

Produced on:

01 August 2023



# Performance Report

## Quarter 1

### 2023/24 financial year

Strategy, Resources and Performance Committee

Strategy and Partnerships Directorate  
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## Key



Data Item	Explanation
<b>Target / Pro Rata Target</b>	The target that has been set for the indicator, relevant for the reporting period
<b>Current Month / Current Period</b>	The latest performance figure relevant to the reporting period
<b>Previous Month / previous period</b>	The previously reported performance figure
<b>Direction for Improvement</b>	Indicates whether 'good' performance is a higher or a lower figure
<b>Change in Performance</b>	Indicates whether performance is 'improving' or 'declining' by comparing the latest performance figure with that of the previous reporting period
<b>Statistical Neighbours Mean</b>	Provided as a point of comparison, based on the most recently available data from identified statistical neighbours.
<b>England Mean</b>	Provided as a point of comparison, based on the most recent nationally available data
<b>RAG Rating</b>	<ul style="list-style-type: none"> <li>• <b>Red</b> – current performance is off target by more than 10%</li> <li>• <b>Amber</b> – current performance is off target by 10% or less</li> <li>• <b>Green</b> – current performance is on target by up to 5% over target</li> <li>• <b>Blue</b> – current performance exceeds target by more than 5%</li> <li>• <b>Baseline</b> – indicates performance is currently being tracked in order to inform the target setting process</li> <li>• <b>Contextual</b> – these measures track key activity being undertaken, to present a rounded view of information relevant to the service area, without a performance target.</li> <li>• <b>In Development</b> - measure has been agreed, but data collection and target setting are in development</li> </ul>
<b>Indicator Description</b>	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
<b>Commentary</b>	Provides a narrative to explain the changes in performance within the reporting period
<b>Actions</b>	Actions undertaken to address under-performance. Populated for 'red' indicators only
<b>Useful Links</b>	Provides links to relevant documentation, such as nationally available data and definitions

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
20.0%	↓	50.0%	31.5%	Declining

RAG Rating

Red

**Indicator Description**

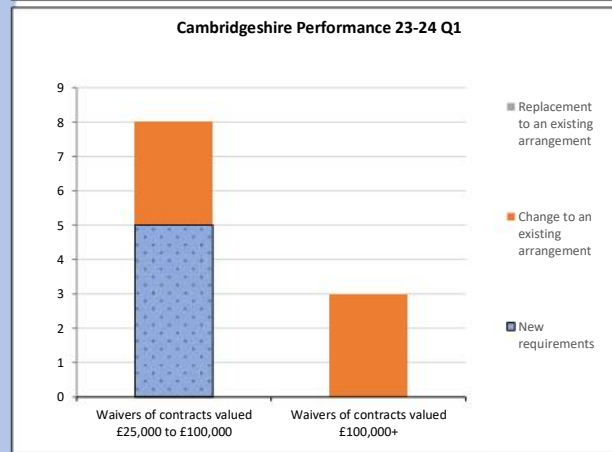
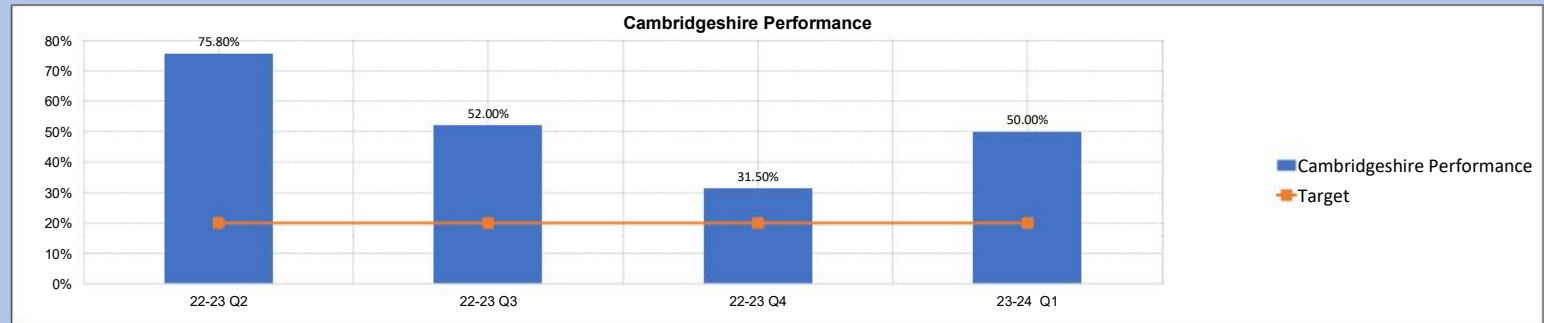
Public Contract Regulations (2015) require all contracts valued over £25,000 to be advertised and to follow a competitive process. External audit findings mean that there is a cross Council drive to promote and enable effective and compliant procurement practice.

The Council's Contract Procedure Rules allow for exceptions/waivers to be applied for in specific circumstances where the contract is valued either below the relevant UK Procurement Threshold or below the Key Decision Threshold of £500,000. Waiver requests are submitted via the Council's online system and approval needs to be obtained from various officers dependent on the value of the waiver. There are occasions where, by their very nature, waivers will be requested within a short timescales to the contract start date – for examples in cases of emergency or extreme urgency. However, it is important that apart from these circumstances, waiver submission leave enough time for a procurement should a waiver request be denied.

Tracking this indicator allows the Council to identify the number, type and value of waivers being submitted in such a way as to prevent non-compliant procurement practice and to enable us to develop communications, training and other initiatives to reduce this risk to the Council.

The KPI takes the date the waiver was submitted and the date the contract is due to start and calculates the time difference between the two dates. It is designed to provide an understanding of whether waivers are submitted in sufficient time to allow for alternative action should the waiver request be denied.

The target of 20% takes into account that valid reasons for waivers include emergencies and urgent situations whilst also anticipating that the majority of waivers should be applied for sufficiently early in the procurement planning process to allow for alternative courses of action.



**Detail of waivers of contracts for new requirements valued £100,000+**

Supplier	Contract Detail	Contract Value
Cambridgeshire Community Pharmacies	Community pharmacy provision	£112,543
React2It Buildings Services	Urgent works to Haviland Children's Home	£140,000
React2It Buildings Services	Urgent building compliance works	£133,170

**Commentary**

Performance has declined again in this quarter, with 18%, or 7 of the late waivers being connected to contracts starting at the beginning of the financial year. It should be noted that whilst the figure for this quarter is still too high, it is a reduction from 3 of the previous 4 quarters from the last financial year.

The 'Community Pharmacies Waiver' for £112k was approved, given that it was a unique service in providing easy access to communities who are at high risk of poor health or have health needs. The urgent works to Haviland Childrens Home necessitating a waiver for £140k was approved, given this was a case involving a Statutory Service where it was necessary to act urgently due to an unforeseen emergency which involved immediate risk of injury or damage or to prevent serious disruption to services. The urgent building compliance works waiver stated for £133k was rejected by the Section 151 Officer, this was because there was not enough detail and justification as to reasoning for the works required.

In order to seek improved compliance within the £25k and £100k waiver approval, The Head of Procurement and Commercial has contacted all Executive Directors to remind them about the need for compliance with our own Contract Procedure Rules and with Public Contract Regulations (2015) if the waiver is required.

**Actions**

Contract managers are reminded to prepare ahead for any contracts that end at the end of the financial year. Business planning now includes an overview of contracts held in a particular team and it is anticipated that this will help this process in future years. Contract management training at foundation level has been made available to all contract managers and 10 contract managers have taken up the offer of free advanced training provided by the Government Commercial College starting in October, with a further 8 places secured. Without securing the free places, this would have cost the Council £117,000.

Target	Current	Previous	Direction for Improvement	Change in Performance
£107	£146	£144	↑	Improving

RAG Rating

Blue

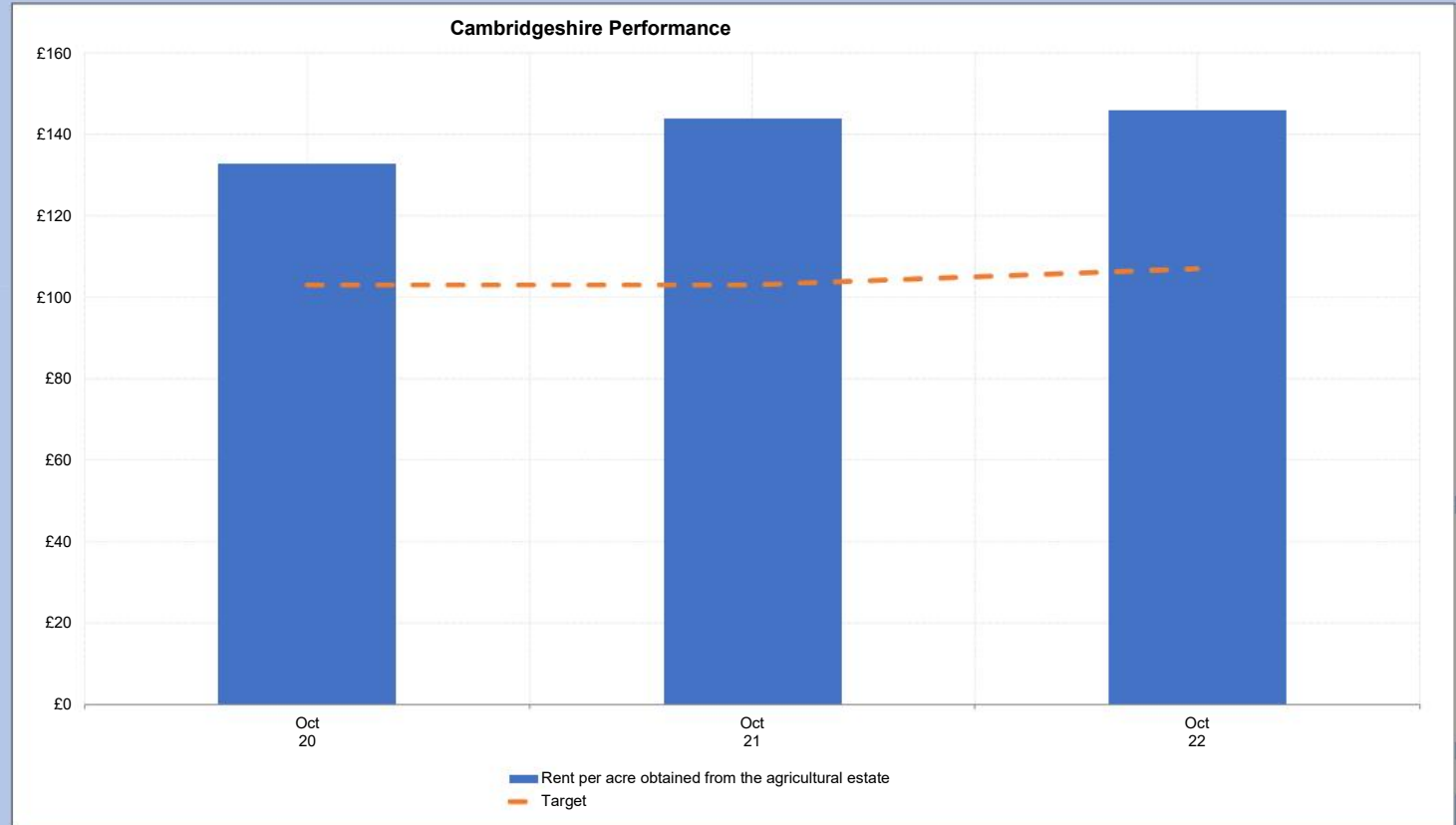
**Indicator Description**

Data source:  
Currently the set of excel spreadsheets owned by rural estates team are used to record the rent which feeds into the budget. Defra data records set the market rent for the East of England Region. Base data is taken from enancy agreements with new rents recorded by the parties (Landlord & Tenant) on a signed and dated rent memorandum attached to the agreement and recorded on excel spreadsheets. Future development of an internal asset management data base is planned.

This KPI records annual change in rental income measured against the previous year's recorded rent. Reported as a % change on previous year for the total rural portfolio as rent (£) per acre for the agricultural tennancies. The rent per acre figure enables some comparison with regional market rents in the agricultural sector which are published annually by defra and other commentators. For a new letting Market Rent is defined by The Royal Institution of Chartered Surveyors (RICS) as 'The estimated amount for which an interest in real property should be leased on the valuation date between a willing lessor and a willing lessee on appropriate lease terms in an arm's length transaction, after proper marketing and where the parties had acted knowledgeably, prudently and without compulsion.' Rent Review (mid tenancy) of agricultural rent (per acre) is impacted by a number of complex factors - soil type, crop type, type of tenancy & external influences such as input costs and world commodity markets.

Comparator:  
Market Rents (£ per hectare/acre) for the East of England reported annually by Defra in January for the previous year. Most up to date figures are for 2021.

Target:  
annual rent (£ per acre) achieved tracks defra rent per acre for East of England (variance +/- 10%). Currently CCC agricultural rents are above the published East of England average in 2021 but the defra metric requires checking - ie is it bare land or for equipped holdings.



**Commentary**

Agricultural legislation enables review of rents every 3 years with 12 months notice required. 12 rent reviews on holdings were carried out in 2022 and Cambridgeshire County Council has increased the passing rent by an average of 12.83% in October 2022. There were fewer big increases this year as most that were lower were increased last year. Further, relets to existing tenants and new lettings (34 in total start date October 2022) have also increased the rental level, an average increase of 10% has been achieved from the new lettings. The rents achieved are good in the current climate of decreased subsidy payments and uncertainty in the industry.

**Actions**

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
90.0%	↑	84.0%	87.0%	Declining

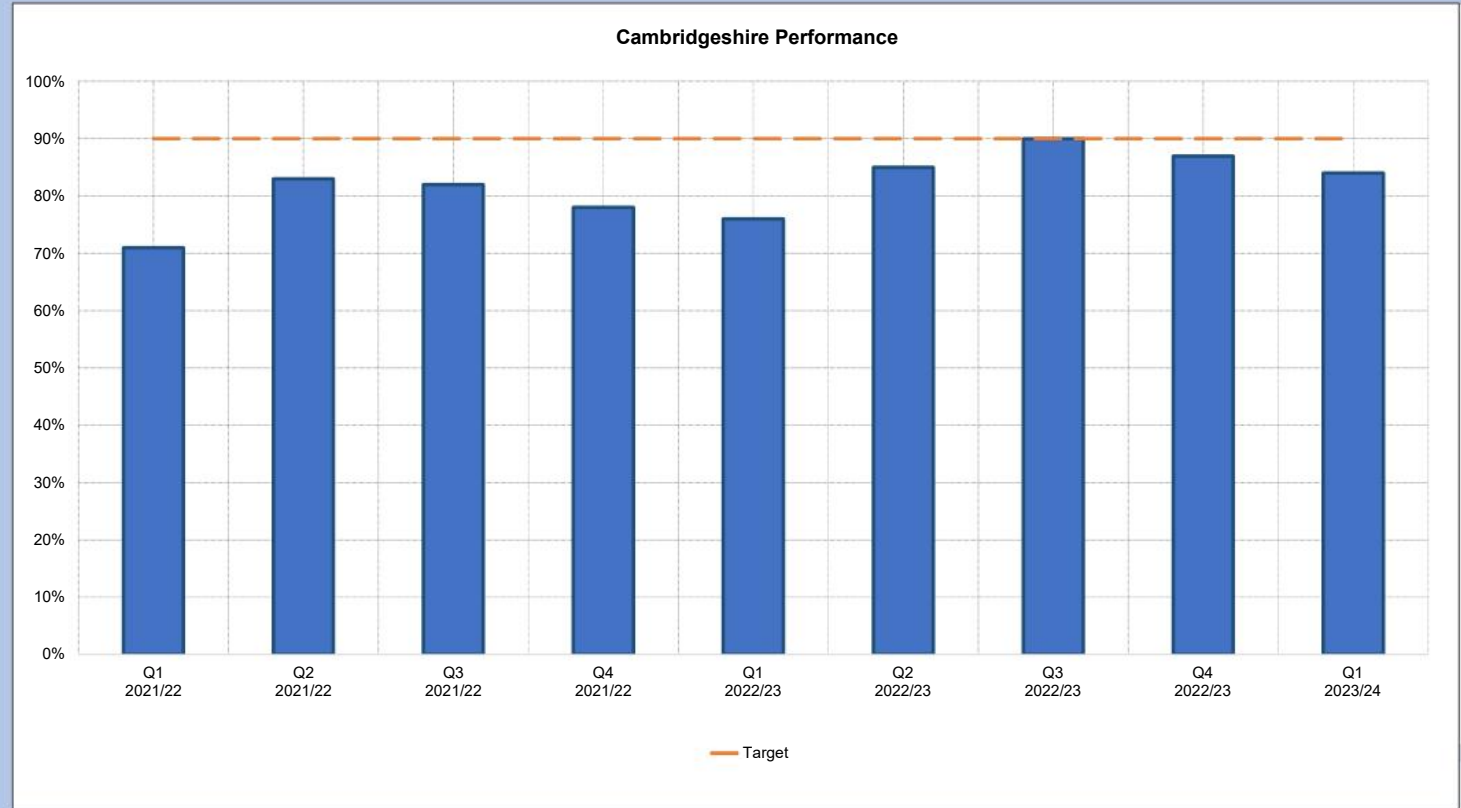
RAG Rating

**Amber**

**Indicator Description**

The percentage of FOI responses issued within statutory timescales of 20 working days as required by legislation or 40 working days if the timescale is extended to consider the public interest test.

This measurement was adjusted in December 2021 to increase the relevance of the information provided. Prior to this date, the KPI measured the percentage of FOI responses issued within three months.



**Commentary**

There has been continued good performance with 84% of all FOIs responded to in time despite continued higher levels of requests than received previously. The Council has maintained a similar performance when compared to that in the 2022-23 financial year. 132 FOI responses were issued in May and a further 104 in June.

**Useful Links**

**Actions**

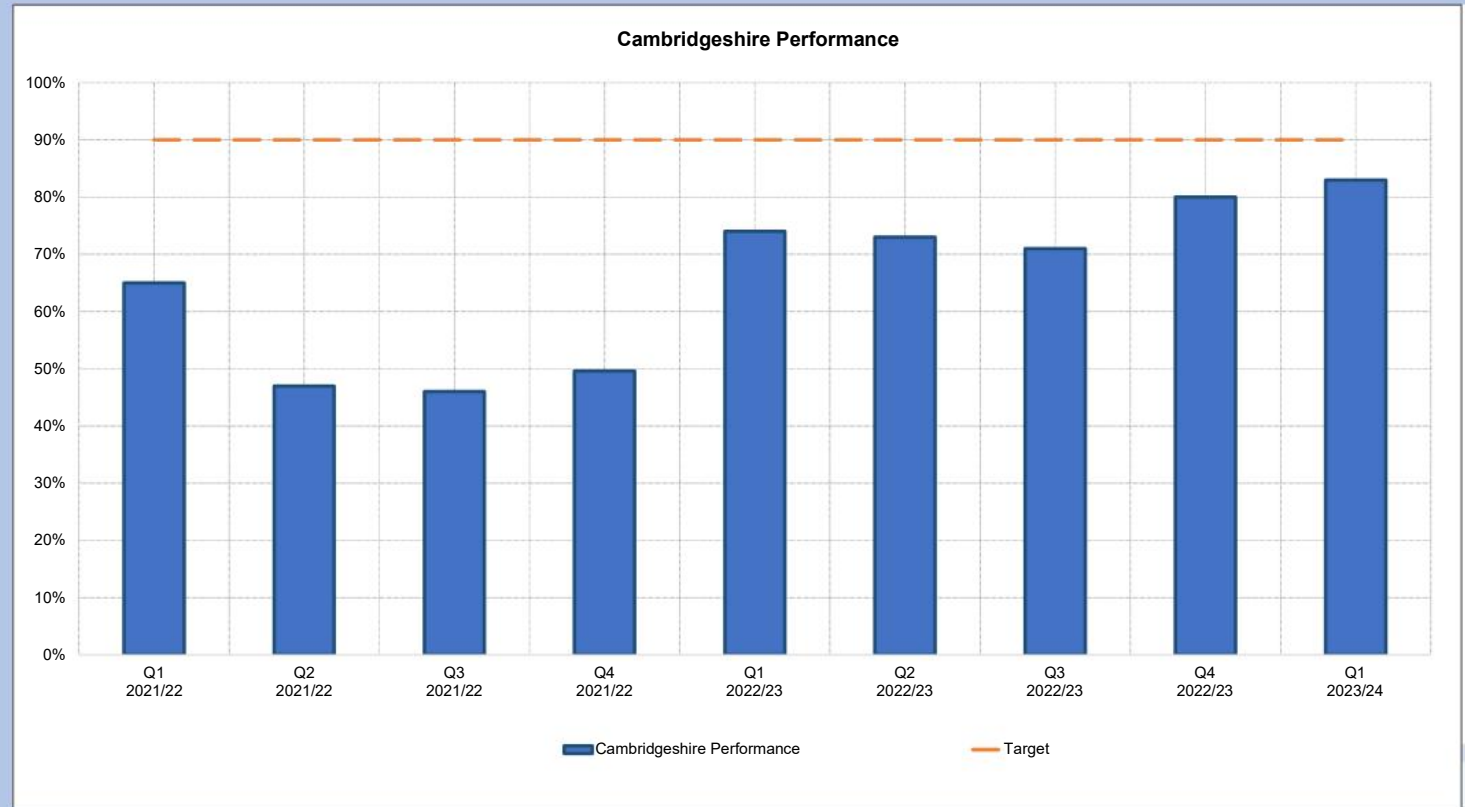
Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
90.0%	↑	83.0%	80.0%	Improving

RAG Rating

**Amber**

**Indicator Description**

Percentage of Subject Access Requests completed within statutory timescales of one calendar month or if extended to three calendar months as permitted.



**Commentary**

The team continue to make good progress with 83% of responses issued on time for the first quarter, showing further improvement from the last quarter of 2022-2023. We continue to make efforts to increase this response rate and maintain the good start to the year despite continued high volumes of requests received.

**Useful Links**

**Actions**

Indicator 184: Statutory returns completed on time

Target	Direction for Improvement	Current period	Previous period	Change in Performance
100%	↑	100%	83%	Improved

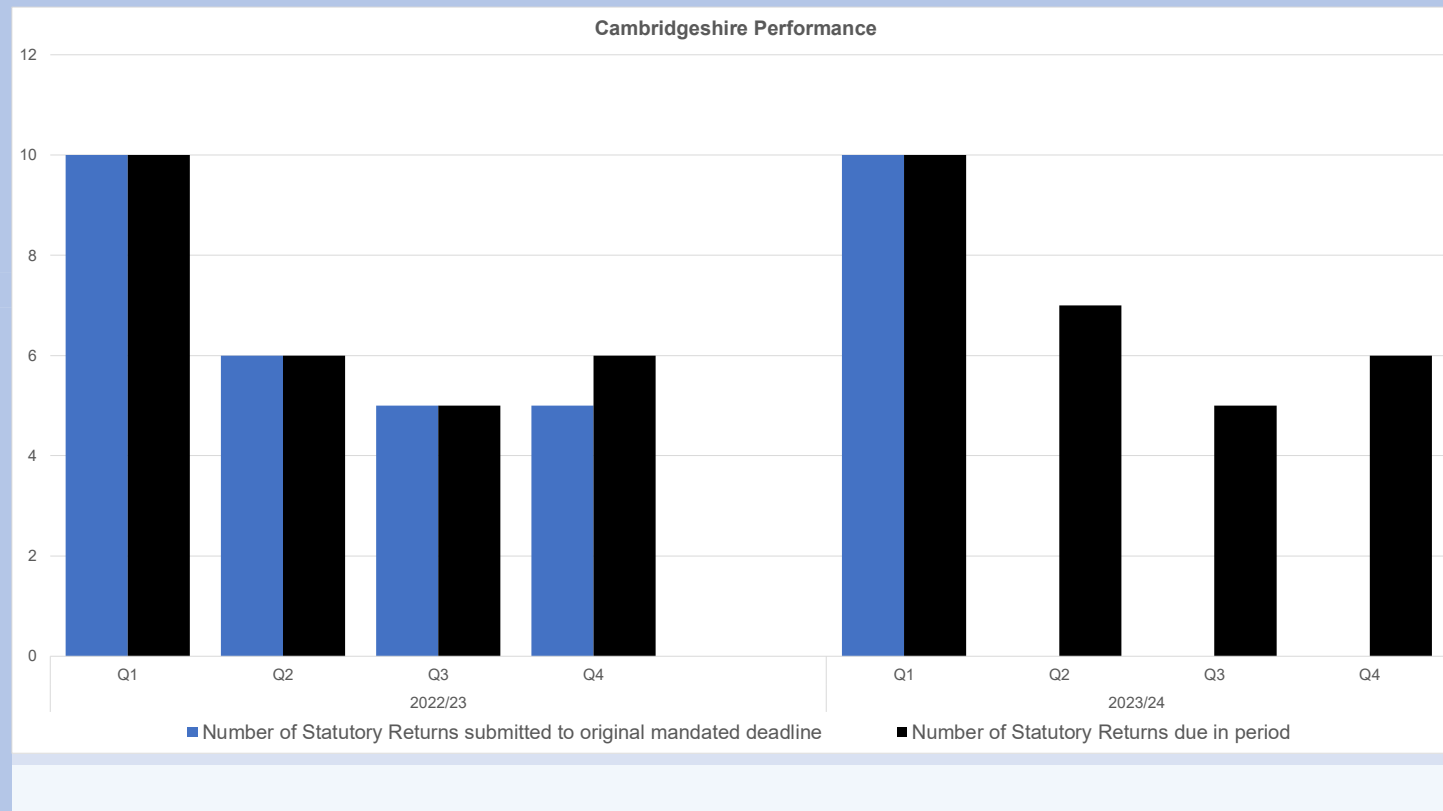
  

RAG Rating

**Green**

**Indicator Description**

The Council's Policy & Insight team leads on, and supports the submission of, a number of key statutory data returns to central government departments and regulatory bodies regarding Adult Social Care and Children & Young People. A list is available on request.



**Commentary**

5 out of 6 returns met the mandated deadline over Q4 but an extension was required for the "SEN2" return which focussed on children and young people in receipt of an Education Health and Care Plan (EHCP) provided to the Department for Education annually. This was due to the complexity involved in transitioning from an aggregated data set to a person-level return which exposed a number of data quality issues in the underlying dataset which needed to be addressed.

All mandated deadlines were met in Q1 2023/24 financial year.

**Useful Links**

[A list of all the datasets that local government must submit to central government.](#)

**Actions**

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
65.0%	↑	59.0%	n/a	n/a

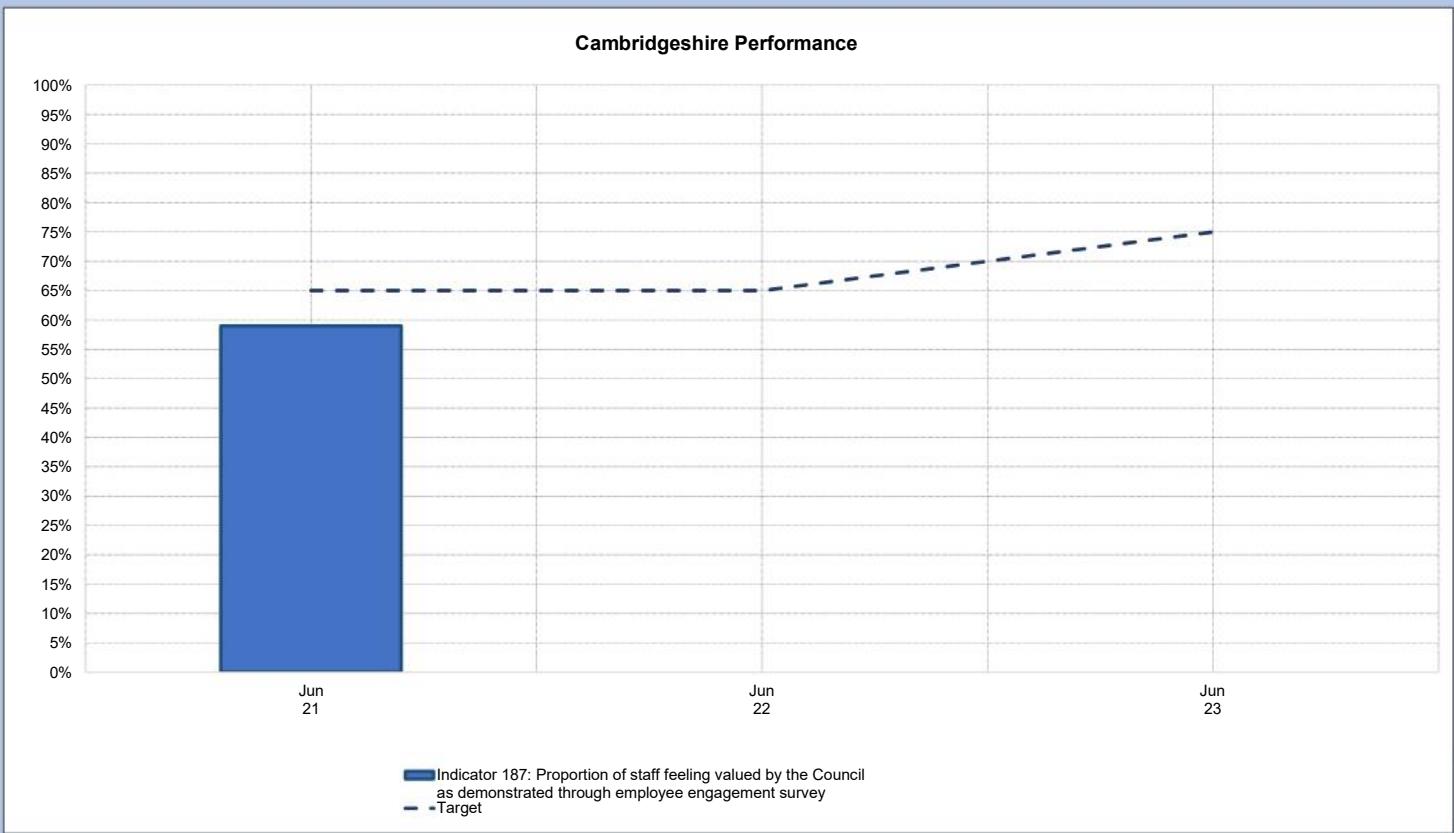
RAG Rating

Amber

**Indicator Description**

The number of people feeling valued by their employer was measured in June 2021 and the % of respondents who responded positively was 59%.

These targets will be re-based and re-set following the completion of the full workforce survey, independently and externally commissioned via Ipsos MORI, which is referred to in the commentary section of this indicator.



**Commentary**

The County Council has formally commissioned a whole workforce survey for 2023, which replaces this historic approach to measuring engagement levels. Given that this scorecard covers only the first quarter of performance for 2023/24, the results from this survey are not yet available. This is expected to be available as part of the Quarter 4 performance report, given that the fieldwork for the survey was undertaken in September 2023. The overall response rate to the survey of 54% will ensure that a statistically reliable and valid series of results will be forthcoming.

**Useful Links**

**Actions**



Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
80.0%	↑	84.10%	87.39%	Declining

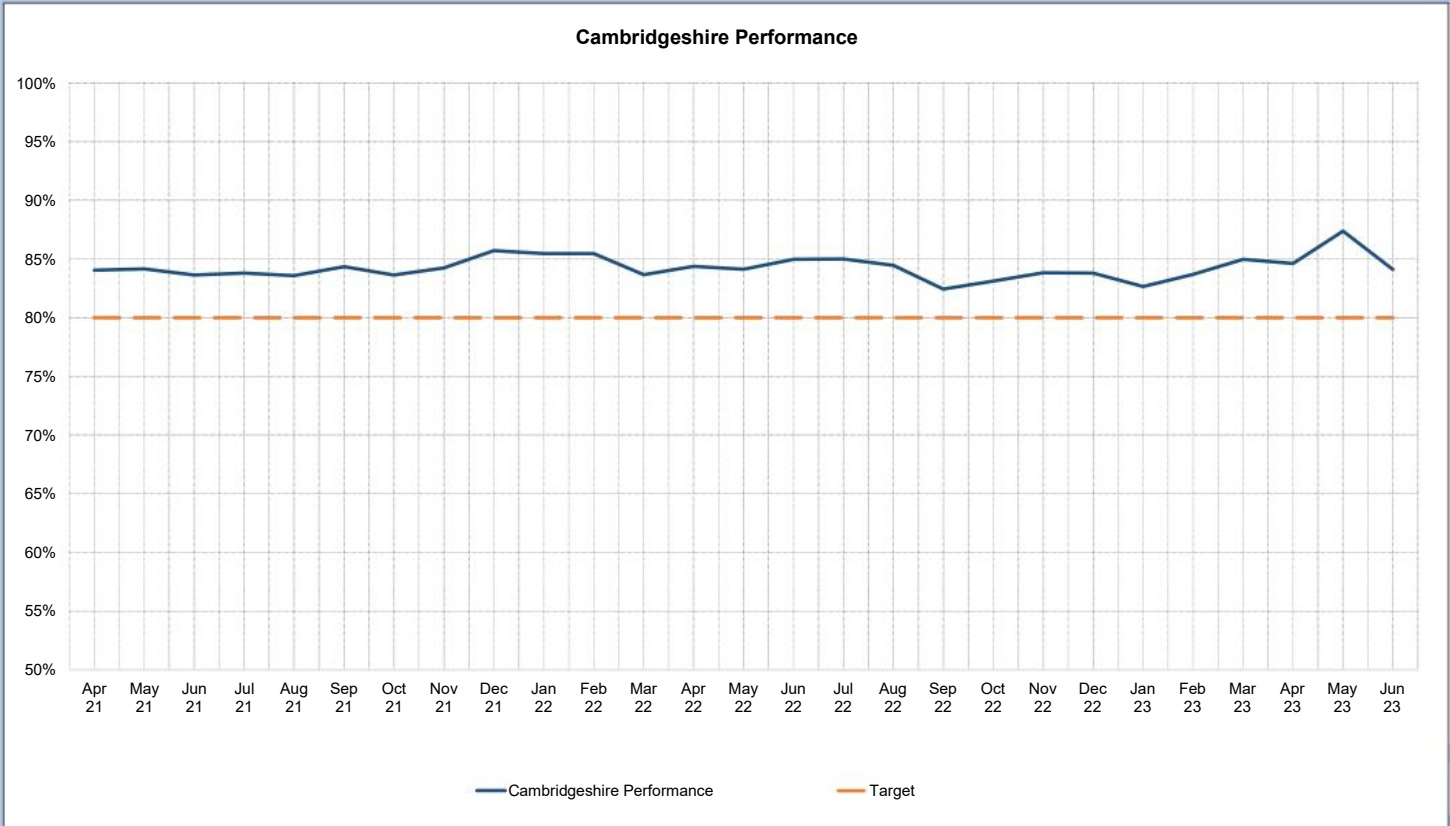
RAG Rating

Blue

**Indicator Description**

Percentage of customer enquiries we deal with that are marked as resolved or transferred, against total number of enquiries recorded. For us, resolved means we have dealt with a customers enquiry to a full resolution. We also class transferred calls as resolved as the request would be to speak to another member of staff, therefore the enquiry is resolved. If we are unable to resolve an enquiry and need to pass it on to a service representative to deal with this would be marked as unresolved. This measures how effectively we are able to meet the customer service standard of dealing with requests at first point of contact.

This is measured in different ways across the industry, but we feel this is the most accurate and meaningful way of measuring this to ensure we are delivering good customer service for our residents. Any unresolved contacts are reviewed to see if we can work with the service to increase our knowledge in some areas to increase the resolution rate. The target is then adjusted in line with any amendments. We envisage this target reducing in the coming years as more contacts move to digital channels and we are left with dealing with more complex enquiries. We have other internal service KPI's as well as a number of advisor KPI's which mitigates any risks of bias. Audits also take place regularly with all advisors to check accuracy of recording.



**Commentary**

Over the period of April to June 2023 we saw 2 months where the First Contact Resolution percentage stayed around the 84% mark whilst also experiencing a slight spike in May to over 87%.

**Actions**

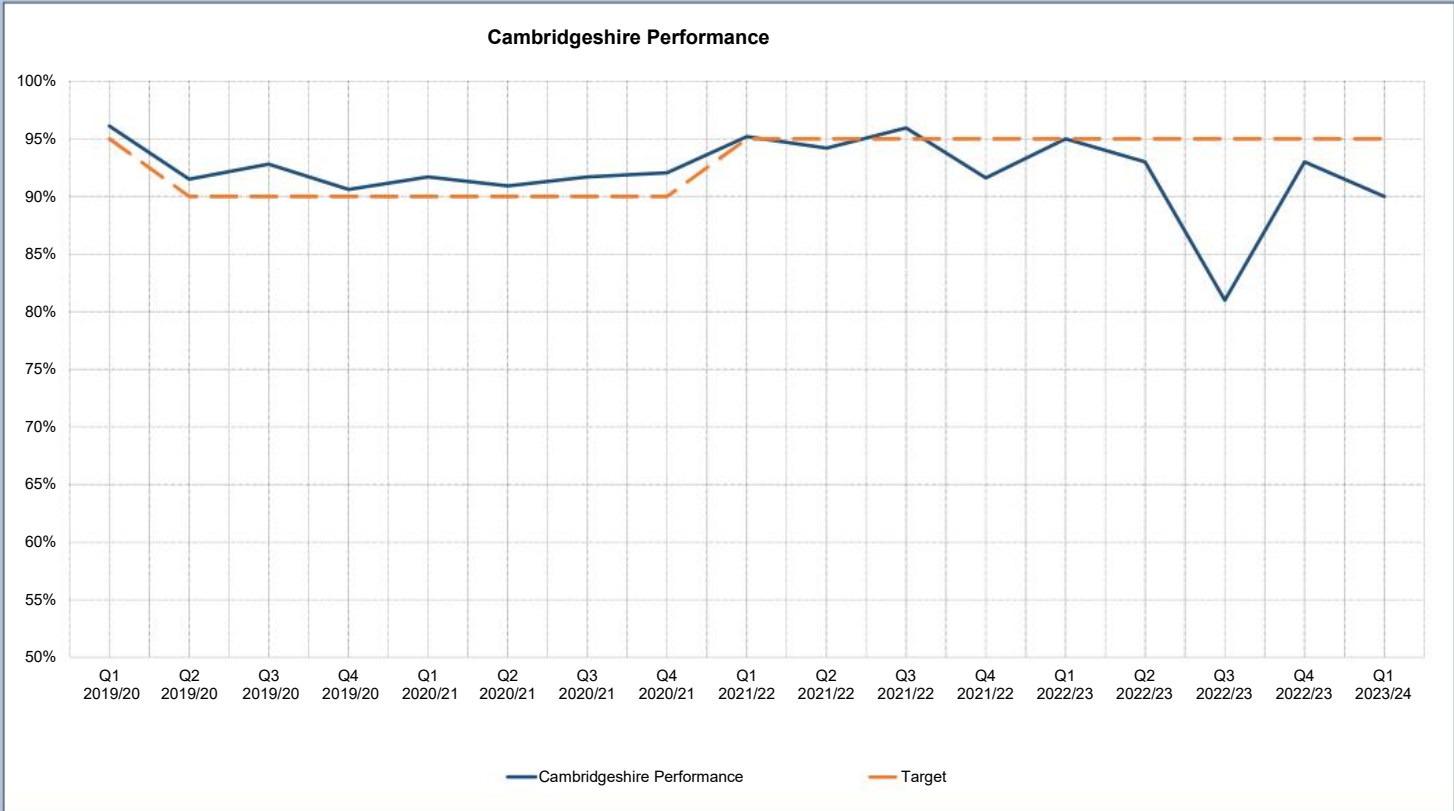
Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
95.0%	↑	90.0%	93.0%	Declining

RAG Rating

Amber

**Indicator Description**

For IT Support, 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.



**Commentary**

The figures are as follows:

April - 1079 out of 1233 requests met SLA = 88%

May - 1472 out of 1696 requests met SLA = 87%

June - 1398 out of 1464 requests met SLA = 95%

Q1 - 3949 out of 4393 requests met SLA = 90%

In May, we started to push contact via the Hornbill online chat service which speeds up initial response times; however, it has also resulted in a significant increase in call numbers and therefore workload.

**Actions**

The IT service is planning to produce more video guides to allow for greater self-service and concentrate analyst resource on the areas of greatest need. Seeking to increase staff retention so that skill levels are maintained on the Service Desk.

Indicator 204: Annual forecast of the gross income from our commercial investment as a percentage of initial investment

[Return to Index](#)

October 2023

Target	Direction for Improvement	2023-24 Forecast	Previous Quarter	Change in Performance
6.0%	↑	5.79%	5.71%	Improving

RAG Rating

**Amber**

**Indicator Description**

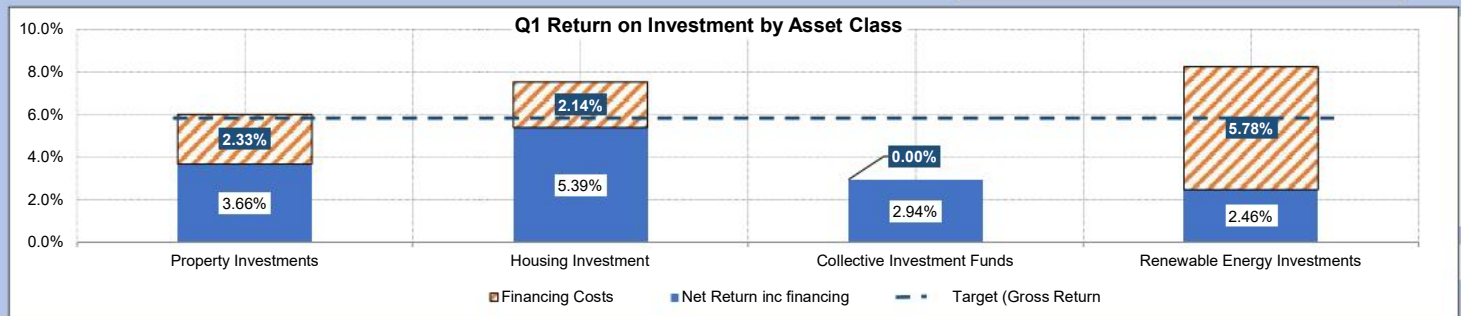
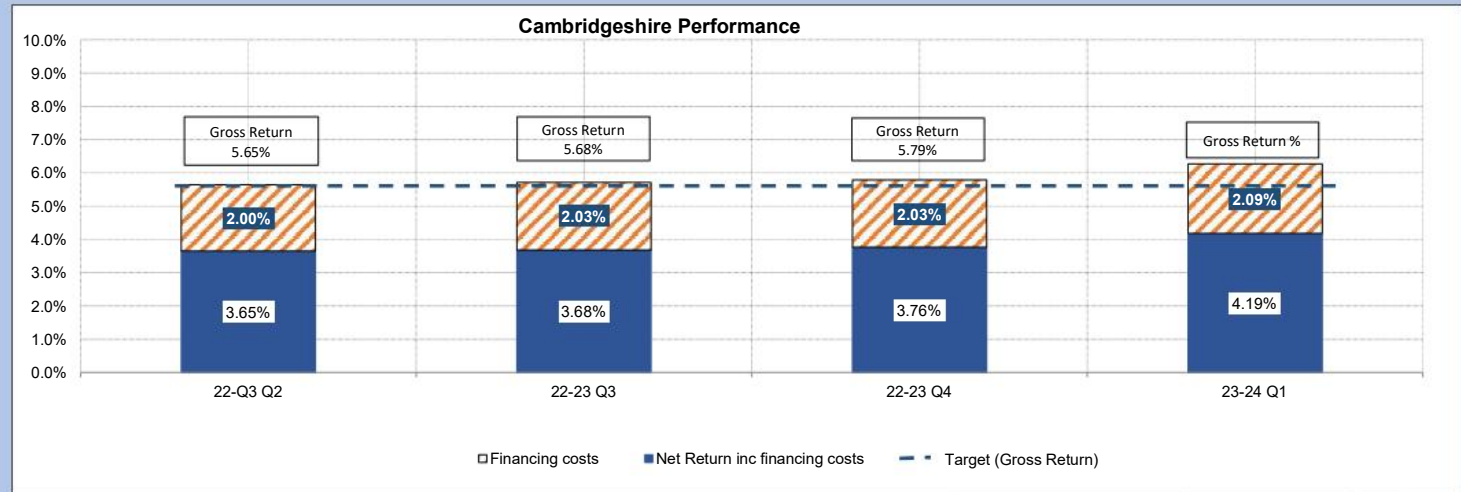
This indicator projects our expected gross income from the commercial investments that provide an income yield or interest receivable against a 6% target.

This indicator should be used to judge the performance of our commercial investment portfolio as a whole. It should not be used to predict any differences in actual income against budget. This is detailed within the Finance Monitoring Report.

The return figure includes investment that has already been made, as well as any additional investment expected within the financial year. The figures look at the full year effect, even where investments have not been held for the whole year.

The return is shown both gross (the total of the blue and orange blocks) and net (the blue blocks) of financing costs; the orange blocks therefore equate to the level of financing costs. The lower graph shows the return per asset class; different classes of asset are expected to deliver different levels of return.

This indicator reflects the income return from these assets, rather than the asset growth or total return (reflecting local government accounting regulations).



**Commentary**

Performance against this indicator has improved year-to-year; 2019-20: 5.4%, 2020-21: 5.5%, 2021-22: 5.8%. However, it has dropped slightly to 5.75% in 2022-23 as a result of a small decrease in interest due from loans to This Land following a scheduled repayment of one loan during 2021-22. In addition, Triangle Solar Farm has overperformed in previous years, but price changes mean it did not achieve its target. The income expected across these investments in 2023-24 is £19.1m with a net income of £12.6m after financing costs. Within this indicator, interest from This Land and the Infrastructure Fund are performing well. The solar farm is performing as per the budget at this stage in the year. Unit 13 Evolution Business park will be losing a tenant at the end of August, viewings are currently taking place. The student accommodation levels for 2022-23 academic year recovered, with new lettings being taken for 2023-24 academic year, with 85% room bookings confirmed. Letting negotiations are in progress for one of the Units at Cromwell Leisure Park, but unit 1 and 3 remain unlet. Unit 1 has been empty since the investment was made.

**Actions**

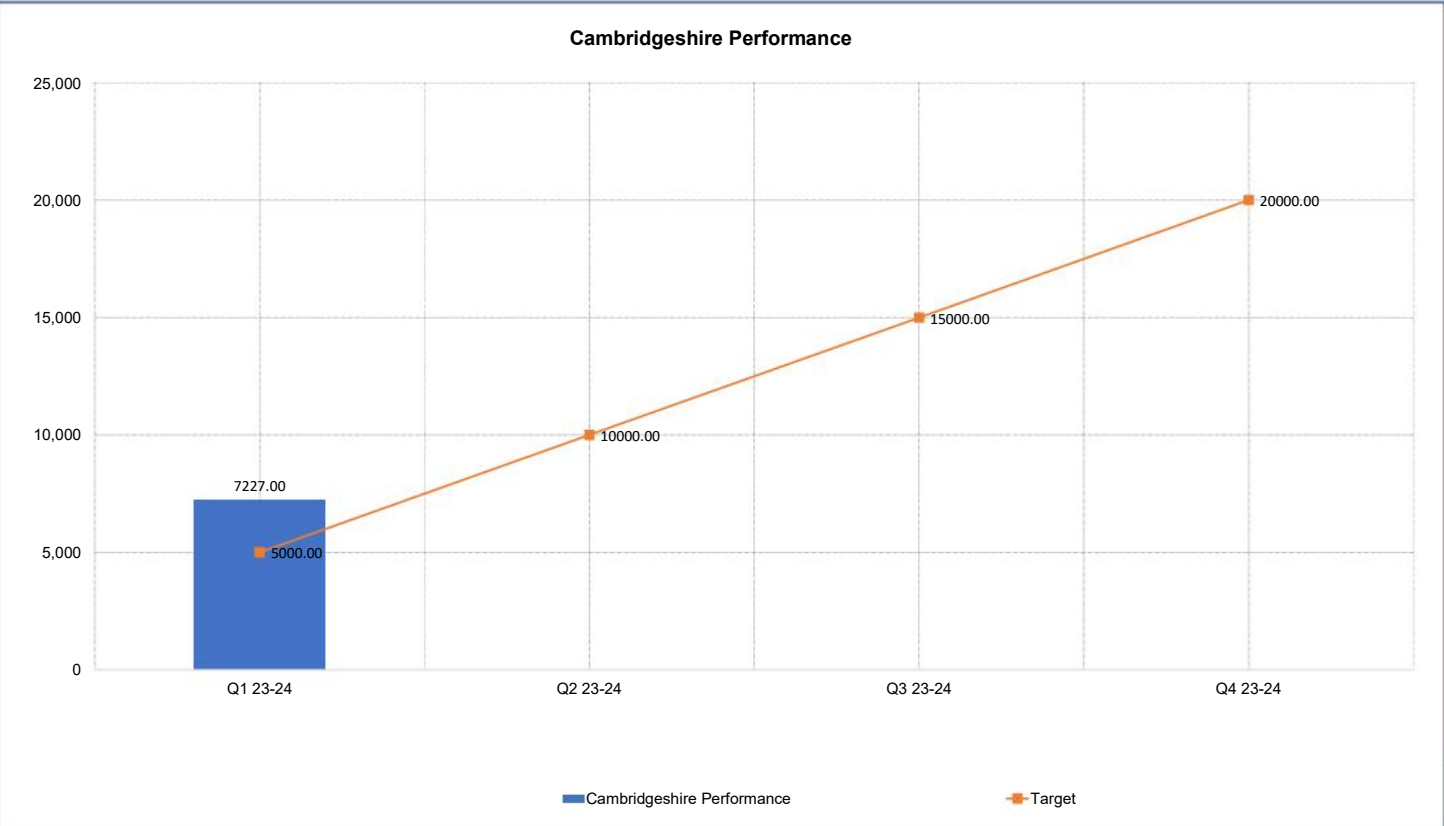
Consider relative allocation between different collective investment funds and in view of the updated CIPFA prudential code and inflation risks.  
Consider outcome of new tenant negotiations at Cromwell Leisure Park.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
£5,000	↑	£ 7,227.0	N/A	N/A

RAG Rating

Blue

**Indicator Description**  
 Social value achieved via purchasing and contractual arrangements.  
 Data will be collated via the Social Value Portal and internal mechanisms.  
 Target of £20,000 to be delivered during 2023/24, with that target rising by £5,000 in each of 2024/25 and 2025/26.



**Commentary**  
 During the first quarter of 2023/24, £293,000 has been committed by suppliers with just over £7,000 delivered against the Social Value target of £5,000 per quarter. Delivery is monitored and checked by both the relevant contract managers and the Social Value Portal working on behalf of the Council.

**Useful Links**  
[National TOMs Framework 2019 Guidance](#)  
[Social Value Portal](#)

**Actions**  
 No actions required at this time.

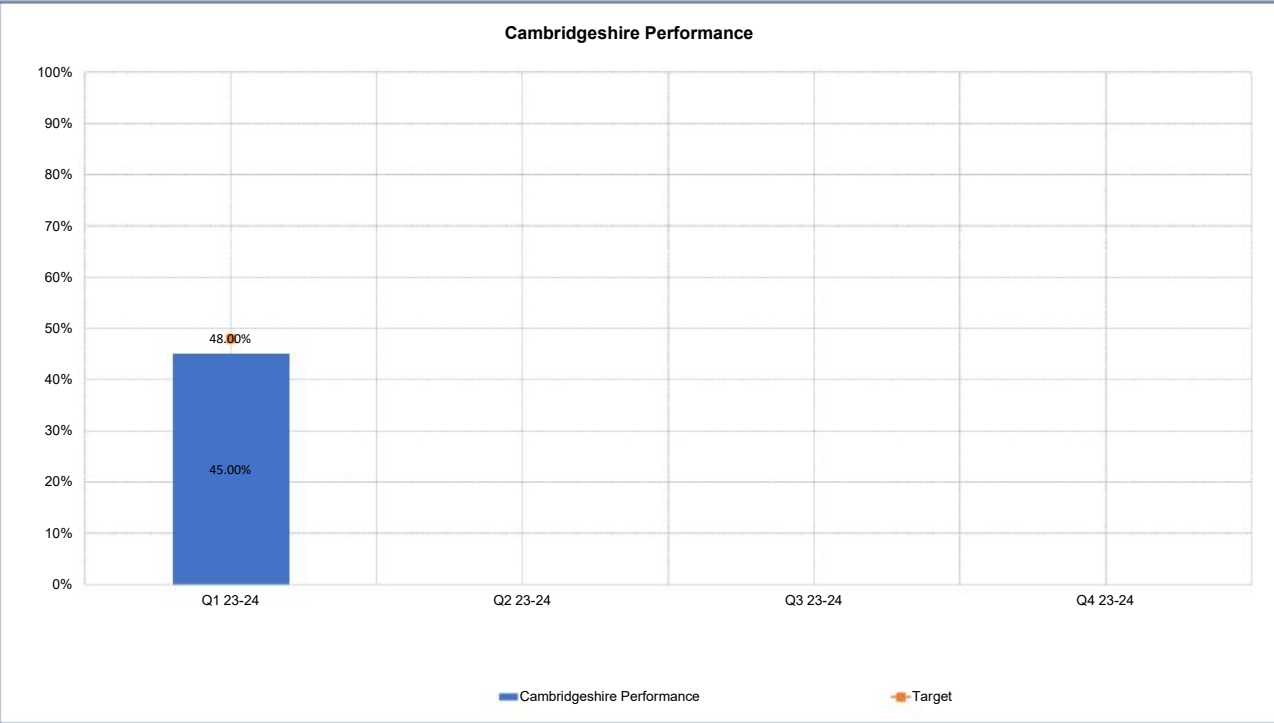
Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
48.0%	↑	45.0%	N/A	N/A

RAG Rating

**Amber**

**Indicator Description**

% of overall contract value awarded to businesses and third sector organisations in Cambridgeshire. A baseline for this has been set using 2022/23 data and this has been used to establish a target for improvement. The target of 48% was chosen as a realistic increase after analysing the last 3 years and seeing how much influence could be achieved over the spend. Data will be captured from the Contract Register using the supplier's registered address.



**Commentary**

Local businesses in this case have been identified using CB and PE postcodes. The spend data will not include individual spend under £5,000 (as this does not have to be attributed to a contract) or spend via systems other than ERP, our principal finance system. It should be noted that the Council cannot reserve or in any other way favour local SMEs during procurement processes, building local spend will therefore be driven by market engagement.

**Useful Links**

**Actions**

An event for SMEs is being organised for November 2023, the purpose of this event is to enable and encourage SMEs to access the Council's contract opportunities.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
750	↑	655	N/A	Declining

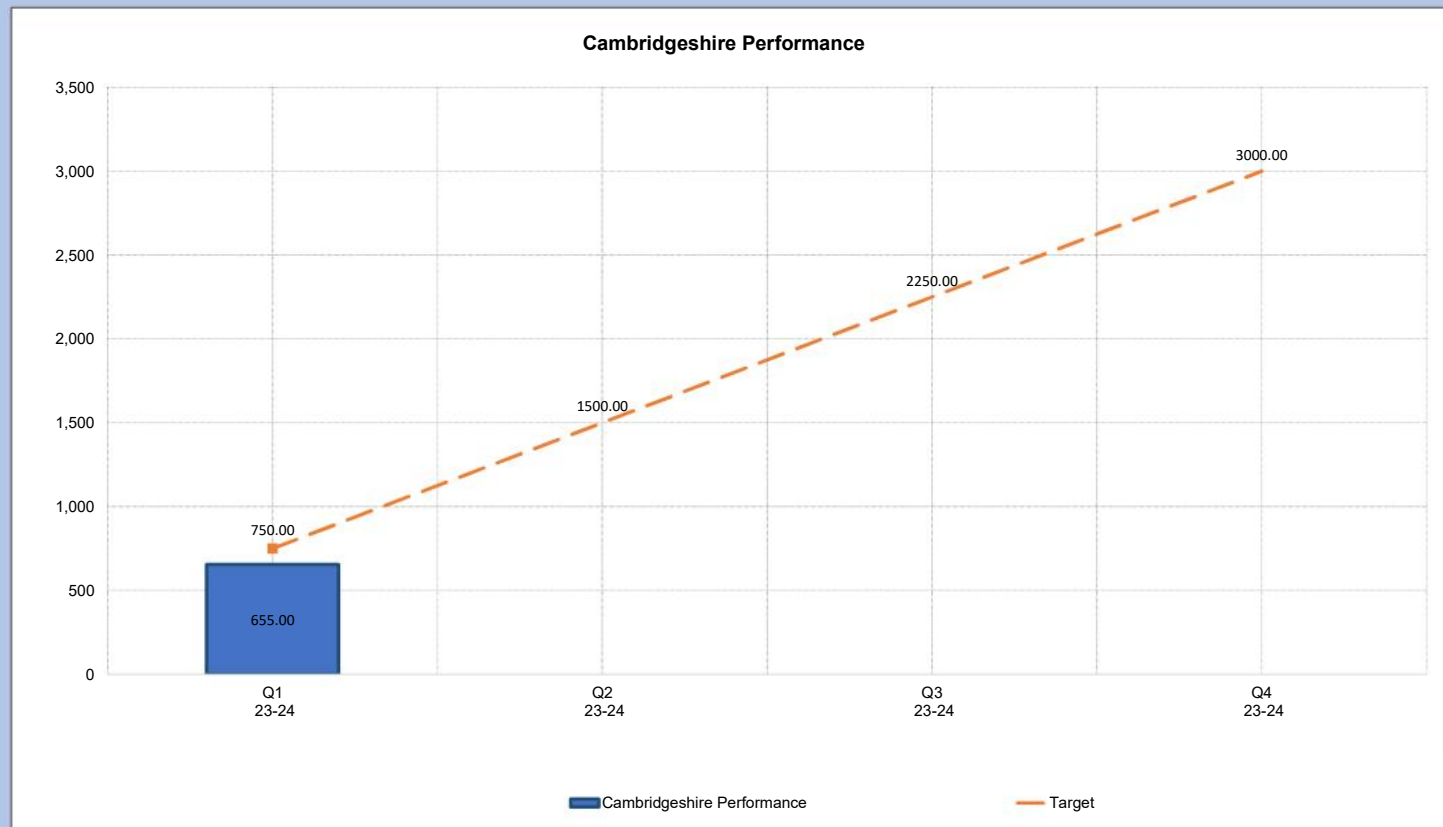
RAG Rating

Red

**Indicator Description**

This indicator measures how many staff have completed the 'Introduction to First Aid' & the 1 day Emergency First Aid course. These are mandatory courses which must be completed every year, that will enable staff to have a basic understanding of first aid requirements whilst working in an agile way.

Some staff do not need to complete the course as they may have already completed a more advanced course as part of their role within the County Council (e.g. they may have a First Aid certificate aquired outside of work). This has informed the setting of a target of 3000 staff.



**Commentary**

The Introduction to first aid course was launched in October 2021. So far 22% of the target of 3000 employees completing the Introduction to First Aid has been completed. The target of 3000 completions was met during the last financial year (2022/2023) and the chart has been updated and replaced with a year by year graph rather than an accumulative chart.

**Actions**

Staff continue to complete the courses and within the first quarter of 2023 - 2024 there have been 655 completions. The Health & Safety team will continue to promote the course via the Corporate Leadership Team and the Directorate Health and Safety Meetings to ensure that the target of 3,000 by the end of the financial year is met.

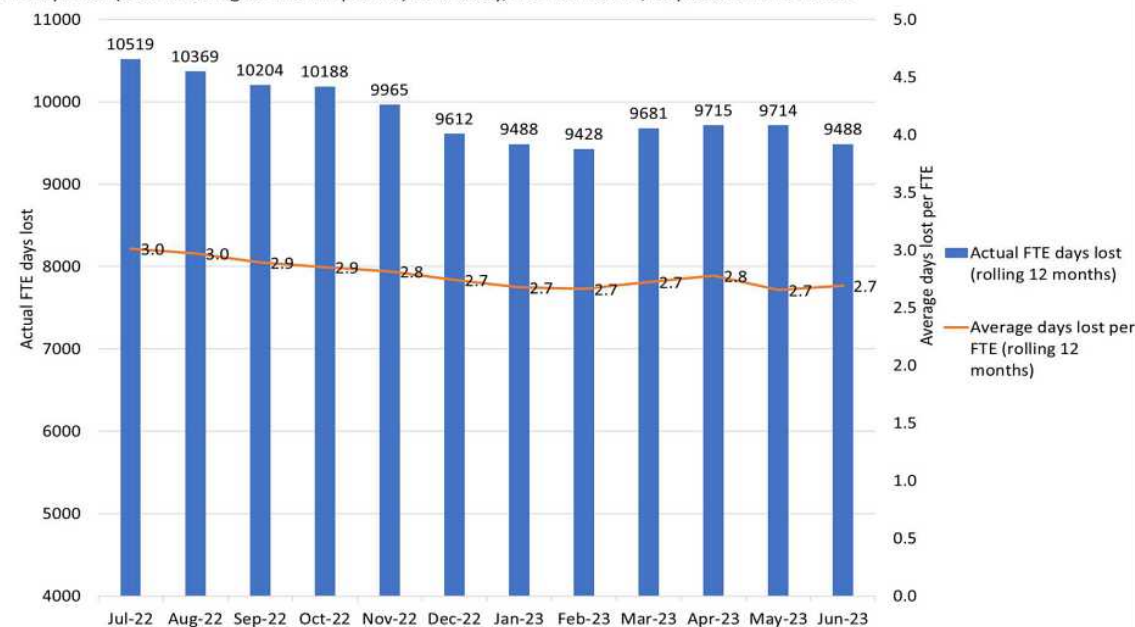
<b>Target</b>	<b>Direction for Improvement</b>	<b>Current Month</b>	<b>Previous Month</b>	<b>Change in Performance</b>
TBC	↓	9,488	9,714	Improving
<b>RAG Rating</b>				
Baseline				

**Indicator Description**

The table shows a 12 month rolling absence for all County Council absence related to anxiety, mental health, depression and stress.

The actual full time equivalent (FTE) days lost is in blue. The orange line represents the average absence by FTE.

FTE days lost (over a rolling 12 month period) to anxiety, mental health, depression and stress



	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
Actual FTE days lost (rolling 12 months)	10519	10369	10204	10188	9965	9612	9488	9428	9681	9715	9714	9488
Average days lost per FTE (rolling 12 months)	3.0	3.0	2.9	2.9	2.8	2.7	2.7	2.7	2.7	2.8	2.7	2.7

**Wellbeing support**

Support and interventions aimed at support for mental health and to reduce absence related to mental health conditions include:

- Employee Assistance Programme (EAP)
- Occupational Health
- Access to Work/ Remploy
- Stress MOT
- Return to work meetings
- Wellbeing Conversations and Wellness Action Plans
- Phased return/reasonable adjustments/SARA
- Mental Health First Aiders
- Agile/flexible working options
- Mental Health Awareness Training (procurement complete)
- Wellbeing Hours, blogs and promotion of resources
- Psychological support for social care teams via the ICS Hub

**Commentary**

The actual full time equivalent (FTE) days lost due to absence related to anxiety, mental health, depression and stress is now lower than levels that we saw at the start of 2022, and the average absence by FTE (related to anxiety, mental health, depression, and stress) has also decreased and is now in line with the figure we saw at the start of 2022 (2.7 days per FTE). Anxiety mental health and depression remains the top reason for long term absence (21days+) and 4th for short term absence. Stress is the second top reason for long term absence. As this metric is based on rolling 12 month data, it continues to be important to monitor this metric over the coming months.

Employee mental health is supported by multiple interventions including the employee assistance scheme (EAP), which has a utilisation rate of c. 19% of our employee headcount. 1087 calls were made to the service in the period June 2022 to May 2023, of which 924 were counselling calls. Counselling cases include a mixture of face to face, telephone, and online sessions, with online being by far the most used. The top 3 reasons for counselling calls were Anxiety (289), Low Mood (164), and Partner (98). 82 calls related to 'Employment', with the most reasons within that being Role, Support, and Demands. Only 5 related to Change and 4 to Redundancy. There were 7 Management Referral cases. Excluding schools, who now have their own contract, the Directorates with the highest call numbers were Adults and Safeguarding (229), Children's Social Care (184), and Strategy and Partnerships (105). After engaging in structured therapy, the Generalised Anxiety Disorder (GAD-7) average score reduced from 1.8 to 0.8 and the average Patient Health Questionnaire (PHQ-9) score reduced from 1.3 to 0.6. Two awareness sessions for Members were held and recorded in July 2023 as this service is available to Members too.

Wellbeing-related training continues to be well attended, with more than 200 people having completed the Wellbeing and Mental Health Awareness workshop, which launched this year, and 470 having completed the e-learning. Our popular Menopause Awareness workshops have created opportunities to hear feedback from colleagues about how to improve wellbeing at work, such as the trial of emergency period products in selected office buildings.

**Actions**

The August Wellbeing Hour was hosted by Maximus and focused on support available from Access to Work for supporting colleagues with stress. Our September Wellbeing Hour focused on Financial Wellbeing, and launched a new Financial Wellbeing workshop, to offer improved understanding and skills for colleagues to support this aspect of their wellbeing. September also saw the launch of a County Council Wellbeing Hub Camweb page. We are working with NHS colleagues as part of our ICS Workforce plan to explore access for County Council colleagues to the Cambridgeshire & Peterborough Staff Mental Health Service.



Indicator 214: Staff turnover (rolling 12 month average)

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October 2023

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
TBC	↓	12.0%	12.4%	Improving

RAG Rating

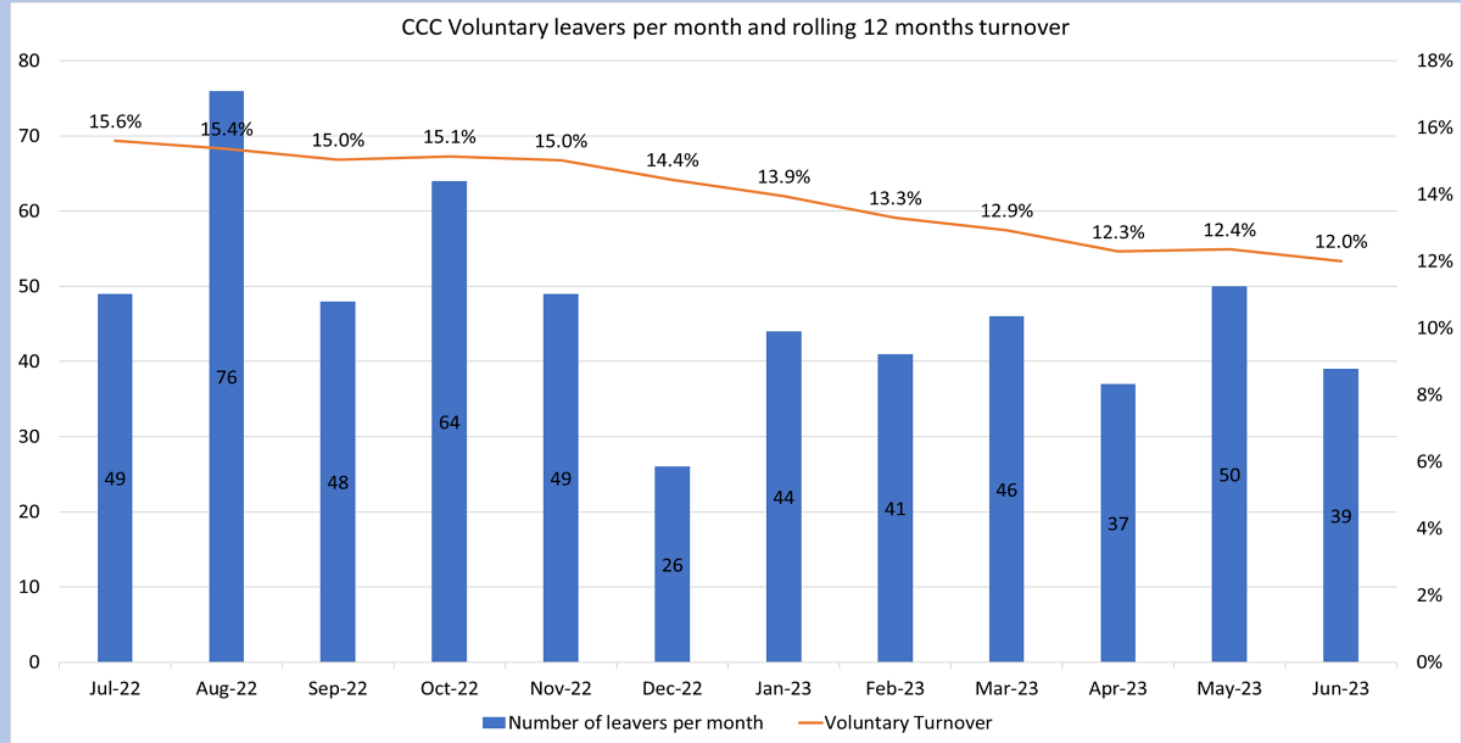
Baseline

**Indicator Description**

The orange line confirms the rolling 12 month average turnover which is calculated by number of voluntary leavers / average headcount over a 12 month period. The value for Dec 22 summarises the period Jan 22 - Dec 22.

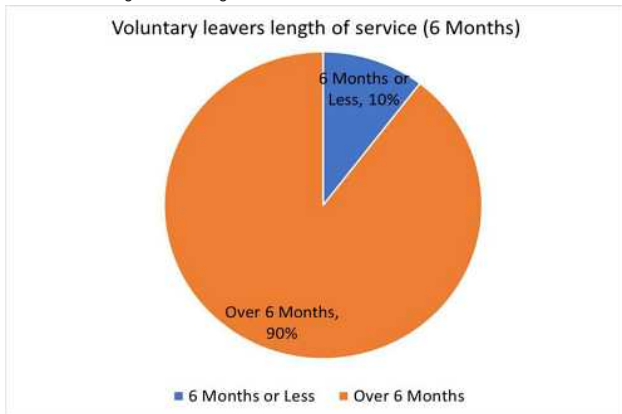
In blue is the number of leavers for that month e.g. in Oct 22, 64 employees left employment with CCC. This is a count of voluntary leavers. If an employee is in two positions, both are counted in this number as they have left both roles.

The target for this indicator is to be confirmed. The intention is to reduce turnover, specifically early attrition of people with less than 12 months' service. This KPI will be further developed to include a focus on measuring the early attrition of new starters with the aim of ensuring that our recruitment, onboarding and induction is good, and that people's experience is positive.



**Turnover and Service**

Of the total voluntary leavers for the rolling 12 months period ending 31 Dec 2022, 10% had 6 months or less service which is the three percent lower than the previous reporting period. The average length of service for voluntary leavers in the same period is 6.4 years, reducing to 4.6 years when excluding those retiring.



**Commentary**

Turnover had been increasing as is the case in most organisations, however for the second part of the 2022 we have starting to see this figure decline.

We are still seeing the affects of the pandemic restrictions roadmap as the data reflects a rolling 12 months. The last step in the roadmap, step 4 (July 21), should now become less significant in this rolling 12 month data set as time moves on.

Traditionally less people change employment over the Christmas period and December 2022 saw a lower than usual number of leavers too (verses December 2021 with 59 voluntary leavers and an average number of leaver per month for the year at 56) . This could also be attributed to the current increase in cost of living and people having less confidence to change employers. This reduced number of leavers for December has also contributed to the continuing decline in CCC voluntary turnover rate.

**Actions**

HR Service have recruited a Retention Advisor who is actively involved in the Children's Workforce Programme project aimed at improving recruitment and retention of Social Workers in Childrens services. Exit interviews are being completed with a focus on Social Workers, Senior Practitioners and Team Managers, collating the data and presenting back to the board. The team are also in the process of setting up regular 'check ins' with new starters to ensure we capture and address any issues early on.

The HR Service have a dedicated Retention Advisor who offers face to face exit interviews with any leaver who would like to and particularly targets leavers from Children's social Care, this is to gain valuable intelligence regarding the reasons for leaving and by collating the data and feeding back into the service and the Workforce Board improvements can be made. In addition the retention advisor meets with new starters to Children's social care on 6 occasions during the first few weeks and months to understand the experience and again identify opportunities for improvement and highlight good practice



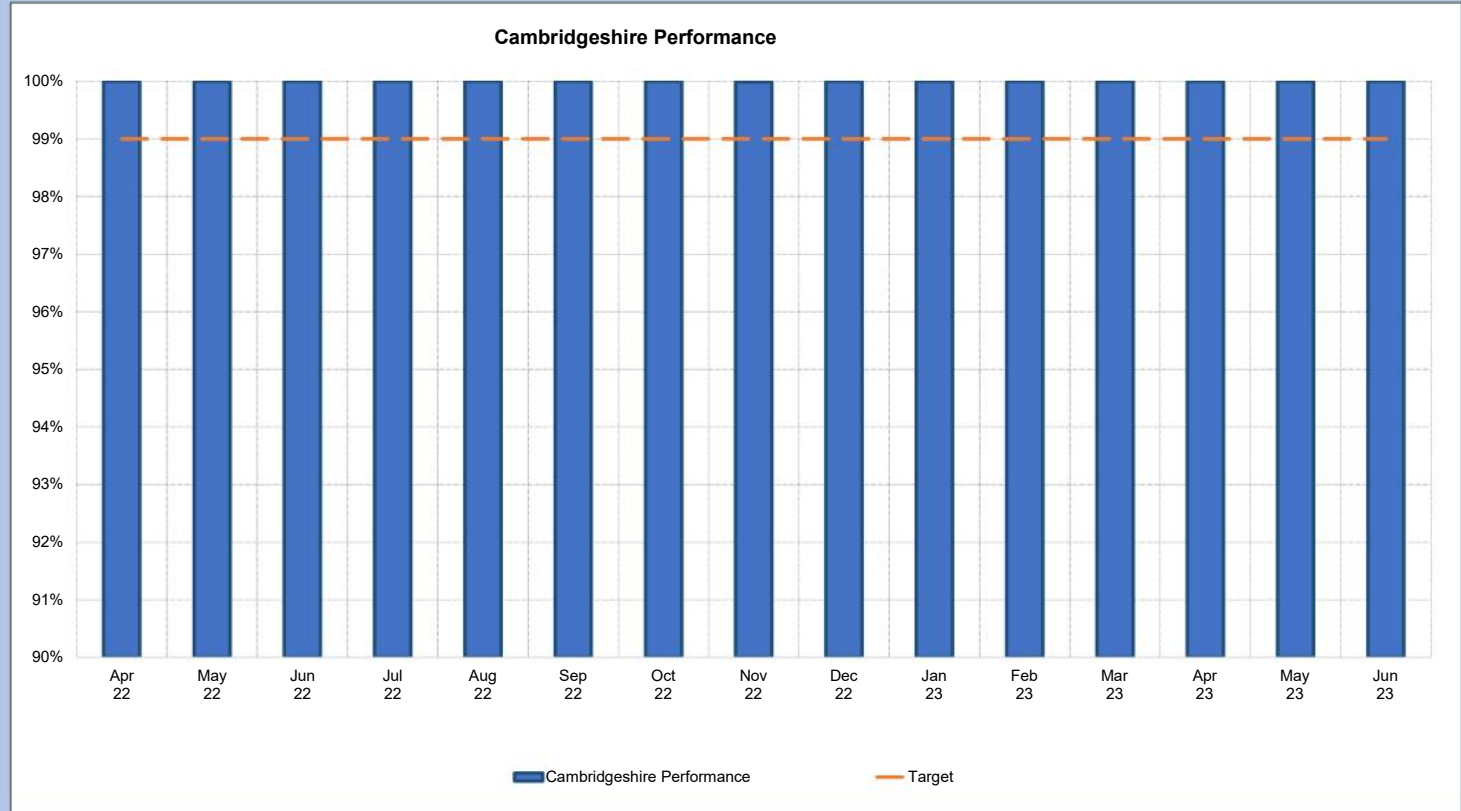
Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
99.0%	↑	100.00%	100.00%	Unchanged

RAG Rating

Green

**Indicator Description**

This relates to the availability of remote access to the CCC network - excluding planned outages for maintenance



**Commentary**

The figure for Q1 relates to the new PaloAlto Secure Web Gateway, which replaced the Citrix VPN during Q1.

**Actions**

**Actions**

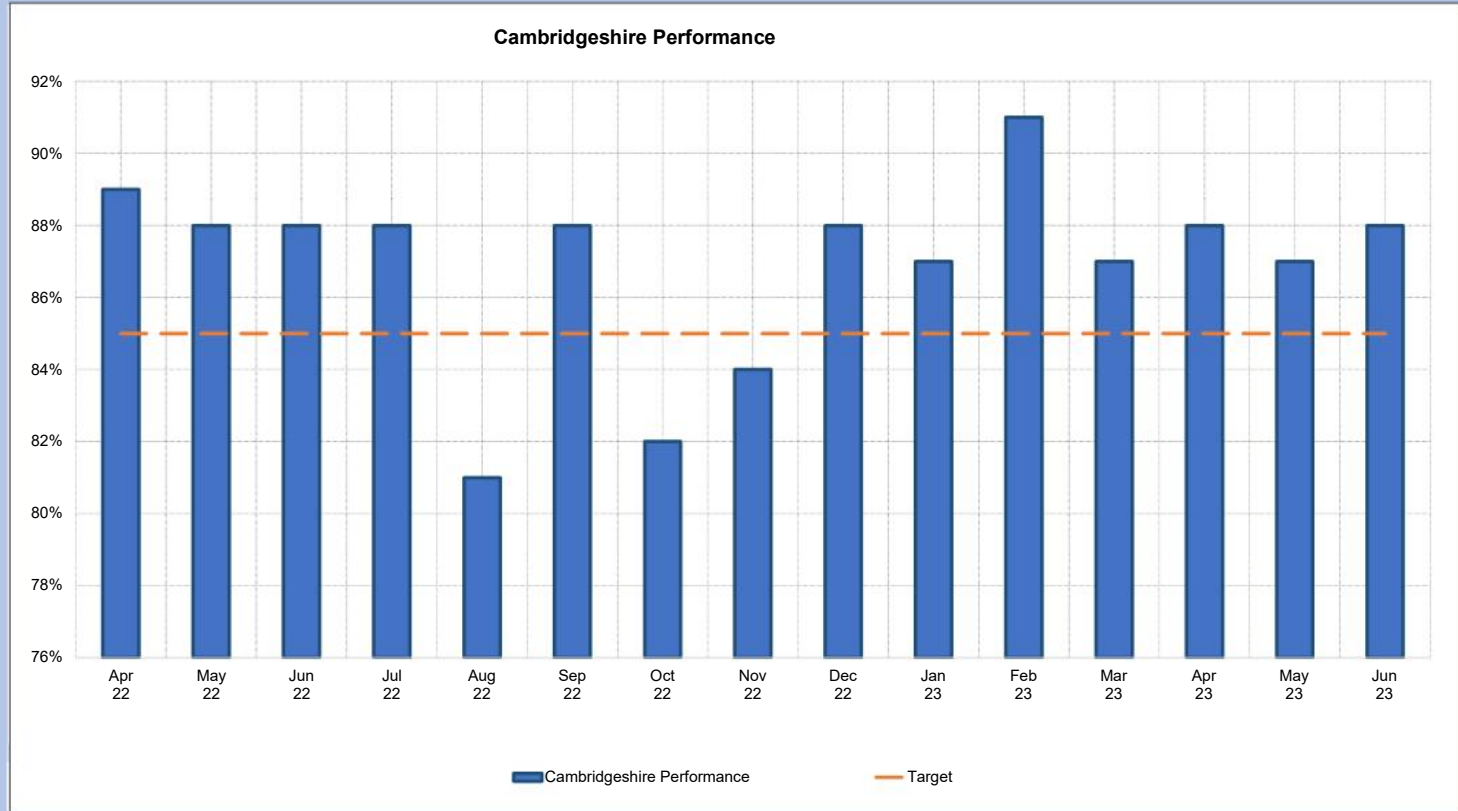
Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
85.0%	↑	88.0%	87.0%	Improving

RAG Rating

Green

**Indicator Description**

Once a call is resolved, the requestor receives an email asking them to complete a survey, they are asked to judge the service between 1-5 stars. This measure will take the % of submitting Excellent.



**Commentary**

5\* ratings are above target for the whole of Q1.

**Actions**

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
86.0%	↑	98.0%	97.0%	Improving

RAG Rating

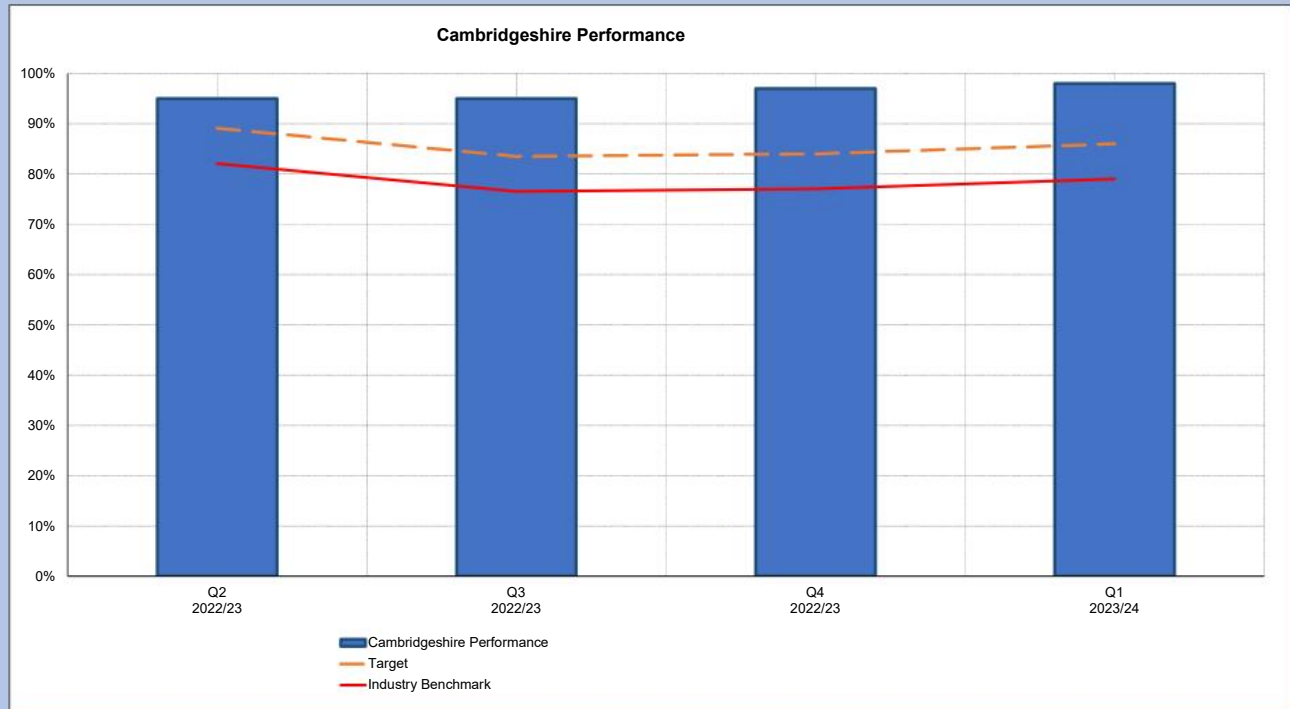
Blue

**Indicator Description**

Measures content quality, content freshness, security and user experience of the County Council's main public website.

Reported data is an average of weekly scores for the last week in the reported month.

The target is set to track at 7% above the industry benchmark score for Government and this updates every quarter.



**Commentary**

The graph shows the quality assurance of the County Council website compared to the target score (7% above the industry standard).

The quality assurance score has increased slightly from 97% to 98%. The score is 12% above the target score. The target score itself continues to increase and is now at 86%. The web team continues to produce high quality content and are fixing any broken links in a short time period.

**Actions**

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
92.0%	↑	95.0%	95.0%	Unchanged

RAG Rating

Green

**Indicator Description**

Accessibility checks based on selected success criteria from the Web Content Accessibility Guidelines (WCAG), a legal international standard for accessibility. These checks cover common issues that affect a website's accessibility compliance.

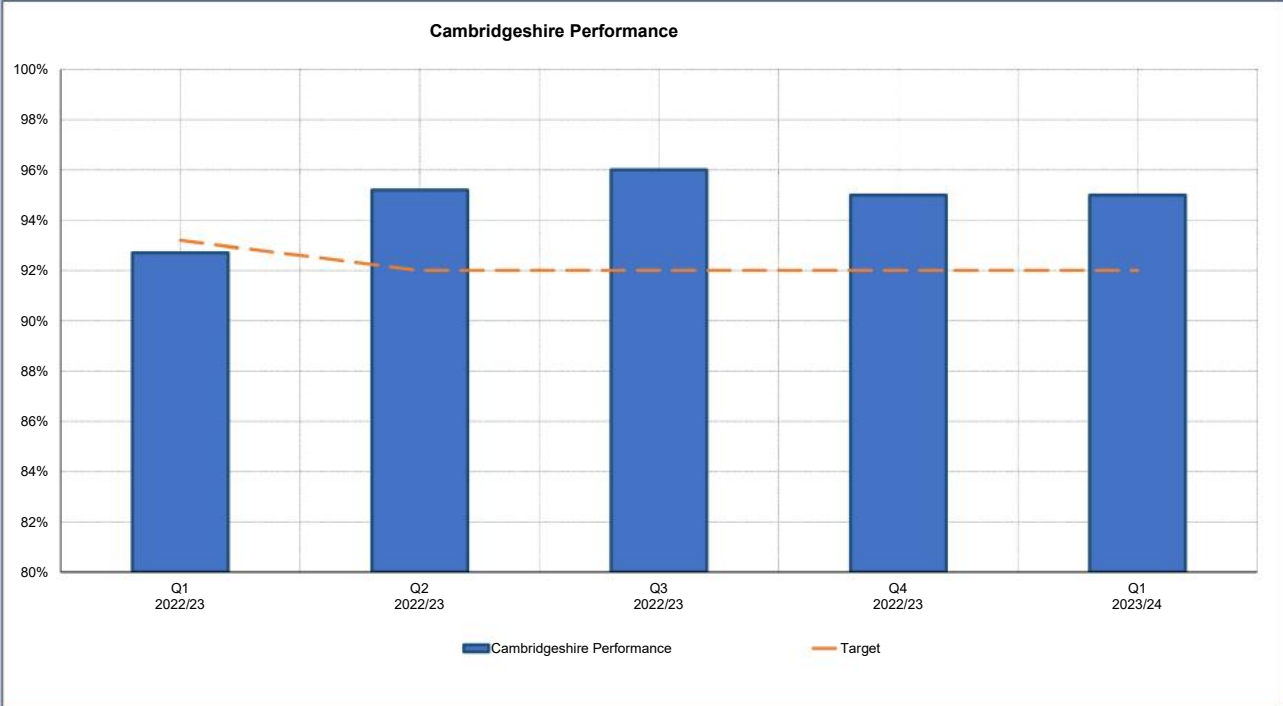
New regulations on accessibility came into force for public sector bodies in 2018 - <https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps>. We must make our website accessible by making it 'perceivable, operable, understandable and robust'.

The web team carryout weekly audits of the website to ensure the site is meeting the required accessibility standards. All new content is htoroughly checked to make sure it is accessible and we are currently updated all legacy documents (PDFs) to make sure they meet the new standards. The team uses a number of resources to do this including our Website Content Playbook - <https://www.cambridgeshire.gov.uk/website-content-playbook>

We have also developed an Accessibility E-Learning course to enable all staff to understand hte accessibility reguatiions and make their own content accessible.

Reported data is an average of weekly scores in the reported time period.

The target has changed to a fixed score of 92%, from a score that tracked at 7% above the industry standard - see commentary for details.



**Commentary**

The accessibility score has remained at 95% for this quarter. Since the last reporting period, we have continued to monitor and fix any accessibility issues, while publishing new accessible content.

**Actions**