

Council 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

	ction of Travel Key cceptable range = within 5% of the last period's performance
G	Performance has improved from the last period – Higher is better
G	Performance has improved from the last period – Lower is better
1	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
1	Performance has declined but is still within an acceptable range of 5% of the last period – Higher is better
R	Performance has declined from the last period – Lower is better
R	Performance has declined from the last period – Higher is better
	Actual increased - neither higher or lower is better
\bigcirc	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

Child	Children's Trust Direction of Travel Key									
G	Performance improved since last month									
	Performance the same as last month									
A	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										
n/a:	Not applicable		Unitary Councils in England has been used where available unless otherwise stated.										

North Northamptonshire Council Performance Report - October 2021

October 2021 Progress Report



	Finance Services													
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Year to Date	October 2021/22	Direction of Travel (September - October)	Target	Comments			
	Finance Strategy & Accountancy													
		% of invoices	100% 95% 90%		91.80%	91.42%	93.05%	98.50%			This calculation is based on the invoices paid within the month (rather than invoices received in the month). April data was unavailable as the dates invoices were received were not available. Invoices were all scanned in and entered into the system as being received on 1st April but it's likely that they were received in Feb / March, so even though the system			
TBC	T14	paid within 30 days	85% 80% Apr May Jun Jul Aug Sep Oct •ActualTarget ·Trend	n/a	6697 out of 7295	7778 out of 8508	18905 out of 20317	3499 out of 3554	G	95%	says it's 100%, it is not. For June, the delay in the CIS registration has impacted payment to CIS suppliers. Payment terms differ depending upon the invoice. The paid in 30 days covers both AP and Service performance as most invoices paid outside of this time are due to invoices not being receipted in a timely manner by the service on the system. Septembers figure has been amended as this was incorrect.			

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Year to Date	October 2021/22	Direction of Travel (September - October)	Target	Comments	
						Revenues an	d Benefits					
TBC	T15	% of Council	70% 60% 50% 40% 30%	00.440/	29.05% 103.8% achieved of the target	56.79% 101.4% achieved of the target	65.88% (YTD) 99.82% achieved of the target	65.88% (YTD) 99.82% achieved of the target	_	0000	Slightly below target but within tolerances, will continue to monitor. Direction of travel is calculated based on the actual	
IBC	115	Tax collected	20% 10% Apr May Jun Jul Aug Sep Oct • Actual ·- Target	96.41%	£63,069,552.08	£123,531,775.70	£143,388,909.70	£19,857,134.00		66%	performance achieved as a proportion of the target each month.	
		% National Non	70% 60% 50% 40%		27.97% 99.9% achieved of the target	48.72% 88.6% achieved of target	58.57% (YTD) 88.74% achieved of the target	58.57% (YTD) 88.74% achieved of the target			Collection remains below target due to affects of extended retail relief and uncertainty within the business sector.	
TBC	T16	Domestic Rates collected	20% 10% Apr May Jun Jul Aug Sep Oct ActualTarget	97.93%	£31,646,562.22	£65,922,739.58	£79,089,785.73	£13,167,046.15	G	66%	Direction of travel is calculated based on the actual performance achieved as a proportion of the target each month.	
TBC	T17	Average time taken to process benefits	26 24 22 20 18	18 days	22.74 days	20.53 days	21.95 days	23.83 days	R	21	Performance remains close to target, fluctuation expected throughout year as Furlough ends and potential increases in	
.55		& Council Tax Support Claims (days)	14 12 10 Apr May Jun Jul Aug Sep Oct ActualTargetTrend	.0 00,0	2827 claims	2306 claims	5701 claims	568 claims		days	Council tax claims.	
TBC	T18	Average time taken to process benefits & Council Tax		5 days	6.61 days	6.66 days	6.65 days	6.72 days	G	9 days		
.55		Support Changes of circumstances (days)	6 5 4 Apr May Jun Jul Aug Sep Oct •ActualTargetTrend	5 44,5	14748 claims	12358 claims	31318 claims	4212 claims		3 44,0	Remains within target.	

				•	Fransfor	mation					
Key Commit ment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Year to Date	October 2021/22	Direction of Travel (September - October)	Target	Comments
					Customer S	Services					
TBC	T21a	% calls answered	90%		87.72%	80.70%	83.35%	79.66%		90%	Performance in October was lower than anticipated as a result of calls from a batch of Council Tax summonses sent in error, as well as a spike in sickness resulting from covid. However sickness has reduced in November.
IBC	121a		60% Apr May Jun Jul Aug Sep Oct ActualTargetTrend	93%	83637 out of 95345	88385 out of 109521	199525 out of 239392	27503 out of 34526		90%	
ТВС	T21b	Total number of calls received	50,000 40,000 30,000 20,000 10,000 0 Apr May Jun Jul Aug Sep Oct	n/a	118580	116773	269879	34526	\[\]	No target - tracking indicator only	Added to show the total number of calls received by the council (as the above performance indicator excluded Corby Calls for April-July). Total calls received in September was 37956.
TBC	T22	Stage 1 complaints received	250 200 150 100	n/a	497	483	1157	177	G	No target - tracking indicator only	Complaints volumes are consistent. Complaints allow us to learn from our mistakes and improve services for customers.
100	T23	Stage 2 complaints received	Apr May Jun Jul Aug Sep Oct Stage 1 complaints Stage 2 Trend Stage 2 Trend	n/a	28	18	59	13	R	No target - tracking indicator only	The number of cases reaching stage 2 remains low. This suggests that we are able to resolve issues effectively at stage 1.

				Р	lace & Ed	conomy					
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Year to Date	October 2021/22	Direction of Travel (September - October)	Target	Comments
				T	Planning Se	ervices					
ТВС	BC T1 Planning major applications processed in 13 weeks		80% 60%	91% (Q1 2021/22	95.0%	90.32%	92.73%	100%	→	90%	Strong progress is being made on the strategic urban extensions/garden communities and major sites with planning decisions being made for projects such as Priors Hall, Stanton Cross and Wakerley Quarry. The Five Well's Prison, Wellingborough was completed in November 2021.
			40% Apr May Jun Jul Aug Sep Oct Actual -Target —Trend	All English Authorities)	19 out of 20	28 out of 31	51 out of 55	4 out of 4	,		
TBC		Planning minor applications processed in 8 weeks	90% 80% 70%	88% (Q1 2021/22 All English	87.76%	89.31%	86.13%	73.33%	R 85%	85%	There has been an industry issue with securing staff – which is being addressed – that has impacted on performance in one area team resulting in a dip in performance in October although the annual target is on track. There has been good corporate progress on reviewing the function to date of planning committees which has resulted in a report being produced for full Council covering a planning protocol and site visit procedure.
			Apr May Jun Jul Aug Sep Oct Actual - Target - Trend	Authorities)	86 out of 98	117 out of 131	236 out of 274	33 out of 45			
TBC	Т3	Planning other applications	90%	84% (Q1 2021/22		86.96%	•		Most planning applications fall into this category although the numbers reported are aligned with the national reporting		
IBC	13	processed in 8 weeks	70% 60% Apr May Jun Jul Aug Sep Oct Actual - Target —Trend	All English Authorities)	388 out of 416	387 out of 444	855 out of 952	80 out of 92		88%	framework – this means many types of planning applications are not included. This explains why in excess of 2,300 decisions have been issued by NNC to date.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun) Environment	Quarter 2 Progress (Jul, Aug, Sep)	Year to Date	October 2021/22	Direction of Travel (September - October)	Target	Comments
TBC	Т4	% of food establishments in the area broadly compliant with food hygiene law	90%	n/a	87.86%	90.51%	92.00%	92.00%	(G)	95%	The figure is reduced due to teams being behind on inspections as a result of the Covid-19 pandemic so in that respect is not representative of the levels of compliance. Officers are addressing the backlog in accordance with the Food Standards Agencies
	hygiene law	7,5	Apr May Jun Jul Aug Sep Oct • Actual - Target - Trend		8288 out of 9433	8514 out of 9407	2886 out of 3137	2886 out of 3137			Recovery Roadmap. Year to Date is latest position.
TBC	Т5	Number of establishments with Eat out eat well award	100 80 60 40 20 Apr May Jun Jul Aug Sep Oct Actual —Trend	n/a	23	17	16	16	₽	No target - tracking indicator only	Eat out eat well awards expire after two years and in order to retain their awards it is necessary to reassess the business at the two year mark. Due to the Covid pandemic reassessments have not been carried out resulting in a big reduction in those businesses having awards. Officers from the North and West are meeting to start plans to re-establish the scheme. This will take significant time and resource to build the scheme back up to where we were pre pandemic.
TBC	Т6	Number of food & environmental samples taken	15 10 5 0 Apr May Jun Jul Aug Sep Oct Actual —Trend	n/a	10	0	17	7	Û	No target - tracking indicator only	Sampling has not been carried out during the pandemic and will be resumed on a gradual basis as it is a lower priority than statutory inspections and enforcement.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Year to Date	October 2021/22	Direction of Travel (September - October)	Target	Comments
			5000	T	Highwa	ıys			1		
ТВС	T54	Number of defects repaired in the network	4000 3000	n/a	5902	4312	12473	2259	G	No target - tracking indicator only	Nearly double the number of repairs undertaken on the network compared to the previous month
ТВС	T55	Number of defects outstanding on the network	1000 1000 Apr May Jun Jul Aug Sep Oct Actual —Trend	n/a	977 (June 2021)	881 (Sept 2021)	785	785	G	No target - tracking indicator only	Number of repairs outstanding on the network has reduced by 11%
TBC	T56	Repairs made to the network that are either permanent or semi-	95%	n/a	99.20%	98.98%	98.99%	98.43%	•	95% to 97%	The volume relates to those repairs that are permanent or semi- permanent. (Permanent and semi permanent repairs were reported incorrectly for September 2021, the actual figures were 99.71% and 1136 repairs)
		·	90% Apr May Jun Jul Aug Sep Oct •Actual -Target -Trend		5855	4268	12346	2224			98.43% of repairs undertaken in month were either permanent or semi- permanent
					Place Direc	ctorate					
	TBC T58	Corporate: Out of work benefits	5%		4.80%	4.30%	4.10%	4.10%		No target -	Snapshot volume each month. Sept information has been updated with refreshed information from Nomis which resulted in a positive change from 4.6% to 4.3%) 2020-21 is March position for North Northants Benchmark is East Midlands and updated for Oct 2021
ТВС		claimants (Ex county Place directorate)	0%	4.2%	10240	9135	8730	8730	G	tracking indicator only	

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun) Waste Ser	Quarter 2 Progress (Jul, Aug, Sep)	Year to Date	October 2021/22	Direction of Travel (September - October)	Target	Comments
ТВС	T60a	Household kerbside collection: Tonnes of material collected through kerbside schemes - Co- mingled recycling	5000 4000 3000	n/a	9212.66	8743.78	20717.42	2760.98	\Box	No target - tracking indicator only	Q2 data is unverified until approx Feb 22. This is a relatively stable waste stream, however performance is impacted by the level of contamination created by residents who put the wrong waste in the recycling bin. The Council continues to raise awareness and engage with residents to ensure that co-mingled recycling is clean and not contaminated by wet or dirty materials which affect the performance and presents significant financial risk to the Council when dealing with rejected loads of recyclable material.
TBC	Т60Ь	Household kerbside collection: Tonnes of material collected through kerbside schemes - Food waste	2000 1000 0 Apr May Jun Jul Aug Sep Oct Co-mingled recycling Food waste	n/a	990.28	986.34	2283.82	307.20	\Box	No target - tracking indicator only	Q2 data is unverified until approx Feb 22. Food waste is currently collected in East Northants and Corby. Factors that affect food waste performance include the level of multiple deprivation, and the availability of alternate capacity such as residual containers. The waste team intend to carry out awareness raising activity during 22/23 to increase participation in food waste collection. Removal of food waste from other waste streams, such as residual waste, is a key activity for effective waste collection systems, and requirements of The Environment Bill 2021 mean that food waste collections should be extended to all households by 2023.
TBC	Т60с	Household kerbside collection: Tonnes of material collected through kerbside schemes - Garden waste	Garden waste	n/a	8387.75	8570.16	18850.17	1892.26	Q	No target - tracking indicator only	Garden waste tonnages are affected by the greatest amount of seasonal variance. Yields for this material increase during Q1 and Q2 and drop off in the winter by approximately 60%. Arisings for garden waste are also affected by weather conditions, in dry years, the overall yield will be reduced.
TBC	T65	Percentage of waste treated (residual kerbside waste, HWRC, wood)	100% 90% 90% 80% 70% 60% 50% 40% 30%	n/a	90.95%	91.48%	91.38%	92.60%	•	n/a	T65: While the quantity of waste can fluctuate, the percentage of waste treated is relatively stable, being managed through contract requirements. T66: Quality and quantity of waste that can be reused, recycled or composted is subject to variation throughout the year, lower visitor numbers in winter months means a reduction in total waste and
ТВС	T66	Percentage of waste reused, recycled, composted from HWRC sites	10% 0% Apr May Jun Jul Aug Sep Oct Treated (residual kerhside waste HWRC wood)	43.2%	40.01%	42.49%	41.08%	40.20%	R	n/a	therefore a reduction of the percentage of waste reused, recycled or composted. There is also no guarantee that the quality of waste being brought to the Household Recycling Centres (HWRC) is fit for reuse or recycling, therefore these can see monthly variations. Compost tonnages is the area most affected by seasonal variance so yields for this material drop off in the winter.

	Children's Services Quarter 1 Quarter 2 Direction of													
Key Commit ment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Progress (Apr, May, Jun)	Progress (Jul, Aug, Sep)	Year to Date	October 2021/22	Direction of Travel (September - October)	Target	Comments			
					Learn	ing, Skills & E	ducation							
ТВС	Т44	% of primary schools judged as good or outstanding by Ofsted	90% 85% 80% 75% Apr May Jun Jul Aug Sep Oct ActualTarget	85%	73%	73%	73.6%	73.6%	G	88%	A minor improvement in overall ratings this month, to 73.6%, up from 73.0% in September			
ТВС	T45	% of secondary schools judged as good or outstanding by Ofsted	80% 78% 76% 74% 72% 70% 68% 66% 64% Apr May Jun Jul Aug Sep Oct	71%	70%	70%	78.9%	78.9%	G	65%	An increase in performance this month, to 78.9% of secondary schools judged as good or oustanding by Ofsted in their latest inspections			
TBC	T46	Current number of home educated children	700 680 660 640 620 600 Apr May Jun Jul Aug Sep Oct Actual —Trend	n/a	607	600	616	616	R	No target - tracking indicator only				
ТВС	Т47	Number of permanent exclusions from school - Total	10 9 8 7 6 5 4 3 2 1 0 Apr May Jun Jul Aug Sep Oct Actual —Trend	35	15	6	5	2	[G]	No target - tracking indicator only	YTD = Academic Year to Date. The number has reduced from the last reporting period, which is July as schools are closed in August. The number of permanent exclusions in October is 2, with the September figure being updated from the previously reported figure of 2.			

Key Commit ment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	(Jui, Aug, Sep)	Year to Date	October 2021/22	Direction of Travel (September - October)	Target	Comments
ТВС	T48	Number of looked after children without a school place / missing education	25 20 15 10 5 0 Apr May Jun Jul Aug Sep Oct Actual —Trend	n/a	21	7	7	0	G	No target - tracking indicator only	There are currently no Looked after Children without a school place/ missing education (as of 31st October)

Key Commit ment	Ref No.	Description of Performance Indicator	Infographic / Chart Children's Trus	Benchmark	Quarter 1 Progress (Apr - Jun)	Quarter 2 Progress (Apr - Sep)	Year to Date	October 2021/22	Direction of Travel (September - October)	Target	Comments
ТВС	T24 (KPI 1)	% of all referrals with a decision within 2 working days	100% 95% 90% 85% Apr May Jun Jul Aug Sep Oct • ActualTargetTrend	n/a	88%	84%	n/a	95%	G	85% (Tolerance 75% - 95%)	
TBC	T25 (KPI 2)	% of referrals with a previous referral within 12 months	40% 35% 30% 25% Apr May Jun Jul Aug Sep Oct ActualTargetTrendLinear (Actual)	n/a	34%	34%	34%	36%	A	29% (Tolerance 25% - 40%)	
TBC	T26 (KPI 3)	% of single assessments authorised within 45 working days	95% 90% 85% 80% 75% Apr May Jun Jul Aug Sep Oct ActualTargetTrend	n/a	98%	98%	98%	98%	A	85% (Tolerance 85% - 95%)	Data is for Northamptonshire Children's Trust (NCT) as a whole and therefore covers both West and North Northamptonshire. The RAG position are based upon the tolerances agreed in the contract KPIs between NCT and the Unitary councils.
TBC	T27 (KPI 4)	% of single assessments closing with no further action	50% 40% 30% 20% 10% Apr May Jun Jul Aug Sep Oct • Actual ·-Target -Trend	n/a	35%	40%	40%	42%	A	35% (Tolerance 30% - 50%)	
TBC	T28 (KPI 5)	% of initial child protection conferences held within 15 days of a strategy discussion being initiated	100% 95% 90% 85% 80% 75% 65% 60% 65% Apr May Jun Jul Aug Sep Oct • Actual - Target — Trend	79.8%	77%	81%	80%	68%	A	81% (Tolerance 66% - 86%)	

Key Commit ment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr - Jun)	Quarter 2 Progress (Apr - Sep)	Year to Date	October 2021/22	Direction of Travel (September - October)	Target	Comments
TBC	T29 (KPI 6)	% of children that became the subject of a Child Protection Plan for the second or subsequent time	Children's Trust - cor 60% 50% 40% 30% 20% 10% Apr May Jun Jul Aug Sep Oct ActualTargetTrend	ntinued (Please	e note that this	s data is for th	e whole of Noi	thamptonshir	e and not just the	20% (Tolerance 15% - 35%)	The Percentage of children that became the subject of a Child Protection Plan for the second or subsequent time is also outside tolerance, although has improved this month. This has been variable and on occasions too high. 30 of the 83 plans starting in September are children who had been on a plan before (13 families). None of these plans ended in the last six months, 2 ended less than 1 year ago (7%), 6 ended 1-2 years ago (20%), 14 ended 2-4 years ago (47%), 8 ended 4+ years ago (27%). Emotional abuse is featuring highly (for 24 out of the 30 children). Whilst a review of these cases is due to be completed, there is an initial indication that the impact of the pandemic may have contributed to increase in stress and pressure for families and consequently escalation of needs.
ТВС	T30 (KPI 7)	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 (%)	72% 70% 68% 66% 64% 62% Apr May Jun Jul Aug Sep Oct • Actual · Target – Trend	67%	65%	68%	71%	71%	G	66% (Tolerance 56% - 70%)	
ТВС	T31 (KPI 8)	% Children in care with three of more placements in the previous 12 months	12% 11% 10% 9% Apr May Jun Jul Aug Sep Oct ActualTargetTrend	11%	9%	10%	11%	11.3%	A	10% (Tolerance 5% - 15%)	

Key Commit ment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr - Jun)	Quarter 2 Progress (Apr - Sep)	Year to Date	October 2021/22	Direction of Travel (September - October)	Comments
TBC	T32 (KPI 9)	% of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16	Children's Trust - con 70% 65% 60% 55% 50% Apr May Jun Jul Aug Sep Oct • ActualTargetTrend	tinued (Please	e note that this	60%	e whole of Nor	thamptonshir.	e and not just the North) 55% (Tolerance 50% - 60%	
ТВС	T33 (KPI 10)	% of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16	95% 90% Apr May Jun Jul Aug Sep Oct ActualTargetTrend	n/a	93%	91%	92%	94%	90% (Tolerance 85% - 95%	
TBC	T34 (KPI 11)	% of qualified social workers with caseloads above target	15% 14% 13% 12% 11% 10% 9% Apr May Jun Jul Aug Sep Oct • Actual · · Target – Trend	n/a	14%	12%	13%	13.1%	12% (Tolerance 10% - 20%	
ТВС	T35 (KPI 12)	% of children placed more than 20 miles from their homes, outside LA boundary	20% 19% 18% 17% 16% Apr May Jun Jul Aug Sep Oct Actual – Target	21%	19%	19%	19%	19%	18% (Tolerance 17% - 27%	

Key Commit ment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr - Jun)	(Apr - Sep)	Year to Date	October 2021/22	Direction of Travel (September - October) e and not just the North)	Comments
ТВС	T36 (KPI 13)	% of stage 1 complaints responded to within 10 working days	100% 75% 50% 25% Apr May Jun Jul Aug Sep Oct •Actual ·-Target -Trend	n/a	n/a	n/a	n/a	80%	50% (Toleran 30% - 60	
TBC	T37 (KPI 14)	Stage 2 investigations as a % of stage 1 complaints received within the year	70% 65% 60% 55% 55% 50% 45% 40% 35% 30% 20% 15% 10% Apr May Jun Jul Aug Sep Oct ActualTargetTrend	n/a	n/a	n/a	n/a	43%	30% (Toleran 15% - 45	
TBC	T38 (KPI 16)	% of social worker vacancies	23% 22% 21% 20% 19% 18% Apr May Jun Jul Aug Sep Oct ActualTargetTrend	n/a	18%	21.9%	22.7%	22.7%	20% (Toleran 16% - 26	
TBC	T39 (KPI 17)	% of social worker posts filled with agency staff	18% 18% 17% 16% 15% Apr May Jun Jul Aug Sep Oct •ActualTarget —Trend	n/a	18.5%	15.4%	14.8%	14.8%	18% (Toleran 16% - 26	

	Adults, Communities & Wellbeing Quarter 1 Quarter 2 Direction of												
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Year to Date	October 2021/22	Direction of Travel (September - October)	Target	Comments		
	1			I	Hou	using							
TBC	Т7а	Number of households whose homelessness was prevented	40 30 20 10 Apr May Jun Jul Aug Sep Oct OActual -Trend	n/a	68	61	143	14	\Box	No target - tracking indicator only	Performance has remained at similar levels over the past few months reflecting the difficulties the Housing Options team are having trying to secure accommodation solutions particularly in the		
TBC	T7b	Number of households whose homelessness was relieved	40 30 20 10 Apr May Jun Jul Aug Sep Oct Actual — Trend	n/a	85	72	184	27	Û	No target - tracking indicator only	private sector. (This data was combined initially for April and May 2021 but has now been split out correctly which has led to these figures changing from the previous report so this is now an accurate reflection of performance.)		
твс	Т8	Number of rough sleepers (single night snapshot figure)	40 30 20 10 Apr May Jun Jul Aug Sep Oct •ActualTarget -Trend	12	18 (June 2021)	25 (Sept 2021)	10 (Oct 2021)	10	G	9	This data is always a latest snapshot each month. Significant reduction in snapshot figures after a spike during August and September. The Rough Sleeping Team have been working exceptionally hard to achieve this.		
			200		Comn	nunities							
TBC	T10	Number of Anti Social Behaviour reported per quarter	150 100 50 Apr May Jun Jul Aug Sep Oct Actual –Trend	n/a	102	493	689	94	\Box	No target - tracking indicator only			

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Year to Date	October 2021/22	Direction of Travel (September - October)	Target	Comments
TBC	Т67	Total number of people allocated to each team	6000 5000 4000 3000 2000 1000 0 Apr May Jun Jul Aug Sep Oct	n/a	5584	5248	5584	5584	R	No target - tracking indicator only	Year to date method is latest snapshot.
TBC	Т68	Number of unscheduled review requests	160 140 120 100 80 60 40 20 0 Apr May Jun Jul Aug Sep Oct	n/a	376	290	776	103	R	No target - tracking indicator only	
				Social Care - SI	nort and Lor	ng Term (SA	LT) Service	s - Hospital			
TBC	T69	Percentage of New Requests for Services (all ages) where Route of Access was	42% 41% 40% 39% 38%	n/a	37%	41%	40%	40%		No target -	Monthly figures are latest year to date
.55	100	Discharge from Hospital, that had a sequel of ST-MAX (i.e. reablement)	37% 36% 35% Apr May Jun Jul Aug Sep Oct • Actual — Trend	.,,				321	Ť	indicator only	monthly lighted die latest year to date
				Adu	It Social Ca	re - Safegua	rding				
TBC	Т70	Number of new concerns received	240 230 220 210 200 190 Apr May Jun Jul Aug Sep Oct • Actual – Trend	n/a	605	661	1515	223	•	No target - tracking indicator only	We're currently undertaking a campaign to increase awareness of the Safeguarding process among the public. We'd expect its success to result in a greater number of referrals.
TBC	Т71	New concerns determined to be enquiries (both s42 and other)	80 70 60 50 40 30 Apr May Jun Jul Aug Sep Oct	n/a	160	158	400	65	⇧	No target - tracking indicator only	This is not a productivity measure as such it just shows the volume of potential enquiries. If a concern is determined to be an enquiry then that means there will be more work as a result. However, an LA can't control if something is \$42. However we would want to monitor receiving large numbers as this would be a burden on the teams that carry out the enquiry stage of the process.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Sep)	Year to Date	October 2021/22	Direction of Travel (September - October)	Target	Comments
			A	dult Social Care		n of Liberty	Safeguards	s (DoLS)			
ТВС	Т72	Open cases (No date restriction)	2000 1900 Apr May Jun Jul Aug Sep Oct • Actual — Trend	n/a	2023	1970	1923	1923	G	No target - tracking indicator only	The DOLS backlog is being examined to understand where demand comes from and how best to address it. This information will be fed into the DOLS disaggregation project with the goal of reducing the backlog. Data is latest snapshot.
				Adult 9	Social Care -	In-House P	rovision				
ТВС	Т73	Therapy Service-Total Cases of Waiting for Booking & Assessment	700 650 600 550 Apr May Jun Jul Aug Sep Oct Actual —Trend	n/a	635	638	530	530	G	No target - tracking indicator only	Data is latest snapshot.
			Adult Social Ca	re - Domain Twe	o: Delavina	and Reducin	a the Need	for Care and 9	Support		
TBC	T74	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people)	350 325 300 275 250 225 200 175 150 125 100 Apr May Jun Jul Aug Sep Oct • Actual — Trend	511.7	175.87	324.66	388.68	388.68	n/a	No target - tracking indicator only	This is a cumulative total. Whilst we always want to avoid admissions to care homes this will be red every month of the year as it will always increase since care home admission is the right move for some people.
ТВС	T75	Delaying and reducing the need for care and support	65% 64% 63% 61% 60% 59% 59% 55%	84.60%	59.90%	59.80%	59.40%	59.40%	•	No target - tracking indicator only	This is a cumulative total and reflects the proportion of people going into short term services, rather than into long term care.
	need for care and support 55 56 55	55% Apr May Jun Jul Aug Sep Oct Actual —Trend				282	282		,		

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Year to Date	October 2021/22	Direction of Travel (previous to latest period)	Target	Comments
	1			T	Public	Health					
TBC	Т76	Smoking quit rate at 4 weeks	68% 66% 62% 60% Apr May Jul Aug •ActualTargetTrend	n/a	66.7% (May 2021)	66.7% (Jul 2021)	60.8% (Aug 2021)	60.8% (Aug 2021)	R	60%	Latest Data available - August 2021. The slight drop in success rates observed in August may have occurred due to the end of COVID restrictions (July 21). Clients who were not 100% set on quitting may have found it especially difficult to resist temptation when the ability to socialise become available again.
TBC	Т77	Healthy Child Programme: Proportion New Birth Visits completed within 14 days	95% 90% Apr May Jun Jul Aug Sep •ActualTargetTrend	86.8%	98% (Jun 2021)	97.24% (to Aug 2021)	96.63% (Sep 2021)	96.63% (Sep 2021)	•	>90%	2021-22 data not available at a North Unitary level; Oct data will arrive by 1st December 2021.
ТВС	Т78	Healthy Child Programme - Proportion of children receiving a 12 month review	95% 90% 85% 80% 75% Apr May Jun Jul Aug Sep		79% (June 2021)	82.97% (to Aug 2021)	80.03% (Sep 2021)	80.03% (Sep 2021)	•	>90%	2021-22 data not available at a North Unitary level; Oct data will arrive by 1st December 2021.
ТВС	Т79	NHS Health Check programme - Proportion of in- year eligible population offered a Health Check	2% 1% Apr May Jun Aug Sep Oct	1.5%	2.5% (Jun 2021)	2.3% (Sep 2021)	1.6% (Oct 2021)	1.6% (Oct 2021)	R	ia.got/	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.
TBC	Т80	NHS Health Check programme - Proportion of in- year eligible population who completed a Health Check	3% 2% 1% O% Apr May Jun Aug Sep Oct Actual – Trend	0.6%	0.8% (Jun 2021)	1.6% (Sep 2021)	0.3% (Oct 2021)	0.3% (Oct 2021)	R		GPs are still very much recovering and capacity to deliver NHS Health Checks in practices is still limited, considering the winter pressures and the backlog from the 1st and 2nd wave that GPs have to focus on. Compared with national figures, we are much in line with national performance. Benchmark is England Q1 2021/22.
TBC	T81	Successful completion of drug treatment - opiate users	5% 4% 3% 2% 1% 0% Apr May Jun Aug Sep Actual – Trend	5.7%	3.98% (Jun 2021)	3.69% (to Aug 2021)	3.3% (Oct 2021)	3.3% (Oct 2021)	R	No target - tracking indicator only	2021-22 data not available at a North Unitary level

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Year to Date	October 2021/22	Direction of Travel (previous to latest period)	Target	Comments
					Public Healt	h (continued	i)				
ТВС	T82	Successful completion of drug treatment - non-opiate users	30% Apr May Jun Aug Sep Actual — Trend	34.4%	30.93% (Jun 2021)	29.15% (to Aug 2021)	29% (Sep 2021)	29% (Sep 2021)	•	No target - tracking indicator only	2021-22 data not available at a North Unitary level
TBC	Т83	Successful completion of alcohol treatment	30% Apr May Jun Aug Sep	37.9%	28.32% (Jun 2021)	28.44% (to Aug 2021)	29.45% (Sep 2021)	29.45% (Sep 2021)	G	No target - tracking indicator only	2021-22 data not available at a North Unitary level
TBC	Т84	Smoking status at the time of delivery	13% 12% 11% 10% Q1 2021-22 ActualTarget	10.4%	11.9% (Q1 2021/22)	11.0% (Q2 2021/22)	11.0% (Q2 2021/22)	11.0% (Q2 2021/22)	•	11%	Annual measure published in Q3, external data. Benchmark is % smoking at delivery. Data is for Northamptonshire STP/NHS Northamptonshire CCG, Benchmarks are England and East Midlands 2019-20.
TBC	T85	Obesity - Child excess weight - aged 4-5	Child excess weight aged 4-5 (2019/20) = 23.9%	23.0%	n/a	n/a	n/a	23.9% (2019/20)	n/a	19%	Annual Measure - Published in Q3, External Data Latest Data Published is 2019-20
ТВС	T86	Obesity - Child excess weight - aged 10-11	Child excess weight aged 10-11 (2019/20) = 34.4%	35.2%	n/a	n/a	n/a	34.4% (2019/20)	n/a	30%	Annual Measure - Published in Q3, External Data Latest Data Published is 2019-20
TBC	T87	Obesity - Adults classified as overweight or obese (Based on Active Lives survey, Sport England)	Adults overweight or obese (2019/20) = 68.4%	62.8%	n/a	n/a	n/a	68.4% (2019/20)	n/a	n/a	Annual Measure - Published in Q3, External Data Latest Data Published is 2019-20
TBC	T88	% Adults physically inactive – doing less than 30 minutes of moderate intensity exercise per week, in bouts of 10 minutes or more.	Adults physically inactive (2019/20) = 24.5%	22.9%	n/a	n/a	n/a	24.5% (2019/20)	n/a	n/a	Annual Measure - Published in Q3, External Data Latest Data Published is 2019-20
ТВС	Т89	Flu vaccinations coverage 65+	Flu vaccinations (week 45 2020/21) = 70.1%	80.9%	n/a	n/a	70.1% (week 45 2021/22, to 14 Nov)	70.1% (week 45 2021/22, to 14 Nov)	n/a	75%	Data is not validated or published. For NHS Northamptonshire CCG 2021/22 seasonal flu vaccination programme, programme starts in week 36 2021 and continues to week 04 in 2022. Benchmarks are England and East Midlands 2020-21.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart		Progress (Apr, May, Jun)	Sep)	Year to Date	October 2021/22	Direction of Travel (previous to latest period)	Target	Comments
					Public Healt	n (continued	1) 				
TBC	Т90	MMR vaccination - 5 year olds for two doses	MMR vaccinations (2020/21) = 89.4%	86.8%	n/a	n/a	n/a	89.4% (2020/21)	n/a	95%	Annual Measure - Published in Q3, External Data. Latest 2020-21 data presented is unvalidated and unpublished and for whole of NHS Northamptonshire. 2019/20 data not available at a North Unitary level
ТВС	T91	Smoking prevalence in adults	Smoking prevalence in adults (2019) = 17.7%	13.9%	n/a	n/a	n/a	17.7% (2019)	n/a	n/a	Annual Measure - Published in Q2, External Data Latest Data Published is 2019, North Northamptonshire figure calculated from district level data
ТВС	Т92	Suicide Rate	Suicide Rate (2018-20) = 10.8 per 100,000	10.4 per 100,000	n/a	n/a	n/a	10.8 per 100,000 (2018-20)	n/a	8 per 100,000	Annual Measure - Published in Q3, External Data Latest Data Published is 2018-20 and is for North Northants Council. England benchmark is for 2018-20.