



| Report Title: | Hosted Services Performance |
|-------------------------------------|---|
| Meeting: | Joint Executive Committee |
| Meeting Date: | 25 January 2024 |
| Report Author: | Alison Hatcher, Assistant Chief Executive, Westmorland and Furness Council Nik Hardy, Assistant Chief Executive, Cumberland Council |
| Lead Cabinet Member(s): | Councillor Jonathan Brook, Leader, Westmorland and Furness Councillor Mark Fryer, Cumberland |
| Wards Affected? | All |
| PUBLIC, PART EXEMPT OR FULLY EXEMPT | Public |
| List of Appendices (if any) | Appendix 1 – Performance Report for hosted services |

1. Executive Summary

1.1 The purpose of this report is to provide members of the Joint Executive Committee with an update on the performance of long-term hosted services during Quarter 1 and Quarter 2 of 2023/24.

2. Recommendation

For the reasons set out in this report, it is recommended that the Joint Executive Committee –

2.1 Note the performance update for long-term hosted services during Quarter 1 and Quarter 2 of 2023/24 and agree to receive an update on performance during Quarter 3 at the next Committee meeting on 28 March 2024, and on a quarterly basis thereafter.

3. Information: The Rationale and Evidence

- 3.1 Under the Inter Authority Agreement entered between Westmorland and Furness Council and Cumberland Council governing the provision of hosted services, the Councils agreed to establish a Joint Executive Committee.
- 3.2 The Terms of Reference set out within the Inter Authority Agreement (IAA) state that the Joint Executive Committee is responsible for reviewing the

- performance of hosted services against budget and indicators for service quality, performance and efficiency. The Committee will also receive an annual report on performance, finance and proposed service improvements.
- 3.3 On 13 November 2023 the Joint Executive Committee agreed to formally monitor performance of long-term hosted services due to disaggregate after April 2025.
- 3.4 The agreed services are:

| Hosted service | Timeline for disaggregation | Host authority |
|---|-----------------------------|-------------------------|
| Digital Infrastructure/Connecting Cumbria | 31/12/2025 | Cumberland |
| Registration Service | 31/03/2026 | Cumberland |
| Active Cumbria and Active Travel | Long-term hosted | Cumberland |
| Adoption | Long-term hosted | Cumberland |
| Adult Learning | Long-term hosted | Westmorland and Furness |
| Archive Service | Long-term hosted | Cumberland |
| Emergency Planning and Resilience | Long-term hosted | Westmorland and Furness |
| Fostering | Long-term hosted | Cumberland |
| Residential and Edge of Care Homes | Long-term hosted | Cumberland |
| Waste Disposal | Long-term hosted | Cumberland |

- 3.5 The Joint Executive Committee agreed the performance measures for each of the long-term hosted services, with a further request to provide additional qualitative data where possible. The performance data collated for Quarters 1 and 2 of 2023/24 is detailed in Appendix 1.
- 4. Link to Council Plan Priorities: (People, Climate, Communities, Economy and Culture, Customers, Workforce)
- 4.1 This report provides performance data for long-term hosted services in both Cumberland and Westmorland and Furness. This ensures that both councils have a consistent overview of performance to ensure delivery of the respective council plan priorities.

5. Consultation Outcomes (with services, ward councillors & public consultation where required)

5.1 Consultation with the Joint Executive Committee on 13 November 2023 took place to support the production of this report.

6. Alternative Options Considered

6.1 Members could choose an alternative approach to performance monitoring and focus on different areas.

7. Financial Implications and risk

- 7.1 There is a risk that the data provided is difficult to translate into qualitative performance reporting for members and the public to understand how effectively services are being delivered. Where possible, services have provided qualitative information to support the quantitative data sets.
- 7.2 If there are any issues regarding performance raised by officers that cannot be resolved, they can be escalated via the Joint Officer Board and to the Joint Executive Committee.
- 7.3 The annual review process set out in the IAA also allows for a review of service performance to be undertaken by the lead officers for the hosted service in the two authorities with the outcome of any reviews reported to the Joint Disaggregation Group, Joint Officer Board and Joint Executive Committee.

8. Legal & Governance Implications

8.1 None directly arising from this report.

9. Human Resources Implications

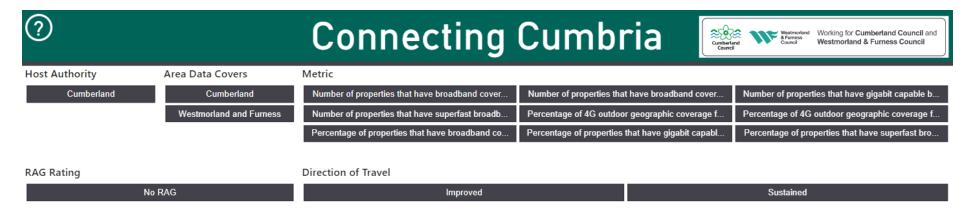
- 9.1 None directly arising from this report.
- **10. Equality & Diversity Implications** (including the public sector equality duty, Armed Forces Families, Care Leavers and Health inequalities implications)
- 10.1 None directly arising from this report.

11. Background Information & Sources (used in preparation of this Report)

11.1 None

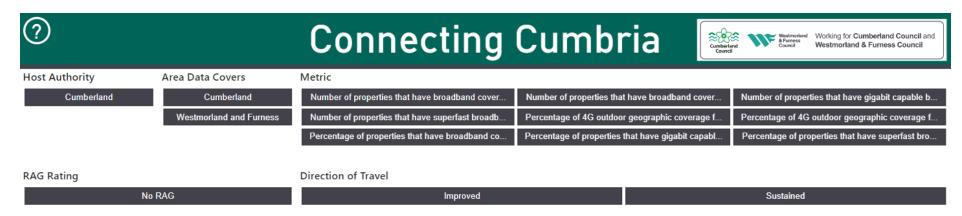
Appendix 1 – Performance Reporting for long-term hosted services

Digital Infrastructure/Connecting Cumbria - hosted by Cumberland



| URN | Area Data Covers | Metric | Current value | Current period | Previous value | Previous period | DOT | 12 Month Trend | Target RAG Good is | Reporting Frequency | Data Source |
|-------|-------------------------|--|------------------|----------------|----------------|-----------------|----------|----------------|--------------------|------------------------|-------------|
| DI1c | Cumberland | Number of properties that have superfast broadband coverage > 30Mbps download | 138801 | September 2023 | 138654 | June 2023 | ↑ | | High | Quarterly | |
| DI1wf | Westmorland and Furness | Number of properties that have superfast broadband coverage > 30Mbps download | 120047 | September 2023 | 120047 | June 2023 | → | | High | Quarterly | |
| DI2c | Cumberland | Percentage of properties that have superfast broadband coverage > 30Mbps download | 94.6 | September 2023 | 94.5 | June 2023 | 1 | | High | Quarterly | |
| DI2wf | Westmorland and Furness | Percentage of properties that have superfast broadband coverage > 30Mbps download | 94.2 | September 2023 | 94.2 | June 2023 | → | | High | Quarterly | |
| DI3c | Cumberland | Number of properties that have gigabit capable broadband coverage of at least 1,000Mbps download | 40056 | September 2023 | 35654 | June 2023 | ↑ | | High | Quarterly | |
| DI3wf | Westmorland and Furness | Number of properties that have gigabit capable broadband coverage of at least 1,000Mbps download | 66778 | September 2023 | 61935 | June 2023 | 1 | | High | Quarterly | |
| DI4c | Cumberland | Percentage of properties that have gigabit capable broadband coverage of at least 1,000Mbps download | 27.3 | September 2023 | 24.3 | June 2023 | ↑ | | High | Quarterly | |
| DI4wf | Westmorland and Furness | Percentage of properties that have gigabit capable broadband coverage of at least 1,000Mbps download | 52.4 | September 2023 | 48.6 | June 2023 | ↑ | | High | Quarterly | |
| DI5c | Cumberland | Number of properties that have broadband coverage of <10Mbps download | 4255 | September 2023 | 4402 | June 2023 | 4 | | Low | Quarterly | |
| DI5wf | Westmorland and Furness | Number of properties that have broadband coverage of <10Mbps download | 4078 | September 2023 | 4078 | June 2023 | → | | Low | Quarterly | |

Digital Infrastructure/Connecting Cumbria - hosted by Cumberland (continued)



16 Metrics

| io ivict | | | | | | | | | | | | |
|----------|-------------------------|---|------------------|----------------|-------------------|-----------------|---------------|----------------|--------|----------------|------------------------|-------------|
| URN | Area Data Covers | Metric | Current value | Current period | Previous value | Previous period | DOT | 12 Month Trend | Target | RAG Good is | Reporting Frequency | Data Source |
| | | | | | | | | | | | | |
| DI6c | Cumberland | Percentage of properties that have broadband coverage of <10Mbps download | 2.9 | September 2023 | 3 | June 2023 | 4 | | | Low | Quarterly | |
| DI6wf | Westmorland and Furness | Percentage of properties that have broadband coverage of <10Mbps download | 3.2 | September 2023 | 3.2 | June 2023 | \rightarrow | | | Low | Quarterly | |
| DI7c | Cumberland | Percentage of 4G outdoor geographic coverage from at least one Mobile Network Operator (MNO) | 86.8 | September 2023 | 86.8 | June 2023 | → | | | High | Quarterly | |
| DI7wf | Westmorland and Furness | Percentage of 4G outdoor geographic coverage from at least one Mobile Network Operator (MNO) | 93.2 | September 2023 | 93.2 | June 2023 | → | | | High | Quarterly | |
| DI8c | Cumberland | Percentage of 4G outdoor geographic coverage from all four Mobile Network Operators (MNO) | 66.1 | September 2023 | 66.1 | June 2023 | → | | | High | Quarterly | |
| DI8wf | Westmorland and Furness | Percentage of 4G outdoor geographic coverage from all four Mobile Network Operators (MNO) | 62.5 | September 2023 | 62.5 | June 2023 | → | | | High | Quarterly | |

NB. Reporting for DI7 and DI8 are provided bi-annually in line with OFCOM 4G reporting schedules.

Digital Infrastructure/Connecting Cumbria qualitative performance reporting:

Connecting Cumbria, working on behalf of both Cumberland and Westmorland and Furness Councils to deliver the cross Cumbria Digital Infrastructure Strategy 2020-25, has continued to progress work to improve digital infrastructure across the county. This work has included monitoring and supporting the delivery of the Project Gigabit and Shared Rural Network Programmes

The Project Gigabit regional contract, awarded by Building Digital UK to Fibrus Ltd at the end of 2022, is actively deploying gigabit capable broadband across the county to up to 60,000 properties. Over 1,300 properties are already able to order services and further areas are going live each quarter. Subject to completion of declared commercial programmes and all works by Project Gigabit, Cumbria's gigabit coverage is anticipated to exceed 99% of properties by the end of 2026; all works under Project Gigabit are currently expected to be completed in 2026. It is anticipated that a small number of properties in Cumbria, less than 900, may be impractical to target with the current Project Gigabit delivery approaches and Cumbria is expected to be a pilot area for the developing pilot programme with Building Digital UK to ensure that no-one and no place is left behind.

The UK Government Shared Rural Network programme to expand outdoor 4G coverage by at least one mobile network operator to 97% of the Cumbria landmass and 80% from all four is also progressing. The Home Office Emergency Services 4G Network contributes to these targets.

Registration Service – hosted by Cumberland (Targets are set by the General Register Office)



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| URN | Area Data Covers | Metric | Current value | Current period | Previous value | Previous period | DOT | 12 Month Trend | Target | RAG | Good is | Reporting Frequency | Data Source |
|-------|-------------------------|---|---------------|----------------|----------------|--------------------|---------------|----------------|--------|-----|------------|------------------------|----------------|
| RS1c | Cumberland | Percentage of births (or declarations) within 5 working days of request | 82.41 | September 2023 | 66.01 | June 2023 | ↑ | | 95 | | High | Quarterly | Stopford |
| RS1wf | Westmorland and Furness | Percentage of births (or declarations) within 5 working days of request | 78.83 | September 2023 | 84.56 | June 2023 | 4 | | 95 | | High | Quarterly | Stopford |
| RS2c | Cumberland | Percentage of still births (or declarations) – within 2 working days of request | 100 | September 2023 | 100 | June 2023 | → | | 95 | | High | Quarterly | Stopford |
| RS2wf | Westmorland and Furness | Percentage of still births (or declarations) – within 2 working days of request | 100 | September 2023 | 100 | June 2023 | → | | 90 | | High | Quarterly | Stopford |
| RS3c | Cumberland | Percentage of deaths (or declaration) – within 2 working days of request | 98.84 | September 2023 | 78.84 | June 2023 | 1 | | 98 | | High | Quarterly | Stopford |
| RS3wf | Westmorland and Furness | Percentage of deaths (or declaration) – within 2 working days of request | 93.47 | September 2023 | 85.68 | June 2023 | 1 | | 90 | | High | Quarterly | Stopford |
| RS4c | Cumberland | Percentage of Marriage/Civil Partnership notices – within 10 working days request | 56.49 | September 2023 | 29.19 | June 2023 | 1 | | 98 | | High | Quarterly | Stopford |
| RS4wf | Westmorland and Furness | Percentage of Marriage/Civil Partnership notices – within 10 working days request | 58.33 | September 2023 | 45.39 | June 2023 | 1 | | 95 | | High | Quarterly | Stopford |
| RS5c | Cumberland | Percentage of births registered within 42 days | 99 | September 2023 | 98 | June 2023 | 1 | | 95 | | High | Quarterly | Stopford |
| RS5wf | Westmorland and Furness | Percentage of births registered within 42 days | 95 | September 2023 | 98 | June 2023 | 4 | | 95 | | High | Quarterly | Stopford |
| RS6c | Cumberland | Percentage of still births registered within 42 days | 100 | September 2023 | 100 | June 2023 | \rightarrow | | 95 | | High | Quarterly | Stopford |
| RS6wf | Westmorland and Furness | Percentage of still births registered within 42 days | 100 | September 2023 | 100 | June 2023 | \rightarrow | | 98 | | High | Quarterly | Stopford |
| RS7c | Cumberland | Percentage of Medical Certificates of Cause of Death (MCCD's) (no coronial involvement) registered within 5 days, including data where the MCCD was signed on day 4 or later | 75 | September 2023 | 44 | June 2023 | ↑ | | 95 | | High | Quarterly | Stopford |
| RS7wf | Westmorland and Furness | Percentage of Medical Certificates of Cause of | 57 | September 2023 | 49 | June 2023 | 1 | | 98 | | Hiah | Quarterly | Stopford |
| | 3,1000 | Death (MCCD's) (no coronial involvement) registered within 5 days, including data where the MCCD was signed on day 4 or later | | | | | • | | | | | ,, | |

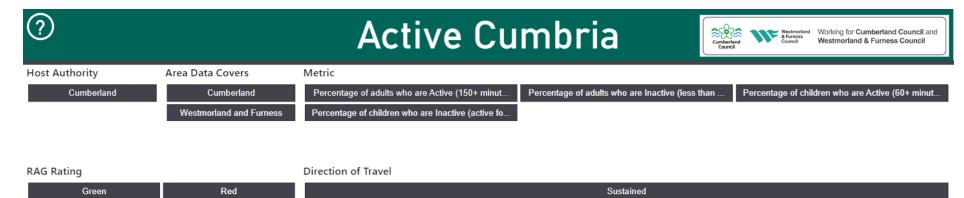
Registration Service - qualitative performance reporting:

Customer feedback provided during 2023/24 to the end of Quarter 2.

| Office | Number of cards completed to end of Q2 | of enquiry- % | offered within | Seen within 10 minutes of appointment time - % yes | Did you find staff courteous - % yes | Was office environment suitable for your needs - % yes | How satisfied were you with the service received today - % rated excellent |
|------------|--|---------------|----------------|--|--|--|--|
| Carlisle | 97 | 100% | 95% | 100% | 100% | 100% | 99% |
| Whitehaven | 21 | 81% | 100% | 100% | 100% | 100% | 90% |
| Cumberland | 118 | 91% | 98% | 100% | 100% | 100% | 95% |

| Office | Number of cards completed to end of Q2 | of enquiry- % | Appointment offered within 5 days - % yes | Seen within 10 minutes of appointment time - % yes | Did you find staff courteous - % yes | Was office environment suitable for your needs - % yes | How satisfied were you with the service received today - % rated excellent |
|---------|--|---------------|---|--|--|--|--|
| Kendal | 4 | 50% | 100% | 100% | 100% | 100% | 100% |
| Barrow | 128 | 97% | 88% | 100% | 100% | 99% | 98.50% |
| Penrith | 5 | 100% | 80% | 100% | 100% | 100% | 100% |
| W&F | 137 | 82% | 89% | 100% | 100% | 100% | 100% |

Active Cumbria and Active Travel - hosted by Cumberland



| URN | Area Data Covers | Metric | Current value | Current period | Previous value | Previous period | DOT | 12 Month Trend | Target | RAG | Good is | Reporting Frequency | Data Source |
|-------|-------------------------|---|---------------|----------------|----------------|-----------------|----------|----------------|--------|-----|------------|------------------------|---|
| AC1c | Cumberland | Percentage of adults who are Active (150+ minutes of activity per week) | 59.8 | September 2023 | 59.8 | June 2023 | → | | 65.2 | | High | Annual | Active Lives Survey (Sport England) |
| AC1wf | Westmorland and Furness | Percentage of adults who are Active (150+ minutes of activity per week) | 67.2 | September 2023 | 67.2 | June 2023 | → | | 72.5 | | High | Annual | Active Lives Survey (Sport England) |
| AC2c | Cumberland | Percentage of children who are Active (60+ minutes of activity per day) | 49.2 | September 2023 | 49.2 | June 2023 | → | | 62.8 | | High | Annual | Active Lives Survey (Sport England) |
| AC2wf | Westmorland and Furness | Percentage of children who are Active (60+ minutes of activity per day) | 47.3 | September 2023 | 47.3 | June 2023 | → | | 57.2 | | High | Annual | Active Lives Survey (Sport England) |
| AC3c | Cumberland | Percentage of adults who are Inactive (less than 30 minutes of activity per week) | 28.6 | September 2023 | 28.6 | June 2023 | → | | 25.8 | | Low | Annual | Active Lives Survey (Sport England) |
| AC3wf | Westmorland and Furness | Percentage of adults who are Inactive (less than 30 minutes of activity per week) | 20.8 | September 2023 | 20.8 | June 2023 | → | | 25.8 | | Low | Annual | Active Lives Survey (Sport England) |
| AC4c | Cumberland | Percentage of children who are Inactive (active for less than an average of 30 minutes per day) | 29.9 | September 2023 | 29.9 | June 2023 | → | | 30.1 | | Low | Annual | Active Lives Survey (Sport England) |
| AC4wf | Westmorland and Furness | Percentage of children who are Inactive (active for less than an average of 30 minutes per day) | 32.7 | September 2023 | 32.7 | June 2023 | → | | 30.1 | | Low | Annual | Active Lives Survey (Sport England) |



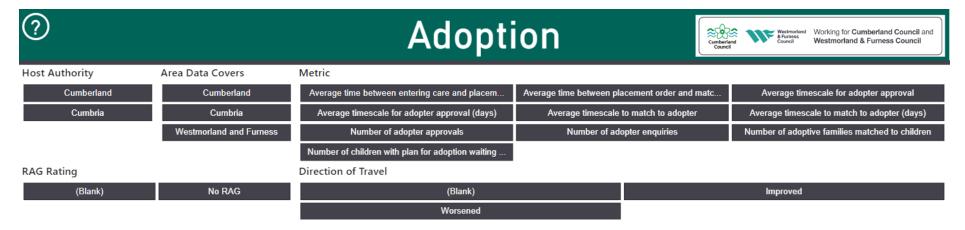
4 Metrics

| 4 Metr | rics | | | | | | | | | | | | <u>=</u> 63 ⋅⋅⋅ |
|--------|-------------------------|--|---------------|----------------|----------------|-----------------|----------|----------------|--------|-----|------------|------------------------|--------------------|
| URN | Area Data Covers | Metric | Current value | Current period | Previous value | Previous period | DOT | 12 Month Trend | Target | RAG | Good is | Reporting Frequency | Data Source |
| AT1c | Cumberland | Number of children trained through Active Travel to School programme | 371 | September 2023 | 717 | June 2023 | 4 | | 4048 | | High | Quarterly | Active Travel KPIs |
| AT1wf | Westmorland and Furness | Number of children trained through Active Travel to School programme | 543 | September 2023 | 511 | June 2023 | 1 | | 2698 | | High | Quarterly | Active Travel KPIs |
| AT2c | Cumberland | Number of people engaged in Travel Actively programme | 125 | September 2023 | 48 | June 2023 | ↑ | | | | High | Quarterly | Active Travel KPIs |
| AT2wf | Westmorland and Furness | Number of people engaged Travel Actively | 99 | September 2023 | 28 | June 2023 | 1 | | | | High | Quarterly | Active Travel KPIs |

Active Cumbria and Active Travel qualitative performance reporting: The annual report for Active Cumbria is published every September. The report for 2022/23 is enclosed.



Adoption - hosted by Cumberland



| URN | Area Data Covers | Metric | Current value | Current period | Previous value | Previous period | DOT | 12 Month Trend Tai | rget RA | | Reporting | Data |
|----------|-------------------------|---|---------------|----------------|-------------------|-----------------|-----------------|--------------------|---------|------|-----------|--------|
| <u> </u> | | | value | | value | | | | | is | Frequency | Source |
| A1c | Cumberland | Number of adopter enquiries | 18 | September 2023 | 14 | June 2023 | ↑ | | | High | Quarterly | LCS |
| A1wf | Westmorland and Furness | Number of adopter enquiries | 14 | September 2023 | 12 | June 2023 | 1 | | | High | Quarterly | LCS |
| A2 | Cumbria | Number of adopter approvals | | | | | | • | | High | Quarterly | LCS |
| A2c | Cumberland | Number of adopter approvals | 4 | September 2023 | 1 | June 2023 | 1 | | | High | Quarterly | LCS |
| A2wf | Westmorland and Furness | Number of adopter approvals | 3 | September 2023 | 4 | June 2023 | 4 | | | High | Quarterly | LCS |
| A3 | Cumbria | Average timescale (in days) for adopter approval | 256 | March 2023 | | | | • | | Low | Quarterly | LCS |
| A3c | Cumberland | Average timescale (in days) for adopter approval | 289 | September 2023 | 252 | June 2023 | 1 | | | Low | Quarterly | LCS |
| A3wf | Westmorland and Furness | Average timescale (in days) for adopter approval | 249 | September 2023 | 205 | June 2023 | 4 | | | Low | Quarterly | LCS |
| A4 | Cumbria | Number of adoptive families matched to children | | | | | | • | | High | Quarterly | LCS |
| A4c | Cumberland | Number of adoptive families matched to children | 1 | September 2023 | 2 | June 2023 | 4 | | | High | Quarterly | LCS |
| A4wf | Westmorland and Furness | Number of adoptive families matched to children | 1 | September 2023 | 4 | June 2023 | 1 | | | High | Quarterly | LCS |
| A5 | Cumbria | Average timescale (in days) to match to adopter | 435 | March 2023 | | | | • | | Low | Quarterly | LCS |
| A5c | Cumberland | Average timescale (in days) to match to adopter | | September 2023 | 159 | June 2023 | 4 | | | Low | Quarterly | LCS |
| A5wf | Westmorland and Furness | Average timescale (in days) to match to adopter | 149 | September 2023 | 304 | June 2023 | 4 | | | Low | Quarterly | LCS |
| A6 | Cumbria | Number of children with plan for adoption waiting for | | | | | | | | Low | Quarterly | LCS |
| | | placement | | | | | | • | | | • | |
| A6c | Cumberland | Number of children with plan for adoption waiting for | 21 | September 2023 | 25 | June 2023 | $\mathbf{\Psi}$ | | | Low | Quarterly | LCS |
| | | placement | | | | | | | | | | |
| A6wf | Westmorland and Furness | Number of children with plan for adoption waiting for | 13 | September 2023 | 21 | June 2023 | $\mathbf{\Phi}$ | | | Low | Quarterly | LCS |
| | | placement | | | | | | | | | | |

| URN | Area Data Covers | Metric | Current value | Current period | Previous value | Previous period | DOT | 12 Month Trend | Target | RAG Good | Reporting Frequency | |
|------|-------------------------|---|---------------|----------------|----------------|-----------------|----------|----------------|--------|----------|------------------------|-----|
| A7 | Cumbria | . Average time (in days) between placement order and match with adoptive family | | | | | | • | | Low | Quarterly | LCS |
| A7c | Cumberland | Average time (in days) between placement order and match with adoptive family | 145 | September 2023 | 120 | June 2023 | ↑ | | | Low | Quarterly | LCS |
| A7wf | Westmorland and Furness | Average time (in days) between placement order and match with adoptive family | 219 | September 2023 | 243 | June 2023 | 4 | | | Low | Quarterly | LCS |
| A8 | Cumbria | Average time (in days) between entering care and placement with adoptive family | | | | | | • | | Low | Quarterly | LCS |
| A8c | Cumberland | Average time (in days) between entering care and placement with adoptive family | 427 | September 2023 | 581 | June 2023 | Ψ | | | Low | Quarterly | LCS |
| A8wf | Westmorland and Furness | Average time (in days) between entering care and placement with adoptive family | 351 | September 2023 | 678 | June 2023 | 4 | | | Low | Quarterly | LCS |

NB. Where measures refer to average timescales or average time, the performance is calculated in days.

Adoption qualitative performance reporting: Bi-annual report completed in May and November each year can provide additional information if required, consideration needed regarding sensitive information within the report.

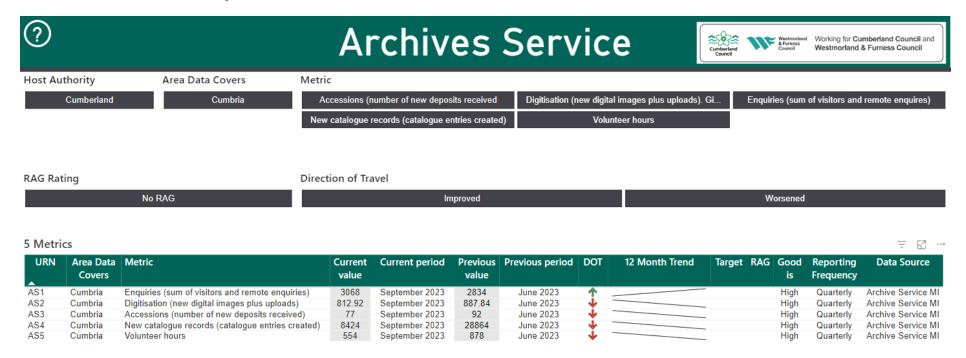
Adult Learning- hosted by Westmorland & Furness

The performance metrics detailed below have been confirmed, however the service has requested that reporting to the Joint Executive Committee commences from the production of the Quarter 3 2023/24 report in line with their reporting calendar.

| Ref | Metric | Format | Frequency | Data available split between Cumberland and W&F? |
|-----|---|------------|---------------------------------------|--|
| AL1 | Number of enrolments to health and well-being programme | Number | Quarterly commencing Q3 2023/24 | Yes |
| AL2 | Number of enrolments to digital ICT programme | Number | Quarterly commencing Q3 2023/24 | Yes |
| AL3 | Percentage of learners who progress to further learning following completion of targeted skills programme | Percentage | Quarterly commencing Q3 2023/24 | Yes |
| AL4 | Percentage of learners who enrol who achieve qualification | Percentage | Annually commencing Q3 2023/24 | Yes |
| AL5 | Percentage of learners who enrol who achieve Math qualification | Percentage | Annually commencing Q3 2023/24 | Yes |
| AL6 | Percentage of learners who enrol who achieve English qualification | Percentage | Annually commencing Q3 2023/24 | Yes |

| AL7 | Percentage of learners who enrol who achieve Digital qualification | Percentage | Annually commencing Q3 2023/24 | Yes |
|-----|---|------------|--------------------------------|-----|
| AL8 | Percentage of learners who enrol who achieve GCSE English and maths qualification | Percentage | Annually commencing Q3 2023/24 | Yes |

Archive Service – hosted by Cumberland



Archive Service qualitative performance reporting:

The archive service performance data varies from quarter to quarter. Accessions always depend on demand to deposit records in our Archive Centres and there is no way of predicting a trend.

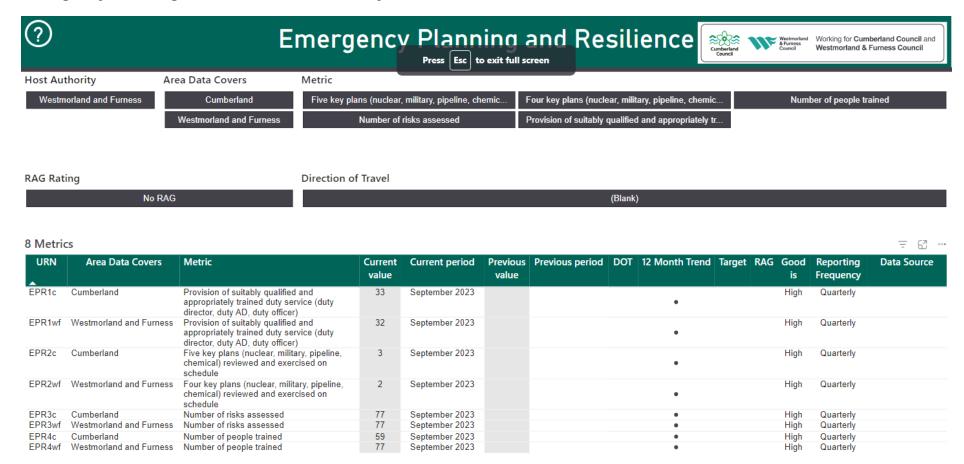
Regarding catalogue entries, occasional bulk uploads to the catalogue tend to cause spikes in the numbers. Likewise, there will be variation in the digitisation figure and there is no trend to report here.

With regard to volunteer numbers, the archive service has reviewed how we manage our volunteers and added regular breaks, broadly following academic term times. This allows the staff to have a break from supervising volunteers and allows time to review

the projects offered. This means the numbers will not follow a consistent quarterly model but the offer works very well for the volunteers.

In addition, the regular volunteers in conservation from Northumbria university (usually 12-18 hours per week in term time) are not attending this year due to low numbers enrolled on the course. While we continue to support this program we can't recruit from elsewhere, as this course is now the only course offered in the UK.

Emergency Planning and Resilience - hosted by Westmorland & Furness

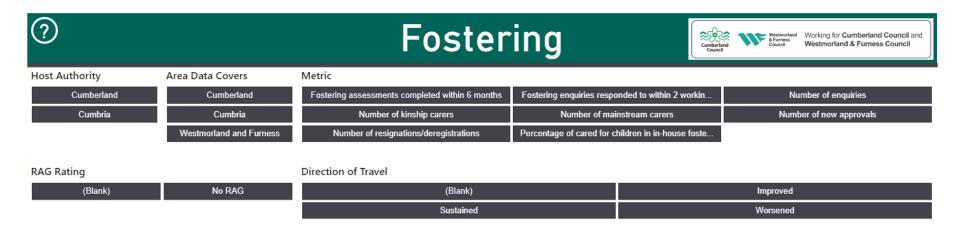


Emergency Planning and Resilience qualitative performance reporting:

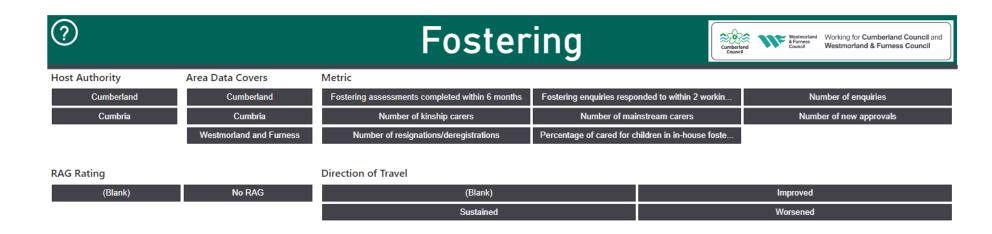
 Emergency Assistance Centre Manager Training delivered to 49 managers across the two authorities for council employees only. The figures for EPR4c and EPR4wf includes those attending emergency planning training from the council and other partners.

- Successful expression of interest for Cumbria Local Resilience Forum to be a Stronger Local Resilience Forum Pilot. The pilot will not commence in April 2024 due to DLUHC delaying the December submission deadline for the delivery plan, awaiting confirmation of revised submission date.
- In conjunction with the Digital Team and the three North East Local Resilience Forums, the team submitted a successful Local Digital Fund to develop Cumbria's VIPER (identification of Vulnerable Properties in an Emergency) into a regional prototype with new features.
- Delivered the Off Site Exercise for MOD Longtown in June involving a wide range of agencies, which validates the Off Site Emergency Plan.

Fostering - hosted by Cumberland



| URN | Area Data Covers | Metric | Current value | Current period | Previous value | Previous period | DOT | 12 Month Trend Targ | et RAG | Good is | Reporting Frequency | |
|------|-------------------------|--|------------------|----------------|----------------|-----------------|----------|---------------------|--------|------------|------------------------|-----|
| F1 | Cumbria | Number of mainstream carers | 212 | September 2023 | 215 | June 2023 | 4 | | | High | Quarterly | LCS |
| F1c | Cumberland | Number of mainstream carers | 122 | September 2023 | 124 | June 2023 | Ť | | | High | Quarterly | LCS |
| F1wf | Westmorland and Furness | Number of mainstream carers | 90 | September 2023 | 91 | June 2023 | Ť | | | High | Quarterly | LCS |
| F2 | Cumbria | Number of enquiries | 32 | September 2023 | 25 | June 2023 | 4 | | | High | Quarterly | LCS |
| F2c | Cumberland | Number of enquiries | 19 | September 2023 | 14 | June 2023 | 4 | | | High | Quarterly | LCS |
| F2wf | Westmorland and Furness | Number of enquiries | 13 | September 2023 | 11 | June 2023 | 4 | | | High | Quarterly | LCS |
| F3 | Cumbria | Number of new approvals | 2 | September 2023 | 2 | June 2023 | → | | | High | Quarterly | LCS |
| F3c | Cumberland | Number of new approvals | 1 | September 2023 | 2 | June 2023 | 4 | | | High | Quarterly | LCS |
| F3wf | Westmorland and Furness | Number of new approvals | 1 | September 2023 | | June 2023 | 1 | | | High | Quarterly | LCS |
| F4 | Cumbria | Number of resignations/deregistrations | 5 | September 2023 | 6 | June 2023 | 4 | | | Low | Quarterly | LCS |



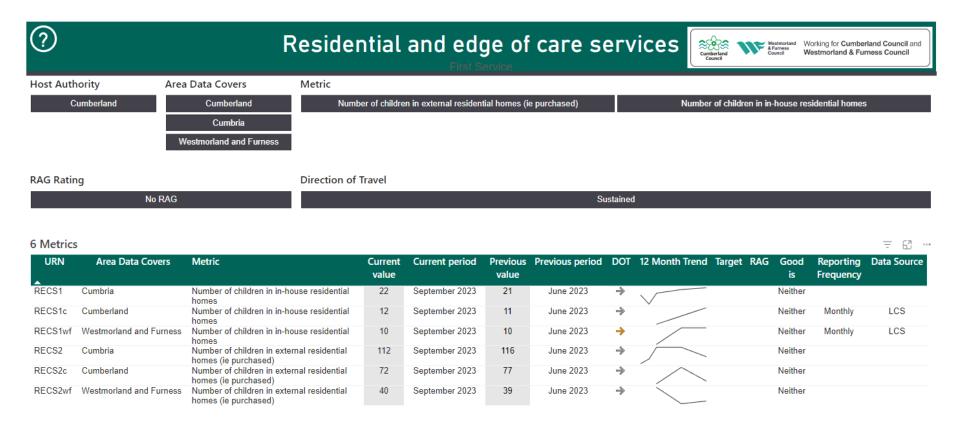
24 Metrics

| URN | Area Data Covers | Metric | Current value | Current period | Previous value | Previous period | DOT | 12 Month Trend Target | RAG Good is | Reporting Frequency | |
|------|-------------------------|---|------------------|----------------|-------------------|-----------------|---------------|-----------------------|----------------|------------------------|-----|
| F4c | Cumberland | Number of resignations/deregistrations | 3 | September 2023 | 1 | June 2023 | Ť | | Low | Quarterly | LCS |
| F4wf | Westmorland and Furness | Number of resignations/deregistrations | 2 | September 2023 | 5 | June 2023 | 4 | | Low | Quarterly | LCS |
| F5 | Cumbria | Number of kinship carers | 56 | September 2023 | 45 | March 2023 | 1 | | High | Quarterly | LCS |
| F5c | Cumberland | Number of kinship carers | 32 | September 2023 | 26 | June 2023 | 1 | | High | Quarterly | LCS |
| F5wf | Westmorland and Furness | Number of kinship carers | 24 | September 2023 | 26 | June 2023 | 4 | | High | Quarterly | LCS |
| F6 | Cumbria | Fostering enquiries responded to within 2 working days | 100 | September 2023 | 100 | June 2023 | → | | High | Quarterly | LCS |
| F6c | Cumberland | Fostering enquiries responded to within 2 working days | 100 | September 2023 | 100 | June 2023 | \rightarrow | | High | Quarterly | LCS |
| F6wf | Westmorland and Furness | Fostering enquiries responded to within 2 working days | 100 | September 2023 | 100 | June 2023 | → | | High | Quarterly | LCS |
| F7 | Cumbria | Fostering assessments completed within 6 months | | September 2023 | | June 2023 | | • | High | Quarterly | LCS |
| F7c | Cumberland | Fostering assessments completed within 6 months | 100 | September 2023 | 100 | June 2023 | \rightarrow | | High | Quarterly | LCS |
| F7wf | Westmorland and Furness | Fostering assessments completed within 6 months | | September 2023 | | June 2023 | \rightarrow | | High | Quarterly | LCS |
| F8 | Cumbria | Percentage of cared for children in in-house foster placements (inc kinship) | .46 | September 2023 | .46 | June 2023 | 4 | 1 | High | Quarterly | LCS |
| F8c | Cumberland | Percentage of cared for children in in-house foster placements (inc kinship) | 45.5 | September 2023 | 45.9 | June 2023 | 4 | | High | Quarterly | LCS |
| F8wf | Westmorland and Furness | Percentage of cared for children in in-house foster placements (inc kinship) | 46 | September 2023 | 45.9 | June 2023 | 1 | | High | Quarterly | LCS |

NB. For URN: F7wf there have not been any Fostering Assessments completed within the period.

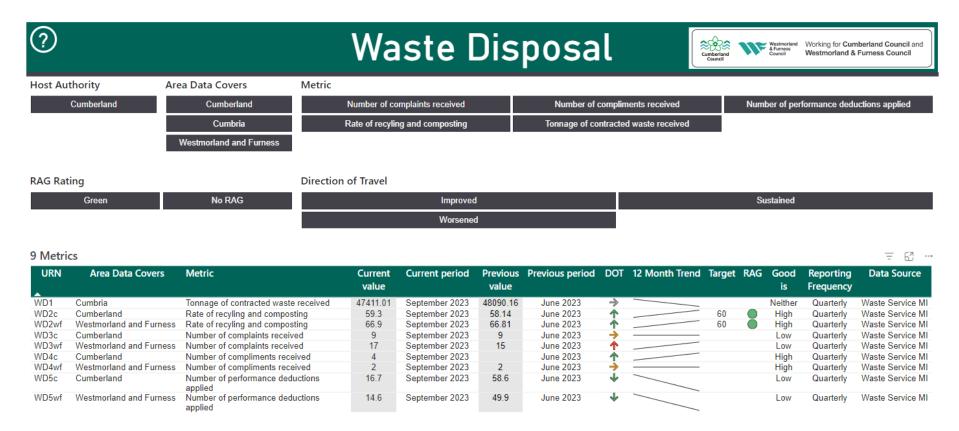
Fostering qualitative performance reporting: Bi-annual report completed in May and November each year can provide additional information if required, consideration needed regarding sensitive information within the report.

Residential and Edge of Care Homes - hosted by Cumberland



Residential and Edge of Care Homes qualitative performance reporting: OFSTED reports for each home can provide additional information if required, consideration needed regarding sensitive information within the report.

Waste Disposal - hosted by Cumberland



Waste Disposal qualitative performance reporting:

Tonnage of Contracted Waste Received – The tonnages of contracted waste received are recorded and reporting by the Waste Disposal Contractor. Although there are no targets as such there is a contractual "Guaranteed Minimum Tonnage" – which is also contained in the Waste Inter-Authority Agreement (Appendix A) as per below:

| | Minimum Tonnage | Total |
|-----------------------|-----------------|---------|
| Cumberland | 67,500 | |
| | | 125,000 |
| Westmorland & Furness | 57,500 | |

Rate of Recycling and Composting - the Waste Disposal Contractor reports a cumulative recycling and composting rate at the Household Waste Recycling Centres against a target of 60%. This measure will be provided on a split basis going forward for Cumberland and Westmorland & Furness as follows:

| Cumberland HWRC Recycling Performance | | | | Westmorland & Furness HWRC Recycling Performance | | | | | | |
|---------------------------------------|--|----------------|--------|--|--|--|--|--|--|--|
| | | | | | | | | | | |
| Bousteads | | | | Ambleside | | | | | | |
| Grassing | | | | | | | | | | |
| Brampton | | | | Barrow | | | | | | |
| Clay Flatts | | | Flusco | | | | | | | |
| Frizington | | | Grange | | | | | | | |
| Maryport | | | | Kendal | | | | | | |
| Millom | | Kirkby Stephen | | | | | | | | |
| Wigton | | Ulverston | | | | | | | | |

Number of Compliments and Complaints Received - The number of compliments and complaints over the (monthly) contract period are recorded and reported by the Waste Disposal Contractor. There are no targets within the contract but the number received and the nature is monitored as part of the Monthly Monitoring Report, and are broken down into the following categories:

- Corporate complaints Cumberland Council to respond to (either for itself or as the host)
- Non-corporate complaint the Waste Contractor to respond

Compliment

This will be split on a Cumberland & Westmorland and Furness basis.

Number of Performance Deductions applied – There are no targets within the contract but the Hosted Waste team monitors the performance reporting by the Contractor and challenges the remedial actions taken. Mitigation may be accepted as appropriate.