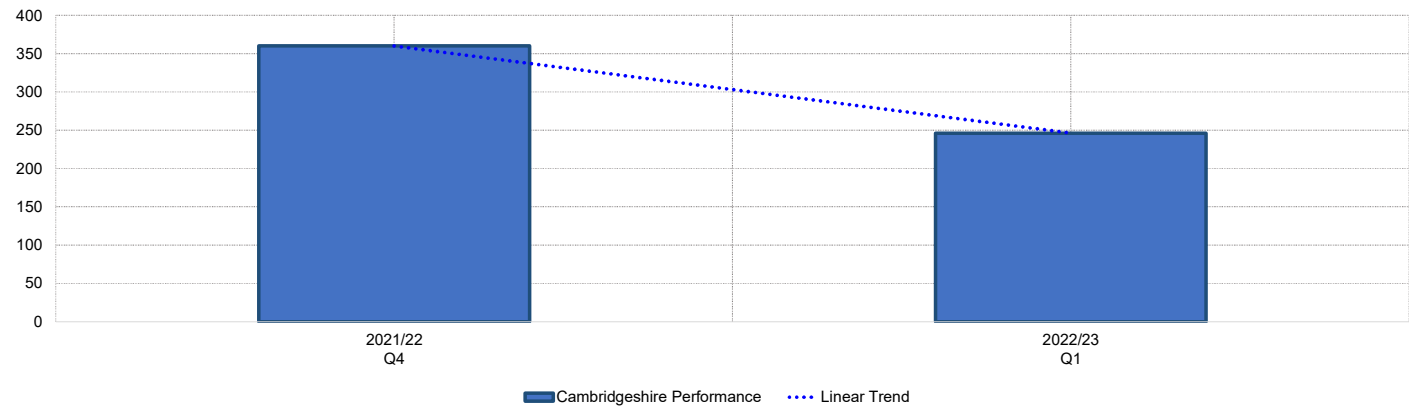**RAG Rating**

<table><tr><td>Red</td></tr></table>

Indicator Description

No. of hours business advice provided to businesses under Primary Authority

Cambridgeshire Performance - Trading Standards: No. of hours business advice provided to businesses under Primary Authority

Commentary

Whilst this figure falls below the benchmark, this is consistent with Q1 figures for last year where we also saw a lower uptake of advice in Q1. We anticipate this increasing in subsequent quarters in line with previous years so are confident we are still on track with this particular indicator.
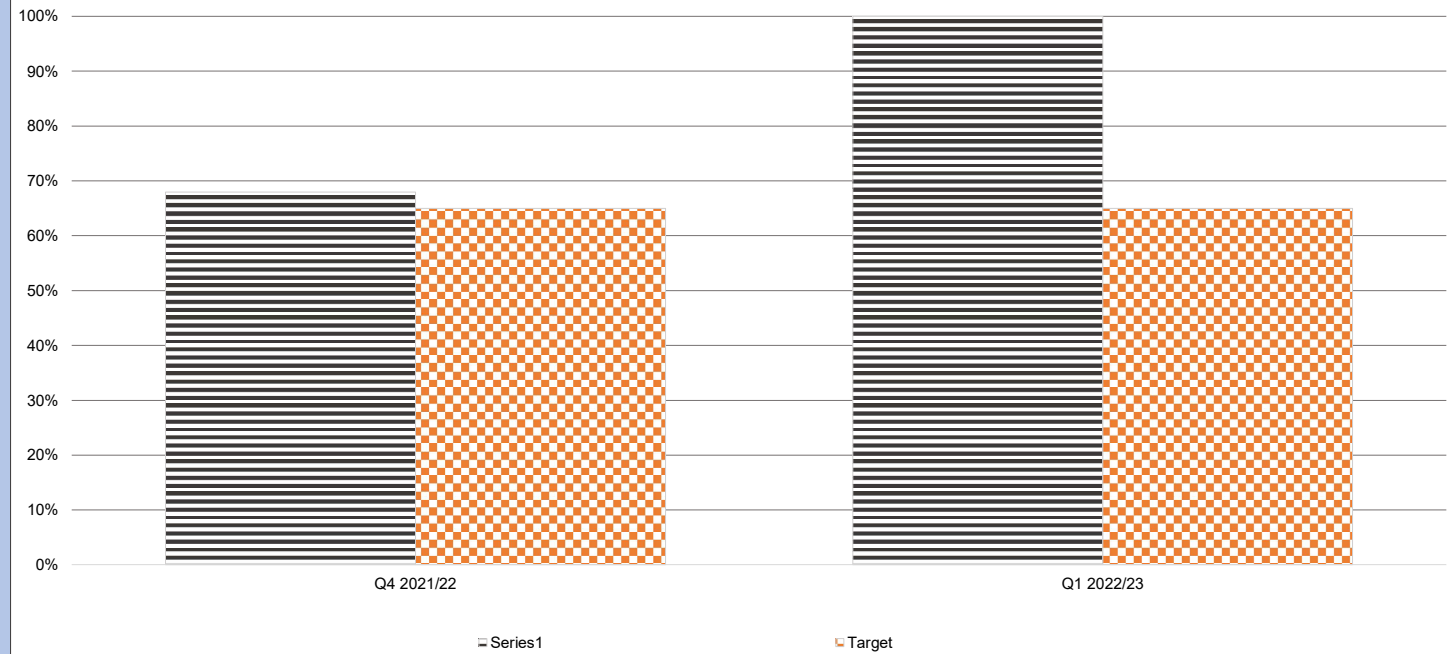
Actions

Useful Links

Indicator 222: Percentage of business brought into compliance in all priority areas following inspection/intervention

October   2022

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
65%	↑	100%	68.0%	Improving

RAG Rating

Blue

Indicator Description

Cambridgeshire Performance - Trading Standards: Percentage of business brought into compliance in all priority areas following inspection/intervention

Commentary

Useful Links

Actions