



**Westmorland
& Furness
Council**



**Cumberland
Council**

Report title	Hosted Services Performance
Meeting	Joint Executive Committee
Meeting date	9 September 2024
Report author	Nik Hardy, Assistant Chief Executive, Cumberland Council Alison Hatcher, Assistant Chief Executive, Westmorland and Furness Council
Lead Cabinet member(s)	Councillor Mark Fryer, Leader, Cumberland Council Councillor Jonathan Brook, Leader, Westmorland and Furness
Wards affected	All
Public, part exempt or fully exempt	Public
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 of 2024/25.

2. Recommendation

For the reasons set out in this report, Joint Executive Committee is recommended to:

- 2.1 Note the performance update for long-term hosted services during Quarter 1 of 2024/25.
- 2.2 Note the wording of two Emergency Planning and Resilience performance measures that have been amended from this quarter to:
- EPR2c - Four key plans (Sellafield, MOD Longtown, Aurorium and Pipelines) in line with legislative requirements
 - EPR2wf - Three key plans (BAE, Spirit Energy and Pipelines) in line with legislative requirements.

3. Information: rationale & evidence for the recommendations

- 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 25 January 2024 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.
- 3.4 The agreed services are:

Service	Disaggregation timeline	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 performance data collated for Quarter 1 of 2024/25 is detailed in Appendix 1.

3.6 Two Emergency Planning and Resilience performance measures have been amended within Appendix 1 of the report. This is to provide clarity on the plans required for each authority and performance against target.

4. Link to Council Plan priorities

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. Alternative options considered

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

6. Reasons for the recommendations

6.1 To ensure that the Joint Executive Committee considers the performance of long-term hosted services in its role to provide governance and oversight of hosted services.

7. Climate and biodiversity implications

7.1 None directly arising from this report.

8. Legal and governance implications

8.1 None directly arising from this report.

9. Human resources implications

9.1 None directly arising from this report.

10. Financial implications

11.1 None directly arising from this report.

11. Equality & Diversity Implications (including the public sector equality duty, Armed Forces Veterans, Care Experienced, Rurality, and Socio-Economic Inequalities implications)

11.1 None directly arising from this report.

12. Risk implications

13.1 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.

12.1 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.

12.2 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.

13. Background documents

13.1 None.

Appendix 1: Long-term hosted services performance report - Quarter 1 2024/25

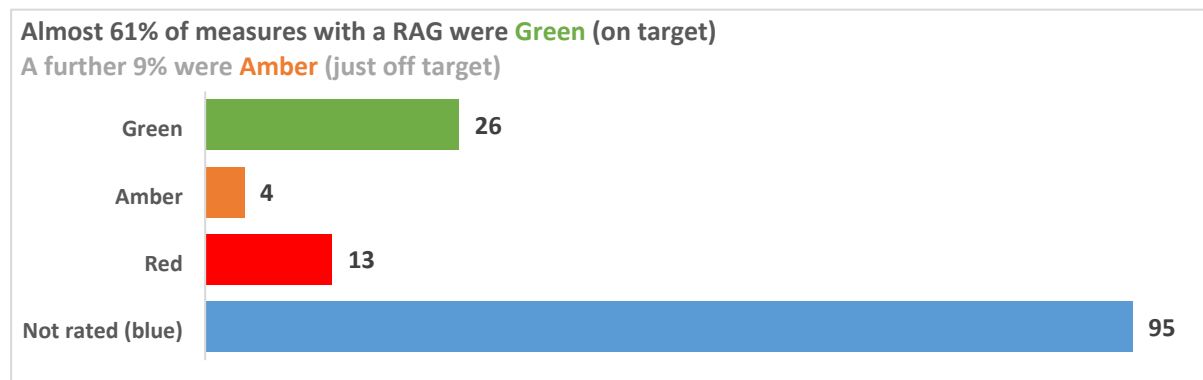
This report summarises performance during the first quarter of 2024/25 and covers the period from 1 April to 30 June 2024.

Performance overview

The table below summarises the Q1 position on 138 indicators, which rate performance on key metrics across Cumberland and Westmorland and Furness and, where required, Cumbria.

	Type	Total	Green	Amber	Red	Blue (not rated)
KPIs	Number	138	26	4	13	95
	%	-	60.5%	9.3%	30.2%	-

The chart below shows the status position of the indicators with a RAG rating.



The majority of indicators attributed a RAG rating during Quarter 1 were on or better than target.

The measures rated red and amber are shown in the table below (in no particular order):

No	Red	Council	Amber	Council
1	Percentage of births (or declarations) within 5 working days of request	Both		
2	Percentage of Marriage/Civil Partnership notices – within 10 working days request	Both		
3	Percentage of Medical Certificates of Cause of Death (MCCD's) (no coronial	Both		

	involvement) registered within 5 days, including data where the MCCD was signed on day 4 or later			
4	Percentage of children who are Active (60+ minutes of activity per day)	Cumber	Percentage of children who are Active (60+ minutes of activity per day)	W&F
5	Number of children trained through Active Travel to School programme	Cumber		
6	Number of adopter approvals	Cumbria		
7	Percentage of learners enrolling on employability programmes who achieve a qualification	Cumber		
8	Number of enrolments to digital ICT programme	W&F		
9			Percentage of learners enrolling on employability programmes who achieve a qualification	W&F
10	Percentage of learners who enrol and achieve a Maths qualification	W&F		
11	Percentage of learners who enrol and achieve an English qualification	W&F		
12			Percentage of learners who enrol and achieve a Digital qualification	W&F
13			Percentage of cared for children in in-house foster placements (including kinship)	W&F

No data was received for this report in relation to the Emergency Planning and Resilience measures.

Notes

Targets are applied to most of the indicators, but it is not always appropriate to set a target and some indicators may be monitored for trends. Targets may be statutory or designed to demonstrate continuous improvement.

Where a Direction of Travel (DOT) symbol is used, this compares, unless stated, the reporting quarter with the previous quarter, i.e. Quarter 1 with Quarter 4.

Definitions

KPIs

Rating	Definition
Green	Within 5%, on, or better than, target
Amber	Between 5%-10% of target
Red	10% or more away from target

Indicator	Definition
↓	Worse
↑	Better
↔	No change

Connecting Cumbria / Digital infrastructure

Cumberland

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT	Target
Number of properties that have superfast broadband coverage > 30Mbps download	138,801	138,801	139,241	140,473	↑	-
Percentage of properties that have superfast broadband coverage > 30Mbps download	94.6%	94.6%	94.9%	95.1%	↑	-
Number of properties that have gigabit capable broadband coverage of at least 1,000Mbps download	40,056	49,153	63,091	77,105	↑	-
Percentage of properties that have gigabit capable broadband coverage of at least 1,000Mbps download	27.3%	33.5%	43.0%	52.2%	↑	-
Number of properties that have broadband coverage of <10Mbps download	4,255	4,255	4,108	3,988	↑	-
Percentage of properties that have broadband coverage of <10Mbps download	2.9%	2.9%	2.8%	2.7%	↑	-
Percentage of 4G outdoor geographic coverage from at least one Mobile Network Operator (MNO)	86.8%	86.7%	86.7%	87.6%	↑	-
Percentage of 4G outdoor geographic coverage from all four Mobile Network Operators (MNO)	66.1%	65.0%	65.0%	66.6%	↑	-

Westmorland and Furness

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT	Target
Number of properties that have superfast broadband coverage > 30Mbps download	120,047	120,174	120,684	121,976	↑	-
Percentage of properties that have superfast broadband coverage > 30Mbps download	94.2%	94.3%	94.7%	95.0%	↑	-
Number of properties that have gigabit capable broadband coverage of at least 1,000Mbps download	66,778	69,709	72,002	77,294	↑	-
Percentage of properties that have gigabit capable broadband coverage of at least 1,000Mbps download	52.4%	54.7%	56.5%	60.2%	↑	-
Number of properties that have broadband coverage of <10Mbps download	4,078	4,078	3,696	3,467	↑	-
Percentage of properties that have broadband coverage of <10Mbps download	3.2%	3.2%	2.9%	2.7%	↑	-
Percentage of 4G outdoor geographic coverage from at least one Mobile Network Operator (MNO)	93.2%	93.0%	93.0%	93.4%	↑	-
Percentage of 4G outdoor geographic coverage from all four Mobile Network Operators (MNO)	62.5%	60.9%	60.9%	63.3%	↑	-

Overall delivery of the Connecting Cumbria Digital Infrastructure Strategy is going well.

Cumbria-wide coverage for gigabit capable services is expected to equal or exceed the UK average by the end of 2026 if all planned coverage by commercial and Project Gigabit deployment programmes is delivered.

A lot of build activity under the UK Government Gigabit Programme is planned over the next few months, particularly in the Lake District, which is essential to expanding these services further.

Connecting Cumbria, together with council highways and street works teams, are working with deployment programmes to minimise disruption and maximise safety.

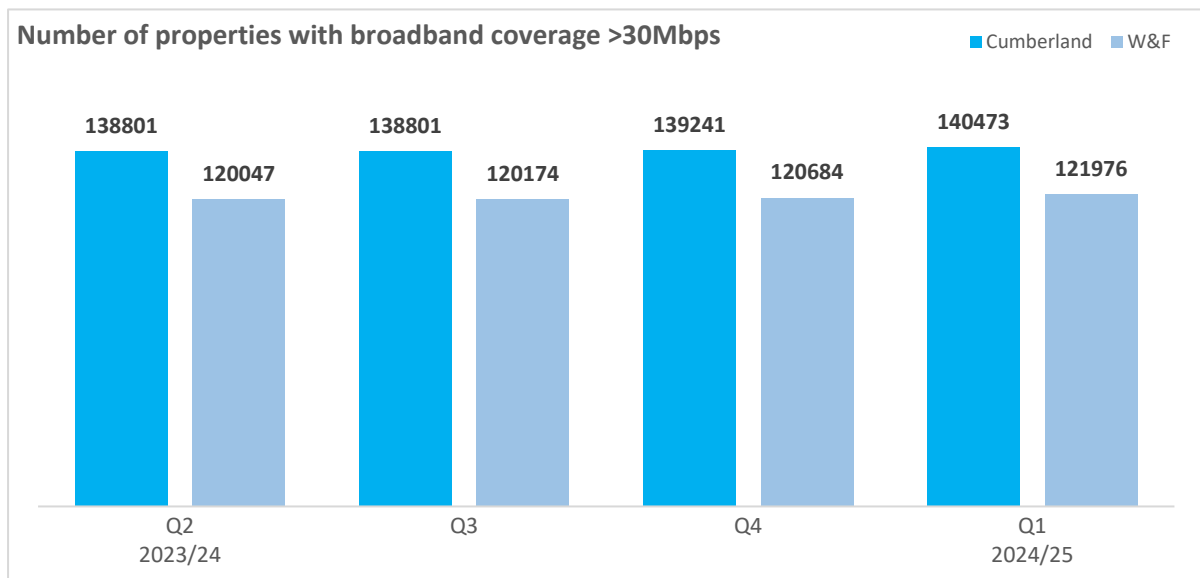
A very high level of gigabit broadband coverage is anticipated by 2026 but there remains a ‘sand between the pebbles’ risk where a small number of premises, which are difficult to get to, are left with no solution. The Connecting Cumbria team is focused on working with the Government to understand policy and intervention options for these premises to ensure that no one and no place is left behind.

4G connectivity is continuing to slowly improve through the work of the Government's Shared Rural Network programme. We are continuing to engage with commercially and public-funded deployment under this programme to maximise delivery in Cumbria.

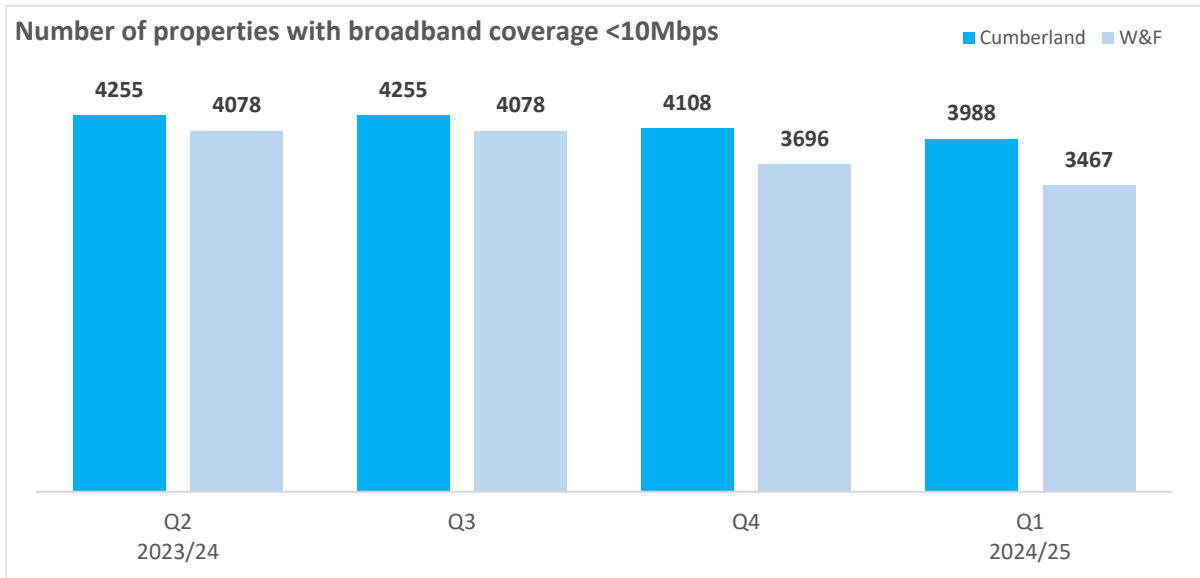
Funding of £3.8 million has been awarded to the Borderlands 5G Innovation Region Programme, led by Connecting Cumbria, and work is progressing on delivery at five initial venues across the region. The programme is focused on supporting rural tourism and the Cumbria venue is Windermere Ferry.

Opportunities to expand the programme to other Cumbrian venues and areas are being explored.

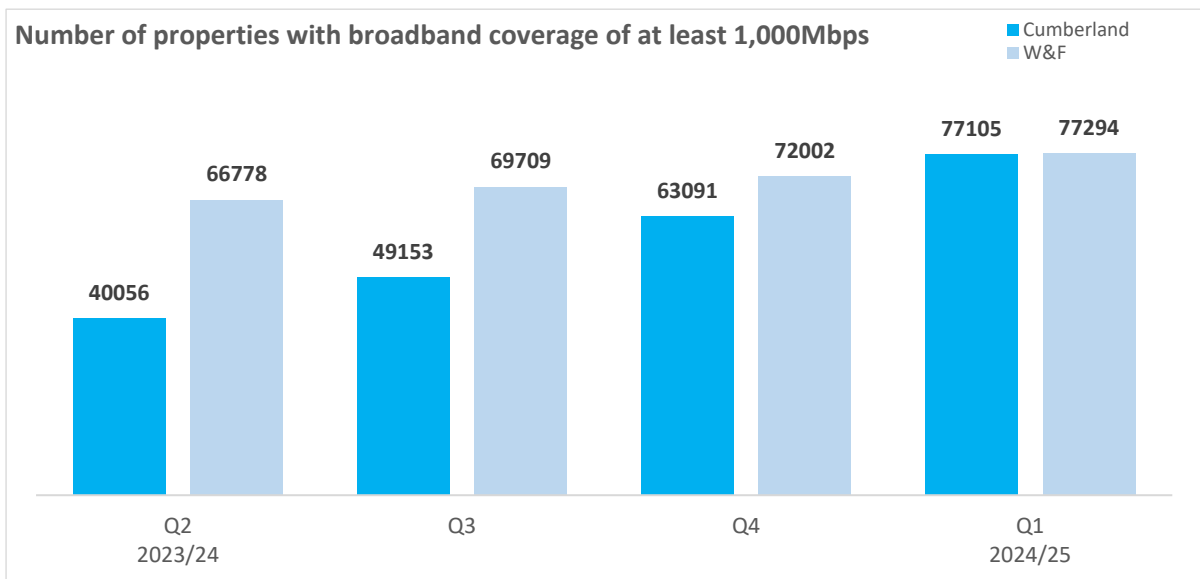
The chart below shows the number of properties in Cumberland and Westmorland and Furness with superfast broadband coverage of greater than 30Mbps:



The chart below shows the number of properties in Cumberland and Westmorland and Furness with broadband coverage of less than 10Mbps:



The chart below shows the number of properties in Cumberland and Westmorland and Furness with superfast broadband coverage of at least 1,000Mbps:



Registration Service

Hosted by Cumberland

Cumberland

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT	Target	Comment
Percentage of births (or declarations) within 5 working days of request	82.40%	36.42%	26.12%	83.87%	↑	95%	
Percentage of still births (or declarations) – within 2 working days of request	100%	100%	100%	100%	↔	95%	
Percentage of deaths (or declaration) – within 2 working days of request	98.80%	96.53%	97.91%	94.20%	↓	98%	
Percentage of Marriage/Civil Partnership notices – within 10 working days request	56.50%	53.01%	15.29%	11.50%	↓	98%	
Percentage of births registered within 42 days	99.00%	95.00%	26.12%	99.00%	↑	95%	
Percentage of still births registered within 42 days	100%	100%	100%	100%	↔	95%	
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%	57%	57%	69%	↑	95%	

Westmorland and Furness

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT	Target	Comment
Percentage of births (or declarations) within 5 working days of request	78.8%	55.34%	31.80%	41.50%	↑	95%	
Percentage of still births (or declarations) – within 2 working days of request	100%	100%	100%	100%	↔	90%	
Percentage of deaths (or declaration) – within 2 working days of request	93.50%	86.17%	92.06%	86.53%	↓	90%	
Percentage of Marriage/Civil Partnership notices – within 10 working days request	58.30%	69.33%	27.72%	27.72%	↔	95%	
Percentage of births registered within 42 days	95%	97%	95%	100%	↑	95%	
Percentage of still births registered within 42 days	100%	100%	100%	100%	↔	98%	
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%	44%	49%	61%	↑	98%	Only the Kendal office is open on Fridays. New staff have been recruited and are being trained so that we can ensure more diaries are open.

Targets are set by the General Register Office.

The offices in Penrith and Barrow, both in Westmorland and Furness, are open Monday to Thursday; Kendal is the only W&F office open on Fridays.

The Barrow office has been closed every Friday for about 18 months, but staff recruitment has now taken place and training is underway. No firm date has yet been

set for its reopening on Fridays, though it is expected it will be before the end of this year.

Penrith is purposely a part-time office as most births and deaths are absorbed by the Carlisle office because they take place at the city's Cumberland Infirmary. As a result, there is no requirement to have any longer opening hours at Penrith.

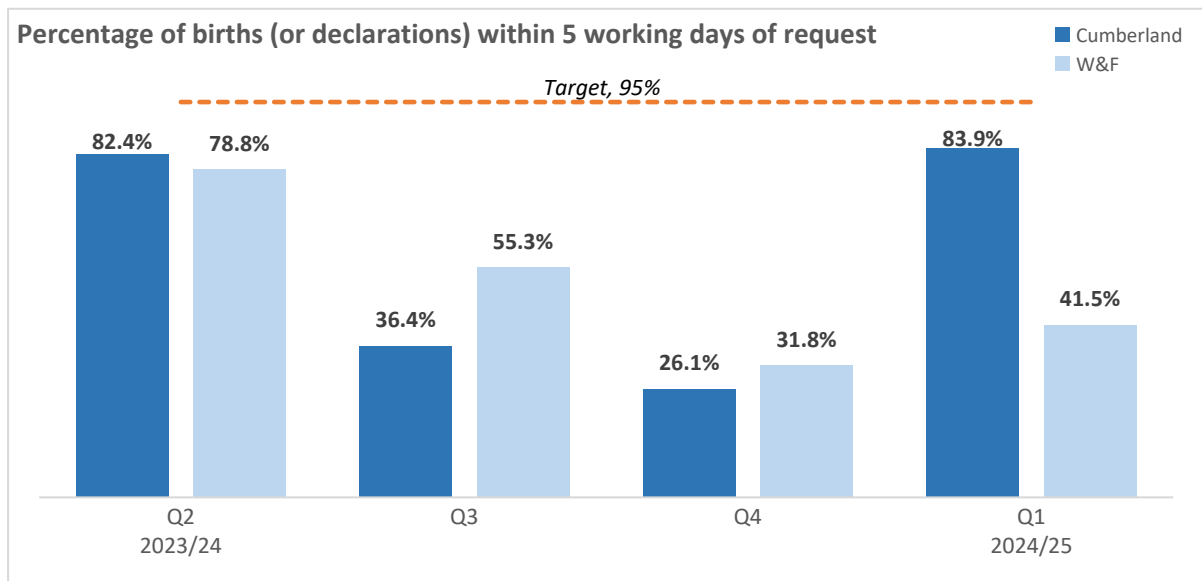
Deaths: Deaths are registered in a timely manner but what is outside of our control is when hospitals/GP surgeries submit Medical Certificates of Cause of Death (MCCD). However, once new national regulations are implemented in September this year, the figures should be more reflective of the actual timeliness of death registrations.

From September 9, a new MCCD will replace the existing certificate to reflect the introduction of medical examiners, who will scrutinise the proposed cause of death. The main benefit of doing this is to improve efficiency in the death certification system. Currently, it could take doctors three or four days to submit the certificate, and the requirement is that registration takes place by day five. From September, deaths will not be registered until the registrar receives notification of the cause of death from the medical examiner or the coroner. This notification will then start the five-day statutory time frame to register a death.

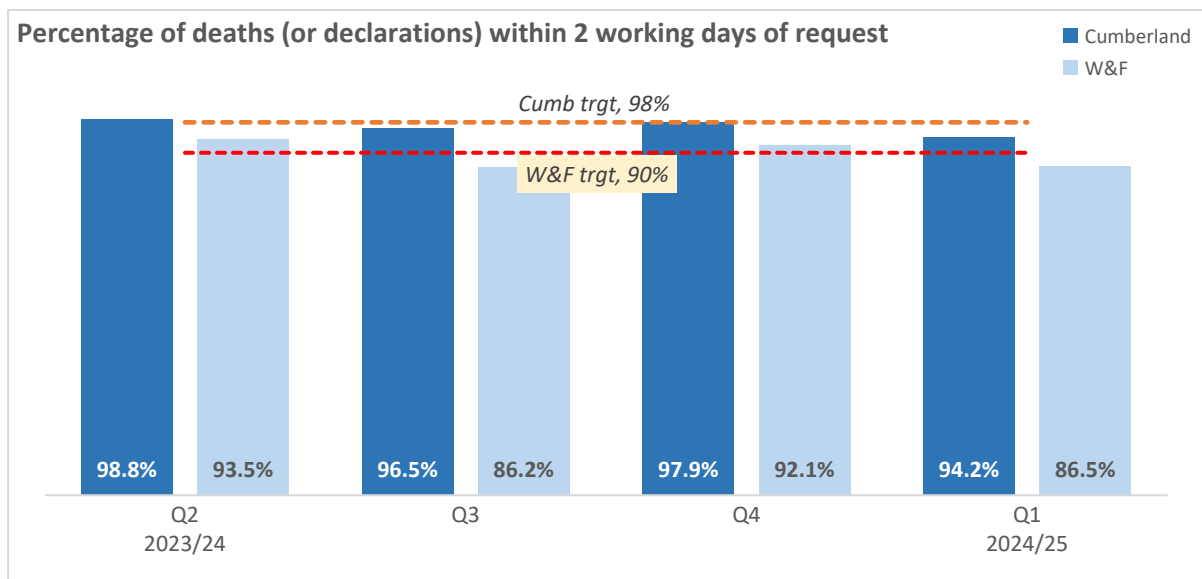
Births: Births are well managed and are seen within the required timescales, when in our control. Appointments of 'seen within five days of request' can be affected by customers wanting to be seen outside this period. The team has been using manual diaries to bring births up to date and these data are not included in the above figures.

Notices: Manual diaries are being used to bring notices back into line and that data is not included here. Once a new member of staff is trained in Whitehaven, extra permanent diaries can be opened, and the Carlisle team can establish another diary because it is no longer having to provide cover.

The chart below shows the percentage of births (or declarations) made in Cumberland and Westmorland and Furness within five working days of request:



The chart below shows the percentage of deaths (or declarations) made in Cumberland and Westmorland and Furness within two working days of request:



Active Cumbria

Hosted by Cumberland

Cumberland

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT	Target
Percentage of adults who are Active (150+ minutes of activity per week)	59.8%	59.8%	59.8%	65.5%	↑	65.2%
Percentage of children who are Active (60+ minutes of activity per day)	49.2%	42.3%	42.3%	42.3%	↔	62.8%
Percentage of adults who are Inactive (less than 30 minutes of activity per week)	28.6%	28.6%	28.6%	25.5%	↑	25.8%
Percentage of children who are Inactive (active for less than an average of 30 minutes per day)	29.9%	33.4%	33.4%	33.4%	↔	30.1%

Westmorland and Furness

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT	Target
Percentage of adults who are Active (150+ minutes of activity per week)	67.2%	67.2%	67.2%	69.9%	↑	72.5%
Percentage of children who are Active (60+ minutes of activity per day)	47.3%	47.6%	47.6%	47.6%	↔	57.2%
Percentage of adults who are Inactive (less than 30 minutes of activity per week)	20.8%	20.8%	20.8%	22.2%	↓	25.8%
Percentage of children who are Inactive (active for less than an average of 30 minutes per day)	32.7%	29.5%	29.5%	29.5%	↔	30.1%

Active Lives Adult Survey data is released in April each year and the latest results cover the 12 months from November 2022 to November 2023. The figures in the tables above are from Active Lives Survey 13.

The national baseline for adults is 63.4 percent active, and 25.7 percent inactive. The data show that currently, adult participation is above the national average across both areas and inactivity is lower than the national average across the areas.

Active Lives Children's data is released in December each year and the latest results cover the 12-month academic period from September 2022 to August 2023. The figures in the tables above are from the Active Lives Survey released in December 2023.

The national baseline for active is 47 percent. The data show that Cumberland is below the national average and W&F is above.

The national baseline for inactive is 30.2 percent. The data show that Cumberland is above the national average and W&F is below.

Active Travel

Hosted by Cumberland

Cumberland

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT	Target
Number of children trained through Active Travel to School programme	371	640	855	695	↓	4048
Number of people engaged in Travel Actively programme	125	189	193	600	↑	-

Westmorland and Furness

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT	Target
Number of children trained through Active Travel to School programme	543	505	542	700	↑	2698
Number of people engaged in Travel Actively programme	99	114	150	428	↑	-

Adoption

Hosted by Cumberland

Cumberland

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
Number of adopter enquiries	18	10	23	-	-	-	All adopters are via Cumbria Adoption and there is no differentiation between areas for adopter recruitment.
Number of adopter approvals	4	2	3	3	↔	-	
Average timescale (in days) for adopter approval	289	205	219	242	↓	-	
Number of adoptive families matched to children	1	1	0	2	↑	-	
Average timescale (in days) to match to adopter	0	352	-	376	-	-	
Number of children with plan for adoption waiting for placement	21	10	14	15	↓	-	
Average time (in days) between placement order and match with adoptive family	145	305	146	126	↑	-	The national average time from the placement order being made to the agency decision agreeing the match is 199 days. For the five Cumberland children adopted in Q1, the average time was 126 days, ranging from 52 days for one child to 189 days for another, who had complex needs. All five were

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
							matched more quickly than the national average time.
Average time (in days) between entering care and placement with adoptive family	427	961	529	612	↓	-	An explanation for Q1's figure can be gained from the <i>Average time between entering care and placement order</i> , <i>Average timescale to match to adopter (days)</i> and <i>Average time between placement order and match with adoptive family</i> commentaries.
Average time (in days) between entering care and placement order	330	590	502	455	↑	-	Cumbria timescales from entry to care to placement order exceed the 26 weeks court target for almost all children. The five Cumberland children adopted in Q1 had an average time of 455 days from becoming cared for to the Placement Order being made. For the youngest child, the care proceedings took six months, which is in line with court targets. The longest care proceedings lasted 2 years and 5 months, for a child who became cared for at eight months old. For the remaining three children, the timescale from entry to care to Placement Order was at least one year. The figures demonstrate the continuing challenge in timely assessments and permanence planning to enable children to live in their permanent family as soon as possible.

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

Westmorland and Furness

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
Number of adopter enquiries	14	10	16	-	-	-	All adopters are via Cumbria Adoption and there is no differentiation between areas for adopter recruitment.
Number of adopter approvals	3	1	0	0	↔	-	Numbers are small and prospective adopters living in WAF are being assessed.
Average timescale (in days) for adopter approval	249	198	-	-	-	-	The lack of a Q1 figure is due to there being no prospective adopter in W&F whose approval went to panel and agency decision.
Number of adoptive families matched to children	1	3	0	3	↑	-	
Average timescale (in days) to match to adopter	149	263	-	522	-	-	<p>The timescales for adopters being matched with children depends on their degree of uncertainty and the children's needs they can manage. The narrower their approval, the longer they will tend to wait. The geography in relation to the children and birth family is also significant.</p> <p>All children and adopters are considered at monthly tracker meetings as well as on an ongoing basis by the Family Finders.</p> <p>At 30/06/2024, there were nine adoptive families without a link in progress. Of these, three were on hold pending review due to</p>

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
							a significant change in circumstances.
Number of children with plan for adoption waiting for placement	13	14	15	18	↓	-	
Average time (in days) between placement order and match with adoptive family	219	62	101	151	↓	-	<p>The national average time from the placement order being made to the agency decision agreeing the match is 199 days.</p> <p>For four Westmorland and Furness children, care proceedings lasted an average of 293 days, ranging from 4.5 months for one child to 15 months for two brothers. Three of the four children exceeded the 26 weeks target timescale but were quicker than Cumberland overall.</p> <p>The timescale from placement order to match was longer on average in W&F than Cumberland, but still lower than the national average at this stage. This ranged from 69 days to 250 days. The longest timescale reflected the additional time incurred by the birth mother's application to the court for leave to revoke the placement order, an increasing trend in adoption.</p>
Average time (in days) between entering care and placement with adoptive family	351	488	319	494	↓	-	<p>An explanation for Q1's figure can be gained from the <i>Average time between entering care and placement order</i>, <i>Average timescale to match to adopter (days)</i> and <i>Average time between placement order and match with</i></p>

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
							<i>adoptive family commentaries.</i>
Average time (in days) between entering care and placement order	274	407	192	293	↓	-	

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

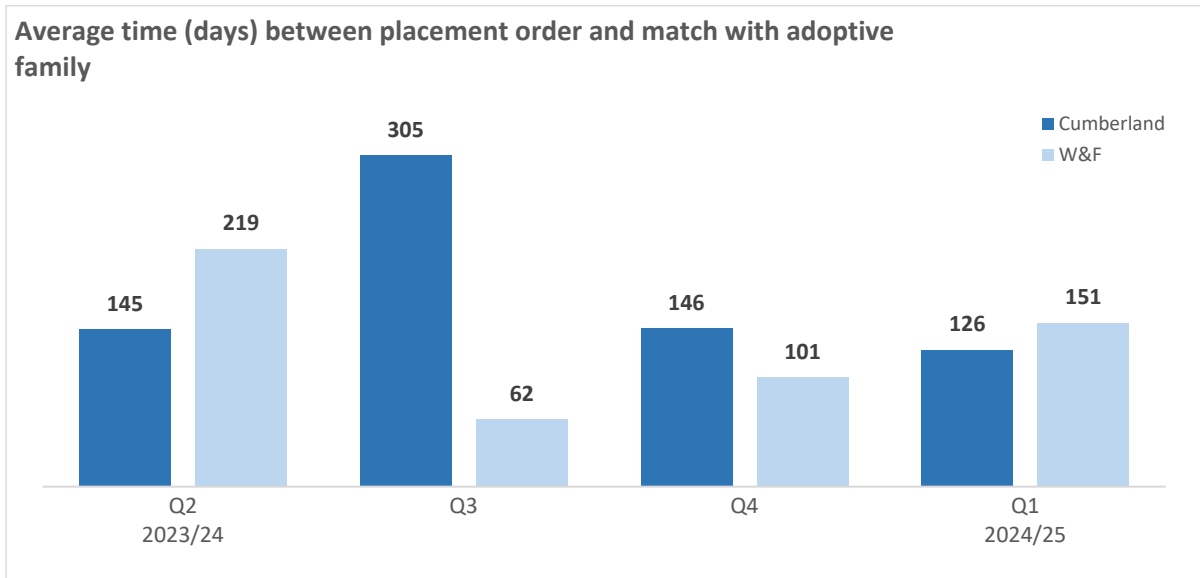
Cumbria

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
Number of adopter enquiries	32	20	39	12	↓	-	Q1 is a low number and reflects lower numbers both regionally and nationally. Changes have been made to the way data is recorded to differentiate between contacts for information and enquiries.
Number of adopter approvals	7	3	3	3	↔	6	Lower than target of 6. Reflects lower approval figures nationwide. Impact of cost of living identified as one factor.
Average timescale (in days) for adopter approval	269	203	219	242	↓	-	Stage 1 timescales not achieved, mainly due to complexity of health information of prospective adopters and the need to gain all relevant information for the Agency Medical Adviser to complete their report.
Number of adoptive families matched to children	2	4	0	5	↑	-	

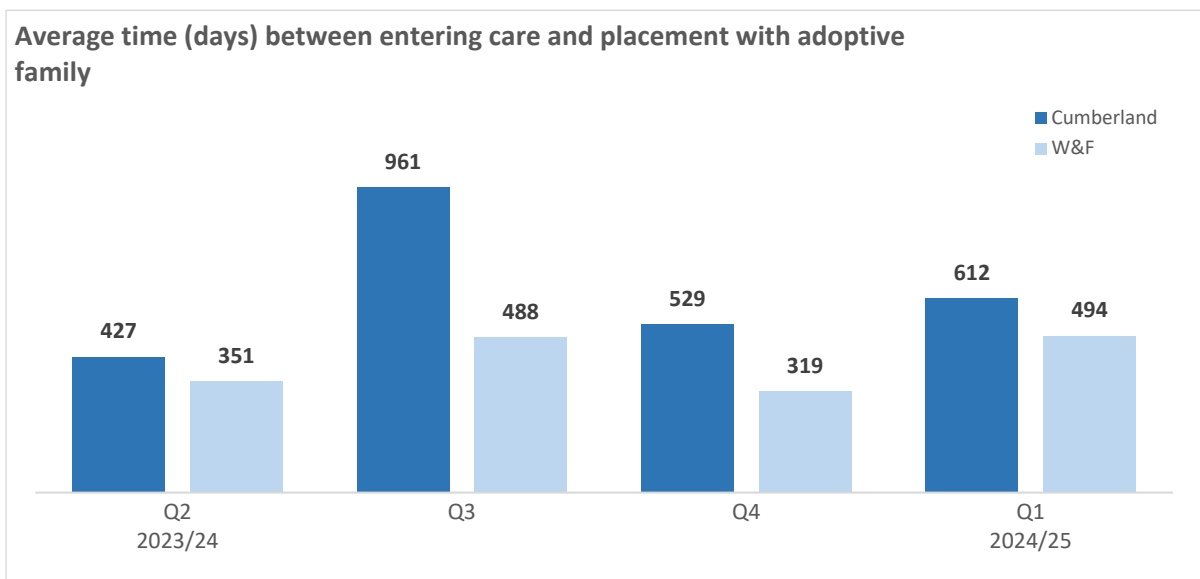
KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
Average timescale (in days) to match to adopter	75	286	-	463	-	-	This depends on the ability of the adopters approved to meet the needs of the children at that time. Those waiting longer have a narrower approval and are unable to meet the needs of children in the national definition of "harder to place" or are geographically not in the right location for particular children.
Number of children with plan for adoption waiting for placement	34	24	29	33	↓	-	These children are at various stages of family finding/linking/matching.
Average time (in days) between placement order and match with adoptive family	176	251	137	137	↔	-	Q1 was well within the national average timescale of 199 days.
Average time (in days) between entering care and placement with adoptive family	395	856	487	559	↓	-	
Average time (in days) between entering care and placement order	307	550	439	383	↑	-	Cumbria timescales from entry to care to placement order exceed the 26 weeks court target for almost all children.

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

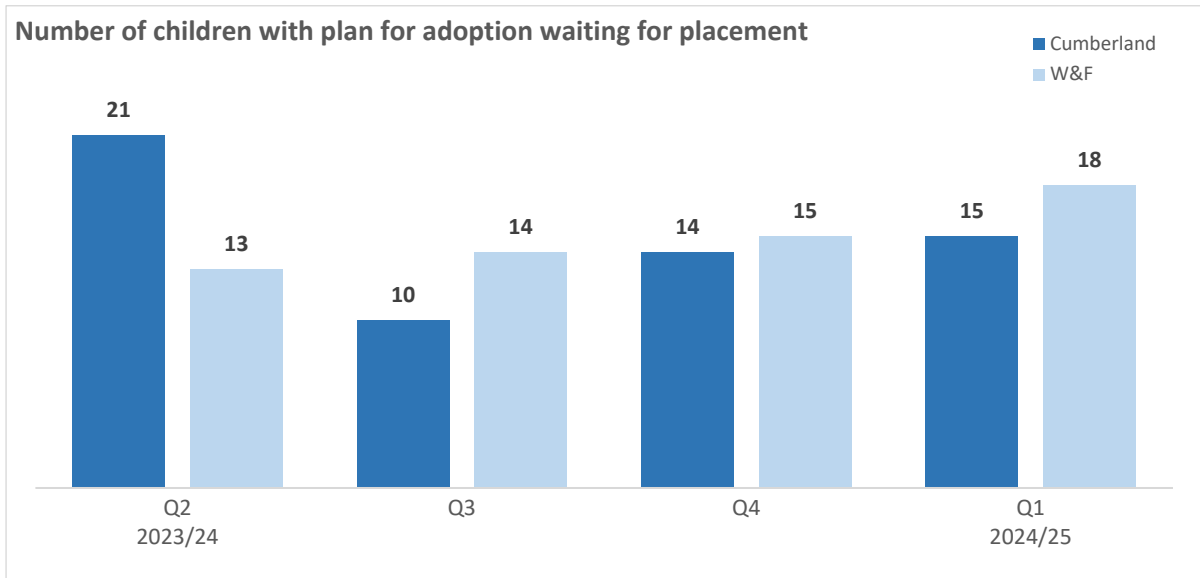
The chart below shows the average time (in days) between placement orders in Cumberland and Westmorland and Furness and match with an adoptive family:



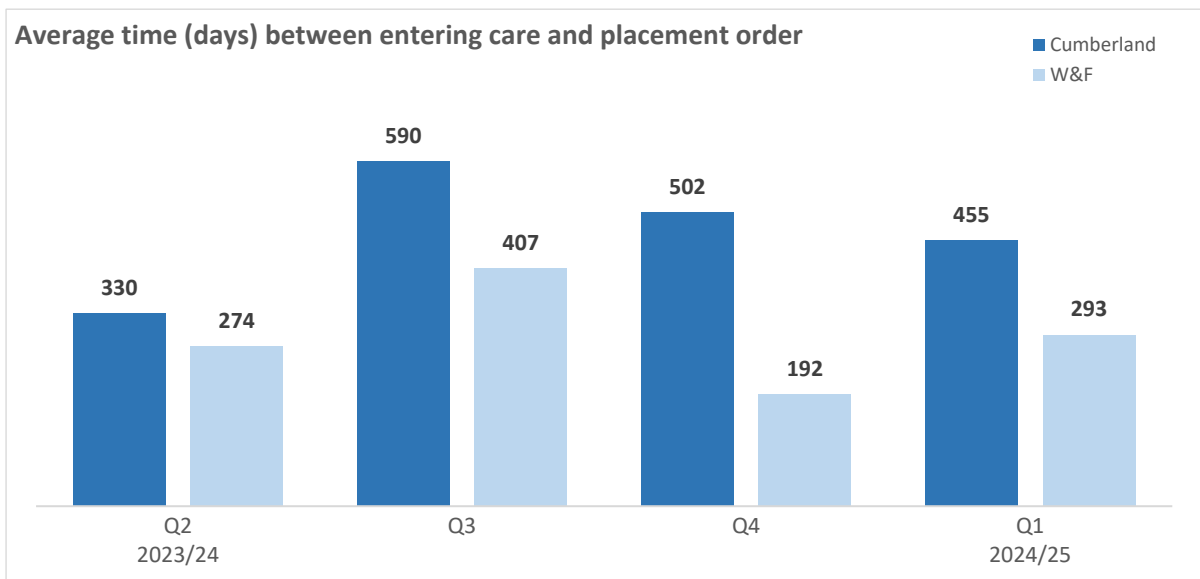
The chart below shows the average time (in days) between entering care in Cumberland and Westmorland and Furness and placement with an adoptive family:



The chart below shows the number of children in Cumberland and Westmorland and Furness with a plan for adoption waiting for placement:



The chart below shows the average time (in days) between children entering care and a placement order being made in Cumberland and Westmorland and Furness:



Adult Learning

Hosted by Westmorland and Furness

Cumberland

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
Number of enrolments on tailored learning health and well-being programmes	-	379	749	165	-	440	The target is Cumberland only.
Number of enrolments to digital ICT programme	-	9	316	114	-	280	The target is Cumberland only.
Percentage of learners from ethnic minority, refugee and asylum seeker communities who progress to further learning following completion of targeted skills programme	-	49.3%	50.2%	55.6%	-	40%	The target is Cumberland only.
Percentage of learners enrolling on employability programmes who achieve a qualification	-	96.4%	96.4%	75%	-	92%	The target is Cumberland only.
Percentage of learners who enrol and achieve a Maths qualification	-	60.8%	60.8%	67.6%	-	72%	The target is Cumberland only.
Percentage of learners who enrol and achieve an English qualification	-	74.6%	74.6%	52.0%	-	49%	The target is Cumberland only.
Percentage of learners who enrol and achieve a Digital qualification	-	93.3%	93.3%	68.8%	-	64%	The target is Cumberland only.

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
Percentage of learners who enrol and achieve a GCSE English & maths qualification	-	63.0%	63.0%	tbc	-	80%	The target is Cumberland only.

Westmorland and Furness

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
Number of enrolments on tailored learning health and well-being programmes	-	107	233	171	-	620	The target is Westmorland and Furness only.
Number of enrolments to digital ICT programme	-	85	216	47	-	350	The target is Westmorland and Furness only.
Percentage of learners from ethnic minority, refugee and asylum seeker communities who progress to further learning following completion of targeted skills programme	-	40.4%	44.7%	62.5%	-	26%	The target is Westmorland and Furness only.
Percentage of learners enrolling on employability programmes who achieve a qualification	-	94.1%	94.1%	86.5%	-	95%	The target is Westmorland and Furness only.
Percentage of learners who enrol and achieve a Maths qualification	-	69.1%	69.1%	42.0%	-	60%	The target is Westmorland and Furness only.
Percentage of learners who enrol and achieve an English qualification	-	60.6%	60.6%	47.4%	-	77%	The target is Westmorland and Furness only.

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
Percentage of learners who enrol and achieve a Digital qualification	-	88.1%	88.1%	66.2%	-	72%	The target is Westmorland and Furness only.
Percentage of learners who enrol and achieve a GCSE English & maths qualification	-	80.0%	80.0%	tbc	-	80%	The target is Westmorland and Furness only.

The wording of three measures – *Number of enrolments on tailored learning health and well-being programmes*, *Percentage of learners from ethnic minority, refugee and asylum seeker communities who progress to further learning following completion of targeted skills programme* and *Percentage of learners enrolling on employability programmes who achieve a qualification* – in both tables have amended for clarification purposes.

The Adult Learning team is now able to assign targets for each council and they have been included in the tables above for Q1. As a result of this split, we are not able to compare Q1 values with Q4 2022/23. The Q1 RAG ratings for the value measures are based on the target figure divided by four.

Achievement rates are based on the academic – not financial - year and are not available until November each year. The figures included in this report are for the 2022/23 academic year.

Archives Service

Hosted by Cumberland

Cumbria

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT	Comment
Enquiries (sum of visitors and remote enquiries)	3,068	3,068	3,343	3,045	↓	
Digitisation (new digital images plus uploads)	812.92	812.92	666.35	374	↓	<p>Q1 was difficult in terms of staffing and the team concentrated on public access to collections and core cataloguing work. New digital output stems from two sources: archives that we digitise for preservation purposes, enquiries and to support outreach (talks and exhibitions) and born digital items that come to us as accessions. The latter depends on archivists uploading them. Without a dedicated digital preservation system, the risk of loss of data is quite high and we have been cautious about prioritising digital uploads.</p> <p>In terms of staffing, the service has been carrying vacancies and one team member has been on long-term medical absence. This means staff must cover the search room and have less time to complete digital uploads.</p>
Accessions (number of new deposits received)	77	57	97	100	↑	

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT	Comment
New catalogue records (catalogue entries created)	8,424	8,424	7,936	8,943	↑	There are always variations quarter to quarter and the Q1 increase in catalogue entries is not unusual. The number fluctuates depending on how much comes in and what the team prioritises.
Volunteer hours	554	554	1,092	1,047	↓	
Document production	-	3,849	3,482	3,685	↑	

Emergency planning and resilience

Hosted by Westmorland and Furness

Cumberland

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT
Provision of suitably qualified and appropriately trained duty service (duty director, duty AD, duty officer)	33	32	32	100%	↔
Four key plans (Sellafield, MOD Longtown, Aurorium and Pipelines) in line with legislative requirements	60%	60%	60%	4	-
Number of risks assessed	77	34	32	22	↓
Number of people trained	59	176	88	5	↓

Westmorland and Furness

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT
Provision of suitably qualified and appropriately trained duty service (duty director, duty AD, duty officer)	32	31	32	100%	↔
Three key plans (BAE, Spirit Energy and Pipelines) in line with legislative requirements	50%	50%	50%	3	-
Number of risks assessed	77	34	32	22	↓
Number of people trained	77	196	88	48	↓

The format of the values for the measures covering provision of suitably qualified and appropriately trained duty service and the key plans for each area have been changed for Q1. This has been done to make them more understandable.

The overall picture remains steady, with KPIs reflecting that the critical service of ensuring appropriate leadership in an emergency 24x7 remains 100% coverage. This is a cadre of 32 in each council of which there has been some intense training of a small number through the College of Policing Multi-Agency Gold Incident Commander (MAGIC) course for both councils and a number of other training sessions initiated in Westmorland & Furness that will be appear in Cumberland's figures next report.

The key Control of Major Accident Hazards (COMAH) plans and arrangements were scrutinised by HSE regulators at a meeting in August 2024.

Fostering

Hosted by Cumberland

Cumberland

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
Number of mainstream carers	122	119	119	118	↓	-	
Number of enquiries	19	12	23	7	↓	-	Enquiries now come via the 'foster with us' recruitment hub. Details about the hub can be found below the fostering tables. The conversion rate is 14%.
Number of new approvals	1	1	1	2	↑	-	
Number of resignations / deregistrations	3	4	0	4	↓	-	
Number of kinship carers	32	40	41	42	↑	-	
Fostering enquiries responded to within 2 working days	100%	100%	100%	100%	↔	-	
Fostering assessments completed within 6 months	100%	100%	100%	50%	↓	-	One out of two assessments completed in six months.
Percentage of cared for children in in-house foster placements (including kinship)	45.5%	46.4%	48.3%	47.7%	↓	50%	The Q1 figure shows that 47.7% of children live in our own fostering provision – our target is 50%. Where possible, we want children to be in a foster, rather than residential, home.

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
							<p>If children living in purchased foster care are taken into account, 63% of our children live in a foster home. The national average last year was 68%.</p> <p>There has been a significant drop in regional independent fostering agency provision, and it is expected that this will be reflected in the yet to be released 2023-24 national figures.</p> <p>Sufficiency of foster homes is a concern for local authority and independent organisations.</p>

Westmorland and Furness

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
Number of mainstream carers	90	90	90	91	↑	-	
Number of enquiries	13	9	16	6	↓	-	<p>Enquiries now come via the 'foster with us' recruitment hub. Details about the hub can be found below the fostering tables.</p> <p>The conversion rate is 33%.</p>
Number of new approvals	1	1	1	2	↑	-	
Number of resignations / deregistrations	2	1	1	0	↑	-	

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
Number of kinship carers	24	22	23	23	↔	-	
Fostering enquiries responded to within 2 working days	100%	100%	100%	100%	↔	-	
Fostering assessments completed within 6 months	0%	0%	100%	100%	↔	-	Three out of three assessments completed in six months
Percentage of cared for children in in-house foster placements (including kinship)	46.0%	42.9%	46.3%	44.4%	↓	50%	The Q1 figure shows that 44.4% of children live in our own fostering provision. Where possible, we want children to be in a foster, rather than residential, home.

Cumbria

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
Number of mainstream carers	212	209	209	209	↔	-	
Number of enquiries	32	21	39	13	↓	-	
Number of new approvals	2	2	2	4	↑	-	
Number of resignations/deregistrations	5	5	1	4	↓	-	

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
Number of kinship carers	56	62	64	65	↑	-	
Fostering enquiries responded to within 2 working days	100%	100%	100%	100%	↔	-	
Fostering assessments completed within 6 months	-	67%	100%	80%	↓	-	
Percentage of cared for children in in-house foster placements (including kinship)	45.6%	45.2%	47.7%	46.6%	↓	-	

Cumberland Council and Westmorland and Furness Council are part of a regional fostering pilot, supported by the Department for Education, which launched in May this year.

A Regional Fostering Recruitment and Retention Hub was created as part of a £1.2 million bid from Cumberland, Westmorland and Furness, Blackburn with Darwen Council, Blackpool Council and Lancashire County Council to boost foster care recruitment in the region.

Foster With Us is a first point of contact for people interested in fostering and is designed to help them make an informed choice about how fostering could work for them.

A dedicated team of advisors is available to speak to people seven days a week and there is ongoing support for each step of an application, including review and checks.

There is also a buddy scheme that provides regular check-ins with existing foster carers and young people across the region and access to a range of free training.

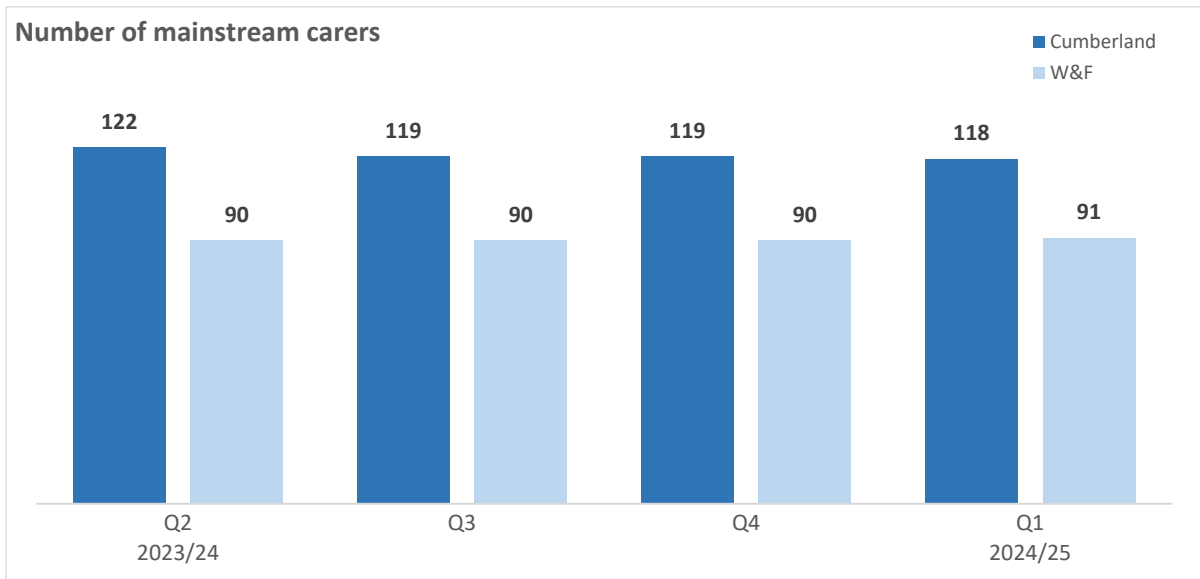
All enquiries are made through the hub before being passed to a local authority to take forward.

A significant event to mark the hub's launch was hampered by the General Election and will now take place in August.

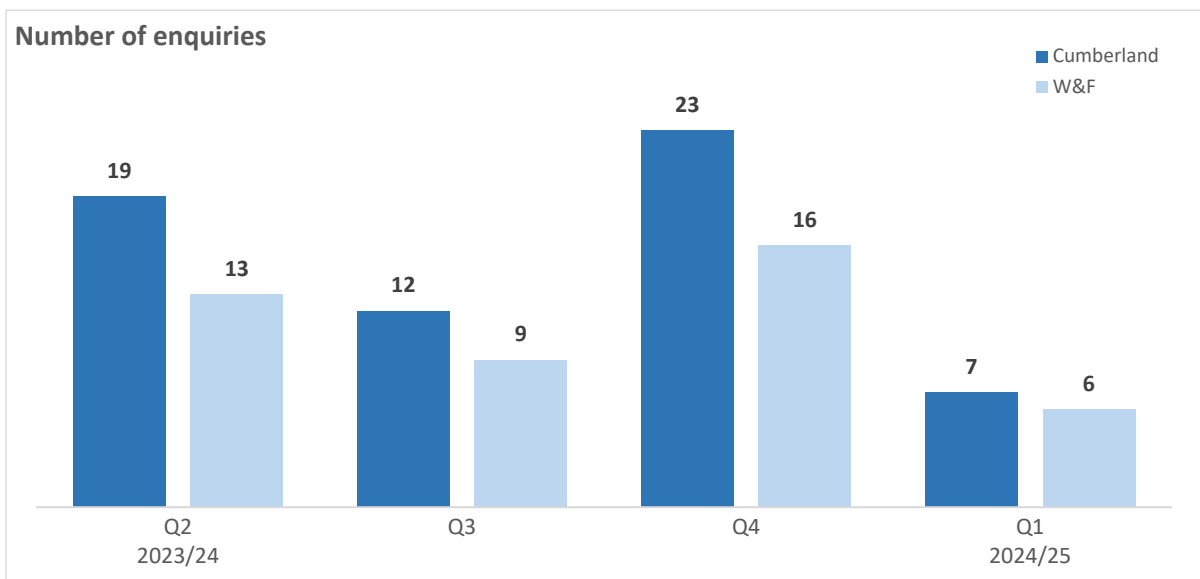
An extensive campaign to drive recruitment takes place during Foster Care fortnight in May and usually sees lots of interest. However, due to an IT issue resulting from work on a microsite, links directing members of the public to the hub or fostering website were not working.

It is difficult to estimate the impact of the IT issue, but the best month last year had 25 enquiries.

The chart below shows the number of mainstream foster carers in Cumberland and Westmorland and Furness:

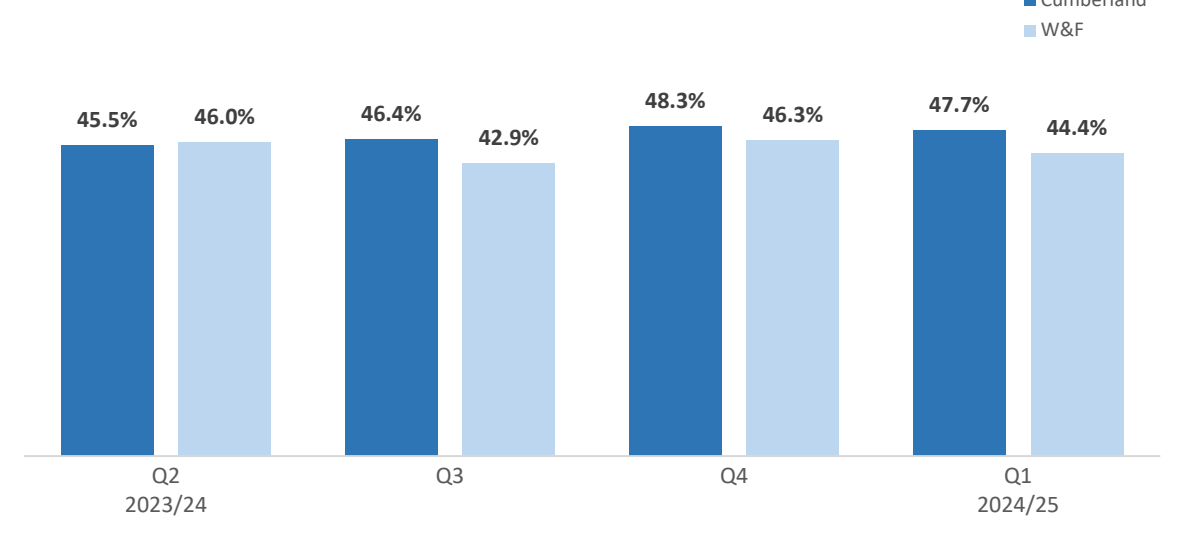


The chart below shows the number of fostering enquiries in Cumberland and Westmorland and Furness:



The chart below shows the percentage of cared for children in in-house foster placement (including kinships) in Cumberland and Westmorland and Furness:

Percentage of cared for children in in-house foster placements (inc kinships)



Residential and edge of care home

Hosted by Cumberland

Cumberland

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
Number of children in in-house residential homes	12	9	8	7	↓	-	Higher occupancy is better
Number of children in external residential homes (i.e. purchased)	72	70	67	65	↑	-	<p>There are more cared for children in Cumberland than in W&F. The three legacy district council areas each roughly account for a third of the number.</p> <p>Both authorities are working on their own plan to increase internal homes for children and to step down to foster care or rehabilitate where possible.</p> <p>Lower numbers are better for this measure.</p>

Westmorland and Furness

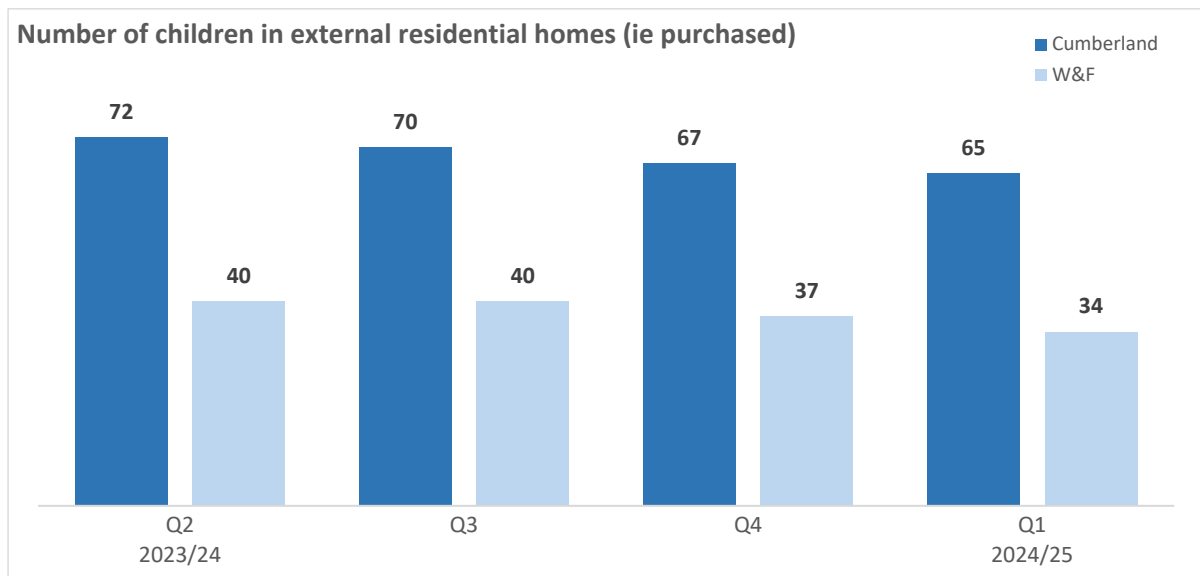
KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
Number of children in in-house residential homes	10	11	10	11	↑	-	Higher occupancy is better
Number of children in external residential homes (i.e. purchased)	40	40	37	34	↑	-	<p>There are more cared for children in Cumberland than in W&F. Both authorities are working on their own plan to increase internal homes for children and to step down to foster care or rehabilitate where possible.</p>

KPI	Q2 2023/ 24	Q3 2023/ 24	Q4 2023/ 24	Q1	DOT	Target	Comment
							Lower numbers are better for this measure.

Cumbria

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT	Target
Number of children in in-house residential homes	22	20	18	18	↔	-
Number of children in external residential homes (i.e. purchased)	112	110	104	99	↑	-

The chart below shows the number of children in external residential homes in Cumberland and Westmorland and Furness:



Waste disposal

Hosted by Cumberland

Cumbria

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT	Target
Tonnage of contracted waste received	47,411	43,129	45,389	48,600	↑	-

Cumberland

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT	Target
Rate of recycling and composting	59.3%	53.94%	54.60%	57.29%	↑	60%
Number of complaints received	9	4	7	10	↓	-
Number of compliments received	4	0	0	0	↔	-
Number of performance deductions applied	16.7	15.66	12.96	9.45	↑	-

Westmorland and Furness

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT	Target
Rate of recycling and composting	66.9%	62.87%	64.28%	66.20%	↑	60%
Number of complaints received	17	5	7	6	↑	-

KPI	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1	DOT	Target
Number of compliments received	2	5	2	0	↓	-
Number of performance deductions applied	14.6	13.34	11.04	8.05	↑	-

The Q1 data in the above tables are to the end of May 2024 and therefore only cover two-thirds of the reporting period. The performance deductions for June have not yet been accepted (they are subject to a review meeting with the contractor) and have been excluded from this data.

The number of performance deductions applied is the number of performance points accepted by the contractor not the number of performance failures recorded.

The current value of one performance point is £137.41. Performance points are split 54:46 Cumberland:Westmorland and Furness.

Rate of recycling and composting shows individual rates for Cumberland and Westmorland and Furness. This is the recycling rate for each quarter based on the contract definition of recycling, i.e. excluding recovery and inert waste.

The chart below shows the rate of recycling in Cumberland and Westmorland and Furness:

