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Performance Report

Quarter 2

2022/23 financial year

Communities, Social Mobility and Inclusion Committee

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Key



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

Indicator 36: Number of active library users

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November 2022

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
107,236	↑	82,564	79,024	Improving

RAG Rating

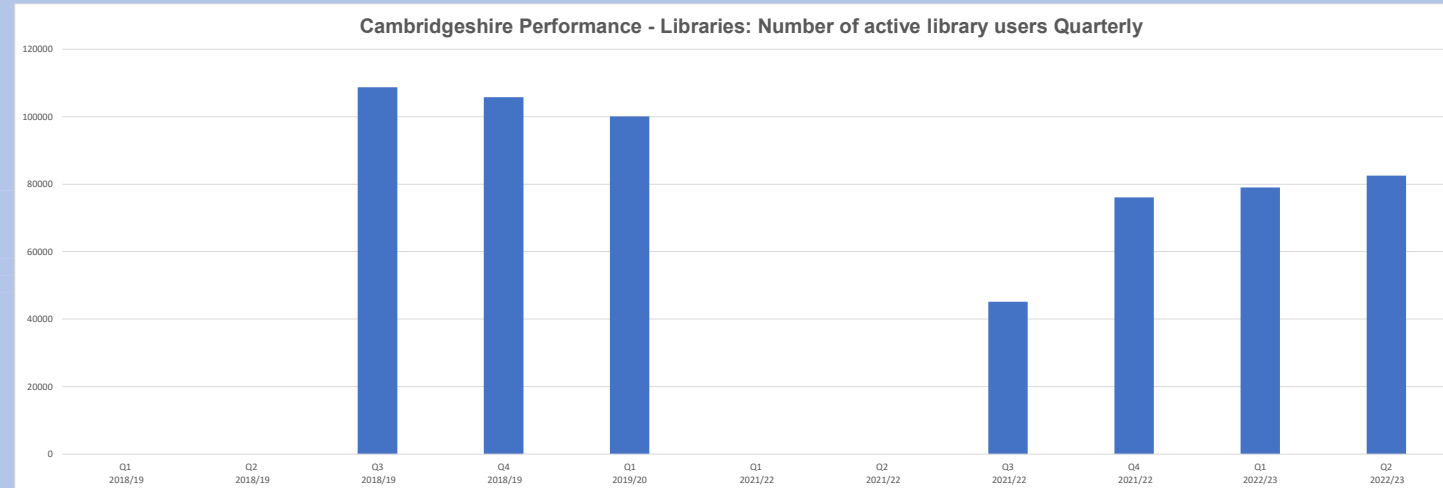
Red

Indicator Description

The indicator is a cumulative total of the number of active library users per quarter.

The comparison data is from the local area benchmarking tool from the Local Government Association.

Source: CIPFA Statistical Information Services



Commentary

All libraries were closed during 20/21 due to the Coronavirus pandemic. Many staff 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.

Previously reported figures may have changed as estimated or missing data is replaced with actual data. Comparison data is only available up to 2018/19 at present.

Actions

Useful Links

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

Indicator 37: Number of visits made to library sites reported quarterly

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November 2022

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
475,381	↑	340,474	309,289	Improving

RAG Rating

Red

Indicator Description

The indicator is a cumulative total of the number of physical visits to Cambridgeshire libraries for every 1,000 population. The relevant mid-year population figure for each financial year is used to calculate the rate for each quarter.

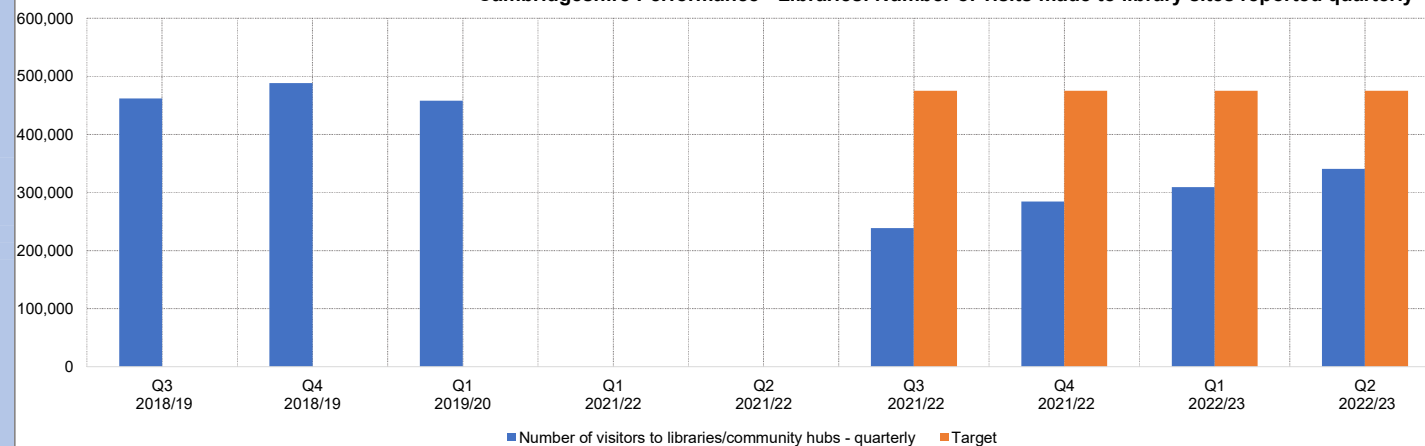
The comparison data is from the local area benchmarking tool from the Local Government Association. This also measures the number of physical visits to libraries for every 1,000 population. This data is based on mid-year 2015 population statistics, and so does not exactly match the quarterly data for Cambridgeshire.

Source: CIPFA Statistical Information Services

Useful Links

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

Cambridgeshire Performance - Libraries: Number of visits made to library sites reported quarterly



Commentary

All libraries were closed during quarter 1 due to the Coronavirus pandemic. Many 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.

Previously reported figures may have changed as estimated or missing data is replaced with actual data. Comparison data is only available up to 2018/19 at present.

Actions

Indicator 38: Total digital engagements quarterly

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November 2022

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	↑	361,311	336,428	Improving

RAG Rating

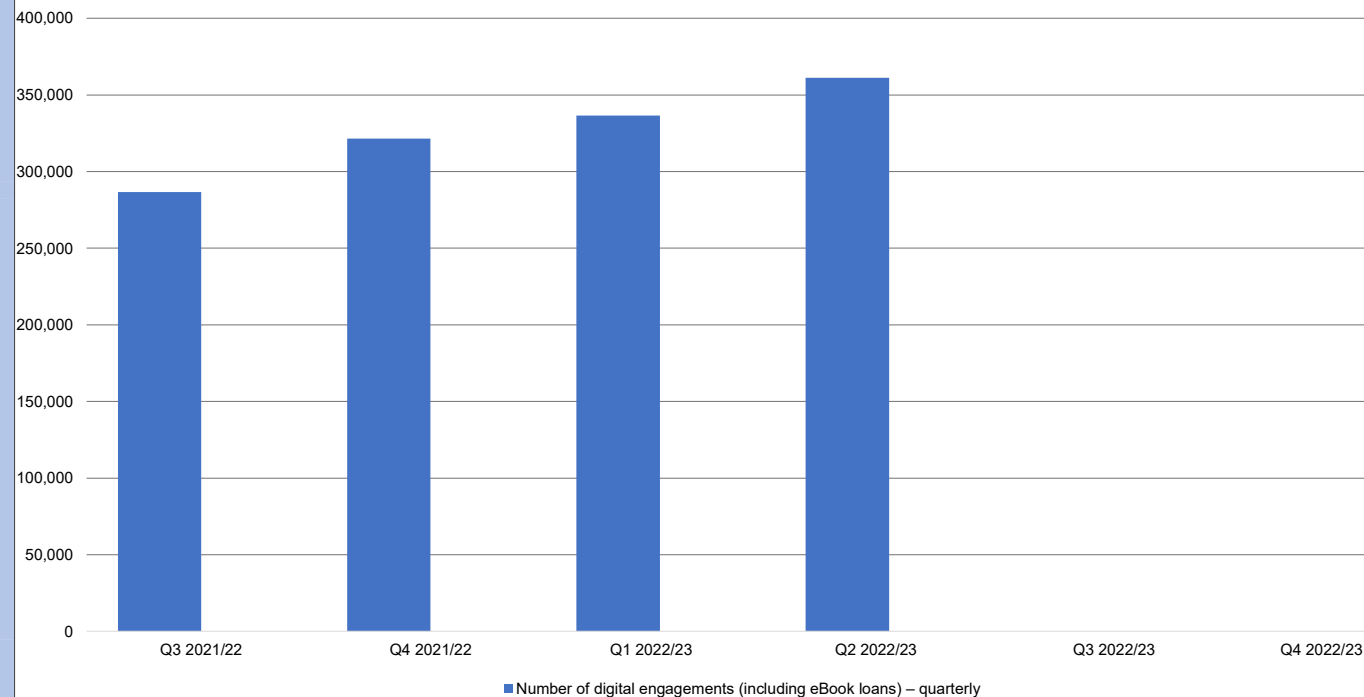
Developme

Indicator Description

This indicator is based on extraction of data from the library management system and information from our eBook supplier.

A target will be put in place after 1 year's data has been collected in 22/23.

Cambridgeshire Performance - Libraries: Total Digital engagements reported quarterly



Commentary

All libraries were closed during quarter 1 due to the Coronavirus pandemic. Many 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.

Previously reported figures may have changed as estimated or missing data is replaced with actual data.

Useful Links

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

Actions

Indicator 136: Number of learners from across Cambridgeshire that have be enrolled onto a course

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November 2022

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
1128	↑	1107	660	Improving

RAG Rating

Amber

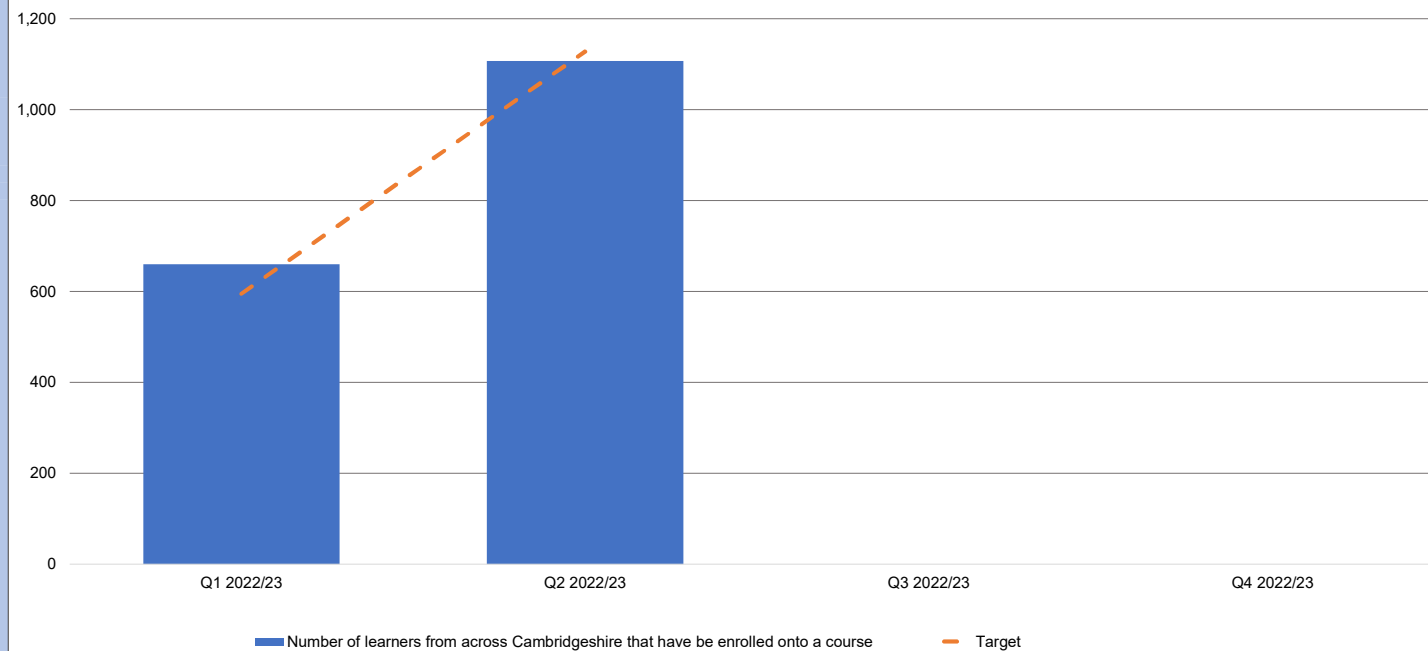
Indicator Description

Note: Quarter 1 commences in August.

The enrolment figure includes sub-contractors and direct delivery. The target and actual figures are cumulative.

This indicator refers to the total number of learner enrolments. This is because a single learner can have multiple enrolments.

Cambridgeshire Performance - Adult Skills: Number of learners from across Cambridgeshire that have be enrolled onto a course

**Commentary**

Targets for the academic year 2020/21 are set in November and will be available in future iterations of this report.

Useful Links**Actions**

Indicator 137: Number of courses that have been recruited, which support skills development to aid progression

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November 2022

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
1466	↑	1676	1086	Improving

RAG Rating

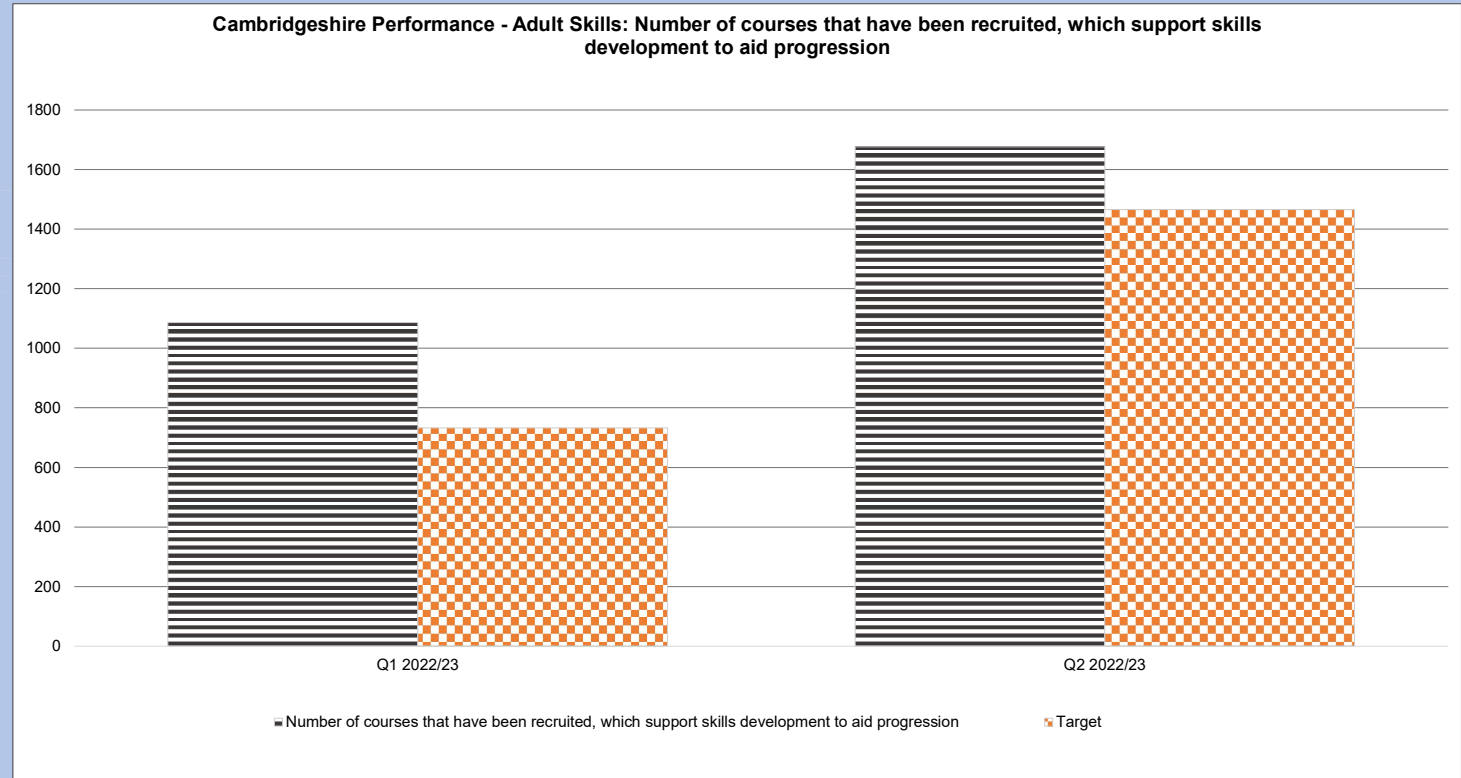
Blue

Indicator Description

Note: Quarter 1 commences in August.

The enrolment figure used includes sub-contractors and direct delivery.

The target and actual figures are cumulative. The retention figure in this indicator refers to the number of course enrolments where the course was fully attended, out of the total enrolments.

**Commentary**

Targets for the academic year 2020/21 are set in November and will be available in future iterations of this report.

Useful Links**Actions**

Indicator 138: Number of courses that have been achieved

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November 2022

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
94%	↑	96%	95.0%	Improving

RAG Rating

Green

Indicator Description

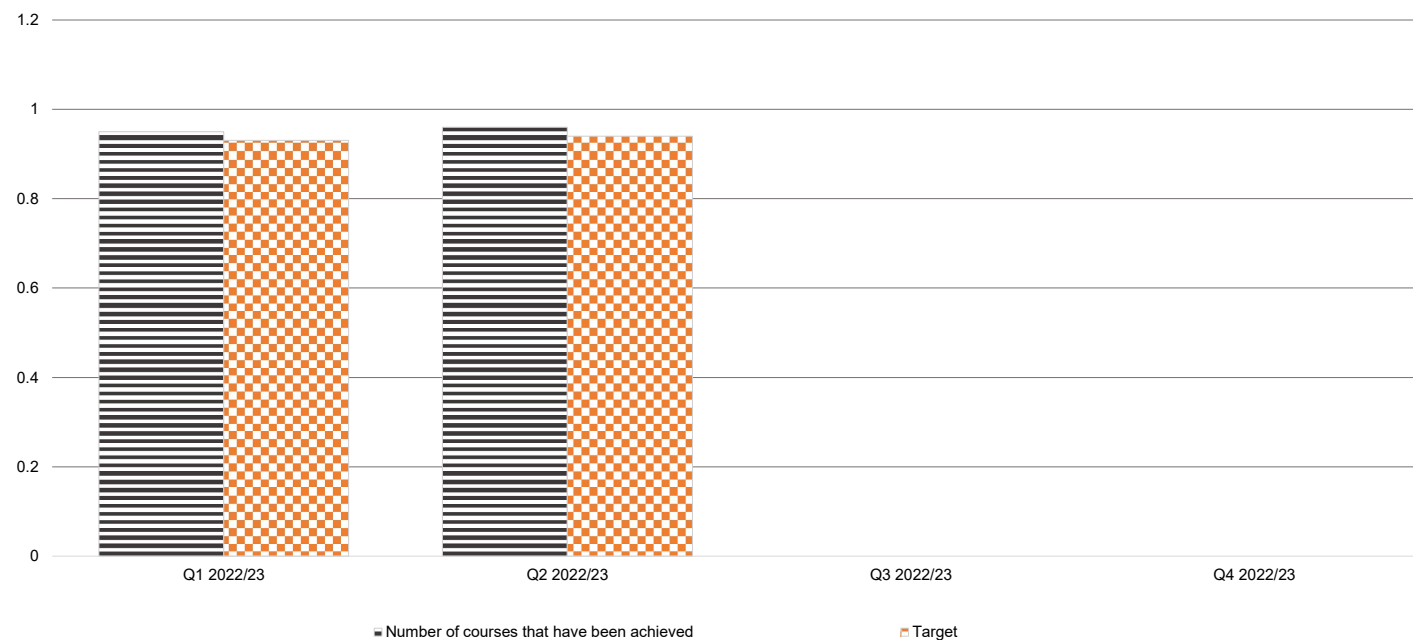
Note: Quarter 1 commences in August. The figure provided is the percentage of learners who completed the full length of the course (retained) and also achieved the required course outcome (set course aims/qualification)

The number includes those courses delivered by sub-contractors and direct delivery.

The target and actual figures are cumulative. The retention figure in this indicator refers to the number of course enrolments where the course was fully attended, out of the total enrolments.

Useful Links

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



Commentary

Targets for the academic year 2020/21 are set in November and will be available in future iterations of this report.

Actions

Indicator 174: No of Community Youth Providers participating within our (the Youth in Communities) Network[Return to Index](#)

November 2022

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Development	N/A	302	N/A	N/A

RAG Rating

N/A

Indicator Description

The Youth in Communities works with community youth providers to build capacity in the system. This indicator is a count of the number of unique providers engaged within the network that the team has supported within each quarter.

Useful Links**Cambridgeshire Performance - Think Communities: No of Community Youth Providers participating within our (the Youth in Communities) Network****Commentary****Actions**

Indicator 175: Total number of cases opened

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November 2022

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
720	NA	764	800	N/A

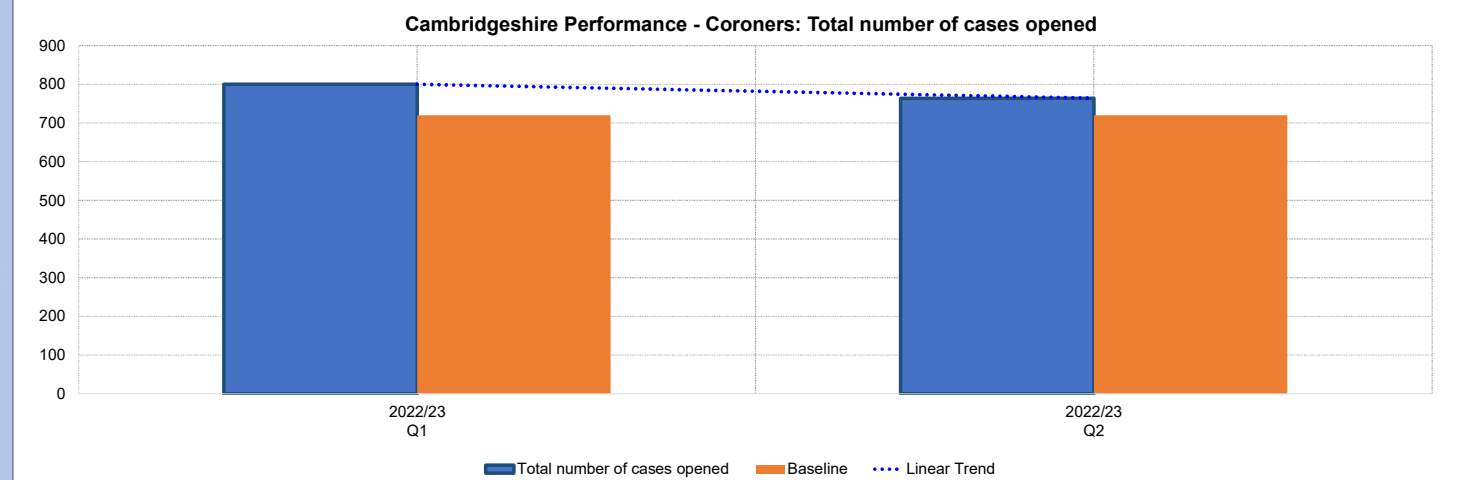
RAG Rating

Contextual

Indicator Description

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.

Baseline is derived from 2021/22 annual figure and divided by 4 to give a quarterly baseline

Useful Links**Commentary****Actions**

Indicator 176: Total number of cases closed

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November 2022

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
657	N/A	814	766	N/A

RAG Rating

Contextual

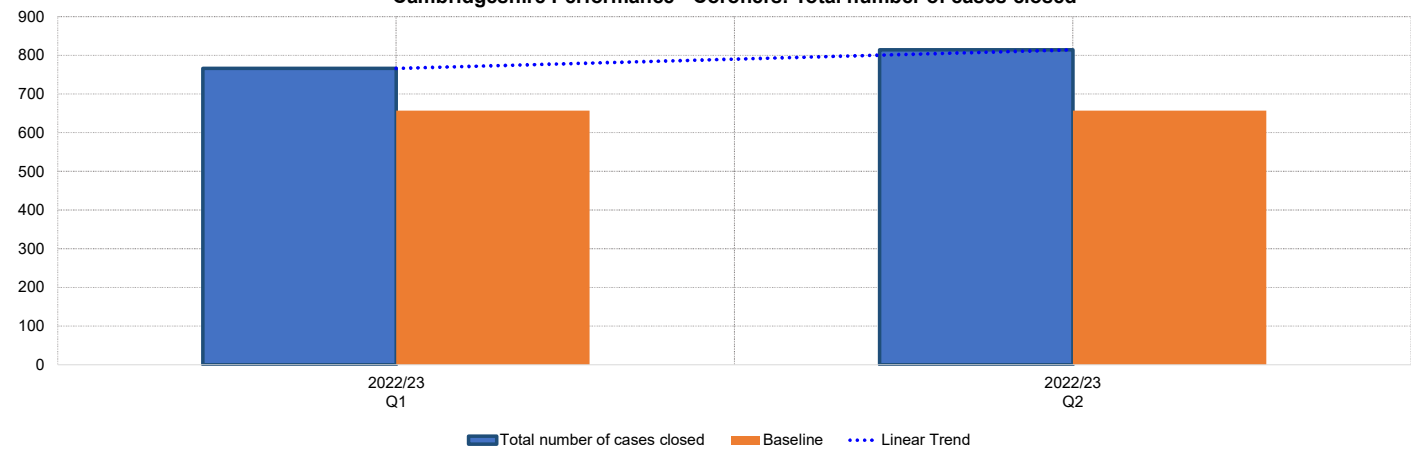
Indicator Description

Shows how the service is managing cases referred in terms of volumes

Baseline is derived from 2021/22 annual figure and divided by 4 to give a quarterly baseline

Useful Links

Cambridgeshire Performance - Coroners: Total number of cases closed

**Commentary**

Active open cases at close of Q1 was 953. This figure includes inquests, investigations and new referrals.

Actions

Indicator 177: Total number of Inquests opened

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November 2022

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
133	NA	148	162	N/A

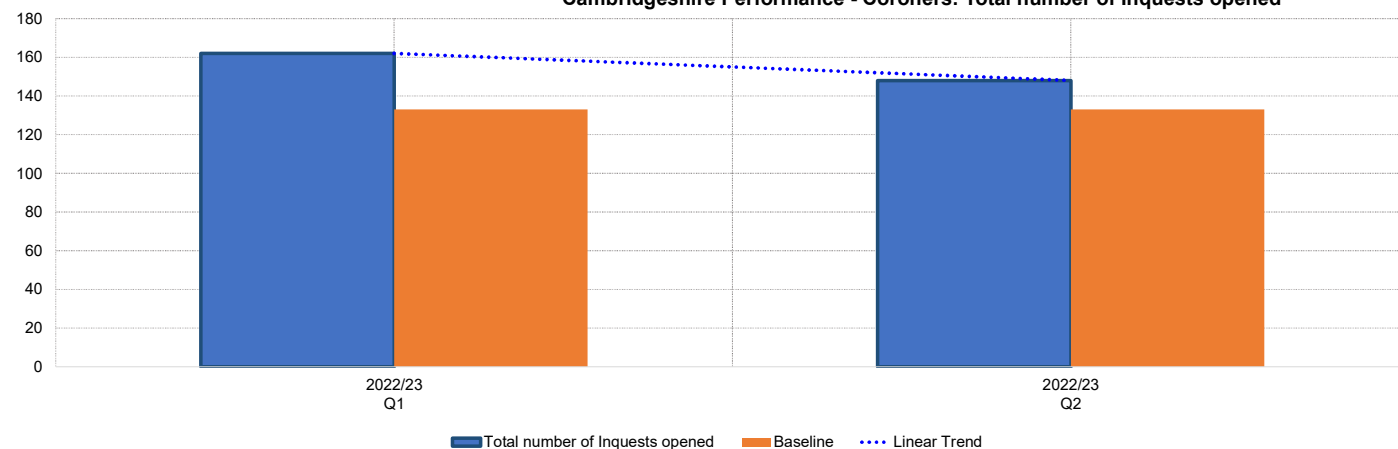
RAG Rating

Contextual

Indicator Description

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.

Baseline is derived from 2021/22 annual figure and divided by 4 to give a quarterly baseline

Cambridgeshire Performance - Coroners: Total number of Inquests opened**Commentary**

Active open inquests at close of Q1 was 264

Actions**Useful Links**

Indicator 178: Total number of Inquests closed

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November 2022

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
128	NA	136	169	N/A

RAG Rating

Contextual

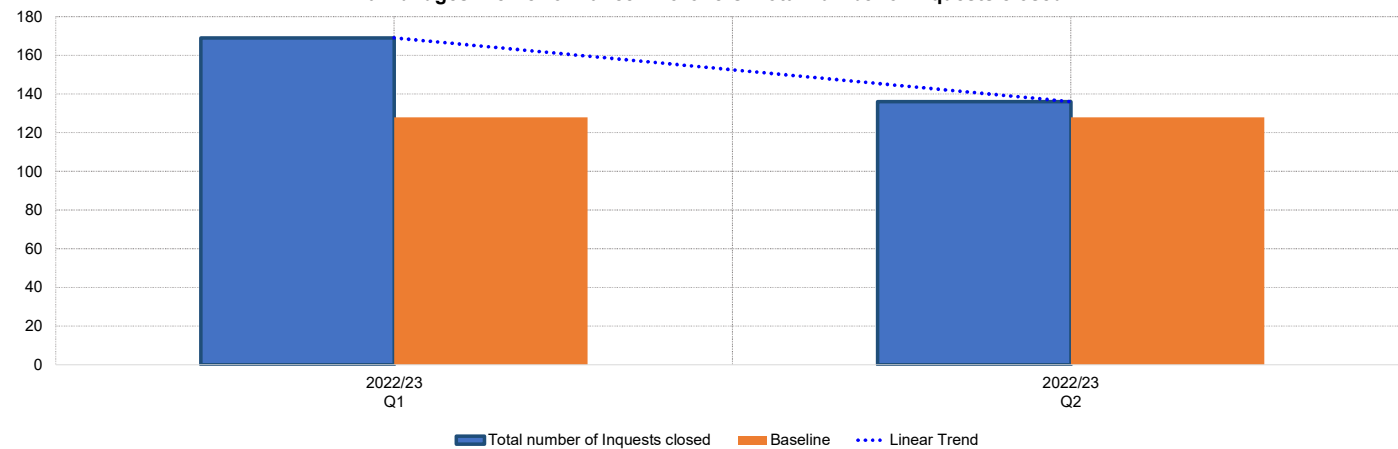
Indicator Description

Demonstrates the ability of the service to manage the current demand.

Baseline is derived from 2021/22 annual figure and divided by 4 to give a quarterly baseline

Useful Links

Cambridgeshire Performance - Coroners: Total number of Inquests closed



Commentary

Actions

Indicator 179: Total number of Inquests closed that are over 12 months old[Return to Index](#)

November 2022

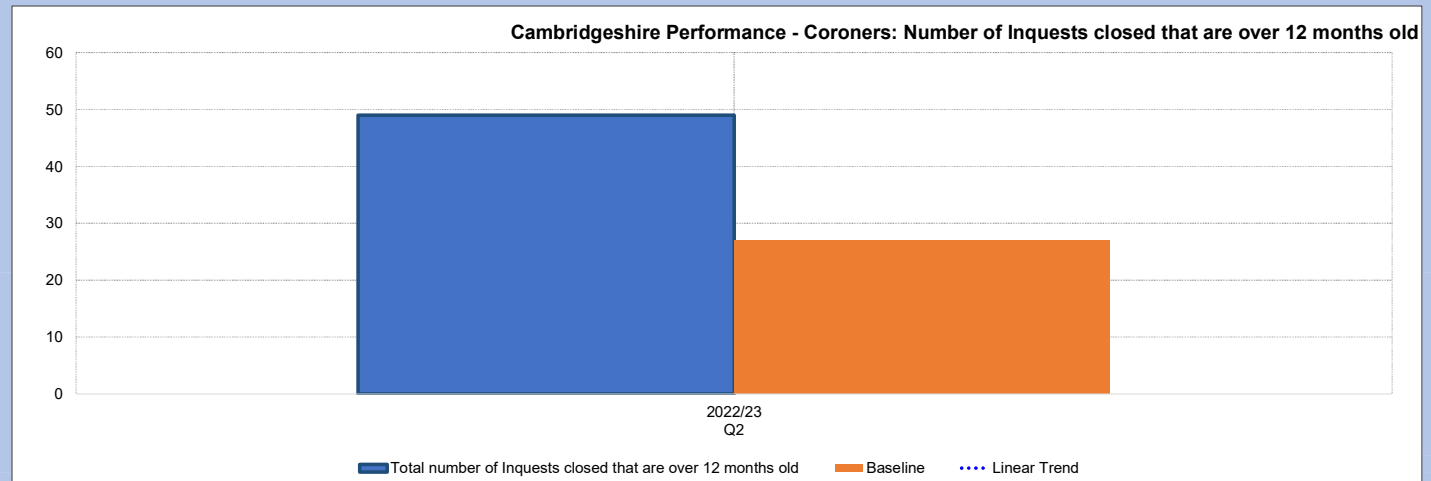
Baseline	Direction for Improvement	Current Quarter (cumulative)	Previous Quarter	Change in Performance
27	NA	49	N/A	NA
RAG Rating				
Contextual				

Indicator Description

Total number of Inquests closed 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.

Baseline is derived from 2021/22 annual figure and divided by 4 to give a quarterly baseline

Useful Links**Commentary**

The service reports annually to the Chief Coroner the number of cases over 12 months old, the reporting period for this data is 1st May 2021– 31st April 2022. In this period there were 297 cases over 12 months old.

Actions

Indicator 197: Number of Self Referrals to Commissioned Domestic Abuse Outreach Services

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November 2022

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
70	↑	177	190	Declining

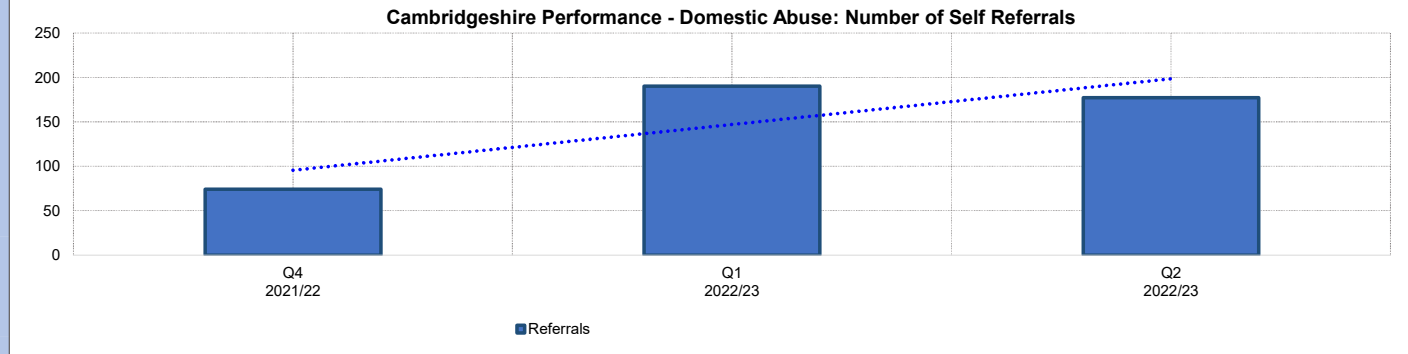
Contextual

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.

Useful Links



Commentary

Q2 2022/23 - A new outreach service with a new provider has been commissioned and started in October 2022. This will be the Domestic Abuse Support Service delivered by IMPAKT. Q2 figures are based on the previous providers data.

Q1 2022/23 - A new outreach service with a new provider has been commissioned and will start in October 2022. This will be the Domestic Abuse Support Service delivered by IMPAKT. Q1 figures are based on the current providers data.

2021/22 Q4 - Outreach services will continue to be delivered by Refuge and Cambridge Women's Aid until October 2022, when they service will be recommissioned. Outreach will be able to focus more on self-referrals in the coming months and referrals are expected to increase.

Actions

Indicator 198: The percentage of clients engaging with Independent Domestic Violence Advocacy (IDVA) Service

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November 2022

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
70.00%	↑	70%	76%	Declining

RAG Rating

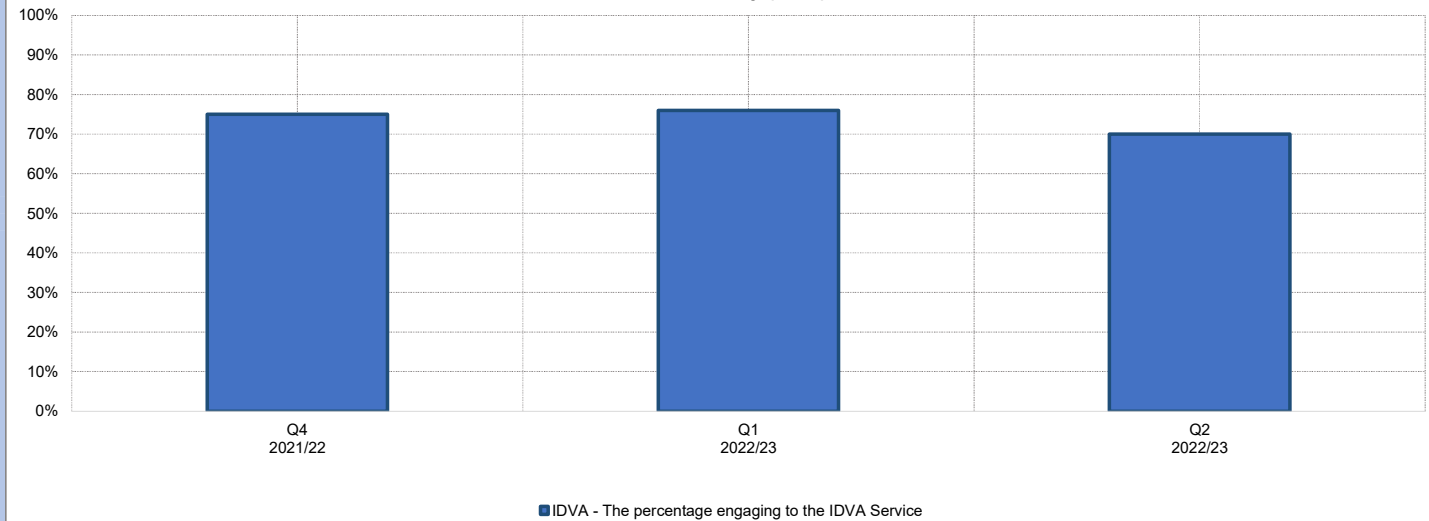
Green

Indicator Description

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

Cambridgeshire Performance - Domestic Abuse: The percentage of clients engaging with Independent Domestic Violence Advocacy (IDVA) Service

**Commentary**

Q2- The IDVA service have changed the way they record engagement with the service to ensure this captures only those who truly access support. A reduction in the engagement rate has therefore occurred but we are still meeting target of 70%.

Q1 - The engagement rate for clients with the IDVA Service was 75%, which is above the target of 70%. This may decrease in 2022/23 as the way this is recorded changes to ensure it captures engagement with the service that has made a difference to the outcomes for a client.

Actions

Indicator 199: Number of Referrals to the Independent Domestic Violence Advocacy (IDVA) Service

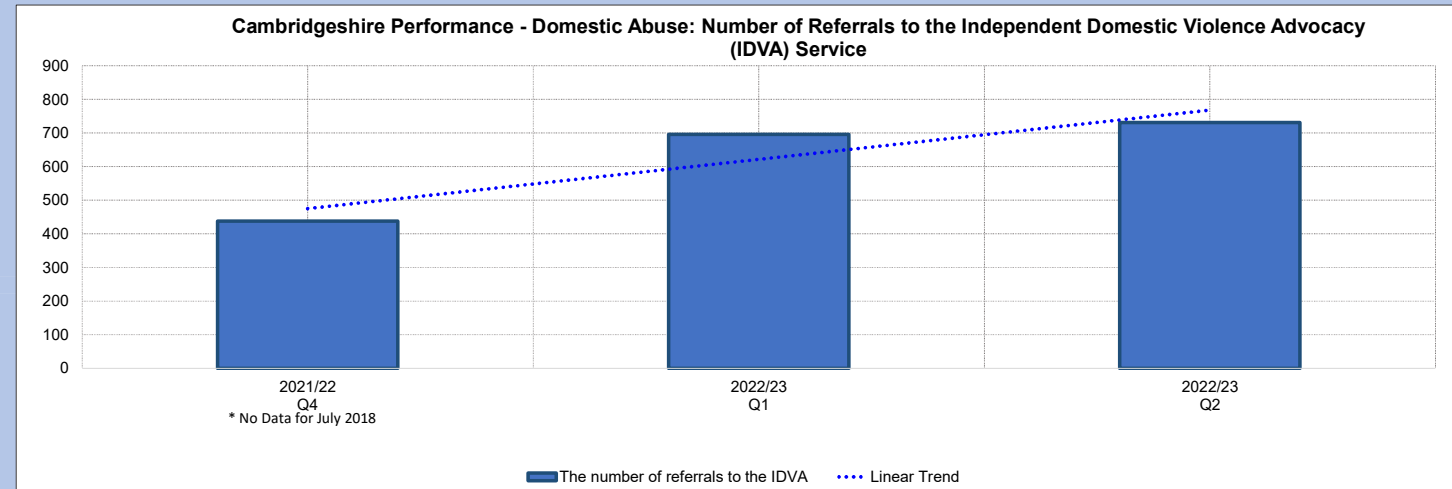
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November 2022

Baseline	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
430	↑	731.00	696.00	Improving
RAG Rating				
Contextual				

Indicator Description

The Independent Domestic Violence Adviser (IDVA) Service is part of the County Council and works with victims of domestic abuse at high risk of domestic abuse. They also employ a number of specialist client-based IDVAs who take specific referrals at all risk levels. The team has expanded greatly during 2021/22 and referrals are expected to increase in 2022/23. The number of referrals to the service will be the first KPI, with a baseline of 430 per quarter.

Useful Links**Commentary**

A significant issue with the client database means that the figure reported of 731 is an underreporting of the true number of referrals to the service. The true figure is believed to be around 900-950 and will be updated when providing Q3 stats.

Referrals to the IDVA Service have increased during 2021/22 as the service has expanded and developed several new specialist client based roles. These are Housing, Health, Male Victims, Stalking and BAME at any risk level. It is expected that the number of referrals will continue to increase during 2022/23 as these teams continue to market their roles with professionals.

Actions

Indicator 219: Registrations - All births registered within 42 days of birth.

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November 2022

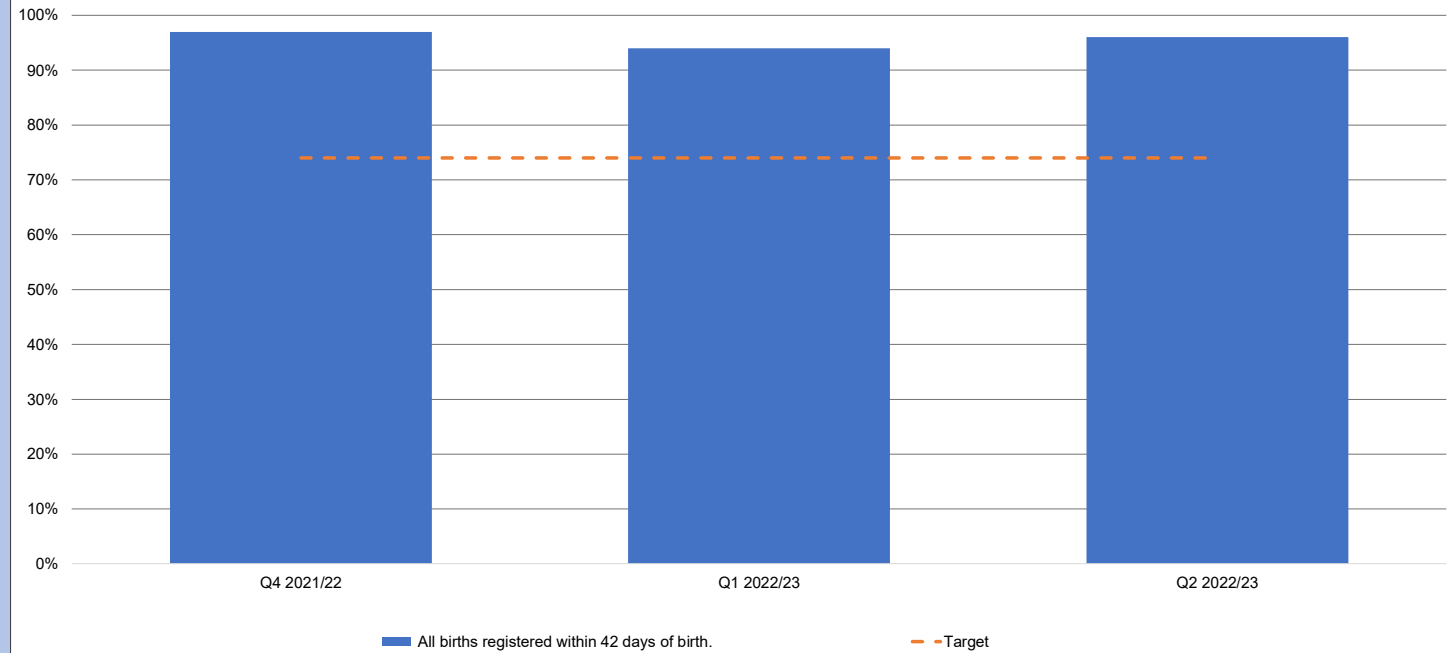
Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
74%	↑	96%	94.0%	Improving

RAG Rating

Blue

Indicator Description

Legislation states 42-day requirement to register births.
 Demonstrates volumes and demand on the service.
 Shows population trends in the county
 The benchmark is the national average

Useful Links**Cambridgeshire Performance - Registrations - All births registered within 42 days of birth.****Commentary**

3780 births registered YTP (end of Sept). Figure regionally was 86% and nationally 85%
 Births registered in the same period last year were 3924, so currently a 4% decrease. Regionally the decrease is 8% and nationally is 4%

Actions

Indicator 220: Registrations - All deaths registered within 5 days

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November 2022

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
60%	↑	52%	58.0%	Declining

RAG Rating

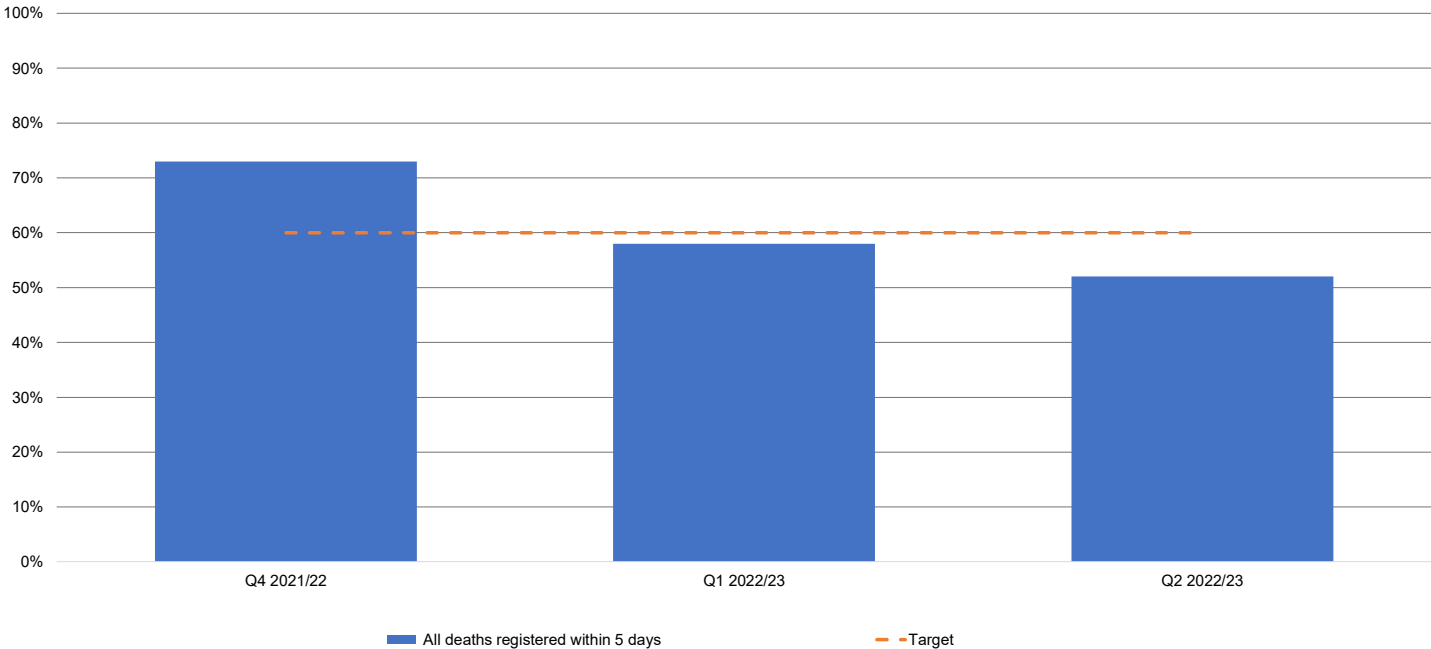
Red

Indicator Description

The percentage of all deaths registered within 5 calendar days. The figure refers to non-coronial deaths.
Legislation states 5-day requirement to register births.
Demonstrates volumes and demand on the service.
Shows population trends in the county
The benchmark is the national average.

Useful Links

Cambridgeshire Performance - Registrations - All deaths registered within 5 days



Commentary

997 deaths YTD (to end of Sept). Region achieved 34% and nationally 51%.
3780 births registered YTD (end of Sept). Figure regionally was 86% and nationally achieved 85%.
Non-Coronial deaths registered in the same period last year were 2130, so currently a 15% increase. Regionally the increase is 12% and nationally is 8%

Actions

Indicator 221: Number of hours of business advice provided to businesses under primary authority

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November 2022

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
291	↑	303	246.25	Improving

RAG Rating

Green

Indicator Description

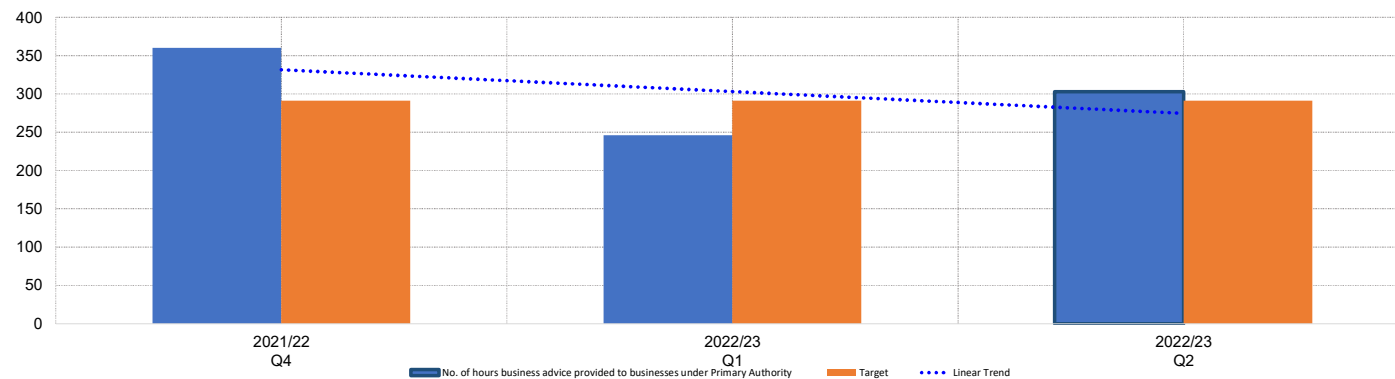
Primary Authority is a national scheme overseen by the Office for Product Safety and Standards whereby national businesses can pay for assured advice from a regulator of their choice. This helps reduce the regulatory burden on businesses by ensuring they receive the appropriate advice at the outset to 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.

The benchmark is based on quarterly figures from 2021/22

Useful Links

Cambridgeshire Performance - Trading Standards: No. of hours business advice provided to businesses under Primary Authority



Commentary

Q1 2022/23 - Whilst this figure falls below the benchmark, this is consistent with Q1 figures for last year where we also saw a lower uptake of advice in Q1. We anticipate this increasing in subsequent quarters in line with previous years so are confident we are still on track with this particular indicator.

Actions

Indicator 222: Percentage of business brought into compliance in all priority areas following inspection/intervention[Return to Index](#)

November 2022

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
65%	↑	45%	55.0%	Declining

RAG Rating

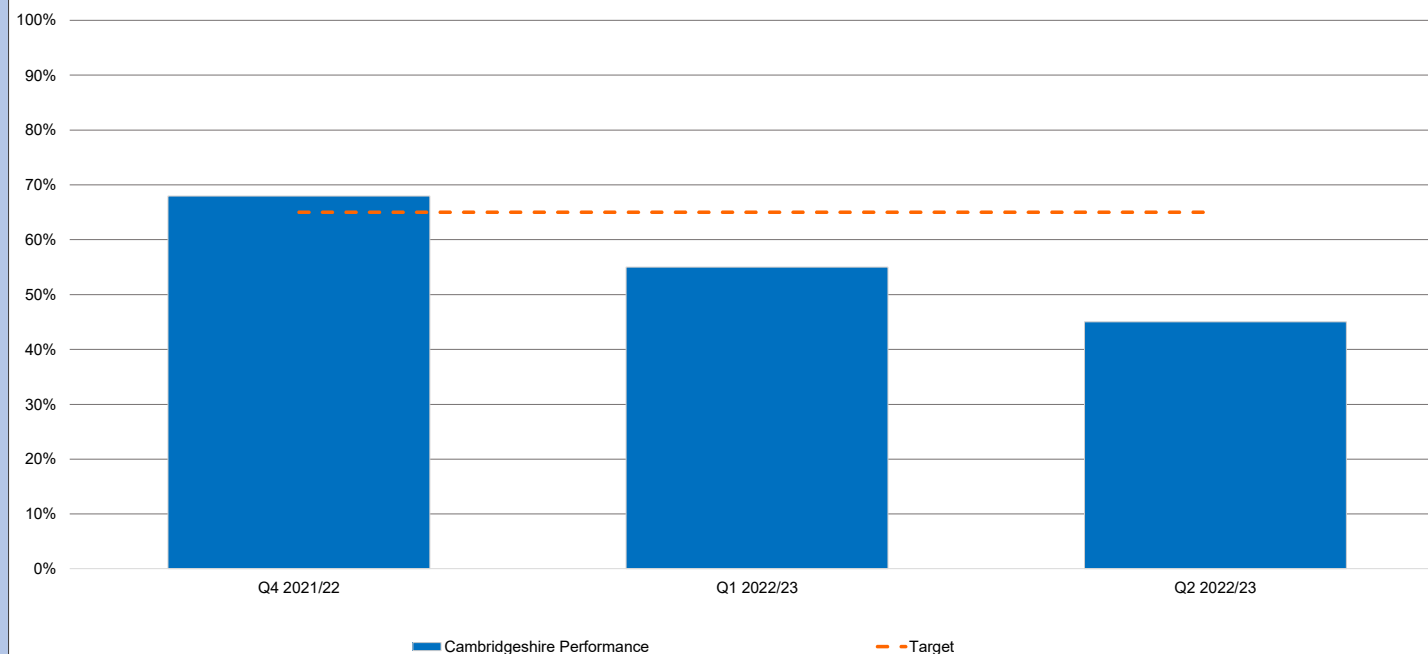
Red

Indicator Description

Percentage of business 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.

Useful Links**Cambridgeshire Performance - Trading Standards: Percentage of business brought into compliance in all priority areas following inspection/intervention****Commentary**

30% businesses compliant at the time of visit
 15% of businesses not complaint at time of visit but have since been bought into compliance
 55% of buisnesses remain non-compliant at the end of Q2, ongoing work to bring them into compliance

Actions