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Meeting: Shared Services Joint Committee
Date: Wednesday 20th September, 2023
Time: 2.00 pm
Venue: The Jeffrey Room, The Guildhall, Northampton, NN1 1DE

To members of the Shared Services Joint Committee

Councillor Jonathan Nunn (Co-Chair), Councillor Jason Smithers (Co-Chair), Councillor Adam Brown, Councillor Lloyd Bunday, Councillor Mike Hallam and Councillor Helen Harrison

Agenda			
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02	Members' Declarations of Interests		
03	Notifications of requests to address the meeting		
04	Minutes of the meeting of the Shared Services Joint Committee held on 16 August 2023		3 - 6
05	Chair's Announcements		
Items requiring a decision			
06	Inter Authority Agreement - 2023/24 Quarter 1 Performance Report	Guy Holloway (NNC) and Sarah Reed (WNC)	7 - 32
Urgent Items			
To consider any items of business for which notice has been given to the Proper Officer prior to the meeting and the Chair considers to be urgent pursuant to the Local Government Act 1972			
07	Close of Meeting		
<p>Adele Wylie, Monitoring Officer North Northamptonshire Council</p>  <p>Proper Officer 12 September, 2023</p>			

This agenda has been published by North Northamptonshire Democratic Services.
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Members are reminded of their duty to ensure they abide by the approved Member Code of Conduct whilst undertaking their role as a Councillor. Where a matter arises at a meeting which **relates to** a Disclosable Pecuniary Interest, you must declare the interest, not participate in any discussion or vote on the matter and must not remain in the room unless granted a dispensation.

Where a matter arises at a meeting which **relates to** other Registerable Interests, you must declare the interest. You may speak on the matter only if members of the public are also allowed to speak at the meeting but must not take part in any vote on the matter unless you have been granted a dispensation.

Where a matter arises at a meeting which **relates to** your own financial interest (and is not a Disclosable Pecuniary Interest) or **relates to** a financial interest of a relative, friend or close associate, you must disclose the interest and not vote on the matter unless granted a dispensation. You may speak on the matter only if members of the public are also allowed to speak at the meeting.

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Agenda Item 4



Minutes of a Meeting of the Shared Services Joint Committee

At 2:00pm on Wednesday 16 August 2023

Held in the Council Chamber, Corby Cube, George Street, Corby

Present:

Members

Councillor Jason Smithers (Co-Chair, North)

Councillor Lloyd Bunday (North)

Councillor Helen Harrison (North)

Councillor Jonathan Nunn (Co-Chair, West)

Councillor Adam Brown (West)

Councillor Matt Golby (West)

Officers

George Candler – Interim Chief Executive (NNC)

Janice Gotts – Executive Director of Finance and Performance (NNC)

Martin Henry – Executive Director, Finance (WNC)

Adele Wylie – Executive Director of Customer and Governance (NNC)

Catherine Whitehead – Director of Legal and Democratic (WNC)

David Watts – Executive Director of Adults, Health Partnerships and Housing (NNC)

Rhosyn Harris – Consultant in Public Health (WNC)

Amina Begum – Commissioning Principal (NNC)

Louise Tyers – Senior Democratic Services Officer (NNC)

10. Apologies for Non-Attendance

Apologies for non-attendance were received from Councillor Mike Hallam. Councillor Matt Golby attended as a substitute member.

11. Members' Declarations of Interest

The Chair invited those who wished to do so to declare any interests in respect of items on the agenda.

No declarations were made.

12. Notification of Requests to Address the Meeting

There were no requests to address the meeting.

13. Minutes of the Meeting held on 14 June 2023

The minutes of the meeting held on 14 June 2023 were approved as a correct record and signed by the Chair.

14. Chair's Announcements

There were no Chair's announcements.

15. **Recommissioning of Drug and Alcohol Treatment, Recovery and Support Services**

The Joint Committee received a report and presentation which sought approval to proceed with the re-shaping of the drug and alcohol treatment and recovery services in North and West Northamptonshire to ensure they best met the needs of residents.

At the current time, drug and alcohol services were commissioned across Northamptonshire as part of seven contracts:

- Adult Structured Treatment Services
- Substance Misuse Recovery Services (including housing offer)
- Young People's Prevention and Treatment Services
- Family Support Services
- Targeted Support for Youth Offenders
- Workforce Training
- Case Management System

Two of the contracts, the Adults Structured Treatment Service and the Substance Misuse Recovery Service, represented 89% of the total value of the contracts. These contracts had options to continue until 31st March 2026. The remaining smaller value contracts all would expire on 31st March 2024.

On considering the two available options to either recommission the majority of services for 1st April 2024 or align all contract end-dates to 1st April 2026, the latter option presented greater opportunities for delivering a holistic and effective service offer that met the needs of North and West Northamptonshire councils' local residents.

Members of the Joint Committee welcomed the recommendations and supported the direction of travel.

RESOLVED:

To approve the alignment of all substance misuse contracts up to 31st March 2026, which will entail:

- Utilising the existing extension within the Adults Structured Treatment Service contract from 1st April 2024 to 31st March 2026.
- Continue to explore utilising a compliant government framework to award the contract for the Case Management System to the incumbent provider, should new requirements be met, from 1st April 2024 to 31st March 2026.
- Recommissioning the Family Support Service, Children and Young People's Prevention and Treatment Services, and the Youth Offending Service offer from 1st April 2024 to 31st March 2026 through a competitive process.
- Awarding the contract for Workforce Training via a negotiated procedure, due to an absence of alternative providers being identified through the expression of interest

Reason for decision

To recognise the instability of the drug and alcohol provider market, as highlighted in the national review by the Government's supplementary treatment funding grants. This grant supports workforce sustainability and improvements in treatment services.

Alternative Options Considered

To recommission drug and alcohol treatment provision (excluding recovery services) for 1st April 2024.

16. Close of Meeting

The Chair thanked members and officers for their attendance and closed the meeting.

The meeting closed at 2.30pm.

Chair

Date

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Shared Services Joint Committee Wednesday, 20th September 2023

Report Title	Inter Authority Agreement – 2023 / 2024 Quarter 1 Performance Report
Report Author	<p>Sarah Reed – Executive Director – Corporate, West Northamptonshire Council</p> <p>and</p> <p>Guy Holloway, Assistant CX, North Northamptonshire Council</p> <p>Report author: Philip Bavister – WNC Performance and Governance (<i>on behalf of West Northamptonshire and North Northamptonshire Councils</i>)</p>
Executive Member	Cllr Jonathan Nunn, West Northamptonshire Council Cllr Jason Smithers, North Northamptonshire Council

Key Decision	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for call-in by Scrutiny?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there public sector equality duty implications?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information (whether in appendices or not)?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972	N/A

List of Appendices:

Appendix A – IAA Quarterly Performance Report – Quarter 1 2023/24

1. Purpose of Report

- 1.1. To provide the Joint Committee with the quarter one performance report for services delivered via the Inter-Authority Agreement (IAA) arrangements

between North Northamptonshire Council (NNC) and West Northamptonshire Council (WNC) (see section 8. Background Papers).

2. Executive Summary

- 2.1. This report provides Members with an overview of performance for those services delivered via the Inter-Authority Agreement in place between North Northamptonshire Council and West Northamptonshire Council. The report covers the period between April and June 2023 inclusive (Quarter 1).
- 2.2. During quarter 1 the following services have been disaggregated and are no longer included within the report:
- Information, Advice and Support Services for SEND
Personal Budget Support Service (PBSS)
Shared Lives
Learning and Development (partially disaggregated).
- 2.3 The reason for sharing the report is to provide assurance of service delivery against agreed performance measures to both councils in relation to the services provided to each other.

3. Recommendations

- 3.1. It is recommended that the Joint Committee:
- a) Note the Quarter 1 performance report shown in Appendix A.

4. Report Background

- 4.1. Performance indicators included in the report have been approved by the Shared Services Joint Committee as part of the development of IAA schedule 3 service plans.
- 4.2. Each agreed schedule 3 service plan includes a suite of performance indicators that will be used to measure the service delivered to the receiving authority by the providing authority.
- 4.3. On a quarterly basis a performance report will be produced to provide Members with assurance that services are being delivered in line with the previously agreed target measures. Where performance has not met agreed targets an overview of the reasons why, along with any mitigating actions taken, will be presented by a senior officer from the associated service.
- 4.4. Table 1, below, details the services which are included within the Quarter 1 performance report, split by providing authority.

Table 1: Services reported within the Q1 IAA Performance Report

Services provided by NNC to WNC:
<ul style="list-style-type: none">➤ Approved Mental Health Providers➤ Digital Infrastructure➤ Household Waste Recycling Centres➤ Learning and Development➤ Minerals and Waste Planning➤ Northamptonshire Archaeological Resource Centre➤ The Virtual School➤ Public Health Intelligence➤ Adult Learning
Services provided by WNC to NNC:
<ul style="list-style-type: none">➤ Archives and Heritage, including Historic Environment Records and Portable Antiquities Scheme➤ Assistive Technology➤ Library Support Services➤ Streetlighting➤ Visual Impairment

5. Issues and Choices

5.1. There are no issues or choices to consider.

6. Next Steps

6.1.1 There are no next steps.

7. Implications (including financial implications)

7.1. Resources and Financial

7.1.1 Performance and Service area resources are required to produce the associated quarterly performance reporting, set out within this report. This is being delivered within existing resource across both West and North Northamptonshire Councils and there are no resources or financial implications arising from the proposals.

7.2. Legal and Governance

7.2.1 The Shared Services Joint Committee are responsible for “Reviewing the performance of the services and initiating additional/remedial action where appropriate”.

7.3. Relevant Policies and Plans

7.3.1. The Administrative Agreement between West Northamptonshire Council and North Northamptonshire Council for the Hosted / Lead Provision of Functions and Services between the two authorities dated 30 March 2021. A link to this document can be found in section 8.1 of this report.

7.4. Risk

7.4.1 There are no risks arising from the recommendations within this report.

7.5. Consultation

7.5.1 No consultation activity is required because of this report/activity.

7.6. Consideration by Executive Advisory Panel

7.6.1. No consideration by an Executive Advisory Panel has been requested.

7.7. Consideration by Scrutiny

7.7.1. No consideration by scrutiny has been requested.

7.8. Equality Implications

7.8.1. There are no equality implications associated with this report.

7.9. Climate Impact

7.9.1. There is no anticipated climate impact because of this report.

7.10. Community Impact

7.10.1 There is no anticipated community impact because of this report.

7.11. Crime and Disorder Impact

7.11.1. There is no anticipated crime and disorder impact because of this report.

8. Background Papers

- 8.1. **Administrative Agreement** -
<https://northnorthants.moderngov.co.uk/documents/s1068/7.%20Appx%20B%20-%20IAA%20and%20Schedules.pdf>
- 8.2. **Shared Services Joint Committee - Wednesday 15th December, 2021 2.00 pm – Item 8 (Appendix C) -**
<https://northnorthants.moderngov.co.uk/ieListDocuments.aspx?CId=152&MIId=498&Ver=4>
- 8.3. **Shared Services Joint Committee - Wednesday 23rd March, 2022 2.00 pm – Item 7b (Appendix A) -**
<https://northnorthants.moderngov.co.uk/ieListDocuments.aspx?CId=152&MIId=501&Ver=4>
- 8.4. **Shared Service Joint Committee, List of Meetings** -
<https://northnorthants.moderngov.co.uk/ieListMeetings.aspx?CommitteId=152>



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Inter-Authority Agreements Quarterly Performance Report Quarter 1 2023/24 (April to June 2023)

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Report collated on behalf of North Northamptonshire Council and West Northamptonshire Council by the WNC Performance and Governance team.

Appendix A

Introduction

This report provides an overview of performance for services delivered via Inter-Authority Agreements (IAA). This report covers the quarter 1 reporting period for 2023/24 (April to June 2023).

The report is split into two key sections:

Section 1: Performance information for services provided by North Northamptonshire Council to West Northamptonshire Council.

Section 2: Performance information for services provided by West Northamptonshire Council to North Northamptonshire Council.

The tables below outline the services for which Q1 performance information has been, or is due to be, reported:

Section 1: Services provided by North Northamptonshire Council to West Northamptonshire Council
Approved Mental Health Providers
Countywide Traveller Unit
Digital Infrastructure
Household Waste Recycling Centres
Learning and Development - partially disaggregated.
Minerals and Waste Planning
Northamptonshire Archaeological Resource Centre
The Virtual School
Public Health Intelligence
Adult Learning

Section 2: Services provided by West Northamptonshire Council to North Northamptonshire Council
Archives and Heritage (including Historic Environment Records and Portable Antiquities Service)
Assistive Technology
Library Support Services
Streetlighting
Visual Impairment



Section 1: Services provided by NNC to WNC



Q1 KPI overview - services provided by North Northamptonshire Council to West Northamptonshire Council

The table below provides an overview of the KPI outturns across thirteen NNC service areas who deliver services to WNC via an Inter-Authority Agreement. Of the 46 measures reported to date for Q1, 30 have met or exceeded target, and 1 was reported as Amber (Approved Mental Health Providers). In addition there were a further 15 measures that recorded no activity or were not due to be reported during quarter 1.

NNC Service Area	Outturn			No activity or Not due
	G	A	R	
Approved Mental Health Providers	1	1		2
Countywide Traveller Unit				3
Digital Infrastructure	2			
Household Waste Recycling Centres	2			3
Learning and Development	3			1
Minerals and Waste Planning	3			
Northamptonshire Archaeological Resource Centre	3			3
The Virtual School	3			1
Public Health Intelligence	7			1
Adult Learning	6			1
Total:	30	1	0	15

Approved Mental Health Professionals (AMHPs)

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
KPI01	Completion of return to advise on the number of people subject to Section 7 guardianship	National/ Statutory	Annual	Return Submitted within timescale	N/A	N/A	N/A	N/A	N/A
AMHP1	Respond to referrals within 3 hours of receipt (and agree action plan with referrer)	Local	Quarterly	95%	98.9%				
AMHP2	Provision of resource to fully staff the AMHP rota and ensure appropriate shift cover on a weekly basis	Local	Quarterly	23 Shifts Per Week	24.8 Shifts				
AMHP3	Numbers of new AMHPs trained and warranted per year.	Local	Annual	4	N/A	N/A	N/A		
AMHP4	AMHP quarterly service review meeting to take place.	Local	Quarterly	Service Review Meeting Held	Not Held				

Supporting commentary

KPI01 - NHS England has paused this data collection and it is being reviewed.

AMHP4 - Service review meeting not held as new Principal Social Worker (PSW) at WNC not in post. Issues discussed with Amy Brock via e-mail. Meeting with new PSW agreed for 19/7.

Countywide Traveller Unit

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn		
					Apr to Sept 2022	Oct 2022 to Mar 2023	YTD
NTU01	% of new encampments to be visited within one working day of notification; unless operational difficulties prevent this	Local	Six-monthly	95%			
NTU02	% of enquiries dealt with a contact within 3 working days	Local	Six-monthly	90%			
NTU03	Advise partner agencies of current encampment status on a weekly basis	Local	Six-monthly	95%			

Supporting commentary:

NTU01 - 100% encampments were visited within 1 working day of notification (63 during the year).
 NTU02 - 472 enquiries were responded to within 3 working days of receipt.
 NTU03 - 52 weekly encampment status reports were sent to partner agencies throughout 2022/23.

Digital Infrastructure

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
D11	Overall Superfast Northamptonshire project (RAG) status as at end of quarter	Local	Quarterly	Green status	Green Status				
D12	A project update report on all Digital Infrastructure projects and activity (excluding Superfast Northamptonshire project) is provided to WNC within 20 working days from end of quarter	Local	Quarterly	Report provided	Report provided				

Supporting commentary

Northamptonshire is continuing to perform well on both full fibre and gigabit capable broadband coverage, with coverage levels particularly high in West Northamptonshire. Indeed, ThinkBroadband (the UK's largest independent broadband news and information site) reported full fibre broadband coverage of 86.3% across West Northants at the end of June 2023, and gigabit capable broadband coverage topping 90%. Gigabit capable includes Virgin Media's upgraded DOCSIS 3.1 cable and 5G. West Northants is one of the highest performing authorities for full fibre coverage nationally, ranking 19th in March 2023 (ThinkBroadband 'State of Broadband Report'). Coverage in West Northants alone has already exceeded our 2028 targets for full fibre (80% of premises countywide) and gigabit coverage (90% of premises countywide). The Northamptonshire average at the end of Q1 2023/24 is 69.3% full fibre availability and 88.3% gigabit capable broadband coverage.

Gigaclear are continuing to build full fibre in rural North and West Northants as part of the Superfast Northamptonshire project and continue to extend their commercial investment in our rural areas. CityFibre has widespread full fibre coverage in Northampton and Openreach's Fibre First programme is delivering full fibre upgrades to their network at pace. Openreach full fibre is now available to over a third of premises in the county. Following its network upgrade to gigabit capable in summer of 2021, Virgin Media is now also investing in full fibre upgrades. We also have other altnets building full fibre networks in the area including Swish Fibre and Voneus.

BDUK published its spring update on Project Gigabit back in June 2023. Project Gigabit is investing public funding to bring forward gigabit capable networks to serve premises which are unlikely to benefit from commercial coverage. The Lot 12 procurement, which covers most of West Northants as well as Milton Keynes and Bedfordshire, was launched in February 2023. The Invitation to Tender (ITT) was published in May 2023. There are around 30,300 eligible premises within the intervention area for Lot 12 and over £51m of public funding available. BDUK expect to award the contract by the end of the year. More information on how this may benefit coverage in West Northants will be known early in 2024.

E-scooter trial - Latest data for Q1 indicates over 100k users with over 4.2m rides undertaken since the start of the trial. Monthly online safety events are available for users and future in person safety events planned during 2023. The e-scooter trial is due to continue until May 2024.

Starship Delivery robot trial - the trial continues to be a success. Delivery robots have served ~69k households saving 7,800kg Co2 since launch. Fleet size and geography remain unchanged from Q4 2022-23. The communities where the robots are operating are: Abington, Bellinge, Billingham, Birchfield, Blackthorn, Boughton, Briar Hill, Bushfield, Collingtree, Dallington, Foxfield, Hardingstone, Hopping Hill, Hunsbury, Kingsley Park, Kingsthorpe, Limehurst, Lings, Lodge Farm, Moulton, New Duston, Round Spinney, Semilong, Spinney Hill, Upton, Weston Favell. Delivery robot services commenced in Higham Ferrers, Rushden and Wellingborough in July 2022.

Household Waste Recycling Centres

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
HWRC1	% of payments made to Urbaser Ltd within agreed contractual timescales for services received	Local	Quarterly	100.00%	100%				
HWRC2	Number of monthly contract monitoring meetings attended by relevant NNC representatives	Local	Annually	10	N/A	N/A	N/A		
HWRC3	Provision of the following key contractual information monthly: • Audit information (if required) • Monthly revenue financial forecasts • Contractual performance data.	Local	Monthly	Yes	Yes				
HWRC4	Provision of annual tonnage figures for the previous year by August to enable WNC to calculate the annual growth forecast figures by September of each year.	Local	Half Yearly	Forecast provided	N/A		N/A	N/A	
HWRC5	Provide any required data for WNC Corporate performance dashboards by agreed dates	Local	Quarterly	Data provided within deadline	WNC now manages all its own data (HWRC data is checked by NNC Waste Performance Officer(HWRC)) and can provide own data for any dashboards from Waste Data Flow/local data				

Supporting commentary

Learning and Development

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
LD1	Completion and submission of Individualised Learner Record (ILR) return for WNC	National	Quarterly	ILR submitted	ILR submitted				
LD2	Apprenticeship Public Sector Target	National	Annual (Q4)	2.3%	N/A	N/A	N/A		
LD3	Annual Apprenticeships self-assessment report and quality improvement plan produced and submitted to Ofsted	National	Annual	Report and Plan submitted	Report and Plan submitted	N/A		N/A	
LD5	% of WNC apprentices that start qualification who go onto successfully complete	Local	Quarterly	75%	100.0%				

Supporting commentary

LD3 - All has been completed and submitted. In addition it has been confirmed in May 2023 that all performance dashboards monitored by Department for Education are green. This is fabulous news as it means we have full confirmation that Department for Education, Ofsted are happy with our activity and welcome our developments.

LD5 - For all 7 Apprentices who were due to complete in this quarter, all have successfully achieved. There were no withdrawals and no fails.

LD4 & 6 - These indicators are no longer reported as this area has now disaggregated.

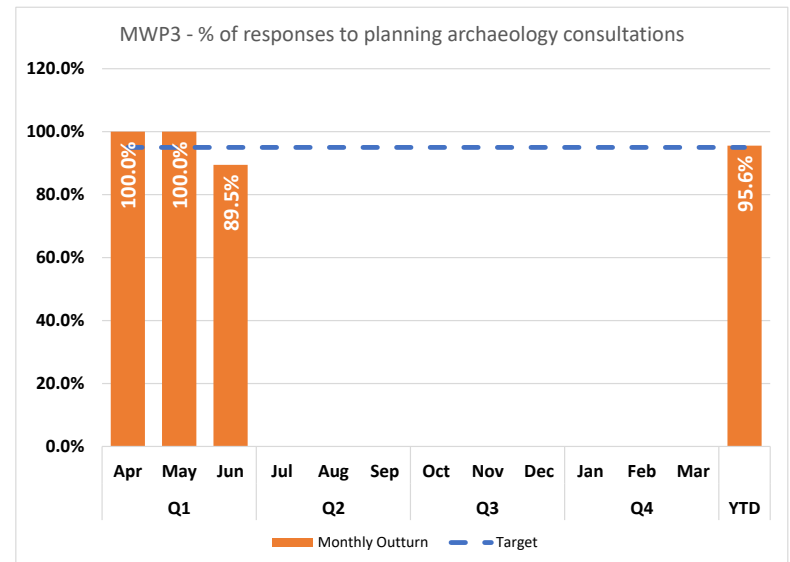
Minerals and Waste Planning

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn					
					Q1	Q2	Q3	Q4	YTD	
MWP1	% of County Matter planning decisions made within required timescales	Local	Quarterly	95%	100%					
MWP2	% of responses made in relation to Duty to Co-operate matters with other minerals and waste planning authorities within time period requested	Local	Quarterly	95%	100%					
MWP3	% of responses to planning archaeology consultations from the area planning offices of NNC/WNC within timescales	Local	Quarterly	95%	96%					

Supporting commentary:

MWP1 - 0 County Matter planning decision were made during the first quarter
MWP2 - During quarter 1 three Duty to Co-operate with other minerals and waste planning authorities were requested, both of which were responded to within agreed timescales.
MWP3 - During quarter 1 45 responses to planning archaeology consultations from the area planning offices of NNC/WNC were made, 43 of these were made within agreed timescales giving a quarterly outturn of 95.6%.



Northamptonshire Archaeological Resource Centre (ARC)

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn					
					Q1	Q2	Q3	Q4	YTD	
ARC1	Standards associated with ACE Museum Accreditation Scheme (applicable from the date of joining the Scheme)	Local	Quarterly	ACE standards met	ARC as CHE has not yet applied for ACE Museum Accreditation. Likely will be in 2023. However, ARC is following ACE standards for loans/accessions/storage.					N/A
ARC2	Provision of a report to WNC detailing the number of visits to the ARC split by: 1. Academic visits, and 2. Other visits	Local	Quarterly	Report provided to WNC	Report provided to WNC					
ARC3	Provision of a report to WNC on the number of new accessions	Local	Quarterly	Report provided to WNC	Report provided to WNC					
ARC4	Provision of a report to WNC indicating the number of total archive boxes in the ARC identified by origin	Local	Quarterly	Report provided to WNC	Report provided to WNC					
ARC5	An annual survey to capture user net satisfaction with service (5-point scale)	Local	Annual	TBD	Initial survey to be conducted in 2022/23 as benchmark. The satisfaction scale to be used will range from very satisfied to very dissatisfied.					
ARC6	An annual survey to capture user perception of VfM of service (5-point scale)	Local	Annual	TBD	Initial survey to be conducted in 2022/23 as benchmark. The satisfaction scale to be used will range from very satisfied to very dissatisfied.					

Supporting commentary:

ARC1: The wider Chester House Estate has not submitted an application to the ACE Museum Accreditation Scheme. This is expected to take place in the second half of the 23/24 financial year. The ARC however is following ACE standards in its documentation etc.

ARC2: 2,615 total visits during quarter 1.

ARC3: 57 sites accessioned, 616 boxes during Q1.

The Virtual School

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
VS1	Number of Learning, Skills and Education performance scorecards produced and presented to the Director of Children's Services and their Senior Leadership Team on a monthly basis	Local	Quarterly	3 per quarter	3				
VS2	Provision of relevant information to NCT to facilitate the completion of the Corporate parenting performance scorecard which is produced and presented to the Corporate Parenting Board on a bi-monthly basis	Local	Quarterly	Bi monthly CPB performance report produced and presented	Bi monthly CPB performance report produced and presented				
VS3	A Virtual School Head Annual Report is produced and presented at WNC Senior Leadership Team and the joint Corporate Parenting Board and published on the Virtual School website within agreed timescales.	Local	Annual (February)	Annual report produced and published	N/A	N/A	N/A		
VS4	Performance updates are presented to the Virtual School Advisory Panel (VSAP) on a termly basis and made available to the Corporate Parenting Board.	Local	Termly	Performance updates presented	Performance updates presented				

Supporting commentary:

Public Health Intelligence

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn					
					Q1	Q2	Q3	Q4	YTD	
PHI-1	Statutory return submitted for Health Checks dataset	National	Quarterly	Data return fully submitted within OHID deadline	Data return fully submitted within OHID deadline					
PHI02	Statutory return submitted for National Childhood Measurement Programme dataset	National	Annual Q2	Data return fully submitted within OHID deadline						
PHI03	Statutory return submitted for Early Years (Health Visitor) dataset	National	Quarterly	Data return fully submitted within OHID deadline	Data return fully submitted within OHID deadline					
PHI04	Statutory return submitted for Adult Weight Management dataset	National	Quarterly	Data return fully submitted within OHID deadline	Data return fully submitted within OHID deadline					
PHI05	Agreed data and information for inclusion within the Public Health section of the corporate performance report for North and West is provided on monthly basis within agreed timescales.	Local	Quarterly	All data provided within agreed deadlines	All data provided within agreed deadlines					
PHI06	Quarterly data and intelligence reports to support the development of the Joint Strategic Needs Assessment (JSNA) are completed in line with the JSNA annual work plan.	Local	Quarterly	All planned quarterly data and intelligence reports produced within agreed timescales	All planned quarterly data and intelligence reports produced within agreed timescales					
PHI07	Performance information and supporting data is collated and provided on a quarterly basis to support the preparation of the Director of Public Health's annual health report	Local	Quarterly	All planned quarterly information and data provided on a quarterly basis (as per agreed plan)	All planned quarterly information and data provided on a quarterly basis (as per agreed plan)					
PHI08	All agreed performance dashboards and other required reports are produced and provided to relevant forums in line with the agreed quarterly work plan	Local	Quarterly	All dashboards or reports are produced in line with agreed quarterly work plan	All dashboards or reports are produced in line with agreed quarterly work plan					

Supporting commentary:

Adult Learning - NOT YET SIGNED OFF

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
AL01	ompletion and submission of ILR record (ILR) to ESFA on a monthly basis	National	Monthly	ILR return submitted	ILR return submitted				
AL02	Self-Assessment report (SAR) produced and submitted to OFSTED within the required timescale	National	Annual Q3	Report produced and submitted to OFSTED within timescale					
AL03	A Performance Board is held on a termly basis to provide oversight of NNC delivery of Apprenticeship training and the Adult Learning Service.	Local	Termly	Meeting Held	Meeting Held				
AL04	An Adult Learning performance report (which includes data dashboard) is produced and presented to Performance Board three times a year	Local	3 times a year	Report produced and circulate	Report Produced				
AL05	An Adult Learning strategy (underpinned by ESFA contract and aligned to Public Health outcomes) is developed for both authorities and approved by Performance Board.	Local	Annual	Strategy developed and approved by Performance Board					
AL06	% of learners who achieve qualification for accredited courses funded by ESFA skills funding allocation	Local	Annual	75.00%	94.0%				
AL07	OFSTED rating for regulated provision to be at least 'Good'.	Local	Annual (through SAR)	Maintain at least Good rating	Good				

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Supporting commentary:

AL03 - Performance review board held. New strategy and ESFA funding statement discussed and provisional approval granted.

AL05 - Produced and reported to board. Reviewing layout for start of academic year 23/24.

AL06 - Please note: percentage data above is based on current in year retention and therefore best case scenario. Expected to decline in Q2 when exam results are published with target still above the 75%. Total learner numbers is consecutive. Data review taking place ready for Q3 so data reporting may change but will be more accurate.



Section 2: Services provided by WNC to NNC



Q1 KPI overview - services provided by West Northamptonshire Council to North Northamptonshire Council

The table below provides an overview of the KPI outturns across five WNC service areas who deliver services to NNC via an Inter-Authority Agreement. Further details for these measures can be found by viewing the service specific page within the report. Of the 16 measures reported for Q1, all 16 have met or exceeded target. In addition there were a further 14 measures that recorded no activity or were not due to be reported during quarter 1.

Service	Outturn			No activity or Not due
	G	A	R	
Archives and Heritage (including PAS and HER)	2			7
Assistive Technology	5			
Libraries Support Services	1			5
Streetlighting	6			1
Visual Impairment	2			1
Total:	16	0	0	14

Archives and Heritage (including Historic Environment Records and Portable Antiquities Service)

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn					
					Q1	Q2	Q3	Q4	YTD	
AH1	Accredited status with The National Archives	National	To be reported in 2023	Accredited	<i>To be reported in 2023 following application to The National Archives</i>					N/A
AH2	Provision of a report to NNC detailing quarterly activity, including: 1. Number of visits to County Archive 2. Number of enquiries responded to 3. Number of website hits 4. Number of outstanding TNA/HE recommendations	Local	Quarterly	Report provided to NNC	Not Reported - See Notes					
AH3	An annual survey to capture user net satisfaction with service (5-point scale)	Local	Annual	Survey completed	N/A	N/A	N/A			
AH4	An annual survey to capture user perception of VfM of service (5-point scale)	Local	Annual	Survey completed	N/A	N/A	N/A			
PAS1	Compliance with PAS MOU with the British Museum	Local	Annual (Q4)	Full compliance	N/A	N/A	N/A			
PAS2	Number of Finds 'Surgeries' and outreach events held across the year (Countywide).	Local	Annual (Q4)	10 per annum	11					
HER1	Historic England audit status	National	Quarterly	Satisfactory audit status	Next Audit due 2024					
HER2	Percentage of commercial and non-commercial enquiries processed promptly (within 10 working days)	Local	Quarterly	95%	100%					
HER3	To ensure all grey literature is included on the HER database promptly (within three months)	Local	Quarterly	95%	100%					

Supporting commentary

AH1 - A review of the new Accreditation application form has been undertaken and a scheme drafted for the work required. However, the continued lack of a full complement of staff has meant that no progress has been made on the review and rewriting of policies, collation of information and writing of the necessary reports before a submission can be made. Once staff are in place and inducted it is likely to take some 6 months to complete this work.

AH2 - This first quarter has been a challenging one for the service. Although permission was given for the service to recruit to its two vacant positions of frontline Archives Assistants, one vacant since November and the other since February, one set of interviews was abortive and then it took some time to identify two potential employees from a second set of interviews and to process them successfully. New staff will start in July. Because of staff leave, the two most senior members of staff have been on duty most of the time, impinging on their ability to make progress on more strategic work.

PAS2 - 11 surgeries were held in this quarter.

HER1 - The key work being undertaken by the HER this year, in addition to the core work, is the NRHE project. This is the national project by which the National Records of the Historic Environment are transferred to the local HER, providing a large quantity of extra data to be managed at a local level, complementing the resources already held. The project is due to be completed by August 2024. This is all part of the forward planning that is expected as part of the Historic England audit of the 'health' of any HER.

HER2 - All the enquiries received are processed within ten working days.

Assistive Technology

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn					
					Q1	Q2	Q3	Q4	YTD	
AT1	Average response time (working days) to standard referrals received	Local	Quarterly	7 working days	0.9 days					
AT2	Average response time (working days) to urgent referrals received	Local	Quarterly	2 working days	0.1 days					
AT3	Number of referrals to be processed by assistive technology team (excluding customer contact centre) which are open as at quarter end	Local	Quarterly	<150	34					
AT4	Provision of a quarterly service performance report to be presented at a quarterly review meeting. • Number of installations completed • Number of people supported by AT rentals • Establishment review and any proposed changes. • Policy and procedure changes.	Local	Quarterly	Quarterly report provided	Quarterly report provided					
AT5	Number of services users awaiting Adult Social care Lifeline response utilization (Social care response)	Local	Quarterly	Zero	Zero					

Supporting commentary

Library Support Services

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
LIB01	Annual CIPFA return completed and submitted for North Northamptonshire Local Authority area within required timescale (31st July)	National	Annual (Q2)	Return submitted	N/A		N/A	N/A	
LIB02	% of book stock deliveries completed against planned schedule	Local	Quarterly	95%	100%				
LIB03	Number of Northamptonshire BIPC interventions supported	Local	Annual (Q4)	170	26				
LIB04	Number of new businesses started with support from the BICP Northamptonshire	Local	Annual (Q4)	25	2				
LIB05	Number of sessions/activities/ workshops accessible in the North Northamptonshire area	Local	Annual (Q4)	60	26				
LIB06	% of annual SLA Reviews completed for each Community Managed Library (within NNC area)	Local	Quarterly	100%	None Reported				

Supporting commentary

LIB03 - We are just at the end of the previous DCMS funded programme and are beginning the UKSPF funded programme so numbers of interventions are lower than normal. The new programme launches in Q2 and we will see a large up turn in interventions. We are confident that this target will be met.

LIB04 - This is a seasonal indicator. We are just at the end of the previous DCMS funded programme and are beginning the UKSPF funded programme. Q2,3& 4 always have more new businesses than Q1.

LIB05 - We are just at the end of the previous DCMS funded programme and are beginning the UKSPF funded programme so numbers of sessions are lower than normal. The new programme launches in Q2 and we will see a large up turn in activities and workshops. We are confident that this target will be met.

LIB06 - All SLA reviews are scheduled for quarters 2 and 3 so there are no reviews to report on in Q1.

Streetlighting

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
SL1	% of payments made to Connect Roads within contractual timescales for services received	Local	Quarterly	100.00%	100%				
SL2	Number of monthly contract monitoring meetings attended by relevant WNC representatives	Local	Quarterly	3 per quarter	3				
SL3	Quarterly Network Board meeting attended by relevant WNC representatives	Local	Quarterly	Quarterly meeting attended	Quarterly meeting attended				
SL4	Provision of key contractual information within required timescales: Audit information (as required) / Monthly revenue financial forecasts / Annual growth forecasts	Local	Quarterly	Provided	Provided				
SL5	Provision of an updated asset register on an annual basis to inform charging for the next financial year	Local	Annual	Asset register provided	N/A	N/A	N/A		
SL6	Reports on the average length of time for lamp repair in North Northamptonshire	Local	Quarterly	5 days	1.4 days				
SL7	Reports on the number of occasions on which lighting points are not in light during the Lighting Up Period in North Northamptonshire (excluding intentionally switched-off lights)	Local	Quarterly	N/A - for info	539				
SL8	Percentage of lights in Light during the Lighting Up Period in North Northamptonshire	Local	Quarterly	99%	99.7%				

Supporting commentary

SL1 - 3 payments were made to Connect Roads within contractual timescales.

Visual Impairment

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn		
					April to September	October to March	YTD
VI01	% of Certified Visually impaired receivers added to the visual impairment register once user consent received	National	Six-monthly	100%			
VI02	% of referrals responded to within agreed timescales (5 working days)	Local	Quarterly	90%	100.0%		
VI03	Visual Impairment quarterly service review meeting to take place	Local	Quarterly	Service review meeting held	Service review meeting held		

Supporting commentary

Report collated on behalf of North Northamptonshire Council and West Northamptonshire Council by the WNC Performance and Governance team.

