

**COMMUNITIES, SOCIAL  
MOBILITY AND INCLUSION  
COMMITTEE**



**Thursday, 05 December 2024**

**Democratic and Members' Services**  
Emma Duncan  
Service Director: Legal and Governance

**14:00**

New Shire Hall  
Alconbury Weald  
Huntingdon  
PE28 4YE

**Red Kite Room  
New Shire Hall, Alconbury Weald, Huntingdon, PE28 4YE**

**AGENDA**

**Open to Public and Press**

**CONSTITUTIONAL MATTERS**

**1 Apologies for Absence and Declarations of Interest**

*Guidance on declaring interests is available in [Chapter 6 of the Council's Constitution \(Members' Code of Conduct\)](#)*

**2 Minutes - 17 October 2024**

**5 - 14**

**3 Public Questions and Petitions**

**KEY DECISIONS**

**4 Citizens Advice Bureau Grant**

**15 - 24**

<b>5</b>	<b>Domestic Abuse Mobile Advocacy Service</b>	<b>25 - 34</b>
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## **DECISIONS**

<b>6</b>	<b>Cambridgeshire and Peterborough Coroner Service Annual Report</b>	<b>35 - 44</b>
<b>7</b>	<b>Finance Monitoring Report – October 2024</b>	<b>45 - 50</b>
<b>8</b>	<b>Corporate Performance Report – Quarter 2 2024-25</b>	<b>51 - 78</b>
<b>9</b>	<b>Communities, Social Mobility and Inclusion Committee Agenda Plan</b>	<b>79 - 80</b>

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The Communities, Social Mobility and Inclusion Committee comprises the following members:

Councillor Tom Sanderson (Chair) Councillor Alex Bulat (Vice-Chair) Councillor David Ambrose Smith Councillor Henry Batchelor Councillor Ken Billington Councillor Adela Costello Councillor Steve Criswell Councillor Claire Daunton Councillor Janet French Councillor Ian Gardener Councillor Bryony Goodliffe Councillor Ros Hathorn Councillor Lucy Nethsingha Councillor Geoffrey Seeff and Councillor Philippa Slatter

Clerk Name:	Nick Mills
Clerk Telephone:	01223 699763
Clerk Email:	Nicholas.Mills@cambridgeshire.gov.uk



## Communities, Social Mobility and Inclusion Committee Minutes

Date: 17 October 2024

Time: 2:00 p.m. – 3:10 p.m.

Venue: Red Kite Room, New Shire Hall

Present: Councillors Tom Sanderson (Chair), Alex Bulat (Vice-Chair), David Ambrose Smith, Henry Batchelor, Adela Costello, Steve Criswell, Claire Daunton, Ian Gardener, Bryony Goodliffe, Ros Hathorn, Geoff Seeff and Philippa Slatter

### 175. Apologies for Absence and Declarations of Interest

Apologies for absence were received from Councillor Lucy Nethsingha.

### 176. Minutes – 11 July 2024

The minutes of the meeting held on 11 July 2024 were agreed as a correct record and signed by the Chair.

While discussing the Minutes Action Log, clarification was sought on whether the £30k grant in respect of allergens, referenced in Minute 171 (Finance Monitoring Report – Outturn 2023/24), would also include allergen information on non-packaged food, such as food in restaurants, which was already required by Natasha's Law. **Action required**

The Committee noted the Minutes Action Log.

### 177. Public Questions and Petitions

No public questions or petitions were received.

### 178. Cambridgeshire Skills Annual Report

The Committee received an annual report on the performance of Cambridgeshire Skills over the 2023/24 academic year.

While discussing the report, individual Members:

- Clarified that lower achievement rates for maths functional skills at level 2, as referenced in Paragraph 3.19 of the report, were broadly reflected across the county, rather than a specific area, and that it was also an issue across the wider country. Nonetheless, the Council had arranged for specialists to work with maths tutors and improvements were expected in the following academic year.

- Requested further information on the Ready Steady Cook course and whether it could be replicated on other areas or scenarios. Members were informed that following its success, further Ready Steady Cook courses had been held, with the intention for them to be adopted in other scenarios as well.
- Queried how a future Ofsted inspection of Cambridgeshire Skills would be carried out given the services disparate structure and suggested that it could be helpful for people who had benefited from the service to provide feedback and testimony. Members were informed that an inspection would be carried out over five days, with a team of inspectors observing lessons, including remote lessons, and speaking with officers, Members and individual learners.
- Welcomed that the Council delivered and commissioned a range of courses to help improve residents carbon literacy, green skills, biodiversity and to help people gain the skills to work in new green industries, and queried how the Council monitored people’s progression in such industries and whether it could be identified whether subsequent jobs were local to the region. Members were informed that learners were tracked when they completed courses, but it was emphasised that courses related to green skills were usually level one skills, with learners then progressing to colleges and other vocational centres to undertake a technical qualification. Notwithstanding, such progression was tracked and would become available in future years.
- Queried whether Cambridgeshire Skills anticipated demand to increase or decrease in the future, particularly for English Speakers of Other Languages (ESOL), and whether potential additional sources of funding were available beyond the Cambridgeshire and Peterborough Combined Authority (CPCA). Members were informed that demand was increasing, while during procurement for delivery partners in March and April 2024, the service received bids totalling six times the available funding for commission, demonstrating the rich level of delivery that was also available.
- Welcomed the additional £170k in-year funding that had been received from the CPCA during the 2023/24 academic year and queried whether such an uplift was expected for the 2024/25 academic year. It was clarified that the funding had only become available due to under-delivery by other partners in the area resulting in the funding becoming available. Therefore, any additional in-year funding would only become available if there was similar under delivery this year or if there was a change to the level of funding provided to the CPCA by the Department of Education.
- Expressed concern that despite the targeting of learners who were resident in the most deprived areas of the county, only 22% of learners came from the top 30% most deprived wards. It was acknowledged that further work needed to be carried out to increase such numbers, but Members were assured that both Cambridgeshire Skills and the CPCA were identifying skills gaps and where there were particular needs, to ensure that appropriate courses were available where they were needed most.

- Noted that there were Guidance Hubs in all the districts within Cambridgeshire except South Cambridgeshire, although Members were informed that discussions had been held with South Cambridgeshire District Council about using South Cambridgeshire Hall in Cambourne as a guidance hub.

It was resolved unanimously to:

Note the contents of the report.

## 179. Road Closures for Remembrance Events

The Committee received a report which detailed the potential costs of road closures for remembrance events and the support available from the Council to reduce any financial burden to town and parish councils, as a result of a motion agreed by Full Council on 16 July 2024.

While discussing the report, individual Members:

- Paid tribute to officers for the support provided to town and parish councils when organising remembrance events. The proposal to produce a toolkit to support this process was welcomed, and it was confirmed that the proposed toolkit would include a clear timetable to ensure that plans for such events were initiated with sufficient time beforehand.
- Clarified that a draft toolkit would be circulated to town and parish councils in November 2024 to seek feedback before its final publication and circulation to town and parish in January 2025. It was requested that the toolkit also be provided to Members upon publication. **Action required**
- Queried whether volunteers at previous remembrance events had reported aggravation or abuse from members of the public because of related road closures, and it was agreed to provide Members with a briefing. **Action required**
- Queried whether the Council had capacity to provide additional Traffic Management for Community Events training places. Members were informed that the Council's Social Value Fund could potentially support an expansion from 36 places to 60 places.
- Noted that it was the responsibility of the Committee's Spokes to inform other Members of their group if they thought they may be interested in the content of a report.

It was resolved unanimously to:

Agree that the Communities service produces a toolkit to raise awareness of the support available from the Council to assist with organising Remembrance events.

## 180. Corporate Performance Report - Quarter 1 2024/25

The Committee received a report providing an update on the performance of services within its remit over Quarter 1 of the 2024/25 financial year, with two key performance indicators (KPIs) rated as red, three KPIs rated as amber, two KPIs rated as green, and three KPIs rated as blue.

While discussing the report, individual Members:

- Established there was a comprehensive, national, easy to use, online grant directory which provided subscribed organisations from the voluntary and community sector with information on available grants, and it was confirmed that the Council signposted organisations to the directory.
- Sought clarification on whether the Coroner service advised widows or widowers on how to resolve potential problems with joint bank accounts following their partner's death. **Action required**
- Requested an update on the various actions listed in the Pathway to Green section of KPI 198 (the percentage of clients engaging with Independent Domestic Violence Advocacy (IDVA) Service). **Action required**
- Welcomed the information provided in KPI 255 (impact of seed funding on youth and community organisations after 12 months), and requested further information on how the success and achievement of such organisations' objectives were measured. Members were informed that while some objectives could be easily measured, others were more abstract and could only be measured through collaboration and discussion with officers. Currently, there was limited information available as it was a new KPI, but once the seed funding came through and officers were trained in how to manage the KPI, additional information would be included in performance reports to the committee.
- Requested further information in relation to KPI 219 (all births registered within 42 days of birth) and KPI 220 (all deaths registered within 5 days), including on when improvements could be expected following the training of new staff, and whether additional staffing capacity was required. **Action required**
- Noted that by expanding the range of internal and external services provided from library buildings, libraries themselves could extend their operating hours to accommodate such services.
- Requested an update on the status of projects that had received funding from the Cambridgeshire Priorities Capital Fund. **Action required**

It was resolved unanimously to:

Note performance information and act as necessary.



## 181. Finance Monitoring Report – August 2024

The Committee received the Finance Monitoring Report to the end of August 2024 for the services within its remit, with a forecast revenue overspend of £125k and no significant capital variances.

It was resolved unanimously to:

Note the contents of the report.

## 182. Communities, Social Mobility and Inclusion Committee Agenda Plan

While discussing the Committee's agenda plan, individual Members requested that the committee receive future reports on community safety and the Council's progress towards achieving Council of Sanctuary status. It was also suggested that the committee receive a report on the Council's role in overcome digital exclusion and its impacts, although it was noted that such matters were within the remit of the Environment and Green Investment Committee.

The Committee noted its agenda plan.

Chair  
5 December 2024



## Communities, Social Mobility and Inclusion Committee Minutes Action Log

This is the Committee's updated minutes action log, and it captures the actions arising from recent Communities, Social Mobility and Inclusion Committee meetings and updates Members on the progress in complying with delivery of the necessary actions.

Minutes of the Committee Meeting Held on 21 March 2024					
Minute no.	Report	Officer responsible	Action	Update	Status
165.	Communities, Social Mobility and Inclusion Committee Agenda Plan	L Riddle	Provide updates on the progress of projects that received funding from the Cambridgeshire Priorities Capital Fund.	<p>A further update was provided to the Committee's Spokes in November 2024. Eleven projects have been completed, with one more due to complete in November 2024. Communications have been issued for all projects completed so far, with three being covered by the BBC.</p> <p>Committee Spokes will continue to receive updates at regular intervals and as projects complete.</p>	Complete

## Minutes of the Committee Meeting Held on 17 October 2024

Minute no.	Report	Officer responsible	Action	Update	Status
176.	Minutes – 11 July 2024	P Gell	Clarify whether the £30k grant in respect of allergens, referenced in Minute 171 (Finance Monitoring Report – Outturn 2023/24), would also include allergen information on non-packaged food, such as food in restaurants, which is already required by Natasha’s Law.	The New Burdens funding (£30k grant) in respect of allergen labelling was a one-off, non-ringfenced grant received in late November 2022, for use by 31 March 2023. The funds were used to enable trading standards expenditure to come within cash limits for 2022/23. As part of service delivery arrangements under the trading standards food standards remit, the service has been prioritising allergen labelling compliance and promoting best practice during its inspection programme since the new legislative provisions were introduced.	Complete
179.	Road Closures for Remembrance Events	T Kelly	Provide the toolkit to Members upon its publication in January 2025.	The toolkit will be circulated to Members when it is published in January 2025.	Ongoing
			Provide Members with a briefing note on whether volunteers at previous remembrance events have reported aggravation or abuse from members of the public because of related road closures.	The Armed Forces Covenant Officer sought input from the Highways team to provide a response to this action. However, it was confirmed that there is no mechanism in place to record any reports from volunteers at remembrance events and it is therefore not possible to provide such data.	Complete

180.	Corporate Performance Report - Quarter 1 2024/25	P Gell	Clarify whether the Coroner service advises widows or widowers on how to resolve potential problems with joint bank accounts following their partner's death.	The Coroners Service undertakes the judicial remit prescribed in legislation in respect of investigations into the cause of death, and does not fulfil wider bereavement support services. An opportunity exists, however, to signpost partners to service providers providing such support at the point at which deaths are registered with the Registration Service (preceding coronial investigations).	Complete
			Provide further information in relation to KPI 219 (all births registered within 42 days of birth) and KPI 220 (all deaths registered within 5 days), including on when improvements could be expected following the training of new staff, and whether additional staffing capacity is required.	As per advice from the General Register Office, the national regulator, death registrations are currently prioritised over birth registrations, balancing out performance across the two areas to an extent. Some staff have been recruited, which has slowly added capacity. To improve performance further, while ensuring best value, the service is exploring opportunities through workforce development to build resilience using staff across its wider service. In respect of death registrations, there were significant death certification legislative changes implemented in September 2024, and following these changes performance against the death registration target has significantly improved. This will be reflected in the Quarter 3 performance report.	Complete

		J Cullum	Provide an update on the various actions listed in the Pathway to Green section of KPI 198 (the percentage of clients engaging with Independent Domestic Violence Advocacy (IDVA) Service).	<p>When attending domestic abuse related incidents, the police complete a risk assessment with the victim that is graded as high, medium or standard.</p> <p>Referrals are sent to the police Multi-Agency Safeguarding Hub (MASH) for secondary triage. The MASH prioritises high risk referrals that are sent through to the IDVA Service within 24 hours. Depending on capacity within the MASH, there can be a delay in medium risk referrals being triaged and sent through. The target to send through is three days; during this reporting period a backlog built up resulting in a delay.</p> <p>These delays were escalated within the police MASH, which undertook two weeks of action where additional staffing was provided to clear the backlogs. Quarter 2 data will still show lower than usual engagement rates for the IDVA Service while the backlog was cleared, but it is anticipated that referrals will now be triaged in a more timely manner.</p>	Complete
		J Buckingham	Provide an update on the status of projects that received funding from the Cambridgeshire Priorities Capital Fund.	<p>A further update was provided to the Committee's Spokes in November 2024. Eleven projects have been completed, with one more due to complete in November 2024. Communications have been issued for all projects completed so far, with three being covered by the BBC.</p> <p>Committee Spokes will continue to receive updates at regular intervals and as projects complete.</p>	Complete

## Citizens Advice Bureau Grant

To: Communities, Social Mobility and Inclusion Committee

Meeting Date: 5 December 2024

From: Executive Director of Strategy and Partnerships

Electoral division(s): All

Key decision: Yes

Forward Plan ref: 2024/023

Executive Summary: This report sets out proposals to fund support for Cambridgeshire residents experiencing financial hardship, via a two-year grant to the Citizen's Advice Bureau.

Recommendation: The Committee is recommended to:

Approve a grant of £800,000 to the Citizens Advice Bureau to deliver income maximisation across Cambridgeshire for the period April 2025 to March 2027.

Officer contact:  
Name: Jill Buckingham  
Post: Head of Communities  
Email: [Jill.Buckingham@cambridgeshire.gov.uk](mailto:Jill.Buckingham@cambridgeshire.gov.uk)

# 1. Creating a greener, fairer and more caring Cambridgeshire

1.1 This work has been evaluated against the seven ambitions set out in the Council's [Strategic Framework](#).

1.2 This report specifically relates to ambitions five and three.

People are helped out of poverty and income inequality.

1.3 Income maximisation provides support to residents to ensure they are in receipt of all financial assistance they are eligible for, helping people out of poverty across Cambridgeshire by providing a long-term solution to financial hardship.

Health Inequalities are reduced

1.4 The current cost of living crisis has worsened health inequalities. Supporting vulnerable individuals and households by providing a sustainable solution to financial hardship is key to improving health outcomes.

## 2. Background

2.1 Since October 2021, the Council has received financial resources from the national Household Support Fund (HSF). The current round of HSF runs until 31 March 2025, and a further one-year extension was announced by the Government on 30 October 2024. The HSF funds a direct award scheme to residents and has also funded key partner organisations to deliver specialist preventative services across the county for people experiencing financial hardship.

2.2 In February 2024, Full Council set a budget to include a £2.2m investment to deliver anti-poverty work across the county.

2.3 In October 2024 the countywide Anti-Poverty Commission was launched. The commission is due to make its initial recommendations in February 2025, followed by its final report in April 2025. Recommendations from the Commission will help to inform the Council's future investments.

2.4 Since 2023/24 Cambridgeshire's two Citizens Advice Bureaus (CAB), Rural CAB and Cambridge and District CAB, have received funding from the Council to deliver an income maximisation service to support residents experiencing financial hardship.

2.5 In 2023/24 the Cambridgeshire CABs received Public Health funding of £300,000 to deliver income maximisation work. This current year, the CABs will receive a total of £400,000 funded by the Household Support Fund to deliver this preventative service.

2.6 Income maximisation is step one of any CAB intervention, and it addresses the immediate and presenting needs of someone seeking support. The offer includes:

- Tailored advice, including support with budgeting.



- Practical income maximisation, including benefit checks and advice on other opportunities for increasing income and/or reducing expenditure, either by making an application on clients' behalf or by providing resources for the client to do it themselves.

2.7 Since the Income Maximisation work began in 2023, the CABs report that 5455 Cambridgeshire residents have accessed the service, resulting in an income gain of £3,887,844.

2.8 These figures include the first six months of the 2024/25 financial year (April 2024 to September 2024), during which period the CABs have supported 1994 people, against a half-year target of 1500. To date, this has resulted in an additional total income gain of £1,334,666.

### 3. Main Issues

3.1 The Income Maximisation work is evidencing significant results for residents accessing the service. The CABs both have a dedicated team of trained staff delivering this bespoke intervention and can call on the expertise of others within the CAB, as well as the expertise from the national CAB and wider network.

3.2 The recommendation to offer the security of a further two-year grant to start on 1 April 2025 would ensure that the service can continue without interruption, supporting the CABs to retain highly trained and experienced staff to deliver this much needed support to Cambridgeshire residents.

3.3 The HSF allocation for 2025/6 can be used to fund the £400,000 grant in 2025/6. The recommendation for 2026/7 will be to fund the grant from the £2.2m Anti-Poverty budget.

3.4 The grant funds a holistic package of support which enables an in-depth review of the root causes of financial vulnerability and the full CAB offer. It is expected that an estimated 2500-3000 people could be supported throughout each financial year.

3.5 Each CAB will work with partners to design the application of the project locally.

3.6 Advice was sought from Pathfinder Legal in relation to the recommendation to issue a grant. Pathfinder Legal considered the grant against the Subsidy Control Act 2022, which came into force on 4 January 2023, applying a four-limb test to ensure that the grant is not a subsidy.

3.7 Pathfinder Legal concluded that the proposed grant is not a subsidy and that there is no subsidy control issue. Therefore, it should continue as a grant.

3.8 Advice was sought from the Council's Procurement service in relation to the issue of a grant. The Procurement service reviewed the current grant arrangement with the CABs and it supports the recommendation to issue a further grant for the proposed period.

## 4. Alternative Options Considered

4.1 Alternative options that have been considered in formulating the recommendations contained in the report:

- (a) do nothing – this was considered but dismissed. Income maximisation work across Cambridgeshire has delivered significant outcomes for residents and is a key element of the council's approach to reducing poverty and addressing income inequality.
- (b) go out to tender – advice was sought from Pathfinder Legal and the Procurement service regarding the recommendation to issue a grant rather than complete a full procurement, as set out in section 3 of this report.

## 5. Conclusion and Reasons for Recommendations

5.1 Since 2023, the CABs across Cambridgeshire have delivered income maximisation work to support people across the county who are experiencing financial hardship.

5.2 Income maximisation work has had a significant impact upon Cambridgeshire residents, as detailed in section 2 of this report.

5.2 The committee is recommended to approve the proposed grant of £800,000 to the Citizens Advice Bureau to deliver income maximisation across Cambridgeshire for the period April 2025 to March 2027.

## 6. Significant Implications

### 6.1 Finance Implications

Commitments in this paper would result in £400,000 of spend from the 2025/26 HSF budget and £400,000 of spend from the £2.2m anti-poverty budget.

As shown in section 2.7, income maximisation support has a significant positive impact on residents across Cambridgeshire.

### 6.2 Legal Implications

Please see sections 3.6 to 3.8 for advice received from Pathfinder Legal in October 2024.

### 6.3 Risk Implications

If the committee does not approve the recommendation, residents would not be able to access income maximisation support and would be likely to miss out on additional financial help which may lead to further financial hardship.

## 6.4 Equality and Diversity Implications

An Equality Impact Assessment is attached at Appendix 1.

## 7. Source Documents

7.1 None



EQIA-07488

## **Action being taken**

**EQIA Directorate**

**EQIA Service**

**EQIA Team**

## **Details of person undertaking assessment**

**Your name**

Ruth Walters

**Your job title**

Service Manager - Integration & Cohesion

**Your directorate**

Strategy and Partnerships Directorate

**Your service**

Communities Service

**Your team**

Household Advice and Support Team

**Proposal being assessed**

Income Maximisation Grant

**Business plan proposal number**

## **Proposal details**

**What is the name and description of the policy being assessed?**

Income Maximisation Grant key decision proposal, seeking to fund support to Cambridgeshire residents facing financial hardship.

The report requests the committee to approve proposals to issue a grant of £800,000 to the Citizens Advice Bureau to deliver income maximisation support to Cambridgeshire residents facing financial hardship. This grant covers the period April 2025 to March 2027.

The Citizens Advice Bureau provides income maximisation support to those in immediate and presenting need, through a dedicated team of trained staff. The Income Maximisation offer includes:

- Tailored advice, including support with budgeting.
- Practical income maximisation, including benefit checks and advising on other opportunities for increasing income and/or reducing expenditure, either by making an application on clients' behalf or providing resources for the client to do it themselves.

To date, the Income Maximisation work has evidenced significant positive results for Cambridgeshire residents. The recommendation of a further two-year grant will ensure that the service can continue to deliver this much needed support.

### **What type of policy is this?**

Minor change

### **Is this EqIA supporting a committee paper/business case?**

Yes

## **Identifying impact on affected groups**

**Is it foreseeable that people from any protected characteristic group(s) or people experiencing socio-economic inequalities will be impacted by the implementation of this proposal (including during the change management process)?**

Yes

**If no, provide an explanation as to why this proposal will not have an impact on each of the following characteristic/group of people**

## **Affected groups and impact**

### **Age**

Neutral impact

### **Disability**

Neutral impact

### **Gender reassignment**

Neutral impact

### **Marriage/Civil Partnership**

Neutral impact

### **Pregnancy and maternity**

Neutral impact

### **Race**

Neutral impact

## **Religion/Belief**

Neutral impact

## **Sex**

Neutral impact

## **Sexual orientation**

Neutral impact

## **Care experience**

Neutral impact

## **Other identified groups**

Positive impact

### **You identified positive/negative impacts – please explain each one and supporting evidence**

Income Maximisation support positively impacts those from low socioeconomic backgrounds and those facing financial hardship.

This work across Cambridgeshire has delivered significant positive outcomes for residents and is a key element of the council's approach to reducing poverty and addressing income inequality. Since the Income Maximisation work began in 2023, the CABs report that 5,455 Cambridgeshire residents have accessed the service, resulting in an income gain of £3,887,844. These figures include the first six months of this financial year (April – September 2024) where the CABs have supported 1,994 people, against a half year target of 1,500. To date this has resulted in an additional total income gain of £1,334,666.

## **Evidence and analysis**

**State if any mitigating actions are required to alleviate negative impacts. If positive equality impacts have been identified, consider what actions you can take to enhance them. If you have decided to justify and continue with the policy despite negative equality impacts, provide your justification. If you are to stop the policy, explain why. Briefly describe the actions then please insert actions to be taken on to the given action plan**

## **Action plan**

### **Identified Impact Protected Characteristic or non-legislative factor**

Income Maximisation support positively impacts those from low socioeconomic backgrounds and those facing financial hardship.

This work across Cambridgeshire has delivered significant positive outcomes for residents and is a key element of the council's approach to reducing poverty and addressing income inequality. Since

the Income Maximisation work began in 2023, the CABs report that 5,455 Cambridgeshire residents have accessed the service, resulting in an income gain of £3,887,844. These figures include the first six months of this financial year (April – September 2024) where the CABs have supported 1,994 people, against a half year target of 1,500. To date this has resulted in an additional total income gain of £1,334,666.

### **Action**

Agreement of a further grant to the Citizens Advice Bureau will enable the Income Maximisation work to continue and will enhance the positive impact that has already been seen on Cambridgeshire residents facing financial hardship.

### **Expected outcomes**

### **Officer**

Ruth Walters

### **Completion date**

2024-11-22

### **Did you engage with an EqlA super-user when developing your EqlA?**

No

## **Approval details**

### **Head of service**

Jill Buckingham

### **Head of service email**

Jill.Buckingham@cambridgeshire.gov.uk

### **Status**

Approved



## Domestic Abuse Mobile Advocacy Service

To: Communities, Social Mobility and Inclusion Committee

Meeting Date: 5 December 2024

From: Executive Director of Strategy and Partnerships

Electoral division(s): All

Key decision: Yes

Forward Plan ref: 2024/088

Executive Summary: The Communities, Social Mobility and Inclusion Committee is asked to approve the procurement of a Domestic Abuse Mobile Advocacy Outreach Service (the Service) across Cambridgeshire.

This Service will provide support to those who are being subjected to domestic abuse, regardless of the level of risk, their sex or gender.

This Service will commence on 1 October 2025. It is expected that the Service will receive approximately 500 referrals a year.

Recommendation: The Committee is recommended to:

- a) Approve the procurement of a Domestic Abuse Mobile Advocacy service; and
- b) Delegate authority to the Executive Director of Strategy and Partnerships, in consultation with the Chair and Vice-Chair of the Communities, Social Mobility and Inclusion Committee, to award and execute a contract for the provision of Domestic Abuse Mobile Advocacy, for a 3.5-years contract commencing on 1 October 2025, with two one-year extension periods.

Officer contact:

Name: Vickie Crompton  
Post: Domestic Abuse & Sexual Violence Partnership Manager  
Email: [Vickie.crompton@cambridgeshire.gov.uk](mailto:Vickie.crompton@cambridgeshire.gov.uk)

# 1. Creating a greener, fairer and more caring Cambridgeshire

1.1 The proposed Service has been evaluated against the seven ambitions set out in the Council's Strategic Framework.

1.2 This report relates to the following Council ambitions:

**Ambition 2: Travel across the county is safer and more environmentally sustainable:**

1.3 The Service will work with clients in a hybrid model, with remote and face to face appointments. Peripatetic Domestic Violence Advisers offer survivors the opportunity to access domestic abuse support close to their home and reduce the need for travel. Staff delivering mobile advocacy are encouraged to consider flexible ways of working which reduce the number of driver journeys, reduce the amount of car travel and increase use of public transport.

**Ambition 3: Health inequalities are reduced:**

1.4 Domestic abuse has a significant impact on the health of both adults and children subjected to abuse. 40% of high-risk victims of domestic abuse report mental health issues. One in five high risk victims reported repeat attendances at Accident and Emergency for injuries related to domestic abuse before accessing support ([Safe Lives report Impact of Domestic Abuse Health](#)). As part of the support to those using the Service, victim/survivors will be linked in with relevant health services.

**Ambition 4: People enjoy healthy, safe and independent lives through timely support that is most suited to their needs:**

1.5 The Service will be person-centred, ensuring that bespoke support is offered, considering their needs, any barriers to support and how these can be overcome and making sure the approach is always focused on the victim/survivor and their needs.

**Ambition 5: People are helped out of poverty and income inequality:**

1.6 One in five women in the UK have experienced economic abuse and it is a legally recognised form of domestic abuse, leading to financial hardship and debt ([Surviving Economic Abuse: Transforming responses to economic abuse](#)). For a victim/survivor subjected to domestic abuse, this impacts on a person's employment, economic output and can lead to additional financial burdens for them. The Service will consider financial needs and benefits. The Service will include a flexible funding element, so it can reduce immediate hardship or financial challenges for survivors due to the domestic abuse they have experienced.

Ambition 6: Places and communities prosper because they have a resilient and inclusive economy, access to good quality public services and social justice is prioritised:

- 1.7 The Service ensures domestic abuse support is delivered across rural and urban parts of Cambridgeshire. Staff supporting clients will seek to connect with local links and gain knowledge of local services to develop 'allyship' to support and advocate and ensure equity and social justice for all groups/communities experiencing domestic abuse.

Ambition 7: Children and young people have opportunities to thrive:

- 1.8 The Domestic Abuse Act 2021 recognises that children are victims of domestic abuse rather than witnesses to it. Children and young people living with domestic abuse are at risk of short and long-term health problems. Domestic abuse is an adverse childhood experience (ACE), and these stressful events can lead to children who experience domestic abuse being at risk of poorer educational attainment and increased inequality during their lives. This Service will support the protective parent to increase safety and maximise opportunities for their children.

## 2. Background

- 2.1 The Domestic Abuse Act 2021 places a statutory duty on local authorities regarding the provision of safe accommodation for victims of Domestic Violence. Locally, this includes mobile advocacy outreach, which is currently commissioned in Cambridgeshire until 30 September 2025. This Service is also included in the Cambridgeshire Safe Accommodation Strategy 2024-2027, which was approved by the Communities, Social Mobility and Inclusion Committee in March 2024.
- 2.2 The current contract commenced on 1 October 2022 and operates across Cambridgeshire and Peterborough. The new procurement will be for a Cambridgeshire only service, following agreement with Peterborough City Council to undertake separate procurement exercises in the future.
- 2.3 The Safe Accommodation funding is received by the Council via a Section 31 Grant from the Ministry for Housing, Communities and Local Government (MHCLG).
- 2.4 In Cambridgeshire, there were approximately 25,000 victims of domestic abuse in 2022/23 (Crime Survey for England and Wales Domestic Abuse Prevalence). There were 3,715 incidents and 7,060 domestic abuse crimes reported to the police in the same period.

## 3. Main Issues

- 3.1 In this context, "mobile advocacy" is referring to domestic abuse support which can be accessed by anyone regardless of level of risk, to enable them to remain safe in their own home or to find alternative accommodation. This is also sometimes referred to as outreach support.

- 3.2 This Service would ensure victims and survivors of any gender can access direct support. It is an independent confidential service. It is essential that those suffering domestic abuse who need a service can access support before they need other statutory help from agencies such as housing, social care or police. The aim is for the service to offer support to around 800 individuals each year.
- 3.3 This Service will be funded for a period of three and a half years, with two one-year extensions. Funding for each year of the contract will be in the region of £250,000, with a total contract value in the region of £1.375m
- 3.4 This Service is key to the delivery of the Safe Accommodation Strategy and the Domestic Abuse and Sexual Violence Strategy, 2024-2027. The development of these strategies followed an extensive needs assessment and consultation with partners across Cambridgeshire.
- 3.5 It is essential that those who are being subjected to domestic abuse are able to access specialist support without having to enter the criminal justice system or for them to have to make contact with other professionals. This will enable those who are concerned with their situation to access support at the earliest opportunity.
- 3.6 This Service will primarily work with those who are not at significant risk of serious harm or homicide, those cases will be referred to the Independent Domestic Violence Advisor Service, which will continue to be delivered by the Council's Domestic Abuse and Sexual Violence Service.
- 3.3 The current procurement plan is to issue an Invitation to Tender in March 2025, with a period of eight weeks for interested parties to submit their documentation. Award of the contract is scheduled for early July 2025, allowing a three-month transition period for commencement of the contract from 1 October 2025.
- 3.4 This will be an open tender process, as the market is limited and therefore there is no need to have a multiple staged process.

## 4. Alternative Options Considered

- 4.1 Alternative options that have been considered in formulating the recommendations contained in the report:
- (a) do nothing - this is not a feasible option as there is a statutory requirement for the Council to provide the service for those subjected to domestic abuse to be able to access support.
  - (b) go out to tender – this option is required due to the current contract ending in September 2025 and the value of the contract moving forward.

## 5. Conclusion and reasons for recommendations

- 5.1 The Domestic Abuse Act 2021 requires the Council to have a Safe Accommodation strategy for the period between April 2024 and March 2027. This was approved by the Committee in March 2024.
- 5.2 A key element of this strategy is the provision of mobile advocacy to allow people to remain safely in their own homes and not needing to access alternative accommodation.
- 5.3 It is therefore recommended that the Committee approve the proposed procurement of this Service.

## 6. Significant Implications

### Public Health Implications

Domestic violence is a public health issue at individual and population levels. The Domestic Abuse and Sexual Violence Service and Partnership and the White Ribbon campaign will help increase awareness and understanding of this particular issue. Awareness raising is an important element for the delivery of the wider Cambridgeshire and Peterborough Domestic Abuse Strategy.

### 6.2 Finance Implications

This contract will be funded using the Safe Accommodation Grant from MHCLG, with a total value of approximately £1.375m over 5.5 years.

### 6.3 Legal Implications

Relevant procurement legislation and guidance will be followed to ensure the process and any subsequent contract is compliant.

Pathfinder Legal Services Ltd shall be instructed to support with the procurement process and to advise and draft on the legal implications of the contract.

### 6.4 Risk Implications

Failure to procure a Service from October 2025 would result in the Council failing to meet key elements of its Safe Accommodation Strategy.

The procurement will be started soon after the go live date of the Procurement Act 2023 and therefore the process and timelines reflect the inherent risks involved in using a new piece of legislation.

### 6.4 Equality and Diversity Implications

Domestic Abuse and Sexual Violence are highly gendered crimes, therefore there will be greater impact on female residents in Cambridgeshire. Any public awareness activity

should make it clear that the issue includes violence against men and boys, as well as women and girls.

An Equality, Impact Assessment is attached at Appendix 1 to the report.

## 6.5 Climate Change and Environment Implications (Key decisions only)

Implication 1: Energy efficient, low carbon buildings. Positive/neutral/negative Status:

Explanation: Neutral, this project looks to use existing infrastructure and therefore does not have a positive or negative impact of energy efficient, low carbon buildings.

Implication 2: Low carbon transport. Positive/neutral/negative Status:

Explanation: Neutral, the project does not impact either way on low carbon transport. 4.8.3

Implication 3: Green spaces, peatland, afforestation, habitats and land management.

Positive/neutral/negative Status: Explanation: Neutral, this project uses existing infrastructure rather than constructing new buildings which could have a negative impact on habitats.

Implication 4: Waste Management and Tackling Plastic Pollution. Positive/neutral/negative Status:

Explanation: Neutral, the project does not impact waste management or plastic pollution. By using existing infrastructure the project prevents waste from potential construction.

Implication 5: Water use, availability and management: Positive/neutral/negative Status:

Explanation: Neutral, this project does not impact water use, availability and management.

Implication 6: Air Pollution. Positive/neutral/negative Status:

Explanation: Neutral, the project does not impact air pollution.

Implication 7: Resilience of our services and infrastructure and supporting vulnerable people to cope with climate change. Positive/neutral/negative Status:

Explanation: Neutral. This project is helping vulnerable people but not with climate change and is therefore neutral.

# EQUALITY IMPACT ASSESSMENT - CCC659097614

**Which service and directorate are you submitting this for (this may not be your service and directorate):**

Directorate	Service	Team
Place and Sustainability	Domestic Abuse and Sexual Violence Service	Domestic Violence & Sexual Violence

**Your name:** Vickie Crompton

**Your job title:** Domestic Abuse & Sexual Violence Partnership Manager

**Your directorate, service and team:**

Directorate	Service	Team
Place and Sustainability	Domestic Abuse and Sexual Violence Service	Domestic Violence & Sexual Violence

**Your phone:** 07860602938

**Your email:** Vickie.Crompton@cambridgeshire.gov.uk

**Proposal being assessed:** Procurement of a Domestic Abuse Advocacy Service

**Business plan proposal number:** Cambs Domestic Abuse Partnership

**Key service delivery objectives and outcomes:** To commission a Domestic abuse Mobile Advocacy Outreach Service (as set out in the 2024-2027 Safe Accommodation Strategy. This is a key decision as there is a commissioning implication about £500,000. This service is based on need and follows a robust Violence Against Women and Girls Needs Assessment. Outcome: To continue provision of a Domestic Abuse Support Service, which supports those who are being subjected to domestic abuse, at any level of risk.

**What is the proposal:** To commission a Domestic Abuse Support Service, to start on 1st October 2025, when the current contract ends. The new service would only be for Cambridgeshire residents (the current provision is across Cambridgeshire and Peterborough).

**What information did you use to assess who would be affected by this proposal?:** The Safe Accommodation was recently refreshed, following a full Violence Against Women and Girls Needs Assessment. This service would form part of the "Whole Housing" approach, which was highlighted as good practice within the guidance for Local Authorities, in the Domestic Abuse Act 2021

**Are there any gaps in the information you used to assess who would be affected by this proposal?:** No

**Does the proposal cover:** All service users/customers/service provision countywide

**Which particular employee groups/service user groups will be affected by this proposal?:**

None - although this service will be used by employees and those they work with if they are being subjected to domestic abuse.

**Does the proposal relate to the equality objectives set by the Council's EDI Strategy?:**Yes

**Will people with particular protected characteristics or people experiencing socio-economic inequalities be over/under represented in affected groups:** Over represented

**Does the proposal relate to services that have been identified as being important to people with particular protected characteristics/who are experiencing socio-economic inequalities?:** Yes

**Does the proposal relate to an area with known inequalities?:**Yes

**What is the significance of the impact on affected persons?:**This service will ensure those subjected to domestic abuse across Cambridgeshire will have access to specialist domestic abuse support, at any level of risk and will be able to self refer themselves to the service. The service will look to benefit the safety of survivors and their children. The strategy will ensure the needs of all survivors with relevant protected characteristics are considered and met, including sex, race, gender, language, religion, sexual orientation, age, health and disabilities.

**Category of the work being planned:** Service

**Is it foreseeable that people from any protected characteristic group(s) or people experiencing socio-economic inequalities will be impacted by the implementation of this proposal (including during the change management process)?:** No

**Age:** The new service will ensure that those subjected to domestic abuse in Cambridgeshire are considered and met, including: age (from 16), sex, disability, race, gender, gender reassignment, religion, sexual orientation, marriage/civil partnership, pregnancy and maternity, socio-economic inequalities, health and disabilities.

**Disability:** as above

**Gender reassignment:**

as above

**Marriage and civil partnership:** as above

**Pregnancy and maternity:** as above

**Race:** as above

**Religion or belief (including no belief):** as above

**Sex:** as above

**Sexual orientation:** as above

**Socio-economic inequalities:** as above

**Head of service:** Lisa Riddle



**Head of service email:** Lisa.riddle@cambridgeshire.gov.uk

**Confirmation:** I confirm that this HoS is correct



## Cambridgeshire and Peterborough Coroner Service Annual Report

To: Communities, Social Mobility, and Inclusion Committee

Meeting date: 5 December 2024

From: Executive Director of Place and Sustainability

Electoral division(s): All

Key decision: No

Executive Summary: This report provides the Committee with an update on coronial service delivery over the last twelve months, focusing on trends, legislative reform, collaborative arrangements, performance, finance and contacts.

In addition, the report provides assurance around the delivery of the statutory duties and responsibilities of the service.

Recommendation: The committee is recommended to:

Note the contents of the report.

Officer contact:

Name: Peter Gell  
Post: Service Director Regulatory Services  
Email: [Peter.gell@cambridgeshire.gov.uk](mailto:Peter.gell@cambridgeshire.gov.uk)

# 1. Creating a greener, fairer and more caring Cambridgeshire

1.1 This report details proposals that would impact on the following ambitions of the Council.

Ambition 1 - Net zero emissions for Cambridgeshire by 2045, and our communities and natural environment are supported to adapt and thrive as the climate changes.

1.2 The following points set out details of implications identified by officers:

- The service operates from venues in the north and south of the county, reducing the need for staff, and others attending inquests, to travel unnecessary distances.
- Hybrid hearings, where permitted, enable virtual attendance, reducing travel and carbon emissions.

Ambition 4 – People enjoy healthy, safe, and independent lives through timely support that is most suited to their needs.

1.3 The service contributes to this ambition in several ways. Coronial statistical data provides valuable public health insight in terms of case numbers, trends, and trajectories. Data is shared through a wide range of partnerships to inform policies and practices to help keep people healthy and safe. In addition, the Prevention of Future Death Reports help ensure lessons are learned from cases to prevent similar occurrences in the future.

Ambition 6 – Places and Communities prosper because they have a resilient and inclusive economy, access to good quality public services and social justice is prioritised.

1.4 Working collaboratively with partners in the development of services helps to ensure those provided are both carefully considered and of good quality. Listening to the needs of communities also ensures that services are shaped to take account of their needs, increasing inclusivity and access to services.

## 2. Background

2.1 This report is the annual update on coronial service delivery for the Cambridgeshire and Peterborough Coronial Jurisdiction, and it provides assurance around the delivery of the statutory duties and responsibilities of the service.

2.2 The Cambridgeshire and Peterborough Coronial Jurisdiction was formed in 2015, since which David Heming has been the judicially appointed Senior Coroner. As part of the inhouse core team, Mr Heming is supported by three Area Coroners, and 26.45 full time equivalent members of staff. The service has an office base at Lawrence Court in Huntingdon and uses facilities across the jurisdiction to conduct inquest hearings.

2.3 Coroners conduct investigations into deaths that are unexpected or unexplained; including those where it is suspected that the deceased died a violent or unnatural death; the cause of death is unknown; or the deceased died while in custody or otherwise in state detention.

Coroners will determine the identity of the deceased together with how, when and where the deceased came by their death.

- 2.4 The duties of the coroner and the statutory duties of the service and the local authority are set out in the Coroner and Justice Act 2009. Coroners are independent judicial office holders with appointments requiring the consent of the Chief Coroner and Lord Chancellor.
- 2.5 The jurisdiction is one of the more complex nationally in terms of its cases, with four main hospitals, two of which (Addenbrookes and Papworth) provide specialist services. Many of the cases from these are complex and time consuming, requiring nationally renowned, and sometimes world-renowned experts to provide evidence as part of the investigation. There are also three prisons in the area, which is unusual and adds to service demand.
- 2.6 The total number of deaths referred to the service in 2023 was 3197, an increase of 42 cases from the year before.
- 2.7 Assurance with regards the performance of the judicial functions of the Service is provided by the Chief Coroner, whose office reviews cases and the submitted annual performance data. The Chief Coroner is appointed by the Lord Chief Justice, in consultation with the Lord Chancellor, and is the judicial head of the coroner's system. Key responsibilities of the Chief Coroner include to:
- Provide support, leadership, and guidance for coroners;
  - In conjunction with the Judicial College, put in place suitable training arrangements for coroners and coroners' officers;
  - Approve coroner appointments;
  - Keep a register of coroner investigations lasting more than 12 months;
  - Publish Prevention of Future Death reports and responses;
  - Exercise global case management powers (including directing transfers of inquests between coroner areas in certain circumstances and requesting the Lord Chief Justice and Lord Chancellor to appoint judges in certain high-profile or complex inquests);
  - Provide an annual report on the coroner system to the Lord Chancellor, to be laid before Parliament;
  - Monitor the system where recommendations from inquests are reported to the appropriate authorities to prevent further deaths; and
  - By convention, the Chief Coroner also sits in the High Court hearing some of the most important judicial and statutory review cases concerning coroners.
- 2.8 The Chief Coroner is unable to comment on, or otherwise intervene in the individual decisions of coroners. Similarly, matters of judicial conduct are for the Judicial Conduct Investigations Office (JCIO).
- 2.9 Her Honour Judge Alexia Durrant has been appointed as Chief Coroner of England and Wales, in succession to His Honour Judge Thomas Teague KC. The appointment started on 25 May 2024 for a three-year term.

### 3. Main Issues

#### 3.1 National Picture

- 3.1.1 In the 2023 calendar year, the number of deaths reported to coroners in England and Wales reached its lowest level since 1995, reflecting a decline of 3% compared to the previous year.
- 3.1.2 The proportion of inquests opened relative to the deaths reported to coroners was at its highest in 2023 since 1995, with an 11% rise in inquest conclusions recorded since 2022.
- 3.1.3 The average duration to complete an inquest increased by 1.3 weeks, reaching 31.5 weeks this year. The primary contributors to the rise in inquest conclusions were unclassified conclusions and death by misadventure, which together constituted half of all inquest outcomes. Unclassified conclusions are those which do not easily fit any of the standard conclusions, and narrative conclusions. Death by misadventure is where an individual deliberately undertook an action which resulted in their death.
- 3.1.4 Suicide conclusions reached their highest level since 1994, with a more significant increase among females (11%) compared to males (7%). It is important to note that conclusions are documented post-inquest, meaning conclusions each year may relate to deaths from that year or prior years. The age specific rate was highest for males aged between 45-49, and for females aged between 50-54.
- 3.1.5 In 2023, 569 Prevention of Future Death reports were issued, constituting 1% of all concluded inquests and representing a 41% increase compared to 2022. Where appropriate, coroners must report a death with a view to preventing future deaths. When issued, such reports must state the coroner's concerns, and what action should be taken to prevent future deaths. The report must be sent to the person or organisation who the coroners believe has the power to act.
- 3.1.6 Compared to the national picture over the last year, the Service has seen: -
- An increase of 62.5% in the number of Prevention of Future Deaths reports issued (from 5 to 8), which is in keeping with the national trend.
  - A reduction of 2 weeks in the length of time taken to process an inquest (from 41 to 39), which is against the national picture, where there has been an increase, but still a little higher than the national average.
  - Just over half of the conclusions are unclassified and/or by accident or misadventure, which is in keeping with the national trend.
- 3.1.7 Looking forward, the service will explore whether there are comparable coronial jurisdictions to benchmark data against to support the evaluation of coronial case outcomes.

#### 3.2 Death Certification Reforms

- 3.2.1 The largest legislative change to the death certification process in England and Wales for many years occurred in September 2024. The Medical Examiner Scheme, a layer of independent scrutiny for deaths, was expanded to cover all deaths, not just hospital deaths. Now, every death is scrutinised by either a Medical Examiner or Coroner, regardless of the

type of death or where the person has died. This extra layer of scrutiny was borne out of the Shipman Inquiry and the need for additional safeguards within society.

- 3.2.2 Through detailed planning and a high level of collaboration with key stakeholders, including medical examiners, registrars, the police, ambulance service and funeral directors, the Council was able to put into place a system which placed the service (and by extension, the wider community) in the best possible position when the changes were implemented in September 2024. This demonstrates the service's commitment to the Council's Ambition 6, providing access to good quality public services.
- 3.2.3 The Coroners service is working well with the regional medical examiner offices, along with their staff, to ensure that the service routes referrals to the correct entity for scrutiny (whether that is the Medical Examiner or the Council) in a timely and sensitive manner. The service is also continuing to work closely with its software provider to ensure that it is maximising the use of technology to be able to work as efficiently as possible in the new statutory landscape.
- 3.2.4 Due to the level of collaboration in place, the Regional Medical Examiner has confirmed that arrangements at the Xouncil for implementing the death certification reforms are working well and have not presented issues experienced in other coronial areas.

### 3.3 Faith Deaths

- 3.3.1 The service has led the way in terms of facilitating faith requirements in relation to deaths referred into it, increasing inclusivity and access to services (Ambition 6). Following the death certification reforms, the service has expanded this to core hours through collaboration with the Medical Examiner, to provide rapid assistance in processing the paperwork for planned burials or oversees transfers where the Medical Examiner service is unable to resource matters so promptly. Out of hours, the coronial team continues to offer a 24/7 service through excellent working relationships with the various faith communities and their appointed funeral directors, which means that in most cases when a faith death occurs outside normal working hours, the on-call coroner can give approval for same day burials, easing the burden on bereaved families.

### 3.4 Collaboration

- 3.4.1 Collaboration has been a key theme for the service this year, with existing relationships strengthened and new partnerships formed. An example has been the Death Certification Reforms, where the Coroners service brought together key stakeholders in advance of the legislative changes. There were several meetings, the creation and sharing of data, the benchmarking of ideas with other Coronial jurisdictions and an agreement with partners as to the way forward, all of which was subsequently communicated to those within the death certification process. The effective roll out was almost entirely due to the planning and collaboration which took place in the lead up to the reforms, with necessary adjustments being made in a timely and respectful manner.
- 3.4.2 The service has continued to share information with the Suicide Prevention Team within the local authority, with a view to informing their research and to put in place measures to help reduce the risk of suicide for those within the community. This contributes to Ambition 4, helping people enjoy healthy, and safe lives.

- 3.4.3 The Service has provided similar information contributing to Ambition 4 to the Alcohol and Drug Mortality Review Team, which has recently been extended to the Probation Service, to try and identify vulnerable people within the Criminal Justice system who might otherwise not be known.
- 3.4.4 Presentations have been delivered to a variety of organisations, including End of Life Doulas UK and the Coroners Society of England and Wales, where the Senior Coroner’s focus on organ donation remains a national priority for change. Whilst Cambridgeshire leads the way as a coronial service in respect of approving organ donation requests, this is not the case nationally. All the Coroners within this jurisdiction are committed to empowering other Coroners to be able to approve organ donation, where appropriate.
- 3.4.5 A strong relationship has been formed with Mesothelioma UK, a charity which provides support to those people affected by the industrial disease. A Coroner’s officer sits on a regional panel to inform the discussions from a Coronial perspective and to understand the lived experiences of the people who have encountered the Coroner’s service (even if it is not this jurisdiction). This partnership has been mutually beneficial, with the service using what has been learnt to improve future service delivery.
- 3.4.6 The service continues to work closely with the NHS, and attends Child Death Overview Panel meetings, where specific cases are analysed from a variety of viewpoints to assess whether any lessons can be learnt. Meetings take place with the Integrated Care Board, and the service has representation at their Morbidity and Mortality meetings, sharing mutual findings and learnings which help to inform both services.

### 3.5 Performance

3.5.1 Each Coronial jurisdiction is required to report annually, as of 30 April each year, the number of cases over twelve months to the Chief Coroner, as part of a national performance return. The Chief Coroner did not request the return this year, suggesting instead their future wish to align the reporting window with the Ministry of Justice report, which is for the calendar year.

3.5.2 Table 1 indicates the number of cases reported for the previous three years.

Year	Total number of cases over 12 months old	Cases concluded that were over 12 months old
2023/24	242	159
2022/23	278	182
2021/22	297	108

Table 1: Cases over twelve months, as reported to the Chief Coroner.

3.5.3 There was a 13% decrease in the number of cases over twelve months old in 2023/24, while the national trend is an increase in cases for the second year running.

3.5.4 The oldest cases continue to be a focus for the service, and a number or particularly



complex cases have now been concluded, including significant jury and complex medical inquests, often sitting for multiple weeks at a time.

3.5.5 The service is working hard to continue the trend of decreasing cases over twelve months, and regular performance monitoring is in place to help achieve this. The service is on track at present to exceed last year's performance.

3.5.6 During the reported period, 656 inquests were closed. Of these, 46% were less than six months old, 24% were six to twelve months old and 30% were more than twelve months old. This demonstrates the service's commitment to tackling the backlog whilst ensuring that due attention is given to those less complex inquests that continue to be referred.

3.5.7 There are several factors that can result in cases taking longer to conclude at inquest, including the provision of appropriate and dedicated courtroom facilities, the complexity of some cases requiring expert input into the investigation stages, and the availability of professional witnesses, many of whom are busy clinicians understandably under pressure to recover from the pandemic and reduce patient waiting times.

3.5.8 There are certain categories of cases which by law must be concluded by juries, rather than coroners sitting alone. This tends to increase the duration and complexity of a case and requires careful preparation and guidance to enable jurors to perform their civic duty. The jurisdiction has more jury inquests than most comparable areas, due to the number of cases involving deaths in state detention because of the number of prisons in the area.

3.5.9 The inquest conclusions by Coroners are as follows:

- 3 lawful and unlawful killings (up from 0 the previous year; 300% increase)
- 87 suicides (up from 80 the previous year; 9% increase)
- 48 drugs/alcohol related (up from 39 the previous year; 23% increase)
- 30 road traffic collision (down from 31 the previous year; 3% decrease)
- 26 from industrial diseases (up from 24 the previous year; 8% increase)
- 157 by accident or misadventure (up from 152 the previous year; 3% increase)
- 101 from natural causes (down from 155 the previous year; 65% decrease)
- 3 open conclusions (down from 7 the previous year; 43% decrease)
- 177 from all other conclusions (up from 165 the previous year; 7% increase)

3.5.10 Annual case data for 2023/24 is shown in Table 2.

Indicator	2023/24 Performance	2022/23 Performance	Change
Number of cases opened	3,222	3,488	8% decrease
Number of cases closed	3,280	3,519	7% decrease
Number of inquests open	519	593	12.5% decrease
Number of inquests closed	576	638	10% decrease

Table 2: 2023/24 Annual Case Data

- 3.5.11 In broad terms, the performance reflects the decrease in the number of cases being referred into the service. It is anticipated that this number will continue to fall in line with the Death Certification Reforms, as set out in section 3.2 of this report.
- 3.5.12 If performance continues along the trajectory of Quarter 2 in 2024/25, the service is on track to close 3,196 cases during the year, which is a decrease of 3.5% but is broadly in line with the decrease of the number of cases referred into the service.
- 3.5.13 During 2024, the service has concluded several high-profile cases and investigated numerous deaths that have led to the issuing of eight Prevention of Future Deaths Reports, including road safety and medical safety.

### 3.6 Human Resources

- 3.6.1 Following an external recruitment campaign during 2024, Caroline Jones was appointed as an Area Coroner with the Service, having had previous experience as both an Assistant Coroner, and practising barrister. Miss Jones acts as deputy for the Senior Coroner, David Heming.
- 3.6.2 Sarah Abbott has been appointed as Head of Coroners and Registration services, having previously been the investigations manager within the service.

### 3.7 Finance and Contracts

- 3.7.1 Councils have a statutory responsibility to fund Coroner services. The Council has influence and control over contract awards, service support costs, and staffing, but not costs associated with coronial decisions, such as investigations required to determine a cause of death.
- 3.7.2 The Council's budget for the service for 2024/25 is £2.2m. The core costs for the service are set out in Table 3, with the figures only reflecting costs for Cambridgeshire (they do not include Peterborough).

Category	Cost
Employees (including Area and Senior Coroners)	£1,175,188.30
Pathologists	£232,821.55
Body removals	£139,750.00
Testing (Toxicology)	£91,978.90
Hospitals:(Northwest Anglia in Peterborough and Cambridge University Hospital	£422,500.00
Experts Costs (reports and court attendance	£152,750.00

Table 3: Core service costs

- 3.7.3 In the last year, the service has awarded a contract for mortuary services for the south of the coronial arear to Cambridge University NHS Trust. This contract was awarded at a time when inflation was particularly high, and the contract has been fixed for the next three years.

- 3.7.4 The service takes action to mitigate against rising costs where it can. Work in this respect includes closely reviewing all invoices to ensure contractors are only charging for costs agreed within the respective contract terms, and challenging invoices where necessary. In 2023/24, due to improved contract terms and scrutiny of invoices, £100,000 of savings were made from the contract for the north of the coronial area with North West Anglia NHS Foundation Trust.
- 3.7.5 To conform with new procurement legislations, the service has worked in partnership with the Council's procurement team to follow the new Provider Selection Regime (PSR) 2023. The PSR scheme follows a set of rules for procuring health care services in England by organisations termed relevant authorities. This has meant that the service has been able to agree fixed rates for pathologists, resulting in increased financial control.
- 3.7.6 As part of the Council's asset review, strategy plans are being developed for the relocation of the service. This removal is subject to the necessary approvals and internal governance requirements, and the aim is to provide better office accommodation for collaborative working, improved and additional court space, as well as enhanced staff safety when holding inquests.
- 3.7.7 The utilisation of accommodation for inquests from 1 April 2023 to 31 March 2024 is detailed in Table 4.

Venue	Number of hearings (including PIRH)
Peterborough Town Hall	203
Lawrence Court	710
Other	21

Table 4 - Venues used for inquest hearings 1 April 2023 – 31 March 2024

### 3.8 Case studies

- 3.8.1 This year, the Senior Coroner heard four joined, historical cases which were linked by an anaesthetist involved in their care, with questions arising around the appropriateness of the treatment in the time leading up to their respective deaths. The case attracted significant media attention, where it was reported locally and nationally after a General Medical Council hearing originally found the clinician fit to practice. The Coroner concluded the evidence after a three-week hearing, including evidence from more than twenty-five live witnesses, and is due to report on his findings in December 2024.
- 3.8.2 Also this year, Area Coroner Caroline Jones concluded a long-running inquest into a death at HMP Whitemoor maximum security prison, which involved the untimely death of a prisoner who had been transferred from Rampton high security hospital, where he had been treated over many years for complex mental health and personality disorders. As a case involving a death in state detention, the matter had to be heard by a jury that was empanelled to sit for a week at Peterborough Town Hall to hear from psychologists, mental health nurses and prison officers involved in the deceased's care. The jury concluded that prison was not the appropriate setting for someone with such complex psychosis and self-harming behaviours and that insufficient steps were taken to secure his return to hospital for adequate treatment prior to his death, although the death itself was not avoidable. This follows several high-profile jury inquests following deaths in state detention, and is a

common feature of the coronial workload due to the number of prison and secure premises in the jurisdiction.

## 4. Conclusion and reasons for recommendations

- 4.1 The service has successfully implemented the legislative change resulting from the Death Certification Reforms, and enhanced collaboration with a range of partners. The length of time to complete an investigation and associated inquest has been reduced by two weeks, and the number of cases over twelve months has been reduced for the third year in a row. Discussions to secure alternative office and inquest accommodation in Huntingdon are progressing well.
- 4.2 As there are no decisions required resulting from this report, Members are invited to review and scrutinise the report in relation to the delivery of the Service.

## 5. Significant Implications

- 5.1 There are no significant implications resulting from this information report.

## 6. Source Documents

- 6.1 [Courts and Tribunals Judiciary Office of the Chief Coroner – Chief Coroner Responsibilities](#)
- 6.2. [Ministry of Justice- Coroners Statistics 2023](#)
- 6.3 [Courts and Tribunals Judiciary – Prevention of Future Deaths](#)

## Finance Monitoring Report – October 2024

To: Communities, Social Mobility and Inclusion Committee

Meeting Date: 5 December 2024

From: Executive Director of Strategy and Partnerships

Electoral division(s): All

Key decision: No

Executive Summary: This report presents financial information setting out the current financial position to the end of October 2024 of the services within the remit of the Committee and projections for year end. The report covers revenue and capital budgets.

Recommendation: The Committee is asked to:  
Note the content of the report.

Officer contact:

Name: Clare Andrews / Stephen Howarth  
Post: Senior Finance Business Partner / Head of Finance  
Email: [finance@cambridgeshire.gov.uk](mailto:finance@cambridgeshire.gov.uk)

# 1. Creating a greener, fairer and more caring Cambridgeshire

- 1.1 This regular financial monitoring report provides the management accounts of the services within the remit of the Committee, enabling members to be aware of, and to scrutinise, the delivery of the business plan for 2024-25.

## 2. Background

- 2.1 Finance Monitoring Reports (FMR) are produced monthly, except for April, by all services. They report on a range of financial information to enable a view of each service's financial position to be taken.
- 2.2 Budgets for services are agreed by Full Council in the business plan in February of each year and can be amended in-year by budget virements. In particular, the FMR provides a revenue budget forecast showing the current projection of whether services expect to be over or underspent at the end of the current financial year against those budgets.
- 2.3 The services within the remit of the Communities, Social Mobility and Inclusion Committee span two separate service areas within the Council; Regulatory Services (Registration, Coroners and Trading Standards) sit within Place and Sustainability, whilst Communities, Libraries and Skills services, as well as the Local Assistance Scheme, are within Strategy and Partnerships.
- 2.4 Rather than presenting two separate full FMRs to the Committee, the relevant revenue and capital lines from both the Place and Sustainability and the Strategy and Partnerships FMR's are summarised below. The full reports for Place and Sustainability and Strategy and Partnerships, which contain additional technical appendices, will be presented to the Highways and Transport Committee, and the Strategy, Resources and Performance Committee respectively and will also be published online (see paragraph 7.2).
- 2.5 As noted previously, the budgets are now being shown gross and net, to provide details of any income or grant funding associated with each policy line, and to align with the presentation within in the business plan.

## 3. Main Issues - Revenue

- 3.1 At the end of October 2024, the revenue budgets within the remit of the Committee are forecasting an overspend of £96k.
- 3.2 The Library service is forecasting an overspend of £125k, which relates to decreased income from room hire as a result of ceasing internal recharges to other Council services, and the repurposing of Library space as part of the accommodation improvement programme. It is planned that savings from the accommodation improvement programme will be reinvested into Libraries to mitigate this loss of income; however, these savings are not forecast to be achieved this financial year.
- 3.3 Regulatory Services (Registration, Coroners and Trading Standards) are reporting an

underspend of -£29k.

3.4 Detailed service by service financial information can be found below.

## 4. Main Issues - Capital

4.1 At the end of October 2024, one capital programmes within the remit of the Committee has a significant variance (>£250k) to report. This is the Cambridgeshire Priorities Capital Fund, where a number of projects (including one legacy project from the Cambridgeshire Communities Capital Fund) are expected to complete in future financial years, and therefore the funding will be re-phased accordingly.

4.2 Details of the capital programmes within the remit of this Committee can be found in section 5 below.

Forecast Outturn Variance (Previous)	Committee	Note	Budget Line	Gross Budget	Income Budget	Net Budget	Actual to date	Forecast Outturn Variance	Forecast Outturn Variance
£000				£000	£000	£000	£000	£000	%
<b>Place &amp; Sustainability: Regulatory Services</b>									
25	CSMI		Registration & Citizenship Services	1,345	-2,081	-736	-450	25	3%
-40	CSMI		Coroners	3,478	-1,232	2,246	1,036	-40	-2%
0	CSMI		Trading Standards	835	-108	727	291	-14	-2%
<b>-15</b>			<b>Regulatory Services Total</b>	<b>5,658</b>	<b>-3,421</b>	<b>2,236</b>	<b>877</b>	<b>-29</b>	<b>-1%</b>
<b>Strategy &amp; Partnerships: Communities, Libraries &amp; Skills</b>									
0	CSMI		Strategic Management - C,L&S	-322	0	-322	-853	0	0%
125	CSMI		Public Library Services	4,633	-525	4,108	2,337	125	3%
0	CSMI		Cambridgeshire Skills	2,780	-2,780	0	-301	-0	0%
0	CSMI		Archives	455	-49	406	261	0	0%
0	CSMI		Cultural Services	357	-231	126	51	0	0%
0	CSMI		Communities Service	1,606	-372	1,233	-321	0	0%
0	CSMI		Anti-Poverty	7,162	-7,162	0	-518	0	0%
0	CSMI		Changing Futures	778	-710	68	-864	-0	0%
0	CSMI		Domestic Abuse and Sexual Violence Service	3,243	-1,215	2,028	943	-0	0%
<b>125</b>			<b>Communities, Libraries &amp; Skills Total</b>	<b>20,692</b>	<b>13,044</b>	<b>7,647</b>	<b>735</b>	<b>125</b>	<b>2%</b>
<b>Strategy &amp; Partnerships: Other</b>									
0	CSMI		Local Assistance Scheme	300	0	300	150	0	0%
<b>110</b>			<b>Overall CSMI Committee Total</b>	<b>22,650</b>	<b>9,623</b>	<b>10,183</b>	<b>1,762</b>	<b>96</b>	<b>0%</b>



## 5. Capital

5.1 The revised capital budget for 2024/25 is £2,696k with expenditure to the end of August totalling £822k.

Original 2024-25 Budget as per Business Plan £000	Committee	Scheme Category	Total Scheme Revised Budget £000	Total Scheme Forecast Variance £000	Budget Carried-forward 2024-25 £000	Budget Re-phasing 2024-25 £000	Change in Funding 2024-25 £000	Revised Budget for 2024-25 £000	Actual Spend (Aug) £000	Forecast Outturn Variance (Aug) £000
<b>Strategy and Partnerships</b>										
-	CSMI	Community Fund	5,071	-	1,641	71	-	1,712	566	-1,039
62	CSMI	Library Minor Works	85	-	0	-	-	62	1	-42
173	CSMI	EverySpace - Library Improvement Fund	389	-	134	7	-	314	205	0
100	CSMI	Darwin Green Library	208	-	51	-207	56	0	0	0
45	CSMI	Cherry Hinton Library	55	-	5	-	-	50	51	6
521	CSMI	Sackville House Library	582	-	37	-	-	558	-1	-181
<b>901</b>			<b>6,390</b>	<b>0</b>	<b>1,868</b>	<b>-129</b>	<b>56</b>	<b>2,696</b>	<b>822</b>	<b>-1,256</b>

The following schemes with significant variances (>£250k) either due to changes in phasing or changes in overall scheme costs to be reported this month.

Ref	Directorate / Committee	Commentary vs previous month	Scheme	Scheme Budget £m	Budget for 2024-25 £m	Forecast Outturn Variance £m	Cause	Commentary
3	CSMI	New	Community Fund	5,071	1,712	-1,039	Re-phasing	10 programmes are expected not to be completed this year, including funding towards Fenstanton Village Hall of £500k and therefore the funding needs re-phasing.

## 6. Significant Implications

### 6.1 Finance Implications

This report sets out details of the overall financial position of the services within the remit of the Committee.

### 6.2 Legal Implications

There are no significant implications within this category.

### 6.3 Risk Implications

There are no significant implications within this category.

### 6.4 Equality and Diversity Implications

There are no significant implications within this category.

### 6.5 Climate Change and Environment Implications (Key decisions only)

There are no significant implications within this category.

## 7. Source Documents

### 7.1 Place & Sustainability Finance Monitoring Report (October 2024) Finance & Resources and Strategy & Partnerships FMR (October 2024)

### 7.2 Location

[Finance monitoring reports - Cambridgeshire County Council](#)

## Corporate Performance Report – Quarter 2 2024-25

To: Communities, Social Mobility and Inclusion Committee

Meeting Date: 5 December 2024

From: Executive Director of Strategy and Partnerships

Electoral division(s): All

Key decision: No

Executive Summary: This report provides an update to the Committee on the performance monitoring information for the 2024/25 quarter 2 period, covering 1 July 2024 to 30 September 2024.

Recommendation: The Committee is asked to:

Note performance information and act, as necessary.

Officer contact:

Name: Richard Springbett  
Post: Governance and Performance Manager, Strategy and Partnerships  
Email: [Richard.Springbett@cambridgeshire.gov.uk](mailto:Richard.Springbett@cambridgeshire.gov.uk)

# 1. Creating a greener, fairer and more caring Cambridgeshire

- 1.1 This report analyses key performance indicators which link to multiple Ambitions. This includes, but is not limited to, Ambition 5: People are helped out of poverty and income inequality and Ambition 6: Places and communities prosper because they have a resilient and inclusive economy, access to good quality public services and social justice is prioritised.

## 2. Background

- 2.1 The Performance Management Framework sets out that Policy and Service Committees should:
- Set outcomes and strategy in the areas they oversee.
  - Select and approve the addition and removal of Key Performance Indicators (KPIs) for the committee performance report.
  - Track progress quarterly.
  - Consider whether performance is at an acceptable level.
  - Seek to understand the reasons behind the level of performance.
  - Identify remedial action.
- 2.2 This report, delivered quarterly, continues to support the committee with its performance management role. It provides an update on the status of the selected Key Performance Indicators (KPIs) which track the performance of the services the committee oversees.
- 2.3 The report covers the period of quarter 2 2024/25, up to the end of 30 September 2024.
- 2.4 The most recent data for indicators for this committee can be found in the dashboard attached at Appendix 1. The dashboard includes the following information for each KPI:
- Current and previous performance and the projected linear trend.
  - Current and previous targets. Please note that not all KPIs have targets, this may be because they are being developed or the indicator is being monitored for context.
  - Red / Amber / Green (RAG) status.
  - Direction for improvement to show whether an increase or decrease is good.
  - Change in performance which shows whether performance is improving (up) or deteriorating (down).
  - The performance of our statistical neighbours. This is only available, and therefore included, where there is a standard national definition of the indicator.
  - KPI description.
  - Commentary on the KPI.
- 2.5 The following RAG criteria are being used:
- Red – current performance is 10% or more from target.
  - Amber – current performance is off target by less than 10%.
  - Green – current performance is on target or better by up to 5%.
  - Baseline – indicates performance is currently being tracked in order to inform the target setting process.
  - Contextual – these KPIs track key activity being undertaken, to present a rounded view of information relevant to the service area, without a performance target.

- In development - KPI has been agreed, but data collection and target setting are in development.

### 3. Main Issues

3.1 Current performance of available indicators monitored by the Committee is as follows:

Status	Number of KPIs	Percentage of KPIs
Red	1	5%
Amber	-	-
Green	9	45%
Baseline	-	-
Contextual	10	50%
In Development	-	-
Suspended	-	-

3.3 There are 9 Green indicators for commentary this quarter. Below are some examples of commentary for Green indicators:

3.3.1 Indicator 36: Number of active library users

Commentary: The service continues to grow the user base of libraries, and it is an achievement to break the 100,000 barrier, with notable success of over 1,400 new members joining specifically as part of the annual Summer Reading Challenge. Other notable successes have been Wisbech's continued outreach to schools, linking the Every Child a Member Scheme with the local Wisbech Reads initiative.

3.3.2 Indicator 137: Number of enrolments which support skills development to aid progression

Commentary: The service has delivered well and ended the academic year with 103% of the grant received from the Combined Authority, after the service was awarded 8.6% in year growth.

3.4 There is 1 Red indicator for commentary this quarter:

Indicator 220: Registrations - All deaths registered within 5 days

Commentary: The figures are until the end of August 2024, as the General Register Office has not, at the time of writing, formally produced figures for September 2024. However, following an enquiry with their Regional Compliance Manager, the Council has been advised performance for September was 81%. This figure will be incorporated into an updated Q2 figure for the next performance report. From April this year, the service has registered 150 more deaths than registered by the same period last year.

The Medical Examiners Scheme was introduced on 9 September 2024, which has amended the national KPI. Before that date, it was a requirement to register deaths within 5 days of the date of death but the new requirement is to register 5 days from the date upon which the necessary paperwork has been supplied to the Registration Service by the Medical Examiner.

Path to Green: Continue to deliver good appointment availability, maintain sufficient staffing

capacity, and add resilience for developing competencies across teams.

- 3.5 There are 10 indicators which are identified as contextual. Not all indicators have targets. This may be because targets for these KPIs are being developed or the indicator is being monitored for context. Detailed commentary and summary of each indicator can be found in Appendix 1.

## 4. Refreshed Performance Management Framework

- 4.1 A refreshed Performance Management Framework was approved by the Strategy, Resources and Performance Committee on 31 October 2024. The refreshed framework looks to build a clear performance process that links individual services' performance all the way through to strategic decision-making, supporting the Council to embed performance at the heart of everything it does.
- 4.2 Creating a clearly defined hierarchy for performance allows the right stakeholders to see the right information at the right time. This will be achieved through having a clear golden thread for performance, as well as consistency across the organisation in how performance is approached.
- 4.3 Having a consistent approach across the organisation not only provides structure to how the Council manages performance as an organisation, but also provides transparency in how it works, and the results achieved across all services and directorates. Directorate scorecards will allow for officers in each directorate to view KPIs across all of their services in one place, allowing performance to be scrutinised, as well as linking performance across a whole directorate more effectively.
- 4.4 Through the directorate scorecards, directorates' Strategic Key Performance Indicators (SKPIs) will feed up to create an organisation-wide balanced scorecard. SKPIs link directly to the Council's corporate ambitions set out within the Strategic Framework. They help Members and the Corporate Leadership Team to understand performance across the entire council. SKPIs aim to tell the story of the Council, as well as giving a clear position on performance against the Council's strategic ambitions.
- 4.5 In the context of this committee, there will be a refinement of indicators that will be presented compared to previous iterations of the Corporate Performance Report. However, the focus on SKPIs alongside reviewing papers on risk, finance and change together will result in an increase in scrutiny and understanding of overall performance. Furthermore, quarterly performance scorecards can be supplemented with reporting on specific areas of interest as and when required to support the committee.
- 4.6 The initial indicators which will be presented to the Communities, Social Mobility and Inclusion Committee would include the following:
- Number of active library users
  - Number of visits made to library sites reported quarterly
  - Percentage of learners who have achieved their qualification
  - Percentage of learners that have been retained
  - Total number of Youth and Community organisations supported with initial seed

funding

- The percentage of clients engaging with Independent Domestic Violence Advocacy (IDVA) Service
- Total number of people supported through the Safe Accommodation Strategy
- Registrations - All births registered within 42 days of birth
- Registrations - All deaths registered within 5 days
- Total number of inquests over 12 months old

4.7 These indicators have been selected to enable the committee to have the best overview of performance in line with the Council's strategic ambitions. These indicators will, where possible, be benchmarked against national and regional performance and set appropriate targets to allow fair scrutiny.

## 5. Conclusion and recommendations

5.1 Paragraph 3.1 shows the breakdown of RAG status for this committee's indicator set. Of the indicators updated this quarter, 11 indicators saw an improvement in performance from the quarter 1 paper.

- 5 indicators have remained **Green** but have seen an improvement in performance from quarter 1.
  - Indicator 36: Number of active library users
  - Indicator 37: Number of visits made to library sites reported quarterly
  - Indicator 136: Number of learners from across Cambridgeshire that have been enrolled onto a course
  - Indicator 137: Number of enrolments which support skills development to aid progression
  - Indicator 222: Percentage of businesses brought into compliance in all priority areas following inspection/intervention.
- 1 indicator has remained **Red**, but has seen an improvement in performance:
  - Indicator 220: Registrations - All deaths registered within 5 days
- 1 indicator has moved from **Red** to **Green**:
  - Indicator 219: Registrations - All births registered within 42 days of birth.
- 2 indicators have moved from **Amber** to **Green**:
  - Indicator 198: The percentage of clients engaging with Independent Domestic Violence Advocacy (IDVA) Service
  - Indicator 221: Number of hours of business advice provided to businesses under primary authority

5.2 1 indicator has seen a decline in performance, but the RAG status has remained **Green**:

- Indicator 138: Percentage of courses that have been achieved

## 6. Significant Implications

6.1 This report monitors quarterly performance. There are no significant implications within this report.

## 7. Source Documents

7.1 None



Produced on: 25 November 2024



# Performance Report

## Quarter 2

### 2024/25 financial year

Communities, Social Mobility and Inclusion Committee

Governance & Performance  
Cambridgeshire County Council  
[governanceandperformance@cambridgeshire.gov.uk](mailto:governanceandperformance@cambridgeshire.gov.uk)

## Key



Data Item	Explanation
<b>Target / Pro Rata Target</b>	The target that has been set for the indicator, relevant for the reporting period
<b>Current Month / Current Period</b>	The latest performance figure relevant to the reporting period
<b>Previous Month / previous period</b>	The previously reported performance figure
<b>Direction for Improvement</b>	Indicates whether 'good' performance is a higher or a lower figure
<b>Change in Performance</b>	Indicates whether performance is 'improving' or 'declining' by comparing the latest performance figure with that of the previous reporting period
<b>Statistical Neighbours Mean</b>	Provided as a point of comparison, based on the most recently available data from identified statistical neighbours.
<b>England Mean</b>	Provided as a point of comparison, based on the most recent nationally available data
<b>RAG Rating</b>	<ul style="list-style-type: none"> <li>• <b>Red</b> – current performance is off target by more than 10%</li> <li>• <b>Amber</b> – current performance is off target by 10% or less</li> <li>• <b>Green</b> – current performance is on target by up to 5% over target</li> <li>• <b>Blue</b> – current performance exceeds target by more than 5%</li> <li>• <b>Baseline</b> – indicates performance is currently being tracked in order to inform the target setting process</li> <li>• <b>Contextual</b> – these measures track key activity being undertaken, to present a rounded view of information relevant to the service area, without a performance target.</li> <li>• <b>In Development</b> - measure has been agreed, but data collection and target setting are in development</li> </ul>
<b>Indicator Description</b>	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
<b>Commentary</b>	Provides a narrative to explain the changes in performance within the reporting period
<b>Actions</b>	Actions undertaken to address under-performance. Populated for 'red' indicators only
<b>Useful Links</b>	Provides links to relevant documentation, such as nationally available data and definitions

Indicator 36: Number of active library users

[Return to Index](#)

November 2024

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
98,206	↑	100,142	96,280	Improving

RAG Rating

Green

**Indicator Description**

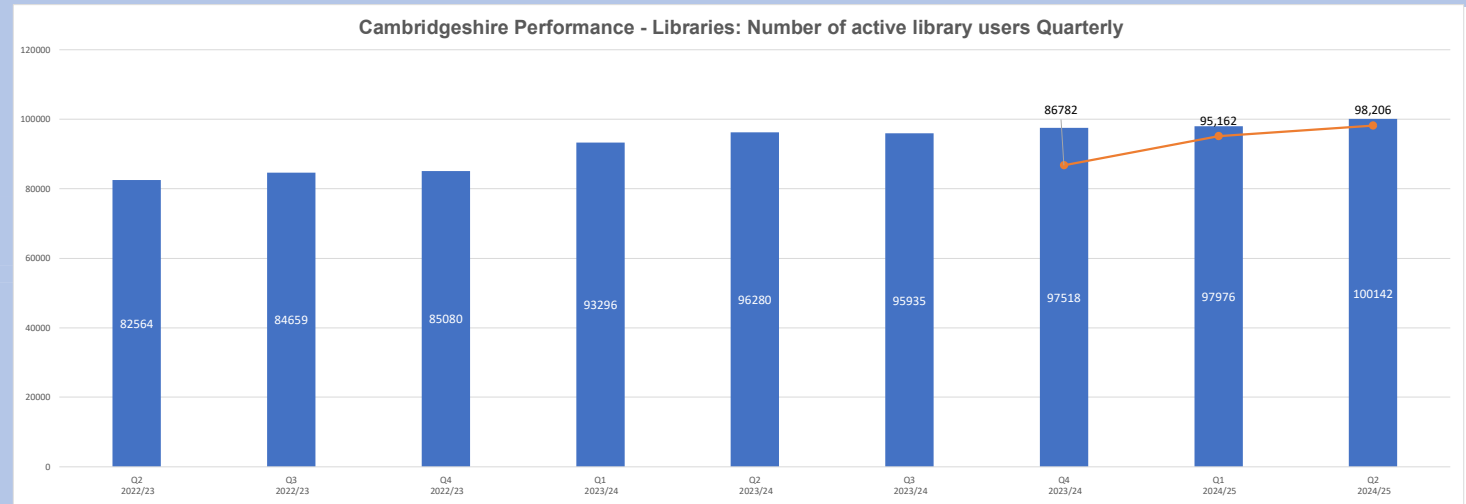
This indicator shows the total number of unique people who have used their library card to access services in the last 12 months.

This is measured by 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 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 our 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 our library offer.

**Useful Links**

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



**Commentary**

The service continues to grow the user base of libraries and it is good to break the 100,000 barrier with notable success of over 1,400 new members joining specifically as part of the annual Summer Reading Challenge. Other notable successes have been Wisbech's continued outreach to schools, linking the Every Child a Member Scheme with the local Wisbech Reads initiative.

**Path to Green**

To help maintain the current growth the service is opening of the New Cherry Hinton Library in Q3, while Q4 will see EverySpace extended to Cambridge Central and works completed to expand Cambourne library. Building works may have a temporary impact in Q3 with some libraries facing closure or limited opening. The service will also see work starting in earnest in Q4 to bring the Every Child a Member to the Huntingdon Library ready for school engagement in the run up to the Summer Reading Challenge 2025. Q4 will also see the commencement of Membership Drive targeted on people aged 60 plus linked to Care Together.

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
390,152	↑	411,189	382,502	Improving

RAG Rating

Green

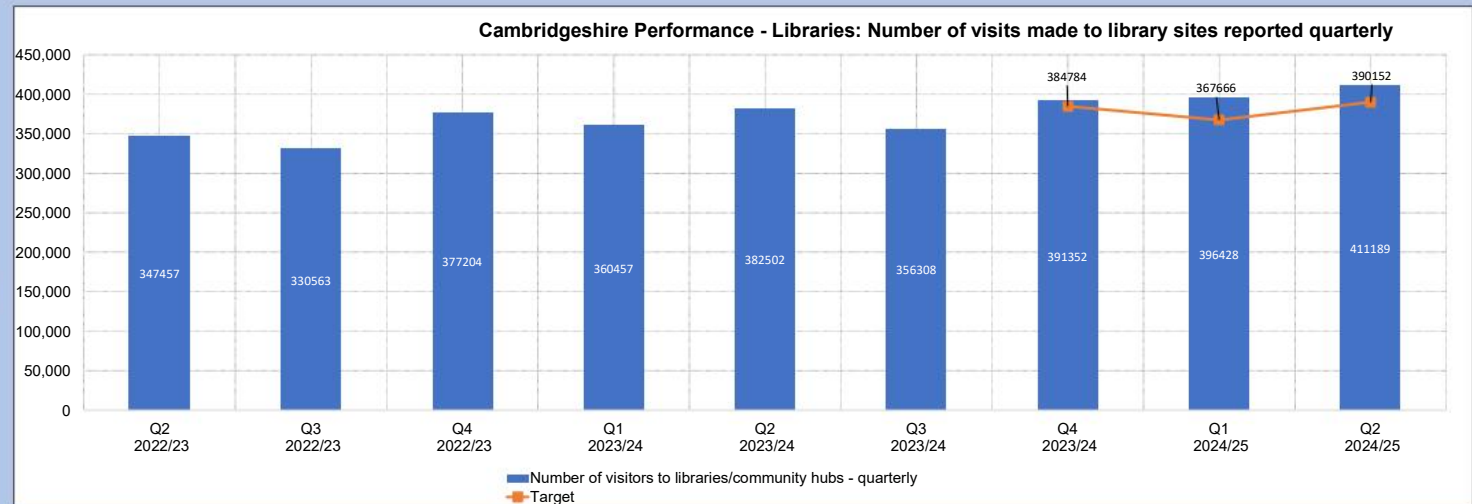
**Indicator Description**

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



**Commentary**

The service were pleased to see the quarter visits continue the upward trend (over 20k increase on last year) across the service. The summer period is often busy and saw particularly strong increases in visitors across South Cambridgeshire libraries, as well as sites like St Neots maintaining their strong performance from last year. The service continued to support summer events where possible with both the Mobile Libraries and the Book bike in attendance across the county. EverySpace has opened in March and will include core partners offering out of hours activity to increase use of the library space.

**Path to Green**

The service look to maintain and build on our current success with Q3 seeing:

The Warm Hub offer re-launching in November.

The Library Presents Autumn Events

The opening of Cherry Hinton Hub.

However the service expects building closures at Yaxley, Cambourne, and restricted access in Cambridge Central as building projects get underway which may hit performance in both Q3 and Q4. This will be mitigated in Cambourne by extending opening hours at nearby libraries (Papworth and Comberton). Q4 will also see the commencement of a Membership Drive as part of Care Together targeted at people aged 60 Plus.

**Useful Links**

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

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
N/A	↑	N/A	N/A	N/A

RAG Rating

Contextual

**Indicator Description**

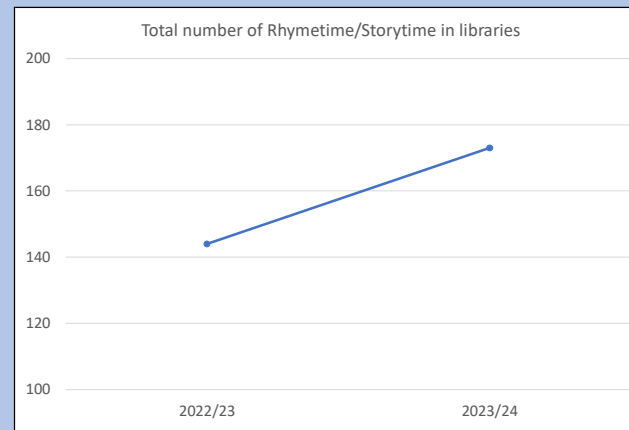
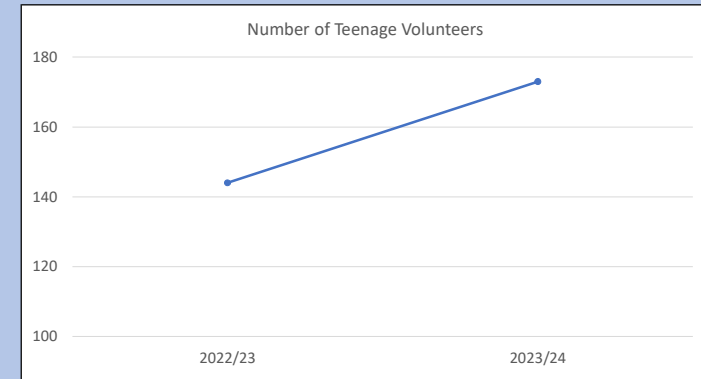
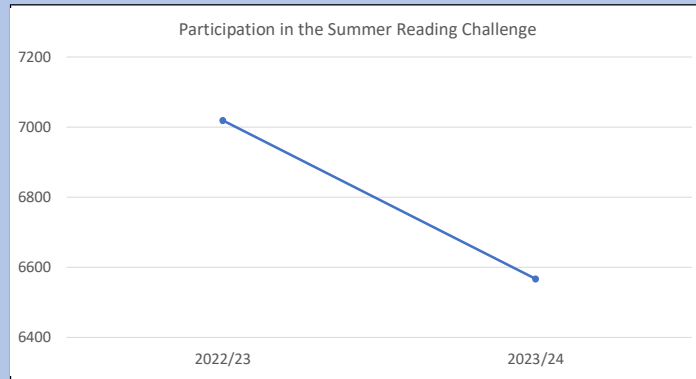
A series of annual indicators that represent library service delivery of measurable outcomes towards the Councils Ambitions.

January Committee - Ambition 7 - Children and Young People have the opportunity to thrive . . This represents key interactions with a highlight at different age groups. All data covers a 12 month period between September 2023-August 2024 and is compared to the proceeding data from September 2022-August 2023 for where possible for context.

**Summer Reading Challenge Participation** - This is a measure for the number of children taking part in the Summer Reading Challenge, a national libraries campaign from The Reading Agency that the library service participates in. It has been shown to help improve children's reading habits, reducing the decline in reading confidence that can be seen over the summer holidays.

**Teenage Volunteering in Summer Reading Challenge** - This is a measure of the number of teenage volunteers that help the library service deliver the summer reading challenge. Volunteers help provide additional time to talking to children about their reading, support events and maintenance of the children's library. It is a key opportunity for young people to experience volunteering and work environment as well as interact with parents and the young readers taking part in the Challenge.

**No of Rhymetime/Storytime events in libraries** - This is a measure of the number of Rhymetime and Storytimes run in libraries. These events provide a key introduction to under 5s to early language skills, create a meeting point for young parents and a great first step into library usage.



**Commentary**

**Summer Reading Challenge Participation** -The service saw a slight fall in participation in Cambridge City (most notably where Cherry Hinton remained closed), but some strong participation in South Cambridgeshire, St Neots and in particular Wisbech (which has benefited from Every Child a Member Scheme and closer working with schools as a result). Overall, it was felt that there were more families away on holiday this year which did hit some sites participation. However, outreach proved a big success with 1,442 young people joining the library for the first time to take part in the challenge (compared to 517 in 2023).

**Teenage Volunteering in Summer Reading Challenge** - The service have built up a successful implementation of Summer Reading volunteers, many of whom will also engage with the Challenge throughout the year under the Duke of Edinburgh scheme. Not only did number of volunteers rise, but the overall time given by volunteers increased substantially (9% increase in volunteers and 21% increase in hours volunteered).

**Number of Rhymetime/Storytime events in libraries** - The service has seen a growth in the number of events hosted in the year as the service looks to make this activity a universal offer in all of libraries. There has noticeably been a larger increase in activity in South Cams and it is expected to see a slight increase next year as these become more established. In addition to the number of events these have attracted an audience of just under 50,000 children and their carers.

**Useful Links**

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

**Actions**

**Summer Reading Challenge Participation** - The service completed a questionnaire evaluation of summer read participants at many sites, which showcased the power of engagement with schools as a key method that many found out about the scheme. The service will build on the success had and look to embed good practice which sees popular assemblies followed up with information delivered to parents in the school newsletter.

**Teenage Volunteering in Summer Reading Challenge** - The service are looking to target libraries that struggled to recruit Summer Reading volunteers by including some focused work at local secondary schools to make sure the opportunity is well known and ensure a more consistent coverage across the service.

**Number of Rhymetime/Storytime events in libraries** - The next year will be hit by some site closures as we develop Cambourne library and carry out other development work. However, this will be mitigated by the opening of Cherry Hinton library and the allocation of Cambourne staff to nearby libraries to increase their opening hours and delivery of events.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
2409	↑	2969	2547	Improving

**RAG Rating**

Green

**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.

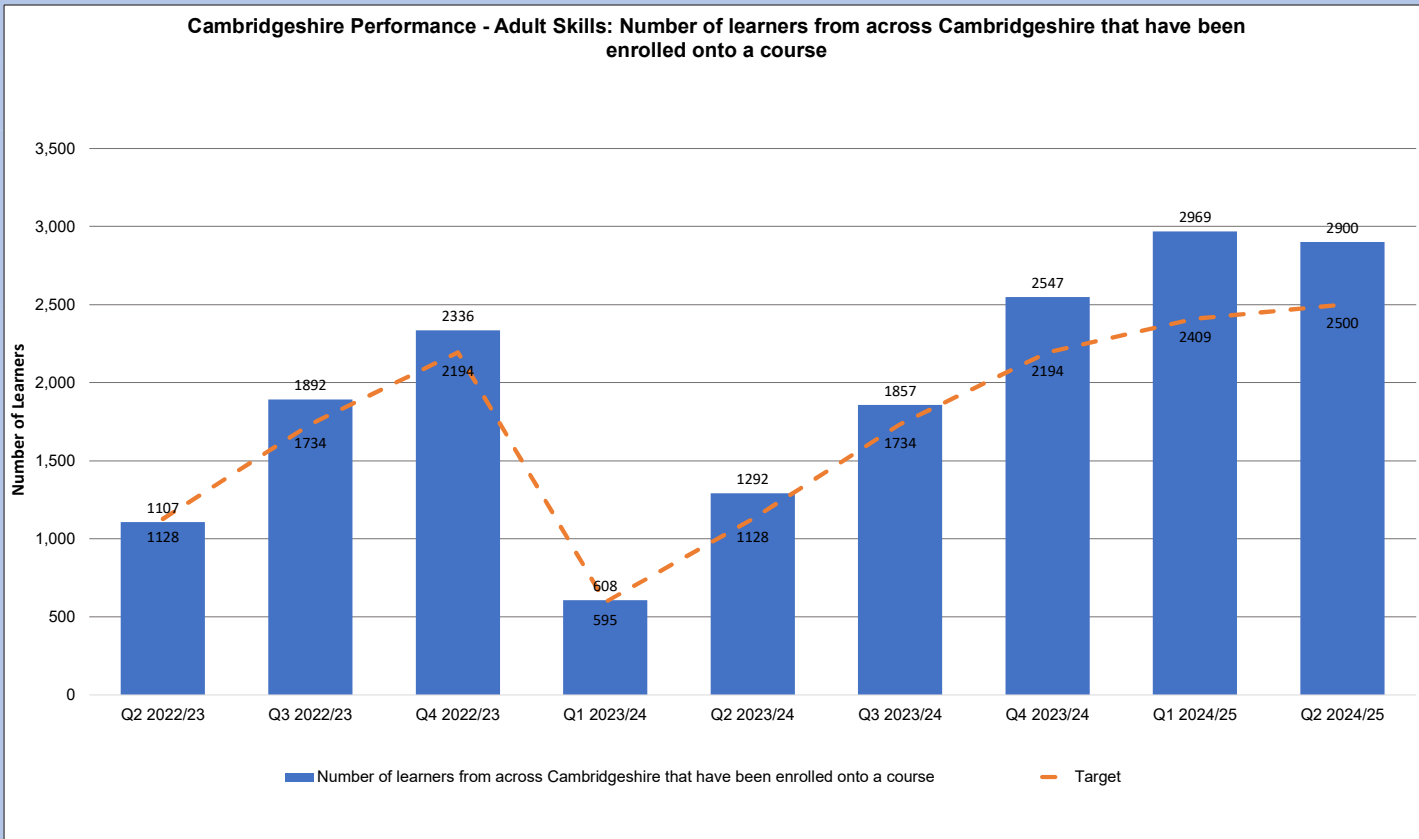
This indicator refers to the total number of learners engaged and recruited onto courses. This is because a single learner can have multiple enrolments for each financial year.

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 devolved Adult Skills budget.

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



**Commentary**

The service has delivered well and ended the academic year with 103% of the grant we received from the CPCA and this is after the service was awarded 8.6% in year growth, that is why we are significantly ahead of profile on this KPI.

**Useful Links**

**Path to Green**

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

Indicator 137: Number of enrolments which support skills development to aid progression

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November 2024

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
4500	↑	5070	1659	Improving

RAG Rating

Green

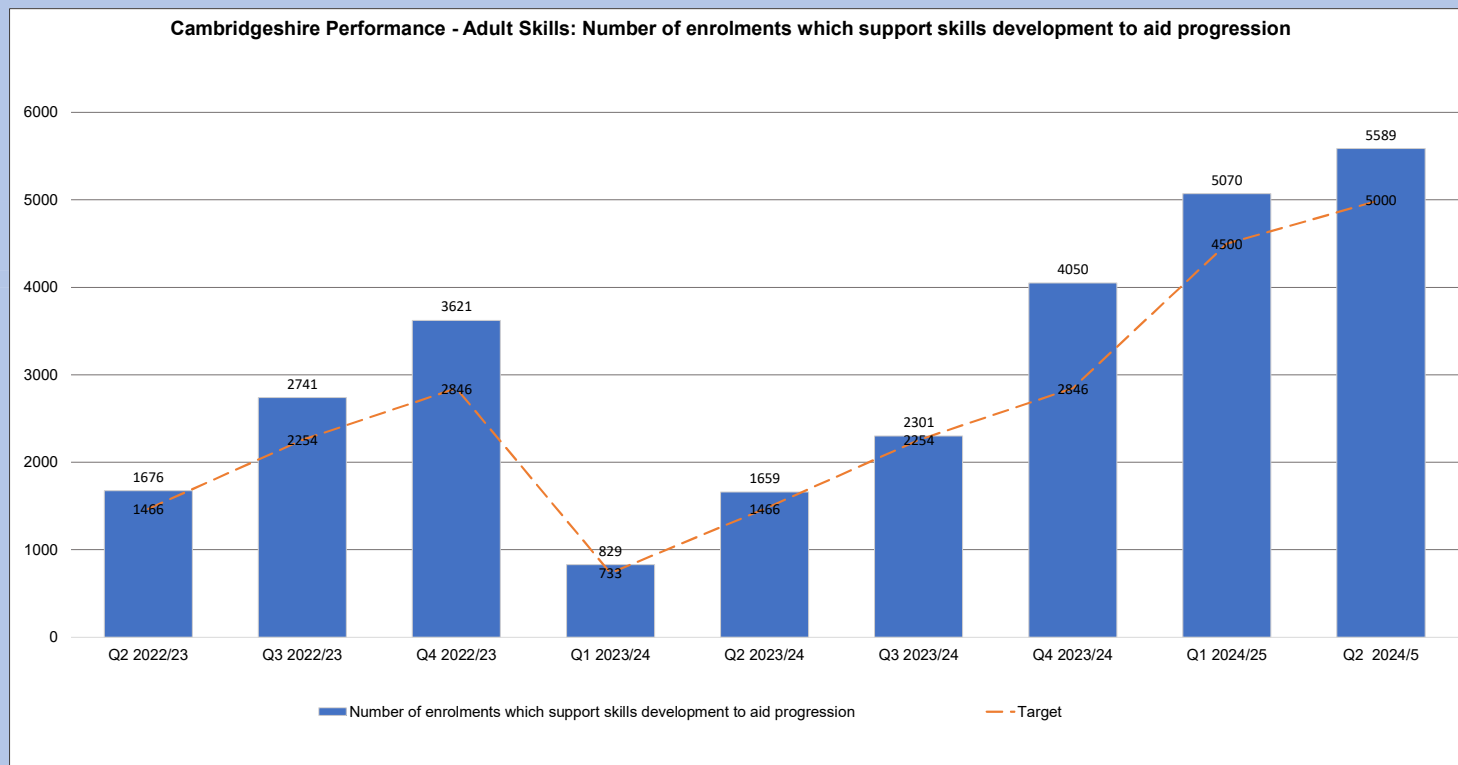
**Indicator Description**

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 has delivered well and ended the academic year with 103% of the grant we received from the CPCA and this is after the service was awarded 8.6% in year growth, that is why we are significantly ahead of profile on this KPI.

**Useful Links**

**Path to Green**

Continue to develop the curriculum offer so it is targeted at those in the greatest need .

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

RAG Rating

Green

**Indicator Description**

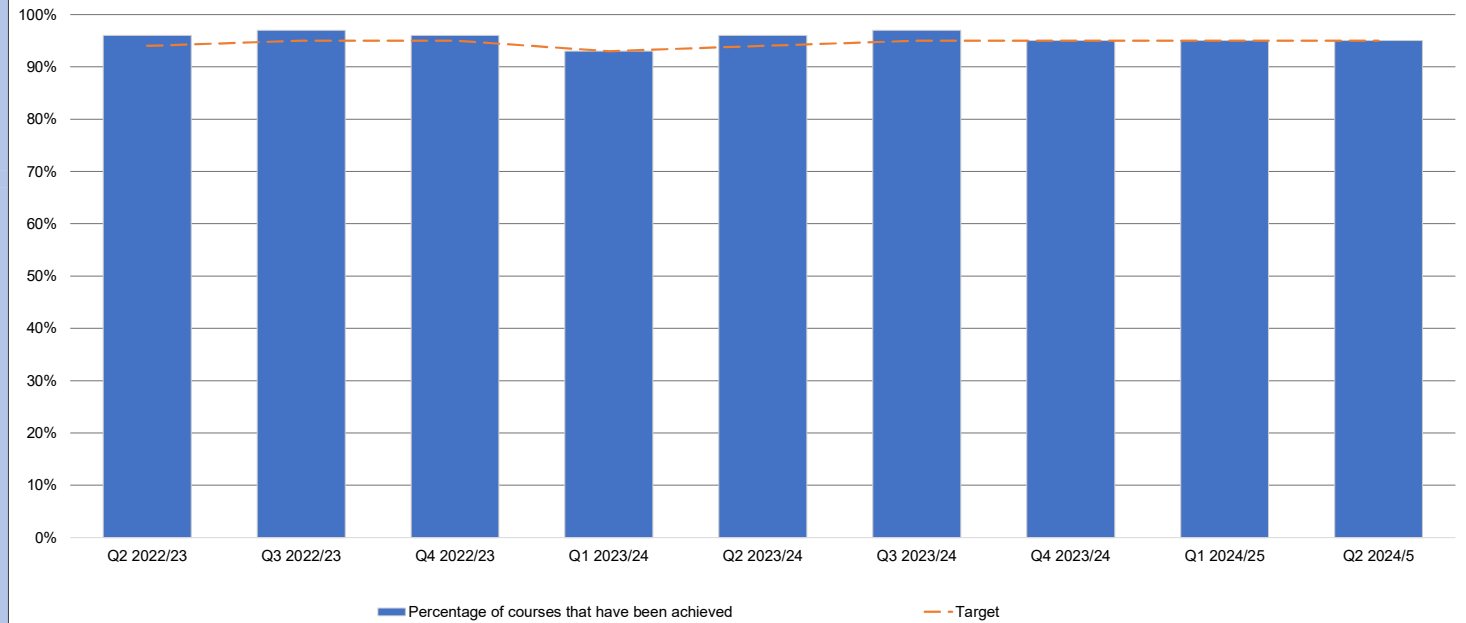
The figure provided is the percentage of learners who completed the full length of the course (retained) and also achieved the required course outcome (set course aims/qualification).

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.

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



**Commentary**

Performance remains strong, with results still to come in, final data published by the DfE in December.

**Useful Links**

**Path to Green**

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



Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
N/A	N/A	N/A	N/A	N/A

RAG Rating

Contextual

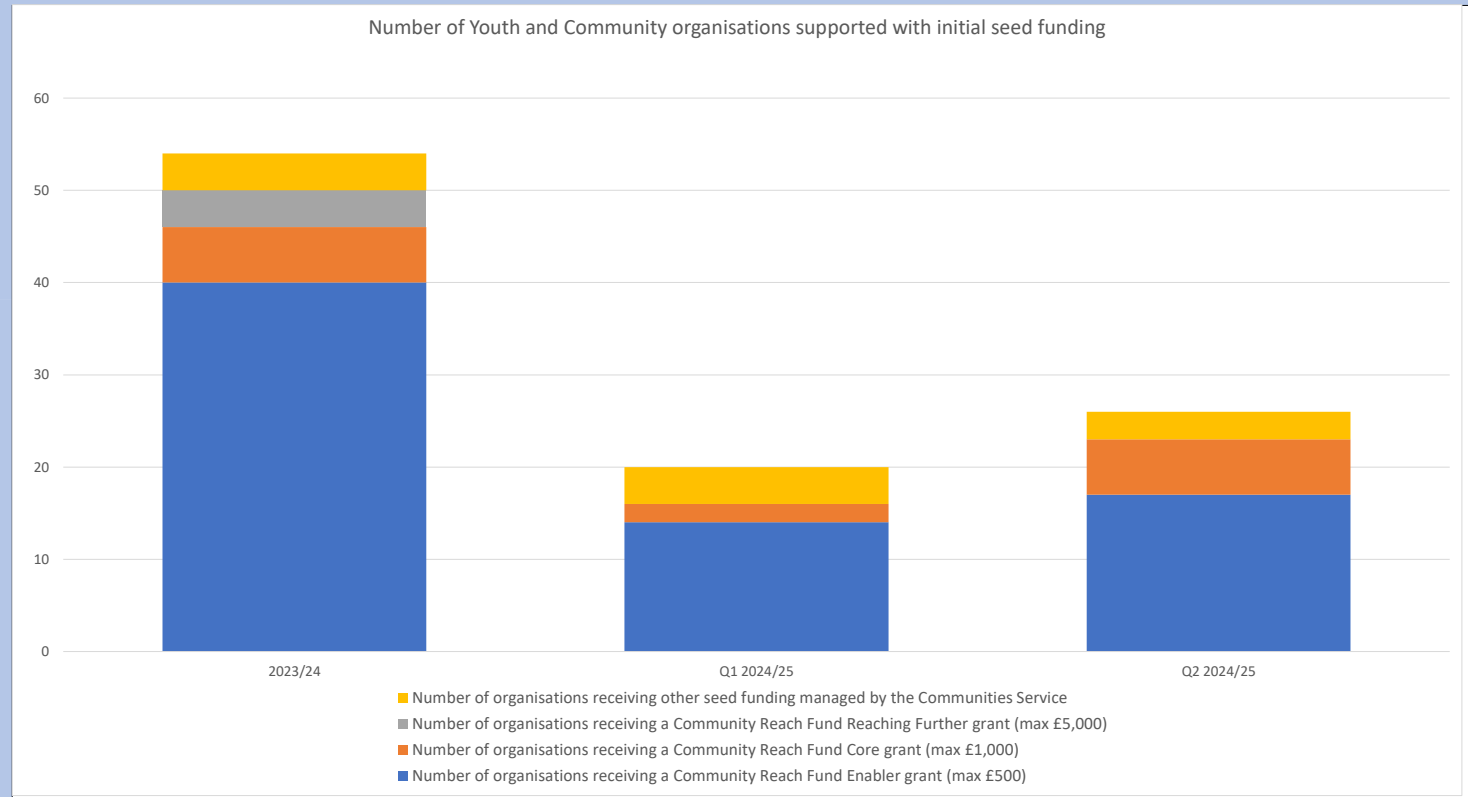
**Indicator Description**

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 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. Indicator 255 tracks the impact and benefits of this funding 12 months on.

This data is collected by the Communities Service.



**Commentary**

During the period April - September 2024 the Communities Service has awarded seed funding to 46 groups and organisations across Cambridgeshire. The majority of the grants made were for £500 or less, and form part of the support package offered to grassroots organisations by the Communities Service. The type of projects and organisations being supported in this way include: A parent peer support group in Fenland, a Gardening Project in Cambridge City, A Community Food Fair in East Cambs, Menopause Support groups in South Cambs and a Men's mental health project in Hunts. The impact of the support and the seed funding will be captured in Indicator 255 in 12 months' time.

**Useful Links**

**Path to Green**

Indicator 255: Impact of seed funding on youth and community organisations after 12 months

Target	Direction for Improvement	No. of Grants Current Year	No. of Grants Previous Year	Change in Performance
N/A	↑	16	8	N/A

RAG Rating

Contextual

**Indicator Description**

This indicator captures the impact that the Communities Service and the associated seed funding has had on youth and community organisations 12+ months after the initial grant was awarded. It is updated quarterly.

This is split into three indicators which highlight the impact the initial funding has had in enabling community and youth organisations to prosper and develop their support packages. Please note that these three measures are not mutually exclusive, for example, one organisation could be represented in all three measures. The support provided by the Communities Service to new and emerging organisations can be provided over an extended period and the pace of development will vary from organisation to organisation.

Percentage of grant recipient organisations that have met or exceeded intended outcomes: This measure considers any grant given by the Communities Service. The application process requires all organisations to outline what they hope the funding will help them to achieve. The subsequent evaluation process asks if the funding helped them to achieve these goals. For many new and emerging organisations this will be the first time they have applied for funding, and one of the aims of the seed funding process is to help prepare them to make future funding applications which will require outcomes and evaluation processes.

Percentage of grant recipient organisations have secured from other sources of funding with direct support from the Communities service. This measures the direct impact the our team has on supporting grant recipients to grow their organisations. Very often the next step will be an application to the Lottery "Awards for All" programme, but very often new organisations take some time, if ever, to reach the point in their development, choosing instead to stay small and generate small amounts of funds through small events and subscriptions.

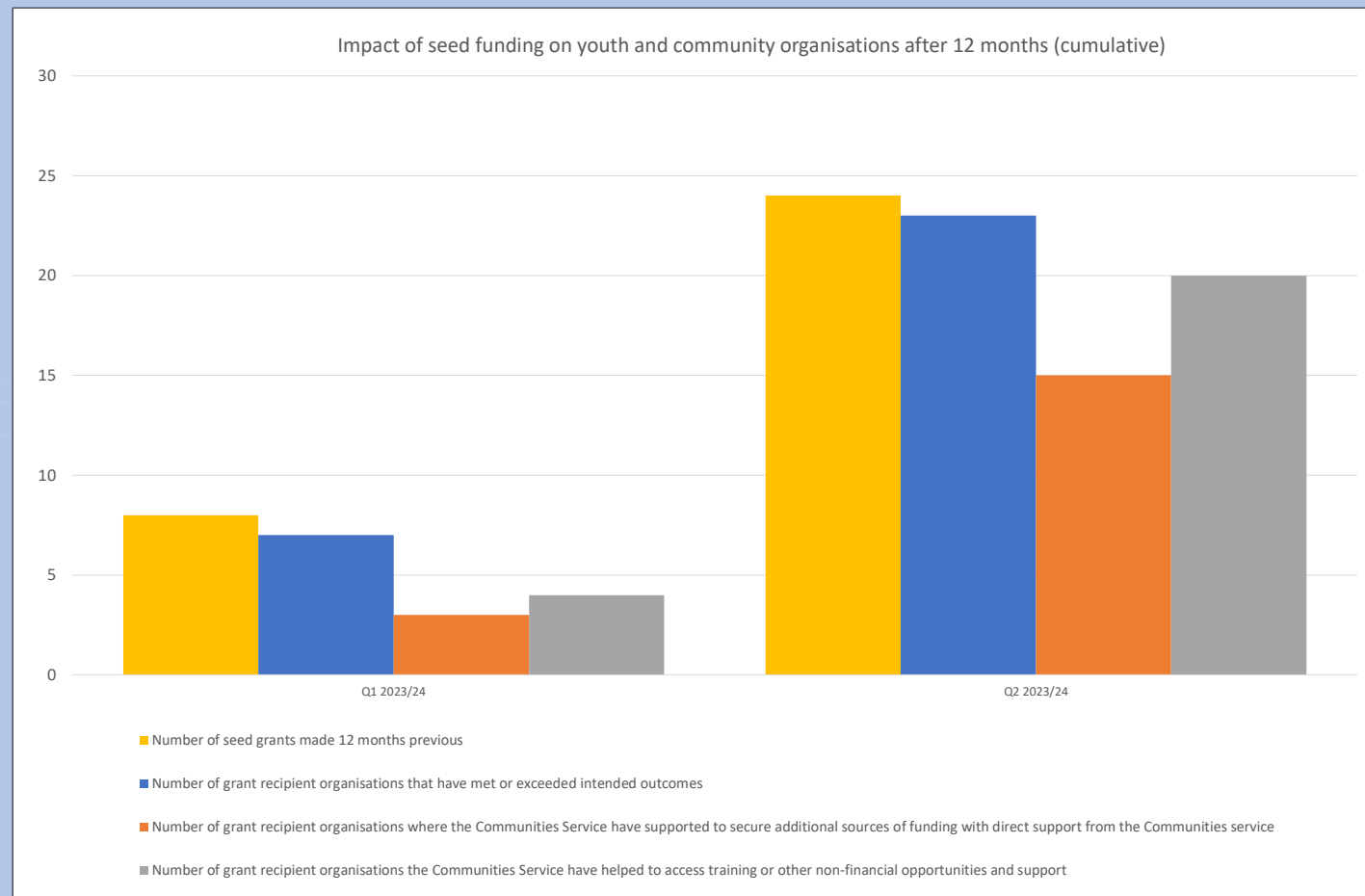
Percentage of grant recipient organisations the Communities Service have helped to access training or other non-financial opportunities and support: This measures the direct impact the our team has on supporting grant recipients to grow their organisations, to develop appropriate governance, networks and confidence. This may mean connecting with similar organisations, attending a training event, and/or linking in with the appropriate VCS infrastructure organisation for on-going support.

**Useful Links**

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

[Safe Soulmates](#)

[CCC Grants Awarded in 2023/24 - Cambridgeshire Insight](#)



**Commentary**

The Communities Service was established in May 2023 following a period of consultation and a restructure which included the merger of the previous Think Communities and Youth in Communities teams. The seed funding had previously been a tool available to the Youth in Communities team to support grassroots community youth work. The fund was opened up to be used by the full team in August 2023. Therefore the grants made in Qs 1 & 2 2023 and reported here are predominantly youth related.

**Case study**

In May 2022, Over Skatepark Association (OSKA) received a £350 Enabler grant from the Communities Service as part of the support being offered by the service to support a village consultation and community activity day to raise the profile of the Skate Park and gather young people's views. Support continued into 2024 when the service supported the group to identify and apply for significant funding to make the OSKA vision a reality. OSKA have now secured £100,000 from the Rural England Prosperity Fund, and a further £100,000 from the FCC Communities Foundation (Landfill Communities Fund). The new skate park is due to be installed in January 2025. OSKA's success is credited to the consultation process and the subsequent community buy in and commitment to the project alongside the successful grant applications. Members of the community group felt that they had learnt so much from the process and wanted the opportunity to share their experiences with other Cambs Communities to increase opportunities for young people in their local recreational environments and so continued their work with the team to enable themselves as peer educators and support. In November 2024 OSKA will co-deliver a countywide event with the Communities service, delivering a workshop that brings together planners, funders, skate park and BMX pump track specialists to support and enable other communities to explore the potential to engage with young people and build facilities that meet local need.

Indicator 175: Total number of cases opened

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November 2024

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
805	NA	795	838	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.

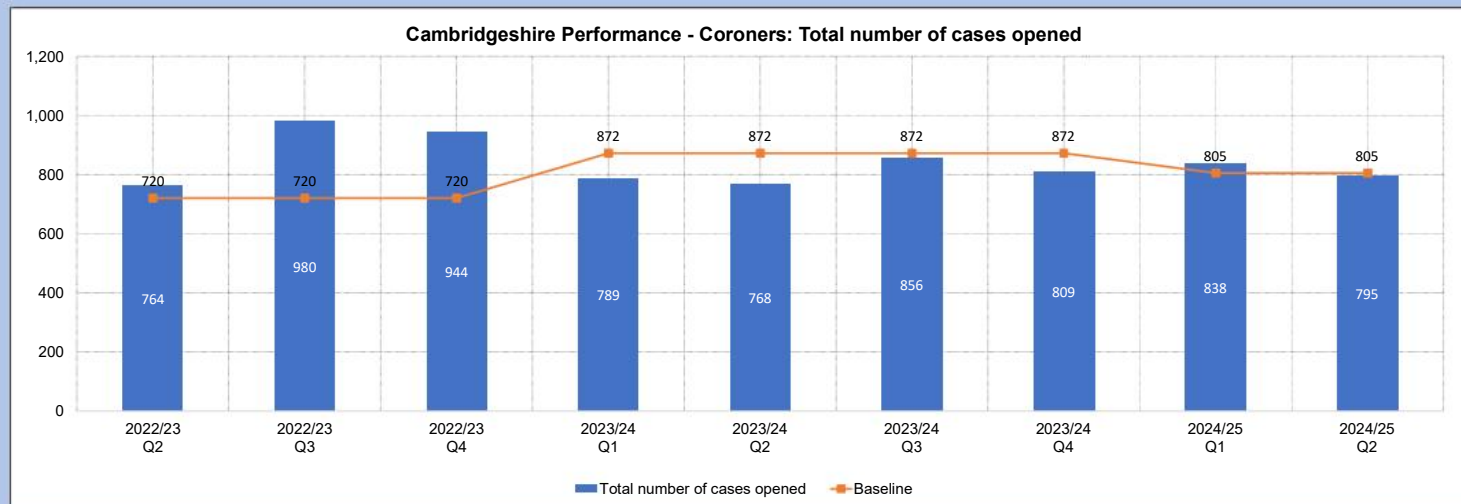
The KPI demonstrates the volume of cases opened, as well as providing data on trends when compared to previous Quarters / Years. The figure is all new cases opened within the quarter, not the number of active live cases, this figure can be found in the commentary.

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

The baseline is derived from 2023/24 annual figure and divided by 4 to give a quarterly baseline.

**Useful Links**

There is no public facing data available for this KPI



**Commentary**

There has been a slight increase in the number of cases opened in Q2 compared to the average for 2023/24 - this is a reflection of a 3.5% increase in referrals.

**Actions**

There is nothing within the services control to influence the number of referrals and cases opened, therefore no actions other than to monitor levels. At present, this increase can be managed within service delivery.

Indicator 176: Total number of cases closed

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November 2024

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
820	N/A	799	734	N/A

RAG Rating

Contextual

**Indicator Description**

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

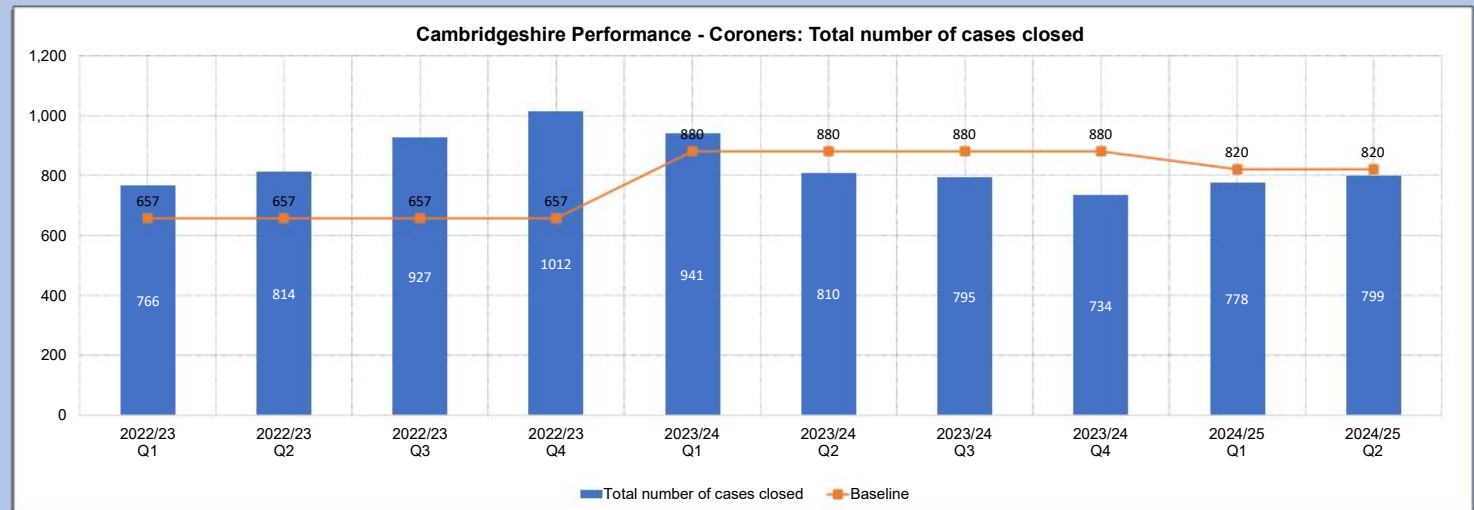
The figure shows the number of cases closed within the quarter and not the number of active live cases, which can be seen in the commentary.

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

The baseline is derived from 2023/24 annual figure and divided by 4 to give a quarterly baseline.

**Useful Links**

There is no public facing data for this KPI



**Commentary**

The Service are within 0.5% of closing the same amount of cases in Q2 compared to the same period in 2023/24. This demonstrates that the service is maintaining pace, especially when compared to the increase of cases opened.

At the close of Q2 there were 938 active open cases. This is an increase compared to the same period last year. This increase reflects the number of cases which have outstanding queries, which means it is still to be determined whether the Coroner has a duty to hold an Inquest. This is due to an increase in concerns by family members, as well as reliance on evidence such as expert reports or post mortem reports, which are outside the control of the service.

**Actions**

There are no actions other than to monitor the impact on service delivery and continue close working with stakeholders to improve timeliness in responding to queries.

Indicator 177: Total number of Inquests opened

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
130	NA	118	127	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.

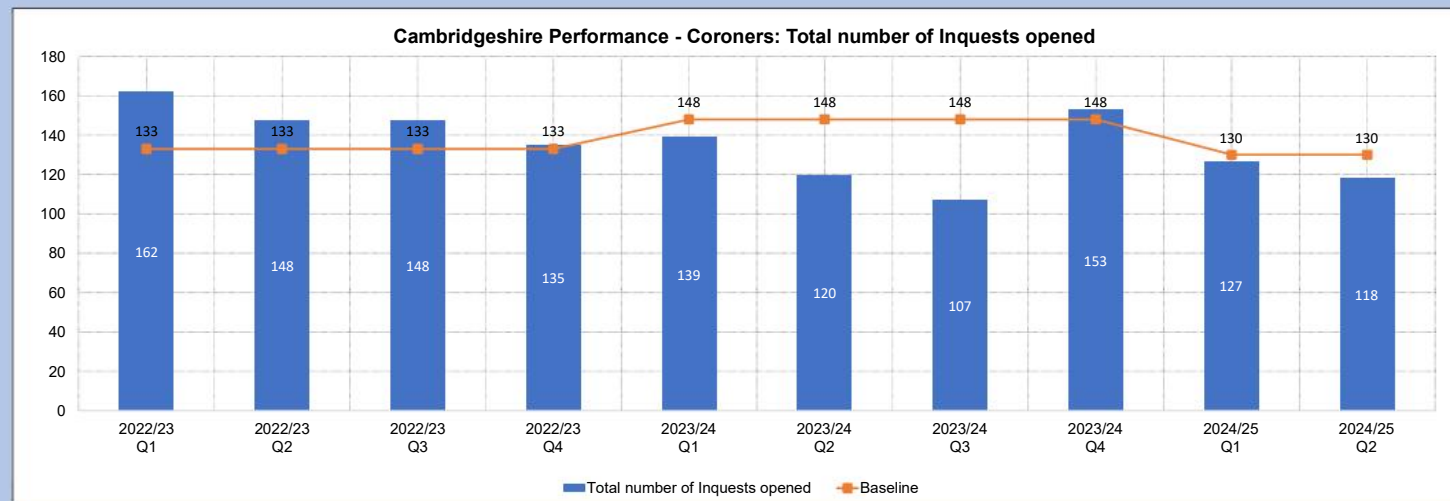
The KPI demonstrates the volume of Inquests opened, as well as providing data on trends when compared to previous Quarters / Years. The figure is all new Inquests opened within the quarter and not the number of active live Inquests, which can be seen in the commentary.

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

Baseline is derived from 2023/24 annual figure and divided by 4 to give a quarterly baseline

**Useful Links**

There is no public facing data for this KPI



**Commentary**

The decrease in the number of Inquests opened is a result of outstanding queries which mean the service are unable to determine whether the Coroner's duty to hold an Inquest has been triggered. This is due to an increase in concerns by family members, as well as reliance on evidence such as expert reports or post mortems, which are outside the control of the service.

**Actions**

Continue to engage with stakeholders to ensure timely responses to enquiries to ensure cases can be determined as requiring an Inquest or not.

Indicator 178: Total number of Inquests closed

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
144	NA	105	162	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.

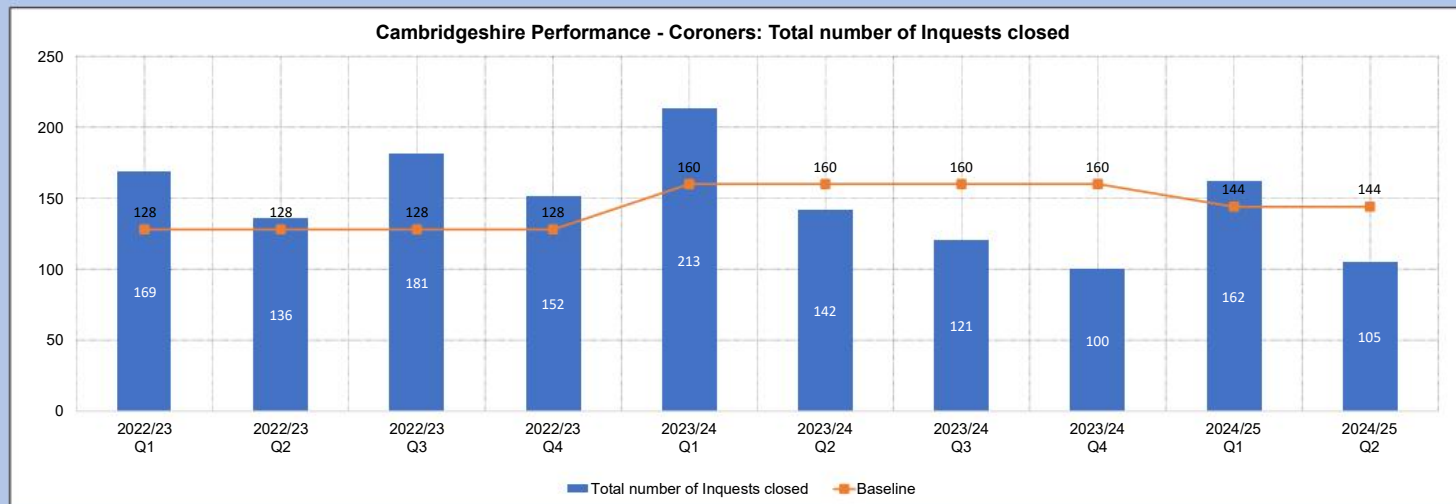
The KPI demonstrates the ability of the service to manage the current demand, as well as providing data on trends when compared to previous Quarters / Years. The figure is all Inquests closed within the quarter, not the number of active live Inquests, this can be seen in the commentary.

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

The baseline is derived from 2023/24 annual figure and divided by 4 to give a quarterly baseline

**Useful Links**

There is no public facing data for this KPI



**Commentary**

The decrease seen in Q2 reflects staff leave and fewer sitting days for Coroners during the summer period. Furthermore, a 3 week Inquest and further 1 week Inquest took place during the period, meaning a court room was dedicated to these cases. Court capacity did therefore compound the usual expected summer lull.

There were 536 active open Inquests at the close of Q2. This increase reflects the reduced court room and staff capacity.

**Actions**

Discussions are ongoing with property colleagues to determine whether alternative accommodation, better suited to the service, can be sought within the council's current property portfolio, creating greater court room capacity.

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

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November 2024

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
64	NA	40	49	NA

RAG Rating

Contextual

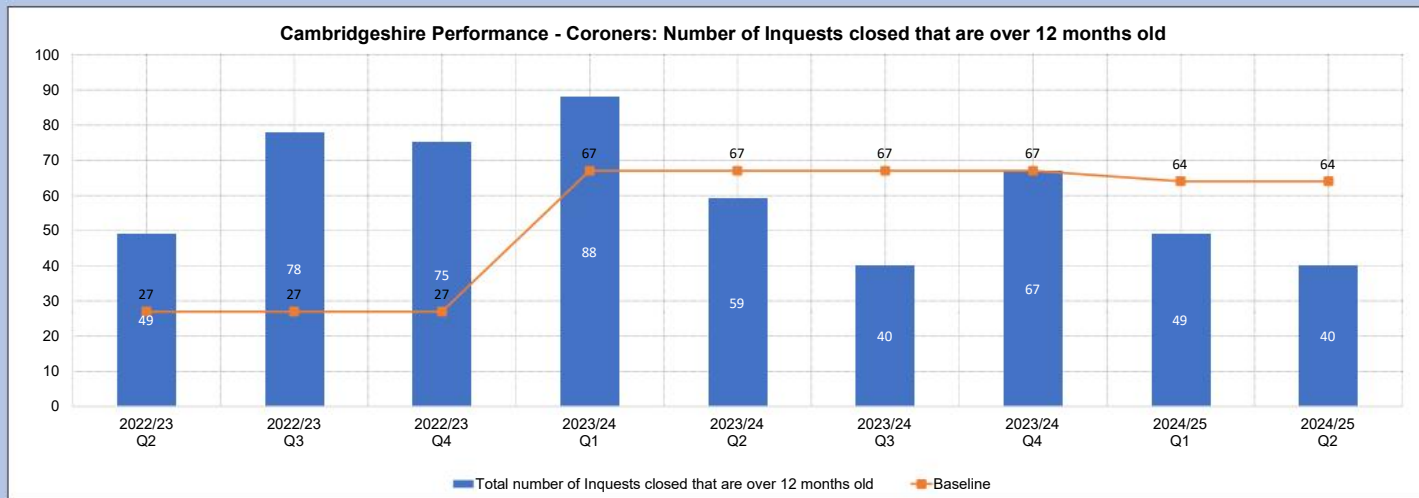
**Indicator Description**

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 2023/24 annual figure and divided by 4 to give a quarterly baseline.



**Commentary**

The decrease of cases over 12 months old closed in Q2 reflects that more cases are closed less than 12 months old, as opposed to older cases. This is partly due to the decreased court room and staff capacity during this period.

At the close of Q2 there were 272 cases over 12 months old. This is higher than Q1, but lower than the final figure reported to the Chief Coroner for 2023. This demonstrates the service are maintaining momentum but still have inroads to make. Now that complex lengthy Inquests taking place over the summer are concluded there will be more capacity to progress other Inquests.

**Actions**

Coroner Service Management to review cases over 12 months and consider actions that would help progress these.

**Useful Links**

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

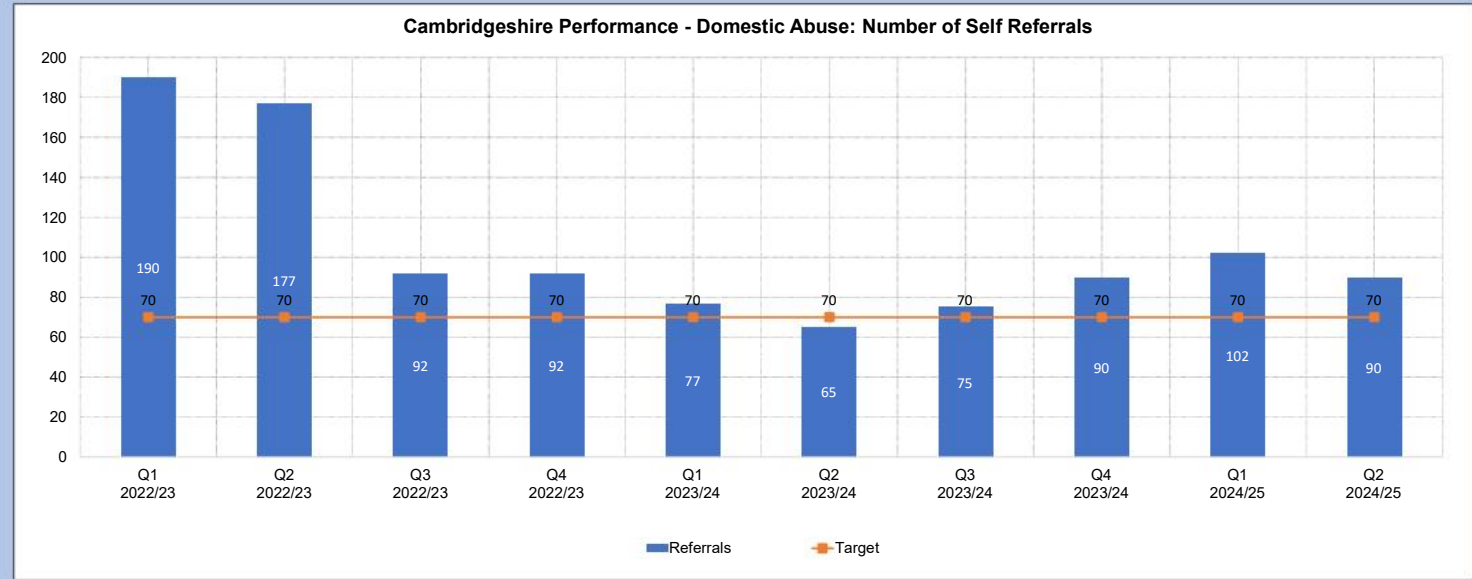
Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
70	↑	90	102	Declining

Contextual

**Indicator Description**

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

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



**Commentary**

The Domestic Abuse Support Service (DASS) outreach service continues to raise its profile across Cambridgeshire and see steady numbers of self-referrals. The service are now two years into their contract and are fully staffed, after previous staffing issues. The figure above is for Cambridgeshire and Peterborough combined.

**Actions**

**Useful Links**



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

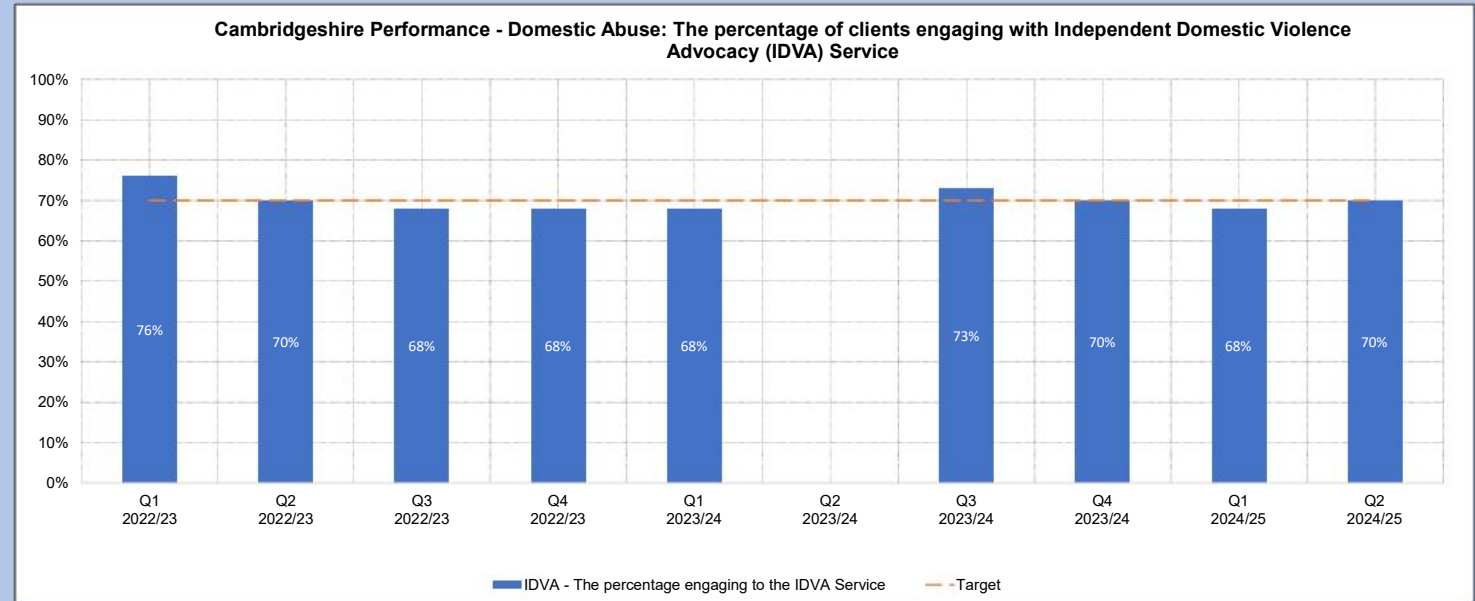
RAG Rating

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.

**Useful Links**



**Commentary**

Although engagement rates have increased slightly from the previous quarter, they have been impacted by significant delays in medium risk referrals reaching the service from the police.

**Path to Green**

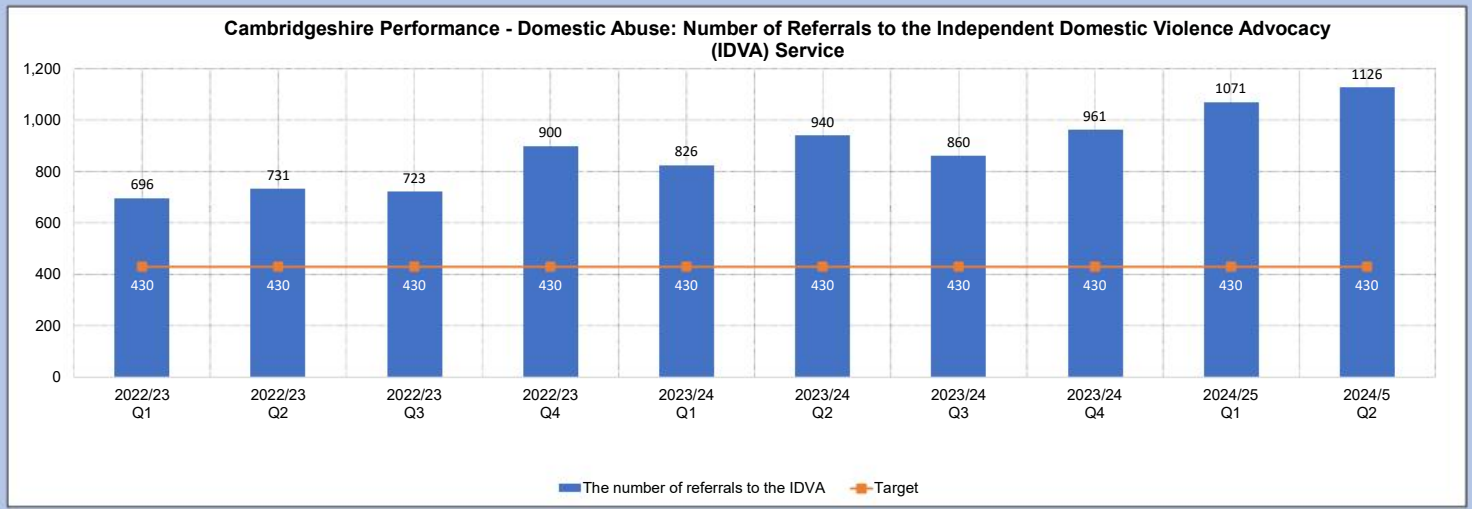
Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
430	↑	1126	1071	Improving

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.



**Commentary**

The IDVA Service continue to see an increasing number of referrals to the service. Quarter two is the highest quarterly figure on record, predominately driven by an increase in medium risks referrals from the police, as they clear a backlog of several weeks.

**Actions**

**Useful Links**

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
74%	↑	81%	66%	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.

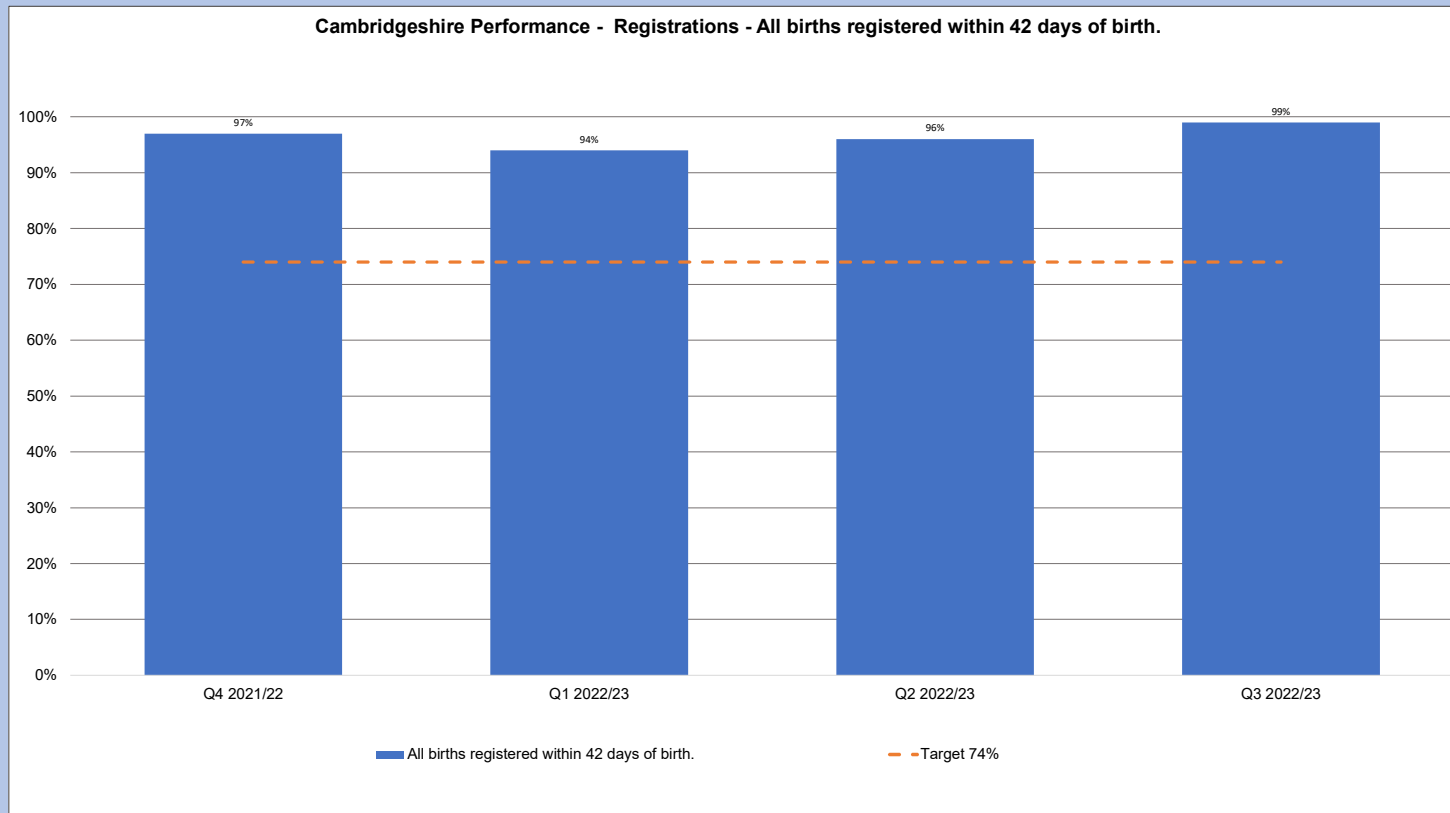
Legislation states that births must be registered within 42-days.

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**

Please note, these figures are until the end of August 2024 as The General Register Office has not, at the time of writing, collated figures for September 2024. Year to date, the service have registered 100 more births than the same period last year. Performance improvement has resulted from an increase in staffing capacity.

**Useful Links**

**Path to Green**

Often the reason that births are not registered within 42 calendar days are for reasons outside the control of the service, however, the service will continue to offer good appointment availability in order to meet demand.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
60%	↑	37%	31%	Improving

RAG Rating

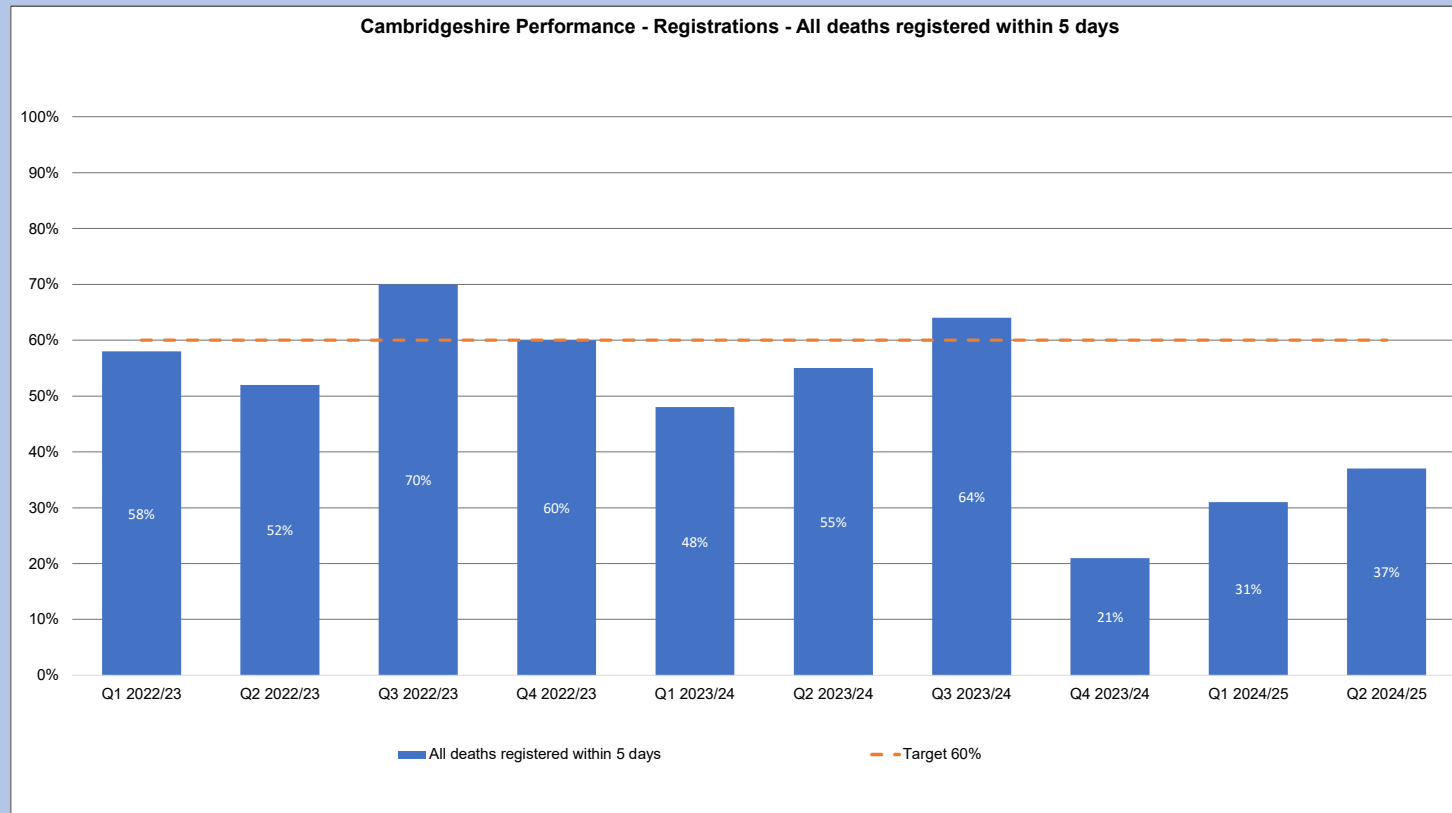
**Red**

**Indicator Description**

This indicator shows the number of deaths registered with the Registration Service within 5 days of the death as a percentage. There is a requirement subject to a limited number of exemptions such as deaths being investigated by the coroner, that the person registering the death does so within 5 days.

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**

Please note that the figures are until the end of August 2024 as the General Register Office have not, at the time of writing, formally produced figures for September 2024, though following an enquiry with their Regional Compliance Manager, the council has been advised performance for September was 81%. This figure will be incorporated into an updated Q2 figure for the next performance report. From April this year, the service has registered 150 more deaths than registered by the same period last year.

The Medical Examiners Scheme was introduced on 9 September 2024 which has amended the national KPI. Before that date, it was a requirement to register deaths within 5 days of the date of death but the new requirement is to register 5 days from the date upon which the necessary paperwork has been supplied to the Registration Service by the Medical Examiner.

**Useful Links**

**Path to Green**

Continue to deliver good appointment availability, maintain sufficient staffing capacity, and add resilience for developing competencies across teams.

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
309	↑	362	342	Improving

RAG Rating

Green

**Indicator Description**

Primary Authority is a national scheme overseen by the Office for Product Safety and Standards (OPSS) 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.

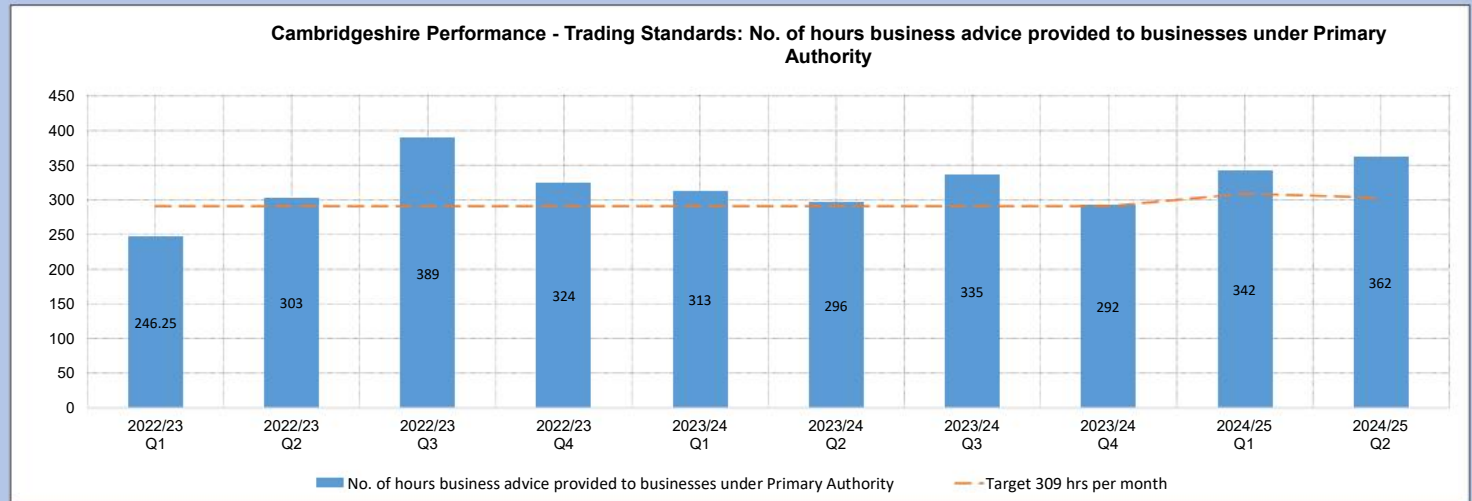
Cambridgeshire and Peterborough Trading Standards have over 100 Primary Authority Partnerships. All Primary Authority businesses are required to pay an annual fee, as well as an hourly rate for advice. This indicator demonstrates the demand for advice. The funding derived from the scheme offsets service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

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

The benchmark is based on quarterly figures from 2023/24.

**Useful Links**

There is no public facing data for this KPI



**Commentary**

Please note, the figure for Q1 has been amended as not all hours had been recorded at the time of reporting.

Q2 consists of 337.5 hours of Primary Authority advice, and 24.5 hours of ad-hoc chargeable business advice. The service are on track to equal the number of hours provided last year.

**Path to Green**

Continue to engage with businesses to provide regulatory advice as well as bring on board new partnerships where capacity allows.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
59%	↑	62%	60%	Improving

RAG Rating

**Green**

**Indicator Description**

This indicator represents the percentage of businesses brought into compliance in all priority areas following inspection/intervention.

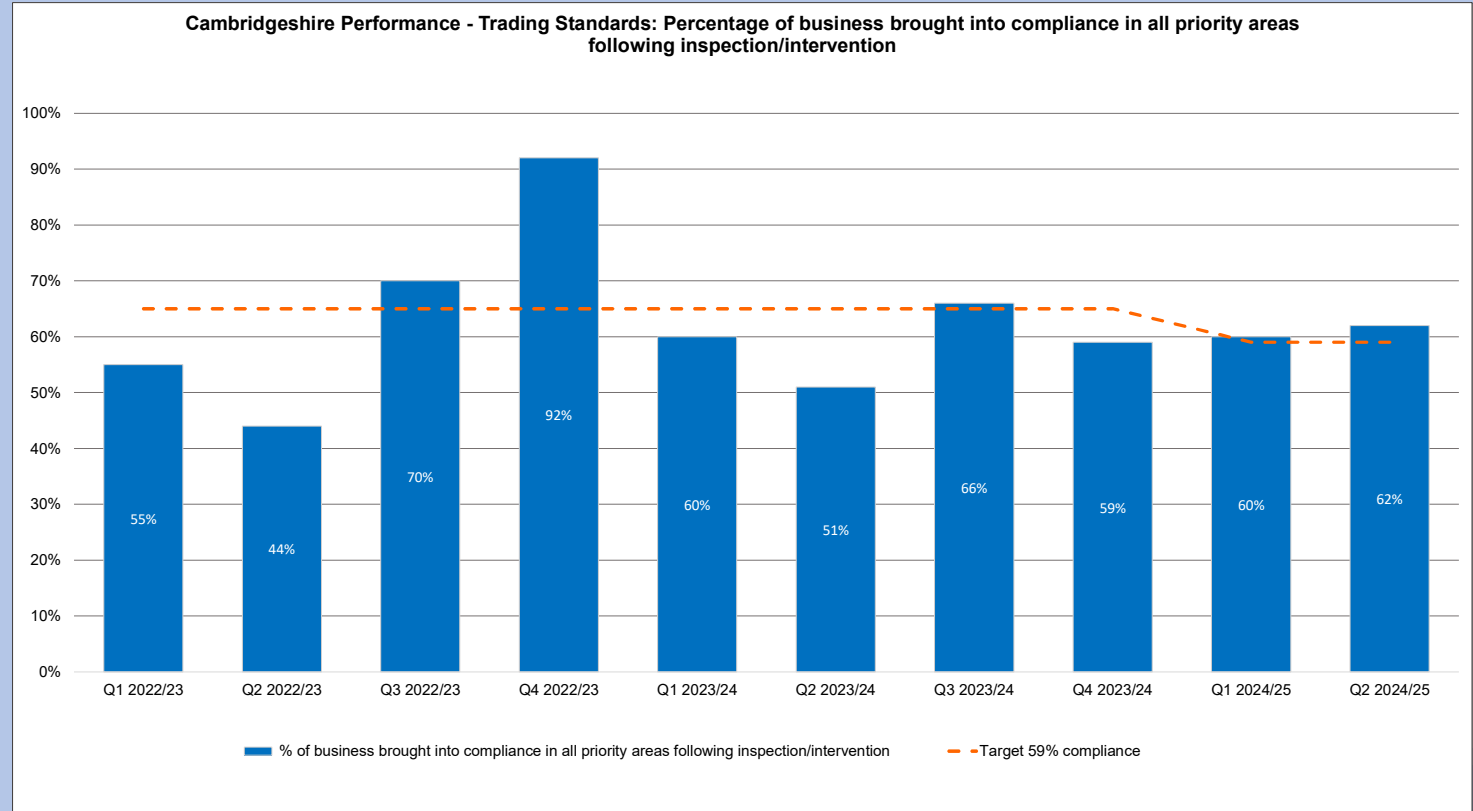
Priority areas are those that present the greatest risk to public safety, health and welfare, cause significant financial detriment like rogue trading or matters that present a risk to the local economy such as animal disease outbreaks.

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 2023/24 overall performance and divided by 4 to give the quarterly target.

**Useful Links**

There is no public facing data for this KPI



**Commentary**

51.5% of businesses were found to be compliant at the time they were visited with no further action required during Q2. 10.9 % of businesses were not complaint but were brought into compliance in Q2. 37.6% of businesses remained non-compliant at the end of Q2 and officers continue to work with these businesses to achieve compliance.

Complaints continued to be received in relation to poor allergen management by food business operators, along with allegations that allergen information was inaccurate or incomplete. In one case, despite an allergy having been brought to the attention of the business, unsafe food was provided to the consumer. Although non-compliance was found during proactive visits to some butchers, others who had received advice previously had made significant improvements, particularly in relation to the food information they are now providing.

Re-development of petrol filling stations and the new service areas at Sawtry continues to be monitored as construction progresses. However, a higher level of non-compliance than previously has been observed during visits to other premises storing petroleum that were inspected as part of our work programme, a lack of availability on site of current documentation being a particular issue that officers have been following up. One visit also resulted in the disqualification of almost three quarters of the liquid fuel dispensers in use as these were found to be providing short measure.

Two investigations into animal welfare offences have concluded, and whilst one keeper has taken the necessary steps to ensure the needs of their animals are met, a second is now within the Court process. Market surveillance visits following the request from the Office of Product Safety and Standards to visit and advise those selling and repairing e-bikes and e-scooters and supplying and fitting lithium-ion batteries were concluded, although the number found to be undertaking these activities remained low as in the previous quarter.

**Path to Green**

Continue to use an Intelligence led approach to identify most problematic areas in terms of legislative compliance, and the full spectrum of available enforcement measures as appropriate to secure compliance, and or disrupt criminal activity.

## Communities, Social Mobility and Inclusion Committee Agenda Plan

### Notes

The definition of a key decision is set out in the Council's Constitution in Part 2, Article 12.

\* indicates items expected to be recommended for determination by full Council.

+ indicates items expected to be confidential, which would exclude the press and public.

The following are standing agenda items which are considered at every Committee meeting:

- Minutes of previous meeting and Minutes Action Log
- Agenda Plan, Training Plan and Appointments to Outside Bodies and Internal Advisory Groups and Panels

Committee date	Agenda item	Lead officer	Reference if key decision	Deadline for draft reports	Agenda despatch date
05/12/24	Citizens Advice Bureau Grant	J Buckingham	2024/023	25/11/24	27/11/24
	Domestic Abuse Mobile Advocacy Service	V Crompton	2024/088		
	Cambridgeshire and Peterborough Coroner Service Annual Report	P Gell	Not applicable		
	Corporate Performance Report – Quarter 2 2024/25	R Springbett	Not applicable		
	Finance Monitoring Report – October 2024	C Andrews	Not applicable		
16/01/25	Scrutiny of Draft Business Plan and Budget	S Grace	Not applicable	06/01/25	08/01/25
	Closer to Communities – Evaluation and Recommendations	J Kennedy	Not applicable		
	Cambridgeshire Registration Service Annual Report	P Gell	Not applicable		
	Cambridgeshire and Peterborough Trading Standards Annual Report	P Gell	Not applicable		

Committee date	Agenda item	Lead officer	Reference if key decision	Deadline for draft reports	Agenda despatch date
	Library and Archives Services Annual Report	G Porter / A Akeroyd	Not applicable		
	EDI Strategy Action Plan Update	J Atkin	Not applicable		
27/02/25	Domestic Abuse Target Hardening Service Procurement	J Cullum	2025/021	17/02/25	19/02/25
	Benefits of Play	J Buckingham	Not applicable		
	Corporate Performance Report – Quarter 3 2024/25	R Springbett	Not applicable		
	Finance Monitoring Report – January 2025	C Andrews	Not applicable		
05/06/25	Notification of Chair and Vice-Chair	N Mills	Not applicable	23/05/25	28/05/25
	Corporate Performance Report – Quarter 4 2024/25	R Springbett	Not applicable		
	Finance Monitoring Report - Outturn 2024-25	C Andrews	Not applicable		

Please contact Democratic Services ([democraticservices@cambridgeshire.gov.uk](mailto:democraticservices@cambridgeshire.gov.uk)) if you require this information in a more accessible format.