



North Northamptonshire Council Performance Report - May 2022

Key to Performance Status Colours

Progress Status Key:
Green - On target or over-performing against target
Amber - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified)
Red - Under-performing against target by more than 5% (or other agreed tolerance as specified)
Dark Grey - Data missing
Grey - Target under review
Turquoise - Tracking Indicator only
Children's Trust Progress Status Key:
Green - At target or better
Amber - Below target - within tolerance
Red - Below target - outside tolerance
Grey - No RAG

Direction of Travel Key
↑G Performance has improved from the last period – Higher is better
↓G Performance has improved from the last period – Lower is better
↑ Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Lower is better
→ Performance has stayed the same since the last period
↓ Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Higher is better
↑R Performance has deteriorated from the last period – Lower is better
↓R Performance has deteriorated from the last period – Higher is better
↑ Actual increased - neither higher or lower is better
⇒ Actual has stayed the same since the last period - neither higher or lower is better
↓ Actual decreased - neither higher or lower is better
Children's Trust Direction of Travel Key
↑G Performance improved since last month
→ Performance the same as last month
↓A Performance declined since last month

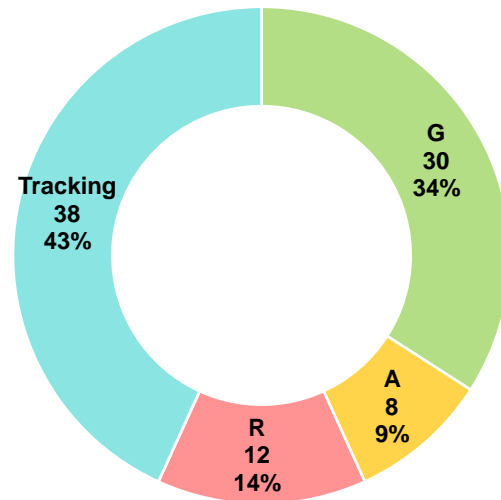
Terminology key

TBC	To be confirmed
TBD	To be determined
n/a	Not applicable
Actual	The actual data (number/percentage) achieved during the reporting period
Benchmark	A comparator used to compare the Council's performance against. The 2020/21 average for Unitary
Numerator	Number as part of the percentage calculation which shows how many of the parts indicated by the denominator are taken. See example below.
Denominator	The total number which the numerator is divided by in a percentage. See example below.
EXAMPLE Performance Indicator	% Calls answered
Numerator	Number of calls answered
Denominator	Total number of calls received



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May 2022 Performance Summary



■ G - On target or over-performing against target

■ A - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified)

■ R - Under-performing against target by more than 5% (or other agreed tolerance as specified)

■ Tracking indicator only

Directorate	Underperforming Indicators	Variance from Target
Governance & HR	MPS07 Average number of working days lost per Full time Equivalent (FTE) employee (long term)	+20%
Governance & HR	CNC03 % of Deaths registered within 5 working days	-15.62%
Governance & HR	% Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)	-10.25%
Transformation	MPS34 % of complaints answered within the Service Level Agreement (20 Wdays or agreed extension)	-37.78%
Transformation	MPS35 % of complaints upheld	+45%
Place & Economy	MPS28 % occupancy of East Northamptonshire Enterprise Centre	-18.16%
Place & Economy	MPS29 % occupancy of Chesham House Kettering	-16.37%
Place & Economy	STP33 % of Local Land Charges searches processed within 10 working days	-13.52%
Adults Communities & Wellbeing	ALF12 Number of rough sleepers (single night snapshot figure)	+22.22%
Adults Communities & Wellbeing	ALF11 Number of council housing lets completed	-10%
Adults Communities & Wellbeing	AFL20 % of in-year eligible population offered an NHS Health Check	-64.28%
Adults Communities & Wellbeing	AFL21 % of in-year eligible population who received an NHS Health Check	-82%

Directorate	Indicators where Direction of Travel has Deteriorated (not including Pls still with Green RAG)	% change from last month
Governance & HR	MPS07 Average number of working days lost per Full time Equivalent (FTE) employee (long term)	+12.5%
Governance & HR	Amount of Spend on Agency Staff within each Directorate	+3.33%
Transformation	MPS34 % of complaints answered within the Service Level Agreement (20 Wdays or agreed extension)	-22.22%
Transformation	MPS35 % of complaints upheld	+81.25%
Place & Economy	MPS27 % occupancy of Corby Innovation Hub	-5.77%
Place & Economy	STP30 Number of defects repaired in the network	-21.5%
Children's Services	BBF15 Rate of suspensions in primary aged pupils	+125%
Children's Services	BBF16 Rate of suspensions in secondary aged pupils	+112.07
Children's Services	BBF17 Rate of Permanent exclusions from school - Total	+125%
Adults Communities & Wellbeing	AFL04 Number of new safeguarding concerns received	10.5%
Adults Communities & Wellbeing	AFL21 % of in-year eligible population who received an NHS Health Check	-10%
Adults Communities & Wellbeing	STP36 Number of voids (Corby)	+46.34%
Adults Communities & Wellbeing	STP27 Voids turnaround time (Corby)	+32.81

Governance & HR			
	Performance Indicator	May Progress Status	Direction of Travel (Apr-May)
Human Resources	MPS06 Number of working days lost to sickness per employee (short-term)	G	↓G
	MPS07 Number of working days lost to sickness per employee (long-term)	R	↑R
	MPS11 Amount of Spend on Agency Staff within each Directorate	TRACKING	↑R
Information Governance	MPS12 % of Freedom of Information Requests completed in 20 working days	G	↓
	MPS13 % Environmental Information Regulation Requests completed in 20 working days	G	↓
	MPS14 % Individual Rights Requests completed in 1 calendar month	R	↓
	MPS15 Total number of data breaches (split by service eventually)	TRACKING	↑
Registrations	CNC03 % of Deaths registered within 5 working days	R	↑G
	CNC04 % of Births registered within 42 days	G	↑G

Detail featured in Appendix C alongside all workforce data

Finance Services			
	Performance Indicator	May Progress Status	Direction of Travel (Apr-May)
Revenue s & Benefits	MPS05 % of Council Tax collected	G	↑
	MPS04 % National Non Domestic Rates collected	G	↑

Transformation			
Customer Services	Performance Indicator	May Progress Status	Direction of Travel (Apr-May)
	MPS39 % calls answered	A	↓
	MPS30 Stage 1 complaints received	TRACKING	↓G
	MPS32 Stage 2 complaints received	TRACKING	↓G
	MPS31 Total number of complaints received by NNC	TRACKING	↓G
	MPS34 % of complaints answered within the Service Level Agreement (20 Wdays or agreed extension)	R	↓R
	MPS35 % of complaints upheld	R	↑R
	MPS37 Total number investigated by Ombudsman	TRACKING	↓G
	MPS40 % Calls answered within 60 seconds in customer services	A	↑G
	MPS41 Number of customers helped by customer services	TRACKING	↑
	MPS42 Number of customer interactions to customer services - split by telephone/face-to-face, email and online form		
	MPS43 % of Face-to-Face Customers with an appointment seen within 5 minutes (within customer services team)	G	→

Place & Economy			
	Performance Indicator	May Progress Status	Direction of Travel (Apr-May)
Assets & Environment	MPS26 % occupancy of Corby Enterprise Centre	A	↑G
	MPS27 % occupancy of Corby Innovation Hub	A	↓R
	MPS29 % occupancy of Chesham House Kettering	R	↓
	MPS24 Rate of return on commercial stock (%)	G	↓
Growth & Regeneration	MPS28 % occupancy of East Northamptonshire Enterprise Centre	R	→
	STP15 % major planning applications processed in 13 weeks	G	→
	STP16 % minor planning applications processed in 8 weeks	G	↑G
	STP17 % other planning applications processed in 8 weeks	G	↓
	STP19 Total number of planning applications received - ALL TYPES of applications	TRACKING	↑
	STP21 % of Full fibre coverage	G	↑G
	STP22 % of gigabit coverage	G	↑G
	GSE01 Number of E-Scooter trips	TRACKING	↑G
	GSE02 Number of E-Scooter users	TRACKING	↓
	GSE03 Co2 saving from E-Scooters	TRACKING	↑G

Place & Economy			
Performance Indicator		May Progress Status	Direction of Travel (Apr-May)
Highways	STP29 Number of defects outstanding on the network	TRACKING	↓G
	STP30 Number of defects repaired in the network	TRACKING	↓R
	Percentage of defects responded to within the timeframes specified, split by category;		
	P1	N/A	N/A
	STP31 P2	G	→
	P3	G	↓
	P4	G	↓
Waste	Household kerbside collection: Tonnes of material collected through kerbside schemes:-		
Regulatory Services	STP32 % of food establishments in the area broadly compliant with food hygiene law	A	↓
	STP33 % of Local Land Charges searches processed within 10 working days	R	↑G
	STP35 % of Rogue trading activities tackled (rogue traders subject to a Trading Standards intervention)	G	→

Children's Services			
Children's Social Care	Performance Indicator	May Progress Status	Direction of Travel (Apr-May)
	BBF05 % of referrals with a previous referral within 12 months	A	↓A
	BBF06 % of single assessments authorised within 45 working days	G	↓A
	BBF07 % Children in care with three or more placements in the previous 12 months	A	↑G
	BBF08 % of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16	G	↑G
	BBF09 % of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16	G	↑G

Children's Services			
Learning, Skills & Education	Performance Indicator	May Progress Status	Direction of Travel (Apr-May)
	BBF15 Rate of suspensions in primary aged pupils	TRACKING	↑R
	BBF16 Rate of suspensions in secondary aged pupils	TRACKING	↑R
	BBF17 Rate of Permanent exclusions from school - Total	TRACKING	↑R
	BBF18 % of EHC plans issued within 20 weeks (excluding exceptions)	TRACKING	↑G

Adults, Communities & Wellbeing		
Performance Indicator	Latest Progress Status	Direction of Travel (Apr-May)
Adult Social Care	Assessment Teams	
	AFL01 Total number of people allocated to each team	TRACKING ↑
	AFL02 Number of unscheduled review requests	TRACKING ↓G
	Short and Long Term (SALT) Services - Hospital	
	AFL03 Percentage of new requests for services (all ages) where route of access was discharge from hospital, that had a sequel of ST-MAX (short term support to maximise independence) (i.e.	TRACKING ↑
	Safeguarding	
	AFL04 Number of new safeguarding concerns received	TRACKING ↑R
	AFL05 New safeguarding concerns determined to be enquiries (both s42 and other)	TRACKING ↑
	Deprivation of Liberty Safeguards (DoLS)	
	AFL06 Total number of open Deprivation of liberty Safeguard cases	TRACKING ↑
	In-House Provision	
	Domain Two: Delaying and Reducing the Need for Care and Support	
	AFL07 Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people)	TRACKING ↑
	AFL08 Number of people who were prevented from requiring statutory care, or whose need was reduced (Delaying and reducing the need for care and support)	TRACKING ↑G

Adults, Communities & Wellbeing		
Performance Indicator	Latest Progress Status	Direction of Travel (LATEST)
Public Health	AFL22 Smoking quit rate at 4 weeks	G ↓
	BBF02 % of infants due a new birth visit that received a new birth visit within 14 days of birth	G ↑G
	AFL20 % of in-year eligible population offered an NHS Health Check	R ↑G
	AFL21 % of in-year eligible population who received an NHS Health Check	R ↓R
	BBF01 Breastfeeding rate at 6-8 weeks	A ↑G
	BBF03 % of children who received a 6-8 week review by the time they were 8 weeks	G ↑G

Adults, Communities & Wellbeing			
	Performance Indicator	May Progress Status	Direction of Travel (Apr-May)
Housing	AFL13 Number of households whose homelessness was prevented	G	↑G
	AFL14 Number of households whose homelessness was relieved	TRACKING	↑G
	AFL12 Number of rough sleepers (single night snapshot figure)	R	↓G
	STP11 Number of council housing lets completed	R	↑G
	STP12 Number of council houses vacant and available to let	G	↓G
	STP36 Number of voids (Kettering)	TRACKING	→
	STP36 Number of voids (Corby)	TRACKING	↑R
	STP37 Void turnaround time (Kettering)	TRACKING	↓G
	STP37 Void turnaround time (Corby)	TRACKING	↑R
	STP08 % of properties with a valid gas safety certificate	G	→
	STP09 Total number of emergency repairs completed	TRACKING	↑
	STP10 Total number of non-emergency repairs completed	TRACKING	↑
	STP04 Total Active applicants on the Keyways Housing Register	TRACKING	↑
	STP05 New Housing Applications Received	TRACKING	↑
	STP13 Number of Private Sector Disabled Facilities Grants cases on waiting list	TRACKING	↓
	STP14 Number of Private Sector Disabled Facilities Grants completions	TRACKING	↑
	AFL15 Total number of homeless approaches	TRACKING	↑
	AFL16 Number of households accepted as owed the main housing duty	TRACKING	↓
	AFL17 Total number of households living in temporary accommodation	G	↓G
	AFL18 Number of households with family commitments* living in bed and breakfast accommodation	G	→
	AFL19 Number of rough sleepers rehoused into accommodation for 6 months or more	G	↑G
Communities and Libraries	AFL09 Number of physical visits to libraries	G	↑G