



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

Governance & HR

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	Polarity	Target	Tolerance	Comments
Modern Public Services	MPS12	% of Freedom of Information Requests completed in 20 working days		Information Commissioners Office target for timeliness of FOI responses are: Good - 95% and above Adequate - between 90-95%	95.86%	96.05%	95.65%	↓	Higher is better	90%	85% - 90%	26 active requests as at 20/06. Whilst there has been a minimal decline in performance, performance remains above the targets set by the Information Commissioner's Officer. The Requests Team continues to build internal relationships as reliance on teamwork is paramount to achieving acceptable response targets. Active requests are excluded from the calculation until they can be included in next months report. Active requests are where a request is still open and the deadline for completion has not yet passed.
					139 out of 145 (26 active requests)	73 out of 76	66 out of 69 (26 active requests)					
Modern Public Services	MPS13	% Environmental Information Regulation Requests completed in 20 working days		TBD	96.21%	96.70%	95.65%	↓	Higher is better	90%	Tolerance 85% - 90%	26 active requests as at 20/06 and figures remain above target. Performance has declined due to the bedding in of the Requests Team undertaking the "gathering" of Con29 data. Active requests are excluded from the calculation until they can be included in next months report. Active requests are where a request is still open and the deadline for completion has not yet passed.
					330 out of 343 (26 active requests)	176 out of 182	154 out of 161 (26 active requests)					
Modern Public Services	MPS14	% Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)		TBD	82.05%	84.62%	80.77%	↓	Higher is better	90%	85% - 90%	4 active requests as at 20/06 which is below target. A high number of SARs continues to be received and the complexity of these particular SARs has resulted in a decline in performance. Active requests are excluded from the calculation until they can be included in next months report. Active requests are where a request is still open and the deadline for completion has not yet passed.
					32 out of 39 (4 active requests)	11 out of 13	21 out of 26 (4 active requests)					
Modern Public Services	MPS15	Total number of data breaches (split by service eventually)		n/a	9	3	6	↑	Lower is better	No target - tracking indicator only	N/A	The Data Protection team monitors levels of data breaches and the causes of them. Appropriate training and/or discussions with the relevant services is undertaken, particularly for those services that are considered to be higher risk.
Connected communities	CNC03	% of Deaths registered within 5 working days		(Benchmarking available if needed as all authority performance data can be downloaded)	61.0%	55.7%	67.5%	↑G	Higher is better	80%	70% - 80%	Registration District is ranked second in the region for May Performance. Appt analysis shows that in May 42 death appts were used for "priority NoMs" (Notice of Marriage) & another 42 remained unreserved. The system allows customers to book appts outside of the 5-day KPI, so they tend to book when it's convenient for them to attend the office rather than ensuring they adhere to the 5-day rule. Opening hours at one of our offices has been approved to assist with, increasing appt availability & reduce customer waiting times
					281 out of 461	142 out of 255	139 out of 206					
Connected communities	CNC04	% of Births registered within 42 days		(Benchmarking available if needed as all authority performance data can be downloaded)	93.3%	92.1%	94.2%	↑G	Higher is better	90%	86.5% - 90%	Registration District is ranked first in the region for May Performance.
					470 out of 504	211 out of 229	259 out of 275					

Finance Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	May 2021/22	Year to Date 2022/23	April 2022/23	May 2022/23	Direction of Travel year on year - (May 2021 - May 2022)	Polarity	Target	Tolerance	Comments
Modern Public Services	MPS05	% of council tax collected in the year debit raised		95.92% (All English Authorities 2020/21 - LG Inform)	19.72% (YTD) 103.8% achieved of the monthly target (19.00%)	20.10% (YTD) 105.79% achieved of the May target (19.00%)	10.10% (YTD) 112.22% achieved of the monthly target (9.00%)	20.10% (YTD) 105.79% achieved of the monthly target (19.00%)	↑	Higher is better	98.5%	No tolerance	Collection at the end of May is above target and above last year's rate, which indicates that the return to a full recovery programme is starting to have an impact. Comparison to last year allows us to take into account the underlying payment patterns that a month on month comparison does not. The actual sums of money collected are also above last year's, so collection has improved, whilst having to collect a larger debit
					£19,753,290.94 (collected in May 21)	£45,710,575.05 (collected YTD)	£22,951,095.93 (collected in Apr)	£22,759,479.12 (collected in May)					
Modern Public Services	MPS04	% of business rates collected in the year debit raised		93.74% (All English Authorities 2020/21 - LG Inform)	19.31% (YTD) 101.6% achieved of the monthly target (19.00%)	19.77% (YTD) 104.05% achieved of the May target (19.00%)	9.46% (YTD) 105.11% achieved of the monthly target (9.00%)	19.77% (YTD) 104.05% achieved of the monthly target (19.00%)	↑	Higher is better	98.5%	No tolerance	Collection remains above target and ahead of last year's collection rate at this point which is positive in light of the reduction of grants and exemptions that businesses are receiving
					£8,916,281.07 (collected in May 21)	£28,860,693.31 (collected YTD)	£13,849,332.48 (collected in Apr)	£15,011,360.83 (collected in May)					
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark		Year to Date 2022/23	April 2022/23	May 2022/23	Direction of Travel - (April - May)	Polarity	Target	Tolerance	Comments
Modern Public Services	MPS01	% of invoices paid within 30 days		N/A		97.87%	97.96%	97.96%	→	Higher is better	95%	95% subject to change from SLA review (Tolerance TBC)	Performing above the 95% target. This calculation is based on the invoices paid within the month (rather than invoices received in the month).
						9,342 out of 9,545	3,507 out of 3,584	3,126 out of 3,191					