

Communities, Social Mobility and Inclusion Committee

Quarterly Performance Report



Quarter 2, 2025/26 Financial Year

Produced on: #####

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	Frequency Updated	Last Updated	RAG Rating
CoSMIC 001: Percentage of learners that have been retained	92%	Higher is better	94.5%	94.0%	↑	Annually	2024/25	Green
CoSMIC 002: Percentage of learners who have achieved their qualification	84%	Higher is better	89.9%	92.0%	↓	Annually	2024/25	Green
CoSMIC 003: Number of active library users	102145	Higher is better	100231	100142	↑	Quarterly	Q2 2025/26	Amber
CoSMIC 004: Number of visitors to libraries	419413	Higher is better	404317	411189	↓	Quarterly	Q2 2025/26	Amber
CoSMIC 005: Total number of people supported through the safe accommodation strategy	Contextual	Contextual	283	320	Contextual	Quarterly	Q2 2025/26	Contextual
CoSMIC 006: The percentage of clients engaging with Independent Domestic Violence Advocacy (IDVA) Service	70%	Higher is better	81%	71%	↑	Quarterly	Q2 2025/26	Green
CoSMIC 007: No of Youth and Community organisations supported with initial seed funding (cumulative)	Contextual	Contextual	31	15	Contextual	Quarterly	Q2 2025/26	Contextual
CoSMIC 008: Registrations - All births registered within 42 days of birth	90%	Higher is better	91%	81%	↑	Quarterly	Q2 2025/26	Green
CoSMIC 009: Registrations - All deaths registered within 5 days	60%	Higher is better	93%	56%	↑	Quarterly	Q2 2025/26	Green
CoSMIC 010: Total number of live investigations in the Coroner's Service that are over 12 months old (including inquests)	272	Lower is better	258	272	↓	Quarterly	Q2 2025/26	Green

Indicator CoSMIC 001: Percentage of learners that have been retained

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December 2025

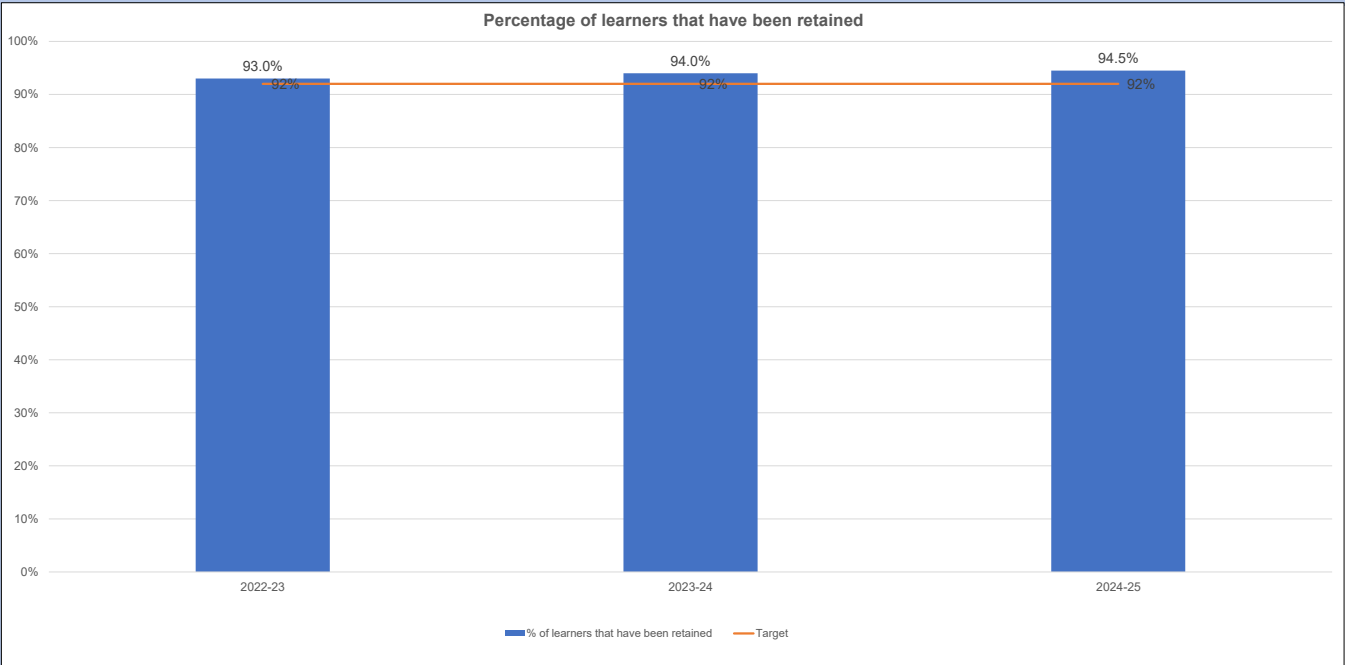
Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
92%	↑	95.0%	94.0%	Improving

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

Retention (the percentage of learners enrolled who complete their course) has remained higher and performance improved slightly, this is 3% higher than the last Department for Education retention benchmarks which were published for 2023/24. (24/25 have yet to be released).

Useful Links

Path to Green

N/A - reporting as Green this quarter

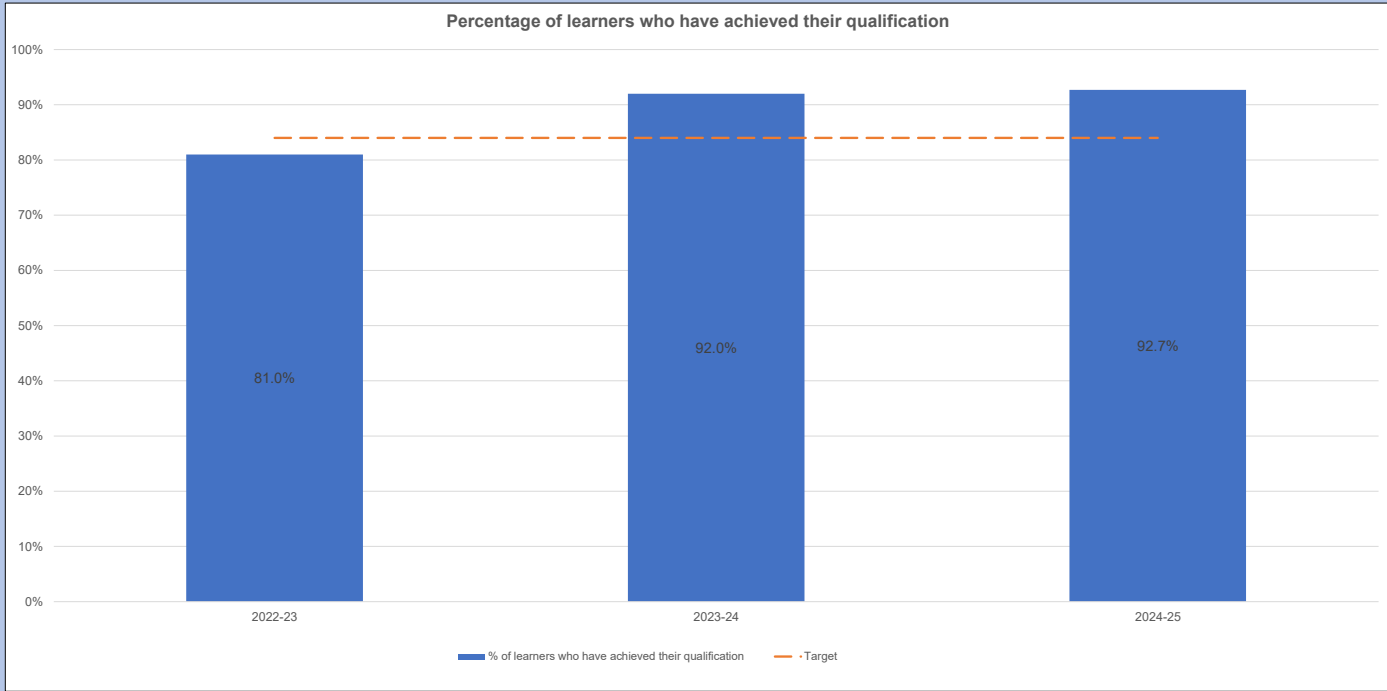
Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
84%	↑	92.7%	92.0%	Improving

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

Achievement rates have continued to improve despite the service targeting the learners with the greatest need. While the national benchmark has yet to be published by the Department for Education for 2024/25 the service's achievement rate is 4% higher than the DfE's national benchmark in 2023/24.

Useful Links

Path to Green

N/A - reporting as Green

Indicator CoSMIC 003: Number of active library users

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Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
102,145	↑	100,231	100,142	Improving

RAG Rating

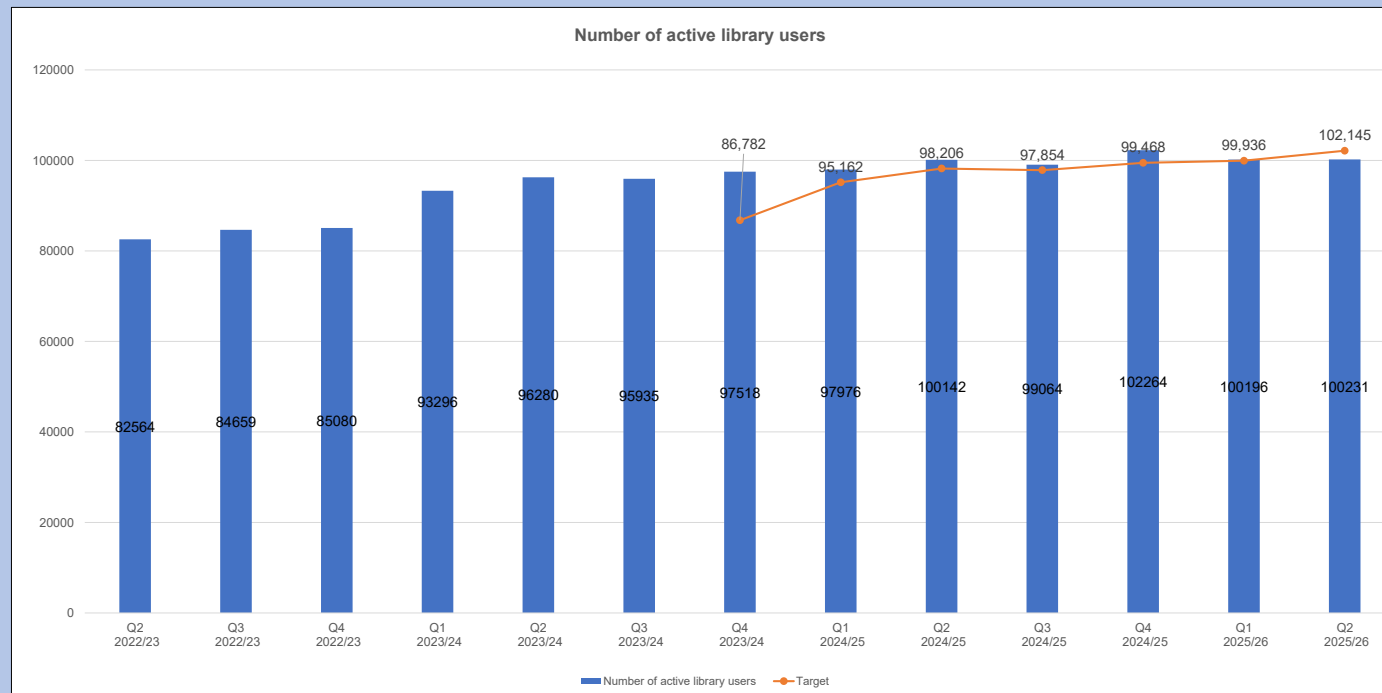
Amber

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 saw continued growth in the number of customers using their library card within the past 12 months, despite significant closures during the refresh and modernisation of physical infrastructure. A notable success was at Huntingdon Library, where the Every Child a Member scheme drove a substantial increase in 5–11-year-olds actively using their library cards, supported by the summer reading challenge campaign. Conversely, the most significant decline occurred at Cambourne, where the ongoing closure has led to reduced usage, despite mitigation efforts through a pop-up mobile library and extended hours at Papworth and Comberton libraries.

Useful Links

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

Path to Green

Quarter 3 will see Rock Road re-open and begin engaging new customers, alongside the launch of the Cherry Hinton Hub café and room hire offer, and the opening of EverySpace at Cambridge Central. It is believed that these initiatives, combined with an ongoing membership drive for over-60s as part of Care Together, will help to achieve the end-of-year target. Looking ahead to the final quarter, it is expected that the expanded Cambourne Library (where work is well underway) will be completed, Bar Hill Library refreshed, and both Burwell and Buckden libraries revitalised.

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

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Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
419,413	↑	404,317	411,189	Declining

RAG Rating

Amber

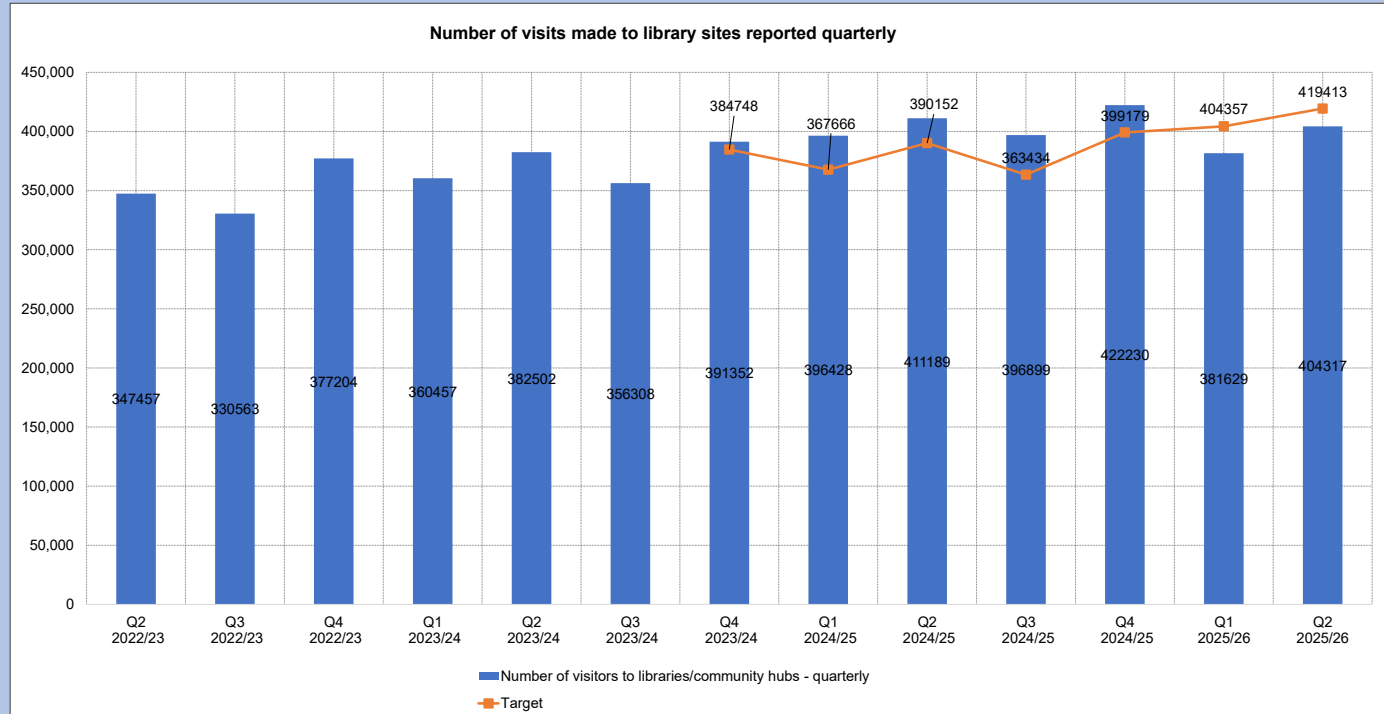
Indicator Description

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

The libraries delivered a very strong summer performance, achieving one of the best-ever results for the Summer Reading Challenge. This success came despite the temporary closures of Cambourne and Rock Road libraries for refurbishment works. A particular highlight was Huntingdon Library, which saw increased engagement following the Every Child a Member pilot, working closely with local primary schools to encourage greater library usage.

Despite strong performances across most libraries, overall results remain below target due to the extended closures at Cambourne and Rock Road, which lasted longer than anticipated. Arbury Court library suffered a major flood event and was closed throughout September. Finally Bar Hill Library closed at the beginning of September for works on Air source heat pump and decoration. All this created a detrimental impact on visits that wiped out the gains seen in other libraries. The trend in open libraries is of improved visits.

Some data has been corrected from the previous quarter after an anomaly in the data was spotted.

Useful Links

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

Path to Green

The next quarter will see Rock Road Library re-open, the launch of additional services at the Cherry Hinton Hub, and the phased opening of the third-floor space at Cambridge Central Library. While these developments are positive, overall performance is likely to remain below target due to Cambourne Library's continued closure until early 2026 and scheduled decoration works at Buckden and Burwell libraries.

Indicator CoSMIC 005: Total number of people supported through the safe accommodation strategy

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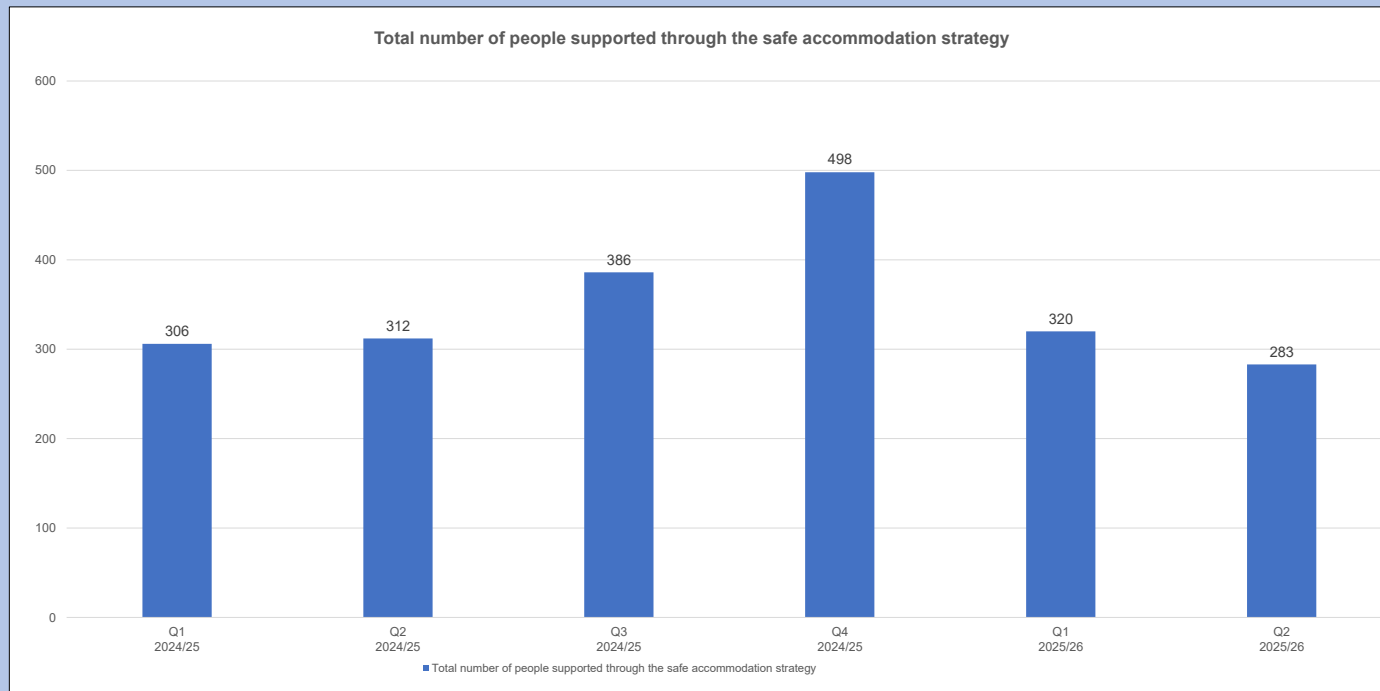
Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	Contextual	283	320	Contextual

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

There has been a slight reduction in numbers supported through safe accommodation due to several factors. These include some vacancies in refuge accommodation due to maintenance work, small reduction in target hardening referrals and a reduction in those receiving flexible funding. The last is due to increased use of Household Support Fund as an alternative source of funding for clients.

Useful Links

Path to Green

N/A - contextual indicator

Indicator CoSMIC 006: The percentage of clients engaging with Independent Domestic Violence Advocacy (IDVA) Service

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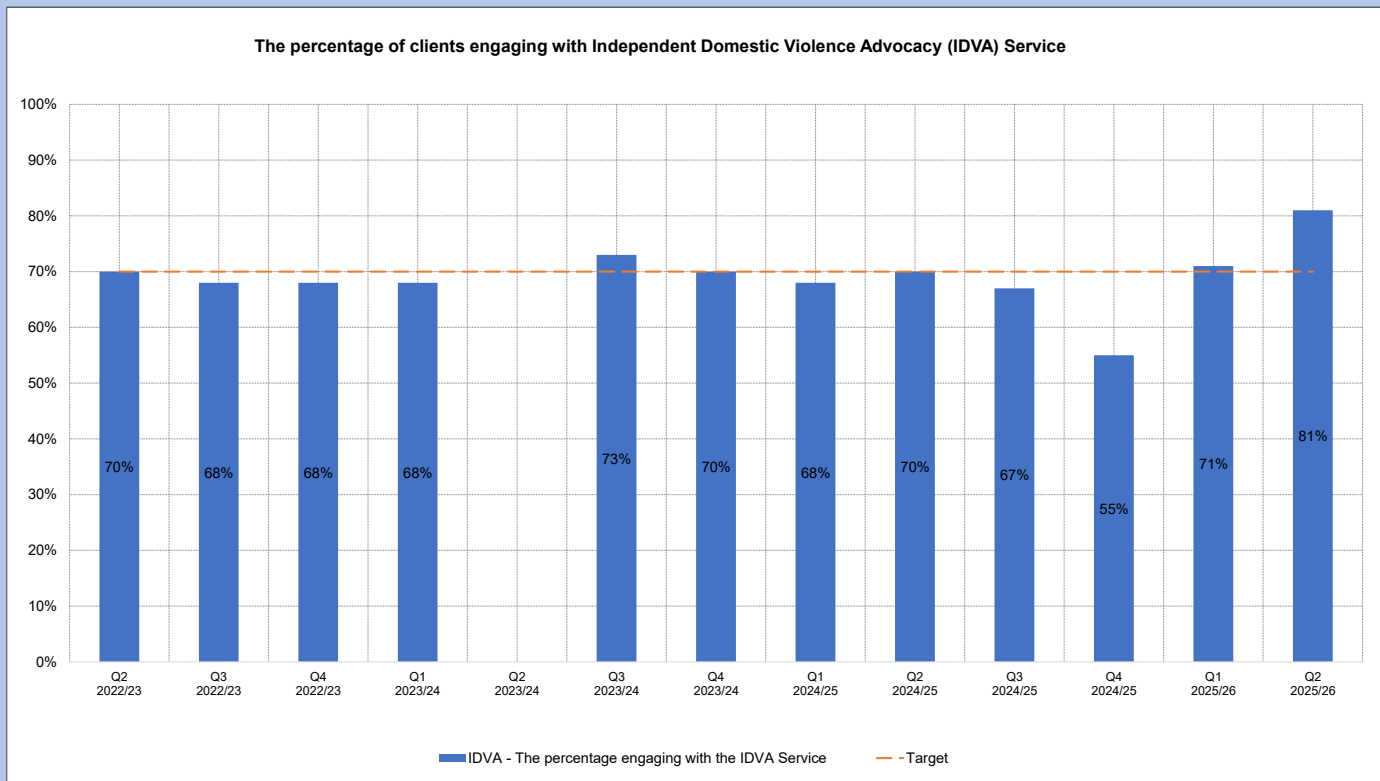
Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
70%	↑	81%	71%	Improving

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

Following restructure of the service, engagement rates have increased past the target of 70% as the service is able to focus on alternative ways to engage clients. The increase in the rate has also been driven by the move to high-risk referrals, with medium referrals from the police now being supported through the Victim and Witness Hub. Delays in receiving medium risk referrals from the police had previously negatively affected engagement rates, when clients were not able to be contacted in a timely way and the 'golden hour' to engage victims soon after an incident was missed.

Useful Links

Path to Green

N/A - reporting as Green this quarter

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	Contextual	31	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.

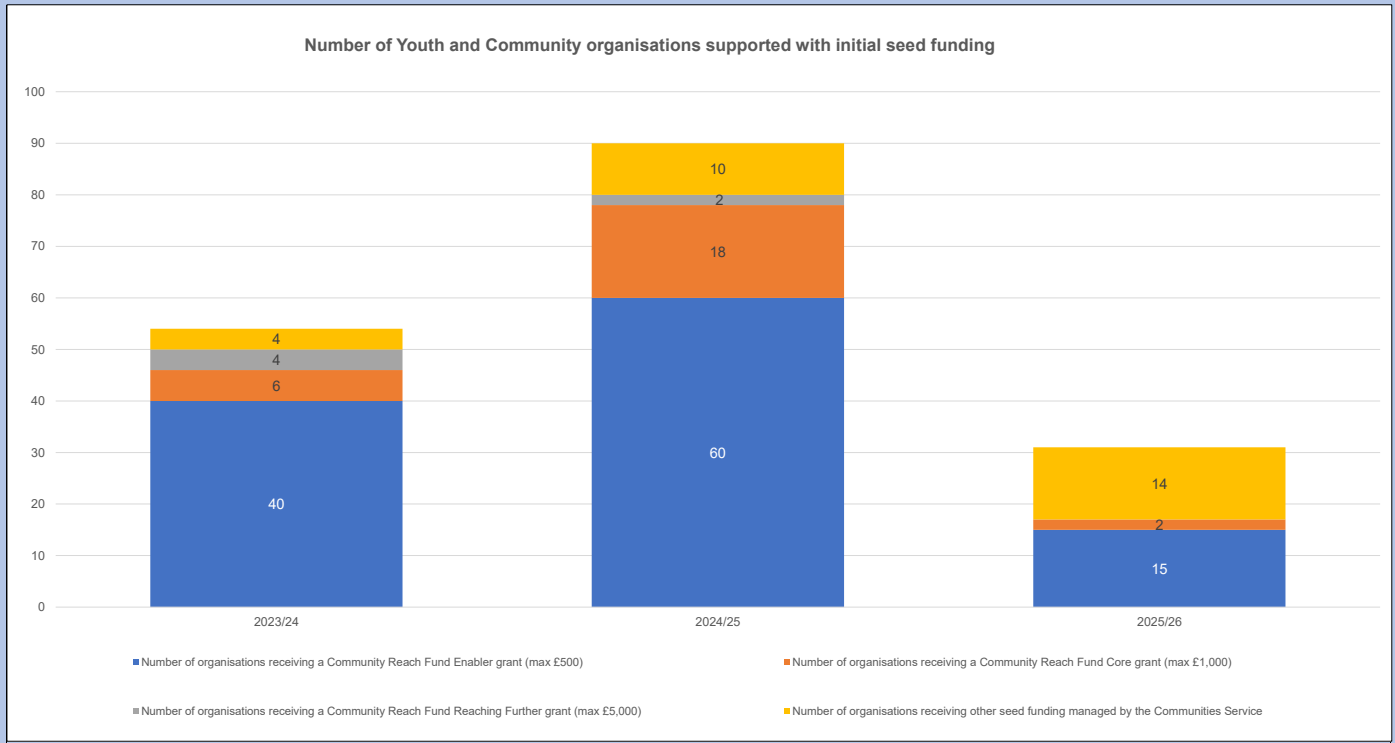
The indicator is updated quarterly and shows the cumulative figure of the number of organisations that receive seed funding over the course of the year. This data has been split by type of grant awarded.

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

In Q2 the place-based teams have had a focus on food poverty and the recommendations from Cambridgeshire's Poverty Strategy Commission to support the development of community food networks and to expand access to affordable food to rural parts of the county. This work is at an early stage, but has already resulted in 8 grants to community pantries, social supermarkets and other community food initiatives.

Path to Green

N/A - contextual indicator

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

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Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
90%	↑	91%	81%	Improving

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.

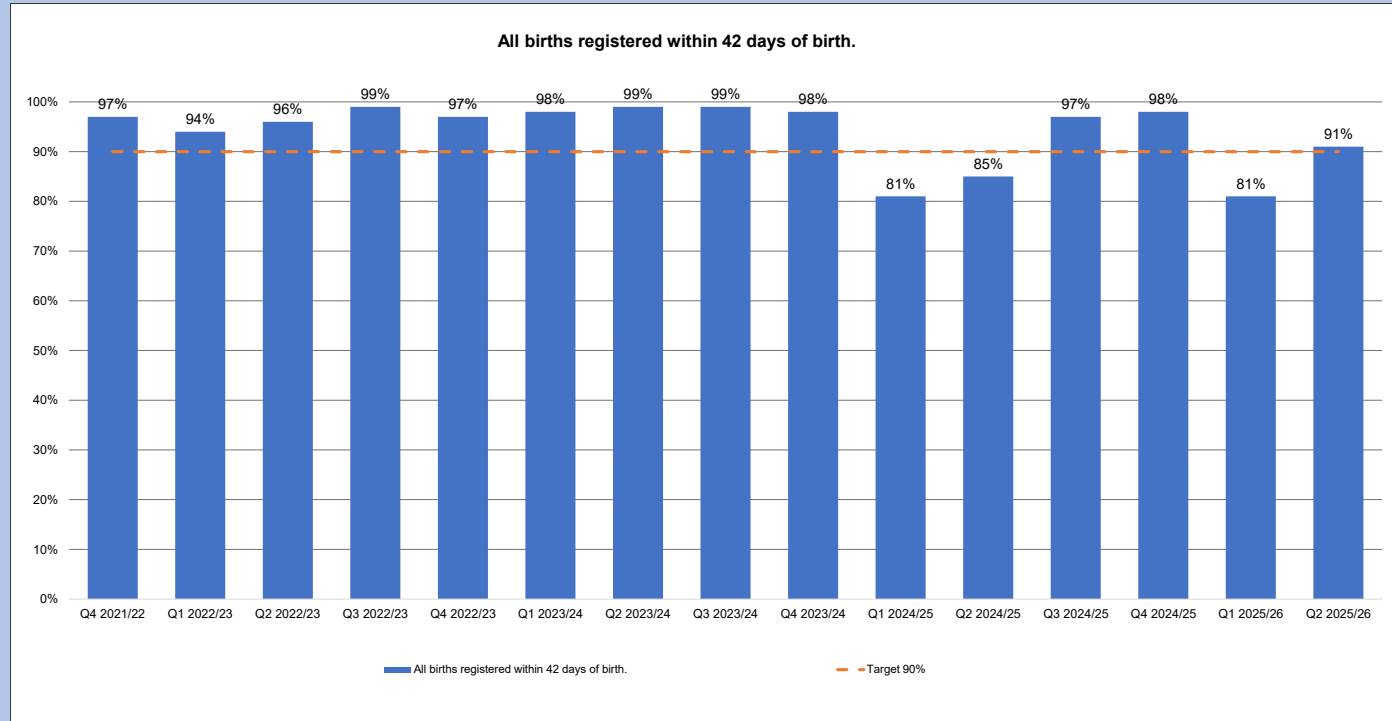
Legislation states that births must be registered within 42 days.

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

Q2 Birth Registrations Summary - Cambridgeshire

In this financial year, 3654 births (that occurred within Cambridgeshire, excluding Peterborough) were registered in Cambridgeshire which is 373 fewer than the same period last year. 273 (7.47%) of the registrations were completed outside the statutory 42-day period.

The General Register Office (GRO) has expressed support for our decision to prioritise death registrations over births. By rebuilding the calendar, reducing the length of appointments and enforcing booking rules, we have managed to meet the KPI for death registrations for the past 3 months.

Useful Links

Path to Green

N/A - reporting as Green this quarter

Target	Direction for Improvement	Current Quarter	Previous Comparable Quarter	Change in Performance
60%	↑	93%	81%	Improving

RAG Rating

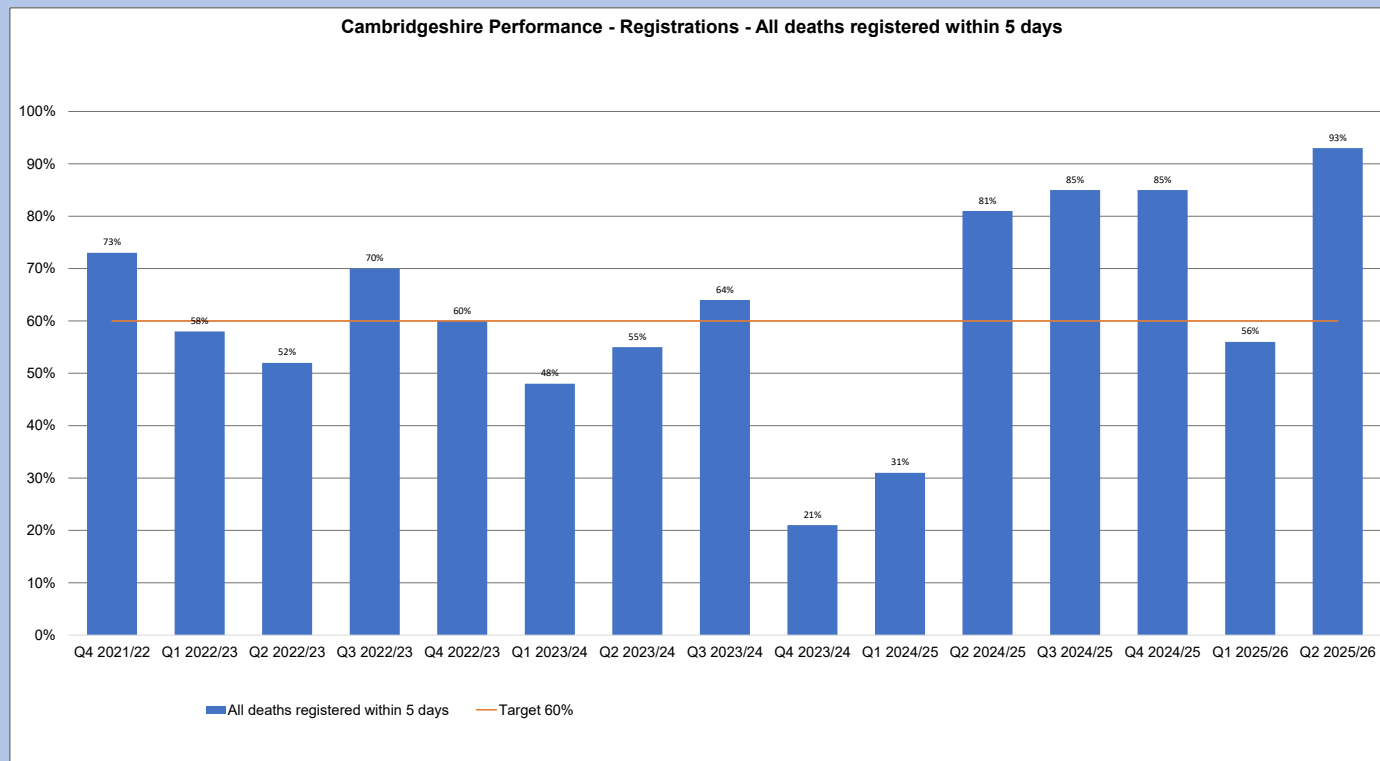
Green

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.



Commentary

Performance during Q2 has reflected the positive impact of tighter diary management and the prioritisation of appointments with shorter statutory timeframes — specifically death registrations, which must be completed within five days. By restricting the calendar in this way, the service has maximised use of available appointment capacity without increasing overheads, ensuring that statutory time limits are met wherever possible. This targeted approach has been commended by the General Register Office (GRO) for demonstrating effective operational control and service responsiveness. Despite maintaining these restrictions, the number of registration appointments reached its highest level in the year to date during September, indicating that the revised scheduling model is supporting both compliance and efficiency. The service will sustain tighter diary management by prioritising death registrations, which have the five day statutory timeframe, and by reserving protected capacity each day. This approach makes best use of available appointments without increasing overheads and has been commended by the GRO. September saw the highest appointment volume this year, demonstrating that compliance can improve alongside throughput. With volumes now reduced, a deeper analysis will be undertaken of all cases that fell outside the five day period. Each breach can now be analysed so that as a service, fixes can be targeted.

Useful Links

Path to Green

N/A - reporting as Green this quarter

Indicator CoSMIC 010: Total number of live investigations in the Coroner's Service that are over 12 months old (including inquests) [Return to Index](#) **December 2025**

Target	Direction for Improvement	Current Quarter	Previous Comparable Quarter	Change in Performance
272	↓	258	272	Improving

RAG Rating

Green

Indicator Description

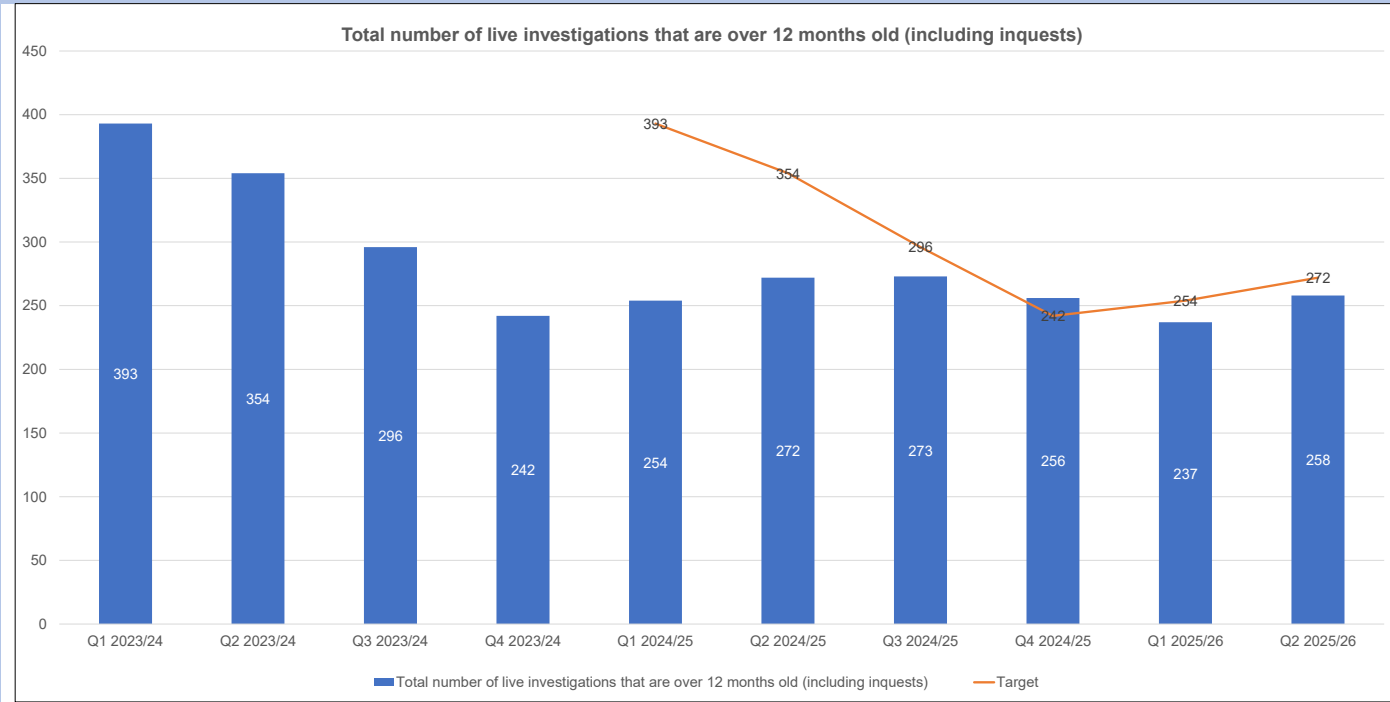
This indicator shows the total number of cases managed by the Coroner's Service that remain open beyond 12 months.

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.

Useful Links



Commentary

The slight increase in the number of cases over 12 months reflects seasonal and operational factors rather than a decline in performance. Over the summer period, sitting days were reduced as Coroners and colleagues took annual leave. In addition, several complex and lengthy inquests, including jury inquests lasting more than two weeks, were heard during the quarter. These extended hearings reduce the number of individual cases that can be scheduled within the same period, even though the overall workload and output remain comparable or higher.

Despite this temporary rise, the total number of over-12-month cases remains below the same point last year, indicating continued improvement against the longer-term trend and the Service's ongoing commitment to reducing case duration while maintaining quality and thoroughness.

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.

Path to Green

N/A - contextual indicator