North Northamptonshire Council Performance Report - September 2022

Key to Performance Status Colours

Progress Status Key:

Colour	Description
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

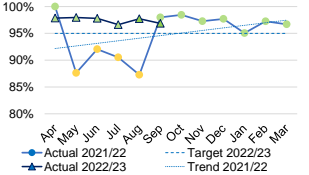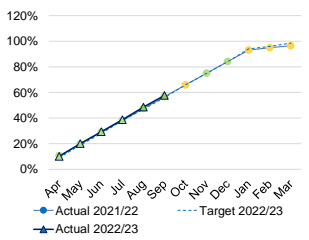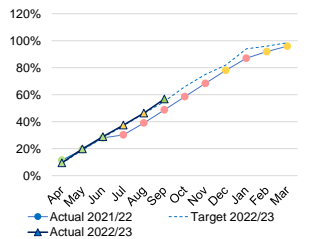| Symbol	Description
↑G	Performance has improved from the last period – Higher is better
↓G	Performance has improved from the last period – Lower is better
↑	Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Lower is better
→	Performance 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

Performance Terminology key

Term	Description
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

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	August 2022/23	September 2022/23	Direction of Travel (Aug - Sep 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)	**91.73%** / 233 out of 254	n/a until Oct Report	**91.44%** (Apr-Aug) / 374 out of 409	93.67%% / 74 out of 79	N/A (Reporting a month in arrears)	⬆G (Jul - Aug)	Higher is better	90%	85% - 90%	The performance for August is pleasing in view of an increased number of requests during the peak holiday/annual leave period. The reporting structure for this area has now changed to better reflect actual performance figures a month in arrears rather than a snapshot for the current month.
Modern Public Services	MPS13	**% Environmental Information Regulation Requests completed in 20 working days**		TBD	**97.44%** / 494 out of 507	n/a until Oct Report	**97.9%** (Apr-Aug) / 794 out of 811	98.00% / 148 out of 151	N/A (Reporting a month in arrears)	⬇ (Jul - Aug)	Higher is better	90%	Tolerance 85% - 90%	The tragectory is positive particulary against a backdrop of increased requests. The new procedures in relation to Con29/EIR (Environmental Information Regulations) enquiries, which have caused a dramatic increase in workloads and pressures to the IG (Information Governance) Team are bedding in and whilst performance levels remain acceptable at present, we may see a decline in future reports in this area.
Modern Public Services	MPS14	**% Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)**		TBD	**90.2%** / 55 out of 61	n/a until Oct Report	**91.58%** (Apr-Aug) / 87 out of 95	94.12% / 16 out of 17	N/A (Reporting a month in arrears)	➡ (Jul - Aug)	Higher is better	90%	85% - 90%	Performance has remained consistent for this period with only one late response. This is pleasing considering the numbers of requests received during the peak holiday season remaining high.
Modern Public Services	MPS15	**Total number of data breaches** / A personal data breach is a security incident that has affected the confidentiality, integrity or availability of personal data. / There are two types of breaches: / • A 'Non-reportable breach' has a low, or no impact on the rights and freedoms of individuals. / • A 'Reportable breach' has a significant impact on the rights and freedoms of individuals. These are required to be reported to the (Information Commissioner's Office (ICO).		n/a	16	28	44	12	11	⬇G	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. / Whilst there remains a high number of breaches/incidents reported to the Information Governance Team, a high proportion of the total figures are non-reportable breaches (ie. are not sufficiently serious enough to report to the ICO (Information Commissioners Office)). The high numbers may be owed, in some part, to the fact that the organisation is now becoming more aware of the Information Governance Team's role in relation to Data Breaches and the steps they must take when an incident occurs. / However, this is still a trend that we wish to reverse and in order to address this the IG (Information Governance) Team is looking to carry out a "Breach Awareness Month" – providing advice and guidance on how to avoid a data breach. It is also anticipated that data breaches could be reported on a team by team basis and shared regularly with CMT (Corporate Management Team). This would highlight any trends or issues being experienced by any particular team or directorate. Many of the breaches are classed as "unauthorised shares" and can be attributed to emails sent to incorrect recipients owing to the autofill application or sending an email to multiple recipients using the "To" address line instead of the "BCC" address line. We will monitor this and if it continues to be an issue across the organisation, consideration could be given to switching off the autofill facility, and/or removing the "to" and "cc" address lines from emails and only allowing a "bcc" address line to be utilised. / The figures have been verified and updated for July and May to reflect changes to the outcome of investigations, upon closure.
		a) Reportable breaches (ICO) *(This was MPS23 reported quarterly, now included monthly as part of this performance indicator)*			0	1	1	0	1	⬆R				
		b) Non-reportable breaches			16	27	43	12	10	⬇G				

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Information Governance														
Modern Public Services	MPS16	**Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Freedom of Information (FOI) requests following internal review).**		n/a	0	3	3	n/a (reported quarterly)	3	⬆R	Lower is better	1 per month	No tolerance	The Interim Information Requests Manager currently deals with any complaints escalated to the ICO (Information Commissioners Office). The outcome of the complaint, if upheld will be carefully considered and appropriate actions taken.
Modern Public Services	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).**		n/a	0	0	0	n/a (reported quarterly)	0	➡	Lower is better	0 per month	No variation	Of the x3 complaints received during the quarter, only one has been decided by the ICO (Information Commissioners Office) which was in the council's favour and was not upheld. The outcome of the complaint, if upheld will be carefully considered and appropriate actions taken.
Modern Public Services	MPS18	**Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests).**		n/a	0	2	2	n/a (reported quarterly)	2	⬆R	Lower is better	1 per month	No variation	Of the x2 complaints made to the ICO (Information Commissioners Office) in relation to data requested/provided under the SAR (Subject Access Request) process, 1 has been challenged and the other will be upheld. The outcome of the complaint, if upheld will be carefully considered and appropriate actions taken.
Modern Public Services	MPS19	**Number of complaints upheld by Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests)**		n/a	0	1	1	n/a (reported quarterly)	1	⬆R	Lower is better	0 per month	No variation	The upheld complaint relates to a Subject Access Request in relation to a high profile court case with the Council. The IG (Information Governance) Team are waiting for guidance from the Legal Team before proceeding further.
Modern Public Services	MPS20	**Number of direct disclosure requests (ADR - Access to a Deceased Person's) received**		n/a	3	4	7	n/a (reported quarterly)	4	n/a	N/A	N/A - Tracking	No variation	These requests fall outside the remit of GDPR (General Data Protection Regulations) / Data Protection but are handled in the same manner as SARs (Subject Access Requests).
Modern Public Services	MPS21	**% Transparency publications completed on time.**		n/a	50.0%	81.25%	75.00%	n/a (reported quarterly)	81.25%	⬆G	Higher is better	100%	No variation	Of the 16 required publications under the Local Government Transparency Code, both quarterly and annual publications, we now have 13 published. The remaining x3 items will be duly followed up with a view to being published before the next quarterly reporting.
					2 out of 4	13 out of 16	15 out of 20		13 out of 16					
Modern Public Services	MPS22	**Number of external Information Commissioners Office (ICO) complaints relating data management of data/breaches**		n/a	2	0	2	n/a (reported quarterly)	0	⬇G	Lower is better	N/A - Tracking	No variation	The Data Protection Team liaises with the ICO Information Commissioners Office) to resolve any outstanding issues and resolve the complaint to the ICO's satisfaction

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Registrations														
Connected communities	CNC03	**% of Deaths registered within 5 working days**		(Benchmarking available if needed as all authority performance data can be downloaded)	**62.1%** / 420 out of 676	**65.9%** / 395 out of 599	**63.0%** / 815 out of 1276	**59.1%** / 140 out of 237	**72.0%** / 131 out of 181	⬆G	Higher is better	**80%**	70% - 80%	NNC remains 2nd in the region year to date. The number of deaths recorded is higher than pre-pandemic levels, this has been widely reported across other districts. However, office capacity remains high and the service isn't experiencing any delays in the MCCDs (Medical Certificate of Cause of Death) being received from the issuing ME/GP (Medical Examiner/General Practitioner). Additional death registration capacity has already been created for the christmas week and January 2023 to cope with the increase in death rate during the winter months. A snap shot was looked at on the 28th September of deaths recorded this finacial year to the same date last year. Deaths for NNC had an incerase of 106 regsitrations. The svc tracks covid deaths with 6 people recorded dying of this in September, but the impact of Covid is wider due to delays that occured for operations or potentially diagnosis of conditions
Connected communities	CNC04	**% of Births registered within 42 days**		(Benchmarking available if needed as all authority performance data can be downloaded)	**92.2%** / 683 out of 741	**84.0%** / 795 out of 946	**87.6%** / 1478 out of 1687	**88.6%** / 209 out of 236	**84.0%** / 346 out of 412	⬇R	Higher is better	**90%**	86.5% - 90%	NNC now 2nd in the region year to date.The additional Bank Holiday for The Queens funeral was a delaying factor as 20+ appointments had to be rescheduled that had been booked for that day. September figures also indicate a significant increase in the birth rate, this occurs every year, but 2022 recorded an additional 55 birth registrations compared to 2021

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Finance														
Modern Public Services	MPS01	% of invoices paid within 30 days		n/a	97.87%	97.1%	97.5%	97.7%	96.9%	↓	Higher is better	95%	95% subject to change from SLA review (Tolerance TBC)	Accounts Payable performance remains strong and any issues are discussed in Service Review meetings.
					9,342 out of 9,545	9477 out of 9761	18819 out of 19306	3361 out of 3439	2906 out of 3000					
Modern Public Services	MPS02	% of actual spend with local suppliers where economically justifiable.	To be confirmed	n/a	69%	TBD	TBD	N/A (reported quarterly)	TBD	TBD	N/A	No Target - Tracking Only	No tolerance	Following a review of the spend data from Quarter 1 in 22-23, it was identified by the Finance Assistant Director that further consideration of the way information is presented for these two indicators was required. This is due to the way that the Finance system classifies and subsequently displays the spend which has been committed in each financial period. Investigations are ongoing and options are to be presented to the Finance Assistant Director. Once a decision has been made on the method which is to be used to ensure accurate reporting, data for any completed financial quarters will be retrospectively published.
					£112,528,400 out of £162,196,170									
Modern Public Services	MPS03	% count of local suppliers where economically justifiable.	To be confirmed	n/a	51%	TBD	TBD	N/A (reported quarterly)	TBD	TBD	N/A	No Target - Tracking Only	No tolerance	
					1413 out of 2770									

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Revenues & Benefits															
Modern Public Services	MPS05	% of council tax collected in the year debit raised		95.92% (All English Authorities 2020/21 - LG Inform)	56.79%	29.31% (YTD) 104.68% achieved of the monthly target (28.00%)	57.69% (YTD) 103.02% achieved of the monthly target (56.00%)	57.69% (YTD) 103.02% achieved of the monthly target (56.00%)	48.55% (YTD) 103.30% achieved of the monthly target (47.00%)	57.69% (YTD) 103.02% achieved of the monthly target (56.00%)	→	Higher is better	56% 98.5% (Annual target)	No tolerance	Collection rates remain above target and do not appear to have been impacted by the cost of living crisis yet. Close monitoring will continue to take place to ensure that any change in payment behaviour is picked up early. YTD - The % is the same as the current month reported, as the collection rate is based on the 'estimated net collectable debit' for the whole year. The amount collected is cumulative.
					£20,299,668.54	£66,714,521.73 (collected in Q1)	£64,845,502.55 (collected in Q2)	£131,560,024.28	£22,518,235.17 (collected in Aug)	£20,877,879.80 (collected in Sep)					
Modern Public Services	MPS04	% of business rates collected in the year debit raised		93.74% (All English Authorities 2020/21 - LG Inform)	48.72%	28.87% (YTD) 103.11% achieved of the monthly target (28.00%)	56.80% (YTD) 101.43% achieved of the monthly target (56.00%)	56.80% (YTD) 101.43% achieved of the monthly target (56.00%)	46.36% (YTD) 98.64% achieved of the monthly target (47.00%)	56.80% (YTD) 101.43% achieved of the monthly target (56.00%)	↑G	Higher is better	56% 98.5% (Annual target)	No tolerance	Collection is above target, however we will continue to monitor this closely due to energy costs increasing and the associated impacts this may have on businesses ability to pay their business rates. YTD - The % is the same as the current month reported, as the collection rate is based on the 'estimated net collectable debit' for the whole year. The amount collected is cumulative.
					£12,780,905.95	£42,054,046.57 (collected in Q1)	£40,434,431.64 (collected in Q2)	£82,488,478.21	£12,774,678.67 (collected in Aug)	£15,121,077.36 (collected in Sep)					