

Ref No	Description of Performance Indicator	Mean (England Unitaries) 2019/20 PRE-COVID	Top Quartile (England Unitaries) 2019/20 PRE-COVID	April 2021/22	May 2021/22	June 2021/22	Year to Date	Year to Date volume	2021/22 Target	Comment
Planning										
T1	Planning major applications processed in 13 weeks	90%	98%	100%	100%	100%	95%	19 out of 20	tbd	
T2	Planning minor applications processed in 8 weeks	85%	93%	92.31%	89.74%	81.82%	87.76%	86 out of 98	tbd	
T3	Planning other applications processed in 8 weeks	88%	96%	94.16%	92.75%	92.91%	93.27%	388 out of 416	tbd	
Environmental Health										
T4	% of food establishments in the area broadly compliant with food hygiene law	n/a	tbd	86.99%	87.68%	88.89%	87.86%	8288 out of 9433	tbd	Heavily impacted by COVID
T5	Number of establishments with 'Eat out eat well' award	n/a	tbd	46	58	30	30	n/a	tbd	
T6	Number of food & environmental samples taken	n/a	tbd	0	0	10	10	n/a	tbd	Heavily impacted by COVID
Housing and Communities										
T7	Number of households that are prevented from becoming homeless	n/a	tbd	63	51	38	152	n/a	tbd	This is a tracking indicator. A target is not set for this.
T8	Number of rough sleepers	12	6	12	15	18	18	n/a	tbd	Benchmark is snapshot between Oct - Nov 2020
T9	Gross number of affordable houses delivered	263	360	tbd	tbd	tbd	tbd	n/a	tbd	Awaiting registered providers to provide data in order to report on the whole of NNC area
T10	Number of Anti Social Behaviour reported per quarter	n/a	tbd	tbd	tbd	1855	1,855	n/a	tbd	Police data for Q1 showing reported cases. Averages 20 per day. This is 14.1% reduction on the last year.
Information Governance										
T11	% of Freedom of Information Requests completed in 20 working days	93%	tbd	80.46%	89.38%	83.47%	84.76%	267 out of 315	tbd	11 June requests excluded as still active. Data based on requests received in month. Benchmark: Central Gov 2019
T12	% Environmental Information Regulation Requests completed in 20 working days	93%	tbd	97.14%	99.10%	100%	98.78%	323 out of 327	tbd	12 June requests excluded as still active. Data based on requests received in month. Benchmark: Central Gov 2019
T13	% Individual Rights Requests completed in 1 calendar month	81%	tbd	100.0%	50.00%	69.23%	69.44%	25 out of 36	tbd	1 June request excluded as still active. Data based on requests received in month. Benchmark: Kent CC 2019/20
Financial Services										
T14	% of invoices paid within 30 days	n/a	tbd	n/a	87.63%	92.05%	91.80%	6697 out of 7295	tbd	
T15	% of Council Tax collected	96.41%	97.86%	10.63%	19.72%	29.05%	29.05%	£63,069,552.08	tbd	
T16	% National Non Domestic Rates collected	97.93%	98.62%	11.43%	19.31%	27.97%	27.97%	£31,646,562.22	tbd	
T17	Average time taken to process benefits & Council Tax Support Claims (days):	18 days	15 days	22.12 days	24.54 days	21.72 days	22.74 days	2827 claims	tbd	Benchmark is Housing Benefit claims only
T18	Average time to process benefits & Council Tax Support Changes of circumstances (days):	5 days	4 days	6.6 days	6.29 days	7.05 days	6.61 days	14748 change in circumstances	tbd	Benchmark is Housing Benefit change of circumstances only
Human Resources										
T19	Number of working days lost to sickness per employee (short-term)	n/a	n/a	0.19	0.16	tba	tba	tba	tbd	Data for June will be available around 5th August
T20	Number of working days lost to sickness per employee (long-term)	n/a	n/a	0.36	0.36	tba	tba	tba	tbd	Data for June will be available around 5th August
Customer Services										
T21	% calls answered:	N/A	TBD	87.09%	85.42%	80.50%	84.17%	103,289 out of 122,708	tbd	
T22	Stage 1 complaints received	N/A	TBD	153	173	171	497	n/a	tbd	
T23	Stage 2 complaints received	N/A	TBD	7	12	9	28	n/a	tbd	

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Children's Social Care										
T24	% of all referrals with a decision within 2 working days	n/a	n/a	97%	94%	88%		n/a	85%	
T25	% of referrals with a previous referral within 12 months	n/a	n/a	34%	38%	31%	34%	n/a	29%	
T26	% of single assessments authorised within 45 working days	n/a	n/a	99%	99%	97%	98%	n/a	85%	
T27	% of single assessments closing with no further action	n/a	n/a	37%	31%	38%	35%	n/a	35%	
T28	% of initial child protection conferences held within 15 days of a strategy discussion being initiated	79.8%	89.5%	75%	78%	77%	77%	n/a	81%	
T29	% of children that became the subject of a Child Protection Plan for the second or subsequent time	18%	21.3%	13%	19%	35%	22%	n/a	20%	
T30	Children who've been in care 2.5 yrs or more, and of those, who've been in the same placement for 2+ years / placed for adoption (%)	67%	72%	63%	65%	65%	65%	n/a	66%	
T31	% Children in care with three or more placements in the previous 12 months	11%	9%	9.2%	9.2%	9.0%	9.0%	n/a	10.0%	
T32	% of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16	n/a	n/a	67%	55%	63%	62%	n/a	55%	
T33	% of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16	n/a	n/a	96%	95%	90%	93%	n/a	90%	
T34	% of qualified social workers with caseloads above target	n/a	n/a	10%	13%	14%	14%	n/a	10%	
T35	% of children placed more than 20 miles from their homes, outside LA boundary	21%	15%	19%	19%	19%	19%	n/a	17%	
T36	% of stage 1 complaints responded to within 10 working days	n/a	n/a	100%	22%	78%	-	n/a	50%	
T37	Stage 2 investigations as a % of stage 1 complaints received within the year	n/a	n/a	54%	19%	69%	-	n/a	30%	
T38	% of social worker vacancies	n/a	n/a	19.3%	19.0%	18.0%	18.0%	n/a	20%	
T39	% of social worker posts filled with agency staff	n/a	n/a	17.7%	18.1%	18.5%	18.5%	n/a	18%	
T40	Average time between the LA receiving court authority to place a child and deciding on a match	169 days	142 days	n/a	n/a	192	192	n/a	178	No monthly figures available (quarterly available) Benchmarking = Average across 2016/17-2018/19.
T41	& if children in care who were placed for adoption within 12 months of an agency decision that they should be adopted	n/a	n/a	n/a	n/a	64.00%	64.00%	n/a	72%	No monthly figures available (quarterly available)
T42	Numbers of data breaches reported or self-reported to the ICO per quarter	n/a	n/a	n/a	n/a	-	-	n/a		No monthly figures available (quarterly available)
T43	% of children leaving care due to permanence (Special Guardianship Order, adoption, residence order)	n/a	n/a	n/a	n/a	-	-	n/a	30%	No monthly figures available (quarterly available)
Learning, Skills and Education										
T44	% of primary schools judged as good or outstanding by Ofsted	85%	92%	73%	73%	73%	-	n/a	88.0%	
T45	% of secondary schools judged as good or outstanding by Ofsted	71%	81%	70%	70%	70%	-	n/a	65.0%	
T46	Current number of home educated children	n/a	n/a	686	697	607	-	n/a	n/a	No target as this is a trend based measure
T47	Number of permanent exclusions from school - Total	35	17	7	4	4	33	n/a	tbd	YTD = Academic Year to Date.
T48	Number of looked after children without a school place / missing education	n/a	n/a	15	17	21	-	n/a	tbd	
T49	% Children achieving a good level of Development in Early Years Foundation Stage Profile	71.8%	73.9%	n/a	n/a	n/a	n/a	n/a	tbd	Annual Measures - No updates until August 2022, Benchmark is 2018/19
T50	% Children achieving Age Related Expectations or above in reading, writing and maths at Key Stage 2	65%	67%	n/a	n/a	n/a	n/a	n/a	tbd	Annual Measures - No updates until August 2022, Benchmark is 2018/19
T51	% children achieving grade 9-4 in English and maths (Previously A*-C)	69%	73.3%	n/a	n/a	n/a	n/a	n/a	tbd	Annual Measures - No updates until August 2022
T52	% children achieving the English Baccalaureate	26.3%	31.2	n/a	n/a	n/a	n/a	n/a	tbd	Annual Measures - No updates until August 2022
T53	Progress 8 Score	n/a	n/a	n/a	n/a	n/a	n/a	n/a	tbd	Annual Measures - No updates until August 2022

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Place & Economy - Highways and Waste										
T54	Number of defects repaired in the network	n/a	n/a	2,860	1,695	1347	5902	n/a	tbd	
T55	Number of defects outstanding on the network	n/a	n/a	900	1,034	977	2911	n/a	tbd	
T56	Repairs made to the road network that are either permanent or semi permanent	n/a	n/a	99.1%	99.1%	99.6%	99.2%	5855	tbd	Volume is relating to those repairs that are permanent or semi-permanent
T57	Corporate: Employment rate (Ex county Place directorate)	79.6%	n/a	-	-	-	-	-	tbd	Data is published Quarterly only. 2020-21 is for December position, Benchmark is East Midlands
T58	Corporate: Out of work benefits claimants (Ex county Place directorate)	5.2%	n/a	5.50%	5.3%	4.8%		33,045	tbd	Snapshot volume each month. 2020-21 is March position for North Northants Benchmark is East Midlands
T59	KG of Waste per head of population	tbd	tbd	Available September	Available September	Available September	tba		tbd	Data comes from Wastedataflow (national reporting database) and due to verification process outturns and not normally available until at least 3 months after end of quarter. Q1 2021/22 verified data is due in September 2021.
T60a	Household kerbside collection: Tonnes of material collected through kerbside schemes - Co-mingled recycling	tbd	tbd	3,243.17	2,905.69	3,063.60			tbd	Data comes from Wastedataflow (national reporting database) and due to verification process outturns and not normally available until at least 3 months after end of quarter. Q1 2021/22 verified data is due in September 2021 so these current figures are 'unverified' and are subject to change.
T60b	Household kerbside collection: Tonnes of material collected through kerbside schemes - Food waste	tbd	tbd	345.54	313.36	363.58			tbd	Data comes from Wastedataflow (national reporting database) and due to verification process outturns and not normally available until at least 3 months after end of quarter. Q1 2021/22 verified data is due in September 2021 so these current figures are 'unverified' and are subject to change. There is no food waste service in Wellingborough.
T60c	Household kerbside collection: Tonnes of material collected through kerbside schemes - Garden waste	tbd	tbd	1,690.46	2,135.74	3,705.25			tbd	Data comes from Wastedataflow (national reporting database) and due to verification process outturns and not normally available until at least 3 months after end of quarter. Q1 2021/22 verified data is due in September 2021 so these current figures are 'unverified' and are subject to change. Garden Waste services are paid for in some areas.
T61a	Household kerbside collection: Percentage of material collected through kerbside schemes - Co-mingled recycling	tbd	tbd	Available September	Available September	Available September	tba		tbd	Data comes from Wastedataflow (national reporting database) and due to verification process outturns and not normally available until at least 3 months after end of quarter. Q1 2021/22 verified data is due in September 2021.
T61b	Household kerbside collection: Percentage of material collected through kerbside schemes - Food waste	tbd	tbd	Available September	Available September	Available September	tba		tbd	Data comes from Wastedataflow (national reporting database) and due to verification process outturns and not normally available until at least 3 months after end of quarter. Q1 2021/22 verified data is due in September 2021.
T61c	Household kerbside collection: Percentage of material collected through kerbside schemes - Garden waste	tbd	tbd	Available September	Available September	Available September	tba		tbd	Data comes from Wastedataflow (national reporting database) and due to verification process outturns and not normally available until at least 3 months after end of quarter. Q1 2021/22 verified data is due in September 2021.
T62	Household kerbside collection: Tonnes of material collected through residual waste service	tbd	tbd	Available September	Available September	Available September	tba		tbd	Data comes from Wastedataflow (national reporting database) and due to verification process outturns and not normally available until at least 3 months after end of quarter. Q1 2021/22 verified data is due in September 2021.
T63	Household kerbside collection: Percentage of material collected through residual waste service	tbd	tbd	Available September	Available September	Available September	tba		tbd	Data comes from Wastedataflow (national reporting database) and due to verification process outturns and not normally available until at least 3 months after end of quarter. Q1 2021/22 verified data is due in September 2021.
T64	Flytipping: - no of fly tips reported - no of fly tips investigated	tbd	tbd	Available September	Available September	Available September	tba		tbd	Data comes from Wastedataflow (national reporting database) and due to verification process outturns and not normally available until at least 3 months after end of quarter. Q1 2021/22 verified data is due in September 2021.
T65	Percentage of waste treated (residual kerbside waste, HWRC, wood)		tbd	90.70%	90.60%	Available by 25th of month	tba		tbd	Data not due until around 25th of the month for the previous month. April data has been verified, May is unverified.
T66	Percentage of waste re-used, recycled, composted from HWRC sites	43.16%	49.63%	40.4%	35.76%	Available by 25th of month	tba		tbd	Data not due until around 25th of the month for the previous month. April data has been verified, May is unverified.

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Adult Social Care		East Midlands Average	National Average						
Assessment Teams:									
T67	Total number of people allocated to each team	tbd	tbd	-	5,555	5,584	5,584	tbd	
T68	Number of unscheduled review requests	tbd	tbd	113	153	110	376	tbd	
Short and Long Term (SALT) Services - Hospital:									
T69	Percentage of New Requests for Services (all ages) where Route of Access was Discharge from Hospital, that had a sequel of ST-MAX (i.e. reablement)	tbd	tbd	-	40%	37%		tbd	
Safeguarding:									
T70	Number of new concerns received	tbd	tbd	184	199	198	581	tbd	
T71	New concerns determined to be enquiries (both s42 and other)	tbd	tbd	47	42	50		tbd	
Deprivation of Liberty Safeguards (DoLS):									
T72	Open cases (No date restriction)	tbd	tbd	-	-	2,023	2,023	tbd	
In-House Provision:									
T73	Therapy Service-Total Cases of Waiting for Booking & Assessment	tbd	tbd	575	595	635	635	tbd	
Domain Two: Delaying and Reducing the Need for Care and Support:									
T74	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people)	511.7	584	-	-	175.9		tbd	
T75	Delaying and reducing the need for care and support	84.6%	79.5%	62.9	60.30%	59.90%		tbd	
Public Health		Benchmark (England average 2019/20)	East Midlands average 2019/20			Latest Available Data	Period of Data		
T76	Smoking quit rate at 4 weeks	-	-	61.90%	66.70%	-	66.70%	May-21	tbd
T77	Healthy Child Programme: Proportion New Birth Visits completed within 14 days	86.8%	88.3%	97.50%	97.90%	-	97.90%	May-21	tbd 2021-22 data not available at a North Unitary level
T78	Healthy Child Programme - Proportion of children receiving a 12 month review	84%	89.3%	84.00%	83.10%	-	83.10%	May-21	tbd 2021-22 data not available at a North Unitary level
T79	NHS Health Check programme - Proportion of in-year eligible population offered a Health Check	-	-	1.10%	1.70%	2.50%	2.50%	Jun-21	tbd
T80	NHS Health Check programme - Proportion of in-year eligible population who completed a Health Check	-	-	0.40%	0.40%	0.80%	0.80%	Jun-21	tbd Health check activities are calculated based on the location of GP surgery that the patient is registered with, rather than the residence of this patient. Some patients may be residents of West Northants but registered to a GP in North. These patients are included in the North rather than West.
T81	Successful completion of drug treatment - opiate users	5.70%	5.80%	4.80%	4.40%	-	4.35%	May-21	tbd 2021-22 data not available at a North Unitary level Latest Data published is May 2021
T82	Successful completion of drug treatment - non-opiate users	34.4%	32.2%	29.50%	29.40%	-	29.39%	May-21	tbd 2021-22 data not available at a North Unitary level Latest Data published is May 2021
T83	Successful completion of alcohol treatment	37.9%	37.3%	29.90%	28.90%	-	28.93%	May-21	tbd 2021-22 data not available at a North Unitary level Latest Data published is May 2021
T84	Smoking status at the time of delivery	10.4%	13.4%	-	-	-	12.20%	Q4 2020-21	tbd Annual Measure - Published in Q3
T85	Obesity - Child excess weight - aged 4-5	23.00%	22.00%	-	-	-	23.90%	2019/20	tbd Annual Measure - Published in Q3
T86	Obesity - Child excess weight - aged 10-11	35.20%	34.90%	-	-	-	34.40%	2019/20	tbd Annual Measure - Published in Q3
T87	Obesity - Adults classified as overweight or obese (Based on Active Lives survey, Sport England)	62.8%	65%	-	-	-	68.40%	2019/20	tbd Annual Measure - Published in Q1
T88	% Adults physically inactive – doing less than 30 minutes of moderate intensity exercise per week, in bouts of 10 minutes or more.	22.9%	23.4%	-	-	-	24.50%	2019/20	tbd Annual Measure - Published in Q1
T89	Flu vaccinations coverage 65+	80.9%	83%	-	-	-	81.80%	2020-21	tbd Annual Measure - Published in Q2
T90	MMR vaccination - 5 year olds for two doses	86.8%	88.0%	-	-	-	87.60%	2019/20	tbd Annual Measure - Published in Q3
T91	Smoking prevalence in adults	13.9%	14.8%	-	-	-	17.70%	2019	tbd Annual Measure - Published in Q2
T92	Suicide rate	10.1 per 100,000	9.5 per 100,000	-	-	-	10.4 per 100,000	2017-19	tbd Annual Measure - Published in Q3