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Performance Report

Quarter 3

2023/24 financial year

Communities, Social Mobility and Inclusion Committee

Governance & Performance
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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

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
107,236	↑	95,100	96,326	Declining

RAG Rating

Red

Indicator Description

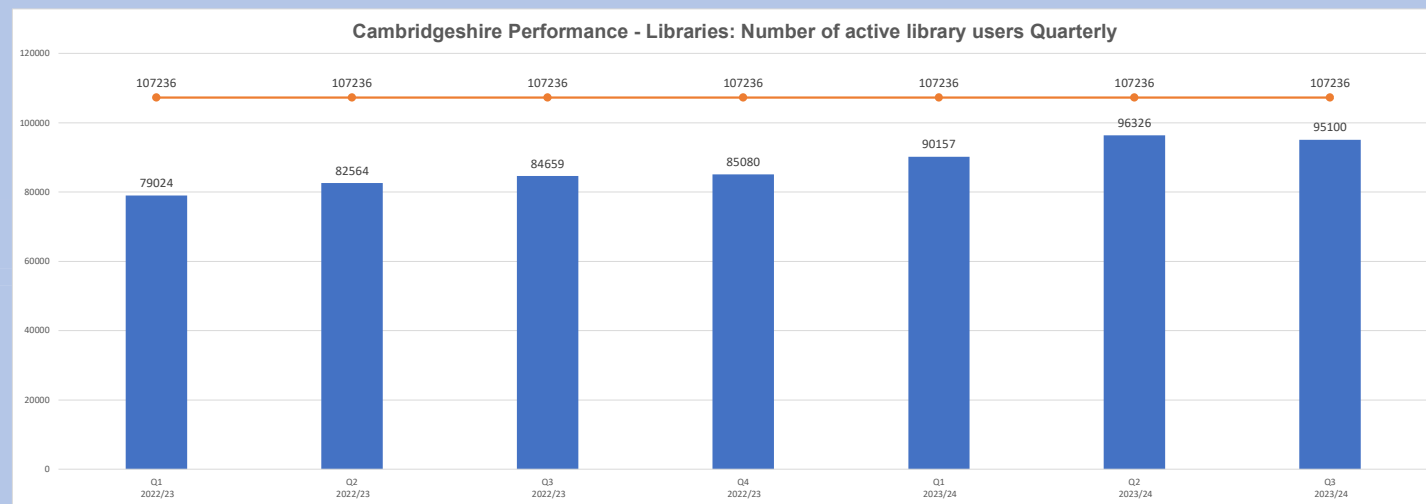
This indicator shows the total number of unique people who have used their library card to access services in the last 12 months.

This is measured by our library management system, when someone interacts with it using their library card. This includes anyone who has borrowed a book, used our eBooks, borrowed a library pc, or used Open Plus to access a staffless library. It does not include unique users who may simply visit library space and use services without making a transaction such as event attendance, wi-fi usage, or studying.

This is important for defining how well-used library services are and our engagement with the community. The target is based on our position in March 2020, before the pandemic, and reflects the work to re-engage all portions of the community with the library service again after the lengthy break.

Useful Links

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



Commentary

The marginal decline seen this quarter reflects the impact of Christmas period and libraries being closed, alongside 6 week closure of one of the busiest libraries in St Neots (new lighting an air source heat pump installation). The service projects this will more than recover in the next quarter and the service will see end of year growth towards the challenging target. There has been an increase of 10,441 active library users compared with quarter 3 2022-23.

Actions

Q4 sees a new aspect of the warm hub launch as a partnership with living sport brings about indoor activity to run alongside the warm drinks and company. This is following a successful pilot in East Cambs and Fenland that helped engage new groups as varied as veterans group in March to looked after adults in March. Know Your Neighbourhood will launch in Fenland with a scheme to engage volunteering and engagement with March and Chatteris libraries.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
475,381	↑	365,716	380,018	Declining

RAG Rating

Red

Indicator Description

The indicator represents the total number of visits made to libraries.

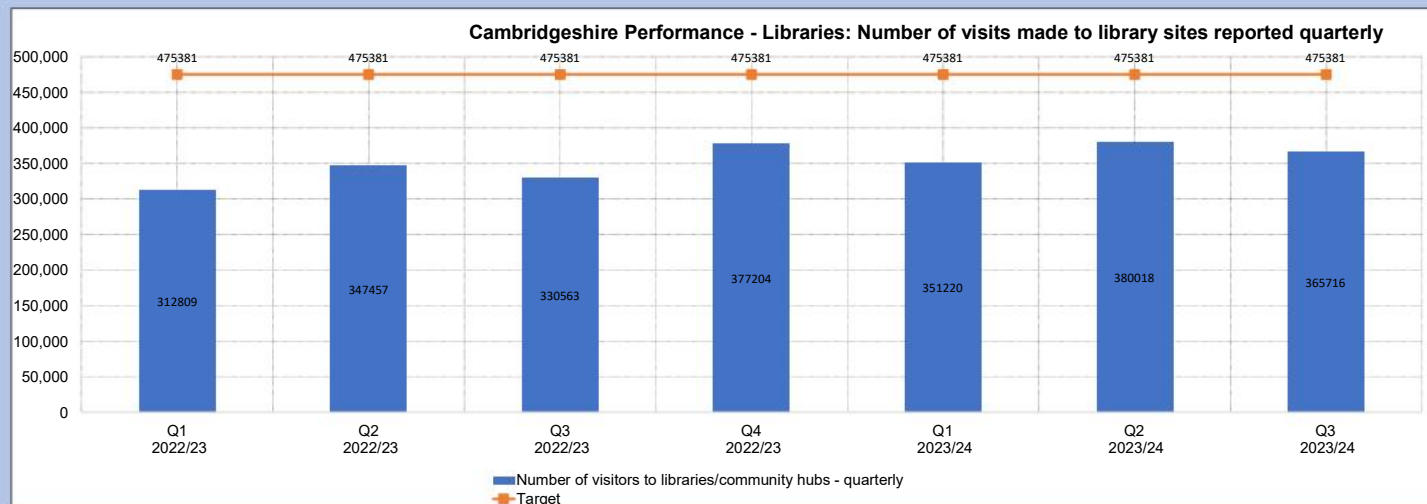
This is measured through electronic gate counters in libraries that record people entering the buildings. It represents attendance at library venues, but does not include engagement from outreach events or activities that take place outside or in other venues.

It is an important indicator for how well-used library buildings are and ability to attract people into our services.

Targets are based on performance in the pre-pandemic year as we look to recover the service or understand any fundamental changes in behavior that have occurred during this time.

Useful Links

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



Commentary

Previously reported figures may have changed as estimated or missing data is replaced with actual data. Use of libraries remains seasonal with variations due to weather and bank holidays etc. so quarters should be reviewed against previous year rather than previous quarter.

Q3 is always quieter than Q4 with Christmas closures impacting footfall. However the service remains up on the previous year with an extra 10,000 visits despite closure of St Neots library for building works. Footfall is returning to the larger libraries with a warm hub offer which is expanding at more sites including central library and high st libraries are beginning to see sustained increases in footfall.

Actions

Q4 will see some library closures for building works with small cosmetic works due at Rock Road and Arbury Libraries. Larger projects at Yaxley and Rock Road may fall into new financial year. A new Whats On brochure will run for February to May and will include the Living Knowledge Network Fantasy Display on tour with associated events as well as the new indoor sports activities beyond East Cambs and Fenland rolling out.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
327,616	↑	325,589	276,954	Improving

RAG Rating

Amber

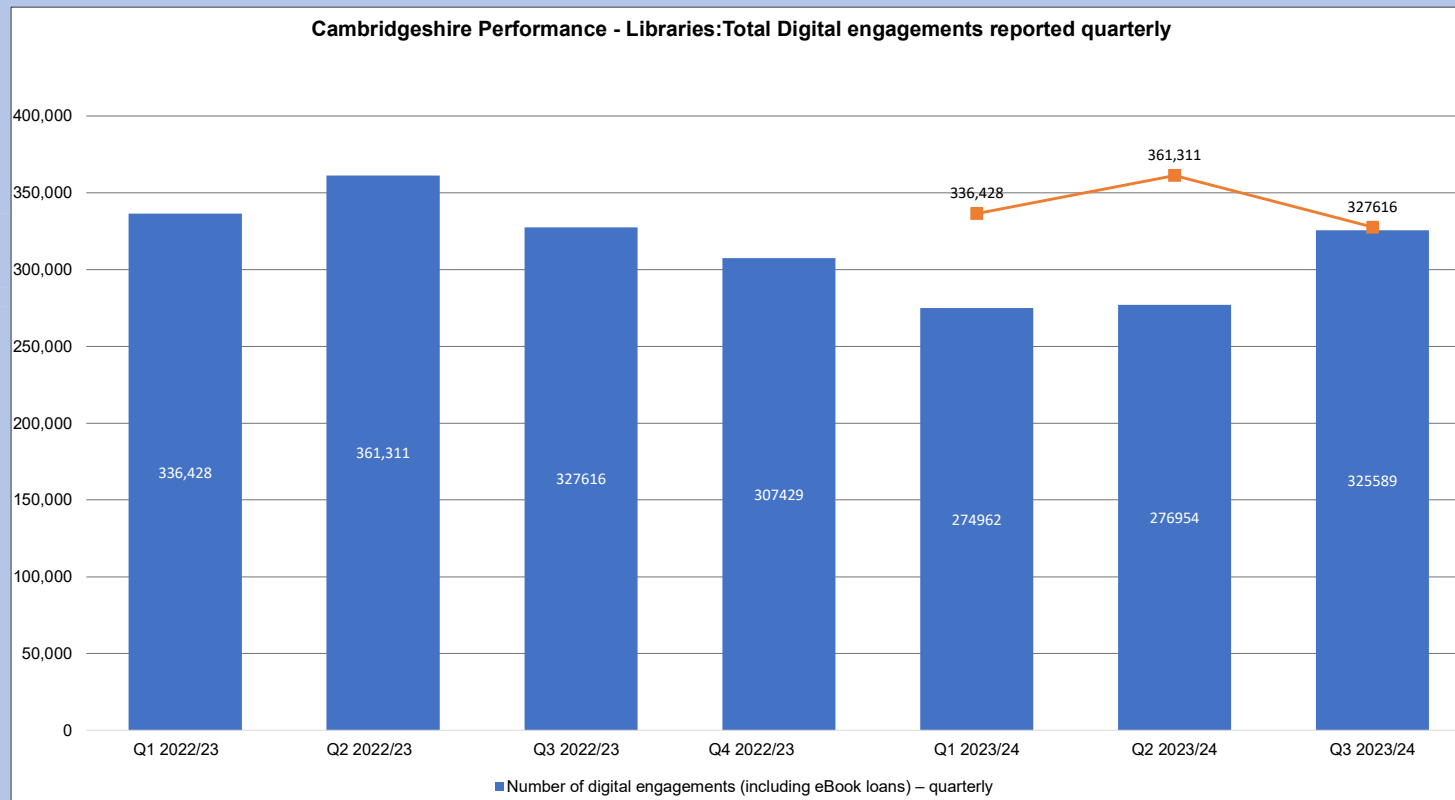
Indicator Description

This indicator represents total digital engagements with the library service. It does not include online use of library accounts or e-services.

It is a measure of engagements with social media channels and the e-newsletter.

It is an indicator of new ways of engaging as services move onto different channels and represents the additional reach libraries can have beyond their physical environments.

Targets are based on performance in previous year as we look to sustain the service that developed quickly over the last couple of years.



Commentary

There is growth along targeted channels such as the families Facebook page. X/Twitter remains a cause for concern with figures unrecognizable from a year ago as use of the platform plummets. However, there is increased active engagement from this platform (more people following links) so while visibility remains down as the platform renegotiates how it shares information with other partners, those who are using it are active and so it remains an important platform for the service.

A strong Q3 performance reflects the impact of a fully staffed team and the roll-out of more training across the service. In particular some positive engagement with Instagram Reels and Facebook Stories has helped the service increase its reach to new audiences.

Useful Links

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

Actions

Training continues to be rolled out to engage more staff with content creation and we are engaging with the central Communications team on the rollout of a winter welcome and warm hub offer in libraries, which will step up in the new year.

Target	Direction for Improvement	Current Quarter	Quarter 3 22/23	Change in Performance
1734	↑	1857	1892	Declining

RAG Rating

Blue

Indicator Description

This indicator shows the number of people enrolled in Cambridgeshire Skills. The actual figure includes learners engaged by direct delivery and our internal and external delivery partners. The target and actual figures are cumulative.

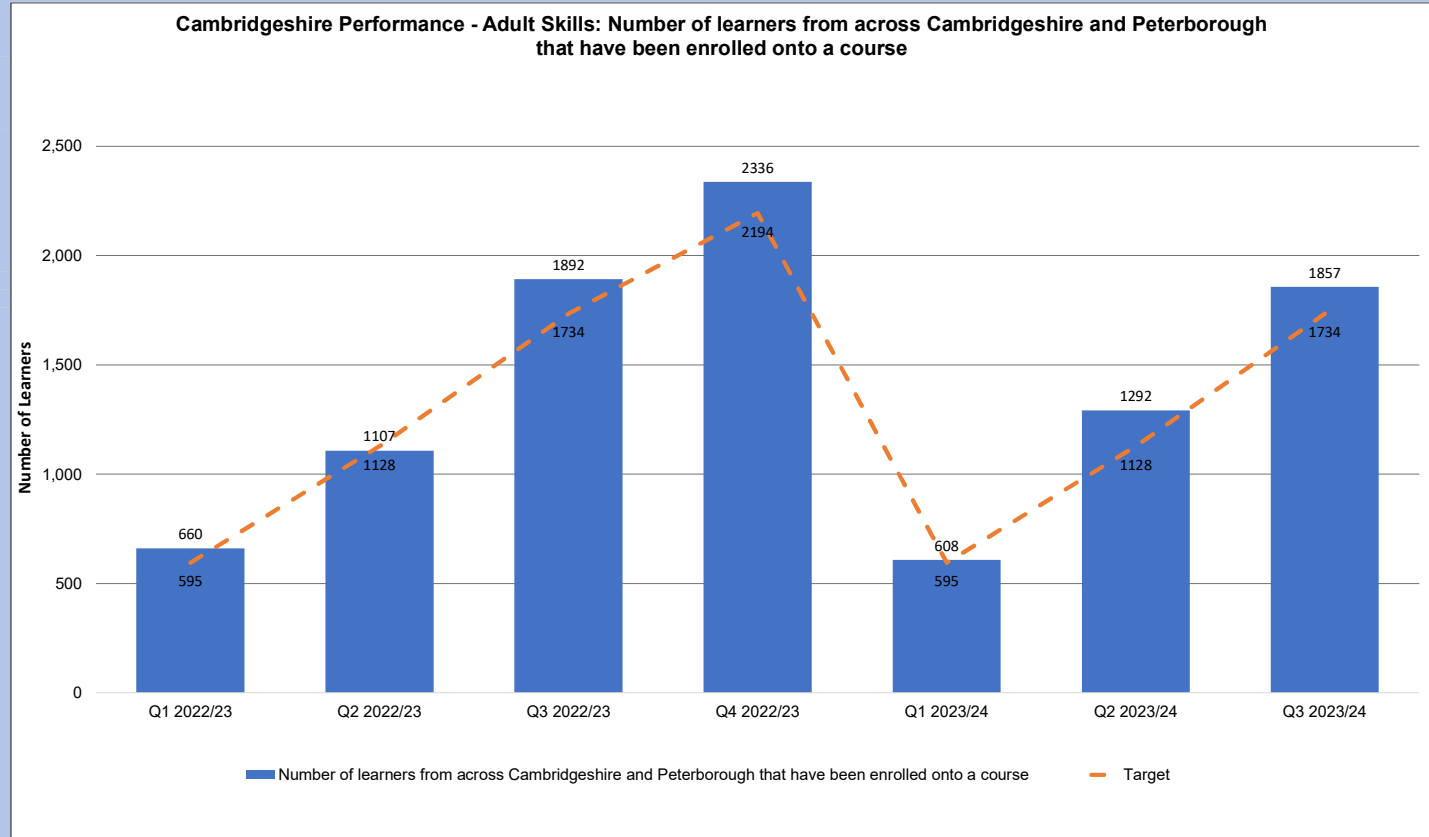
This indicator refers to the total number of learners engaged and recruited onto courses. This is because a single learner can have multiple enrolments for each financial year.

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

The target number of learners to engage and enrol onto skills provision has been aligned with the delivery plan that has been submitted to the CPCA against the Adult Education Budget Contract.

Numbers provided against this indicator is our learner target for our allocation of the Cambridgeshire and Peterborough devolved Adult Skills budget.

Learners can only be counted under this target if they are residents of Cambridgeshire and Peterborough.



Commentary

The service's clear strategic aims and focused delivery plans is based on the needs of local residents of Cambridgeshire which has provided a foundation to target the right learners with the right provision to engage with individuals. As a county-wide service, each local area's need is also understood and responded to. Having this stronger strategic plan has led to the service working with internal and external key partners to reach and target learners with the most need. Work with these partners has provided insight to local demand and collaboration on design of course offer. The accessibility and visibility of the service has greatly improved and provided better access to learning for individuals hence the increase in learner recruitment. The service is now the lead provider in Cambridgeshire for essential qualification in Functional Skills in English, Math and IT, due to other training providers focusing on other areas. By providing a range of offers in these core qualification areas the reach and partnership with local employers and community partners has grown as the service is able to provide access to a core skill and lead to an increase in recruiting more learners.

Useful Links

Actions

Continue to work with partners to target and respond to learner demand.

Target	Direction for Improvement	Current Quarter	Quarter 3 22/23	Change in Performance
2254	↑	2301	2741	Declining

RAG Rating

Green

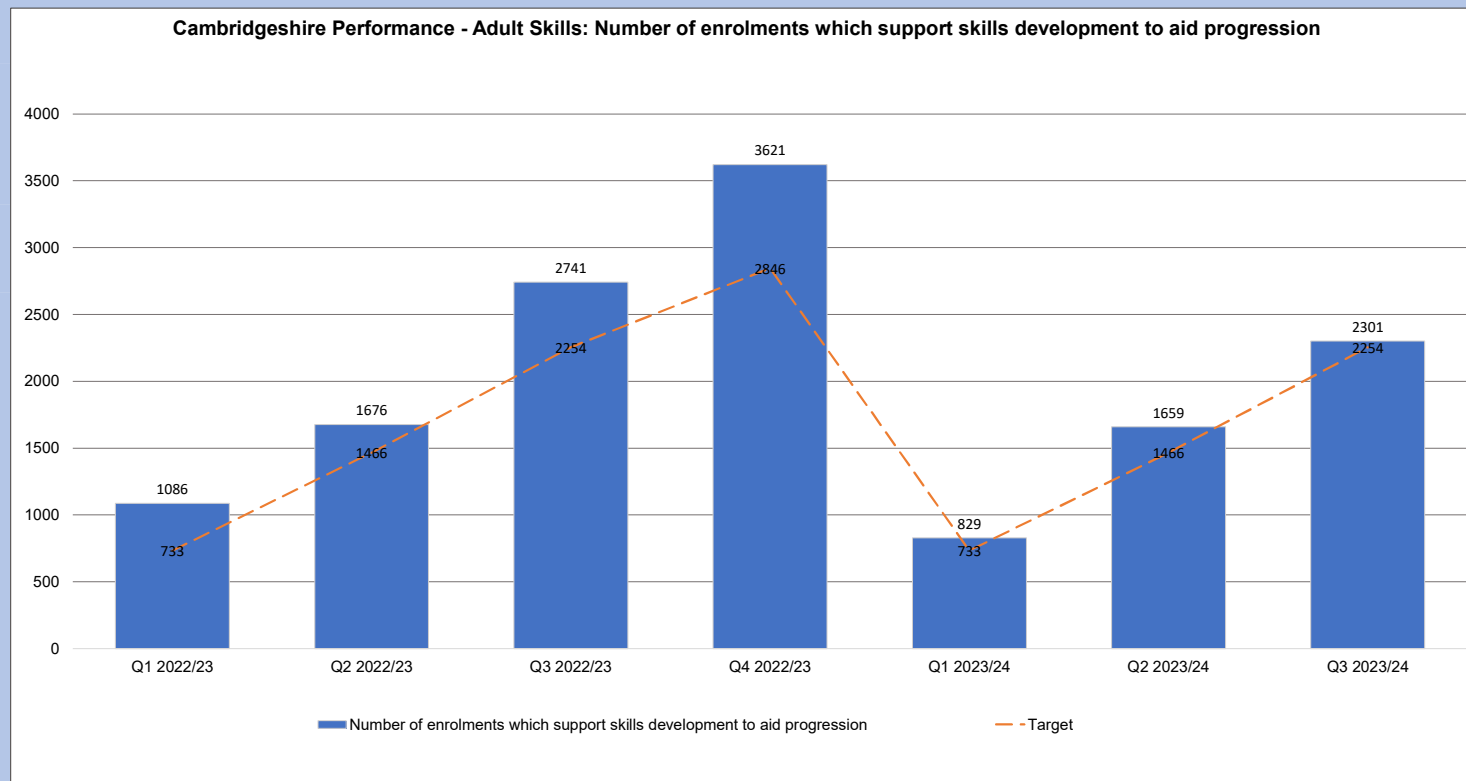
Indicator Description

The enrolment figure used includes delivery from both our direct delivery and our internal and external partner delivery.

The target and actual figures are cumulative for each financial year. This indicator links to the total number of enrolments completed by a learners. Learners can undertake a number of enrolments.

The target number of enrolments has been aligned with the delivery plan that has been submitted to the CPCA against the Adult Education Budget Contract.

Numbers provided against this indicator is for enrolments onto courses that support local priority sectors identified in the LSIP and the CPCA Skills Strategy.



Commentary

The service's clear strategic aims and focused delivery plans is based on the needs of local residents of Cambridgeshire which has provided a foundation to target the right learners with the right provision to engage with individuals. As a county-wide service each local area need is also understood and responded to. Having this stronger strategic plan has led to the service working with internal and external key partners to reach and target learners with the most need. Work with these partners has provided insight to local demand and collaboration on design of course offer. The accessibility and visibility of the Service has greatly improved and provided better access to learning for individuals hence the increase in learner recruitment. The Service is now the lead provider in Cambridgeshire for essential qualification in Functional Skills in English, Math and IT, due to other training providers focusing on other areas. By providing a range of offers in these core qualification areas the reach and partnership with local employers and community partners has grown as we are able to provide access to a core skill and lead to an increase in recruiting more learners. Through the design of course progression pathways learners are moving through multiple courses and levels which provides them with the required skills and qualifications need for life and work. By also providing learners with access to careers support this service has also seen learner move through multiple courses to support their employment needs.

Useful Links

Actions

As responsive service that responds to need, the service will continue to work with partners to put on courses to meet demand. Through recruitment of another Careers and Progression Officer this will widen acc

Target	Direction for Improvement	Current Quarter	Quarter 3 22/23	Change in Performance
95%	↑	97%	96%	Improving

RAG Rating

Green

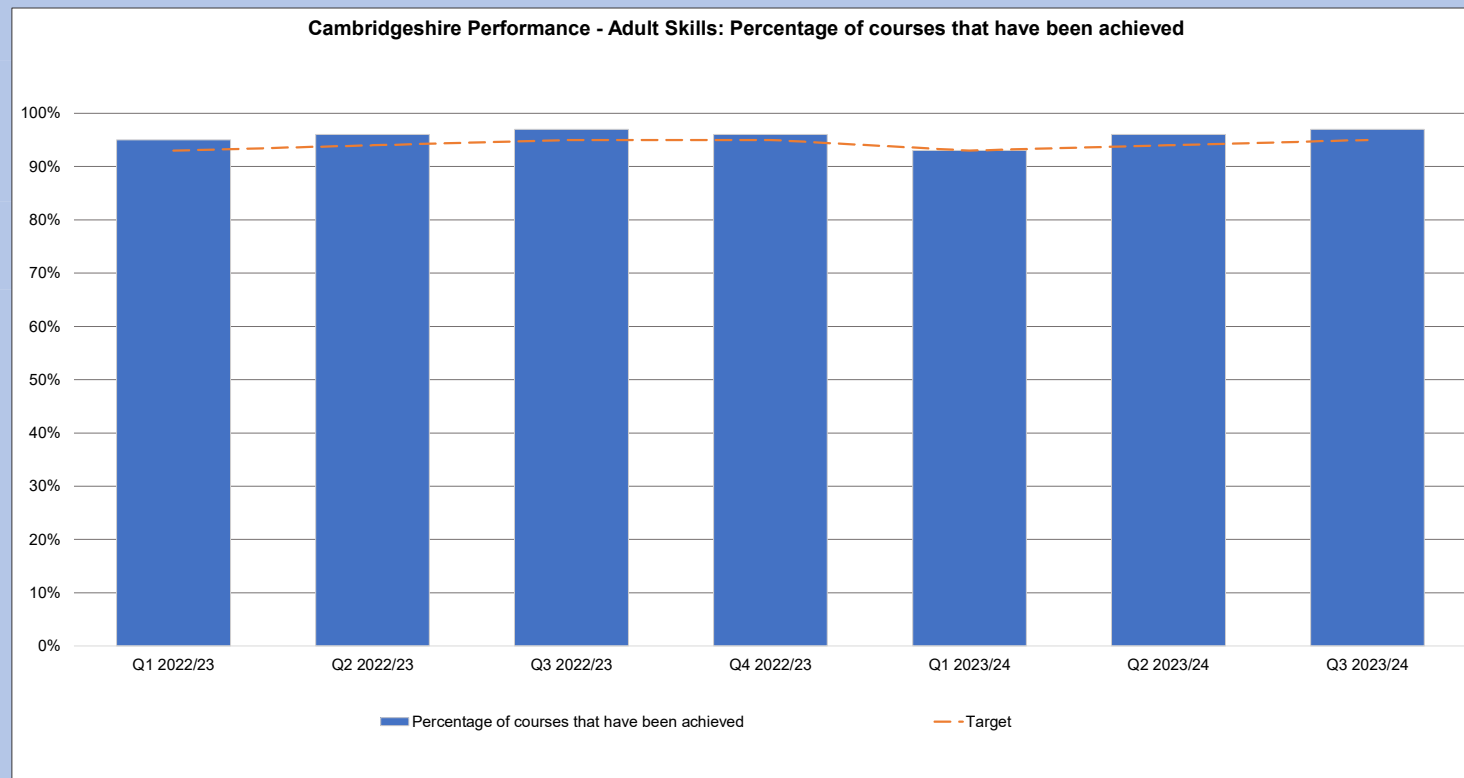
Indicator Description

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 the whole service delivery.

The retention figure in this indicator refers to the number of course enrolments where the course was fully attended, out of the total enrolments.

This target has been set to align to the national benchmark for Local Authority Adult Skills Services



Commentary

Through a continuous process of performance monitoring and system review on learner achievement rate, potential risk areas that could impact on this performance indicator were identified timely and actions implemented to manage the actual performance. The range of strategies that have been implemented were monitoring the quality of teaching strategies, tutor development and CPD to improve the support they provide to a range of learners needs, work with individual learners to identify potential personal barriers that could impact on them achieving the qualification and implemented the correct support to enable individuals to continue with their learning and achieve. This has included using support funding to pay for travel, childcare, purchase of resources, and lending of equipment. The focus on implementing appropriate strategies to meet individual needs has enable more learners to achieve their learning and overall improve the service performance against this performance area.

Useful Links

Actions

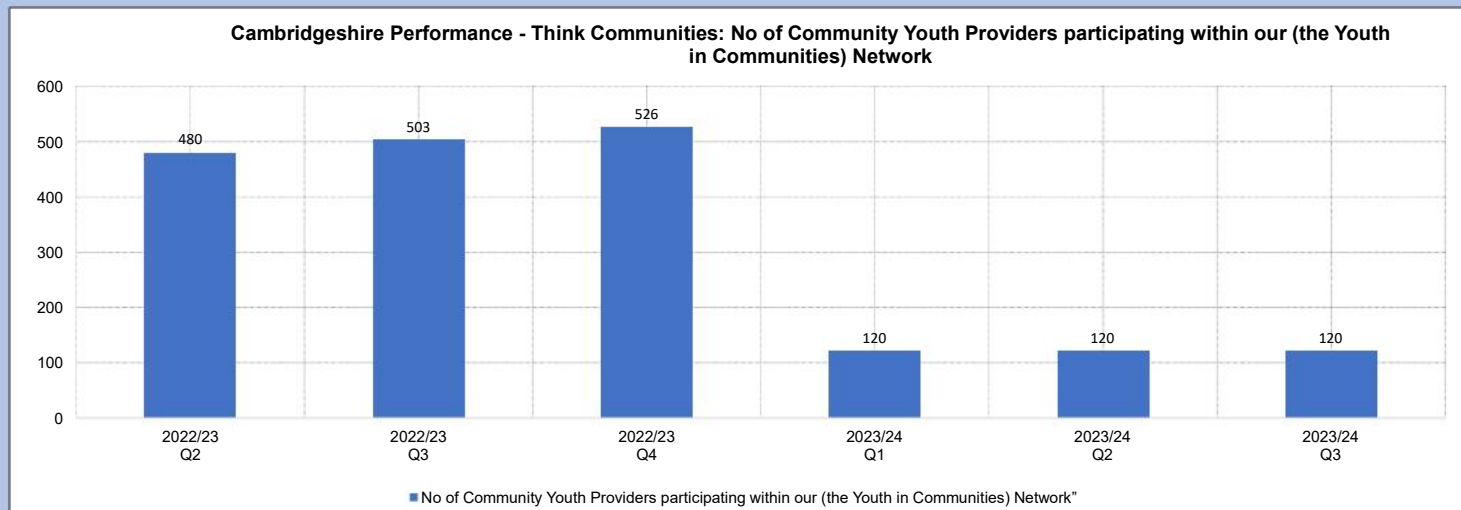
Continue to apply strategies to maintain or increase achievement rate in remaining quarters.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
In Development	↑	120	120	Unchanged
RAG Rating				
In Development				

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

Historically this measure captured the number of contacts in a reporting period rather than the number of unique providers. For example, if one provider attended a training event, and made contact for support with funding, and contacted regarding a query around governance, the same provider would have been counted three times in the same quarter. There are 120 youth providers operating in Cambridgeshire being supported by the Communities Service. All are in regular contact, and some more than others depending on need at a particular time.

Actions

Indicator 175: Total number of cases opened

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March 2024

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
872	NA	789	944	N/A

RAG Rating

Contextual

Indicator Description

This indicator shows the number of cases opened with the Coroner Service Case Management System. This includes, 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.

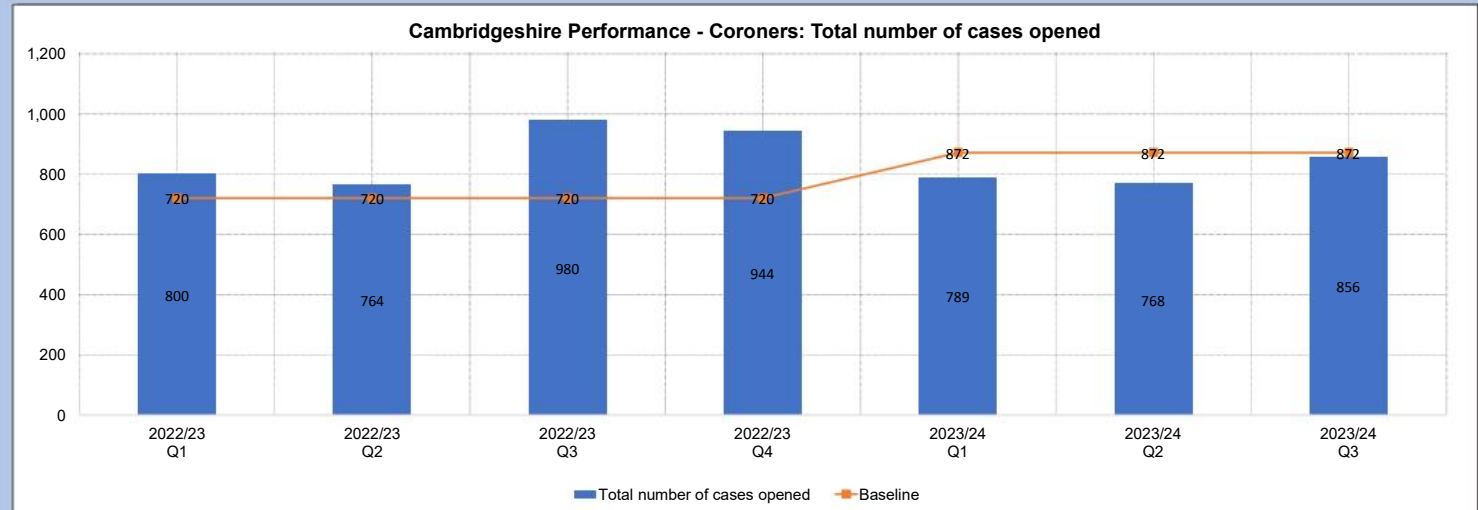
The KPI demonstrates the volume of cases opened, as well as providing data on trends when compared to previous Quarters / Years. The figure is all new cases opened within the quarter, not the number of active live cases, and this figure can be found in the commentary.

Each case is recorded on the Coroner Service Case Management System, with reports run each quarter.

The baseline is derived from 2022/23 annual figure and divided by 4 to give a quarterly baseline

Useful Links

There is no public facing data available for this KPI



Commentary

To date in 2023/24 there are 5% fewer cases opened.

There were fewer referrals into the service in Q3 resulting in fewer cases being open compared to the same quarter last year. This continues the trend seen in Q1 of this year. The Service has no influence over the number of cases referred.

If this trend continues, there would be fewer cases opened in 2023/24 than the previous year.

Total number of active open cases at the close of the quarter is 773.

Actions

Indicator 176: Total number of cases closed

[Return to Index](#)

March 2024

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
880	N/A	795	810	N/A

RAG Rating

Contextual

Indicator Description

This indicator shows the number of cases closed on the Coroner Service Case Management System. 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.

The KPI demonstrates how the service is managing cases referred in terms of volumes, as well as trends when compared to previous Quarters / Years.

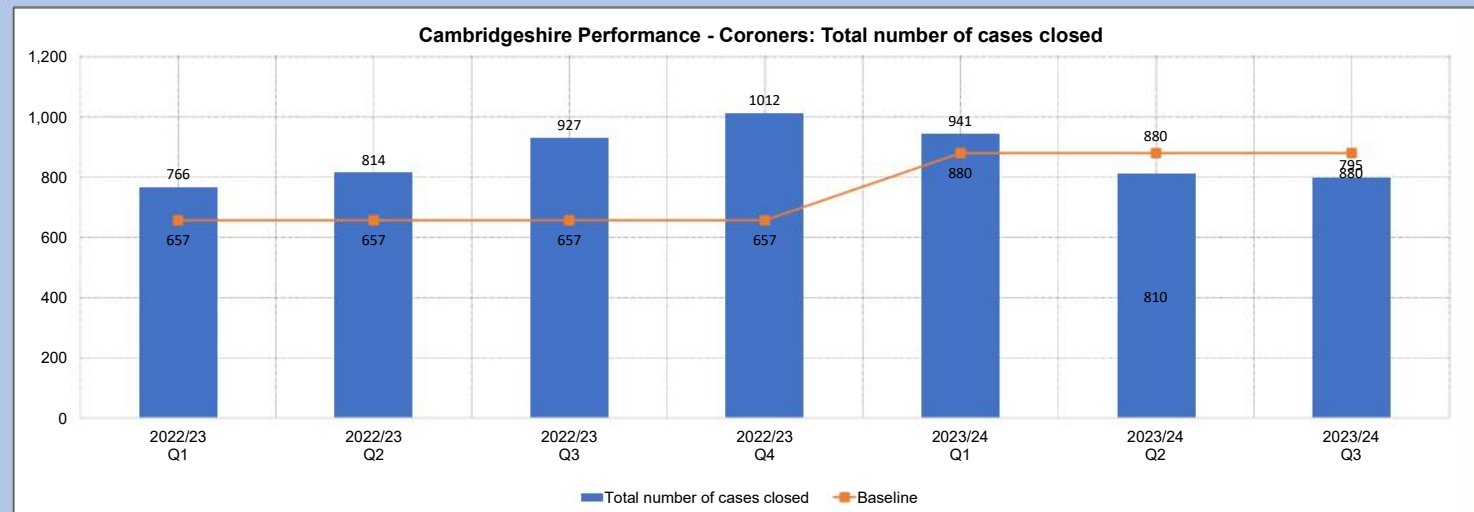
The figure shows the number of cases closed within the quarter and not the number of active live cases, which can be seen in the commentary.

Each case is recorded on the Coroner Service Case Management System, with reports run each quarter.

The baseline is derived from 2022/23 annual figure and divided by 4 to give a quarterly baseline

Useful Links

There is no public facing data for this KPI



Commentary

The total number of live cases at the close of Q3 was 796, compared to 740 in Q2 - a 7% increase. Despite fewer cases being closed the increase in live cases reflects staffing levels (sickness and leave).

The total number of live cases as of close of Q1 was 773. Total number of live cases at the close of Q2 is 740.

Q4 figures for 2022/23 were particularly high because there was a focus on closing off cases that could be resolved quickly. This reflecting positively on the national performance return. 2023/24 Q1 figures are an improvement on 2022/23 figure, demonstrating measures that have been implemented to increase effectiveness have been working.

Actions

Indicator 177: Total number of Inquests opened

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
148	NA	107	120	N/A

RAG Rating

Contextual

Indicator Description

This indicator shows the total number of inquests opened by the Coroners Office. 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.

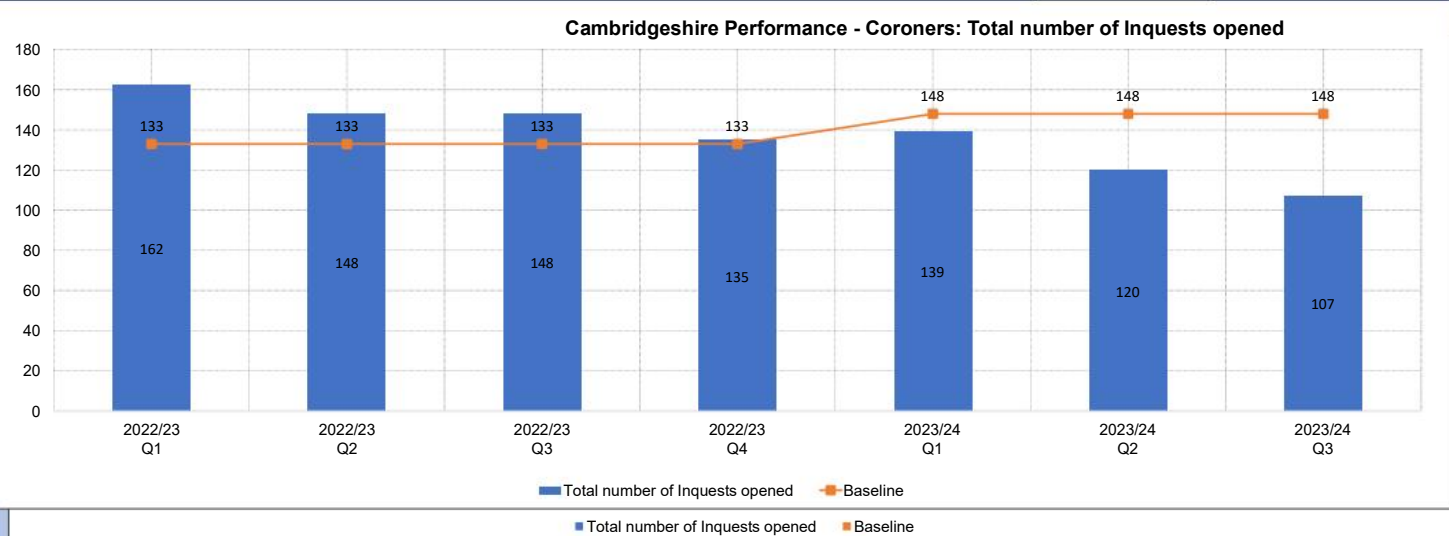
The KPI demonstrates the volume of Inquests opened, as well as providing data on trends when compared to previous Quarters / Years. The figure is all new Inquests opened within the quarter and not the number of active live Inquests, which can be seen in the commentary.

Each case is recorded on the Coroner Service Case Management System, with reports run each quarter.

Baseline is derived from 2022/23 annual figure and divided by 4 to give a quarterly baseline

Useful Links

There is no public facing data for this KPI



Commentary

Fewer referrals in Q3 resulting in fewer Inquests being opened, this is in line with cases opened. Staffing levels has also impacted this, including less sitting hours for Coroners.

At the close of Q2 there were 500 active open Inquests. This is an increase from 454 in Q1.

Actions

Indicator 178: Total number of Inquests closed

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March 2024

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
160	NA	121	142	N/A

RAG Rating

Contextual

Indicator Description

This indicator shows the number of Inquests closed by the Coroner's Office. 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.

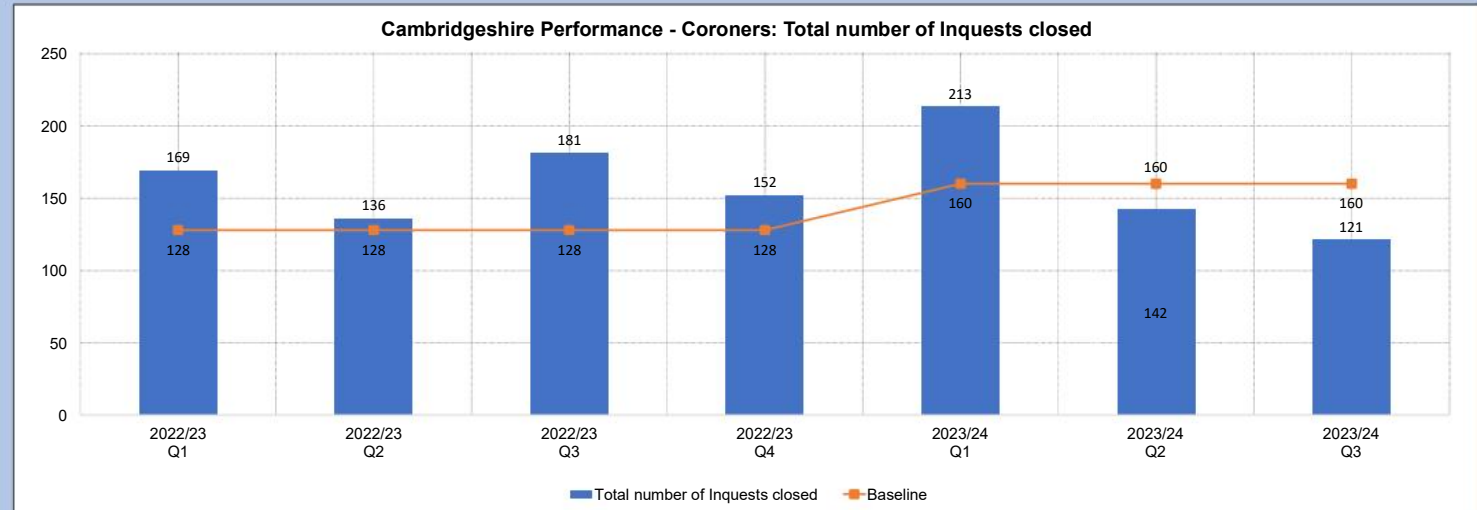
The KPI demonstrates the ability of the service to manage the current demand, as well as providing data on trends when compared to previous Quarters / Years. The figure is all Inquests closed within the quarter, not the number of active live Inquests, this can be seen in the commentary.

Each Inquest is recorded on the Coroner Service Case Management System with reports run quarterly.

The baseline is derived from 2022/23 annual figure and divided by 4 to give a quarterly baseline

Useful Links

There is no public facing data for this KPI



Commentary

Fewer Inquests closed in Q1 reflects staffing levels (leave and sickness) and fewer sitting hours for Coroners, this is in line with cases closed.

At the close of Q3 there were 513 live Inquests.

Actions

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

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March 2024

Baseline	Direction for Improvement	Current Quarter (cumulative)	Previous Quarter (cumulative)	Change in Performance
67	NA	147	88	NA

RAG Rating

Contextual

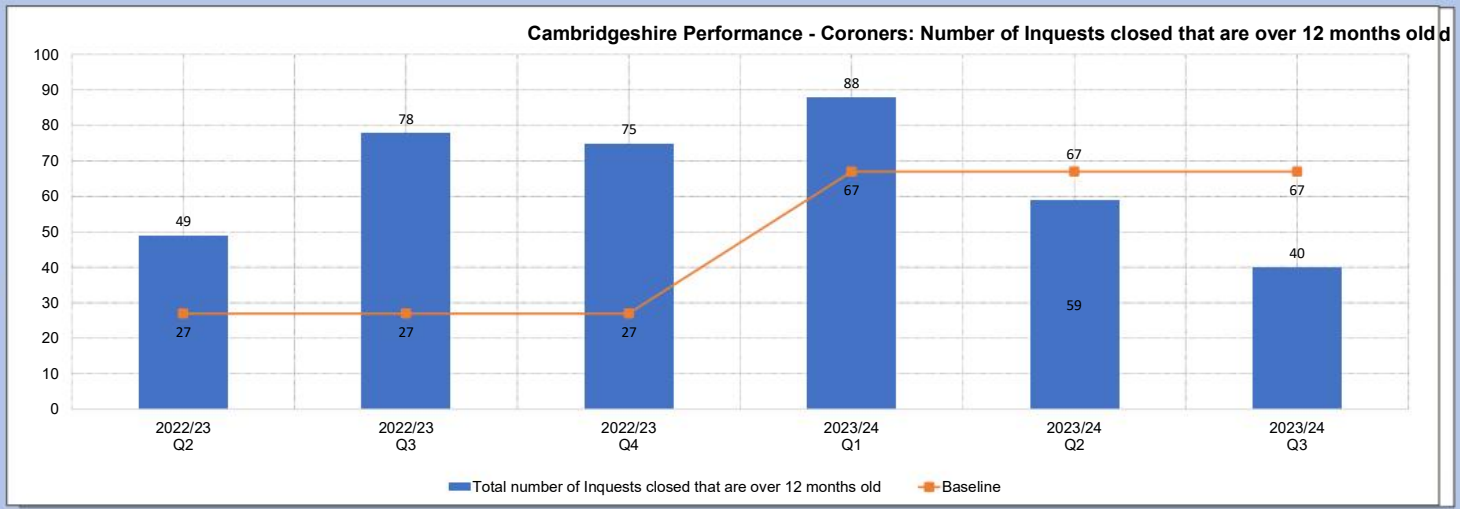
Indicator Description

This indicator shows the total number of Inquests closed by the Coroner's Service 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.

Each Inquest is recorded on the Coroner Service Case Management System with reports run quarterly.

The baseline is derived from 2022/23 annual figure and divided by 4 to give a quarterly baseline



Commentary

As with cases and Inquests closed, the number of cases older than 12 months closed has been impacted by staffing levels and number of sitting hours for Coroners.

The final figure of cases older than 12 months reported to the Chief Coroner at the end of the year was 272 - a 6% improvement on the previous year, at a time when more cases were being referred. Based on Q1, Q2, Q3 and listed inquests between now and the end of the year, the service is on-track to reduce the number of cases older than 12 months further.

The benchmark was amended to reflect 2022/23 outturn figures.

Actions

Useful Links

<https://www.judiciary.uk/courts-and-tribunals/coroners-courts/annual-reports/>

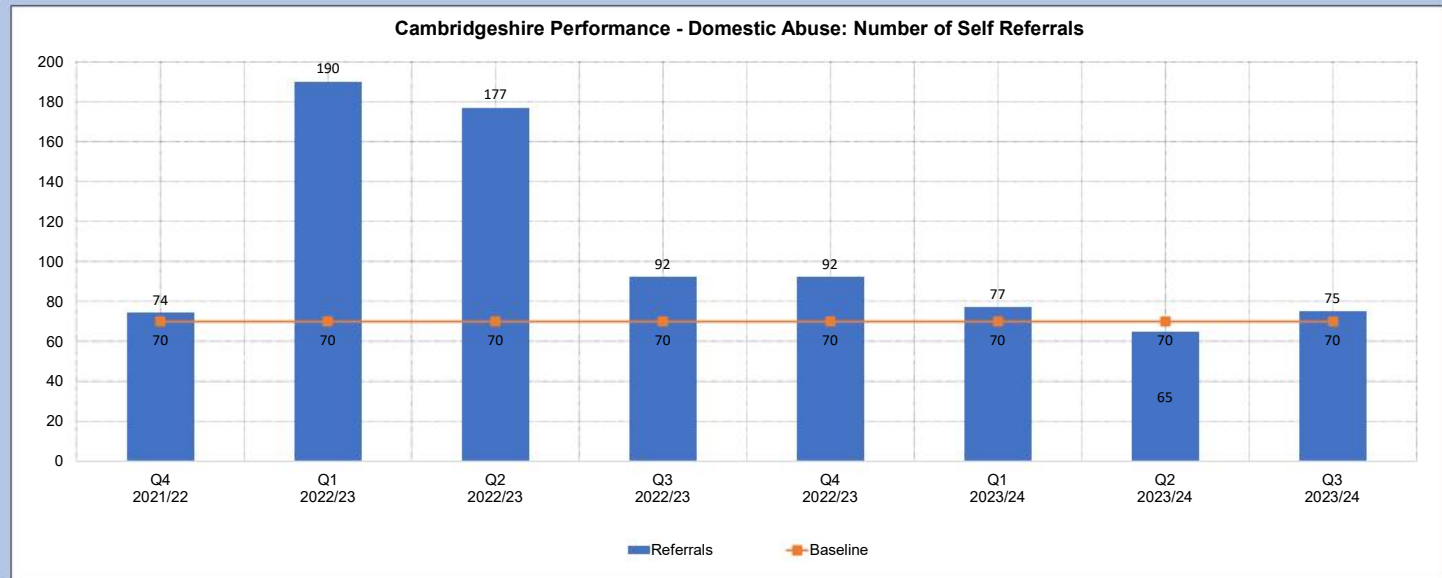
Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
70	↑	75	65	Improving

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

Q3 2023/24- this number is for Peterborough and Cambridgeshire, the service is awaiting the data breakdown between the two.

Q2 2023/24 - 65 self-referrals (31 Cambridgeshire, 30 Peterborough and 4 unknown).

Q1 2023/24 - The breakdown of self-referral figures for Outreach is 25 Peterborough, 55 Cambridgeshire.

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.

Actions

Useful Links

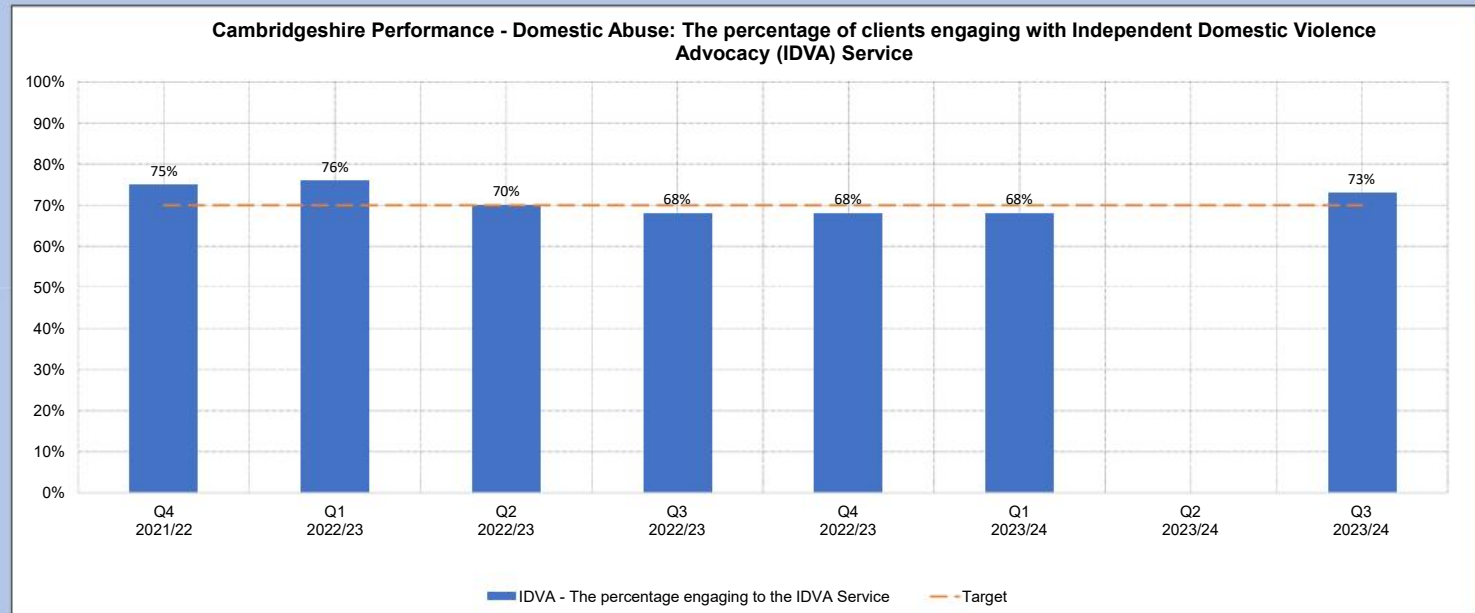
Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
70%	↑	73%	68%	Improving

RAG Rating

Green

Indicator Description

This indicator shows the percentage of clients engaging with the Independent Domestic Violence Advocacy Service (IDVA). 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.



Commentary

It was agreed with Service Director for Communities, Libraries and Skills that due to changeover in database for the IDVA Service there will be no report on this indicator for Q2. Q3 has been updated with more accurate data.

Actions

Useful Links

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
430	↑	860	940	Declining

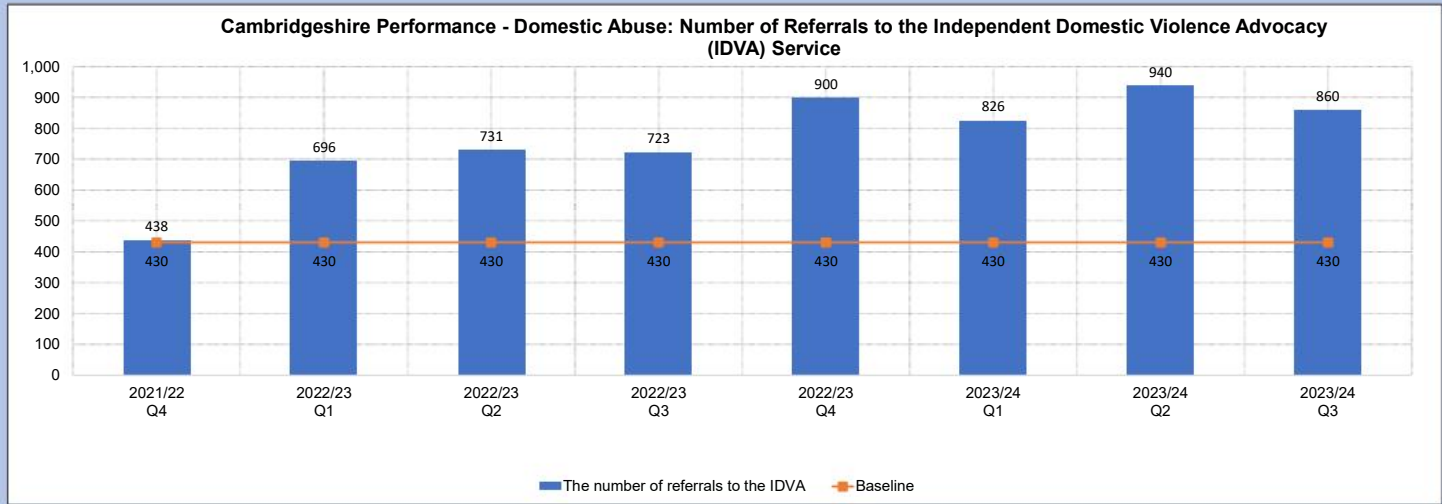
RAG Rating

Contextual

Indicator Description

This indicator shows the number of referrals to the Independent Domestic Violence Adviser (IDVA) Service. The service is part of the County Council and works with victims of domestic abuse at high risk of significant harm. They also employ a number of specialist client-based IDVAs who take specific referrals at all risk levels. 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 continues to increase year on year as the specialist client based IDVA service taking referrals from health and housing become embedded. The number of medium risk referrals from police has also increased. From 1 April 2024 there will be no Health IDVA for Peterborough due to loss of funding.

Actions

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

RAG Rating

Blue

Indicator Description

This indicator shows the number of births registered with the Registration Service within 42 days of a child's birth.

Legislation states that births must be registered within 42-days.

The KPI demonstrates the volumes and demand on the service, and the percentage of births registered within the 42-day requirement.

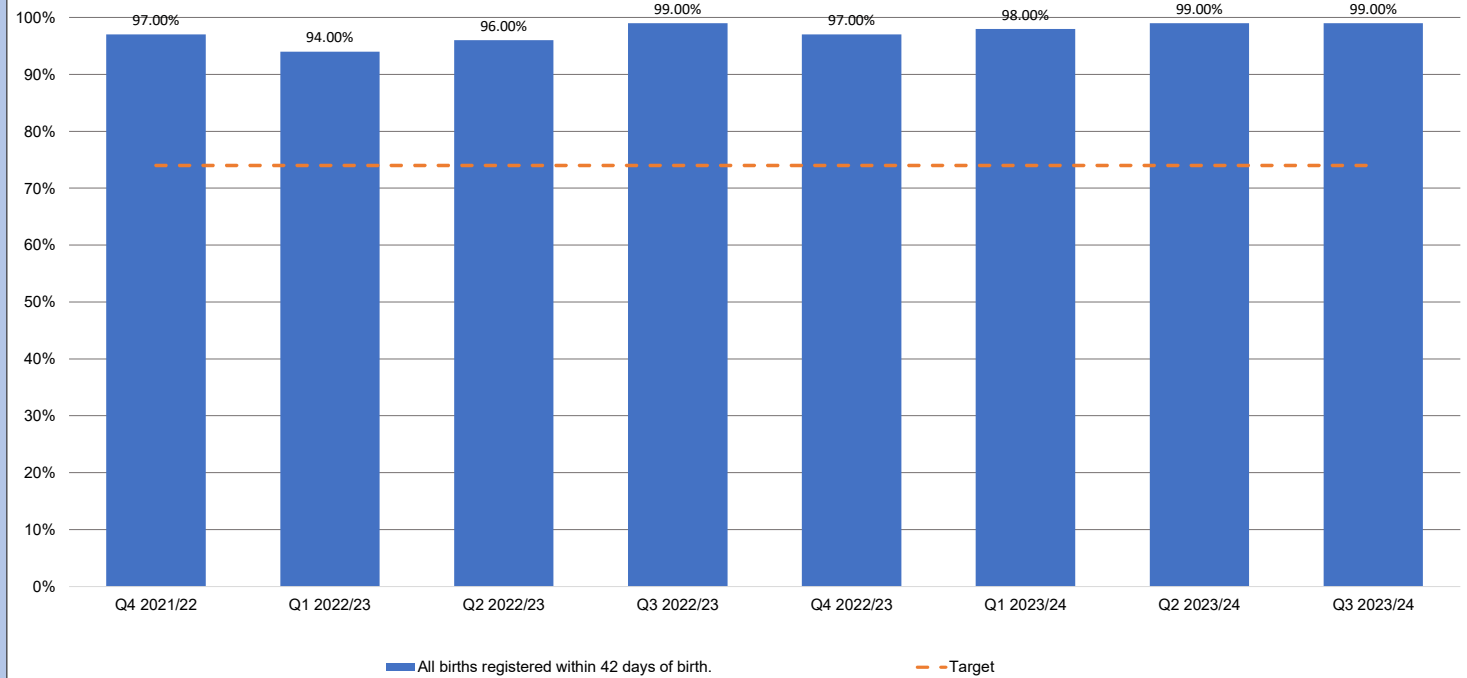
Population trends in the county are also demonstrated.

The target is the national average.

Births are recorded on a national database.

Useful Links

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



Commentary

1,977 births were Registered within Cambridgeshire during Q3, this is up 11% on Q2 and 1.5% down on the same period last year. Of the 1,977, only 24 of those births were not registered within the required 42 days.

The Service dealt with 12% more appointments compared to Q1.

The overall number of births for 2023/24 is now the same as for 2022/23.

1,977 births were registered, of which 1,953 were registered within 42 days.

The service continues to exceed the national average on this KPI.

Actions

The service continues to offer good appointment availability to ensure that births can be registered within a timely manner, as well as having offices located across the county.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
60%	↑	64%	64%	Unchanged

RAG Rating

Blue

Indicator Description

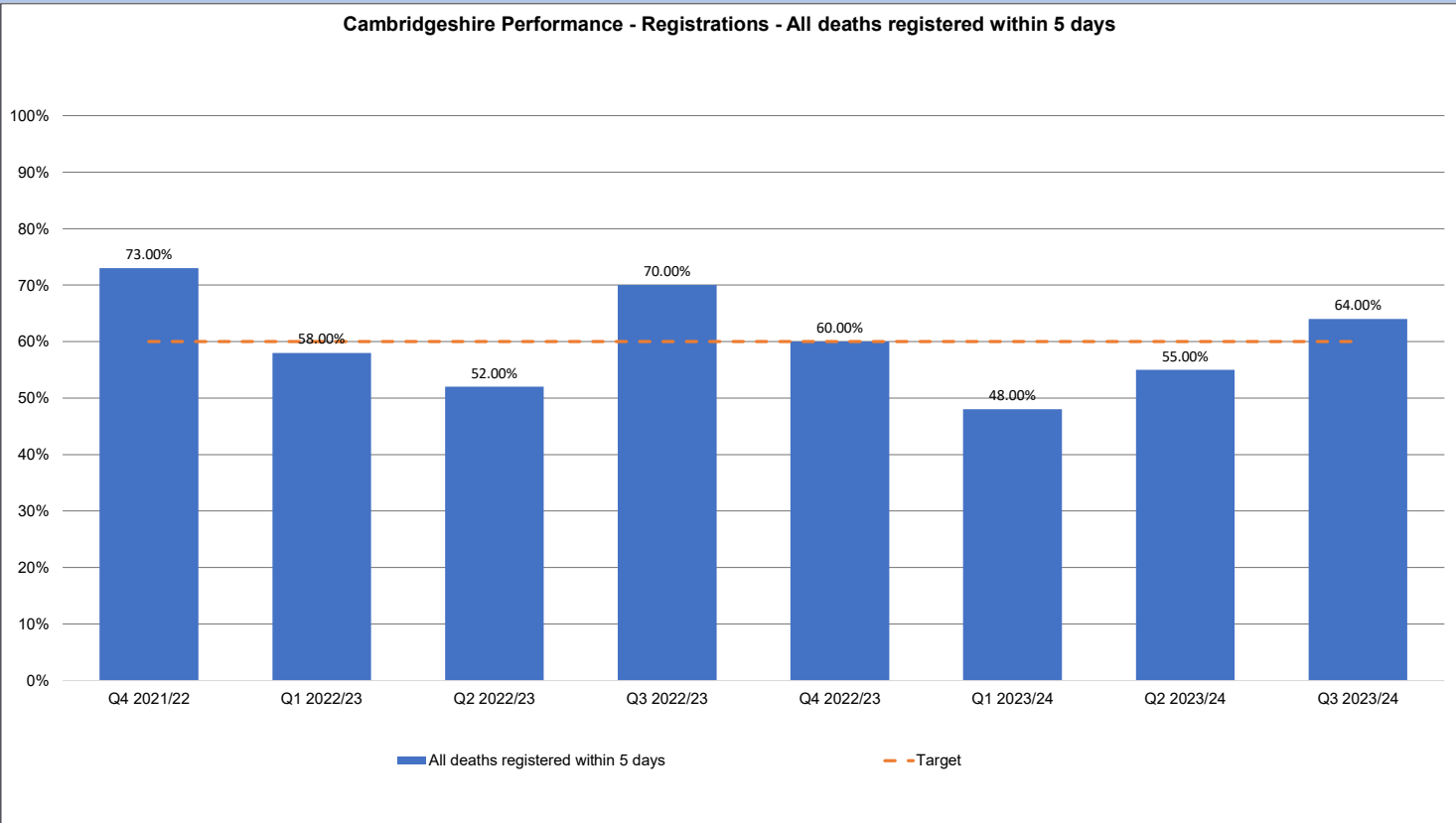
This indicator shows the number of deaths registered with the Registration Service within 5 days of a death. The percentage of all deaths registered within 5 calendar days as per the requirement set out in legislation.

The figure refers to non-coronial deaths.

The KPI demonstrates volumes and demand on the service, as well as showing population trends in the county.

The target is the national average.

Useful Links



Commentary

1,452 deaths were registered in Q3, down 4% on Q2, and 7% compared to the same time last year.

Temporary dispensation allowing for telephone death registrations that commenced during the pandemic has now finished, therefore all appointments must be in person.

The service has good appointment availability however performance is now in line with that prior to the dispensation and is heavily reliant on when people choose to register a death, therefore is outside the control of the service.

Locally, the trend from Q1 & Q2 has continued. The service is performing significantly better than colleagues in the East Anglia region who have achieved 42% during the same period.

889 deaths were registered, of which 570 were registered within 5 days.

Actions

The service continues to offer good appointment availability and locations across the county to ensure non-coronial deaths can be recorded in a timely manner.

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
291	↑	335	296	Improving

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 compliant 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.

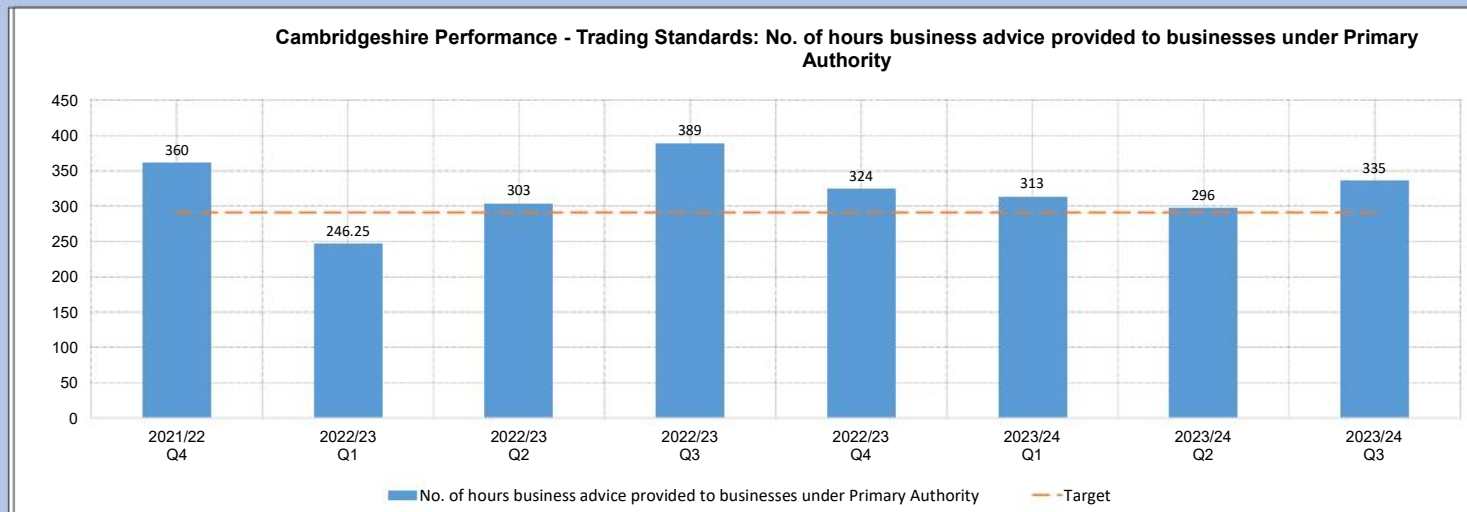
Cambridgeshire and Peterborough Trading Standards have over 100 Primary Authority Partnerships. All Primary Authority businesses are required to pay an annual fee, as well as an hourly rate for advice. This indicator demonstrates the demand for advice. The funding derived from the scheme offsets service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

Data is recorded on the case management system for the service and reports run quarterly.

The benchmark is based on quarterly figures from 2022/23.

Useful Links

There is no public facing data for this KPI



Commentary

There has been an increase in the number of hours business advice provided in Q3, this is in line with trends during 2022/23. The service is on-track to achieve around the same number of hours provided last year.

Actions

The service will continue to provide advice to those with a Primary Authority partnership with the authority, as well as ad-hoc 'pay as you go' advice to businesses. The team is recruiting to a further full-time post and support to post in order to generate more capacity and enable further partnerships to be formed.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
65%	↑	66%	51%	Improving

RAG Rating

Green

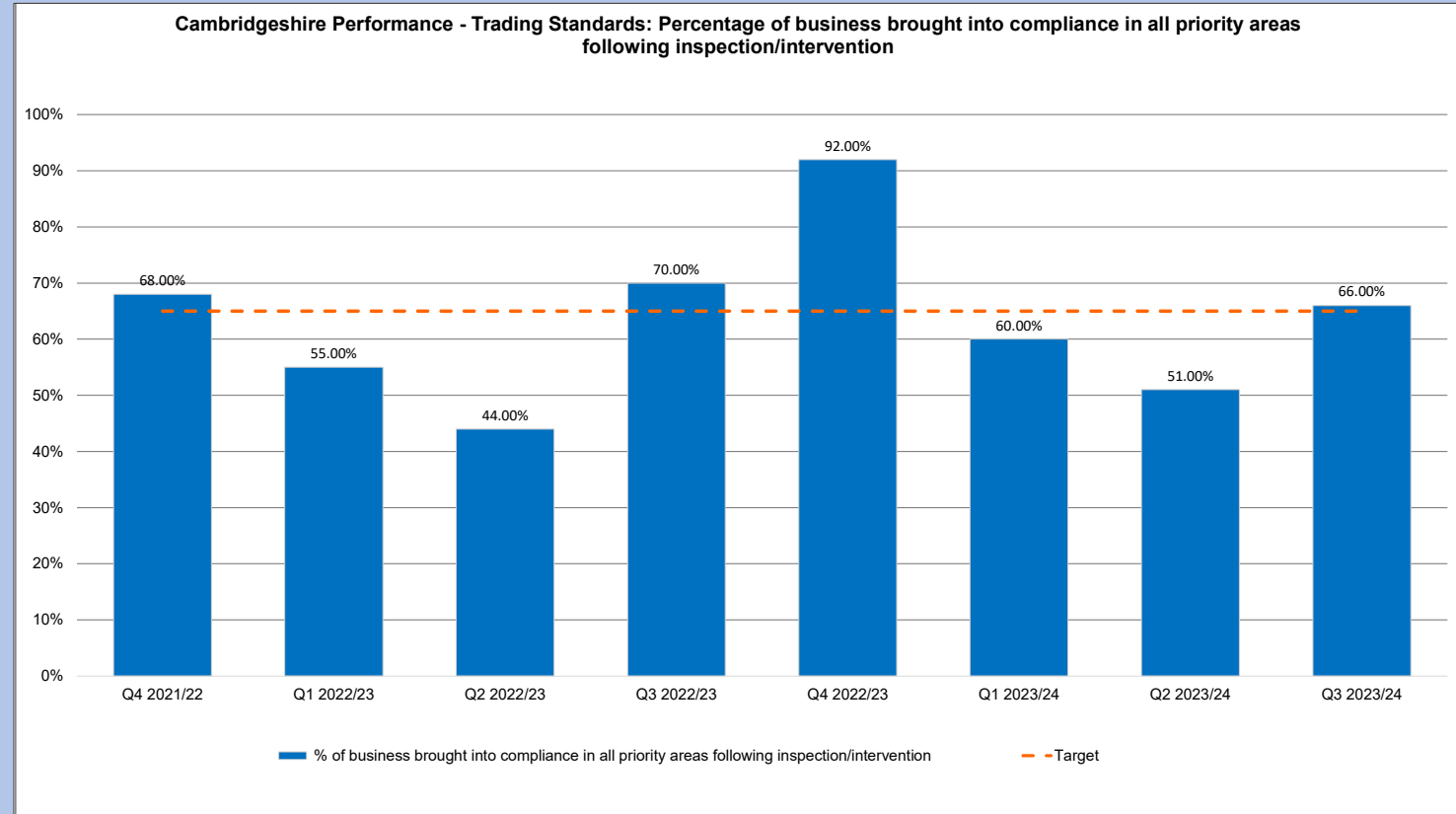
Indicator Description

This indicators represents the percentage of businesses 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.

The target is derived from 2022/23 overall performance and dived by 4 to give the quarterly target.



Commentary

52% of businesses were compliant at the time of visit with no further action required
 14% of businesses were non-compliant but were bought into compliance within Q3
 34% of businesses remained non-compliant at the end of Q3 - officers continue to work with these businesses to reach compliance.

Inspections within Q3 included programmed inspections for food standards, feed hygiene and petroleum. Non-compliance was observed at butchers and premises selling American confectionery. The period also includes selling time for fireworks, with a focus on visiting these businesses in October and November. Compliance rates were found to be good, and where non-compliance was identified, officers worked with businesses to achieve compliance at the time of the visits - this is reflected in the Q3 figures.

Useful Links

There is no public facing data for this KPI

Actions

The service will continue to carry out programmed inspections alongside intelligence led visits, taking a graduated approach to enforcement by initially engaging and educating non-compliant businesses in order to bring them into compliance before taking enforcement action when necessary.