



## 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

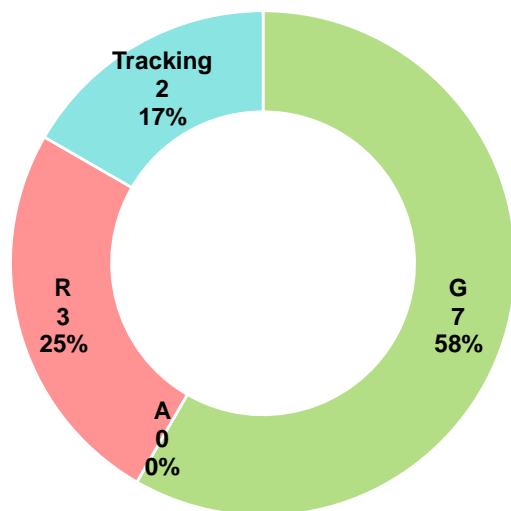
Children's Trust Direction of Travel Key	
↑G	Performance improved since last month
→	Performance the same as last month
↓A	Performance declined since last month

### 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 Number of working days lost to sickness per 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%
Directorate	Indicators where Direction of Travel has Deteriorated (not including PIs still with Green RAG)	% change from last month
Governance & HR	MPS07 Number of working days lost to sickness per employee (long-term)	+12.5%
Governance & HR	Amount of Spend on Agency Staff within each Directorate	+3.33%

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)
Revenues & Benefits	MPS05 % of Council Tax collected	G	↑
	MPS04 % National Non Domestic Rates collected	G	↑
Finance	MPS01 % of invoices paid within 30 days	G	↓