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Corporate Performance Report

Quarter 3

2019/20 financial year

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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, but where a target has not been deemed pertinent by the relevant service lead
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

4.5%	↑	4.7%	4.7%	Unchanged
7.2%	6.0%	A		

The measure shows the proportion of adults with a primary support reason of learning disability support who are recorded as being in paid employment. The information would have to be captured or confirmed within the financial year reporting period.

The measure is focused on 'paid' employment. Voluntary work is not collected in SALT and thus, is excluded from the measure. Paid employment is measured using the following two categories:
 - Working as a paid employee or self-employed (16 or more hours per week); and,
 - Working as a paid employee or self-employed (up to 16 hours per week)

Calculation:
 $(X/Y) * 100$

Where:
 X: All people within the denominator, who are in employment. The numerator should include those recorded as in paid employment irrespective of whether the information was recorded in an assessment, review or other mechanism. However, the information would have to have been captured within the financial year.

Y: Number of working-age clients with a primary support reason of learning disability support "known to CASSRs" during the period.

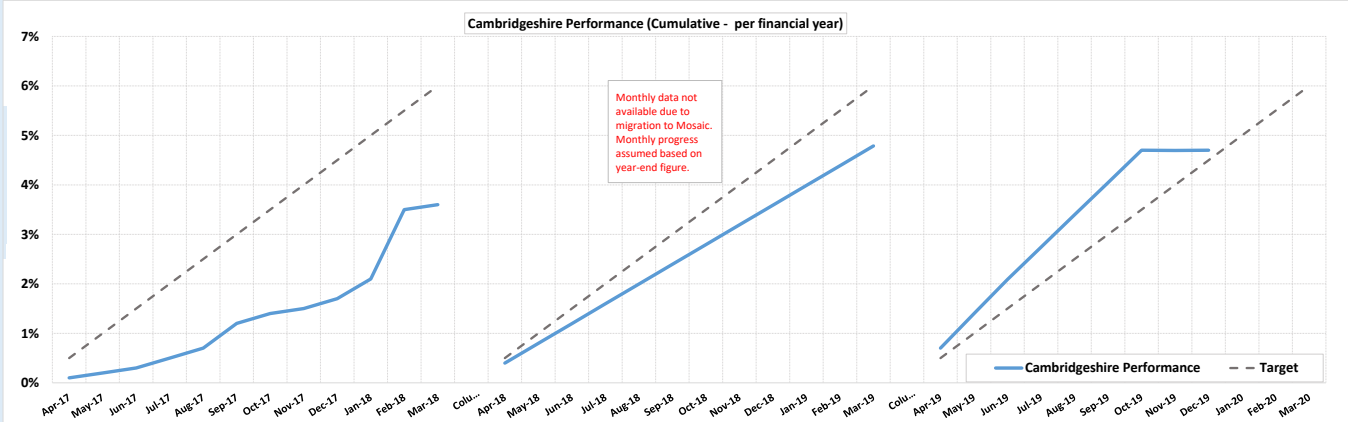
Useful Links

NHS Digital 2017/18 Data:
<https://digital.nhs.uk/data-and-information/publications/clinical-indicators/adult-social-care-outcomes-framework-ascof/current>

NHS Digital Archived Data:
<https://digital.nhs.uk/data-and-information/publications/clinical-indicators/adult-social-care-outcomes-framework-ascof/archive>

LG Inform:
<https://lginform.local.gov.uk/>

The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/687208/Final_ASC_OF_handbook_of_definitions_2018-19_2.pdf



(Mean England and Statistical Neighbour data obtained from NHS Digital)

Commentary

Performance at this indicator was improving through Q1 & Q2, however there has been no significant progress to report since September. Performance is still exceeding that of the equivalent periods in all of the last 4 years.

As well as a requirement for employment status to be recorded, unless a service user has been assessed or reviewed in the year, the information cannot be considered

The migration to Mosaic has had a positive impact on performance at this indicator by prompting workers to update of the employment status at each assessment/review.

To support delivery of the LD Employment Strategy a working group has been formed to develop a targeted workplan to improve employment opportunities for this cohort of service users.

Actions

Although performance is above target at the end of Q3, the indicator remains amber as there is still a significant risk that the year end target may not be met at year end due to the complexities involved in securing paid employment in the current economic climate. This judgement will be kept under review and will be revised in subsequent reports if the recent trends continue.

423.0	↓	236.2	224.0	Declining
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
535.6	585.6	G		

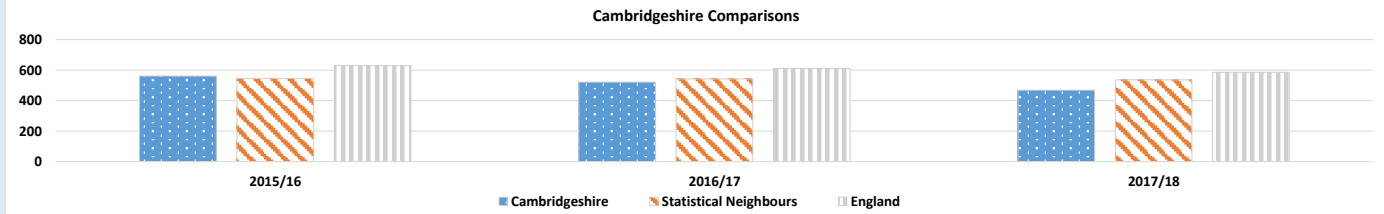
This measure reflects the number of older people whose long-term support needs are best met by admission to residential and nursing care homes relative to the group population. The measure compares council records with ONS population estimates. People counted in this measure should include:

- Users where the local authority makes any contribution to the costs of care, no matter how trivial or location of residential or nursing care
- Supported users and self-funders with depleted funds (set out in The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions)

Calculation:
 $(X/Y) * 100,000$

Where:
 X: The sum of the number of council-supported older people (aged 65 and over) whose long-term support needs were met by a change of setting to residential and nursing care during the year (excluding transfers between residential and nursing care).

Y: Size of older people population (aged 65 and over) in area (ONS mid-year population estimates).



statistical neighbour averages. However we are seeing increasing demand for bed based care for people whose complex needs have reached a level where either nursing care or dementia care are now required.

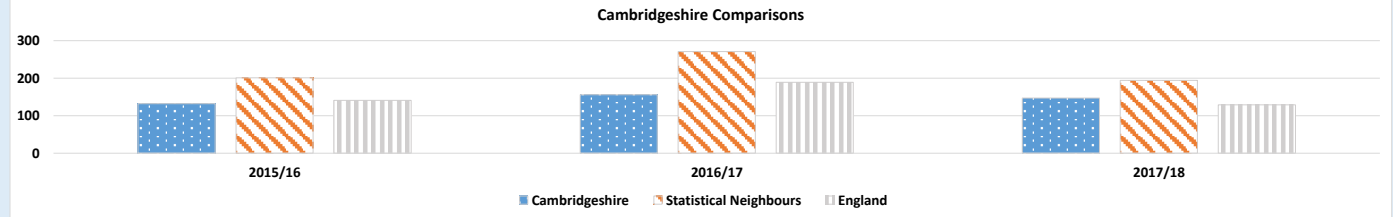
114.0	↓	179.5	160.2	Declining
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
194.0	129.0	R		

This measure reflects the number of delays in transfer of care which are attributable, to social care services. A delayed transfer of care from acute or non-acute (including community and mental health) care occurs when a patient is ready to depart from such care and is still occupying such a bed.

Calculation:
 $(X/Y) * 100,000$

Where:
 X: The average number of delayed transfers of care (for those aged 18 and over) each day that are attributable to Social Care. This is the average of the 12 monthly "DTOC Beds" figures calculated from the monthly Situation Report (SitRep).

Y: Size of adult population in area (aged 18 and over)



• DTOC performance started to improve throughout Q4 headlines below if needed

DTOC performance started to improve throughout Q4 headlines below if needed

Indicator 21: 1F Proportion of adults, in contact with secondary mental health services, who are in paid employment

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Apr 2020

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
12.5%	↑	11.4%	12.2%	Declining
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
9.3%	7.0%	A		

Indicator Description

The measure shows the percentage of adults receiving secondary mental health services in paid employment at the time of their most recent assessment, formal review or other multi-disciplinary care planning meeting. Adults here are defined as those aged 18 to 69 who are receiving secondary mental health services and who are on the Care Programme Approach (CPA). The measure is focused on 'paid' employment. Voluntary work is to be excluded for the purposes of this measure.

Calculation:
(X/Y)*100

Where:

X: Number of working age adults (18-69 years) who are receiving secondary mental health services and who are on the CPA recorded as being in employment. The most recent record of employment status for the person during the previous twelve months is used.

Y: Number of working age adults (18-69 years) who have received secondary mental health services and who were on the CPA at the end of the month.

NHS Digital 2017/18 Data:

<https://digital.nhs.uk/data-and-information/publications/clinical-indicators/adult-social-care-outcomes-framework-ascof/current>

NHS Digital Archived Data:

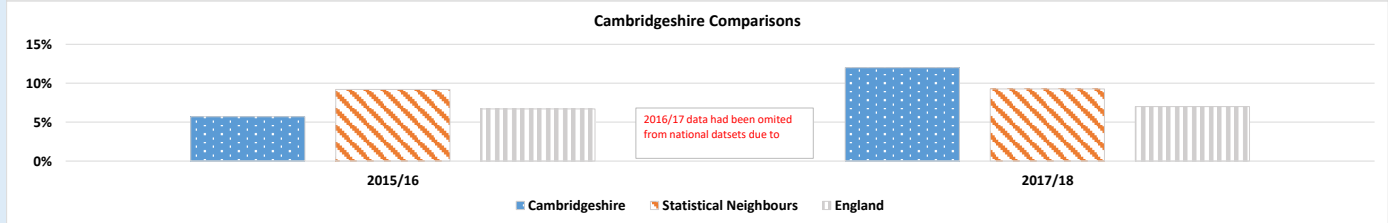
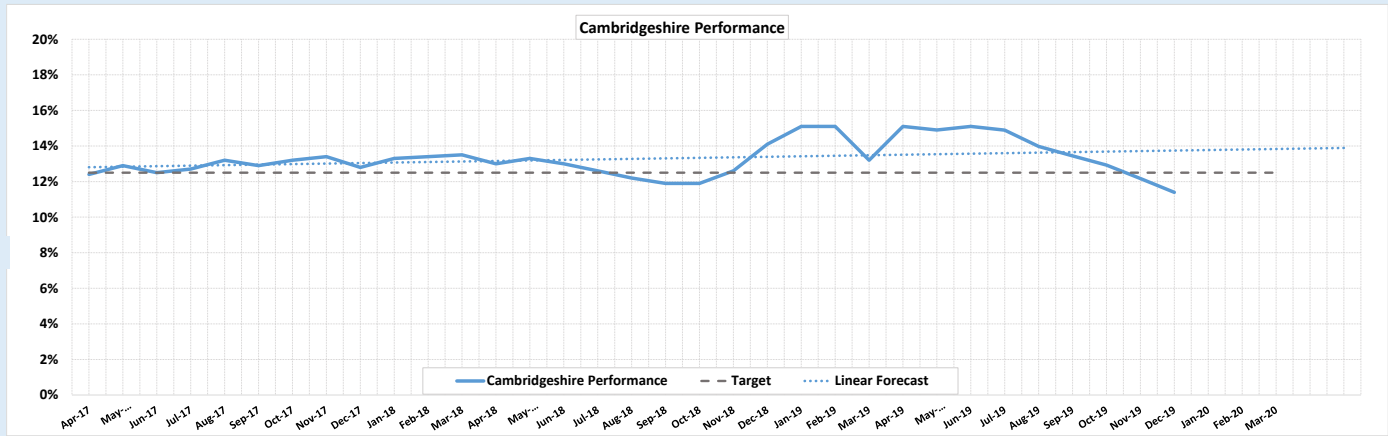
<https://digital.nhs.uk/data-and-information/publications/clinical-indicators/adult-social-care-outcomes-framework-ascof/archive>

LG Inform:

<https://lginform.local.gov.uk/>

The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/687208/Final_ASCOF_handbook_of_definitions_2018-19_2.pdf




(Mean England and Statistical Neighbour data obtained from NHS Digital)

Commentary

After a strong start to the year, performance at this measure fell below target in November '19 and continued to fall to a low of 11.4% in December. This is the lowest percentage recorded since April '17.

Reductions in the number of people in contact with services are making this indicator more variable while the numbers in employment are changing more gradually.

87.0%  95.3% 94.2% Improving

96.0% 94.0% **B**

The Care Act 2014 (Section 42) requires that each local authority must make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect. An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom.

As part of the statutory reporting of safeguarding cases, those adults at risk may be asked what their desired outcomes of a safeguarding enquiry are. Where desired outcomes have been expressed, upon conclusion of the safeguarding enquiry the achievement of these outcomes is reported.

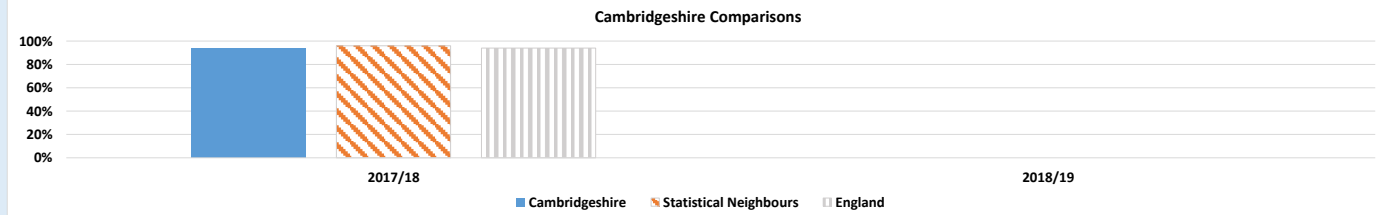
This data is collected as part of the statutory Safeguarding Adults Collection.

Calculation:
 $(X/Y) * 100$

Where:

X: The number of concluded enquiries where outcomes were either achieved or partially achieved.

Y: The number of concluded enquiries where the adult(s) expressed desired outcomes.



(Mean England and Statistical Neighbour data obtained from NHS Digital)

Commentary

Performance at this measure is strong and remains consistent with national performance and that of statistical neighbours. There is room for improvement in the number of adults at risk being asked to express their desired outcomes. In 2018/19, approximately 18% of adults at risk who were subject to a S42 enquiry were not asked for their desired outcomes.

Useful Links

NHS Digital 2017/18 Data:

<https://digital.nhs.uk/data-and-information/publications/clinical-indicators/adult-social-care-outcomes-framework-ascof/current>

NHS Digital Archived Data:

<https://digital.nhs.uk/data-and-information/publications/clinical-indicators/adult-social-care-outcomes-framework-ascof/archive>

LG Inform:

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Indicator 126: 1C(2A) Proportion of adults receiving Direct Payments

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Apr 2020

24.0%



22.7%

22.7%

Unchanged

31.7%

28.5%

A

Research has indicated that personal budgets impact positively on well-being, increasing choice and control, reducing cost implications and improving outcomes.

The implementation of the SALT return has enabled this measure to be strengthened. Its scope has been limited to people who receive long-term support only, for whom self-directed support is most relevant, and this will better reflect councils' progress in delivering personalised services for users and carers. Both measures for self-directed support and direct payments have also been split into two, focusing on users and carers separately.

This measure reflects the proportion of people who receive a direct payment either through a personal budget or other means.

Calculation:
 $(X/Y) \times 100$

X: The number of users receiving direct-payments and part-direct payments at the financial year end.

Y: Clients aged 18 or over accessing long term support at the financial year end.

Useful Links

NHS Digital 2017/18 Data:

<https://digital.nhs.uk/data-and-information/publications/clinical-indicators/adult-social-care-outcomes-framework-ascof/current>

NHS Digital Archived Data:

<https://digital.nhs.uk/data-and-information/publications/clinical-indicators/adult-social-care-outcomes-framework-ascof/archive>

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(Mean England and Statistical Neighbour data obtained from NHS Digital)

Commentary

Performance in October climbed slightly compared to the previous month, bringing the proportion of community clients supported with a direct payment to a high point so far for 2019/20. Performance continued to slip again slightly in November and December but remains above average compared to the first 6 months of 2019/20.

Actions

A new contract for Direct Payments support has been awarded and will start from 1 April 2020. The support service is expected to not only better promote and support people to take up direct payments but also to expand on the availability of and support to Personal Assistants. As part of the role out of the new support provision there will be an increased amount of promotion of direct payments to both service users and professionals. Whilst not likely to impact on performance this

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
77.8%	↑	91.2%	93.0%	Declining
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
79.5%	77.8%	B		

Indicator Description

This measure will reflect the proportion of those new clients who received short-term services during the year, where no further request was made for ongoing support. Since short-term services aim to reable people and promote their independence, this measure will provide evidence of a good outcome in delaying dependency or supporting recovery – short-term support that results in no further need for services.

Short-term support is defined as 'short-term support which is designed to maximise independence', and therefore will exclude carer contingency and emergency support. This prevents the inclusion of short-term support services which are not reablement services.

Calculation:
 $(X/Y) * 100$

Where:

X: Number of new clients where the sequel to "Short Term Support to maximise independence" was "Ongoing Low Level Support"; "Short Term Support (Other)"; "No Services Provided - Universal Services/Signposted to Other Services"; "No Services Provided - No identified needs".

Y: Number of new clients who had short-term support to maximise independence. Those with a sequel of either early cessation due to a life event, or those who have had needs identified but have either declined support or are self-funding should be subtracted from this total.

Useful Links

NHS Digital 2017/18 Data:

<https://digital.nhs.uk/data-and-information/publications/clinical-indicators/adult-social-care-outcomes-framework-ascof/current>

NHS Digital Archived Data:

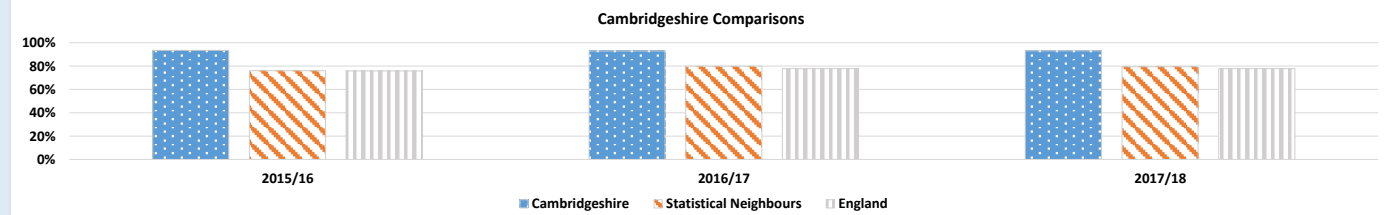
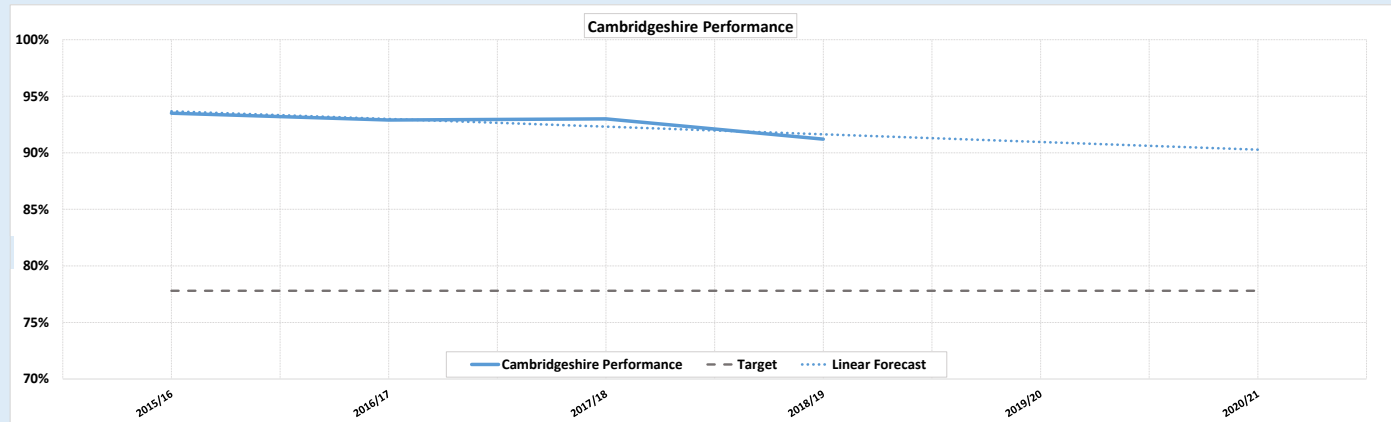
<https://digital.nhs.uk/data-and-information/publications/clinical-indicators/adult-social-care-outcomes-framework-ascof/archive>

LG Inform:

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(Mean England and Statistical Neighbour data obtained from NHS Digital)

Commentary

Performance has dipped slightly in 2018/19 but is still comfortably above target, as well as the national and statistical neighbour averages.

Indicator 161: Number of people receiving long term care in community based (non residential/prison settings) per 100,000 of the population

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Apr 2020

804	↓	786	787	Improving
Statistical Neighbours Mean (2017/18)		England Mean (2017/18)	RAG Rating	
875		1031	G	

This metric is reported to the Adult Positive Challenge trajectory board. The goal is to minimise the reliance on Council funded support but also to keep the balance of Council funded supported weighted toward community rather than residential settings.

The method used in the calculation of this measure is as follows:

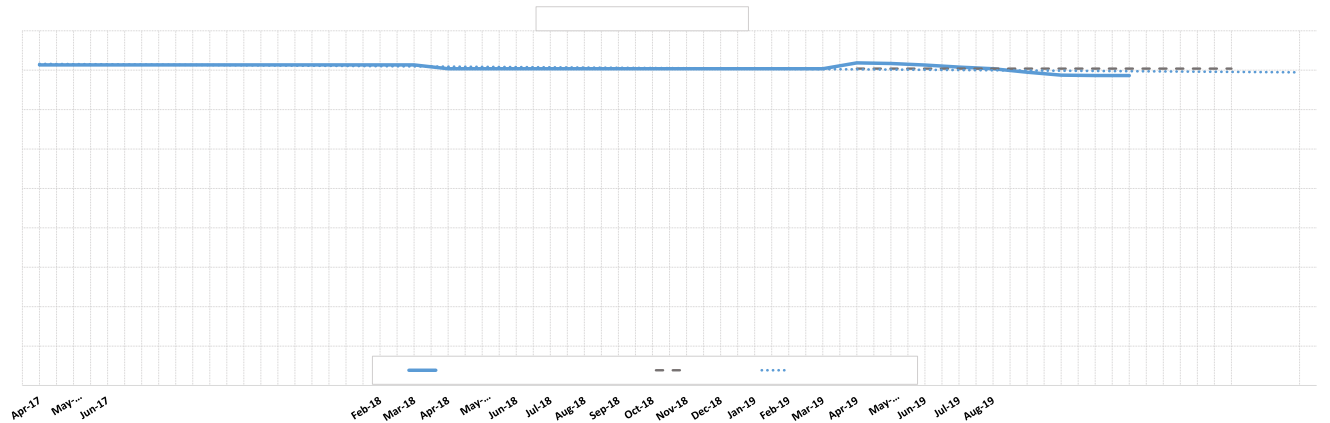
$$R = \frac{X}{Y} * 100000$$

Where R is the rate per 100 000 members of the population.

X is the sum of all clients receiving long-term support in a community setting as defined in the Social Care SALT Return at the end of the period.

And Y is the adult population of the county based on the relevant mid-year estimate from the Office for National Statistics.

Source: SALT LTS001b, Tables 1a and 1b



(Mean England and Statistical Neighbour data obtained from NHS Digital)

Commentary

The number of clients receiving long-term support in the community continues to fall. This is likely to be caused by the success of preventative and early intervention services, and the focus on options such as TEC, reablement and community support via the Adult Positive Challenge Programme. The target is set as the 2018/19 baseline with a view to reduce this number further in 2019/20. Some apparent fluctuations in recent months is likely to be related to migration of

Actions

271	↓	43	44	n/a
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280	249	B
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Carers assessment and targeted support can enable carers to continue caring for family members in their own homes and prevent carer breakdown.

The method used for calculating this measure is as follows:

$$R = X/Y * 100000$$

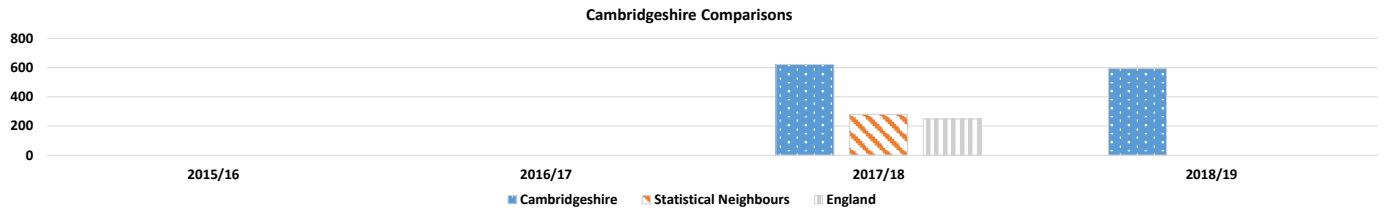
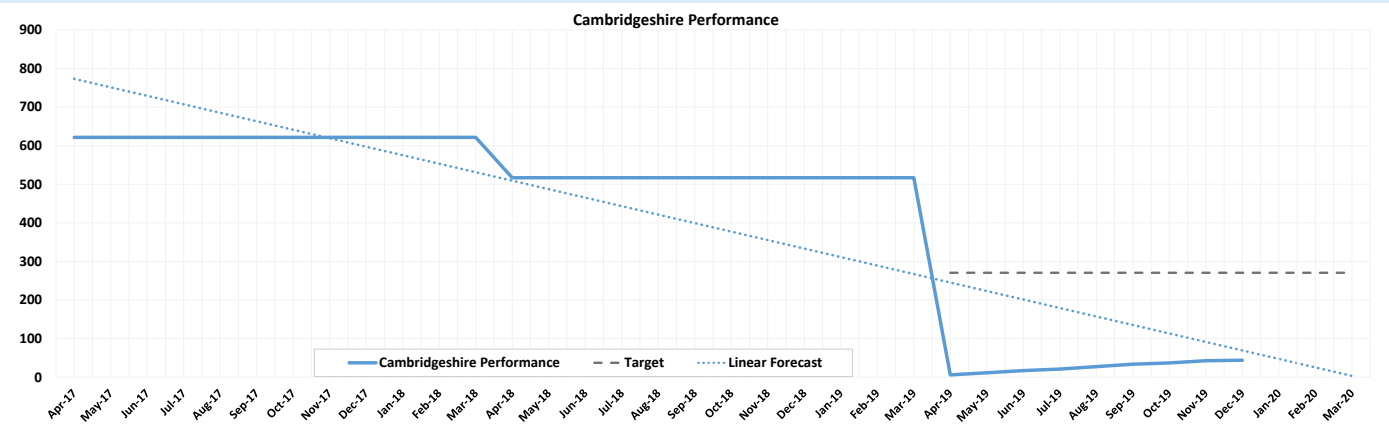
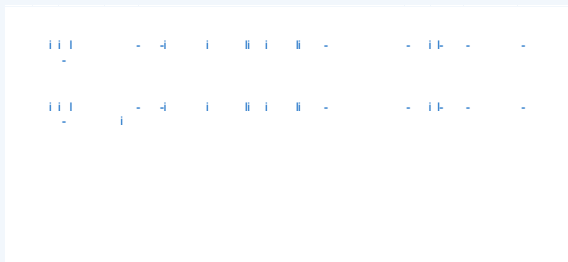
Where R is the rate per 100 000 members of the population.

X is the sum of all carers supported by the following the following delivery mechanisms (as defined by the Social Care SALT Return): "Direct Payment only", "Part Direct Payment", "CASSR Managed Personal Budget", and "CASSR Commissioned Support only".

And Y is the adult population of the county based on the relevant mid-year estimate from the Office for National Statistics.

Source: SALT LTS003, Table 1

Useful Links



(Mean England and Statistical Neighbour data obtained from NHS Digital)

Commentary

Recent performance (end of year figures in 2017/18 and 2018/19) has shown CCC to be much higher than statistical neighbours and the national average for the number of carers receiving Council-funded support per 100,000 population.

In previous years, Direct Payments were often used as a standard delivery mechanism for support for a carer. Nearly all of the carers supported by the Council received a Direct Payment. There is now a greater focus on targeting support to carers in more varied ways which do not necessarily involve one-off grant payments.

Therefore, we are expecting to see a reduction in the number of carers supported on this measure. The performance target represents an ambitious 50% reduction of Direct Payments from the 2018/19 baseline (from around 2,500 Direct Payments issued in 2018/19 to 1,270). Administrative data about the issue of Direct Payments suggests that the new approach is working, as between April - September 2019, the average number of Direct Payments issued to carers has fallen to 28 per month, from an average of 75 per month in Jan-Mar 2019. This has resulted in much better performance than target.

Note on indicators:

The values for 2017/18 and 2018/19 use the statutorily defined indicator which CCC submits as part of the national adults social care returns. This allows comparability. Following the migration to Mosaic further work is needed to ensure that the data extraction processes comprehensively include all types of support provided to carers. Therefore the indicator values reported here for 2019/20 use administrative data about Direct Payments (which made up 95% of the services provided in 2018/19). The values for this indicator will accumulate through the year which is why 'change in performance' is not applicable from month to month using this indicator.

Actions

12.3%	↑	36.8%	39.3%	Declining
Statistical Neighbours Mean (2018/19)		England Mean (2017/18)	RAG Rating	
11.2%		16.8%	B	

A metric to measure the promotion of TEC as a means of preventing people from deteriorating and requiring long term care and support.

The method used in the calculation of this measure is as follows:

$$\% = X/Y$$

Where X is the number of requests for support received in the period where the sequel to that request was "Ongoing Low Level Support" as defined by the Social Care SALT Return.

And Y is the total number of requests for support received by the county during the period.

Source: SALT STS001, Tables 1a and 1b



music system has also contributed by improving our ability to evidence the work that is being done by services such as TEC and Occupational Therapy.

Useful Links

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Indicator 1: Percentage children whose referral to social care occurred within 12 months of a previous referral Return to Index Apr 2020

20.0% ↓ 28.7% 22.6% Declining

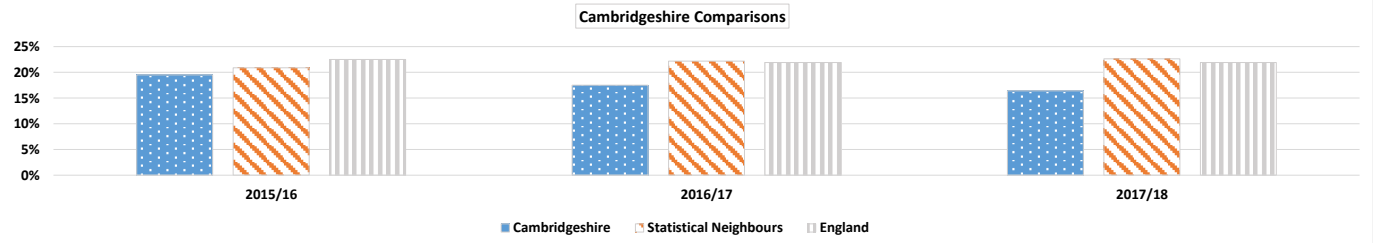
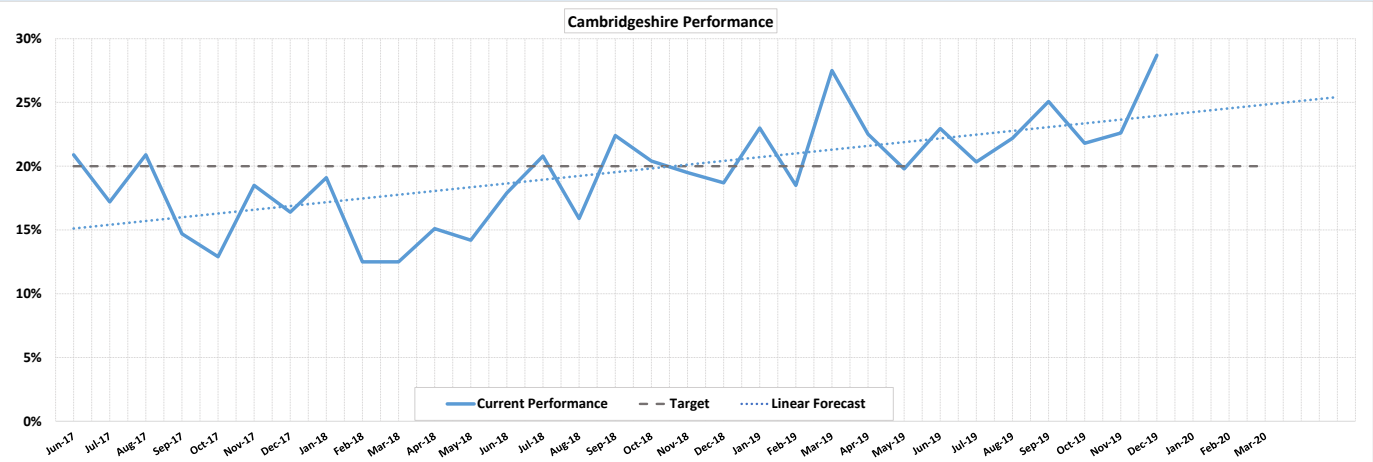
21.5% 22.6% R

This measure gives an indication of the level of re-referrals into children's social care. A re-referral could indicate that the child's needs were not previously fully met, or a significant incident has occurred to change their circumstances. Expressed as a percentage of children, with a referral to social care, within the reporting month, who have had a previous referral to social care which opened within the last year. A referral is defined as a request for services to be provide by children's social care and is in respect of a child who is currently not assessed to be in need. New information relating to children who are already assessed to be a child in need is not counted as a referral (Department for Education, 2019).

Calculation:
 $(X/Y) * 100$
 Where:
 X: The number of children with a referral who also have a previous referral starting within the last 12 months.
 Y: The number of children with a referral this month.
 Sources: Department for Education; Local Authority Interactive Tool (LAIT); CCC Business Intelligence Team.

Useful Links

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(Mean England and Statistical Neighbour data obtained from Local Authority Interactive Tool (LAIT))

Recent changes in the way that contacts and referrals are considered within the Integrated Front Door mean that this indicator is likely to swing more than usual. This means that the current reported re-referral rate needs to be viewed with caution. The impact of the changes will reduce as we move towards the end of the year.

In Q1 2019, 21.8% (261) of referrals to social care occurred within 12 months of a previous referral. This is below statistical neighbours and in line with the England average. There has been an upward trend in re-referrals since the beginning of 2018.

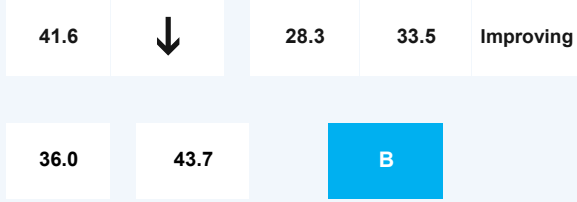
Actions

- - - -

Indicator 2: Number of children with a Child Protection Plan per 10,000 population under 18

Return to Index

Apr 2020



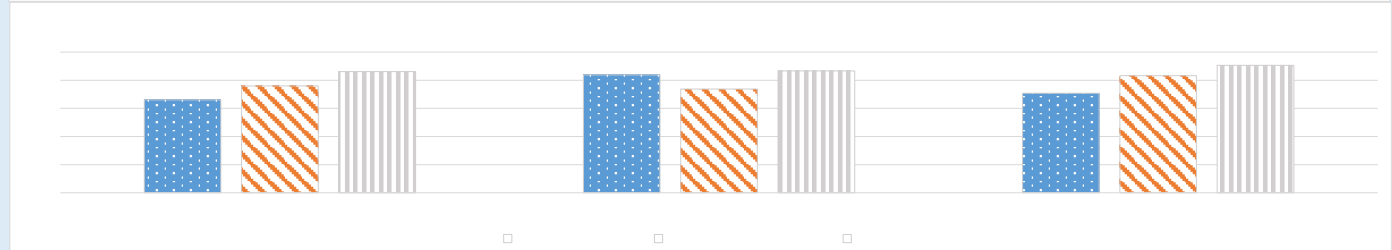
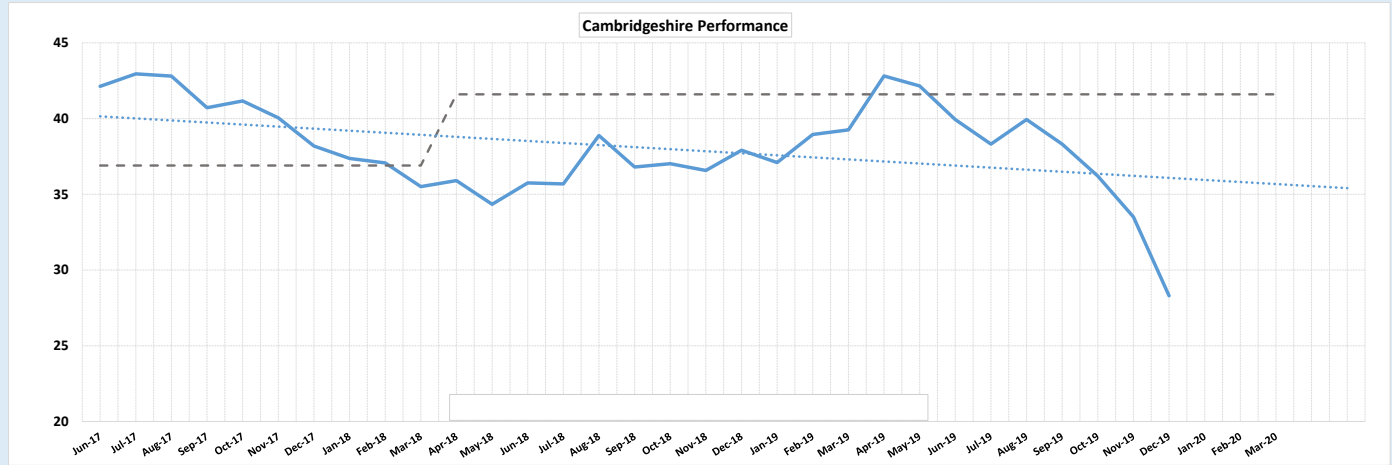
This measure gives an indication of the number of children at risk of harm within the county. A child protection plan is put in place where a child is at risk of significant harm, the plan sets out the action needed to keep the child safe and to promote their welfare.

Expressed as the rate of children with a child protection plan, at month end, per 10,000 population (0-17).

Calculation:
 $(X/Y) * 10,000$

Where:
 X: The number of children with a child protection plan at month end.
 Y: The population of 0 to 17 year old children.

Source: Cambridgeshire County Council Business Intelligence: Childrens Team.



(Mean England and Statistical Neighbour data obtained from Local Authority Interactive Tool (LAIT))

NOTE: The target for this indicator has been reviewed and is now in line with the statistical neighbour average.

We are taking concerted action to review all children subject to Child Protection Plans, and the rate is reducing and is now already below the SN average. This is good performance as only those children at risk of significant harm and where parents are not engaging or making progress in addressing issues should be subject to plans. As Family Safeguarding become established in Cambridgeshire during 2020/21, we should see this rate decrease further.

In April 2019 the number of children on a child protection plan peaked at 581. Since then the number has decreased, with 542 on a child protection plan at the end of June. The rate of children on a plan per 10,00 population is below target. At the end of June the rate was below the Statistical Neighbours and England average.

Actions

Indicator 3: The number children in care per 10,000 population under 18

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Apr 2020

40.0 ↓ 55.5 56.0 Improving

49.2 65.0 R

Indicator Description

This measure gives an indication of the number of children who are in the care of the local authority.

Expressed as the number of children in care as a rate per 10,000 children aged 0-17. Children in care includes all children being looked after by a local authority; those subject to a care order under section 31 of the Children Act 1989; and those looked after on a voluntary basis through an agreement with their parents under section 20 of that Act (Department for Education , 2018).

Calculation:
 $(X/Y) * 10,000$

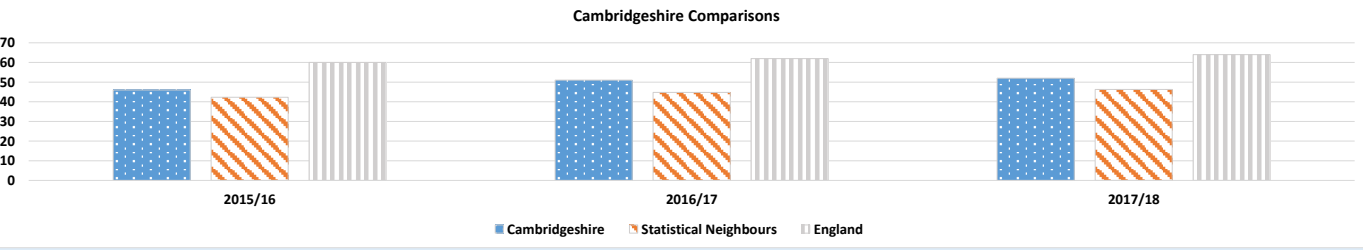
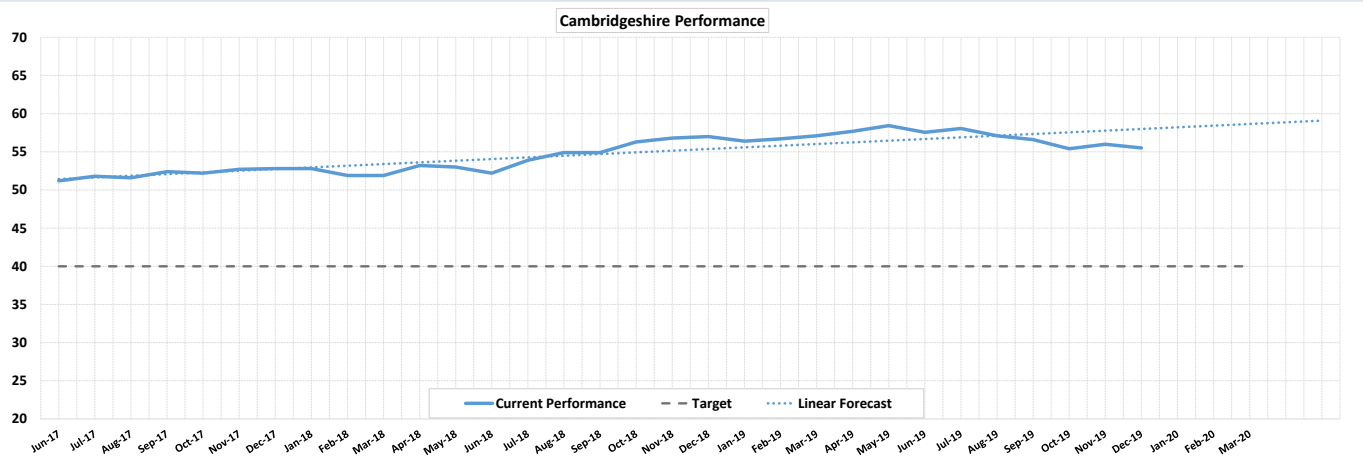
Where:
 X: The number of children in care at month end.

Y: The population of 0 to 17 year old children.

Sources: Department for Education; LG Inform; Cambridgeshire County Council Business Intelligence: Childrens Team

Useful Links

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(Mean England and Statistical Neighbour data obtained from Local Authority Interactive Tool (LAIT))

Numbers of children in care remain higher than they should be. The restructure of children's services will address this, as will the implementation of Family Safeguarding in the County.

The number of Children in Care is on an upward trend. The rate is above the Statistical Neighbours but below the England average. At the end of June there were 781 Children in Care in Cambridgeshire, 66 were unaccompanied assylum seeking children.

Actions

25.0	↓	19.7	29.6	Improving
36.9		45.4	B	

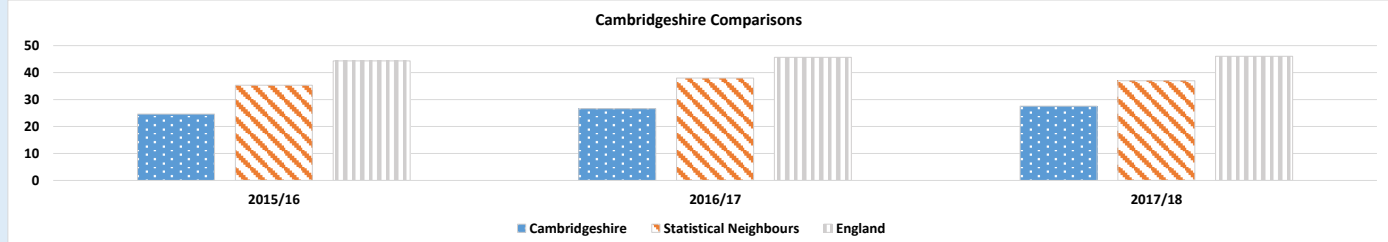
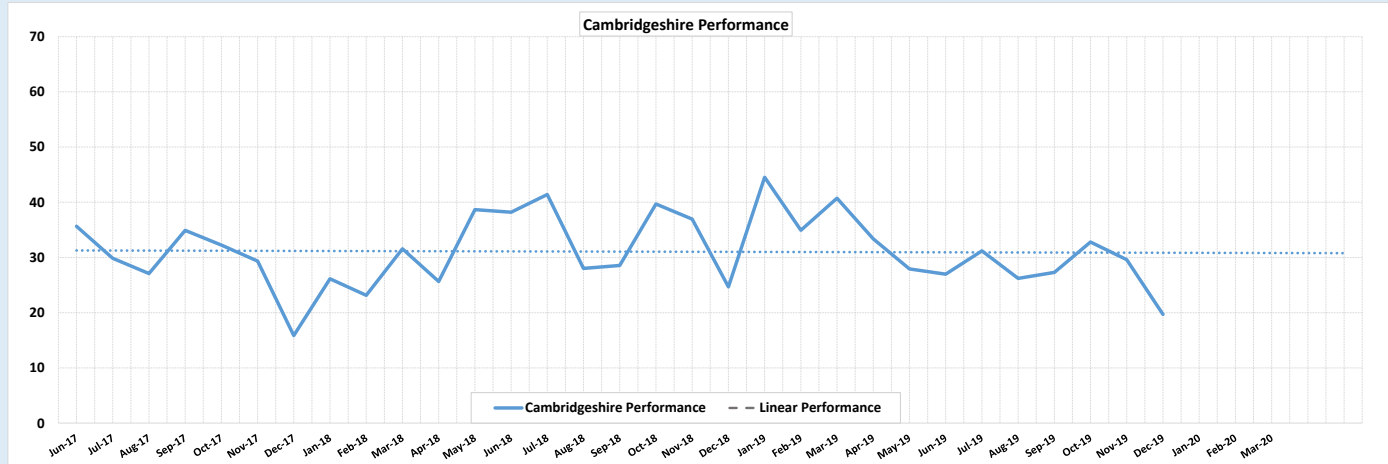
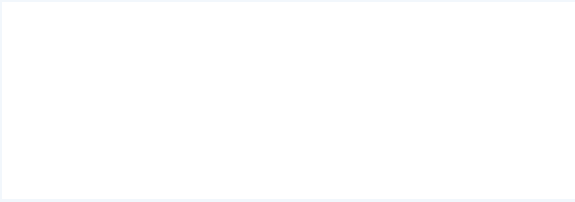
This measure gives an indication of the level of referral into children's social care. A referral is made where there are concerns expressed about the safety and well-being of a child.

Expressed as the number of referrals to children's social care, per 10,000 population under 18. A referral is defined as a request for services to be provided by children's social care and is in respect of a child who is currently not assessed to be in need. A referral may result in an initial assessment of the child's needs, the provision of information or advice, referral to another agency or no further action. New information relating to children who are already assessed to be a child in need is not counted as a referral (Department for Education , 2018).

Calculation:
 $(X/Y) * 10,000$
 Where:
 X: The number of referrals to social care within the month.
 Y: The population of 0 to 17 year old children.

Sources: Department for Education; LG Inform; Cambridgeshire County Council Business Intelligence: Childrens Team

Useful Links



(Mean England and Statistical Neighbour data obtained from Local Authority Interactive Tool (LAIT))

Recent changes in the way that contacts and referrals are considered within the Integrated Front Door mean that this indicator is likely to swing more than usual. The impact of the changes will reduce as we move towards the end of the year.

In Q1 2019 there were 1,198 referrals to children's social care. The rate of referrals to childrens social care is below the Statistical neighbours and England average.

Actions

21.0%



16.7%

30.8%

Improving

23.9%

20.8%

B

Indicator Description

This measure gives an indication of the number of children at risk of harm for a second or subsequent times. Re-registration of a child indicates that the actions to reduce the risk of harm were not successful or significant event has occurred to change their circumstances.

Expressed as a percentage of children who became subject to a Child Protection Plan at any time during the year, who had previously been the subject of a Child Protection Plan, or on the Child Protection Register of that council (Department for Education, 2018).

Calculation:

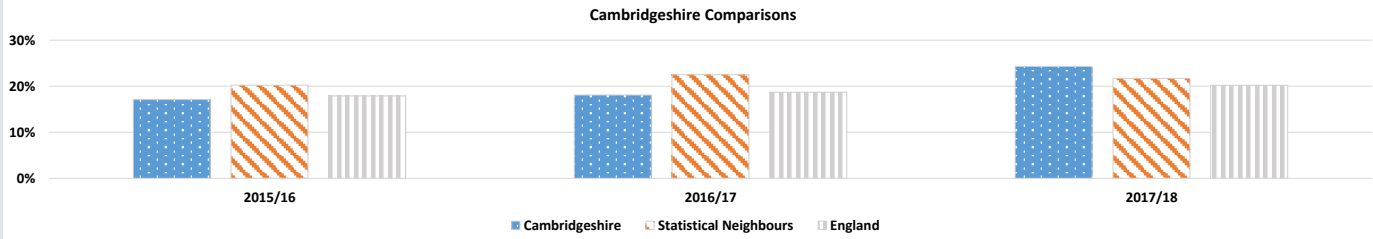
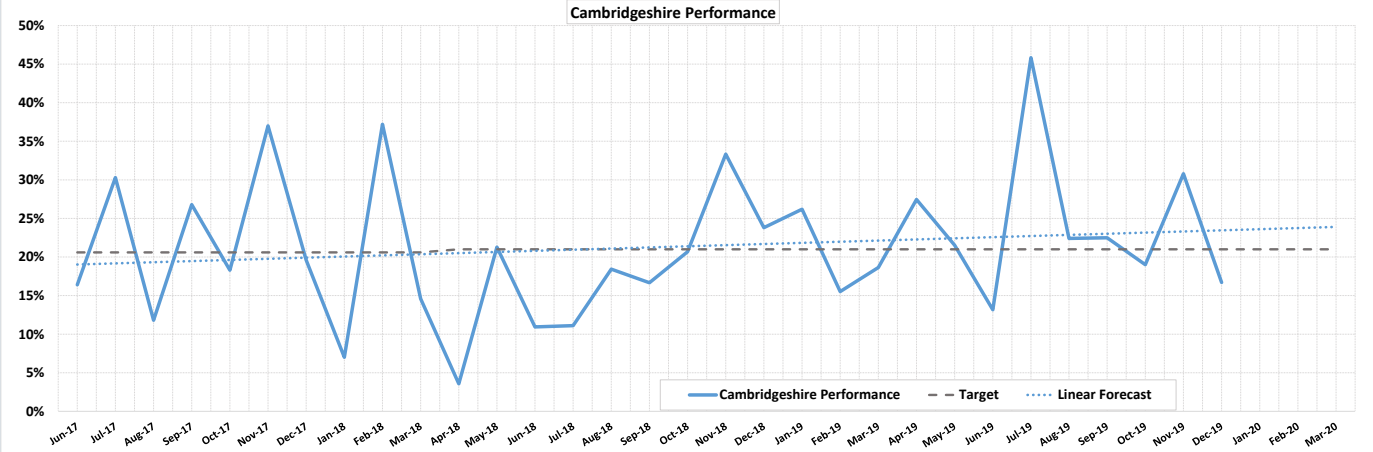
$$(X/Y)*100$$

Where:

X: The number of children with a child protection plan at month end, who have had a previous child protection plan.

Y: The number of children with a child protection plan, at month end.

Sources: Department for Education; LG Inform; Cambridgeshire County Council Business Intelligence: Childrens Team



(Mean England and Statistical Neighbour data obtained from Local Authority Interactive Tool (LAIT))

Commentary

NOTE: The target for this indicator has been reviewed and is now in line with the statistical neighbours and England average.

In Q1 2019, 47 of the 205 child protection plan registrations were re-registrations within 2 years. The re-registration rate of 13.2% in June is very good performance. The rate of second or subsequent child protection plans is below target and below the Statistical Neighbours and England Average.

Useful Links



6.9	↓	2.9	2.1	Declining
1.5	2.0	B		

Indicator Description

This is a Youth Justice Board National measure the number of first time entrants to the criminal justice system where first time entrants are defined as young people (aged 10 – 17) who receive their first substantive outcome (relating to a youth caution, youth conditional caution or court disposal). (Ministry of Justice, 2019), expressed in the rate per 10,000 population.

Calculation:
 $(X/Y) * 10,000$

Where:

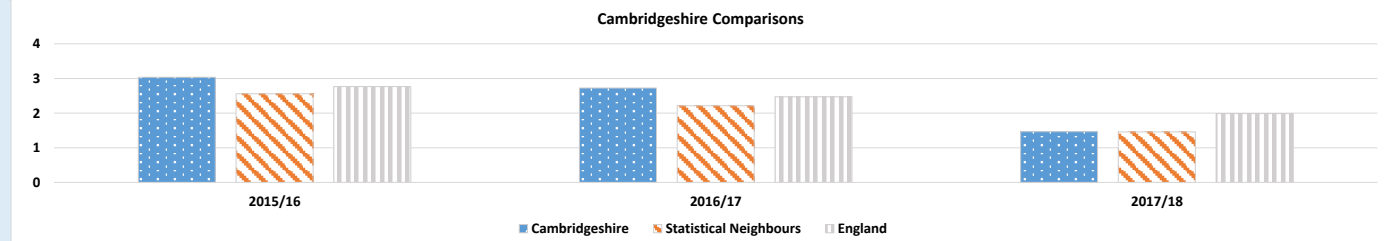
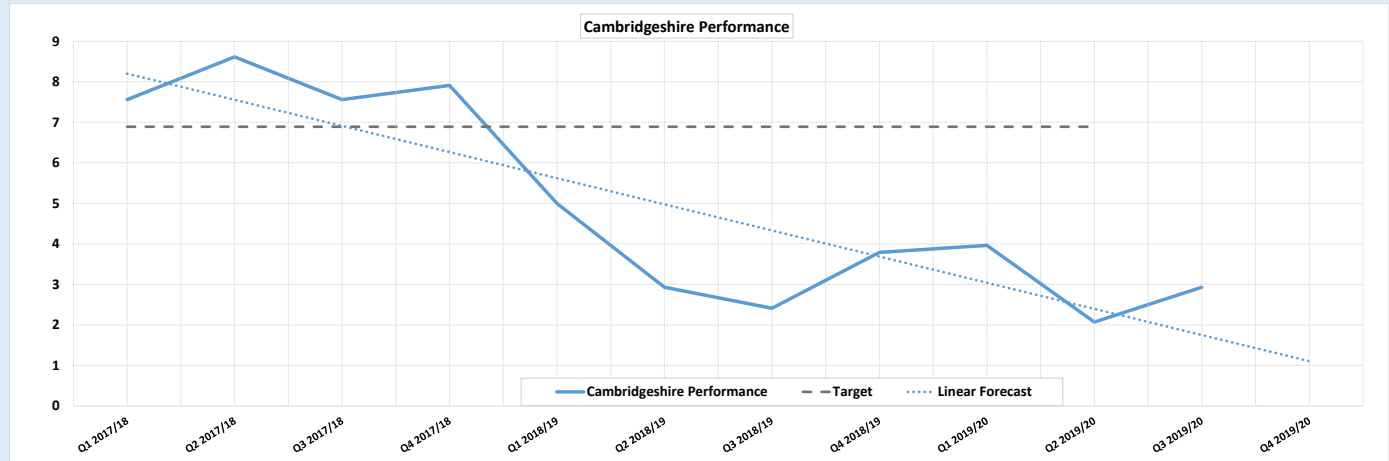
X: The number of first time entrants to the criminal justice system aged 10-17 in the month.

Y: The population of 10 to 17 year old children.

Sources: Ministry of Justice; LG Inform; Cambridgeshire County Council
 Business Intelligence: Childrens Team

Useful Links

<https://www.gov.uk/government/collections/criminal-justice-statistics-quarterly>



(Mean England and Statistical Neighbour data obtained from Local Authority Interactive Tool (LAIT))

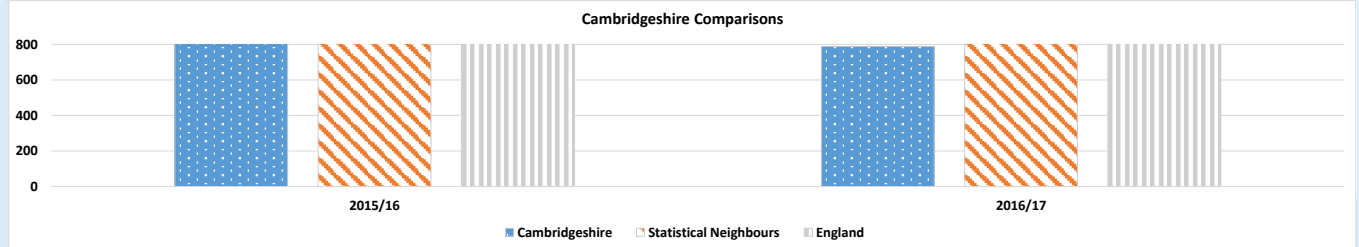
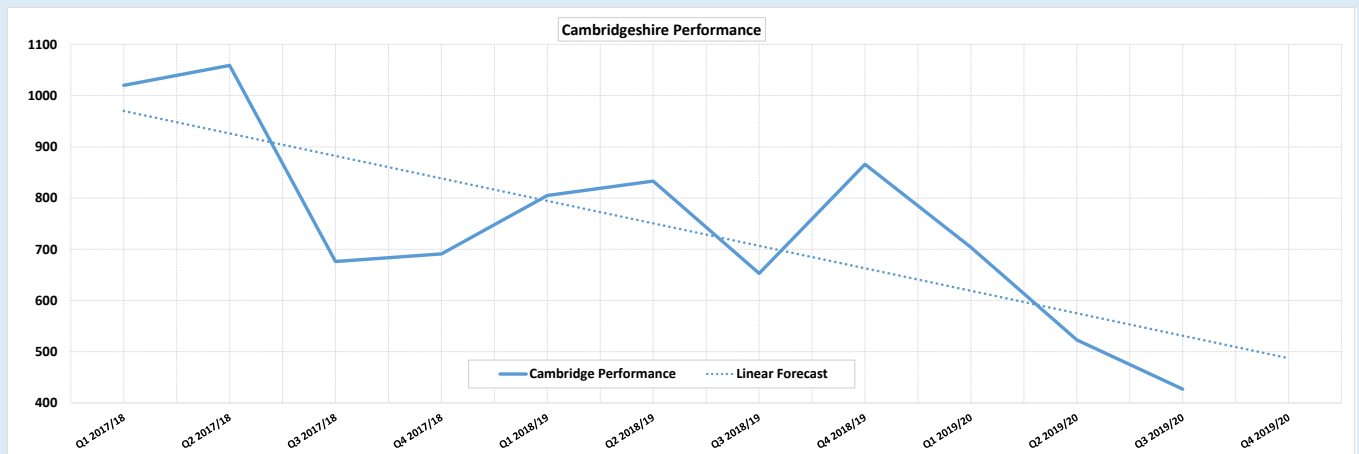
The number of first time entrants to the criminal justice system is on a downward trend and performance has been strong during the last 12 months when comparing ourselves against statistical neighbours and the national average. Cambridgeshire has embedded partnership arrangements to support Prevention and Community Resolution programme to intervene with young people early, which has seen an impact upon performance against this measure.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	↓	427.0	523.0	Improving
Statistical Neighbours Mean (2016/17)	England Mean (2016/17)	RAG Rating		
1672.0	1527.0	Contextual		

Indicator Description

Awaiting official descriptions and rationale from directorate


Useful Links



(Mean England and Statistical Neighbour data obtained from Local Authority Interactive Tool (LAIT))

Commentary

Actions

100.0%  100.0% 100.0% Unchanged

100.0% 97.7% 

Indicator Description

This measure gives an indication of how many children are attending state-funded nursery schools which have been judged, by Ofsted inspection, to be Good or Outstanding.

Expressed as the percentage of children in all state-funded nursery schools, at month end.

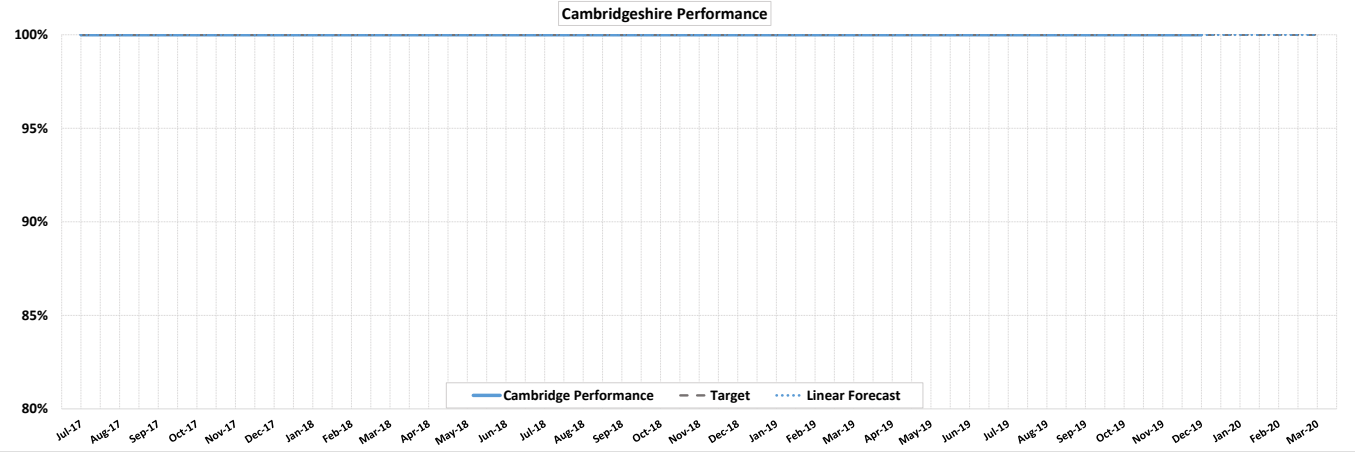
Calculation:
 $(X/Y) * 100$

Where:

X: The number of children attending state-funded nursery schools judged as good or outstanding at their latest Ofsted inspection.

Y: All children attending state-funded nursery schools where the school has had an Ofsted inspection.

Source: Cambridgeshire County Council Business Intelligence: Education Team.



(Mean England and Statistical Neighbour data obtained from Local Authority Interactive Tool (LAIT))

There are 7 maintained nursery schools in Cambridgeshire all of which have been judged by OfSTED to be either Good or Outstanding.

ACTIONS

90.0% ↑ 83.2% 83.2% Unchanged

88.5% 88.1% A

Indicator Description

This measure gives an indication of how many children are attending state-funded primary schools which have been judged, by Ofsted inspection, to be Good or Outstanding.

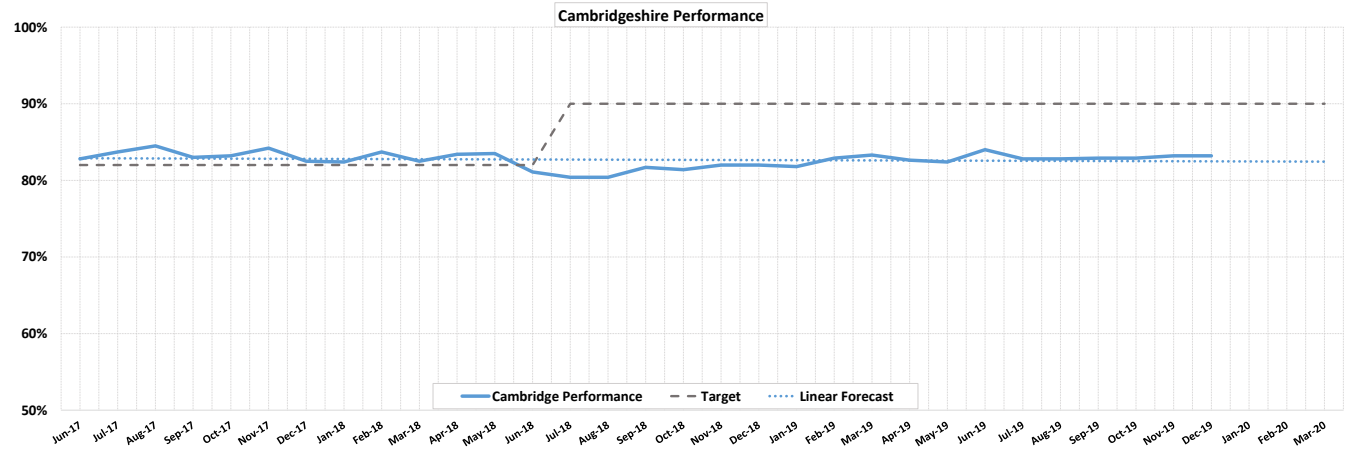
Expressed as the percentage of children in all state-funded primary schools, at month end.

Calculation:
 $(X/Y) * 100$

Where:
 X: The number of children attending state-funded primary schools judged as good or outstanding at their latest Ofsted inspection.

Y: All children attending state-funded primary schools where the school has had an Ofsted inspection.

Source: Cambridgeshire County Council Business Intelligence: Education Team.



(Mean England and Statistical Neighbour data obtained from Local Authority Interactive Tool (LAIT))

90.0%	↑	87.5%	93.5%	Declining
86.0%	80.0%	A		

Indicator Description

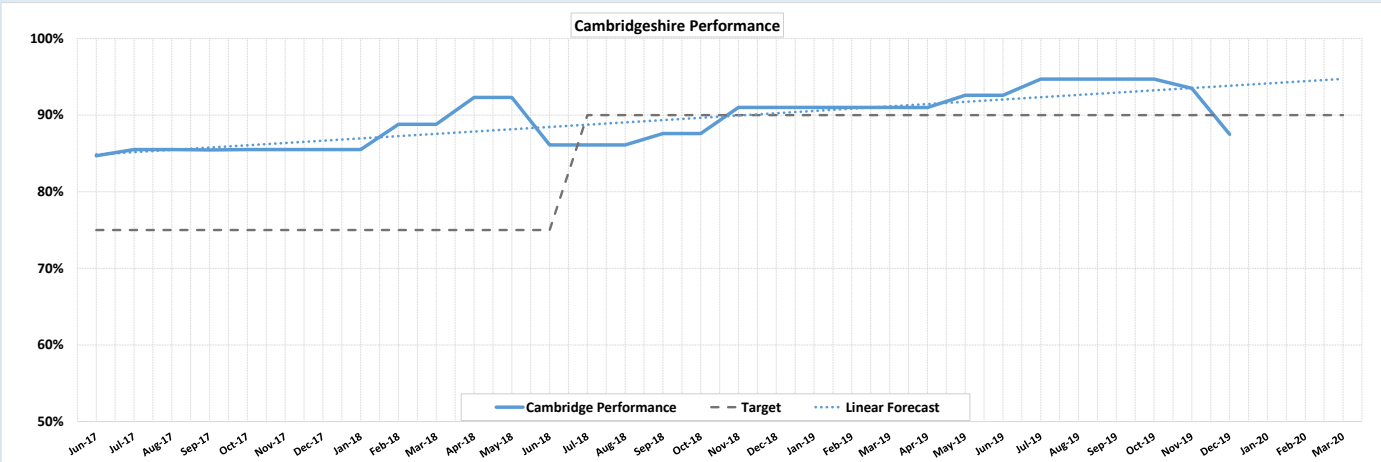
This measure gives an indication of how many children are attending state-funded secondary schools which have been judged, by ofsted inspection, to be Good or Outstanding.

Expressed as the percentage of children in all state-funded secondary schools, at month end.

Calculation:
 $(X/Y) * 100$

Where:
 X: The number of children attending state-funded secondary schools judged as good or outstanding at their latest Ofsted inspection.
 Y: All children attending state-funded secondary schools where the school has had an Ofsted inspection.

Source: Cambridgeshire County Council Business Intelligence: Education Team.



(Mean England and Statistical Neighbour data obtained from Local Authority Interactive Tool (LAIT))

Indicator 11: Percentage of 2 year olds taking up the universal entitlement (15 hours)

[Return to Index](#)

Apr 2020

Target	Direction for Improvement	Current Term	Previous Term	Change in Performance
75.0%	↑	75.8%	68.4%	Improving
Statistical Neighbours Mean (2018/19)	England Mean (2018/19)	RAG Rating		
71.2%	68.0%	G		

This indicator shows the proportion of children benefitting from some funded early education.

All 4-year-olds have been entitled to a funded early education place since 1998 and in 2004 this was extended to all 3-year-olds. From September 2013, the entitlement to 15 hours of funded early education per week was extended to 2-year-olds meeting the Department for Education's eligibility criteria.

Calculation:
 $(X/Y) \times 100$

Where:

X: The number of 2 year olds taking up places.

Y: All of the 2-year-old population eligible for a funded early education.

NB: Where they are receiving funded provision at more than one provider, they have only been counted once; it is a unique count of children.

The estimated number of eligible children is derived from data supplied to the Department for Education by the Department for Work and Pensions in November 2016 on the number of children believed to meet the benefit and tax credit eligibility criteria.

Source: Cambridgeshire County Council Business Intelligence: Education Team.

Since the Autumn 2015 the number of families eligible for funded 2 year old places, as confirmed by the DWP, has reduced by 13.9%. We have now seen a proportionate reduction in the number of families taking up places within Cambridgeshire (10.8%).

70.0%



85.4%

86.9%

Declining

64.5%

58.0%

B

Education, Health and Care (EHC) plans for children and young people aged up to 25 were introduced on 1 September 2014 as part of the Special Educational Needs and Disability (SEND) provisions in the Children and Families Act 2014.

The percentage of EHCP assessments completed within 20 weeks (including exception cases).

Calculation:
 $(X/Y) \times 100$

Where:

X: The number of EHCP assessments (including) exception cases issued within the month which took 20 weeks or less to complete.

Y: The number of EHCP assessments issued within the month.

The CCC target of 70% was set in June 2018 when this indicator was included in corporate performance reporting. Prior to this, no target was set.

Nationally the percentage of EHC plans being issued in timescale has decreased. In 2018, 60% of EHC plans were issued in timescale which shows a decrease from 2017 when 65% of EHC plans were issued in timescale.

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
Contextual	↓	304.0	302.0	Declining
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG rating		
860.0	877.0	Contextual		

Indicator Description

Awaiting official descriptions and rationale from directorate

Useful Links

(Mean England and Statistical Neighbour data obtained from Local Authority Interactive Tool (LAIT))

Commentary

Actions

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
65.0%	↑	62.8%	61.4%	Improving
Statistical Neighbours Mean (2018/19)	England Mean (2018/19)	RAG Rating		
65.5%	65.3%	A		

Indicator Description

This indicator measures the attainment of children, in state-funded schools, at the end of Key Stage 2.

Expressed as the percentage of children in all state-funded schools, at end the end of the academic year.

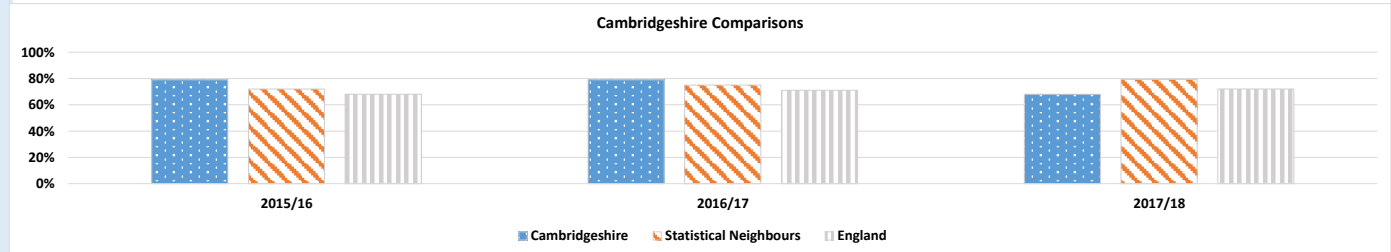
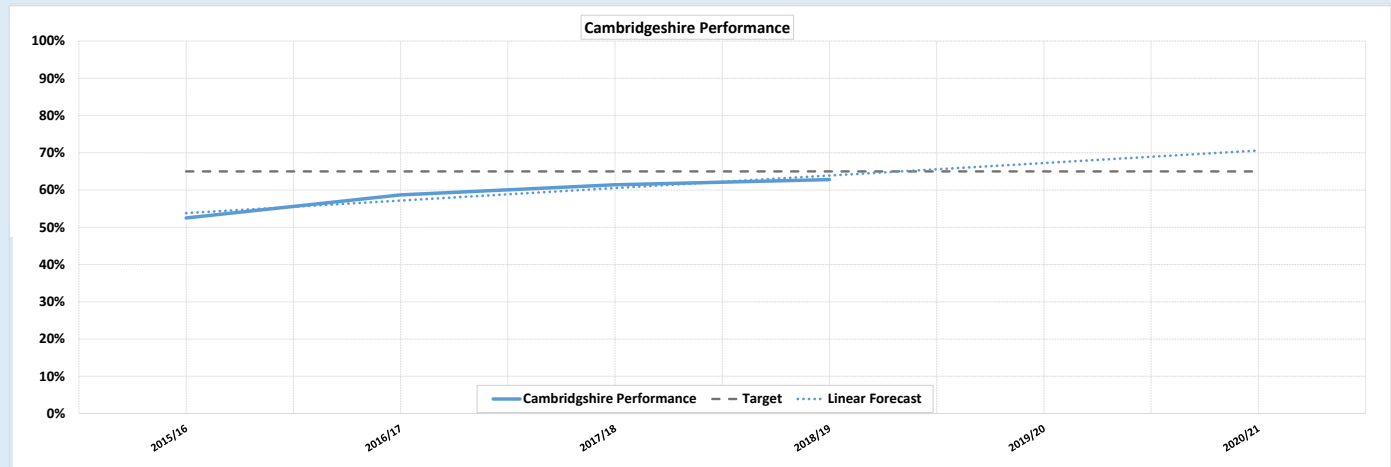
Calculation:
 $(X/Y) * 100$

Where:

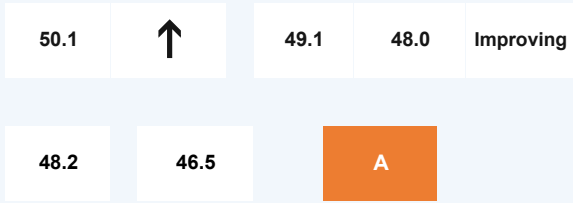
X: The number of children at the end of Key Stage 2 with a valid result showing they have reached the expected standard in all three subjects.

Y: The number of children at the end of Key Stage 2 with a valid result.

Source: Cambridgeshire County Council Business Intelligence: Education Team.



(Mean England and Statistical Neighbour data obtained from Local Authority Interactive Tool (LAIT))



Indicator Description

Attainment 8 measures the average achievement of pupils in up to 8 qualifications including English (double weighted if the combined English qualification, or both language and literature are taken), maths (double weighted), three further qualifications that count in the English Baccalaureate (EBacc) and three further qualifications that can be GCSE (including EBacc subjects) or any other non-GCSE qualifications on the Department for Education (DfE) approved list.

Expressed as an average score derived from the scores of children in all state-funded schools, at end the end of the academic year.

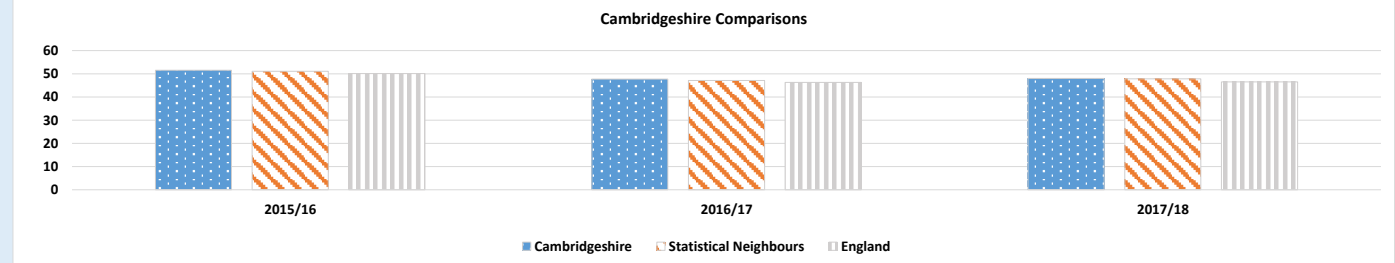
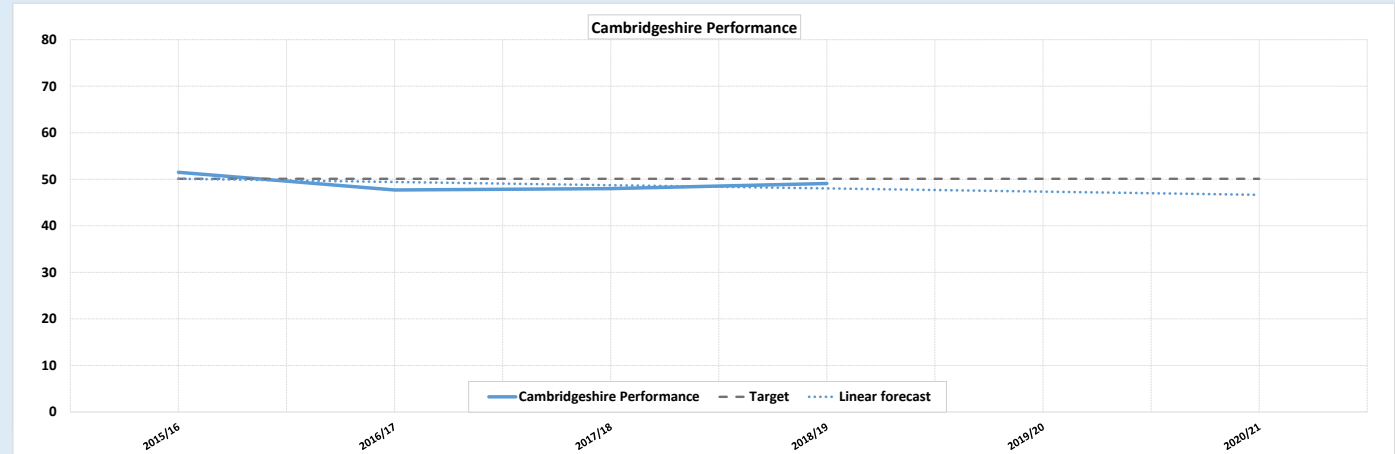
Calculation:
X/Y

Where:
X: The sum of all pupils Attainment 8 scores

Y: The number of children at the end of Key Stage 4 with a valid Attainment 8 score.

Source: Cambridgeshire County Council Business Intelligence: Education Team.

Useful Links



(Mean England and Statistical Neighbour data obtained from Local Authority Interactive Tool (LAIT))

Provisional key stage 4 results were released 17/10/2019 and the revised results are due to be released January 2020.

Cambridgeshire's average attainment 8 figure has risen by 1.1 percentage points since 2018 and is currently above the statistical neighbour average and well above the national average figure. This years figure is precisely 1 percentage point below target at present.

Please note that the data for 2019/20 is provisional and subject to change until the revised release is published next year.

Indicator 132: Percentage of Persistent absence (All children)

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Apr 2020

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
8.5%	↓	9.6%	8.9%	Declining
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
10.6%	11.2%	R		

In law, parents of children of compulsory school age (5-16) are required to ensure that they receive a suitable education by regular attendance at school or otherwise. Failure to comply with this statutory duty can lead to prosecution. Local Authorities are responsible in law for making sure that pupils attend school. Schools are required to take attendance registers twice a day: at the beginning of the morning session and during the afternoon session. In their register schools are required to distinguish whether pupils are present, engaged in an approved educational activity, or are absent. Where a pupil of compulsory school age is absent, schools have to indicate if their absence is authorised by the school or unauthorised.

Since the beginning of the 2015/16 academic year, pupils have been identified as persistent absentees if they miss 10% or more of their possible sessions.

Expressed as a percentage

Calculation:
 $(X/Y) * 100$

Where:
 X: The number of enrolments classed as persistent absentees
 Y: The number of enrolments.

Source: Cambridgeshire County Council Business Intelligence: Education Team.

Although persistent absence in all schools rose by 0.7 percentage points from the previous year, it is still well below both the England average (1.6 percentage points below) and

3.7%



4.1%

3.8%

Declining

4.9%

5.1%

A

Indicator Description

A fixed period exclusion refers to a pupil who is excluded from a school but remains on the register of that school because they are expected to return when the exclusion period is completed.

Expressed as a percentage

Calculation:
 $(X/Y)*100$

Where:

X: The number of fixed period exclusions recorded across the whole academic year

Y: The number of pupils (sole and dual main registered) on roll as at census day in January of the academic year

Source: Cambridgeshire County Council Business Intelligence: Education Team.

Useful Links

(Mean England and Statistical Neighbour data obtained from Local Authority Interactive Tool (LAIT))

Cambridgeshire is currently 0.4 percentage points below target but 0.8 percentage points above the statistical neighbour average and 1 percentage point above national performance.

Nationally there has been an increase in numbers of fixed term exclusions and 2018 figures are 0.32% higher than in 2017. The statistical neighbour average increased by 0.33% and Cambridgeshire by 0.29% over the same period.

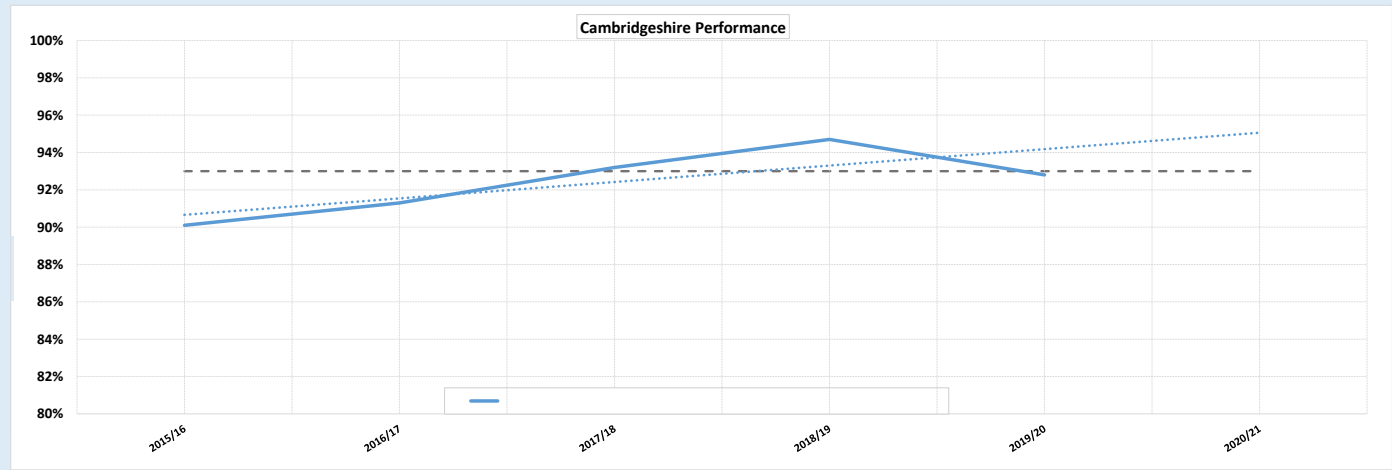
Factors affecting this are complex and may be influenced by a growing number of children with complex social, emotional and mental health (SEMH) needs. A review of SEMH needs is nearing completion with recommendations expected in the autumn term.

Indicator 134: Percentage receiving place at first choice school (Primary)

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Apr 2020

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
93.0%	↑	92.8%	94.7%	Declining
Statistical Neighbours Mean (2018/19)	England Mean (2018/19)	RAG Rating		
91.1%	90.6%	A		



Indicator Description

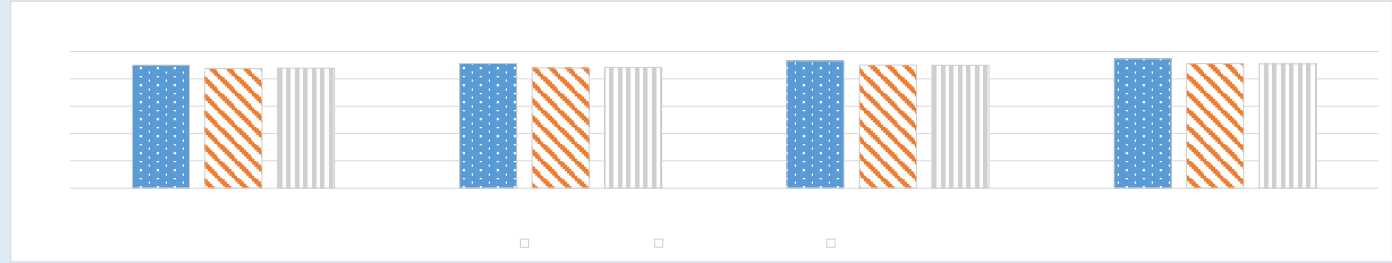
This indicator provides the proportion of applicants for primary school places which have received preferred offers

Expressed as a percentage

Calculation:
 $(X/Y) * 100$

Where:
 X: The number of children receiving a place at their first choice school
 Y: The number of applications received

Source: Cambridgeshire County Council Business Intelligence: Education Team.



(Mean England and Statistical Neighbour data obtained from Local Authority Interactive Tool (LAIT))

Useful Links

A total of 6890 applications for Reception places at Cambridgeshire schools for September 2019 entry were received by the deadline, up from 6763 last year. Of these, 6376 resulted in offers for places being made to children at their parents' first school preference school. The number of children offered a place at their parents' first preference school has gone down from nearly 95% last year, mainly due to an increase in the number of applications received from parents naming only one school. All parents have the

91.0%



89.5%

87.8%

Declining

85.1%

80.9%

G

Indicator Description

This indicator provides the proportion of applicants for Year 7 places for entry at the start of the new academic year who were allocated their first preference school.

Expressed as a percentage

Calculation:
 $(X/Y) * 100$

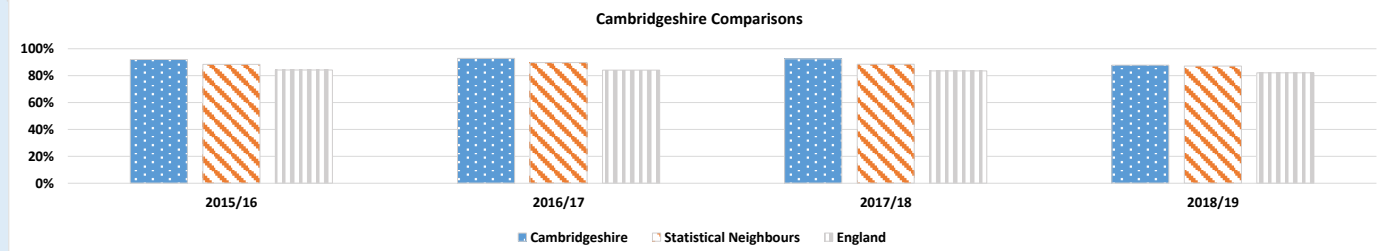
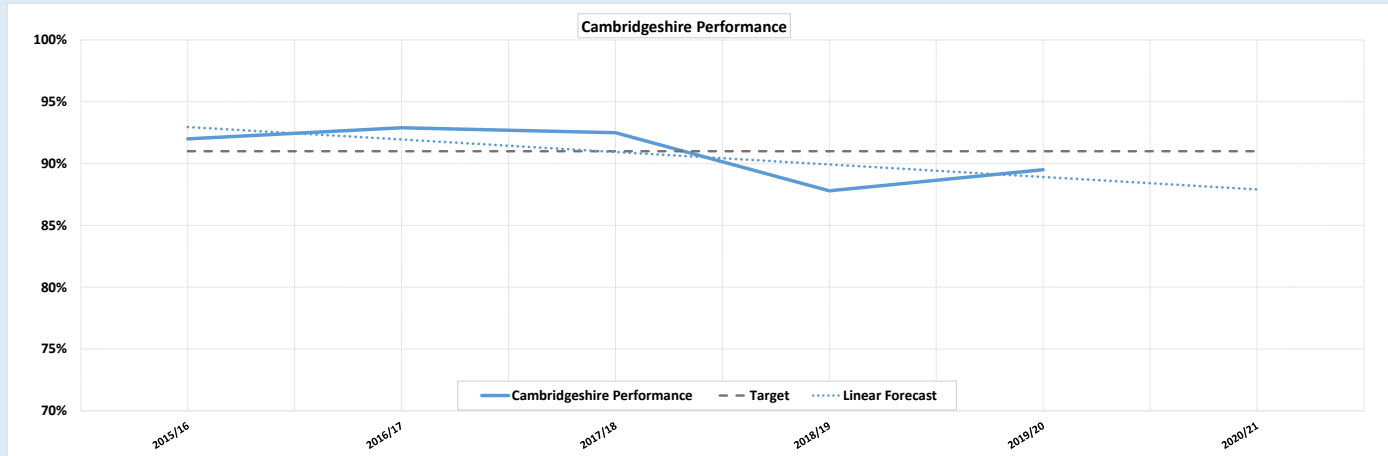
Where:

X: The number of children receiving a place at their first choice school

Y: The number of applications received

Source: Cambridgeshire County Council Business Intelligence: Education Team.

Useful Links



(Mean England and Statistical Neighbour data obtained from Local Authority Interactive Tool (LAIT))

This year we received nearly 6700 applications for secondary school places - an increase of more than 300 compared to the last academic year. A total of 6691 applications were received by the deadline of 31 October 2018. Of these more than 5990 (89.5%) resulted in children being offered a place at their first preference school compared to 5561 last year. A further 449 (6.7%) children have received the offer of a place at their second or third preference school.

Indicator 37: Number of visitors to libraries/community hubs per 1,000 year to date

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Apr 2020

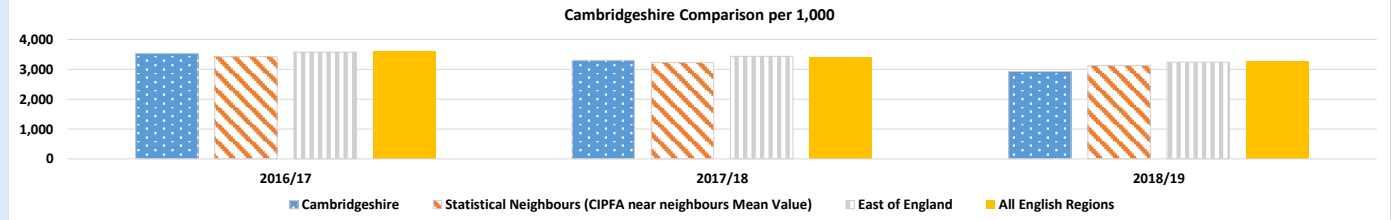
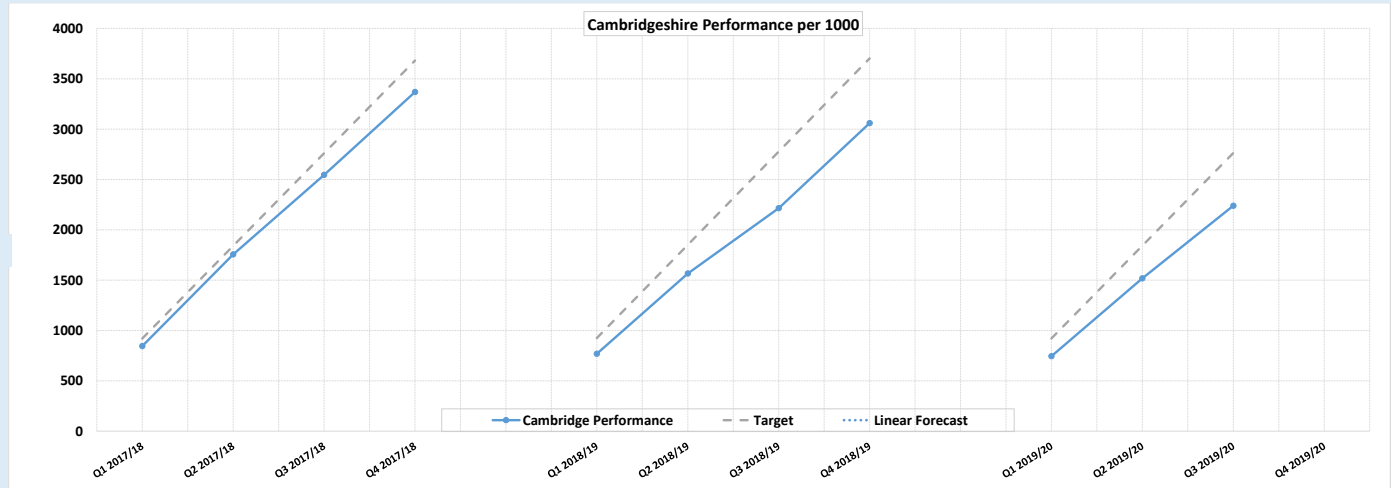
Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
2,763	↑	2,238	1,518	NA

R

Indicator Description

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

The comparator data is from LG Inform and also measures the number of physical visits to libraries per 1,000 population. The comparator 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



Commentary

There have been more visitors to libraries compared to the same period in the previous year (1.46 million compared to 1.44 million). This indicates the service is on target to improve on the the number of visitors in the previous year. Going forward we will be introducing smart technology to allow access to libraries outside of

Actions

Contextual



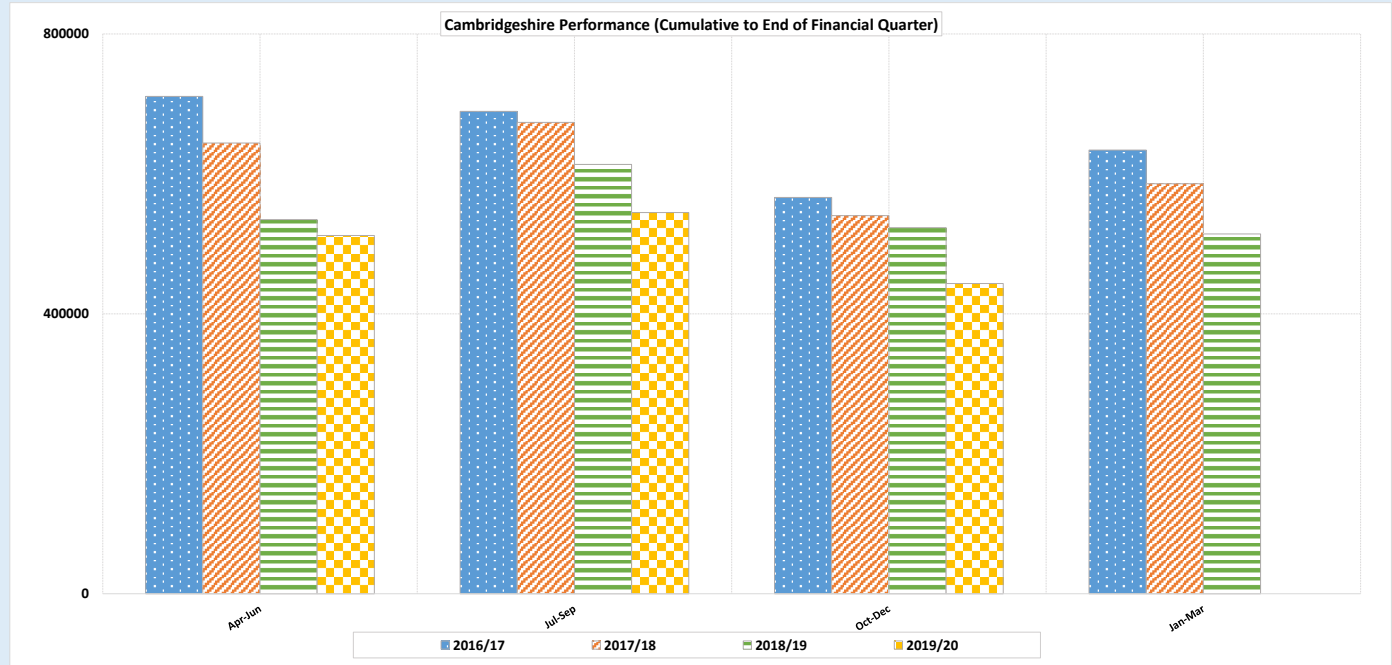
443,324

544,778

Declining

Contextual

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



Commentary

The total issue figure is slightly down on the same period in the previous year which may in part be due to a longer Christmas closure period.

Actions

Contextual



62.6

63.9

Improving

59.7

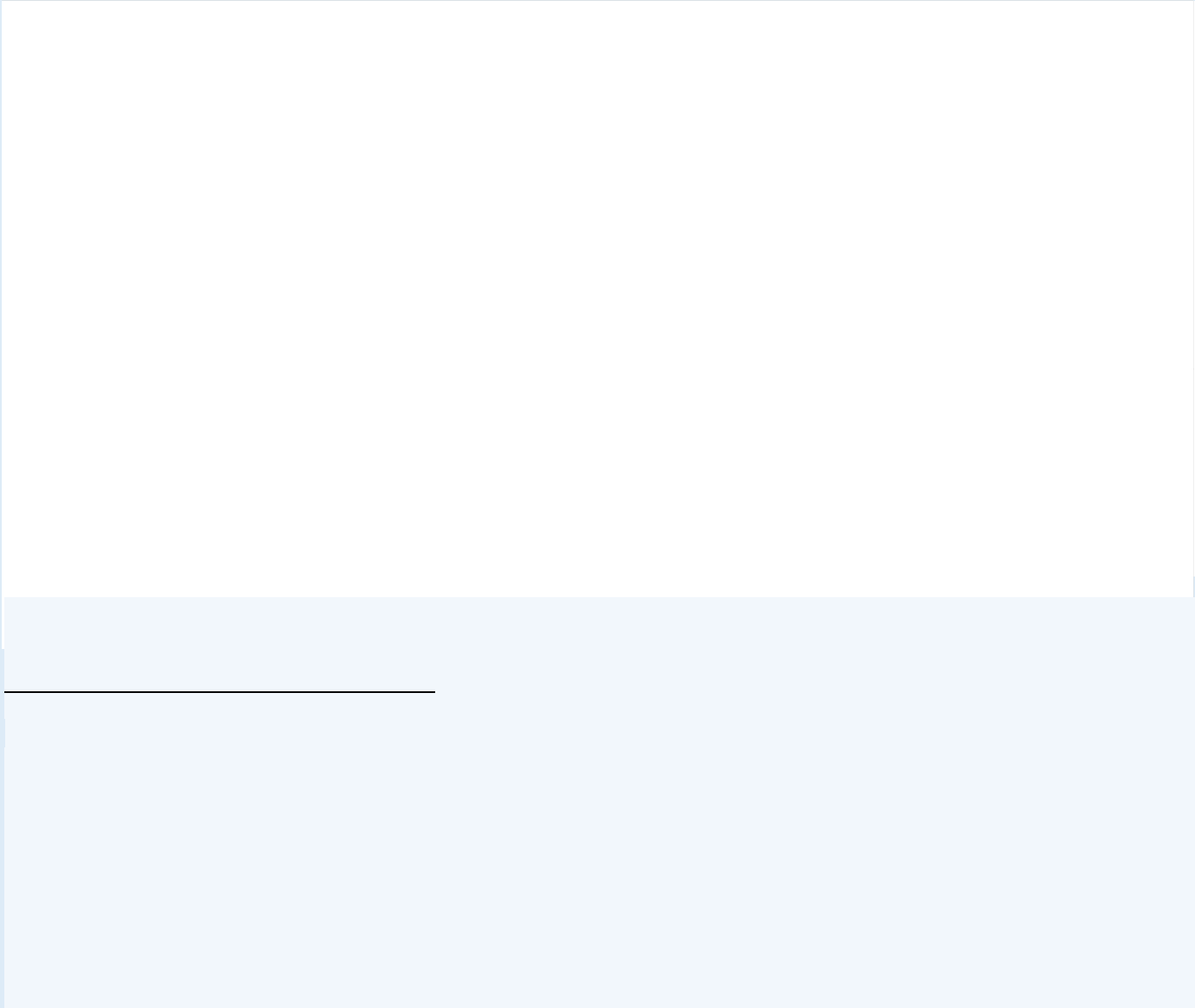
72.6

Contextual

Lower crime rates enable a safer environment for the public.

This indicator shows police-recorded victim based crimes, including violence against the person, sexual offences, robbery, theft offences and criminal damage and arson offences.

This indicator is a rolling 12 month figure which represents the sum of incidents in the preceeding 12 months as a rate per 1000.



1496



1386

582

n/a

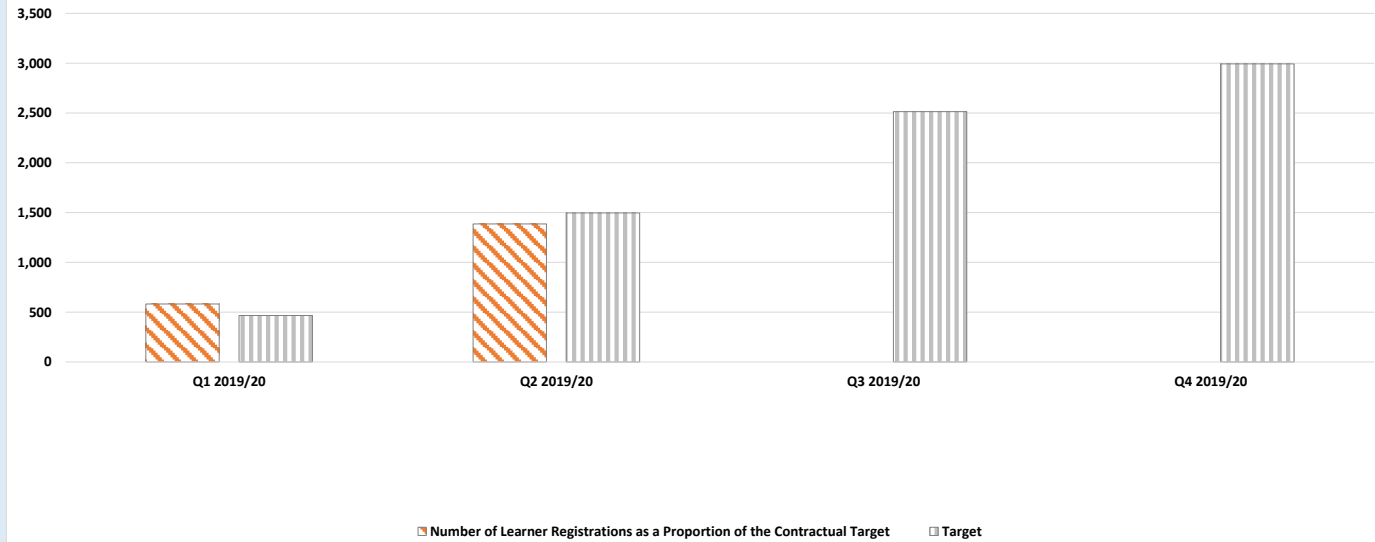
A


Note: Q1 commences in August as it is on an academic year timetable. The current learner registrations data therefore represents the period November 2019 to January 2020.

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

This indicator refers to the number of individual learners registered against the contractual target. The indicator does not refer to the total number of enrolments, as a single learner can have multiple enrolments and outcomes.

Cambridgeshire Performance

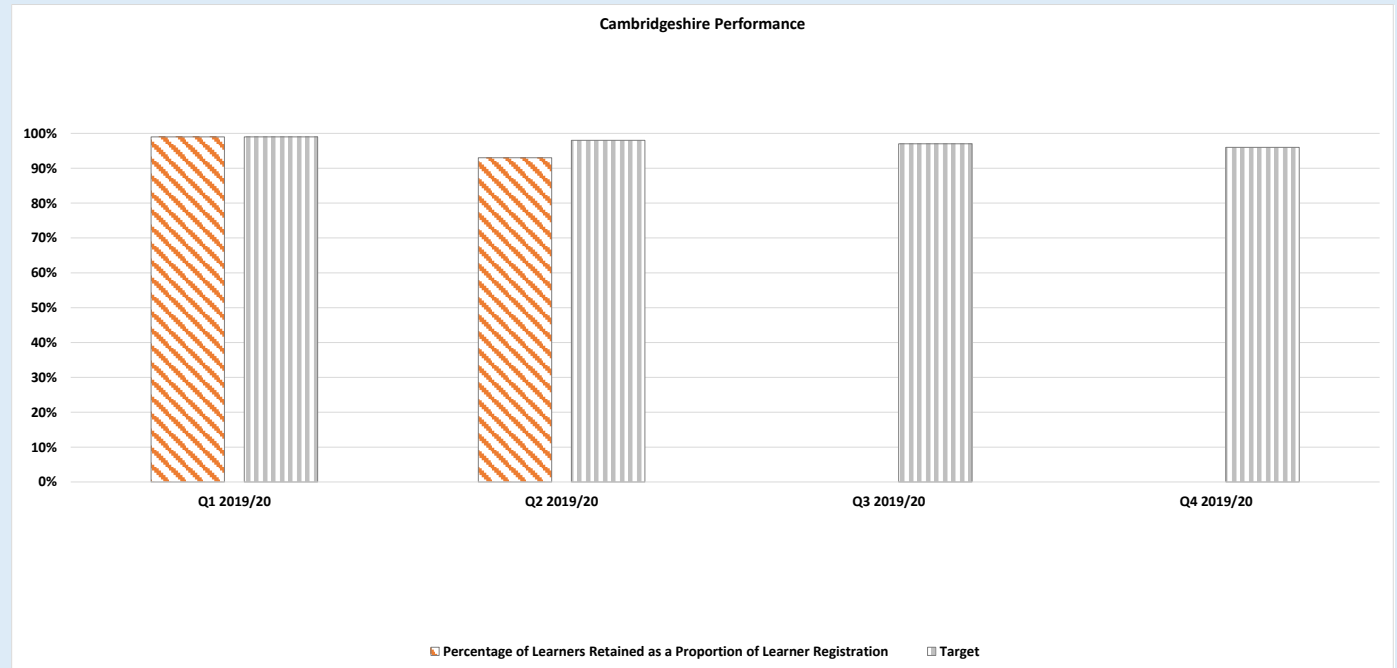


99%  93% **99.0%** **Declining**

A

Note: Q1 commences in August. The current learner retention data therefore represents the period August to October. The enrolment figure used in the percentage includes sub-contractors and direct delivery. The target and actual figures are cumulative.

The retention figure in this indicator refers to the % of individual learners who have been retained out of all Learners and does not refer to the total enrolment numbers. An individual learner can have multiple enrolments and outcomes.



Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	NA	26.84	31.93	NA
RAG Rating				
Contextual				

Indicator Description

Data has been compiled by Cambridgeshire Research Group from CADET the corporate performance tool supplied by Cambridgeshire Constabulary's Performance Team on 25th February 2020 and is correct as of that date.

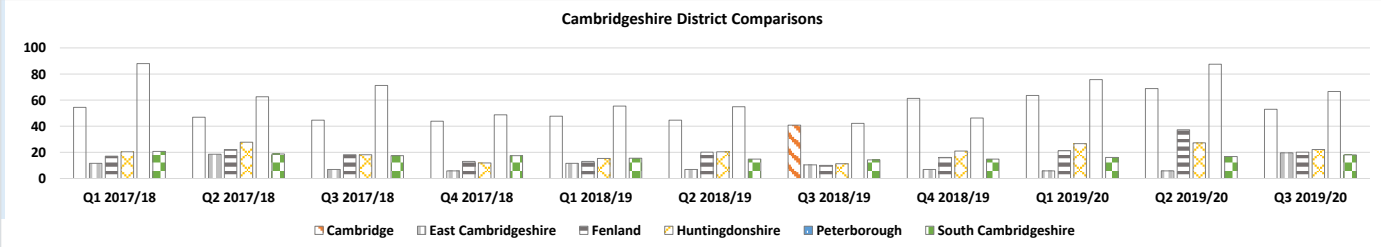
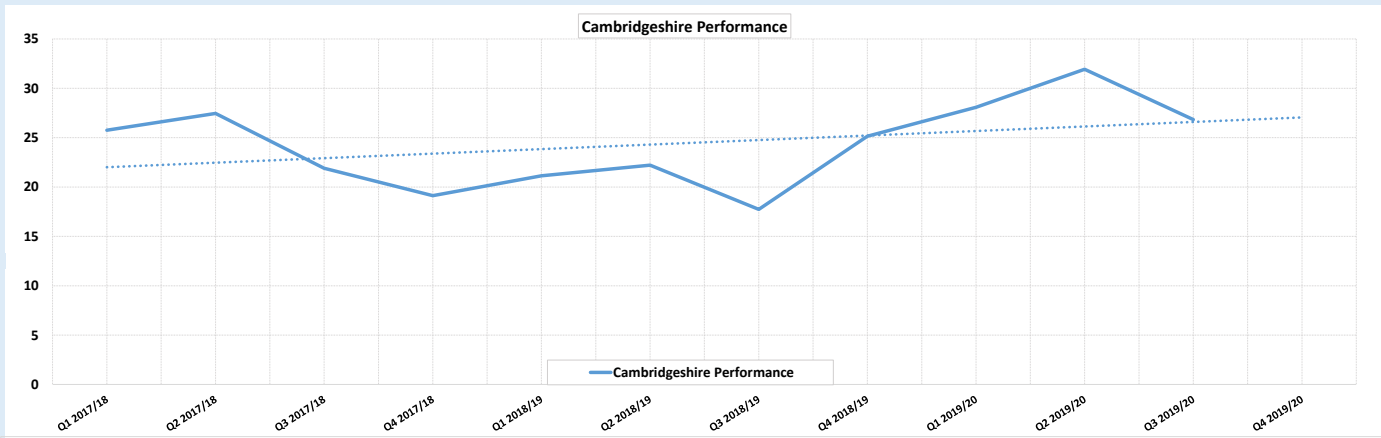
In May 2018 Cambridgeshire Constabulary went live with a new IT system called Athena, this means that data on crimes from that date (23rd May 2019) is subject to recording and extraction methods that are not identical to the previous system.

Previous Hate Crime published by Cambridgeshire Research Group may be reported using different time periods and therefore may not be comparable.

Rates have been calculated by using Cambridgeshire County Council Research teams latest local population estimates: Cambridgeshire mid-2015 estimates and Peterborough mid-2017 estimates.

We have removed the 'direction for improvement' from this indicator because although we want to see less hate crime the commentary makes clear it is under-reported.

Useful Links



Commentary

We have seen reported hate increase generally, inasmuch as incidents of hate are seen in social media and in the news. Higher rates of hate tend to occur in more densely populated areas such as large towns and cities, and at a higher frequency at night. Our data tells us that hate in Cambs is largely situational, which means "hate" tends to be used during another incident. For example in road rage – one party may abuse the other and add an abusive comment about the other drivers' race. Other examples include where a shoplifter is arrested by a black police officer or detained by a Polish security guard. The guard/officer may be abused and then further abused for being black/Polish. The term 'situational' is not applied to belittle the offences, they are all reprehensible, but without the original offence or incident, the hate element may not have existed. Very little "hate" is in isolation, although incidents do occur infrequently. We will always consider an increase in reported hate encouraging because historically hate was (and still is) hugely underreported. Lots of work is being done, including that championed by the C&P Committee, to promote awareness and reporting of hate so we hope that more people will come forward.

Actions

Contextual	NA	22.00	30.00	NA
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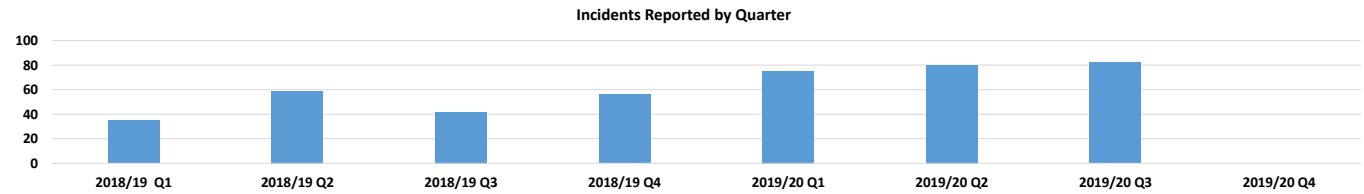
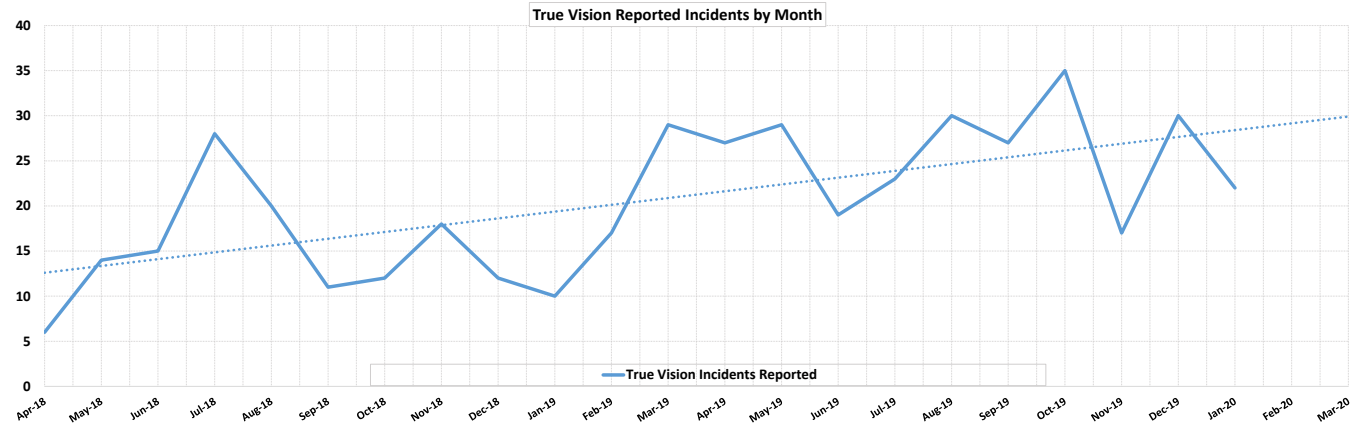
Contextual

This reported incidents data is collected from True Vision, an online reporting tool used as an alternative to direct reporting via 101 or 999. Third Party Reporting Centres (TPRC) are advised to use True Vision, although it is not known what percentage these centres constitute.

True Vision is intended to facilitate the reporting of Hate Crimes, although not all incidents recorded are consistent with this due to a lack of user understanding.

We have removed the 'direction for improvement' from this indicator because although we want to see less hate crime the commentary makes clear it is under-reported.

Useful Links



Commentary

The level of actual “hate” (people who have been targeted because of who they are – be it race, religion, disability, sexual orientation, or gender ID) being reported via true vision has increased. We were frequently receiving reports via True Vision (TV) for non-hate, so the fact that this has decreased & actual hate has increased means that the work we are doing to encourage understanding of what hate is may be proving effective.

People are reporting incidents that were usually going unreported – again, what we are encouraging.

These incidents could be described as “minor” on a sliding scale of criminality but are always important when it comes to crimes involving targeted behaviour. We need to be aware of what is happening in our communities, even if there is no actual crime we can investigate.

Actions

EY	↑	63.91%	60.36%	Improving
KS1	↑	52.65%	47.48%	Improving
KS2	↑	45.29%	41.31%	Improving

Indicator Description

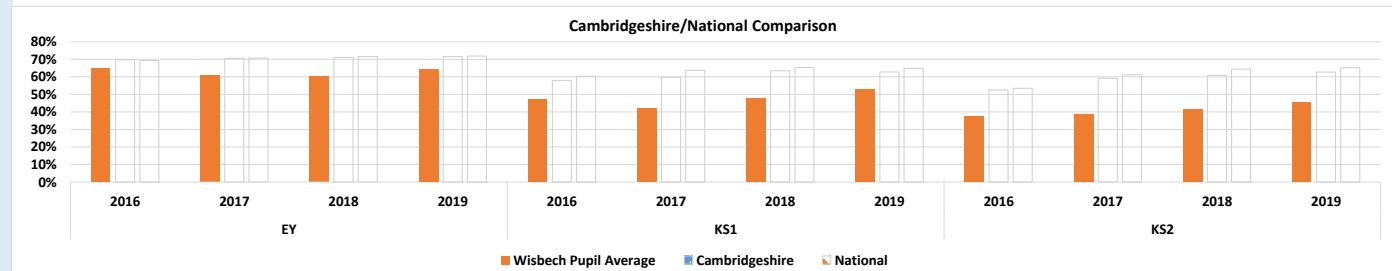
Statistics for Wisbech based on a weighted average by cohort numbers for pupils in the below schools.

- Peckover Primary School
- Orchards Church Of England Primary
- Clarkson Infants School
- St Peter's CofE Aided Junior School
- The Nene Infant Academy
- Ramnoth Junior School
- Elm Road Primary School
- Elm CofE Primary School
- Friday Bridge Community Primary School
- Leverington Academy
- Beaupre Community Primary School

For EY, attainment is measured by % of students who have achieved the expected 'Good Level of Development' (GLD)

For KS1 and KS2, attainment is measured by % of students who have achieved 'Reading, Writing , Maths (RWM) equal or above expected standard'

Statistics source: Nexus



These figures have been updated with the latest data available from the Department for Education for 2019 tests. They show improvement in attainment at Early

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	↓	50.00	44.00	Declining

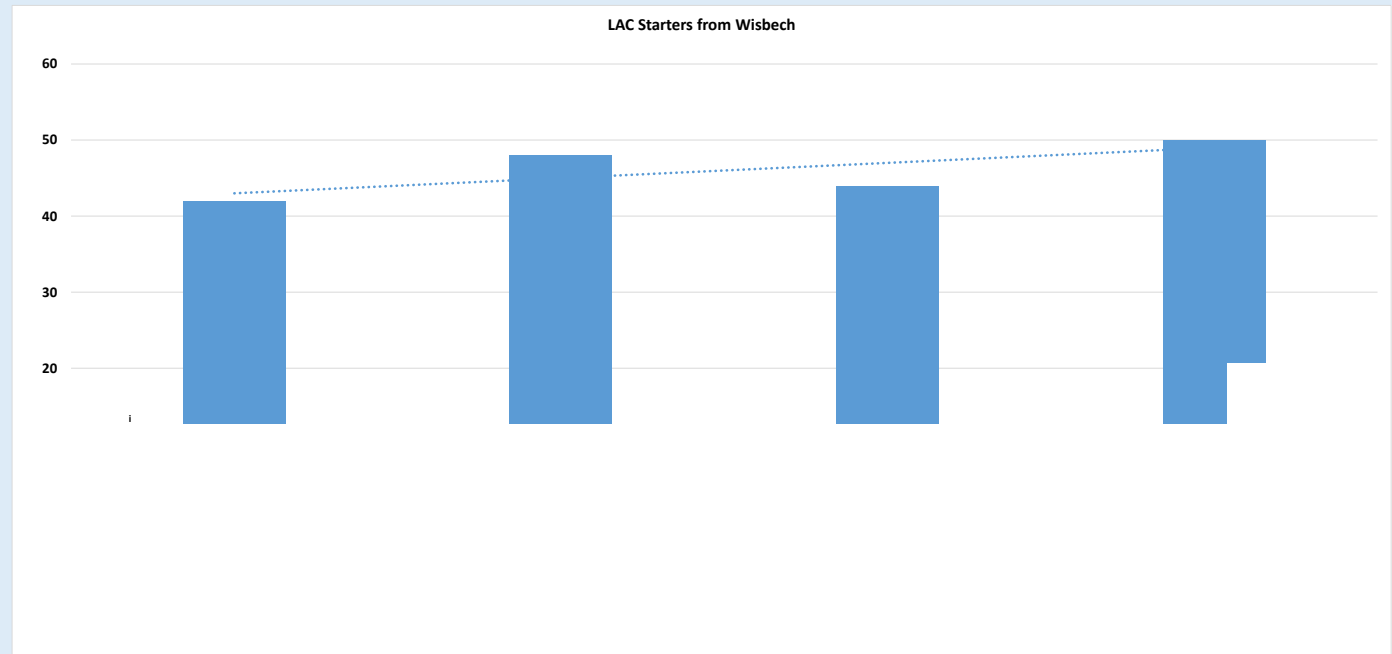
RAG Rating

Contextual

Indicator Description

Wisbech LAC data compiled from LAC Return 903 data from years 2015-2018.

Data includes LAC Return entries with an RNE 'S' (Started to be Looked After), and a current home address within the Wisbech Parish.



Commentary

Data covering the period 2019/20 will be available after the completion of the statutory returns in Summer 2020.

Useful Links

Actions

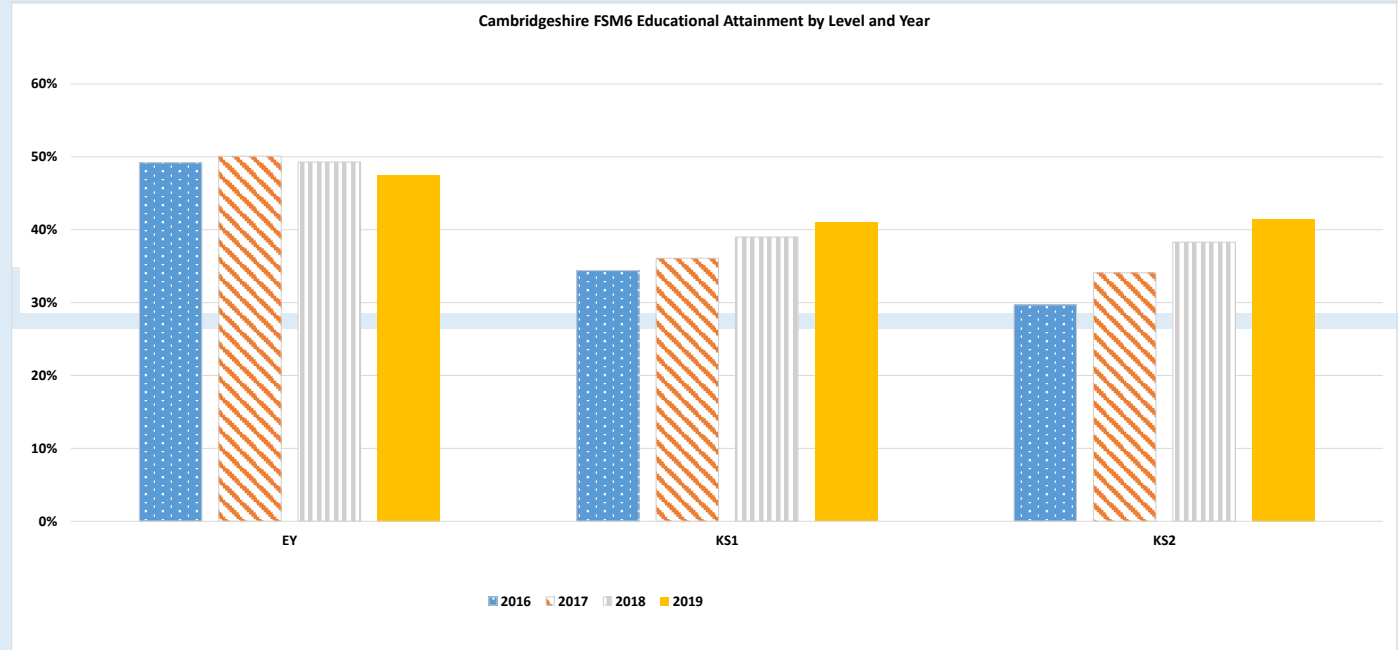
EY	↑	47.50%	49.30%	Declining
KS1	↑	41.00%	39.00%	Declining
KS2	↑	41.50%	38.30%	Declining

Indicator Description

For Early Years (EY), attainment is measured by the percentage of students who have achieved the expected 'Good Level of Development' (GLD).

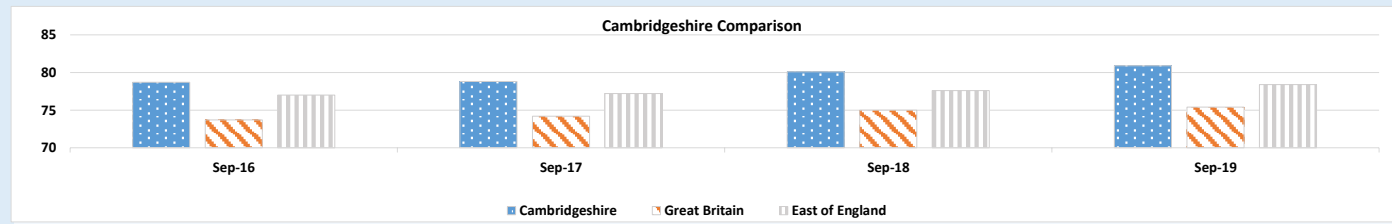
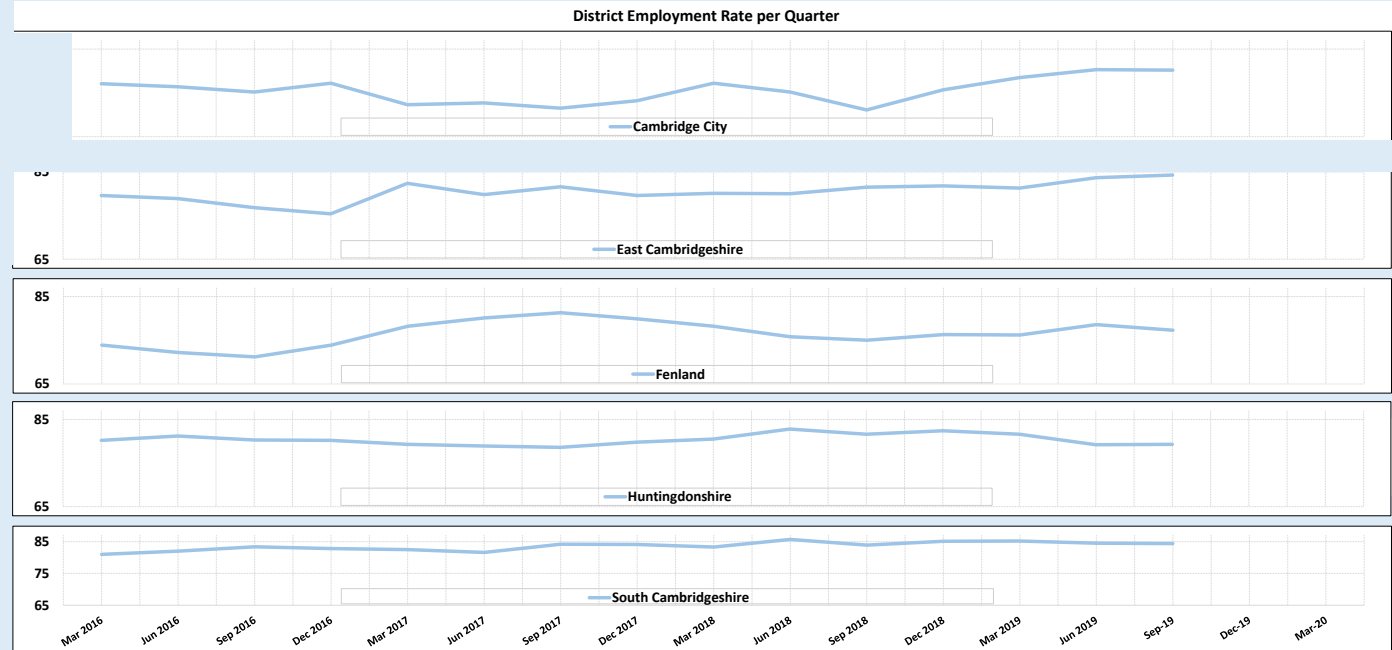
For Key Stage 1 (KS1) and Key Stage 2 (KS2), attainment is measured by the percentage of students who have achieved 'Reading, Writing , Maths (RWM) equal or above expected standard'

Statistics Source: Nexus



Commentary

These figures have been updated with the latest data available from the Department for Education for 2019 tests. They show improvement in attainment at KS1 and KS2, and a slight decrease at Early Years.



Indicator Description

Data from the annual population survey - 'A residence based labour market survey encompassing population, economic activity (employment and unemployment), economic inactivity and qualifications. These are broken down where possible by gender, age, ethnicity, industry and occupation. Available at Local Authority level and above. Updated quarterly.'

Employment data represents a rolling 12 month average, updated every financial quarter. 95% confidence interval of percent figure (+/-).

Data Source: NOMIS - <https://www.nomisweb.co.uk/>

Commentary

Employment rates in all districts in Cambridgeshire higher than national and regional comparisons and have stayed approximately stable since the previous quarter.

Actions

No. Events	↑	1,423	1,410	Improving
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Attendance	↑	19,913	28,704	Declining
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Events (activities) and attendance data includes both adults' and children's events.

Commentary

Performance is in line with quarterly performance expectations i.e. Q2 covers the school holiday period and is higher to reflect our summer offering including the Summer Reading Challenge (SRC). Cambridgeshire has one of the highest levels of participation in the SRC in the Eastern Region.

Actions

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	↓	36%	37%	Improving

RAG Rating

Contextual

Indicator Description

Note: The repeat referral rate is a combined Cambridgeshire and Peterborough rate from 2017/18 onwards.

The DA programmes refers only ro 'RISE' from 2019/20 Q3.

Useful Links**Commentary**

The group offer of domestic abuse programmes offered through the local authority has reduced to better fit with available capacity to deliver, and following the resolution of issues with appropriate referrals. The only course offered from quarter 3 onwards is the RISE programme that has been developed through Early Help, and plans are in place to increase delivery of this course across the whole of Cambridgeshire. Current delivery has focused in Hunts and Fenland.

IDVA Key Issues and Information: 3 month trial of MARAC threshold increase to 17 ticks on the DASH runs 1st January to 31st March 2020. IDVA Service will continue to triage DASH forms with 14 -16 ticks but client consent is required for these.

Actions

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	↓	67.00	90.00	Improving

RAG Rating

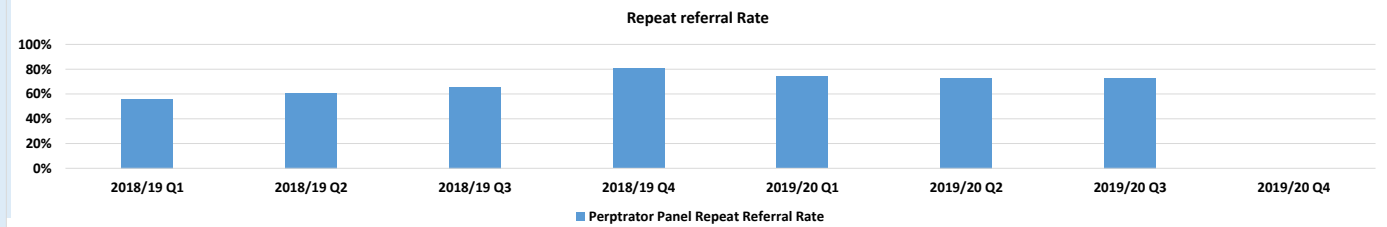
Contextual

Indicator Description

Note: No. of Repeat Referrals = total number of referrals - new referrals.

Repeat Referral % = No. of Repeat Referrals/Total Referrals (cases heard)

The perpetrator panel does not record and recognise repeat referrals in the same way as other services. Cases remain on the agenda for the panel until a decision is made that they no longer need to be discussed.

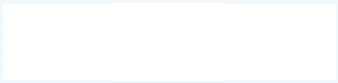
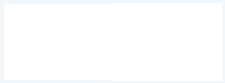


Commentary

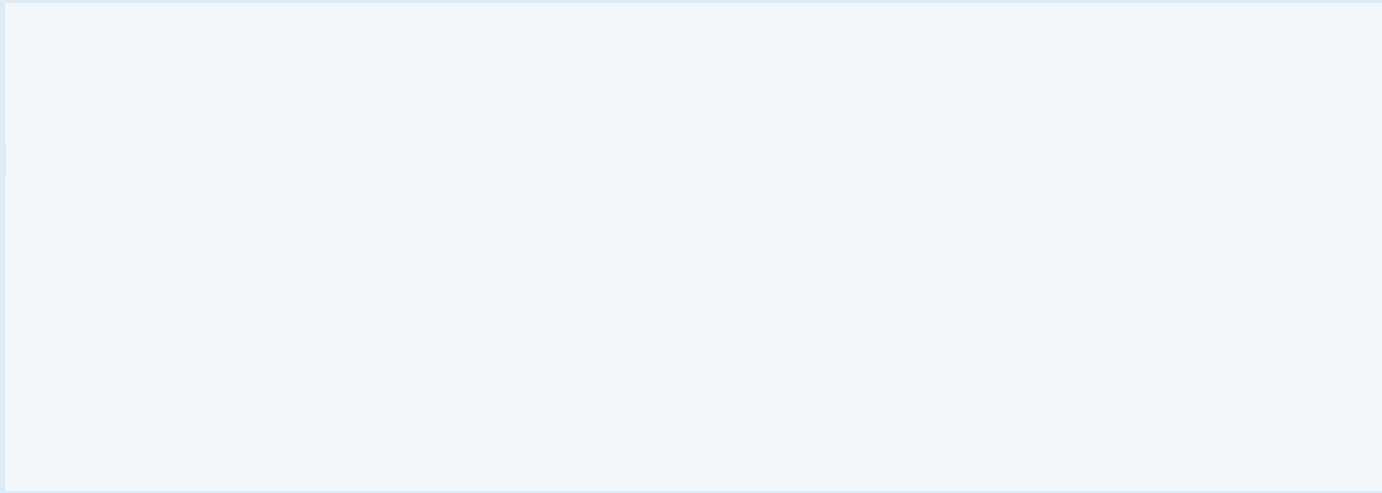
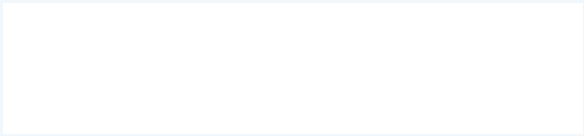
The perpetrator panel is currently being reviewed to ensure its effectiveness. Currently the number of cases being referred has meant that the panel in its current format has struggled to meet the demand.

Useful Links

Actions



In Development



97.00%



97.57%

97.49%

Improving

N/A

96.8%

G

Percentage of addresses with Superfast broadband availability across Cambridgeshire and Peterborough - This metric shows the percentage of addresses which are within the coverage area of superfast (greater than 24Mbps) broadband networks. It has been produced by Think Broadband which is a nationally recognised source of digital infrastructure statistics.

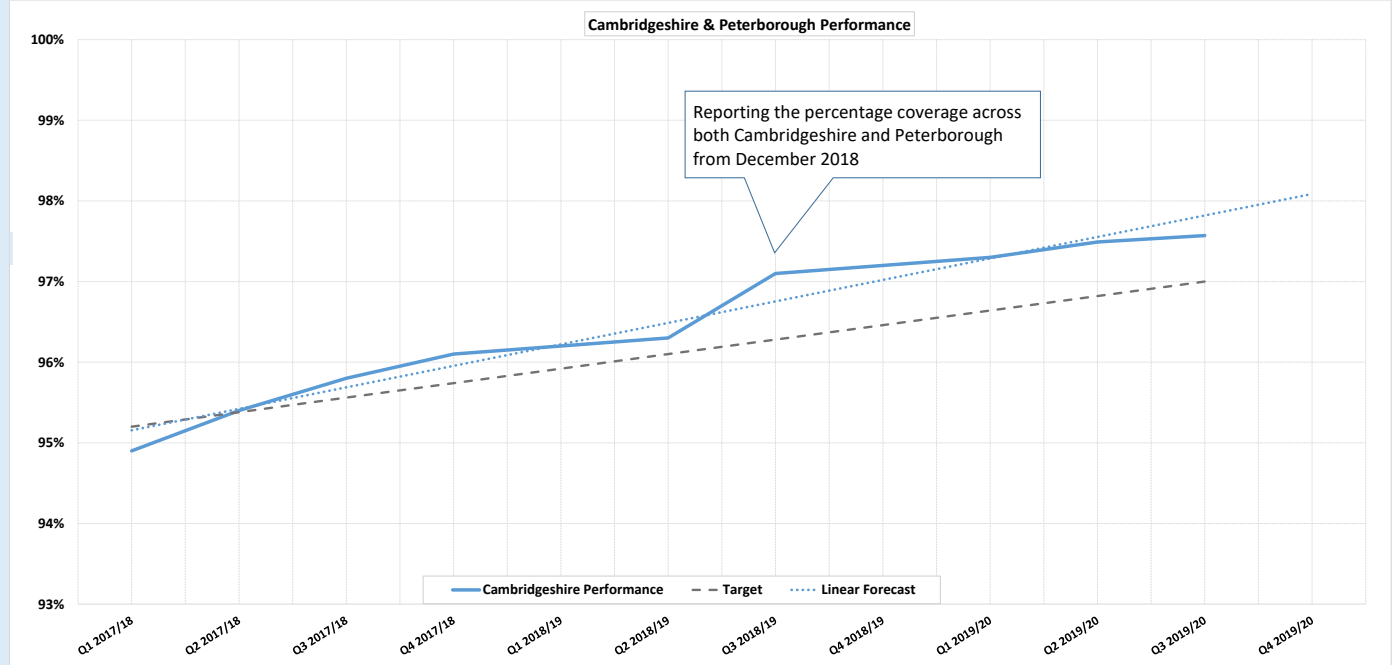
There is an interim target of 97% by end of 2019 and then 99% by 2020.

Source name: Think Broadband

Collection name: Local Broadband Information

Polarity: High is good

This is no statistical neighbour data.



Commentary

The percentage of premises in Cambridgeshire with access to at least superfast broadband continues to increase.

97.57% premises had access at the end of quarter 3 2019/20 and continues to be above the target for this quarter (97%) and above the interim target of 97% by end of 2019.

Please note the following changes in the indicator:

- The targets and quarterly figures are now for both Cambridgeshire and Peterborough.
- Quarterly targets have been calculated based on the interim target for end of 2019 and going forward will be based on the overall target to reach over 99% coverage countywide by the end of 2020.

Actions

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	↑	67.1%	66.3%	Improving

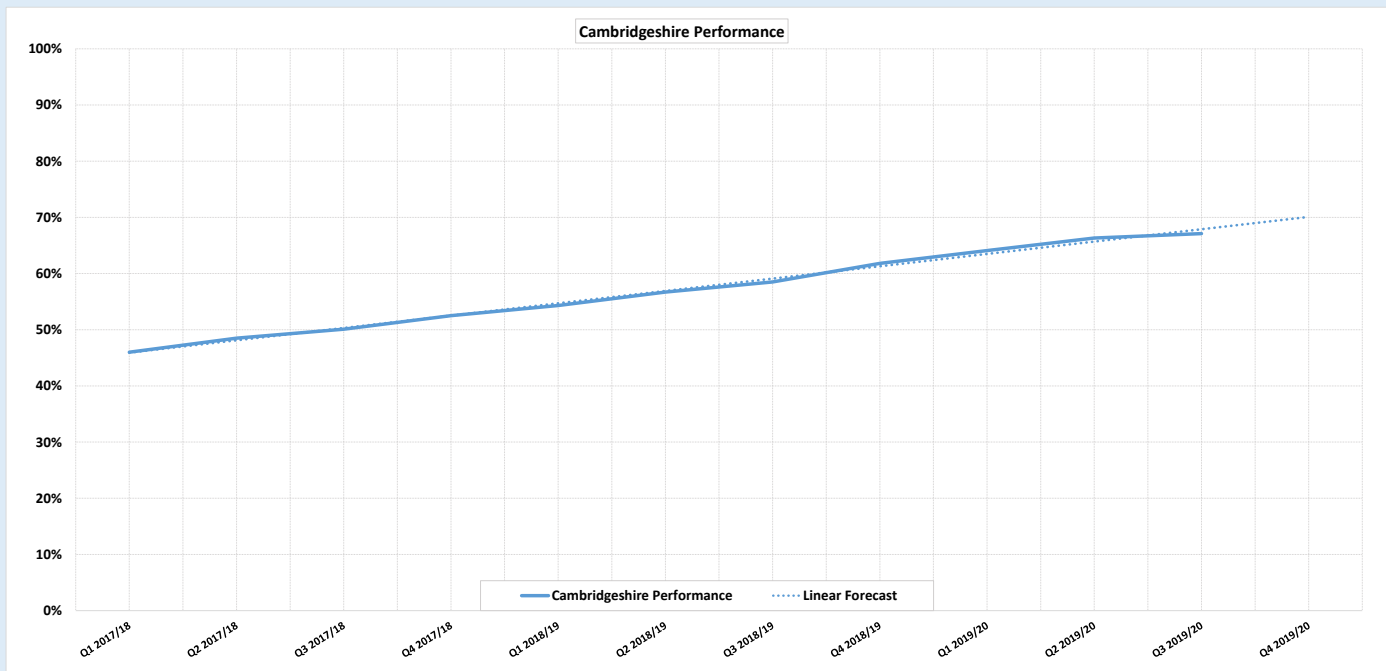
RAG Rating

Contextual

Indicator Description

Access to broadband is a key enabler of economic growth.

This is a local contextual indicator and therefore there are no statistical neighbour or England comparator data.



Commentary

The percentage of take-up as part of the superfast broadband rollout programme continues to increase.

The percentage of take-up has increased to 67.1% at the end of quarter 3 2019/20. This is a contextual indicator and as such there is no target.

Useful Links

Actions

19,000,000 ↑ 17,480,000 17,300,300 Improving

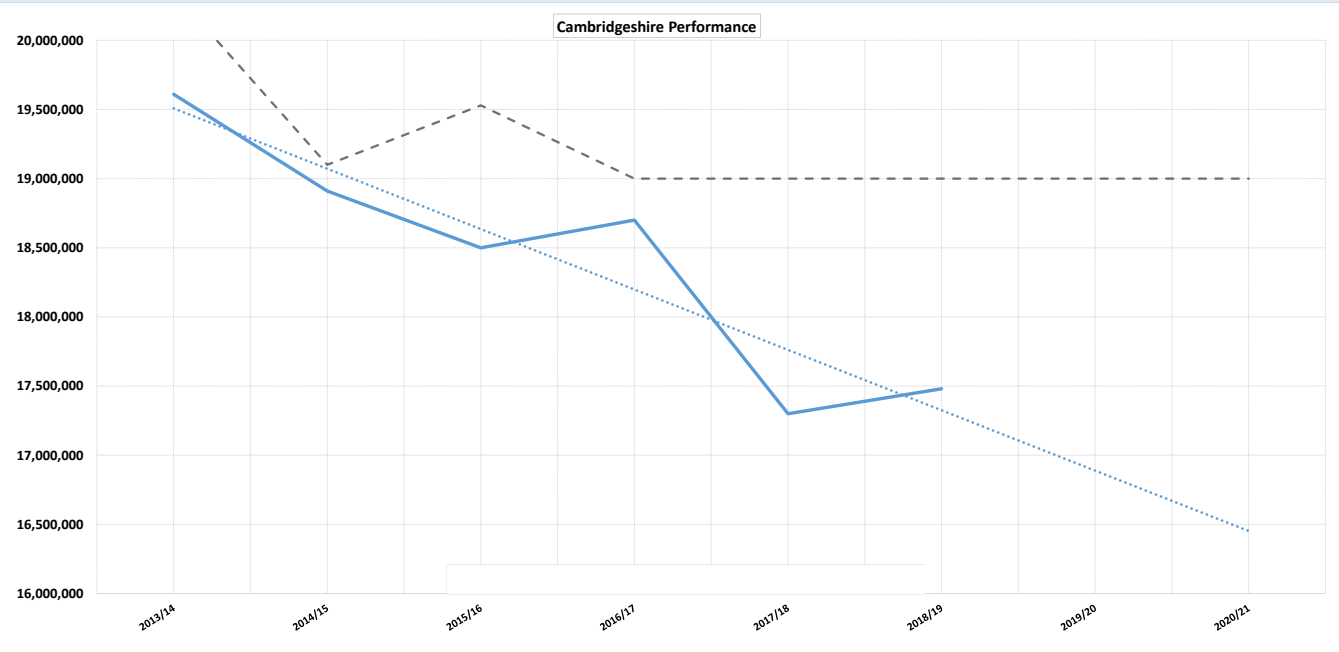
A

Bus patronage is a key outcome of the partnerships between local authorities and bus operators, which together play an important role in delivering better local transport services and are supported by approximately £2.5bn of public funding per year.

This indicator measures the total number of local bus passenger journeys originating in the authority area in a given year. Local bus services are defined for the purposes of this indicator as those using one or more public service vehicles for the carriage of passengers by road at separate fares where the stopping places, or journey length, are less than 15 miles (24 kilometres) apart.

We no longer report this information to DfT. It used to be national indicator NI 177, but this is no longer required.

Useful Links



Commentary

There were 17.48 million bus passenger journeys originating in Cambridgeshire in 2018-19. This represents an increase of 1.1 % from 2017-18, but a decrease of 6.6% from 2016-17; this general pattern of a fall in journeys can be attributed to a cut in bus services in the county and also a general pattern nationally of people using public transport less. The slight increase from 2017-18 may be due to the removal of parking charges for passengers using the park and ride services.

As this is an annual indicator there has been no change in the data since the Q1 2019-20 performance report was presented to the committee.

Actions

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
100.0%	↑	100.0%	100.0%	Unchanged

RAG Rating

G

Indicator Description

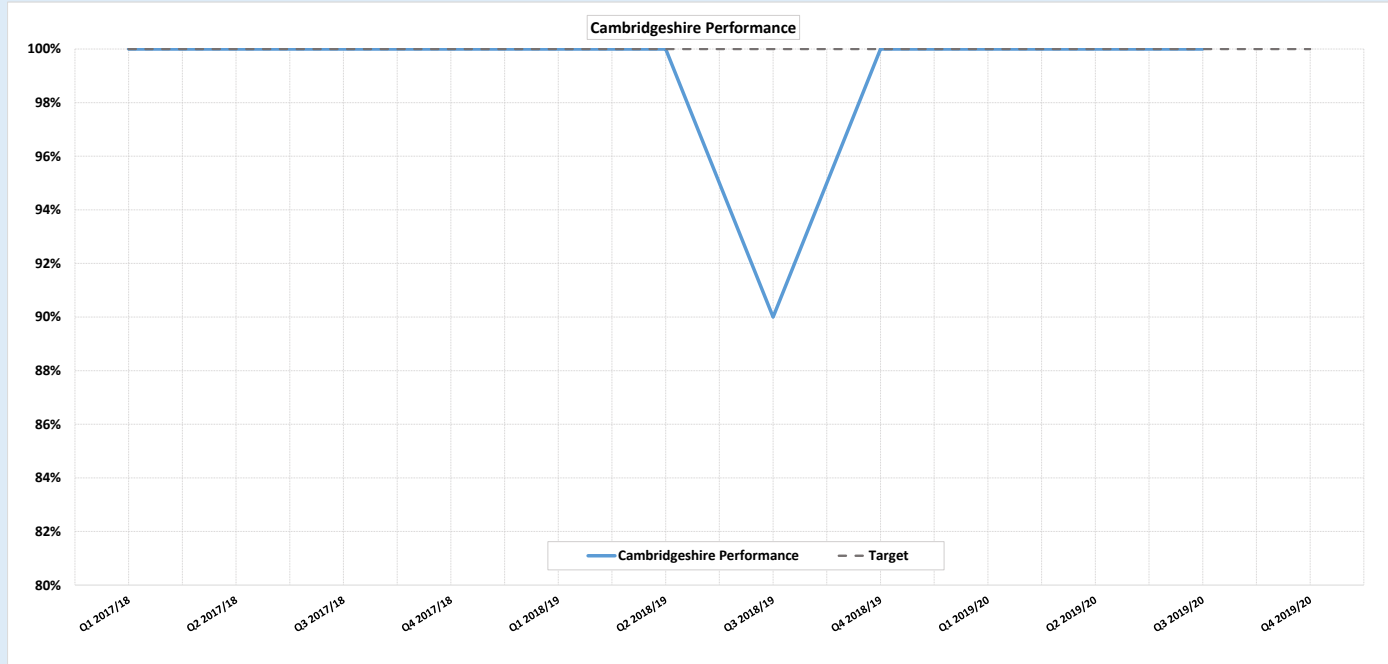
Key measure of operational flow in determining planning application

The measure to be used is the percentage of decisions on applications made:

- a. within the statutory determination period; or
- b. within such extended period as has been agreed in writing between the applicant and the local planning authority;

We collect the data monthly and report quarterly.

The Ministry of Housing, Communities and Local Government collect data recorded for major development in Live Tables P151a and 151b. The assessment period for their measure is the two years up to and including the most recent quarter for which data on planning application decisions are available at the time of designation. For example, a two year assessment period between October 2016 and September 2018 will be used for designation decisions in Quarter 1 2019. The average percentage figure for the assessment period as a whole is used.



Commentary

If a Local Planning Authority (LPA) consistently fails to determine planning applications within the statutory timescales, without agreeing to an extension of time, then the Secretary of State can designate the LPA as underperforming and as a result applicants have the option of submitting their applications to the Planning Inspectorate for determination.

If the LPA is designated as under performing then they will be expected to prepare an action plan to address areas of weakness contributing to under performance and therefore the percentage of applications that are determined within the agreed timescales is a Key Performance Indicator for the County Planning. Minerals

Improving planning performance

Criteria for designation (revised 2018)

Presented to Parliament pursuant to section 62B of the Town and Country Planning Act 1990.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/760040/Improving_planning_performance.pdf

Actions

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
70.0%	↑	75.0%	71.0%	Improving
RAG Rating				
B				

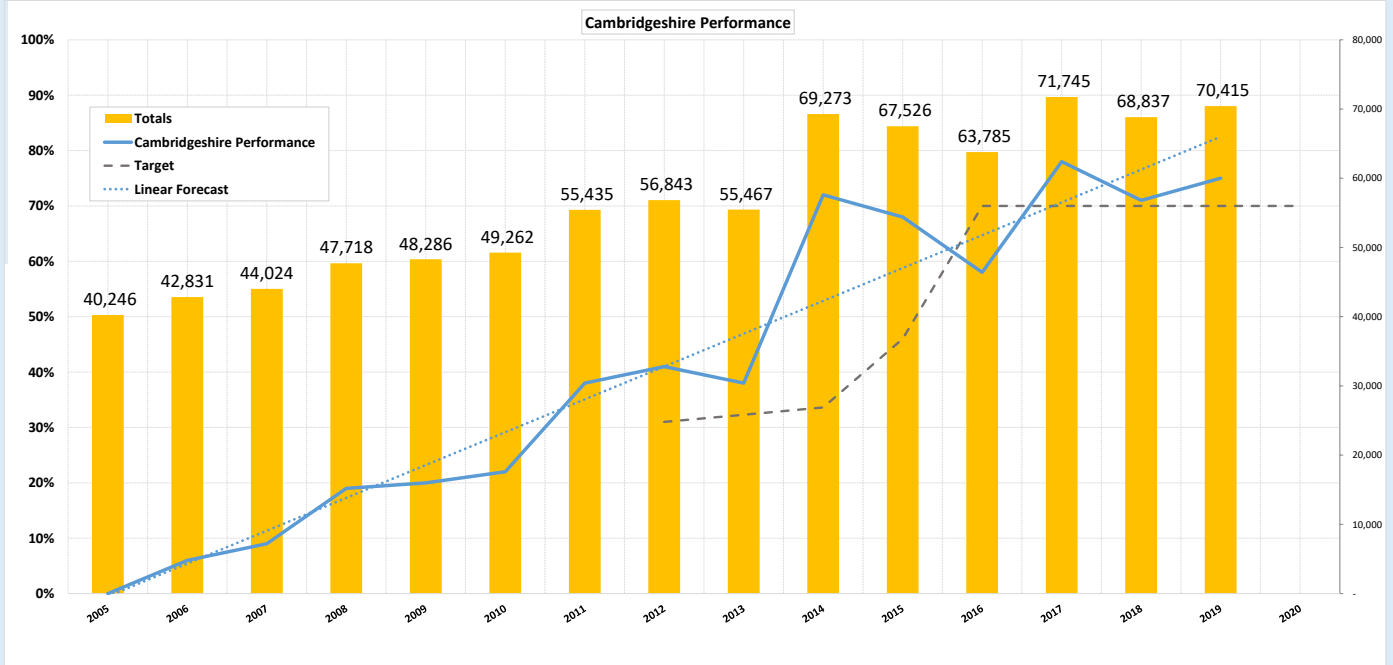
Indicator Description

Strategic level measure of cycling increase.

This measure changes from baseline rather than showing what proportion of the population cycle.

The source of this information is annual traffic surveys that are done at key points across the whole county.

Useful Links



Commentary

Overall growth from the 2004-05 average baseline is 71%, which is better than the Council's target. There was a 2% decrease in cycle trips in 2018 compared with 2017.

Cycling growth is measured by the overall increase across a number of automatic and manual count points located throughout Cambridgeshire, giving a large,

In 2004/05 there were 40,246 cycle journeys measured in the sample. In 2019 there were approximately 70,415 cycle journeys measured in the sample, yielding a growth of 75% overall.

Actions

4.0



4.45

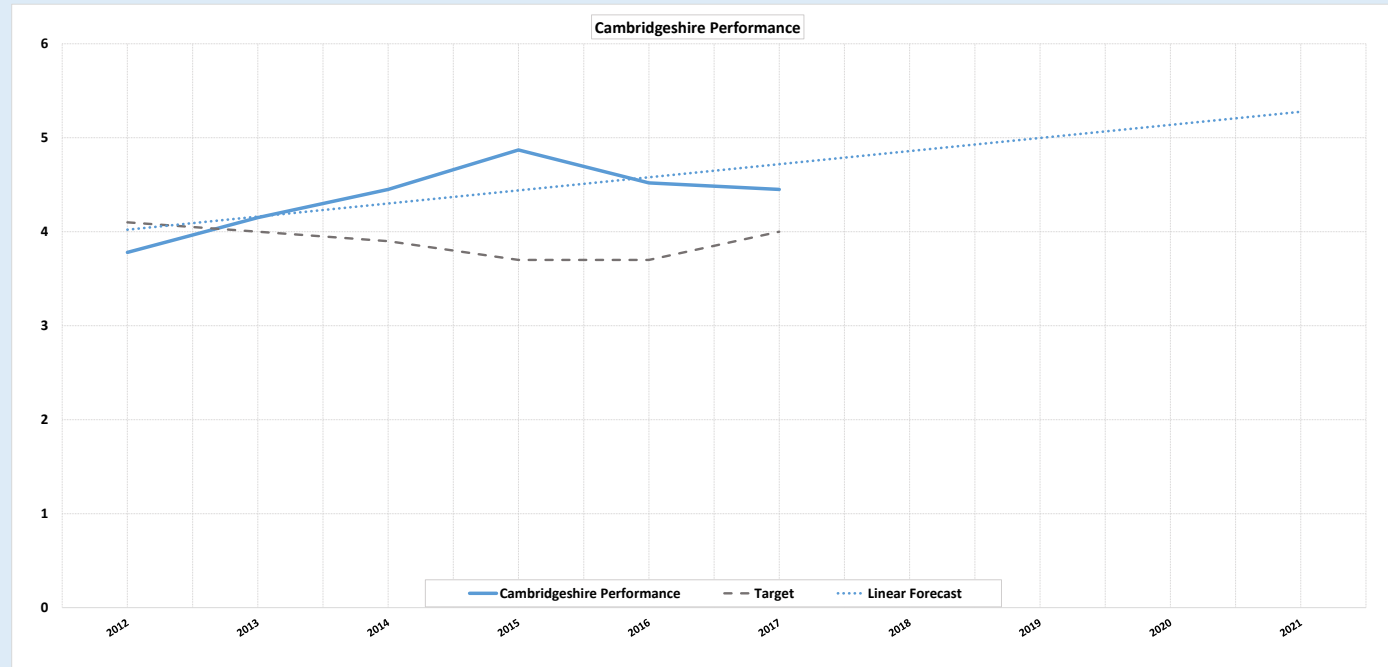
4.52

Improving

R

Strategic measure of traffic reduction and management work.

This is a standard indicator for which we have good history.



Commentary

At 4.45 minutes per mile, the latest figure for the average morning peak journey time per mile on key routes into urban areas in Cambridgeshire is better than the previous year's figure of 4.52 minutes.

The figure for Cambridge city is 5.29 minutes compared to the previous year's figure of 5.44 minutes.

Actions

Contextual



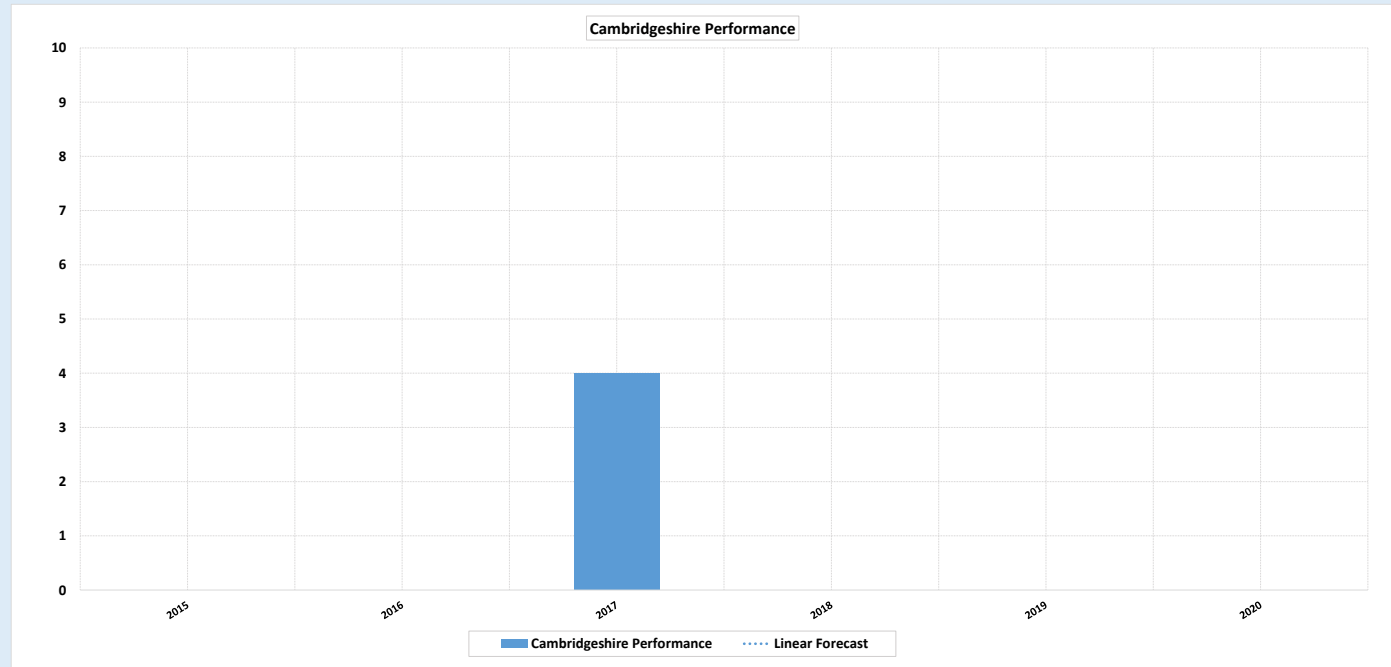
4

N/A

Improving

Contextual

This provides a richer picture and complements the morning peak congestion indicator and reduces risk of an artificial focus on morning congestion only.



Commentary

This is a new indicator for this set. These figures have come from the annual traffic census we conducted in 2017. This is a baseline figure from which a target could be developed.

As this is an annual indicator there has been no change in the data since the last performance report presented to the committee.

Actions

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	↓	202,155	203,329	Improving

RAG Rating

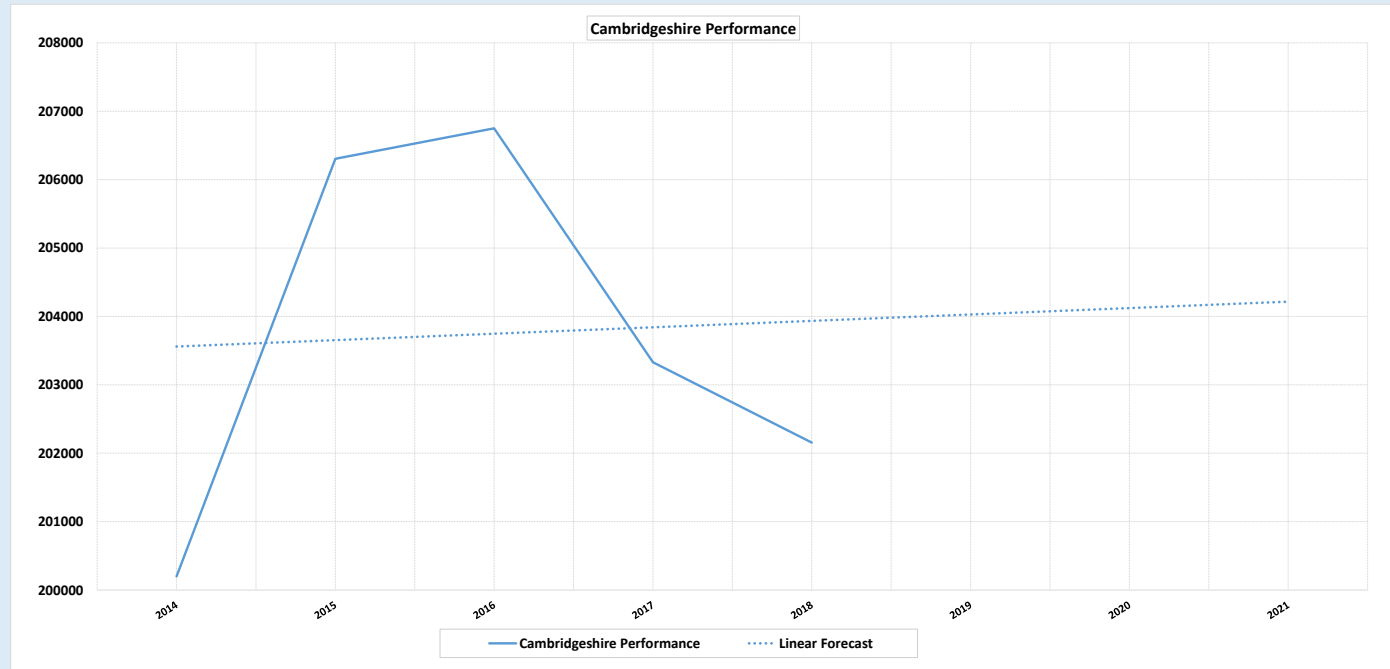
Contextual

Indicator Description

Strategic level measure of key transport mode.

Measuring the number of vehicles entering and leaving Cambridge per 12-hour day (7am to 7pm).

Data is collected on the radial survey day which is usually the first Wednesday in October.



Commentary

In 2018, there were 202,155 motor vehicles entering and leaving Cambridge per 12-hour day (7am to 7pm). This is a decrease of 1% compared with 2017.

As this is an annual indicator there has been no change in the data since the last performance report presented to the committee.

Useful Links

Actions

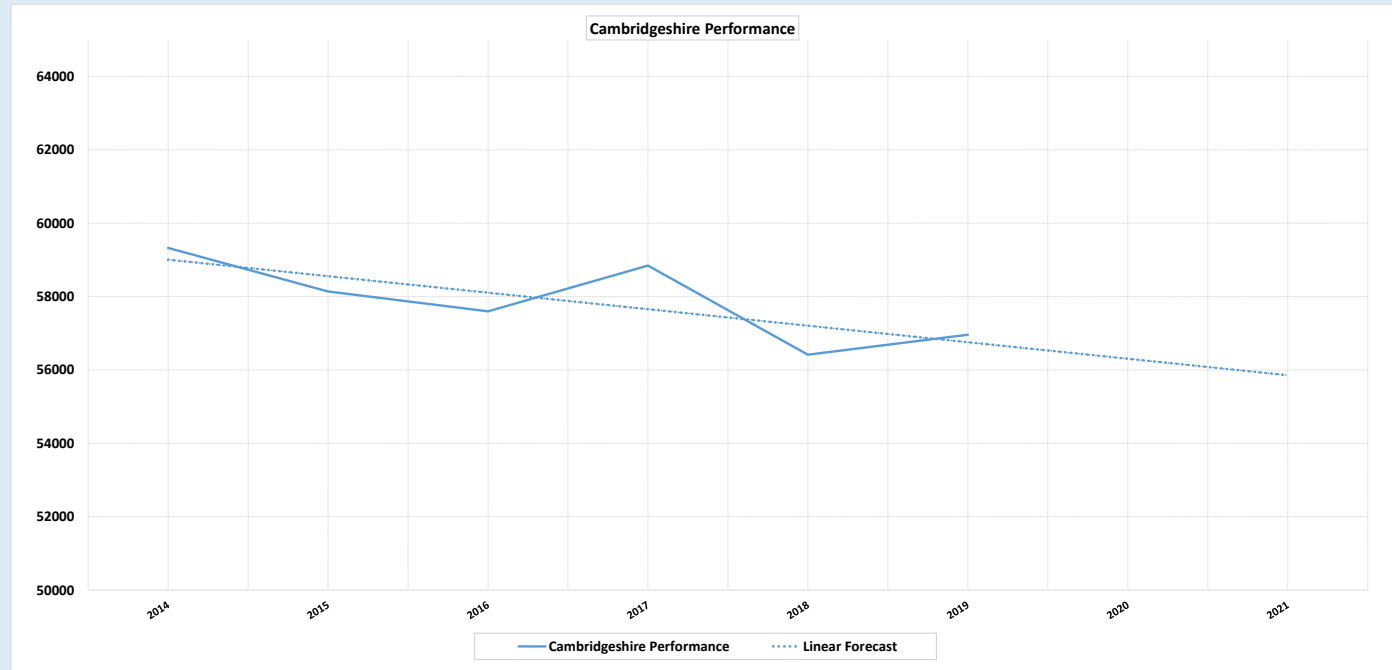
Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	↓	56,960	56,415	Declining

RAG Rating
Contextual

Indicator Description

Strategic level measure of key transport mode.

The River Cam screenline is based on 1 day for the motor vehicles and an average across 2 days for the cycles and pedestrians. Data is collected in May.



Commentary

The number of motor vehicles crossing the River Cam bridges within Cambridge per 12-hour day (7am to 7pm) was 56,415. This is a decrease of 4% compared with 2017 and a decrease of 11% compared with 10 years ago.

As this is an annual indicator there has been no change in the data since the last performance report presented to the committee.

Useful Links

Placeholder for useful links.

Actions

Placeholder for actions.

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	↓	412,060	405,004	Declining

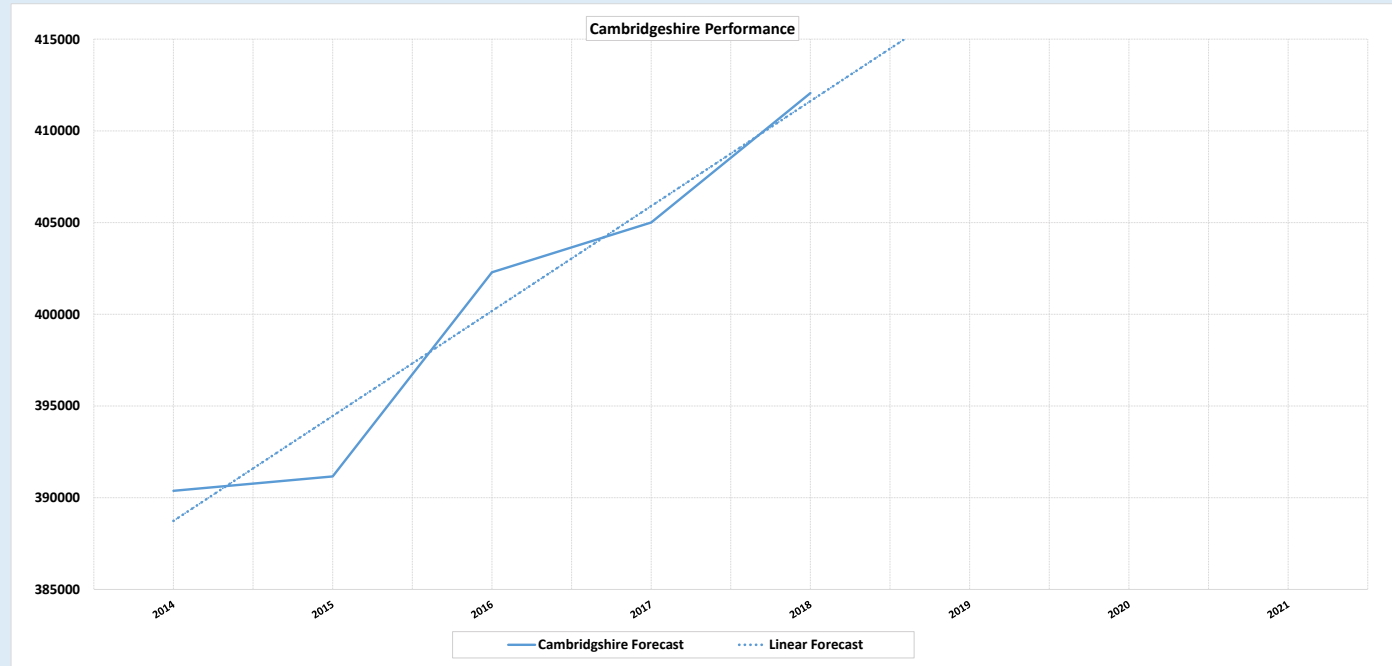
RAG Rating

Contextual

Indicator Description

Strategic level measure of key transport mode.

The Market Town surveys are based on a one day count day and are carried out across the end of October and the beginning of November.



Commentary

The numbers of motor vehicles entering and leaving the nine market towns per 12-hour day in 2018 were: Huntingdon 77,653, Wisbech 65,397, St. Neots 57,850, St. Ives 49,609, Ely 48,574, March 38,418, Whittlesey 34,180, Ramsey 19,642 and Chatteris 20,737. There was an increase in total motor vehicles entering and leaving the nine market towns in 2018 of 1.7% compared to 2017.

As this is an annual indicator there has been no change in the data since the last performance report presented to the committee.

Useful Links

Actions

3.0% ↓ 3.0% 2.7% Declining

A

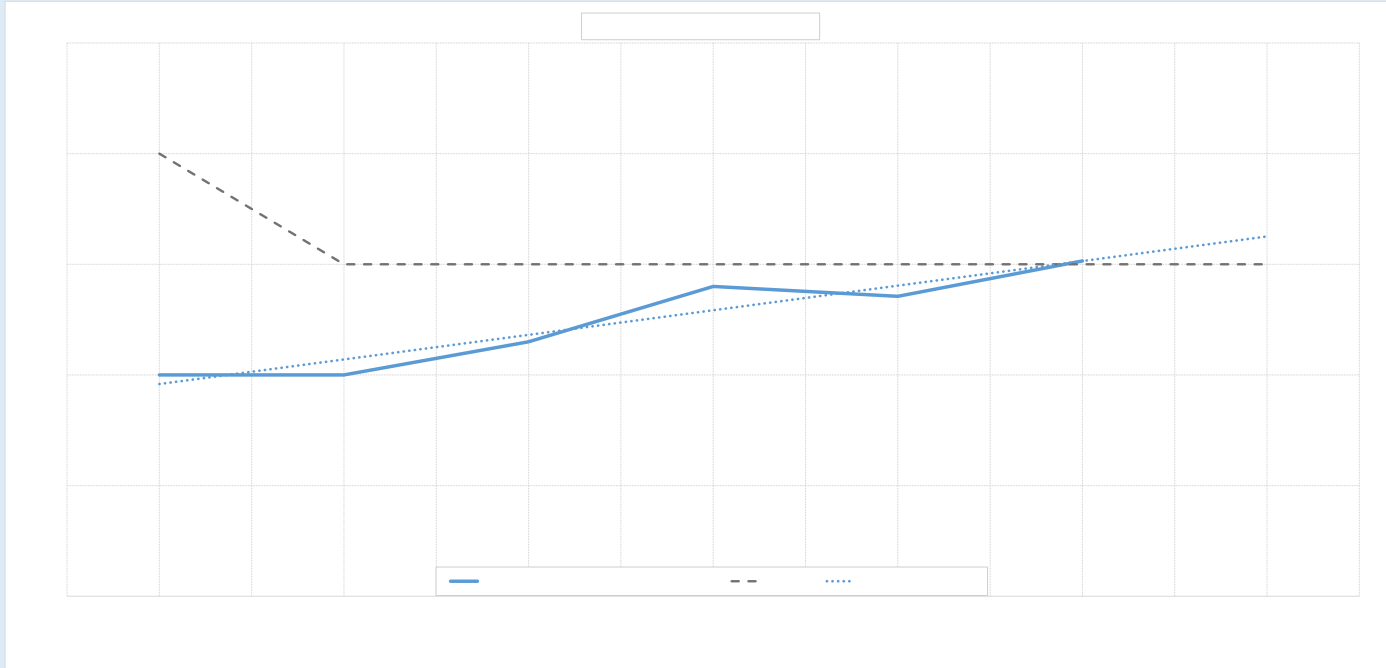
Principal roads where maintenance should be considered.

This is the percentage of the local authority's A-roads (principal roads) carriageways where maintenance should be considered. This indicator was reported as NI 168, and is an updated version of the former Best Value Performance Indicator (BVPI) 223 (formerly BVPI 96). Note that there are some differences from how this data was collected as a BVPI which may hide/increase differences in performance.

Source name: Department for Transport

Collection name: Road conditions

Polarity: Low is good



Commentary

The actual figure has changed from last year's figure of 2.71% to 3.03%. This is not a material change.

This indicator is reported nationally as a round figure, so would be reported as 3% for each year. The indicator remains on target.

Actions

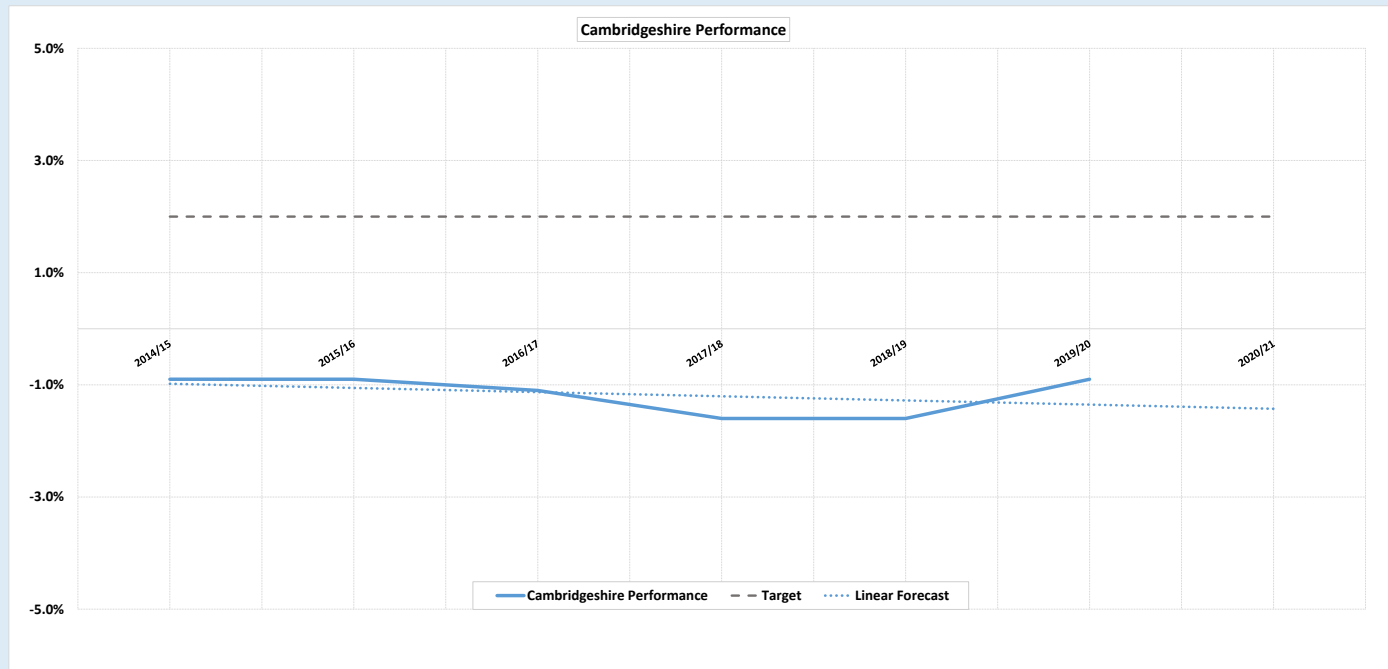
Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
2.0%	↓	-0.9%	-1.6%	Declining

RAG Rating

B

Indicator of key priority area for highways maintenance.

Based on national standard definition and data collection methodology so can be benchmarked.



Commentary

Target for 40a not set. The target was for all classified roads. Target for 40a will need to be defined.

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.

Information about road classifications can be found in the Council's Highway Operational Standards document, appendix L, which is updated annually - see supplied link.

Actions

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
2.0%	↓	3.7%	3.3%	Declining

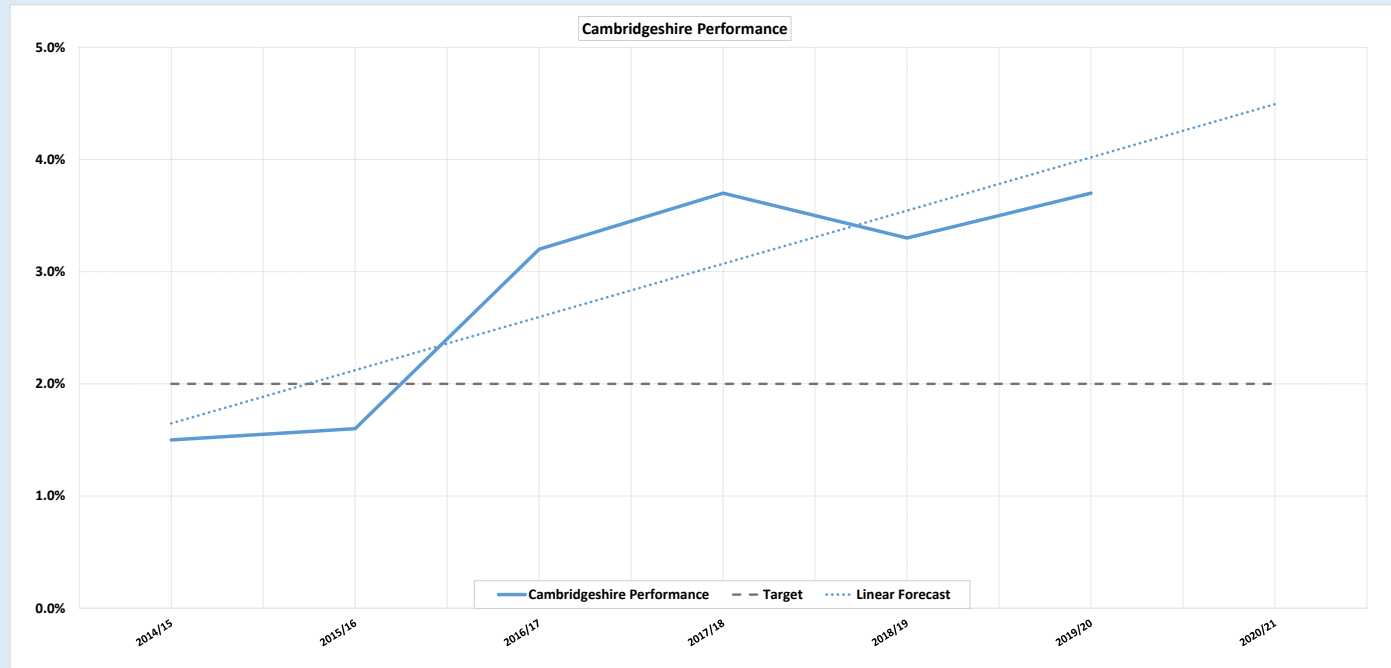
RAG Rating

R

Indicator Description

Indicator of key priority area for highways maintenance.

Based on national standard definition and data collection methodology so can be benchmarked.



Commentary

Target for 40b not set. The target was for all classified roads. Target for 40b will need to be defined.

The B class roads in Fenland are currently in worse condition than the remainder of the county, but the gap has remained at a steady level, since 2016/17, with the gap increasing by 0.4% from last year.

Information about road classifications can be found in the Council's Highway Operational Standards document, appendix L, which is updated annually - see supplied link.

Actions

Useful Links

LG Inform:

<https://lginform.local.gov.uk/>

<https://www.cambridgeshire.gov.uk/asset-library/Highway-Operational-Standards-April-2020.pdf>

2.0% ↓ 6.6% 6.2% Declining

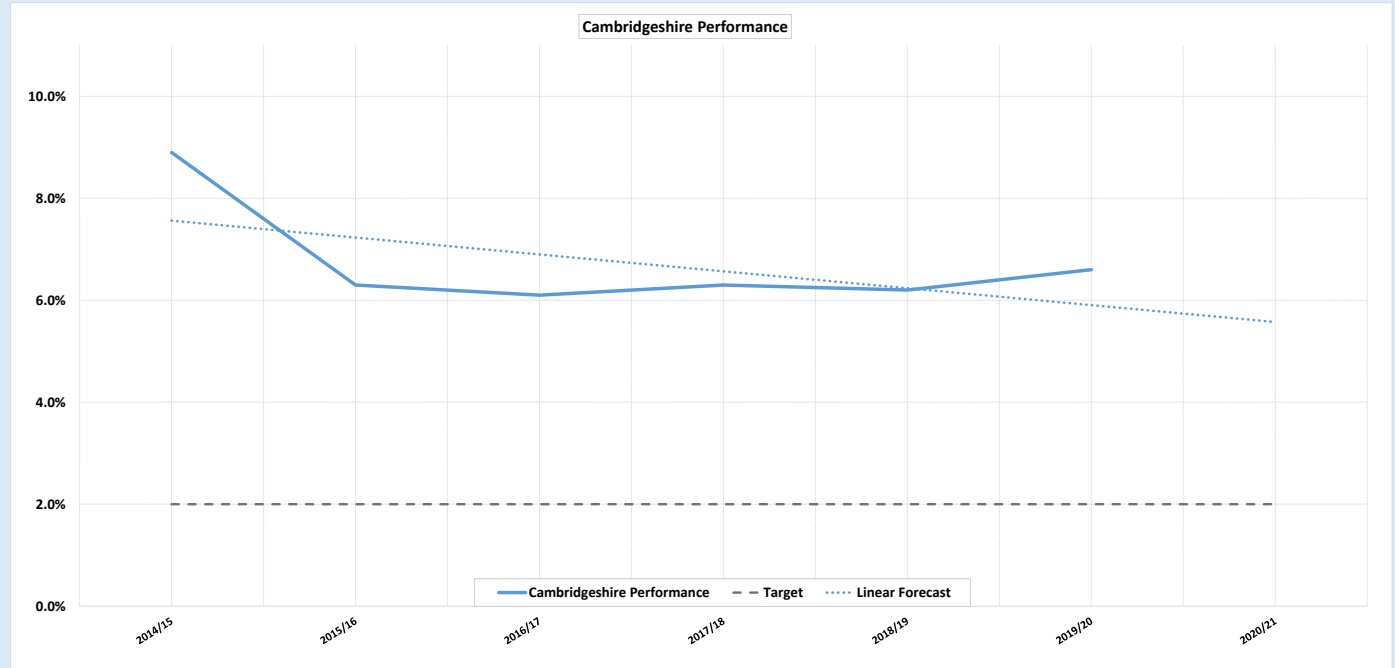
R

Indicator Description

Indicator of key priority area for highways maintenance.

Based on national standard definition and data collection methodology so can be benchmarked.

Useful Links



Commentary

Target for 40c not set. The target was for all classified roads. Target for 40c will need to be defined.

The C class roads in Fenland are in worse condition than those in the remainder of the county.

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. The gap has remained reasonably steady since 2015/16.

Information about road classifications can be found in the Council's Highway Operational Standards document, appendix L, which is updated annually - see supplied link.

Actions

8.0%



6.6%

6.1%

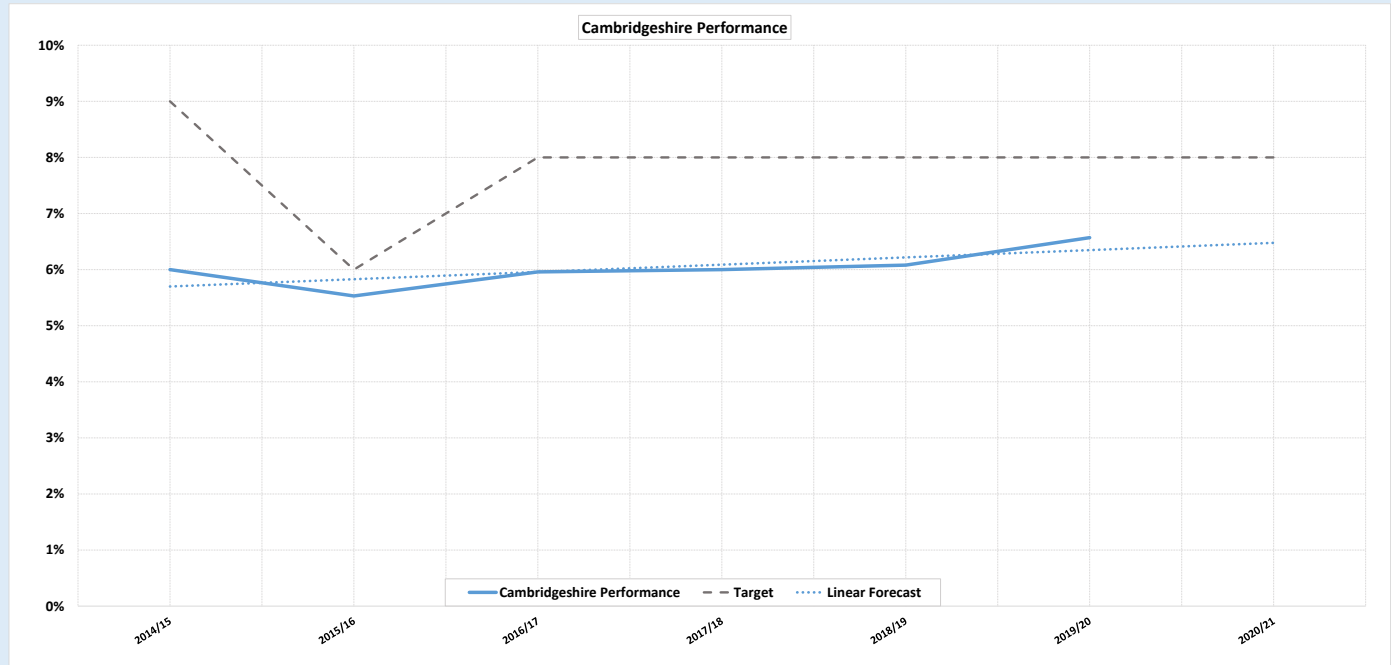
Declining

B

This is the percentage of the local authority's B-road and C-road carriageways where maintenance should be considered. This indicator was previously reported as NI 169, and is an updated version of the former Best Value Performance Indicator (BVPI) 224a (formerly BVPI 97a). Note that there are some differences from how this data was collected as a BVPI which may hide / increase differences in performance.

Source: Department for Transport

Polarity: Low value is good



Commentary

The actual figure has changed from last year's figure of 6.08% to 6.57%, but remains below the target of 8% for B and C class roads.

Information about road classifications can be found in the Council's Highway Operational Standards document, appendix L, which is updated annually - see supplied link.

Contextual



33.0%

29.0%

Declining

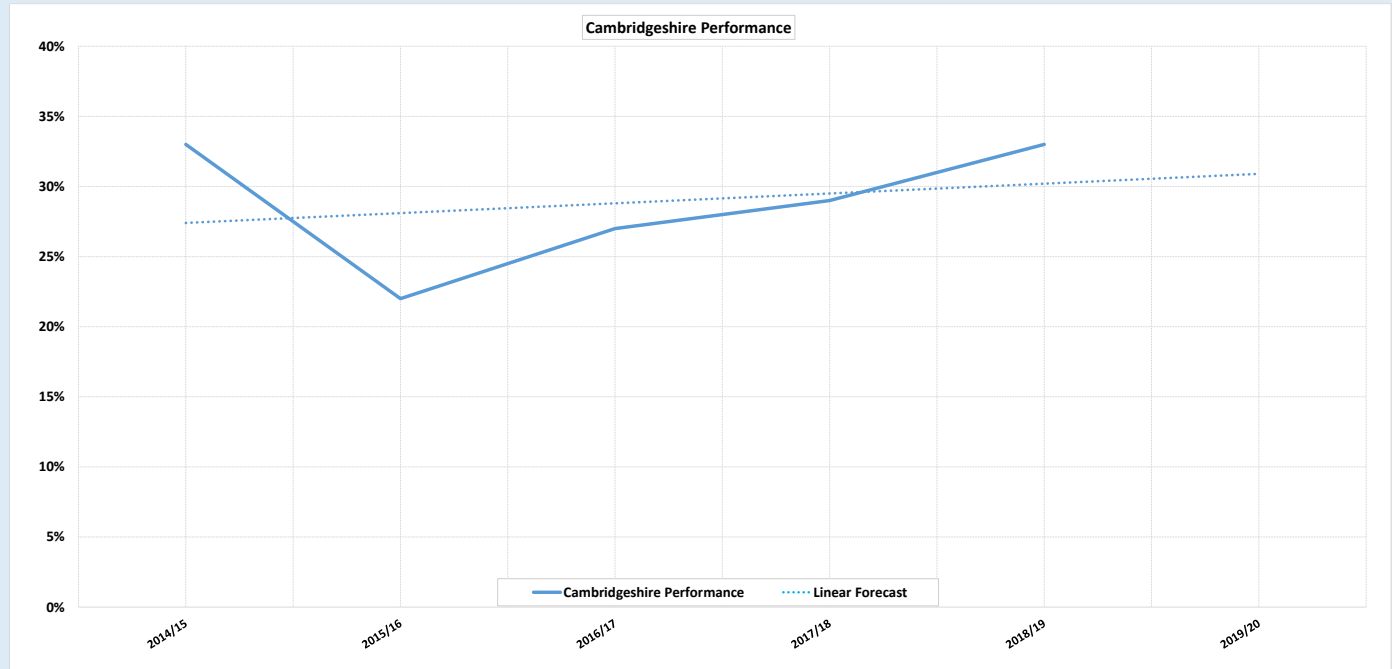
Contextual

This is the percentage of the local authority's unclassified roads where maintenance should be considered.

LAs are permitted to collect via different methods and the method used appears to affect the results, with visual surveys generally indicating worse network condition than automated surveys. CCC uses a visual survey method.

Source: Department for Transport

Polarity: Low value is good



Commentary

Last year's figure was 29%. The survey continues to take a random sample approach, and so some minor fluctuation in results is expected. The average over the past 6 years remains at 29% and so this years reported figure does not demonstrate significant deterioration that would cause immediate concern.

Actions

253	↓	361	382	Improving
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RAG Rating

R

Killed and seriously injured (KSI) casualties is derived from Stats19 data

The number of all people of all ages reported killed or seriously injured (KSI) as a 12 month rolling total on Cambridgeshire roads.

This indicator includes only casualties who were fatally or seriously injured and these categories are defined as follows: - Fatal casualties are those who sustained injuries which caused death less than 30 days after the accident; confirmed suicides are excluded. - Seriously injured casualties are those who sustained an injury for which they are detained in hospital as an in-patient, or any of the following injuries, whether or not they are admitted to hospital: fractures, concussion, internal injuries, crushings, burns (excluding friction burns), severe cuts and lacerations, severe general shock requiring medical treatment and injuries causing death 30 or more days after the accident. A casualty is recorded as seriously or slightly injured by the police on the basis of information available within a short time of the accident. This generally will not reflect the results of a medical examination, but may be influenced according to whether the casualty is hospitalised or not. Hospitalisation procedures will vary regionally.

with 355 for the same period of the previous year. The September figure is lower compared to the 382 KSI for August 2019.

Actions

Indicator 45: Money saved for Cambridgeshire consumers as a result of our intervention in rogue trading incidents. (Annual average) Return to Index July 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	↑	£345,690	£346,345	Declining

RAG Rating
Contextual

Indicator Description

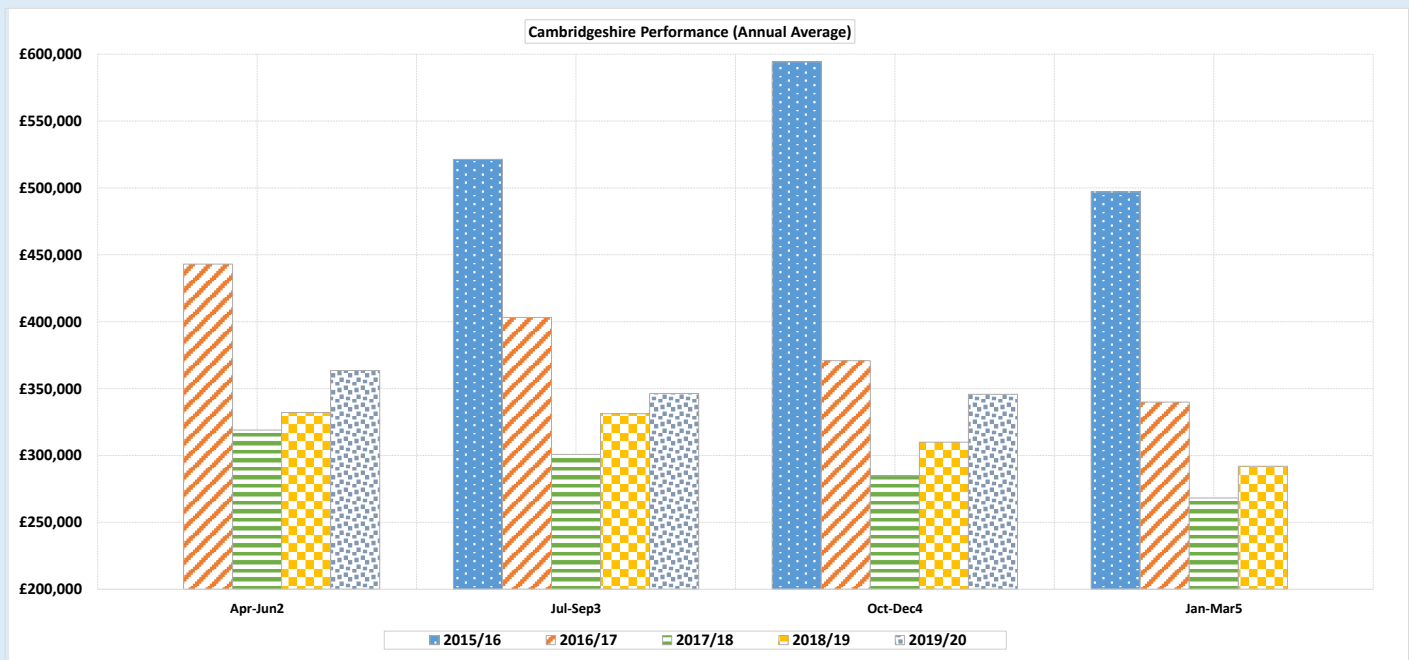
Key indicator of success of interventions to protect consumers.

It is important to note that the amounts recovered do not reflect the success of the intervention. In many cases the loss of a relatively small amount can have significant implications for victims; the impact can only be viewed on a case-by-case basis.

It is also important to note that not all of the money saved has been reimbursed at the same time as the repayments of court ordered reimbursements may be repaid over months or years.

Data from 2018/19 includes Peterborough savings.

Useful Links



Commentary

£84,128.61 was saved as a result of our intervention in rogue trading incidents during the third quarter of 2019/20 (October to December 2019). The annual average based on available data since April 2014 is £345,689.76.

Actions

Indicator 46: Percentage of street lights working

Return to Index

Apr 2020

99.0%



99.62%

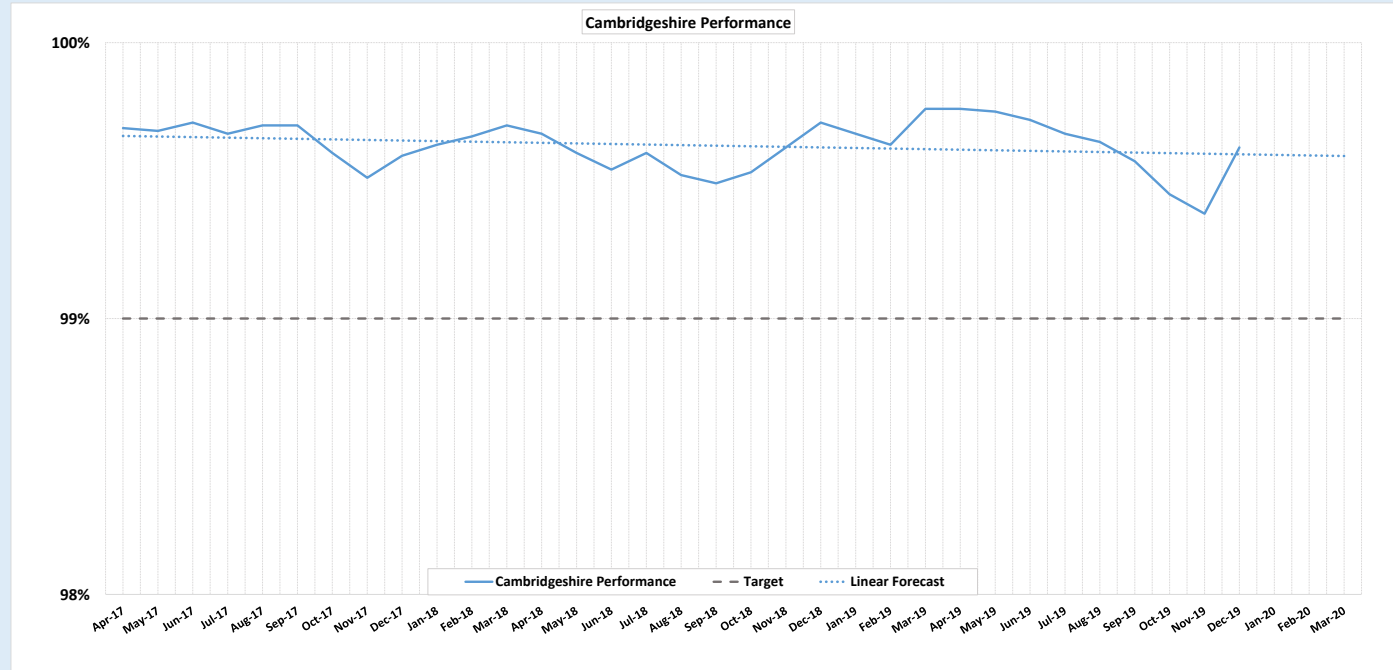
99.38%

Improving

G

Key indicator of quality of streetlight service as per the contract.

This is a local indicator and therefore there are no statistical neighbour or England comparator data, however as part of the Annual Contract Report a comparison with neighbouring Authorities is tabled where such data is captured.



Commentary

During December 99.62% of streetlights were working and the 4-month average (the formal contract definition of the performance indicator) is 99.5% this month, and remains above the 99% target.

Actions

Contextual



27.6%

26.9%

Declining

RAG Rating

Contextual

Proportion of Household waste not sent for recycling or composting based on a 12-month rolling average.

Collection name: Municipal Waste Management Statistics

Polarity: Low is good

This is a local indicator and therefore there are no statistical neighbour or England comparator data.

Actions

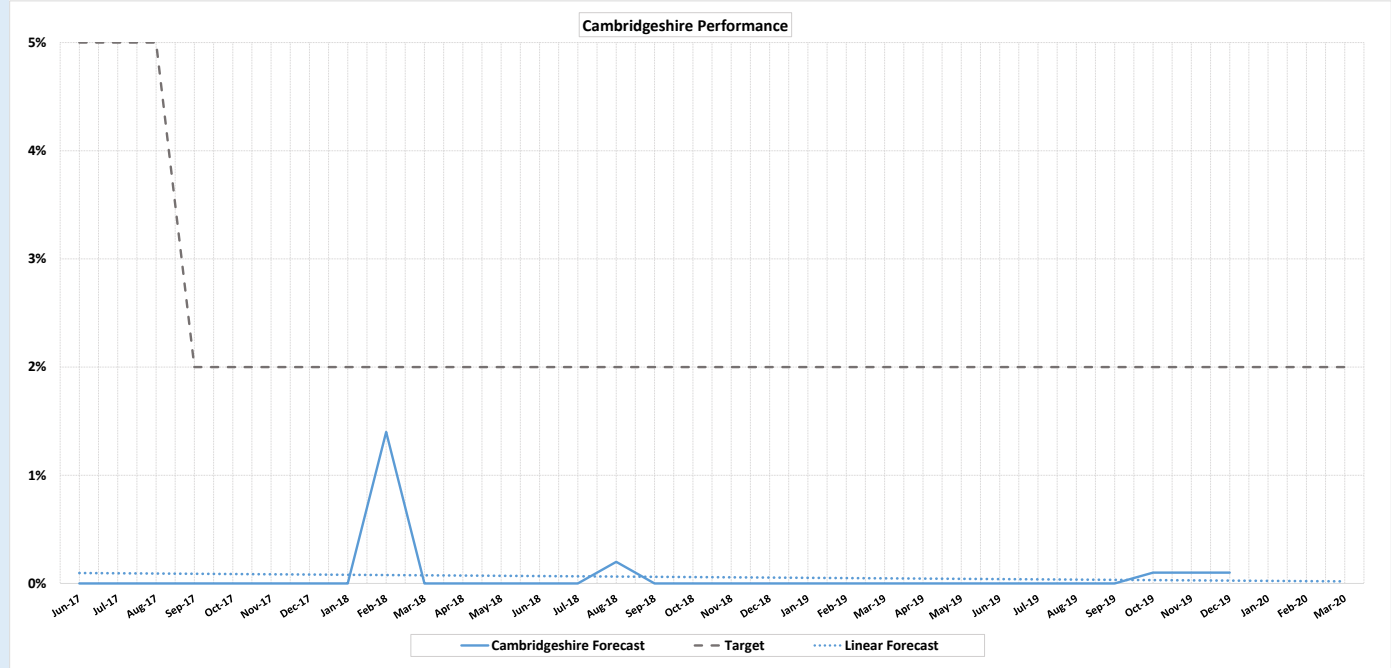
2.0% ↓ 0.1% 0.1% Unchanged

B

Key indicator of the quality of highways repairs.

Following any order completed by Skanska, the Cambridgeshire County Council (CCC) officer who raised the order is able to inspect the quality of workmanship. As standard, CCC inspect at least 10% of all orders raised. If the quality is not consistent with the specified standard, a defect certificate is raised. The KPI measures the number of defect certificates raised and is reported as a proportion of the total number of orders completed in a given month.

This is a local indicator and therefore there are no statistical neighbour or England comparator data.



Commentary

There was one failed inspection during December therefore the monthly percentage of defect certificates is 0.1% of the total number of orders, significantly below the permissible maximum which is set at 2%.

Actions

95.0%



90.0%

91.0%

Declining

A

When CCC staff raise an order for scheme work, they include details of the expected completion date. This is usually agreed in advance and coordinated with the central programme maintained by our Programme Manager, ensuring that schemes can be programmed in the most efficient way possible.

The KPI measures the proportion of all schemes that are completed to these agreed dates. In some circumstances, there are changes instructed to the scope after the initial order has been placed. Where this is the case, the effect on the programme is communicated and this time is added to or subtracted from the original agreed date.

This is a local indicator and therefore there are no statistical neighbour or England comparator data.

Commentary

The percentage of schemes delivered to the agreed programme dates has decreased to 90% for the third quarter of 2019/20 which is below the 95% target.

Actions

Contextual



54.99%

55.47%

Declining

RAG rating

Contextual

This KPI measures the combined proportion of Household waste that is recycled or composted and includes all district and city partners recycling performance.

This has significant financial impact on Council.

The recycling rate for households has increased overall across the UK to 45.7% in 2017 from 45.2% in 2016. The recycling rate for households has also increased

(Source of UK stats - <https://deframedia.blog.gov.uk/2019/02/15/uk-waste-statistics-published/>)

Actions

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
Baseline	↑	100%	100%	Unchanged

RAG rating

Baseline

Indicator Description

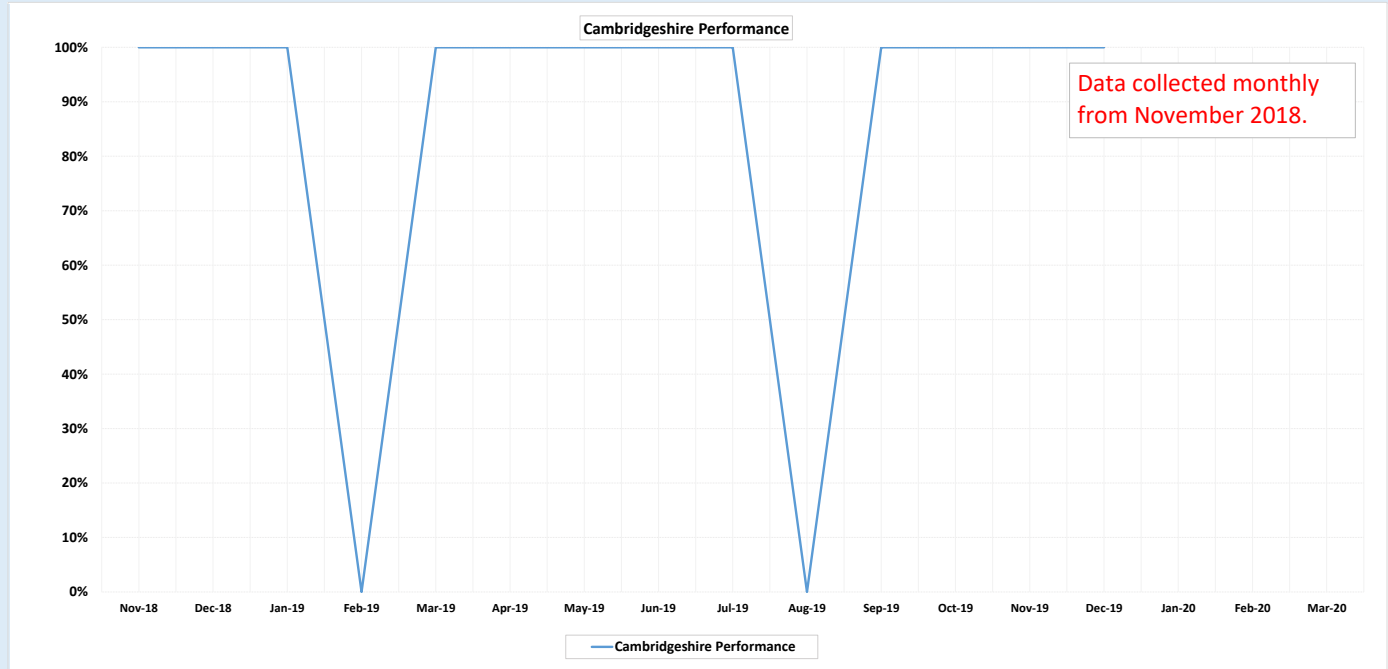
Tree removal and replaced data has been collected monthly from November 2018 instead of every six months.

Priority noted in feedback from Members. The number of trees that are removed and planted is small – for example in the 6 months between Jan 2018 and Jun 2018 14 trees were removed and 3 planted.

This was a new indicator from the February 2019 committee report. The number of trees removed and replaced each month are now being reported in the monthly finance report. Presented in the performance report are the percentage of highways trees that have to be removed that are replaced in the month. If no trees are removed and no trees are replaced within a month then 100% will be reported. Also if 4 trees are removed and 26 trees are planted then the 100% will be reported for that month.

Going forward the data will be summarised to a rolling 12 month average once we have 12 months of data.

Useful Links




Commentary

In December 23 trees were removed and fifty-two trees were planted in Cambridgeshire.

Since November 2018: 47 trees have been removed and 204 trees have been planted.

Actions

90%  77.8% 88.0% Declining

R

Proportions of FOI requests received each month that have been answered within 20 days.

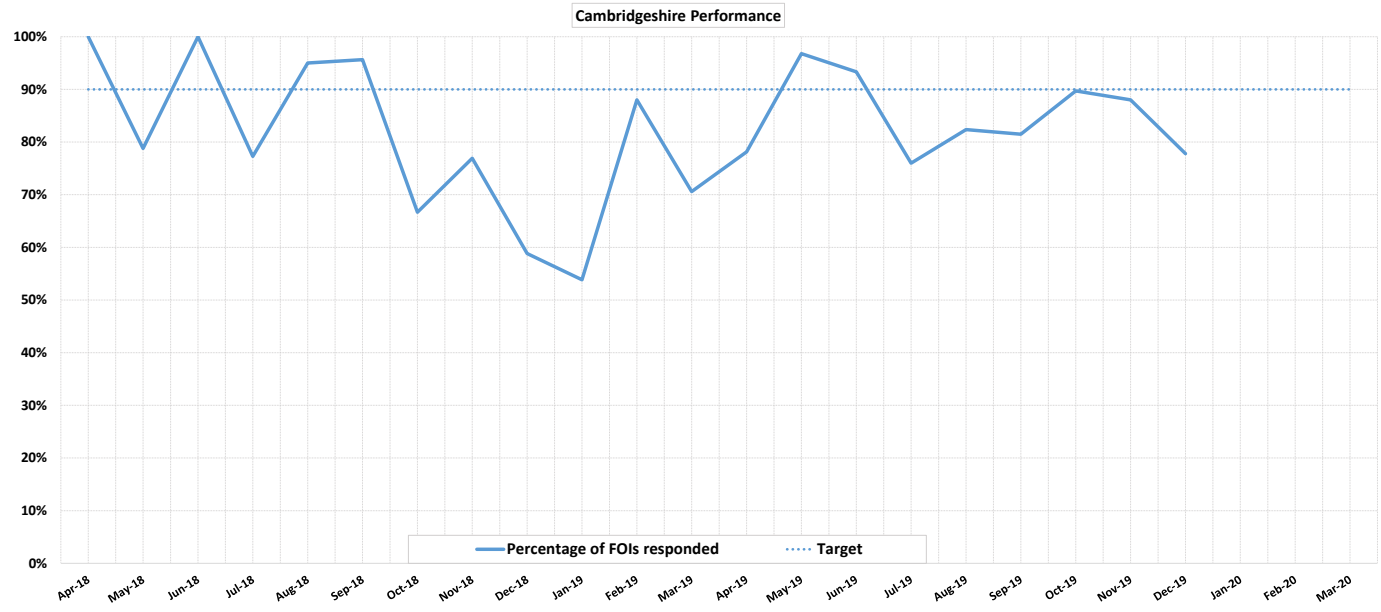
Anyone has a right to request information from a public authority. The council has two separate duties when responding to these requests:

to tell the applicant whether the Council holds any information falling within the scope of their request;

and to provide that information

The Council normally has 20 working days to respond to a request.

For a request to be valid under the Freedom of Information Act it must be in writing, but requesters do not have to mention the Act or direct their request to a designated member of staff. Any letter or email to a public authority asking for information is a request for recorded information under the Act.



Commentary


A total of 27 Freedom of Information Requests were received during December 2019. 21 of these were responded to within the 20 working day deadline. May and June 2019 were the only months when the Service was above target. The rest of the year the response rates to FOIs have been below the 90% target.

Actions

Indicator 181: Percentage of complaints responded to within 10 days

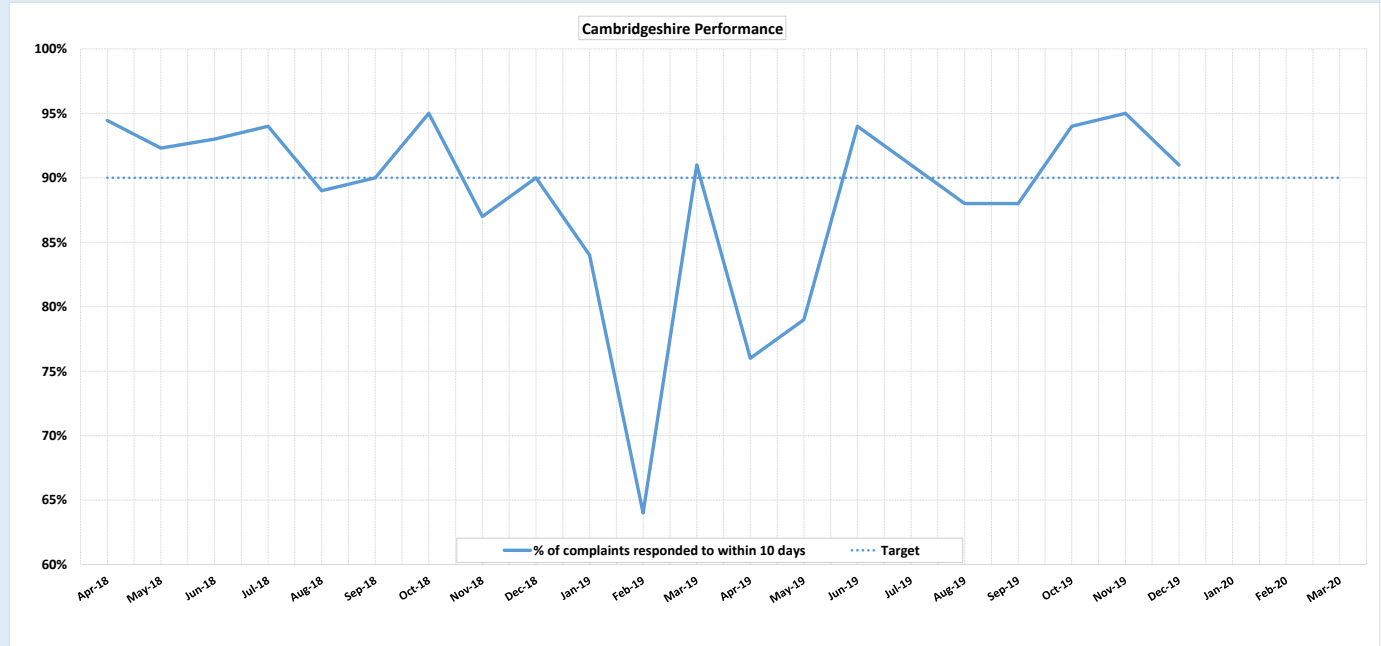
Return to Index

Apr 2020

90%  91.0% 95.0% Declining

G

Proportions of Complaints received by the Place and Economy Service each month that have been answered within 10 days.

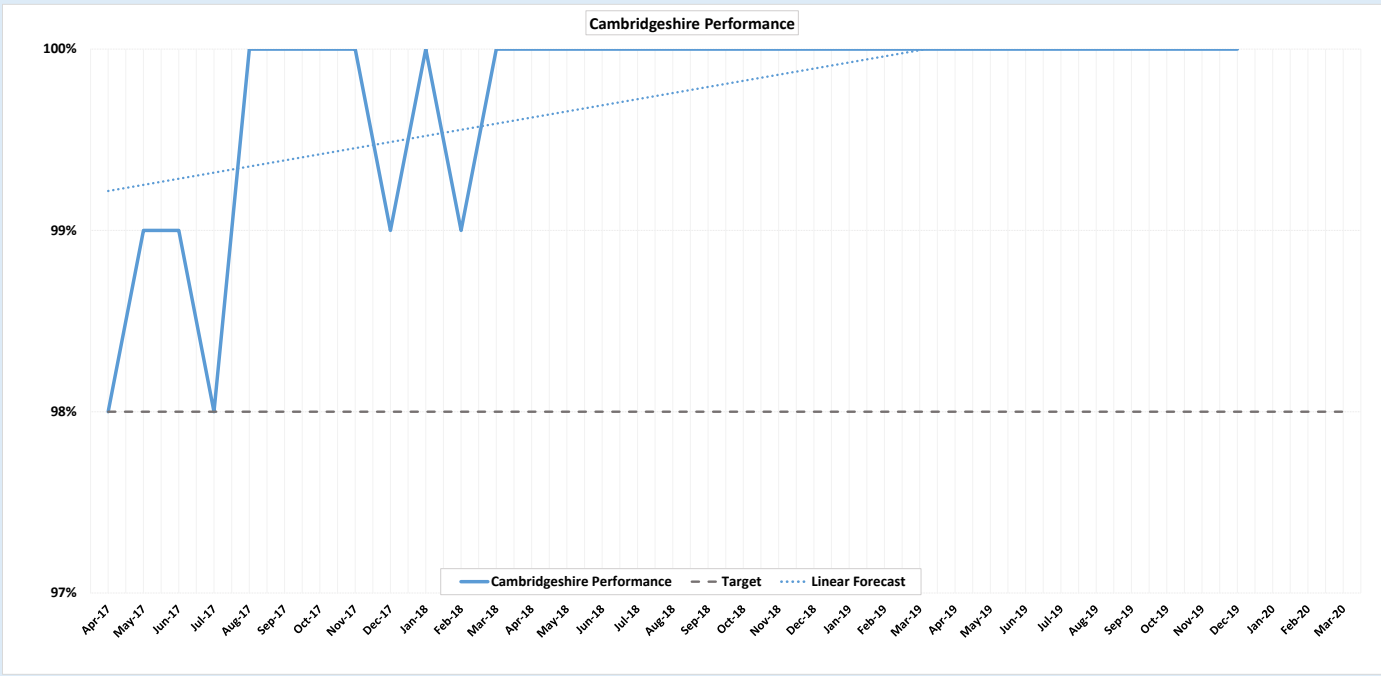


Commentary

65 complaints received for October, 61 were responded to within the 10 working days giving a 94% pass rate. 63 complaints received for November, 60 were responded to within the 10 working days giving a 95% pass rate. 44 complaints received for December, 40 were responded to within the 10 working days giving a 95% pass rate.

Actions

98.0%	↑	100.0%	100.0%	Unchanged
N/A	N/A	G		



Key quality statement for access to Sexual Health Services. Prompt access to sexual health services will promote good sexual health and reduce sexual health inequalities. Quick and easy access to support can help to reduce the likelihood of onward transmission of sexually transmitted infections (STIs).

This measure is the percentage of people who contact the service about a sexually transmitted infection who are offered an appointment within 2 working days, with a 98% target threshold.

NICE Quality Standards (QS 178) suggests that people contacting a Sexual Health Service about a sexually transmitted infection should be offered an appointment within 2 working days. The outcome measure is set to reflect this. The British Association for Sexual Health and HIV (BASHH) also endorses this in its Quality Standards.

Calculation:
 $(X/Y) * 100$
 Where:
 X: Number of people contacting a sexual health service offered an appointment in 2 working days in a month.

Y: Number of people contacting a sexual health service in a month.

Source: NICE

Actions

Indicator 50: GUM Access Percentage seen within 48 hours (Percentage of those offered an appointment)

Return to Index

Apr 2020

80.0%	↑	92.0%	93.0%	Declining
N/A	N/A	B		

Key quality statement for access to Sexual Health Services. Prompt access to sexual health services will promote good sexual health and reduce sexual health inequalities. Quick and easy access to support can help to reduce the likelihood of onward transmission of sexually transmitted infections (STIs).

This measure is the percentage of those offered an appointment (as per above) who then go on to be seen within 48 hours of contacting the service.

This is a British Association for Sexual health and HIV (BASHH) standard and is a recommended outcome within the Integrated Sexual Health Service National Specification template.

Calculation:

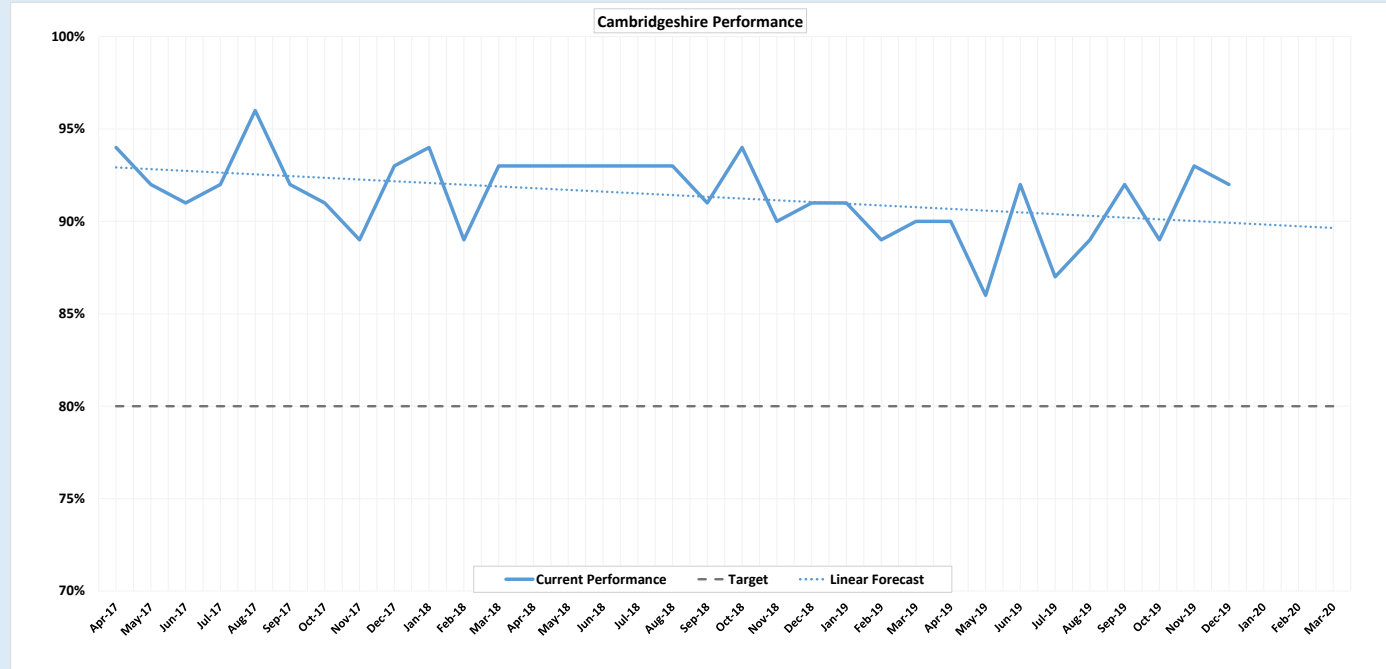
$$(X/Y) * 100$$

Where:

X: The number of people offered a appointment with a sexual health service seen within 48 hours.

Y: The number of people offered an appointment with a sexual health service.

Source: Integrated Sexual Health National Specification



Actions

13500	↑	10647	7646	Improving
N/A	N/A	R		

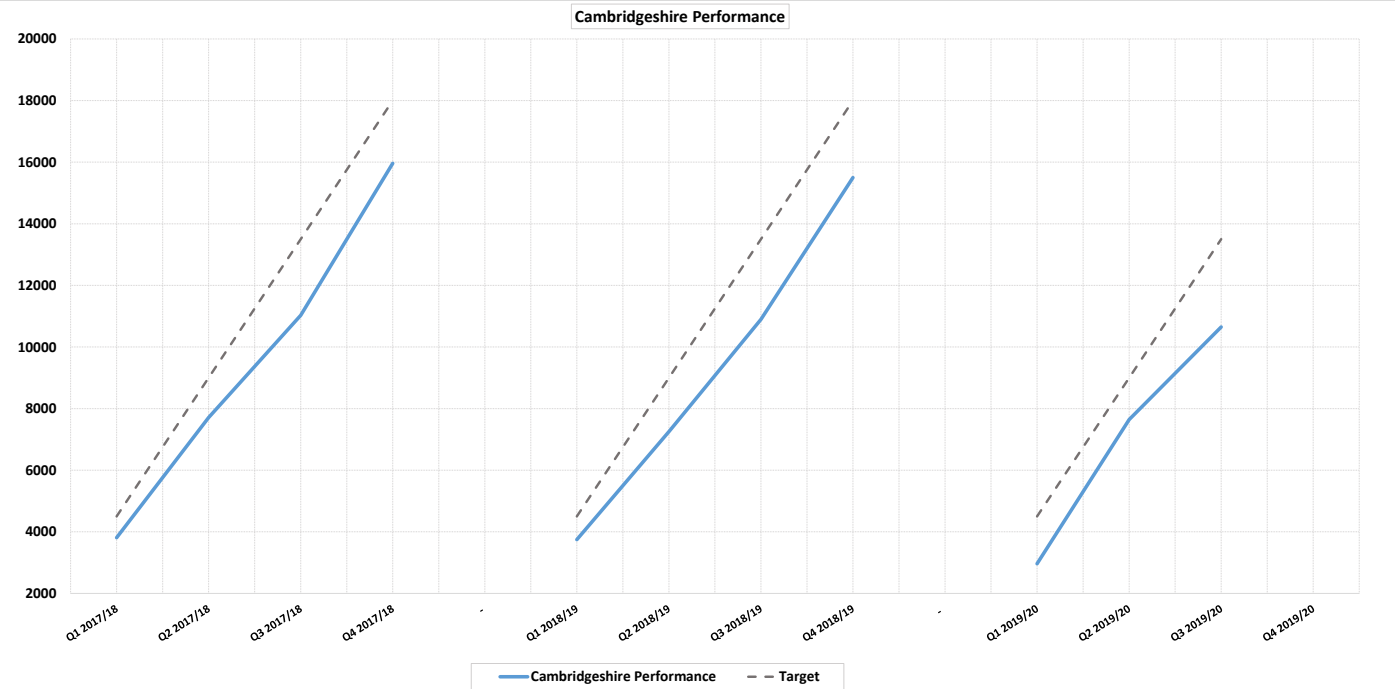
An NHS Health Check is a national Programme. It provides a way of engaging people in an early conversation about their health, risks and lifestyle changes. It is risk assessment for the early detection of risk factors relating to Diabetes, Hypertension, Cardiovascular Disease and provides an opportunity to discuss Dementia Awareness.

This measure is the number of people within the eligible population (aged between 40 and 74 years of age without any diagnosed ongoing condition) who receive an NHS Health Check via their GP Practice or through the outreach NHS Health Checks undertaken by the Lifestyle Services with hard to reach groups or populations with high rates of cardio-vascular disease.

Targets are set based on the eligible population for an NHS health check, as outlined in the NHS Health Check programme guidance. The Local Authority's Public Health Intelligence Team support with the target setting distribution across all GP practices.

Calculation:
Number of health checks completed within a financial quarter.

Source: NHS Health Check National Guidance



Commentary

Performance this quarter is slightly lower at 79% of target for the period (10647) compared to 2018/19 at 81% of the target for the period (10898). For Quarter 4 data trawls in GP practices are undertaken which in previous years contributes to improvement in performance. NHS Health Checks is a core programme for Public Health as it provides a way of engaging people in an early conversation about their health, risks and lifestyle changes. It also includes potential early detection of risk factors relating to Diabetes, Hypertension, CVD and provides an opportunity to discuss Dementia Awareness. The majority of the activity is commissioned from

Actions

1332	↑	1072	912	Improving
N/A	N/A	R		

Indicator Description

Smoking remains a Public Health Priority area, it remains the main cause of preventable illness in England.

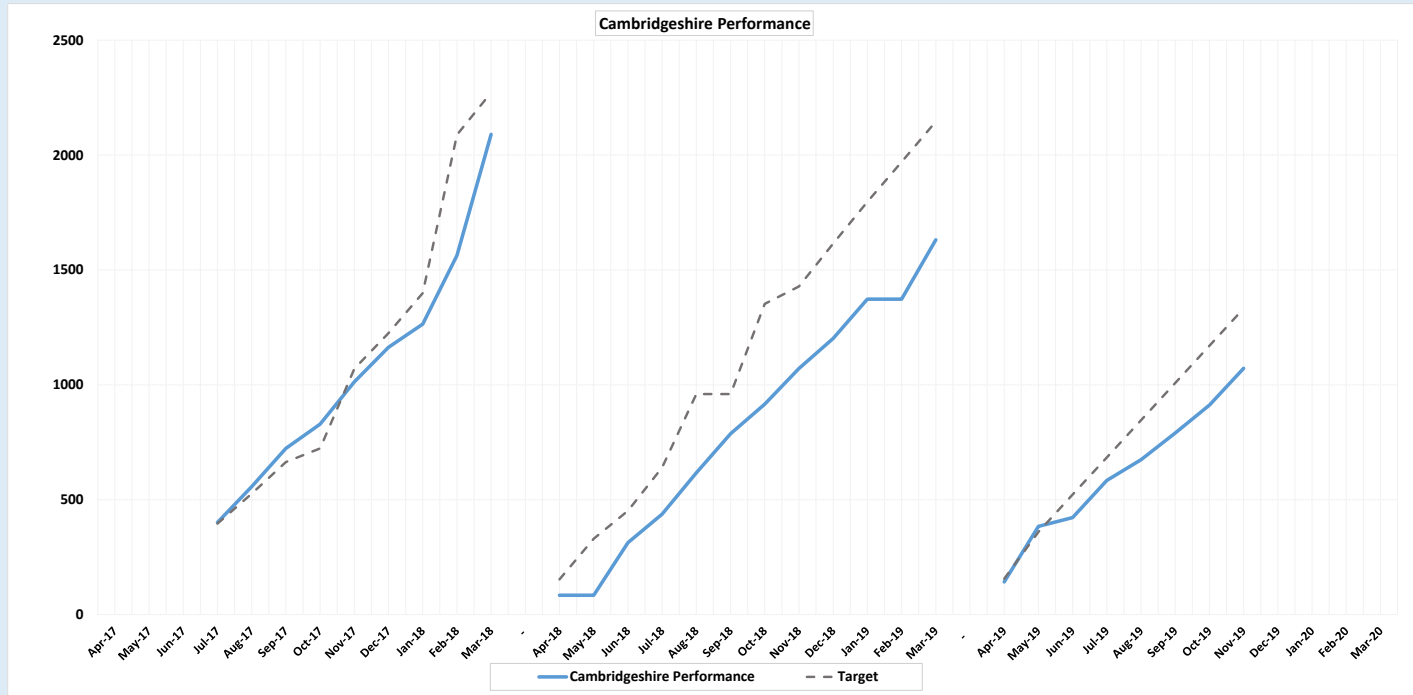
This measure uses the number of individuals accessing a stop smoking programme (via GP, Pharmacy or integrated lifestyle provider), who set a quit date which is followed by 4 weeks of an evidence based structured programme of support. The measure refers to the those who are confirmed as being quit after 4 weeks.

Targets are calculated by the Public Health Intelligence team based on the national guidance, considering the estimated number of smokers.

Calculation:
Number of 4 week quitters.

Source: National Centre for Smoking Cessation and Training (NSCST) Stop Smoking Guidance

Useful Links



Commentary

Stop Smoking performance data is always two months behind the reporting period due to the intervention taking two months in total. The latest data is for November. Performance is the same as November 2018/19. Stop Smoking Services activity provided by GP practices has fallen in recent years that is reported as a consequence of competing pressures on GP staff.

Actions

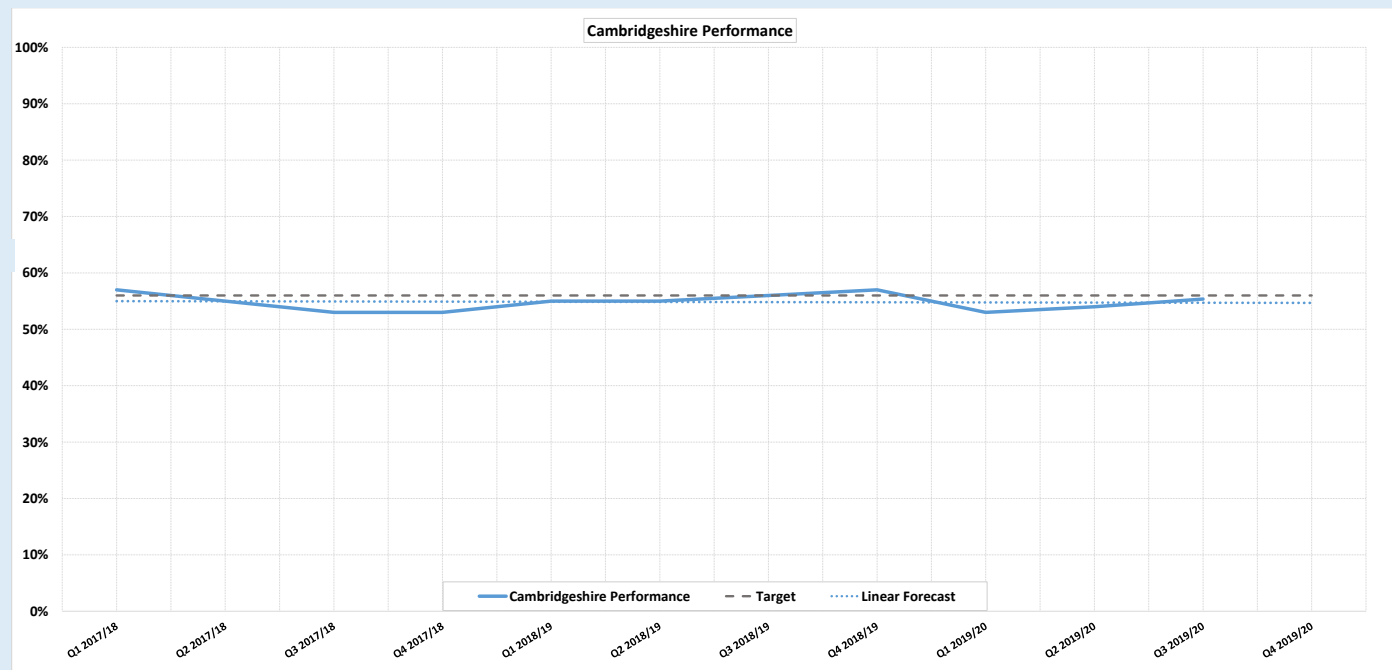
Lifestyle Service staff provide stop smoking services in some practices to ensure patients can access services. Promotional efforts including the missing moments campaign is focussed upon more deprived areas and certain groups where smoking rates are higher.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
56.0%	↑	55.4%	54.0%	Improving
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
49.0%	47.0%	A		

Indicator Description

There has been substantial research published demonstrating the positives outcomes breastfeeding can have on mother and infant outcomes. It is recommended that mothers exclusively breastfeed. Breastmilk is associated with a number of benefits such as a reduction in the risk of infections, obesity and diabetes in the infant coupled with a reduced risk of ovarian/breast cancer in the mother. Breastfeeding is also known to have a positive impact on mother and infant attachment and enhance the quality of relationships between parents and their babies and will positively influence a child's future life chances. This indicator was calculated by: Numerator: Number of infants recorded as being totally and partially breastfed at 6-8wks Denominator: Total number of infants due 6-8wk check.

Useful Links



Commentary

This is a challenging target and county-wide breastfeeding statistics are presently below the 56% target by 0.6%, although performance continues to significantly exceed the national average of 47%. Breastfeeding prevalence rates, which comprise of both exclusive breastfeeding and mixed feeding vary greatly across the county. Broken down by districts, prevalence for Q3 stand at 65% in South Cambridgeshire, 73% in Cambridge City, 54% in Huntingdonshire, 53% in East Cambridgeshire, and 30% in Fenland.

The Health Visiting service remains Stage 3 UNICEF Baby Friendly accredited, which demonstrates quality of care in terms of support, advice and guidance offered to parents/carers and the excellent knowledge that staff have in respect of responsive feeding.

Actions

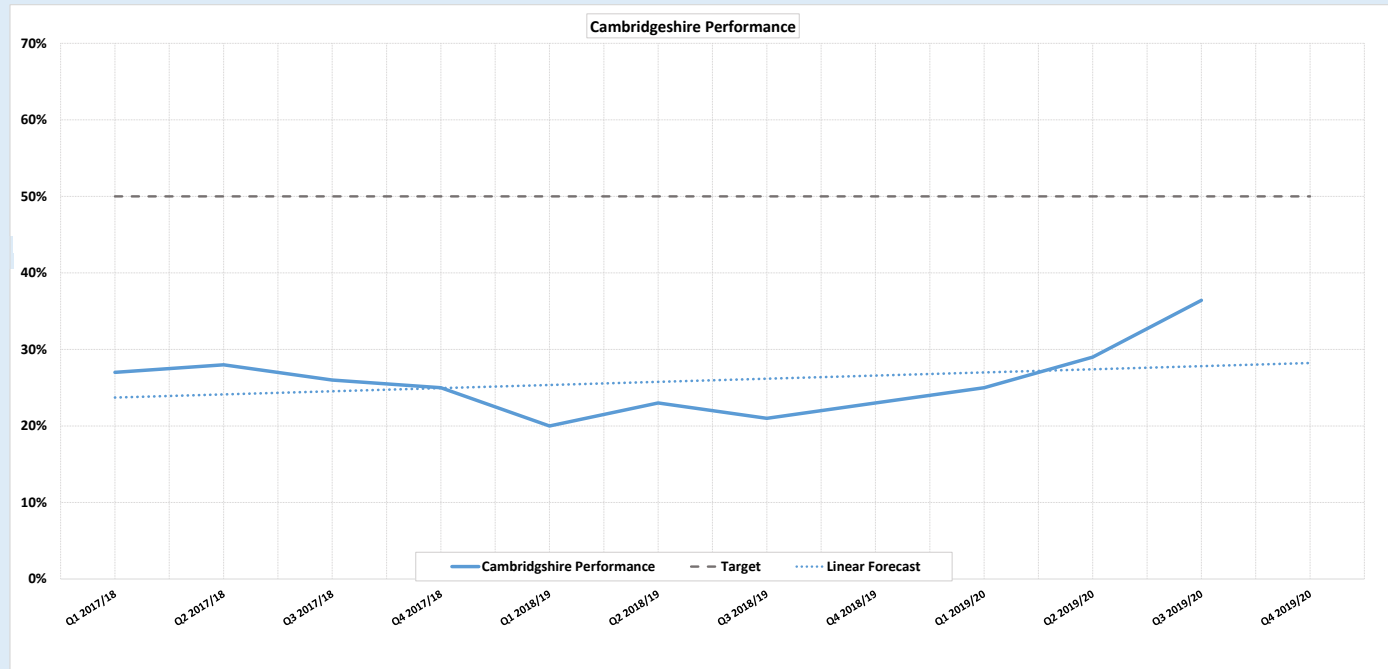
To address low prevalence rates in Fenland, there has been the commencement of 2 new weekly infant feeding clinics in Wisbech and March to better support families experiencing difficulties. In addition to support offered through the Health Visitors, a new community breastfeeding peer support service to improve breastfeeding initiation and duration rates has been commissioned across both Fenland and Peterborough to address inequalities against this indicator, which will come into effect from 1st April 2020. Within the new contract, the Provider (National Childbirth Trust) will conduct an extensive co-production exercise with local families and stakeholders to determine how best to support the unique needs of this community.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
50.0%	↑	36.4%	29.0%	Improving
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
N/A	41.0%	R		

Indicator Description

The antenatal contact is a promotional, listening contact, offering support as directed by the parents. It enables health visitors to offer early support, introduce the services and support parents in terms of preparing for parenthood. This contact is particularly targeted towards vulnerable women and precedence is placed on ensuring vulnerable groups are identified and offered an antenatal visit by their Health Visitor. Performance data for the antenatal contacts is not available nationally because of difficulties with getting the relevant denominator (monthly birth rate are used as a denominator in this instance). Although checks are mandated, there are no national targets and these are agreed locally with the Provider. This contact is calculated by: Numerator - total number of mothers seen at 28 weeks or above. Proxy denominator based on average annual birth rate.

Useful Links



Commentary

There is no national target set, although it continues to be a mandated visit. Across the county a local target was set for 50%, with a longer term goal of achieving 90% of all antenatal contacts by 2020. Service transformation has accounted for Health Visitors attempting to complete antenatal contacts for all families has been worked against from April 2019. Overall performance against this target remains below expectations and is proving challenging, however clear improvements are being made, highlighted by the upward trajectory. If exception reporting is accounted for, consisting of those booked but not attended, this increases to a quarterly average of 42%. Disaggregated into districts, there continues to be significant variance: Both Huntingdonshire and Fenland completed 55% of contacts therefore reaching the target and is a recognisable achievement; Cambridge City achieved 11% of contacts; East Camb achieved 22% and South Cambs managed to complete 19% of contacts. Reasoning cited for this disparity continues to be pressures in the South Locality team, which covers East Cambs, Cambs City and South Cambs. The locality moved out of Business Continuity Planning (BCP) measures in the autumn, however performance has not improved as expected. Investigation by the Programme Lead revealed that this is also down to historical localised working practices and a significant amount of disruption within the Leadership team, meaning organisational/culture change is factor impacting performance.

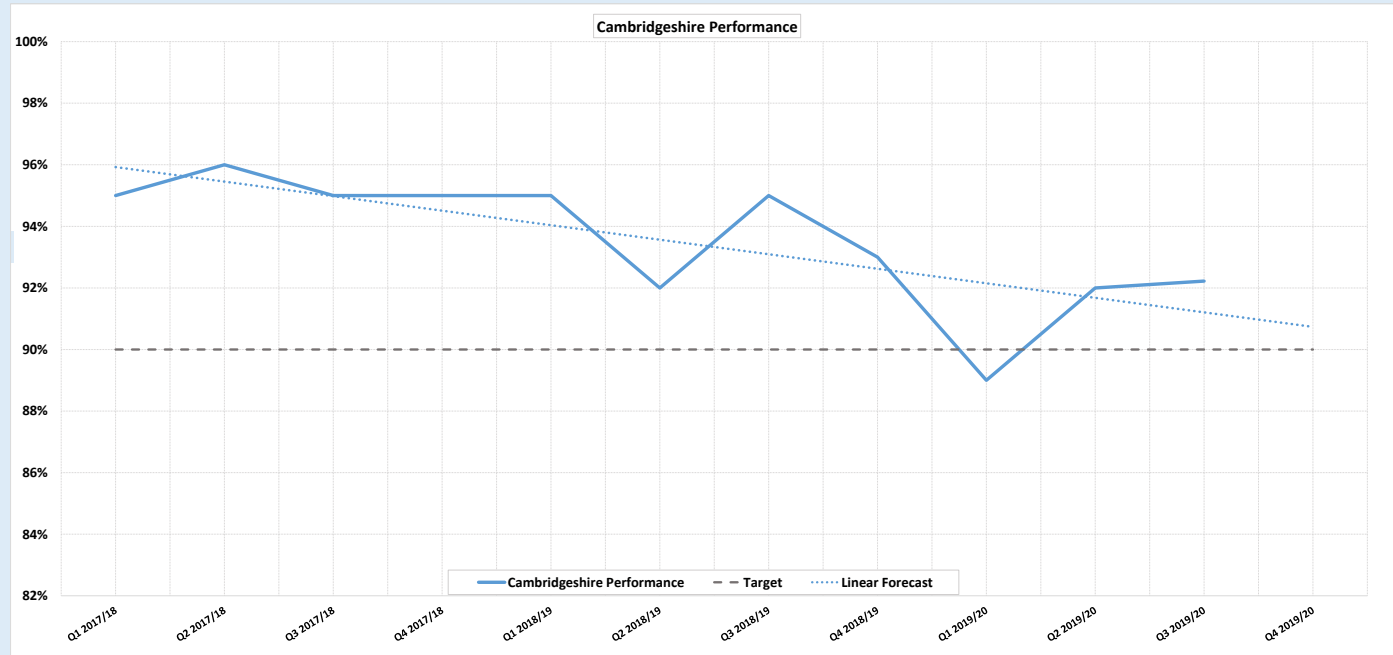
Actions

To address the situation, an action/recovery plan is being developed, which will be submitted to commissioners to enable a close monitoring of improvements. Work has started to improve the position in South Cambs, however the finalised action plan was put on hold as the trust began to focus on its response to Covid. This will be picked up again when capacity allows

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
90.0%	↑	92.2%	92.0%	Improving
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
N/A	88.0%	G		

Indicator Description

The new birth visit is a face to face review and will include the provision of information on a range of subject areas including infant feeding, SIDS prevention and safe sleep, the immunisation schedule and outcomes of all screening and NIPE examination results; they will check the new born blood spot status if this was not conducted by the Midwifery team. The Health Visitor will also assess maternal mental health and the baby's growth and development. This indicator is calculated by:
 Numerator: Total number of infants who turned 30 days in the quarter who received a face-to-face New Birth Visits (NBV) undertaken within 14 days from birth, by a Health Visitor with mother (and ideally father)
 Denominator: Total number of infants who turned 30 days in the quarter.



Commentary

The proportion of 10 - 14 day new birth visits completed within 14 days of birth has continued to show improvement this quarter by a further 0.2% and is continuing to exceed the target. If those completed after 14 days are accounted for, the quarterly average increases to 97%, which whilst being 1% below the overall target for completed visits (98%) indicates a majority of families are receiving this contact. The provider reports that in order to achieve continuity of care between the antenatal assessment and the new birth review, in some instances the new birth review has needed to take place outside of the 14 day target to accommodate this best practice.

Actions

90.0%	↑	93.4%	90.0%	Improving
-------	---	-------	-------	-----------

N/A	86.0%	G
-----	-------	---

This visit is crucial for assessing the baby's growth and wellbeing alongside providing core health messages, including breastfeeding, immunisations, sensitive parenting and for supporting on specific issues such as sleep. The Health Visitor will review their general health and provide contact details for the local health clinics and children's centres, where the mother can access a range of support. The visit, in addition to the 6 - 8 week medical review, which is often completed by the GP, forms part of the Child Surveillance Programme. This indicator is calculated by: Numerator: The number of children due a 6-8 weeks review by the end of the quarter who received a 6-8 weeks review by the time they turned 8 weeks, Denominator: Total number of infants turning 8 weeks old during reporting period.

Commentary

Performance for the 6 - 8 week review has recovered from slight decrease in Q2 and is moving closer to achieving the 95% target, which is positive. This target has been increased in line with national specification guidance and in order to meet the requirements of Public Health England breastfeeding status validation rules, which is predominantly captured during this visit. It is anticipated that this upward trajectory will continue throughout Q4 with the target being achieved by year end.

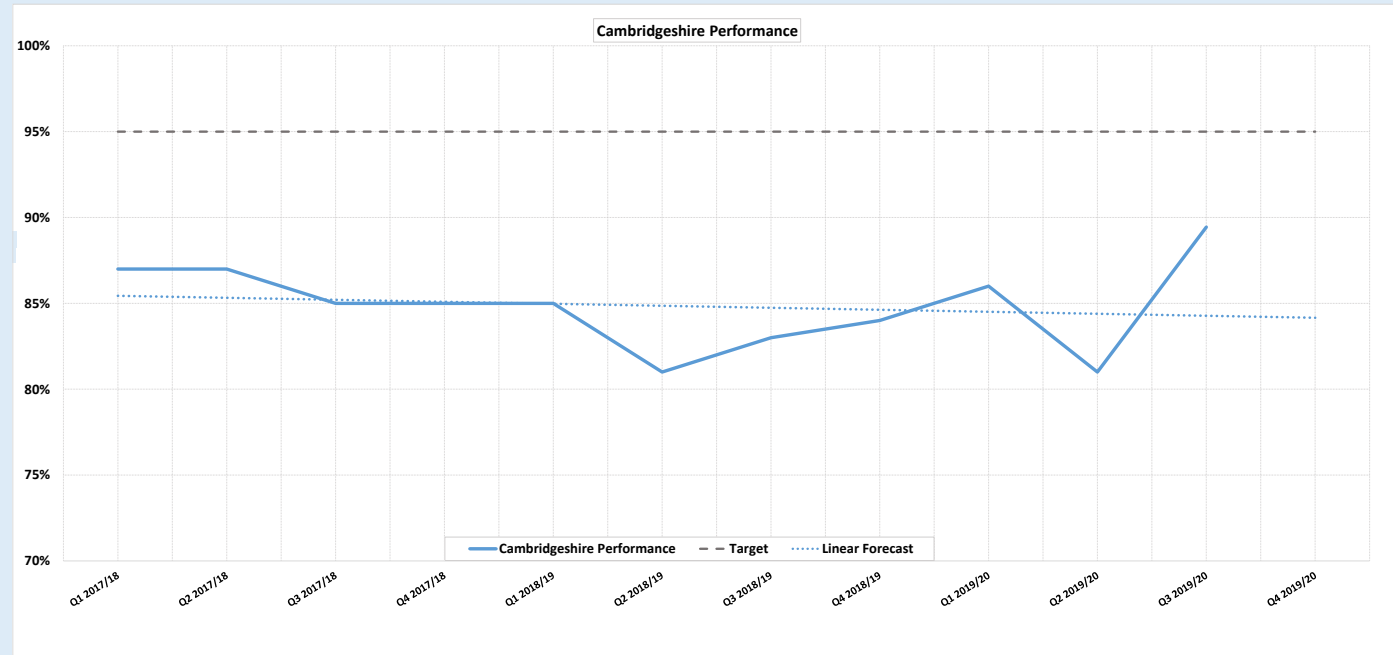
Actions

Indicator 61: Health visiting mandated check - Percentage of children who received a 12 month review by 15 months

[Return to Index](#)

Apr 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
95.0%	↑	89.4%	81.0%	Improving
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
N/A	84.0%	A		



Indicator Description

The 12 month review includes an assessment of the baby's physical, emotional and social development, as well as offering support to parents and providing information on a range of topics such as attachment, development, parenting and overall health promotion (oral hygiene, healthy eating, injury and accident prevention, safety). This indicator is calculated by: Numerator: Total number of children who turned 15 months in the quarter, who received a 12 month a review by the age of 15 months. Denominator: Total number of children who turned 15 months, in the appropriate quarter.

Useful Links

Commentary

Performance has improved by 8.4% this quarter to 89.4%, which is positive; by comparison 77% of families received this visit by the time the child turned 12 months old. The inclusion of exception reporting would increase the quarterly performance to 97% of families having this review by the time the child turns 15 months, meaning appointments are attempted for a high majority of families. Of all appointments offered this quarter, 49 were not wanted by the family and 100 were not attended. Assurances are in place to ensure vulnerable families (those on Universal Plus or Universal Partnership Plus pathways) are receiving this contact and an escalation plan is in place if these mandated visits are missed. A further 46 contacts were 'not recorded'. When district variance is considered, 95% of contacts were completed in Fenland, 86% were completed in Cambs City, 92% completed in East Cambs, 90% completed in Huntingdonshire, and 87% in South Cambridgeshire.

Actions

Indicator 62: Health visiting mandated check - Percentage of children who received a 2 -2.5 year review

Return to Index

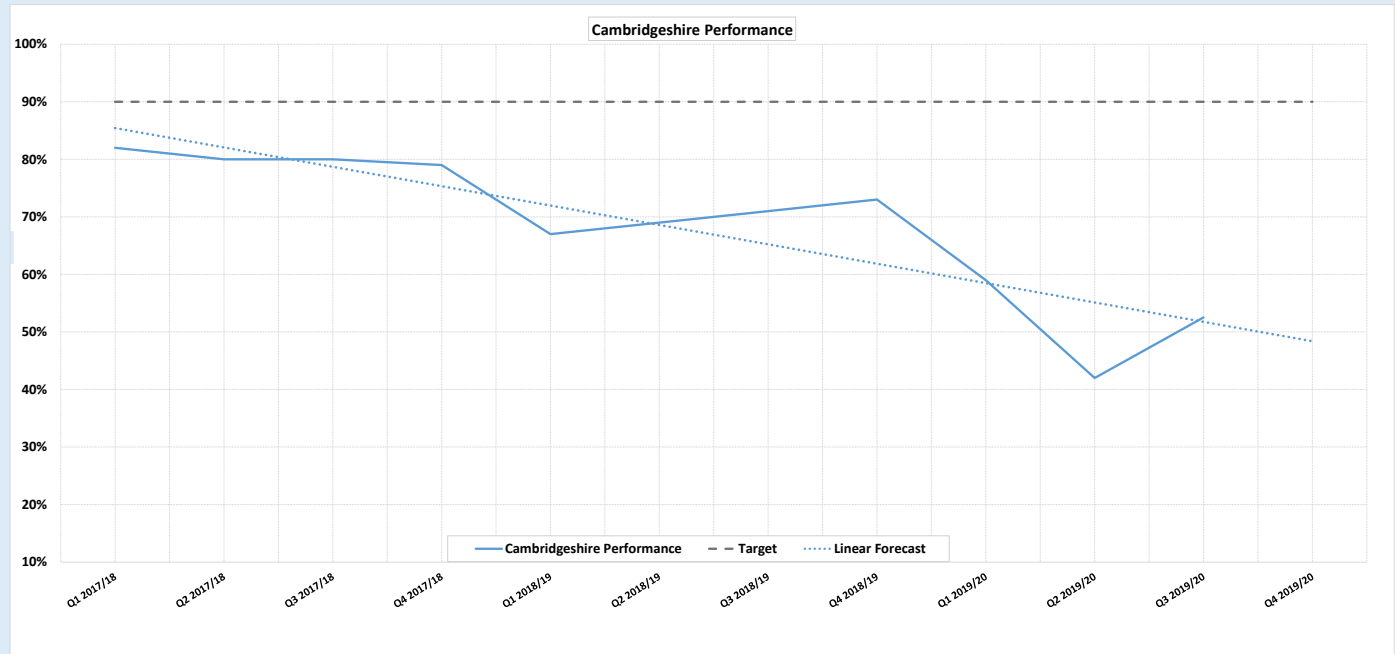
Apr 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
90.0%	↑	52.5%	42.0%	Improving
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
N/A	78.0%	R		

Indicator Description

The 2 year check includes the review with parents of the child's, emotional, social, behavioural and language development using the ASQ3. The visit will respond to any concerns, offer guidance on behaviour management, promote language development, encourage the take up of early education and the two year old funded offer, as well as general health promotion (dental health, healthy eating, injury and accident prevention, toilet training). This indicator was calculated by:
 Numerator: Total number of children who turned 2.5 years in the quarter who received a 2-2.5 year review, by the age of 2.5 years of age.
 Denominator: Total number of children who turned 2.5 years, in the appropriate quarter.

Useful Links



Commentary

Performance has improved by 10.5% this quarter to 52.5%, which whilst commendable is significantly below target and remains concerning. The main cause of performance issues against this target is challenges in the South Locality. 2 year development checks for those who have only universal needs recorded on their records were temporarily suspended during the summer due to low staffing levels, accounting for the low performance in Q2, however this was reversed in the autumn and the team is struggling to reach expected levels of activity – this is being addressed in the recovery plan which is being developed. Disaggregated at district level, 15% of contacts were completed in Cambs City, 23% of contacts completed in South Cambs and 24% of contacts completed in East Cambs. More positively, 91% of contacts were achieved in Fenland and 80% Huntingdonshire. If exception reporting is accounted for, performance would increase to 61.5%. This quarter it was

Actions

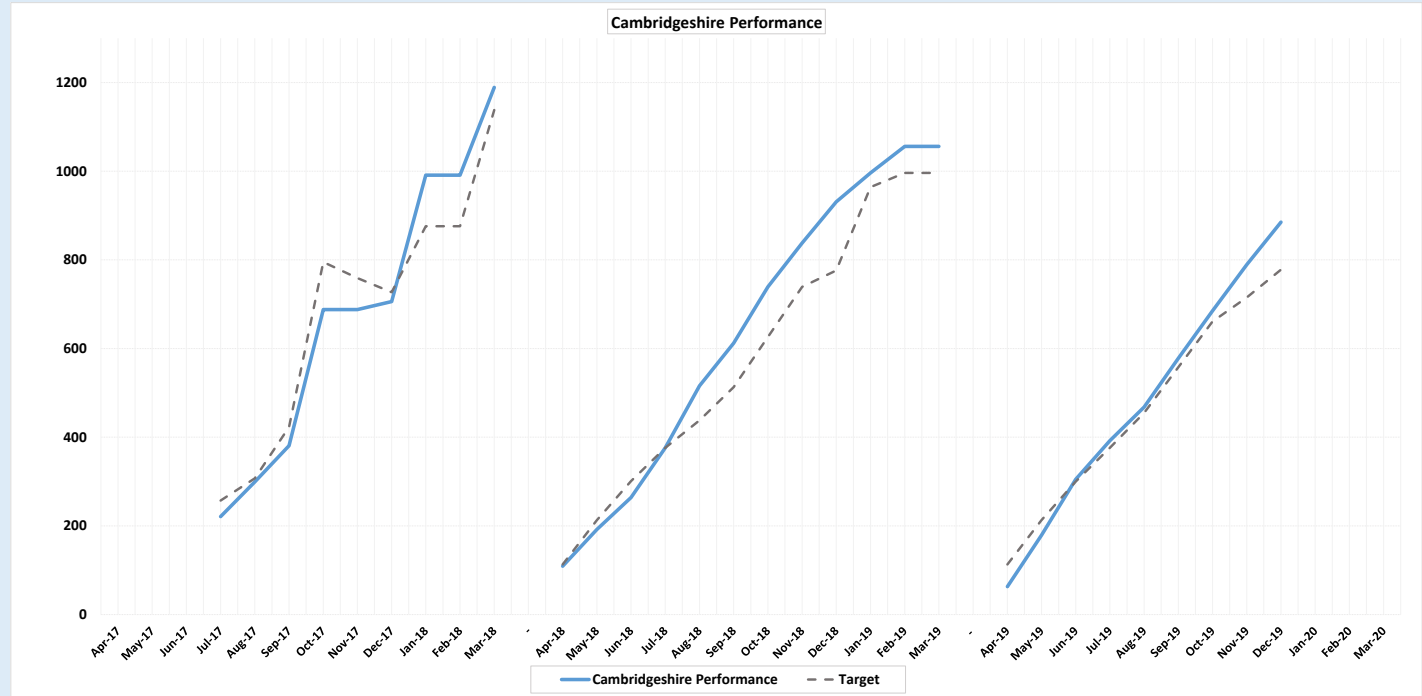
778  885 789 Improving

N/A N/A **B**

Health Trainer Services provide evidence based behavioural change interventions to support individuals to make lifestyle changes over the course of up to one year. They are part of the Integrated Lifestyle Service and the these GP Service Health Trainers are located in the 20% most deprived areas in Cambridgeshire.

Those supported by Health Trainers develop a Personal Health Plan (PHP) with behavioural change goals.

This measure refers to those who complete their PHPs .



Actions

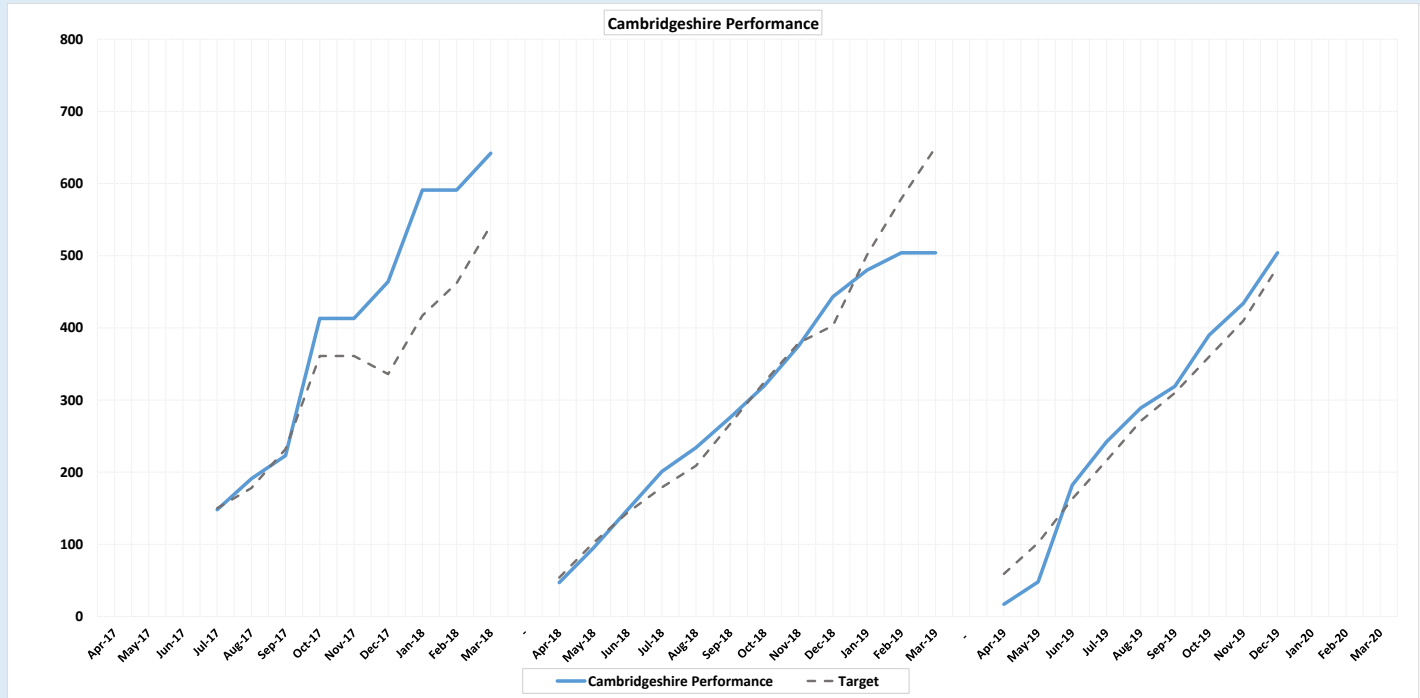
484  504 434 Improving

N/A  

Health Trainer Services provide evidence based behavioural change interventions to support individuals to make lifestyle changes over the course of up to one year. They are part of the Integrated Lifestyle Service and the these Extended Service Health Trainers are located in the areas that are not included in the 20% more deprived areas in Cambridgeshire.

Those supported by Health Trainers develop a Personal Health Plan (PHP) with behavioural change goals.

This measure refers to those who complete their PHPs .



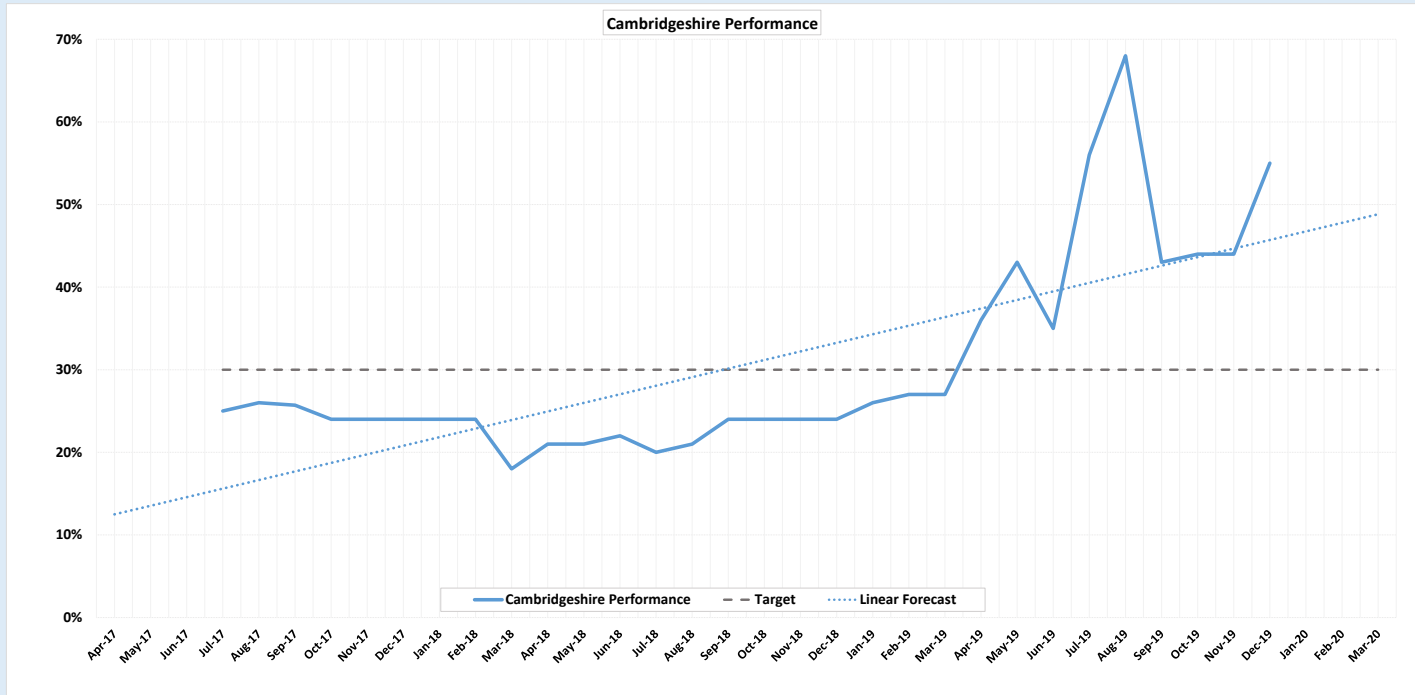
Actions

Indicator 82: Percentage of Tier 2 clients recruited who complete the course and achieve 5% weight loss

Return to Index

Apr 2020

30.0%	↑	55.0%	44.0%	Improving
N/A	N/A	B		



Obesity is considered to be public health priority. It is a chronic condition associated with multiple risk factors such as type 2 diabetes or heart disease. The Tier 2 weight management services offers individuals a structured programme to make continued lifestyle changes.

% of individuals completing a Tier 2 adult weight management intervention who have a weight loss of 5%.

NICE Public Health Guidance recommendation for Tier 2 adult weight management is that 30% of all participants lose 5% of their (baseline) initial body weight, at the end of an evidence based structured intervention.

Calculation:
 $(X/Y) * 100$

Where:
 X: The number of Tier 2 clients recruited who complete the course and achieve 5% weight loss.
 Y: the number of Tier 2 clients recruited.

Source: NHS Key Performance Indicators Tier 2

Actions

60.0%	↑	64.0%	50.0%	Improving
Statistical Neighbours Mean	England Mean	RAG rating		
N/A	N/A	B		

Obesity is a chronic condition with multiple risk factors associated such as type 2 diabetes, heart disease etc. The Tier 3 weight management services offers individuals a structured programme to make continued lifestyle changes. This is a significant area of Public health Priority.

% of individuals completing a Tier 3 weight management intervention who have a weight loss of 10%.

PHE KPI recommendations for Tier 3 Adult Weight Management suggests that 30% of all participants will lose a minimum of 10% of their (baseline) initial body weight, at the end of the active intervention.

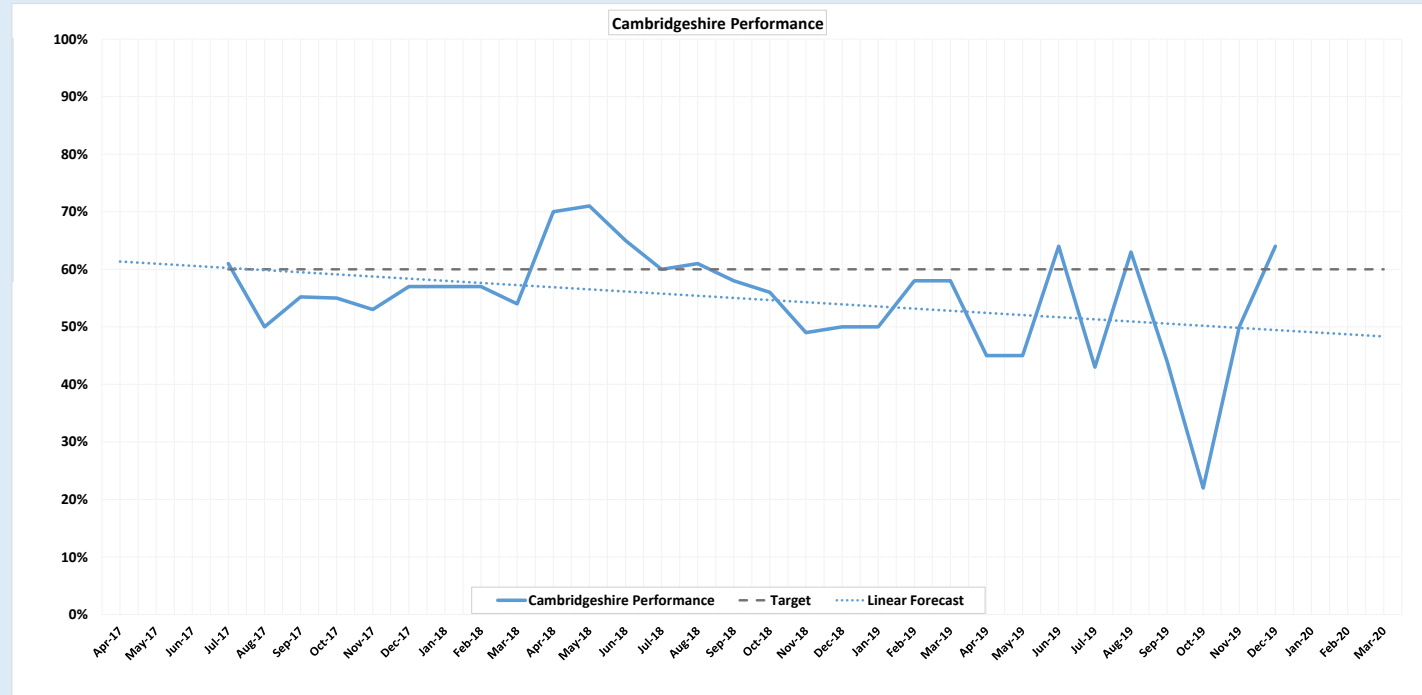
Calculation:
 $(X/Y) \times 100$

Where:

X: The number of Tier 3 clients recruited who complete the course and achieve 10% weight loss.

Y: the number of Tier 3 clients recruited.

Source: NHS Key Performance Indicators Tier 2; Qualitative insights into user experiences of tier 2 and tier 3 weight management services



Commentary

The achievement of the Tier 3 weight management service is challenging due to the complex needs of the patients. However performance has improved in Q3. Small numbers mean that a number of very challenging patients can influence achievement against targets.

Actions

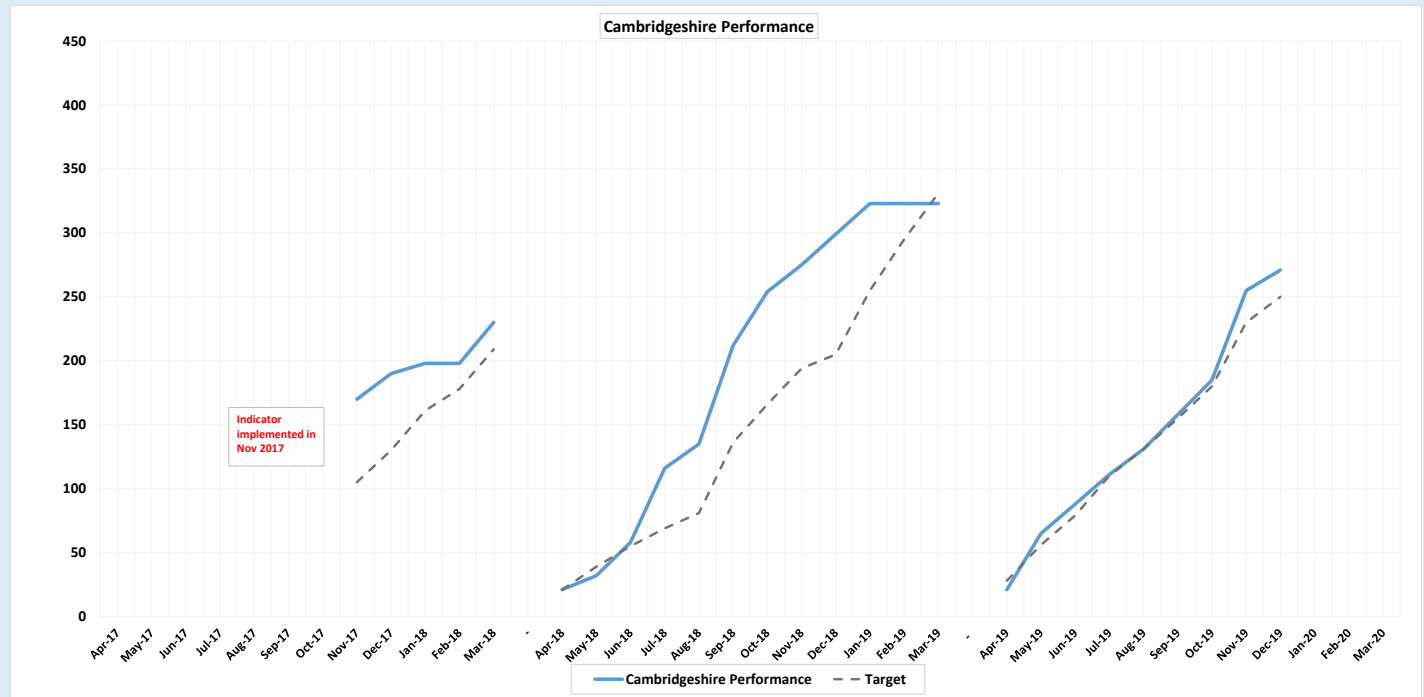
Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
250	↑	271	255	Improving
Statistical Neighbours Mean	England Mean	RAG rating		
N/A	N/A	B		

Indicator Description

Health Trainer Services provide evidence based behavioural change interventions to support individuals to make lifestyle changes over the course of up to one year. They are part of the Integrated Lifestyle Service and the these specialist Health Trainers who provide evidence based interventions to those at risk of falling.

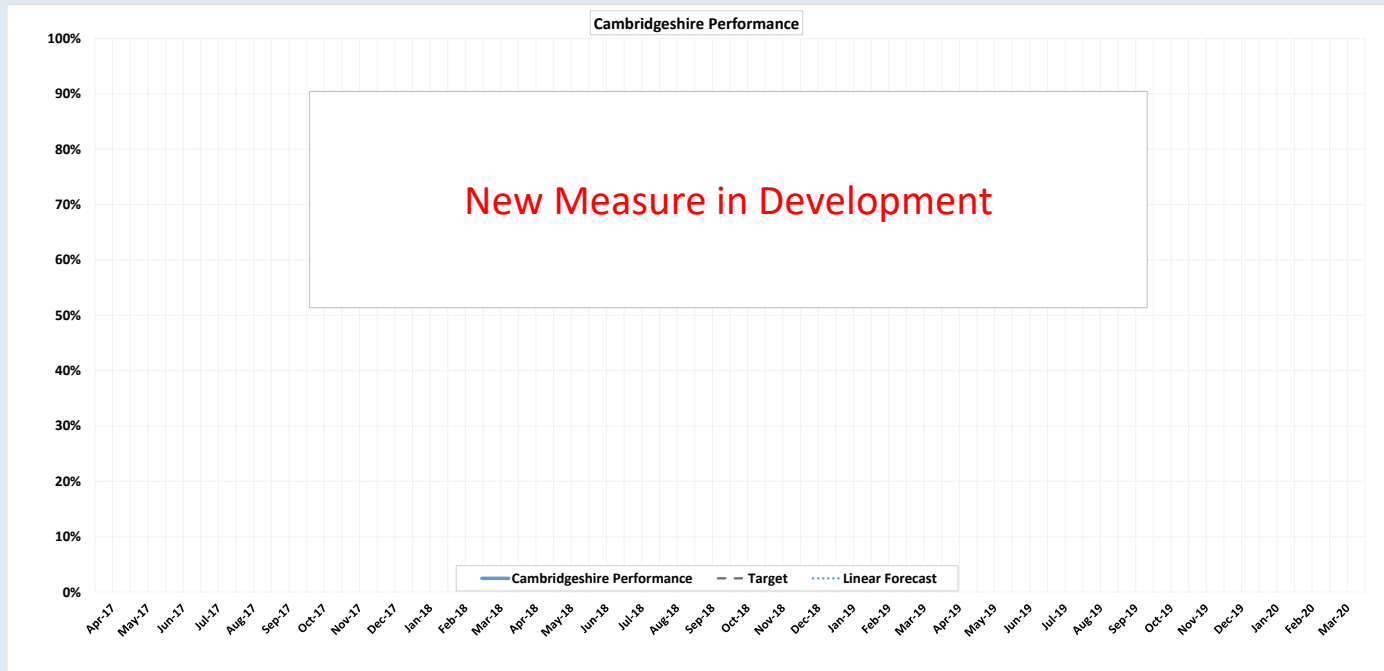
Those supported by Specialist Falls Prevention Health Trainers develop a Personal Health Plan (PHP) with behavioural change goals.

This measure refers to those who complete their PHPs .



Actions

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
Statistical Neighbours Mean	England Mean	RAG rating		



Indicator Description

Useful Links

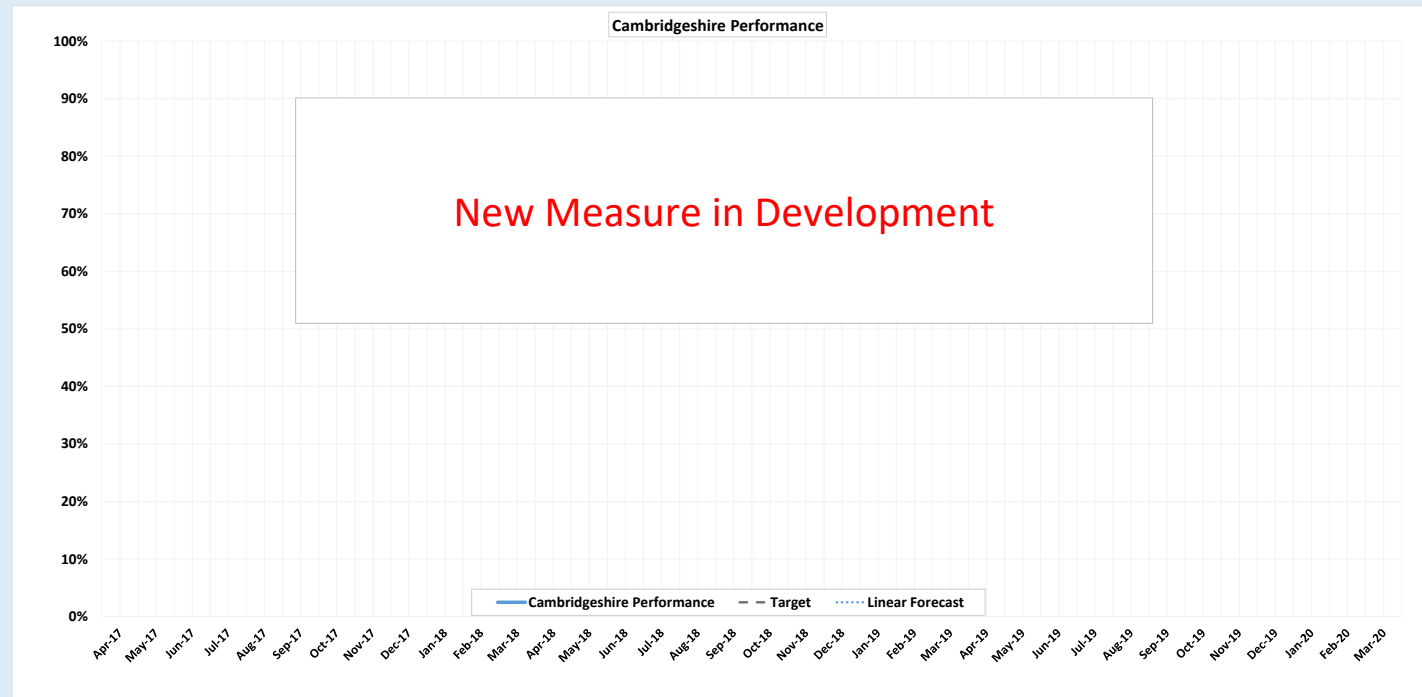
Commentary

Actions

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
Statistical Neighbours Mean	England Mean	RAG rating		

Indicator Description

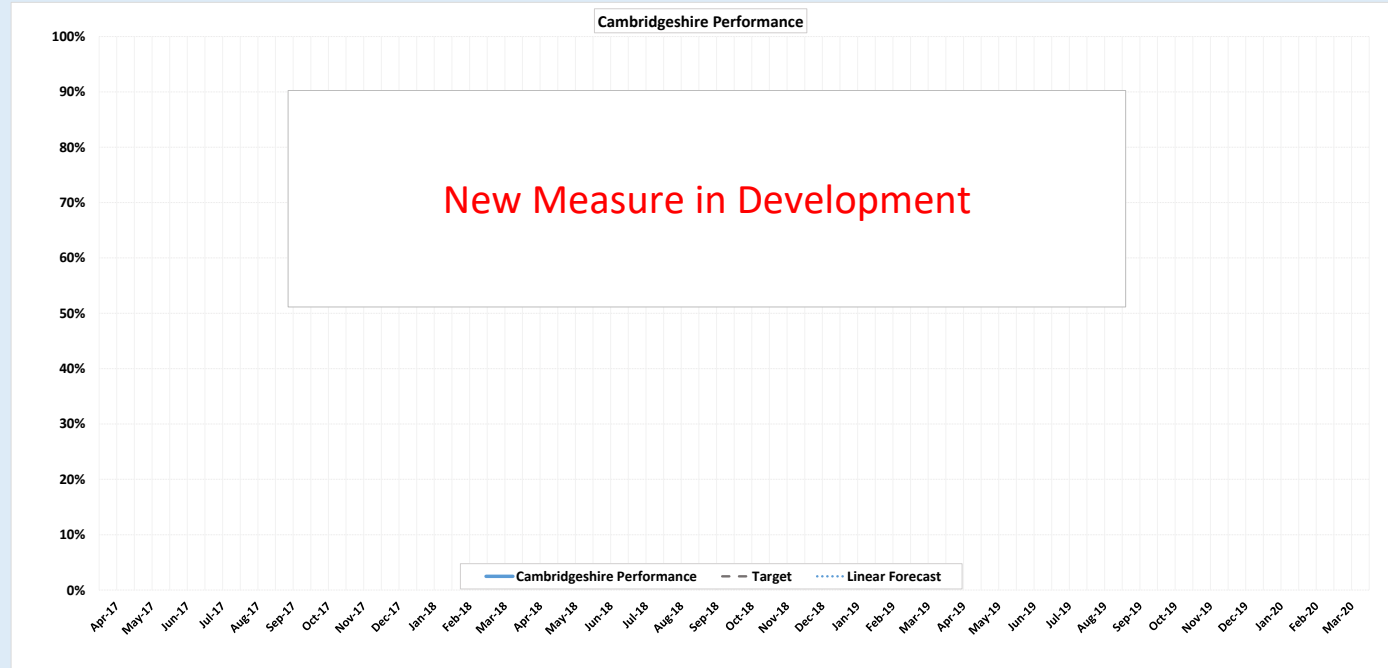
Useful Links



Commentary

Actions

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
Statistical Neighbours Mean	England Mean	RAG Rating		



Indicator Description

Useful Links

Commentary

Actions

6.0%	5.2%	5.1%	↑	Improving
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R

Indicator Description

This indicator projects our expected net income from all commercial property income against the 6% target set within the non-financial Investment Strategy.

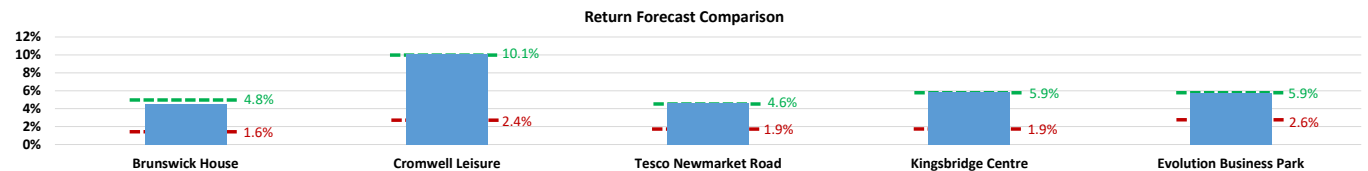
It is important to note that not all investments will achieve 6% from the outset, however over the medium to longer term (by 2014-25) it is expected that the portfolio will meet the target. The minimum threshold for Property Assets overall is calculated using an average of the borrowing interest rates for all of the properties. Any specific variances will be explained within the commentary.

This indicator should be used to judge the performance of our investment portfolio/commercial property income as a whole. It should not be used to predict any variances of actual income against budget - this is detailed within the Finance Monitoring Report.

The return figure includes investment that has already been made, as well as investment that is expected to be made, up to the end of March 2020. The figures look at the full year effect, even where investments have not been held for the whole year.

KEY

The figures for individual properties on the lower graph have the original **Business Case forecast return** as their target (shown in green). The **minimum thresholds** are the borrowing interest rate for each property (irrespective of whether borrowing was used to fund the asset purchase; shown in red).



Commentary

The majority of our investments receive income through the leases paid and these lease payments are fixed until the lease expires. As such, the income from these investments are fixed. The exception to this is Brunswick House, where income is dependant on the income received from the number of rooms let. Due a new competitor joining the market with an aggressive price strategy, the income from this investment has reduced during this financial year.

We have four units as part of Cromwell Leisure Centre. One of these units is vacant, but is subject to a rent guarantee for the first two years. Work is already underway to explore opportunities for future tenants, prior to this having an impact on income.

Actions

Prices are being monitored and Investment Group recommended that we retain our current pricing levels as it is expected that new competitors prices will increase to reflect the typical market rates.

Target	Current Forecast	Previous Quarter	Direction for Improvement	Change in Performance
	9.2%	9.0%	↑	Improving

RAG Rating

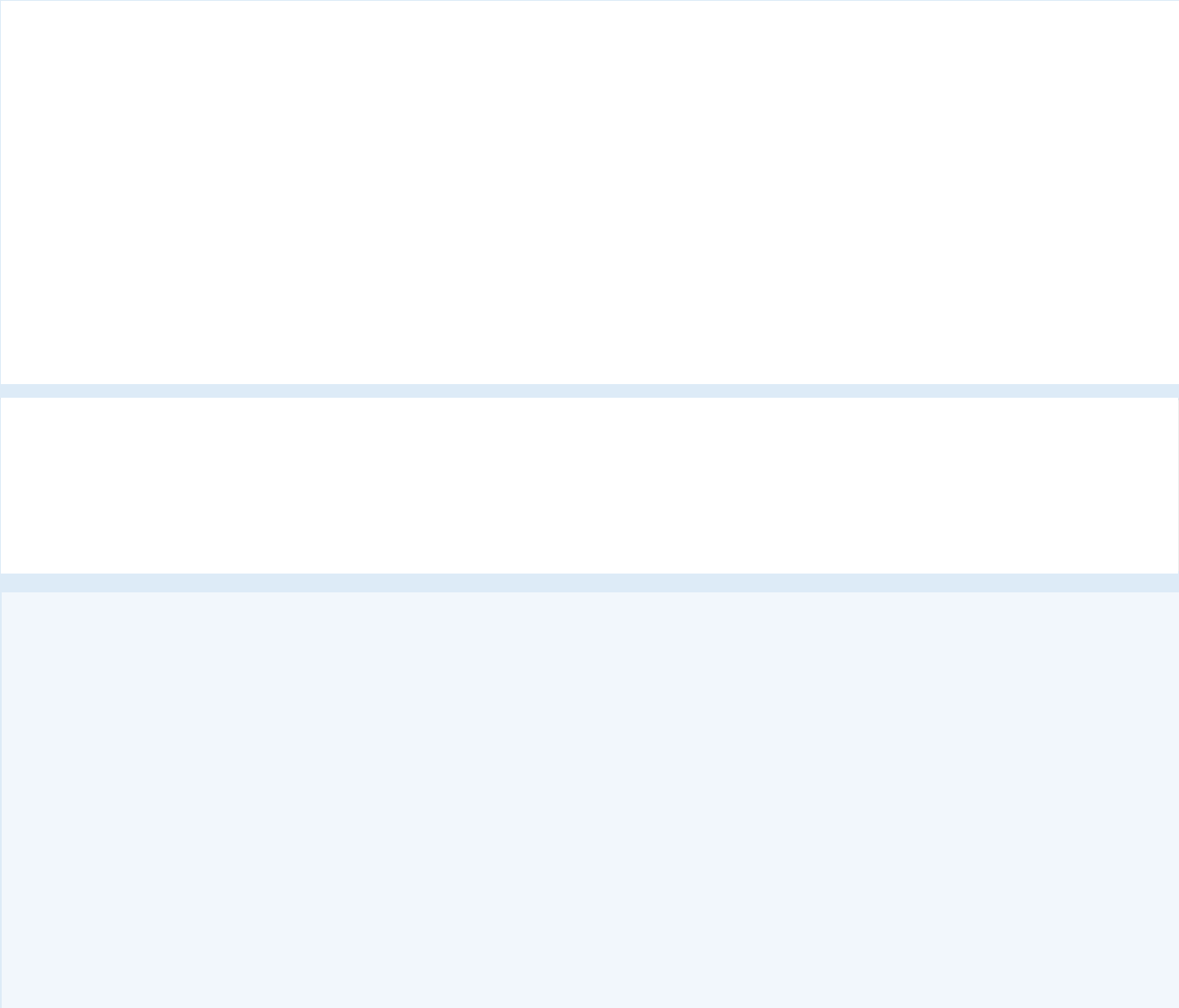


This indicator projects our expected net income from our energy investments. At present the target for the gross percentage return on our energy investments only takes into account the solar farm which is already yielding income. The current target is based on the Business Case for Triangle Solar Farm and so may change as new projects come online. Business Cases for the remaining projects in the pipeline are continuing to be developed.

The indicator should be used to judge the performance of our energy investment portfolio as a percentage of income. It should not be used to predict any variances of actual income against budget - this is detailed within the Finance Monitoring Report.

KEY

The figures for individual projects on the lower graph have the original Business Case forecast return as their target (shown in green). The minimum threshold is based on the borrowing interest rate for Triangle Solar Farm (shown in red), however financing costs on the upper graph also include repayment of principle.



Indicator 169: Number of contract waivers submitted without adequate time for procurement

Return to Index

Apr 2020

TBC	12	4	↓	Declining
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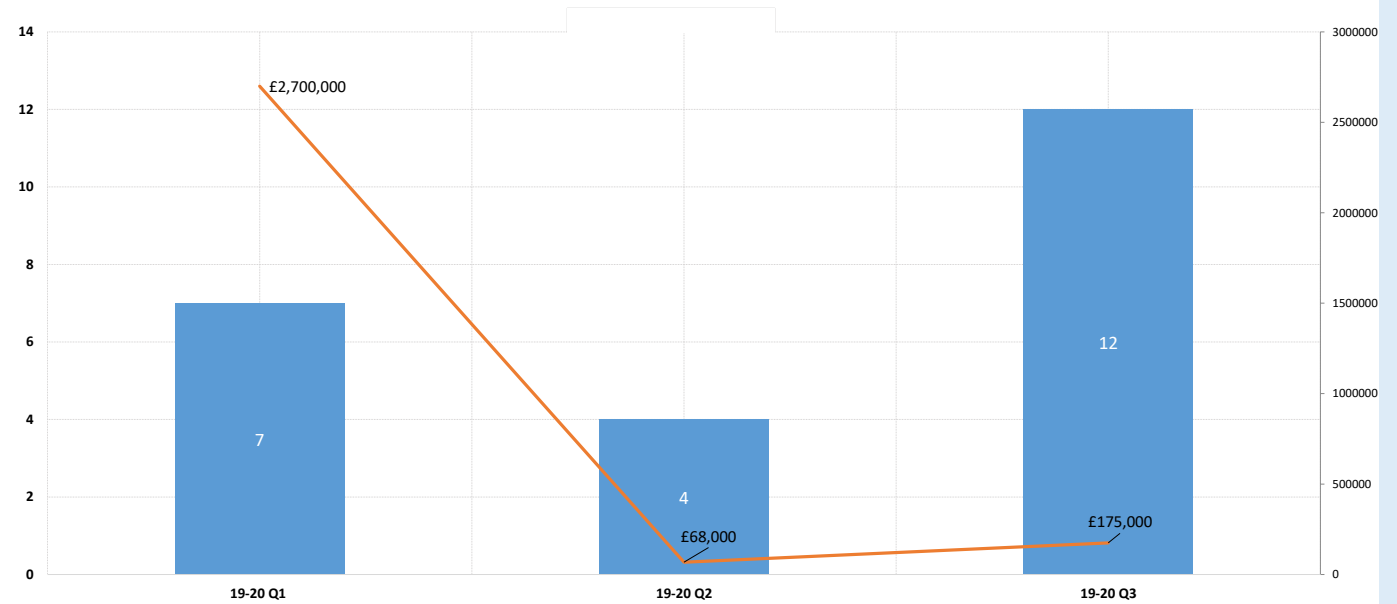
Baseline

The Council's Contract Procedure Rules allow the Council to bypass the rules in certain instances (such as lack of suppliers in the market or that going to market does not offer any benefit). In such instances, a request is made to Procurement to seek agreement to 'waive' the rules. These approvals are known as Waivers.

Adequate time should be given to seek the waiver, so that alternative options can be considered. Where requests are presented to procurement that has not allowed time for a procurement exercise to be undertaken, this could indicate that the expiry of the contract has not been managed as well as it could (however, there could be valid reasons for normal timescales to be unachievable).

The tracking of this KPI is to give a reasonable indication of whether we are planning our procurements better. This has been applied to all contract values and has been extracted from the contract database. Any waivers above £500k will not be recorded on the contracts database as this is a committee decision.

This validity of this indicator will be reviewed to ensure that it is relevant and functional.



Commentary

During October to December there were 12 waivers that were submitted for approval within a timescale that prevented a full tender exercise to be carried out (should the waiver had been rejected). All of the 12 waivers that were submitted during this quarter had annual values of less than £25k.

Improvements in this indicator can be achieved by on-going awareness raising and training for staff using the Contract Register. This will allow for forthcoming opportunities to be identified and planned accordingly. Commercial Board are scrutinising waivers, and tools are currently being produced to help services understand how future waivers can be avoided (i.e. improved supplier management).

Actions

Target	Current Forecast	Previous Month Forecast	Direction for Improvement	Change in Performance
4.00%	3.13%	3.11%	↑	Improving

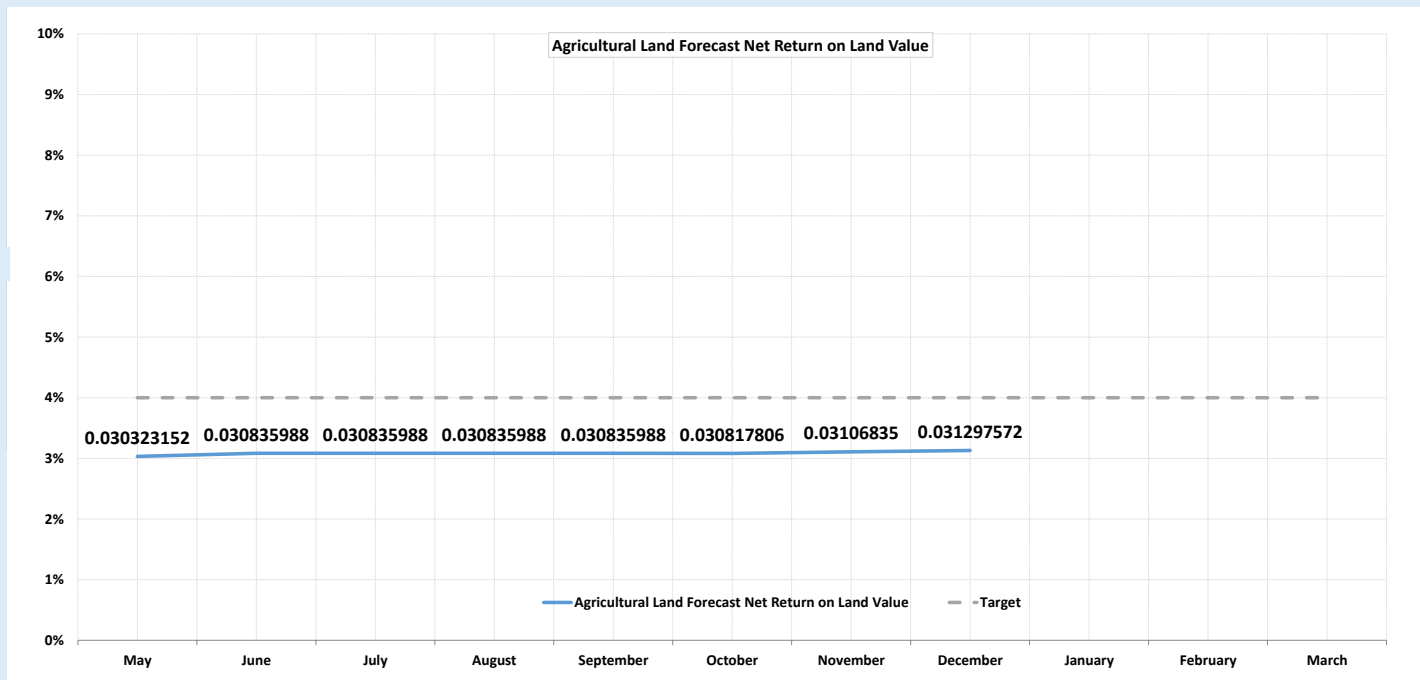
RAG Rating

R

Indicator Description

As at 31/03/2019, the Council owns £127.8m of agricultural farm land across Cambridgeshire. This indicator demonstrates the forecast net return on the income received from renting out this land to tenants. It is recorded as a percentage of the value of the farm's estate that is used for agricultural purposes. It is net of some revenue expenses e.g. maintenance costs, utilities, insurance, rates, staff costs, but does not include the revenue cost of financing minor capital improvement works.

This indicator should be used to understand whether the overall agricultural land is achieving the percentage of returns being targeted.



Commentary

These figures exclude the return generated by the solar farm, as this is making a return on a commercial basis and should therefore be evaluated independently (see Indicator 165). The 4% target return that was proposed initially included the solar farm; however the County Farms Estate Strategy agreed by C&I Committee in February has retained this 4% target as a stretch target.

Useful Links

Actions

External consultants have been instructed to carry out an analysis of all farm buildings to identify potential opportunities on the estate to increase diversified revenue streams – either by working with tenants to create suitable on-farm diversifications or, where appropriate, to let directly to the market. The approach will be determined by each site's potential, the desire for on-farm diversification by tenants and the Council's requirements for income generation, based on a managed

£132,312 £13,310 £113,855 ↓ Declining

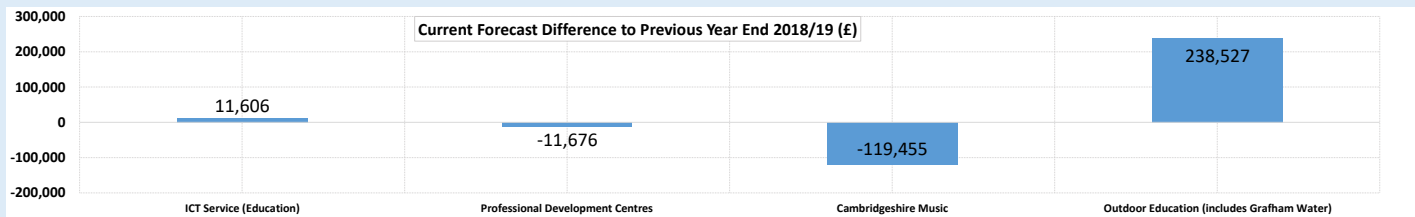
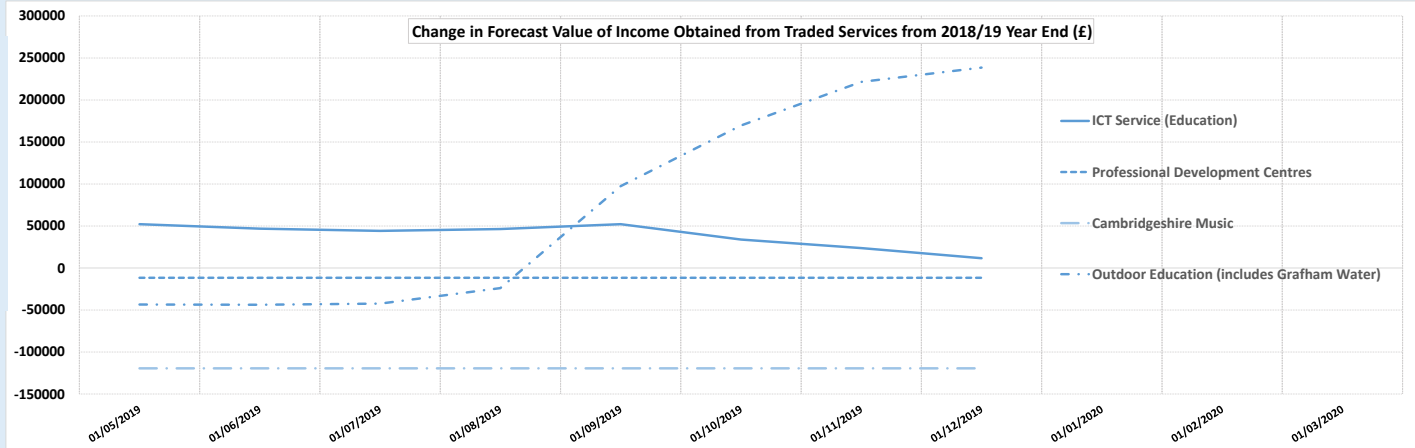
RAG Rating

Contextual

Indicator Description

There are four services that we describe as Traded Services, which provide income through charging for their services. This indicator demonstrates any changes in the annual net income received from traded services, comparing the forecast outturn for the current year with the actual outturn position for the previous year. An increase in the net income position is demonstrated by a negative change.

The purpose of this indicator is not to understand whether a particular traded service is expecting to achieve its forecast budget position (this is monitored through the Finance Monitoring Report), instead this indicator shows the variance in profit being made against its forecast position last year. Put simply, it shows whether a traded service is expected to make more or less profit compared to last year allowing for a direction of travel to be established.



Commentary

It is important to recognise that with this indicator, where there are positive values, this means that the forecast profit is expected be less than the previous year. And conversely, a negative value indicates a forecast increase in profit. Therefore, only the Professional Development Centres and Cambridgeshire Music are expecting to generate more profit than the previous year. However, it should be recognised that The ICT Centre overachieved against its income target last year by a larger amount than it is forecasting to achieve this year, which explains why the direction of travel indicates lower profit.

As part of the Commercial Strategy, there is considerable activity taking place across the key traded services. The ICT Service, Cambridgeshire Music and the Outdoor Centres are developing more robust business plans. These business plans, amongst other things, are identifying risks to income and growth and putting in place measures (such as more targeted sales and marketing plans, improved products and better pricing strategies) to mitigate these challenges. In addition, where a traded services is providing social value, the business plan will outline the procedures that will be put in place to gather more robust evidence on the reach and impact of its services on areas of society that would benefit most.

Actions

6.0% 5.1% 5.0% ↑ Improving

R

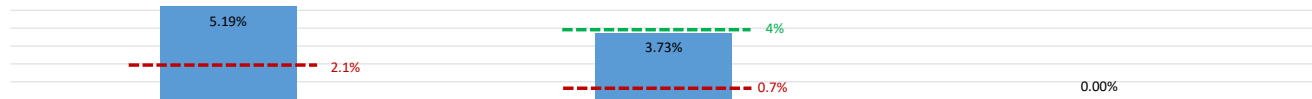
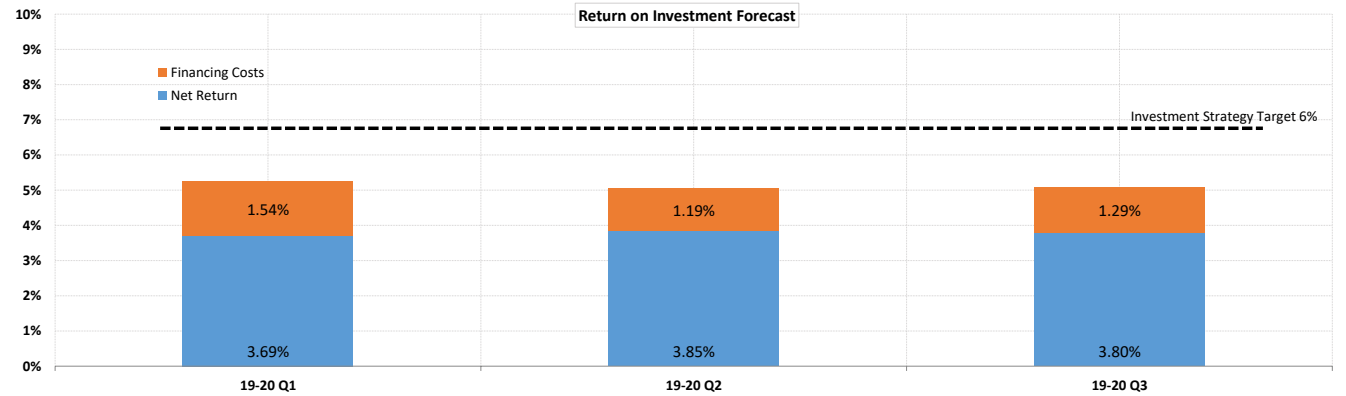
This indicator projects our expected net income from all commercial investments against the 6% target set within the non-financial Investment Strategy. It is important to note that not all investments will achieve 6% from the outset, however over the medium to longer term (by 2024-25) it is expected that the portfolio will meet the target. Any specific variances will be explained within the commentary.

This indicator should be used to judge the performance of our commercial investment portfolio as a whole. It should not be used to predict any variances of actual income against budget - this is detailed within the Finance Monitoring Report.

The return figure includes investment that has already been made, as well as investment that is expected to be made, up to the end of March 2020. The figures look at the full year effect, even where investments have not been held for the whole year.

KEY

The figures for individual asset classes on the lower graph have the Investment Strategy target or the original Business Case forecast return as their target (shown in green). The minimum threshold for Property Assets is calculated using an average of the borrowing interest rates for all of the properties (shown in red). The minimum threshold for Property Funds is the return that would have been achieved if the money had remained invested within Money Market Funds, rather than investing it in property funds (shown in red).



Commentary

In January, C&I Committee agreed to investment of £20m into a multi-class credit fund and the Council also completed on the purchase of Evolution Business Park.

The Council is currently in the process of appointing a Fund Manager to manage the multi-class credit fund. It is anticipated that this investment will now not be made until Q1 of 2020/21, and as such it is not currently contributing to the performance of this indicator.

Actions

The Council's Property Assets currently represent the asset class with the highest rate of return from our portfolio and we will continue to investigate new opportunities in this sector. However, it is important to have a diversified portfolio and therefore other asset classes will also continue to be explored going forward.

90.0%



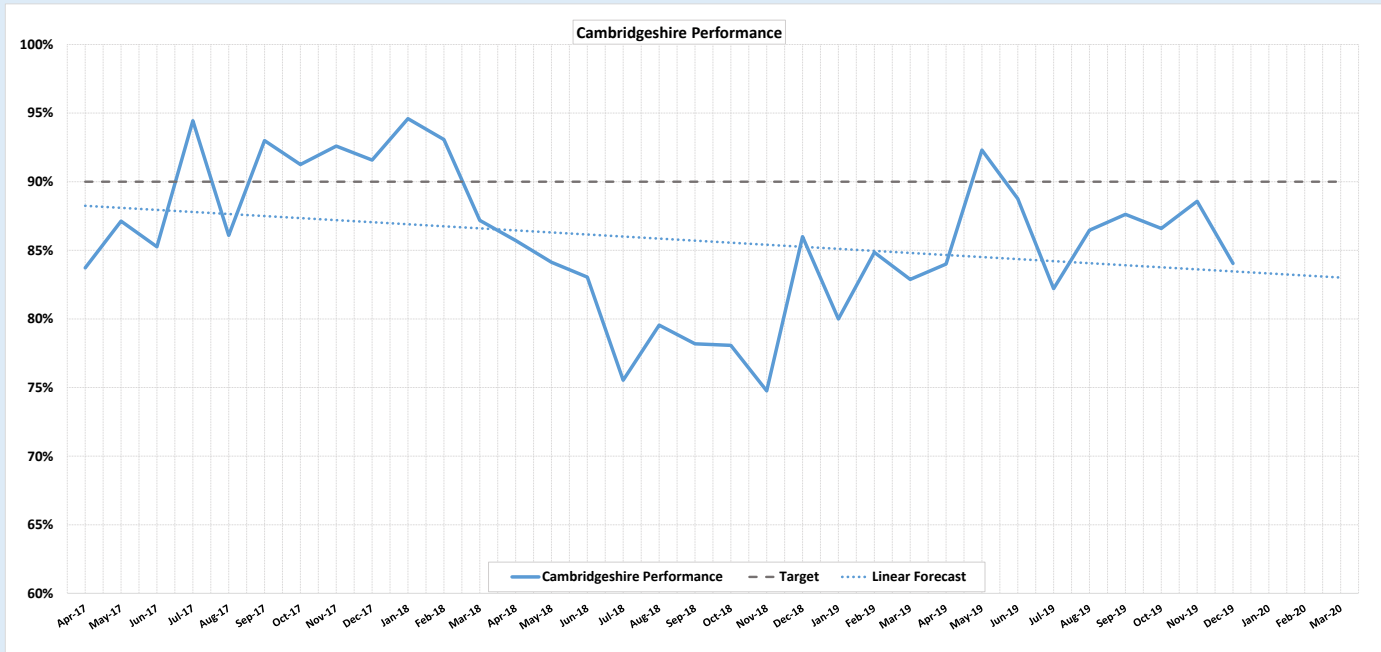
84.0%

88.6%

Declining

A

* FOIs and SARs (Subject Access Requests) we have seen a sharp increase in the number we have received following the changes to the General Data Protection Regulations introduced in May 2018. The capacity required to process these has caused a backlog which we are monitoring to see if this increase is sustained.



Commentary

IG team continue to work with services to ensure that Freedom of Information (FOI) requests are answered on time, however staffing and organisational changes across the Council have impacted on performance.

Performance can vary on a monthly basis. Performance over the last quarter was:

- Oct - 84 out of 97 FOI requests were answered within timescale
- Nov - 93 out of 105 FOI requests were answered within timescale
- Dec - 79 out of 94 FOI requests were answered within timescale

Actions

Useful Links



80.0%



58.3%

44.4%

Improving

RAG Rating

R

* FOIs and SARs (Subject Access Requests) we have seen a sharp increase in the number we have received following the changes to the General Data Protection Regulations introduced in May 2018. The capacity required to process these has caused a backlog which we are monitoring to see if this increase is sustained.

** SARs (Subject Access Requests) are where members of the public request the releases of all documentation we hold on them or their family. This can require us to go back into archives and legacy business systems to retrieve documents which can go back over many years. The Information Commissioner best practice is that an organisation should aim for 80% of SARs to be completed within statutory timescales.

Subject Access requests have increased since the introduction of the General Data Protection Regulations which came into force in May 2018. So far this year we have seen a 39% increase in Subject Access Requests compared against the previous year. Between April and September 2018 we have so far received 404 requests, of these 50 met statutory timescales.

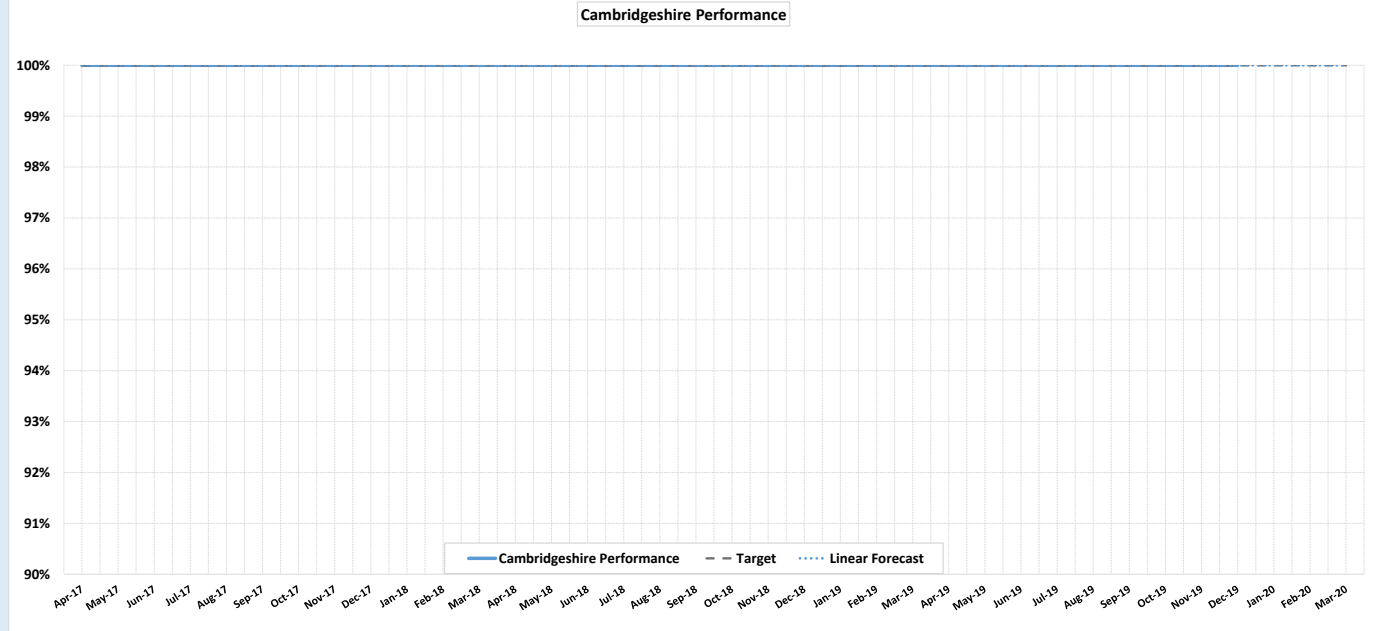
100%  100.0% 100.0% Unchanged

RAG Rating

G

Indicator Description

The Council's Business Intelligence Service leads on and supports the submission of a number of key statutory data returns to central government. A list is available on request.



A review of the presentation of this indicator is underway and will be revised for the Q4 report

100%



100.0%

100.0%

Unchanged

G

The Council's Youth Offending and Children's Social Care services operate under nationally regulated inspection frameworks. Both frameworks state that local authorities must produce statutory datasets in the event of an inspection, within agreed timeframes. The Council's Business Intelligence Service is currently responsible for the production of these inspection datasets.

A review of the presentation of this indicator is underway and will be revised for the Q4 report

Indicator 186: Proportion of citizens who feel well informed by the council

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Apr 2020

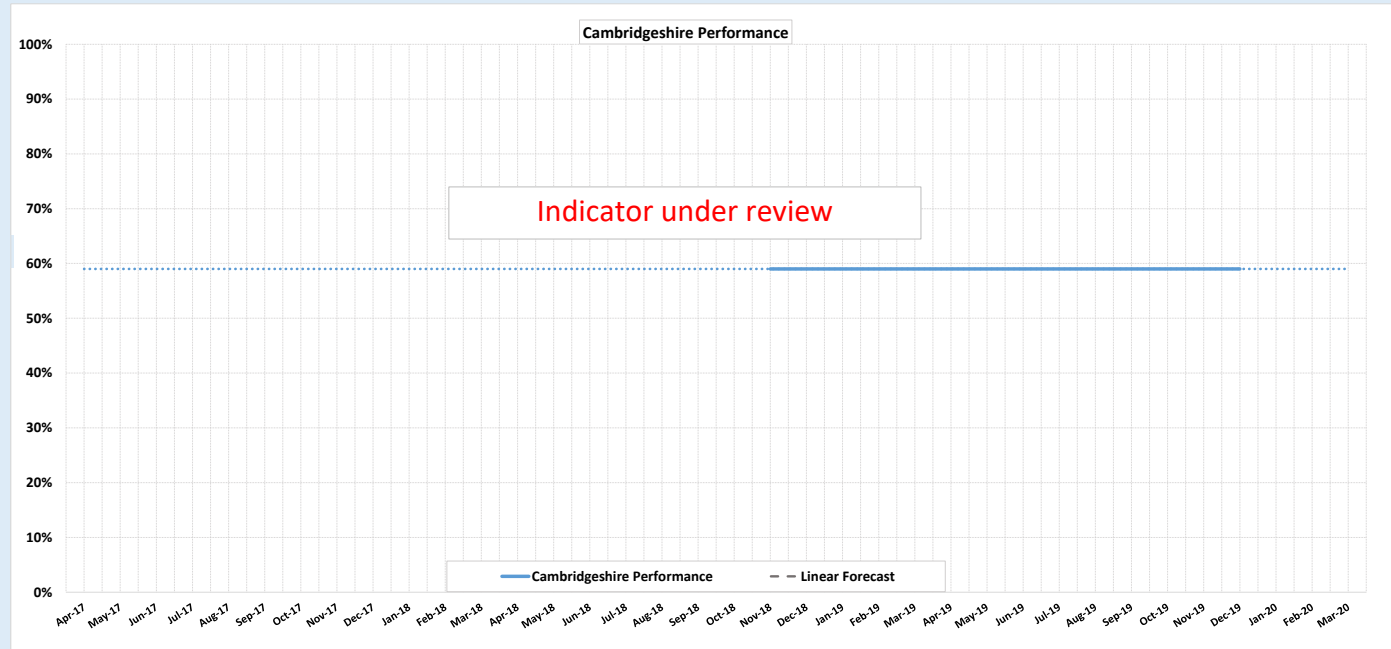
Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
Baseline	↑	59.0%	59.0%	Unchanged

RAG Rating

Baseline

Indicator Description

A doorstep survey was carried out with residents which was representative by district, age group and gender of the county as a whole. This took place in Nov18-Dec18 and 1,106 residents responded to the survey.



Commentary

The appropriateness of this indicator is under review given the underlying survey was carried out in late 2018, with a view to proposing a replacement indicator in the Q4 report.

Indicator 187: Overall staff engagement from CCC staff survey

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Apr 2020

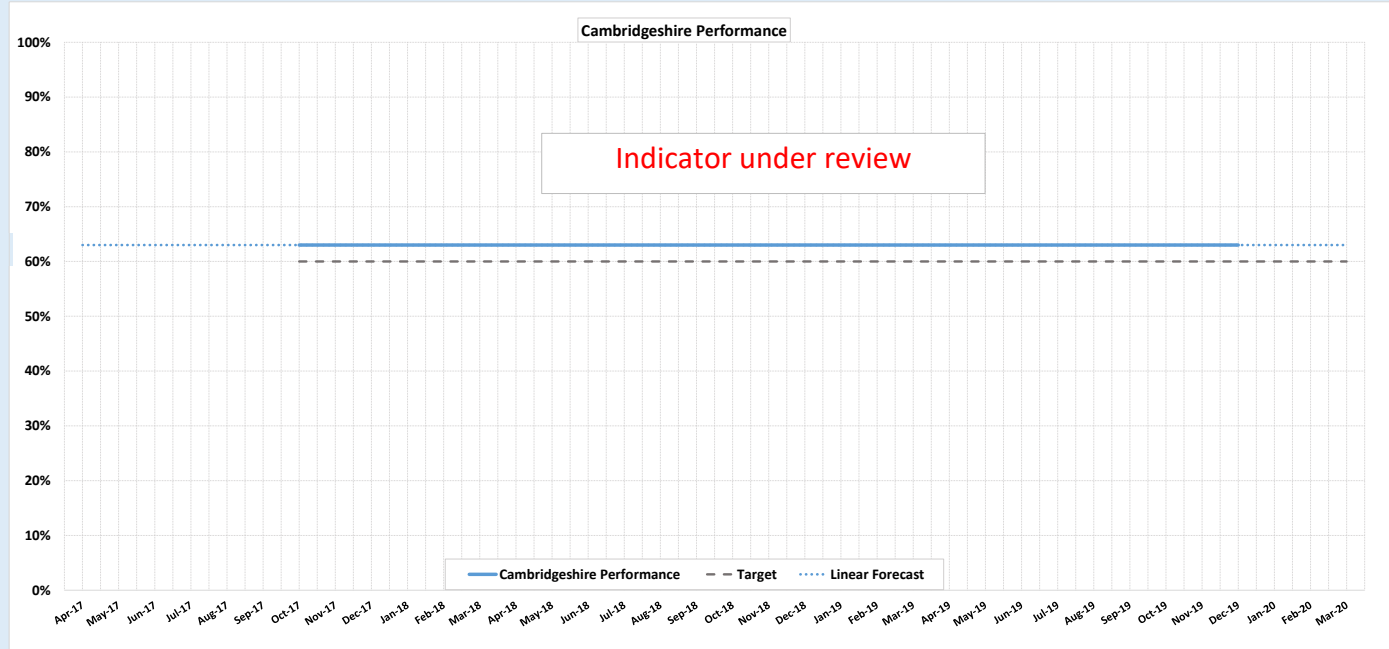
Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
60.0%	↑	63.0%	63.0%	Unchanged

RAG Rating

B

Indicator Description

For the most recent staff survey, conducted in October 17, overall staff engagement was higher than both the public sector norm (55%) and the UK norm (60%).



Commentary

Through the 'Shaping Your Future' survey, carried out in October 17, we saw that 63% of staff felt engaged with the organisation and their roles. We also sat above national average for 'Involvement' (Relationship with the job) at 69% - national avg 63% and 'Alignment' (links to organisational aims and objectives) at 66% - national avg 58%. The survey did highlight areas in which we needed to improve, one being change management and the opportunities for staff to get involved in shaping our work. This was addressed in part through our series of Cambs2020 workshops and focus groups, and is a key focus of the 'People Plan' (People Strategy), through which staff will be given real opportunities to engage with our change programmes.

The appropriateness of this indicator is under review given the underlying survey was carried out in late 2018, with a view to proposing a replacement indicator in the Q4 report.

Actions

Useful Links

4



3

3

Unchanged

A

Indicator Description

Better Connected measures and makes recommendations on the performance of local authority websites across the United Kingdom - particularly focussing on accessibility and functionality.

Commentary

The Society of IT Management (Socitm) surveys every UK local authority website every year. The Better Connected surveys test against specific scenarios reflecting services provided by local authorities - examples include finding information about planning and charges.

Socitm's marking system has changed over the years. It currently uses a four star rating system with four being the highest rating.

Indicator 189: Number of sessions on website

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Apr 2020

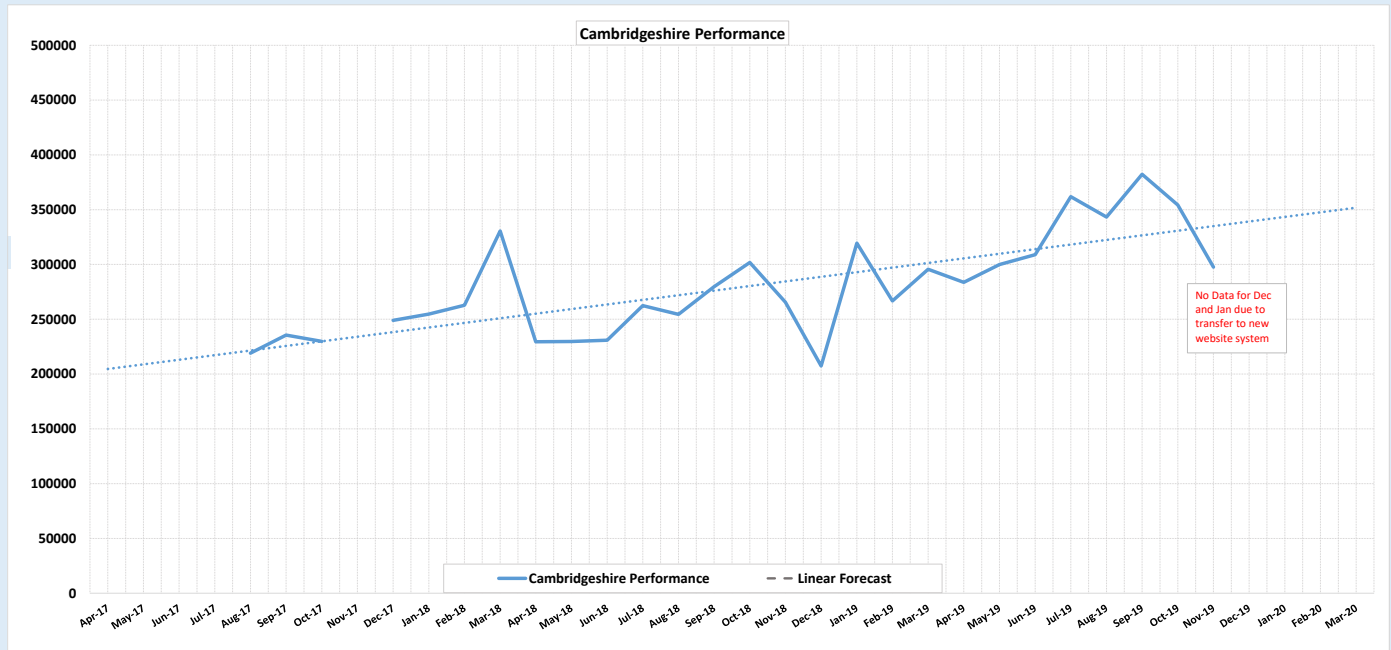
Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
Contextual	↑	297,575	354,310	Declining

RAG Rating

Contextual

Indicator Description

A count of unique web sessions taking place within the reporting period



Commentary

We have seen a steady rise in visits to the cambridgeshire.gov.uk website. This is a result of a Digital First approach, making it easier and quicker for residents to find information online. This has the additional benefit of reduced 'avoidable' calls to the Customer Services contact centre, freeing up call handler time for more complex calls and cases. We expect to see a continued steady rise in visits to our online platforms, such as our new online community information directory, but not necessarily our website.

Indicator 190: Proportion of information enquiries resolved at first point of contact

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Apr 2020

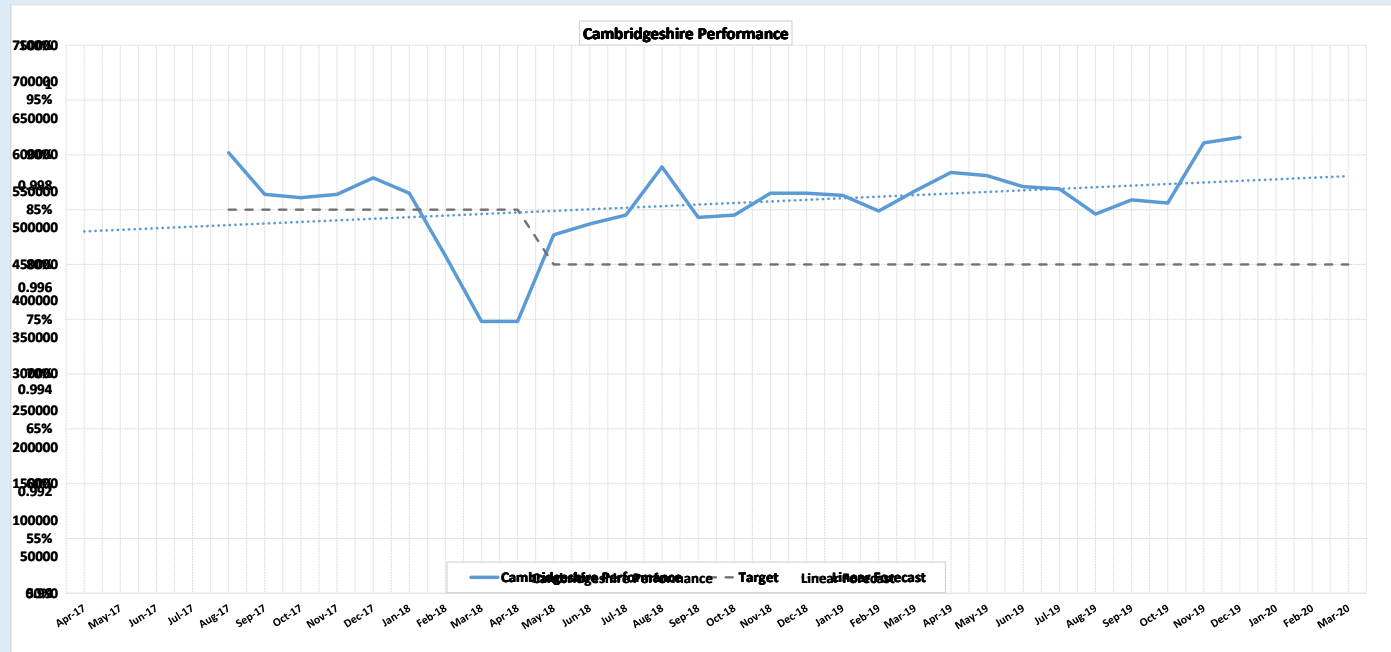
Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
80.0%	↑	91.6%	91.1%	Improving

RAG Rating

B

Indicator Description

Customer Services delivers a front facing service for customers to access seventeen county council services for Cambridgeshire and one service for PCC (childrens social care). Contacts are received across a number of channels. This indicator highlights the number of information and advice enquiries that are resolved by customer services without the need for escalation to other council officers/teams.



Commentary

This target is being met and performance against this indicator is continually improving as a result of a close working relationship between Customer Services and the Communication and Information Team. Customer Services data is continually analysed to identify where digital content is missing or requires amendment, to ensure opportunities to self-serve are maximised for customers and call handlers can access relevant service information on request.

Useful Links

Actions

Indicator 191: Percentage of calls presented that are answered

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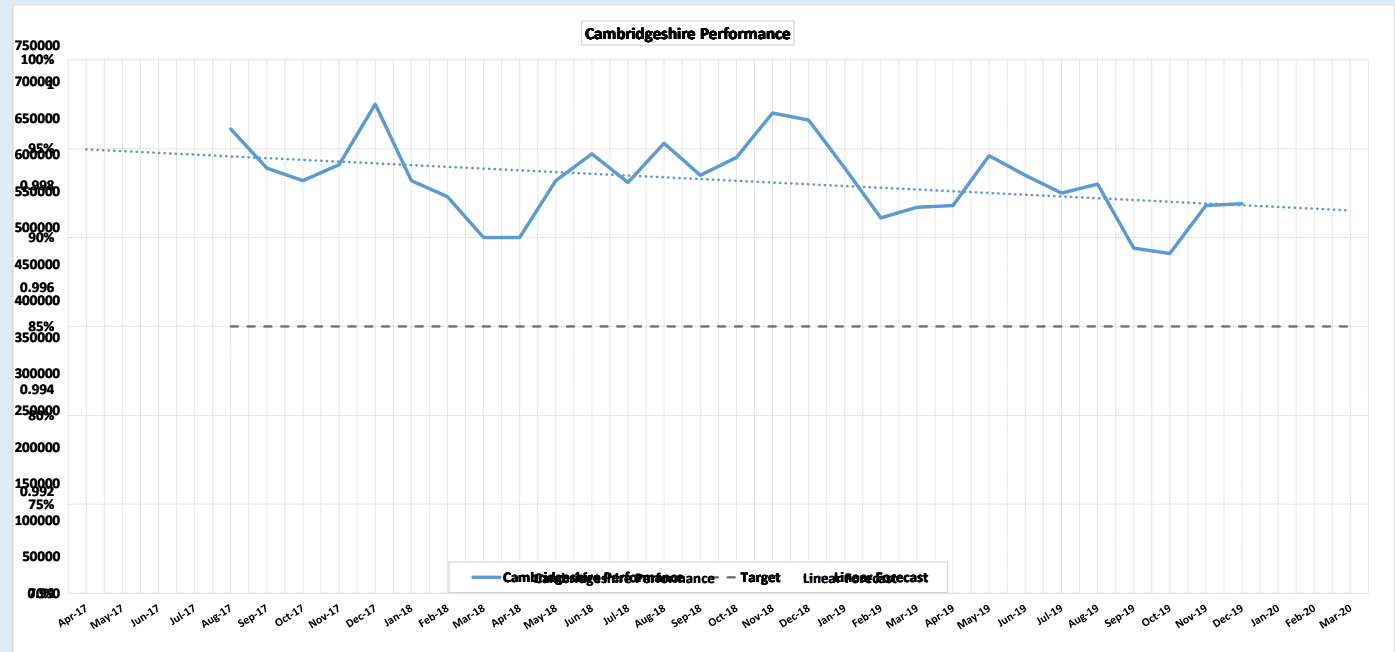
Apr 2020

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
85.0%	↑	91.9%	91.8%	Improving

RAG Rating
B

Indicator Description

This target demonstrates the number of telephone contacts that are picked up by customer services prior to a customer hanging up. Messages are recorded on each service line to provide customers with information and advice about affiliated services/organisations or to inform about online information/ options, to drive customers that can self serve online. In this way, customers who are more vulnerable or have complex requests can access a human response in a timely manner.



Commentary

This target has been met consistently for the last 3 years. During the last year we have also taken additional contacts for CCC and PCC Children's services. Proactive recruitment, a comprehensive training programme to upskill staff, improvements to forecasting in relation to demand for our services has resulted in this success. Additional to this we have worked with colleagues across corporate services to drive down the number of phone contacts and encourage customers to use digital channels.

Actions

Useful Links

Placeholder for useful links.

15.0%



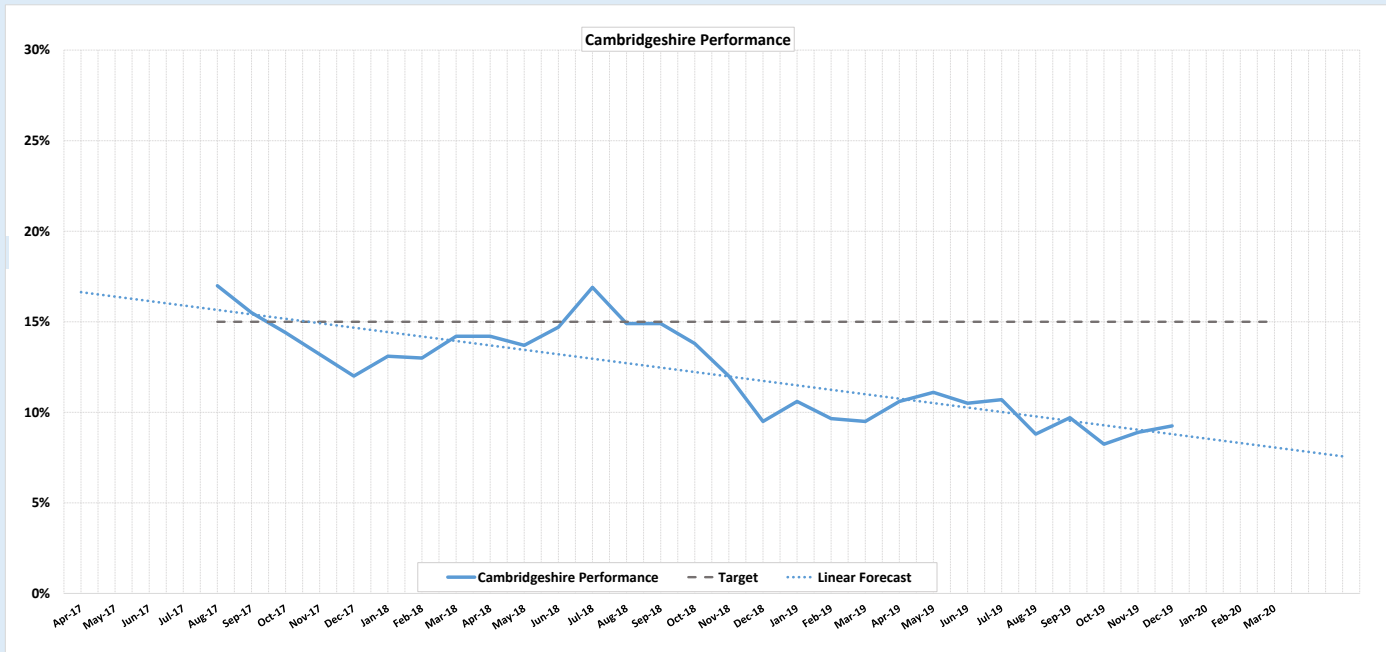
9.3%

8.9%

Declining

B

This target demonstrates the percentage of contacts received that could have been avoided. Customer Services log details of all enquiries received in order to analyse the data to make improvements to the service. This includes looking at details as to why the customer contacted us and failure demand. One way of ascertaining this is logging when avoidable contacts occur. The definition we use for an avoidable contact is 'When an external or internal customer has contacted us across any channel due to human error, or a system/process failure'.



Commentary

This target has been met consistently for over a year now, as a result of the way in which data is being analysed within customer services and fed back to service areas in review meetings to enable a focus on areas in which service improvements and the customer journey/experience can be enhanced. The messaging on the contact centre lines has been amended in accordance with our data findings to ensure that requests for services which fall outside of the remit of the county

Indicator 193: Proportion of services with a completed Business Continuity Plan

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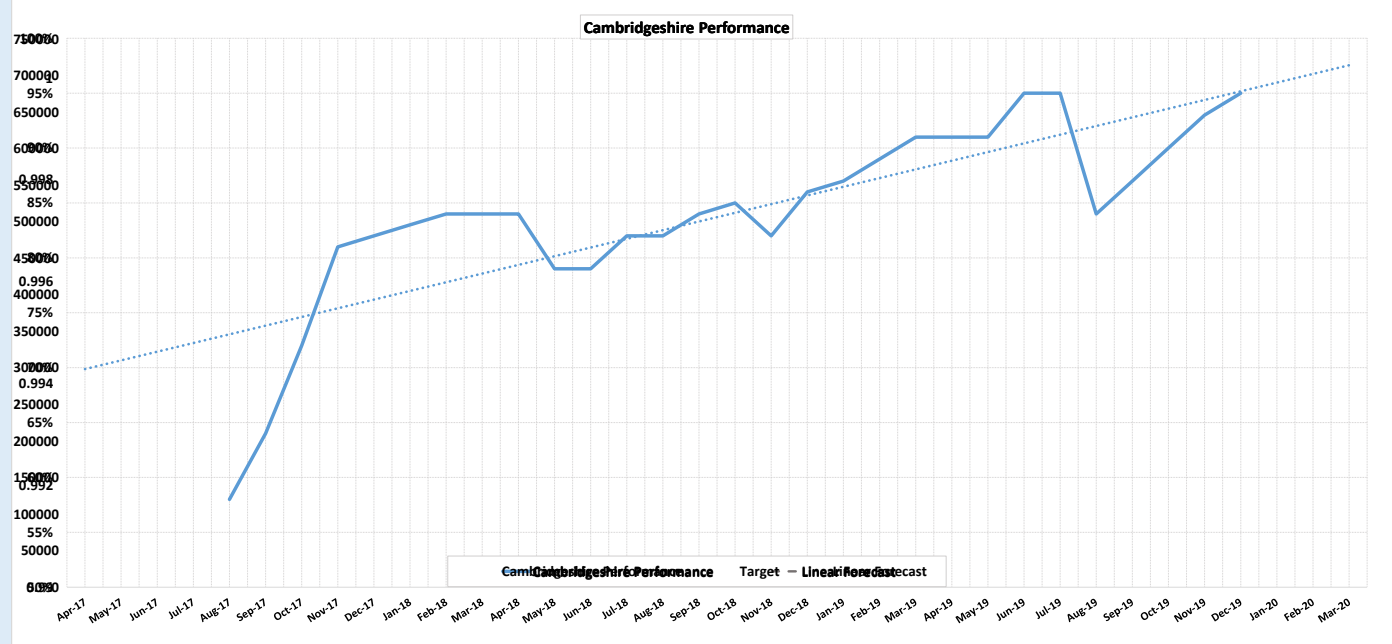
Apr 2020

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
Contextual	↑	95.0%	93.0%	Improving

RAG Rating
Contextual

Indicator Description

The Emergency Management Team oversees the development of business continuity policy and planning, working with services to ensure business continuity plans are up to date. The proportion of services with completed plans is regularly monitored. The number reflects current up to date service business continuity plans.



Commentary

The number of completed business continuity plan's increased gradually, as expected, in line with the work that was undertaken with services.

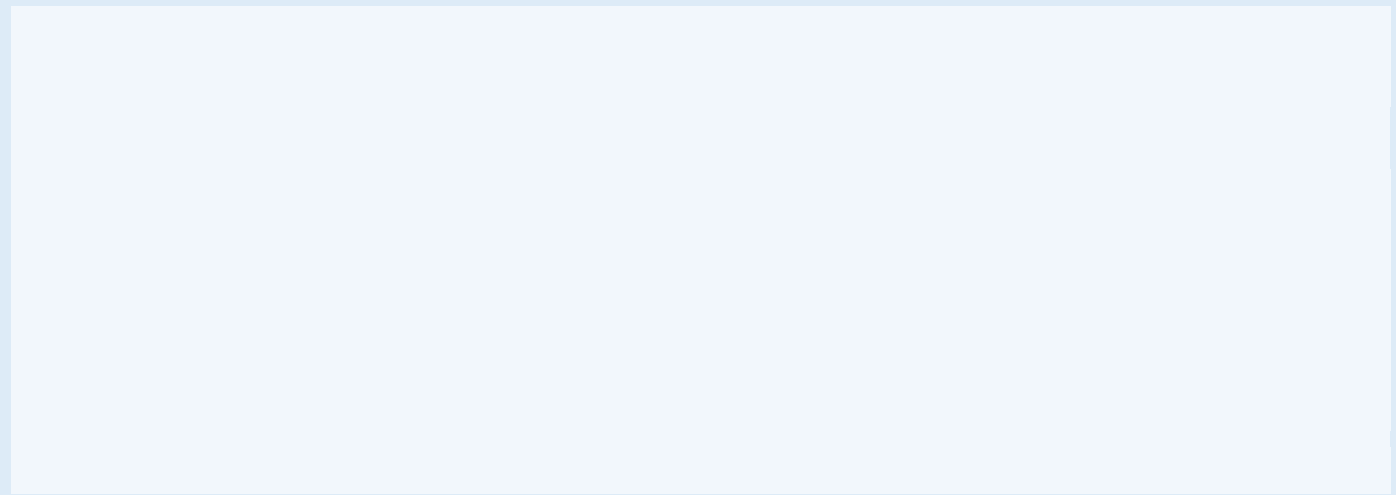
Useful Links

Actions

90.0%	↑	89.9%	82.5%	Improving
-------	---	-------	-------	-----------

A

An Incident is defined as an unplanned interruption to an IT service or reduction in the quality of an IT service, examples include replacing a broken laptop and resetting a forgotten password.



Indicator 195: Requests resolved within Service Level Agreement (ref: IT01b)

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Apr 2020

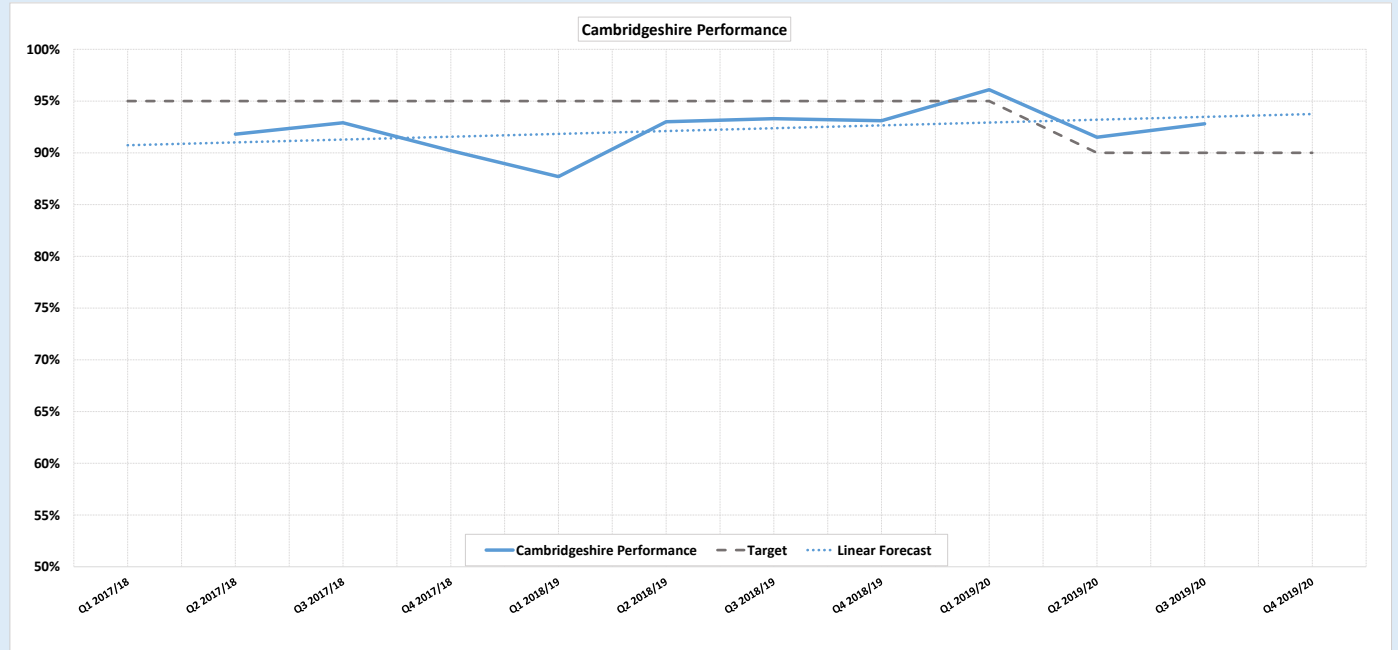
Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
90.0%	↑	92.8%	91.5%	Improving

RAG Rating

G

Indicator Description

A request is defined as a new request from a user for information, advice, a standard change or access to a service - requests will include system access requests, changes to IT profiles and laptop applications



90.0%



99.7%

99.7%

Improving

B

'Universal Business System' cover a range of key line-of-business applications deployed across the Council, including Adults and Childrens social care case management systems, the Council IT network, remote access systems and land and mobile telephone networks