

Corporate Services - Indicator Set 2019/20

Quarter 1

Indicator	Measure	Owner	Current status
CPI01	Proportions of FOI* requests responded to within timescale (YTD)	Dan Horrex	A
CPI02	SARS* - % completed within 40 working days (YTD)**	Dan Horrex	R
CPI03	Statutory returns completed on time	Andy Mailer	G
CPI04	Inspection information returns completed on time	Andy Mailer	G
CPI05	Proportion of citizens who feel well informed by the council	Christine Birchall	N/A
CPI06	Overall staff engagement from CCC staff survey	Christine Birchall	VG
CPI07	Better Connected Survey (professional membership body for digital and IT leaders)	Christine Birchall	A
CPI08	Number of sessions on website	Christine Birchall	N/A
CPI09	Proportion of information enquiries resolved at first point of contact	Jo Green	VG
CPI10	Percentage of calls presented that are answered	Jo Green	VG
CPI11	Percentage of total contact that is deemed avoidable	Jo Green	VG
CPI12	Proportion of services with a completed Business Continuity Plan	Stewart Thomas	N/A
CPI13	Incidents resolved within Service Level Agreement (ref: IT01a)	Chris Stromberg	A
CPI14	Requests resolved within Service Level Agreement (ref: IT01b)	Chris Stromberg	G
CPI15	Availability of Universal Business System IT Availability (ref: IT02)	Chris Stromberg	G

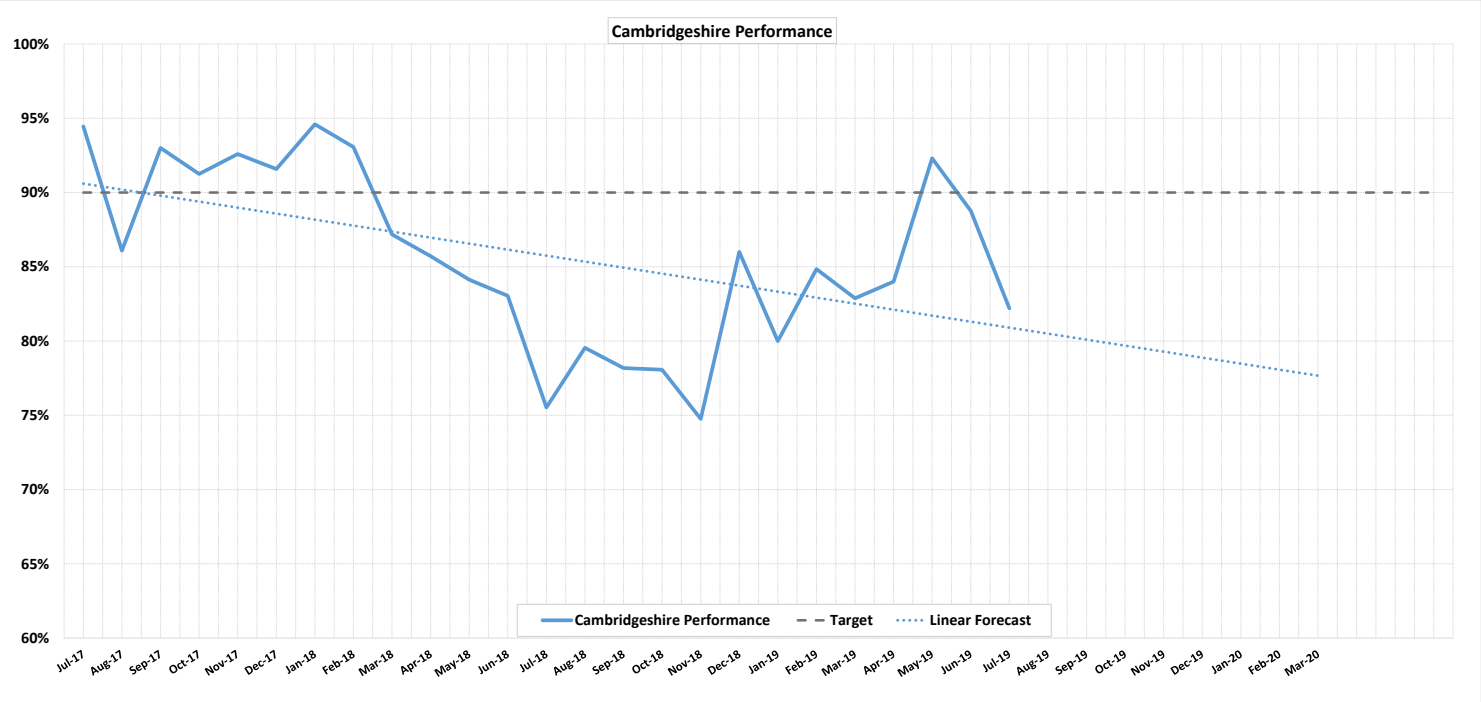
Indicator Status	Number	%
Very Green	4	27%
Green	4	27%
Amber	3	20%
Red	1	7%
No Target	3	20%
Total	15	100%

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
90.0%	82.2%	88.8%	↑	↓
RAG Rating				
A				

Indicator Description

* FOIs and SARs (Subject Access Requests) we have seen a sharp increase in the number we have received following the changes to the General Data Protection Regulations introduced in May 2018. The capacity required to process these has caused a backlog which we are monitoring to see if this increase is sustained.

Useful Links



Commentary

IG team continue to work with services to ensure that Freedom of Information (FOI) requests are answered on time.

There have been 30% increase in the number of Subject Access requests (SAR) so far in 2019/20, this has meant SAR compliance levels have dropped. The Information Governance team have recruited more staff to deal with Subject Access requests therefore we expect an improvement in compliance levels however this will be monitored over coming months. Nationally there are a number of organisations have seen their SAR compliance levels drop, this has been due to increases in SARs being received.

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
100%	100.0%	100.0%	↑	↔

RAG Rating

G

Indicator Description

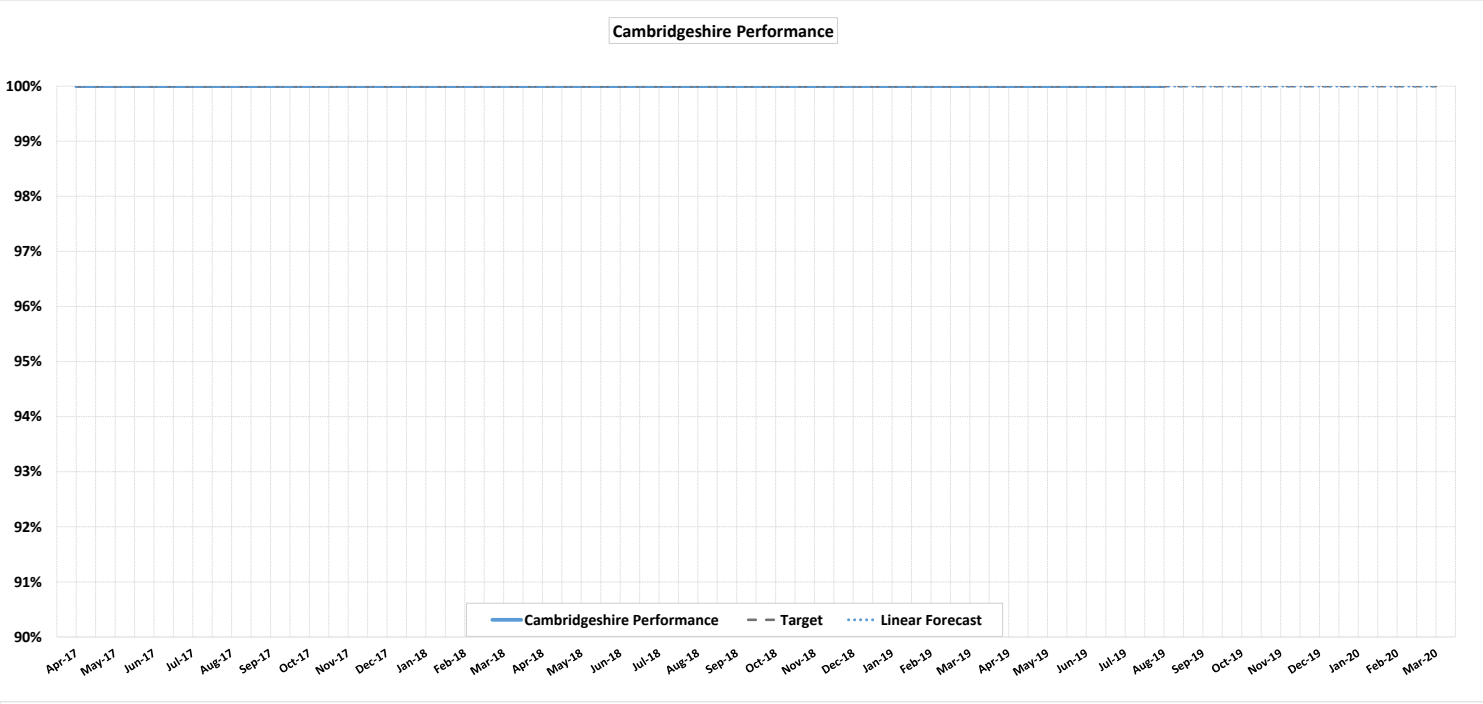
The Council's Business Intelligence Service leads on and supports the submission of a number of key statutory data returns to central government. Including:

- National Fraud Initiative (NFI),
- Children in Need Census,
- Children Looked After (CLA) (SSDA903),
- Children's Social Care Work Workforce,
- Key Stage assessment data,
- School Census,
- Alternative Provision Census,
- School Capacity,
- Children with Statements of Special Educational Needs (SEN2),
- Quarterly Borrowing and Lending Inquiry,
- Adult Social Care Survey (ASCS),
- Mental Health Guardianship (SSDA702) return,
- Deprivation of Liberty Safeguards (DoLS) Return,
- Carers Survey,
- Register of blind and partially sighted people (SSDA902),
- Safeguarding Adults Collection,
- Short and Long Term Support (SALT),
- Adult Social Care Finance Return (ASC-FR),
- Youth Justice Application Framework (YJAF)

Each return required to meet specific statutory guidelines and by a nationally agreed deadline

Useful Links

<https://www.gov.uk/government/publications/single-data-list>



Commentary

All returns have been completed to the agreed standard, and all statutory deadlines have been met

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
100%	100.0%	100.0%	↑	↔

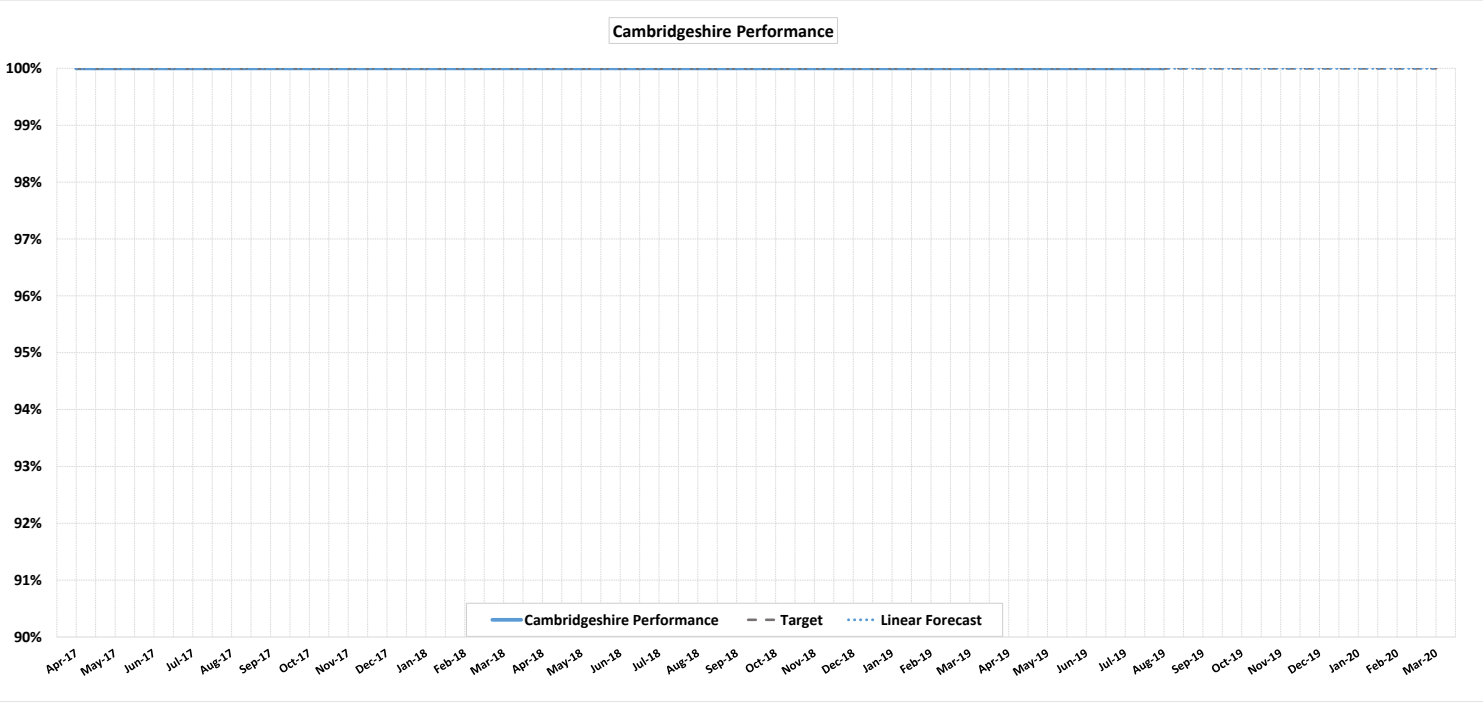
RAG Rating

G

Indicator Description

The Council's Youth Offending and Children's Social Care services operate under nationally regulated inspection frameworks. Both frameworks state that local authorities must produce statutory datasets in the event of an inspection, within agreed timeframes. The Council's Business Intelligence Service is currently responsible for the production of these inspection datasets.

Useful Links



Commentary

All statutory inspection data been completed to the agreed standard, and all statutory deadlines have been met

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
N/A	59.0%	59.0%	↑	↔

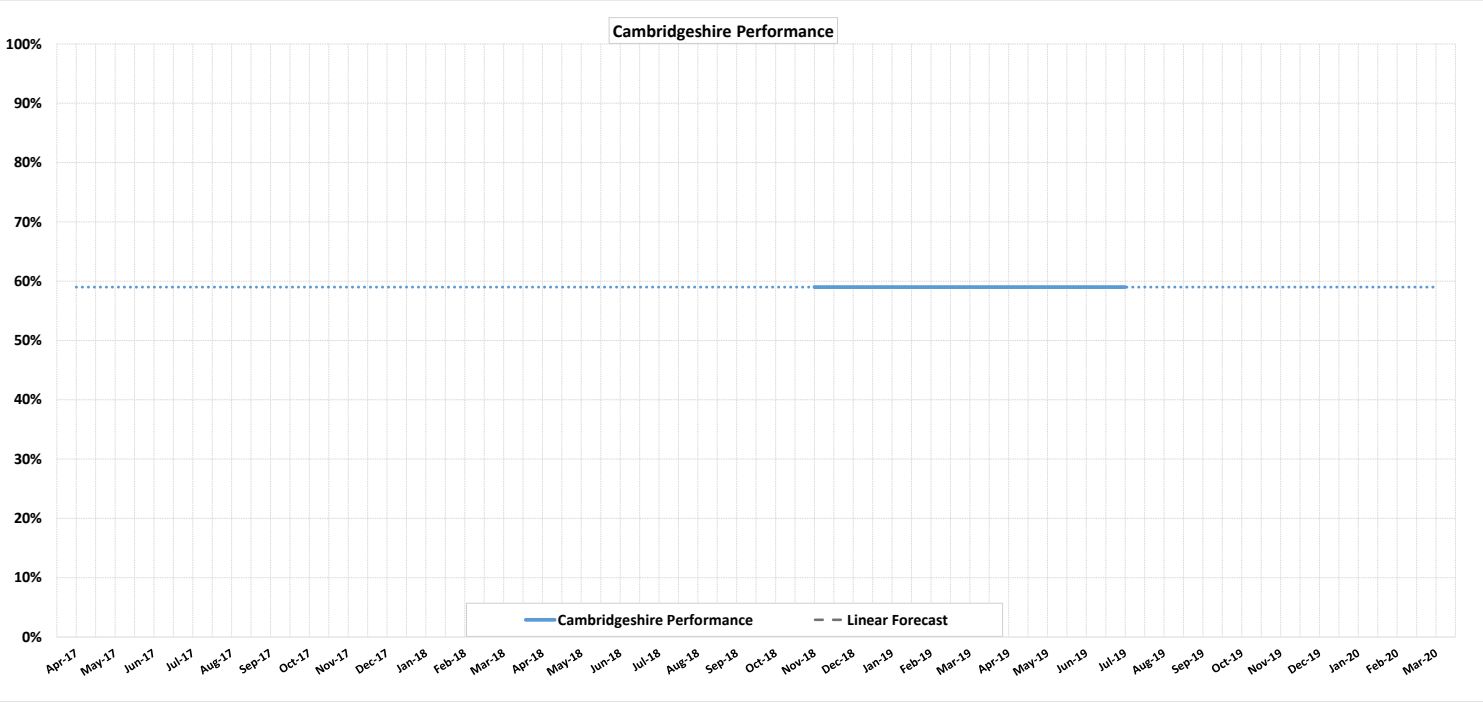
RAG Rating

N/A

Indicator Description

A doorstep survey was carried out with residents which was representative by district, age group and gender of the county as a whole. This took place in Nov18-Dec18 and 1,106 residents responded to the survey.

Useful Links



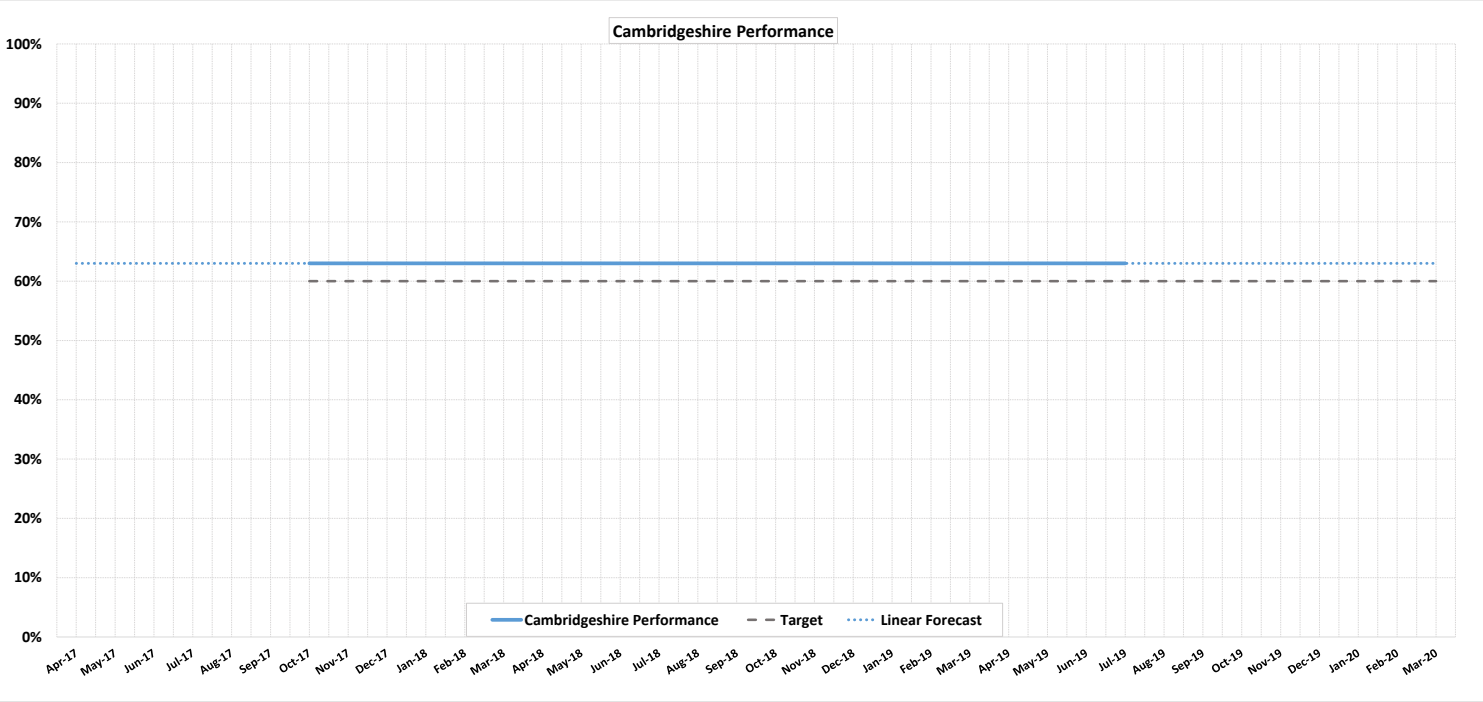
Commentary

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
60.0%	63.0%	63.0%	↑	↔
RAG Rating				
VG				

Indicator Description

For the most recent staff survey, conducted in October 17, overall staff engagement was higher than both the public sector norm (55%) and the UK norm (60%).

Useful Links

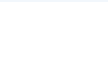


Commentary

Through the 'Shaping Your Future' survey, carried out in October 17, we saw that 63% of staff felt engaged with the organisation and their roles. We also sat above national average for 'Involvement' (Relationship with the job) at 69% - national avg 63% and 'Alignment' (links to organisational aims and objectives) at 66% - national avg 58%. The survey did highlight areas in which we needed to improve, one being change management and the opportunities for staff to get involved in shaping our work. This was addressed in part through our series of Cambs2020 workshops and focus groups, and is a key focus of the 'People Plan' (People Strategy), through which staff will be given real opportunities to engage with our change programmes.

Target (Stars)	Current Year (Stars)	Previous Year (Stars)	Direction for Improvement	Change in Performance
4	3		↑	

RAG Rating



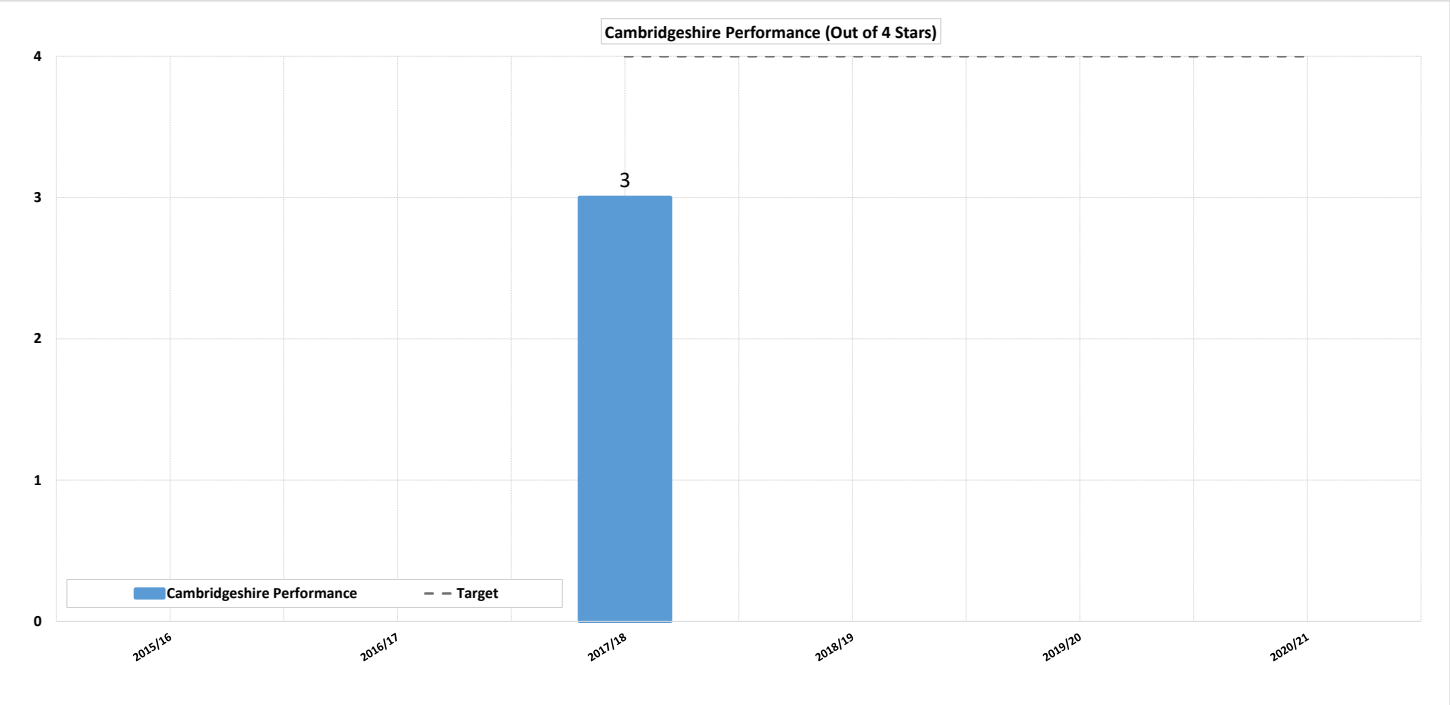
Indicator Description

Better Connected measures and makes recommendations on the performance of local authority websites across the United Kingdom - particularly focussing on accessibility and functionality.

Useful Links

Local Authority Interactive Tool (LAIT):
<https://www.gov.uk/government/publications/local-authority-interactive-tool-lait>

LG Inform:
<https://lginform.local.gov.uk/>



Commentary

The Society of IT Management (Socitm) surveys every UK local authority website every year. The Better Connected surveys test against specific scenarios reflecting services provided by local authorities - examples include finding information about planning and charges.

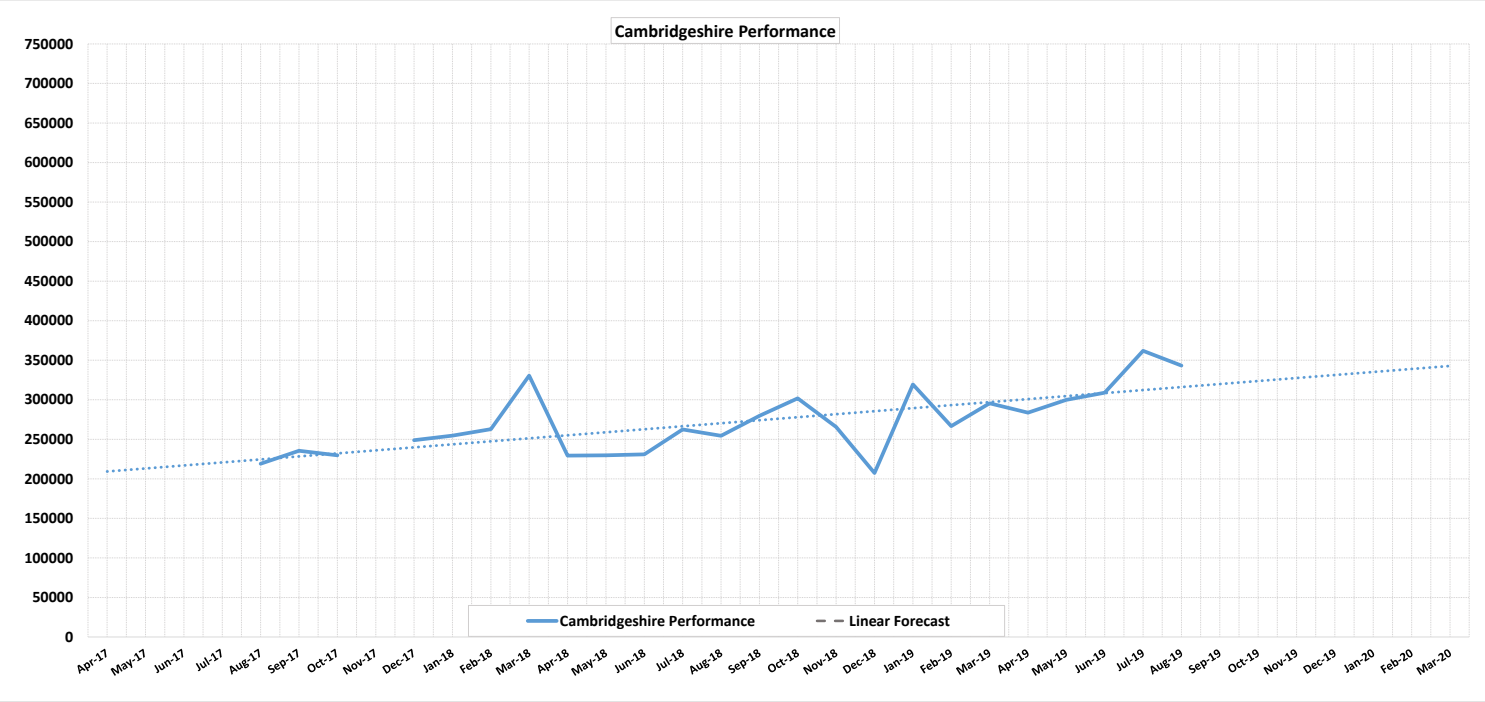
Socitm's marking system has changed over the years. It currently uses a four star rating system with four being the highest rating.

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
N/A	343288	361881	↑	↓
RAG Rating				
N/A				

Indicator Description

A count of unique web sessions taking place within the reporting period

Useful Links



Commentary

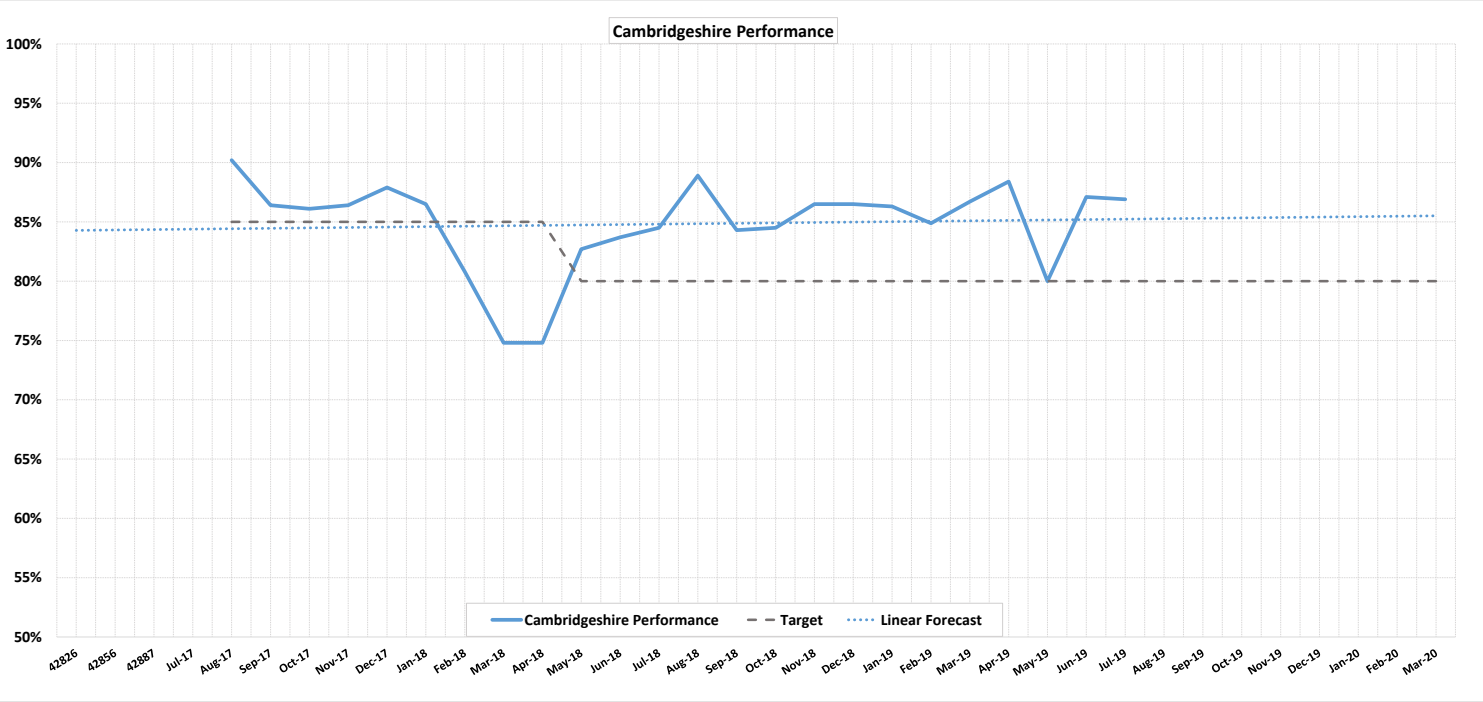
We have seen a steady rise in visits to the cambridgeshire.gov.uk website. This is a result of a Digital First approach, making is easier and quicker for residents to find information online. This has the additional benefit of reduced 'avoidable' calls to the Customer Services contact centre, freeing up call handler time for more complex calls and cases. We expect to see a continued steady rise in visits to our online platforms, such as our new online community information directory, but not necessarily our website.

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
80.0%	86.9%	87.1%	↑	↓
RAG Rating				
VG				

Indicator Description

Customer Services delivers a front facing service for customers to access seventeen county council services for Cambridgeshire and one service for PCC (childrens social care). Contacts are received across a number of channels. This indicator highlights the number of information and advice enquiries that are resolved by customer services without the need for escalation to other council officers/teams.

Useful Links



Commentary

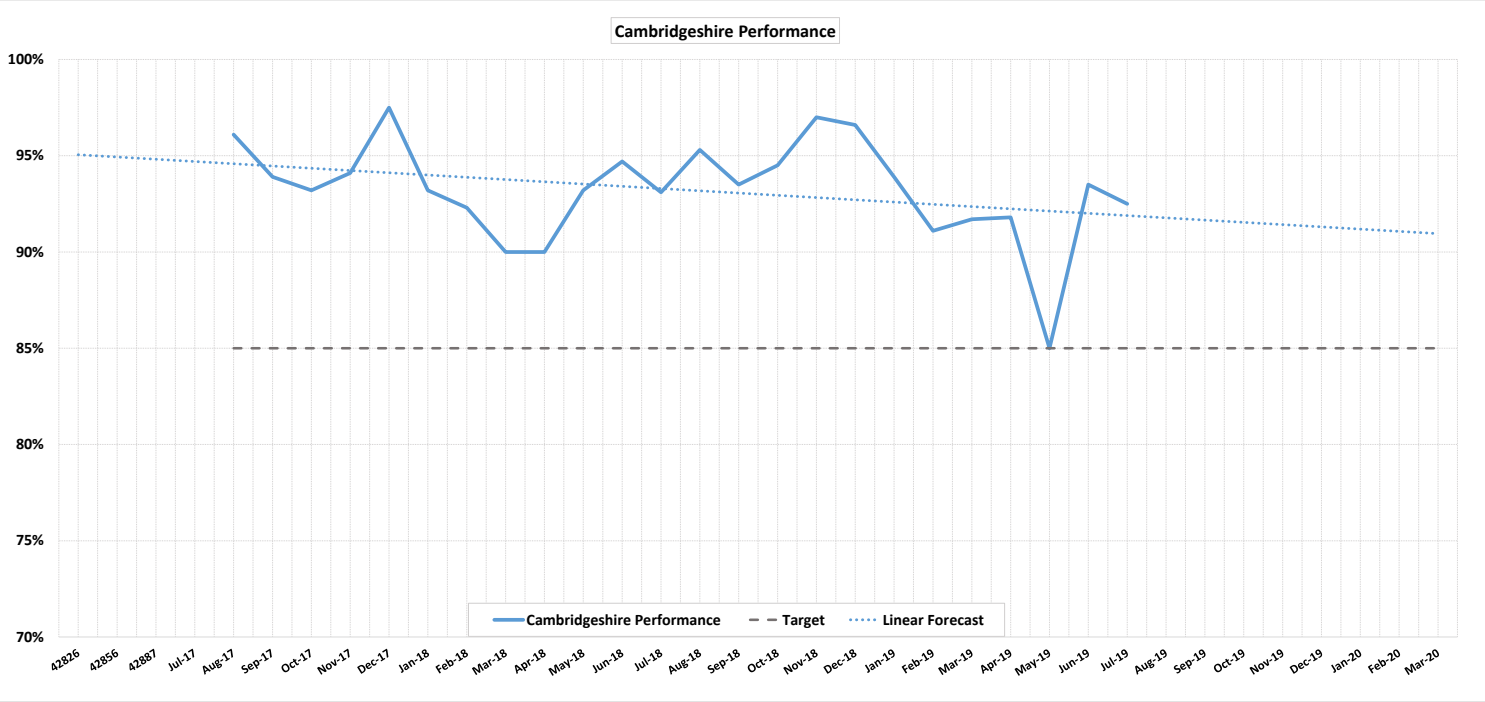
This target is being met and performance against this indicator is continually improving as a result of a close working relationship between Customer Services and the Communication and Information Team. Customer Services data is continually analysed to identify where digital content is missing or requires amendment, to ensure opportunities to self-serve are maximised for customers and call handlers can access relevant service information on request.

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
85.0%	92.5%	93.5%	↑	↓
RAG Rating				
VG				

Indicator Description

This target demonstrates the number of telephone contacts that are picked up by customer services prior to a customer hanging up. Messages are recorded on each service line to provide customers with information and advice about affiliated services/organisations or to inform about online information/ options, to drive customers that can self serve online. In this way, customers who are more vulnerable or have complex requests can access a human response in a timely manner.

Useful Links



Commentary

This target has been met consistently throughout this year and over the last two consecutive years. Proactive recruitment, a comprehensive training programme to upskill staff and forecasting in relation to demand for our services has resulted in this success.

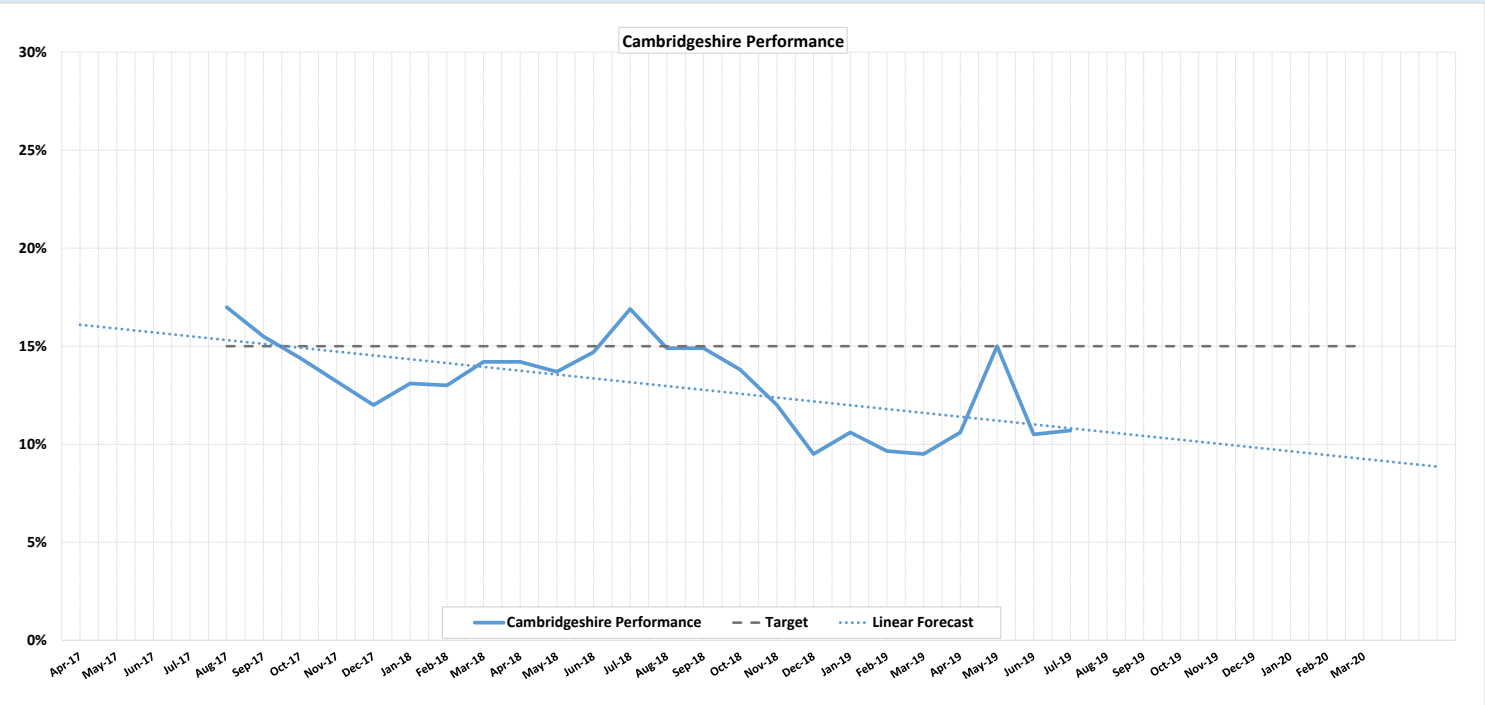
Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
15.0%	10.7%	10.5%	↓	↓

RAG Rating

Indicator Description

This target demonstrates the percentage of contacts received that could have been avoided. Customer Services log details of all enquiries received in order to analyse the data to make improvements to the service. This includes looking at details as to why the customer contacted us and failure demand. One way of ascertaining this is logging when avoidable contacts occur. The definition we use for an avoidable contact is 'When an external or internal customer has contacted us across any channel due to human error, or a system/process failure'.

Useful Links



Commentary

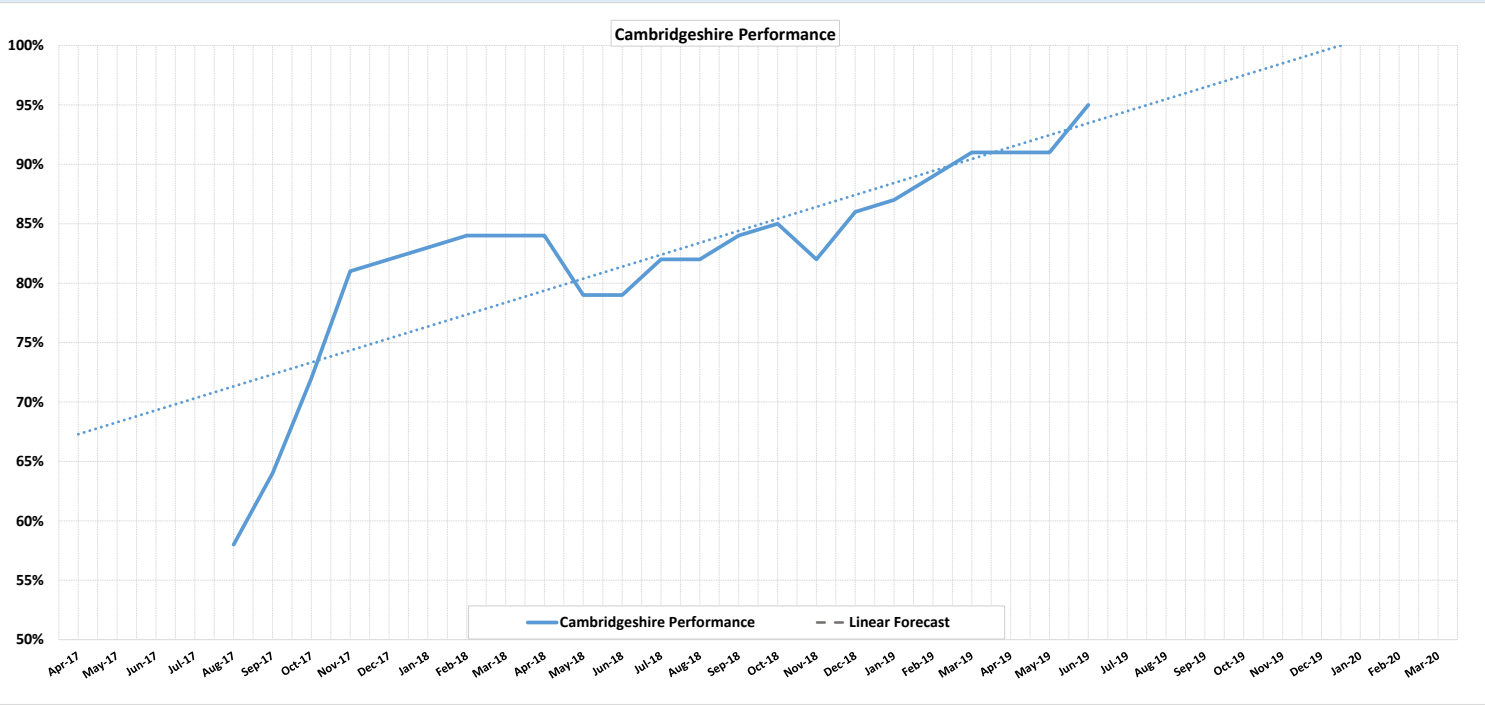
This target has been met consistently for over a year now, as a result of the way in which data is being analysed within customer services and fed back to service areas in review meetings to enable a focus on areas in which service improvements and the customer journey/experience can be enhanced. The messaging on the contact centre lines has been amended in accordance with our data findings to ensure that requests for services which fall outside of the remit of the county council are promptly signposted elsewhere.

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
N/A	95.0%	91.0%	↑	↑
RAG Rating				
N/A				

Indicator Description

The Emergency Management Team oversees the development of business continuity policy and planning, working with services to ensure business continuity plans are up to date. The proportion of services with completed plans is regularly monitored. The number reflects current up to date service business continuity plans.

Useful Links



Commentary

The number of completed business continuity plan's increased gradually, as expected, in line with the work that was undertaken with services.

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
95.0%	86.2%	89.4%	↑	↓

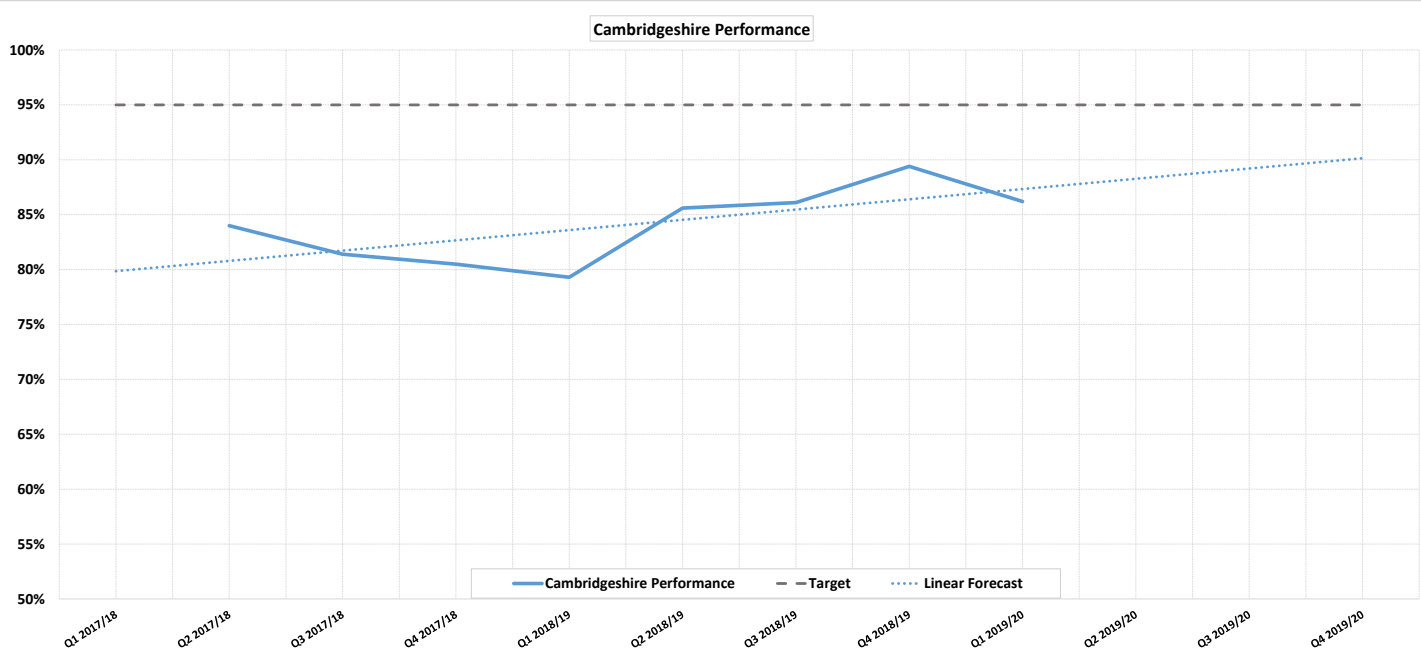
RAG Rating

A

Indicator Description

An Incident is defined as an unplanned interruption to an IT service or reduction in the quality of an IT service, examples include replacing a broken laptop and resetting a forgotten password.

Useful Links



Commentary

Initial evidence obtained from the IT helpdesk monitoring systems suggests that overall call volumes are increasing, predominantly due to the implementation of new social care IT systems (such as the adult social care Mosaic system) and this is having an impact on this performance measure.

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
95.0%	96.1%	93.1%	↑	↑

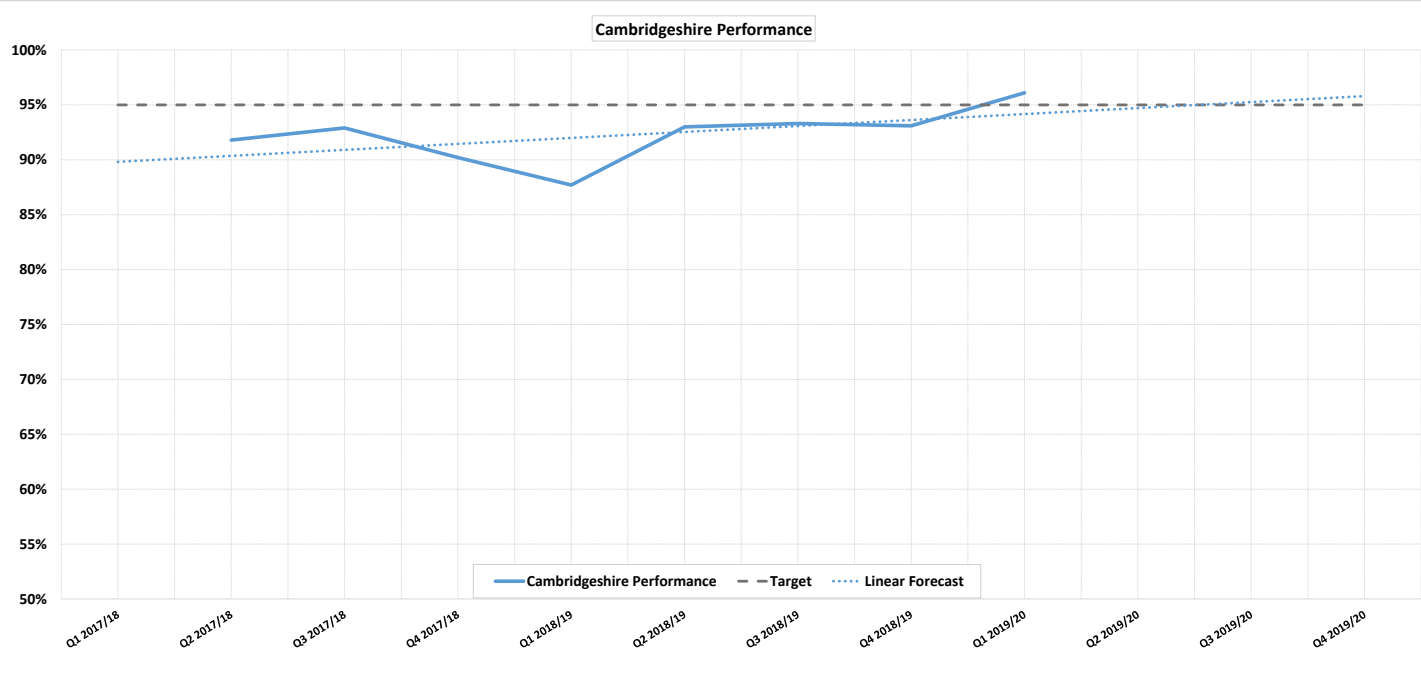
RAG Rating

G

Indicator Description

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

Useful Links



Commentary

Performance remains above target

Target	Current Month	Previous Month	Direction for Improvement	Change in Performance
90.0%	94.3%	99.8%	↑	↓

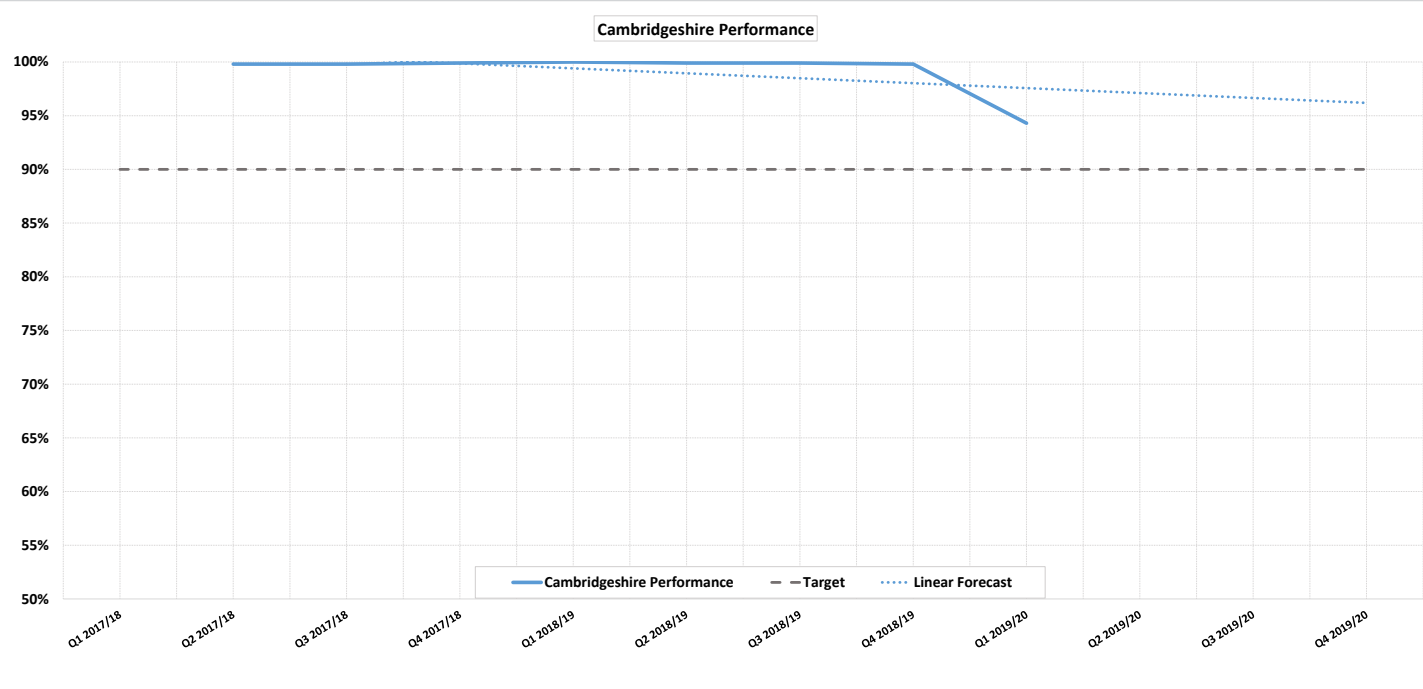
RAG Rating

G

Indicator Description

‘Universal Business System’ cover a range of key line-of-business applications deployed accross the Council, including Adults and Childrens social care case management systems, the Council IT network, remote access systems and land and mobile telephone networks

Useful Links



Commentary

Performance is above target