North Northamptonshire Council

West Northamptonshire Council

Inter-Authority Agreements
Quarterly Performance Report
Quarter 2 2023/24 (July to September 2023)

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

Introduction

This report provides an overview of performance for services delivered via Inter-Authority Agreements (IAA). This report covers the quarter 2 reporting period for 2023/24 (July to September 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 Q2 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
Learning and Development - partially disaggregated.
Minerals and Waste Planning
Northamptonshire Archaeological Resource Centre
The Virtual School
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
Streetlighting
Visual Impairment

Section 1:
Services provided by NNC to WNC

Q2 KPI overview - services provided by North Northamptonshire Council to West Northamptonshire Council

The table below provides an overview of the KPI outturns across ten NNC service areas who deliver services to WNC via an Inter-Authority Agreement. Of the 47 measures reported to date for Q2, 31 have met or exceeded target. In addition there were a further 16 measures that recorded no activity or were not due to be reported during quarter 2.

NNC Service Area	Outturn			No activity or Not due
	G	A	R	
Approved Mental Health Providers	3			2
Countywide Traveller Unit	3			
Digital Infrastructure	2			
Household Waste Recycling Centres	3			2
Learning and Development				4
Minerals and Waste Planning	2			1
Northamptonshire Archaeological Resource Centre	3			3
The Virtual School	3			1
Public Health Intelligence	7			1
Adult Learning	5			2
Total:	**31**	**0**	**0**	**16**

Approved Mental Health Professionals (AMHPs)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 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%	98.9%	98.2%			
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	25 Shifts			
AMHP3	Numbers of new AMHPs trained and warranted per year.	Local	Annual	4	N/A	N/A	N/A		
AMHP4	AMHP quarterly service review meeting to take place.	Local	Quarterly	Service Review Meeting Held	Not Held	Service Review Meeting Held			

Supporting commentary

KPIO1 - NHS England has paused this data collection and it is being reviewed.
AMHP4 - Service review meeting held on 22nd September 2023.

Countywide Traveller Unit

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn		
					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%		
NTU02	% of enquiries dealt with a contact within 3 working days	Local	Six-monthly	90%	100%		
NTU03	Advise partner agencies of current encampment status on a weekly basis	Local	Six-monthly	95%	100%		

Supporting commentary:

NTU01 - 100% encampments were visited within 1 working day of notification (43 during first 6 months of 2023/24).
NTU02 - 234 enquiries were responded to within 3 working days of receipt.
NTU03 - 25 weekly encampment status reports were sent to partner agencies throughout the first 6 months of 2023/24.

Digital Infrastructure

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 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**			
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**			

Supporting commentary

The trajectory for full fibre and gigabit broadband coverage in Northamptonshire continues upwards. At the end of Q2, the availability of gigabit capable broadband infrastructure had reached 91.3% in West Northants, compared to 79% in England. West Northamptonshire also continues to perform strongly for full fibre broadband availability - this is the optimum broadband technology, capable of providing the fastest of broadband speeds. At the end of Q2 full fibre coverage had reached 88.2% of premises in West Northants, compared to 56.2% in England. Premises in West Northants impacted by the slowest of download broadband speeds (sub 2Mbps) stood at 0.1% compared to 0.21% for England. Options for these premises until other solutions are available include mobile broadband and satellite. Availability of superfast broadband (download speeds above 30Mbps) stood at 99.3% of premises in West Northants compared to 98% in England.

BDUK published its latest Project Gigabit Update in September (go to www.superfastnorthamptonshire.net to find out more). BDUK still expect to award the contract for Lot 12 (Northants, Milton Keynes and Bedfordshire) before Christmas. Lot 11 (Leicestershire and Warwickshire, including some northern parts of West Northants) is expected to be awarded by January 2024. How many of the premises in Lot 11 and Lot 12 which fall within West Northants is not published.

Telecoms network providers including Openreach and VirginMedia are continuing work across the UK to decommission the copper telephone network (Public Switched Telephone Network (PSTN)) - this is something happening across the world. The aim is to complete the move from analogue to digital networks by the end of 2025. For many with landlines, this will simply involve unplugging the lead from the back of your telephone and re-plugging it into the back of your broadband modem to receive voice services (Voice over Internet Protocol (VoIP)). However, equipment needs to be Internet Protocol (IP) compatible. The switch will also impact a wide range of other devices in the community and business, including healthcare pendants, emergency call buttons in lifts, some security and door entry systems, EPOS and CCTV for example - many will require new IP compatible devices or systems to be installed. VoIP will still work over any remaining copper telephone lines for those living in homes which don't benefit from a digital connection (fibre) and who still want or need a landline. To find out more about the PSTN switch off got to https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/future-of-landline-calls or https://www.futureofvoice.co.uk/.

Source of coverage data www.ThinkBroadband.com

E-Scooter trial - Latest data for Q2 indicates over 107k users with 4.6m rides undertaken across Northampton since the start of the trial. Monthly online safety events available. Summer campaign to raise awareness of road users: https://www.westnorthants.gov.uk/news/councils-and-police-urge-road-users-help-keep-each-other-safe-while-roads.

Starship Delivery robot trial - trial continues to be a success. Delivery robots have served 210k households saving 21,000 kg Co2 since launch in Northamptonshire. Fleet size and geography remain unchanged from Q1 2023-24.

Household Waste Recycling Centres

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 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%			
HWRC2	Number of monthly contract monitoring meetings attended by relevant NNC representatives	Local	Annually	10	N/A	N/A	N/A		
HWRC3	Provision of the following key contractual information monthly: • Audit information (if required) • Monthly revenue financial forecasts • Contractual performance data.	Local	Monthly	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	
HWRC5	Provide any required data for WNC Corporate performance dashboards by agreed dates	Local	Quarterly	Data provided within deadline	WNC now manages all its own data (HWRC data is checked by NNC Waste Perfomance Officer(HWRC)) and can provide own data for any dashboards from Waste Data Flow/local data				

Supporting commentary

HWRD5 - None Requested - WNC now manages all its own data (HWRC data is checked by NNC Waste Perfomance Officer(HWRC)) and can provide own data for any dashboards from Waste Data Flow/local data
May need to review this KPI as no longer relevent due to changes in IAA and data management.

Learning and Development

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
LD1	Completion and submission of Individualised Learner Record (ILR) return for WNC	National	Quarterly	ILR submitted	ILR submitted	Not Reported			
LD2	Apprenticeship Public Sector Target	National	Annual (Q4)	2.3%	N/A	N/A	N/A		
LD3	Annual Apprenticeships self-assessment report and quality improvement plan produced and submitted to Ofsted	National	Annual	Report and Plan submitted	Report and Plan submitted	N/A		N/A	
LD5	% of WNC apprentices that start qualification who go onto successfully complete	Local	Quarterly	75%	100.0%				

Supporting commentary

LD4 & 6 - These indicators are no longer reported as this area has now disagregated.

Minerals and Waste Planning

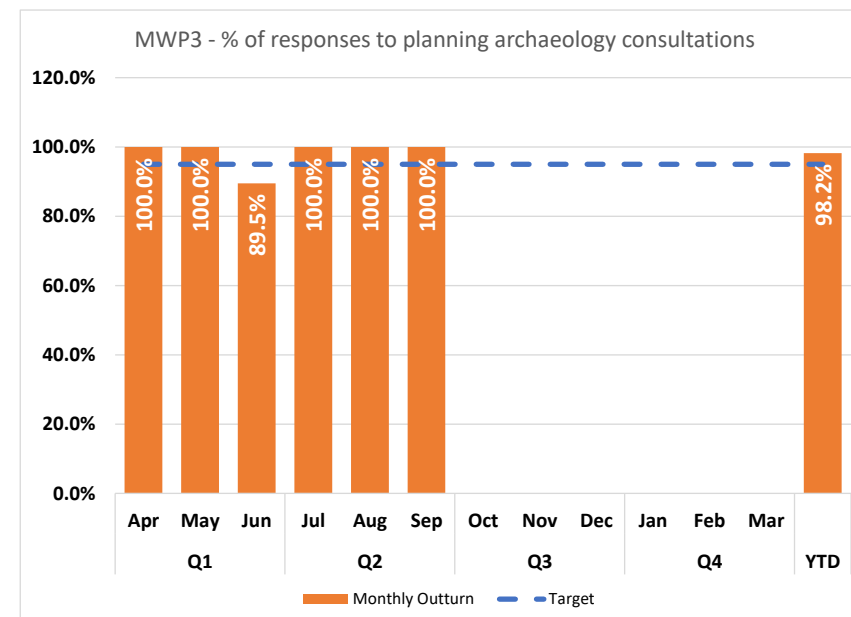| KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				YTD
					Q1	Q2	Q3	Q4	
MWP1	% of County Matter planning decisions made within required timescales	Local	Quarterly	95%	100%	100%			
MWP2	% of responses made in relation to Duty to Co-operate matters with other minerals and waste planning authorities within time period requested	Local	Quarterly	95%	100%	None Requested			
MWP3	% of responses to planning archaeology consultations from the area planning offices of NNC/WNC within timescales	Local	Quarterly	95%	96%	100%			

Supporting commentary:

MWP1 - 3 County Matter planning decisions were made during the second quarter.
MWP2 - During quarter 2 no Duty to Co-operate with other minerals and waste planning authorities were requested.
MWP3 - During quarter 2 67 responses to planning archaeology consultations from the area planning offices of NNC/WNC were made, all 67 of these were made within agreed timescales giving a quarterly outturn of 100%.

MWP3 - % of responses to planning archaeology consultations

Northamptonshire Archaeological Resource Centre (ARC)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 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	*ARC as CHE has not yet applied for ACE Museum Accredtation. Likely will be in 2023. However, ARC is following ACE standards for loans/accessions/storage.*				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			
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			
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			
ARC5	An annual survey to capture user net satisfaction with service (5-point scale)	Local	Annual	TBD	*Initial survey to be conducted in 2022/23 as benchmark. The satisfaction scale to be used will range from very satisfied to very dissatisfied.*				
ARC6	An annual survey to capture user perception of VfM of service (5-point scale)	Local	Annual	TBD	*Initial survey to be conducted in 2022/23 as benchmark. The satisfaction scale to be used will range from very satisfied to very dissatisfied.*				

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 the 23/24 financial year. The ARC however is following ACE standards in its documentation etc.
ARC2: 4,727 total visits during quarter 2.
ARC3: 38 sites accessioned, 251 boxes during quarter 2.

The Virtual School

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 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	Termly	3 per term	3	3			
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			
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		
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			

Supporting commentary:

VS4 - Meeting scheduled for 12th October 2023.

Public Health Intelligence

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				YTD
					Q1	Q2	Q3	Q4	
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			
PHI02	Statutory return submitted for National Childhood Measurement Programme dataset	National	Annual Q2	Data return fully submitted within OHID deadline		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		Not Reported			
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			
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	All data provided within agreed deadlines	All data provided within agreed deadlines			
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			
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)			
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	Bi annual	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:

PHI03 - Submission window for this has only just opened from October 16th to 24th November. Also, this submission is now 6 monthly rather than quarterly so the current submission is for Q1 and Q2 2023/24.

PHI06 - NNC and WNC are currently in the process of redeveloping new JSNA's independently. Work is ongoing to support the development of these with provision of data and intelligence.

Adult Learning

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn					YTD
					Q1	Q2	Q3	Q4		
AL01	ompletion and submission of ILR record (ILR) to ESFA on a monthly basis	National	Monthly	**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**						
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**				
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**	**Report Produced**				
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**						
AL06	% of learners who achieve qualification for accredited courses funded by ESFA skills funding allocation	Local	Annual	**75.00%**	**94.0%**	**82.0%**				
AL07	OFSTED rating for regulated provision to be at least 'Good'.	Local	Annual (through SAR)	**Maintain at least Good rating**	**Good**	**Good**				

Supporting commentary:

AL03 - Perfomance review board planned for Friday 29th Sept. Updates on strategy, outcomes and finance expected.

AL04 - Data produced ready for circulation to the board. ALS is ammending the reporting structure to make for easier accountability and challenge. New reports will be live for Q3 onwards.

AL05 - Produced and reported to board. Reviewing layout for start of academic year 23/24.

AL06 - Please note: percentage data above is based on current in year retention and therefore best case scenario. Expected to decline in Q2 when exam results are published with target still above the 75%. Total learner numbers is consecutive. Data review taking place ready for Q3 so data reporting may change but will be more accurate.

Section 2:
Services provided by WNC to NNC

Q2 KPI overview - services provided by West Northamptonshire Council to North Northamptonshire Council

The table below provides an overview of the KPI outturns across five 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 19 measures reported for Q2, all 19 have met or exceeded target. In addition there were a further 12 measures that recorded no activity or were not due to be reported during quarter 2.

Service	Outturn			No activity or Not due
	G	A	R	
Archives and Heritage (including PAS and HER)	2			7
Assistive Technology	5			
Libraries Support Services	3			3
Streetlighting	6			2
Visual Impairement	3			0
Total:	19	0	0	12

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

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
AH1	Accredited status with The National Archives	National	To be reported in 2023	**Accredited**	*To be reported in 2023 following application to The National Archives*				**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**	**Not Reported - See Notes**	**Not Reported - See Notes**			
AH3	An annual survey to capture user net satisfaction with service (5-point scale)	Local	Annual	**Survey completed**	**N/A**	**N/A**	**N/A**		
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**		
PAS1	Compliance with PAS MOU with the British Museum	Local	Annual (Q4)	**Full compliance**	**N/A**	**N/A**	**N/A**		
PAS2	Number of Finds 'Surgeries' and outreach events held across the year (Countywide).	Local	Annual (Q4)	**10 per annum**	**11**				
HER1	Historic England audit status	National	Quarterly	**Satisfactory audit status**	**Next Audit due 2024**				
HER2	Percentage of commercial and non-commercial enquiries processed promptly (within 10 working days)	Local	Quarterly	**95%**	**100%**	**100%**			
HER3	To ensure all grey literature is included on the HER database promptly (within three months)	Local	Quarterly	**95%**	**100%**	**100%**			

Supporting commentary

AH1 - Staff sickness and gaps in staffing caused by a key member of staff going on maternity leave have further delayed progress with the application. However, the Conservation Officer has been able to complete a full conservation assessment of a sample of the collections, from which meaningful data can be extracted. Work has also been done on disaster planning and preparedness which are things that the assessment team would be looking for on any inspection visit.

AH2 - The service was able to put on a good offer for visitors on Heritage Open weekend. Numbers were limited, as tours behind the scenes were offered, but those who attended said they found it very interesting and informative.

PAS2 - 9 surgeries were held in this quarter.

HER1 - A key part of the audit is the expectation that the HER should be able to demonstrate that it is planning for the future. The key change for local authorities is that the provision of an HER will become a statutory obligation as part of the Levelling Up and Regeneration bill, expected to become law in the spring. The relevant professionals will draft a briefing note in the next quarter. This service is well prepared in having already met HE audit requirements and having just appointed an assistant role to provide extra capacity to undertake whatever extra responsibilities may result.

HER2 - All the enquiries received are processed within ten working days.

Assistive Technology

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn					YTD
					Q1	Q2	Q3	Q4		
AT1	Average response time (working days) to standard referrals received	Local	Quarterly	7 working days	0.9 days	0.1 days				
AT2	Average response time (working days) to urgent referrals received	Local	Quarterly	2 working days	0.1 days	0.03 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	34	11				
AT4	Provision of a quarterly service performance report to be presented at a quarterly review meeting. • 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				
AT5	Number of services users awaiting Adult Social care Lifeline response utilization (Social care response)	Local	Quarterly	Zero	Zero	Zero				

Supporting commentary

Library Support Services

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				YTD
					Q1	Q2	Q3	Q4	
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	
LIB02	% of book stock deliveries completed against planned schedule	Local	Quarterly	95%	100%	100%			
LIB03	Number of Northamptonshire BIPC interventions supported	Local	Annual (Q4)	170	26	35			
LIB04	Number of new businesses started with support from the BICP Northamptonshire	Local	Annual (Q4)	25	2	3			
LIB05	Number of sessions/activities/ workshops accessible in the North Northamptonshire area	Local	Annual (Q4)	60	26	23			
LIB06	% of annual SLA Reviews completed for each Community Managed Library (within NNC area)	Local	Quarterly	100%	None Reported	100%			

Supporting commentary

LIB03 - The new UKSPF Build your business programme launched in September and we will see a large up turn in interventions across the coming weeks of Q3. We are confident that we will achieve the annual target. Take up of BIPC services is always seasonal.

LIB04 - This is a seasonal indicator. We have just launvched the UKSPF funded programme. The majority of new businesses always fall in Q3 & 4.

LIB05 - We are well on track to exceed the targeted number as the bulk of the Build your Business delivery is happening in Q3 & 4

LIB06 - All SLA reviews carried out, remaining ones due in Q3 and scheduled with Community Managed Libraries.

Streetlighting

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 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%			
SL2	Number of monthly contract monitoring meetings attended by relevant WNC representatives	Local	Quarterly	3 per quarter	3	3			
SL3	Quarterly Network Board meeting attended by relevant WNC representatives	Local	Quarterly	Quarterly meeting attended	Quarterly meeting attended	Quarterly meeting 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			
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		
SL6	Reports on the average length of time for lamp repair in North Northamptonshire	Local	Quarterly	5 days	1.4 days	1.4 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	180	180			
SL8	Percentage of lights in Light during the Lighting Up Period in North Northamptonshire	Local	Quarterly	99%	99.7%	99.7%			

Supporting commentary

Visual Impairment

Return to summary

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				YTD
					April to September		October to March		
VI01	% of Certified Visually impaired receivers added to the visual impairment register once user consent received	National	Six-monthly	100%	100%				
VI02	% of referrals responded to within agreed timescales (5 working days)	Local	Quarterly	90%	100%	100%			
VI03	Visual Impairment quarterly service review meeting to take place	Local	Quarterly	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.