



**North Northamptonshire Council F&R Scrutiny Performance Report - October 2021**

**Key to Performance Status Colours**

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

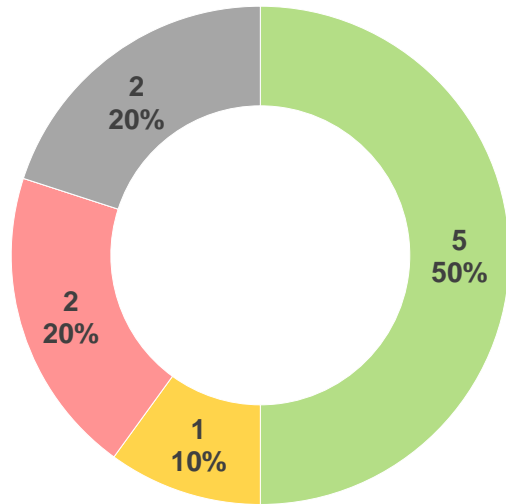
<b>Direction of Travel Key</b>	
An acceptable range = within 5% of the last period's performance	
	Performance has improved from the last period – Higher is better
	Performance has improved from the last period – Lower is better
	Performance has declined but is still within an acceptable range of 5% 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

**Terminology key**

<b>TBC:</b> To be confirmed	<b>Actual:</b> The actual data (number/percentage) achieved during the reporting period
<b>TBD:</b> To be determined	<b>Benchmark:</b> 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.
<b>n/a:</b> Not applicable	

## North Northamptonshire Council F&R Scrutiny Performance Report - October 2021

### October 2021 Performance Summary







■ On target or over-performing target





■ Under-performing against target but within 5% corporate tolerance (or other agreed tolerance)

■ Under-performing against target by more than 5% (or other agreed tolerance)

■ Target under review

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)

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	