

# COUNCIL PLAN DELIVERY PLAN PROGRESS REPORT

(Progress to 30 September 2020 - Quarter 2 2020/21)

RAG Alert	Action Progress	Measure Progress
RED	Has missed or is expected to miss a key milestone date in the current plan	Off target by greater than 10% (urgent action required to improve performance)
AMBER	At risk of missing a key milestone date but recovery plan in place	Off target but within target by 5-10% (some action required to improve performance)
GREEN	On schedule or key milestone date met	On target, exceeding target, or within 5% of target (action may be required to achieve further improvement)

**Direction of Travel** arrows indicates whether performance is

better 
worse 
stayed the same 
*since the last quarter*

**Delivery of Council Plan Delivery Plan: 2020/21**

**Quarter 2 2020/21**

**Key Action Updates**

**Outcome 1: New ways of working and achieving financial sustainability**

**Supporting Outcome: Working together**

Ref	Action for 2019/20	Milestone	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
A1.1	We will continue to take the lead enabling role for multi-agency recovery from COVID-19 in Cumbria maximising opportunities and facilitating recovery across the county, with our communities.	Throughout Plan	G	↑
A1.2	Ensure the restarting of County council services is aligned to new ways of working and builds on enhancements identified during the COVID-19 response.	Throughout Plan	G	→
A1.3	In line with the changing world of work following the pandemic deliver the actions in the 2020/21 Workforce Plan Delivery Plan continuing our focus on organisational development and workplace health, safety and wellbeing by March 2021.	By March 2021	A	↑
A1.4	Following government's consideration of opportunities for Local Government Reform in Cumbria, and the publication of the White Paper on Devolution and Recovery expected in the early Autumn 2020, take appropriate steps forward, working with stakeholders.	Throughout Plan	G	↑
A1.5	In context of the national landscape, develop a vision and strategy for Adult Social Care in maximising the opportunities from closer alignment with health but while retaining the expertise and community focus of social care by December 2021.	By December 2021	G	→

## Key Action Updates

### Outcome 1: New ways of working and achieving financial sustainability

#### Supporting Outcome: Working together

##### Commentary for areas of progress:

A1.1: The County Council Chief Executive chairs the Strategic Recovery Coordinating Group with excellent Multi Agency representation at the most strategic level as well as with representatives of communities. CCC is leading the development of the long-term Multi Agency Recovery Strategy which reflects the known and expected community and system impacts from COVID-19 and is starting to articulate the priorities for recovery.

A1.2: Service re-launch planning remains challenging as the public health measures required to mitigate the spread of the virus (local and national restrictions) by necessity continue to alter over time in response to increases and decreases in the prevalence of the virus and other associated factors. However the positive lessons in relation to new ways of working continue to be embedded where possible for example embedding the use of virtual meetings and the associated reductions in business mileage.

A1.4: The government's White Paper on Devolution and Recovery has been delayed and is now expected early in 2021, however on 9 October the Secretary of State for Housing, Communities and Local Government issued a formal invitation for the councils in Cumbria to propose arrangements for unitary local government for the area. During the Summer the Council developed a proposition and strategic business case setting out the opportunity and benefits of reform in Cumbria, through the creation of a single unitary council to replace the County Council and the six District/Borough Councils. This was approved by Cabinet on 3 September. This has been submitted to MHCLG and further supplementary information will be provided by the deadline of 9 December 2020, after which this will be considered (alongside any other proposals received) by the Secretary of State, who will decide whether to proceed with the process (including which proposals to consult on).

A1.5: The Promoting Independence Programme includes workstreams that focus on improved system working and the vision and strategic direction for Adult Social Care. Both workstreams will be overseen by the Promoting Independence Board and have an Assistant Director Lead.

##### Commentary for areas for improvement and detail of ongoing action:

A1.3 The Workforce Plan Delivery Plan 2020/21 is progressing balanced alongside the ongoing Covid-19 response. The Senior Leadership (pilot) programme has been developed and rolled out to the first cohort. 46 new apprentices have been appointed, all recruited via virtual methods during the earlier weeks of Covid-19 and are due to commence a number of apprenticeships across the organisation.

**Commentary for Risk updates:** At Q2, actions A1.1, 1.2 & 1.3 align to the Corporate Risk *Impact of COVID-19 on the provision of Council Services* and this risk is currently rated 20. Action A1.1 also aligns to the risk *Cumbria COVID-19 Local Outbreak Control Plan* and this risk is also currently rated 20. Action A1.3 is aligned to the *Workforce Capacity* risk, rated 20 and Action A1.5 is aligned to the risk related to the *Health & Social Care Demand & System Failure* and is also rated 20. Both the *Health & Social Care Demand & System Failure* risk & the *Cumbria COVID-19 Local Outbreak Control Plan* have increased in risk score compared to Quarter 1.

##### Commentary for Finance updates:

No items by exception to report

Delivery of Council Plan Delivery Plan: 2020/21

Quarter 2 2020/21

Key Action Updates

Outcome 1: New ways of working and achieving financial sustainability

Supporting Outcome: Prevention and Early Intervention

Ref	Action for 2019/20	Milestone	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
A1.6	Further develop and deliver a strength based approach across social care services by March 2021.	By March 2021	G	→

Key Action Updates

Outcome 1: New ways of working and achieving financial sustainability

Supporting Outcome: Prevention and Early Intervention

**Commentary for areas of progress:**

A1.6 Implementation of Signs of Safety and embedding practice across children's services is ongoing with practice 'bottom lines' for child in need and child protection practice going live from 1 December and a decision being made imminently regarding purchasing the SOS IT solution, with a plan around practice alignment to support this.

**Commentary for areas for improvement and detail of ongoing action:**

**Commentary for Risk updates:** No corporate risk at Q2 directly relates to action A1.6

**Commentary for Finance updates:**

No items by exception to report

**Delivery of Council Plan Delivery Plan: 2020/21**

**Quarter 2 2020/21**

**Key Action Updates**

**Outcome 1: New ways of working and achieving financial sustainability**

**Supporting Outcome: Enterprise and Efficiency**

Ref	Action for 2019/20	Milestone	RAG (against target)	Direction of travel since last report (improving/)
A1.7	<p>Adopt and implement the Property Asset Management Strategy 2020-2025 to ensure our assets support the organisations sustainability.</p> <ul style="list-style-type: none"> <li>•To partner with services in order to plan and manage property as a corporate resource to deliver the Council's outcomes</li> <li>•To ensure our current property and future estate is as sustainable as possible in design, construction, operation and final disposal</li> <li>•To provide the right property, fit for purpose, in the right place, to meet current customer and service needs and plan for the future</li> <li>•To use land and buildings to stimulate development and growth together with supporting local community needs and encouraging new business to the area.</li> <li>•To manage and maintain property effectively and efficiently, together with optimising financial return and commercial opportunities</li> <li>•To promote joint working where it will provide benefit for service delivery and in securing efficiencies.</li> </ul>	By March 2021	G	→
A1.8	Take wide ranging steps to deliver more stream lined business processes, align capacity to key priorities, and review ICT infrastructure, to support the Council to be fit for the future, by October 2021.	By October 2021	G	↑
A1.9	A market position statement for adult social care will be based on the previous strategy and will give early indications of future need based on the impact of COVID-19 to date. A revised strategy will take into account a possible second wave and winter pressures by March 2021, based on COVID-19 response and recovery work towards new commissioning in health and social care.	By March 2021	G	→
A1.10	All services delivered in line with their agreed 2020/21 revenue budget, including allocations of COVID-19-related grant.	By March 2021	A	→

## Key Action Updates

### Outcome 1: New ways of working and achieving financial sustainability

#### Supporting Outcome: Enterprise and Efficiency

**Commentary for areas of progress:**

A1.8: As part of the overall Enabling Services programme, the business process and automation programme is progressing as planned. The planned review of the ICT, Digital and Data infrastructure is on track to agreed dates with resources secured as per the Enabling Services Action Plan.

A1.7: The Property Asset Management Strategy was adopted by Cabinet in September 2020 and its implementation will be ongoing subject to review

A1.9: Market position statement will be available early January

**Commentary for areas for improvement and detail of ongoing action:**

See finance update

**Commentary for Risk updates:** At Q2, action A1.9 aligns to the Corporate Risk *Resilience of the Care Sector and impact on meeting care needs* and is currently rated 20, an increase from the Q1 risk score of 16. Action A1.10 aligns to the risk *Deliver a Financially Sustainable Authority* and this risk maintains a rating of 20.

**Commentary for Finance updates:** At the end of Quarter 2, against a revenue budget spend of £407.930m, the current forecast is a balanced position, taking into account the estimated impacts of COVID 19. The forecast includes significant pressures of £64.176m, £59.979m of which are COVID-19 related and £4.197m of other pressures, these have been partly, but not fully met, by specific grant funding, other contributions and COVID emergency funding received from Government for this financial year. One off delays in expenditure in some directorates have temporary underspends, which are mitigating the pressures to give a forecast balanced position at the end of March.

Of the new savings for 2020/21 of £5.646m, a total of £4.186m (74.1%) of these savings are forecast to be delivered by 31st March 2021.

**Delivery of Council Plan Delivery Plan: 2020/21**

**Quarter 2 2020/21**

**Key Action Updates**

**Outcome 1: New ways of working and achieving financial sustainability**

**Supporting Outcome: Digital Transformation**

Ref	Action for 2019/20	Milestone	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
A1.11	Develop the council's external digital and service centre offer that improves customer experience, provides more efficient services and reduces cost – focusing on highways and adult social care by April 2021.	By April 2021	G	→
A1.12	Introduce a new digital customer highways system along with a new highways asset management system to improve customer experience and the effectiveness and efficiency of the service.	By May 2021	G	→
A1.13	Build on the automation work delivered so far in the Purchase to Pay service, to develop an automation capability for Cumbria County Council by April 2021.	By April 2021	G	n/a
A1.14	Deliver the actions in the 2020/21 ICT Plan Delivery Plan and further progress ICT improvement programmes with key partners, particularly the NHS and police by March 2021.	By March 2021	A	↑

## Key Action Updates

### Outcome 1: New ways of working and achieving financial sustainability

#### Supporting Outcome: Digital Transformation

**Commentary for areas of progress:**

A1.11: The highways improvement work is advanced with the new customer front end developed and integration with back office systems underway. Additional communications resource is being identified to support culture change across the service.

Conversations continue with Adult Social Care in relation to Single Points of Access (SPAs).

A1.12: The new customer system for highways has now broadly been developed by the Council's Digital Team. The introduction and development of the procured highways asset management system is ongoing and on track, with the testing, demos and workshops of the various modules for in the process of completion or on track. The integration between the two systems so that it is a seamless experience for all customers and the methods and protocols in dealing with enquiries and complaints are near completion.

Performance reporting and key metrics are being considered and updated, additional metrics on performance and customer experience are in the process of been developed. Reporting mechanism and protocols on key metrics and performance for local committees, regular reports for local members are also being developed.

A1.13: This project is underway and on track. 155 processes have been assessed across the organisation following a series of workshops. A final report will identify key opportunities for discussion and agreement. As part of the implementation process an internal team will be trained that will enable further modernisation of the organisation.

**Commentary for areas for improvement and detail of ongoing action:**

A1.14 The ICT Plan Delivery Plan 2020/21 is progressing in parallel to the ongoing Covid-19 response and the majority of actions are on track. There is high ICT system resilience, new tools are being implemented at scale and pace and positive customer satisfaction is being reported. Any outages are promptly managed and communicated.

Additional resources are focused to monitor and further enhance Council security systems given rising local, regional and national cyber risk and the reality of nearby cyber attacks in further education providers in the North East.

Good relationships and networks are continuing with public sector partners and also with commercial sector experts which has positively accelerated during the Covid-19 response.

**Commentary for Risk updates:** At Q2, action A1.14 aligns to the Corporate Risk *Information Security Arrangements* and this risk has maintained a risk rating of 20.

**Commentary for Finance updates:**

No items by exception to report

**Delivery of Council Plan Delivery Plan: 2020/21****Quarter 2 2020/21****Key Action Updates****Outcome 1: New ways of working and achieving financial sustainability****Measures**

Ref	Action for 2019/20	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
M1.1	The 2020/21 EPW marginal costs are equal to or less than the EPW marginal costs at 31 March 2020.	A	↓
M1.2	A reduction in Sickness Absence to 10 days per WTE by March 2021.	R	↓
M1.3	80% of corporate complaints dealt with satisfactorily at informal stage.	G	↑
M1.4	90% of FOI and EIR requests dealt with within 20 day statutory timescale.	R	↑
M1.5	75% of Subject Access Requests responded to within 1 calendar month.	R	↓

## Key Action Updates

### Outcome 1: New ways of working and achieving financial sustainability

#### Measures

##### Commentary for areas of progress:

M1.3: Due to changes in systems and processes this measure is proposed to change to '80% of informal complaints received dealt with satisfactorily at informal stage'. In Quarter 2 (2020/21) 295 informal complaints were received. 235 of these were resolved within this timeframe (80%). This meets the target of 80%. This measure covers informal complaints or concerns received across all service areas and provides greater insight to customer service as it covers a larger proportion of complaints.

##### Commentary for areas for improvement and detail of ongoing action:

M1.1 Although the current marginal cost of EPW (£1.911m as at September 2020) is below the target of £2.3m it is not expected that the target will be met at the end of the financial year. Response to COVID-19 has required some short term recruitment to bolster capacity for essential roles/duties. Looking ahead due to the uncertain landscape it is not considered at this time that there will significant reduction in numbers of EPW before March 2021. The significant reductions made in previous years mean the marginal cost was a challenging target especially in the current conditions. Various controls pre COVID-19 were very effective and continue to be in place to ensure appropriateness and necessity of any EPW and there is transparency via JCG.

M1.2: At the end of September 2020, the 2020/2021 year end forecast is 12.00 Working Days Lost (WDL) per full time equivalent. This is slightly improved forecast compared to Quarter 1 (12.5 days). An update on performance was recently provided to the Scrutiny Management Board in September, which considered progress against the recommendations agreed by Cabinet in January 2020 and the impact of the current Covid-19 pandemic. Absence performance will remain a key corporate focus.

M1.4: Performance for Quarter 2 (77%) has shown an increase from the previous quarter (of 70%) in terms of responding to requests in 20 working days. The impact of the COVID-19 pandemic has reduced the capacity for service areas to respond in a timely manner. The Information Governance Team analyse performance by Directorate and are supporting those teams who are currently unable to achieve the performance target. All Freedom of Information/ Environmental Information Requests are now logged, tracked and monitored using the MATS computerised system which is proving to be much more effective.

M1.5: Performance for Quarter 2, at 43%, shows a decrease from the previous quarter (58%). As a consequence, this measure is still RAG rated as Red against the target of 75%. The SAR process still requires a review - with the focus being on volume versus current capacity.

**Commentary for Risk updates:** Some of these measures are impacted by the controls in place for a number of Corporate Risks. At Q2, the measure M1.1 aligns to the Corporate Risks; *Deliver a Financially Sustainable Authority, the Workforce Capacity* risk and the *Health & Social Care Demand & System Failure* risk. And the measure M1.2 is also impacted by the *Workforce Capacity* risk. At Q2 all of these risks are rated 20, with the *Health & Social Care Demand & System Failure* risk having increased to 20 from 16 at Q1.

##### Commentary for Finance updates:

Finance comments have been provided against the outcomes these indicators support.

**Delivery of Council Plan Delivery Plan: 2020/21**

**Quarter 2 2020/21**

**Key Action Updates**

**Outcome 2: People in Cumbria are Healthy and safe**

**Supporting Outcome: Cumbria's environment and society will support people to be healthy and safe, and manage their own physical and mental wellbeing**

Ref	Action for 2019/20	Milestone	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
A2.1	Work with partners to develop more integrated service delivery models around: Admission avoidance, Discharge, Integrated Care Communities and Population Health by April 2021.	By April 2021	G	↑
A2.2	Increase community capacity to support effective early help delivery in localities.	By March 2021	G	↑
A2.3	Develop and implement a service model for Mental Health and Learning Disabilities by Sept 2021.	By September 2021	G	→
A2.4	From September 2020 review approach to tackling obesity in light of new government strategy and drive forward new action on this agenda.	From September 2020	A	→

## Key Action Updates

### Outcome 2: People in Cumbria are Healthy and safe

#### Supporting Outcome: Cumbria's environment and society will support people to be healthy and safe, and manage their own physical and mental wellbeing

##### Commentary for areas of progress:

A2.1: Work is ongoing across North and South Cumbria to implement Discharge to Assess and Integrated Care Models.;

A2.2: The Children's Trust Board has established six locality groups for children. These groups have been developing priorities based on local need. They have been using Early Help and Think Family as the back drop for all of their work. The new Early Help Strategy has been signed off and is about to be published.

A2.3: This programme of work has now commenced

##### Commentary for areas for improvement and detail of ongoing action:

A2.4 The Child and Family Partnership Boards have identified a number of locality based priorities - most have identified health weight as areas of concern. The Task and Finish Groups are currently mapping provision and identifying what it is within this heading what is causing concern i.e. under 5's, teenagers, access to healthy food etc. and gaps and what more can be done as part of the Think Family approach.

A priority is about how we support families and children/young people to make healthier choices, building on the new restrictions so people are empowered to find alternatives when their usual choices have gone.

We continue to promote the PHE Better Health campaigns including Change for Life. The county wide Healthy Weight Partnership met in October (it had not met since pre-COVID). The new recommendations will be addressed as part of that group to look at implementation across the whole system. The Healthy Weight Co-ordinator role will also be key in supporting and implementing new action in the future.

**Commentary for Risk updates:** At Q2, actions A2.1 & A2.3 align to the corporate risk *Health and Social Care Demand and System Failure*, and this risk has increased over the last quarter from 16 to 20. Also action A2.2 aligns to corporate risk *Increasing demand on Children's Services* which has maintained a risk score of 16.

##### Commentary for Finance updates:

No items by exception to report

**Delivery of Council Plan Delivery Plan: 2020/21**

**Quarter 2 2020/21**

**Key Action Updates**

**Outcome 2: People in Cumbria are Healthy and safe**

**Supporting Outcome: Children, young people and the most vulnerable will be protected from harm**

Ref	Action for 2019/20	Milestone	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
A2.5	Building on the establishment of the Recovery mechanisms following COVID, further develop the ways of working across all strategic partnerships to ensure joined up response to cross-cutting themes such as Domestic Abuse, poverty, mental health and wellbeing and publish a shared protocol by March 2021.	By March 2021	G	↑
A2.6	Implement the Children and Young People Quality and Development Plan – to ensure consistently good practice for children and young people and successful outcomes from external review and inspection with a revised Quality Assurance Framework introduced by Dec 20, and ICT system further aligned by December 2021.	A revised Quality Assurance Framework introduced by December 2020 ICT system further aligned by December 2021	A	↑
A2.7	Establish the new Cumbria Safeguarding Children Partnership's (CSCP) locality safeguarding arrangements – groups formed, priorities set, schedule of meetings and activity in place. First locality safeguarding priority-learning events held by January 2021.	By January 2021	G	↑
A2.8	Continue to develop and implement the partnership plan to transition from Deprivation of Liberty Standards (DoLS) to Liberty Protection Standards (LPS) in line with Government requirements (currently April 2022)	By October 2022	G	↑

## Key Action Updates

### Outcome 2: People in Cumbria are Healthy and safe

#### Supporting Outcome: Children, young people and the most vulnerable will be protected from harm

##### Commentary for areas of progress:

A2.5: The Recovery Strategy for COVID is built on the premise that the strategic partnerships will take a lead for recovery. The strategy is being built around a public health approach and should be signed off by the SRCG in November 2020. The joint protocol will be built on this

A2.7: The locality Safeguarding arrangements are in place and all areas should have had their first meetings in November 2020 - planning for the January Sessions.

A2.8: A report on progress was presented to DMT in September 2020. A further report is planned for March 2021;

##### Commentary for areas for improvement and detail of ongoing action:

A2.6 The revised Quality Assurance Framework is on track to be launched by December 2020.

A decision whether we are going to commission the ICT system related to signs of safety practice will be made by December 2020.

**Commentary for Risk updates:** At Q2, action A2.5 aligns with the corporate risk *Health and Social Care Demand and System Failure* which has increased in score from 16 to 20 in Q2. Action A2.6 aligns to the risk *Increasing demand on Children's Services* rated at 16 and lastly action A2.7 aligns with the risk *Safeguarding of Children* and has maintained a risk rating of 10 over the last quarter.

**Commentary for Finance updates:** The forecast outturn for CLA placements is £1.804m over budget with 734 placements at 30th September, an increase of 12 from the 722 at 1 April 2020, but a decrease of 2 from 30th June 2020. It is currently forecast that £1.395m of the overspend is attributable to COVID19, after a draw down of £0.722m of COVID funding to meet spend to date. The forecast includes a pressure of £1.041m in relation to 50 new CLAs that may enter care between October and January.

**Delivery of Council Plan Delivery Plan: 2020/21**

**Quarter 2 2020/21**

**Key Action Updates**

**Outcome 2: People in Cumbria are Healthy and safe**

**Supporting Outcome: Those who need specialist or emergency services will received them when they need them**

Ref	Action for 2019/20	Milestone	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
A2.9	Successfully implement the Children Looked After and Care Leavers Strategy and deliver the action plan by December 2021.	By December 2021	A	↑
A2.10	Develop and publish a Children's Trust Board Early Help Strategy by March 2021.	By March 2021	G	↑
A2.11	Implementation plan in place across the partnership to support universal providers such as schools to hold risk and need through Team Around the Family, Lead Professional roles and working in line with the CSCP Threshold Guidance by March 2021.	By March 2021	G	↑
A2.12	Work with the Provider sector and commissioning to ensure a sustainable and high quality provider sector that deliver highly rated person centred care based on joint needs analysis to inform development of services to meet demand and capacity expectations by December 2021.	By December 2021	G	→
A2.13	Ensure robust recommissioning of substance misuse services with new services in place by October 2021.	By October 2021	G	↑
A2.14	Work towards increasing the proportion of homecare services delivered by Cumbria Care to 40% of the market share.	Throughout Plan	A	↓
A2.15	Strengthen support for and increase operational availability in Cumbria fire and rescue On-call stations through ongoing recruitment, development of managers and different working arrangements to ensure availability of appliances by October 2020.	By October 2020	A	→

## Key Action Updates

### Outcome 2: People in Cumbria are Healthy and safe

#### Supporting Outcome: Those who need specialist or emergency services will received them when they need them

##### Commentary for areas of progress:

A2.10: The Strategy has been signed off and is being published.

A2.11: Team Around the school concept developed as part of the CTB and the Think Family Approach. Schools remain at the heart of the EH Strategy. The model is now being evaluated to ensure it is appropriate and helping to support families and reduce risk.

A2.12: Work continues to ensure that all services are sustainable, high quality and person centred.

A2.13: Authorisation to engage market approved; engagement commenced on 18 September 2020.

##### Commentary for areas for improvement and detail of ongoing action:

A2.9 A revised strategy action plan will be presented to the Corporate Parenting Board in November 2020, which will be then reviewed and overseen by the Board on a quarterly basis until the end of the strategy.

A2.14 See M2.10 commentary

A2.15 In total 18 recruits completed the Sept 2020 On-Call Recruits Course, and 3 transferees from Sellafield. There are currently 70 applicants in the process for 2021. Additionally 6 new On-call Support Crew Managers are now in post.

**Commentary for Risk updates:** At Q2, actions A2.9 & 2.10 align to the corporate risk *Increasing demand on Children's Services* which has maintained a risk score of 16. Additionally, actions A2.12 & A2.14 align to corporate risk *Resilience of the Care Sector and impact on meeting care needs* and this risk has increased in risk score from 16 to 20 over the last quarter.

##### Commentary for Finance updates:

No items by exception to report

Delivery of Council Plan Delivery Plan: 2020/21

Quarter 2 2020/21

Key Action Updates

Outcome 2: People in Cumbria are Healthy and safe

Supporting Outcome: People will be able to access advice and support to help keep themselves safe

Ref	Action for 2019/20	Milestone	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
A2.16	Establish and embed a robust system for outbreak management and infection prevention and control, initially focused on COVID-19 but applicable in the longer term to wider health protection support with an integrated hub with Public Health England from October 2020.	From October 2020	G	→
A2.17	Conduct the appropriate level of fire safety audits and visits in line with our Risk Based Inspection Programme.	By March 2021	R	↓
A2.18	Work in collaboration with statutory and voluntary partners to identify and engage with vulnerable members of the community and other 'at risk' groups and ensure we deliver prevention activity based on local needs including Safe and Well visits.	Throughout Plan	A	→

## Key Action Updates

### Outcome 2: People in Cumbria are Healthy and safe

#### Supporting Outcome: People will be able to access advice and support to help keep themselves safe

##### Commentary for areas of progress:

A2.16: A system for outbreak management and infection prevention and control has been established. Additional resource is being recruited to support this work, initially focused on Covid but with scope to support wider health protection in due course. The majority of the team will be in post by early December. An integrated hub is in place involving PHE, CCC and district councils supported by daily operational meetings and Integrated Management Hub.

##### Commentary for areas for improvement and detail of ongoing action:

A2.17: The Risk Based Inspection Programme continues to be implemented and the fire protection team is now fully staffed. However, activity in the early part of year was restricted by Government lockdown due to COVID-19.

A2.18 Partnership referrals are still being actioned by Cumbria Fire and Rescue Services (CFRS). These include those from Adult Social Care and external partners such as Cumbria Police. CFRS are using data on vulnerable people to target the delivery of safe and well activities.

**Commentary for Risk updates:** At Q2, action A2.16 aligns to the corporate risk *CUMBRIA COVID-19 Local Outbreak Control Plan* and this risk has increased in risk score from 15 to 20 over the last quarter.

##### Commentary for Finance updates:

Across Older and Younger Adult services there is a net underspend associated with demand. Demand on Older and Younger Adult services has reduced as a consequence of COVID 19 with 75 fewer clients than the 2019/20 average. The current forecast assumes a provision for future demand. The additional demand as a result of the COVID 19 response hospital discharges and the prevention of hospital admissions is supported by additional funding from the Clinical Commissioning Group.

**Delivery of Council Plan Delivery Plan: 2020/21**

**Quarter 2 2020/21**

**Key Action Updates**

**Outcome 2: People in Cumbria are Healthy and safe**

**Measures**

Ref	Action for 2019/20	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
M2.1	Reduce prevalence of overweight and obesity in reception years to 22% by 2020/21 and progress to reduce the proportion of overweight and obese children in year 6 to the lowest district rate in Cumbria (29%).	A	→
M2.2	Bring numbers of Children Looked After and those supported with a child protection plan (1343 children) to be more in line with statistical neighbours (953 children).	R	↓
M2.3	An increase in the number of Cumbria County Council foster care households by 15 per year.	G	↑
M2.4	Increase number of Early Help Assessments Initiated from 2610 each year.	A	↓
M2.5	Residential occupation rates of Cumbria Care available beds to return to 73.5%.	A	↑
M2.6	Increase proportion of those receiving reablement being home at 91 days following discharge to at least 91.1%.	A	↑
M2.7	Reduction in Delayed Transfers of Care delayed days in line with Better Care Fund targets - to be amended or new measure established following national review.	G	→
M2.8	Assistive technology utilisation maintained at 4166 service users in 2020/21 and measure for Assistive Technology impact to be developed.	G	→
M2.9	Increase over 65 year old persons independence at home by reducing residential admissions to long term residential care in comparison to admissions in 2019/20.	G	→
M2.10	Work towards increasing Cumbria Care's market share by 8-14% each financial year.	A	↓
M2.11	Reduction in A&E admissions in line with Integrated Health and Care System Plan targets.	G	↓
M2.12	The number of accidental primary dwelling fires to be less than 241 in 2020/21.	G	↓
M2.13	The number of Fire Protection audits in commercial premises to be greater than 800 in 2020/21.	R	→
M2.14	10,000 safe and well visits carried out by 31 March 2021.	G	↑

## Key Action Updates

### Outcome 2: People in Cumbria are Healthy and safe

#### Measures

##### Commentary for areas of progress:

M2.3: The target for 2020-21 was for an increased sufficiency of in house carers relating to a net gain of 20 carers (or more) by the end of the year 2020-21. The number of in-house Foster Carers stood at 190 at 31/3/20, so this would be an increase to 210. However, at end of Quarter 2 2020-21, we have approved 31 Foster Carers, which relates to a net gain of 24 and therefore exceeds the target for this year.

M2.8: The usage of Assistive Technology is above target at 4264 for Q2. The improved use of Assistive Technology (despite challenges related to the COVID-19 pandemic) has been supported by an extensive set of workshops for practitioners across the county. Types of equipment being deployed include: bed occupancy sensors, carbon monoxide alarms and fall detectors.

M2.12: There were 53 Accidental Primary Dwelling Fires (APDF) in Q2 compared to a target of 60. There is ongoing work with the Communications Team to support prevention of APDFs. The National Fire Chiefs Council (NFCC) campaigns have been run, alongside local campaigns.

M2.14: COVID-19 measures have severely impacted the ability to deliver physical Safe and Well checks. Fire and Rescue staff have been engaged in delivery of Safe and Well advice via a revised telephone questionnaire. We have carried out 5829 Telephone Safe and Well questionnaires resulting in 257 physical visits so far this year

##### Commentary for areas for improvement and detail of ongoing action:

M2.2: At the end of Quarter 1 there were 1319 children looked after or supported with a child protection plan and at the end of quarter this figure had increased to 1364. Although broadly static over the last year, the rate of Looked After Children in Cumbria (78.8 per 10,000 aged 0-18 in August 2020) remains significantly above the national (65 per 10,000) and statistical neighbour (61 per 10,000) rates (both from the year 2018-19). The rate in Allerdale & Copeland is significantly above that of the other two districts, and the rate in Carlisle & Eden is the lowest - well below national and statistical neighbour averages.

The number on a child protection plan has increased slightly over the last year to (64.3 per 10,000 aged 0-18) September 2020 and is significantly above the statistical neighbour rate of 42.1 per 10,000 aged 0-18. Rates have fallen over the year in Allerdale & Copeland but have risen in Barrow & South Lakeland and have fluctuated in Carlisle & Eden. However, this increase is at an unprecedented time during COVID-19 and it was anticipated that need and demand would increase during this period.

A revised strategy action plan will be presented to the Corporate Parenting Board in November 2020, which will be then reviewed and overseen by the Board on a quarterly basis until the end of the strategy.

M2.1 NCMP weighing and measurement ceased as a result of COVID; although some data will be released for 19/20 it is recognised this will not be a true reflection. In response to the COVID-19, all schools were closed on 20th March 2020 and the National Child Measurement Programme was deprioritised across England; therefore, the NCMP 2019/20 will only include data for children who were measured before schools closed in March and will be smaller than previous years; the content of the national report 2019/20 will differ to previous years. There is no requirement to restart weighing and measuring in schools until Jan 2021. NCMP Letters that go out to parents/carers and Headteachers will link the E-school Nurse service to identify support earlier for families.

M2.5 After a number of months of being closed to admissions Cumbria Care residential homes are now safely admitting residents again both on a permanent basis and on an interim basis to support effective hospital discharges. All admissions require a negative COVID test prior to accepting the admission. Staffing levels are improving although many homes are still not at full staffing levels due to staff shielding etc.

M2.6 There has been an improvement of 2.15% since quarter 1. As the service continues to support D2A work the measure should continue to increase, indicating a further return to more usual ways of working following initial impact from Covid-19.

M2.10 Despite increasing the services that Cumbria care provide through bringing in five Extra Care housing type care services overall the % of the market has reduced due to an increase in the Independent sector home care provision since March 20. To increase our overall share we need to increase provision over and above any increase in Independent sector. Through COVID discharge planning and winter planning Cumbria Care will increase its capacity.

**Commentary for Risk updates:** Many of these measures have been impacted during Q2 by the following risks; *Health and Social Care Demand and System Failure and the Resilience of the Care Sector and impact on meeting care needs* and both of these risks have increased from 16 to 20 over the last quarter. These measures are also impacted by the risk *Increasing demand on Children's Services* which has maintained a risk score of 16 over the last quarter.

##### Commentary for Finance updates:

Finance comments have been provided against the outcomes these indicators support.

**Delivery of Council Plan Delivery Plan: 2020/21**

**Quarter 2 2020/21**

**Key Action Updates**

**Outcome 3: Places in Cumbria are Well-connected and Thriving**

**Supporting Outcome: The physical and digital infrastructure that people need to access services, learning, employment, business and leisure will be in place**

Ref	Action for 2019/20	Milestone	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
A3.1	Continue to lead the multi-agency incident response, co-ordination of the recovery ensuring the community are supported to take appropriate actions and approaches for each local area.	Throughout Plan	G	→
A3.2	We will make the case for improvements in strategic transport connectivity to, from and within the county to support economic growth aligned to the Cumbria Transport and Infrastructure Plan with plan developed by January 2021.	By January 2021	G	→
A3.3	Influence Government to secure early deployment of full fibre and mobile infrastructure within Cumbria. Submission of a Digital Borderlands 4G infill business case by December 2020 with implementation in 2021/22. Submission of a Connecting Cumbria business case to utilise gainshare to provide full fibre in superfast not-spots by September 2020 with implementation from January 2021.	By January 2021	A	→
A3.4	The overall condition of the highway is improved in line with the new Highways Asset Management Strategy by March 2021.	By March 2021	G	→

## Key Action Updates

### Outcome 3: Places in Cumbria are Well-connected and Thriving

**Supporting Outcome: The physical and digital infrastructure that people need to access services, learning, employment, business and leisure will be in place**

#### **Commentary for areas of progress:**

A3.1: This work is being led by Carolyn Otley and supported by Area Managers. Effective working groups and governance are in place. This work links into the Strategic Coordination Group (SCG), Tactical Coordination Group (TCG) and Local Government (LG)

A3.2: CCC entered into a Grant Determination Agreement with Homes England securing £134m of funding for the development of Carlisle Southern Link Road.

Working with CLEP, CCC has started the development of the Cumbria Transport and Infrastructure Plan through a series of stakeholder workshops.

A3.4: This is progressing. The Annual Survey will provide an updated highway condition index. An improved approach to safety and condition inspections is being progressed. A review of public reported defects has been completed.;

#### **Commentary for areas for improvement and detail of ongoing action:**

A3.3 Government has recently started an Open Market Review in Cumbria (the first area in the UK) that will inform public funded deployment of full fibre infrastructure in non-commercially viable areas. Information on the forecast mobile coverage through the Shared Rural Network programme is still awaited from Government and this is delaying the submission of the Digital Borderlands 4G infill business case. A business case for utilisation of gainshare is under development and is proposed to be considered by Cabinet in February 2021.

**Commentary for Risk updates:** There are currently no corporate risks aligned with these actions.

#### **Commentary for Finance updates:**

No items by exception to report

**Delivery of Council Plan Delivery Plan: 2020/21**

**Quarter 2 2020/21**

**Key Action Updates**

**Outcome 3: Places in Cumbria are Well-connected and Thriving**

**Supporting Outcome: Children and young people will receive the best education possible**

Ref	Action for 2019/20	Milestone	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
A3.5	Develop a whole system vision for education in Cumbria by February 2021.	By February 2021	G	↑
A3.6	Coordinate and work with education systems leaders to plan schools opening and support recovery and catch up learning.	Throughout Plan	G	→
A3.7	Improve the lived experience of Children and Young People and families with SEND in Cumbria through successful delivery of the partnership SEND Written Statement of Action and secure a positive outcome following the Ofsted re-visit by December 2021.	By December 2021	A	↑

## Key Action Updates

### Outcome 3: Places in Cumbria are Well-connected and Thriving

#### Supporting Outcome: Children and young people will receive the best education possible

##### Commentary for areas of progress:

A3.5: Early conversations with key stakeholders undertaken. Initial meeting scheduled with system leaders to progress.

A3.6: Work to plan return to school in September, and to manage COVID-19 related challenges is ongoing, successful and impactful. Cumbria consistently above national average school attendance and COVID-19 Education Group continues to manage and support education recovery. CCC leading directly where actions are under CCC control, or influencing/system leading elsewhere

##### Commentary for areas for improvement and detail of ongoing action:

A3.7 Running SEND services was a challenge prior to COVID-19, with increasing demand and diminishing capacity. Within COVID-19, continuing focus on SEND improvement has been challenging, but is being well managed. Significant additional resource has been secured for the improvement programme and DfE/NHSE monitoring of the programme is cautiously encouraging.

**Commentary for Risk updates:** There are currently no corporate risks aligned with these actions.

**Commentary for Finance updates:** The forecast deficit on the Schools High Needs Block is £15.131m an increase of £4.109m from 31st March 2020. An updated High Needs Recovery plan, which was discussed with the DfE on 23rd September 2020, sets out the Authority's plans to reduce the deficit on the High Needs Block through a number of savings and Invest to Save initiatives. Progress on delivery is monitored and reported to School Forum.

**Delivery of Council Plan Delivery Plan: 2020/21**

**Quarter 2 2020/21**

**Key Action Updates**

**Outcome 3: Places in Cumbria are Well-connected and Thriving**

**Supporting Outcome: Locally responsive services will be in place to meet the different communities across Cumbria**

Ref	Action for 2019/20	Milestone	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
A3.8	Lead the development of community and locality based early help services which strengthen families to meet children's needs earlier to prevent escalation with a review complete February 2021.	By February 2021	G	→
A3.9	Continue to develop and embed the new role and purpose for Children's Trust Board including the development of locality partnership groups to drive children's partnership agenda in relation to Think Family by October 2020.	By October 2020	G	↑

## Key Action Updates

### Outcome 3: Places in Cumbria are Well-connected and Thriving

**Supporting Outcome: Locally responsive services will be in place to meet the different communities across Cumbria**

#### **Commentary for areas of progress:**

A3.9: CTB has established 6 locality groups for children. These groups have been developing priorities based on local need. They have been using EH and Think Family as the back drop for all of their work. The new EH Strategy has been signed off and is about to be published

#### **Commentary for areas for improvement and detail of ongoing action:**

**Commentary for Risk updates:** At Q2, actions A3.8 & 3.9 align to the corporate risk *Increasing demand on Children's Services* and this has maintained a risk score of 16 over the last quarter.

#### **Commentary for Finance updates:**

No items by exception to report

**Delivery of Council Plan Delivery Plan: 2020/21**

**Quarter 2 2020/21**

**Key Action Updates**

**Outcome 3: Places in Cumbria are Well-connected and Thriving**

**Supporting Outcome: Communities will be confident and have access to the support they need to design and deliver the services they need**

Ref	Action for 2019/20	Milestone	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
A3.10	Proactively develop community capacity and capability through area planning, community development, demand management, and response and recovery relating to COVID-19 through partnership working by September 2021.	By September 2021	A	n/a
A3.11	Implement and improve a new model of delivery for library services that enhances the digital offer developed following initial impact from lockdown from COVID-19 and ensure the significant investment in Barrow library improves the offer to residents of Barrow.	By March 2021	G	n/a

## Key Action Updates

### Outcome 3: Places in Cumbria are Well-connected and Thriving

**Supporting Outcome: Communities will be confident and have access to the support they need to design and deliver the services they need**

#### Commentary for areas of progress:

A3.11: This work is advanced. A new structure for the library service is in consultation. Customer experience is a key driver for the new structure. Barrow Library, which will be the flagship for future developments, is on track to be completed before Christmas.

#### Commentary for areas for improvement and detail of ongoing action:

A3.10: There have been some significant developments in relation to this work for example in Millom, Aspatria and Barrow. Further work is ongoing across the County in order to move this from a RAG-rating of Amber to Green.

**Commentary for Risk updates:** There are currently no corporate risks aligned with these actions.

#### Commentary for Finance updates:

No items by exception to report

**Delivery of Council Plan Delivery Plan: 2020/21**

**Quarter 2 2020/21**

**Key Action Updates**

**Outcome 3: Places in Cumbria are Well-connected and Thriving**

**Measures**

Ref	Action for 2019/20	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
M3.1	Early Years outcomes improved from 70.1% to be in line with the national level.	G	↑
M3.2	The percentage of pupils in Key Stage 2, achieving the expected standard in Reading Writing and Mathematics combined to show continued upward trend from 64.8% and to be at least in line with the national level.	G	↑
M3.3	The percentage of pupils attaining GCSE 9-5 in English and Mathematics to increase from 43.3% and be in line with or better than the national level.	A	↓
M3.4	The overall Progress 8 score continues to improve from -0.11 and is at least in line with the national level.	R	↓
M3.5	Outcomes for SEND (school support pupils) at Key Stage 2 achieving the expected standard in Reading Writing and Mathematics to improve from 23.3% to be in line with national level.	G	↑
M3.6	The proportion of 16-17 year olds Not in Employment, Education and Training are lower or follow similar trends to national figures.	G	↑
M3.7	The 'September Guarantee' duty (where all young people aged 16 and 17 receive a suitable offer of learning) to 98% or higher for 2020/21.	G	→
M3.8	The participation in education, training and employment of 16-17 year olds to exceed 92.6% for 2020/21.	A	→
M3.9	The proportion of permanent exclusions reduced from 0.10%.	G	↑
M3.10	The percentage of pupils attending an outstanding or good school increased to at least 87%.	G	→
M3.11	The percentage of outstanding or good schools increased to 92%.	G	→
M3.12	Maintain CQC 'good' rating across all County Council provided regulated services whilst aspiring to achieve outstanding.	G	→
M3.13	Maintenance of Level 3 funding from the Department for Transport.	G	→
M3.14	Percentage of Category 1 defects completed within time to increase from 51%.	G	↓
M3.15	The number of days taken to close a Highways customer enquiry to reduce from 7.43 days.	R	↑

## Key Action Updates

### Outcome 3: Places in Cumbria are Well-connected and Thriving

#### Measures

##### Commentary for areas of progress:

M3.1: Due to COVID-19, the DfE will not be collating, analysing and reporting data for this academic year (2020). Therefore, local arrangements will be required to generate any performance information needed. Where available, local information will be used to analyse attainment gaps within the 2020 cohort, with a particular focus on disadvantaged (as well as other groups such as SEND, BAME) within localities, the county and against the national. The emphasis will be on how we support children and young people to the next stage.

The Covid-19 pandemic will have already had a significant impact on the current Reception, Year 6, and Year 10 pupils who will be taking EYFSP, KS2 and GCSEs next year, with a substantial amount of disruption to their learning and time in school between March and September this year. There may well be additional impacts before these pupils are assessed and sit exams next year and to set targets based on the situation as it was in 2019 is not appropriate. There may be changes to teaching and learning, the curriculum and methods of assessment which have not yet been announced or implemented. M3.2: See above commentary M3.5: See above commentary;

M3.6: There were 496 young people (16/17 year olds) classed at NEET (including those whose status was not known) in August, giving a rate of 5.1%. This is substantially lower than the national rate of 10.4%, although this can be misleading as levels of tracking in the summer months vary between areas. Compared to 12 months ago, there are 94 fewer NEETs in Cumbria and the rate has fallen by 1.0 percentage points. The highest NEET rates within Cumbria in August were in Barrow and Carlisle (both 6.1%) followed by Copeland (4.9%), Allerdale (3.9%), South Lakeland (3.6%) and Eden (2.4%).

M3.7: This is measured annually with data published in March for the previous year - 2020 data will be published in March 2021. In 2019, 97.1% of young people had received a suitable offer of training/education in Cumbria compared to 95% nationally.

M3.9: Due to school closures as a result of Covid-19, exclusions data has not been collected between February and July for the Academic Year 2019-20. It is likely that national comparative data will be reported for part of the Academic Year 2019-20 only. The exclusions data for the new academic year 2020-21 is available from September this year onwards. In September there were 7 permanent exclusions, which is lower than in September 2019 (17 permanent exclusions). However, monthly figures do fluctuate and September 2019 was significantly above the average for the last 12 months for which exclusions data are available (8 per month). This September's figures are therefore more in keeping with the average.

M3.10: Overall, the proportion of children attending a good or outstanding school in Cumbria, at 84.83%, is close to our April 2020 target of 86%.

M3.11: There are currently 286 schools judged by Ofsted to be good or outstanding (88.82%). The proportion of good and outstanding schools nationally at the end of the 2018/19 academic year was 85%. Cumbria's standing in this regard is good in all phases except secondary.

M3.13: Band 3 was confirmed in March 2020. The Highways Asset Management Strategy (2020-2025) was approved by Cabinet July 2020 and the Highways Delivery Plan has been agreed.

M3.14: In Quarter 2 there were 8,871 highways defects reported via the public or identified during safety inspections. Half of these (49.8%) were completed within time. Although this is a decrease of -14.4 percentage points compared to Quarter 1, it has to be noted that the number of defects reported in Quarter 1 was far lower (4,753), likely to be a result of the national lockdown. The percentage completed within time in Quarter 2 (49.8%) is similar to the average for 2019-20 (49.6%).

##### Commentary for areas for improvement and detail of ongoing action:

M3.15: A total of 937 Highways customer enquiries were closed in Quarter 2 2020-21 with an average response time of 10.62 working days. This is an improvement of almost half a working day (0.4) compared to Quarter 1 (11.01 days).

M3.8 In August, 91.7% of young people were participating in education, training or employment, a rise of 1.6 percentage points from the same month last year. This compares to a participation rate of 87.5% nationally, although at this time of year this is influenced by different levels of tracking activity across the country and also by the fact that young people are still exploring options. It is not yet clear how COVID-19 might impact on participation rates for young people.

**Commentary for Risk updates:** There are currently no corporate risks aligned with these actions.

##### Commentary for Finance updates:

Finance comments have been provided against the outcomes these indicators support

**Delivery of Council Plan Delivery Plan: 2020/21**

**Quarter 2 2020/21**

**Key Action Updates**

**Outcome 4: Economy is Growing and Benefits Everyone**

**Supporting Outcome: Everybody will have access to learning opportunities throughout their life and career and Everybody will be supported to achieve their aspirations**

Ref	Action for 2019/20	Milestone	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
A4.1	Focus on positive action to attract a more diverse workforce to the Fire and Rescue service so it truly reflects the diverse nature of the communities we serve by December 2020.	By December 2020	A	→
A4.2	Working with community learning, libraries and digital develop an offer that gives people the skills and access that they need by March 2021.	By March 2021	A	n/a

## Key Action Updates

### Outcome 4: Economy is Growing and Benefits Everyone

**Supporting Outcome: Everybody will have access to learning opportunities throughout their life and career and Everybody will be supported to achieve their aspirations**

#### Commentary for areas of progress:

#### Commentary for areas for improvement and detail of ongoing action:

A4.1 The Service have appointed a Equality, Diversity and Inclusion (EDI) Manager who took up role in Sept 2020. Initial workstreams to support the overall aim will include a review of the People Strategy and current EDI Strategy, together with the terms of reference for the EDI Board.

A4.2 Work is underway with Community Learning and the Library Service to enhance and improve this offer. A dedicated digital post is part of the library consultation. Further work is needed once the new structure is agreed.

**Commentary for Risk updates:** There are currently no corporate risks aligned with these actions.

#### Commentary for Finance updates:

No items by exception to report

Delivery of Council Plan Delivery Plan: 2020/21

Quarter 2 2020/21

Key Action Updates

Outcome 4: Economy is Growing and Benefits Everyone

**Supporting Outcome: The county will be an attractive place for businesses to invest and local businesses will thrive and Everybody will have access to good quality employment opportunities**

Ref	Action for 2019/20	Milestone	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
A4.3	Support the revitalisation of our towns by using our assets and through working with local partners to attract investment from Towns Deals, Future High Street Funding and the Borderlands Inclusive Growth Deal with funding secured by December 2020 and implementation during the plan.	Throughout the plan	G	→

Key Action Updates

Outcome 4: Economy is Growing and Benefits Everyone

**Supporting Outcome: The county will be an attractive place for businesses to invest and local businesses will thrive and Everybody will have access to good quality employment opportunities**

**Commentary for areas of progress:**

A4.3: CCC is represented on each of the five Town Deal boards in Cumbria. The Barrow Town Deal proposal was submitted to Government in July 2020 with others to follow in October and January.

Letters of support were provided from CCC to the district councils for the four FHSF bids that were submitted to Government in July 2020

**Commentary for areas for improvement and detail of ongoing action:**

**Commentary for Risk updates:** There are currently no corporate risks aligned with this action.

**Commentary for Finance updates:**

No items by exception to report

**Delivery of Council Plan Delivery Plan: 2020/21****Quarter 2 2020/21****Key Action Updates****Outcome 4: Economy is Growing and Benefits Everyone****Supporting Outcome: Refocus on addressing challenges associated climate change and environmental sustainability**

Ref	Action for 2019/20	Milestone	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
A4.4	Develop a Local Nature Recovery Strategy by March 2021.	By March 2021	G	→
A4.5	Utilising our role as a strategic authority to influence and shape the response to the Clean Growth and Energy agenda by supporting the decarbonisation of transport networks by securing additional investment in walking, cycling and public transport and Deliver new electric charging infrastructure on Council operated car parks.	By March 2022	G	→
A4.6	Make adaptations to the highways for a changing climate and improve the resilience of the highway network to a changing climate by improve the provision to manage surface water drainage.	By March 2021	G	→
A4.7	As part of public health strategy agree county-wide achievable sector targets and action plan for achieving carbon neutrality by March 2021.	By March 2021	G	→

**Key Action Updates****Outcome 4: Economy is Growing and Benefits Everyone****Supporting Outcome: Refocus on addressing challenges associated climate change and environmental sustainability****Commentary for areas of progress:**

A4.4: This is a new measure. The Project is on schedule to meet the target completion date of 31 March 2021. There are five steps in the process (prescribed by DEFRA) and we are on schedule to complete these steps in time. The Pilot Area Team (steering group) has been established and has met twice. The next engagement process is a wide-ranging Stakeholder Q&A Engagement session, which is being held on Wednesday 4th November.

A4.5: CCC are leading on the delivery of the objective in the Cumbria Cycling Strategy to improve Cycling Infrastructure, in response to this the County Council have defined a Cycling and Walking Programme which includes the development of LCWIPs for 6 urban areas across the County, looking at Strategic corridors to support cycling and walking for leisure and involvement in a number of cycling projects all around the County, all of which look to develop clear plans for cycling and walking infrastructure to assist in the securing of funding to implement improvements. Cycling and Walking improvements have been included and funding secured with Barrow Towns Deal. Cycling and walking improvements are also included in Workington Towns Deal, Cleator Moor Towns Deal, Millom Towns Deal and the Borderlands Inclusive growth deal for Hadrian's Wall Corridor and See More Lake District. The Council will place an order for new electrical connections to provide 30 EV Charging Points across a number of Council owned Pay and Display Car Parks in December 2020. The sites included in the initial role out are:

Cumbria House Car Park, Cecil Street Car Park, County Hall Car Park, Workington Transport Interchange, Maryport Transport Interchange

The EV Charging Points are intended to become operational by March 2021 and will represent the single largest role out of publicly available EV Charging Points by a Local Authority in Cumbria. The infrastructure provides for later phases with an upper limit of 160 vehicles capable of being charged across the Council's Pay and Display Car Parks in due course.

A4.6: Additional funding was received in May 2020 from the Local Highways Maintenance Challenge Fund to improve drainage assets and the resilience of highway network. Work is also progressing on an innovative approach to a flood alert system, use of BridgeCat (a remote monitoring vehicle for checking bridges in flooding conditions), Plastic Roads and identification of on street electric vehicle charge points.

**Commentary for areas for improvement and detail of ongoing action:**

**Commentary for Risk updates:** There are currently no corporate risks aligned with these actions, however Climate Change remains a notable strategic emerging risk for the Council and a program of actions are ongoing to enable the Council to meet its agreed carbon neutrality commitments.

**Commentary for Finance updates:**

No items by exception to report

<b>Delivery of Council Plan Delivery Plan: 2020/21</b>
<b>Quarter 2 2020/21</b>
<b>Key Action Updates</b>
<b>Outcome 4: Economy is Growing and Benefits Everyone</b>
<b>Measures</b>

Ref	Action for 2019/20	RAG (against target)	Direction of travel since last report (improving/ sustained/ declining)
M4.1	Employment rates of 16-64 year olds are higher or follow similar trends to national rates.	G	→
M4.2	Claimant Count rates are lower or follow similar trends to national rates.	G	→
M4.3	An increase in proportion of people in Cumbria with skill level 2 or above from 75% of 16-64 year olds.	G	→
M4.4	An increase in Apprenticeship starts delivered in Cumbria from 4,335 in 2018/19 (academic year).	A	↓
M4.5	An increase in the number of offers of work experience made to Children Looked After within the Council.	A	→
M4.6	Maintain or increase in the percentage of Council commissioned spend with Cumbrian SMEs from 35%.	G	→
M4.7	Establish an organisation level Carbon baseline by 2022.	G	→

## Key Action Updates

### Outcome 4: Economy is Growing and Benefits Everyone

#### Measures

##### Commentary for areas of progress:

M4.1: The estimated employment rate for 16-64 year olds in Cumbria in June 2020 was 80% which is just above the estimated national rate of 76%. The rate both locally and nationally is unchanged from a year ago.

M4.2: The claimant count rate in September 2020 was 4.6% having fallen from 4.7% in August (260 fewer claimants). This compares to a rise in the national rate by 0.1 to 6.5%. The rate fell or was unchanged in all districts except Barrow where it rose by 0.1 and rates in all six districts are below the national average. Compared to pre-lockdown in March, the claimant count rate in Cumbria is 2.2 percentage points higher, up from 2.3% to 4.6%. This compares to a national increase of 3.5 percentage points.

M4.3: These data are only released annually. In 2019 the proportion of residents aged 16-64 qualified to at least level 2 in Cumbria was 74.3% compared to a national average of 75.6%. Because of margins of error in the survey used to compile the data, this variation is not significant. Data for 2020 will not be released until April 2021.

M4.6: In Q2 46% of spend was with Cumbrian businesses of any size and more particularly, 35% was with Cumbrian SMEs.

##### Commentary for areas for improvement and detail of ongoing action:

M4.4 The number of Apprenticeship starts varies during the academic year and can also be influenced by provider submission timeliness. With this caveat in mind, there had been 3,221 Apprenticeship starts in the first 3 quarters of the 2019/20 academic year (to end April) compared to 3,787 for the first 3 quarters of 2018/19, a fall of 566 (-15%) suggesting that this will be a challenging target to meet, particularly in light of the anticipated reduction in opportunities as a result of COVID-19.

M4.5 Due to Covid and its impact, we have been unable to make any offers of work experience in the Council to Children Looked After. We have, however, delivered one-to-one employability support (for example helping individuals with applications for apprenticeships).

**Commentary for Risk updates:** These measures are not currently being impacted by identified corporate risks however, Climate Change remains a notable strategic emerging risk for the Council and a program of actions are ongoing to enable the Council to meet its agreed carbon neutrality commitments.

##### Commentary for Finance updates:

Finance comments have been provided against the outcomes these indicators support.