



## North Northamptonshire Council Performance Report - October 2021

### Key to Performance Status Colours

Progress Status Key:
Green - On target or over-performing target
Amber - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance)
Red - Under-performing against target by more than 5% (or other agreed tolerance)
Dark Grey - Data missing
Grey - Target under review
Turquoise - Tracking Indicator only

Direction of Travel Key	
An acceptable range = within 5% of the last period's performance	
	Performance has improved from the last period – Higher is better
	Performance has improved from the last period – Lower is better
	Performance has declined but is still within an acceptable range of 5% of the last period – Lower is better
	Performance has stayed the same since last period
	Performance has declined but is still within an acceptable range of 5% of the last period – Higher is better
	Performance has declined from the last period – Lower is better
	Performance has declined from the last period – Higher is better
	Actual increased - neither higher or lower is better
	Actual decreased - neither higher or lower is better

Children's Trust Progress Status Key:
Green - At target or better
Amber - Below target - in tolerance
Red - Below target - outside tolerance
Grey - No RAG

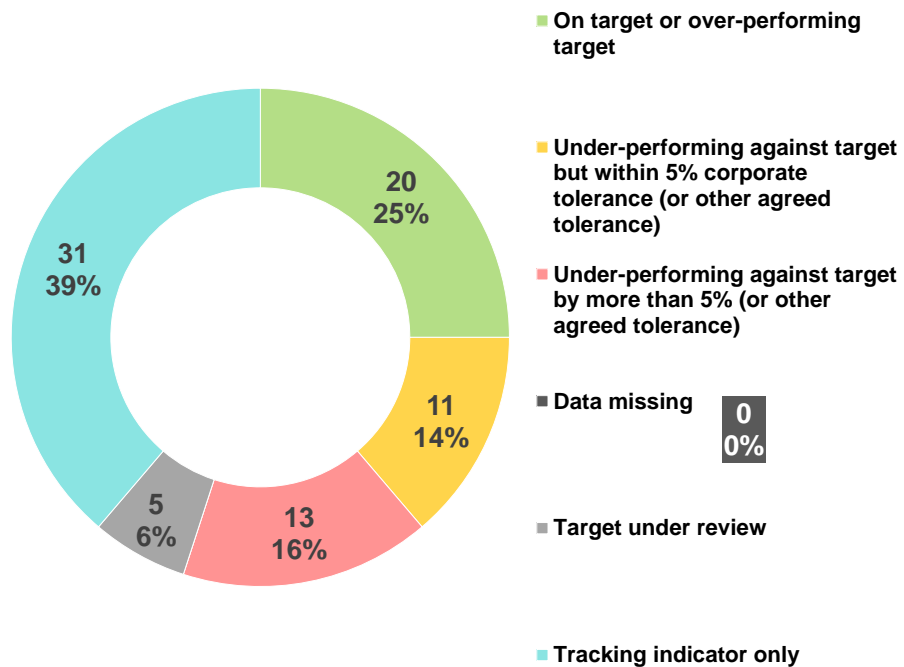
Children's Trust Direction of Travel Key	
	Performance improved since last month
	Performance the same as last month
	Performance declined since last month

### Terminology key

TBC: To be confirmed	Actual: The actual data (number/percentage) achieved during the reporting period
TBD: To be determined	Benchmark: A comparator used to compare the Council's performance against. The 2020/21 average for Unitary Councils in England has been used where available unless otherwise stated.
n/a: Not applicable	

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### October 2021 Performance Summary



Directorate	Underperforming Indicators	Variance from target
Finance	% National Non Domestic Rates collected	-11.26%
Finance	Average time taken to process benefits & Council Tax Support Claims (days)	+13.48% (+2.83 days)
Transformation	% calls answered	-11.49%
Children's Services	% of primary schools judged as good or outstanding by Ofsted	-16.36%
Adults, Communities & Wellbeing	Number of rough sleepers (single night snapshot figure)	+11.11% (+1 person)
Adults, Communities & Wellbeing	Healthy Child Programme - Proportion of children receiving a 12 month review	-11.08%
Adults, Communities & Wellbeing	NHS Health Check programme - Proportion of in-year eligible population offered a Health Check	-80.79%
Adults, Communities & Wellbeing	NHS Health Check programme - Proportion of in-year eligible population who completed a Health Check	-94.00%
Adults, Communities & Wellbeing	Obesity - Child excess weight - aged 4-5	+25.79%
Adults, Communities & Wellbeing	Obesity - Child excess weight - aged 10-11	+14.67%
Adults, Communities & Wellbeing	Flu vaccinations coverage 65+	-6.53%
Adults, Communities & Wellbeing	MMR vaccination - 5 year olds for two doses	-5.89%
Adults, Communities & Wellbeing	Suicide rate	+35%






Legal & democratic			
	Performance Indicator	October Progress Status	Direction of Travel (Sep - Oct)
Human Resources	Number of working days lost to sickness per employee (short-term)	NO RAG - target under review	
	Number of working days lost to sickness per employee (long-term)	NO RAG - target under review	
Information Governance	% of Freedom of Information Requests completed in 20 working days	G	
	% Environmental Information Regulation Requests completed in 20 working days	G	
	% Individual Rights Requests completed in 1 calendar month	G	

Finance Services			
	Performance Indicator	October Progress Status	Direction of Travel (Sep - Oct)
Finance	% of invoices paid within 30 days	G	
Revenues & Benefits	% of Council Tax collected	A	
	% National Non Domestic Rates collected	R	
	Average time taken to process benefits & Council Tax Support Claims (days)	R	
	Average time to process benefits & Council Tax Support Changes of circumstances (days)	G	

Transformation			
	Performance Indicator	October Progress Status	Direction of Travel (Sep - Oct)
Customer Services	% calls answered	R	
	Total number of calls received	TRACKING	
	Stage 1 complaints received	TRACKING	
	Stage 2 complaints received	TRACKING	

Place & Economy			
	Performance Indicator	October Progress Status	Direction of Travel (Sep - Oct)
Planning Development	Planning major applications processed in 13 weeks	G	➡
	Planning minor applications processed in 8 weeks	A	⬇️R
	Planning other applications processed in 8 weeks	A	⬇️
Environmental Protection	% of food establishments in the area broadly compliant with food hygiene law	A	⬆️G
	Number of establishments with Eat out eat well award	TRACKING	⬇️
	Number of food & environmental samples taken	TRACKING	⬆️
Highways	Number of defects repaired in the network	TRACKING	⬆️G
	Number of defects outstanding on the network	TRACKING	⬇️G
	Repairs made to the road network that are either permanent or semi permanent	G	⬇️
Place Directorate	Corporate: Out of work benefits claimants (Ex county Place directorate)	TRACKING	⬆️G













Place & Economy			
	Performance Indicator	October Progress Status	Direction of Travel (Sep - Oct)
Waste	<b>Household kerbside collection: Tonnes of material collected through kerbside schemes:-</b>		
	-Co-mingled recycling	TRACKING	⬇️
	-Food waste	TRACKING	⬇️
	-Garden waste	TRACKING	⬇️
	Percentage of waste treated (residual kerbside waste, HWRC, wood)	TRACKING	➡
	Percentage of waste re-used, recycled, composted from HWRC sites	TRACKING	⬇️R

Children's Services		
Performance Indicator	October Progress Status	Direction of Travel (Sep - Oct)
Learning, Skills & Education	% of primary schools judged as good or outstanding by Ofsted	R 
	% of secondary schools judged as good or outstanding by Ofsted	G 
	Current number of home educated children	TRACKING 
	Number of permanent exclusions from school - Total	TRACKING 
	Number of looked after children without a school place / missing education	TRACKING 










**Children's Services**

	<b>Performance Indicator</b>	<b>October Progress Status</b>	<b>Direction of Travel (Sep - Oct)</b>
<b>Children's Social Care</b>	% of all referrals with a decision within 2 working days	<b>G</b>	
	% of referrals with a previous referral within 12 months	<b>A</b>	
	% of single assessments authorised within 45 working days	<b>G</b>	
	% of single assessments closing with no further action	<b>G</b>	
	% of initial child protection conferences held within 15 days of a strategy discussion being initiated	<b>A</b>	
	% of children that became the subject of a Child Protection Plan for the second or subsequent time	<b>G</b>	
	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 (%)	<b>G</b>	
	% Children in care with three or more placements in the previous 12 months	<b>A</b>	
	% of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16	<b>G</b>	
	% of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16	<b>G</b>	
	% of qualified social workers with caseloads above target	<b>A</b>	
	% of children placed more than 20 miles from their homes, outside LA boundary	<b>A</b>	
	% of stage 1 complaints responded to within 10 working days	<b>G</b>	
	Stage 2 investigations as a % of stage 1 complaints received within the year	<b>A</b>	
	% of social worker vacancies	<b>A</b>	
% of social worker posts filled with agency staff	<b>G</b>		

**Adults, Communities & Wellbeing**

	<b>Performance Indicator</b>	<b>October Progress Status</b>	<b>Direction of Travel (Sep - Oct)</b>
<b>Housing</b>	Number of households whose homelessness was prevented	<b>TRACKING</b>	
	Number of households whose homelessness was relieved	<b>TRACKING</b>	
	Number of rough sleepers (single night snapshot figure)	<b>R</b>	
<b>Communities</b>	Number of Anti Social Behaviour reported per quarter	<b>TRACKING</b>	
<b>Adult Social Care</b>	Total number of people allocated to each team	<b>TRACKING</b>	
	Number of unscheduled review requests	<b>TRACKING</b>	
	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)	<b>TRACKING</b>	
	Number of new concerns received	<b>TRACKING</b>	
	New concerns determined to be enquiries (both s42 and other)	<b>TRACKING</b>	
	Open cases (No date restriction)	<b>TRACKING</b>	
	Therapy Service-Total Cases of Waiting for Booking & Assessment	<b>TRACKING</b>	
	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people)	<b>TRACKING</b>	<b>n/a</b>
	Delaying and reducing the need for care and support	<b>TRACKING</b>	

**Adults, Communities & Wellbeing**

<b>Performance Indicator</b>	<b>Latest Progress Status</b>	<b>Direction of Travel (latest)</b>
Smoking quit rate at 4 weeks	<b>G</b>	
Healthy Child Programme: Proportion New Birth Visits completed within 14 days	<b>G</b>	
Healthy Child Programme - Proportion of children receiving a 12 month review	<b>R</b>	
NHS Health Check programme - Proportion of in-year eligible population offered a Health Check	<b>R</b>	
NHS Health Check programme - Proportion of in-year eligible population who completed a Health Check	<b>R</b>	
Successful completion of drug treatment - opiate users	<b>TRACKING</b>	
Successful completion of drug treatment - non-opiate users	<b>TRACKING</b>	
Successful completion of alcohol treatment	<b>TRACKING</b>	
Smoking status at the time of delivery	<b>G</b>	
Obesity - Child excess weight - aged 4-5	<b>R</b>	<b>n/a</b>
Obesity - Child excess weight - aged 10-11	<b>R</b>	<b>n/a</b>
Obesity - Adults classified as overweight or obese (Based on Active Lives survey, Sport England)	<b>NO RAG - target under review</b>	<b>n/a</b>
% Adults physically inactive – doing less than 30 minutes of moderate intensity exercise per week, in bouts of 10 minutes or more.	<b>NO RAG - target under review</b>	<b>n/a</b>
Flu vaccinations coverage 65+	<b>R</b>	<b>n/a</b>
MMR vaccination - 5 year olds for two doses	<b>R</b>	<b>n/a</b>
Smoking prevalence in adults	<b>NO RAG - target under review</b>	<b>n/a</b>
Suicide rate	<b>R</b>	<b>n/a</b>

**Public Health**