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Performance Report

Quarter 4

2022/23 financial year

Communities, Social Mobility and Inclusion 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, to present a rounded view of information relevant to the service area, without a performance target. • 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

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June 2023

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
107,236	↑	85,080	84,659	Improving

RAG Rating

Red

Indicator Description

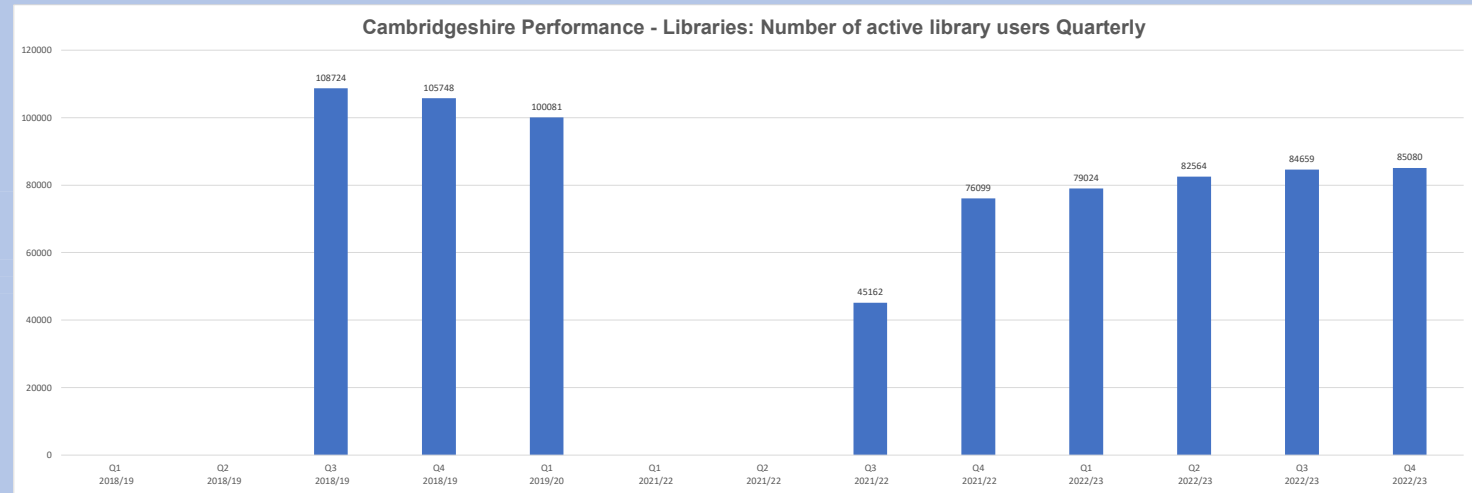
The indicator is a cumulative total of the number of active library users per quarter.

The comparison data is from the local area benchmarking tool from the Local Government Association.

Source: CIPFA Statistical Information Services

Useful Links

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



Commentary

Q4 22/23 - We have built on the strong recovery since lockdown, nearly doubling the number of people making use of their library card in the last year. We are confident that work on various projects due to be implemented next year will help us achieve this target. Most notably: making every child a library member in Wisbech, EverySpace updates to March library and expansion of the Business and IP centres across more sites.

Actions

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

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June 2023

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
475,381	↑	377,204	322,668	Improving

RAG Rating

Red

Indicator Description

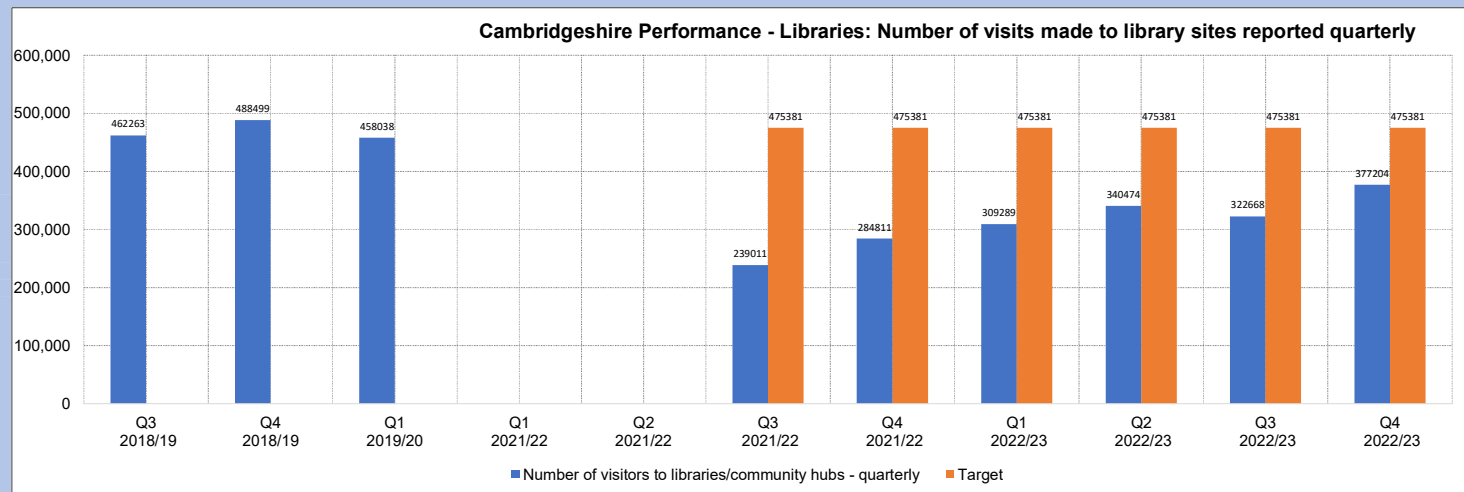
The indicator is a cumulative total of the number of physical visits to Cambridgeshire libraries for every 1,000 population. The relevant mid-year population figure for each financial year is used to calculate the rate for each quarter.

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](#)



Commentary

Q4 22/23 - We had a strong performance in Quarter 4 with recovery much more evenly spread across our libraries, as larger sites started to benefit from the return to high streets and the impact on Warm Hub work. March library in particular has stood out with regular class visits running alongside daily coffee and chat sessions within the library to reverse a trend of decline in the library visits.

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: Total digital engagements quarterly

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June 2023

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	↑	307,429	327,616	Declining

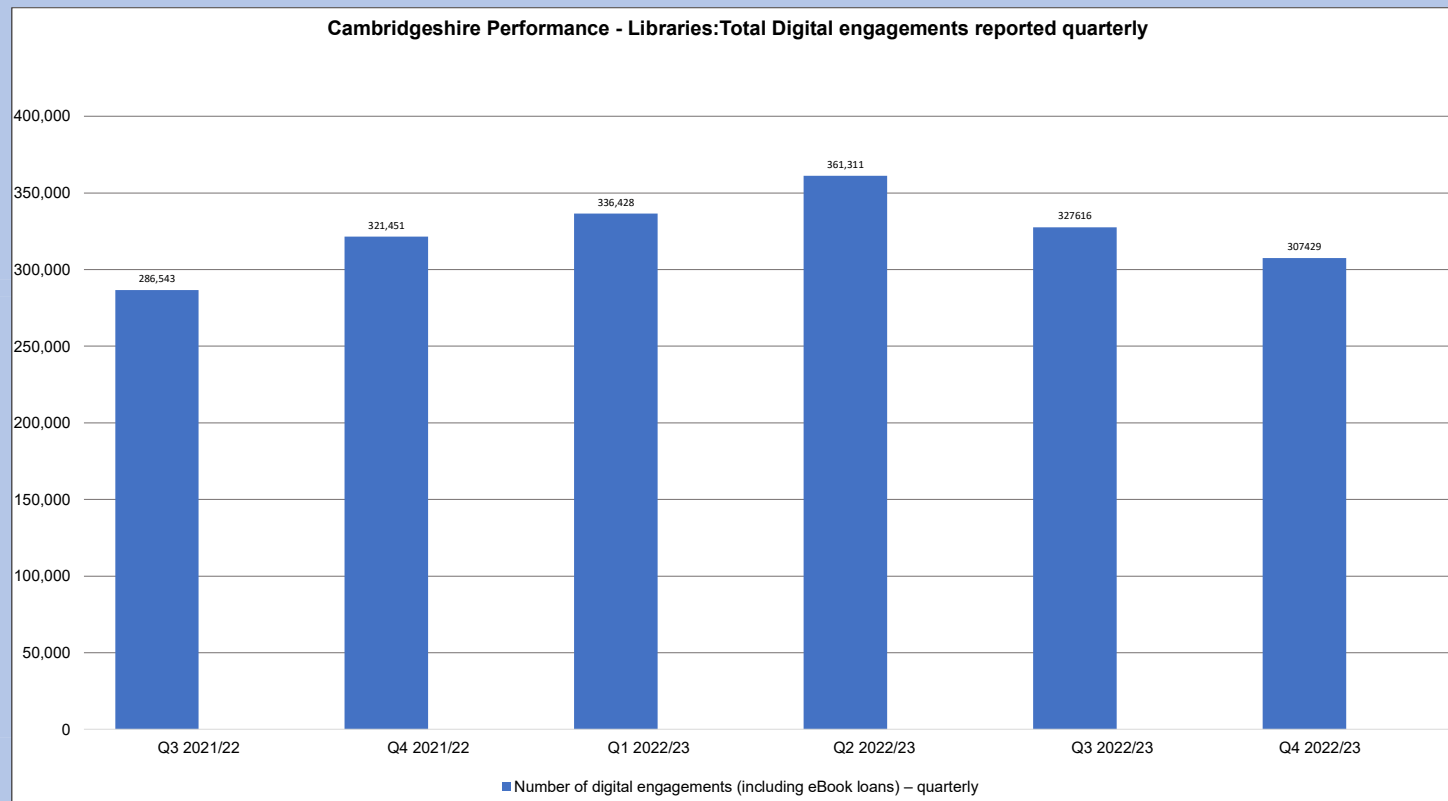
RAG Rating

In Development

Indicator Description

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

A target will be put in place after 1 year's data has been collected in 22/23.



Commentary

This was a quieter final quarter than anticipated. Many of our social media platforms continued to see strong growth, but performance on Twitter declined alongside the reduction in use observed worldwide since the platform changed management and this offset growth achieved elsewhere. We had also been due to launch on TikTok but have suspended the project pending wider considerations around safety and use of the app nationwide. We are recruiting to a vacant post that helps manage our digital content and hope the fresh perspective will help us replicate the growth we had been experiencing.

Useful Links

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

Actions

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
2194	↑	2336	1892	Improving

RAG Rating

Blue

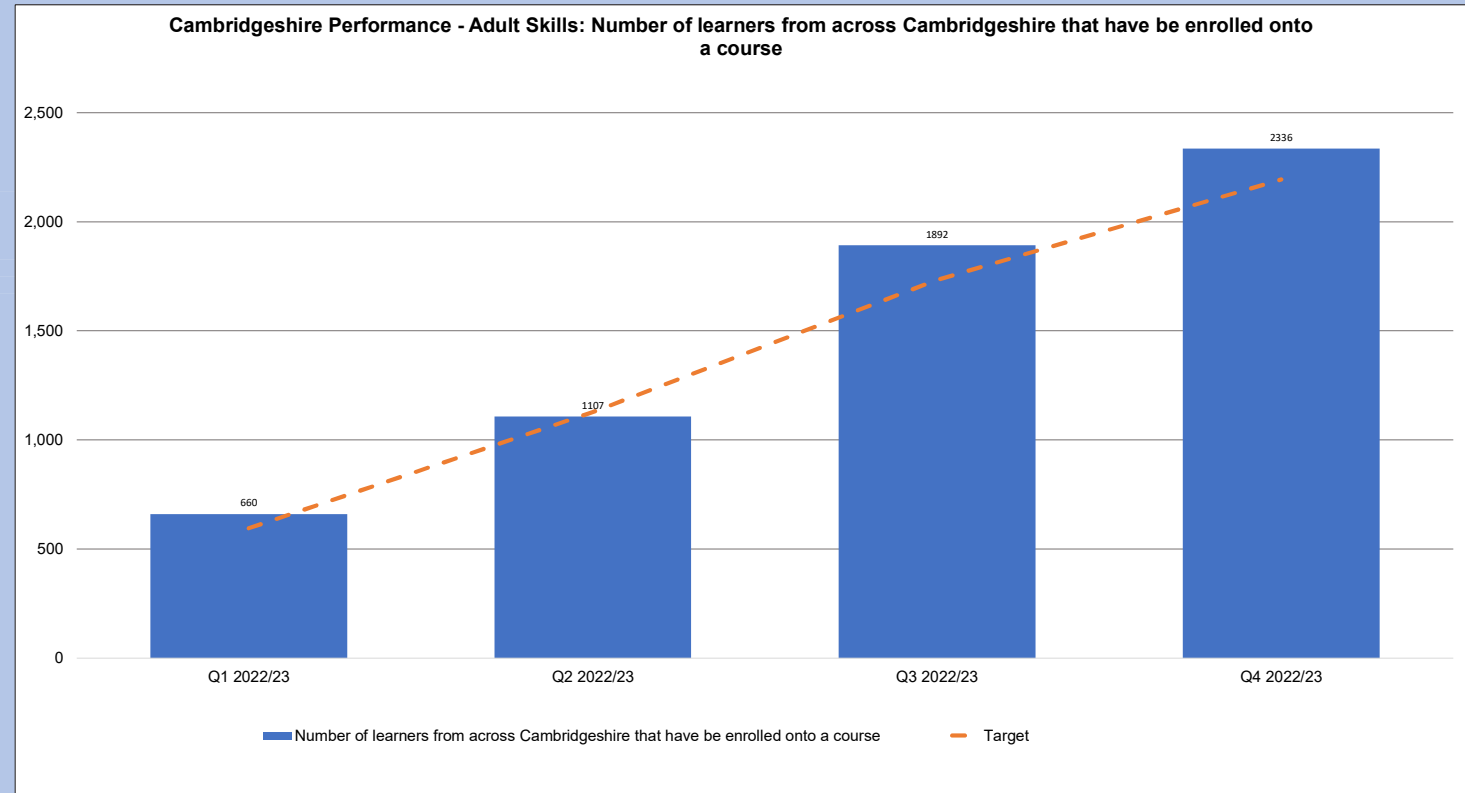
Indicator Description

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.

The indicator does not refer to the total number of enrolments, as a single learner can have multiple enrolments and outcomes.



Commentary

The number of learners that we engaged and enrolled onto courses during the period of April 22 - March 23 was taken from our ILR collated report, for both the CPCA and ESFA delivery we run. Through stronger links back into the Council and with local communities to target and engage with learners recruitment has been above target.

Useful Links

Actions

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
2846	↑	3621	2741	Improving

RAG Rating

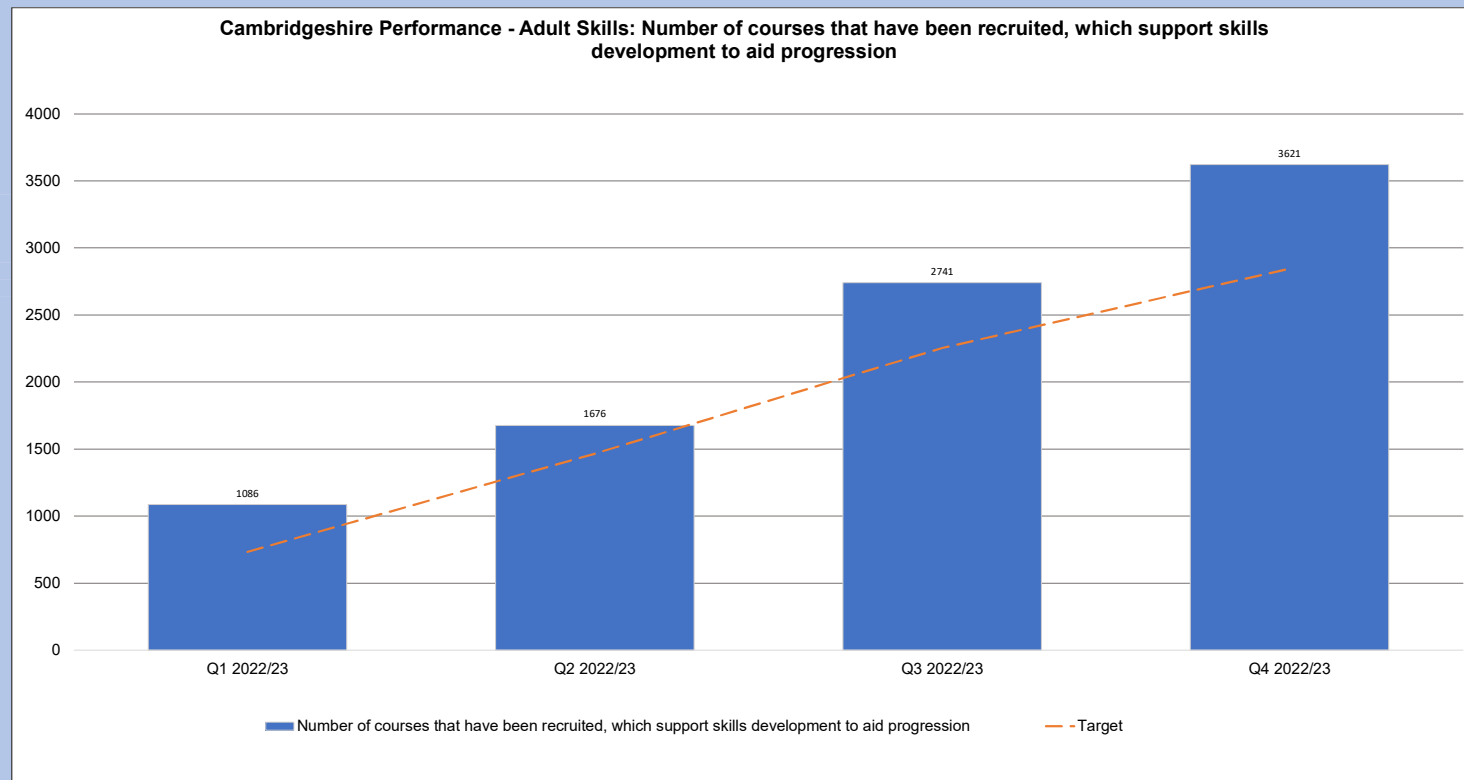
Blue

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.



Commentary

The number of courses that we enrolled learners onto during the period of April 22 - March 23 was taken from our ILR collated report, for both the CPCA and ESFA delivery we run. 31% of enrolments was onto qualifications in a mix of subjects including: English, Maths, ESOL, Counselling, TA qualifications. Topics of non qualification learning were Family Learning and engagement courses in Budgeting/Coding/Reading/Confidence and wellbeing, Art, IT, etc) 85% of face to face courses were delivered with targeted deprived wards around the County.

Useful Links

Actions

Indicator 138: Percentage of courses that have been achieved

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June 2023

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
95%	↑	96%	97.0%	Declining

RAG Rating

Green

Indicator Description

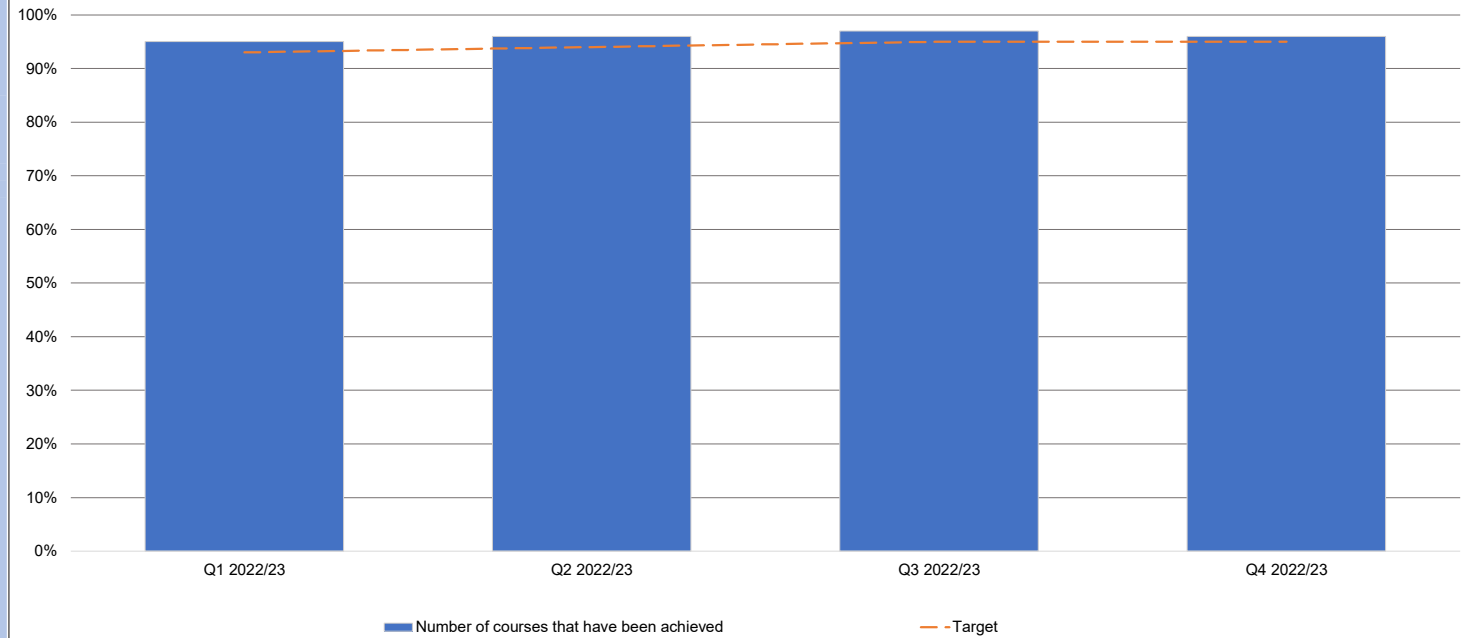
Note: Quarter 1 commences in August. The figure provided is the percentage of learners who completed the full length of the course (retained) and also achieved the required course outcome (set course aims/qualification)

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.

Useful Links

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



Commentary

The measure was taken from the ILR at the end of the quarter and was the percentage of learners who had completed and achieved the outcomes of their course as planned. 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)

Actions

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

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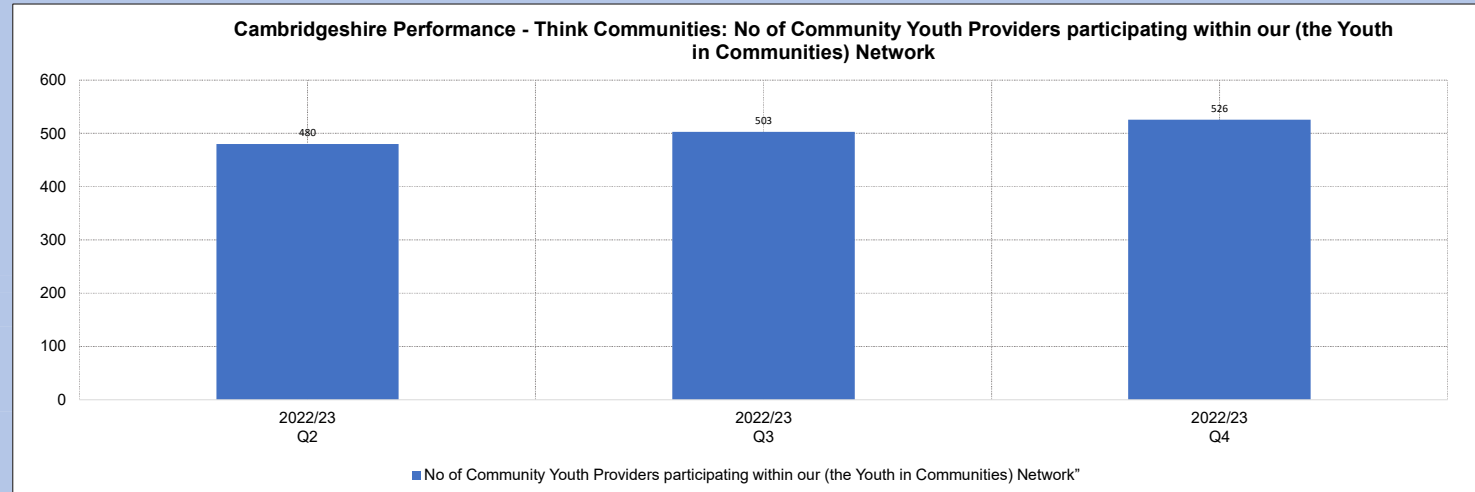
June 2023

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
In Development	↑	526	503	Improving
RAG Rating				
N/A				

Indicator Description

The Youth in Communities network 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.

Useful Links



Commentary

Actions

Indicator 175: Total number of cases opened

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June 2023

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
720	NA	944	980	N/A

RAG Rating

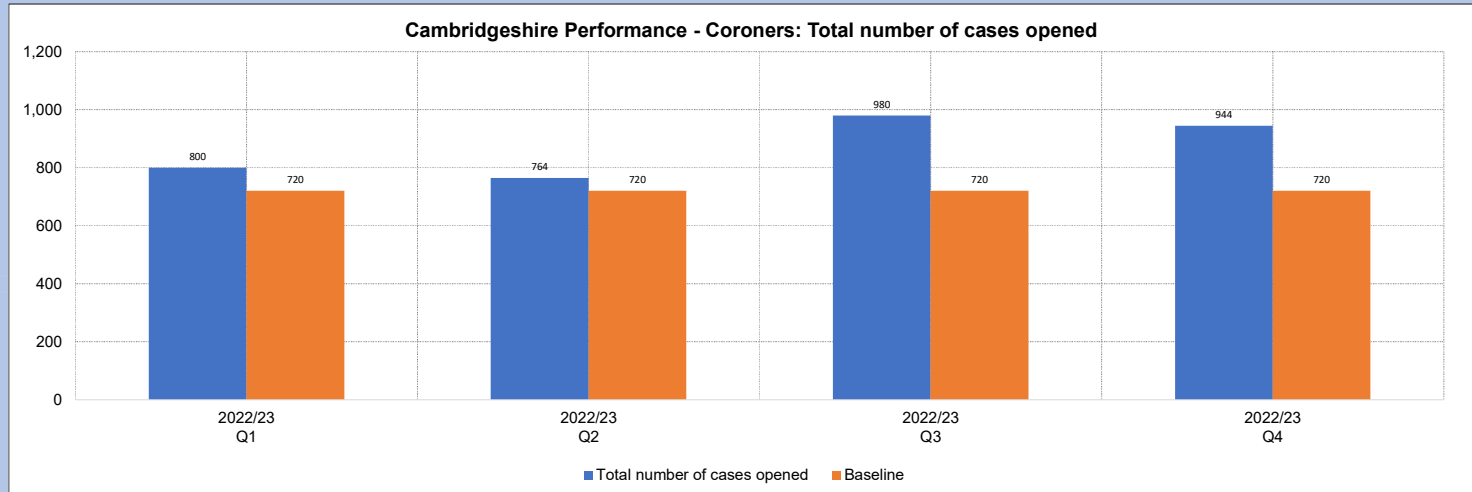
Contextual

Indicator Description

A case related to a death referred to the service by partner agencies, such as the police or a doctor, in which the death is unexpected or unnatural, the deceased died while in custody or otherwise in state detention, or if any other statutory requirement is triggered (such as death due to suspected industrial disease). The Coroner will review cases and in circumstances where the cause of death is natural and the need to investigate further is not required, the case will be closed without the need for further investigation.

Baseline is derived from 2021/22 annual figure and divided by 4 to give a quarterly baseline

Useful Links



Commentary

In 2022/23 there were 3,488 cases. This is an increase of 608 (21%) from 2021/22, when there were 2,880 cases.

Actions

Indicator 176: Total number of cases closed

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June 2023

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
657	N/A	1012	927	N/A

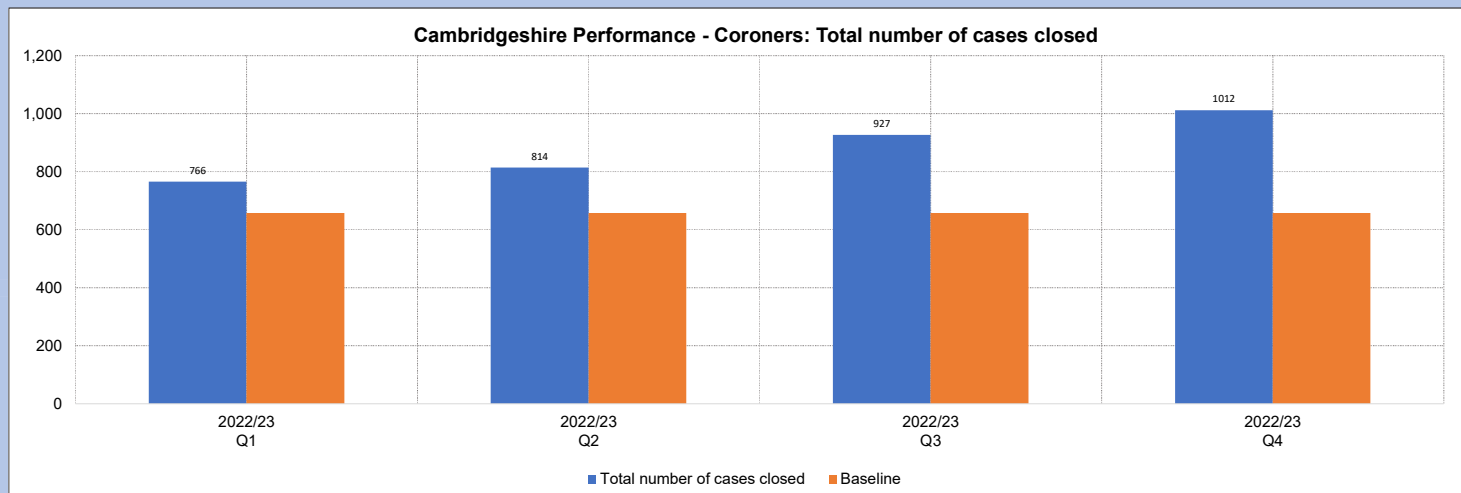
RAG Rating

Contextual

Indicator Description

Shows how the service is managing cases referred in terms of volumes

Baseline is derived from 2021/22 annual figure and divided by 4 to give a quarterly baseline



Commentary

In 2022/23 there were 3,519 cases. This is an increase of 891 (34%) from 2021/22, when there were 2,628 cases.

Actions

Useful Links

Indicator 177: Total number of Inquests opened

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June 2023

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
133	NA	135	148	N/A

RAG Rating

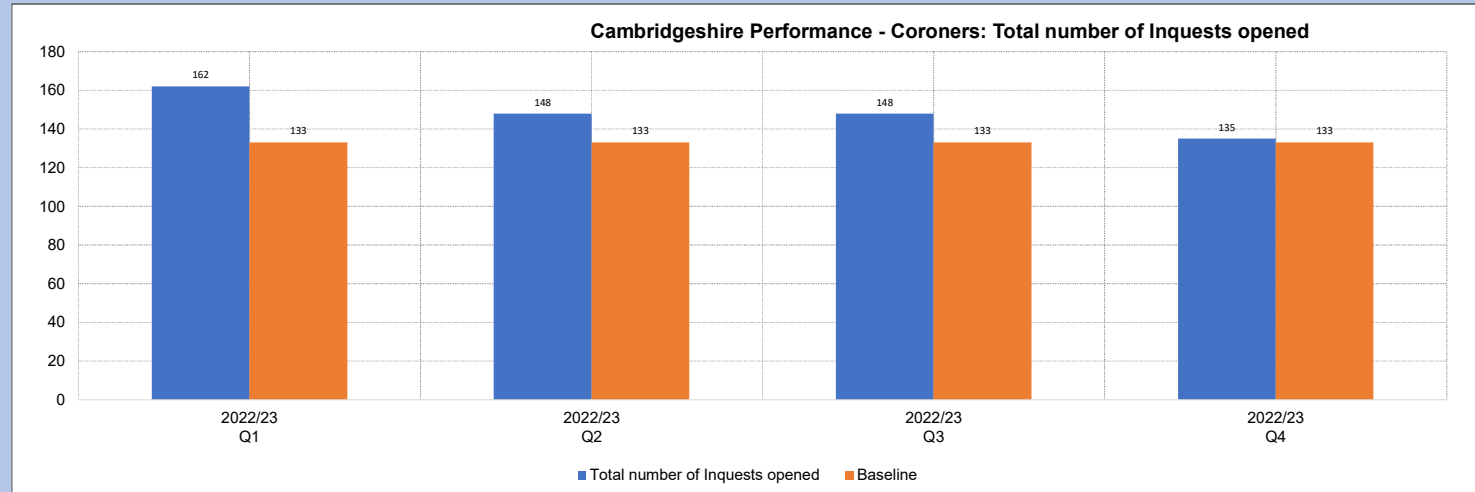
Contextual

Indicator Description

A case becomes an Inquest where the death is unnatural, if the cause of death means that an Inquest is mandatory (such as deaths in state detention or at a workplace, for example), or if an Inquest is triggered by any other reason. All Inquests are heard in public at a Coroner's Court.

Baseline is derived from 2021/22 annual figure and divided by 4 to give a quarterly baseline

Useful Links



Commentary

In 2022/23 there were 593 cases. This is an increase of 61 (11%) from 2021/22, when there were 532 cases.

Actions

Indicator 178: Total number of Inquests closed

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June 2023

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
128	NA	152	181	N/A

RAG Rating

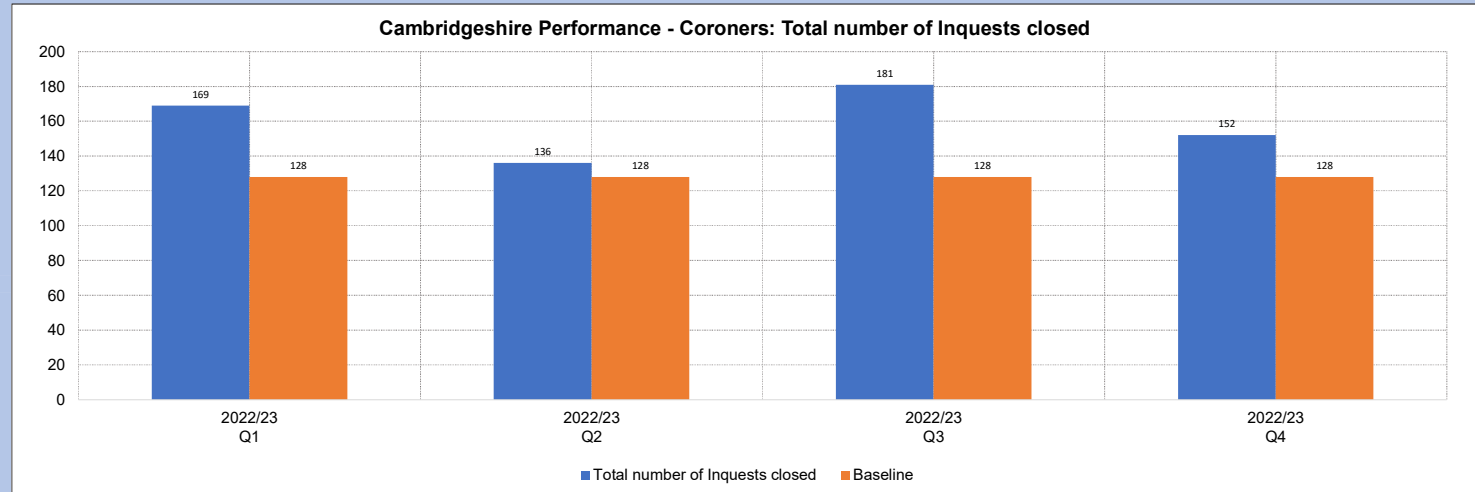
Contextual

Indicator Description

Demonstrates the ability of the service to manage the current demand.

Baseline is derived from 2021/22 annual figure and divided by 4 to give a quarterly baseline

Useful Links



Commentary

In 2022/23 there were 638 cases. This is an increase of 126 (25%) from 2021/22, when there were 512 cases.

Actions

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

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June 2023

Baseline	Direction for Improvement	Current Quarter (cumulative)	Previous Quarter (cumulative)	Change in Performance
27	NA	202	127	NA

RAG Rating

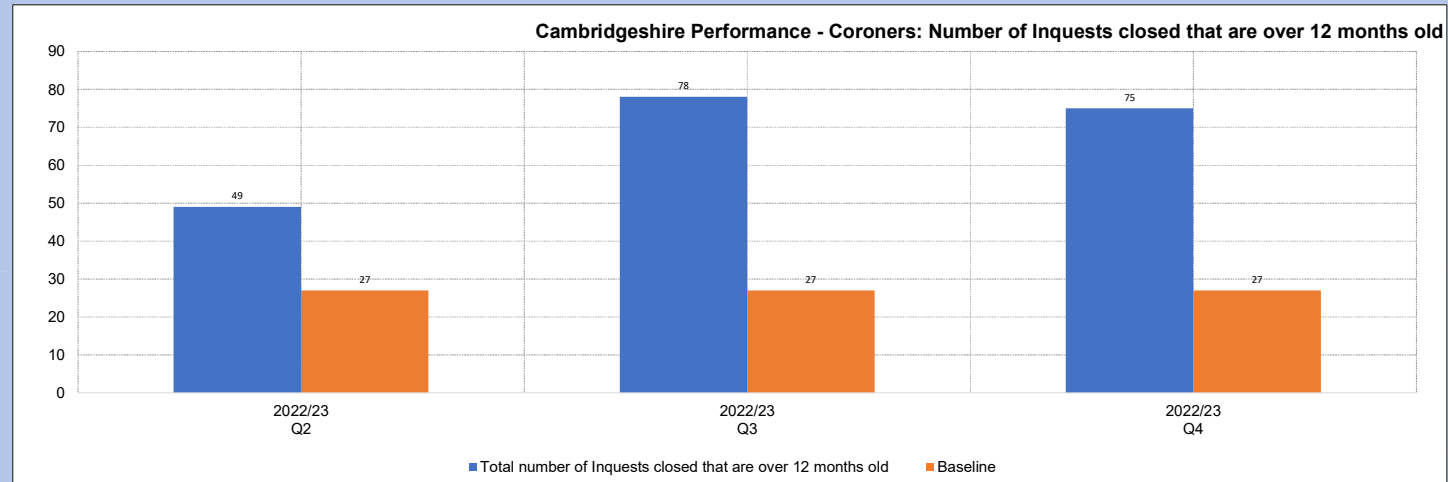
Contextual

Indicator Description

Total number of Inquests closed that are over 12 months old.

Coronial Services are monitored nationally on the number of Inquests that remain open after 12 months, reporting this figure to the Committee along with the previous year's performance will indicate whether there is either a positive or negative direction of travel.

Baseline is derived from 2021/22 annual figure and divided by 4 to give a quarterly baseline



Commentary

In 2022/23 there were 202 cases. This is an increase of 94 (87%) cases from 2021,22, when there were 108 cases.

Actions

Useful Links

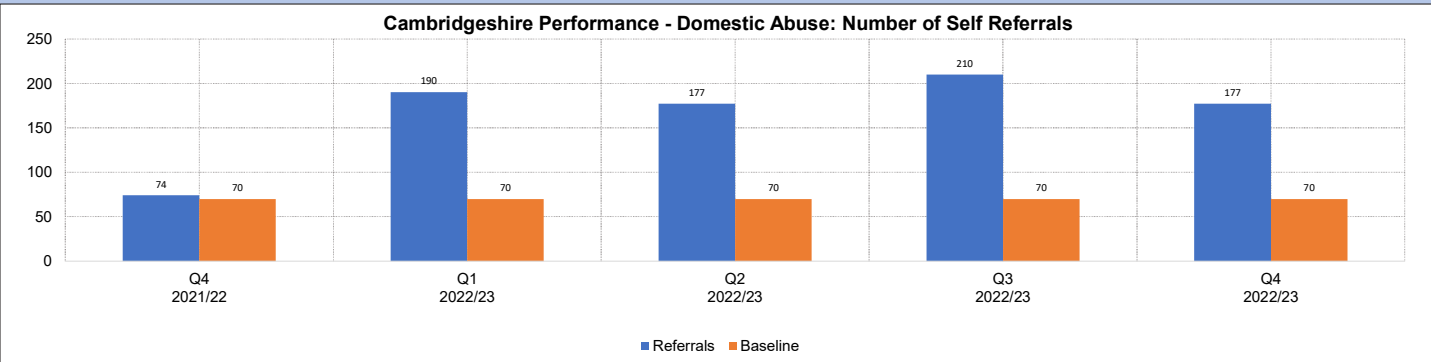
Indicator 197: Number of Self Referrals to Commissioned Domestic Abuse Outreach Services (Cambridgeshire and Peterborough)

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June 2023

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
70	↑	177	210	Declining

Contextual



Indicator Description

This indicator refers to the number of people that self refer themselves to a commissioned domestic abuse outreach service. Victims are encouraged to come forward and refer themselves for support so an increase can be considered a positive. However each increase or decrease needs further contextual explanation and cannot be viewed in an entirely binary way. This is why there is no RAG rating attached and no target either.

The outreach services accept self-referrals from victims at any risk level requiring support. The number of self-referrals will be the third KPI with a baseline of 70 per quarter. Outreach services are able to promote themselves within the community to encourage referrals to service.

Commentary

Q4 2022/23 - The new commissioned outreach service delivered by IMPAKT started in October 2022 and continues to build its presence and referral numbers. The breakdown of figures is 130 for Cambridge and 47 for Peterborough.

Q2 2022/23 - A new outreach service with a new provider has been commissioned and started in October 2022. This will be the Domestic Abuse Support Service delivered by IMPAKT. Q2 figures are based on the previous providers data.

Q1 2022/23 - 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

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Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
70%	↑	68%	68%	Unchanged

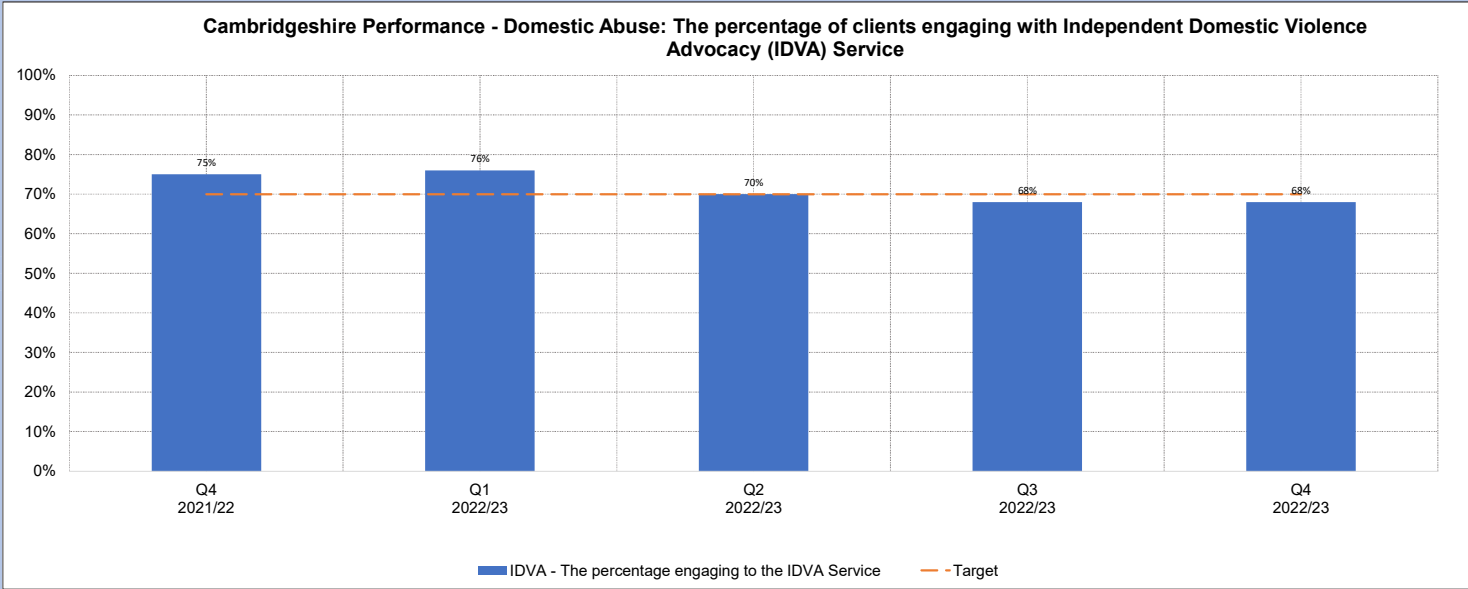
RAG Rating

Amber

Indicator Description

The IDVA Service require the consent of a victim to work with them and a victim needs to be willing to engage and accept support. In some cases the service are not able to make contact with clients (four attempts are made) and in some cases the offer of support is declined.

Useful Links



Commentary

Q4 - Delays in referrals (especially medium risk) reaching the IDVA Service have resulted in reduced engagement rates. This is alongside in a change in how engagement was defined to ensure data was accurately being captured

Q3 - As expected the implementation of the IDVA Service accepting medium risk crime referrals from the police has decreased the engagement rate slightly but still stands at just below previous quarter of 70%.

Q2- The IDVA service have changed the way they record engagement with the service to ensure this captures only those who truly access support. A reduction in the engagement rate has therefore occurred but we are still meeting target of 70%.

Q1 - 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

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
430	↑	900	723	Improving

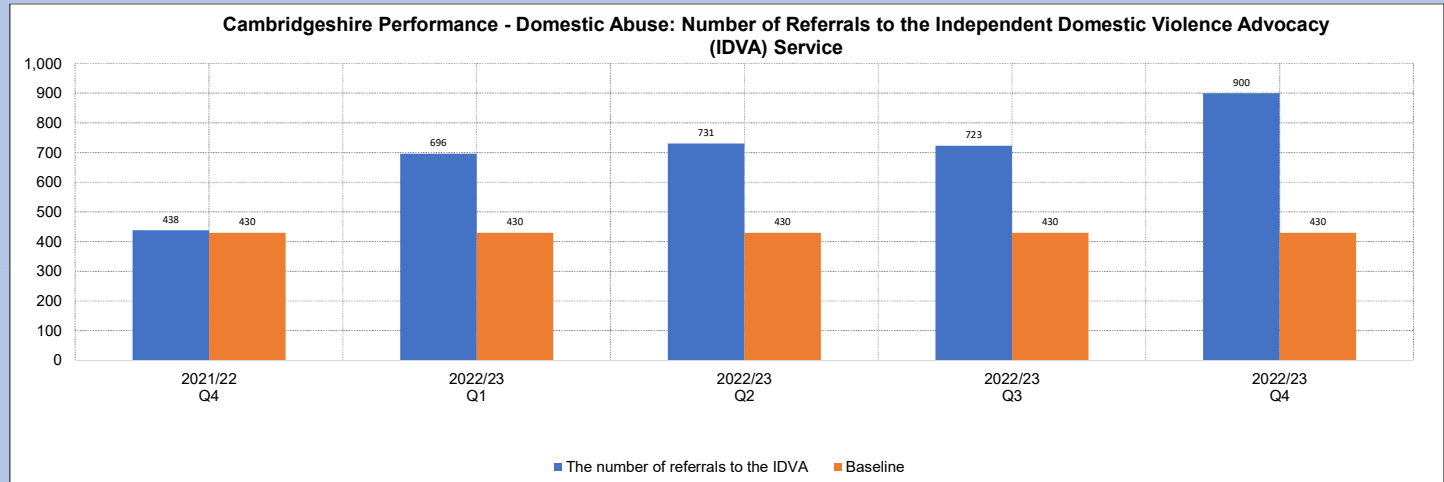
RAG Rating

Contextual

Indicator Description

The Independent Domestic Violence Adviser (IDVA) Service is part of the County Council and works with victims of domestic abuse at high risk of domestic abuse. They also employ a number of specialist client-based IDVAs who take specific referrals at all risk levels. The team has expanded greatly during 2021/22 and referrals are expected to increase in 2022/23. The number of referrals to the service will be the first KPI, with a baseline of 430 per quarter.

Useful Links



Commentary

The number of referrals to the IDVA service has increased by 37% compared to quarter 4 2021/22. This is mainly due to an increase in the number of specialist client based IDVAs, from funding from the Ministry of Justice and Home Office (via the Office of Police and Crime Commissioner (OPCC)). The OPCC have also commissioned the IDVA Service to respond to medium risk referrals from the police, where a crime has been committed and consent is given. This has led to a significant increase in referrals since June 2022.

Actions

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

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June 2023

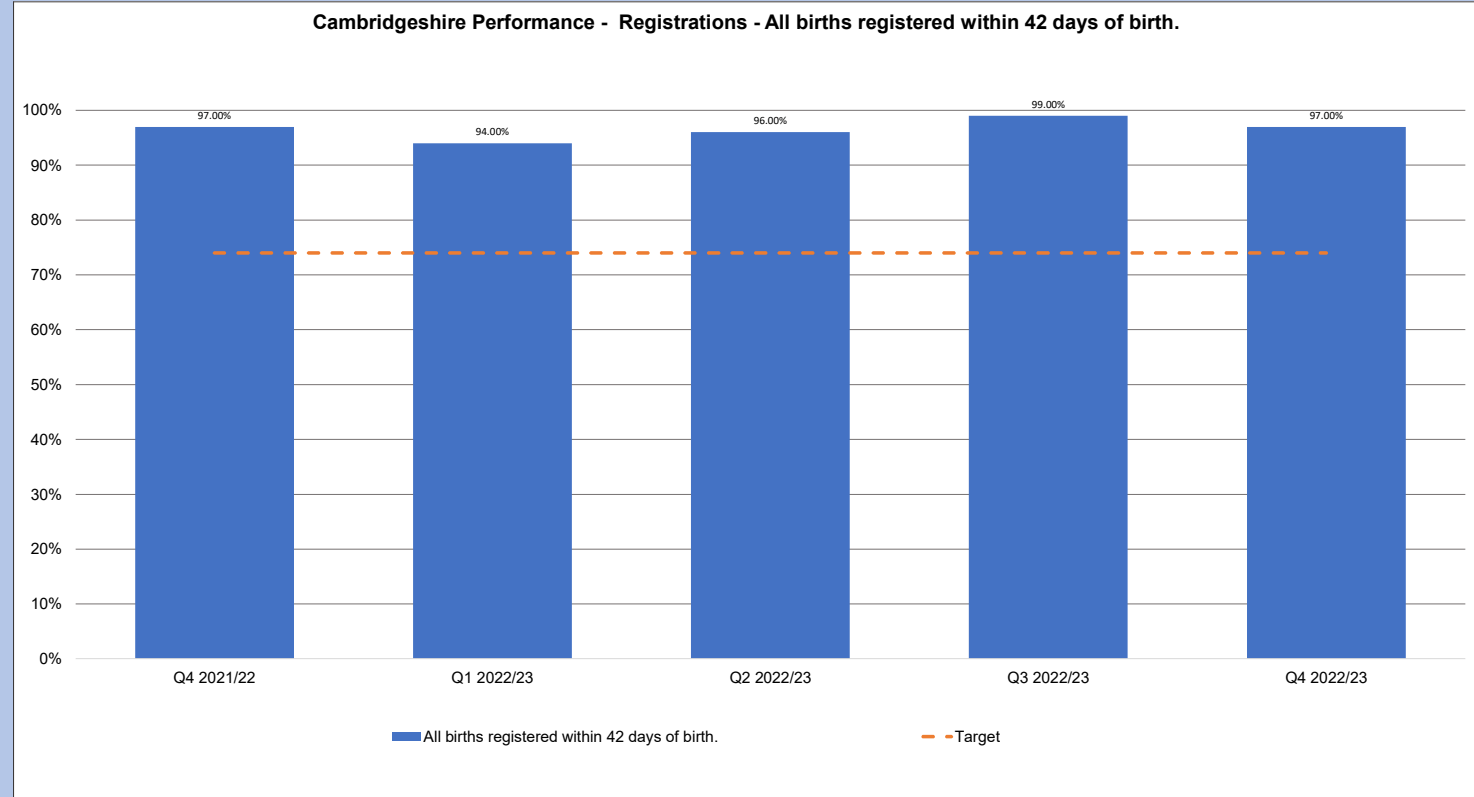
Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
74%	↑	97%	99%	Declining

RAG Rating

Blue

Indicator Description

Legislation states 42-day requirement to register births.
 Demonstrates volumes and demand on the service.
 Shows population trends in the county
 The benchmark is the national average



Commentary

There has been a 4% decrease in births in Cambridgeshire compared to 2021-22. There has been a regional drop of 7% and a national drop of 5% in the same period.

Useful Links

Actions

Indicator 220: Registrations - All deaths registered within 5 days

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June 2023

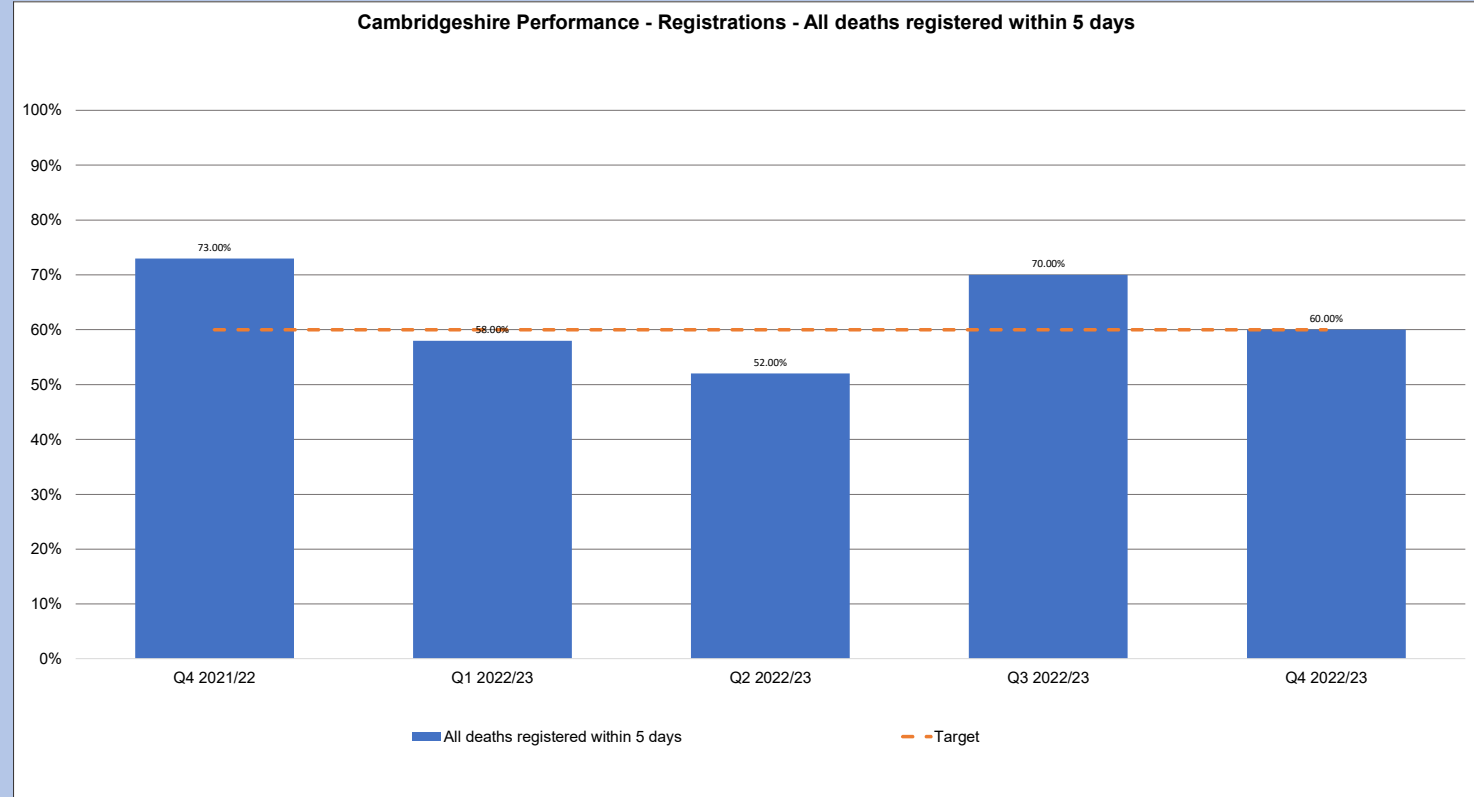
Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
60%	↑	60%	70%	Declining

RAG Rating

Green

Indicator Description

The percentage of all deaths registered within 5 calendar days. The figure refers to non-coronial deaths.
 Legislation states 5-day requirement to register births.
 Demonstrates volumes and demand on the service.
 Shows population trends in the county
 The benchmark is the national average.



Commentary

There has been a 6% increase in the number of deaths in Cambridgeshire compared to 2021-22. This is consistent with the regional and national trend. At year end the non-coronial death KPI is significantly better than the regional and national attainment of 39% and 47% respectively. It suggests the pressure placed on registration services across the board in efforts to meet the desired performance. These figures were significantly higher during the pandemic when deaths could be registered via telephone due to temporary legislative provisions.

Useful Links

Actions

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
291	↑	324	389	Declining

RAG Rating

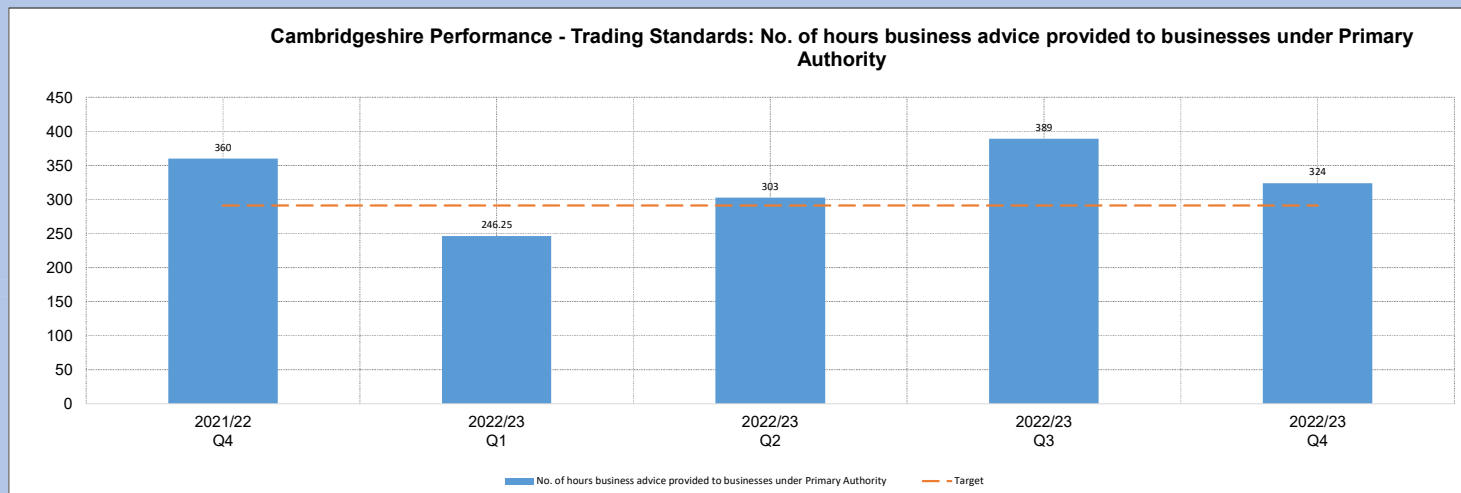
Blue

Indicator Description

Primary Authority is a national scheme overseen by the Office for Product Safety and Standards whereby national businesses can pay for assured advice from a regulator of their choice. This helps reduce the regulatory burden on businesses by ensuring they receive the appropriate advice at the outset to help them supply legally complaint consumer goods and services both in the UK and abroad. Once assured advice has been given other regulators are obliged to accept the advice given. Providing businesses follow the assured advice, the business is deemed to be compliant with legislation.

Cambridgeshire and Peterborough Trading Standards have over 100 Primary Authority Partnerships. All Primary Authority businesses are required to pay an annual fee, as well as an hourly rate for advice. This indicator demonstrates the demand for advice. The funding derived from the scheme offsets service costs.

The benchmark is based on quarterly figures from 2021/22



Commentary

End of year: Hours up by 131 hours (11%) since last year.
 Q4: The Service has been proactive in promoting this service, and revenue has increased in line with the additional hours of business advice provided.

Actions

Useful Links

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

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June 2023

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
65%	↑	92%	70%	Improving

RAG Rating

Blue

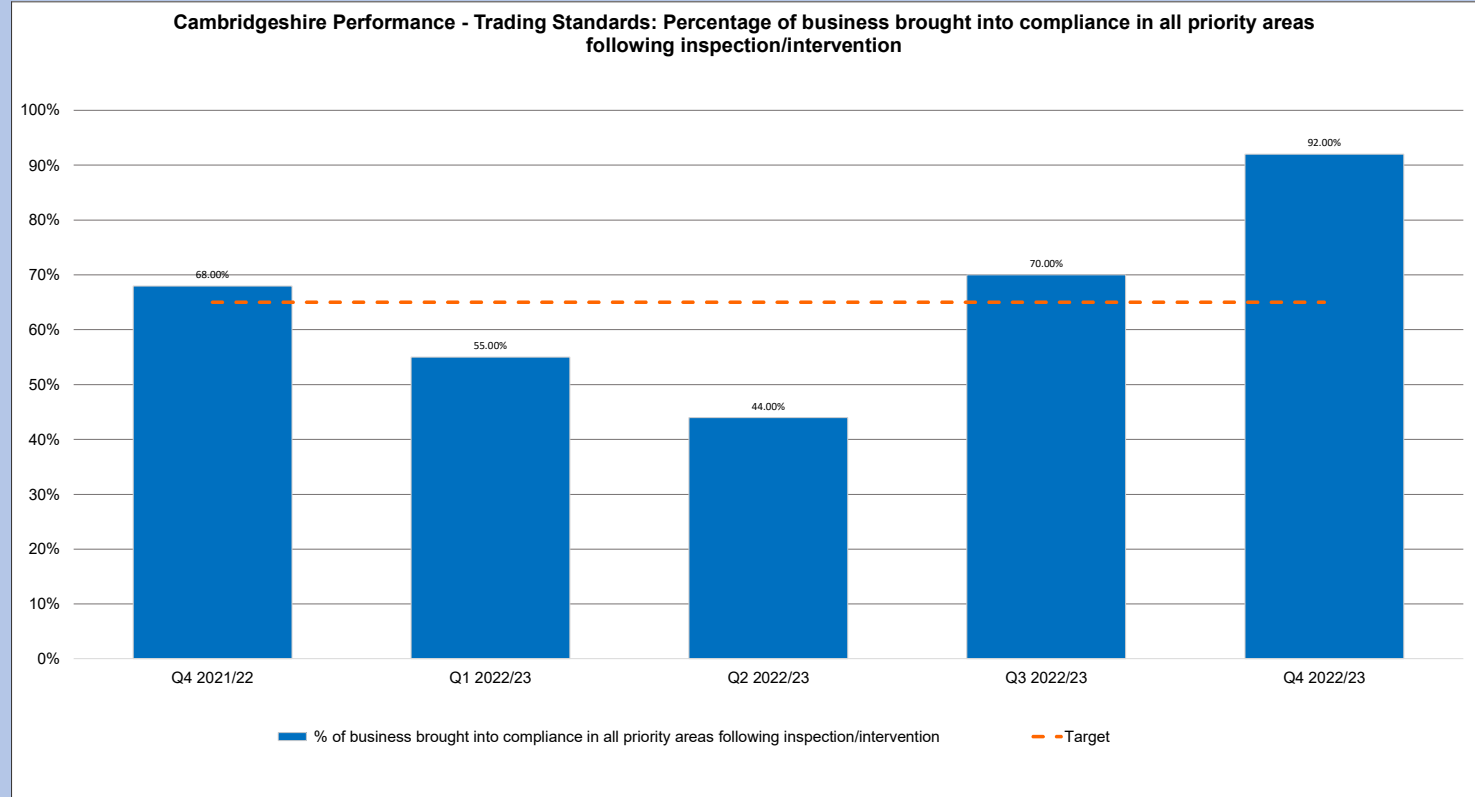
Indicator Description

Percentage of business brought into compliance in all priority areas following inspection/intervention.

Priority areas are those that present the greatest risk to public safety, health and welfare, cause significant financial detriment like rogue trading or matters that present a risk to the local economy such as animal disease outbreaks.

Premises are visited following a complaint, or as part of an annual inspection, to check compliance with legislation. Where they are found to be non-compliant support is given to reach compliance. On occasion this can be achieved during the visit, or where this is not possible follow up visits will be made. If non-compliances can not be achieved through support and advice, appropriate enforcement action will be taken.

Useful Links



Commentary

Q4: 39% of businesses were compliant on the initial visit. 53% were brought into compliance at the visit or post visit within the quarter. The remaining 8% remain non-compliant at the end of Q4 - work is ongoing to achieve compliance.

Actions