

Communities, Social Mobility and Inclusion Committee

Quarterly Performance Report



Quarter 1, 2025/26 Financial Year

Produced on: 17 September 2025

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 • 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

Communities, Social Mobility and Inclusion Committee Scorecard

KPI	Target	Direction for Improvement	Performance (Current Period)	Performance (Previous Period)	Change in Performance	Last Updated	RAG Rating
CoSMIC 001: Percentage of learners that have been retained	92%	Higher is better	94%	93%	↑	Sep-24	Green
CoSMIC 002: Percentage of learners who have achieved their qualification	84%	Higher is better	92%	81%	↑	Sep-24	Green
CoSMIC 003: Number of active library users	99936	Higher is better	100196	97976	↑	Jun-25	Green
CoSMIC 004: Number of visitors to libraries	404357	Higher is better	380995	396428	↓	Jun-25	Amber
CoSMIC 005: Total number of people supported through the safe accommodation strategy	Contextual	Contextual	320	498	↑	Jun-25	Contextual
CoSMIC 006: The percentage of clients engaging with Independent Domestic Violence Advocacy (IDVA) Service	70%	Higher is better	71%	55%	↑	Jun-25	Green
CoSMIC 007: No of Youth and Community organisations supported with initial seed funding (cumulative)	Contextual	Contextual	15	90	↓	Jun-25	Contextual
CoSMIC 008: Registrations - All births registered within 42 days of birth	74%	Higher is better	81%	98%	↓	Jun-25	Green
CoSMIC 009: Registrations - All deaths registered within 5 days	60%	Higher is better	56%	85%	↓	Jun-25	Amber
CoSMIC 010: Total number of live investigations in the Coroner's Service that are over 12 months old (including inquests)	273	Lower is better	237	254	↑	Jun-25	Green

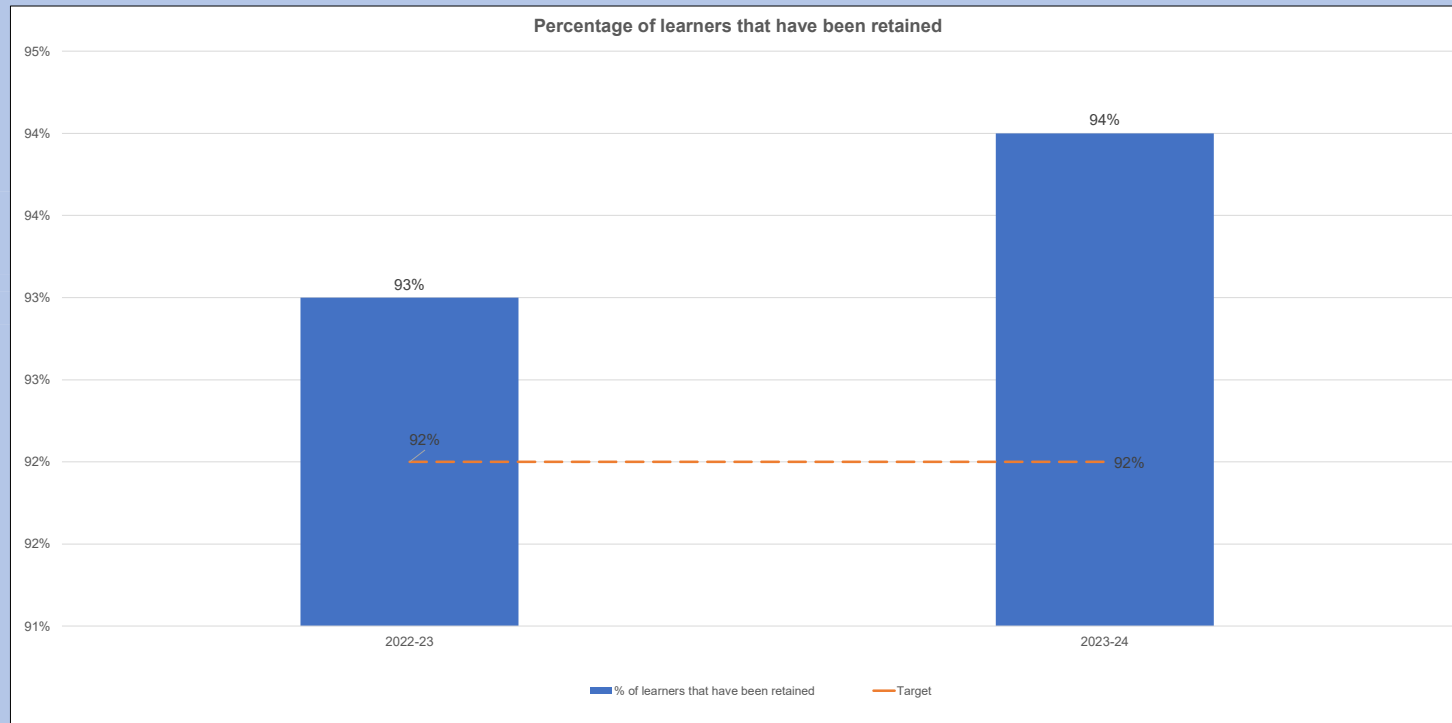
Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
92%	↑	94%	93%	Improving

RAG Rating

Green

Indicator Description

Percentage of learners who remain on their course after initial enrolment by the Cambridgeshire Skills service. This indicator is calculated based on the academic year. There is a 6 month lag in availability of this data. This indicator is collected annually in September.



Commentary

New processes implemented for contacting learners who miss classes and additional resource put in place to support learners with additional needs have helped ensure more learners are retained.

Useful Links

Path to Green

Continue with current plans and monitor progress.

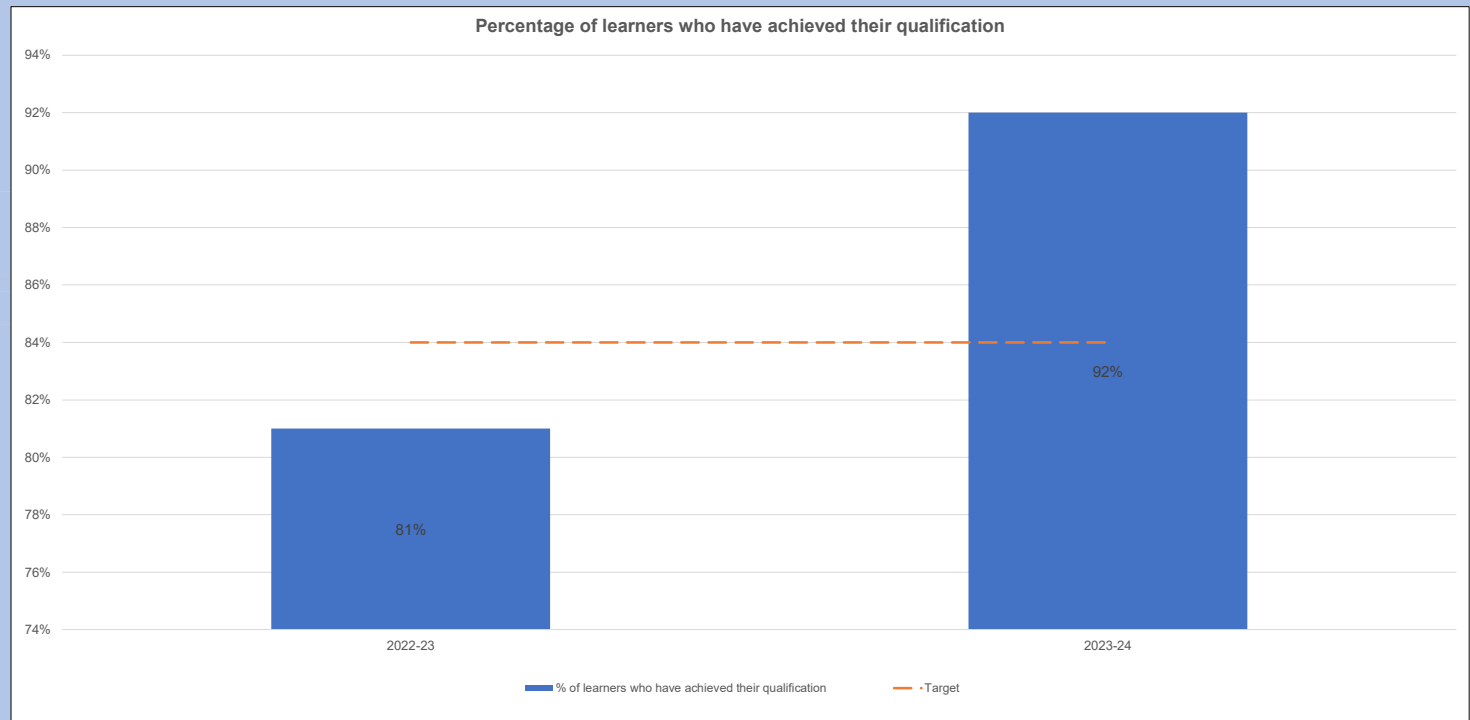
Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
84%	↑	92%	81%	Improving

RAG Rating

Green

Indicator Description

Percentage of learners who initially enrolled on a course and successfully passed/achieved their qualification/course aims. This indicator is calculated based on the academic year. There is a 6 month lag in availability of this data. Data is collected by the Cambridgeshire Skills services annually in September.



Commentary

Targeted Continuous Professional Development (CPD) to develop teachers in key areas and additional resources put in place to support learners with additional need. This, with improved on course monitoring of learners, has enabled the service to help more learners achieve their qualification.

Useful Links

Path to Green

Continue with current plans and ensure that the actions in the services quality improvement plan, for the couple of qualification courses where achievement rates remain a little below national benchmarks, are implemented.

Indicator CoSMIC 003: Number of active library users

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September 2025

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
99,936	↑	100,196	97,976	Improving

RAG Rating

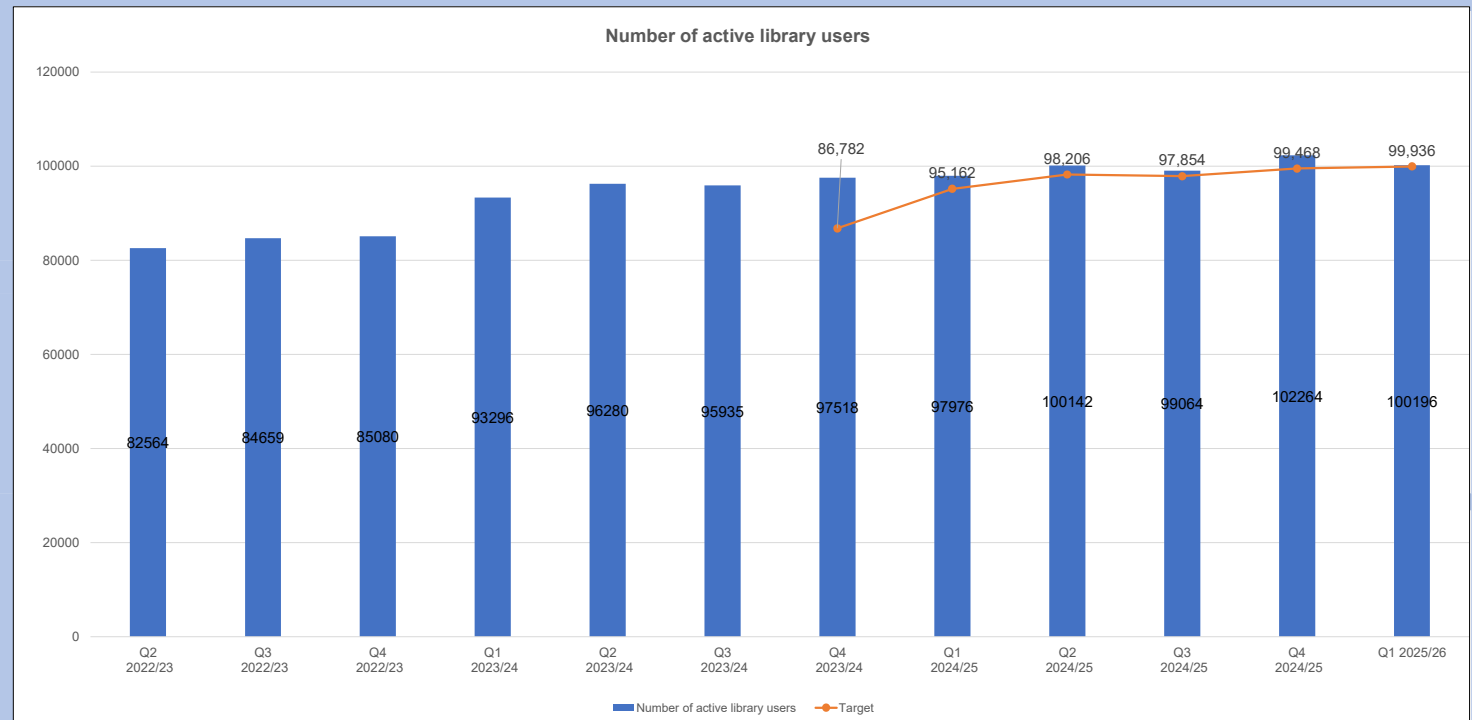
Green

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 the library management system, when someone interacts with it using their library card. This includes anyone who has borrowed a book, used the services' eBooks, borrowed a library PC, or used Open Plus to access a staff-less 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 engagement with the community. The target is based on a 2% increase on performance in the previous year, as we look to continue to grow engagement with the library offer.



Commentary

This quarter has seen continued strong progress and impact from a number of library projects such as the Every Child a Member pilot being rolled out in Huntingdon Library. This is despite impacts caused by significant refurbishments and temporary closures in Rock Road, Cambourne and Whittlesey libraries throughout the quarter, as well as works on Cambridge Central's third floor. There has been positive impacts of the new library at Cherry Hinton and refurbished library at Yaxley, both showing a strong growth in membership over the quarter. The newly refurbished Yaxley Library has seen an increase of 20% active library users compared with Q1 2024/25. Lower visitor rates are expected due to temporary library closures but as this is a rolling figure the service is confident the end of year position will remain on track.

Useful Links

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

Path to Green

The new libraries will launch with communications and an events programme to help attract back customers who may not have visited over their closed periods. Alternative provision is being used to minimise the impact of the temporary closure of Cambourne library. Staff have recently engaged in training on outreach and engagement, particularly with a focus on over 60s as part of the service's Care Together commitments. A pilot at Papworth has proved a significant boost and this should be rolled out as part of the service's ongoing membership drive this year. The service is also heading into Summer Reading Challenge in Quarter 2 which sees significant engagement, where the service hopes to build on the Every Child a Member workstreams at Huntingdon and Wisbech.

Indicator CoSMIC 004: Number of visits made to library sites reported quarterly

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September 2025

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
404,357	↑	380,995	396,428	Declining

RAG Rating

Amber

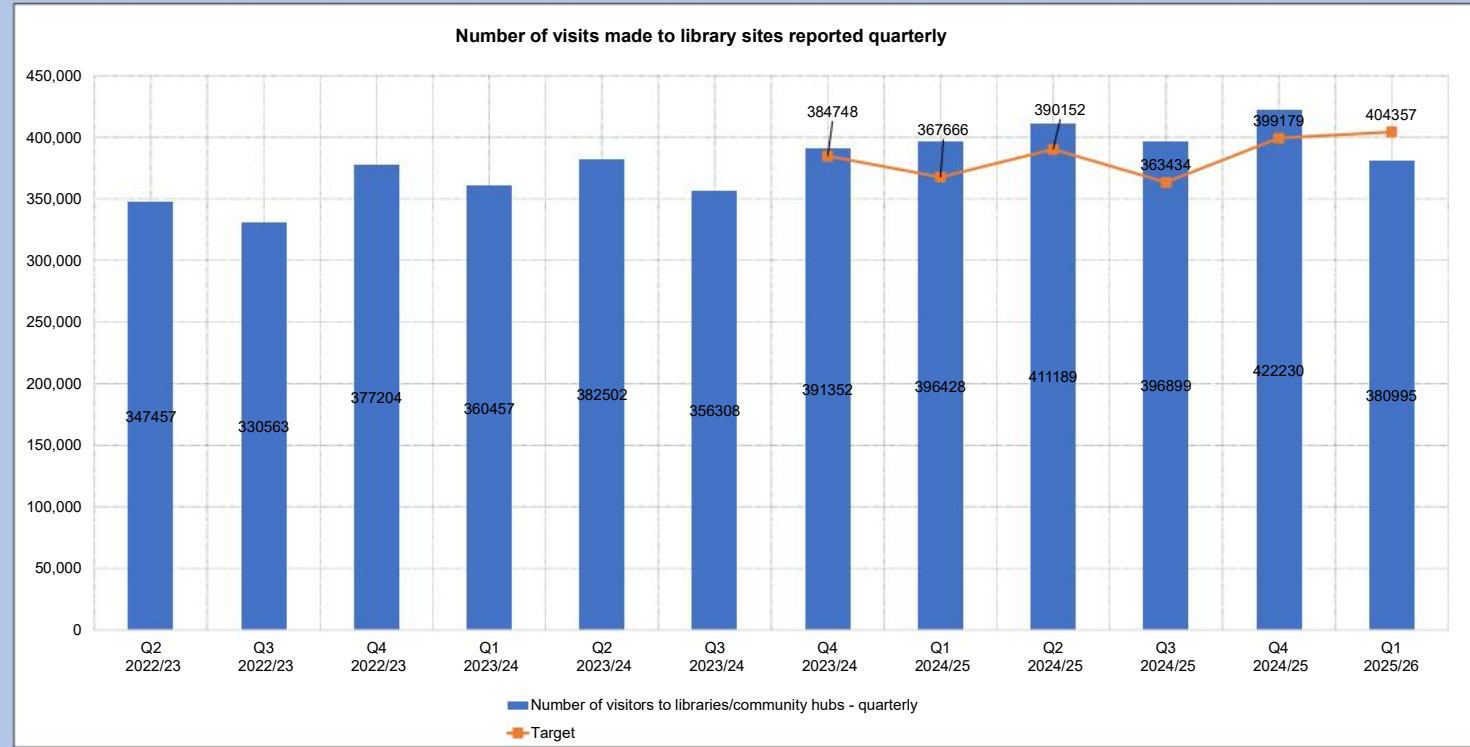
Indicator Description

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

This is measured through electronic gate counters in libraries which 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 library services.

Targets are based on a 2% increase on the previous year, to continue to encourage an increased use of our libraries (static and mobile).



Commentary

After a strong end to the previous financial year (helped by a late Easter) this financial year will be a challenge to maintain the visitor growth, as the temporary closure of sites for maintenance/refurbishment has a permanent impact on figures. Unlike active borrowing, visitors are much harder to recover following a temporary closure and with a large library like Cambourne closed for an extended period, as well as Ely and Wisbech forecast to temporarily close, it is likely that the annual target for growth will be missed this year. However, the trend away from libraries with refurbishments remains positive, with some good growth in some of the smaller libraries as they implement best practice and refresh their social spaces through Library Plus funding. The service is confident that the long term forecast remains a positive one.

Useful Links

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

Path to Green

The ongoing investment in library buildings inevitably results in temporary closures as work is undertaken. The service will try to create alternative provision where a closure exceeds 4 weeks and there is not another option in easy distance. For example, at Cambourne the service has implemented a temporary mobile library and increased opening hours for Papworth and Comberton while the library is closed. Papworth Library, in particular, has seen a growth of 105% from the same period in 2024/25. Another mitigation has been put in place at Whittlesey, where there is a drop-in provision at Scaldgate Child and Family centre. Where work has finished the service has seen strong growth in visits, such as at Cherry Hinton and Yaxley libraries.

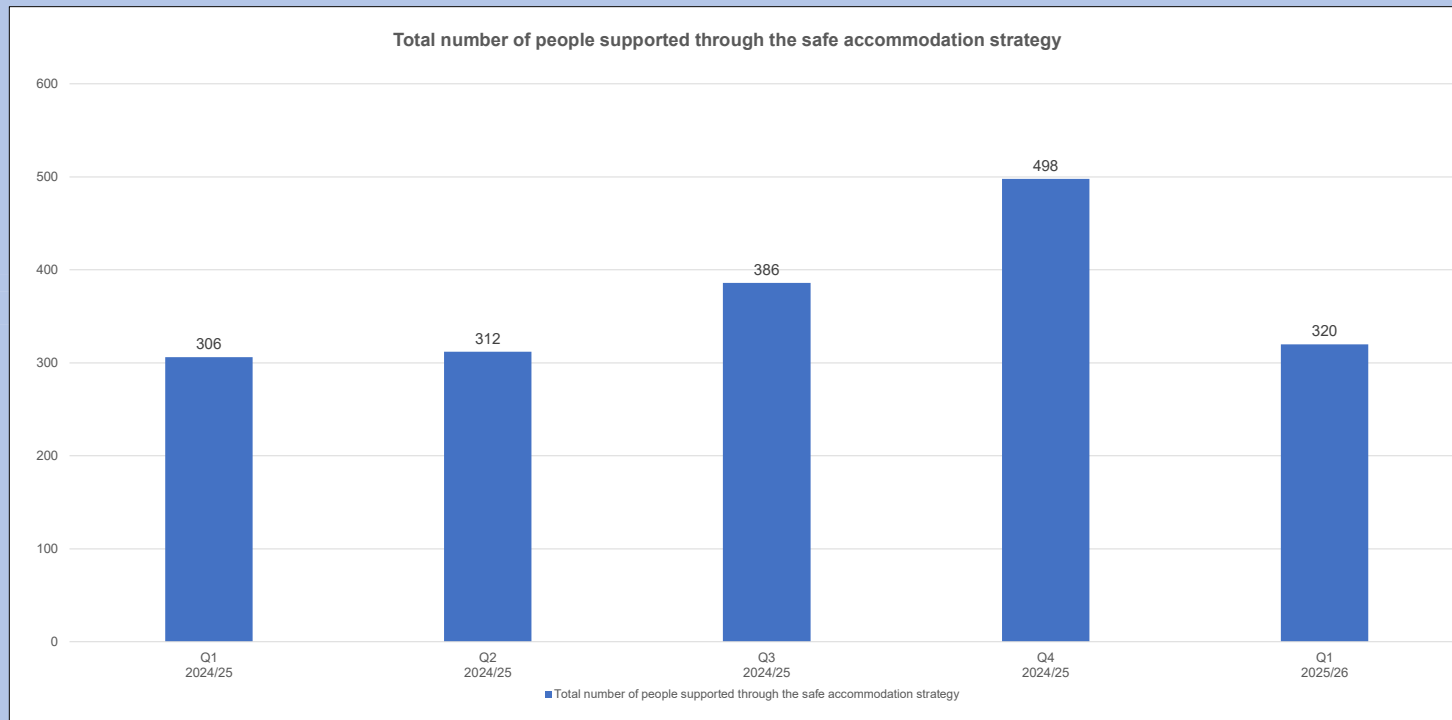
Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	Contextual	320	498	Contextual

RAG Rating

Contextual

Indicator Description

This indicator is updated each quarter by the Domestic Abuse and Sexual Violence Partnership Service. The indicator shows the number of adults supported by the Local Authority Domestic Abuse Safe Accommodation Strategy. This includes the following: number of women being supported in refuges, numbers supported in dispersed accommodation, number receiving target hardening, numbers receiving flexible funding and numbers supported through the domestic abuse outreach service.



Commentary

320 people have been supported through the Safe Accommodation Strategy, which includes refuge and dispersed accommodation, target hardening, outreach support and flexible funding, in quarter one. This is a reduction from quarter four last year, due to cumulation of data from some commissioned services in the previous year and decoupling of the service from Peterborough.

Useful Links

Path to Green

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
70%	↑	71%	55%	Improving

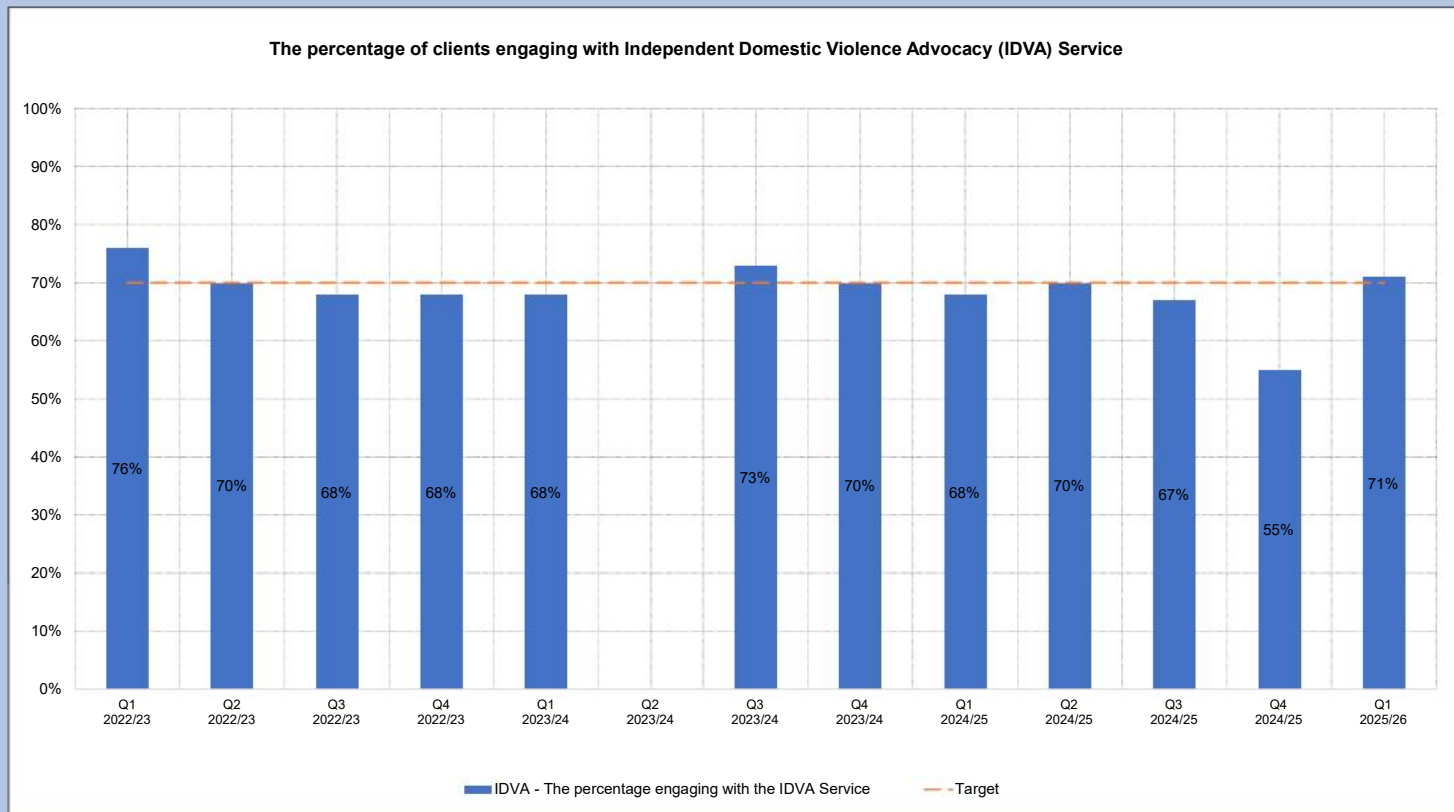
RAG Rating

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.

Useful Links



Commentary

Engagement rates have increased to above target following the decoupling of the service from Peterborough, and a new pathway for medium risk referrals through the Victim and Witness Hub implemented. This has allowed focus on engaging high risks clients to the service.

Path to Green

New pathway for medium risk referrals has reduced delay in referrals reaching the IDVA Service and increased engagement. As caseload numbers settle further increases in engagement are expected.

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	Contextual	15	90	Contextual

RAG Rating

Contextual

Indicator Description

This indicator shows the number of grassroots youth and community groups supported by the Communities Service with initial seed funding. The seed funding is predominantly from the Services' Community Reach Fund which is only available to grassroots organisations who are being supported in their development by the Service. There are three types of grant available, Enabler (up to £500), Core Fund (up to £1,000) and the Reaching Further award (up to £5,000). Other seed funding includes the Kick Start s106 funding managed by the Communities Service to support the development of new communities. The number of organisations in receipt of seed funding is a proxy indicator for the work of the Communities Service, to give an indication of the number and range of community organisations being supported predominantly, but not exclusively, by the Place Based Teams within the service.

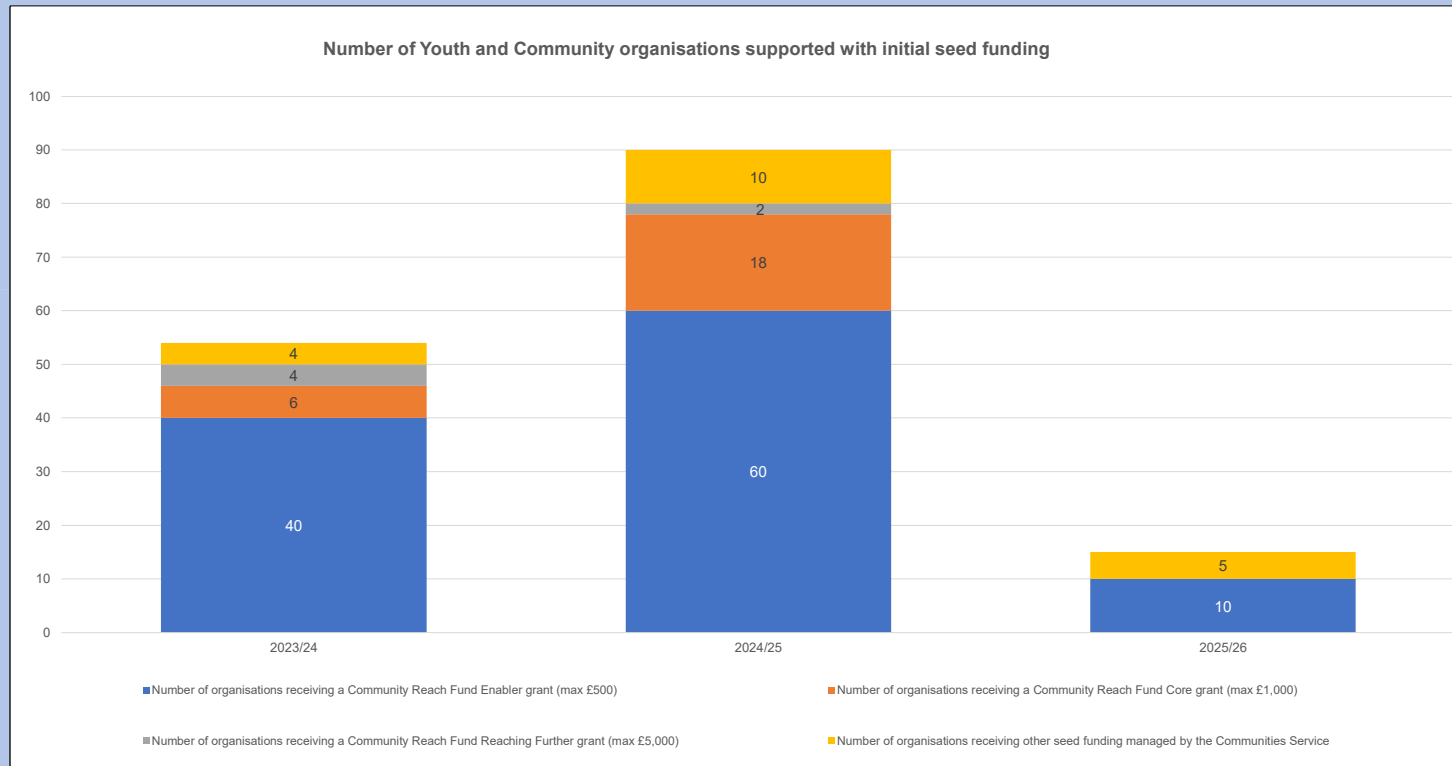
The indicator is updated quarterly and shows the cumulative figure of the number of organisations that receive seed funding over the course of the year. This data has been split by type of grant awarded.

This indicator is contextual, as there is no target for the number of groups supported and the impact of this support is more important.

This data is collected by the Communities Service.

Useful Links

<https://data.cambridgeshireinsight.org.uk/dataset/cambridgeshire-county-council-grants-voluntary-community-and-social-enterprise-organisations>



Commentary

15 small grants of a value up to £500 have been issued in the first quarter of 2025/26. The grants have been awarded to grassroots community organisations across the county to fund youth and community projects ranging from skateparks in Fenland to bereavement support groups in Huntingdonshire. Among the grants are four S106 kickstart awards for groups in new communities, including the Northstowe Hub Cafe and the Cambourne Toy Library.

Path to Green

Indicator CoSMIC 008: Registrations - All births registered within 42 days of birth.

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September 2025

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
74%	↑	81%	98%	Declining

RAG Rating

Green

Indicator Description

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

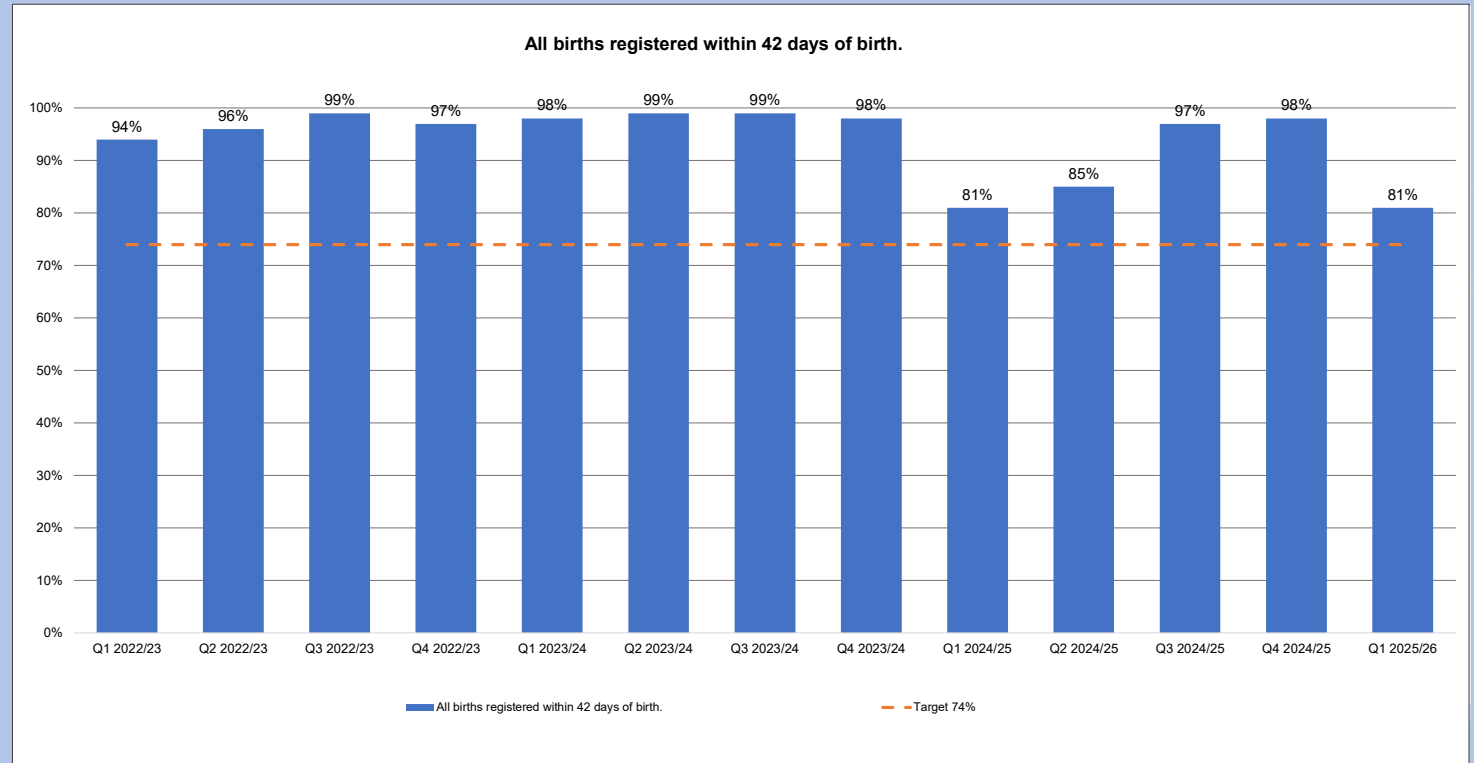
Legislation states that births must be registered within 42 days.

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.



Commentary

Q1 Birth Registrations Summary – Cambridgeshire

A total of 1,717 births (that occurred within Cambridgeshire, excluding Peterborough) were registered in Cambridgeshire during Q1, which is 4 fewer than the same period last year. 99 (5.76%) of the Cambridgeshire registrations were completed outside the statutory 42-day period.

An additional 33 birth registrations were completed on behalf of Norfolk, as Cambridgeshire has an agreement to register births that take place in Wisbech for residents who live in Norfolk, as the area borders the county line and local residents find Wisbech more convenient.

The General Register Office (GRO) has expressed support for our decision to prioritise death registrations.

Useful Links

Path to Green

Indicator CoSMIC 009: Registrations - All deaths registered within 5 days

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September 2025

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
60%	↑	56%	85%	Declining

RAG Rating

Amber

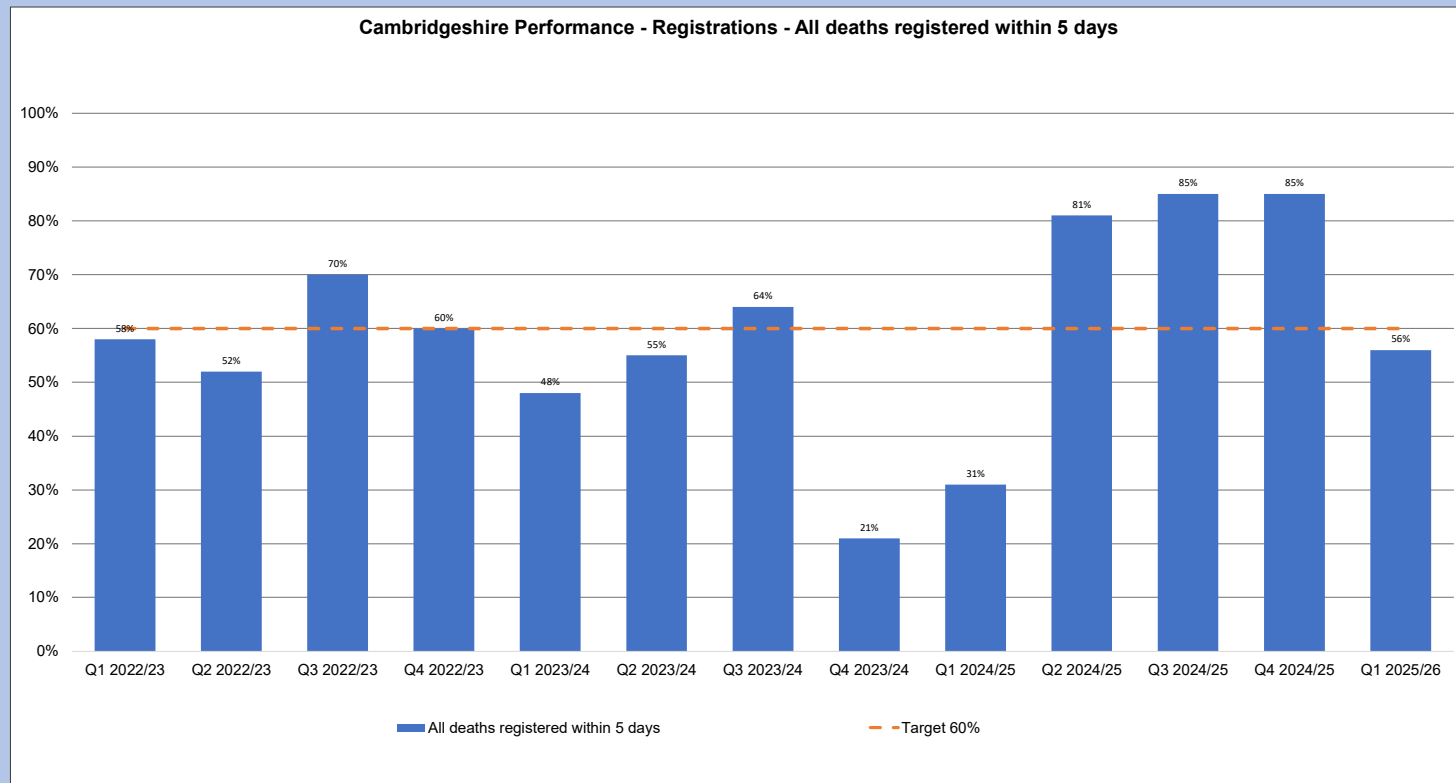
Indicator Description

This indicator shows the percentage of deaths registered by a qualified informant with the Registration Service within 5 days of receiving the correct death paperwork from the Medical Examiner.

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

Q1 Death Registrations Summary – Cambridgeshire
 A total of 1,428 deaths that occurred within Cambridgeshire (excluding Peterborough) were registered during Q1 — 149 fewer than the same period last year, representing a 10.43% decrease.

The percentage of deaths registered within the statutory 5-day period fell to 56% in Q1. This dip was primarily due to staffing levels and reduced appointment availability over the Easter and May bank holidays. In response, the service worked closely with the General Register Office (GRO) to implement calendar restrictions and safeguard appointment capacity for death registrations, recognising these appointments have the shortest statutory timeframe for compliance and are critical to bereaved families.

In addition, 37 deaths were registered by declaration for deaths that occurred outside Cambridgeshire. This process allows residents to attend a local appointment, with the information securely passed to the relevant district. While this provides helpful flexibility for families, it introduces additional administrative steps and can extend the overall processing time.

The decrease in overall death registrations is being monitored in the context of local death notification trends and capacity data to ensure continued resilience and responsiveness of the service.

Path to Green

Cambridgeshire Registration Service continues to work closely with the General Register Office (GRO) to review Key Performance Targets (KPTs) and identify areas for improvement. Diary changes have recently been implemented to increase appointment availability and improve overall performance.

Indicator CoSMIC 010: Total number of live investigations in the Coroner's Service that are over 12 months old (including inquests)

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September 2025

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
254	↓	237	254	Improving

RAG Rating

Green

Indicator Description

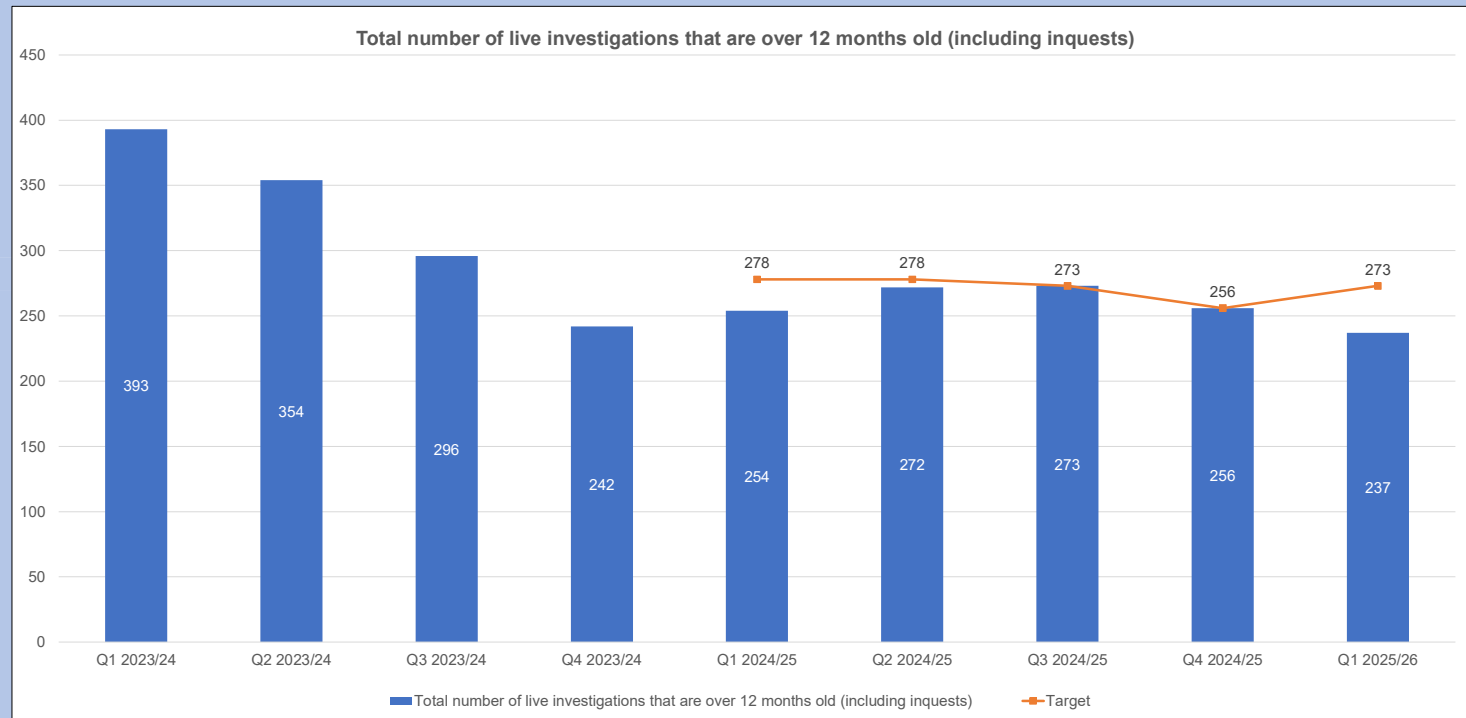
This indicator shows the total number of cases managed by the Coroner's Service that remain open beyond 12 months.

Coronial Services are monitored nationally on the number of inquests that remain open after 12 months. Reporting this figure to the Committee provides insight into performance and helps determine the direction of travel, whether improvements are being made (fewer over-12-month cases) or whether delays are increasing (more over 12-month cases).

Each inquest is recorded on the Coroner Service Case Management System, with reports produced quarterly. The indicator is calculated on a rolling 12-month basis.

Change in Reporting Period:

As of 31 December 2024, reporting now aligns with the calendar year rather than the financial year. This change enables clearer year-on-year comparison and consistency with national reporting cycles.



Commentary

While the overall aim is to reduce the number of long-standing cases year on year, it is important to acknowledge that some cases will inevitably exceed 12 months. This may be due to the complexity of the case or delays associated with the availability of third parties such as the Health and Safety Executive (HSE), hospital trusts, or other external agencies. These factors are often outside the direct control of the Coroner's Service.

As such, there will always be a residual caseload of inquests older than 12 months. The focus is therefore on ensuring that delays are justified and proportionate, with progress being monitored and documented. A reduction in the overall number of these cases reflects a positive direction of travel, while any increase warrants further scrutiny to identify root causes and potential mitigations.

The target is reviewed quarterly, with the aim of continual service improvement while maintaining appropriate standards for case quality and thoroughness.

Useful Links

Path to Green

To improve performance on this indicator, the service is prioritising older cases and actively working with Coroners to agree a consistent approach to managing inquests over 12 months. A current workstream is focused on identifying and progressing these cases, supported by improved use of data to monitor delays and escalate issues early. We are also strengthening engagement with third parties (e.g. HSE, hospital trusts) to minimise avoidable delays.

While some complex cases will inevitably exceed 12 months, this approach aims to ensure all delays are justified and that overall numbers reduce over time.