



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 disaggregation	for	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

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Connecting Cumbria

Working for Cumberland Council and Westmorland & Furness Council

Host Authority	Area Data Covers	Metric		
Cumberland	Cumberland	Number of properties that have broadband cover...	Number of properties that have broadband cover...	Number of properties that have gigabit capable b...
	Westmorland and Furness	Number of properties that have superfast broadb...	Percentage of 4G outdoor geographic coverage f...	Percentage of 4G outdoor geographic coverage f...
		Percentage of properties that have broadband co...	Percentage of properties that have gigabit capabl...	Percentage of properties that have superfast bro...

RAG Rating	Direction of Travel	
No RAG	Improved	Sustained

16 Metrics

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	↑				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	↑				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	↓				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)

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Connecting Cumbria

Working for Cumberland Council and Westmorland & Furness Council

Host Authority	Area Data Covers	Metric		
Cumberland	Cumberland	Number of properties that have broadband cover...	Number of properties that have broadband cover...	Number of properties that have gigabit capable b...
	Westmorland and Furness	Number of properties that have superfast broadb...	Percentage of 4G outdoor geographic coverage f...	Percentage of 4G outdoor geographic coverage f...
		Percentage of properties that have broadband co...	Percentage of properties that have gigabit capabl...	Percentage of properties that have superfast bro...

RAG Rating	Direction of Travel	
No RAG	Improved	Sustained

16 Metrics

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	↓				Low	Quarterly	
DI6wf	Westmorland and Furness	Percentage of properties that have broadband coverage of <10Mbps download	3.2	September 2023	3.2	June 2023	→				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)

Registration service

Working for Cumberland Council and Westmorland & Furness Council

Host Authority	Area Data Covers	Metric		
Cumberland	Cumberland	Percentage of births (or declarations) within 5 wo...	Percentage of births registered within 42 days	Percentage of deaths (or declaration) – within 2 ...
	Westmorland and Furness	Percentage of Marriage/Civil Partnership notices ...	Percentage of Medical Certificates of Cause of D...	Percentage of still births (or declarations) – within...
		Percentage of still births registered within 42 days		

RAG Rating	Direction of Travel
Green	Improved
	Worsened
	Sustained

14 Metrics

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	↓		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	↑		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	↑		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	↑		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	↑		95	●	High	Quarterly	Stopford
RS5c	Cumberland	Percentage of births registered within 42 days	99	September 2023	98	June 2023	↑		95	●	High	Quarterly	Stopford
RS5wf	Westmorland and Furness	Percentage of births registered within 42 days	95	September 2023	98	June 2023	↓		95	●	High	Quarterly	Stopford
RS6c	Cumberland	Percentage of still births registered within 42 days	100	September 2023	100	June 2023	→		95	●	High	Quarterly	Stopford
RS6wf	Westmorland and Furness	Percentage of still births registered within 42 days	100	September 2023	100	June 2023	→		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 Death (MCCD's) (no coronial involvement) registered within 5 days, including data where the MCCD was signed on day 4 or later	57	September 2023	49	June 2023	↑		98	●	High	Quarterly	Stopford

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	Initial handling of enquiry- % rated excellent	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
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	Initial handling of enquiry- % rated excellent	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

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Active Cumbria

Working for Cumberland Council and Westmorland & Furness Council

Host Authority	Area Data Covers	Metric		
Cumberland	Cumberland	Percentage of adults who are Active (150+ minut...	Percentage of adults who are Inactive (less than ...	Percentage of children who are Active (60+ minut...
	Westmorland and Furness	Percentage of children who are Inactive (active fo...		

RAG Rating	Direction of Travel
Green	Red
Sustained	

8 Metrics

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	→	<div style="width: 100%; border-bottom: 1px solid #ccc; position: relative;"> _____ </div>	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	→	<div style="width: 100%; border-bottom: 1px solid #ccc; position: relative;"> _____ </div>	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	→	<div style="width: 100%; border-bottom: 1px solid #ccc; position: relative;"> _____ </div>	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	→	<div style="width: 100%; border-bottom: 1px solid #ccc; position: relative;"> _____ </div>	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	→	<div style="width: 100%; border-bottom: 1px solid #ccc; position: relative;"> _____ </div>	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	→	<div style="width: 100%; border-bottom: 1px solid #ccc; position: relative;"> _____ </div>	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	→	<div style="width: 100%; border-bottom: 1px solid #ccc; position: relative;"> _____ </div>	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	→	<div style="width: 100%; border-bottom: 1px solid #ccc; position: relative;"> _____ </div>	30.1	●	Low	Annual	Active Lives Survey (Sport England)



Active Travel



Westmorland
& Furness
Council

Working for Cumberland Council and
Westmorland & Furness Council

Host Authority

Cumberland

Area Data Covers

Cumberland

Westmorland and Furness

Metric

Number of children trained through Active Travel ...

Number of people engaged in Travel Actively pro...

Number of people engaged Travel Actively

RAG Rating

No RAG

Red

Direction of Travel

Improved

Worsened

4 Metrics



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	↓		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	↑		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	↑				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.



22-23 Active
Cumbria Annual Reprc

Adoption – hosted by Cumberland

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Adoption

Working for Cumberland Council and Westmorland & Furness Council

Host Authority	Area Data Covers	Metric		
Cumberland	Cumberland	Average time between entering care and placem...	Average time between placement order and matc...	Average timescale for adopter approval
Cumbria	Cumbria	Average timescale for adopter approval (days)	Average timescale to match to adopter	Average timescale to match to adopter (days)
	Westmorland and Furness	Number of adopter approvals	Number of adopter enquiries	Number of adoptive families matched to children
		Number of children with plan for adoption waiting ...		

RAG Rating	Direction of Travel
(Blank)	(Blank)
No RAG	Improved
	Worsened

23 Metrics

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
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	↑	↗			High	Quarterly	LCS
A2	Cumbria	Number of adopter approvals					•	↔			High	Quarterly	LCS
A2c	Cumberland	Number of adopter approvals	4	September 2023	1	June 2023	↑	↘			High	Quarterly	LCS
A2wf	Westmorland and Furness	Number of adopter approvals	3	September 2023	4	June 2023	↓	↘			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	↑	↗			Low	Quarterly	LCS
A3wf	Westmorland and Furness	Average timescale (in days) for adopter approval	249	September 2023	205	June 2023	↑	↗			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	↓	↘			High	Quarterly	LCS
A4wf	Westmorland and Furness	Number of adoptive families matched to children	1	September 2023	4	June 2023	↓	↘			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	↓	↘			Low	Quarterly	LCS
A5wf	Westmorland and Furness	Average timescale (in days) to match to adopter	149	September 2023	304	June 2023	↓	↘			Low	Quarterly	LCS
A6	Cumbria	Number of children with plan for adoption waiting for placement					•	↔			Low	Quarterly	LCS
A6c	Cumberland	Number of children with plan for adoption waiting for placement	21	September 2023	25	June 2023	↓	↘			Low	Quarterly	LCS
A6wf	Westmorland and Furness	Number of children with plan for adoption waiting for placement	13	September 2023	21	June 2023	↓	↘			Low	Quarterly	LCS

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
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	↓				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	↓				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	↓				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

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Archives Service

Working for Cumberland Council and
Westmorland & Furness Council

Host Authority	Area Data Covers	Metric		
Cumberland	Cumbria	Accessions (number of new deposits received)	Digitisation (new digital images plus uploads). Gi...	Enquiries (sum of visitors and remote enquires)
		New catalogue records (catalogue entries created)	Volunteer hours	

RAG Rating	Direction of Travel	
No RAG	Improved	Worsened

5 Metrics

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
AS1	Cumbria	Enquiries (sum of visitors and remote enquires)	3068	September 2023	2834	June 2023	↑	↗			High	Quarterly	Archive Service MI
AS2	Cumbria	Digitisation (new digital images plus uploads)	812.92	September 2023	887.84	June 2023	↓	↘			High	Quarterly	Archive Service MI
AS3	Cumbria	Accessions (number of new deposits received)	77	September 2023	92	June 2023	↓	↘			High	Quarterly	Archive Service MI
AS4	Cumbria	New catalogue records (catalogue entries created)	8424	September 2023	28864	June 2023	↓	↘			High	Quarterly	Archive Service MI
AS5	Cumbria	Volunteer hours	554	September 2023	878	June 2023	↓	↘			High	Quarterly	Archive Service MI

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

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Emergency Planning and Resilience

Working for Cumberland Council and
Westmorland & Furness Council

Press Esc to exit full screen

Host Authority	Area Data Covers	Metric		
Westmorland and Furness	Cumberland	Five key plans (nuclear, military, pipeline, chemic...	Four key plans (nuclear, military, pipeline, chemic...	Number of people trained
	Westmorland and Furness	Number of risks assessed	Provision of suitably qualified and appropriately tr...	

RAG Rating	Direction of Travel
No RAG	(Blank)

8 Metrics

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
EPR1c	Cumberland	Provision of suitably qualified and appropriately trained duty service (duty director, duty AD, duty officer)	33	September 2023				•			High	Quarterly	
EPR1wf	Westmorland and Furness	Provision of suitably qualified and appropriately trained duty service (duty director, duty AD, duty officer)	32	September 2023				•			High	Quarterly	
EPR2c	Cumberland	Five key plans (nuclear, military, pipeline, chemical) reviewed and exercised on schedule	3	September 2023				•			High	Quarterly	
EPR2wf	Westmorland and Furness	Four key plans (nuclear, military, pipeline, chemical) reviewed and exercised on schedule	2	September 2023				•			High	Quarterly	
EPR3c	Cumberland	Number of risks assessed	77	September 2023				•			High	Quarterly	
EPR3wf	Westmorland and Furness	Number of risks assessed	77	September 2023				•			High	Quarterly	
EPR4c	Cumberland	Number of people trained	59	September 2023				•			High	Quarterly	
EPR4wf	Westmorland and Furness	Number of people trained	77	September 2023				•			High	Quarterly	

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



Fostering



Working for Cumberland Council and Westmorland & Furness Council

Host Authority	Area Data Covers	Metric		
Cumberland	Cumberland	Fostering assessments completed within 6 months	Fostering enquiries responded to within 2 workin...	Number of enquiries
Cumbria	Cumbria	Number of kinship carers	Number of mainstream carers	Number of new approvals
	Westmorland and Furness	Number of resignations/deregistrations	Percentage of cared for children in in-house foste...	

RAG Rating	Direction of Travel
(Blank)	(Blank)
No RAG	Improved
	Sustained
	Worsened

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	Data Source
F1	Cumbria	Number of mainstream carers	212	September 2023	215	June 2023	↓			High	Quarterly	LCS	
F1c	Cumberland	Number of mainstream carers	122	September 2023	124	June 2023	↓			High	Quarterly	LCS	
F1wf	Westmorland and Furness	Number of mainstream carers	90	September 2023	91	June 2023	↓			High	Quarterly	LCS	
F2	Cumbria	Number of enquiries	32	September 2023	25	June 2023	↑			High	Quarterly	LCS	
F2c	Cumberland	Number of enquiries	19	September 2023	14	June 2023	↑			High	Quarterly	LCS	
F2wf	Westmorland and Furness	Number of enquiries	13	September 2023	11	June 2023	↑			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	↓			High	Quarterly	LCS	
F3wf	Westmorland and Furness	Number of new approvals	1	September 2023	1	June 2023	↑			High	Quarterly	LCS	
F4	Cumbria	Number of resignations/deregistrations	5	September 2023	6	June 2023	↓			Low	Quarterly	LCS	



Fostering



Working for Cumberland Council and Westmorland & Furness Council

Host Authority	Area Data Covers	Metric		
Cumberland	Cumberland	Fostering assessments completed within 6 months	Fostering enquiries responded to within 2 workin...	Number of enquiries
Cumbria	Cumbria	Number of kinship carers	Number of mainstream carers	Number of new approvals
	Westmorland and Furness	Number of resignations/deregistrations	Percentage of cared for children in in-house foste...	

RAG Rating		Direction of Travel	
(Blank)	No RAG	(Blank)	Improved
		Sustained	Worsened

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	Data Source
F4c	Cumberland	Number of resignations/deregistrations	3	September 2023	1	June 2023	↑			Low	Quarterly	LCS	
F4wf	Westmorland and Furness	Number of resignations/deregistrations	2	September 2023	5	June 2023	↓			Low	Quarterly	LCS	
F5	Cumbria	Number of kinship carers	56	September 2023	45	March 2023	↑			High	Quarterly	LCS	
F5c	Cumberland	Number of kinship carers	32	September 2023	26	June 2023	↑			High	Quarterly	LCS	
F5wf	Westmorland and Furness	Number of kinship carers	24	September 2023	26	June 2023	↓			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	→			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	→			High	Quarterly	LCS	
F7wf	Westmorland and Furness	Fostering assessments completed within 6 months		September 2023		June 2023				High	Quarterly	LCS	
F8	Cumbria	Percentage of cared for children in in-house foster placements (inc kinship)	.46	September 2023	.46	June 2023	↓			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	↓			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	↑			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

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Residential and edge of care services

Working for Cumberland Council and Westmorland & Furness Council

First Service

Host Authority	Area Data Covers	Metric	
Cumberland	Cumberland Cumbria Westmorland and Furness	Number of children in external residential homes (ie purchased)	Number of children in in-house residential homes
RAG Rating		Direction of Travel	
No RAG		Sustained	

6 Metrics

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
RECS1	Cumbria	Number of children in in-house residential homes	22	September 2023	21	June 2023	→			Neither			
RECS1c	Cumberland	Number of children in in-house residential homes	12	September 2023	11	June 2023	→			Neither	Monthly	LCS	
RECS1wf	Westmorland and Furness	Number of children in in-house residential homes	10	September 2023	10	June 2023	→			Neither	Monthly	LCS	
RECS2	Cumbria	Number of children in external residential homes (ie purchased)	112	September 2023	116	June 2023	→			Neither			
RECS2c	Cumberland	Number of children in external residential homes (ie purchased)	72	September 2023	77	June 2023	→			Neither			
RECS2wf	Westmorland and Furness	Number of children in external residential homes (ie purchased)	40	September 2023	39	June 2023	→			Neither			

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

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Waste Disposal

Working for Cumberland Council and Westmorland & Furness Council

Host Authority	Area Data Covers	Metric		
Cumberland	Cumberland	Number of complaints received	Number of compliments received	Number of performance deductions applied
	Cumbria	Rate of recycling and composting	Tonnage of contracted waste received	
	Westmorland and Furness			

RAG Rating	Direction of Travel			
Green	No RAG	Improved	Sustained	
		Worsened		

9 Metrics

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
WD1	Cumbria	Tonnage of contracted waste received	47411.01	September 2023	48090.16	June 2023	→				Neither	Quarterly	Waste Service MI
WD2c	Cumberland	Rate of recycling and composting	59.3	September 2023	58.14	June 2023	↑				High	Quarterly	Waste Service MI
WD2wf	Westmorland and Furness	Rate of recycling and composting	66.9	September 2023	66.81	June 2023	↑		60		High	Quarterly	Waste Service MI
WD3c	Cumberland	Number of complaints received	9	September 2023	9	June 2023	→				Low	Quarterly	Waste Service MI
WD3wf	Westmorland and Furness	Number of complaints received	17	September 2023	15	June 2023	↑				Low	Quarterly	Waste Service MI
WD4c	Cumberland	Number of compliments received	4	September 2023		June 2023	↑				High	Quarterly	Waste Service MI
WD4wf	Westmorland and Furness	Number of compliments received	2	September 2023	2	June 2023	→				High	Quarterly	Waste Service MI
WD5c	Cumberland	Number of performance deductions applied	16.7	September 2023	58.6	June 2023	↓				Low	Quarterly	Waste Service MI
WD5wf	Westmorland and Furness	Number of performance deductions applied	14.6	September 2023	49.9	June 2023	↓				Low	Quarterly	Waste Service MI

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		Westmorland & Furness	
HWRC Recycling Performance		HWRC Recycling Performance	
Site	Month % (Target 60%)	Site	Month % (Target 60%)
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.