North Northamptonshire Council Performance Report - July 2022

Key to Performance Status Colours

Progress Status Key:

Status
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

Direction of Travel Key

An acceptable range = within 5% of the last period's performance

Symbol	Description
⬆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 Progress Status Key:

Status
Green - At target or better
Amber - Below target - within tolerance
Red - Below target - outside tolerance
Grey - No RAG

Children's Trust Direction of Travel Key

Symbol	Description
⬆G	Performance improved since last month
➡	Performance the same as last month
⬇A	Performance declined since last month

Terminology key

Term	Definition
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

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Information Governance														
Modern Public Services	MPS12	**% of Freedom of Information Requests completed in 20 working days**		**80.08%** (Average of 40 Unitary Councils 2021/22 - benchmarking exercise conducted by Brighton and Hove Council)	**92.34%** 229 out of 248 (7 active requests)	**96.05%** 73 out of 76	**89.58%** 86 out of 96	**90.24%** 74 out of 82	**92.96%** 66 out of 71 (7 active requests)	⬆G	Higher is better	**90%**	85% - 90%	An increase in performance coincides with a reduction in requests received for this period and less strain on resources, particularly over the holiday period. 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.
Modern Public Services	MPS13	**% Environmental Information Regulation Requests completed in 20 working days**		TBD	**97.33%** 473 out of 486 (22 active requests)	**96.70%** 176 out of 182	**96.26%** 180 out of 187	**100.00%** 138 out of 138	**99.24%** 131 out of 132 (22 active requests)	⬇	Higher is better	**90%**	Tolerance 85% - 90%	New procedures regarding Con29/EIR enquiries are bedding resulting in a slight decrease in performance. A reduction in requests overall has assisted in meeting 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.
Modern Public Services	MPS14	**% Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)**		TBD	**89.47%** 68 out of 76 (2 active requests)	**84.62%** 11 out of 13	**85.71%** 24 out of 28	**90.91%** 20 out of 22	**100%** 13 out of 13 (2 active requests)	⬆G	Higher is better	**90%**	85% - 90%	An increase in performance has been evidenced for this period but again may be due to there being a reduction in requests and less pressure on resources. 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.
Modern Public Services	MPS15	**Total number of data breaches**		n/a	**22**	**3**	**6**	**5**	**8**	⬆R	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.
Registrations														
Connected communities	CNC03	**% of Deaths registered within 5 working days**		(Benchmarking available if needed as all authority performance data can be downloaded)	**63.4%** 544 out of 858	**55.7%** 142 out of 255	**67.5%** 139 out of 206	**64.4%** 139 out of 216	**68.5%** 124 out of 181	⬆G	Higher is better	**80%**	70% - 80%	North Northamptonshire Council remains 2nd in region Year to Date. Additional death registration capacity has been created in our Wellingborough office from 11th July by extending office opening times. The benefit of this extension will not be noticed currently due to Summer season and peak annual leave. August performance will be impacted due to office closures.
Connected communities	CNC04	**% of Births registered within 42 days**		(Benchmarking available if needed as all authority performance data can be downloaded)	**91.7%** 953 out of 1039	**92.1%** 211 out of 229	**94.2%** 259 out of 275	**89.9%** 213 out of 237	**90.6%** 270 out of 298	⬆G	Higher is better	**90%**	86.5% - 90%	North Northamptonshire Council remains 1st in region Year to Date. August performance will be impacted due to office closures.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2022/23	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Finance														
Modern Public Services	MPS01	**% of invoices paid within 30 days**		n/a	**97.60%**	**97.96%**	**97.96%**	**97.8%**	**96.6%**	↓	Higher is better	95%	**95%** subject to change from SLA review (Tolerance TBC)	Accounts Payable Payment performance for 30 day payment terms remains strong. This calculation is based on the invoices paid within the month (rather than invoices received in the month).
					12552 out of 12867	3,507 out of 3,584	3,126 out of 3,191	2,709 out of 2,770	3210 out of 3322					

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	July 2021/22	Year to Date 2022/23	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel year on year - (July 2021 - July 2022)	Polarity	Target	Tolerance	Comments
Revenues & Benefits															
Modern Public Services	MPS05	**% of council tax collected in the year debit raised**		95.92% (All English Authorities 2020/21 - LG Inform)	**38.16%**	**38.70%**	**10.10% (YTD)** 112.22% achieved of the monthly target (9.00%)	**20.10% (YTD)** 105.79% achieved of the monthly target (19.00%)	**29.31% (YTD)** 104.68% achieved of the monthly target (28.00%)	**38.70% (YTD)** 101.84% achieved of the monthly target (38.00%)	⬆G	Higher is better	**98.5%**	No tolerance	Collection at the end of July remains above last years performance and above target.
					£82,877,954.43	£88,163,909.31	£22,951,095.93 (collected in Apr)	£22,759,479.12 (collected in May)	£21,003,946.68 (collected in June)	£21449387.58 (collected in July)					
Modern Public Services	MPS04	**% of business rates collected in the year debit raised**		93.74% (All English Authorities 2020/21 - LG Inform)	**30.20%**	**37.44%**	**9.46% (YTD)** 105.11% achieved of the monthly target (9.00%)	**19.77% (YTD)** 104.05% achieved of the monthly target (19.00%)	**28.87% (YTD)** 103.11% achieved of the monthly target (28.00%)	**37.44% (YTD)** 98.53% achieved of the monthly target (38.00%)	⬆G	Higher is better	**98.5%**	**No tolerance**	Collection is above last years figures, however it has dipped slightly below in year target, in light of the current economic climate we will continue to monitor this.
					£41,384,072.19	£54,592,722.18	£13,849,332.48 (collected in Apr)	£15,011,360.83 (collected in May)	£13,193,353.26 (collected in June)	£12,538,675.61 (collected in July)					