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Performance Report

Quarter 2

2024/25 financial year

Communities, Social Mobility and Inclusion Committee

Governance & Performance
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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

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

RAG Rating

Green

Indicator Description

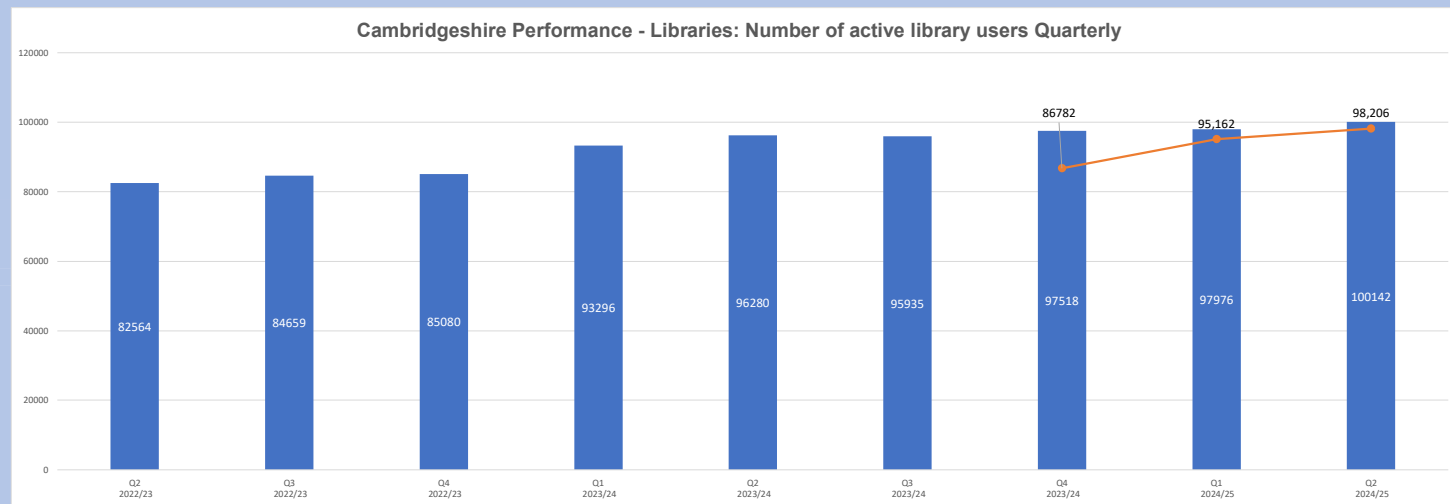
This indicator shows the total number of unique people who have used their library card to access services in the last 12 months.

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.

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

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November 2024

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

RAG Rating

Green

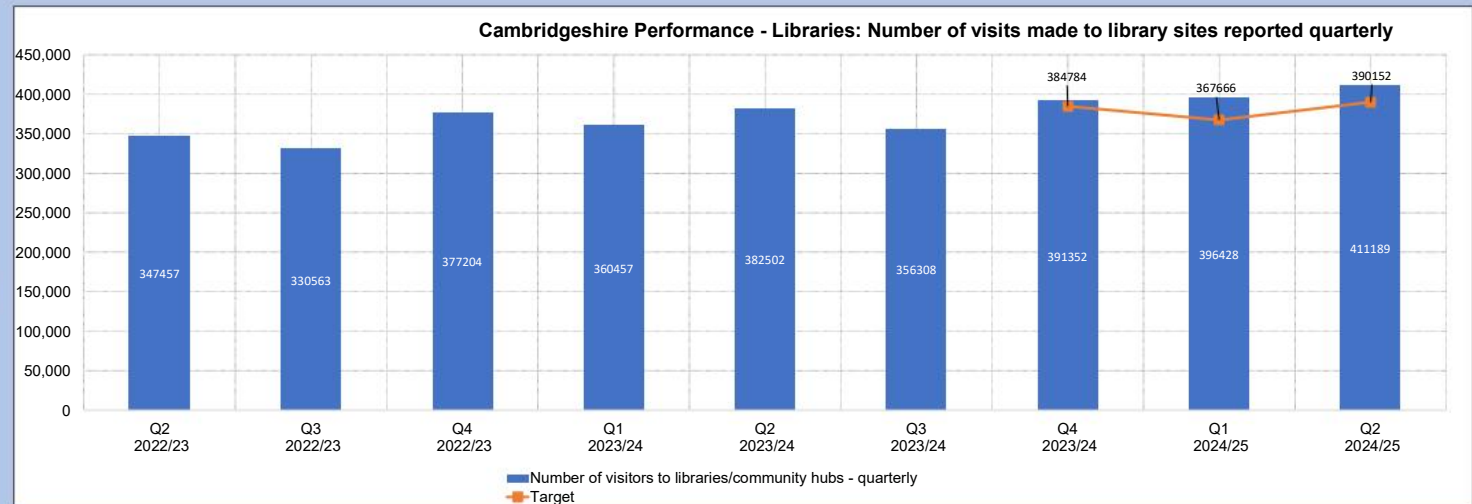
Indicator Description

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.

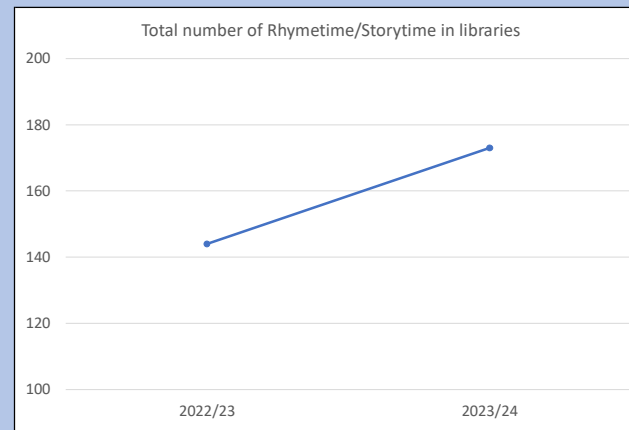
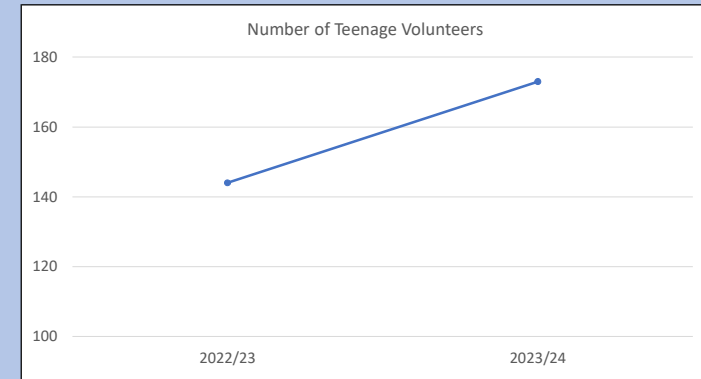
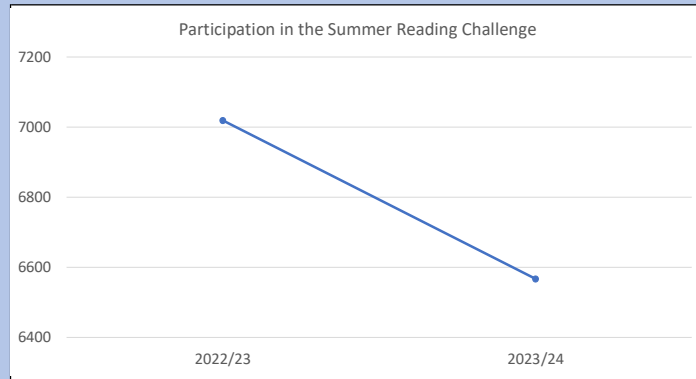
Summer Reading Challenge Participation - This is a measure for the number of children taking part in the Summer Reading Challenge, a national libraries campaign from The Reading Agency that the library service participates in. It has been shown to help improve children's reading habits, reducing the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

Useful Links

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



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.

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.

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

| 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.

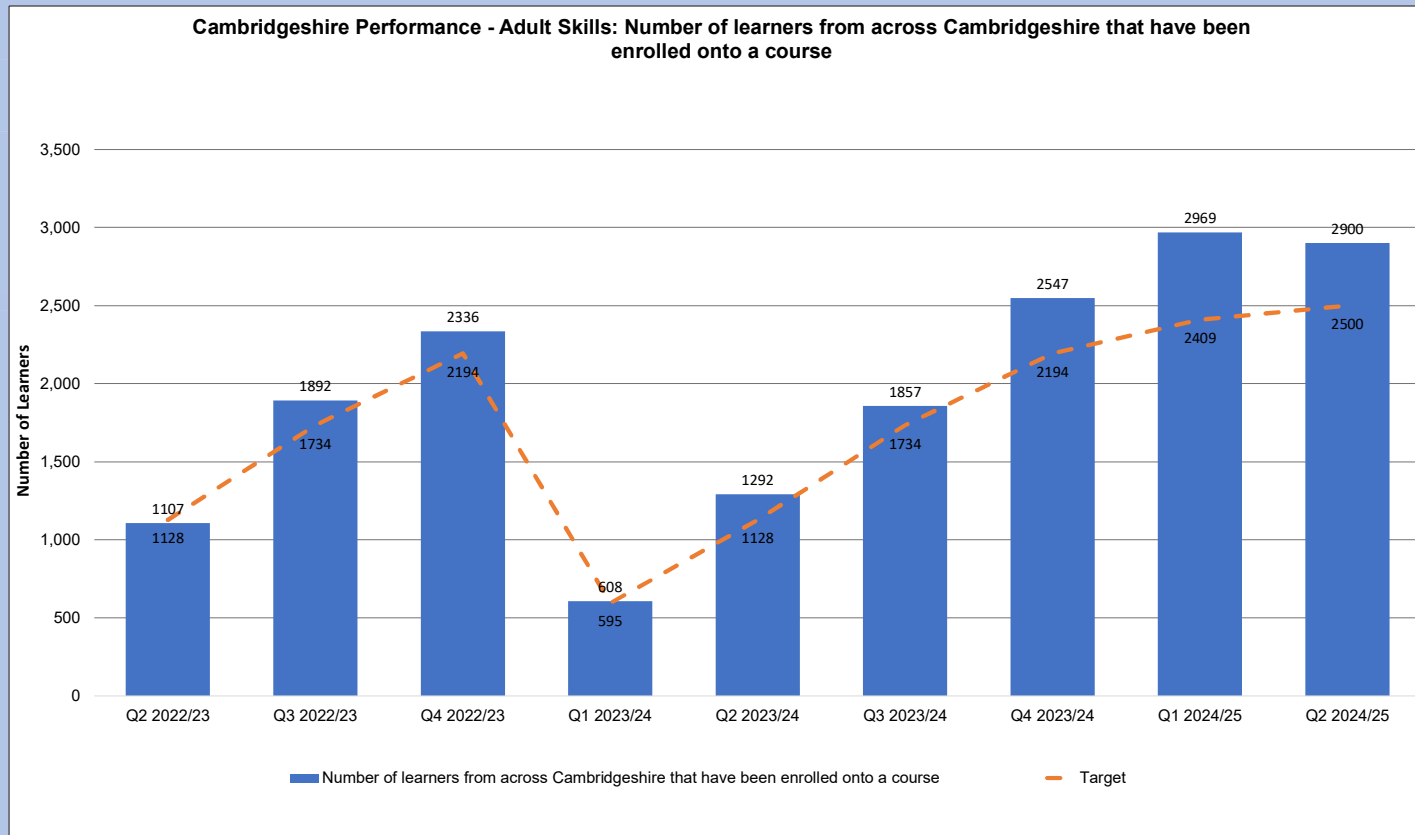
This indicator refers to the total number of learners engaged and recruited onto courses. This is because a single learner can have multiple enrolments for each financial year.

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.

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

RAG Rating



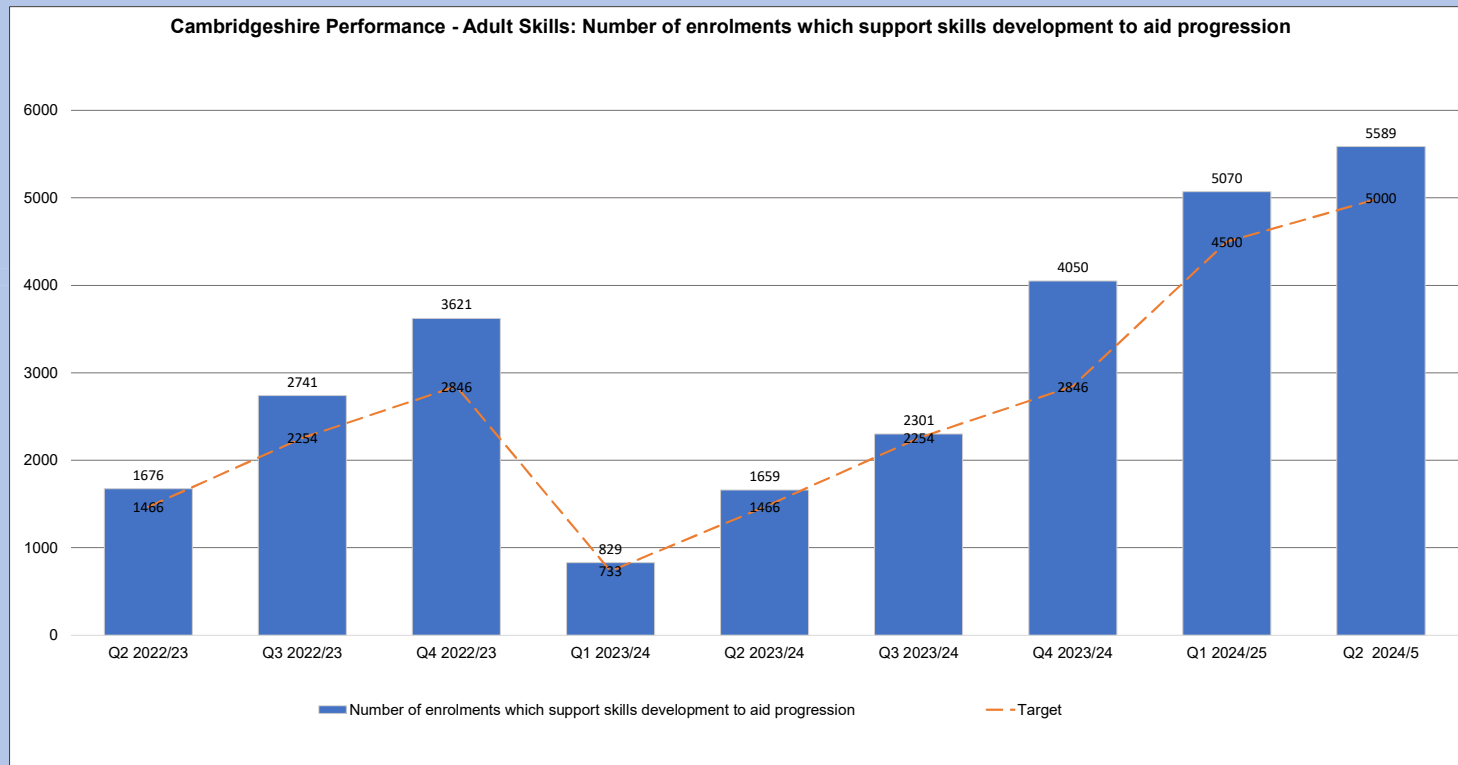
Indicator Description

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

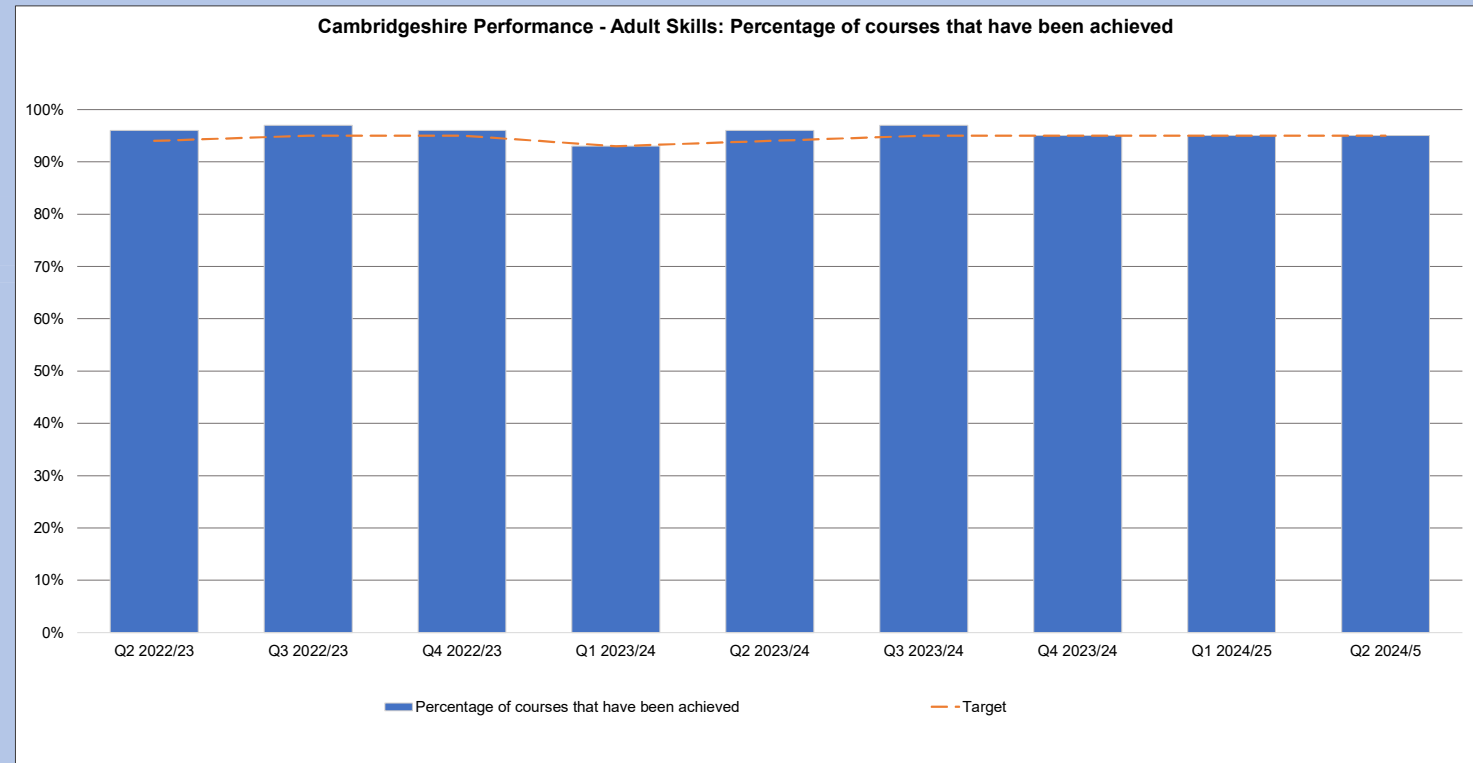
Indicator Description

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.



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

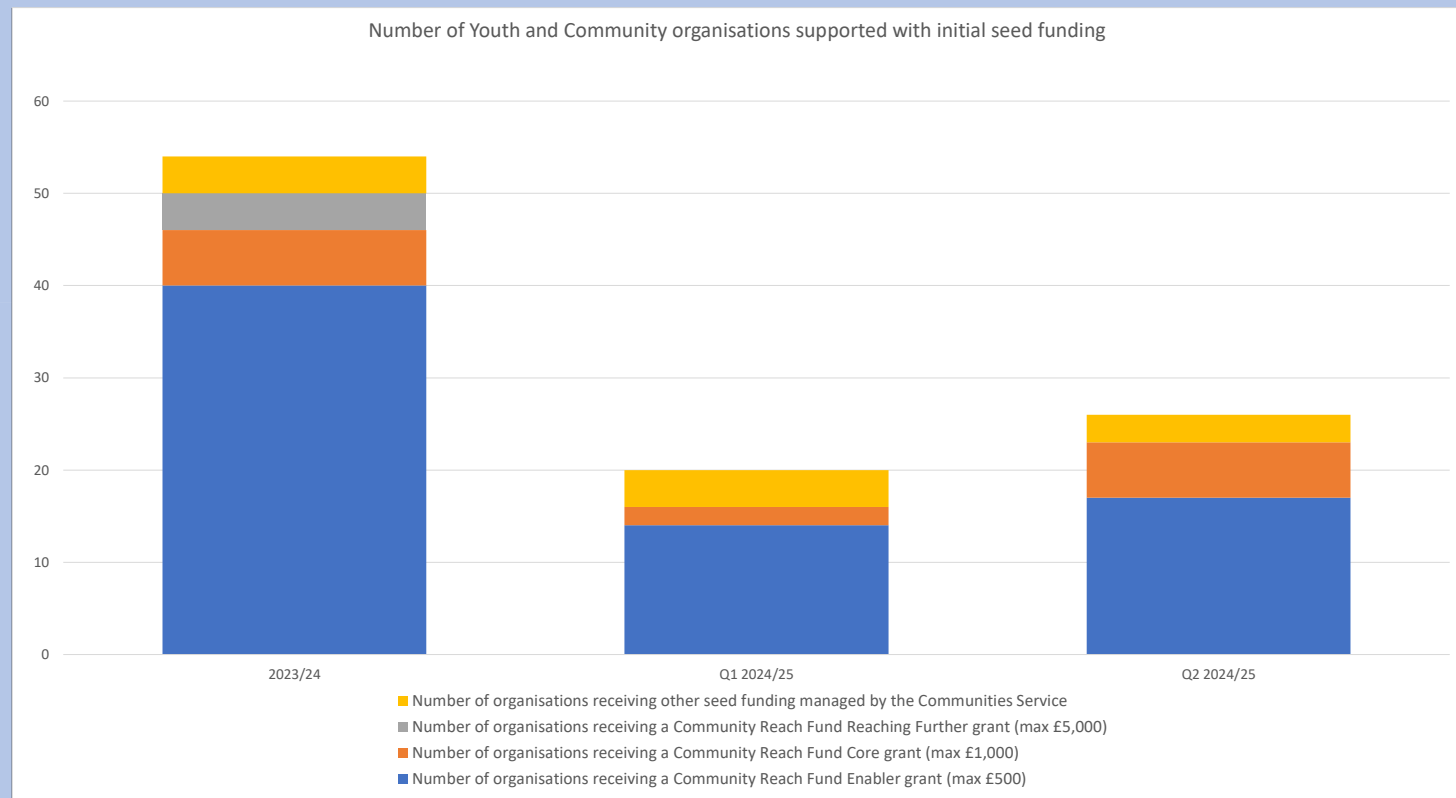
Indicator Description

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.

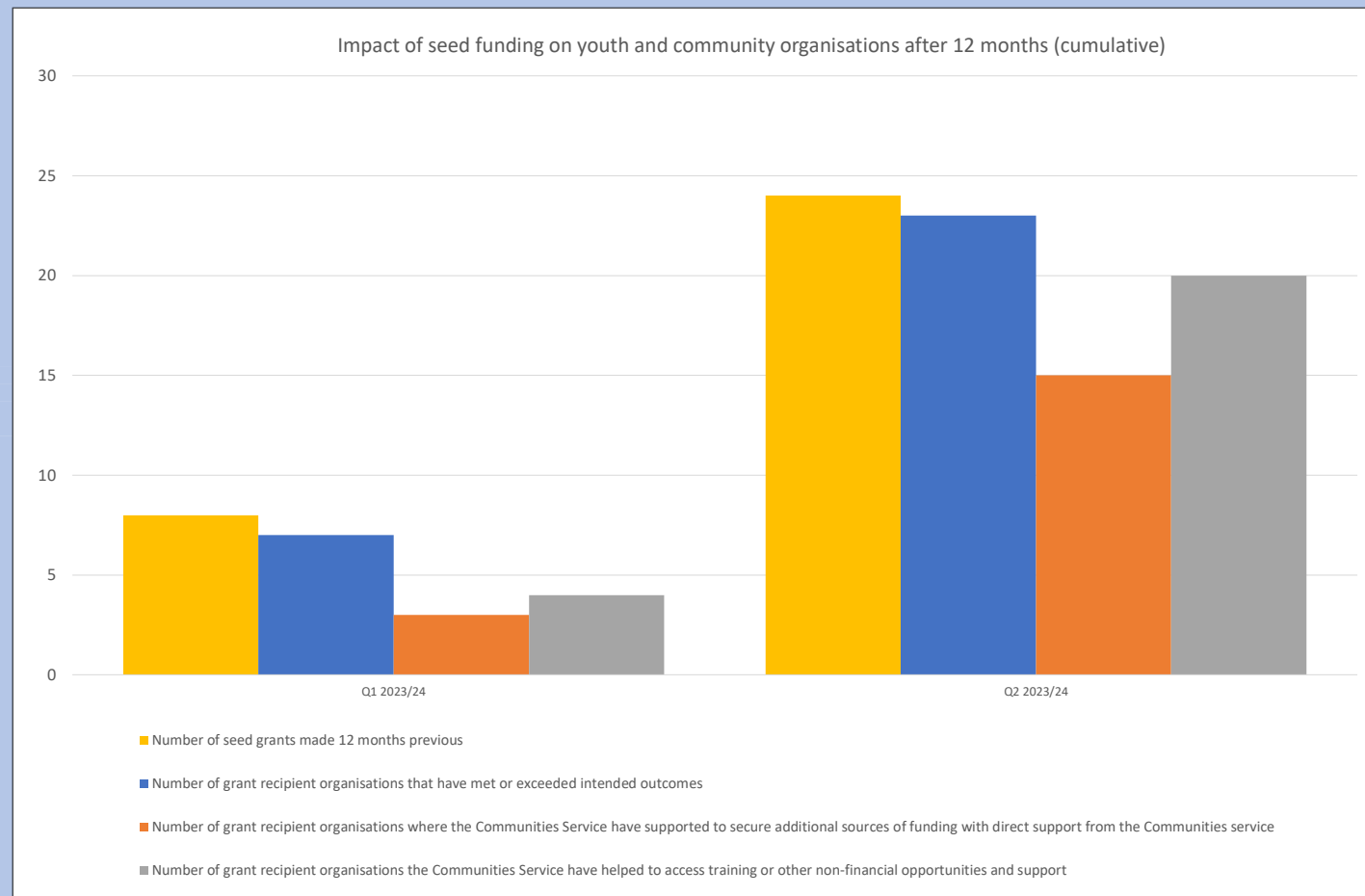
Percentage of grant recipient organisations the Communities Service have helped to access training or other non-financial opportunities and support: This measures the direct impact the our team has on supporting grant recipients to grow their organisations, to develop appropriate governance, networks 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

| 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.

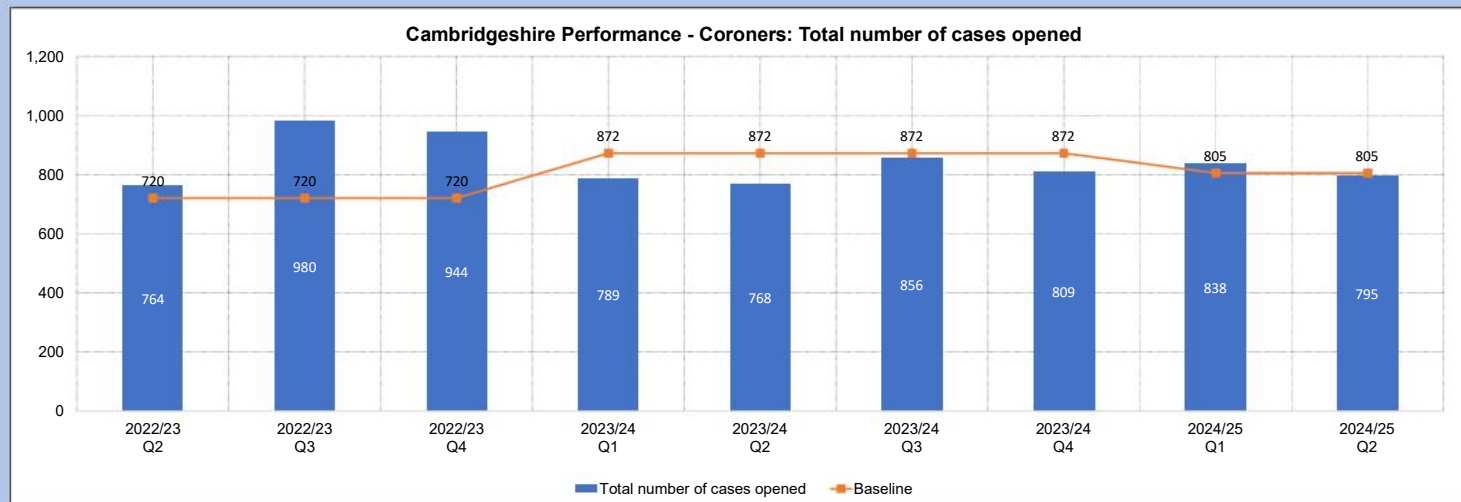
The KPI demonstrates the volume of cases opened, as well as providing data on trends when compared to previous Quarters / Years. The figure is all new cases opened within the quarter, not the number of active live cases, this figure can be found in the commentary.

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.

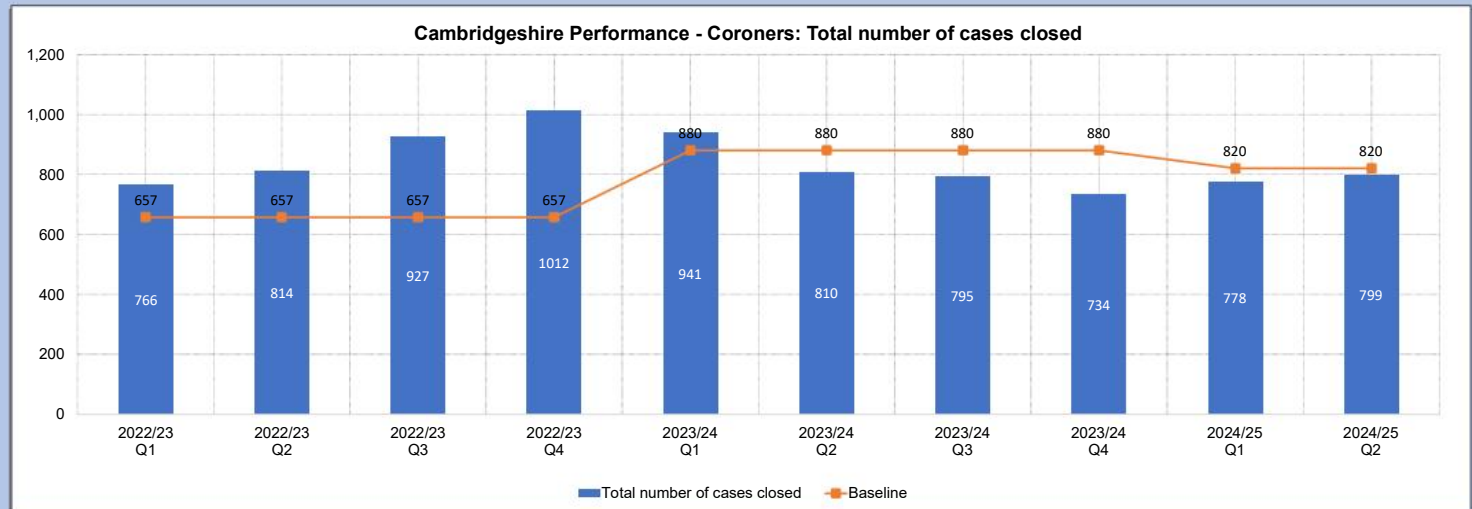
The figure shows the number of cases closed within the quarter and not the number of active live cases, which can be seen in the commentary.

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.

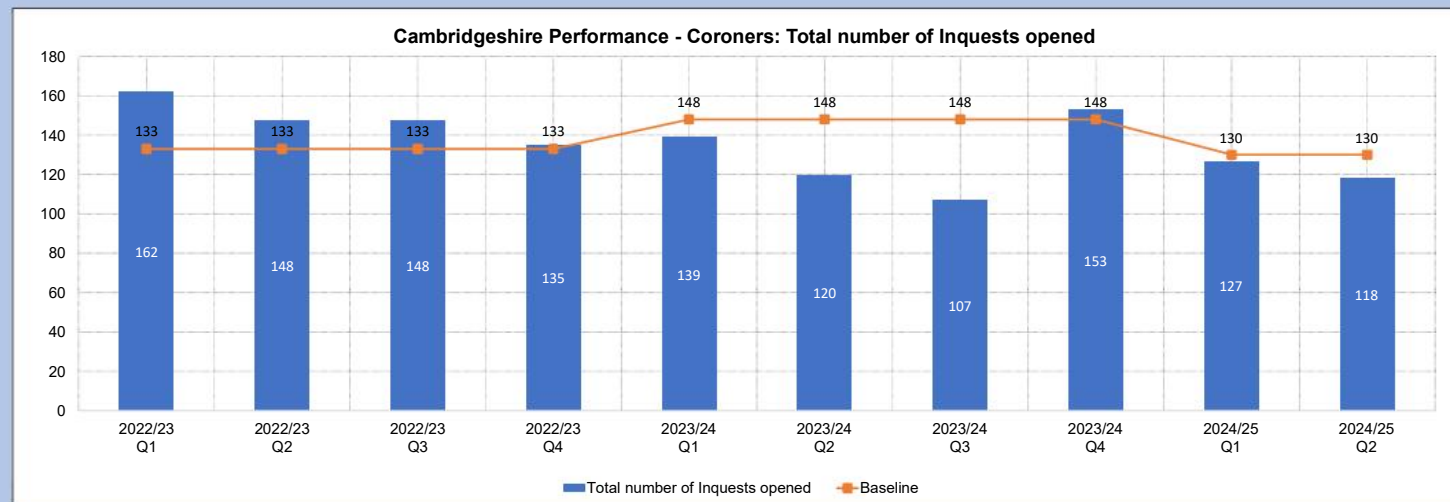
The KPI demonstrates the volume of Inquests opened, as well as providing data on trends when compared to previous Quarters / Years. The figure is all new Inquests opened within the quarter and not the number of active live Inquests, which can be seen in the commentary.

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.

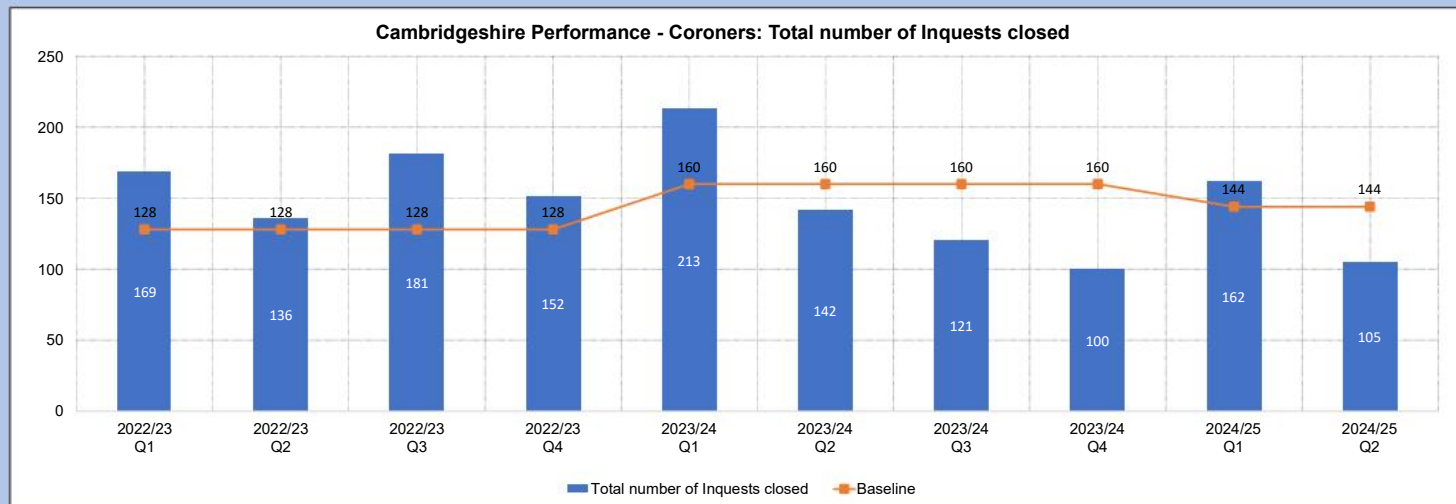
The KPI demonstrates the ability of the service to manage the current demand, as well as providing data on trends when compared to previous Quarters / Years. The figure is all Inquests closed within the quarter, not the number of active live Inquests, this can be seen in the commentary.

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

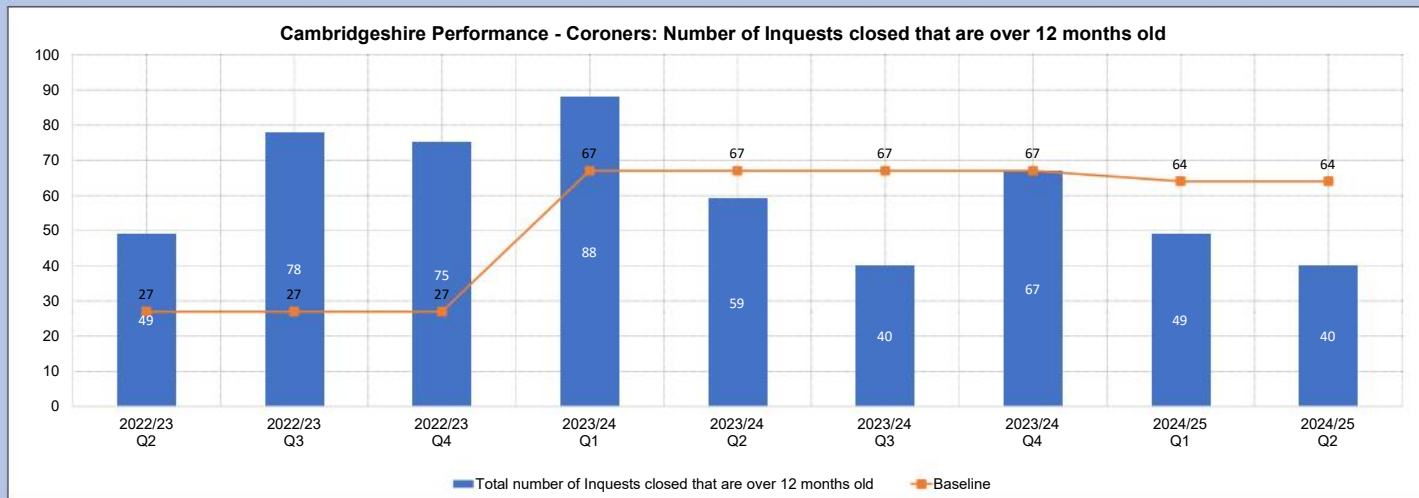
Indicator Description

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/>

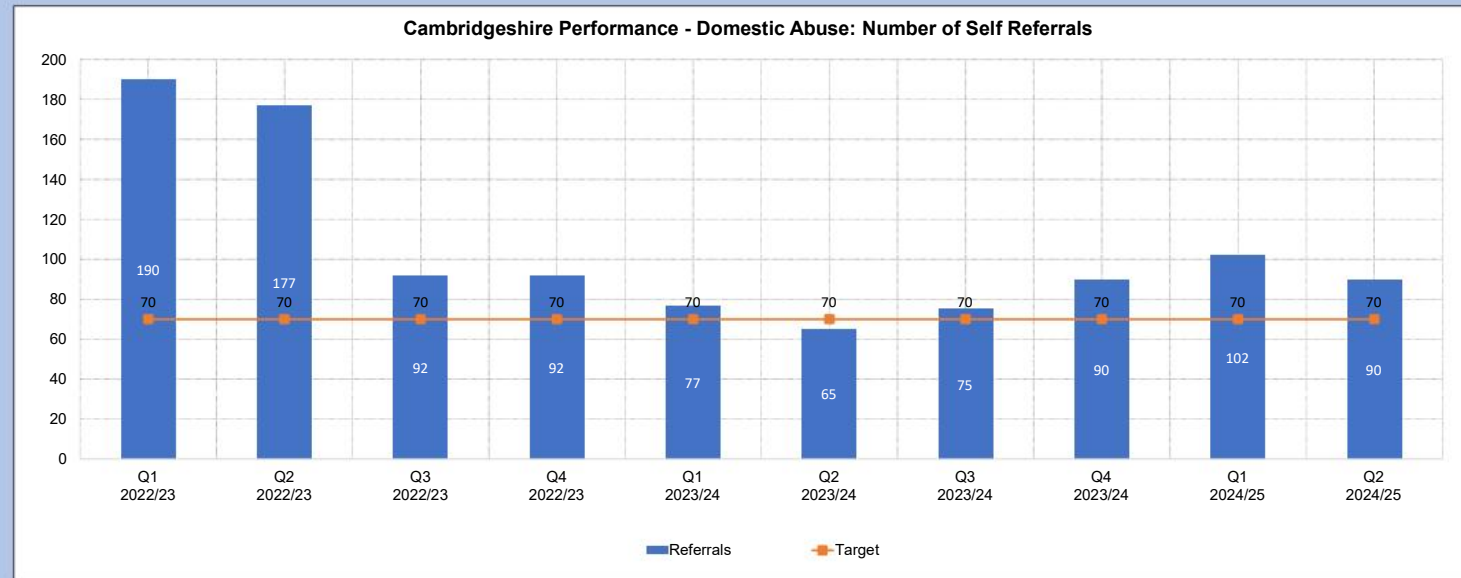
| Baseline | Direction for Improvement | Current Quarter | Previous Quarter | Change in Performance |
|----------|---------------------------|-----------------|------------------|-----------------------|
| 70 | ↑ | 90 | 102 | Declining |

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 |

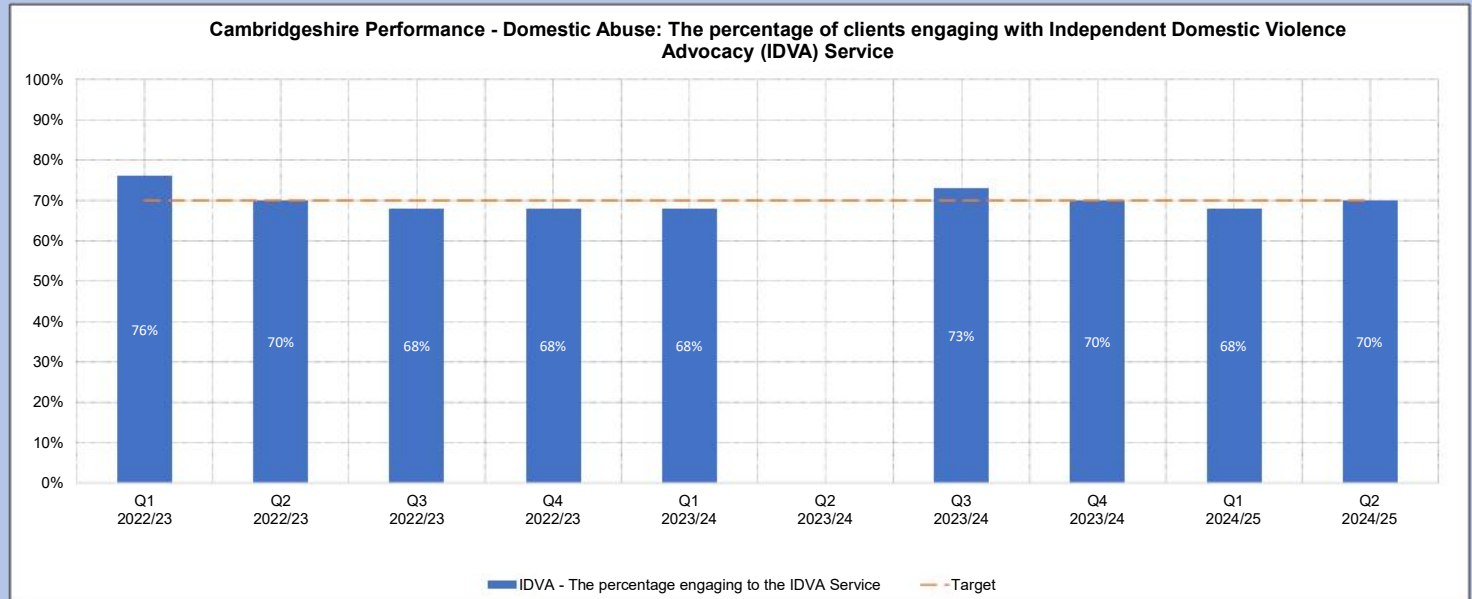
RAG Rating

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

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

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November 2024

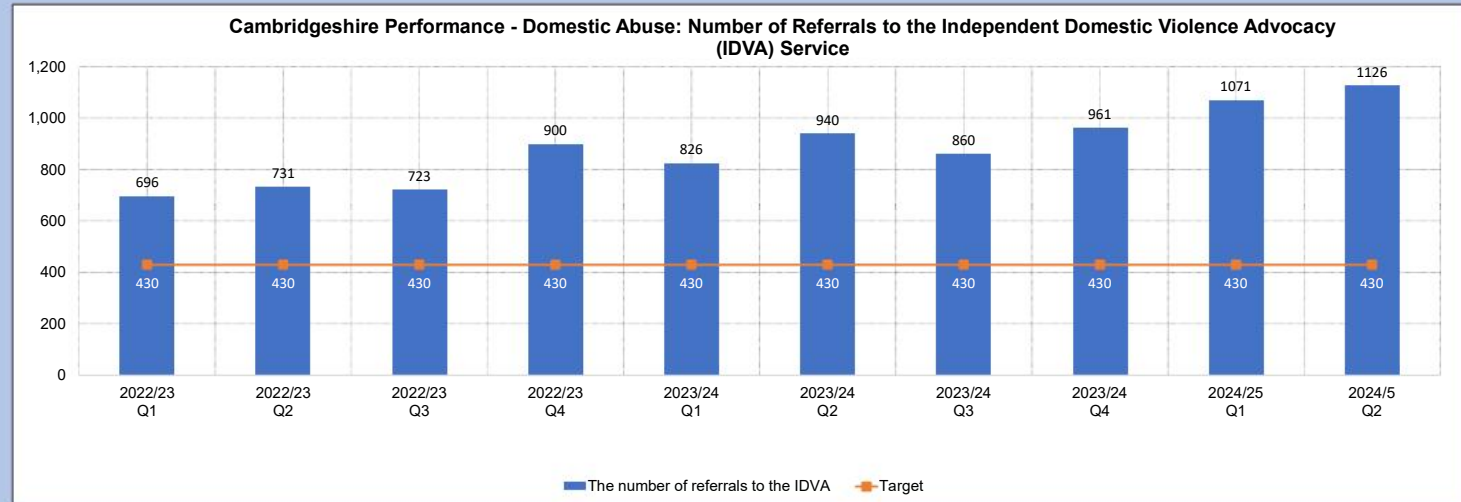
| Baseline | Direction for Improvement | Current Quarter | Previous Quarter | Change in Performance |
|----------|---------------------------|-----------------|------------------|-----------------------|
| 430 | ↑ | 1126 | 1071 | Improving |

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

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

| 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.

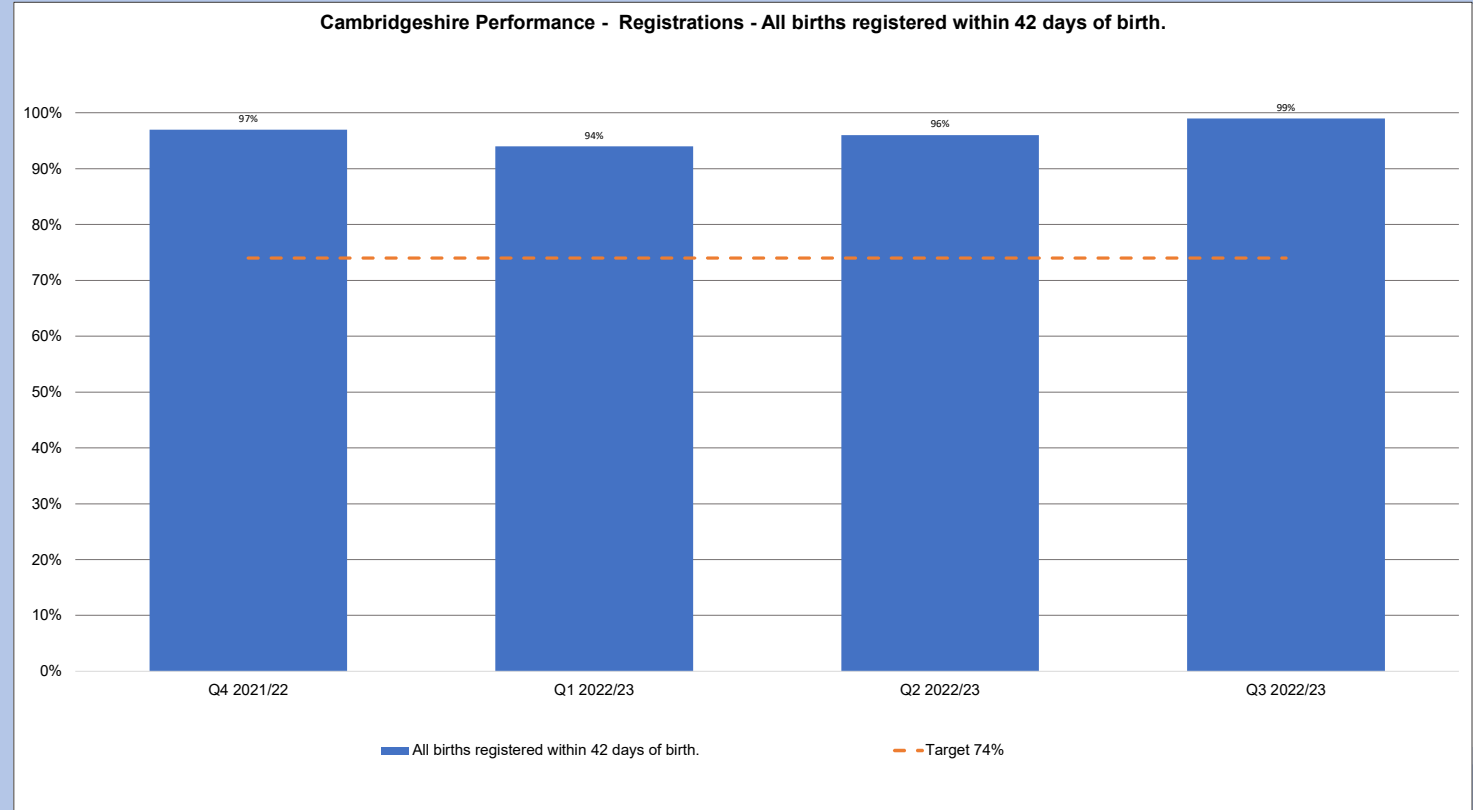
The KPI demonstrates the volumes and demand on the service, and the percentage of births registered within the 42-day requirement.

Population trends in the county are also demonstrated.

The target is the national average.

Births are recorded on a national database.

Useful Links



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.

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

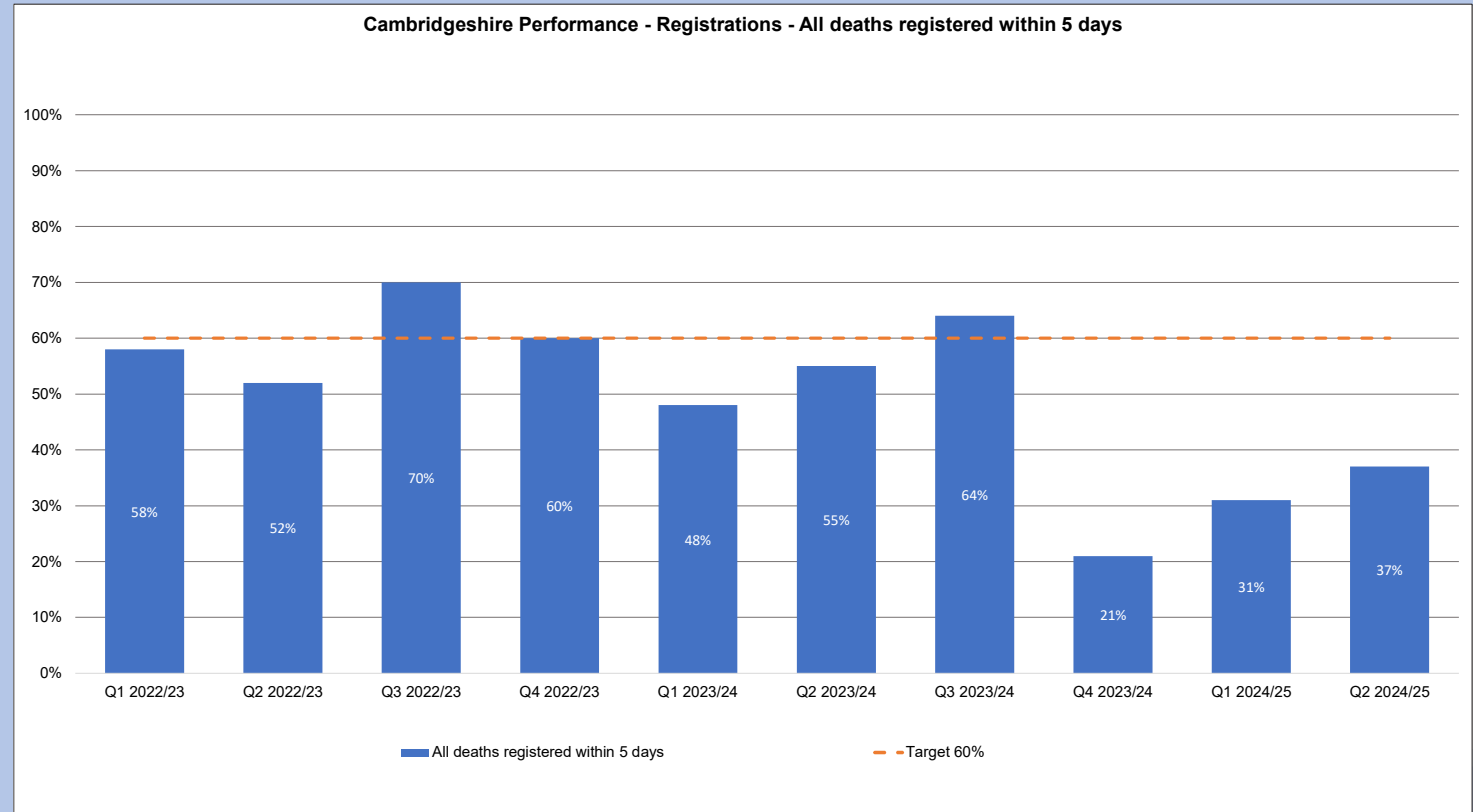
Red

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.

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

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November 2024

| 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.

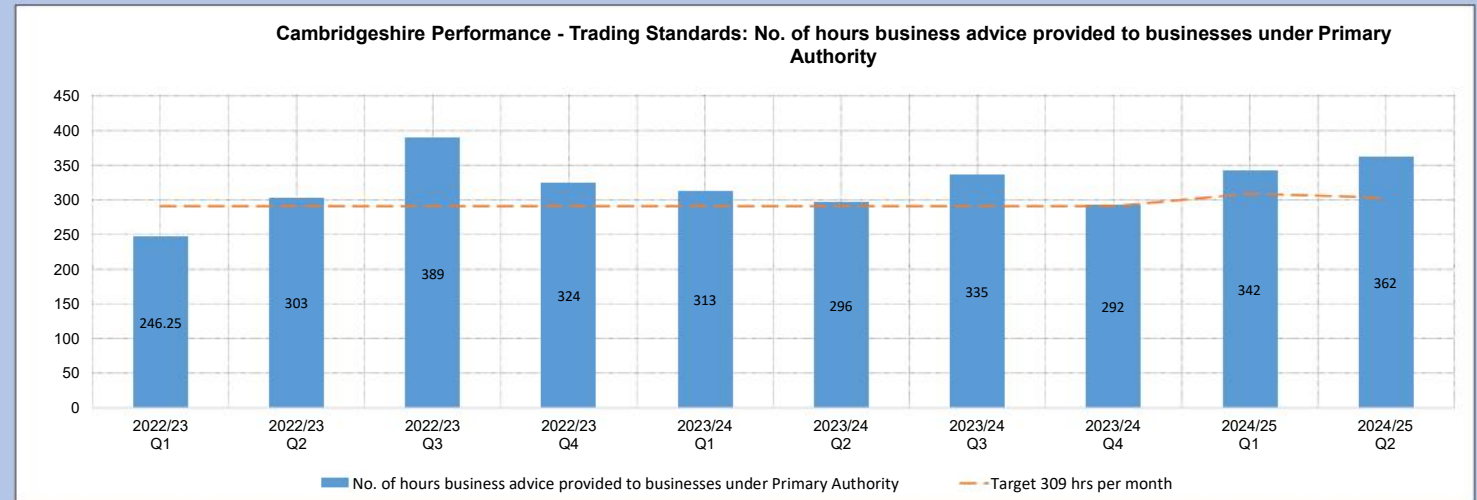
Cambridgeshire and Peterborough Trading Standards have over 100 Primary Authority Partnerships. All Primary Authority businesses are required to pay an annual fee, as well as an hourly rate for advice. This indicator demonstrates the demand for advice. The funding derived from the scheme offsets service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

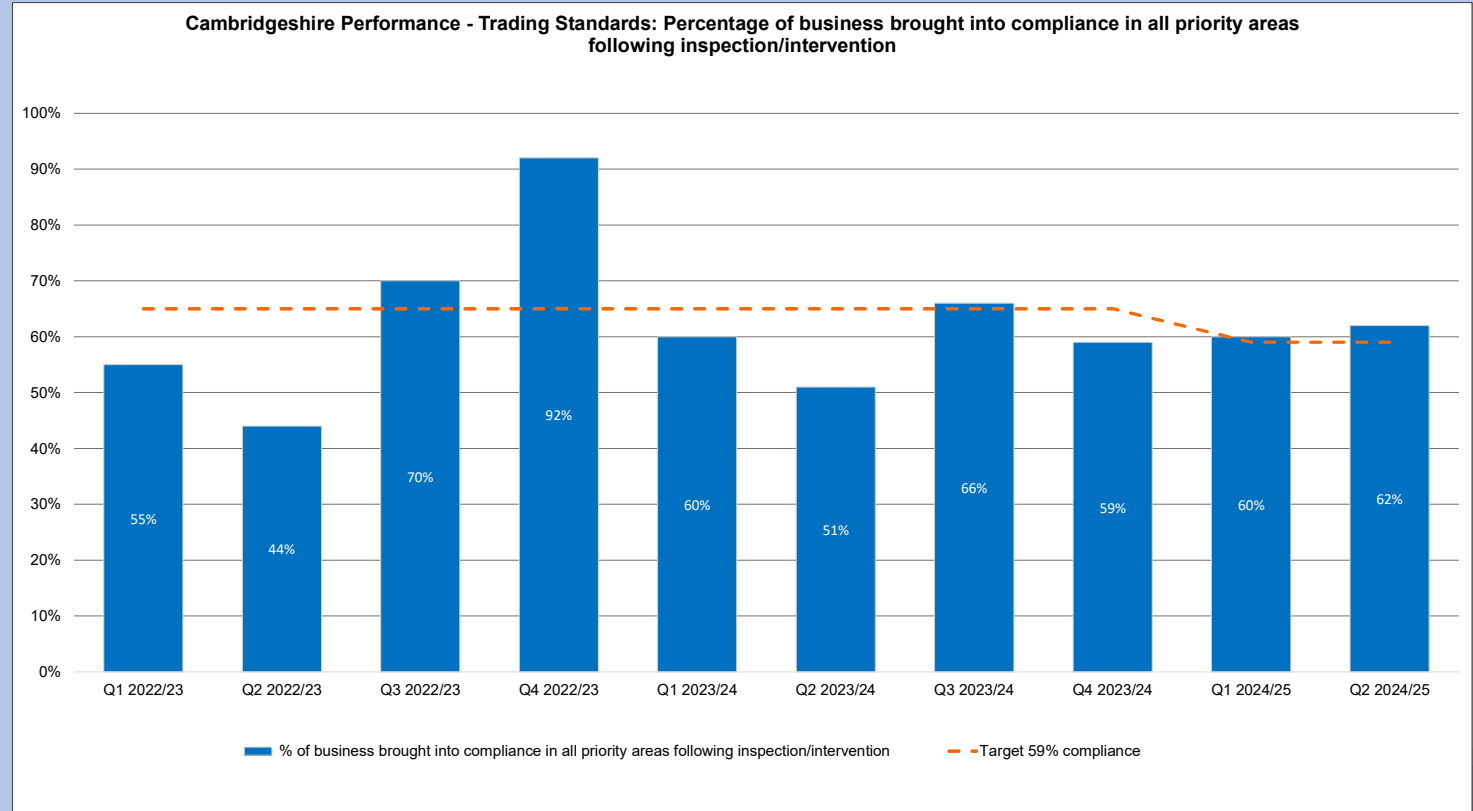
Priority areas are those that present the greatest risk to public safety, health and welfare, cause significant financial detriment like rogue trading or matters that present a risk to the local economy such as animal disease outbreaks.

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 dived 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.