North Northamptonshire Council Performance Report - July 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
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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July 2022 Performance Summary
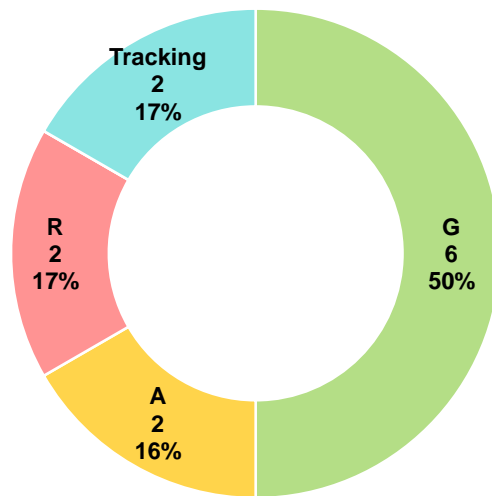
- G - On target or over-performing against target
- A - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified)
- R - Under-performing against target by more than 5% (or other agreed tolerance as specified)
- TBD - Data missing - Data to be determined
- Tracking indicator only

Directorate	Underperforming Indicators	Variance from Target
Governance & HR	MPS07 Number of working days lost to sickness per employee (long-term)	+37.8%
Governance & HR	CNC03 % of Deaths registered within 5 working days	-14.38%

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	MPS06 Number of working days lost to sickness per employee (short-term)	+34.6%
Governance & HR	MPS07 Number of working days lost to sickness per employee (long-term)	+17%
Governance & HR	MPS15 Total number of data breaches (split by service eventually)	+60%

Governance & HR		
Performance Indicator	**July Progress Status**	**Direction of Travel (Jun-Jul or Latest)**
Human Resources MPS06 Number of working days lost to sickness per employee (short-term)	A	↑R
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	↓G
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	↓
MPS14 % Individual Rights Requests completed in 1 calendar month	G	↑G
MPS15 Total number of data breaches (split by service eventually)	TRACKING	↑R
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	**July Progress Status**	**Direction of Travel (Jun-Jul 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	A	↑G