



North Northamptonshire Council Performance Report - June 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	
An acceptable range = within 5% of the last period's performance	
↑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

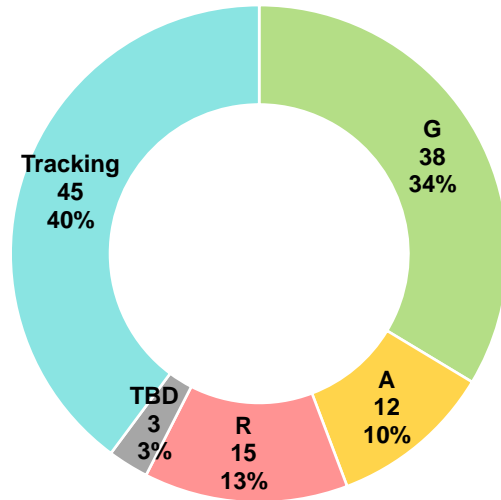
TBC	To be confirmed
TBD	To be determined
n/a	Not applicable
Actual	The actual data (number/percentage) achieved during the reporting period
Benchmark	A comparator used to compare the Council's performance against. The 2020/21 average for Unitary Councils in England has been used where available unless otherwise stated.
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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June 2022 Performance Summary

113 Corporate Performance Indicators are reported in this Period 3 / June Performance report and of those 90 are measured on a monthly basis and 23 are measured on a quarterly basis. A Summary of the quarterly performance indicators can be found in the black table below.



■ 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)

■ TBD - Data missing - Data to be determined

■ Tracking indicator only

Directorate	Underperforming Indicators	Variance from Target
Governance & HR	MPS07 Number of working days lost to sickness per employee (long-term)	+17.78%
Governance & HR	CNC03 % of Deaths registered within 5 working days	-19.13%
Governance & HR	MPS14 % Individual Rights Requests completed in 1 calendar month	-7.41%
Governance & HR	MPS21 % Transparency publications completed on time	-50.00%
Transformation	MPS34 % of complaints answered within the Service Level Agreement (20 Wdays or agreed extension)	-47.78%
Transformation	MPS35 % of complaints upheld	-60%
Place & Economy	STP33 % of Local Land Charges searches processed within 10 working days	-5.26%
Place & Economy	MPS28 % occupancy of East Northamptonshire Enterprise Centre	-22.97%
Place & Economy	MPS29 % occupancy of Chesham House Kettering	-12.21%
Place & Economy	STP15 % major planning applications processed in 13 weeks	-19.18%
Place & Economy	STP17 % other planning applications processed in 8 weeks	-3.32%
Adults, Communities & Wellbeing	ALF20 % of in-year eligible population offered an NHS Health Check	-56%
Adults, Communities & Wellbeing	ALF21 % of in-year eligible population who received an NHS Health Check	-78%
Adults, Communities & Wellbeing	AFL12 Number of rough sleepers (single night snapshot figure)	+33.33%
Adults, Communities & Wellbeing	AFL11 Net promoter score % - Leisure	-27.37%

Directorate	Indicators where Direction of Travel has Deteriorated (except where indicator is on or above target or within an acceptable range of 5% of the last period)	% change from last month
Governance & HR	MPS11 Amount of Spend on Agency Staff within each Directorate	+77.14%
Transformation	MPS30 Stage 1 complaints received	+6.77%
Transformation	MPS32 Stage 2 complaints received	+600%
Transformation	MPS31 Total number of complaints received by NNC	+11.19%
Transformation	MPS34 % of complaints answered within the Service Level Agreement (20 Wdays or agreed extension)	-16.07%
Transformation	MPS35 % of complaints upheld	+10.34%
Transformation	MPS40 % Calls answered within 60 seconds in customer services	-5.50%
Place & Economy	STP15 % major planning applications processed in 13 weeks	-27.27%
Place & Economy	STP16 % minor planning applications processed in 8 weeks	-15.79%
Place & Economy	STP30 Number of defects repaired in the network	-39.89%
Children's Services	BBF18 % of EHC plans issued within 20 weeks (excluding exceptions)	-9.05%
Adults, Communities & Wellbeing	AFL02 Number of unscheduled review requests	+18%
Adults, Communities & Wellbeing	ALF22 Smoking quit rate at 4 weeks	-7.24%
Adults, Communities & Wellbeing	BBF04 % mothers known to be smokers at the time of delivery	+6.36%
Adults, Communities & Wellbeing	AFL12 Number of rough sleepers (single night snapshot figure)	+9.09%
Adults, Communities & Wellbeing	STP36 Number of voids (Corby)	+31.67%
Adults, Communities & Wellbeing	STP37 Void turnaround time (Kettering)	+11.27%

Directorate	Quarterly Measured Performance Indicator		June / Q1 Progress Status
Governance & HR	MPS16	Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Freedom of Information (FOI) requests following internal review).	G
Governance & HR	MPS17	Number of complaints to Information Commissioners Office (ICO) upheld by ICO (with respect to handling of Freedom of Information (FOI) requests following internal review).	G
Governance & HR	MPS18	Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests).	G
Governance & HR	MPS19	Number of complaints upheld by Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests)	G
Governance & HR	MPS20	Number of direct disclosure requests (ADR - Access to a Deceased Person's) received	TRACKING
Governance & HR	MPS21	% Transparency publications completed on time.	R
Governance & HR	MPS22	Number of external Information Commissioners Office (ICO) complaints relating data management of data/breaches	TRACKING
Governance & HR	MPS23	Number of reportable data breaches to Information Commissioners Office (ICO) (split by service area)	G
Finance Services	MPS01	% of invoices paid within 30 days	G
Finance Services	MPS03	% count of local suppliers where economically justifiable.	TRACKING
Place & Economy	MPS25	Total rental income from commercial estate (£)	G
Place & Economy	STP23	Percentage of NNC County Matter (minerals and waste) planning decisions made within the required timescale	G
Place & Economy	GSE06	Fly tipping: number of fly tips reported	TRACKING (Q4)
Place & Economy	GSE07	Percentage of waste diverted from landfill	TBD
Children's Services	BBF10	% of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted	G
Adults, Communities and Wellbeing	BBF04	% mothers known to be smokers at the time of delivery	A
Adults, Communities and Wellbeing	ALF23	% substance misuse clients waiting more than 3 weeks for their first intervention	TRACKING
Adults, Communities and Wellbeing	STP01	Number of new business started with support from the BIPC Northamptonshire	G
Adults, Communities and Wellbeing	AFL11	Net promoter score % - Leisure	G
Adults, Communities and Wellbeing	STP02	Number of satisfactory Anti-Social Behaviour resolutions by North Northamptonshire Council	TRACKING
Adults, Communities and Wellbeing	STP03	Number of repeat incidents of reported domestic abuse incidents	TRACKING
Adults, Communities and Wellbeing	STP06	Number of affordable housing completions	TBD
Adults, Communities and Wellbeing	STP07	Number of affordable housing starts (now under construction)	TBD

Q1 data expected
Early September

Data not available
yet

Governance & HR			
	Performance Indicator	June Progress Status	Direction of Travel (May-Jun or Latest)
Human Resources	MPS06 Number of working days lost to sickness per employee (short-term)	G	→
	MPS07 Number of working days lost to sickness per employee (long-term)	R	↓G
	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	↑G
	MPS13 % Environmental Information Regulation Requests completed in 20 working days	G	↑G
	MPS14 % Individual Rights Requests completed in 1 calendar month	R	↑G
	MPS15 Total number of data breaches (split by service eventually)	TRACKING	↓G
	MPS16 Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Freedom of Information (FOI) requests following internal review).	G	N/A - CPI not recorded in 2021/22
	MPS17 Number of complaints to Information Commissioners Office (ICO) upheld by ICO (with respect to handling of Freedom of Information (FOI) requests following internal review).	G	N/A - CPI not recorded in 2021/22
	MPS18 Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests).	G	N/A - CPI not recorded in 2021/22
	MPS19 Number of complaints upheld by Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests)	G	N/A - CPI not recorded in 2021/22
	MPS20 Number of direct disclosure requests (ADR - Access to a Deceased Person's) received	TRACKING	N/A - CPI not recorded in 2021/22
	MPS21 % Transparency publications completed on time.	R	N/A - CPI not recorded in 2021/22
	MPS22 Number of external Information Commissioners Office (ICO) complaints relating data management of data/breaches	TRACKING	N/A - CPI not recorded in 2021/22
MPS23 Number of reportable data breaches to Information Commissioners Office (ICO) (split by service area)	G	N/A - CPI not recorded in 2021/22	
Registrations	CNC03 % of Deaths registered within 5 working days	R	↓
	CNC04 % of Births registered within 42 days	A	↓

Detail featured in Appendix C alongside all workforce data

Quarterly reporting only

Quarterly reporting only

Quarterly reporting only

Quarterly reporting only

Quarterly reporting only

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Quarterly reporting only

Finance Services			
	Performance Indicator	June Progress Status	Direction of Travel (May-Jun or Latest)
Finance	MPS01 % of invoices paid within 30 days	G	↓
Revenues & Benefits	MPS05 % of Council Tax collected	G	↑G
	MPS04 % National Non Domestic Rates collected	G	↑G
Procurement	MPS02 % of actual spend with local suppliers where economically justifiable.	TRACKING	N/A - CPI not recorded in 2021/22
	MPS03 % count of local suppliers where economically justifiable.	TRACKING	

Quarterly reporting only

Quarterly reporting only

Transformation		
Performance Indicator	June Progress Status	Direction of Travel (May-Jun)
MPS39 % calls answered	A	↓
MPS30 Stage 1 complaints received	TRACKING	↑R
MPS32 Stage 2 complaints received	TRACKING	↑R
MPS31 Total number of complaints received by NNC	TRACKING	↑R
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	→
MPS40 % Calls answered within 60 seconds in customer services	A	↓R
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	TRACKING	↑
MPS43 % of Face-to-Face Customers with an appointment seen within 5 minutes (within customer services team)	G	→

Customer Services

Place & Economy			
	Performance Indicator	June Progress Status	Direction of Travel (May-Jun or Latest)
Assets & Environment	MPS26 % occupancy of Corby Enterprise Centre	G	↑G
	MPS27 % occupancy of Corby Innovation Hub	A	→
	MPS28 % occupancy of East Northamptonshire Enterprise Centre	R	→
	MPS24 Rate of return on commercial stock (%)	G	↓
	MPS25 Total rental income from commercial estate (£)	G	N/A - CPI not recorded in 2021/22
Growth & Regeneration	MPS29 % occupancy of Chesham House Kettering	R	↑G
	STP15 % major planning applications processed in 13 weeks	R	↓R
	STP16 % minor planning applications processed in 8 weeks	A	↓R
	STP17 % other planning applications processed in 8 weeks	R	↓
	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	↑G
	GSE03 Co2 saving from E-Scooters	TRACKING	↑G
	STP23 Percentage of NNC County Matter (minerals and waste) planning decisions made within the required timescale	G	N/A - CPI not recorded in 2021/22

Quarterly reporting only

Quarterly reporting only

Place & Economy			
	Performance Indicator	June Progress Status	Direction of Travel (May-Jun or Latest)
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	No P1 defects	N/A
	STP31 P2	G	↑G
	P3	G	→
	P4	G	↓
Waste	Household kerbside collection: Tonnes of material collected through kerbside schemes:-		
	GSE06 Fly tipping: number of fly tips reported	TRACKING	↑
	GSE07 Percentage of waste diverted from landfill	TBD	(Awaiting Q1 data)
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	→

Quarterly reporting only - Q1 data due early September

Children's Services			
Performance Indicator	June Progress Status	Direction of Travel (May-Jun or Latest)	
Children's Social Care	BBF05 % of referrals with a previous referral within 12 months	A	↑G
	BBF06 % of single assessments authorised within 45 working days	G	↑G
	BBF07 % Children in care with three or more placements in the previous 12 months	A	↓A
	BBF08 % of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16	G	↓A
	BBF09 % of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16	G	→
	BBF10 % of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted	G	→

Quarterly reporting only






















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

Adults, Communities & Wellbeing		
Performance Indicator	June Progress Status	Direction of Travel (May-Jun)
Assessment Teams		
AFL01 Total number of people allocated to each team	TRACKING	↓G
AFL02 Number of unscheduled review requests	TRACKING	↑R
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. reablement)	TRACKING	↓G
Safeguarding		
AFL04 Number of new safeguarding concerns received	TRACKING	↓G
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	n/a
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)
AFL22 Smoking quit rate at 4 weeks	A	↓R
BBF02 % of infants due a new birth visit that received a new birth visit within 14 days of birth	A	→
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	↑G
BBF01 Breastfeeding rate at 6-8 weeks	A	→
BBF03 % of children who received a 6-8 week review by the time they were 8 weeks	G	↑G
BBF04 % mothers known to be smokers at the time of delivery	A	↑R
AFL23 % substance misuse clients waiting more than 3 weeks for their first intervention	TRACKING	↓G

Quarterly reporting only
Quarterly reporting only

Adults, Communities & Wellbeing

Performance Indicator		June Progress Status	Direction of Travel (May-Jun or Latest)
Housing	AFL13 Number of households whose homelessness was prevented	G	 R
	AFL14 Number of households whose homelessness was relieved	G	 G
	AFL12 Number of rough sleepers (single night snapshot figure)	R	 R
	STP06 Number of affordable housing completions	TBD	(Awaiting Q4 + Q1 data)
	STP07 Number of affordable housing starts (now under construction)	TBD	(Awaiting Q1 data)
	STP11 Number of council housing lets completed	TRACKING	
	STP12 Number of council houses vacant and available to let	G	 G
	STP36 Number of voids (Kettering)	TRACKING	 G
	STP36 Number of voids (Corby)	TRACKING	 R
	STP37 Void turnaround time (Kettering)	TRACKING	 R
	STP37 Void turnaround time (Corby)	TRACKING	 G
	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	G	
	AFL15 Total number of homeless approaches	TRACKING	
	AFL16 Number of households accepted as owed the main housing duty	G	
AFL17 Total number of households living in temporary accommodation	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		

Quarterly reporting only - Data not available yet - TBC

Adults, Communities & Wellbeing

Performance Indicator		June Progress Status	Direction of Travel (May-Jun)	
Communities and Libraries	AFL09 Number of physical visits to libraries	G	↓	
	STP01 Number of new business started with support from the BIPC Northamptonshire	G	N/A - CPI not recorded in 2021/22	Quarterly reporting only
	AFL11 Net promoter score % - Leisure	R	N/A - CPI not recorded in 2021/22	Quarterly reporting only
	STP02 Number of satisfactory Anti-Social Behaviour resolutions by North Northamptonshire Council	TRACKING	N/A - CPI not recorded in 2021/22	Quarterly reporting only
	STP03 Number of repeat incidents of reported domestic abuse incidents	TRACKING	N/A - CPI not recorded in 2021/22	Quarterly reporting only