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# Corporate Performance Report

## Quarter 4

### 2019/20 financial year

Business Intelligence  
Cambridgeshire County Council  
[business.intelligence@cambridgeshire.gov.uk](mailto:business.intelligence@cambridgeshire.gov.uk)

## Key



Data Item	Explanation
<b>Target / Pro Rata Target</b>	The target that has been set for the indicator, relevant for the reporting period
<b>Current Month / Current Period</b>	The latest performance figure relevant to the reporting period
<b>Previous Month / previous period</b>	The previously reported performance figure
<b>Direction for Improvement</b>	Indicates whether 'good' performance is a higher or a lower figure
<b>Change in Performance</b>	Indicates whether performance is 'improving' or 'declining' by comparing the latest performance figure with that of the previous reporting period
<b>Statistical Neighbours Mean</b>	Provided as a point of comparison, based on the most recently available data from identified statistical neighbours.
<b>England Mean</b>	Provided as a point of comparison, based on the most recent nationally available data
<b>RAG Rating</b>	<ul style="list-style-type: none"> <li>• <b>Red</b> – current performance is off target by more than 10%</li> <li>• <b>Amber</b> – current performance is off target by 10% or less</li> <li>• <b>Green</b> – current performance is on target by up to 5% over target</li> <li>• <b>Blue</b> – current performance exceeds target by more than 5%</li> <li>• <b>Baseline</b> – indicates performance is currently being tracked in order to inform the target setting process</li> <li>• <b>Contextual</b> – these measures track key activity being undertaken, but where a target has not been deemed pertinent by the relevant service lead</li> </ul>
<b>Indicator Description</b>	Provides an overview of how a measure is calculated. Where possible, this is based on a nationally agreed definition to assist benchmarking with statistically comparable authorities
<b>Commentary</b>	Provides a narrative to explain the changes in performance within the reporting period
<b>Actions</b>	Actions undertaken to address under-performance. Populated for 'red' indicators only
<b>Useful Links</b>	Provides links to relevant documentation, such as nationally available data and definitions

6.0%	↑	4.9%	4.9%	Unchanged
7.2%	6.0%	R		

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:

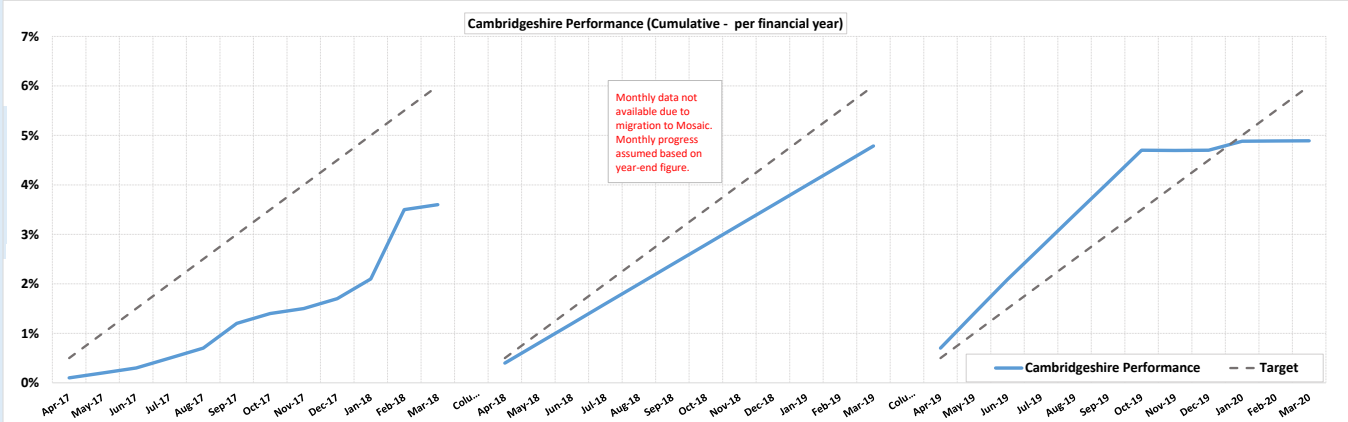
<https://digital.nhs.uk/data-and-information/publications/clinical-indicators/adult-social-care-outcomes-framework-ascof/archive>

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](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**

The impact of COVID on the population of people with learning disabilities and the employment market in general is likely to mean that the strategy and work plan will need to be revisited when there is more certainty around recovery timescales.

564.0	↓	438.2	414.6	Declining
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
535.6	585.6	G		

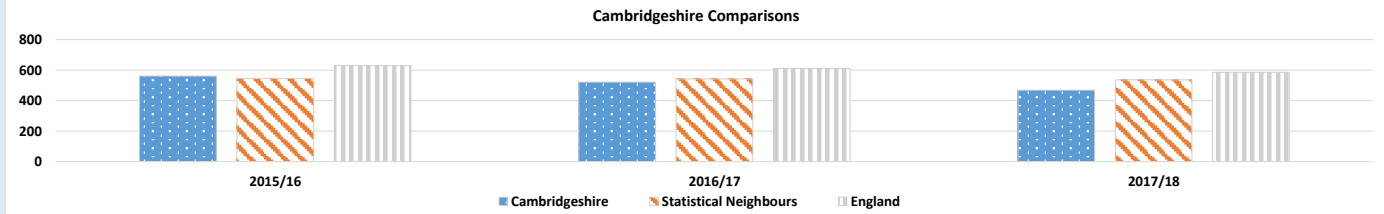
This measure reflects the number of older people whose long-term support needs are best met by admission to residential and nursing care homes relative to the group population. The measure compares council records with ONS population estimates. People counted in this measure should include:

- 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.

Indicator 20: 2C(2) Average monthly number of bed day delays (social care attributable) per 100,000 18+ population

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Jun 2020

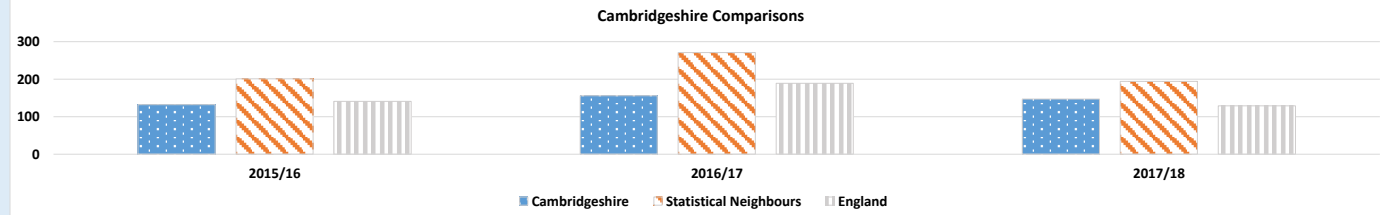
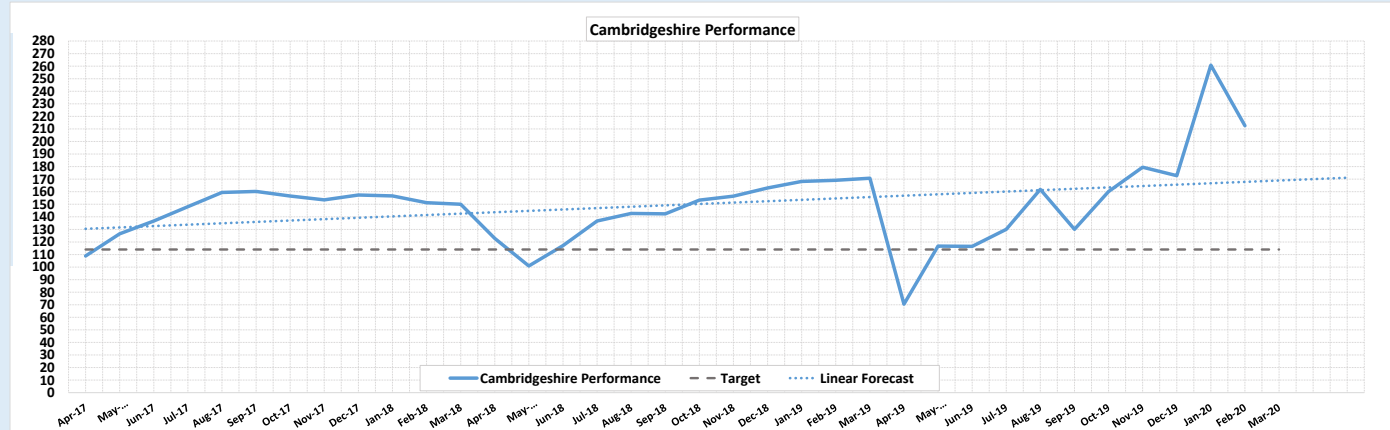
114.0	↓	212.5	260.8	Improving
194.0	129.0	R		

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 "DTC Beds" figures calculated from the monthly Situation Report (SitRep).

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



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

**Commentary**

From mid March in response to COVID 19 discharge pathways changed significantly and alongside a marked reduction in hospital admissions and discharges the number of delays also significantly reduced. We are currently exploring learning from this with health system including gauging what elements of this change might be sustainable in a post COVID system. This indicator is generated from hospital data submissions which have paused nationally since March.

**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://ginform.local.gov.uk/>

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

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Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
12.5%	↑	11.1%	11.3%	Declining
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
9.3%	7.0%	<b>R</b>		

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.

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:

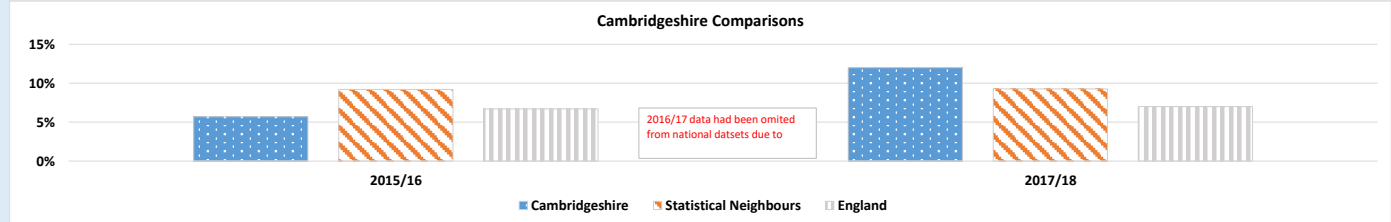
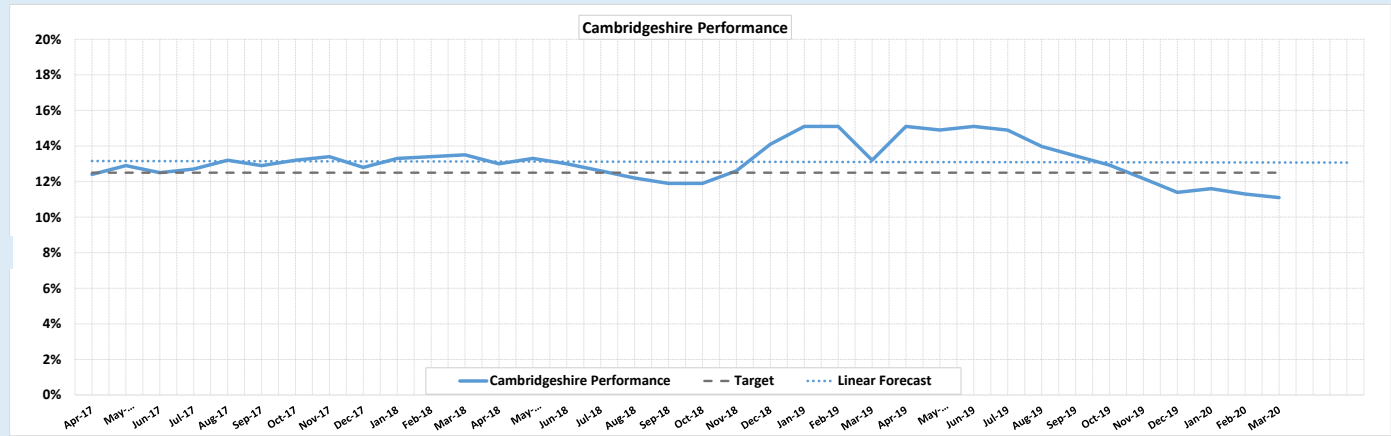
<https://digital.nhs.uk/data-and-information/publications/clinical-indicators/adult-social-care-outcomes-framework-ascof/archive>

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

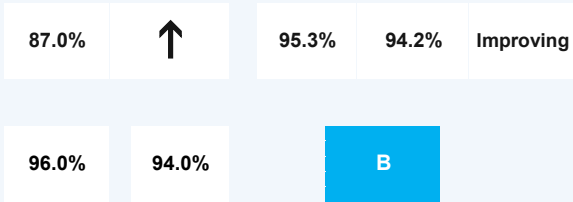
Commentary

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 11.1% in March. 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.

The impact of COVID on the general mental health of the population and of the employment market in general is likely to have an impact on this indicator in the medium term.

Actions



**Indicator Description**

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.

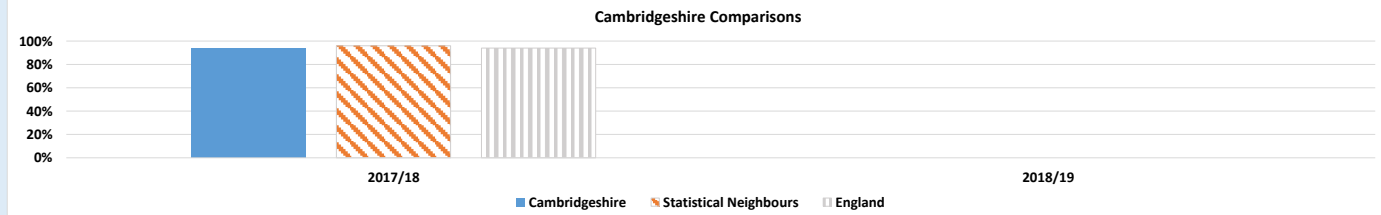
This data is collected as part of the statutory Safeguarding Adults Collection.

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.

2019/20 data will be available in the next performance report after end of year submissions have been validated. This has been delayed due to scale of resource

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

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24.0%



22.5%

22.6%

Declining

31.7%

28.5%

A

#### Indicator Description

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. Although below target, performance has been relatively stable throughout Q3 & Q4 and remains above the 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



Indicator 140: 2D Percentage of new clients where the sequel to Reablement was not a long term service

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Jun 2020

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:

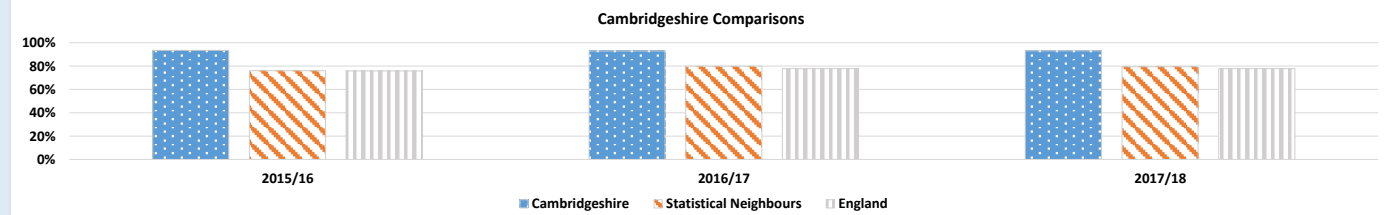
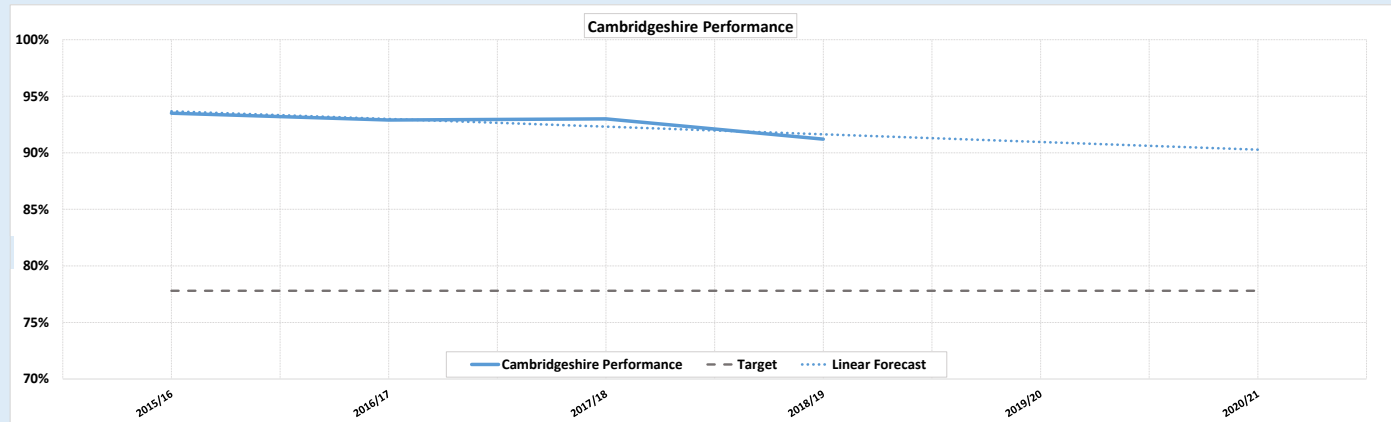
<https://digital.nhs.uk/data-and-information/publications/clinical-indicators/adult-social-care-outcomes-framework-ascof/archive>

LG Inform:

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

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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.

2019/20 data will be available in the next performance report after end of year submissions have been validated. This has been delayed due to scale of resource

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

[Return to Index](#)

Jun 2020

804	↓	780	781	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:

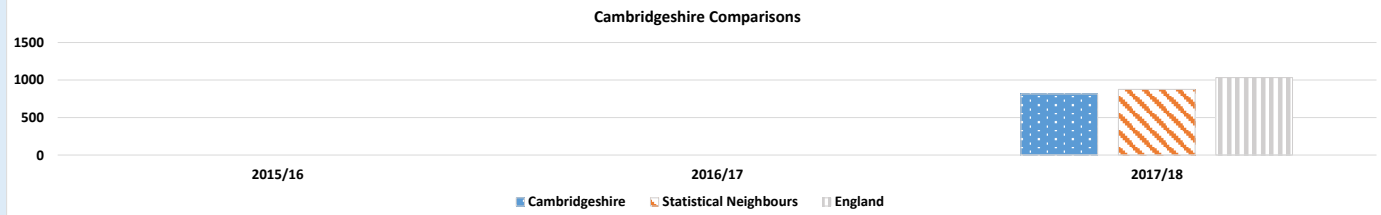
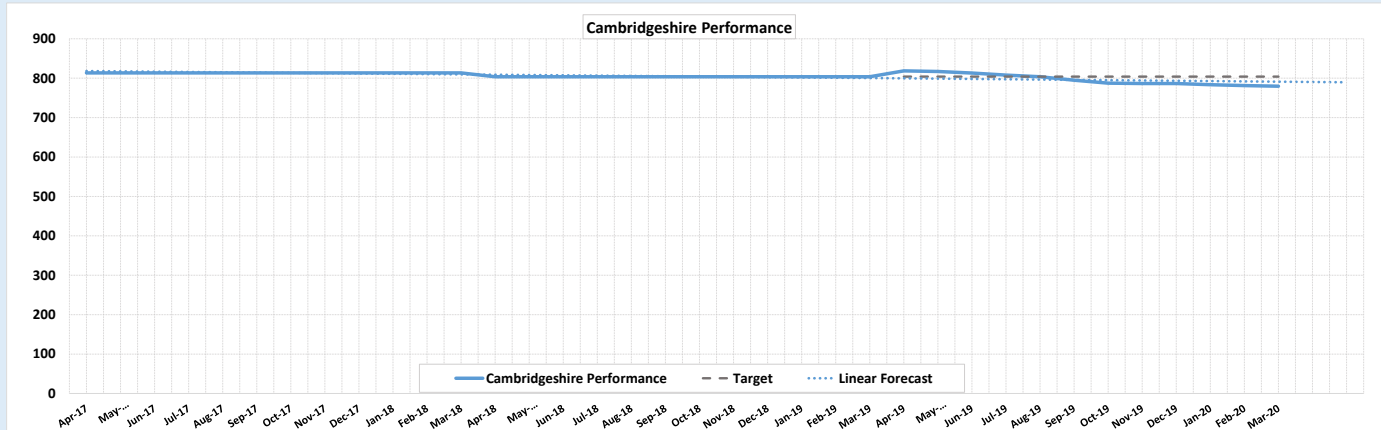
$$R = \frac{X}{Y} * 100000$$

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**

Indicator 162: Number of carers receiving Council funded support per 100,000 of the population

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Jun 2020

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
271	↓	54	55	n/a
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG rating		
280	249	<b>B</b>		

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:

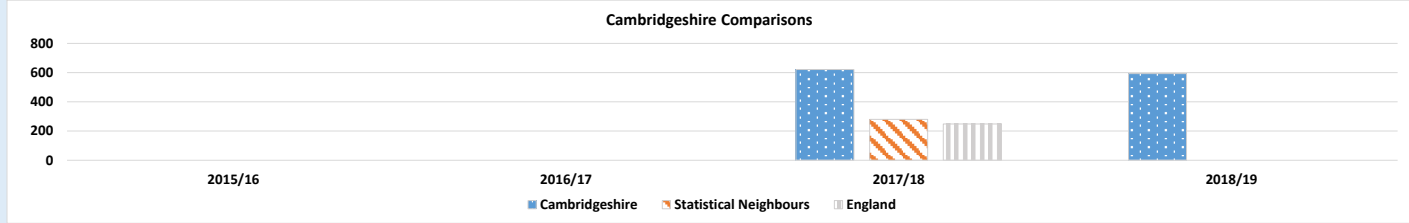
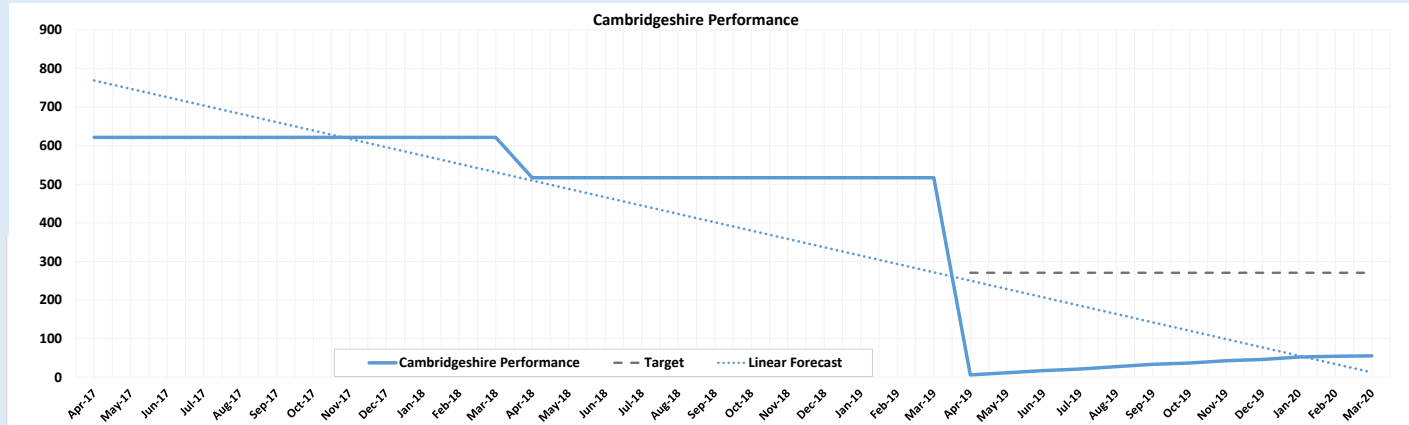
$$R = X/Y * 100000$$

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



(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.

In addition, the number of carers supported through conversations has been climbing over the past 12 months. 511 Carer Conversations were recorded in Q4, compared to 397 in Q3.

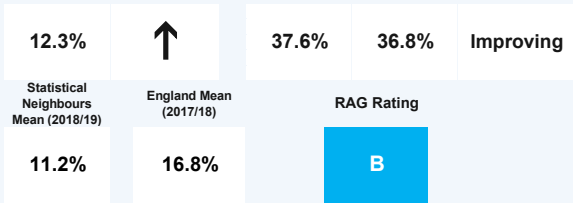
**Note on indicators:**

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%

**Actions**

**Useful Links**

<a href="#">Link 1</a>	<a href="#">Link 2</a>	<a href="#">Link 3</a>	<a href="#">Link 4</a>	<a href="#">Link 5</a>
<a href="#">Link 6</a>	<a href="#">Link 7</a>	<a href="#">Link 8</a>	<a href="#">Link 9</a>	<a href="#">Link 10</a>



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:

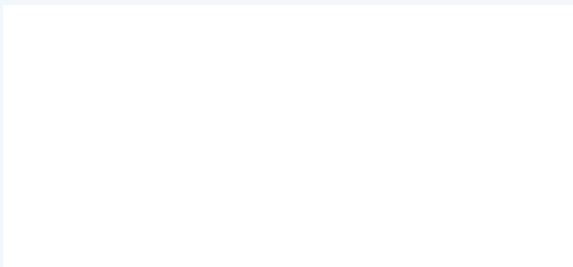
$$\% = X/Y$$

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

**Useful Links**

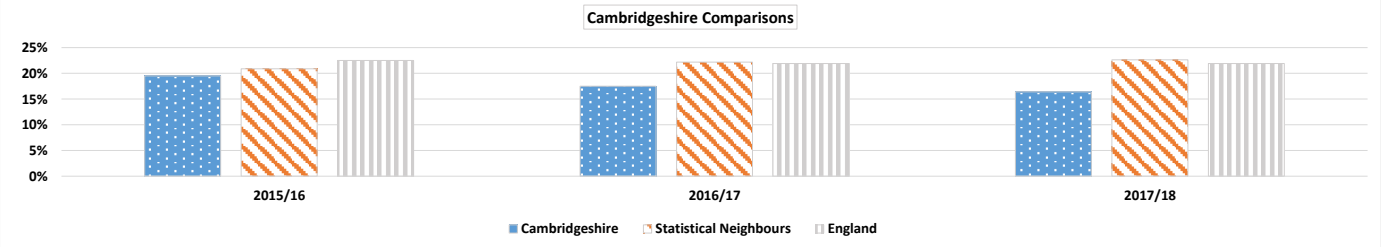
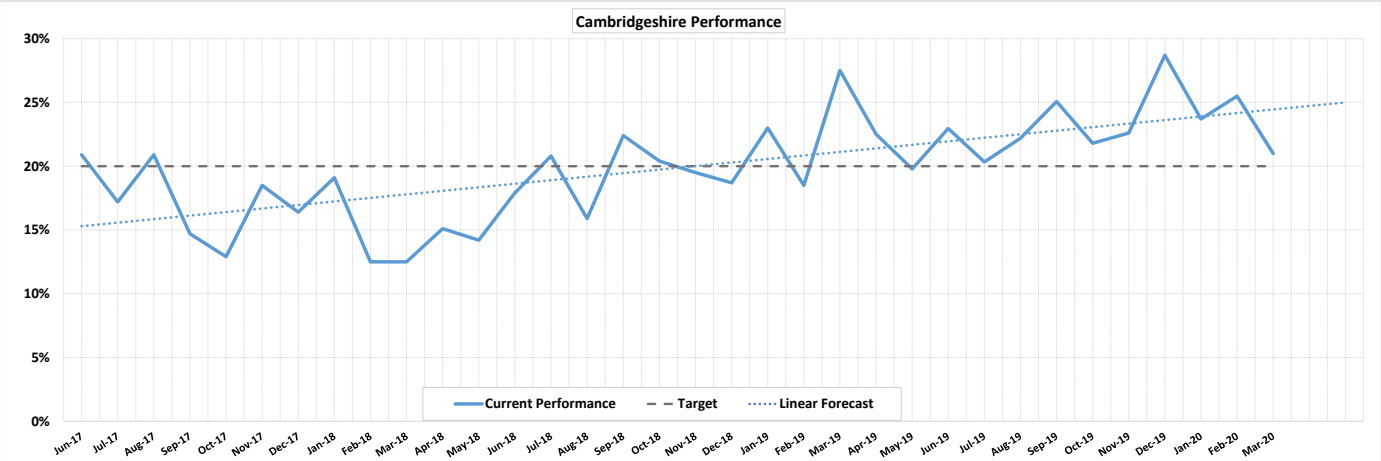


mosaic system has also contributed by improving our ability to evidence the work that is being done by services such as TEC and Occupational Therapy.

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

20.0% ↓ 21.0% 25.5% Improving

21.5% 22.6% A



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

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

[Empty box for useful links]

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 Q4 2019, 23.5% (268) of referrals to social care occurred within 12 months of a previous referral. This is above statistical neighbours and the England average. There has been an upward trend in re-referrals since the beginning of 2018.

Actions

[Empty box for actions]

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

Return to Index

Jun 2020

41.6 ↓ 24.1 24.2 Improving

36.0 43.7 **B**

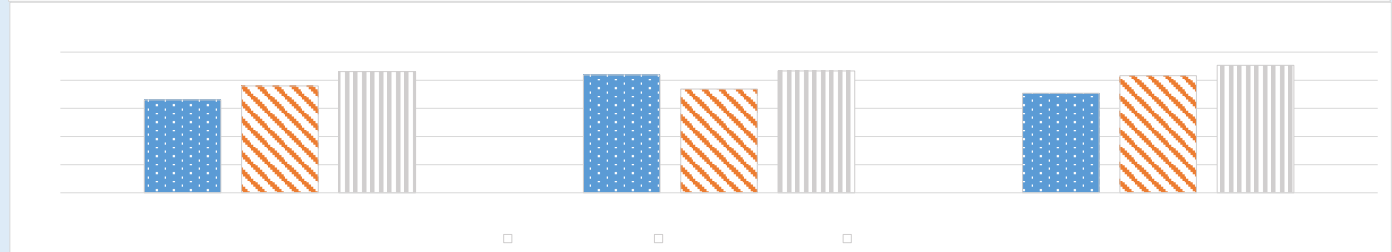
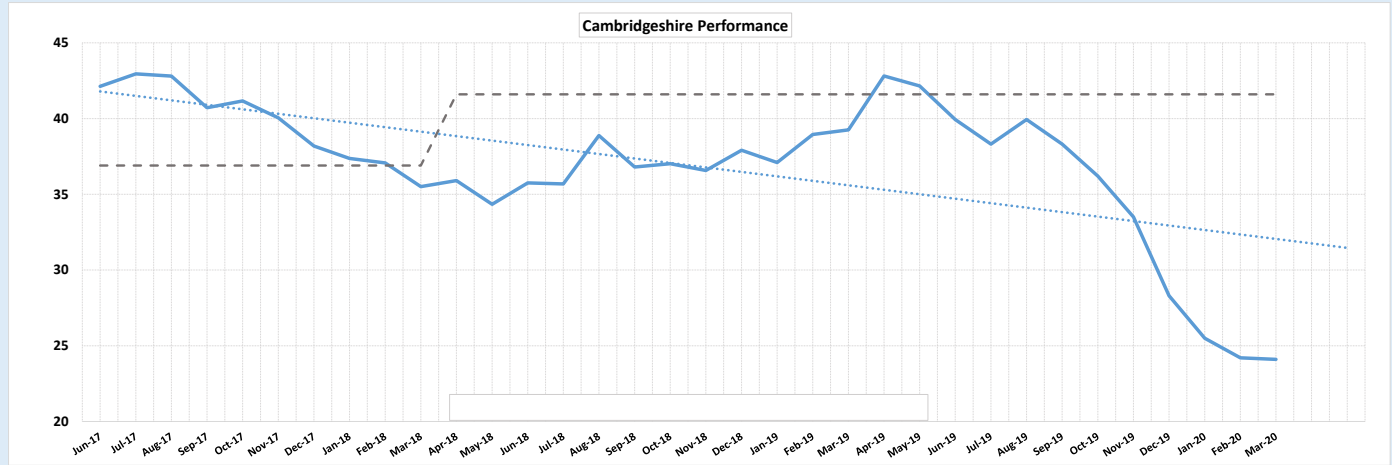
This measure gives an indication of the number of children at risk of harm within the county. A child protection plan is put in place where a child is at risk of significant harm, the plan sets out the action needed to keep the child safe and to promote their welfare.

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

Return to Index

Jun 2020

40.0 ↓ 54.6 54.6 Unchanged

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).

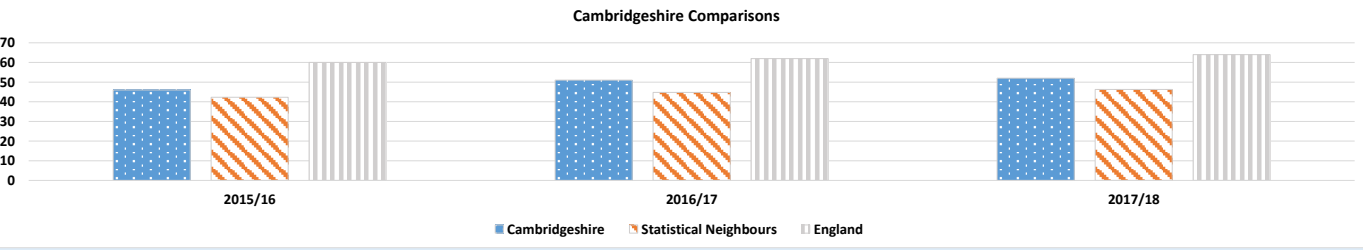
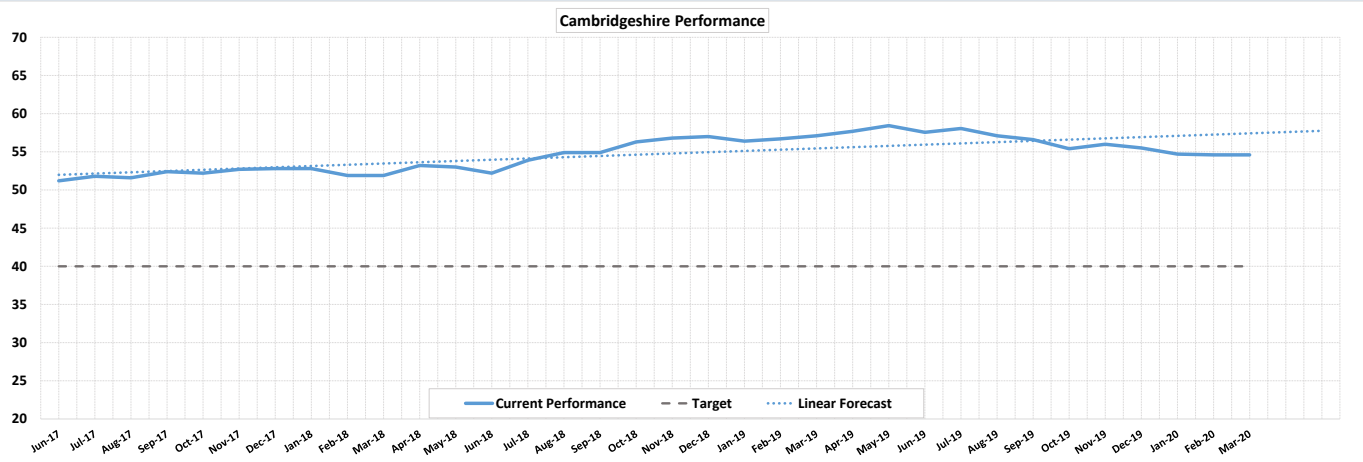
Calculation:  
 $(X/Y) * 10,000$

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



(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 ↓ 24.0 27.0 Improving

36.9 45.4 G

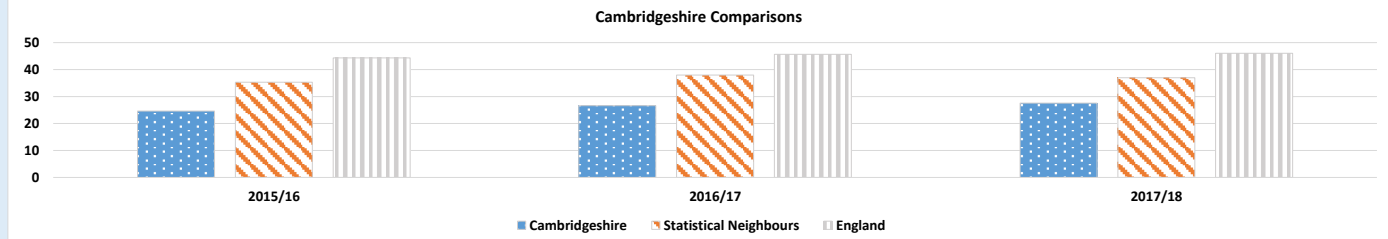
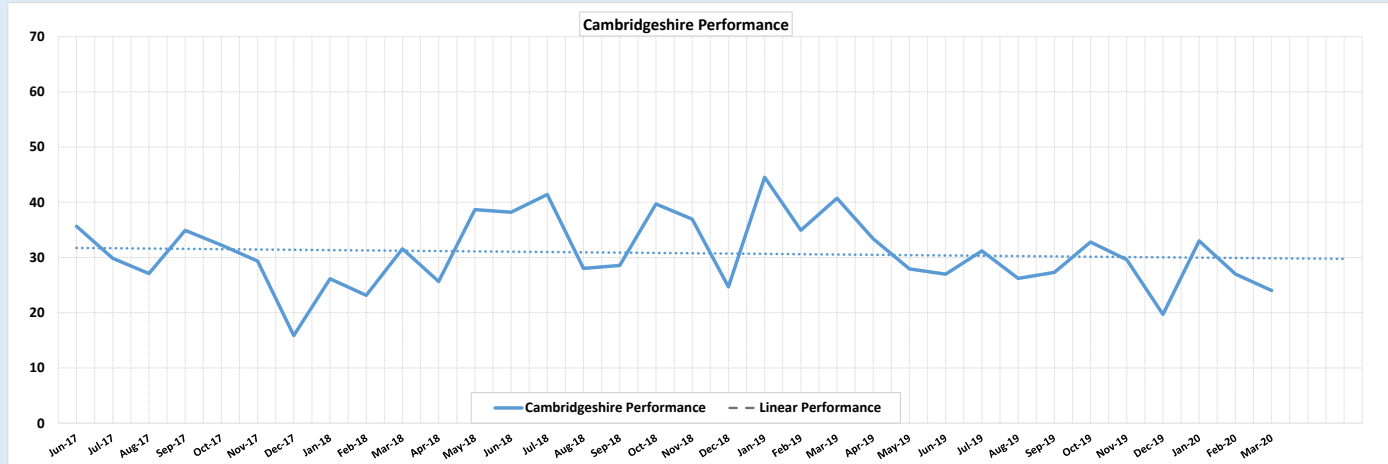
This measure gives an indication of the level of referral into children's social care. A referral is made where there are concerns expressed about the safety and well-being of a child.

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 Q4 2019/20 there were 1,139 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%    ↓    14.7%    5.7%    Declining

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:

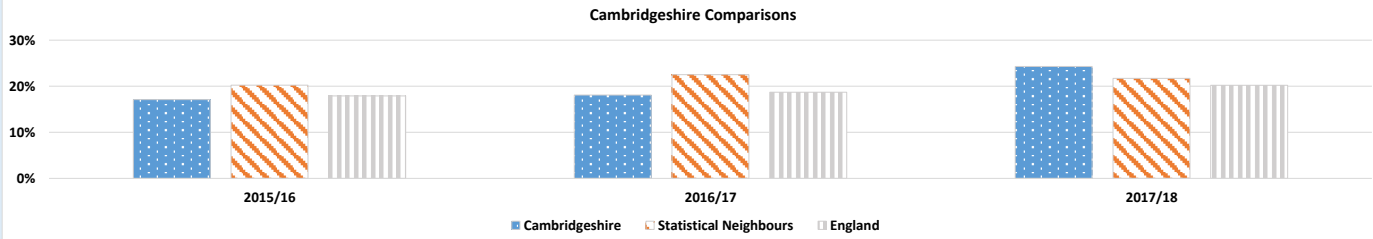
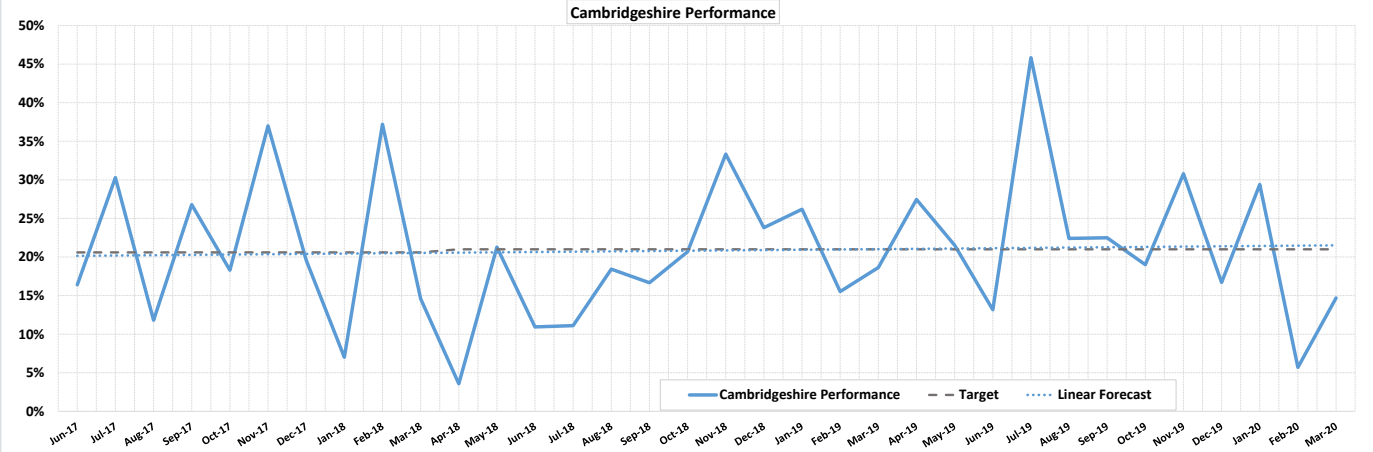
$$(X/Y)*100$$

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 Q4 2019/20, 12 of the 86 child protection plan registrations were re-registrations within 2 years.

The rate of second or subsequent child protection plans is below target and below the Statistical Neighbours and England Average.

**Useful Links**

[Empty box for useful links]

6.9	↓	3.8	2.9	Declining
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
1.5	2.0	B		

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.

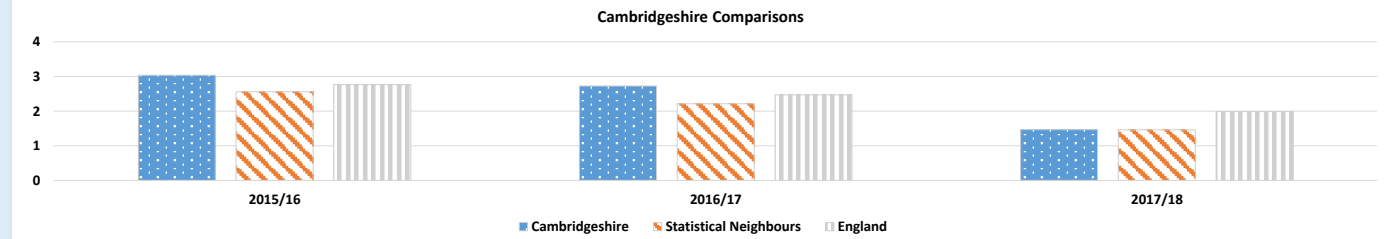
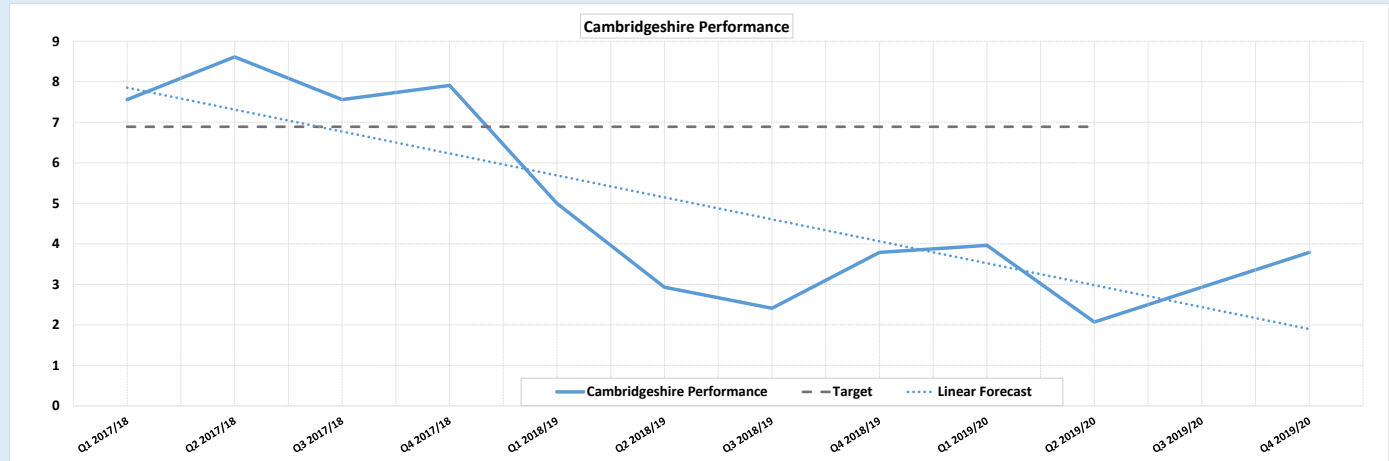
Calculation:  
 $(X/Y) * 10,000$

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



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

**Commentary**

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.

**Actions**

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

Indicator 6: Proportion of young people with SEND who are NEET or Unknown, per 10,000 of population compared to statistical neighbours

[Return to Index](#)

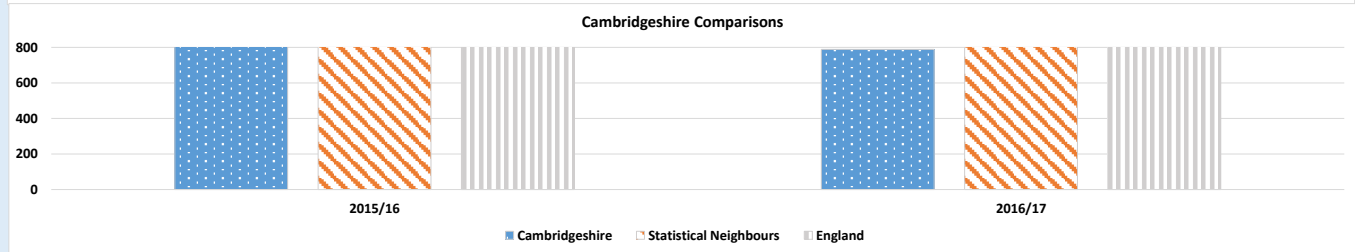
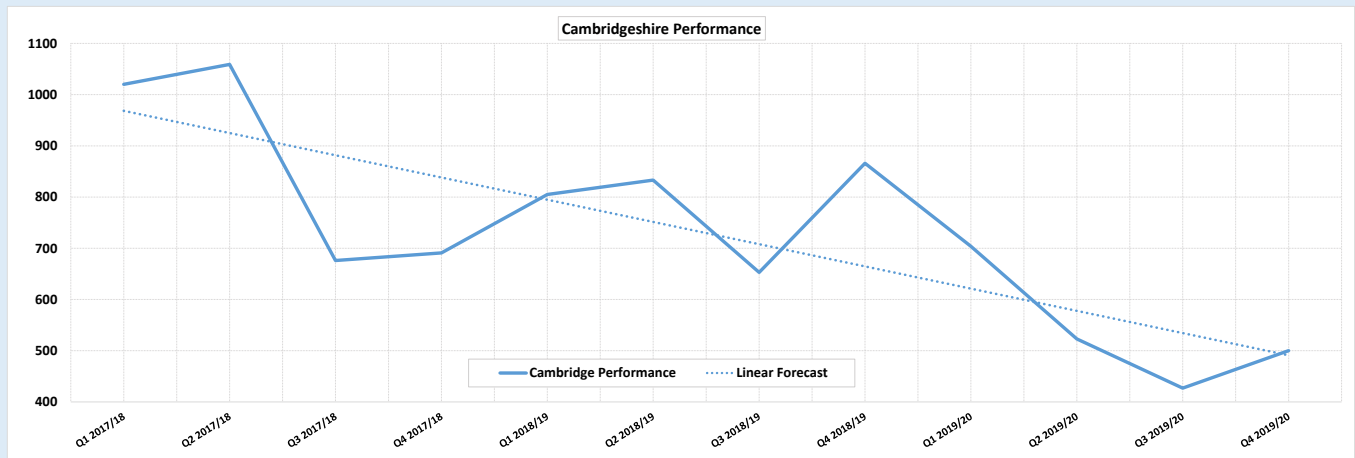
Jun 2020

<b>Target</b>	<b>Direction for Improvement</b>	<b>Current Quarter</b>	<b>Previous Quarter</b>	<b>Change in Performance</b>
<b>Contextual</b>	↓	<b>500.0</b>	<b>427.0</b>	<b>Declining</b>
<b>Statistical Neighbours Mean (2016/17)</b>	<b>England Mean (2016/17)</b>	<b>RAG Rating</b>		
<b>1672.0</b>	<b>1527.0</b>	<b>Contextual</b>		

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% 98.6% G

**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.

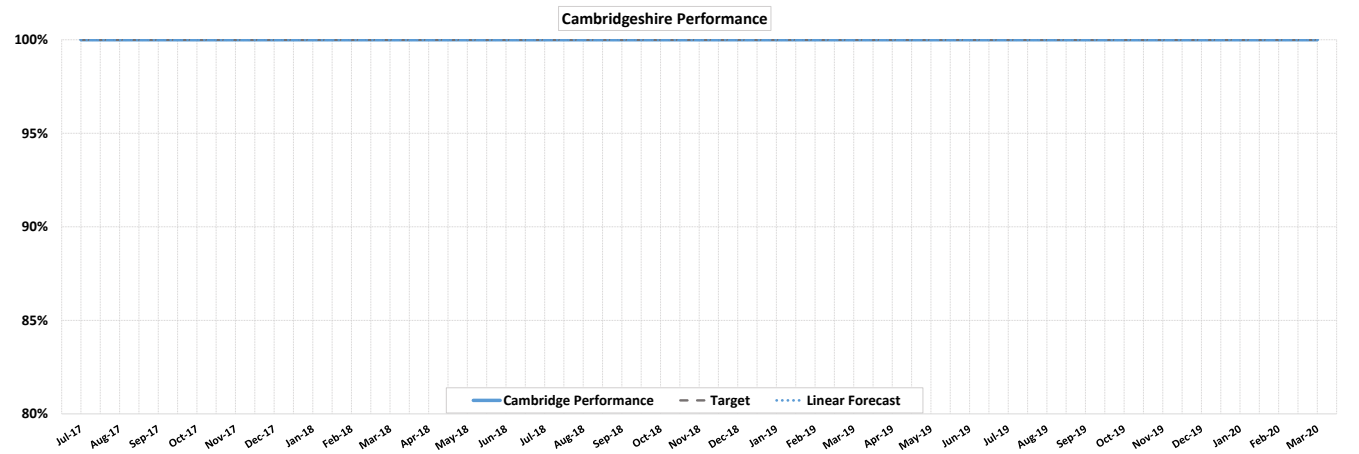
Expressed as the percentage of children in all state-funded nursery schools, at month end.

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% ↑ 86.4% 86.9% Declining

90.5% 90.6% 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.

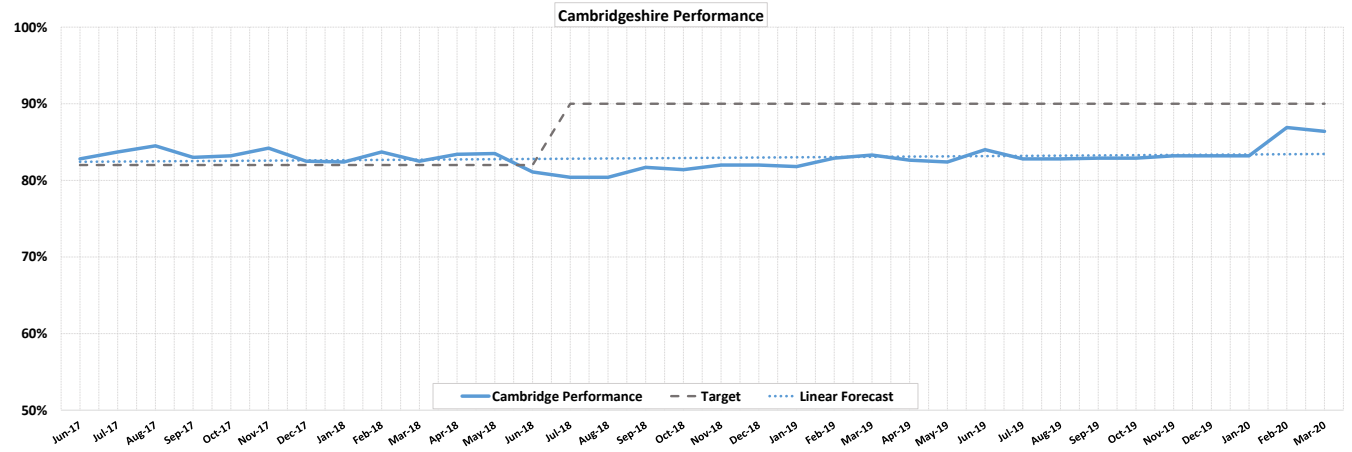
Calculation:  
 $(X/Y) * 100$

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%	↑	90.9%	91.2%	Declining
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89.2%	85.2%	G
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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))*

2019/20

100.0%	↑	86.9%	90.2%	Declining
93.4%	94.5%	R		

**Indicator Description**

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

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

Calculation:  
(X/Y)\*100

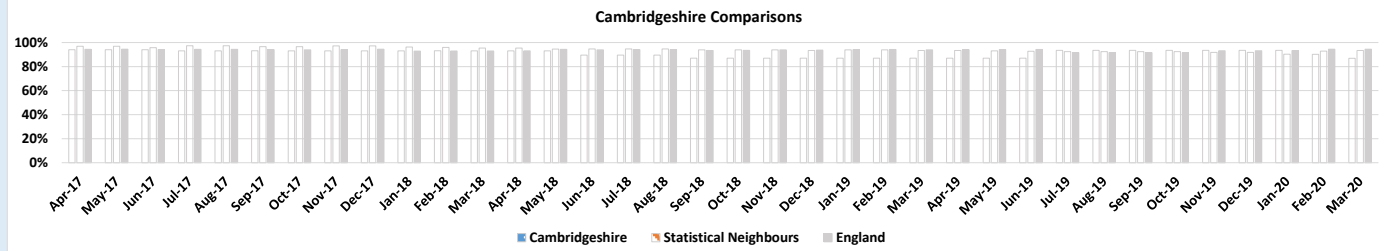
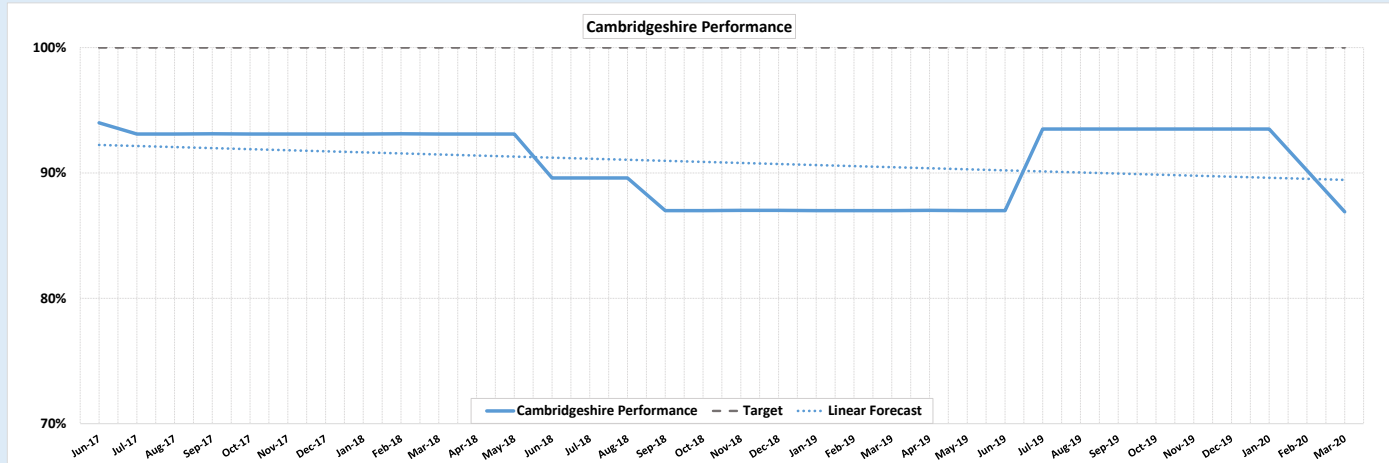
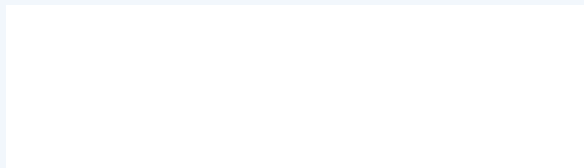
Where:

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

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

Source: Cambridgeshire County Council Business Intelligence: Education Team.

**Useful Links**



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

There are ten state-funded special schools in Cambridgeshire. Ofsted have judged three to be Outstanding, four to be Good, one as Requiring Improvement and one as Inadequate. One school has yet to be inspected and is excluded from the KPI calculation.

The school requiring improvement was inspected in 2016 before it academised and has not been inspected since changing to an academy. The Inadequate school was inspected in March 2019.

**Actions**

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

[Return to Index](#)

Jun 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%  66.1% 50.0% Improving

64.5% 58.0% 

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:  
 $(X/Y) \times 100$

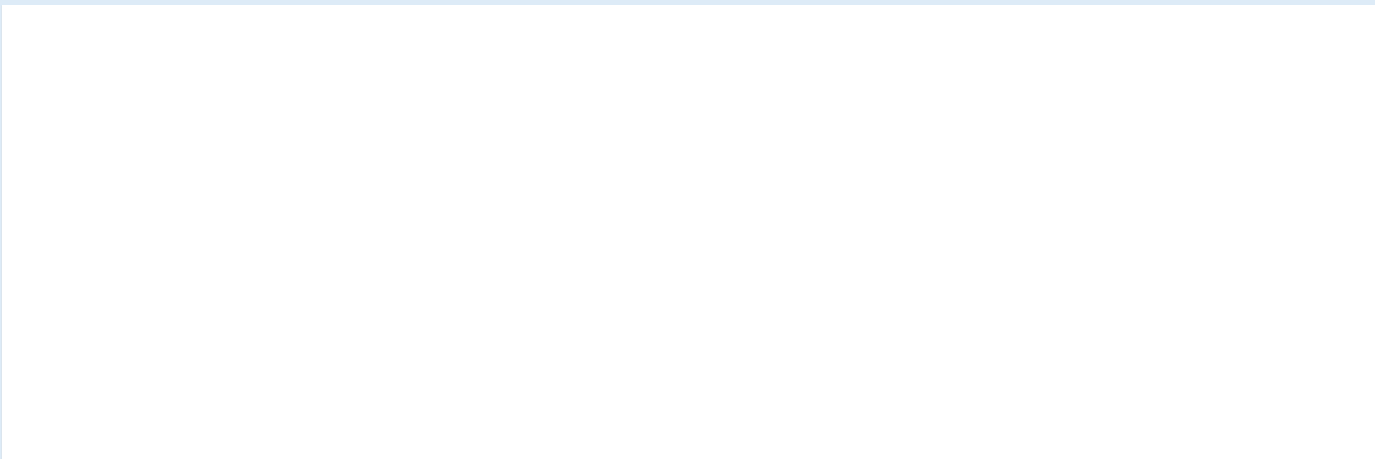
Where:  
 X: The number of EHCP assessments (including) exception cases issued within the month which took 20 weeks or less to complete.

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 66% of EHC plans were issued in timescale.

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
Contextual	↓	330.0	3.0	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

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

**Useful Links**

**Commentary**

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**Actions**

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Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
65.0%	↑	62.8%	61.4%	Improving

65.5%	65.3%	A
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**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.

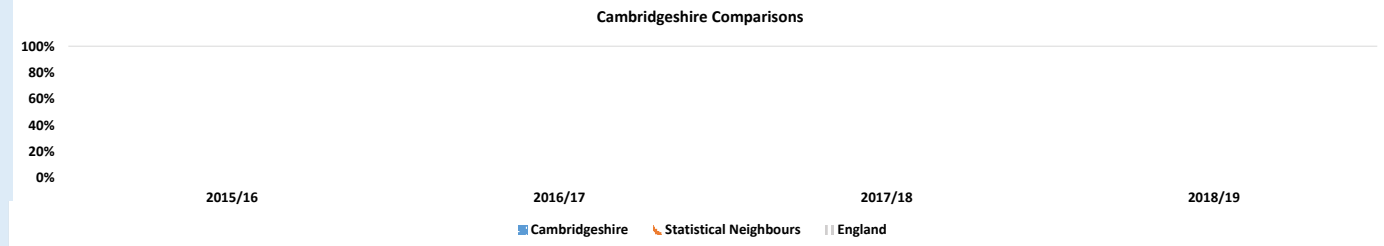
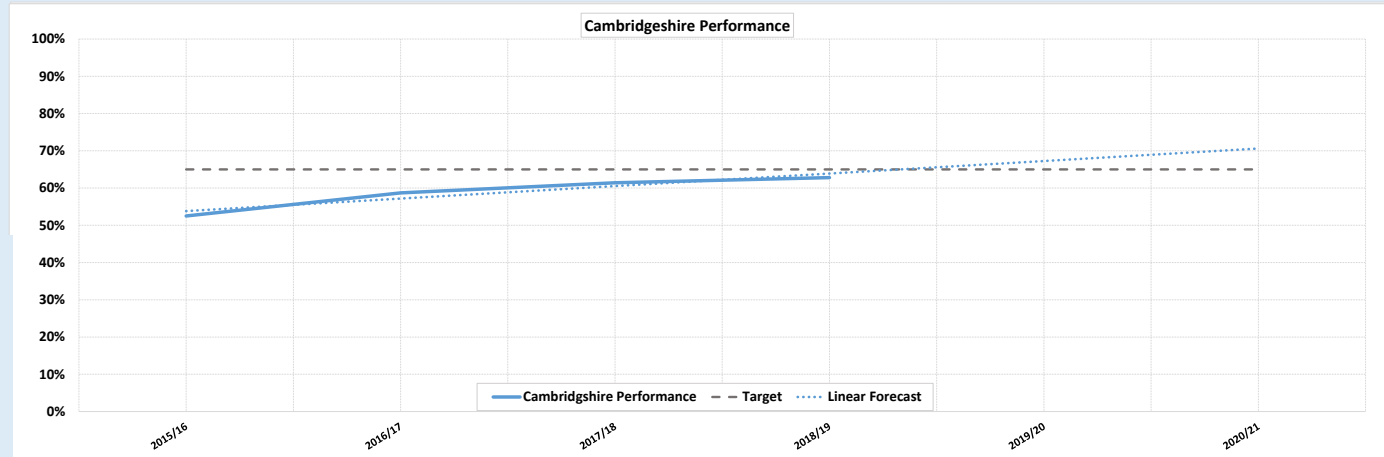
Calculation:  
 $(X/Y) * 100$

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))

**Commentary**

The 2019/20 national curriculum assessments will not take place due to the coronavirus (COVID-19) pandemic.

**Useful Links**

Local Authority Interactive Tool (LAIT):  
<https://www.gov.uk/government/publications/local-authority-interactive-tool-lait>

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

**Actions**

50.1  49.2 48.0 Improving

48.2 46.7 A

**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.

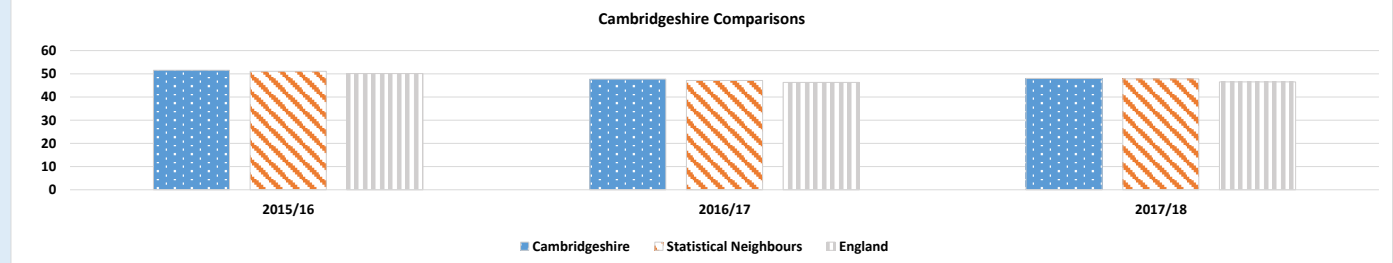
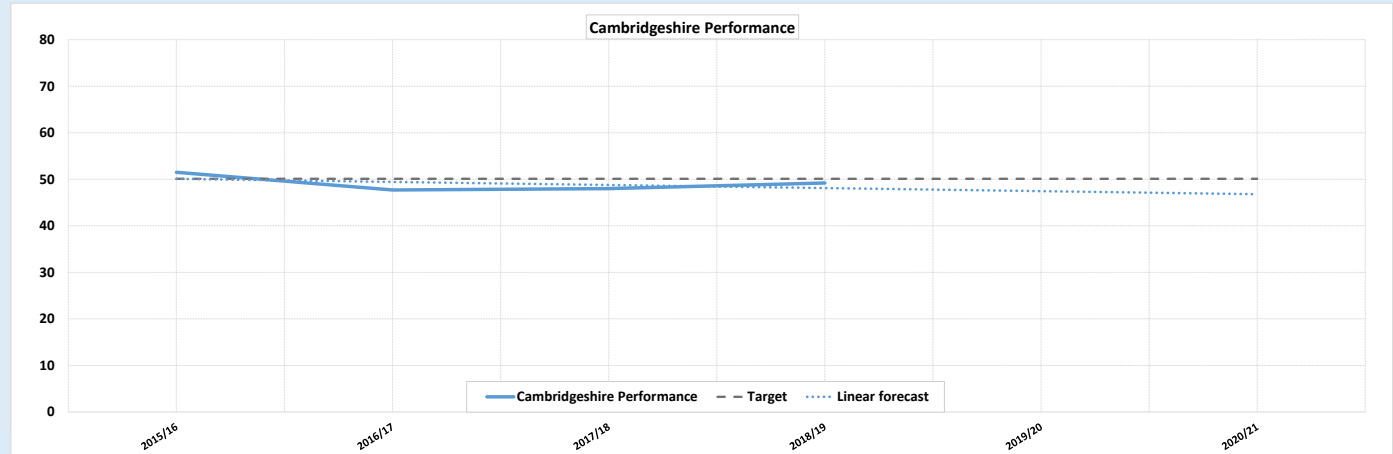
Expressed as an average score derived from the scores of children in all state-funded schools, at end the end of the academic year.

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.



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

Cambridgeshire's average attainment 8 figure has risen by 1.2 percentage points since 2018 and is currently above the statistical neighbour average and well above the

## Indicator 132: Percentage of Persistent absence (All children)

[Return to Index](#)

Jun 2020

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
8.5%	↓	9.0%	9.6%	Improving
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
10.2%	10.9%	A		

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:  
 $(X/Y) \times 100$

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 the statistical neighbour figure (1.0 percentage points below)

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.

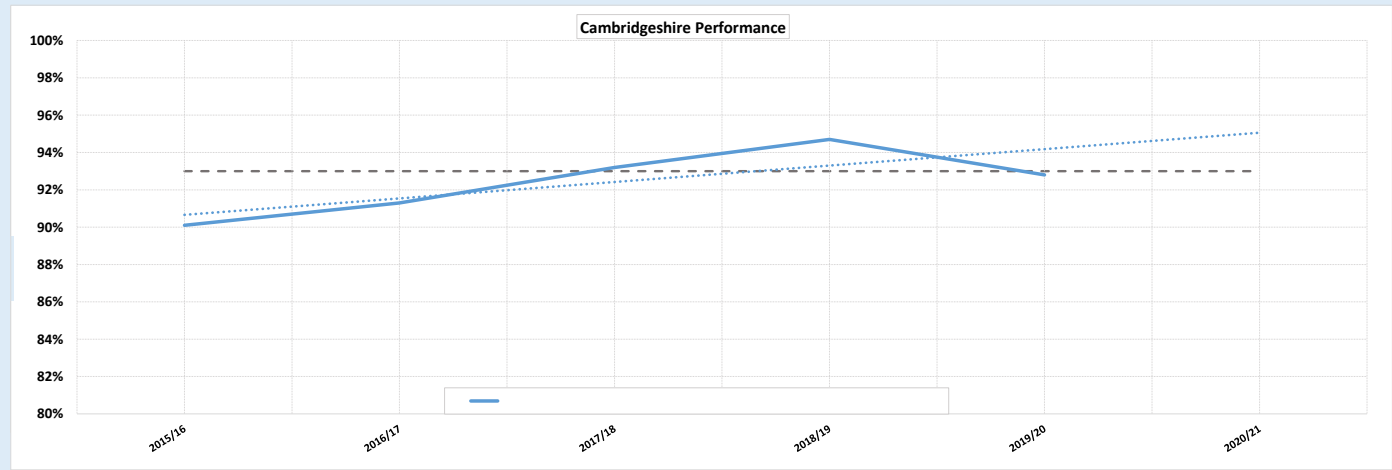
The 2018/19 data is due to be published around August 2020 however we are not yet certain how this will be affected by the impact of COVID-19.

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

Return to Index

Jun 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**

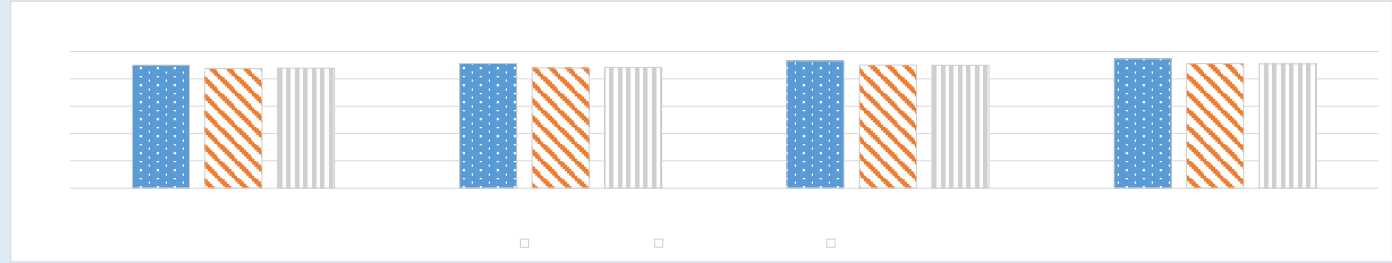
This indicator provides the proportion of applicants for primary school places which have received preferred offers

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:  
 $(X/Y) * 100$

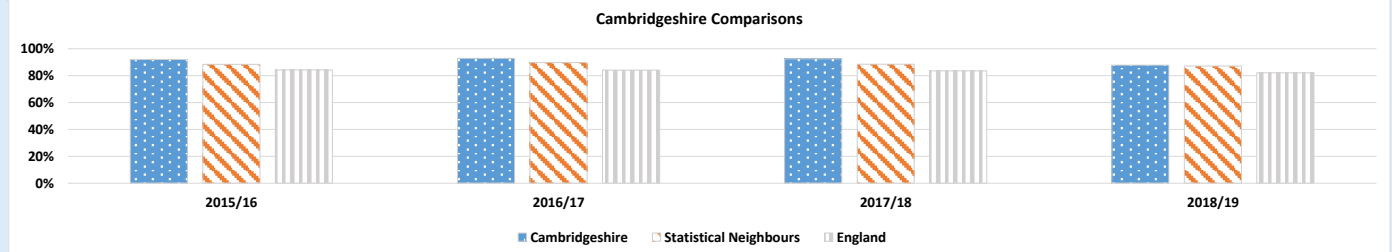
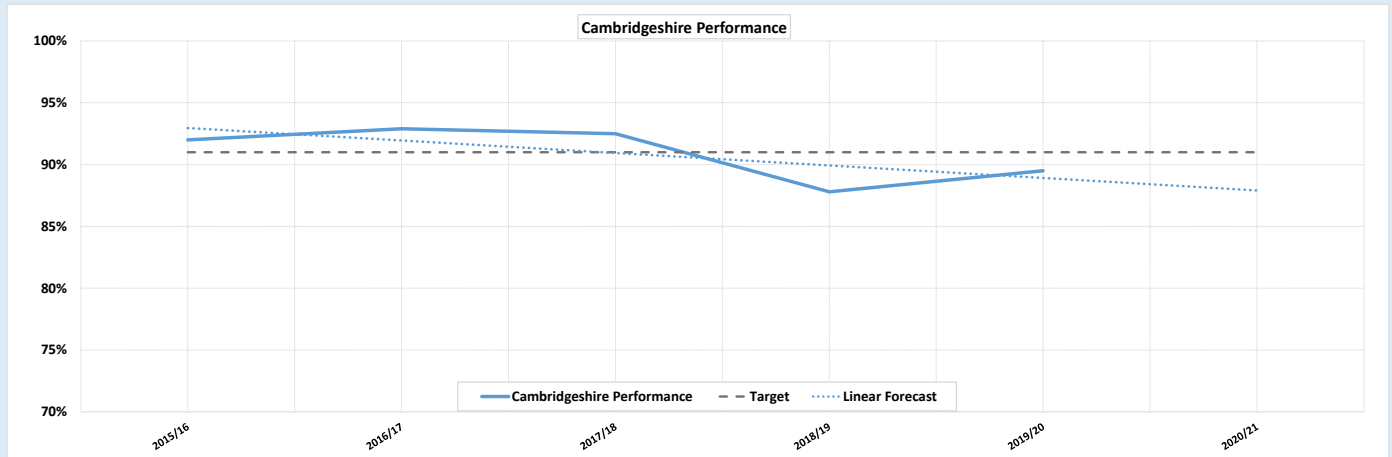
Where:

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

Return to Index

Jun 2020

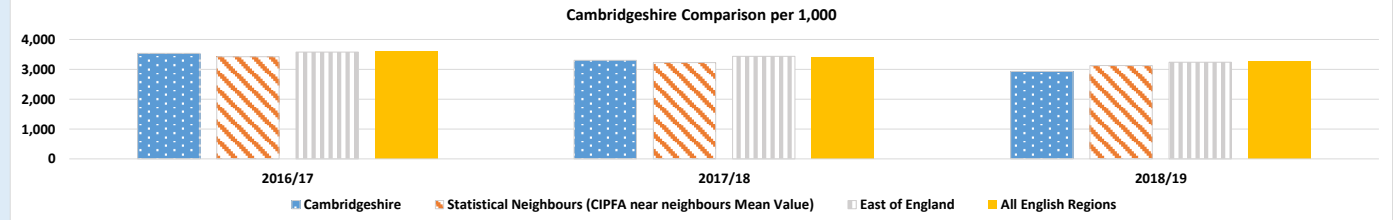
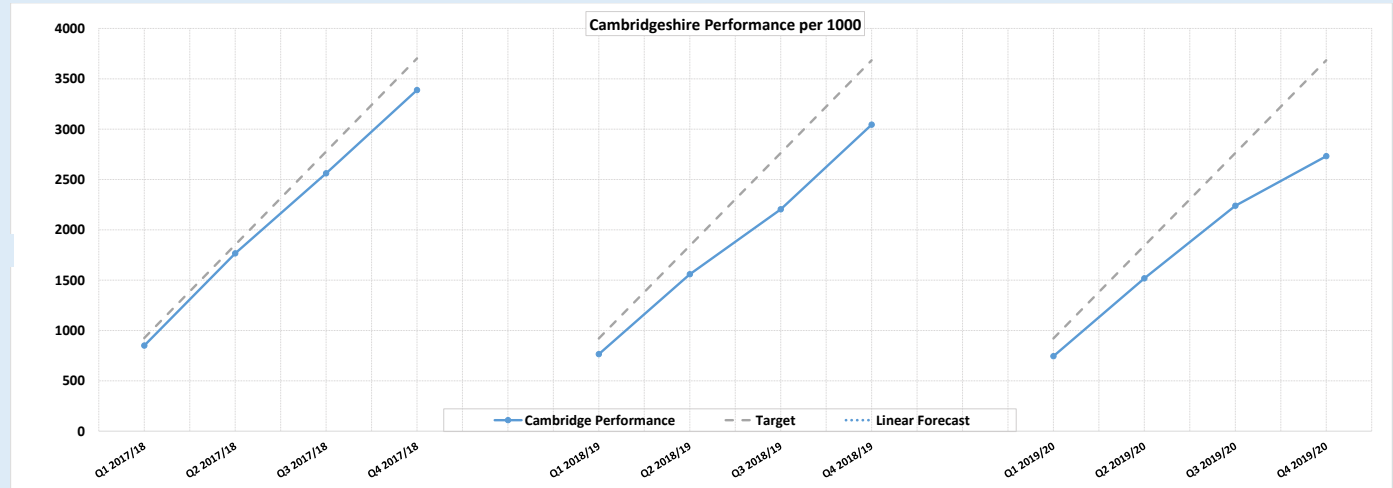
Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
3,684	↑	2,731	2,239	NA

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

Q3 - 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.

Qtr 4 - the Coronavirus pandemic forced all libraries to close with effect from 23rd March 2020. Library staff were furloughed soon after. Therefore no visitor data has been recorded for March. It is highly probable that the events data is under recorded for the same reason.

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

Actions

Useful Links

Contextual



442,853

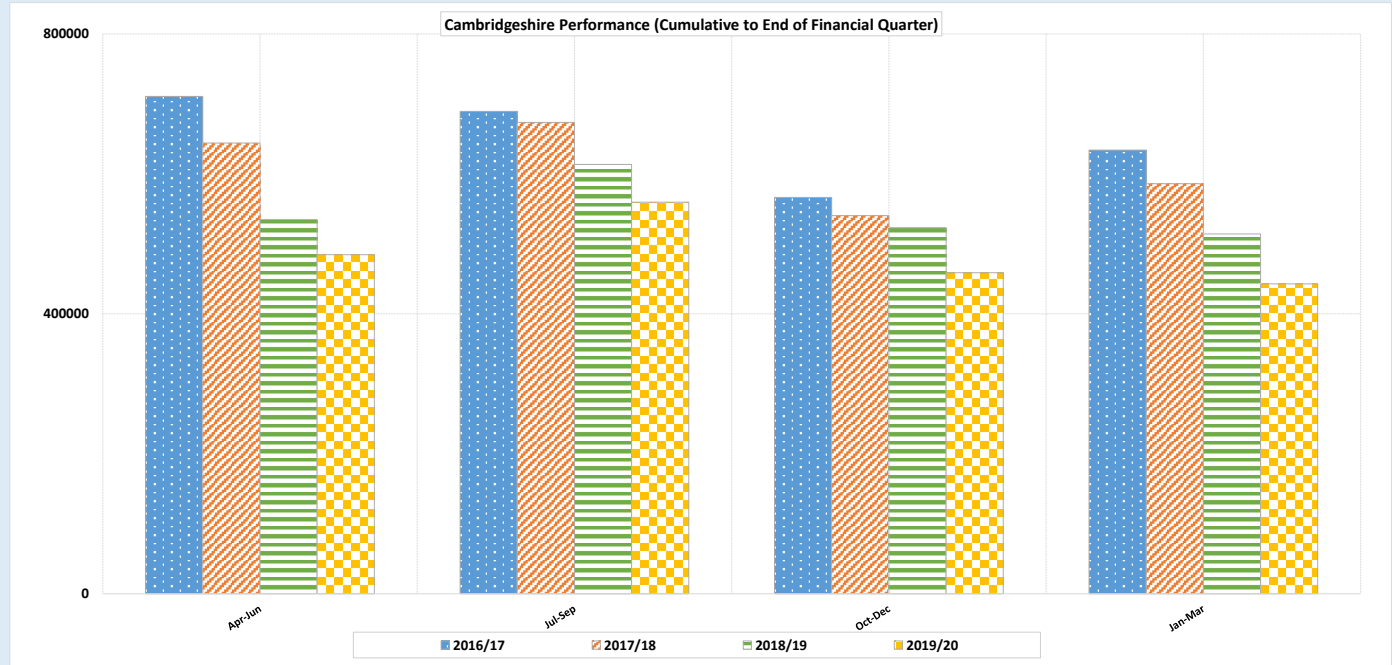
458,700

Declining

Contextual

**Indicator Description**

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



**Commentary**

Qtr 4 - the Coronavirus pandemic forced all libraries to close with effect from 23rd March 2020. Library staff were furloughed soon after. Therefore no visitor data has been recorded for March. It is highly probable that the events data is under recorded for the same reason.

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

**Actions**

Contextual



60.0

62.6

Improving

59.5

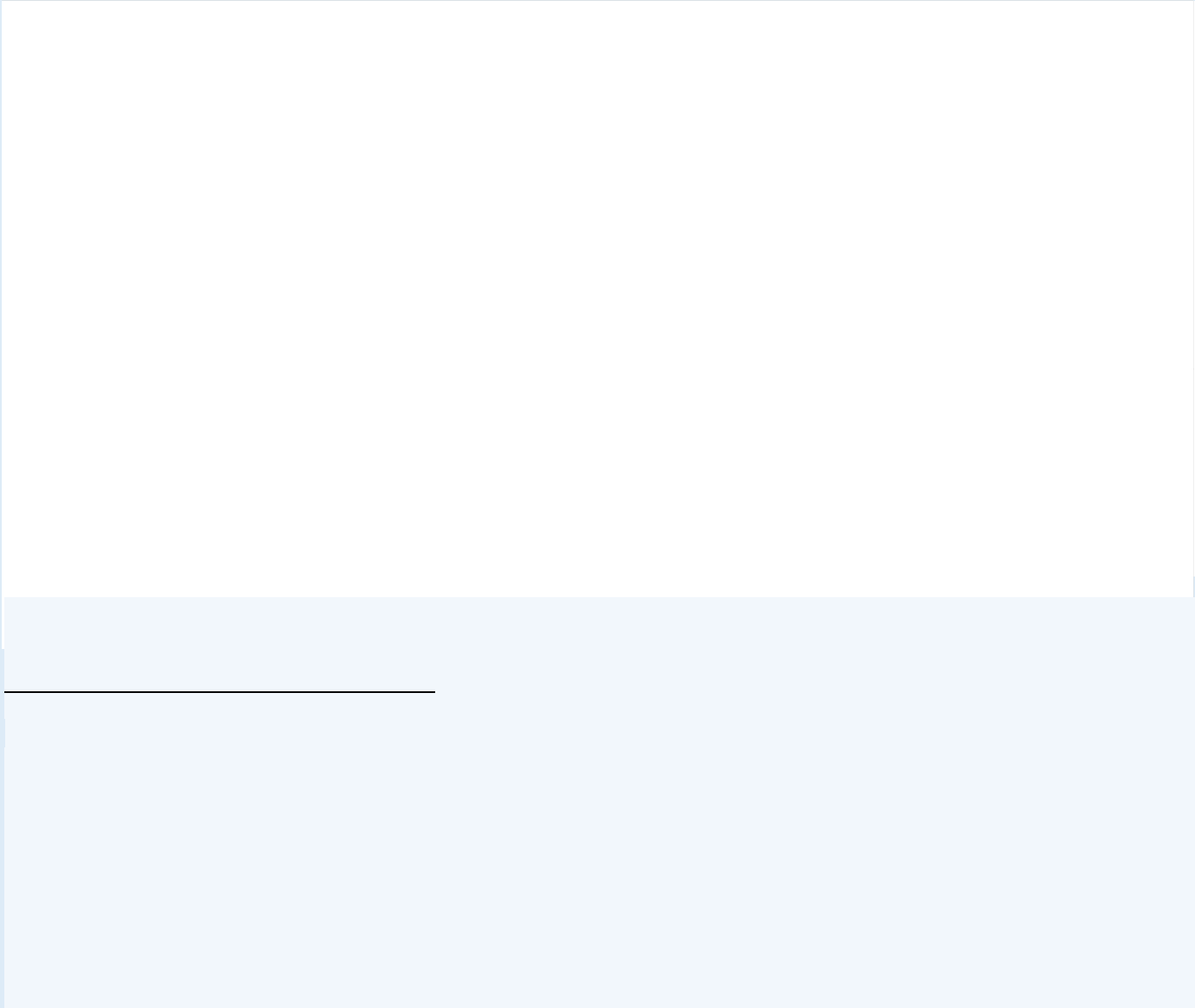
71.5

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



1852

1386

n/a

B

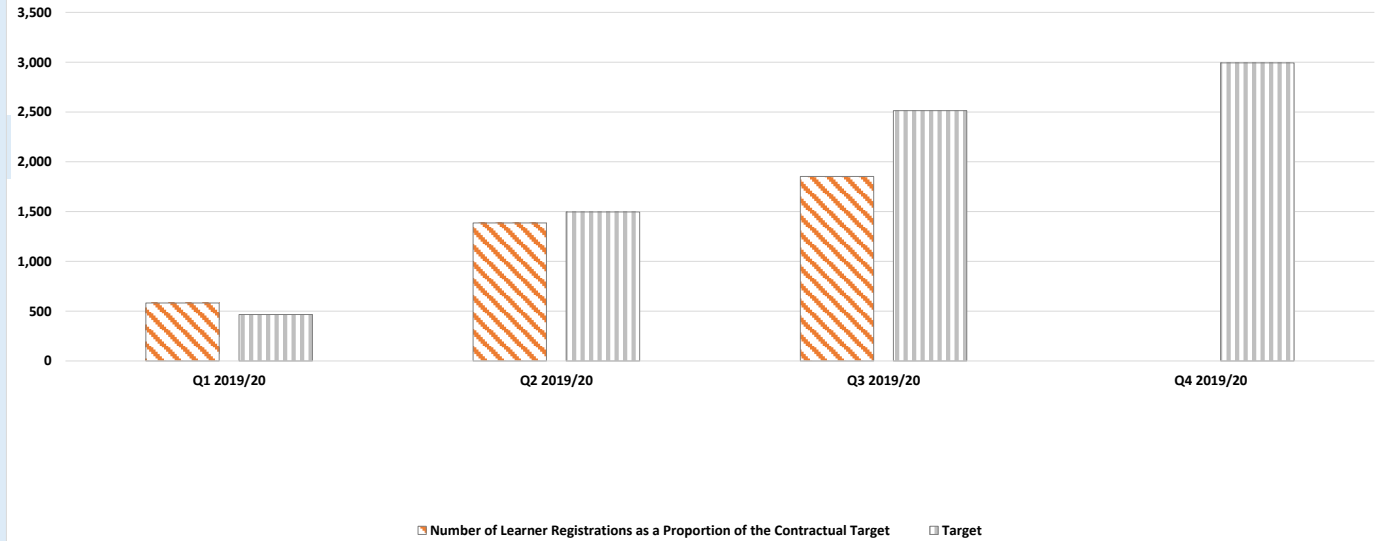
**Indicator Description**

Note: Q1 commences in August.

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

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

Cambridgeshire Performance



**Commentary**

Q2 is slightly below target, however an action plan has been implemented to catch up and hit profile. Q3 actual is below target as enrolments planned for April could not take place due to COVID-19 lockdown on education.

99%  93% **93.0%** **Unchanged**

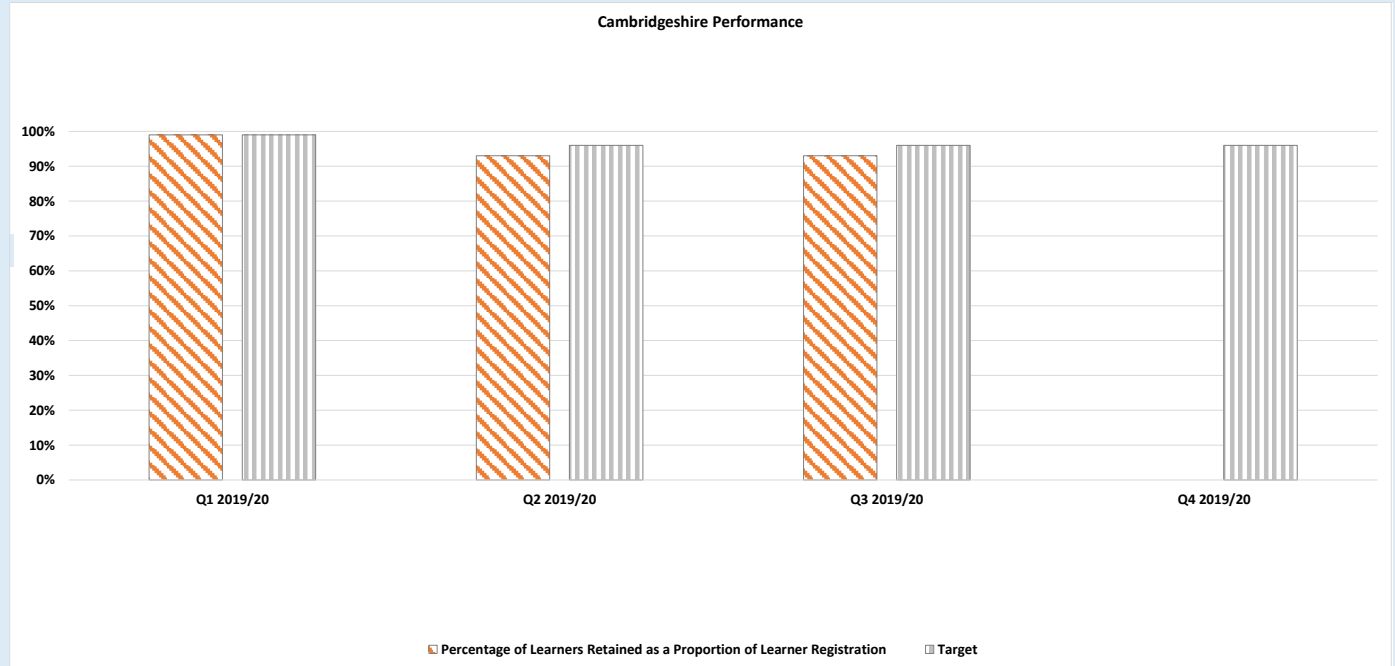
**A**

**Indicator Description**

Note: Q1 commences in August.

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 number of course enrolments where the course was fully attended, out of the total enrolments.



**Commentary**

Q3 is for period Feb 20 - April 20 - retention figure is below as a number of courses were cancelled due to the COVID-19 education lockdown.

Previously reported target percentages have been updated by the service.

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	NA	28.67	26.26	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 19th May 2020 and is correct as of that date.

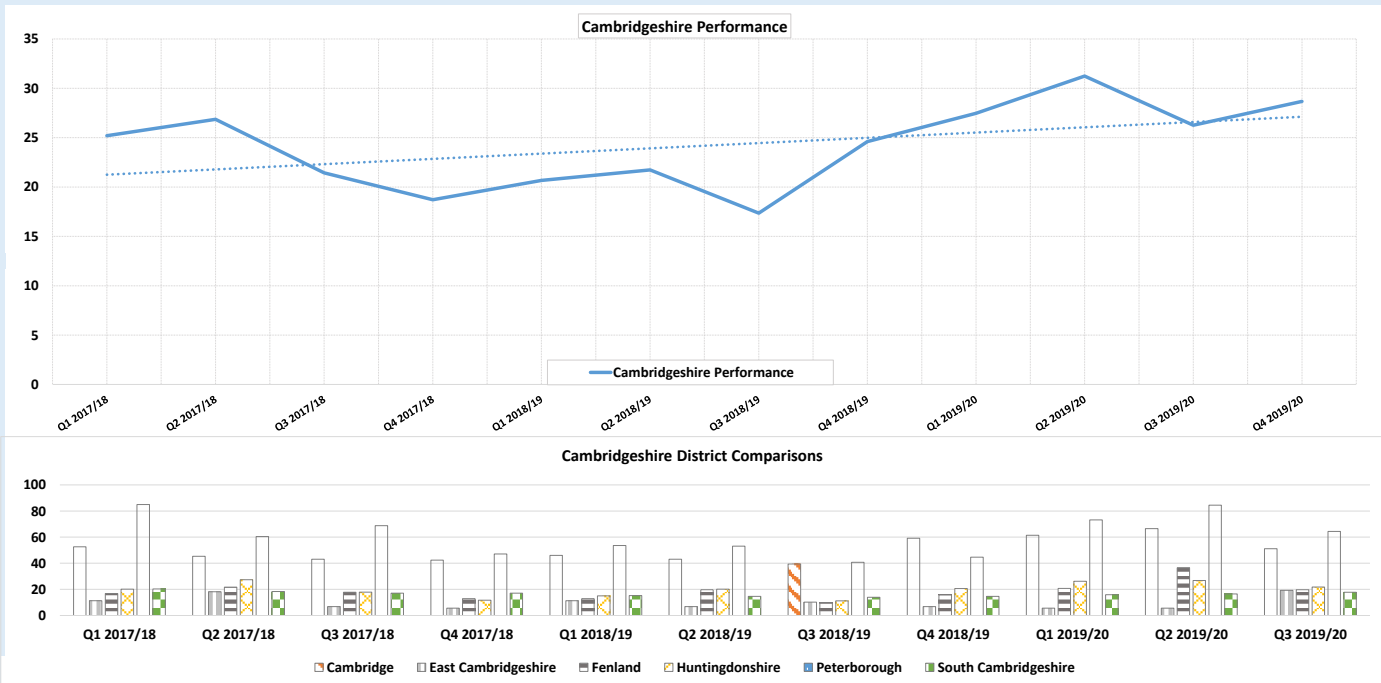
In May 2018 Cambridgeshire Constabulary went live with a new IT system called Athena, this means that data on crimes from that date (23rd May 2019) is subject to recording and extraction methods that are not identical to the previous system.

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 and Peterborough mid-2018 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**

March showed quite an increase in hate. Notably Race hate (the most highly reported in any event) – which can be attributed in part to the Coronavirus and to hate against people perceived to be Chinese. Most of these reports were in the South – in Cambridge. Most perpetrators were unidentifiable. These were random incidents where young adults and teens (mostly) took advantage of lone people who were perceived to be Chinese and or Italian. Incidents ranged from shouting to lower level assaults.

We saw an increase in Anti-Semitic leafleting in St Neots area - which was attributed to one perpetrator who was arrested. The investigation continues.

It can be noted that during times of extreme uncertainty such as now, during a pandemic, some people look for scapegoats and/or theories in order to blame or explain. Looking for reasons for the pandemic – a few revert back to prejudices such as blaming specific communities for the deliberate spread of the disease.

Previously reported figures have been updated in reference to mid-2018 population estimates.

**Actions**

Contextual	NA	36.00	35.00	NA
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Contextual

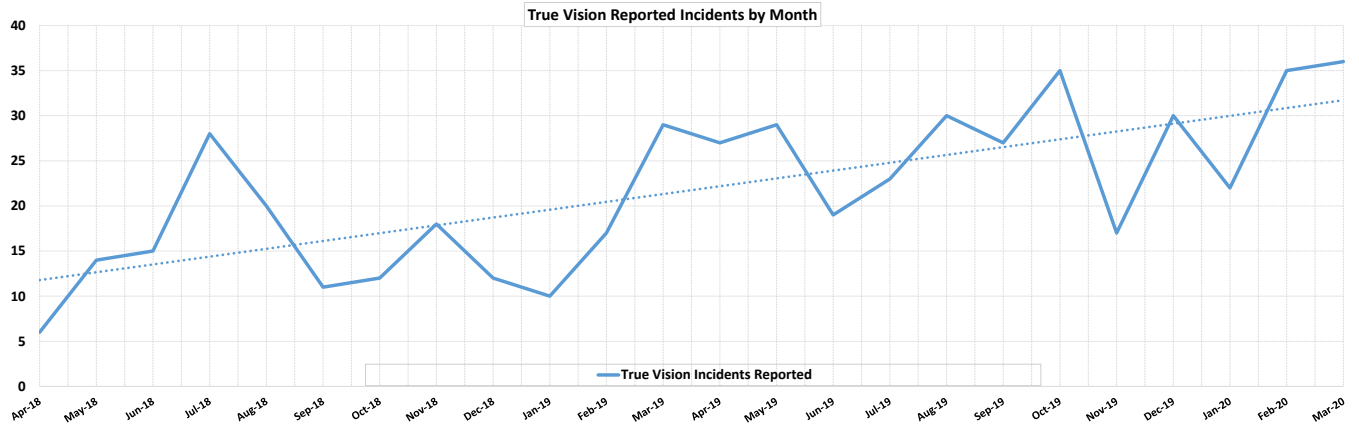
**Indicator Description**

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**

It can be noted that during times of extreme uncertainty such as now, during a pandemic, some people look for scapegoats and/or theories in order to blame or explain. Looking for reasons for the pandemic – a few revert back to prejudices such as blaming specific communities for the deliberate spread of the disease.

Manifestations of hate remain very low compared to other forms of reported crime. We would always urge people to report – even if there is very little perceived chance of police action. It is crucial to know what is happening in our communities so if you could encourage reporting we would be grateful.

**Actions**

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

**Indicator Description**

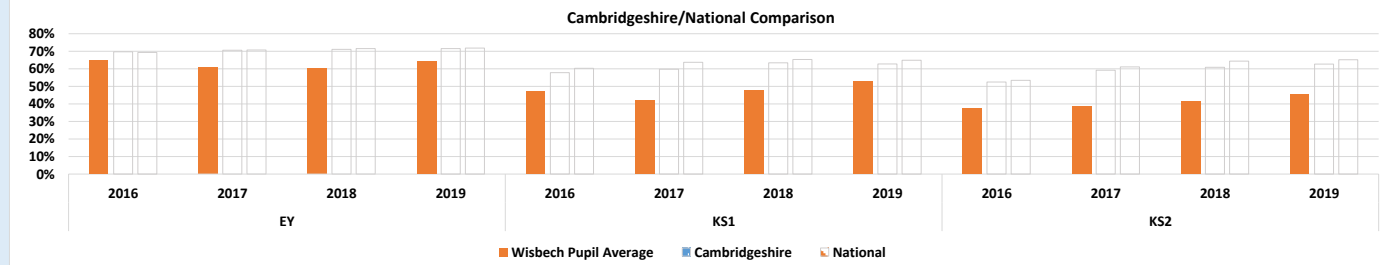
Statistics for Wisbech based on a weighted average by cohort numbers for pupils in the below schools.

- 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

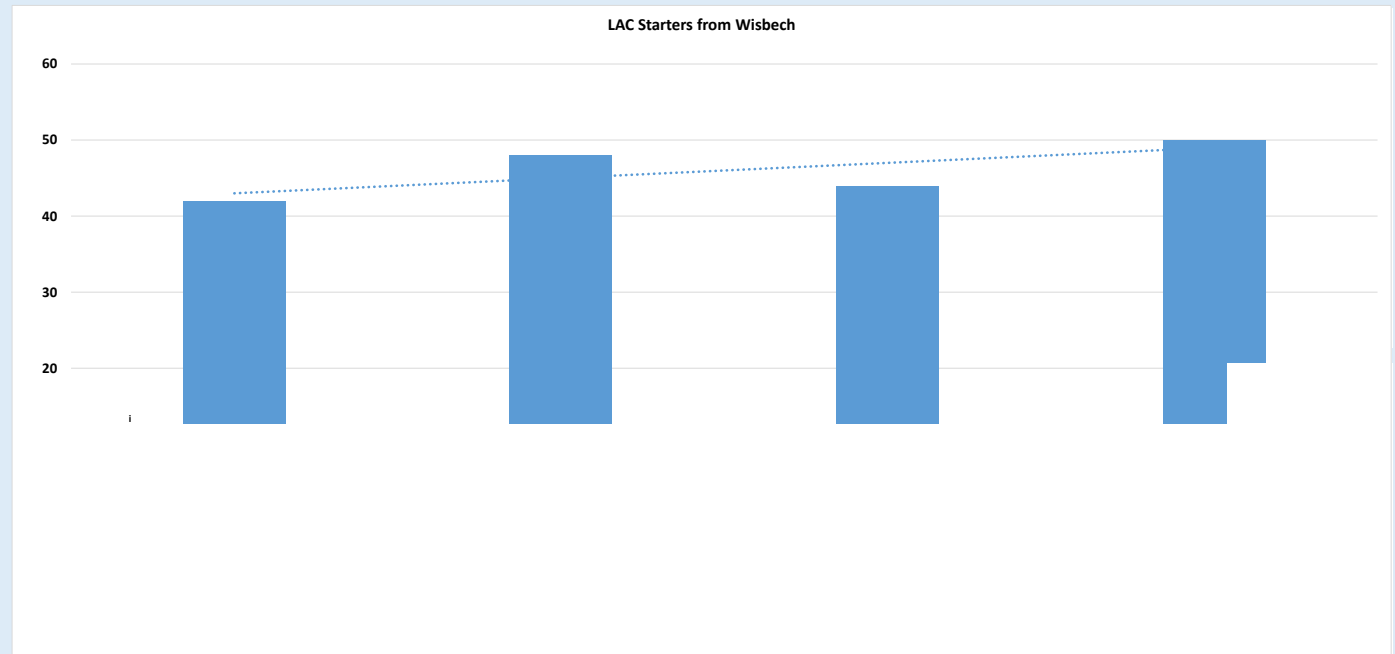
RAG Rating

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.



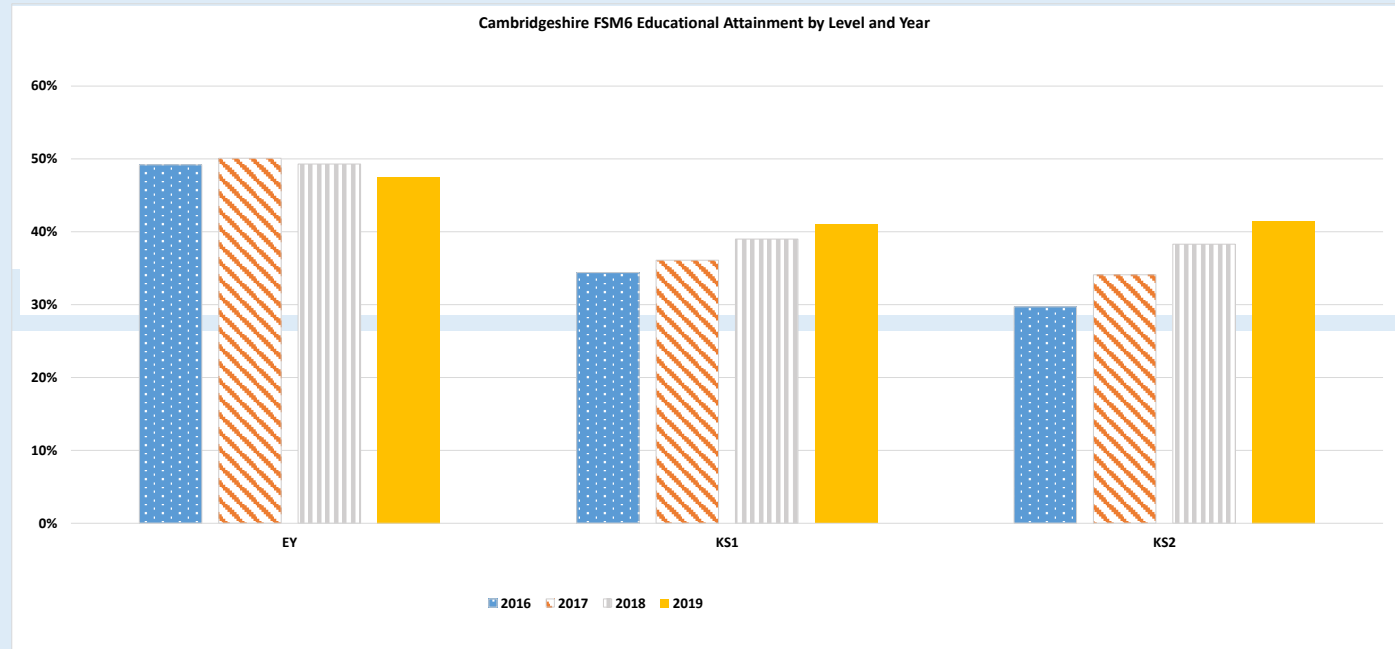
**Commentary**

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

**Useful Links**

**Actions**

	Direction for Improvement	Current Year	Previous Year	Change in Performance
EY	↑	47.50%	49.30%	Declining
KS1	↑	41.00%	39.00%	Declining
KS2	↑	41.50%	38.30%	Declining



**Indicator Description**

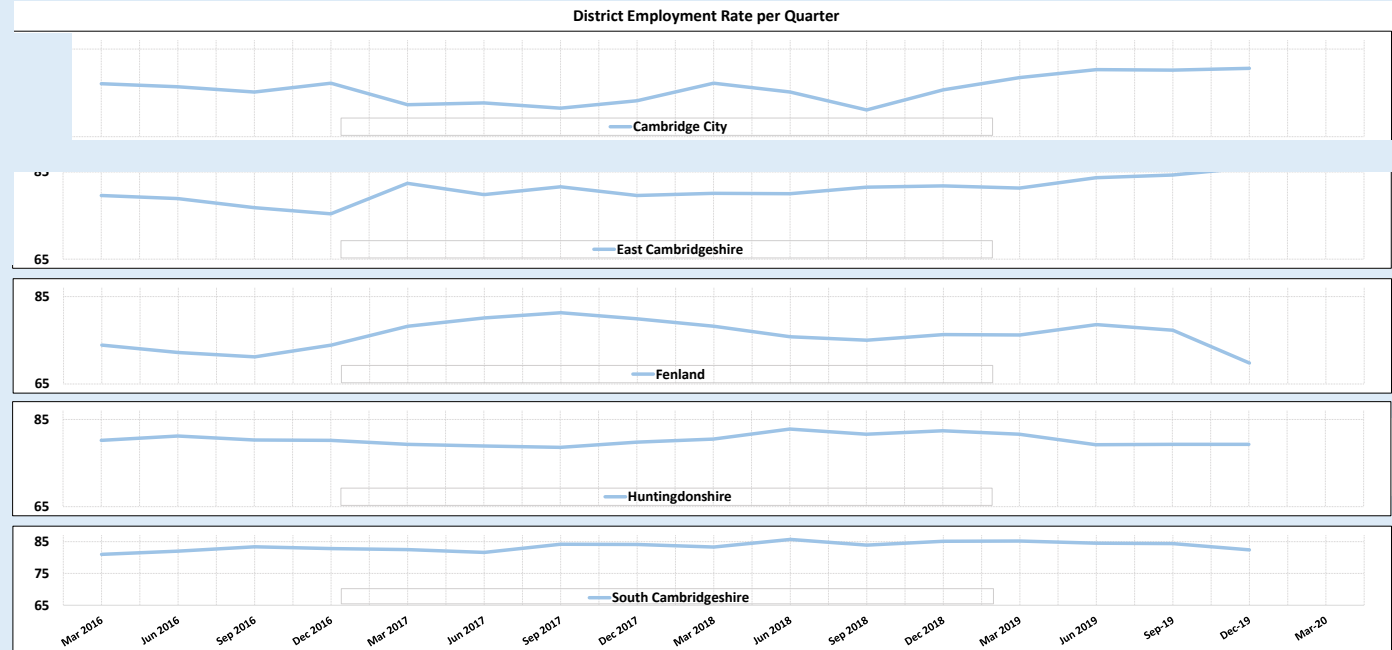
For Early Years (EY), attainment is measured by the percentage of students who have achieved the expected 'Good Level of Development' (GLD).

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.

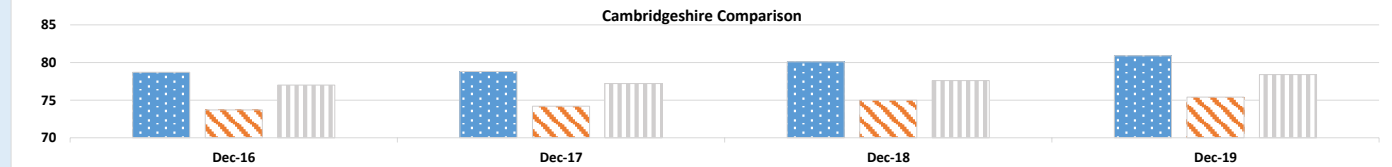


**Indicator Description**

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/>

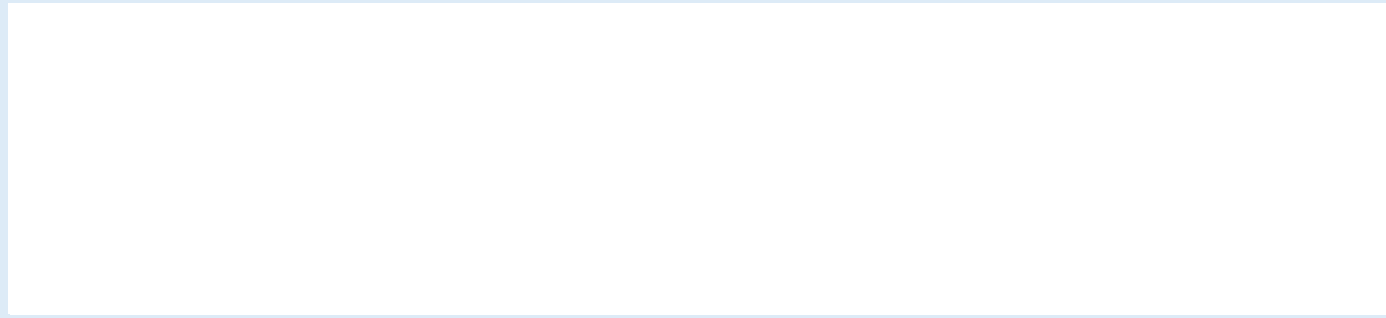
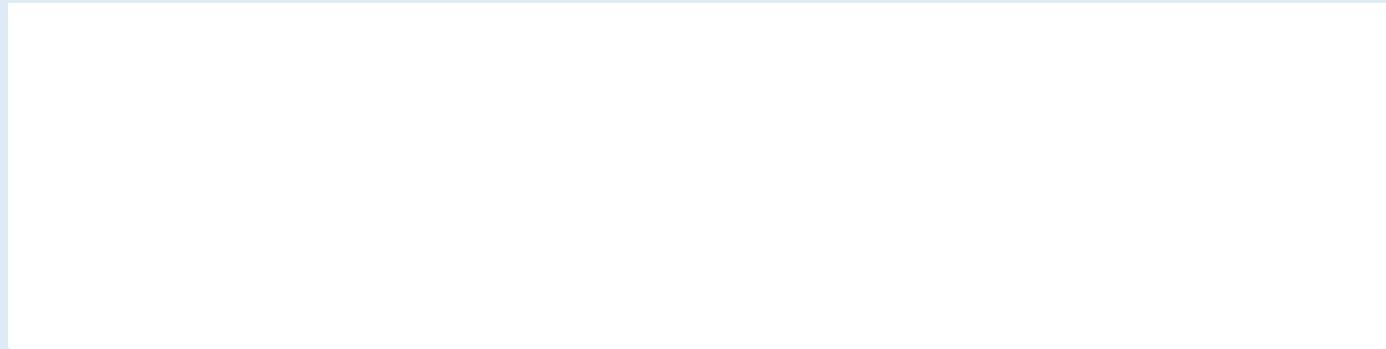


No. Events	↑	1,145	1,414	Declining
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Attendance	↑	14,685	19,202	Declining
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**Indicator Description**

Events (activities) and attendance data includes both adults' and children's events.



**Commentary**

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.

Qtr 4 - the Coronavirus pandemic forced all libraries to close with effect from 23rd March 2020. Library staff were furloughed soon after. Therefore no visitor data has been recorded for March. It is highly probable that the events data is under recorded for the same reason.

**Actions**

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

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 to 'RISE' from 2019/20 Q3.

**Useful Links****Commentary**

Referrals to the IDVA Service are by professionals only with nearly 90% coming from the police. These are predominately high risk cases scoring 14 or above (17 from January 2020) on the DASH risk assessment or referred as high risk on professional judgement, escalation or repeat. Specialist IDVAS also receive standard and medium risk referrals for clients from the A8 Eastern European countries, hospital referrals and for young people aged 13-19.

Although a low repeat rate is desired a certain level of repeats is seen as a positive as it can mean that clients are following their safety plans and calling the police if needed. Engagement with the IDVA Service is also voluntary and a number of repeats will be for clients that have chosen not to engage with the service.

The group work offer has reduced during 2020/21 and the course offer now only includes the IMPACT course for young people and the RISE course offered by Early Help.

**Actions**

Indicator 199: The Number of Referrals and the Number of Repeat Referrals to the Domestic Violence Perpetrator Panel

Return to Index

Jun 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
Contextual	↓	44.00	67.00	Improving

RAG Rating

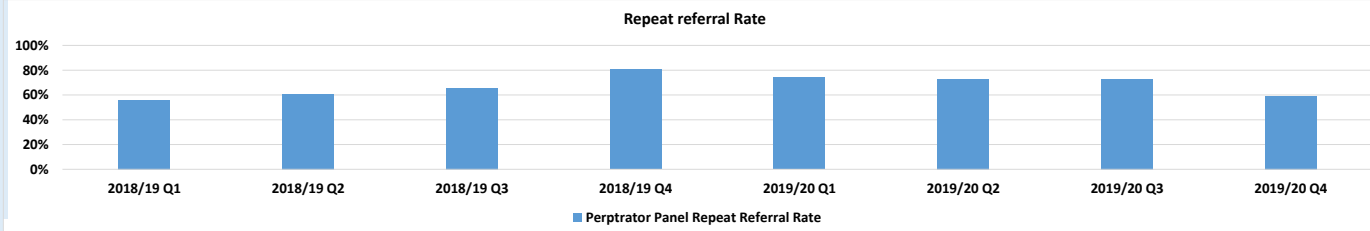
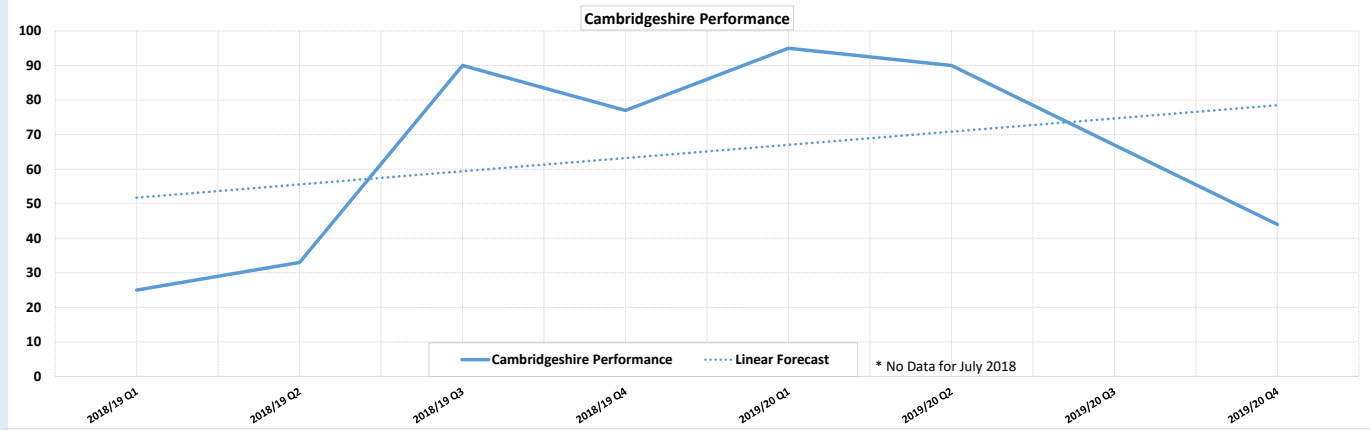
Contextual

**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**

Referral to the DV Perpetrator panel are made through the police RFG and others referrals on professional judgement. Repeat rates are high due to perpetrators remaining on the agenda until the risk has reduced.

Quarter 4 figures are lower due to the panel being cancelled in February 2020. From March onwards there will be a decrease in the number of cases heard compared to the previous months. This is because the process was amended slightly and the cohort now only focuses on the top 10 highest risk DV Perps for that month (as scored by the RFG matrix) with scope for an additional 5 to be entered by professional judgment across the partnerships.

**Actions**

**Useful Links**

Placeholder for useful links.

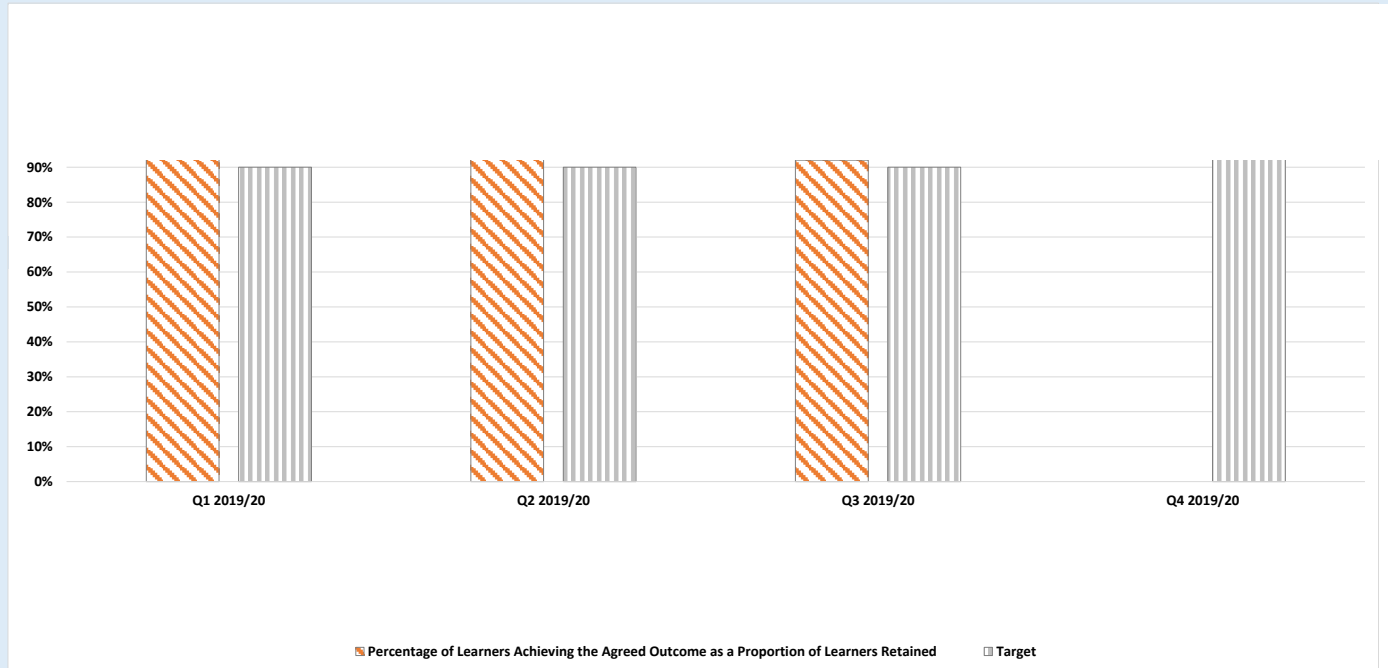
Direction for Improvement	Previous Month	Change in Performance
95% ↑	92%	Declining

A

**Indicator Description**

The % of learners achieving the agreed outcome is as a proportion of retained enrolments only. Retained enrolments refer to where there was full course attendance.

The % refers to the number of retained enrolments where the agreed outcome/course criteria was met, out of all retained enrolments.



**Commentary**

Data now inputted for each quarter, including both target and actual. Q3 was upto the end of April 20. The drop in performance is linked to a number of courses that assessments could not be sat due to COVID-19 lockdown.

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

A

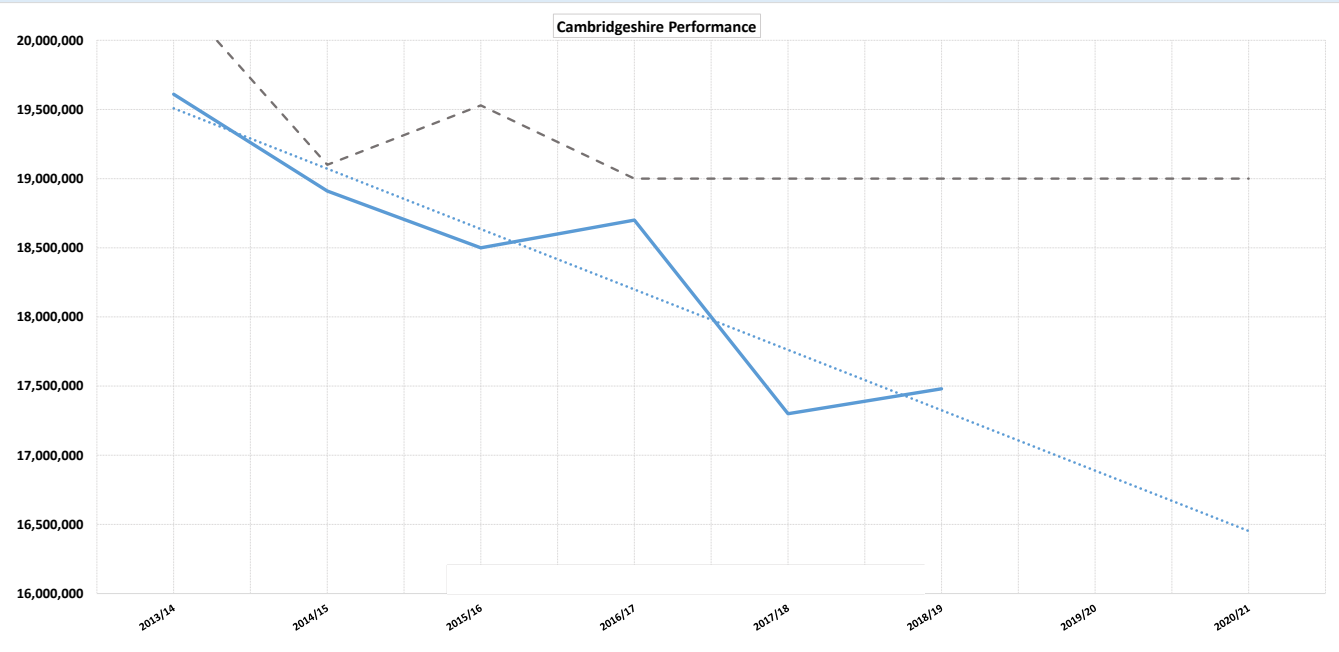
**Indicator Description**

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. Responses from operators are received before the end of June and data is usually available in July.

**Actions**



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

RAG Rating

G

### Indicator Description

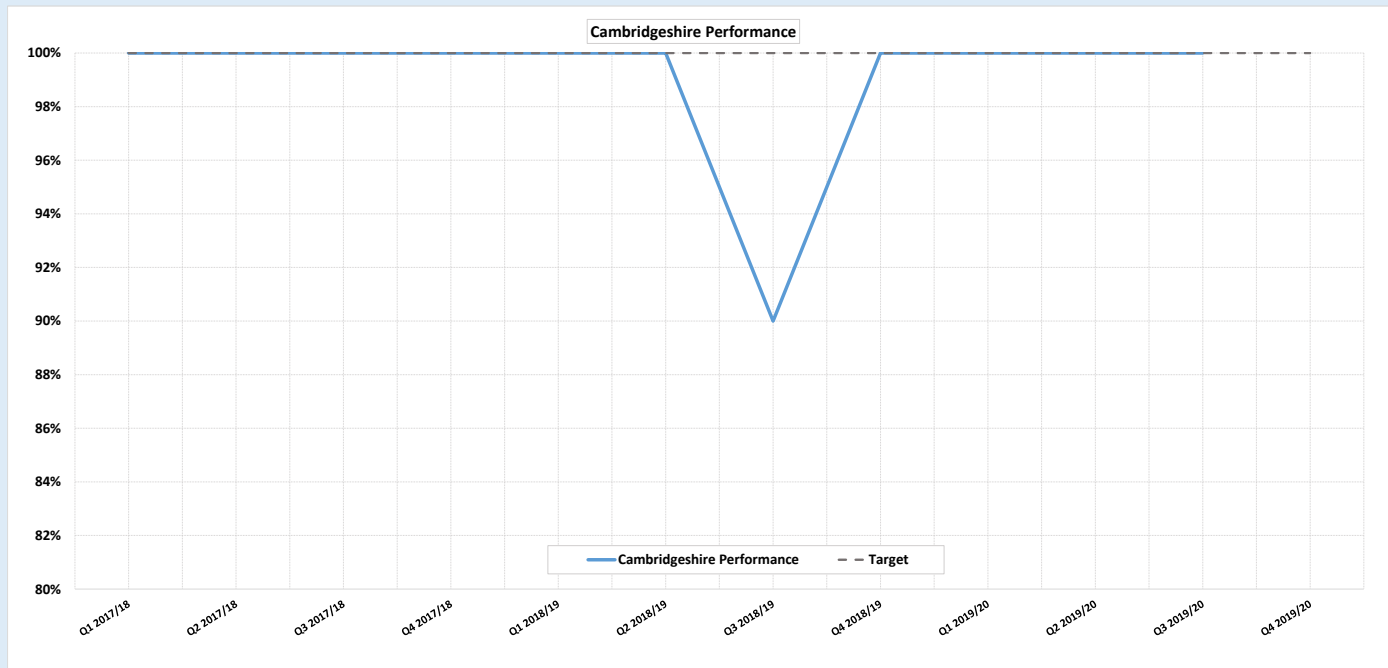
Key measure of operational flow in determining planning application

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

### Useful Links

#### Improving planning performance

Criteria for designation (revised 2018)  
Presented to Parliament pursuant to section 62B of the Town and Country Planning Act 1990.

[Improving planning performance - link](#)

### Actions

Indicator 32: Growth in cycling from a 2004/05 average baseline

Return to Index

Jun 2020

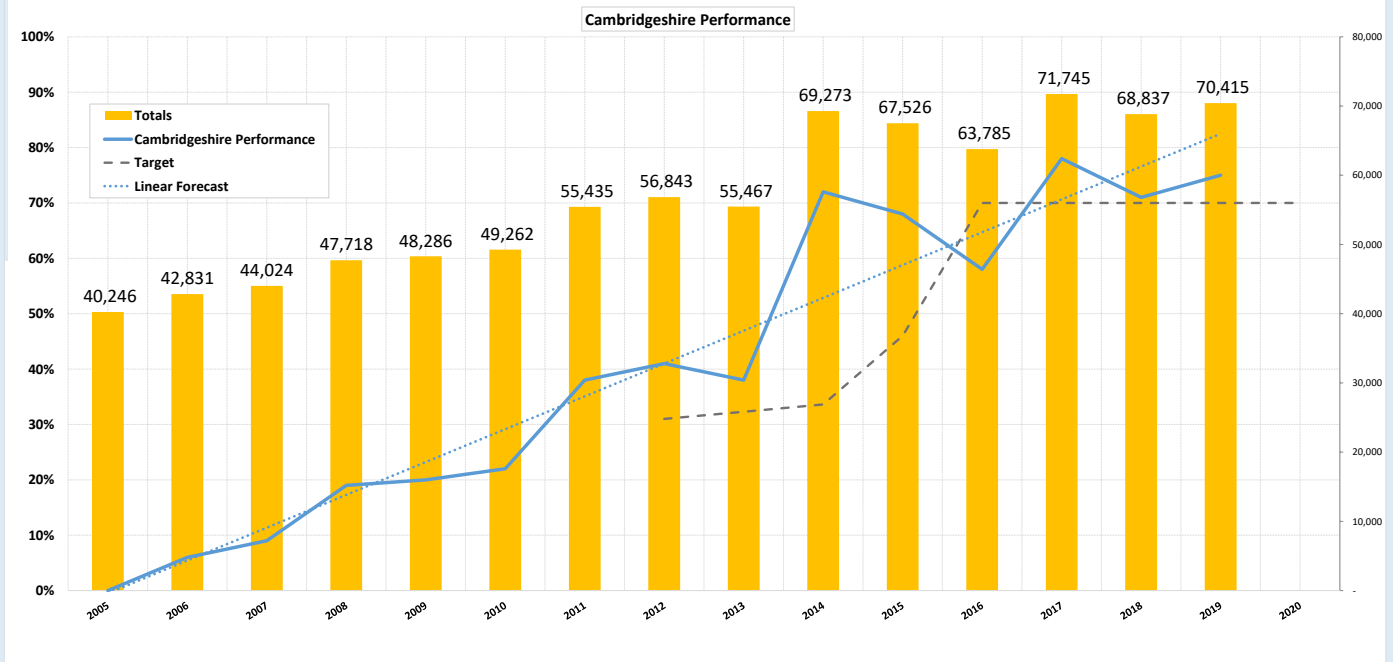
Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
70.0%	↑	75.0%	71.0%	Improving
RAG Rating				
B				

**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.



**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.

As this is an annual indicator there has been no change in the data since the Q3 2019-20 performance report was presented to the committee.

**Actions**

**Useful Links**

4.0    ↓    4.22    4.30    Improving

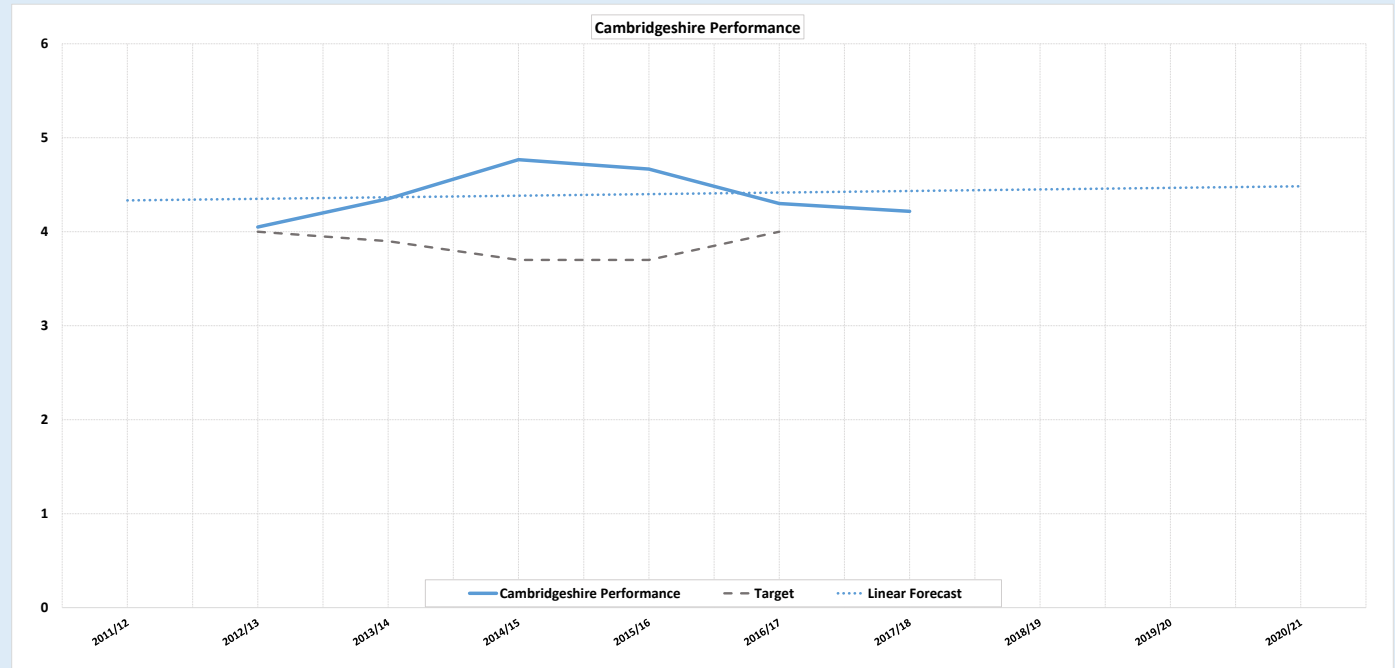
A

**Indicator Description**

Strategic measure of traffic reduction and management work.

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

**Useful Links**



**Commentary**

4.22 minutes per mile is the latest available figure for 2017/18, the average morning peak journey time per mile on key routes into urban areas in Cambridgeshire. This is better than the previous year's figure of 4.30 minutes.

The figure for Cambridge city is 4.8 minutes compared to the previous year's figure of 4.92 minutes in 2016/17.

The target for 2017/18 is to reduce this to 4 minutes per mile.

All annual figures have now been adjusted using the new Highways Analyst software so all calculations use the same methodology.

**Actions**

Contextual



26.9%

26.3%

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

Contextual



3.8

4

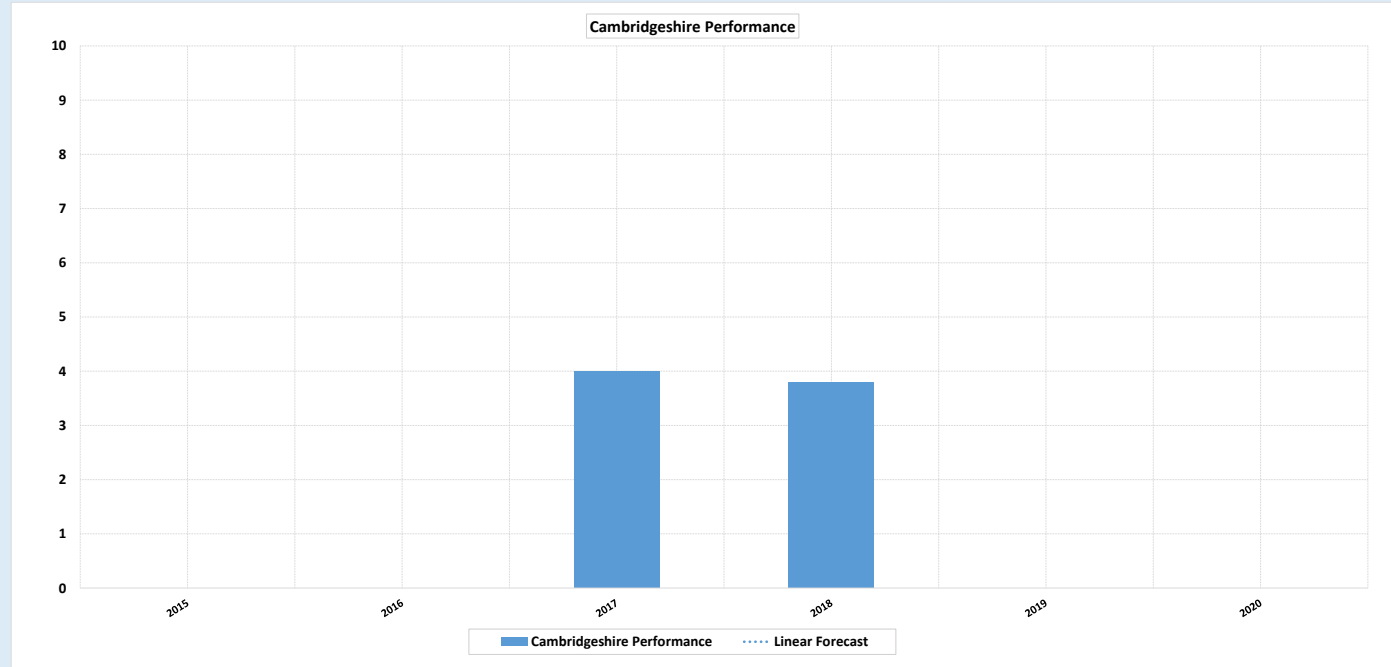
Improving

Contextual

**Indicator Description**

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

**Useful Links**



**Commentary**

3.78 minutes per mile is the latest available figure for 2017/18, the average afternoon peak journey time per mile on key routes out of Cambridgeshire. This is better than the previous year's figure of 4 minutes.

The figure for Cambridge city is 4.36 minutes compared to the previous year's figure of 4.77 minutes in 2016/17.

All annual figures have now been adjusted using the new Highways Analyst software so all calculations use the same methodology.

**Actions**

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	↓	202,233	202,155	Declining

RAG Rating

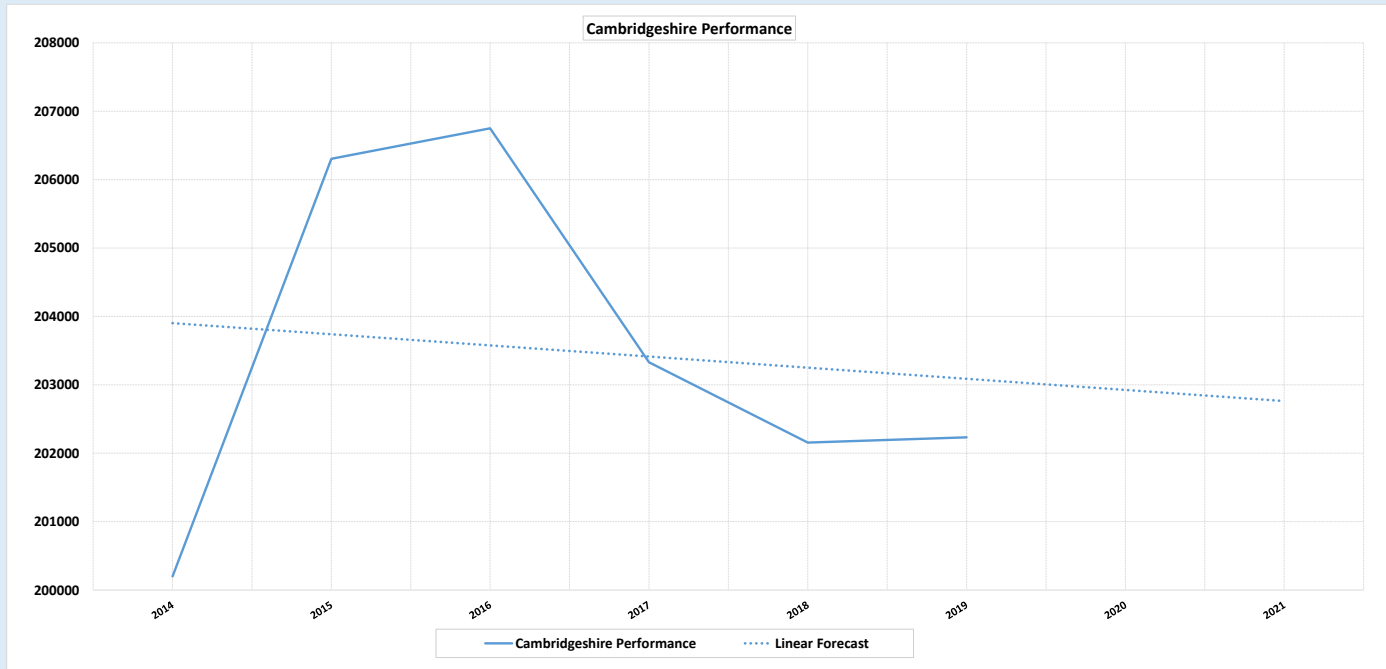
Contextual

**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 2019, there were 202,233 motor vehicles entering and leaving Cambridge per 12-hour day (7am to 7pm). This was a slight increase in the previous year.

This is an annual indicator. The 2020 data should be available in November.

**Useful Links**

**Actions**

Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	↓	19,383	56,960	Improving

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.

**Useful Links**

The surveys were conducted during the COVID-19 lockdown.

**Actions**

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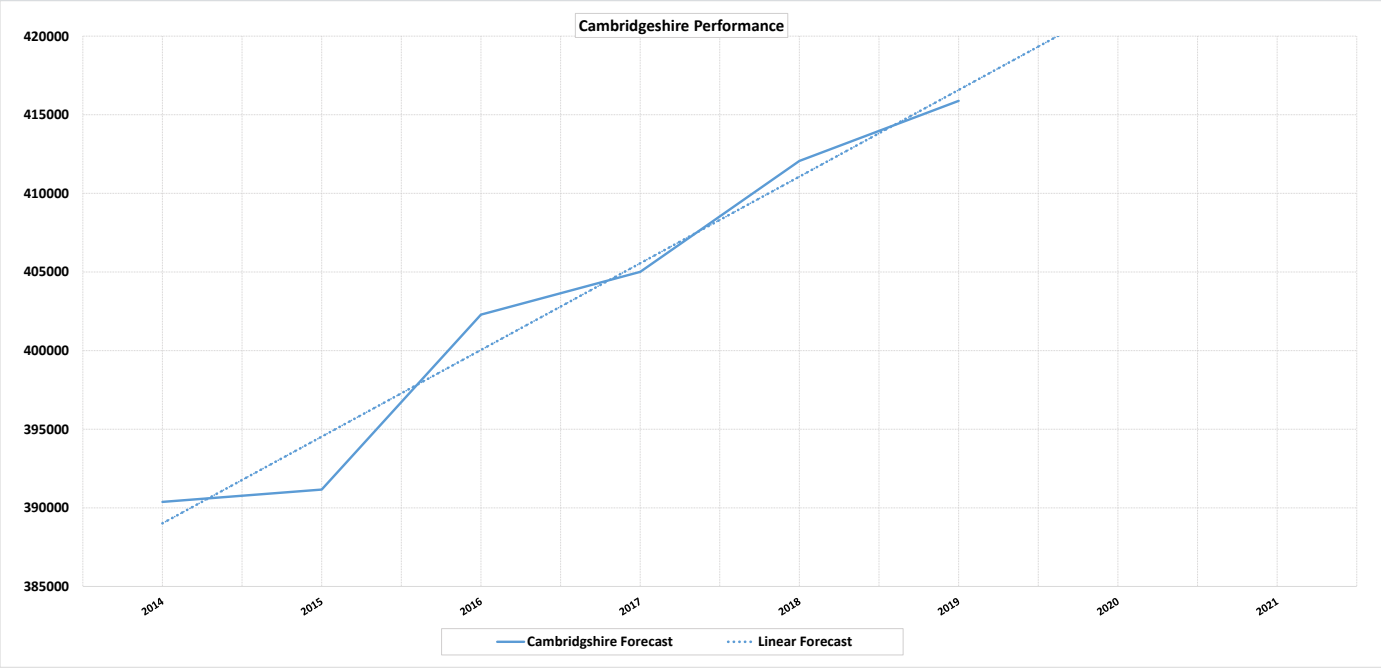
Target	Direction for Improvement	Current Year	Previous Year	Change in Performance
Contextual	↓	415,884	412,060	Declining

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.

**Useful Links**



**Commentary**

The numbers of motor vehicles entering and leaving the nine market towns per 12-hour day in 2019 were: Huntingdon 78,208, Wisbech 68,239, St. Neots 57,771, St. Ives 50,430, Ely 46,074, March 37,329, Whittlesey 36,441, Ramsey 20,075 and Chatteris 21,317. There was an increase in total motor vehicles entering and leaving the nine market towns in 2019, up 0.9% compared to 2018.

This is an annual indicator. New data is usually received at the end of November, early December.

**Actions**



Contextual



55.40%

55.28%

Improving

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

3.0%    ↓    3.0%    2.7%    Declining

A

**Indicator Description**

Principal roads where maintenance should be considered.

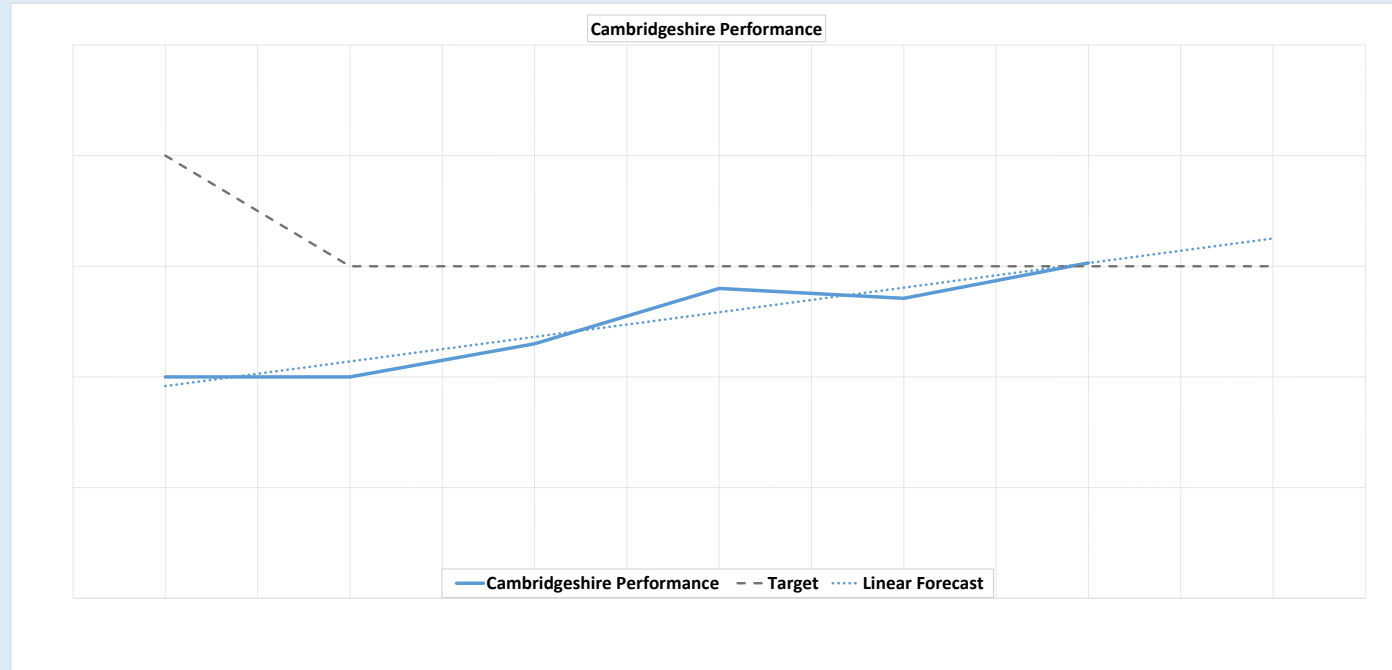
This is the percentage of the local authority's A-roads (principal roads) carriageways where maintenance should be considered. This indicator was reported as NI 168, and is an updated version of the former Best Value Performance Indicator (BVPI) 223 (formerly BVPI 96). Note that there are some differences 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

**Useful Links**



**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.

Performance as measured by this indicator is achieved via maintenance schemes which are identified and delivered through the authority's asset management approach to maintaining the highway network. This approach is detailed in the Highway Asset Management Policy, Strategy and the Highway Operational Standards as approved by H&I Committee on 10 March 2020.

**Actions**

0.0%	↓	-0.9%	-1.6%	Declining
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B

Based on a national data collection methodology.

Target: Not currently set  
Proposed target: 0%

The proposed target recognises both the importance of the A road network and that such roads are more likely to have been designed in accordance with underlying soil conditions.



Table with 5 columns and 1 row. The columns are labeled: 'The number of A roads in the Fenland area', 'The number of A roads in other areas of the County', 'The number of A roads in the Fenland area as a percentage of the total number of A roads in the County', 'The number of A roads in other areas of the County as a percentage of the total number of A roads in the County', and 'Difference'. The row is empty.

The number of A roads in the Fenland area	The number of A roads in other areas of the County	The number of A roads in the Fenland area as a percentage of the total number of A roads in the County	The number of A roads in other areas of the County as a percentage of the total number of A roads in the County	Difference

**Actions**

4.0% ↓ 3.7% 3.3% Declining

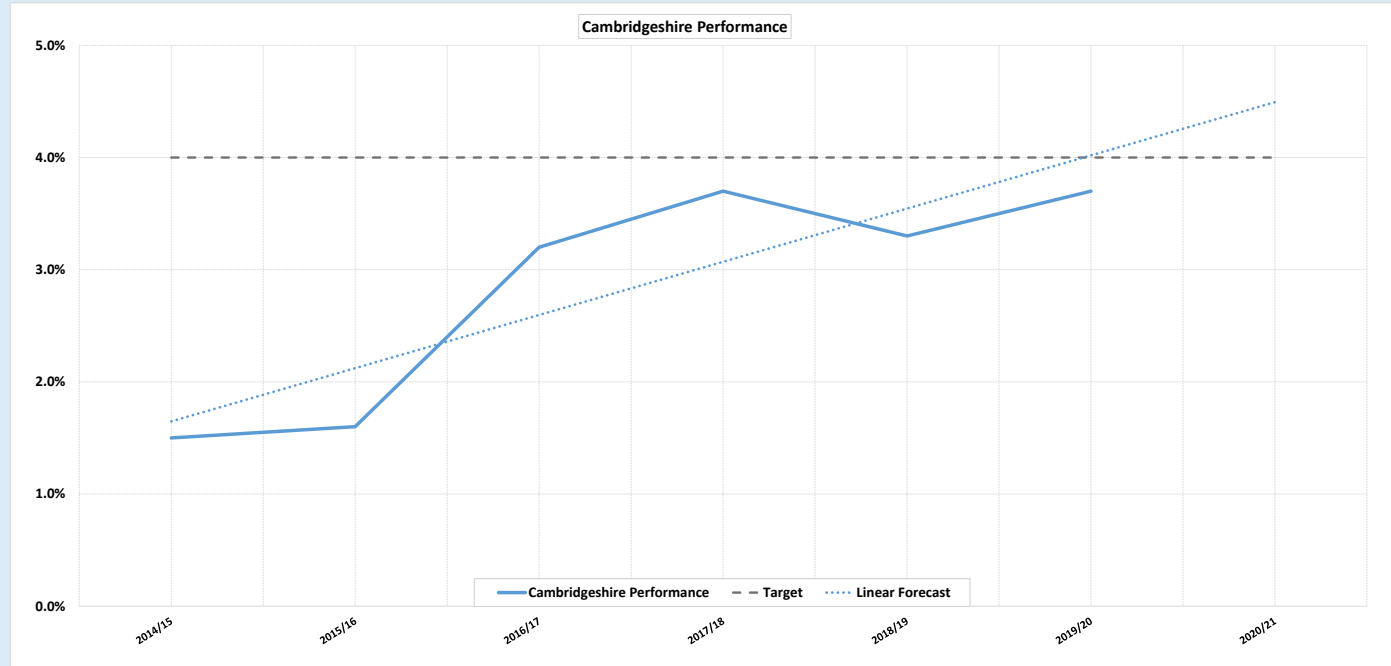
B

**Indicator Description**

Based on a national data collection methodology

Target: Not currently set  
Proposed target: 4%

The proposed target recognises that B class roads are less likely to have been designed and that a significant proportion of the county's B roads will have "evolved" over time, with limited regard to underlying soil conditions.



**Commentary**

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

The target is currently being achieved.

The prioritisation of maintenance schemes in accordance with the Authority's approved asset management policies is likely to achieve performance at or near the target level. To significantly exceed the target would require large scale investment, beyond that which is currently available to the Authority.

**Actions**

**Useful Links**

7.0% ↓ 6.6% 6.2% Declining

B

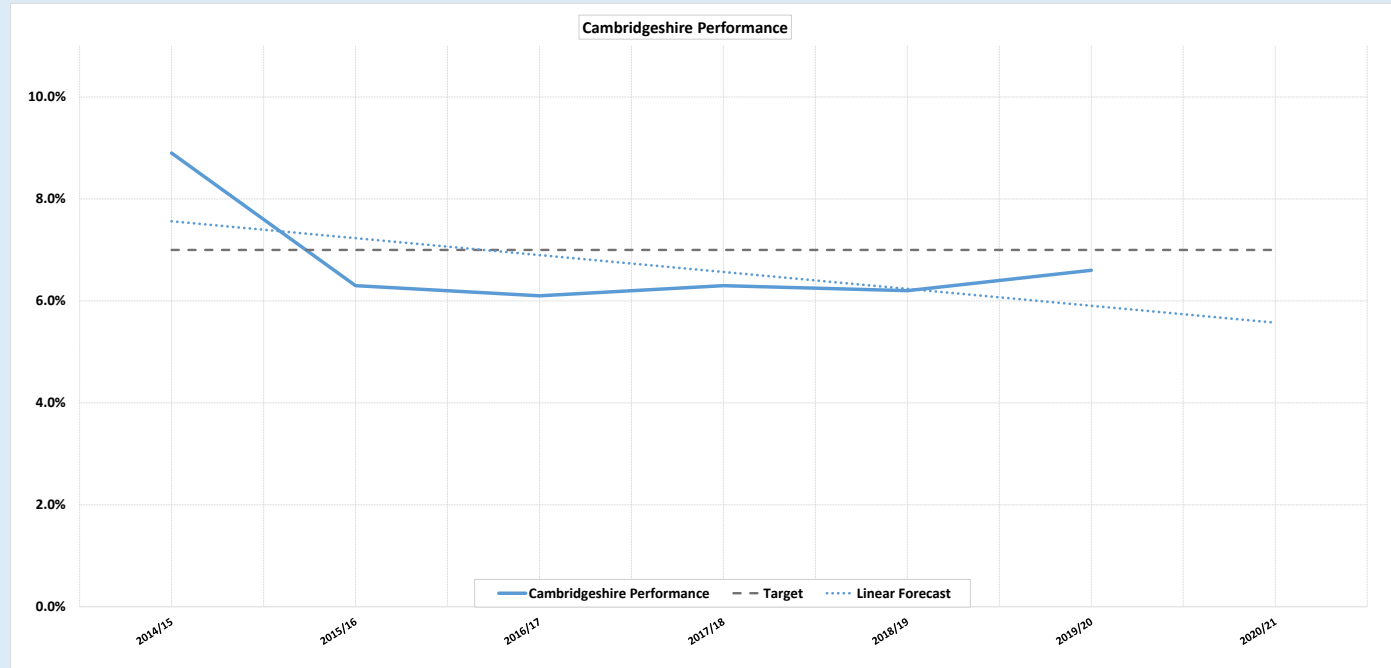
**Indicator Description**

Based on a national data collection methodology

Target: Not currently set  
Proposed target: 7%

The proposed target recognises that C class roads are unlikely to have been designed and will have "evolved" over time, with very limited regard to underlying soil conditions.

**Useful Links**



**Commentary**

Given that most (if not all) C class roads will have evolved and will not have been designed to address issues with underlying soil conditions, some difference in the overall condition of C roads in Fenland soil areas when compared to those in other areas is inevitable. This is reflected in the target of 7%.

The target is currently being achieved.

The prioritisation of maintenance schemes in accordance with the Authority's approved asset management policies is likely to achieve performance at or near the target level. To significantly exceed the target would require large scale investment, beyond that which is currently available to the Authority.

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.

**Actions**

8.0%



6.6%

6.1%

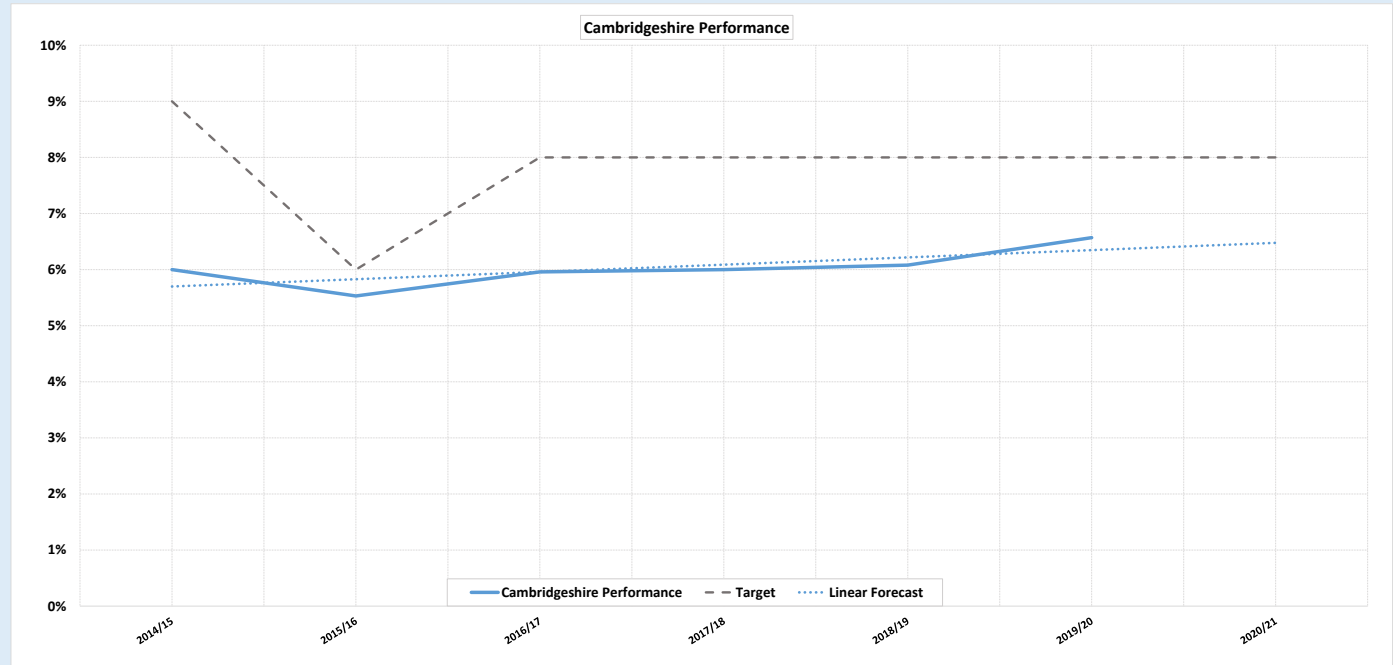
Declining

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**

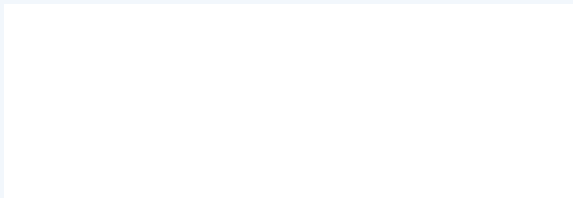
The actual figure has changed from last year's figure of 6.08% to 6.57%, but remains below the target of 8% for B and C class roads.

Performance as measured by this indicator is achieved via maintenance schemes being identified and delivered through the authority's asset management approach to maintaining the highway network. This approach is detailed in the Highway Asset Management Policy, Strategy and the Highway Operational Standards as approved by H&I Committee on 10 March 2020.

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**



Contextual



33.0%

29.0%

Declining

Contextual

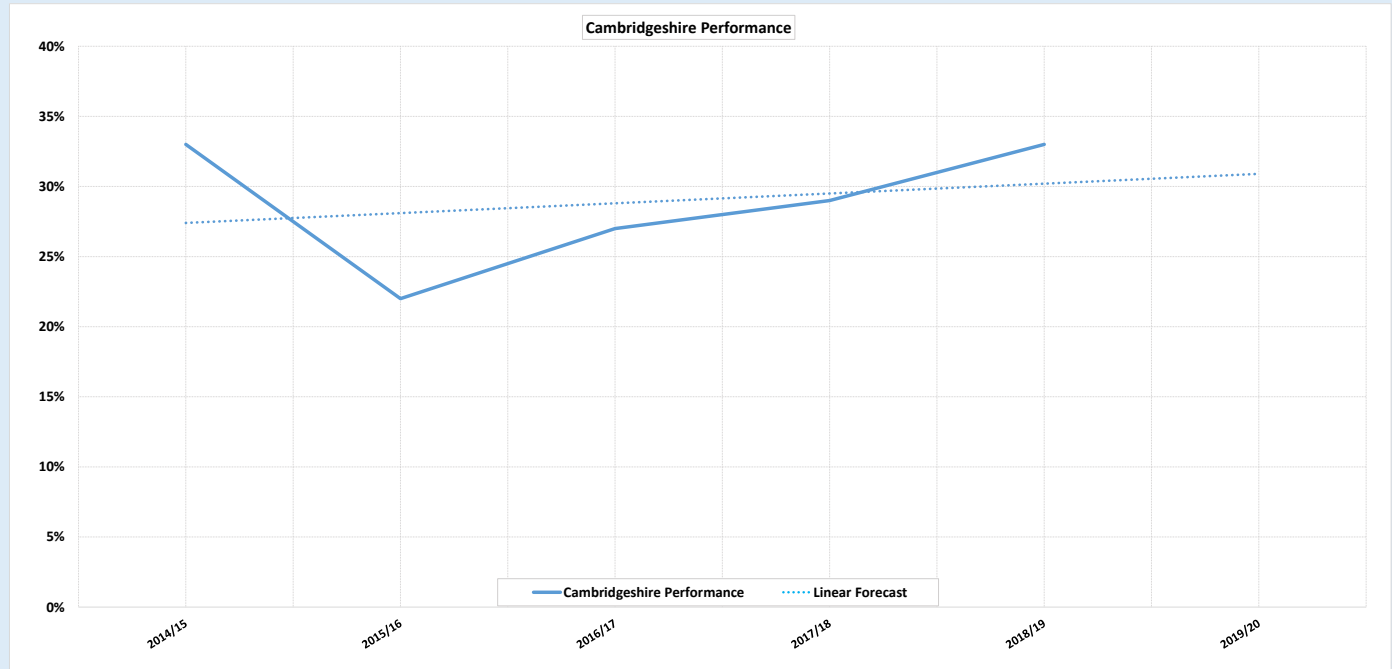
**Indicator Description**

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.

Performance as measured by this indicator is achieved via maintenance schemes being identified and delivered through the authority's asset management approach to maintaining the highway network. This approach is detailed in the Highway Asset Management Policy, Strategy and the Highway Operational Standards as approved by H&I Committee on 10 March 2020.

**Actions**

**Useful Links**



251



345

360

Improving

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.

The provisional 12 month total to the end of December 2019 has been updated as new data has been received. The 12 month rolling KSI total is now 345 compared to 360 in the previous update.

Provisional data shows that in December 2019 there were 2 fatalities and 17 serious casualties.

**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	↑	£328,136	£345,690	Declining
RAG Rating				
Contextual				

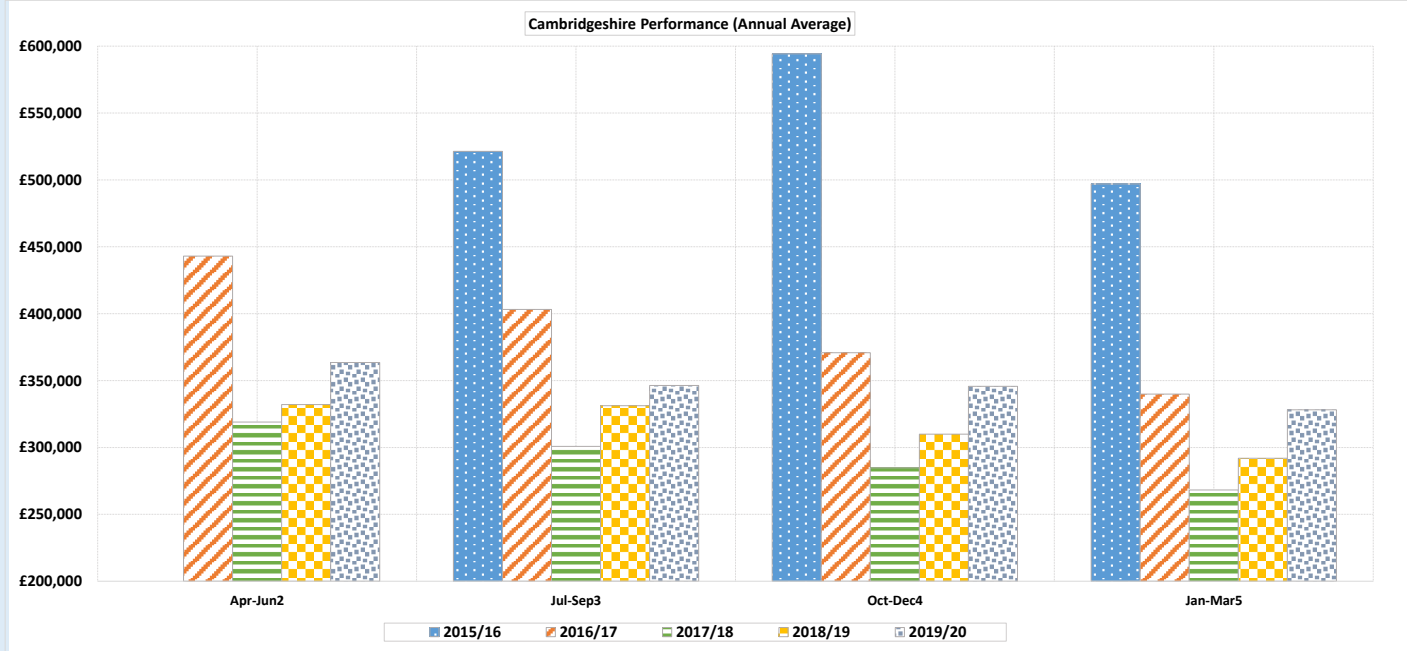
**Indicator Description**

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.



**Commentary**

£16,209 was saved as a result of our intervention in rogue trading incidents during the fourth quarter of 2019/20 (January to March 2020). The annual average based on available data since April 2014 is £32,8136.40

**Useful Links**

**Actions**

99.0%



99.62%

99.57%

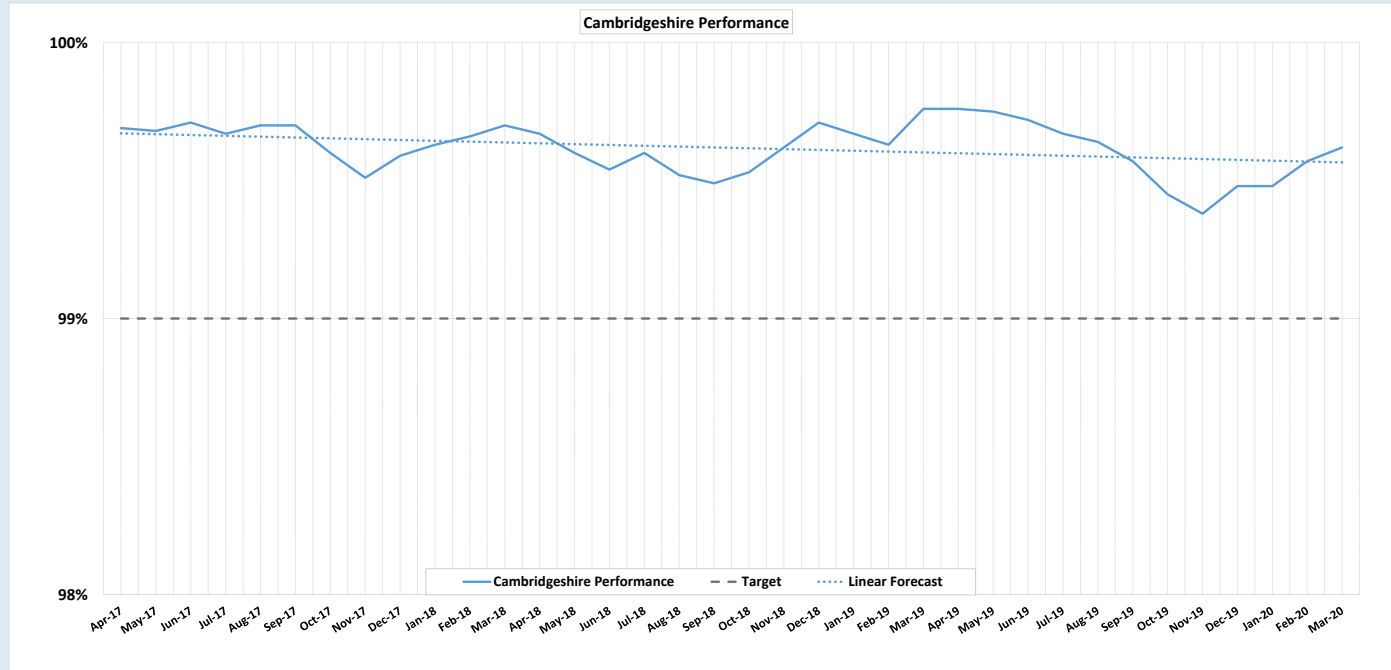
Improving

G

**Indicator Description**

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 March 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**

Indicator 148: Number of Defect Certificates as % of total number of orders

Return to Index

Jun 2020

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
2.0%	↓	0.2%	0.4%	Improving

RAG Rating

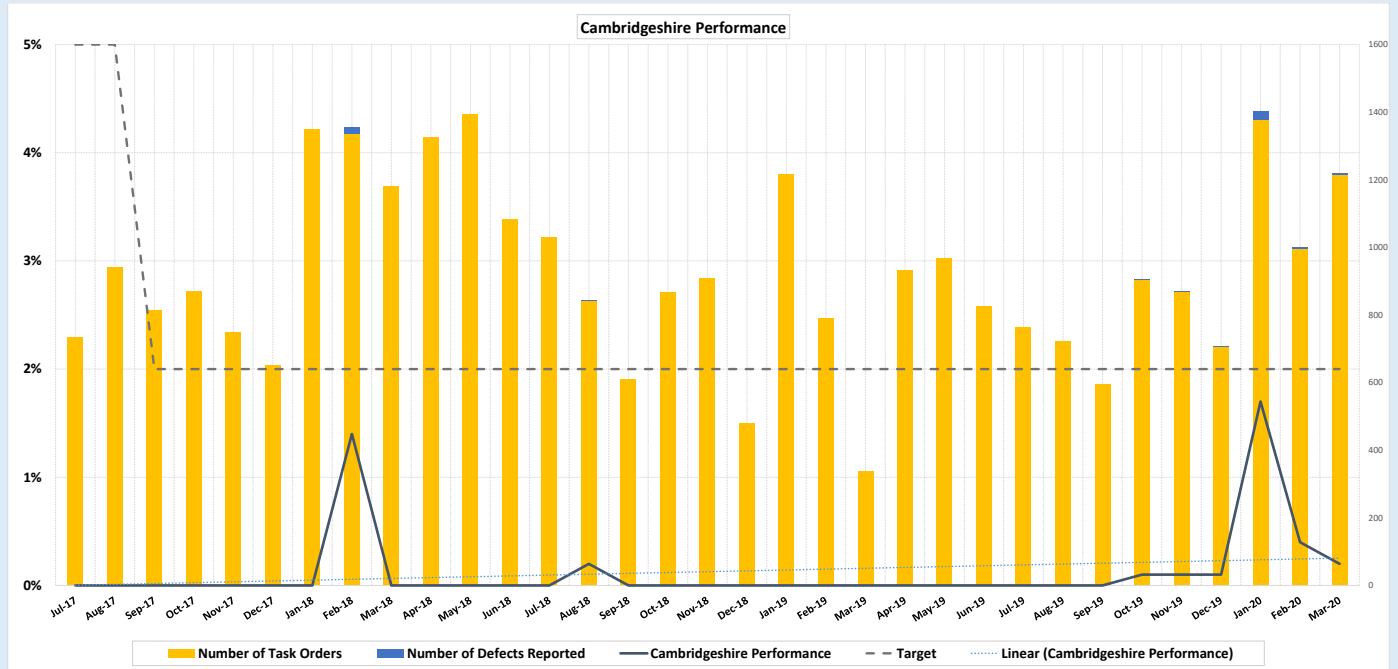
B

**Indicator Description**

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. 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**

As a result of system training the reporting of defects increased this can be seen over the period Jan 2020 through to March 2020 when COVID 19 impacted services. There were 24 failed inspections during January, 4 in February and 3 in March. 22 of the failed inspections in January were all from surface dressing work.

The monthly percentage of defect certificates for March is 0.2% of the total number of orders, significantly below the permissible maximum which is set at 2%.

**Actions**

95.0%



95.0%

90.0%

Improving

G

**Indicator Description**

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 increased to 95% for the fourth quarter of 2019/20 which is on the 95% target. Improved data capture methodology rolled out from January to include programme change control. To be monitored.

**Actions**

Indicator 151: Percentage of highways trees that have to be removed that are replaced in the month

[Return to Index](#)

Jun 2020

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
Baseline	↑	100%	1%	Improving

RAG rating

Baseline

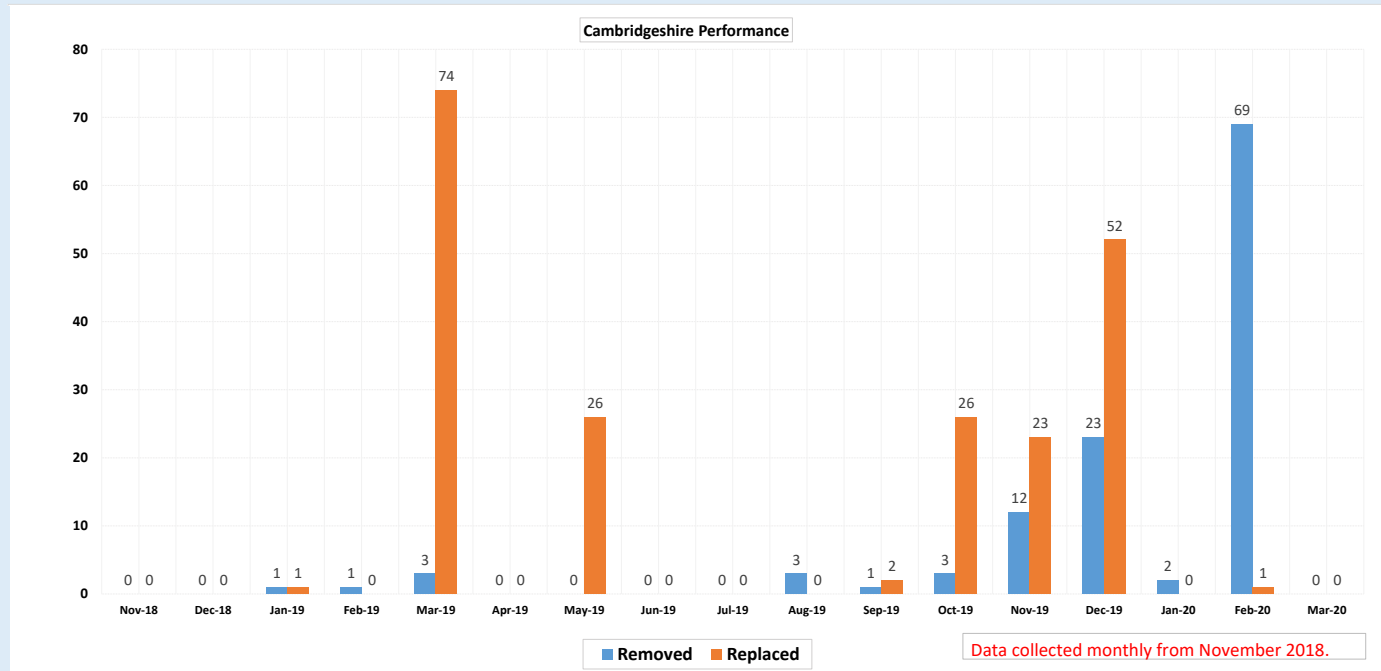
**Indicator Description**

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 report for that month.

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



**Commentary**

In March 0 trees were removed and 0 trees were planted in Cambridgeshire.

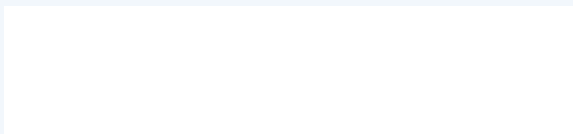
Since April 2019: 113 trees have been removed and 130 trees have been planted.

In February 2020 43 trees were removed in relation to the A1303 Road Safety Scheme in East and 25 trees countywide came down during the storms Ciara and Dennis (16 in East and 9 in Hunts).

A Tree Strategy for the Council is being developed off the back of the air quality / climate change agenda. This is planned to come forward to a committee in November 2020 and will cover all Council's assets, rural estate, highways and green space assets to ensure a coordinated approach that maximises environmental benefits.

**Actions**

**Useful Links**



90%  39.4% 69.7% Declining

R

**Indicator Description**

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:

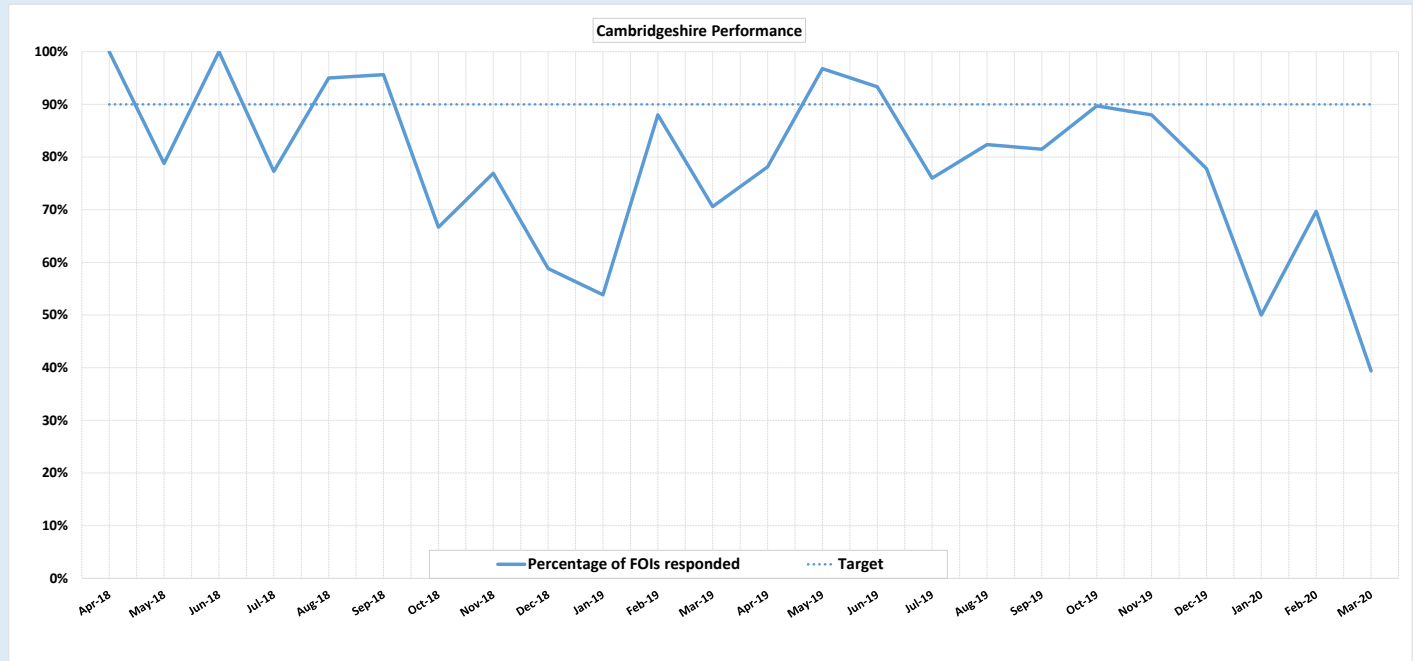
to tell the applicant whether the Council holds any information falling within the scope of their request;

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.

**Useful Links**



**Commentary**

A total of 33 Freedom of Information Requests were received during March 2020. 13 of these were responded to within the 20 working day deadline. May and June 2019 were the only months in the financial year when the Service was above target. The rest of the year the response rates to FOIs have been below the 90% target.


**Actions**

While some dip in performance in responding to FOIs in March can be attributed to the onset of COVID lockdown and staff being redeployed, the extent of the fall off is very significant. As a result the Directorate's performance in responding to FOIs will be reported to Place and Economy DMT every fortnight for the next 6 months and where necessary support given to teams to enable responses to be made within the timelines required to meet the target.

Indicator 181: Percentage of complaints responded to within 10 days

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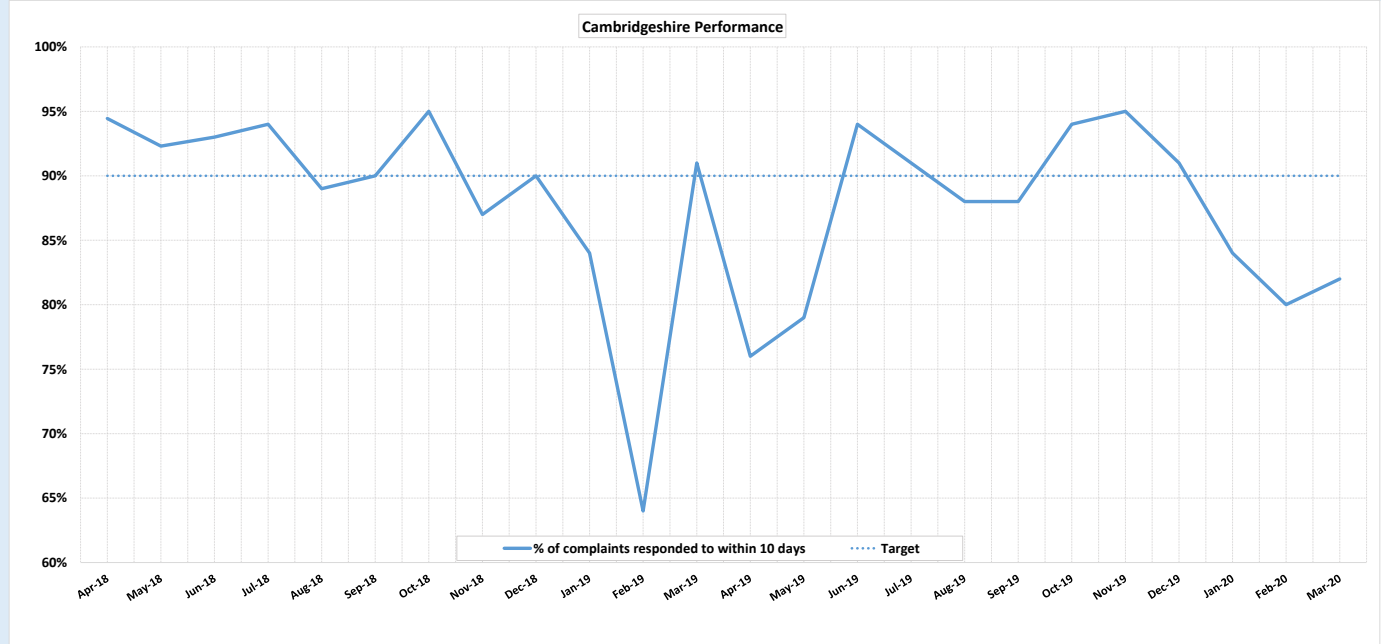
Jun 2020

90%  82.0% 80.0% Improving

A

**Indicator Description**

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

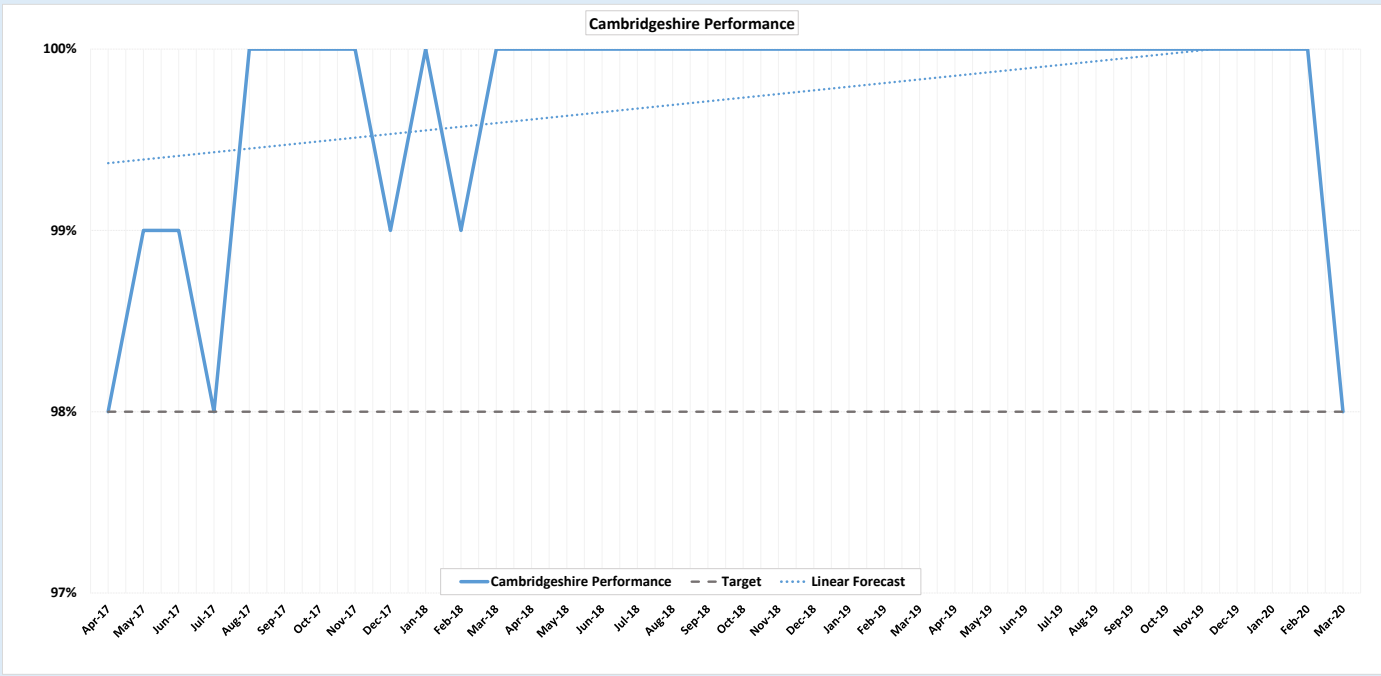


**Commentary**

64 complaints received for January, 54 were responded to within the 10 working days giving an 84% pass rate. 50 complaints received for February, 40 were responded to within the 10 working days giving an 80% pass rate. 50 complaints received for March, 41 were responded to within the 10 working days giving an 92% pass rate.

**Actions**

98.0%	↑	98.0%	100.0%	Declining
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**

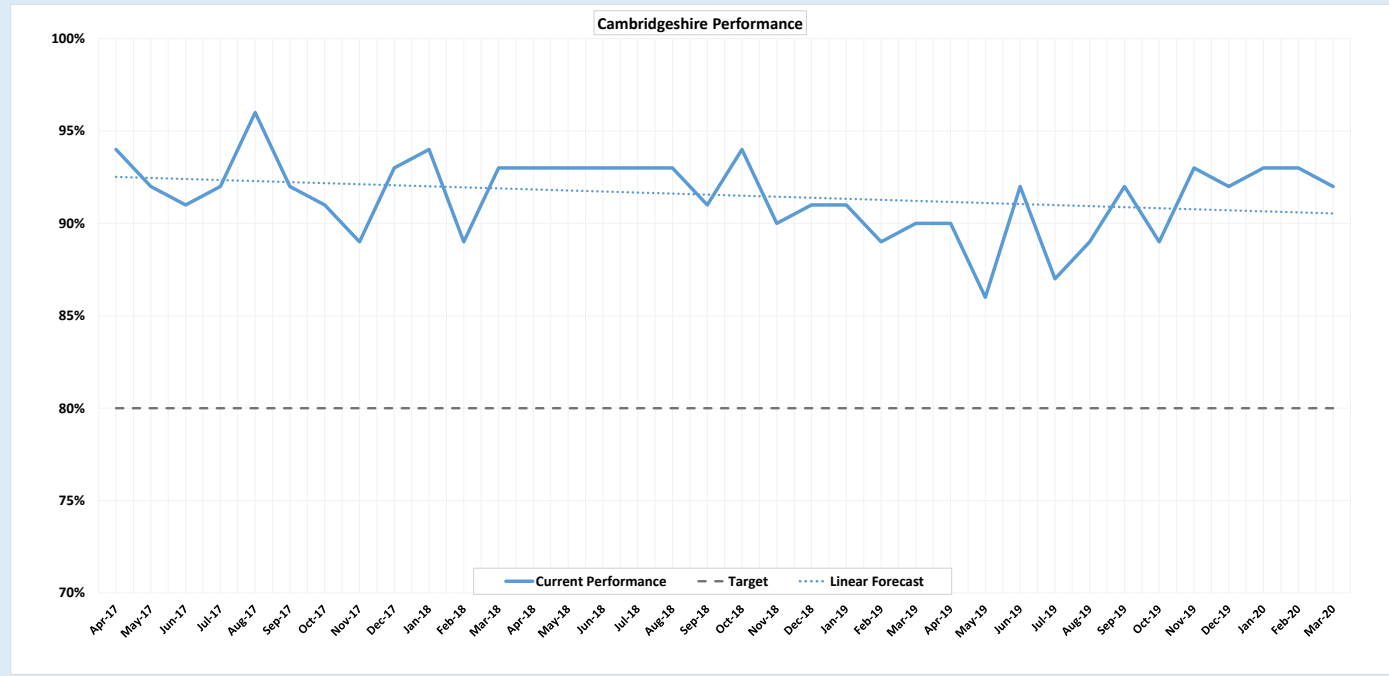


Indicator 50: GUM Access Percentage seen within 48 hours (Percentage of those offered an appointment)

Return to Index

Jun 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 an 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

Indicator 53: Number of NHS Health Checks completed

Return to Index

Jun 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
18000	↑	13766	10552	Improving
Statistical Neighbours Mean	England Mean	RAG rating		
N/A	N/A	R		

Indicator Description

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.

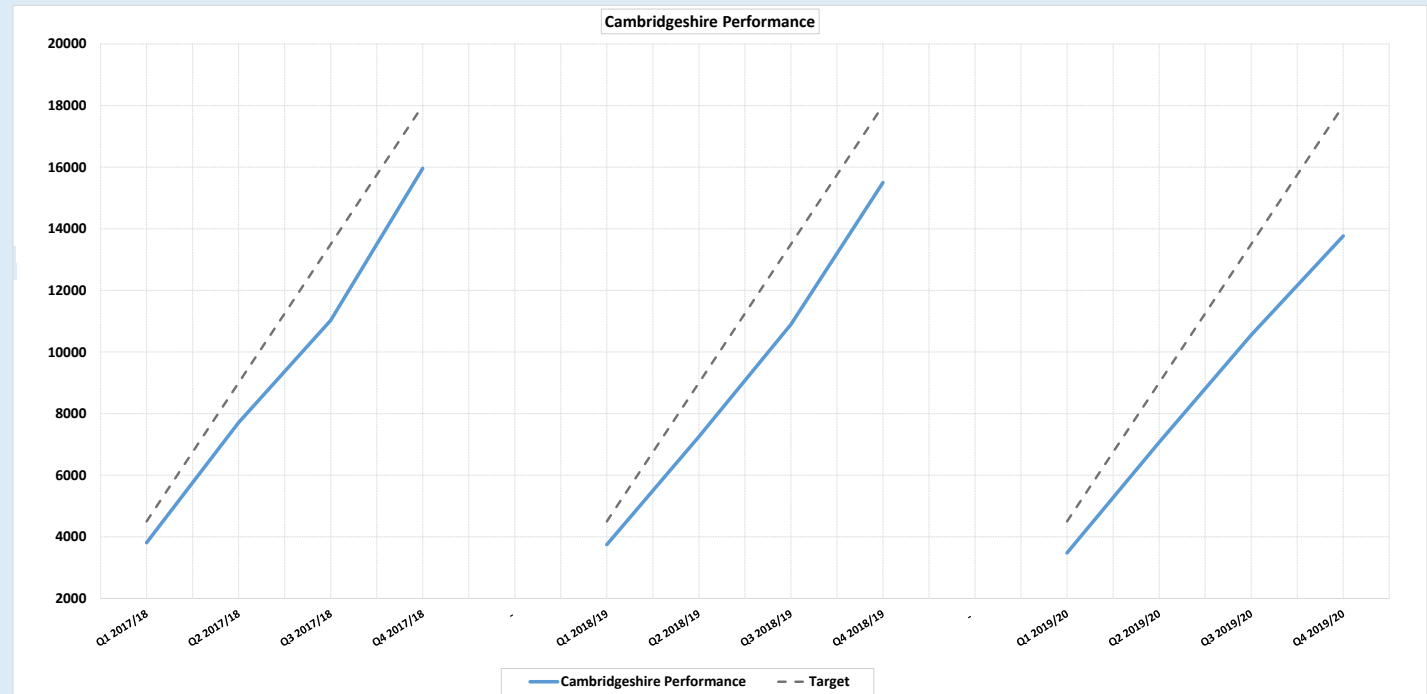
Targets are set based on the eligible population for an NHS health check, as outlined in the NHS Health Check programme guidance. The Local Authority's Public Health Intelligence Team support with the target setting distribution across all GP practices.

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

Source: NHS Health Check National Guidance

Useful Links

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Commentary

End of year performance is lower at 76% (13,766) of the target compared to 2018/19 when 86% (15,498) of the target was achieved. For Quarter 4 data trawls in GP practices have been undertaken which in previous years has contributed to improvement in performance. However during March when the COVID 19 emergency situation commenced practice activity decreased in terms of actual health checks undertaken and data management which has contributed to the decrease in activity this year.

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 GP practices with some outreach work being undertaken the commissioned Lifestyle Service.

Actions

Indicator 56: Smoking Cessation - four week quitters

Return to Index

Jun 2020

1943	↑	1408	1232	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.

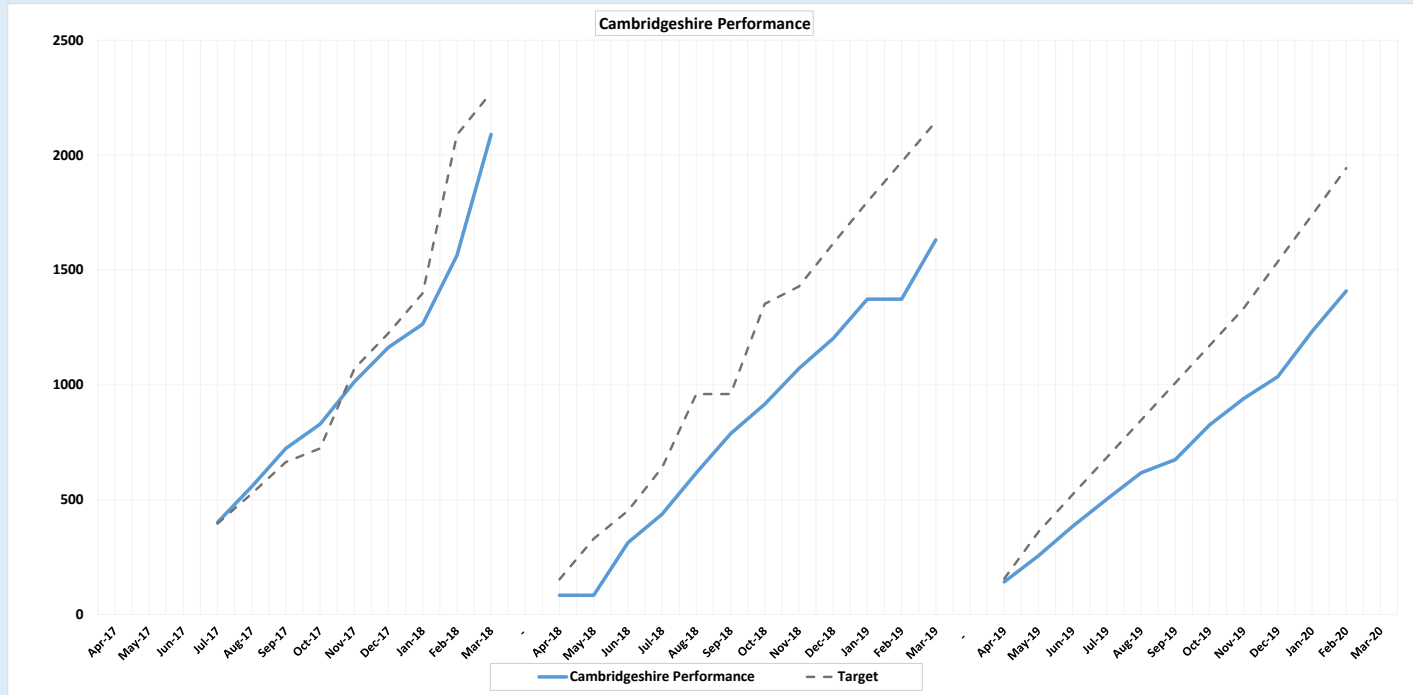
This measure uses the number of individuals accessing a stop smoking programme (via GP, Pharmacy or integrated lifestyle provider), who set a quit date which is followed by 4 weeks of an evidence based structured programme of support. The measure refers to the those who are confirmed as being quit after 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 so the end of year data is not available until the end of June. The latest data is for February 2020 and at 1408 is higher than the comparable period for last year when it was 1,373. However at the end of December 72% of the target to date was achieved but as of February this figure was 67%.

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 with more activity being diverted to the core service provided by the Integrated Lifestyle Service

**Actions**

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

Indicator 57: Percentage of infants being breastfed (fully or partially) at 6-8 weeks

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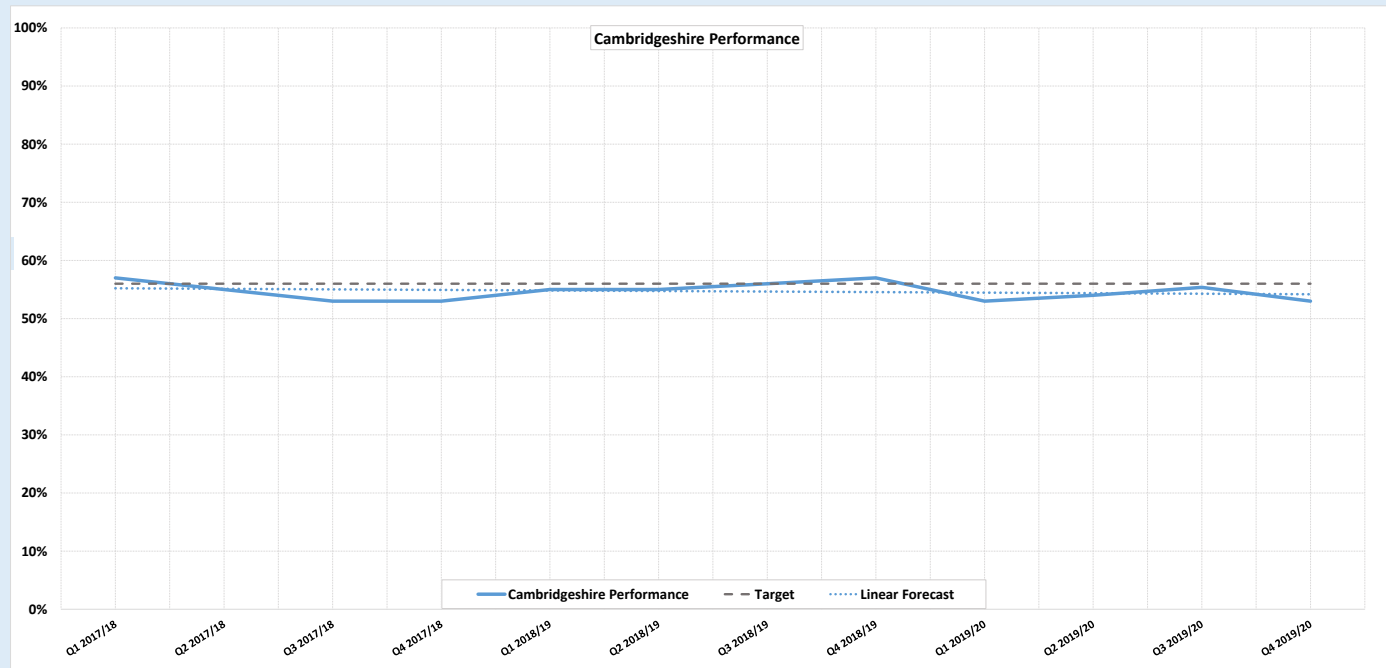
Jun 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
56.0%	↑	53.0%	55.4%	Declining
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 positive 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 3%, 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 Q4 stand at 64% in South Cambridgeshire, 69% in Cambridge City, 51% in Huntingdonshire, 50% in East Cambridgeshire, and 34% in Fenland. A reduction in performance is attributed to fewer 6-8 week checks conducted in March as a result of Covid-19.

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.

Indicator 58: Health visiting mandated check Percentage of first face to face antenatal contact with a HV at >28 weeks

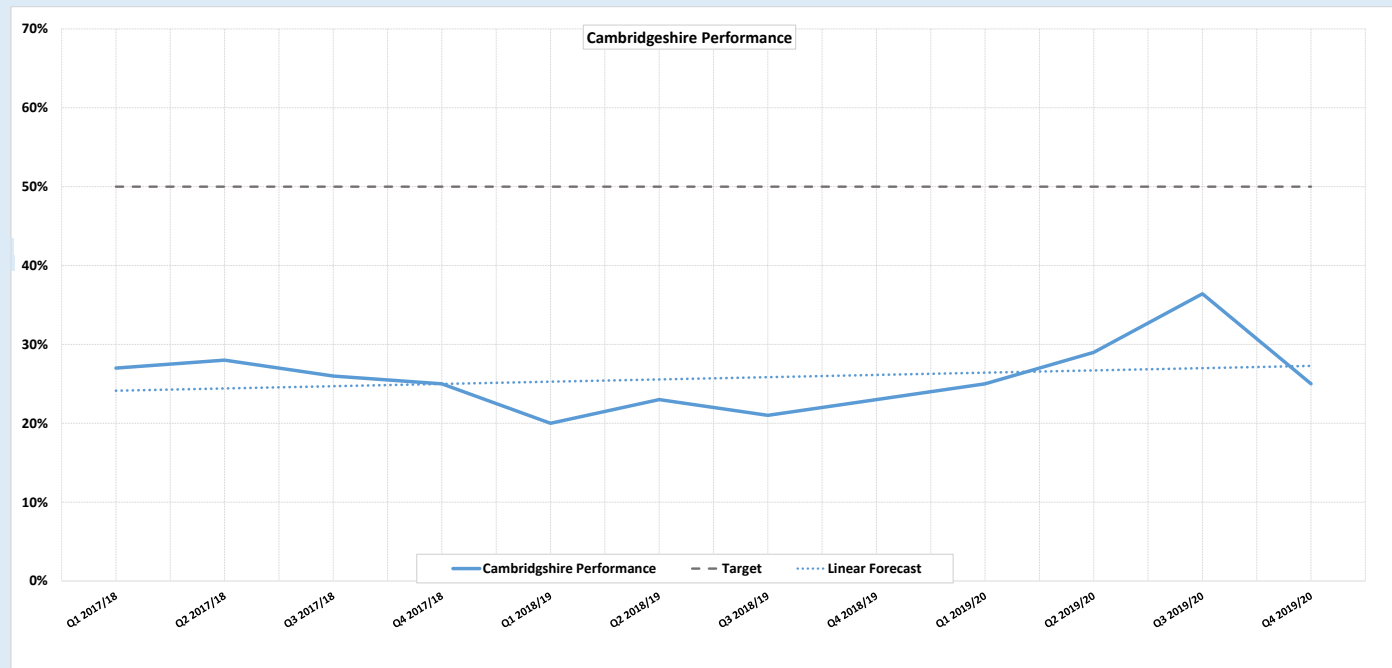
[Return to Index](#)

Jun 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
50.0%	↑	25.0%	36.4%	Declining
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
N/A	41.0%	<b>R</b>		

**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.



**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 31%. Disaggregated into districts, there continues to be significant variance: Fenland Completed 55% of contacts whilst Huntingdonshire completed 50% of contacts therefore meeting or exceeding the target and is a recognisable achievement; Cambridge City achieved 9% of contacts; East Camb achieved 41% and South Cambs managed to complete 25% 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. There has been significant amount of disruption within the Leadership team, meaning organisational/culture change is a factor impacting performance, however prior to Covid-19 response measures, significant progress was being made within the team, however reduced capacity/staffing availability has meant work is continuing to address some of the issues. Performance recovery is most challenging in the City Zone due to difficulties recruiting, which results in a greater reliance on Bank Staff, who are unable to provide the same level of flexibility and commitment as other staff

**Actions**

To address the situation, an action/recovery plan has being developed and lead by the Locality Team leader and commissioners are monitoring progress closely with the provider on a monthly basis. Exploration also began to investigate different recruitment opportunities to improve the staffing challenges in the South, however these have been put on hold due to impact Covid-19 is having on the recruitment process and ability to properly induct new starters.

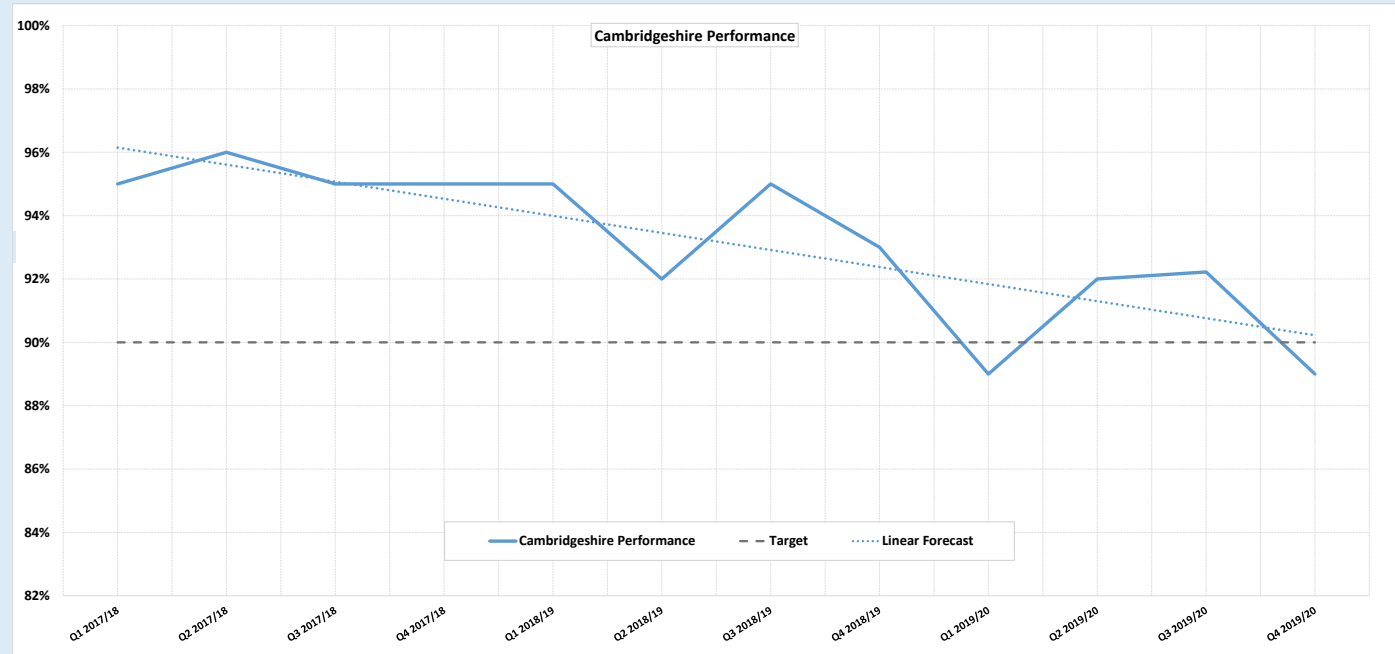
**Useful Links**

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<b>Target</b>	<b>Direction for Improvement</b>	<b>Current Quarter</b>	<b>Previous Quarter</b>	<b>Change in Performance</b>
90.0%	↑	89.0%	92.2%	Declining
<b>Statistical Neighbours Mean (2017/18)</b>	<b>England Mean (2017/18)</b>	<b>RAG Rating</b>		
N/A	88.0%	A		

**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 declined this quarter by 3% and disappointingly now dropped to 1% below the target. If those completed after 14 days are accounted for, the quarterly average increases to 96%, which whilst being 2% 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 and there was some

**Actions**

The new birth visit is being prioritised as part of the Covid-19 service restoration and recovery and from June all families will be offered a video contact, complemented by a brief face to face either in the home or clinic setting to enable a physical examination and address any potential weight gain concerns.

Indicator 60: Health visiting mandated check - Percentage of children who received a 6 - 8 week review by 8 weeks

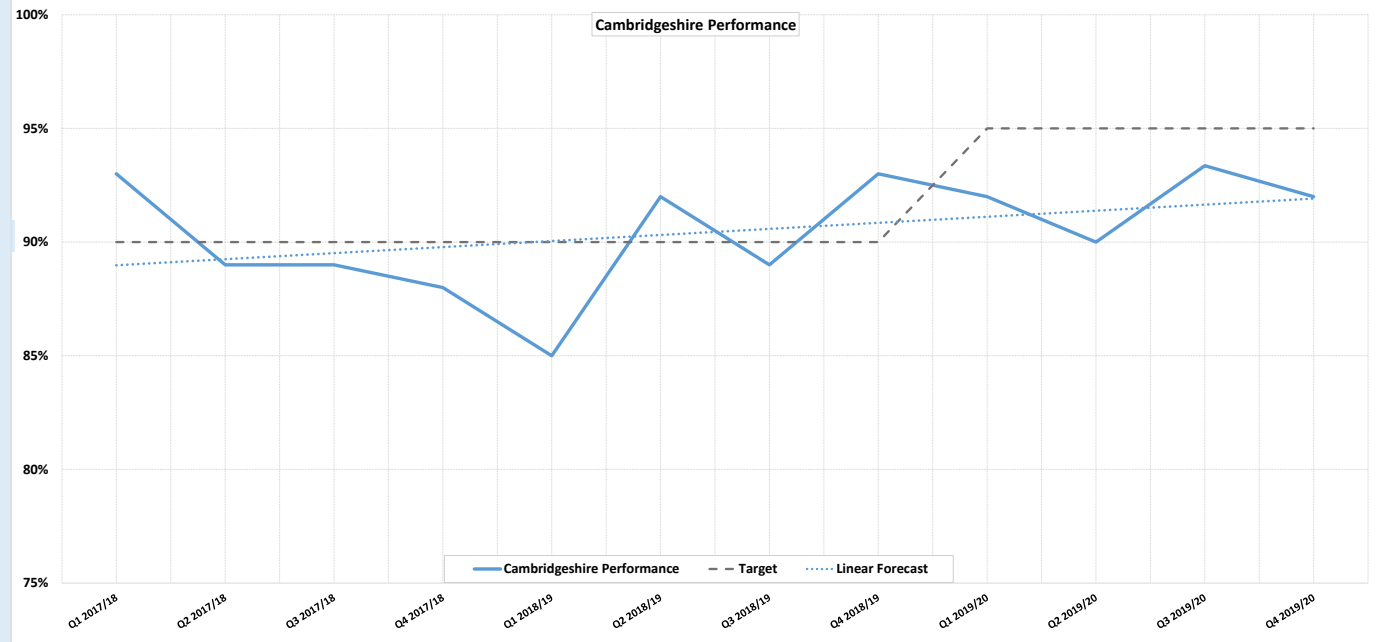
Return to Index

Jun 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
95.0%	↑	92.0%	93.4%	Declining
Statistical Neighbours Mean (2017/18)	England Mean (2017/18)	RAG Rating		
N/A	86.0%	A		

Indicator Description

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 witnessed a slight decrease of 1% and continues to breach the 95% target, which is positive, which had been increased in line with the requirements of Public Health England breastfeeding status validation rules, which is predominantly captured during this visit. There is recognition however that this is a challenging target to meet, therefore it has been agreed that if the provider can demonstrate an ability to obtain a 95% 6-8 week Breastfeeding Coverage target, this could be scaled back to 90%, in line with the national specification.

Actions

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

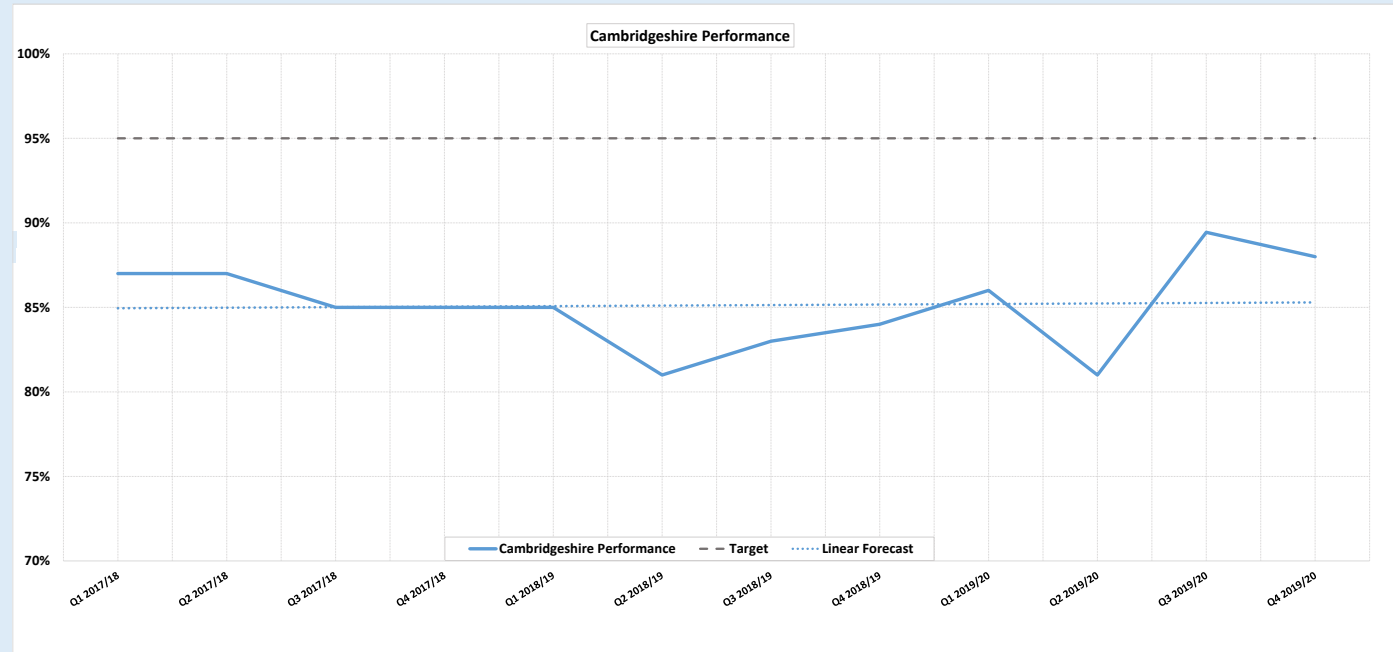
Return to Index

Jun 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
95.0%	↑	88.0%	89.4%	Declining
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.



Commentary

Performance has declined by 1% this quarter to 88%; by comparison 82% of families received this visit by the time the child turned 12 months old, an improvement of 5% from the Q3 position. The inclusion of exception reporting would increase the quarterly performance to 92% 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, 69 were not wanted by the family and 97 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 47 contacts were 'not recorded'. When district variance is considered, 92% of contacts were completed in Fenland, 83% were completed in Cambs City and East Cambs, 94% completed in Huntingdonshire, and 86% in South Cambridgeshire. Furthermore this indicator has also been impacted by Covid-19 as there was a decrease of 9% in contacts completed in March compared to the January and February average.

Actions

Useful Links



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

Return to Index

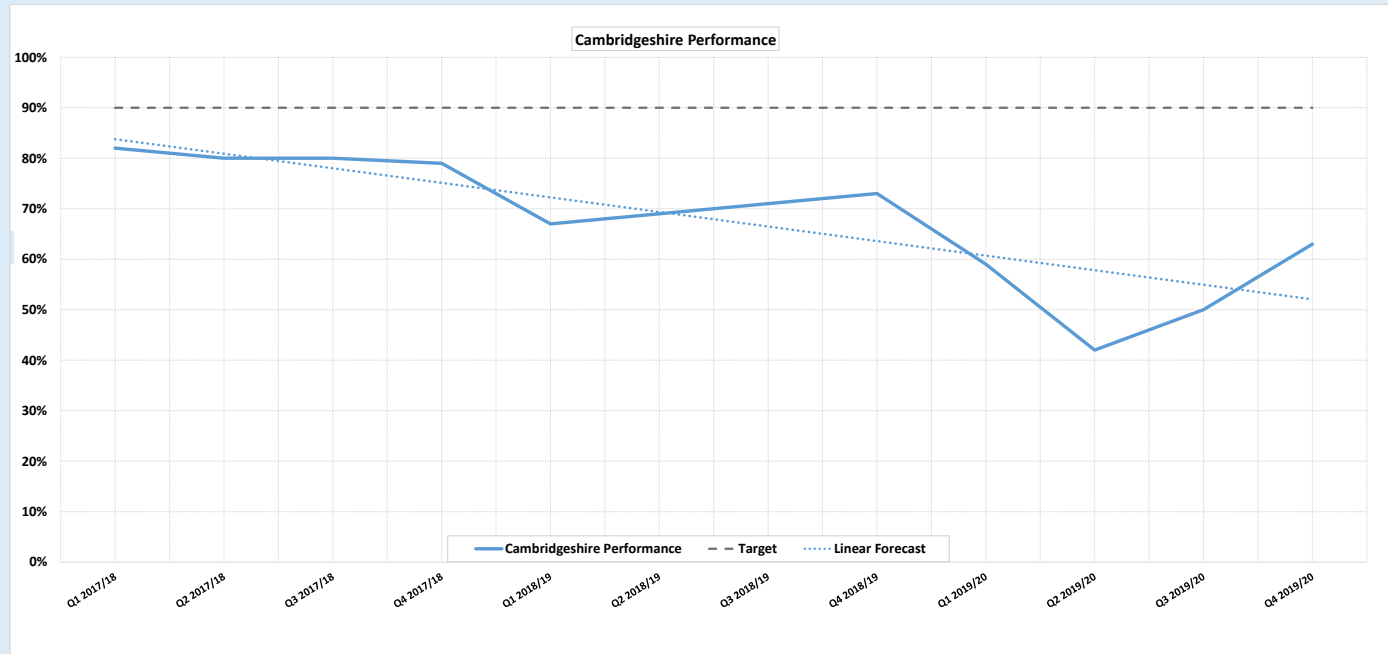
Jun 2020

Target	Direction for Improvement	Current Quarter	Previous Quarter	Change in Performance
90.0%	↑	63.0%	50.0%	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 13% this quarter to 63%, which whilst commendable is significantly below target and remains of concern. 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 struggled to reach expected levels of activity – this has been addressed and clearing the backlog is nearing completion. Disaggregated at district level, 70% of contacts were completed in Cambs City, 46% of contacts completed in South Cambs, 43% of contacts completed in East Cambs, 55% of contacts were achieved in Fenland and 70% Huntingdonshire. If exception reporting is accounted for, performance would increase to 76%. This quarter it was reported that 115 reviews were

Actions

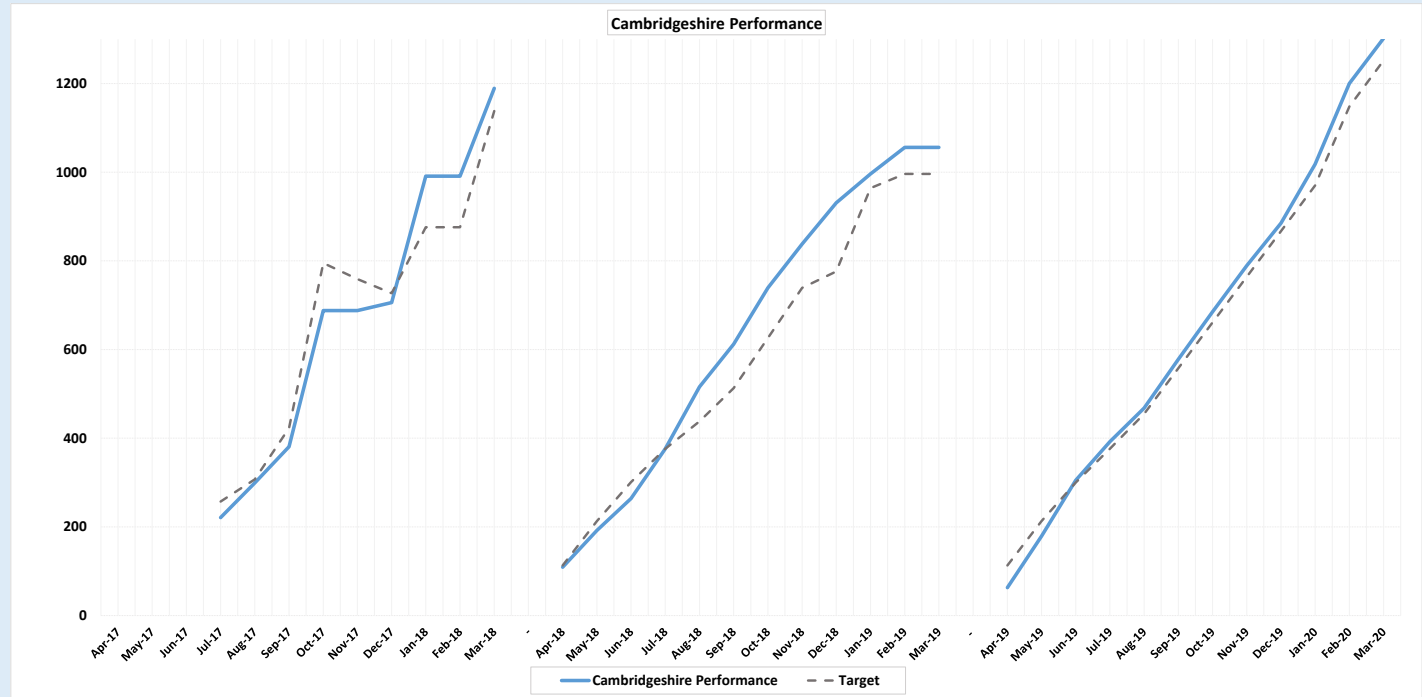
1252  1302 1200 Improving

N/A N/A G

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

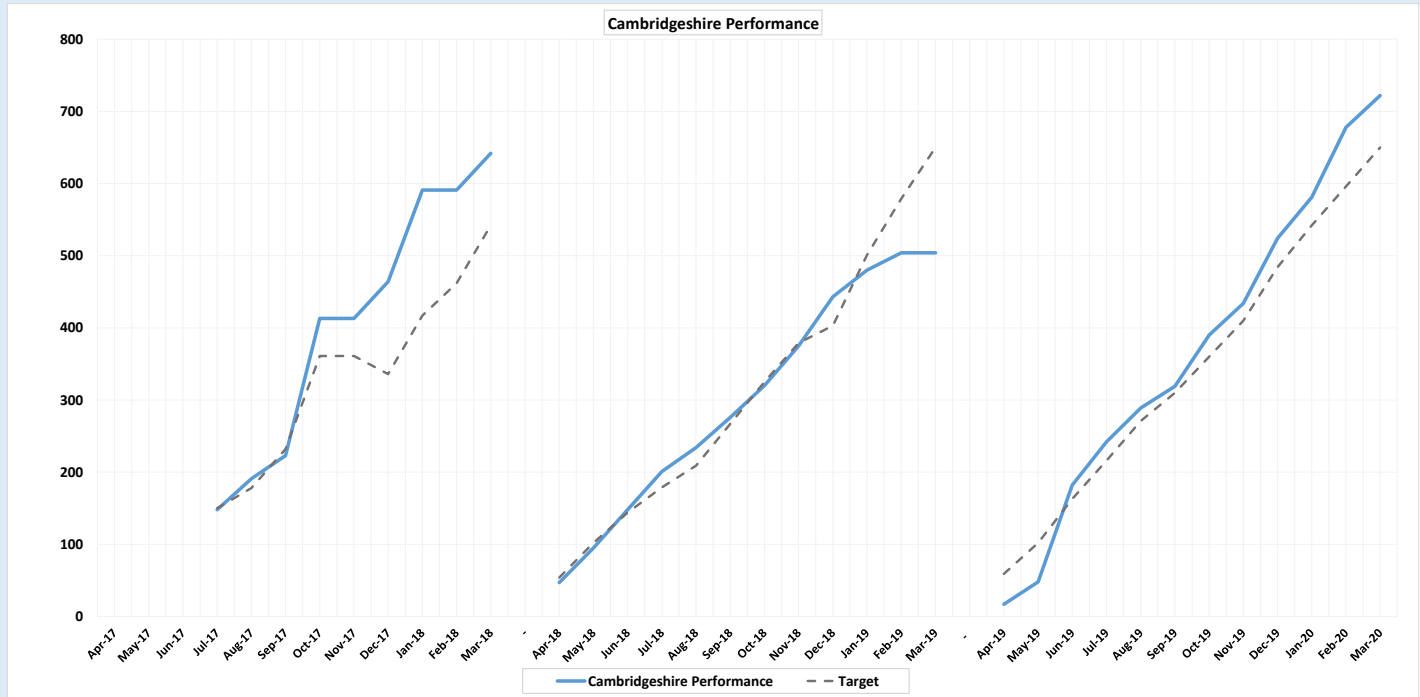
650 ↑ 722 678 Improving

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 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 .



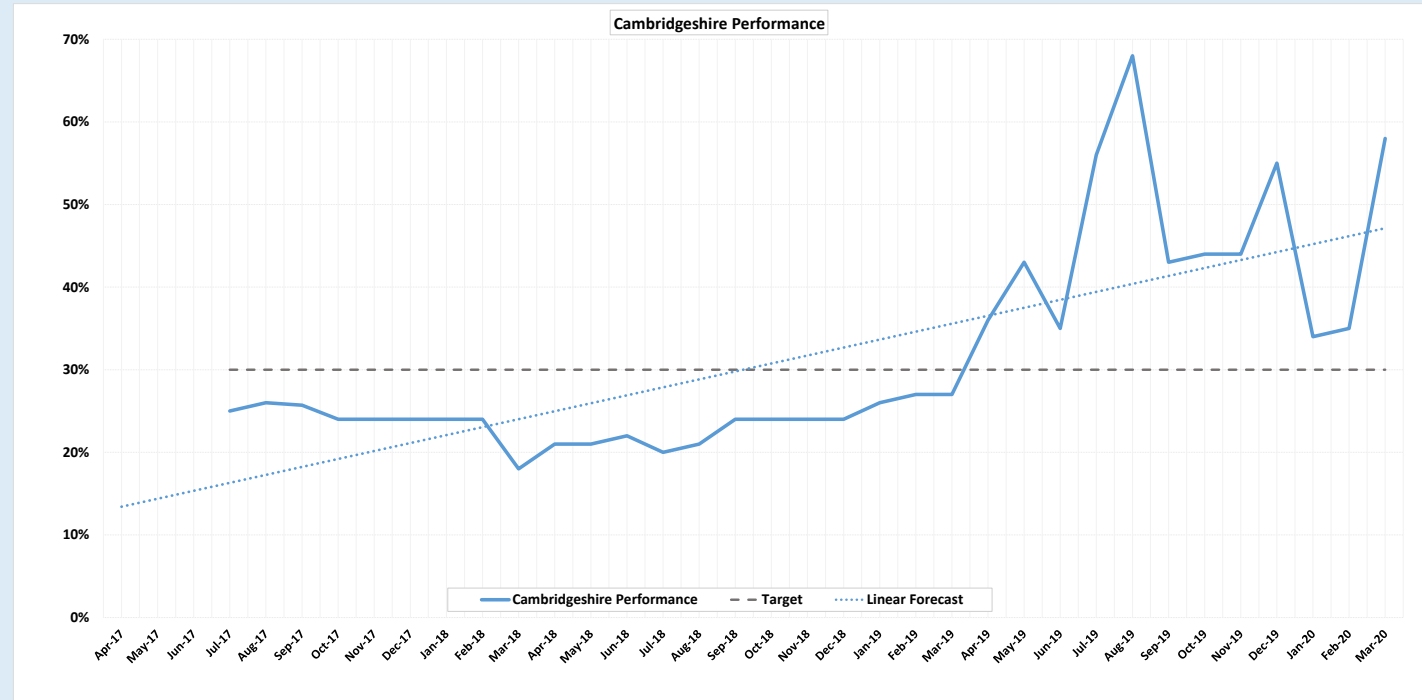
Actions

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

Return to Index

Jun 2020

30.0%	↑	58.0%	35.0%	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:  
 $(X/Y) \times 100$

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

Indicator 83: Percentage of Tier 3 clients recruited completing the course and achieve 10% weight loss

[Return to Index](#)

Jun 2020

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
60.0%	↑	36.0%	71.0%	Declining
Statistical Neighbours Mean	England Mean	RAG rating		
N/A	N/A	R		

**Indicator Description**

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)\*100

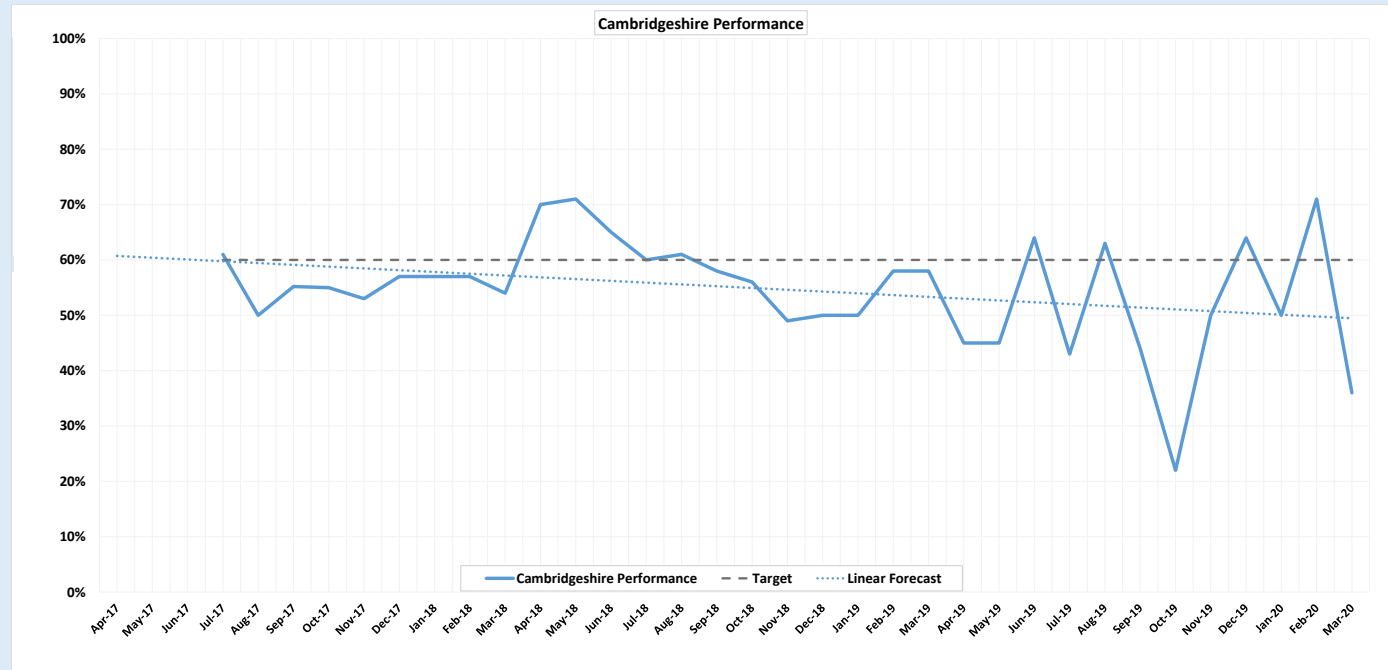
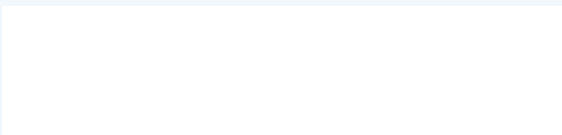
Where:

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

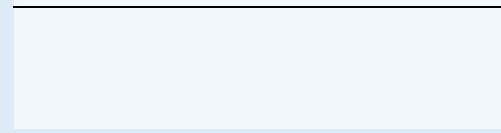
**Useful Links**



**Commentary**

The achievement of the Tier 3 weight management service target is challenging due to the complex needs of the patients. Small numbers mean that a number of very challenging patients can influence achievement against targets. Following a drop in performance in Q3 it did initially improve in Q4. The end of year drop represents the impact of the COVID 19 emergency as this Service is provided by Addenbrookes - Cambridge University Hospitals Foundation Trust- as staff efforts were diverted in line with NHS policy to supporting the situation. Around 50% of this service is funded by the Clinical Commissioning Group.

**Actions**



Indicator 173: Number clients completing their PHP - Falls Prevention

Return to Index

Jun 2020

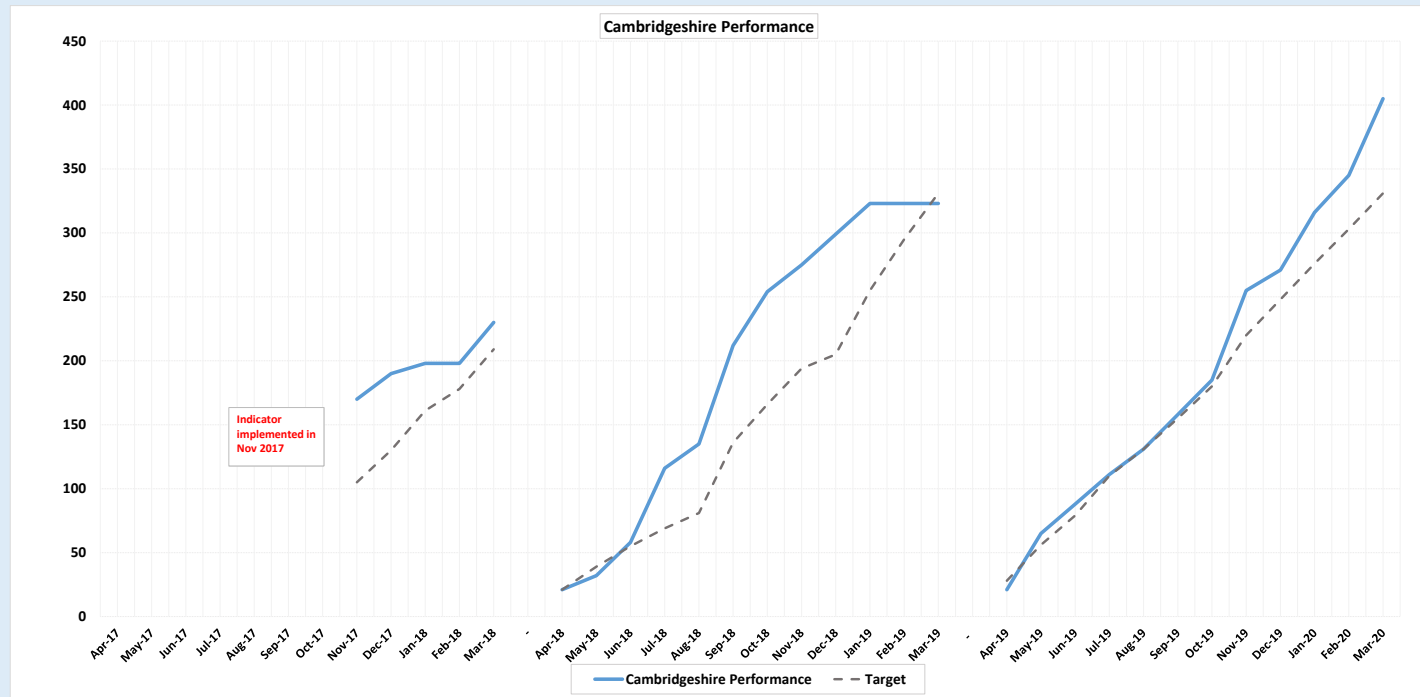
Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
331	↑	405	345	Improving
Statistical Neighbours Mean	England Mean	RAG rating		
N/A	N/A	B		

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.

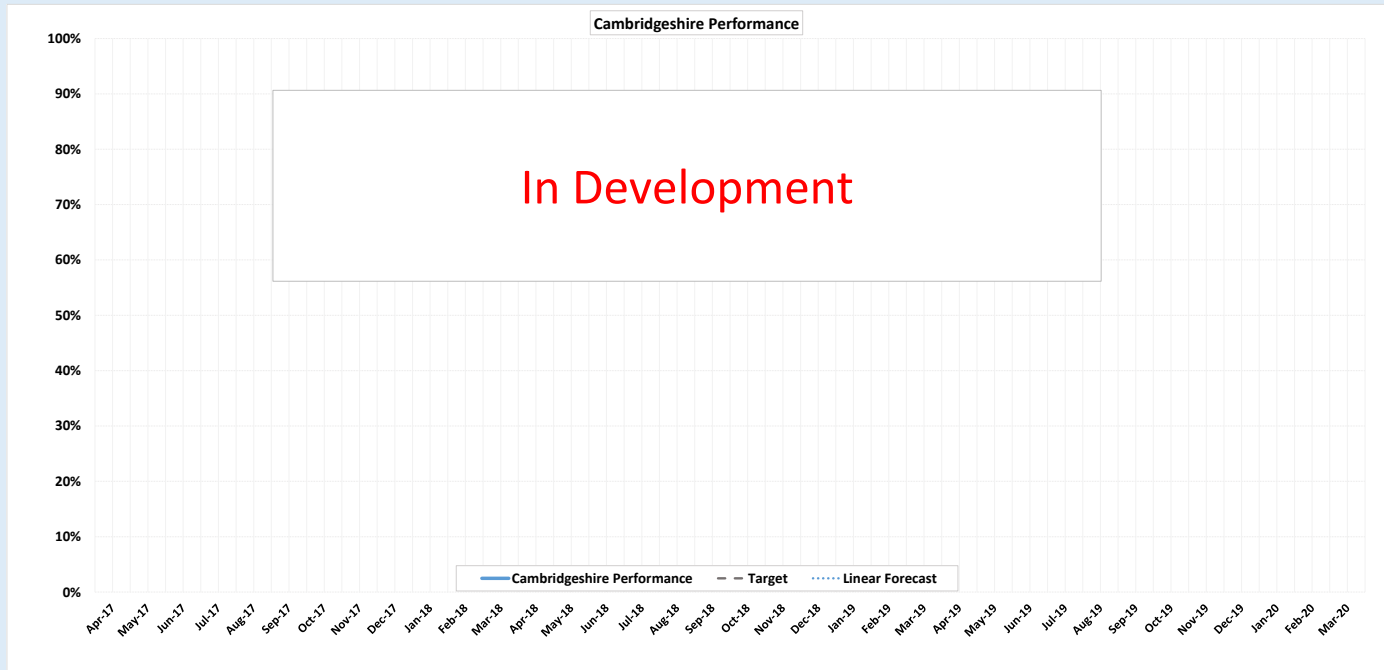
Those supported by Specialist Falls Prevention Health Trainers develop a Personal Health Plan (PHP) with behavioural change goals.

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**

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Please note that this indicator has not been reported previously. This will commence for Q1 in 2020/21

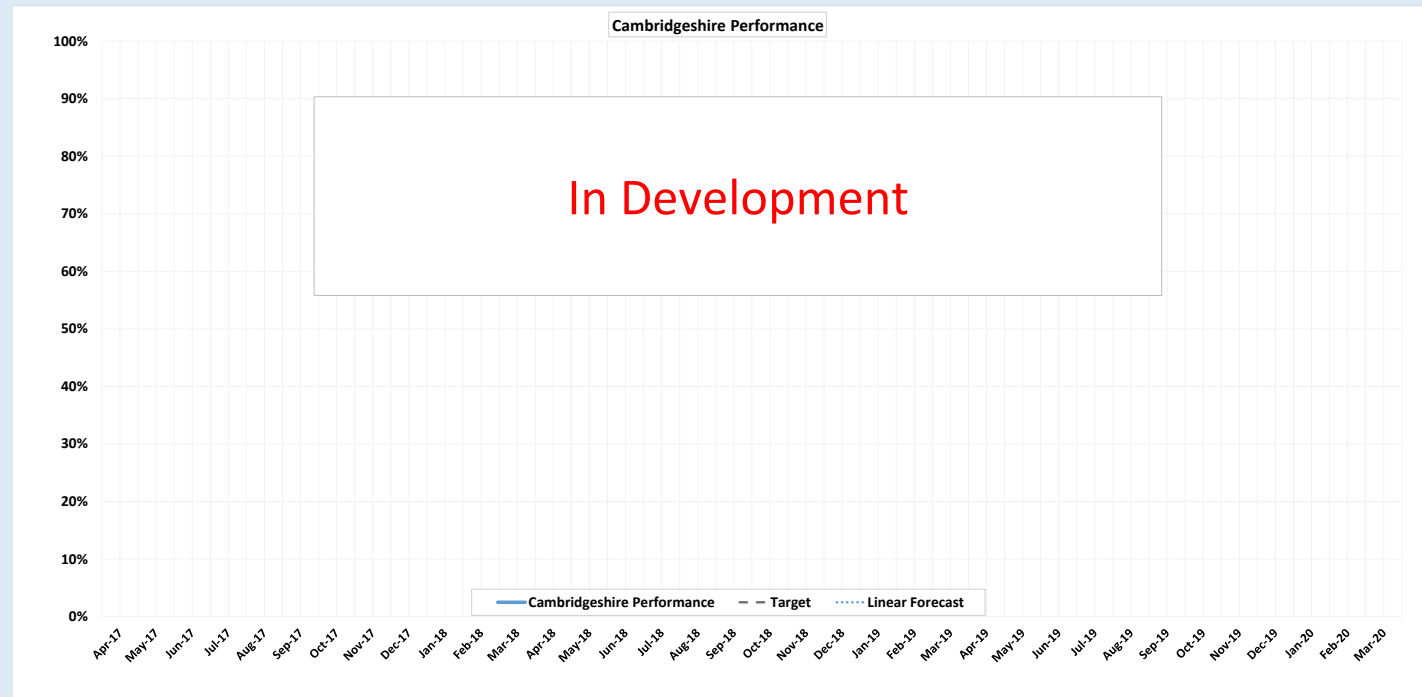
**Actions**

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

**Indicator Description**

**Useful Links**



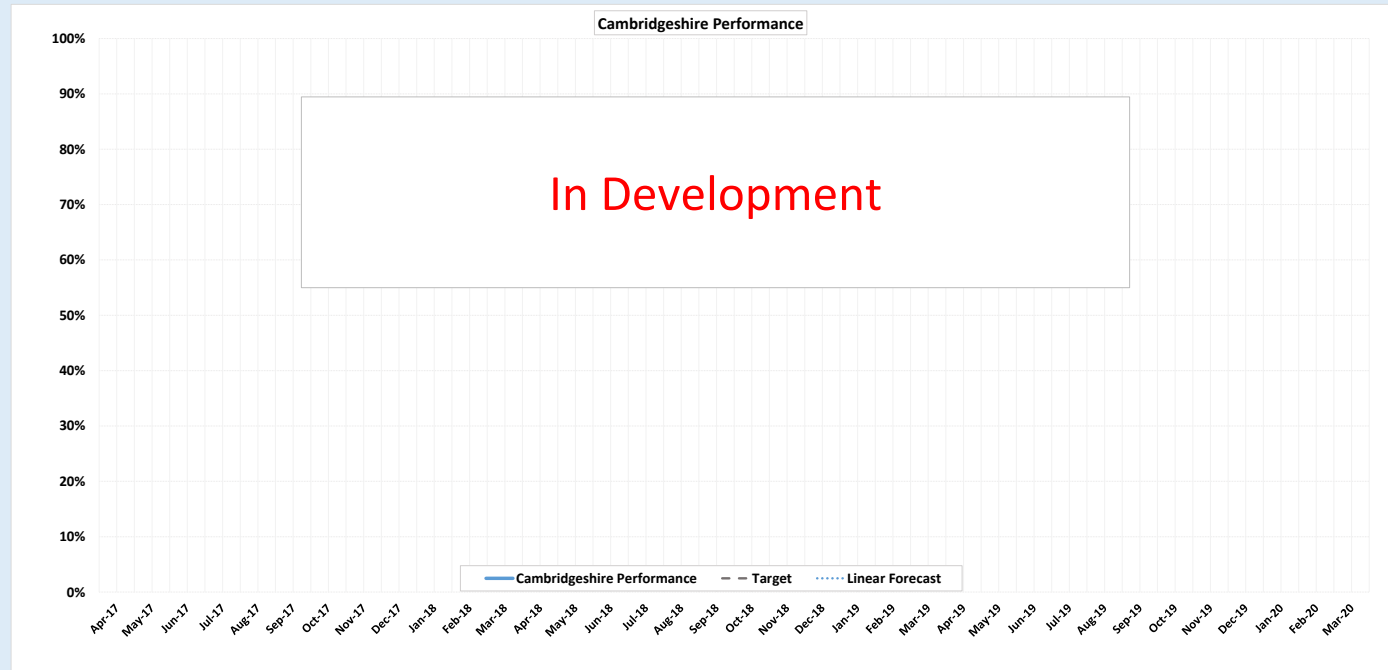
**Commentary**

Please note that this indicator has not been reported previously. This will commence for Q1 in 2020/21

**Actions**



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



**Indicator Description**

**Useful Links**

**Commentary**

Please note that this indicator has not been reported previously. This will commence for Q1 in 2020/21

**Actions**

## Indicator 164: Annual forecast of the gross income from our commercial property as a percentage of initial investment

Return to Index

Jun 2020

Target	Current Forecast	Previous Quarter	Direction for Improvement	Change in Performance
6.0%	5.1%	5.2%	↑	Declining

RAG Rating

R

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).

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

RAG Rating

G

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

Jun 2020

TBC 11 12 ↓ Improving

Baseline

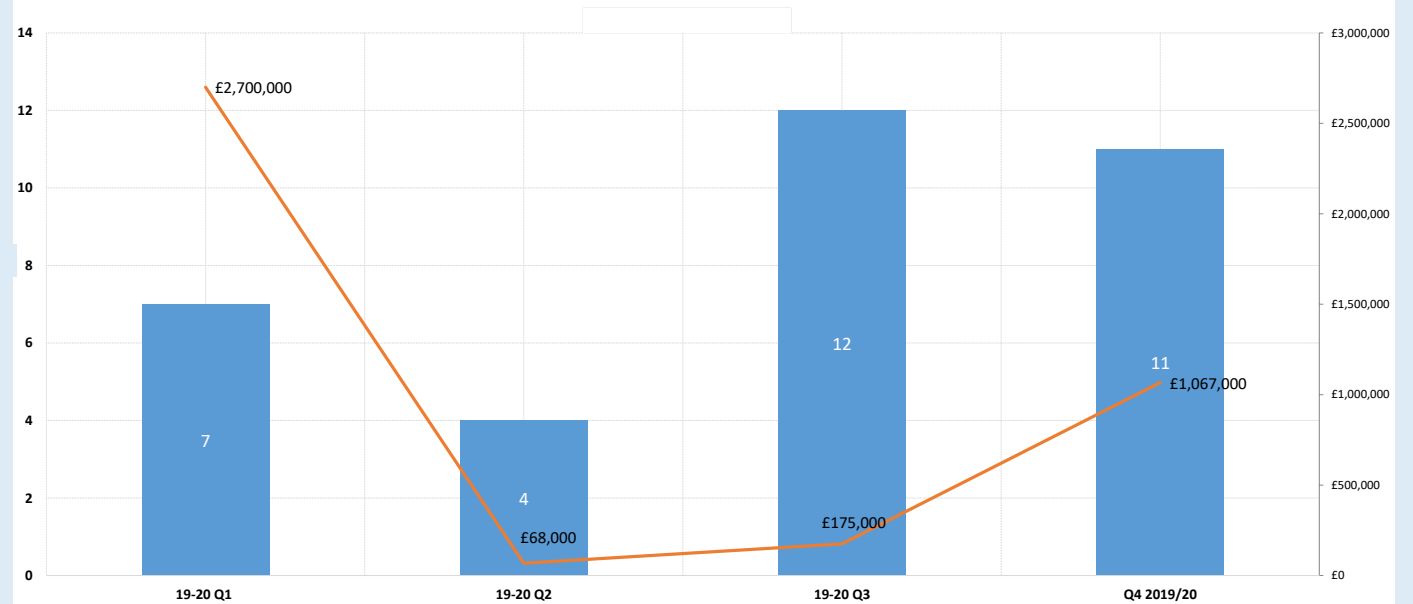
Indicator Description

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

This chart relates to a period where the impact of the pandemic had not flowed to operations. There were two particular waivers that were of high value, that needed to be exempt due to complex reasons.

Currently 30 of the 65 procurement activities on the Procurement Team's activity log are classified as "In Forecast" or "On-Hold" status while the rest are in progress. Any delayed procurement and contract negotiations will have a new timeline and plan adopted for when both the marketplace and Council can resume public procurement competitions and mobilise new contracts. Interim solutions include short term extensions or conducting of procurement via emergency processes within the Council Constitution and UK Laws.

Actions

Target	Current Forecast	Previous Month Forecast	Direction for Improvement	Change in Performance
4.0%	3.1%	#VALUE!	↑	#VALUE!

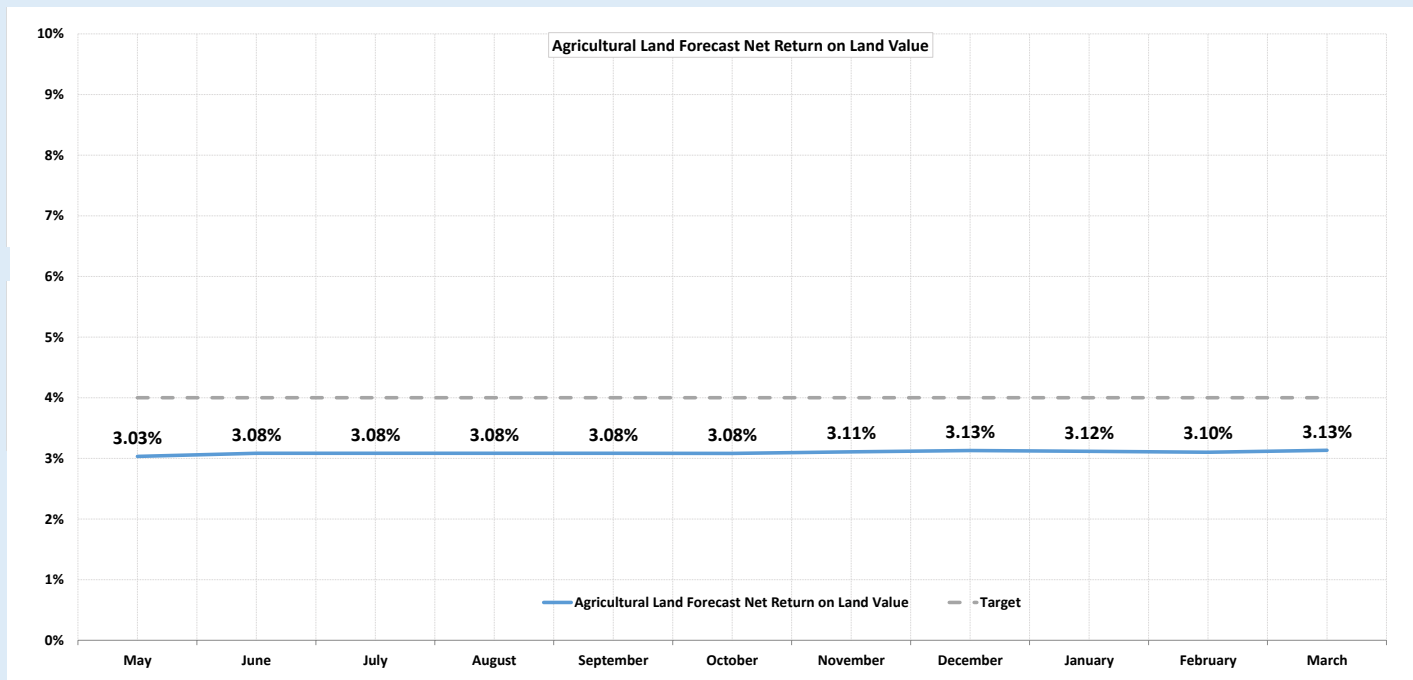
RAG Rating

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, however these negotiations are expected to be impacted due to the pressures on landlords caused by the pandemic

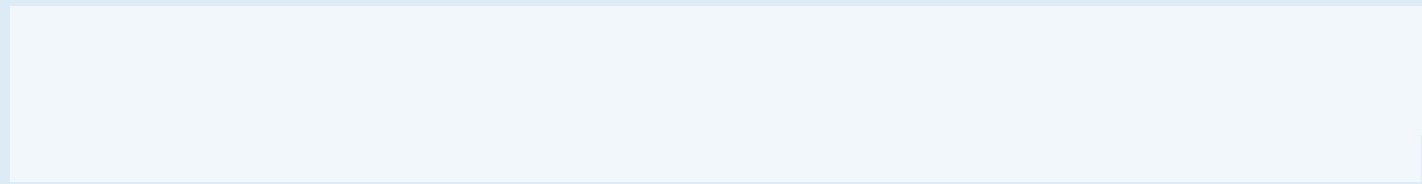
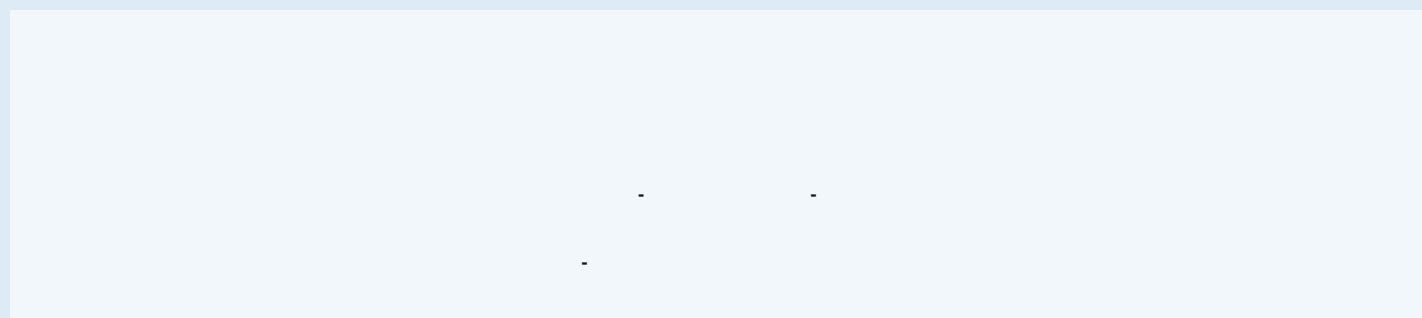
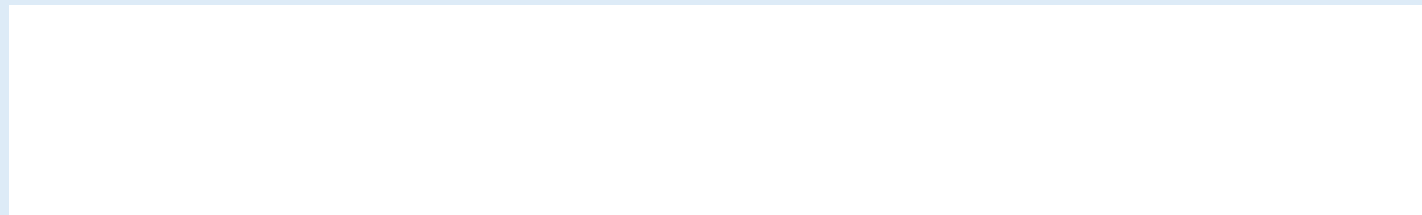
-£132,312	£478,100	-£47,839	↓	Declining
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RAG Rating

**Contextual**

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.



6.0%    5.0%    5.1%        Declining

R

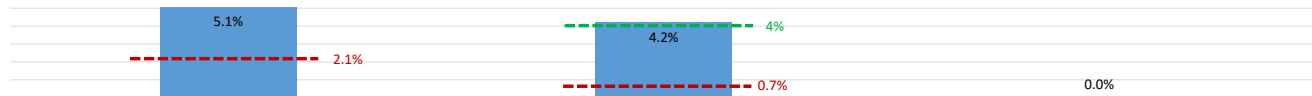
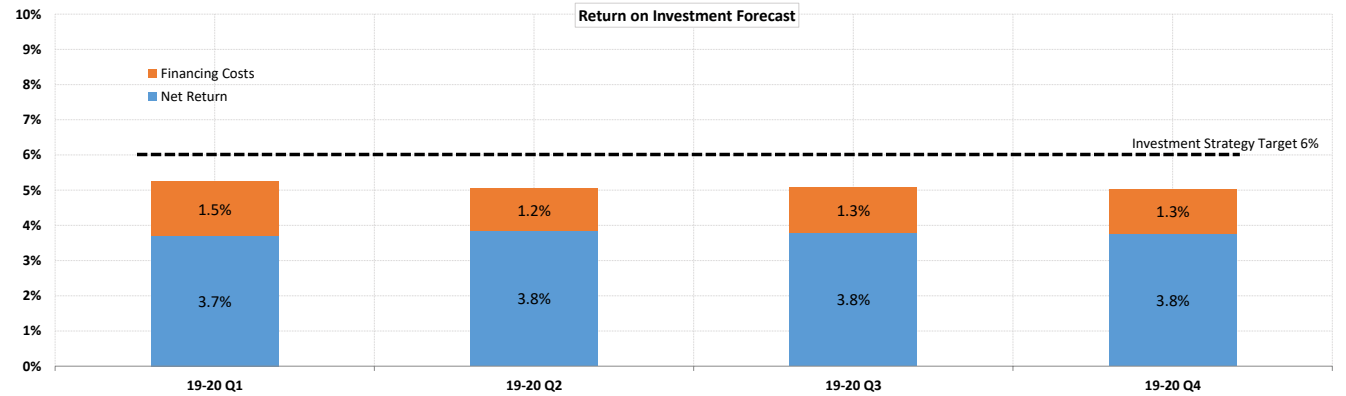
This indicator projects our expected net income from all commercial investments against the 6% target set within the non-financial Investment Strategy. It is important to note that not all investments will achieve 6% from the outset, however over the medium to longer term (by 2024-25) it is expected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

As our rental payments are mostly taken in advance, COVID-19 has had minimal impact on the Q4 figures.

The 6% target remains challenging however the Commercial, Finance and Property Teams are considering strategies to maximise yield and protect investments. In order to increase our yield it is likely that we will need to consider investments where the risks are marginally greater. This can be achieved, but a robust monitoring process will be required along with strategies that allow for movement across a range of assets (i.e. our portfolio may need to be more liquid that it is currently).

Our Multi-Class Credit investment is expected to be made in August, which will diversify our portfolio, add liquidity and is forecast to increase returns.

**Actions**

Multi-Class Credit investment is expected to be made in August, which will diversify our portfolio, add liquidity and is forecast to increase returns.

97.50%



97.66%

97.57%

Improving

N/A

96.8%

G

**Indicator Description**

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.

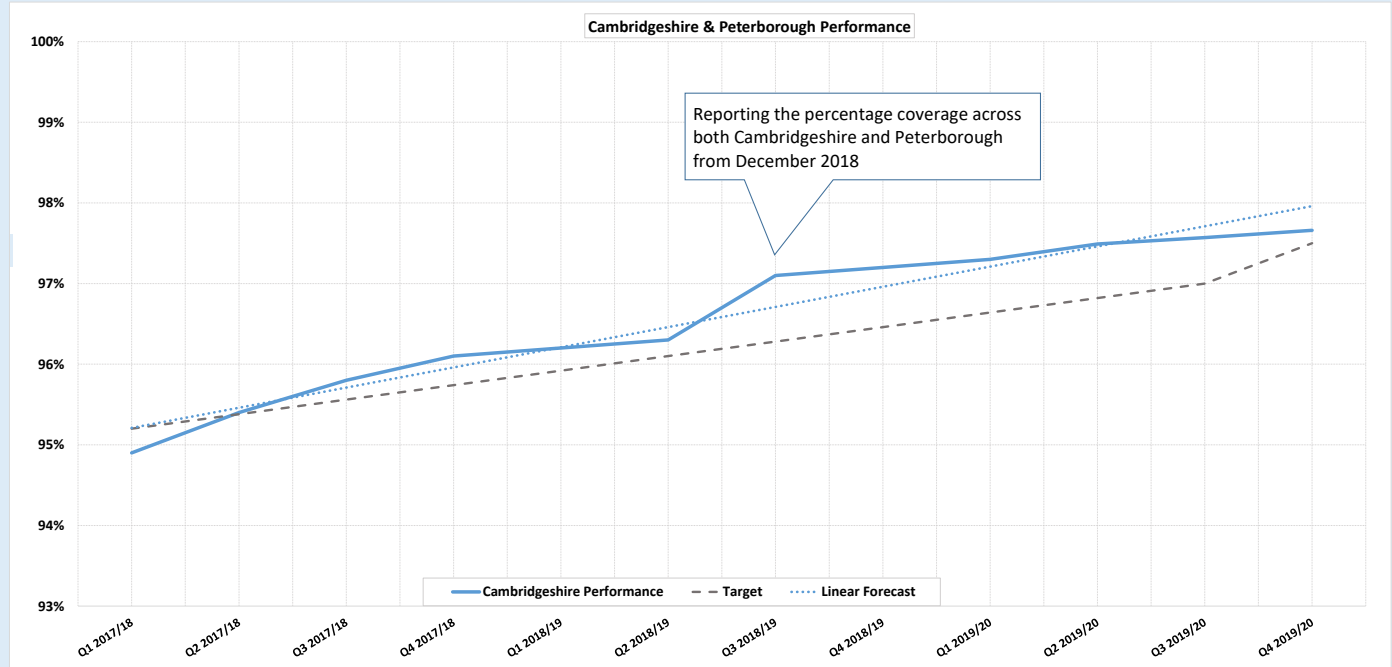
Source name: Think Broadband

Collection name: Local Broadband Information

Polarity: High is good

This is no statistical neighbour data.

**Useful Links**



**Commentary**

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

97.66% premises had access at the end of quarter 4 in 2019/20 and continues to be above the target for this quarter (97.5%) and as we move towards the target of 99% by end of 2020.

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	↑	69.3%	67.1%	Improving

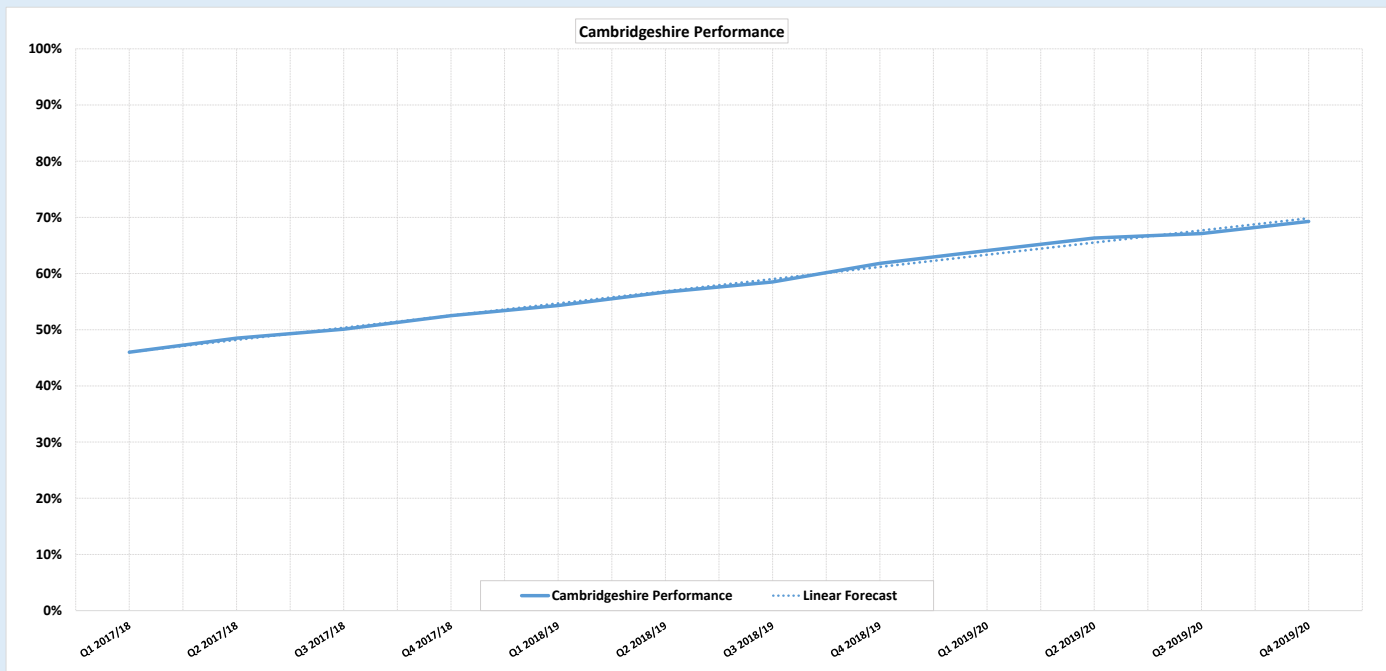
RAG Rating

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 69.28% at the end of quarter 4 in 2019/20. This is a contextual indicator and as such there is no target.

**Useful Links**

**Actions**

90.0%



68.7%

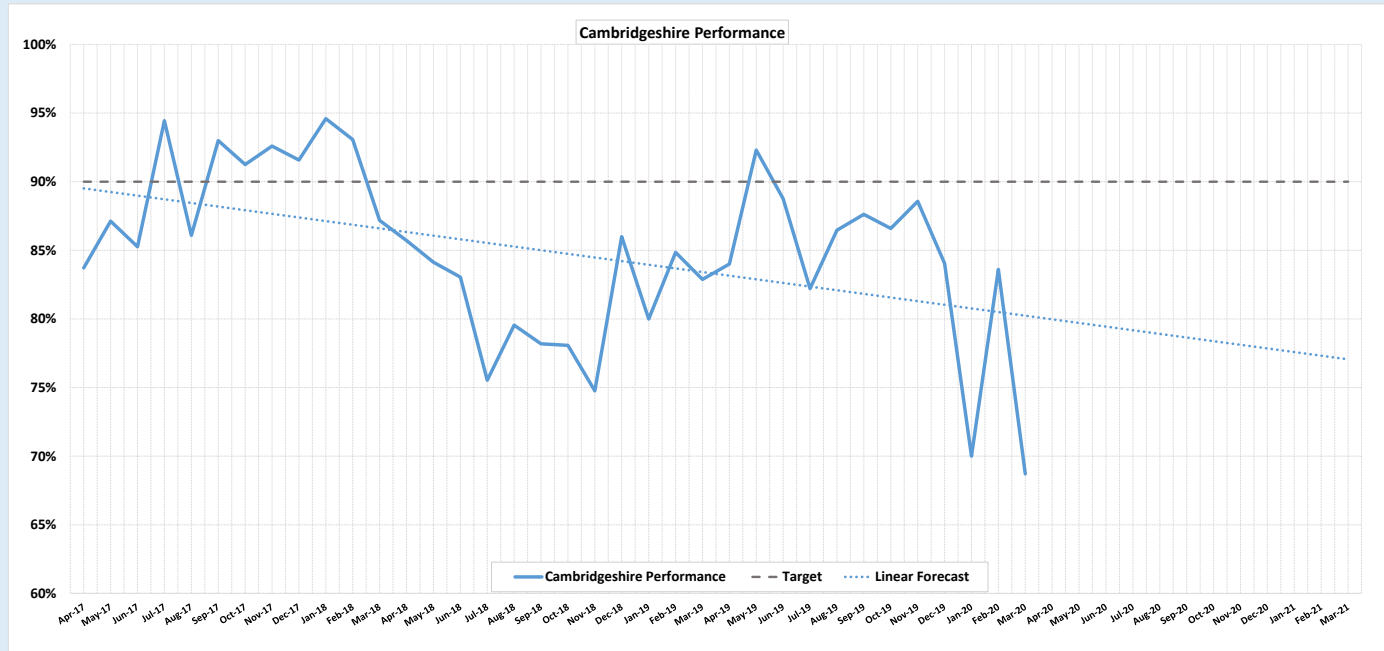
83.6%

Declining

R

**Indicator Description**

\* 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**

Q4 has been a period of immense upheaval with a number of expected and unexpected challenges in terms of staff recruitment and training including a change in head of service; imposed periods of lockdown and shielding arrangements for key experienced staff. There has also been an impact of delaying responses relating to critical front line service as we have made sure that they can focus on supporting the vulnerable of our communities. There will be a review by the head of services and managers to align processes with Peterborough. consider what changes can be made to benefit both councils and what resources will be required

80.0%



33.3%

50.0%

Declining

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.

foundation is being laid for improved performance against targets over a period of time. There will also be a review by the DPO and managers to align processes with Peterborough, consider what changes can be made to benefit both councils, and what resources will be required to ensure that we improve performance and service delivery.

100%



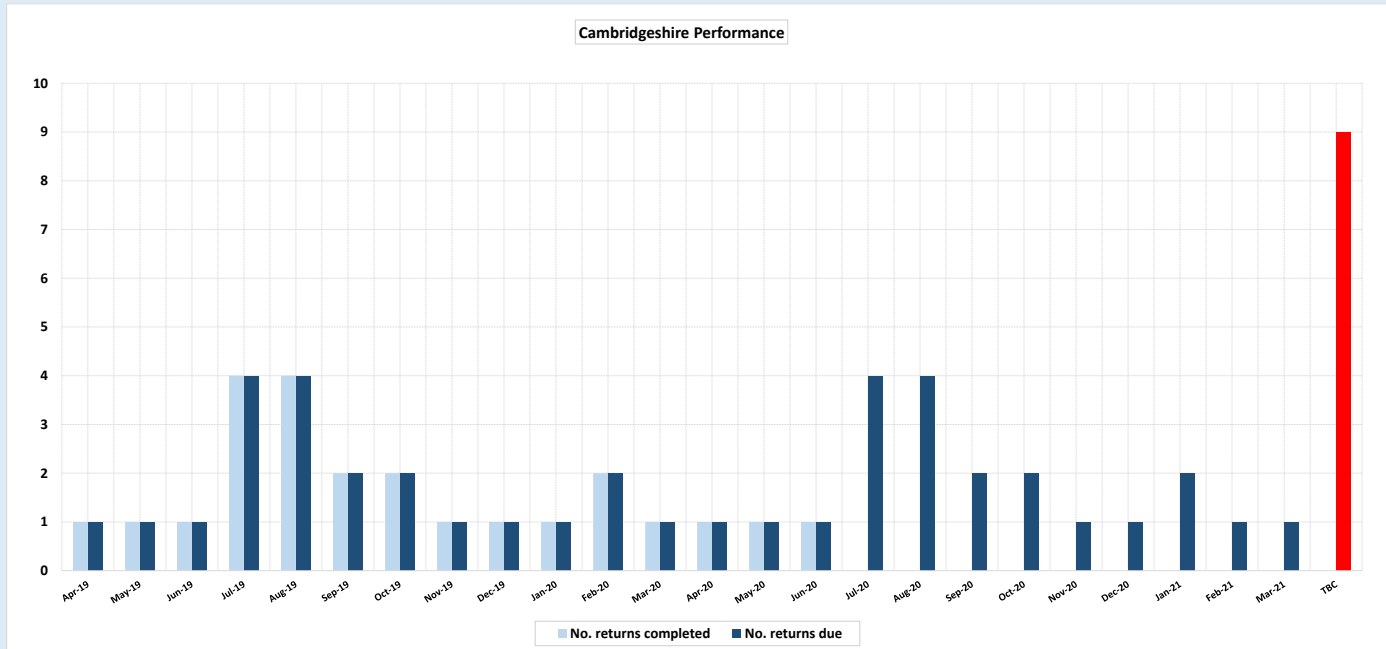
100.0%

100.0%

Unchanged

G

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



**Commentary**

The presentation of this indicator has been updated following the review of the Q3 figures by members, and the above visualisation is intended to provide greater clarity to the volume and frequency of returns made to central government by the Council's Business Intelligence Service.

As of the end of March 2020 (Q4), all statutory returns have been completed to the agreed standard, and all statutory deadlines have been met.

Central government departments are currently reviewing a number of statutory return deadlines in light of the current pandemic and the burden the returns place on Council resource. As of the 16th June, 9 returns do not have a confirmed submission date and have therefore been marked as "TBC" on the above graph. The chart will be updated once these dates are confirmed.

**Actions**

**Useful Links**

Placeholder for useful links.

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 Q1 report**

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

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Jun 2020

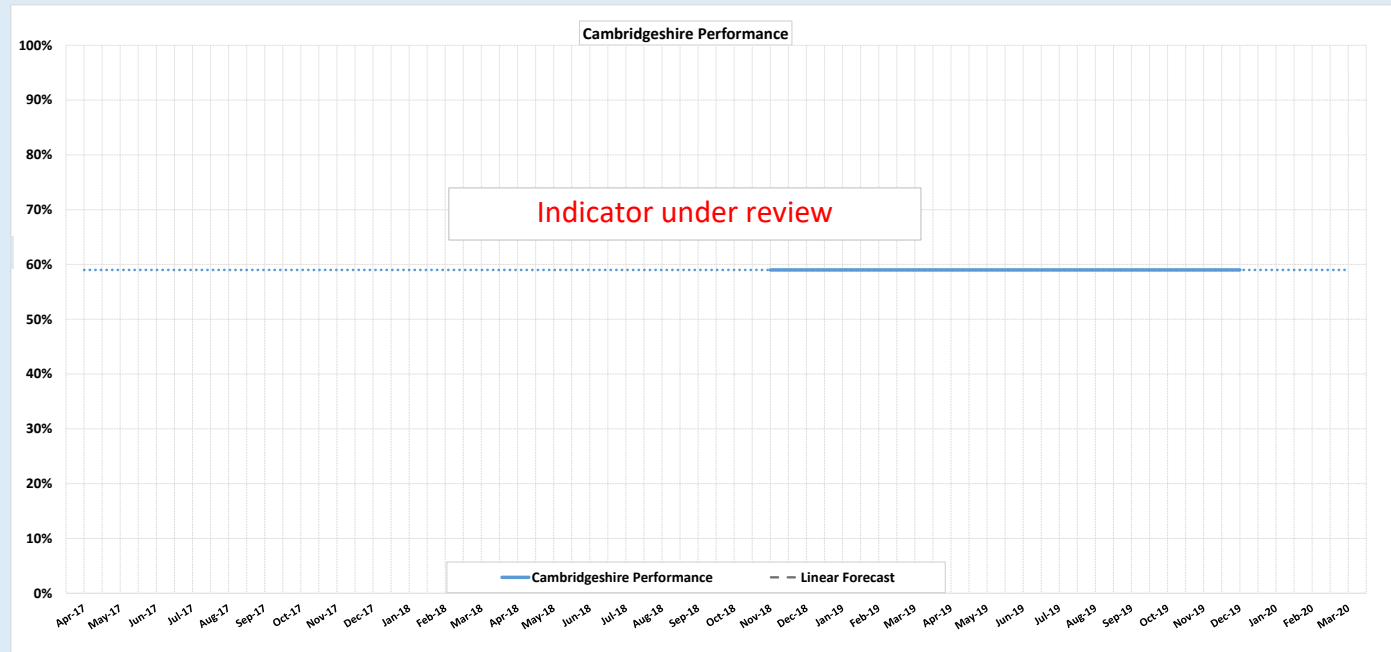
Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
Baseline	↑	59.0%	59.0%	Unchanged

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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Jun 2020

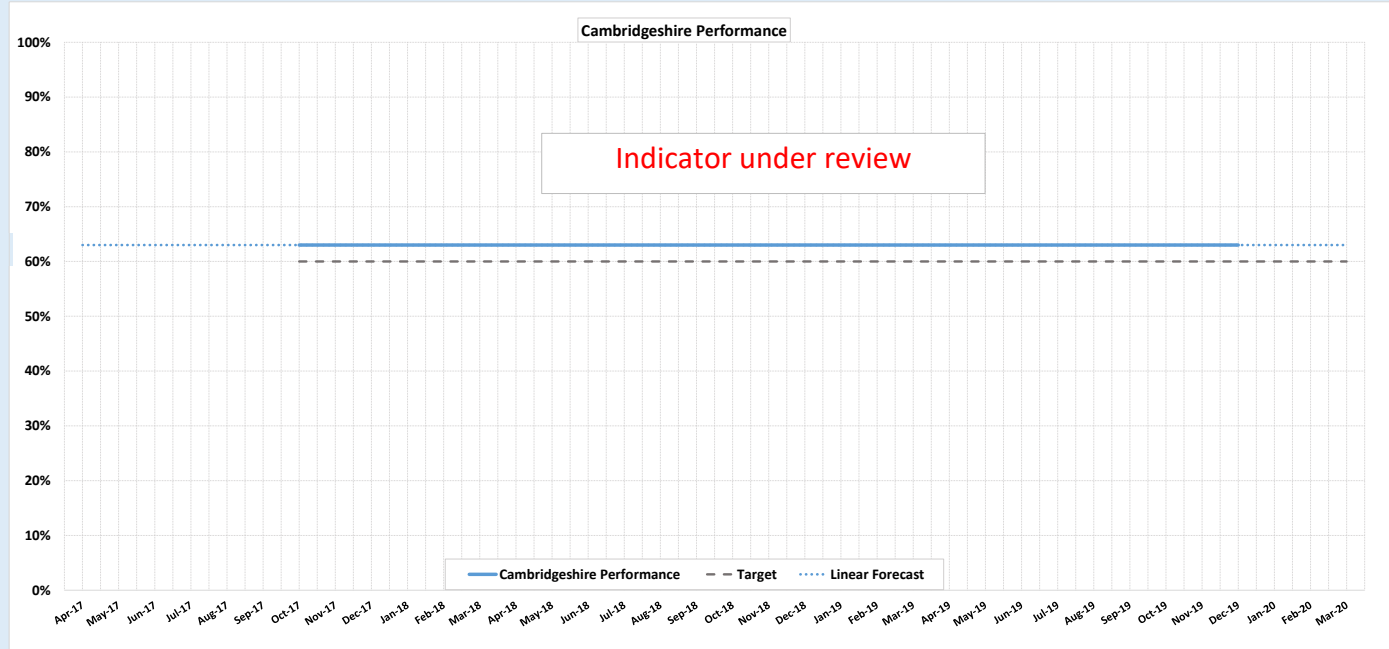
Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
60.0%	↑	63.0%	63.0%	Unchanged

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. This was due to take place in time for the Q4 report, but has been delayed due to the volume of urgent Covid 19 work requests.

**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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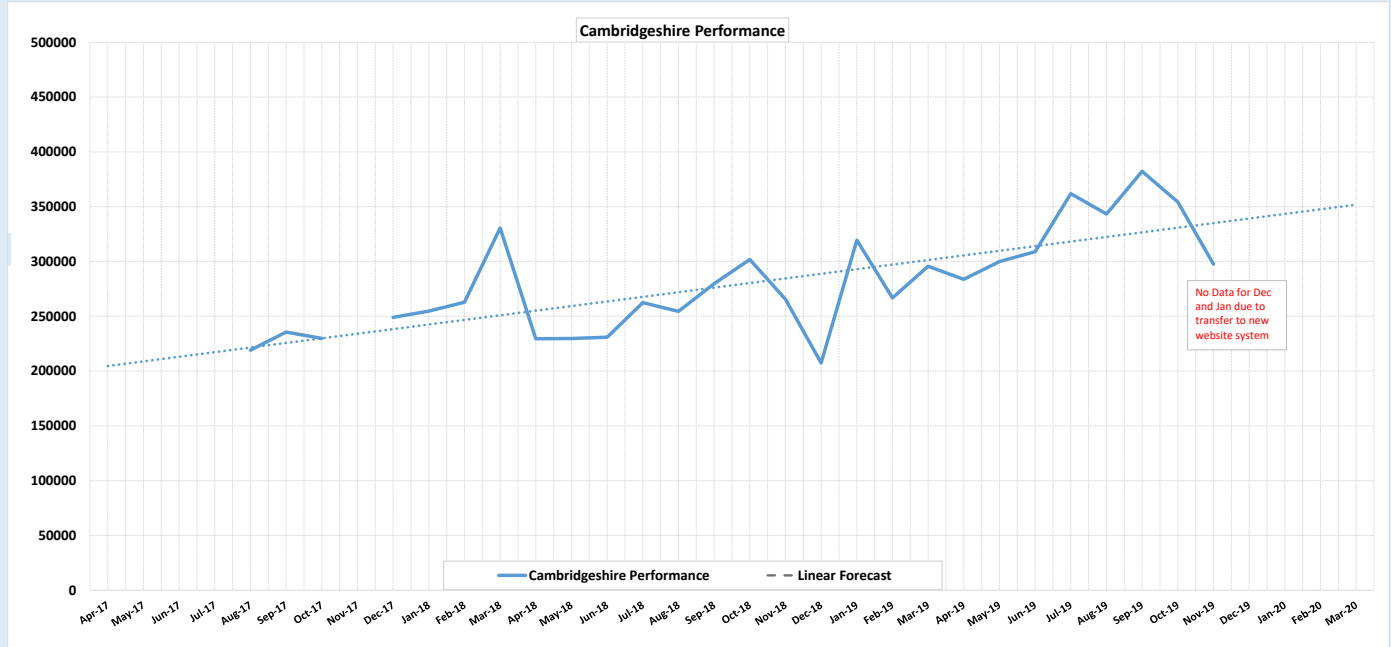
Jun 2020

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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Jun 2020

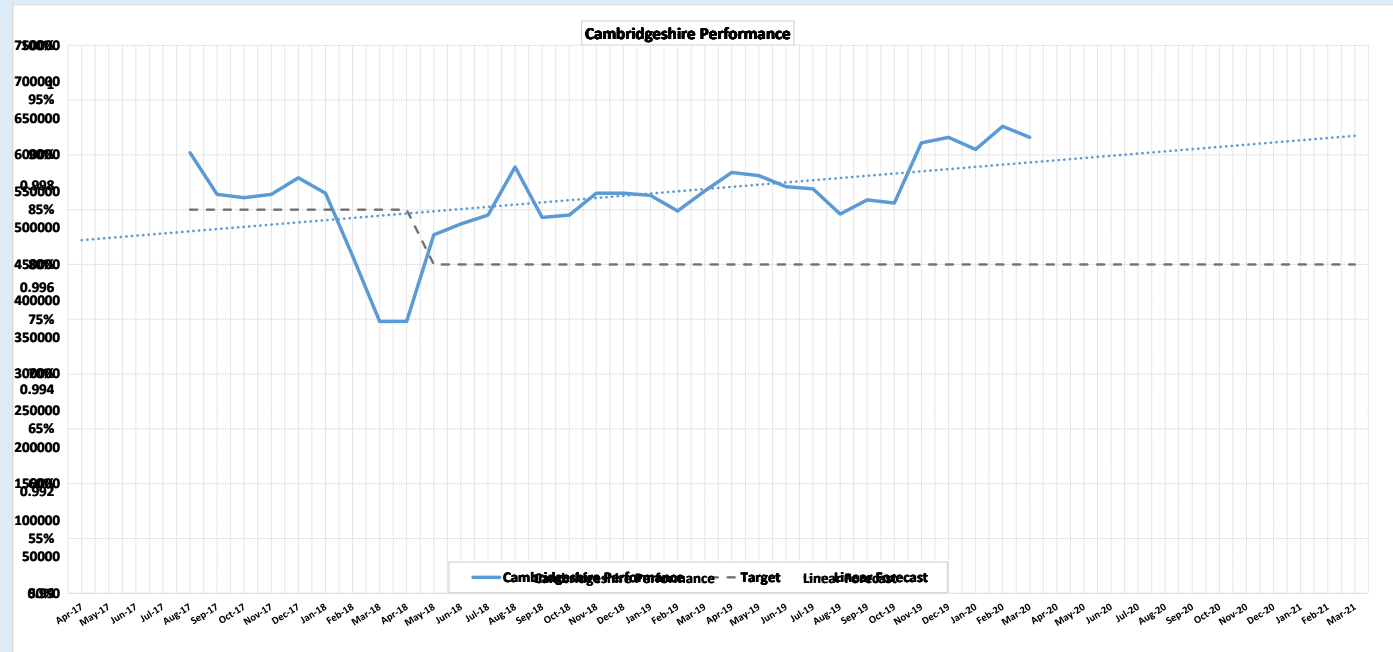
Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
80.0%	↑	91.6%	92.6%	Declining

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.

**Actions**

**Useful Links**

Indicator 191: Percentage of calls presented that are answered

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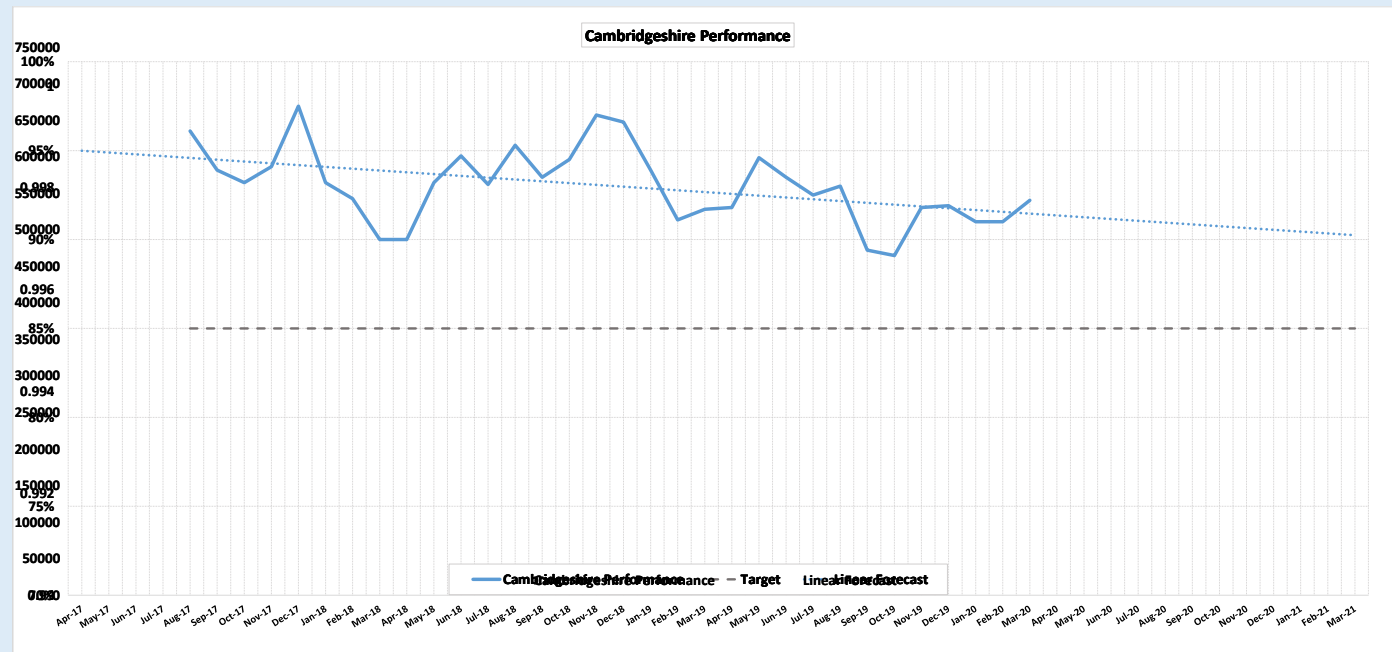
Jun 2020

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
85.0%	↑	92.2%	91.0%	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.

Indicator 192: Percentage of total contact that is deemed avoidable

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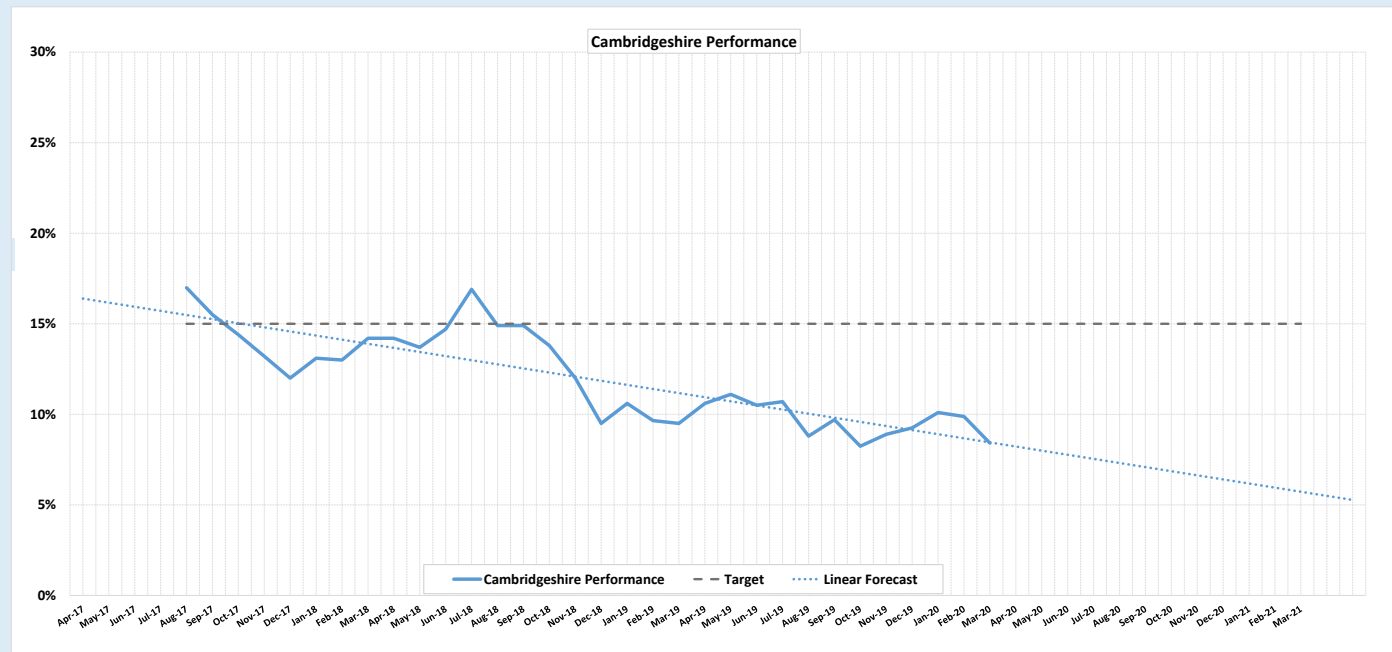
Jun 2020

Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
15.0%	↓	8.4%	9.9%	Improving

RAG Rating  
**B**

**Indicator Description**

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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Jun 2020

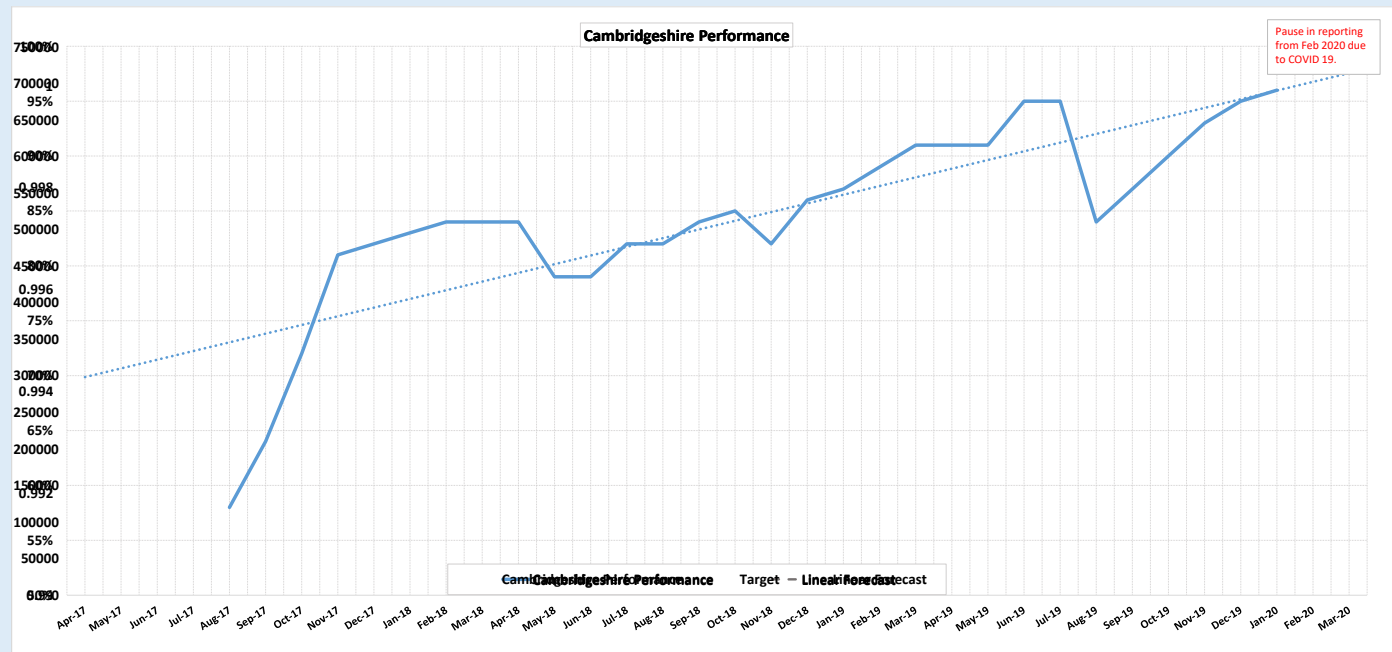
Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
Contextual	↑	96.0%	95.0%	Improving

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.

Useful Links



Commentary

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

Actions

90.0%



87.2%

89.9%

Declining

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.

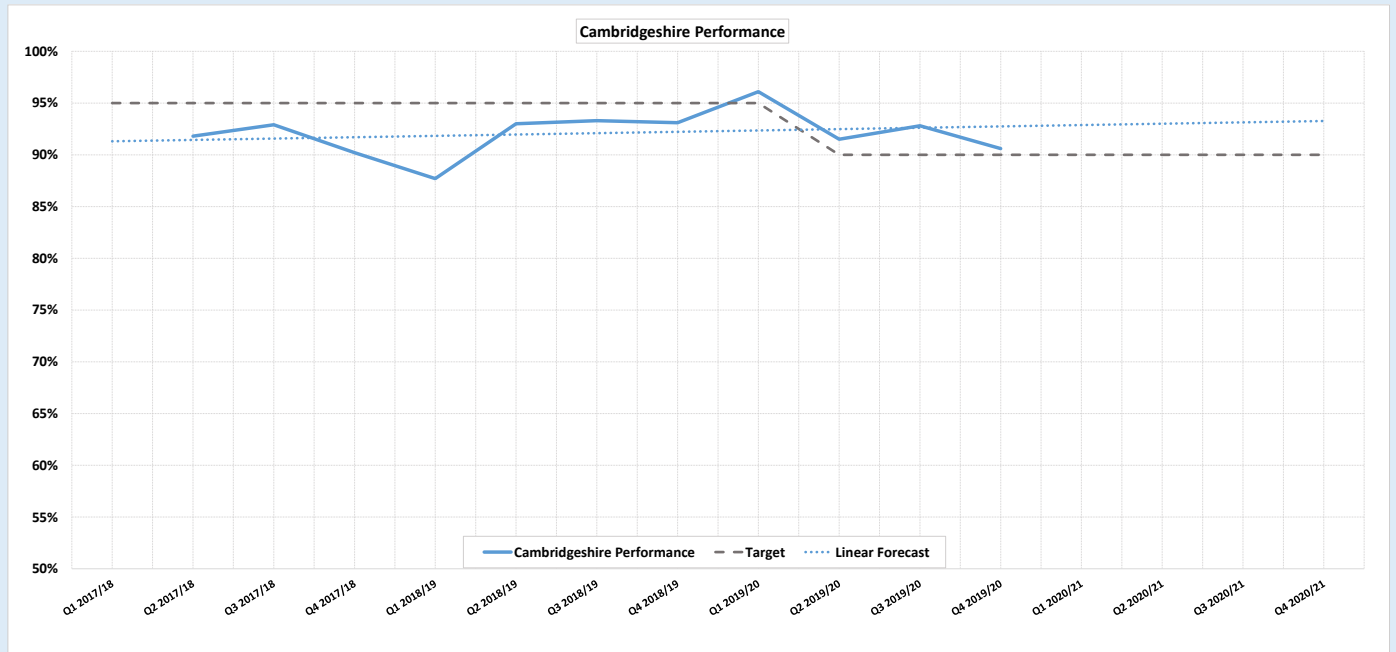
Target	Direction for Improvement	Current Month	Previous Month	Change in Performance
90.0%	↑	90.6%	92.8%	Declining

RAG Rating



**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%



99.9%

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