



**North
Northamptonshire
Council**



**West
Northamptonshire
Council**

Inter-Authority Agreements Quarterly Performance Report Quarter 3 2023/24 (October to December 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 3 reporting period for 2023/24 (October to December 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 Q3 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



Q3 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 46 measures reported to date for Q3, 30 have met or exceeded target and 1 was reported as amber (Minerals and Waste Planning). In addition there were a further 15 measures that recorded no activity or were not due to be reported during quarter 3.

NNC Service Area	Outturn			No activity or Not due
	G	A	R	
Approved Mental Health Providers	3			2
Countywide Traveller Unit				2
Digital Infrastructure	2			
Household Waste Recycling Centres	2			3
Learning and Development	3			1
Minerals and Waste Planning	2	1		
Northamptonshire Archaeological Resource Centre	3			3
The Virtual School	3			1
Public Health Intelligence	6			2
Adult Learning	6			1
Total:	30	1	0	15

Approved Mental Health Professionals (AMHPs)

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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%	97.3%		
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	24.6 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	Service Review Meeting Held		

Supporting commentary

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

AMHP1 - 125 referrals were responded to during the quarter with 122 being responded to within 3 hours of receipt (97.3%),this related to NNC data only.

AMHP4 - Service review meeting held on 15th December 2023.

Countywide Traveller Unit

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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

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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	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		

Supporting commentary

The extension of full fibre and gigabit capable broadband networks across Northamptonshire continues to perform strongly. At the end of Q3, countywide coverage had reached 79.4% and 90.1% of premises respectively. This compares to an average across England of 60.1% and 80.7% respectively. West Northants broadband coverage also continues on an upward trajectory. At the end of Q3, full fibre availability had reached 88.8% of premises and gigabit coverage stood at 91.5%. Superfast coverage (>30Mbps) and sub 2Mbps coverage remained the same as Q2. We expect the trajectory to slow as coverage increases and those hardest to reach premises remain which are less attractive commercially or not viable. Project Gigabit will support the delivery of solutions to some of these hardest to reach premises over the next several years. BDUK have still not announced the contract awards for Project Gigabit Lots 11 and 12 but news is expected shortly. A fuller report should be available in Q4.. Source of coverage data www.ThinkBroadband.com

E-Scooter trial - latest data for Q3 indicates over 70k users with 3.5m rides undertaken across Northampton since the start of the trial. Voi ran a 'don't drink and scoot' campaign in December 2023.

Starship Delivery Robots - trial continues to be a success. Delivery robots have served over 273k households saving 24,000 kg Co2 since launch in Northamptonshire. Fleet size and geography remain unchanged from Q1 2023-24.

Household Waste Recycling Centres

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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%	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: <ul style="list-style-type: none"> • Audit information (if required) • Monthly revenue financial forecasts • Contractual performance data. 	Local	Monthly	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	
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 Performance Officer(HWRC)) and can provide own data for any dashboards from Waste Data Flow/local data				

Supporting commentary

HWRC5 - None Requested - WNC now manages all its own data (HWRC data is checked by NNC Waste Performance 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 relevant due to changes in IAA and data management.

Learning and Development

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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	ILR submitted	ILR submitted		
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	Report and Plan submitted	N/A	
LD5	% of WNC apprentices that start qualification who go onto successfully complete	Local	Quarterly	75%	100.0%	100.0%	100.0%		

Supporting commentary

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

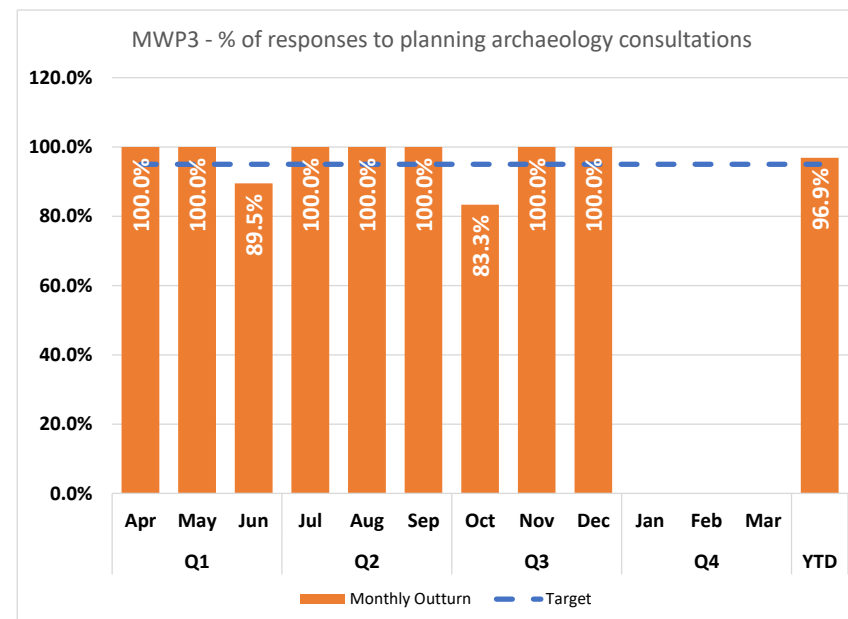
Minerals and Waste Planning

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
MWP1	% of County Matter planning decisions made within required timescales	Local	Quarterly	95%	100%	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	100%		
MWP3	% of responses to planning archaeology consultations from the area planning offices of NNC/WNC within timescales	Local	Quarterly	95%	96%	100%	94%		

Supporting commentary:

MWP1 - 1 County Matter planning decision was made during the third quarter.
MWP2 - During quarter 3, two Duty to Co-operate with other minerals and waste planning authorities were requested.
MWP3 - During quarter 3, 48 responses to planning archaeology consultations from the area planning offices of NNC/WNC were made, 45 of these were made within agreed timescales giving a quarterly outturn of 94%. Performance in October was below the 95% target which resulted in missing the target for Q3 by 1.2%. The three applications that missed the deadline needed additional time to respond to (which was given by the relevant case officer).



Northamptonshire Archaeological Resource Centre (ARC)

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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	<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		
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		
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		
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>				
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>				

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: 4,864 total visits year to date.

ARC3: 27 sites accessioned, 112 boxes during quarter 3.

The Virtual School

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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	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	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	Performance updates presented		

Supporting commentary:

VS1 - Information is now delivered once a term, rather than monthly.

VS4 - Spring term meeting of the VSAP scheduled for 07/03/2024.

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	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		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	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	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	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	All dashboards or reports are produced in line with agreed quarterly work plan		

Supporting commentary:

Adult Learning

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				
					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		
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	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	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			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%	94.0%		
AL07	OFSTED rating for regulated provision to be at least 'Good'.	Local	Annual (through SAR)	Maintain at least Good rating	Good	Good	Good		

Supporting commentary:

AL03 - Meeting held January 11th. Overview of transformation plan for ALS shared.

AL04 - Report produced and shared. New format launched with Cleary comparative data. Missing some achievement data due to dates of production but will be rectified for Q4.

AL05 - Strategy in place and published. Final sign off approved following FEC visit and transformation plan in place to meet strategic aims.

AL06 - Please note: percentage data above is based on retention and is therefore best case scenario. Likely to decline over Q4 and then again in Q1 and Q2 of following year until final outturn is known for 23/24 academic year. Learner number have reset since those reported in Q2 as we are in a new academic year so they will increase over the following quarters.



Section 2: Services provided by WNC to NNC



Q3 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 21 measures reported for Q3, 10 have met or exceeded target. In addition there were a further 21 measures that recorded no activity or were not due to be reported during quarter 3.

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	2			4
Streetlighting	6			2
Visual Impairment				3
Total:	10	0	0	21

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	2023/24 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	Not Reported - See Notes	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	8	13			
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%	100%			
HER3	To ensure all grey literature is included on the HER database promptly (within three months)	Local	Quarterly	95%	100%	100%	100%			

Supporting commentary

AH1 - The member of staff leading on the Accreditation work, having been off sick for some time, has now left the authority. However, the documentation has now been assessed and reviewed by the head of service and Archives Conservation Officer and a way forward agreed. However, progress will also require action on areas that are outside the service's immediate control. Thus the assessors for Accreditation will need to see progress on the plans for environmental stability in all the repositories and that action has been undertaken to address issues outstanding since the 2017 inspection. This will be one priority for relevant staff in West Northants Assets and Environment division in the New Year.

AH2 - This was a period of adjustment and consolidation. The loss of the Archives operational manager necessitated some changes to line management and also some positive focus on induction and training for new members of staff. The team has worked well on some disaster planning training including both practical work and the written elements of the plan. There has also been some in-house training on the sources, especially aimed at the staff who undertake front-line roles but it has also been helpful to other staff. A member of staff to cover for the maternity leave was finally recruited and started in December.

PAS2 - The total number of surgeries held for the quarter is 13. It is higher than the previous quarter because traditionally the autumn is a good time for metal detectorists when the crops come off the fields. The two main locations for the surgeries were the Archives Service in Northampton and the Archaeological Resource Centre near Wellingborough. Other meetings were held in Corby, Daventry and Towcester.

HER1 - The Levelling Up and Regeneration Act became law in October 2023. This was significant in many ways but in respect of HERs it has defined that provision of an HER is a statutory responsibility on local authorities. The guidance on exactly what this might mean will probably not be completed for 9-12 months but the combined authorities are well positioned, given the recent appointment of an assistant support role. The postholder is already making an impact, taking on enquiries and the backlog of work to free up the HER Officer for strategic projects, including the completion of the NRHE project by August 2024.

HER2 - All the enquiries received have been processed within the required deadlines. As noted for the previous PI, the appointment of an assistant has enabled many of these enquiries to be passed from the HER Officer to the HER Assistant and thus free up up time for other development work on the HER as a resource. The deadlines are still being met but with a different approach.

Assistive Technology

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
AT1	Average response time (working days) to standard referrals received	Local	Quarterly	7 working days	0.9 days	0.1 days	Not Reported		
AT2	Average response time (working days) to urgent referrals received	Local	Quarterly	2 working days	0.1 days	0.03 days	Not Reported		
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	Not Reported		
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	Not Reported		
AT5	Number of services users awaiting Adult Social care Lifeline response utilization (Social care response)	Local	Quarterly	Zero	Zero	Zero	Not Reported		

Supporting commentary

We are unable to report upon Assistive Technology KPIs at present due to a reporting software issue, once rectified these will be reported retrospectively.

Library Support Services

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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%	100%		
LIB03	Number of Northamptonshire BIPC interventions supported	Local	Annual (Q4)	170	26	35	162		
LIB04	Number of new businesses started with support from the BICP Northamptonshire	Local	Annual (Q4)	25	2	3	15		
LIB05	Number of sessions/activities/ workshops accessible in the North Northamptonshire area	Local	Annual (Q4)	60	26	0	71		
LIB06	% of annual SLA Reviews completed for each Community Managed Library (within NNC area)	Local	Quarterly	100%	None Reported	100%	100%		

Supporting commentary

LIB03 - Following the launch of the UKSPF Build your business programme in September we have seen activity shoot back up to levels exceeding the previous programme and are already ahead of target which were based on previous year achievement. We anticipate high intervention levels in Q4 too.

LIB04 - As predicted, the seasonal trend for businesses launched has always seen higher performance in Q3 and 4. This quarter has been particularly high with more than 50% of the target being achieved in quarter.

LIB05 - Following the launch of the UKSPF Build your business programme in September we have seen a huge rise in workshops and sessions. The additional funding allows us to add capacity to meet the demand and we have already delivered 100% more workshops than the target which were based on previous year achievement. We anticipate high numbers of sessions in Q4 too as the programme continues to build pace.

LIB06 - All SLA reviews have now been completed for the 10 CMLs in North Northants. The remaining 5 were completed during this quarter.

Streetlighting

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					2023/24 Performance Outturn				
KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	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%		
SL2	Number of monthly contract monitoring meetings attended by relevant WNC representatives	Local	Quarterly	3 per quarter	3	3	3		
SL3	Quarterly Network Board meeting attended by relevant WNC representatives	Local	Quarterly	Quarterly meeting attended	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	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	1.7 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	226		
SL8	Percentage of lights in Light during the Lighting Up Period in North Northamptonshire	Local	Quarterly	99%	99.7%	99.7%	99.6%		

Supporting commentary

Visual Impairment

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2023/24 Performance Outturn			
					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%	Not Reported	
VI03	Visual Impairment quarterly service review meeting to take place	Local	Quarterly	Service review meeting held	Service review meeting held	Service review meeting held	Not Reported	

Supporting commentary

We are unable to report upon Visual Impairment KPIs at present due to a reporting software issue, once rectified these will be reported retrospectively.

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

