

Produced on:

11 November 2020



Corporate Performance Report

Quarter 2

2020/21 financial year

Communities and Partnership Committee

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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	<ul style="list-style-type: none"> • 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
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 37: Number of visitors to libraries/community hubs every 1,000 population. Year to date.

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November 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
1,842	↑	70	0	NA

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.

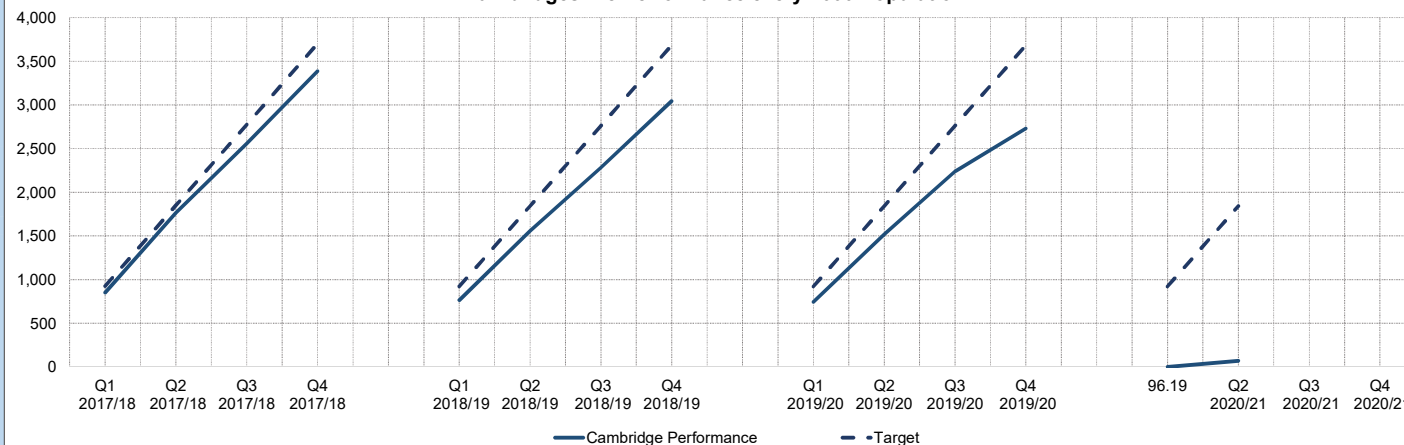
The comparison data is from the local area benchmarking tool from the Local Government Association. This also measures the number of physical visits to libraries for every 1,000 population. This data is based on mid-year 2015 population statistics, and so does not exactly match the quarterly data for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

Source: CIPFA Statistical Information Services

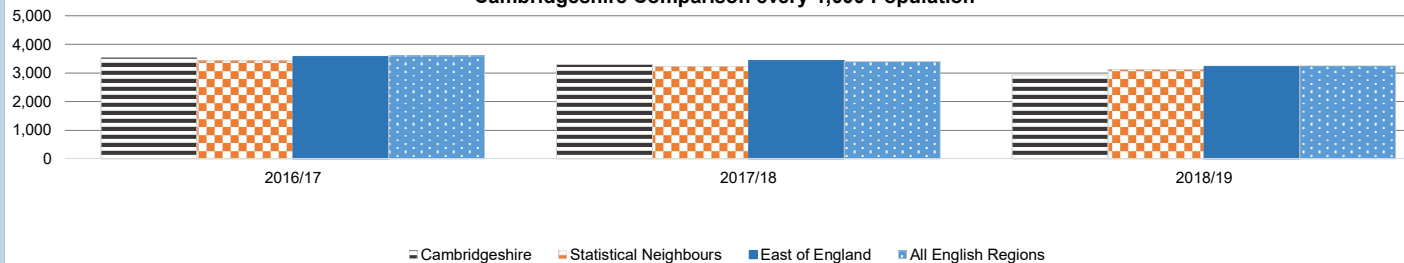
Useful Links

[The local area benchmarking tool from the Local Government Association](#)

Cambridgeshire Performance every 1000 Population



Cambridgeshire Comparison every 1,000 Population



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. Comparison data is only available up to 2018/19 at present.

Actions

Indicator 38: Number of item loans (including eBook loans) quarterly

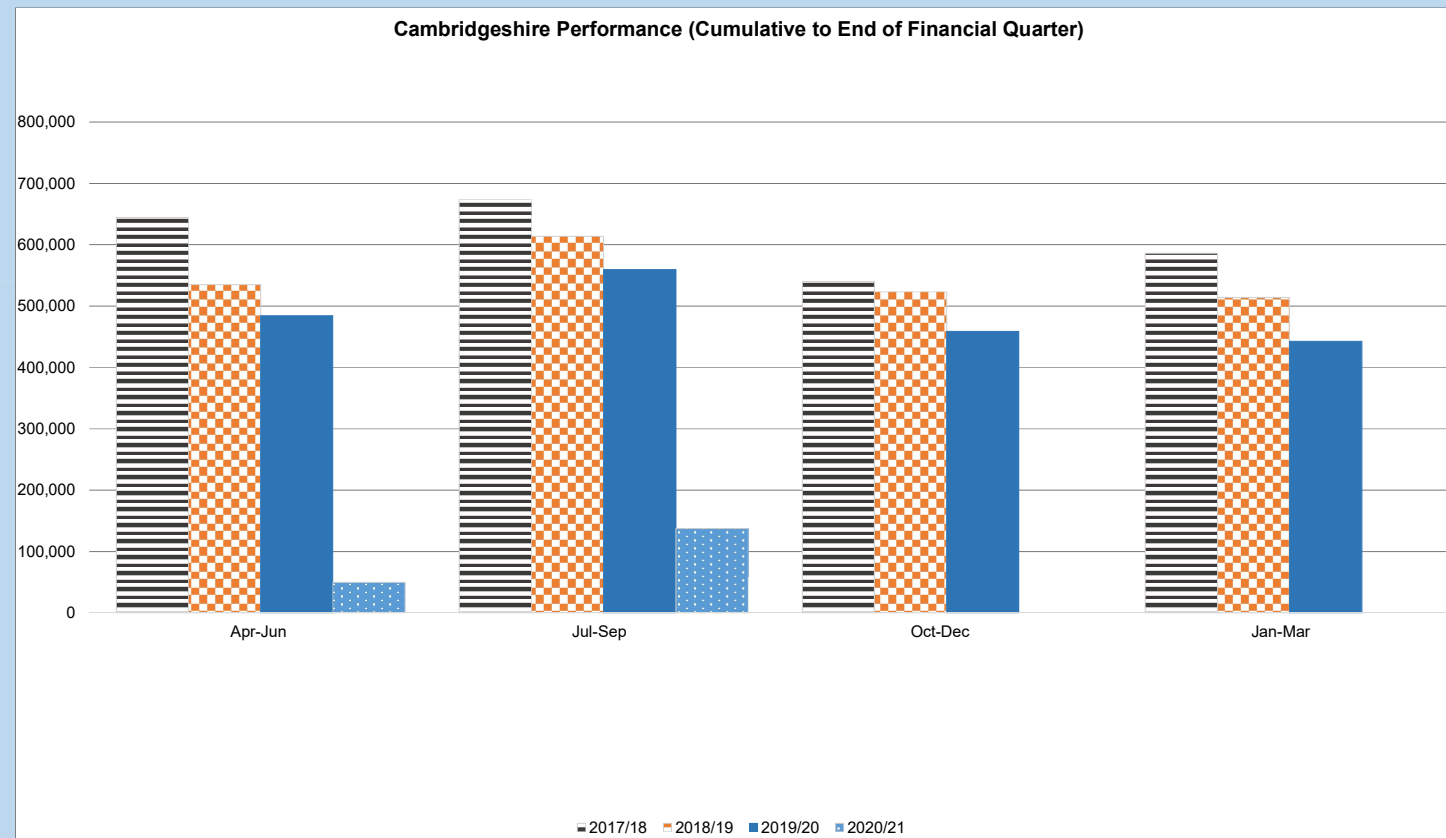
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November 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	↑	137,445	49,840	Improving
RAG Rating				
Contextual				

Indicator Description

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

**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.

Useful Links

[The local area benchmarking tool from the Local Government Association](#)

Actions

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	↑	£210,092	£218,758	Declining
RAG Rating				
Contextual				

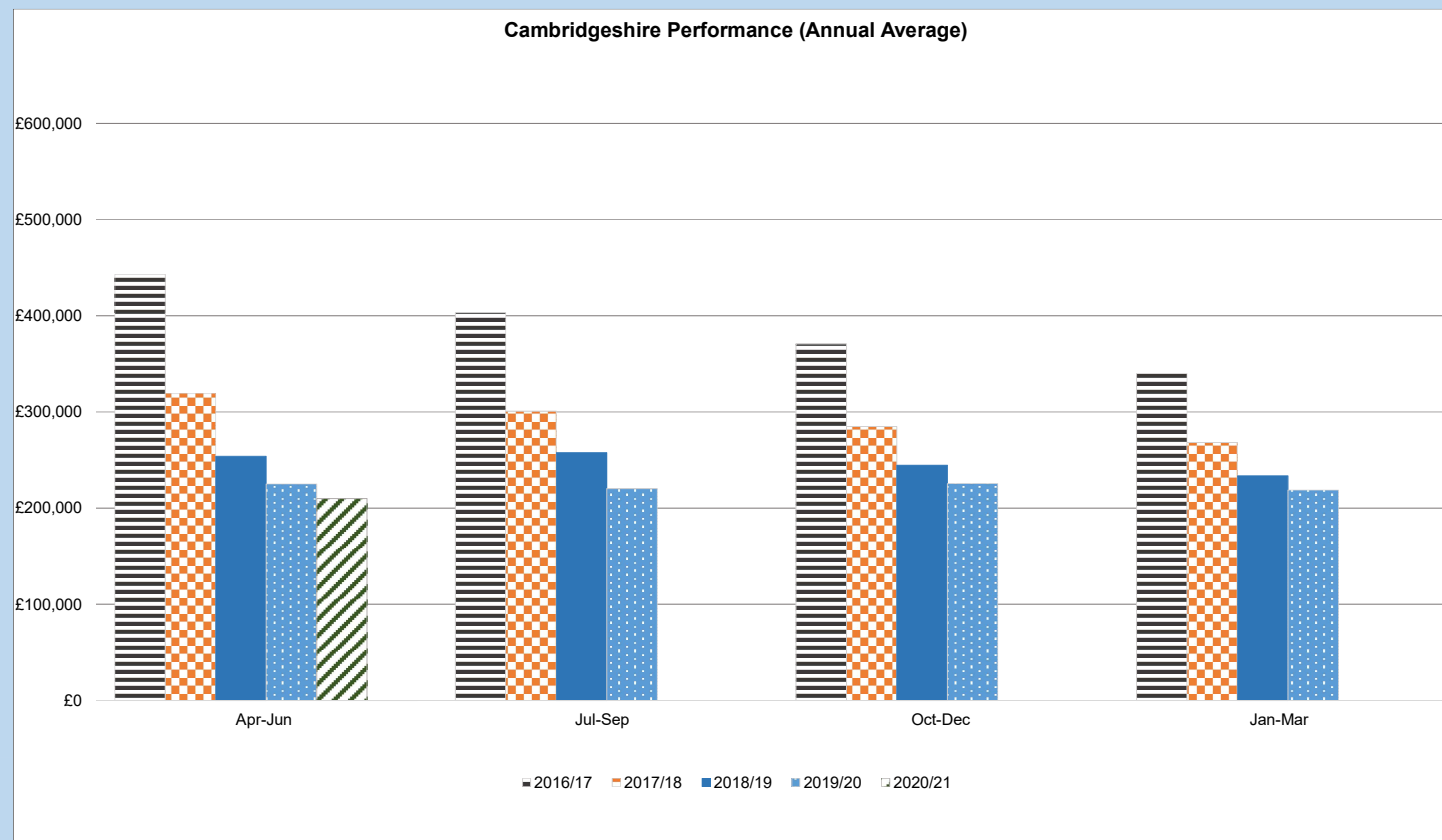
Indicator Description

This is a key indicator of success of interventions to protect consumers.

It is important to note, the amounts recovered do not reflect the success of the intervention. In many cases, the loss of a relatively small amount can have significant implications for victims. As such, the impact can only be viewed on a case by case basis.

It is also important to note, not all of the money saved has been reimbursed at the same time. This is because repayments of court ordered reimbursements can be repaid over months or years.

Data from 2018/19 includes Peterborough savings.

**Commentary**

£530.76 was saved due to our intervention in rogue trading incidents during the first quarter of 2020/21 (April to June 2020). The annual average based saved, on available data since April 2014, is £210,092.

The low figure for quarter 1 2020/21, is partly due to having staff redeployed along with dealing with product safety and personal protection equipment issues caused by Covid-19. There has also been a reduction in incidents being reported.

Quarter 2 figures were not available at the point where this report was produced.

Useful Links**Actions**

Indicator 123: Victim-based crime per 1,000 of population (12 Months rolling average)

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November 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	↓	58.1	61.7	Improving
Statistical Neighbour Mean	England Mean	RAG Rating		
56.4	70.6	Contextual		

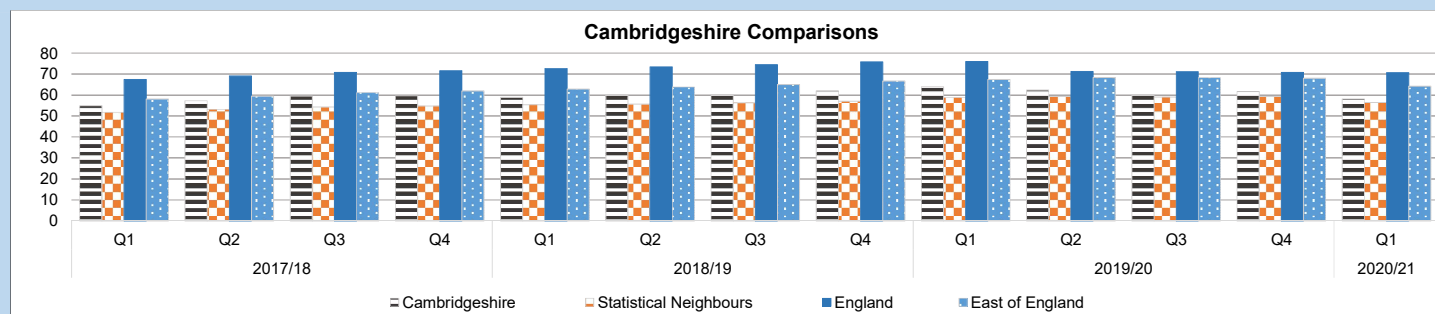
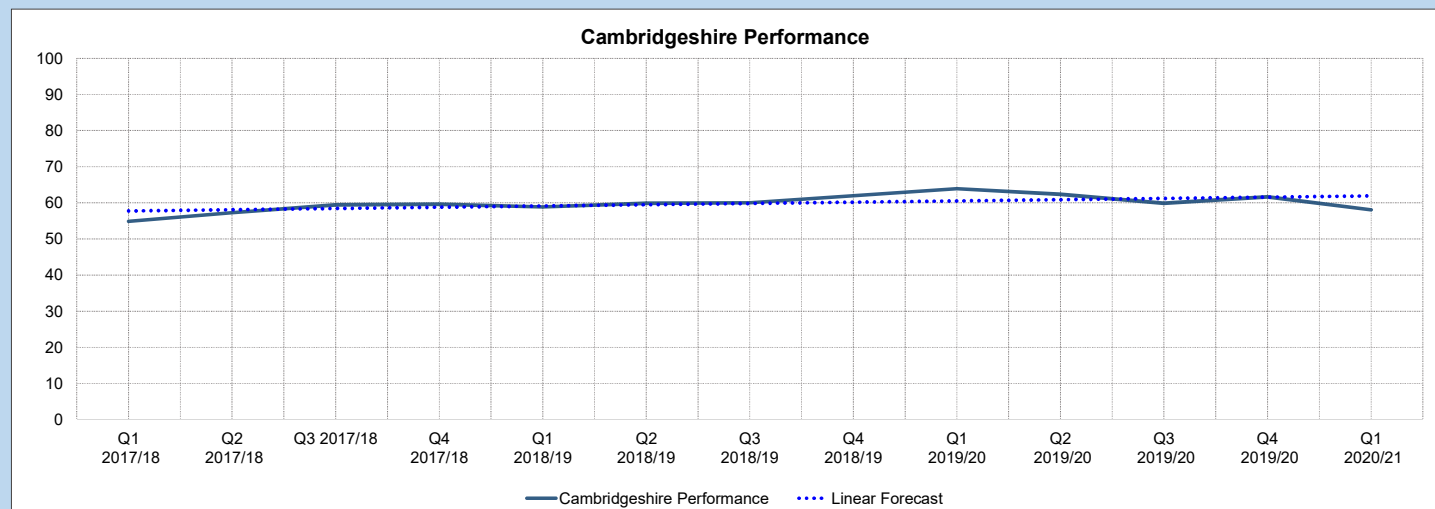
Indicator Description

Lower crime rates enable a safer environment for the public.

This indicator shows police-recorded victim based crimes. These include violence against the person, sexual offences, robbery, theft offences and criminal damage and arson offences.

This is a rolling 12 month figure. It represents the sum of incidents in the previous 12 months. It is expressed as a rate for every 1000 population.

Source: LG Inform

**Commentary**

Data only available to end of Q1 2020/21.

Useful Links

[Local Authority Interactive Tool \(LAIT\)](#)

[The local area benchmarking tool from the Local Government Association](#)

Actions

Indicator 136: Number of Learner Registrations as a Proportion of the Contractual Target

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November 2020

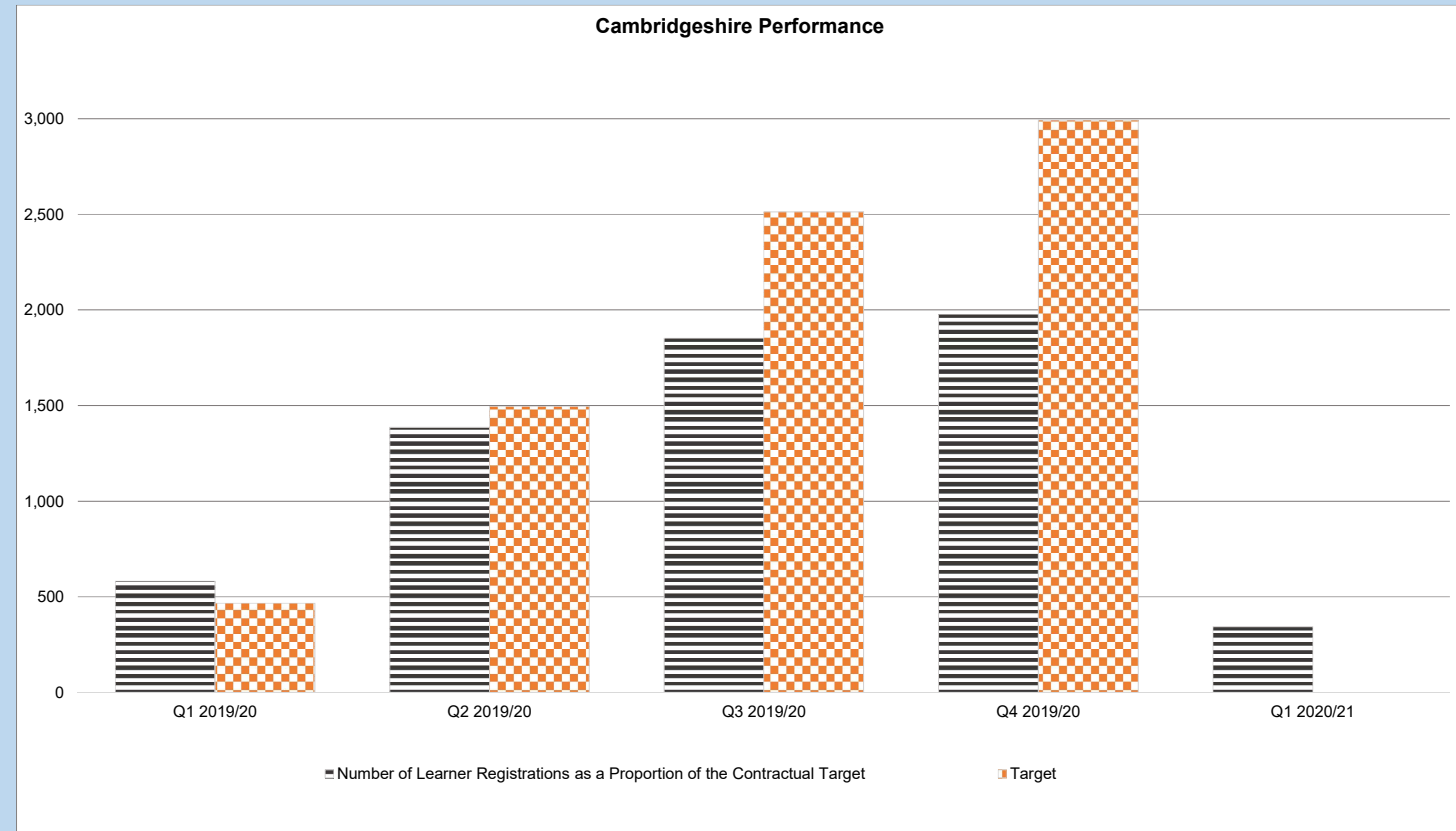
Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
n/a	↑	343	1976	n/a
RAG Rating				

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.

**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: Percentage of Learners Retained as a Proportion of Learner Registration

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November 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
n/a	↑	98%	89.0%	Improving

RAG Rating

Indicator Description

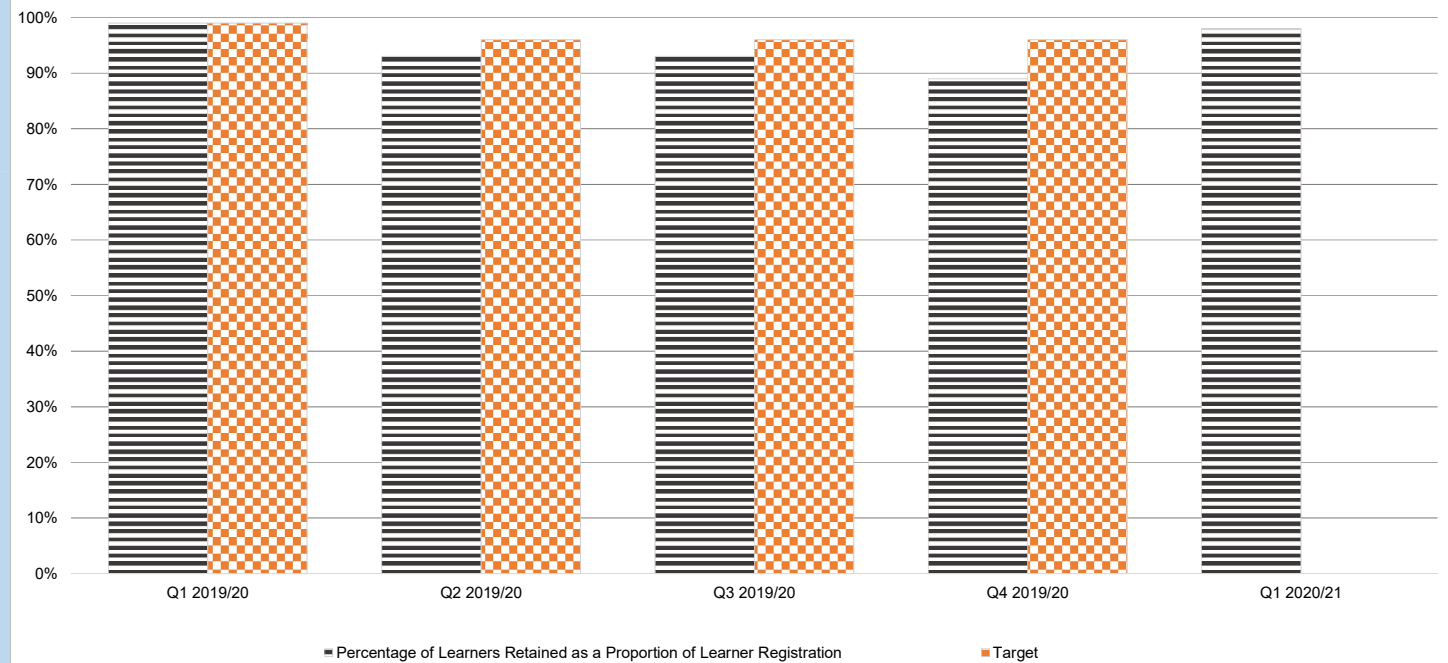
Note: Quarter 1 commences in August.

The enrolment figure used in the percentage 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.

Useful Links

Cambridgeshire Performance



Commentary

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

Actions

Indicator 174: Priority 4a. Tackling Hate Crime. Hate Crime Rates Per 100,000 Population (Breakdown by District).

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November 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	NA	39.17	32.44	NA

RAG Rating

Contextual

Indicator Description

Data has been collected by Cambridgeshire Research Group from CADET the corporate performance tool. This was supplied by Cambridgeshire Constabulary's Performance Team on 3rd October 2020. Data is correct as of this date.

In May 2018, Cambridgeshire Constabulary went live with a new IT system called Athena. This means that data on crimes from that date (23rd May 2018) are subject to recording and extraction methods that are not identical to the previous system.

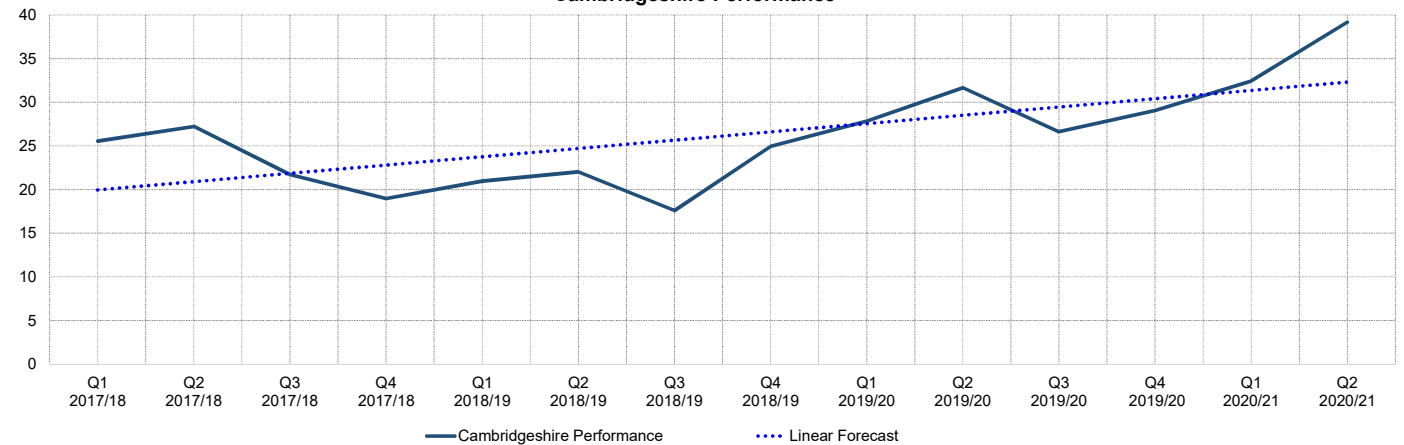
Previous Hate Crime, published by Cambridgeshire Research Group, may be reported using different time periods. Therefore, they may not be comparable.

Rates have been calculated by using ONS Mid 2019 Population Estimates

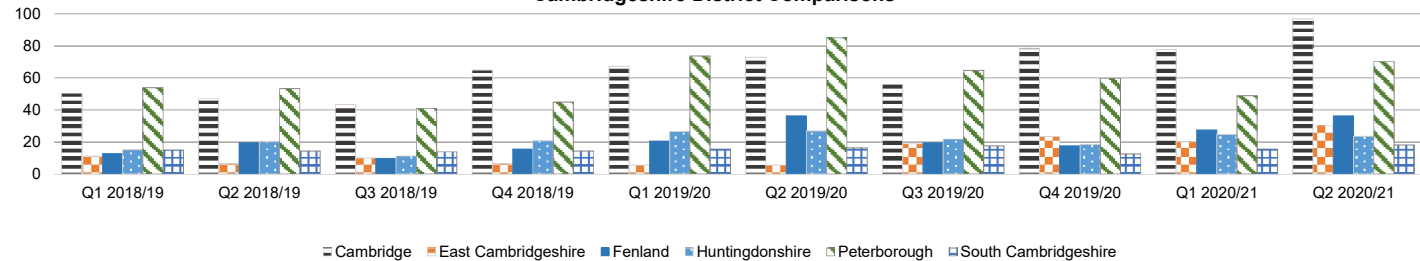
We have removed the 'direction for improvement' from this indicator. This is because, although we want to see less hate crime, the commentary makes clear it is under-reported.

Useful Links

Cambridgeshire Performance



Cambridgeshire District Comparisons



Commentary

- The data showed that all age groups were victims of hate crime, with no group significantly higher than others. There continued to be a high number of youths who were victims of hate crime this month.
- In the North of the county victims of White British ethnicity were the highest affected ethnic group, representing 15.09% of victims in this area.
- In the South of the county victims of White British ethnicity continued to be the highest affected ethnic group, representing 13.33% of victims. Victims of 'Any other White Background', which would include Eastern Europeans, were the next highest ethnic group at 11.11%.
- Analysis showed that the vast majority of crimes reported across the South of Cambs were reported in Cambridge, in Kings Hedges, West Chesterton and Market wards.

Actions

Indicator 175: Priority 4b. Hate Crimes. Online Reporting by True Vision.

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November 2020

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
Contextual	NA	30	49	NA

RAG Rating

Contextual

Indicator Description

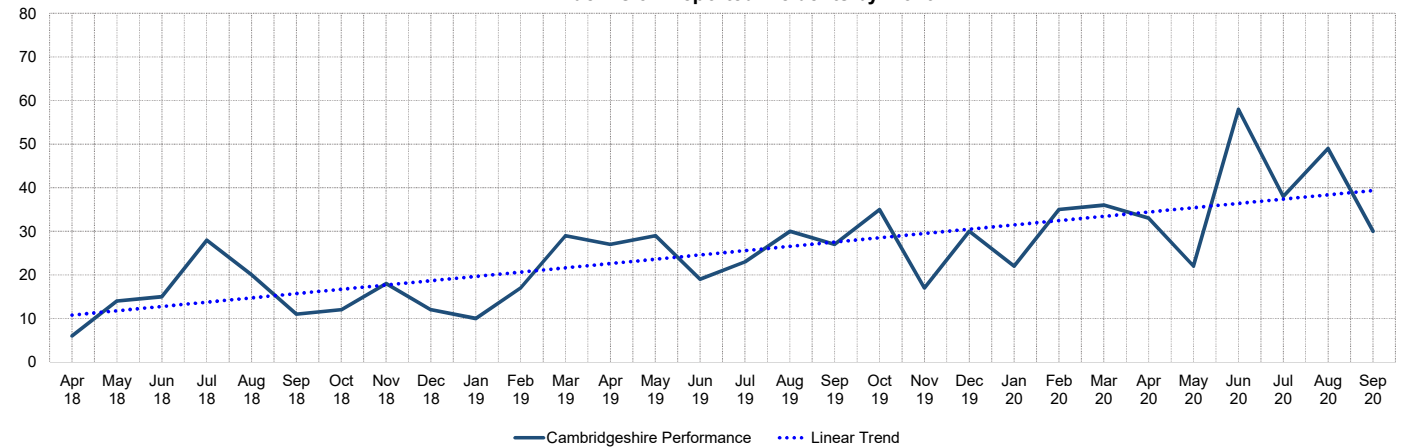
The reported incidents data is collected from True Vision. This is an online reporting tool used as an alternative to direct reporting by 101 or 999. Third Party Reporting Centres are advised to use True Vision. Although, it is not known what percentage of these centres constitute to the numbers.

True Vision is intend to help the reporting of Hate Crimes. However, incidents are not always consistently recorded. This is due to a lack of user understanding.

We have removed the 'direction for improvement' from this indicator. This is because, although we want to see less hate crime, the commentary makes clear it is under-reported.

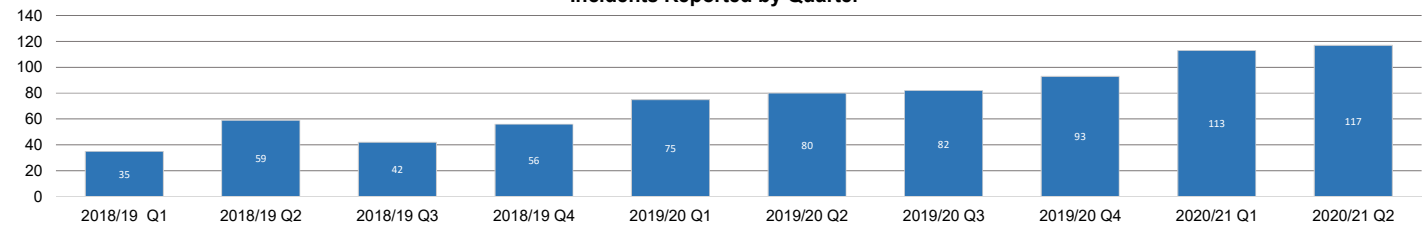
Useful Links

True Vision Reported Incidents by Month



Cambridgeshire Performance Linear Trend

Incidents Reported by Quarter



Commentary

Actions

Indicator 176: Priority 7a. Wisbech 2020 Project, Wisbech School Attainment Levels

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November 2020

	Direction for Improvement	Current Year	Previous Year	Change in Performance
EY	↑	63.91%	60.36%	Improving
KS1	↑	52.65%	47.48%	Improving
KS2	↑	45.29%	41.31%	Improving

Indicator Description

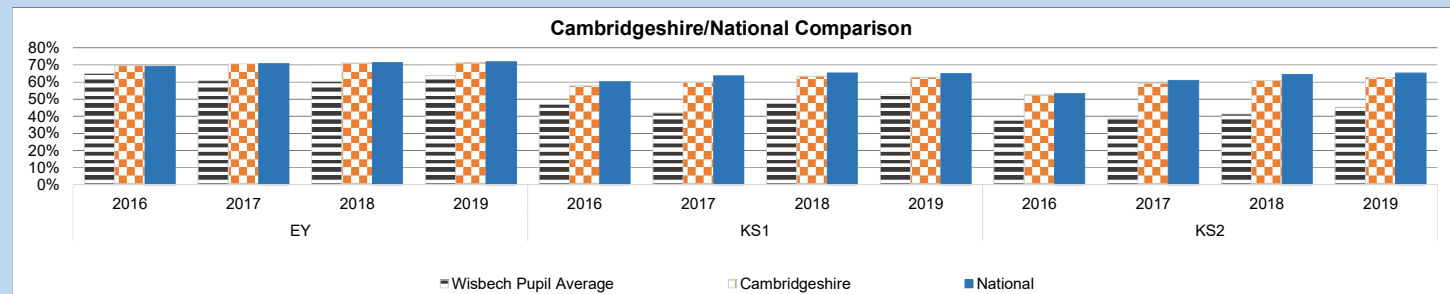
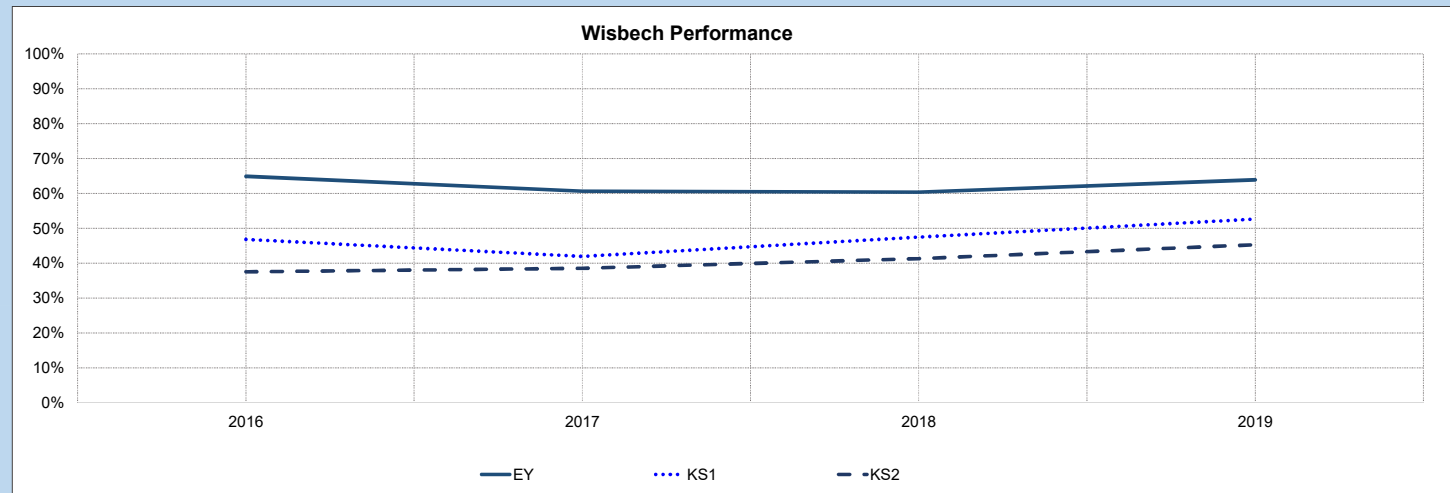
Statistics for Wisbech are based on a weighted average by cohort numbers for pupils in the below schools.

Peckover Primary School
 Orchards Church Of England Primary
 Clarkson Infants School
 St Peter's CofE Aided Junior School
 The Nene Infant Academy
 Ramoth Junior School
 Elm Road Primary School
 Elm CoE Primary School
 Friday Bridge Community Primary School
 Leverington Academy
 Beaupre Community Primary School

For Early Years, attainment is measured by percentage of students who have achieved the expected 'Good Level of Development'.

For Key Stage 1 and Key Stage 2, attainment is measured by percentage of students who have achieved 'Reading, Writing, Maths equal or above the expected standard'.

Statistics source: Nexus

Useful Links**Commentary**

These figures have been updated with the latest data available from the Department for Education for 2019 tests. They show improvement in attainment at Early Years, Key Stage 1 and Key Stage 2.

Actions

Indicator 177: Priority 7b. Wisbech 2020, Looked After Children from Wisbech

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November 2020

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	↓	43.00	59.00	Improving

RAG Rating

Contextual

Indicator Description

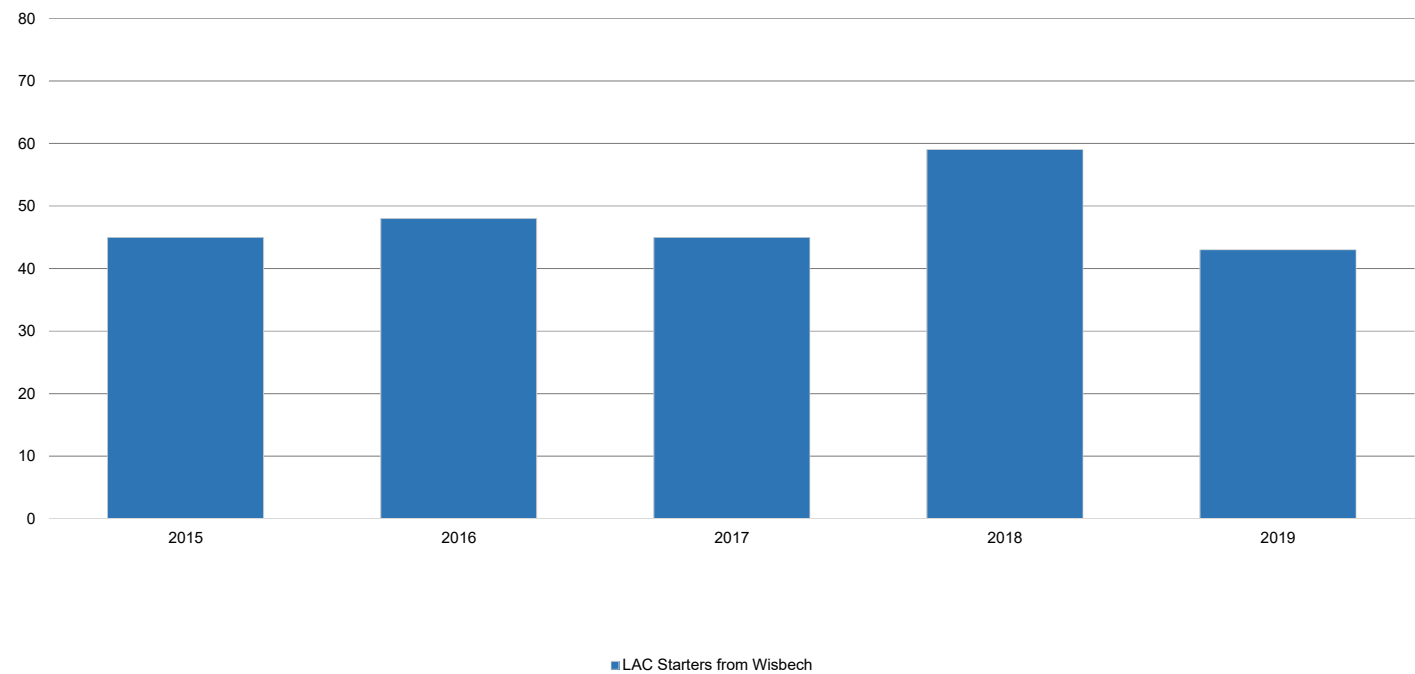
The Wisbech Looked After Children data is compiled from Looked After Children Return 903 data but refers to the calendar years 2015 to 2019.

This data includes all Looked After Children Return episodes with a Reason for New Episode of care being 'S' (Started to be Looked After), and a current home address within the Wisbech Parish.

Useful Links

[Website for 'Wisbech 2020 Vision'.](#)

LAC Starters from Wisbech



Commentary

Previous data subject to change due to increased reporting accuracy of postcode locations.

Actions

Indicator 178: Priority 7c - Cambridgeshire Free School Meals 6 Educational Attainment

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November 2020

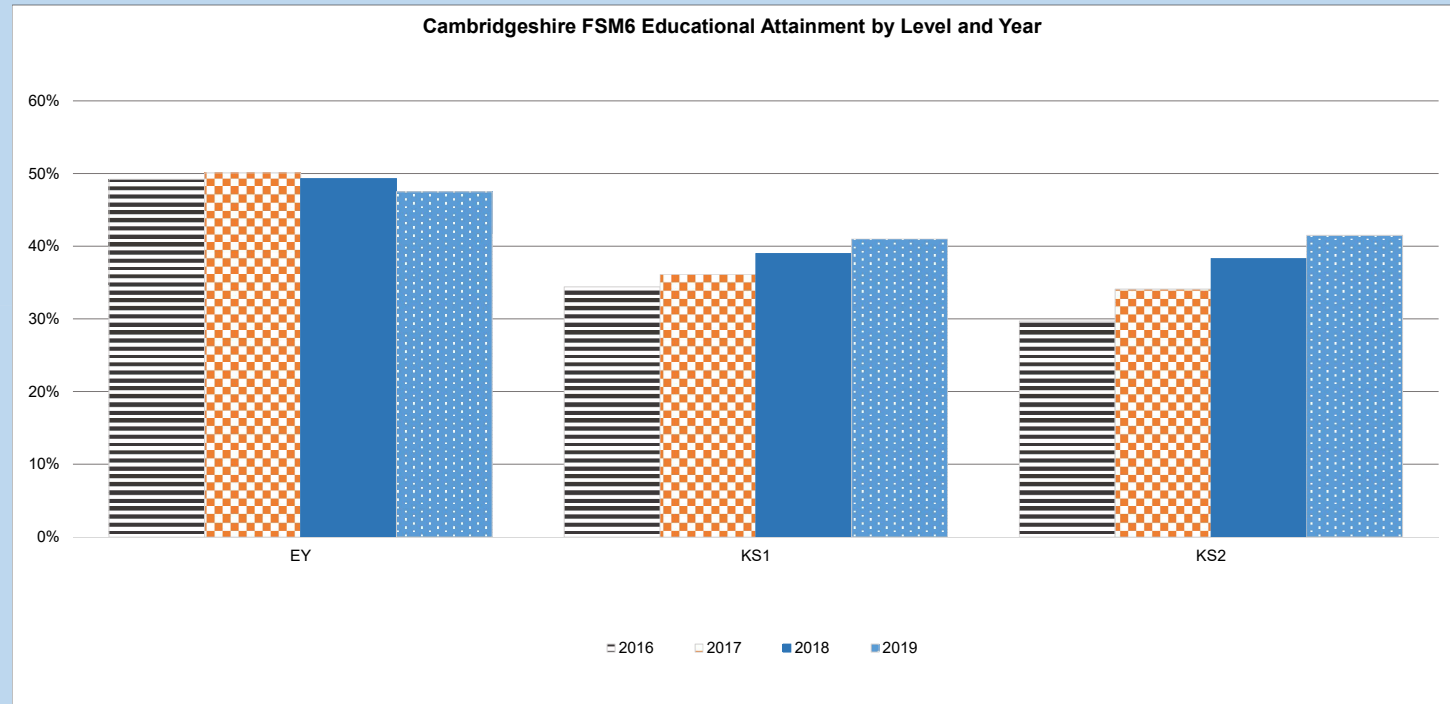
	Direction for Improvement	Current Year	Previous Year	Change in Performance
EY	↑	47.50%	49.30%	Declining
KS1	↑	41.00%	39.00%	Declining
KS2	↑	41.50%	38.30%	Declining

Indicator Description

For Early Years, attainment is measured by the percentage of students who have achieved the expected 'Good Level of Development'.

For Key Stage 1 and Key Stage 2, attainment is measured by the percentage of students who have achieved 'Reading, Writing, Maths equal or above expected standard'

Statistics Source: Nexus

**Commentary**

These figures have been updated with the latest data available from the Department for Education for 2019 tests. They show improvement in attainment at Key Stage 1 and Key Stage 2, and a slight decrease at Early Years.

Useful Links**Actions**

Indicator 179: Priority 7d. Cambridgeshire Employment Rates by District.

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November 2020

	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Cambs City	↑	80.80	81.70	Declining
East Cambs	↑	82.10	81.50	Improving
Fenland	↑	68.60	67.80	Improving
Hunts	↑	76.60	78.50	Declining
South Cambs	↑	80.40	81.50	Declining

Indicator Description

This indicator presents data from the annual population survey 'A residence based labour market survey encompassing population, economic activity (employment and unemployment), economic inactivity and qualifications'.

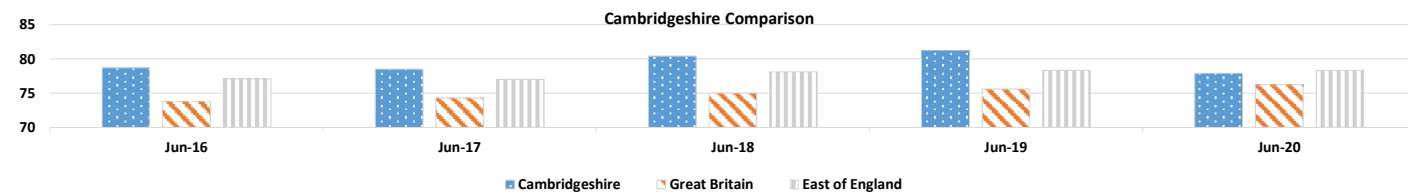
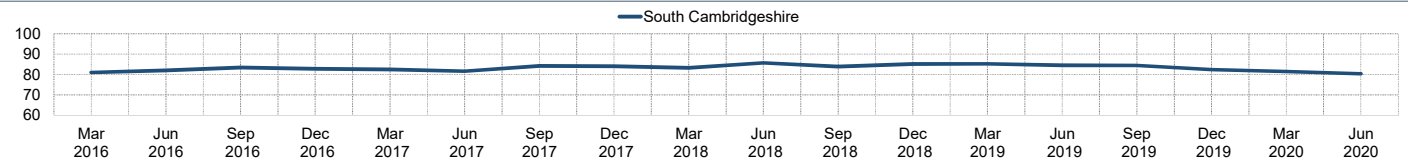
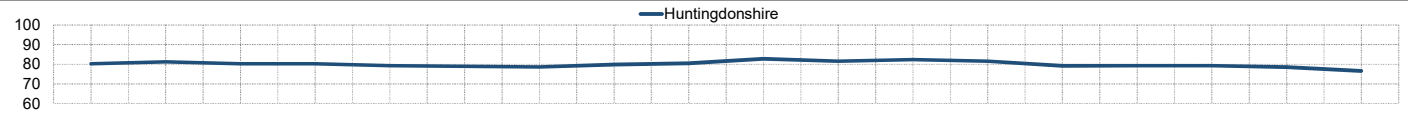
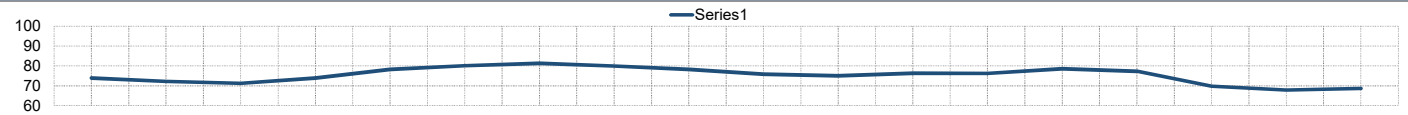
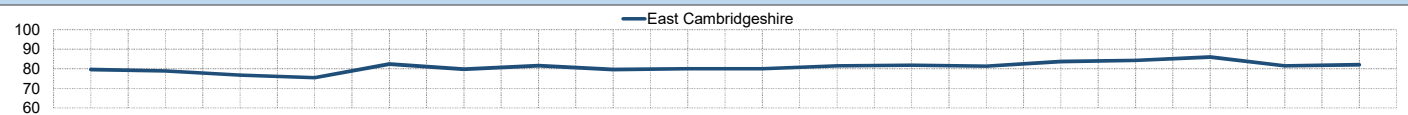
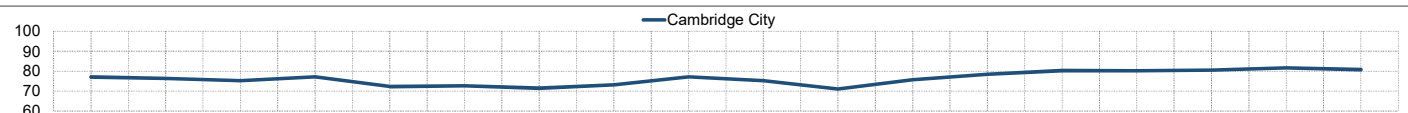
These are broken down where possible by gender, age, ethnicity, industry and occupation. These are available at local authority level and above and are updated quarterly.

Employment data represents a rolling 12 month average, updated every financial quarter. This has a 95% confidence interval of percent figure (+/-).

Data Source: Office for National Statistics. Official labour market statistics.

Useful Links

[Official labour market statistics from the Office for National Statistics](#)

District Employment Rate (%) per Quarter**Commentary**

Data only available to end of Q1 2020/21.

Actions

Indicator 197: Cambridgeshire Libraries Events and Events Attendance

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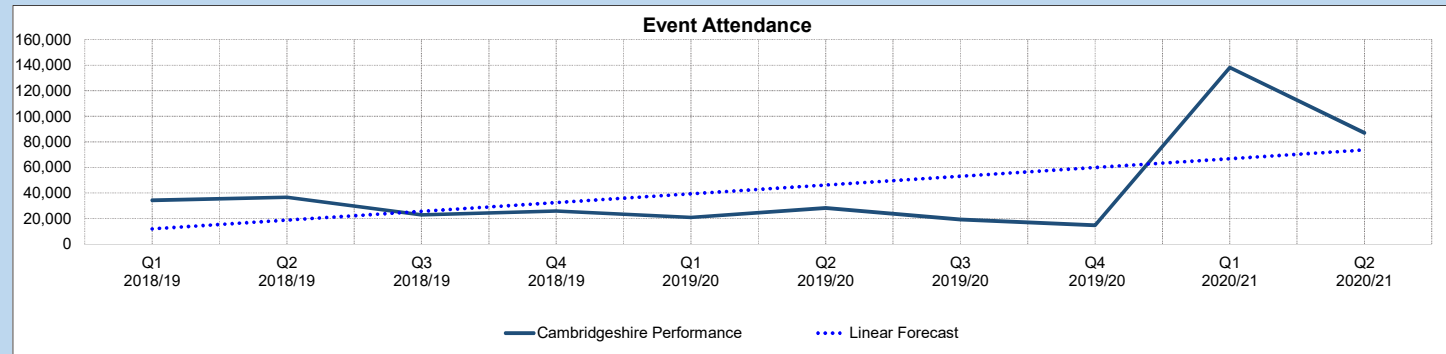
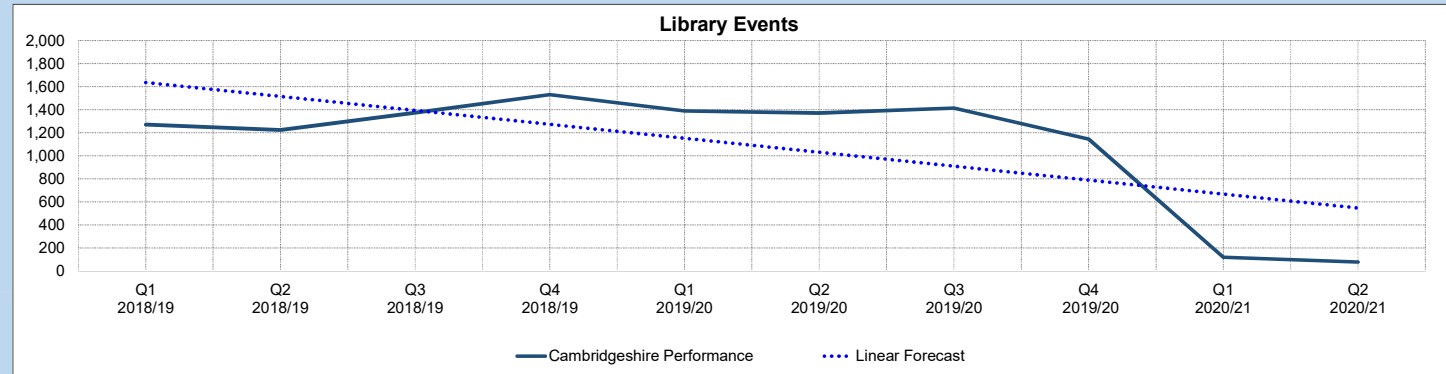
November 2020

	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
No. Events	↑	78	119	Declining
Attendance	↑	86,996	138,149	Declining

Indicator Description

Events (activities) and attendance data includes both adults' and children's events.

Data now includes virtual online events as of Q1 2020/21



Commentary

All libraries were closed during Qtr1 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.

Useful Links

Actions

Indicator 198 : The Rate of Repeat Referrals to the Independent Domestic Violence Advocacy (IDVA) Service

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November 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	↓	33%	34%	Improving

RAG Rating

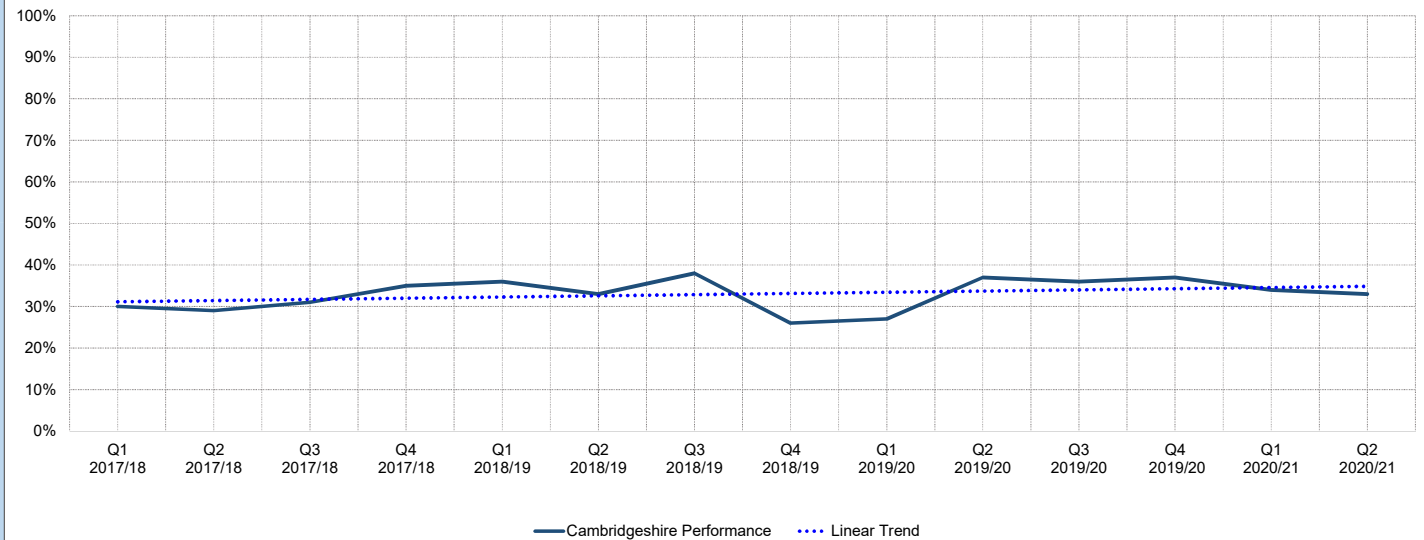
Contextual

Indicator Description

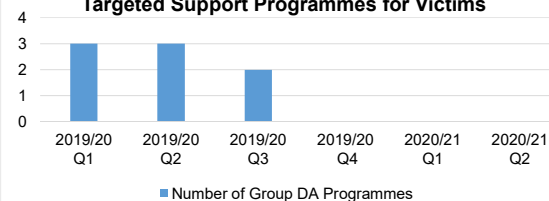
Note, the repeat referral rate is a combined Cambridgeshire and Peterborough rate from 2017/18 onward.

The domestic abuse programmes refer only to 'RISE' from 2019/20 quarter 3.

Cambridgeshire Performance



Targeted Support Programmes for Victims



Targeted Support Programmes for Victims

2018/19 Total 8 (4 x IMPACT courses for young people and 4 RISE courses)

Commentary

Referrals to the IDVA Service continued to increase during quarter two, with a slow down in the rate towards September. Overall there has been an 8% increase compared to the same quarter last year. Referrals to the IDVA Service are from professionals only, with nearly 90% coming from the police. These are predominately high risk cases scoring 17 or above on the DASH risk assessment or referred as high risk on professional judgement, escalation or repeat.

Specialist IDVAS also receive standard and medium risk referrals for clients from the A8 Eastern European countries, hospital referrals and young people aged 13-19 and there has been a significant increase in the number of A8 and Young people's referrals. Young people's referrals have increased by 126% and A8 by 98% compared with the same period last year.

The repeat rate has remained steady. Although a low repeat rate is desired, a certain level of repeats is seen as a positive as it can mean that clients are following their safety plans and calling the police if needed. Engagement with the IDVA Service is also voluntary and a number of repeats will be for clients that have chosen not to engage with the service.

The group work offer has been put on hold during the COVID lockdown although plans are starting to resume these in the new year.

Actions

Useful Links

Indicator 199: The Number of Referrals and the Number of Repeat Referrals to the Domestic Violence Perpetrator Panel

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November 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	↓	34.00	42.00	Improving

RAG Rating

Contextual

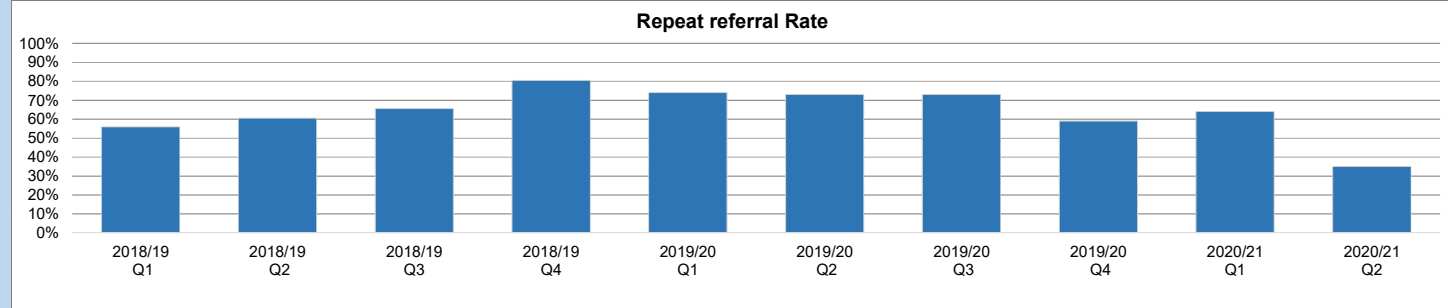
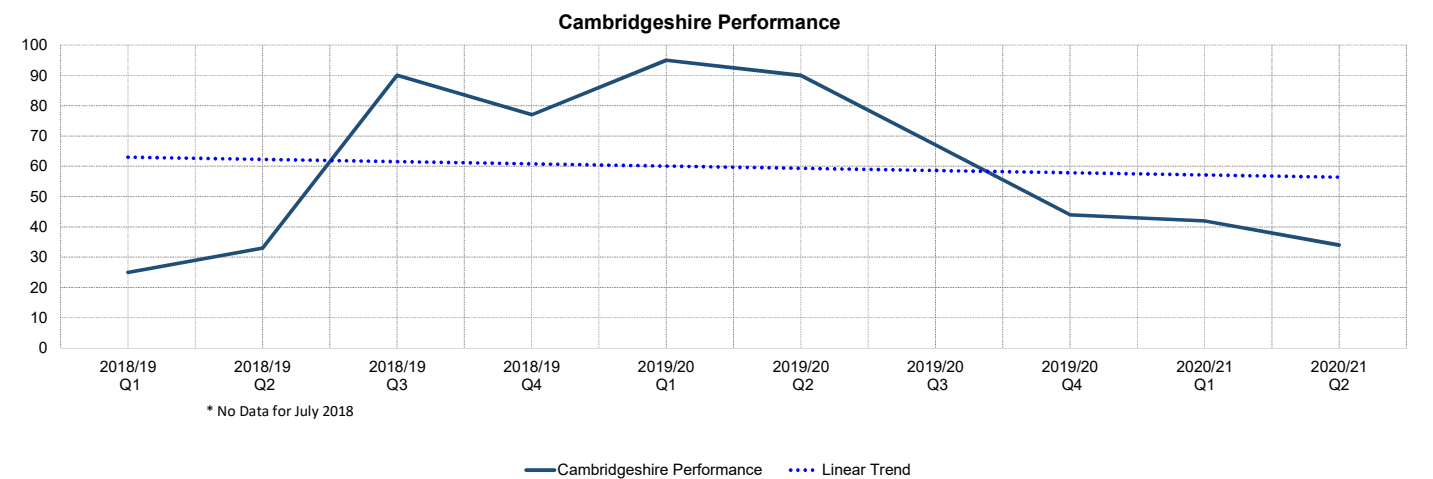
Indicator Description

The number of Repeat Referrals = total number of referrals - new referrals.

Repeat Referral % = Number of Repeat Referrals/Total Referrals (cases heard).

The perpetrator panel does not record and recognise repeat referrals in the same way as other services. Cases remain on the agenda for the panel until a decision is made that they no longer need to be discussed.

Useful Links



Commentary

Referral to the DV Perpetrator panel are made through the police RFG and others referrals on professional judgement. Repeat rates are generally high due to perpetrators remaining on the agenda until the risk has reduced. The rate for quarter two is lower than normal due to the August meeting being cancelled leading to an increase in new referrals, alongside changes to the way that referrals are made.

The referral rate is calculated from the number of referrals minus the number of new referrals.

Referral rates for quarter two are lower as the August perpetrator panel did not take place.

Actions

Indicator 200: Percentage of Learners Achieving the Agreed Outcome as a Proportion of Learners Retained

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November 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
n/a	↑	98%	89.0%	Improving

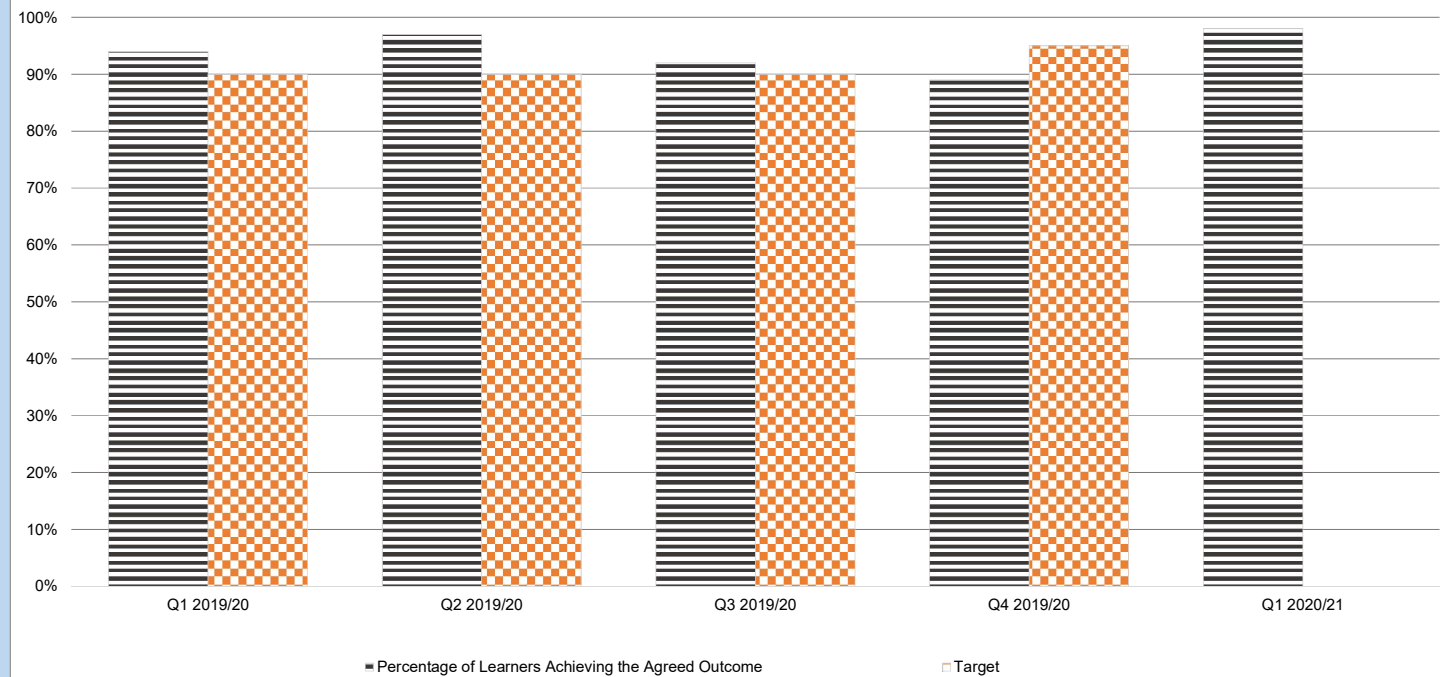
RAG Rating

Indicator Description

Note: Quarter 1 commences in August.

This indicator shows the percentage of learners achieving the agreed outcome as a proportion of retained enrolments only. Retained enrolments refer to where there was full course attendance.

The percentage refers to the number of retained enrolments where the agreed outcome/course criteria was met, out of all retained enrolments.

Useful Links**Cambridgeshire Performance****Commentary**

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

Actions