

Performance report – Quarter 2 2020-21 financial year

To: General Purposes Committee

Meeting Date: 26th January 2021

From: Director – Business Improvement and Development

Electoral division(s): All

Forward Plan ref: Not applicable

Key decision: No

Outcome: To present a summary of performance information relating to the second quarter of the 2020/21 financial year.

Recommendations: To note and comment on performance information and take remedial action as necessary.

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1. Background

- 1.1 This report provides an update on the overall performance of the Council. Following Members' feedback, the report now summarises performance by Priority Outcome, with specific focus on those indicators that are 'Red' or 'Blue'. It also contains a summary of the Corporate Services performance indicators.
- 1.2 The report covers the period of Quarter 2 2020/21, activity taking place up to the end of September 2020.
- 1.3 Full details of the 'Red' and 'Blue' indicators by Priority Outcome detailed in Appendix 1. The full Corporate Services performance report is detailed in Appendix 2. Both appendices contain information on;
 - Current and previous performance and projected linear trend
 - Current and previous targets (not all indicators have targets, this may be because they are being developed or because the indicator is being monitored for context)
 - Red / Amber / Green ("RAG") status
 - Direction for improvement (this shows whether an increase or decrease is good)
 - Change in performance (this shows whether performance is improving or deteriorating)
 - Statistical neighbour performance (only available where a standard national definition of indicator is being used)
 - Indicator description
 - Commentary on the indicator
 - An "actions" box has been added to the report to capture interventions being taken to address under-performance. It is intended that this new box will be populated when for 'red' indicators only.
- 1.4 The following RAG statuses 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%
 - Blue – current performance is better than target by more than 5%
 - Baseline – indicates performance is currently being tracked in order to inform the target setting process
 - Contextual – these measures track key activity being undertaken, but where a target has not been deemed pertinent by the relevant service lead
 - Suspended (C-19) – the calculation of these measures have been temporarily suspended due to Covid, either because the service is not currently operational, or because the data is not being collected to enable resource to be deployed elsewhere
- 1.5 Information about all performance indicators monitored by the Council Committees will be published on the internet at [Performance Indicators monitored by Policy and Service Committees](#) following the General Purposes Committee meeting in each quarterly cycle.
- 1.6 This report will now be produced a month after the quarterly service committee reports to allow for early feedback and commentary updates to be incorporated into the exception report as it being finalised.

- 1.7 An 'actions' box has been incorporated into the indicator template to capture actions being undertaken to address under-performance, and will be populated for 'red' indicators only. Service leads are encouraged to use this section to explain remedial actions.

2. Current Performance

- 2.1 There are currently 93 corporate performance indicators reported to service committees, which are mapped to the Priority Outcomes as identified in the Council's Strategic Framework. There are another 17 indicators used to measure the performance of the Council's Corporate Services. A number of these indicators are calculated on an annual basis and are currently unaffected by Covid, and we are showing good performance against target on many of these. Some services which have historically been above target are also doing well on measures which show more recent activity. However, there is no doubt that Covid has had a significant impact on our performance, both in terms of services to the public and our internal administrative processes (e.g. corporate services indicators). This is visible in many indicators which report activity during the last 9 months in the following sections which summarise performance against each Priority Outcome area.

3. Priority Outcome 1 - A good quality of life for everyone

- 3.1 There are currently 20 indicators mapped to this Priority Outcome. 7 are reported to the Adults Committee, 12 to the Health Committee and one to the Environment and Sustainability Committee. The following table summarises performance against these indicators.

Status	Number of indicators	Percentage of total indicators
Blue	8	40%
Green	3	15%
Amber	1	5%
Red	4	20%
Contextual	0	0%
Baseline	1	5%
Suspended (C-19)	3	5%
Total	20	100%

- 3.2 Overall, the Council is performing well against this Priority Outcome, with 11 of the 20 indicators (55%) meeting or exceeding target. Although there is also a relatively high proportion of 'Red' indicators (20%) all four indicators that are off-target have been significantly impacted by Covid. In addition, 3 indicators have been formally suspended due to Covid, either because the national data collection has paused, or because the relevant service has been suspended.
- 3.3 The 8 indicators that are currently rated 'Blue' and are performing better than the target by more than 5% are;
- **Indicator 105: Percentage of adult safeguarding enquiries where outcomes were at least partially achieved.** This is an annual indicator reported to the Adults Committee. In the 2019/20 financial year 96% of safeguarding enquires where an agreed outcome was identified were at least partially achieved. This is in line with

England and statistical neighbour averages, and above the 87% target. 84% of safeguarding enquiries during the year identified an agreed outcome during the enquiry process, in line with practice requirements. Work has been undertaken to further imbed this within the safeguarding process.

- **Indicator 140: Percentage of new clients where the sequel to Reablement was not a long-term service.** This is an annual indicator reported to the Adults Committee. In the 2019/20 financial year 83% of reablement episodes given to new clients did not result in a long-term service. The data used to calculate the 2019/20 performance figure is the first to come from the new social care records system (Mosaic) which provides a more robust dataset and more accurate reporting of reablement outcomes. Performance is above target and is in line with England and statistical neighbour averages.
- **Indicator 162: Number of carers receiving Council funded support per 100,000 of the population.** This is a quarterly indicator reported to the Adults Committee. At the end of September 2020 performance was significantly better than target at a rate of 15 per 100,000 people aged 18+ against a year end ceiling of 271 per 100,000. A number of improvements to the way carers are supported have been introduced through the Adult Positive Challenge Programme (APCP). The Council offers flexible support to carers through our carer support service, and enables them to contribute the care and support plans of the people they support. The introduction of this more flexible service has reduced the volume of low value, one-off direct payments provided to carers (which is mainly what is counted under this measure). Direct Payments are now used more rarely, where appropriate, and they meet a carer's assessed need. As a result, we were expecting to see a reduction in the number of carers supported on this measure.
- **Indicator 32: Growth in cycling from a 2004/05 average baseline.** This is an annual measure reported to the Environment and Sustainability Committee. In 2019, there were approximately 70,415 cycle journeys measured in the annual traffic survey samples against a baseline of 40,246 cycle journeys measured in 2019, showing an overall growth of 75%, against a target of 70% for the year.
- **Indicator 50: Genito-Urinary Medicine (GUM) Access - Percentage seen within 48 hours (Percentage of those offered an appointment).** This is a quarterly measure reported to the Health Committee. As of the end of June 2020 performance was 98% against a target of 80%. Despite a dip in performance in March and April 2020 associated with the beginning of the initial Covid lockdown, performance has been on an upward trajectory across the reporting period starting April 2018.
- **Indicator 82: Percentage of Tier 2 clients recruited who complete the course and achieve 5% weight loss.** This is a quarterly measure reported to the Health Committee. As of the end of June 2020 performance was 49% against a target of 30%. Performance has been on an upward trajectory across the reporting period starting April 2018 and remains above target despite a dip in performance in April and May associated with the early part of the initial Covid lockdown.
- **Indicator 173: Number clients completing their Personal Health Plan (PHP).** This is a quarterly measure reported to the Health Committee. As of the end of June 2020 performance was at 90 against a target of 70. This reflects the considerable amount of virtual support that was provided to clients during this period. Clients were familiar with

the exercises and confident to progress with virtual Health Trainer support. Face to face assessments were not undertaken.

3.4 4 indicators are currently rated 'Red' and current performance is 10% or more from target. These are all reported to the Health Committee and have been significantly impacted by work to address the Covid pandemic;

- **Indicator 56: Smoking Cessation - four week quitters.** This is a quarterly measure reported to the Health Committee. As of the end of June 2020 performance was at 217 against a target of 360. As with many of the Health Committee indicators, this indicator has been impacted by the current pandemic. Lifestyle Service staff continue to support GP practices to ensure patients can have easy access to services, both in "safe" face to face contact and also virtually. There have been number of promotional campaigns during Quarter One that focused on the poorer outcomes from Covid that are associated with smoking.
- **Indicator 69: Personal Health Trainer Service - number of Personal Health Plans completed (Pre-existing GP based service).** This is a quarterly measure reported to the Health Committee. As of the end of June 2020 performance was at 134 against a target of 260. The impact of Covid is reflected in the fall in performance. Previously, performance was consistently above target. As face to face contact was stopped earlier in the year, it took several weeks to establish virtual consultations and it was difficult to recruit new clients. However, this has started to improve as services resume and new approaches to service delivery are being introduced.
- **Indicator 76: Personal Health Trainer Service - Personal Health Plans completed (Extended Service).** This is a quarterly measure reported to the Health Committee. As of the end of June 2020 performance was at 53 against a target of 136. Previously, the service has consistently performed well. This fall in performance is due to the inability to have face to face contact and the reluctance of many clients to complete their interventions due to the current pandemic.
- **Indicator 201: Percentage of clients who successfully complete treatment - Adults (All Substances).** This is a quarterly measure reported to the Health Committee. As of the end of June 2020 performance was at 15.4% against a target of 21.1%. The Adult Drug and Alcohol Treatment Service is provided by Change Grow Live. The Service provides data to the national reporting tool, the National Drug Treatment Monitoring System. However, this is only available for public viewing up to quarter 4 2018/19. Locally collected data is available, but there are variations between these and the national figures. Work is being undertaken to fully understand these variations. We aim be able to present more real time data in the next reporting period.

3.5 Further details of the 'Blue' and 'Red' indicators can be found in Appendix 1.

3.6 The indicators that have been suspended due to Covid are;

- Indicator 20: Average monthly number of bed day delays (social care attributable) per 100,000 18+
- Indicator 53: Number of NHS Health Checks completed
- Indicator 83: Percentage of Tier 3 clients recruited completing the course and achieve 10% weight loss

4. Priority Outcome 2 - Thriving places for people to live

4.1 There are currently 44 indicators mapped to this Priority Outcome. 3 are reported to the Adults Committee, 6 to the Commercial and Investment Committee, 9 to the Environment and Sustainability Committee, 11 to the Highways and Transport Committee and 13 to the Communities and Partnerships Committee. There are also two administrative indicators that are reported jointly to both the Environment and Sustainability and Highways and Transport Committees, which are currently marked for review in early 2021. The following table summarises performance against these indicators.

Status	Number of indicators	Percentage of total indicators
Blue	6	14%
Green	3	7%
Amber	6	14%
Red	7	16%
Contextual	20	45%
Baseline	2	5%
Suspended (C-19)	0	0%
Total	44	100%

4.2 Overall, the Council is performing satisfactorily against this Priority Outcome, with 9 of the 44 indicators (21%) being on or above target. Although there is also a relatively high proportion of 'Red' indicators (16%) many of these have been significantly impacted by Covid. There are also a large number of 'contextual' indicators currently being monitored against this Priority Outcome. The majority of these indicators are owned by the Communities and Partnerships directorate. Targets would likely have been set against these indicators over the last 12 months had the focus not been on the coordinating much of the Council's Covid response.

4.3 The 6 'blue' indicators are;

- **Indicator 39: Principal roads where maintenance should be considered.** This is an annual indicator reported to the Highways and Transport Committee. Performance is achieved via maintenance schemes which are identified and delivered through the authority's asset management approach to maintaining the highway network. Performance is currently at 2.5% against a 3% target.
- **Indicator 40a: Classified A-road condition - narrowing the gap between Fenland and other areas of the County.** This is an annual indicator reported to the Highways and Transport Committee. The A-class roads in Fenland are in better condition than those in the remainder of the county and this gap has remained reasonably steady since 2014/15. There will be occasions where the indicator is above, at and below target as roads deteriorate through their lifecycle across the County, and currently performance is at -0.5% against a 0% target.
- **Indicator 40b: Classified B-road condition - narrowing the gap between Fenland and other areas of the County.** This is an annual indicator reported to the Highways

and Transport Committee. Given that a significant proportion of B class roads will have evolved and will not have been designed to address issues with underlying soil conditions, some difference in the overall condition of B roads in Fenland soil areas when compared to those in other areas is inevitable. Performance is currently at 3.3% against a 4% ceiling target.

- **Indicator 40c: Classified C road condition - narrowing the gap between Fenland and other areas of the County.** This is an annual indicator reported to the Highways and Transport Committee. Given that most (if not all) C class roads will have evolved and will not have been designed to address issues with underlying soil conditions, some difference in the overall condition of C roads in Fenland soil areas when compared to those in other areas is inevitable. Many of the C roads in Fenland are similar in character and usage to unclassified roads elsewhere in the county, thus rendering the comparison not being of like-for-like roads. This might serve to exacerbate the reported gap. Performance is currently at 5.6% against a 7% ceiling target.
- **Indicator 41: Non-principal roads where maintenance should be considered.** This is an annual indicator reported to the Highways and Transport Committee. Performance as measured by this indicator is achieved via maintenance schemes being identified and delivered through the authority's asset management approach detailed in the Highway Asset Management Policy, Strategy and the Highway Operational Standards as approved by H&I Committee on 10 March 2020. Performance is currently at 7% against an 8% ceiling target.
- **Indicator 148: Number of Defect Certificates as percent of total number of orders -** This is a quarterly indicator reported to the Highways and Transport Committee. There were two failed inspections during August, therefore the monthly percentage of defect certificates is 0.2% of the total number of orders, significantly below the target which is set at 2%, although it should also be noted that this initial lockdown response to the pandemic has impacted on the resource available to deliver the inspections.

4.4 The 7 'Red' indicators are;

- **Indicator 164: Annual forecast of the gross income from our commercial property as a percentage of initial investment.** This is a quarterly indicator reported to the Commercial and Investment Committee. Current performance is forecast to be 4.7% against a 6% target. A number of key investments have been impacted by the Covid pandemic. At Brunswick house a number of students left early due to the UK lockdown and were given refunds from April 2020, while the anticipated summer income from conference visitors staying at Brunswick is also unlikely to be achieved. At Cromwell Leisure Park units were closed because of the lockdown restrictions impacting on rent payment in Q1 of 2020/21. The Cinema and Prezzo restaurant have reopened however a reduction in income is expected to continue due to social distancing measures and rental holidays and payment plans are being put in place where necessary to support tenants.
- **Indicator 204: Indicator: Annual forecast of the gross income from our total commercial investment as a percentage of initial investment.** This is a quarterly indicator reported to the Commercial and Investment Committee. Current performance is forecast to be 4.5% against a 6% target. A number of key investments have been

impacted by the Covid pandemic. The Covid pandemic has had an adverse impact on some property income, with a loss of income of £970k expected (as detailed in the commentary for Indicator 164). The pandemic has also affected the forecast dividend from the CCLA property funds due to increased market uncertainty and the suspension of transactions in the fund during the quarter.

- **Indicator 37: Number of visitors to libraries/community hubs per 1,000 - year-to-date.** This is a quarterly indicator reported to the Communities and Partnerships Committee. Performance is 70 against a target of 1,842. All libraries were closed during quarter 1 due to the Coronavirus pandemic and many library workers were redeployed to support the hub focused on meeting needs of vulnerable people. Central Library and hub libraries re-opened in early July while the remaining libraries re-opened in August, all offering a socially distanced "Select and Collect" service. Whilst libraries were closed the library service stayed open expanding and diversifying its online offer i.e. virtual events via YouTube such as Rhymetime, Storytime, craft and Lego Club but it is unlikely that the visit volumes will return until Covid restrictions are lifted.
- **Indicator 30: Local bus passenger journeys originating in the authority area.** This is an annual indicator reported to the Environment and Sustainability Committee. There were 16.9m local journeys against a target of 19m. The number of local bus passenger journeys in England fell by 5.5% to in the year ending March 2020. The fall can largely be attributed to the effects of passenger journeys from Covid in the last quarter of 2019/20. While the national lockdown only began on 23rd March and covered a small proportion of the year, bus companies reported that they started seeing declines in journeys in the preceding weeks. The fall in Cambridgeshire of 3.11% is therefore lower than the national trend and reflects pre-covid growth in the area, in particular on the busway and Park and Ride services.
- **Indicator 43: Killed or seriously injured (KSI) casualties - 12-month rolling total.** This is a quarterly indicator reported to the Highways and Transport Committee. Current performance is at 324 against a ceiling target of 251. The latest provisional data shows a fall in killed or seriously injured casualties, in part attributable to the decrease in traffic on the roads during the Covid pandemic. During peak lock-down in April 2020, there were 9 killed or seriously injured casualties, compared with 35 in April 2019. The 12 month rolling total of people killed or seriously injured to the end of July 2020 is now 324, compared with 385 for the same period of the previous year.
- **Indicator 180: Percentage of Freedom of Information requests answered within 20 days.** This indicator is reported quarterly basis to both the Environment and Sustainability and Highways and Transport Committees, to provide oversight over the responses administered via the Place and Economy Directorate. Performance is currently 55.3% against a target of 90%. Performance dropped over the lockdown period as staff involved in administering and responding to FOI requests have been redeployed to support with the Council's Covid response.
- **Indicator 181: Percentage of complaints responded to within 10 days -** This indicator is reported quarterly basis to both the Environment and Sustainability and Highways and Transport Committees, to provide oversight over the responses administered via the Place and Economy Directorate. Performance is currently 79.2% against a target of 90%. Performance dropped over the lockdown period as staff

involved in administering and responding to FOI requests have been redeployed to support with the Council's Covid response.

4.5 Further details of the 'Blue' and 'Red' indicators can be found in Appendix 1

5. Priority Outcome 3 - The best start for Cambridgeshire's children

5.1 There are currently 29 indicators mapped to this Priority Outcome. 20 are reported to the Children and Young People Committee, 6 to the Health Committee and 3 to the Communities and Partnership Committee. The following table summarises performance against these indicators.

Status	Number of indicators	Percentage of total indicators
Blue	2	7%
Green	6	21%
Amber	7	31%
Red	5	17%
Contextual	7	24%
Baseline	0	0%
Suspended (C-19)	2	0%
Total	29	100%

5.2 Overall, the Council is performing satisfactorily against this Priority Outcome, with 8 of the 29 indicators (28%) being on or above target, with 5 (17%) currently showing as 'Red', with several of these indicators being significantly impacted by Covid. Two indicators have been suspended due to Covid because the national data collection has paused.

5.3 The two 'Blue' indicators are;

- **Indicator 2: Number of children with a Child Protection Plan per 10,000 population under 18.** This is a quarterly indicator reported to the Children and Young People Committee. Performance is 28.7 against a ceiling target of 41.6. Action is being taken to review all children subject to Child Protection Plans. As a result, the rate was reducing until the earlier part of the current financial year and is below the statistical neighbour average, showing a good level of performance. Child Protection Plans should only be in place for children at risk of significant harm, and where parents are not engaging or making progress in addressing issues. However, the rate has started to increase again, starting from the earlier part of the initial lockdown in May 2020.
- **Indicator 117: Proportion of children subject to a Child Protection Plan for the second or subsequent time (within 2 years).** This is a quarterly indicator reported to the Children and Young People Committee. Performance is 18% against a ceiling target of 21%. The target for this indicator has been reviewed. It is now in line with the statistical neighbours and England average. The rate of second or subsequent Child Protection Plans is now below target and lower than the statistical neighbour and England averages.

5.4 The 5 'red' indicators are;

- Indicator 1: Percentage children whose referral to social care occurred within 12 months of a previous referral.** This is a quarterly indicator reported to the Children and Young People Committee. Performance is 24.8% against a ceiling target of 20%. Work is ongoing to understand the volume of appropriate re-referrals. Low re-referral rates can indicate that cases are being kept open for too long while high rates may indicate that cases have been closed too early. Where there have been changes in the way the service works with children, it can also take time for these to be understood by partner agencies. This can sometimes result in re-referrals of children that do not reach social care thresholds. That being said, this indicator should not continue to increase. We are reviewing children re-referred to ensure that this is not an area of concern.
- Indicator 3: The number children in care per 10,000 population under 18.** This is a quarterly indicator reported to the Children and Young People Committee. Performance is 50.9 against a ceiling target of 40. The numbers of children in care remain higher than they should be. The restructure of children's services is addressing this, along with the implementation of Family Safeguarding in the county. The overall number of Children in Care has started to decrease and while the rate is above the statistical neighbour average it is now below the England average. While there was a small increase in numbers in June, the trend has been downwards since July 2019. We expect there to be a continued reduction over the longer term. However, there is a potential impact from the Covid pandemic. As a result of the lockdown, completing the work needed for children to leave care has been taking longer. There are also concerns that increased difficulties faced by families may increase the risk of children coming into care. It is too early to assess the full implication of Covid 19. However, our current expectation is that numbers will continue to decline, but potentially at a slower rate.
- Indicator 57: Percentage of infants being breastfed (fully or partially) at 6 - 8 weeks.** This is a quarterly indicator reported to the Health Committee. Current performance is at 47% against a target of 56%. Countywide performance breastfeeding statistics have seen a large reduction this quarter. The Provider states that a reduction in 6 to 8 week contacts during the early part of lockdown has had a negative effect on the ability to record breastfeeding. Therefore, these figures need to be treated with caution as the decrease is attributed to status not being recorded, rather than an increase in women reporting not to be breastfeeding. Breastfeeding rates, which include both exclusive breastfeeding and mixed feeding, vary greatly across the county. Broken down by districts, breastfeeding for quarter 1 stand at 59% in South Cambridgeshire, 60% in Cambridge City, 47% in Huntingdonshire, 41% in East Cambridgeshire, and 33% in Fenland. To address the lower rates in Fenland, two new weekly infant feeding clinics have been set up in Wisbech and March. They help better support families experiencing difficulties. Along with support offered through Health Visitors, a new community breastfeeding peer support service has been commissioned. It is hoped this will improve breastfeeding initiation and duration rates across both Fenland and Peterborough to address inequalities. This came into effect from 1st April 2020.
- Indicator 60: Health visiting mandated check - Percentage of children who received a 6-8 week review by 8 weeks.** This is a quarterly indicator reported to the Health Committee. Performance is currently 76% against a target of 95%. Performance has decreased substantially compared to quarter 4. This decrease is attributed to the Covid 19 response. The national guidance does not prioritise this contact as an essential service. Whilst the Provider continued to complete this contact where possible,

a combination of uncertainty of redeployment in the early days of the outbreak and lack of admin processes, resulted in a large decrease in performance. However, activity for June is an early sign that performance is improving. There is an understanding that this is a challenging target to meet. Therefore, it has been agreed that if the provider can show the ability to provide a 95% 6 to 8 week Breastfeeding Coverage target, this could be scaled back to 90%, in line with the national target.

- **Indicator 62: Health visiting mandated check - Percentage of children who received a 2-2.5 year review.** This is a quarterly indicator reported to the Health Committee. Performance is currently 73% against a target of 90%. Performance has been improving since September 2019. Broken down to a district level, 59% of contacts were completed in Cambridge City, 69% in South Cambridgeshire, 71% in East Cambridgeshire, 78% in Fenland and 80% in Huntingdonshire. If exception reporting is accounted for, performance would increase to 93% meaning most families were offered a contact. This quarter it was reported that 198 reviews were not wanted and 336 were not attended which significantly impacts on performance against this indicator.

5.5 Further details of the 'Blue' and 'Red' indicators can be found in Appendix 1.

5.6 The indicators that have been suspended due to Covid are;

- Indicator 130: Key Stage 2 Reading, writing and maths combined to the expected standard (All children)
- Indicator 131: Key Stage 4 Attainment 8 (All children)

6. Priority Outcome 4 - Net zero carbon emissions for Cambridgeshire by 2050

6.1 Indicators to support this Priority Outcome are being developed in conjunction with the relevant Council officers and the Environment and Sustainability Committee.

7. Corporate Services

7.1 There are currently 17 indicators covering Corporate Services, which are reported to General Purposes Committee on a quarterly basis. The following table summarises performance against these indicators.

Status	Number of indicators	Percentage of total indicators
Blue	3	18%
Green	4	24%
Amber	4	24%
Red	2	12%
Contextual	3	18%
Baseline	1	6%
Suspended (C-19)	0	0%
Total	17	100%

7.2 Overall performance is good, with 7 out of the 17 indicators (42%) being on or above target. Two indicators are significantly below target, and both of these indicators have been significantly impacted by the Council's Covid response.

7.3 The 3 'Blue' indicators are;

- **Indicator 190: Proportion of information enquiries resolved at first point of contact.** This indicator is updated on a quarterly basis. Performance is 85.9% against an 80% target. Performance remains strong as a result of a close working relationship between Customer Services and the Communication and Information Team. Customer Services data is analysed to identify where digital content is missing or needs amendment. This is to make sure chances for customers to self-serve are maximised. It also makes sure call handlers can access relevant service information on request.
- **Indicator 192: Percentage of total contact that is deemed avoidable.** This indicator is updated on a quarterly basis. Performance is 10.4% against a ceiling target of 15%. This target has been met consistently for the last 3 years. This is a result of the way in which data is being analysed within customer services and fed back to service areas in review meetings. This enables a focus on areas in which service improvements and the customer journey/experience can be improved. The messaging on the contact centre lines has been changed in line with our data findings. This ensures that requests for services, which fall outside of the remit of the county council, are quickly directed elsewhere.
- **Indicator 196: Availability of Universal Business System IT Availability (ref: IT02).** This indicator is updated on a quarterly basis. Performance is 99.7% against a target of 90%. Performance has remained significantly above target with minimal unplanned outages.

7.4 The 2 'Red' indicators are;

- **Indicator 182: Proportions of Freedom Of Information requests responded to within timescale.** This indicator is updated on a quarterly basis. Performance is 71% against a target of 90%. The performance of the responsible team has been significantly impacted by the COVID 19 pandemic. The decision taken in March that services should not work in buildings unless it was critical has impacted on the FOI team being able to access or scan paper files and, following guidance from The Information

Commissioner's Office, freedom of information requests are being held back and internal timescales extended to help enable critical services focus the Council's Covid response.

- **Indicator 183: Subject Access Requests - % completed within 40 working days.** This indicator is updated on a quarterly basis. Performance is 63% against a target of 80%. The performance of the responsible team has been significantly impacted by the COVID 19 pandemic. The decision taken in March that services should not work in buildings unless it was critical has impacted on the FOI team being able to access or scan paper files and, following guidance from The Information Commissioner's Office, requests are being held back and internal timescales extended to help enable critical services focus the Council's Covid response.

7.5 Further details of the full corporate services indicator set can be found in Appendix 2

8. Alignment with corporate priorities

8.1 A good quality of life for everyone

There are no significant implications for this priority.

8.2 Thriving places for people to live

There are no significant implications for this priority.

8.3 The best start for Cambridgeshire's children

There are no significant implications for this priority.

8.4 Net zero carbon emissions for Cambridgeshire by 2050

There are no significant implications for this priority.

9. Significant Implications

9.1 Resource Implications

There are no significant implications within this category.

9.2 Procurement/Contractual/Council Contract Procedure Rules Implications

There are no significant implications within this category.

9.3 Statutory, Legal and Risk Implications

There are no significant implications within this category.

9.4 Equality and Diversity Implications

There are no significant implications within this category.

9.5 Engagement and Communications Implications

There are no significant implications within this category.

9.6 Localism and Local Member Involvement

There are no significant implications within this category.

9.7 Public Health Implications

There are no significant implications within this category.

10. Source documents

10.1 None.