



**North
Northamptonshire
Council**



**West
Northamptonshire
Council**

**Inter-Authority Agreements
Quarterly Performance Report
Quarter 4 2022/23 (January to March 2023)**

Introduction

This report provides an overview of performance for services delivered via Inter-Authority Agreements (IAA). This report covers the quarter 4 reporting period for 2022/23 (January to March 2023).

The report is split into two key sections:

Section 1: Performance information for services provided by North Northamptonshire Council to West Northamptonshire Council.

Section 2: Performance information for services provided by West Northamptonshire Council to North Northamptonshire Council.

The tables below outline the services for which Q4 performance information has been, or is due to be, reported:

Section 1: Services provided by North Northamptonshire Council to West Northamptonshire Council
Approved Mental Health Providers
Countywide Traveller Unit
Digital Infrastructure
Household Waste Recycling Centres
Information, Advice and Support Service for SEND
Learning and Development
Minerals and Waste Planning
Northamptonshire Archaeological Resource Centre
The Virtual School
Personal Budget Service (PBSS)
Public Health Intelligence
Adult Learning

Section 2: Services provided by West Northamptonshire Council to North Northamptonshire Council
Archives and Heritage (including Historic Environment Records and Portable Antiquities Service)
Assistive Technology
Library Support Services
Shared Lives
Streetlighting
Visual Impairment



Section 1: Services provided by NNC to WNC



Q4 KPI overview - services provided by North Northamptonshire Council to West Northamptonshire Council

The table below provides an overview of the KPI outturns across thirteen NNC service areas who deliver services to WNC via an Inter-Authority Agreement. Of the 57 measures reported to date for Q4, all 57 have met or exceeded target. In addition there were a further 5 measures that recorded no activity or were not due to be reported during quarter 4.

NNC Service Area	Outturn			No activity or Not due
	G	A	R	
Approved Mental Health Providers	4			1
Countywide Traveller Unit	3			
Digital Infrastructure	2			
Household Waste Recycling Centres	5			
Information, Advice and Support Service for SEND	3			
Learning and Development	5			1
Minerals and Waste Planning	2			1
Northamptonshire Archaeological Resource Centre	5			
The Virtual School	4			
Personal Budget Service (PBSS)	11			
Public Health Intelligence	7			1
Adult Learning	6			1
Total:	57	0	0	5

Approved Mental Health Professionals (AMHPs)

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
KPI01	Completion of return to advise on the number of people subject to Section 7 guardianship	National/ Statutory	Annual	Return Submitted within timescale	N/A	N/A	N/A	N/A	N/A
AMHP1	Respond to referrals within 3 hours of receipt (and agree action plan with referrer)	Local	Quarterly	95%	97.0%	97.9%	97.5%	98.2%	97.7%
AMHP2	Provision of resource to fully staff the AMHP rota and ensure appropriate shift cover on a weekly basis	Local	Quarterly	23 Shifts Per Week	24.8 shifts	23.8 shifts	23.3 shifts	24.5 shifts	24.1 shifts
AMHP3	Numbers of new AMHPs trained and warranted per year.	Local	Annual	4	N/A	N/A	N/A	4.00	4.00
AMHP4	AMHP quarterly service review meeting to take place.	Local	Quarterly	Service Review Meeting Held	Service Review Meeting Held	Service Review Meeting Held	Service Review Meeting Held	Service Review Meeting Held	Service Review Meeting Held

Supporting commentary

KPI01 - NHS England has paused this data collection and it is being reviewed.

Countywide Traveller Unit

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					2022/23 Performance Outturn		
KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	Apr to Sept 2022	Oct 2022 to Mar 2023	YTD
NTU01	% of new encampments to be visited within one working day of notification; unless operational difficulties prevent this	Local	Six-monthly	95%	100%	100%	100%
NTU02	% of enquiries dealt with a contact within 3 working days	Local	Six-monthly	90%	100%	100%	100%
NTU03	Advise partner agencies of current encampment status on a weekly basis	Local	Six-monthly	95%	100%	100%	100%

Supporting commentary:

NTU01 - 100% encampments were visited within 1 working day of notification (63 during the year).
 NTU02 - 472 enquiries were responded to within 3 working days of receipt.
 NTU03 - 52 weekly encampment status reports were sent to partner agencies throughout 2022/23.

Digital Infrastructure

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
DI1	Overall Superfast Northamptonshire project (RAG) status as at end of quarter	Local	Quarterly	Green status	Green status	Green status	Green status	Green status	Green status
DI2	A project update report on all Digital Infrastructure projects and activity (excluding Superfast Northamptonshire project) is provided to WNC within 20 working days from end of quarter	Local	Quarterly	Report provided	Report provided	Report provided	Report provided	Report provided	Report provided

Supporting commentary

Northamptonshire is continuing to perform well on both full fibre and gigabit capable broadband coverage, with coverage levels particularly high in West Northamptonshire. Indeed the recent ThinkBroadband UK State of the Broadband Report revealed West Northamptonshire to be in the top 20 of local authorities for full fibre availability, with coverage reaching 83.6% of premises at the end of Q4. Full fibre availability on average countywide at the end of Q4 was 66.9%, which compares favourably to only 48.5% across England. Gigabit capable broadband coverage (which includes Virgin Media's upgraded DOCSIS 3.1 cable and 5G) had reached 86.7% of premises on average across Northamptonshire at the end of Q4 including 88.4% in West Northamptonshire. CityFibre has widespread full fibre coverage in Northampton and Openreach's Fibre First programme is delivering full fibre upgrades to their network at pace. Openreach full fibre is now available to over a third of premises in the county. Virgin Media's network upgrade back in 2021 boosted the gigabit coverage while rural broadband provider Gigaclear is ensuring that rural areas in North and West Northamptonshire are well served. We have also seen interest from Swish Fibre and Voneus in West Northamptonshire.

Gigaclear are completing the final stages of the Superfast Northamptonshire contracts with build expected to be complete by the end of the summer. BDUK published its winter update on Project Gigabit back in February. Since then the Lot 5 contract (focused on Cambridge and surrounding areas including part of North Northants) has been awarded to CityFibre and the procurement for Lot 12 has been launched, the geography for which includes most of West Northamptonshire. BDUK expect to award the contract by the end of the year.

Source of coverage data www.ThinkBroadband.com

E-scooter trial - Latest data for Q4 indicates over 93,000 users with over 3.7m rides undertaken since the start of the trial. E-bikes launch in Northampton in March 2023. Early indicator data shows over 800 trips in the first week of launch.

Starship Delivery robot trial - the trial continues to be a success. Fleet size and geography remain unchanged from Q3.

Household Waste Recycling Centres

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
HWRC1	% of payments made to Urbaser Ltd within agreed contractual timescales for services received	Local	Quarterly	100.00%	100%	100%	100%	100%	100%
HWRC2	Number of monthly contract monitoring meetings attended by relevant NNC representatives	Local	Annually	10	N/A	N/A	N/A	10	10
HWRC3	Provision of the following key contractual information monthly: <ul style="list-style-type: none"> • Audit information (if required) • Monthly revenue financial forecasts • Contractual performance data. 	Local	Monthly	Yes	Yes	Yes	Yes	Yes	Yes
HWRC4	Provision of annual tonnage figures for the previous year by August to enable WNC to calculate the annual growth forecast figures by September of each year.	Local	Half Yearly	Forecast provided	N/A	Forecast provided	N/A	N/A	Forecast provided
HWRC5	Provide any required data for WNC Corporate performance dashboards by agreed dates	Local	Quarterly	Data provided within deadline	Data provided within deadline	Data provided within deadline	Data provided within deadline	Data provided within deadline	Data provided within deadline

Supporting commentary

Information, Advice and Support Service for SEND

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
IASS1	A joint agreement for the provision of IASS is in place between all partners in accordance with the CFA 2014	National	Annual	Formal agreement in place	Formal agreement in place	Formal agreement in place	Formal agreement in place	Formal agreement in place	Formal agreement in place
IASS2	% of referrals and enquiries responded to within 3 working days	Local	Quarterly	90%	100%	100%	100%	100%	100%
IASS3	A quarterly progress report is provided to the North and West Directors for Children's Services (DCS) providing an overview of the IASS service delivery	Local	Quarterly	Quarterly report produced and provided	Quarterly report produced and provided	Quarterly report produced and provided	Quarterly report produced and provided	Quarterly report produced and provided	Quarterly report produced and provided

Supporting commentary

IASS2 - 917 referrals and enquiries were received during the quarter all of which were responded to within 3 working days, and 4,092 referrals throughout the year.

Learning and Development

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
LD1	Completion and submission of Individualised Learner Record (ILR) return for WNC	National	Quarterly	ILR submitted	Yes	Yes	Yes	Yes	Yes
LD2	Apprenticeship Public Sector Target	National	Annual (Q4)	2.3%	N/A	N/A	N/A	3.3%	3.3%
LD3	Annual Apprenticeships self-assessment report and quality improvement plan produced and submitted to Ofsted	National	Annual	Report and Plan submitted	Yes	N/A	Yes	N/A	Yes
LD4	Quarterly L&D management information dashboard produced and provided to WNC	Local	Quarterly	Dashboard provided	Yes	Yes	Yes	Yes	Yes
LD5	% of WNC apprentices that start qualification who go onto successfully complete	Local	Quarterly	75%					Not reported
LD6	% of WNC delegates rating that the learning intervention was of a 'direct value to my work' was recorded as a 3 or above	Local	Quarterly	80%	98.0%	97.4%	98.0%	98.9%	98.1%

Supporting commentary

LD2 - West Northants Council have 88 LIVE apprenticeships running. Workforce headcount for the West in March 2023 is 2,667 employees (not including agency or relief – data supplied by Workforce planning and intelligence as at 05.04.23), this gives a percentage of 3.3 %. Up to April 2022 the Government target was 2.3% of the workforce, which equates to 61 apprentices.

LD3 - The Department for Education have confirmed where red and amber warnings were in place previously, all is now showing green as we are a low risk provider. A meeting with department for education is planned for 28th April to look at our future direction to ensure our performance is maintained but growth is also delivered.

LD5 - This indicator has not been reported this quarter, as data in relation to the apprenticeships levy is now being received it is clear that this indicator needs to be reviewed in the way it is calculated going forwards.

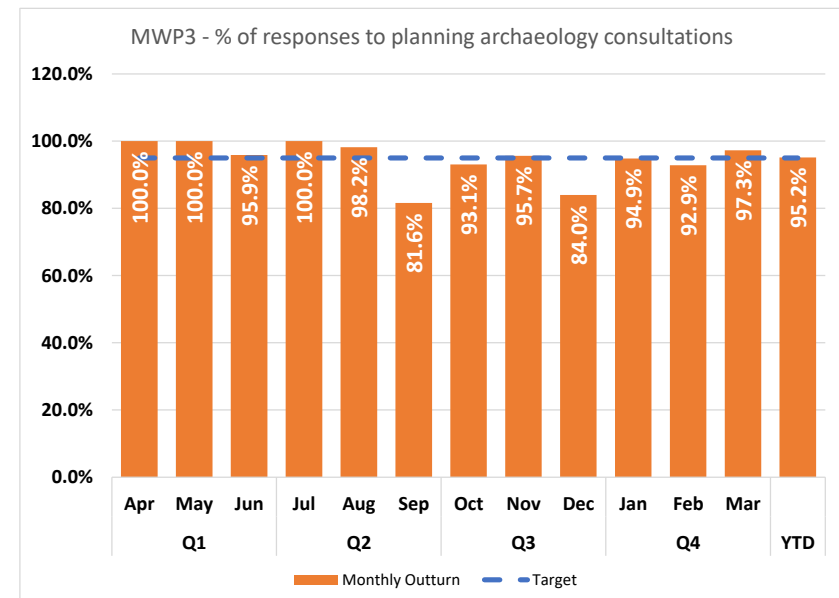
Minerals and Waste Planning

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
MWP1	% of County Matter planning decisions made within required timescales	Local	Quarterly	95%	100%	100%	100%	No Activity	100%
MWP2	% of responses made in relation to Duty to Co-operate matters with other minerals and waste planning authorities within time period requested	Local	Quarterly	95%	100%	No Activity	100%	100%	100%
MWP3	% of responses to planning archaeology consultations from the area planning offices of NNC/WNC within timescales	Local	Quarterly	95%	98%	94%	92%	96%	95%

Supporting commentary:

MWP1 - 0 County Matter planning decision were made during the fourth quarter
MWP2 - During quarter 4 two Duty to Co-operate with other minerals and waste planning authorities were requested, both of which were responded to within agreed timescales.
MWP3 - During quarter 4 155 responses to planning archaeology consultations from the area planning offices of NNC/WNC were made, 148 of these were made within agreed timescales giving a quarterly outturn of 96% and an annual outturn of 95%.



Northamptonshire Archaeological Resource Centre (ARC)

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn					
					Q1	Q2	Q3	Q4	YTD	
ARC1	Standards associated with ACE Museum Accreditation Scheme (applicable from the date of joining the Scheme)	Local	Quarterly	ACE standards met	<i>ARC as CHE has not yet applied for ACE Museum Accreditation. Likely will be in 2023. However, ARC is following ACE standards for loans/accessions/storage.</i>					N/A
ARC2	Provision of a report to WNC detailing the number of visits to the ARC split by: 1. Academic visits, and 2. Other visits	Local	Quarterly	Report provided to WNC	Report provided to WNC	Report provided to WNC	Report provided to WNC	Report provided to WNC	Report provided to WNC	
ARC3	Provision of a report to WNC on the number of new accessions	Local	Quarterly	Report provided to WNC	Report provided to WNC	Report provided to WNC	Report provided to WNC	Report provided to WNC	Report provided to WNC	
ARC4	Provision of a report to WNC indicating the number of total archive boxes in the ARC identified by origin	Local	Quarterly	Report provided to WNC	Report provided to WNC	Report provided to WNC	Report provided to WNC	Report provided to WNC	Report provided to WNC	
ARC5	An annual survey to capture user net satisfaction with service (5-point scale)	Local	Annual	TBD	<i>Initial survey to be conducted in 2022/23 as benchmark. The satisfaction scale to be used will range from very satisfied to very dissatisfied.</i>			100% Satisfied	100% Satisfied	
ARC6	An annual survey to capture user perception of VfM of service (5-point scale)	Local	Annual	TBD	<i>Initial survey to be conducted in 2022/23 as benchmark. The satisfaction scale to be used will range from very satisfied to very dissatisfied.</i>			100% Satisfied	100% Satisfied	

Supporting commentary:

ARC1: The wider Chester House Estate has not submitted an application to the ACE Museum Accreditation Scheme. This is expected to take place in the second half of this financial year or early 23/24 financial year. The ARC however is following ACE standards in its documentation etc.

ARC2: 544 total visits during quarter 4 and 1,415 visits across the year.

ARC3: 21 sites accessioned, 916 boxes during Q4.

ARC5: 100% satisfied with overall service received (67 out of 67 responses).

ARC6: 100% agreement in service offering value for money (67/67 responses - 16 non Northants taxpayers).

The Virtual School

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
VS1	Number of Learning, Skills and Education performance scorecards produced and presented to the Director of Children's Services and their Senior Leadership Team on a monthly basis	Local	Quarterly	3 per quarter	3	3	3	3	12
VS2	Provision of relevant information to NCT to facilitate the completion of the Corporate parenting performance scorecard which is produced and presented to the Corporate Parenting Board on a bi-monthly basis	Local	Quarterly	Bi monthly CPB performance report produced and presented	Bi monthly CPB performance report produced and presented	Bi monthly CPB performance report produced and presented	Bi monthly CPB performance report produced and presented	Bi monthly CPB performance report produced and presented	Bi monthly CPB performance report produced and presented
VS3	A Virtual School Head Annual Report is produced and presented at WNC Senior Leadership Team and the joint Corporate Parenting Board and published on the Virtual School website within agreed timescales.	Local	Annual (February)	Annual report produced and published	N/A	N/A	N/A	Annual report produced and published	Annual report produced and published
VS4	Performance updates are presented to the Virtual School Advisory Panel (VSAP) on a termly basis and made available to the Corporate Parenting Board.	Local	Termly	Performance updates presented	Performance updates presented	Performance updates presented	Performance updates presented	Performance updates presented	Performance updates presented

Supporting commentary:

Personal Budget Service

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target					
					Q1	Q2	Q3	Q4	YTD
PBSS1	HMRC real time information returns for all employers submitted to HMRC by the provider within required timescale.	National	Quarterly	4 Weekly completion of return		4 Weekly completion of return	4 Weekly completion of return	4 Weekly completion of return	4 Weekly completion of return
PBSS2	HMRC PAYE/NI P30 payments for all holding account employers made by the Provider within required HMRC timescales.	National	Quarterly	Quarterly payments processed		Quarterly payments processed	Quarterly payments processed	Quarterly payments processed	Quarterly payments processed
PBSS3	HMRC real time information quarter-end report for all employers submitted by the Provider within required HMRC timescales.	National	Quarterly	Quarterly submission of return		Quarterly submission of return	Quarterly submission of return	Quarterly submission of return	Quarterly submission of return
PBSS4	HMRC real time information Year-End Report for all employers submitted by the Provider within HMRC annual deadline.	National	Annually (Q4)	Report submitted in timeframe				Report submitted in timeframe	Report submitted in timeframe
PBSS5	Percentage of New Employers with completed HMRC registration on payroll set up.	National	Quarterly	100%		100.00%	100.00%	100.00%	100.00%
PBSS6	Workplace Pension Assessments undertaken, and eligible employees enrolled into a workplace pension scheme completed by the Provider within required timescales.	National	Quarterly	4 Weekly completion of return		4 Weekly completion of return	4 Weekly completion of return	4 Weekly completion of return	4 Weekly completion of return
PBSS7	Percentage of Pension regulator Declaration of Compliance checks completed within required the pensions regulator statutory deadlines.	National	Quarterly	100%		100.00%	100.00%	100.00%	100.00%
PBSS8	Percentage of required pension regulator Re-declaration of Compliance checks (3 yearly) completed within pension regulator statutory deadlines	National	Quarterly	100%		100.00%	100.00%	100.00%	100.00%
PBSS9	Percentage of Pension Contributions reported to NEST for all Employers with enrolled workers by required deadline.	National	Quarterly	100%		100.00%	100.00%	100.00%	100.00%
PBSS10	Percentage of pension contribution payments to NEST processed for all employers with enrolled workers by required deadline.	National	Quarterly	100%		100.00%	100.00%	100.00%	100.00%
PBSS11	PBSS quarterly service review meeting to take place.	Local	Quarterly	100%		100.00%	100.00%	100.00%	100.00%

Supporting commentary:

Public Health Intelligence

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target					
					Q1	Q2	Q3	Q4	YTD
PHI-1	Statutory return submitted for Health Checks dataset	National	Quarterly	Data return fully submitted within OHID deadline			Data return fully submitted within OHID deadline	Data return fully submitted within OHID deadline	Data return fully submitted within OHID deadline
PHI02	Statutory return submitted for National Childhood Measurement Programme dataset	National	Annual Q2	Data return fully submitted within OHID deadline					
PHI03	Statutory return submitted for Early Years (Health Visitor) dataset	National	Quarterly	Data return fully submitted within OHID deadline			Data return fully submitted within OHID deadline	Data return fully submitted within OHID deadline	Data return fully submitted within OHID deadline
PHI04	Statutory return submitted for Adult Weight Management dataset	National	Quarterly	Data return fully submitted within OHID deadline			Data return fully submitted within OHID deadline	Data return fully submitted within OHID deadline	Data return fully submitted within OHID deadline
PHI05	Agreed data and information for inclusion within the Public Health section of the corporate performance report for North and West is provided on monthly basis within agreed timescales.	Local	Quarterly	All data provided within agreed deadlines			Data return fully submitted within OHID deadline	Data return fully submitted within OHID deadline	Data return fully submitted within OHID deadline
PHI06	Quarterly data and intelligence reports to support the development of the Joint Strategic Needs Assessment (JSNA) are completed in line with the JSNA annual work plan.	Local	Quarterly	All planned quarterly data and intelligence reports produced within agreed timescales			All planned quarterly data and intelligence reports produced within agreed timescales	All planned quarterly data and intelligence reports produced within agreed timescales	All planned quarterly data and intelligence reports produced within agreed timescales
PHI07	Performance information and supporting data is collated and provided on a quarterly basis to support the preparation of the Director of Public Health's annual health report	Local	Quarterly	All planned quarterly information and data provided on a quarterly basis (as per agreed plan)			All planned quarterly information and data provided on a quarterly basis (as per agreed plan)	All planned quarterly information and data provided on a quarterly basis (as per agreed plan)	All planned quarterly information and data provided on a quarterly basis (as per agreed plan)
PHI08	All agreed performance dashboards and other required reports are produced and provided to relevant forums in line with the agreed quarterly work plan	Local	Quarterly	All dashboards or reports are produced in line with agreed quarterly work plan			All dashboards or reports are produced in line with agreed quarterly work plan	All dashboards or reports are produced in line with agreed quarterly work plan	All dashboards or reports are produced in line with agreed quarterly work plan

Supporting commentary:

Adult Learning - NOT YET SIGNED OFF

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	Q1	Q2	Q3	Q4	YTD
AL01	completion and submission of ILR record (ILR) to ESFA on a monthly basis	National	Monthly	ILR return submitted	ILR return submitted	ILR return submitted	ILR return submitted	ILR return submitted	ILR return submitted
AL02	Self-Assessment report (SAR) produced and submitted to OFSTED within the required timescale	National	Annual Q3	Report produced and submitted to OFSTED within timescale				Report produced and submitted to OFSTED within timescale	Report produced and submitted to OFSTED within timescale
AL03	A Performance Board is held on a termly basis to provide oversight of NNC delivery of Apprenticeship training and the Adult Learning Service.	Local	Termly	Meeting Held	Meeting Held	Meeting Held	Meeting Held	Meeting Held	Meeting Held
AL04	An Adult Learning performance report (which includes data dashboard) is produced and presented to Performance Board three times a year	Local	3 times a year	Report produced and circulate	Report produced and circulated	Report produced and circulated	Report produced and circulated	Report produced and circulated	Report produced and circulated
AL05	An Adult Learning strategy (underpinned by ESFA contract and aligned to Public Health outcomes) is developed for both authorities and approved by Performance Board.	Local	Annual	Strategy developed and approved by Performance Board				See commentary below	See commentary below
AL06	% of learners who achieve qualification for accredited courses funded by ESFA skills funding allocation	Local	Annual	75.00%	75.0%	75.0%	76.0%	78.0%	76.0%
AL07	OFSTED rating for regulated provision to be at least 'Good'.	Local	Annual (through SAR)	Maintain at least Good rating	Good	Good	Good	Good	Good

Supporting commentary:

AL02 - Report completed, approved at board level and submitted to ESFA and Ofsted timely.

AL03 - Review board held. New data reporting methodology in development to aid suitable challenge from board. Due for roll out approx. Q2 on 23-24. .

AL05 - Strategy agreed to be carried over from previous year ensuring a strategy is in place.

Please note: review to strategy to be in in place for July 23 and update will be provided in Q4. This is due to changes to the funding methodology changes for Adult Learning. cannot review strategy in line with this change until post consultation. Strategy will follow academic year and therefore new strategy will be in place for 23/24 academic year. .

AL06 - Improving trend of achievement rates. As noted above ALS work on academic years to the trend will amend for Q3, Q4 and into Q1 and Q2 of 23/24. Figure above is based on deliveries so therefore captures achievement where learners study more than one course.



Section 2: Services provided by WNC to NNC



Q4 KPI overview - services provided by West Northamptonshire Council to North Northamptonshire Council

The table below provides an overview of the KPI outturns across six WNC service areas who deliver services to NNC via an Inter-Authority Agreement. Further details for these measures can be found by viewing the service specific page within the report. Of the 34 measures reported for Q4, all 34 have met or exceeded target. In addition there were a further 2 measures that recorded no activity or were not due to be reported during quarter 4.

Service	Outturn			No activity or Not due
	G	A	R	
Archives and Heritage (including PAS and HER)	7			2
Assistive Technology	5			
Libraries Support Services	6			
Shared Lives	6			
Streetlighting	7			
Visual Impairment	3			
Total:	34	0	0	2

Archives and Heritage (including Historic Environment Records and Portable Antiquities Service)

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn					
					Q1	Q2	Q3	Q4	YTD	
AH1	Accredited status with The National Archives	National	To be reported in 2023	Accredited	<i>To be reported in 2023 following application to The National Archives</i>					N/A
AH2	Provision of a report to NNC detailing quarterly activity, including: 1. Number of visits to County Archive 2. Number of enquiries responded to 3. Number of website hits 4. Number of outstanding TNA/HE recommendations	Local	Quarterly	Report provided to NNC	Report provided to NNC verbally at JOB	Report provided to NNC verbally at JOB	Report provided to NNC verbally at JOB	Report provided to NNC verbally at JOB	Report provided to NNC verbally at JOB	
AH3	An annual survey to capture user net satisfaction with service (5-point scale)	Local	Annual	Survey completed	N/A	N/A	N/A	Survey completed	Survey completed	
AH4	An annual survey to capture user perception of VfM of service (5-point scale)	Local	Annual	Survey completed	N/A	N/A	N/A	Survey completed	Survey completed	
PAS1	Compliance with PAS MOU with the British Museum	Local	Annual (Q4)	Full compliance	N/A	N/A	N/A	Full compliance	Full compliance	
PAS2	Number of Finds 'Surgeries' and outreach events held across the year (Countywide).	Local	Annual (Q4)	10 per annum	6	9	7	7	29	
HER1	Historic England audit status	National	Quarterly	Satisfactory audit status	Next Audit due 2024					N/A
HER2	Percentage of commercial and non-commercial enquiries processed promptly (within 10 working days)	Local	Quarterly	95%	100%	100%	100%	100%	100%	
HER3	To ensure all grey literature is included on the HER database promptly (within three months)	Local	Quarterly	95%	100%	100%	100%	100%	100%	

Supporting commentary

PAS1 - Full compliance with the Memorandum enables the service to draw down the full annual grant from the British Museum. This is £30,759. The post of Finds Liaison Officer will be supported for another year, though the exact amount of grant payable has not been confirmed at time of writing.

PAS2 - 7 surgeries were held in this quarter. Locations were - Northamptonshire Archives Service, Northamptonshire Archaeological Archives Research Centre, Towcester Museum, and Corby Heritage Centre. Only one was held in December because of bad weather and but the service is still over its target in terms of overall numbers of surgeries across the year.

HER1 - the work on the specific audit recommendations has been completed, so the work now is to concentrate on maintaining this and developing the HER further. The key note for the future is that draft legislation currently going through Parliament will (among other things) make it much more clearly a statutory responsibility for local authorities to maintain an HER. It is hoped that the current provision can continue to deliver for both authorities but it makes the appointment of an additional resource to the team, agreed in principle a year ago, more urgent.

HER2 - All the enquiries received are processed within ten working days. That this has been maintained despite the time required on the major input of data from the National Record of the Historic Environment to the local HER is a tribute to the one member of staff responsible for this service. It is important that this quality of work is sustained and kept up, especially as pressure from commercial enquiries is not expected to reduce.

Assistive Technology

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
AT1	Average response time (working days) to standard referrals received	Local	Quarterly	7 working days	4.9 days	3.7 days	3.2 days	2.2 days	3.7 days
AT2	Average response time (working days) to urgent referrals received	Local	Quarterly	2 working days	0.3 days	0.4 days	0.5 days	0.6 days	0.4 days
AT3	Number of referrals to be processed by assistive technology team (excluding customer contact centre) which are open as at quarter end	Local	Quarterly	<150	49	37	80	127	73
AT4	Provision of a quarterly service performance report to be presented at a quarterly review meeting. <ul style="list-style-type: none"> • Number of installations completed • Number of people supported by AT rentals • Establishment review and any proposed changes. • Policy and procedure changes. 	Local	Quarterly	Quarterly report provided	Quarterly report provided	Quarterly report provided	Quarterly report provided	Quarterly report provided	Quarterly report provided
AT5	Number of services users awaiting Adult Social care Lifeline response utilization (Social care response)	Local	Quarterly	Zero	0	0	0	0	0

Supporting commentary

Library Support Services

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
LIB01	Annual CIPFA return completed and submitted for North Northamptonshire Local Authority area within required timescale (31st July)	National	Annual (Q2)	Return submitted	N/A	Return submitted	N/A	N/A	Return submitted
LIB02	% of book stock deliveries completed against planned schedule	Local	Quarterly	95%	100%	100%	100%	100%	100%
LIB03	Number of Northamptonshire BIPC interventions supported	Local	Annual (Q4)	170	75	53	29	48	205
LIB04	Number of new businesses started with support from the BICP Northamptonshire	Local	Annual (Q4)	25	7	11	6	4	28
LIB05	Number of sessions/activities/ workshops accessible in the North Northamptonshire area	Local	Annual (Q4)	60	38	32	23	33	70
LIB06	% of annual SLA Reviews completed for each Community Managed Library (within NNC area)	Local	Quarterly	100%	None Due	100%	100%	100%	100%

Supporting commentary

Shared Lives

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					2022/23 Performance Outturn				
KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	Q1	Q2	Q3	Q4	YTD
SL1	Number of reported breaches of the Care Quality Commission regulations	National	Quarterly	Zero	Zero	Zero	Zero	Zero	Zero
SL2	% of initial referrals responded to within 3 working days	Local	Quarterly	95%	100%	100%	100%	100%	100%
SL3	% of emergency respite referrals known to the service responded to on same working day	Local	Quarterly	95%	None responded to	100%	100%	100%	100%
SL4	Provision of monthly service review/performance report to Receiver authority	Local	Quarterly	3 per quarter	Face to face	3	3	3	3
SL5	% of scheduled 12- week full compliance reviews completed (All carers & placements are monitored to ensure compliance)	Local	Quarterly	100%	94.1%	100%	100%	100%	98.5%
SL6	Shared Lives quarterly service review meeting to take place with receiving authority	Local	Quarterly	Service Review held	Service Review held	Service Review held	Service Review held	Service Review held	Service Review held

Supporting commentary

SL2 - 20 referrals were responded to, all within 3 working days.

SL3 - 1 emergency respite referral was received during the quarter which was responded to on the same working day.

SL5 - all 48 compliance reviews were completed within the 12 week target.

Streetlighting

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
SL1	% of payments made to Connect Roads within contractual timescales for services received	Local	Quarterly	100.00%	100%	100%	100%	100%	100%
SL2	Number of monthly contract monitoring meetings attended by relevant WNC representatives	Local	Quarterly	3 per quarter	3	3	3	3	3
SL3	Quarterly Network Board meeting attended by relevant WNC representatives	Local	Quarterly	Quarterly meeting attended	Attended	Attended	Attended	Attended	Attended
SL4	Provision of key contractual information within required timescales: Audit information (as required) / Monthly revenue financial forecasts / Annual growth forecasts	Local	Quarterly	Provided	Provided	Provided	Provided	Provided	Provided
SL5	Provision of an updated asset register on an annual basis to inform charging for the next financial year	Local	Annual	Asset register provided	N/A	N/A	N/A	Provided	Provided
SL6	Reports on the average length of time for lamp repair in North Northamptonshire	Local	Quarterly	5 days	1 day	1.3 days	1.8 days	2.3 days	1.6 days
SL7	Reports on the number of occasions on which lighting points are not in light during the Lighting Up Period in North Northamptonshire (excluding intentionally switched-off lights)	Local	Quarterly	N/A - for info	142	186	217	190	735
SL8	Percentage of lights in Light during the Lighting Up Period in North Northamptonshire	Local	Quarterly	99%	99.8%	99.7%	99.7%	99.7%	99.7%

Supporting commentary

SL1 - 3 payments were made to Connect Roads within contractual timescales.

SL5 - New electricity Supply MPAN's set up to collect North electricity charges. Inventory is updated on a monthly basis. Charging to date has been based on disaggregation split 51.6% West, 48.4% North. Inventory has been provided to support the LED replacement lantern project.

Visual Impairment

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					2022/23 Performance Outturn				
KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	April to September		October to March		YTD
VI01	% of Certified Visually impaired receivers added to the visual impairment register once user consent received	National	Six-monthly	100%	100.0%		100.0%		100.0%
VI02	% of referrals responded to within agreed timescales (5 working days)	Local	Quarterly	90%	90.0%	94.0%	97.0%	97.0%	94.5%
VI03	Visual Impairment quarterly service review meeting to take place	Local	Quarterly	Service review meeting held	Service review meeting held	Service review meeting held	Service review meeting held	Service review meeting held	Service review meeting held

Supporting commentary

Report collated on behalf of North Northamptonshire Council and West Northamptonshire Council by the WNC Performance and Governance team.

