



North Northamptonshire Council Performance Report - December 2021

Key to Performance Status Colours

Progress Status Key:
Green - On target or over-performing against target
Amber - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified)
Red - Under-performing against target by more than 5% (or other agreed tolerance as specified)
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	
↑G	Performance has improved from the last period – Higher is better
↓G	Performance has improved from the last period – Lower is better
↑	Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Lower is better
→	Performance has stayed the same since the last period
↓	Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Higher is better
↑R	Performance has deteriorated from the last period – Lower is better
↓R	Performance has deteriorated from the last period – Higher is better
⇧	Actual increased - neither higher or lower is better
⇨	Actual has stayed the same since the last period - 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 - within tolerance
Red - Below target - outside tolerance
Grey - No RAG

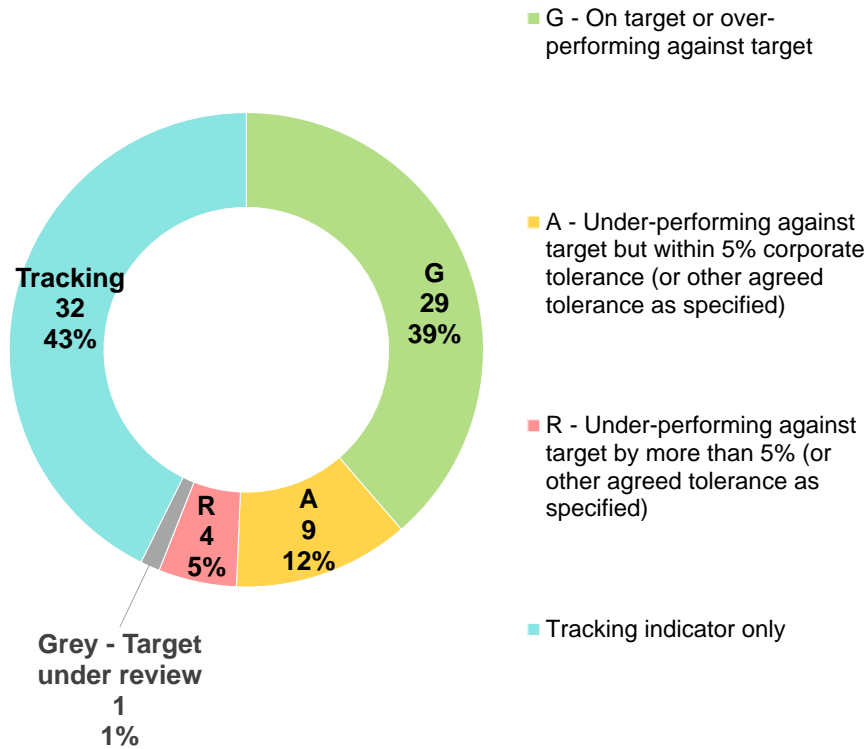
Children's Trust Direction of Travel Key	
↑G	Performance improved since last month
→	Performance the same as last month
↓A	Performance declined since last month

Terminology key

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

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December 2021 Performance Summary



Directorate	Underperforming Indicators	Variance from target
Children's Services	T44 (LS3a) % of primary schools judged as good or outstanding by Ofsted	-15.00%
Children's Services	T37 (KPI 14) Stage 2 investigations as a % of stage 1 complaints received within the year to date	+70%
Adults, Communities & Wellbeing	T79 % of in-year eligible population offered an NHS Health Check	-83.1%
Adults, Communities & Wellbeing	T80 % of in-year eligible population who received an NHS Health Check	-86.2%

Directorate	Indicators where Direction of Travel has deteriorated	% change from last month
Adults, Communities & Wellbeing	T79 % of in-year eligible population offered an NHS Health Check	-40.83%
Adults, Communities & Wellbeing	T80 % of in-year eligible population who received an NHS Health Check	-22.47%
Place & Economy	T66 Percentage of waste re-used, recycled, composted from HWRC sites	-15.81%

Directorate	Indicators where Direction of Travel has deteriorated	% change from previous period
Adults, Communities & Wellbeing	T93 Breastfeeding rate at 6-8 weeks	(Oct - Nov 2021) -6.58%

Legal & Democratic			
	Performance Indicator	December Progress Status	Direction of Travel (Nov-Dec)
Human Resources	T19 Number of working days lost to sickness per employee (short-term)	TRACKING	↓G
	T20 Number of working days lost to sickness per employee (long-term)	TRACKING	↓G
Information Governance	T11 % of Freedom of Information Requests completed in 20 working days	G	↑G
	T12 % Environmental Information Regulation Requests completed in 20 working days	G	↓
	T13 % Individual Rights Requests completed in 1 calendar month	G	→

Finance Services			
	Performance Indicator	December Progress Status	Direction of Travel (Nov-Dec)
Finance	T14 % of invoices paid within 30 days	G	↑G
Revenues & Benefits	T15 % of Council Tax collected	G	↑G
	T16 % National Non Domestic Rates collected	A	↑G
	T17 Average time taken to process benefits & Council Tax Support Claims (days)	G	↑
	T18 Average time to process benefits & Council Tax Support Changes of circumstances (days)	G	↓G

Transformation			
	Performance Indicator	December Progress Status	Direction of Travel (Nov-Dec)
Customer Services	T21a % calls answered	G	↑G
	T21b Total number of calls received	TRACKING	↓
	T22 Stage 1 complaints received	TRACKING	↓G
	T23 Stage 2 complaints received	TRACKING	↓G

Place & Economy			
	Performance Indicator	December Progress Status	Direction of Travel (Nov-Dec)
Planning Development	T1 % major planning applications processed in 13 weeks	G	↑G
	T2 % minor planning applications processed in 8 weeks	G	↑G
	T3 % other planning applications processed in 8 weeks	G	↑G
Environmental Protection	T4 % of food establishments in the area broadly compliant with food hygiene law	A	↓
	T5 Number of establishments with Eat out Eat Well award	TRACKING	↓
	T6 Number of food & environmental samples taken	TRACKING	↑
Highways	T54 Number of defects repaired in the network	TRACKING	↑G
	T55 Number of defects outstanding on the network	TRACKING	↓G
	T56 Repairs made to the road network that are either permanent or semi permanent	G	↑G
Place Directorate	T58 Out of work benefits claimants (Ex county Place directorate)	TRACKING	↓G

Place & Economy			
	Performance Indicator	December Progress Status	Direction of Travel (Nov-Dec)
Waste	Household kerbside collection: Tonnes of material collected through kerbside schemes:-		
	T60a -Co-mingled recycling	TRACKING	↑
	T60b -Food waste	TRACKING	↑
	T60c -Garden waste	TRACKING	↓
	T65 Percentage of waste treated (residual kerbside waste, HWRC, wood)	TRACKING	↑
	T66 Percentage of waste re-used, recycled, composted from HWRC sites	TRACKING	↓R

Children's Services

Learning, Skills & Education

Performance Indicator	December Progress Status	Direction of Travel (Nov-Dec)
T44 (LS3a) % of primary schools judged as good or outstanding by Ofsted	R	➔
T45 (LS4a) % of secondary schools judged as good or outstanding by Ofsted	G	➔
T46 (LS11f) Current number of home educated children	TRACKING	⬆
T47 (NI 114) Number of permanent exclusions from school - Total	TRACKING	⬇
T48 (New2) Number of looked after children without a school place / missing education	TRACKING	⬆

Children's Services

Performance Indicator		December Progress Status	Direction of Travel (Nov-Dec)
Children's Social Care	T24 (KPI 1) % of all referrals with a decision within 2 working days	G	➔
	T25 (KPI 2) % of referrals with a previous referral within 12 months	A	↑G
	T26 (KPI 3) % of single assessments authorised within 45 working days	G	↓A
	T27 (KPI 4) % of single assessments closing with no further action	A	↓A
	T28 (KPI 5) % of initial child protection conferences held within 15 days of a strategy discussion being initiated	G	↑G
	T29 (KPI 6) % of children that became the subject of a Child Protection Plan for the second or subsequent time	G	↑G
	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 (%)	G	↑G
	T31 (KPI 8) % Children in care with three or more placements in the previous 12 months	A	↓A
	T32 (KPI 9) % of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16	G	↑G
	T33 (KPI 10) % of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16	G	↑G
	T34 (KPI 11) % of qualified social workers with caseloads above target	A	↑G
	T35 (KPI 12) % of children placed more than 20 miles from their homes, outside LA boundary	A	➔
	T36 (KPI 13) % of stage 1 complaints responded to within 10 working days	G	↑G
	T37 (KPI 14) Stage 2 investigations as a % of stage 1 complaints received within the year to date	R	↑G
	T38 (KPI 16) % of social worker vacancies	A	↓A
	T39 (KPI 17) % of social worker posts filled with agency staff	G	↑G
	T40 (KPI 18) Average time between the LA receiving court authority to place a child and deciding on a match	G	↑G
	T41 (KPI 190) % of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted	G	↑G
	T42 (KPI 20) Numbers of data breaches reported or self-reported to the ICO per quarter	TRACKING	↑G

Adults, Communities & Wellbeing			
Performance Indicator		December Progress Status	Direction of Travel (Nov-Dec)
Housing	T7a	Number of households whose homelessness was prevented	TRACKING
	T7b	Number of households whose homelessness was relieved	TRACKING
	T8	Number of rough sleepers (single night snapshot figure)	G
	T9	Gross number of affordable homes delivered	TRACKING
Communities	T10	Number of Anti Social Behaviour incidents reported	TRACKING
Adult Social Care	Assessment Teams		
	T67	Total number of people allocated to each team	TRACKING
	T68	Number of unscheduled review requests	TRACKING
	Short and Long Term (SALT) Services - Hospital		
	T69	Percentage of new requests for services (all ages) where route of access was discharge from hospital, that had a sequel of ST-MAX (short term support to maximise independence) (i.e. reablement)	TRACKING
	Safeguarding		
	T70	Number of new concerns received	TRACKING
	T71	New concerns determined to be enquiries (both s42 and other)	TRACKING
	Deprivation of Liberty Safeguards (DoLS)		
	T72	Open cases (No date restriction)	TRACKING
	In-House Provision		
	T73	Therapy Service - Total cases of waiting for booking & assessment	TRACKING
	Domain Two: Delaying and Reducing the Need for Care and Support		
T74	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people)	TRACKING	
T75	Delaying and reducing the need for care and support	TRACKING	

Adults, Communities & Wellbeing

Performance Indicator		Latest Progress Status	Direction of Travel (Previous to latest)
Public Health	T76 Smoking quit rate at 4 weeks	G - Nov 2021	↑G
	T77 % of infants due a new birth visit that received a new birth visit within 14 days of birth	G - Nov 2022	↑G
	T79 % of in-year eligible population offered an NHS Health Check	R - Dec 2021	↓R
	T80 % of in-year eligible population who received an NHS Health Check	R - Dec 2021	↓R
	T93 Breastfeeding rate at 6-8 weeks	A - Nov 2021	↓R
	T94 % of children who received a 6-8 week review by the time they were 8 weeks	G - Nov 2022	↓
	T95 % mothers known to be smokers at the time of delivery	G - Sep 2021	↓G
	T96 % substance misuse clients waiting more than 3 weeks for their first intervention	Grey - Sep 2021	→