North Northamptonshire Council Performance Report - December 2021

Key to Performance Status Colours

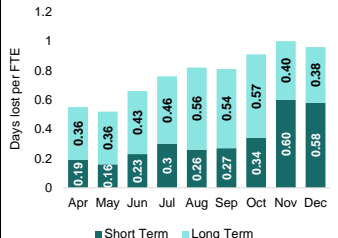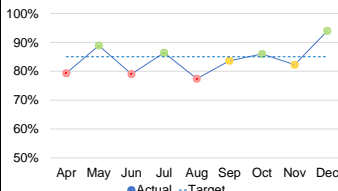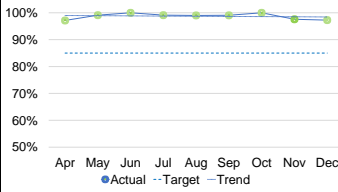| Progress Status Key:		Direction of Travel Key	
		An acceptable range = within 5% of the last period's performance	
Green - On target or over-performing against target		↑G	Performance has improved from the last period – Higher is better
Amber - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified)		↓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
Red - Under-performing against target by more than 5% (or other agreed tolerance as specified)		→	Performance has stayed the same since the last period
Dark Grey - Data missing		↓	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
Grey - Target under review		↓R	Performance has deteriorated from the last period – Higher is better
		⇧	Actual increased - neither higher or lower is better
Turquoise - Tracking Indicator only		⇨	Actual has stayed the same since the last period - neither higher or lower is better
		⇩	Actual decreased - neither higher or lower is better

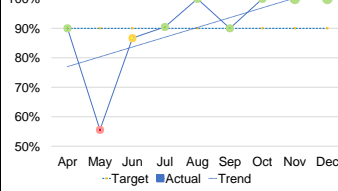| Children's Trust Progress Status Key:		Children's Trust Direction of Travel Key	
Green - At target or better		↑G	Performance improved since last month
Amber - Below target - within tolerance		→	Performance the same as last month
Red - Below target - outside tolerance		↓A	Performance declined since last month
Grey - No RAG			

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.

December 2021 Progress Report

Legal & Democratic

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Quarter 3 Progress (Oct, Nov, Dec)	Year to Date	November 2021/22	December 2021/22	Direction of Travel (November-December)	Polarity	Target	Comments
Human Resources														
TBC	T19	Number of working days lost to sickness per employee (Short Term)		Local Government 'single tier' national average - 9.2 days lost per employee over 12 months (0.77 days lost per month)	n/a	n/a	n/a	2.55 days lost	0.6 days lost	0.58 days lost	⬇G	Lower is better	*LG Benchmark (Apr-Dec) split: 2.85 days lost short term and 4.05 days lost long term	There has been slight decrease in sickness from November to December. The YTD sickness shows that we are lower than the benchmark so far in 2021/22 for short term sickness and slightly higher than the benchmark for long term sickness. (Note:- the YTD sickness may total up slightly different to the monthly sickness rates reported as monthly sickness is recorded on the 1st of following month, each month and the YTD sickness is calculated at the end of the year to date period. So for December the YTD sickness is recorded on the 1st February. This can therefore lead to slight discrepancies as sickness days will have been added retrospectively throughout the year.)
TBC	T20	Number of working days lost to sickness per employee (Long Term)			n/a	n/a	n/a	4.67 days lost	0.4 days lost	0.38 days lost	⬇G	Lower is better		
Information Governance														
TBC	T11	% of Freedom of Information Requests completed in 20 working days		93%	82.62%	82.22%	86.43%	83.60%	82.08%	93.94%	⬆G	Higher is better	85%	Reprieve on number of requests in December has had an obvious benefit to our performance. There are still 4 more active requests as of 27/01 to be added once complete.
					271 out of 328	282 out of 343	242 out of 280	795 out of 951	87 out of 106	62 out of 66 (4 requests are still active)				
TBC	T12	% Environmental Information Regulation Requests completed in 20 working days		93%	98.82%	99.07%	97.28%	98.58%	97.58%	97.28%	⬇	Higher is better	85%	Performance has continued to remain extremely positive. Volume received in December reflects the property slowdown at this time of year.
					335 out of 339	318 out of 321	455 out of 464	1108 out of 1124	202 out of 207	143 out of 147				
TBC	T13	% Individual Rights Requests completed in 1 calendar month		81%	74.42%	92.68%	100.00%	87.16%	100.00%	100.00%	➡	Higher is better	90%	Figure for November has risen to 100% due to correcting an admin error. The changes we implemented for procedures within the team reflect the Q3 performance of 100%.
					32 out of 43	38 out of 41	25 out of 25	95 out of 109	8 out of 8	8 out of 8				

Finance Services

North Northamptonshire Council Performance Report - December 2021	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Quarter 3 Progress (Oct, Nov, Dec)	Year to Date	November 2021/22	December 2021/22	Direction of Travel (November-December)	Polarity	Target	Comments
								Finance Strategy & Accountancy						
TBC	T14	% of invoices paid within 30 days		n/a	**91.80%**	**91.98%**	**97.82%**	**94.14%**	**97.27%**	**97.69%**	⬆G	Higher is better	95%	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 not being paid within deadline is due to service users not completing goods receipts or invoice approvals within the required timescales. We will reiterate the correct process to the service users.
					6697 out of 7295	8709 out of 9468	9932 out of 10153	25338 out of 26916	3172 out of 3261	3261 out of 3338				

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					Revenues and Benefits									
TBC	T15	% of Council Tax collected		96.41%	**29.05%** **103.8% achieved of the target**	**56.79% (Apr-Sep)** **101.4% achieved of the target**	**84.11% (Apr-Dec)** **100.13% achieved of the target**	**84.11% (YTD)** **100.13% achieved of the target**	**75.06% (YTD)** **100.08% achieved of the target**	**84.11% (YTD)** **100.13% achieved of the target**	⬆G	Higher is better	84%	There has been slight decrease in sickness from November to December. The YTD sickness shows that we are lower than the benchmark so far in 2021/22 for short term sickness and slightly higher than the benchmark for long term sickness. (Note:- the YTD sickness may total up slightly different to the monthly sickness rates reported as monthly sickness is recorded on the 1st of following month, each month and the YTD sickness is calculated at the end of the year to date period. So for December the YTD sickness is recorded on the 1st February. This can therefore lead to slight discrepancies as sickness days will have been added retrospectively throughout the year.)
					£63,069,552.08	£123,531,775.70	£183,281,458.52	£183,281,458.52	£163,438,219.00	£183,281,458.52				
TBC	T16	% National Non Domestic Rates collected		97.93%	**27.97%** **99.9% achieved of the target**	**48.72% (Apr-Sep)** **88.6% achieved of target**	**78.06% (Apr-Dec)** **95.2% achieved of the target**	**78.06% (YTD)** **95.2% achieved of the target**	**68.37% (YTD)** **91.16% achieved of the target**	**78.06% (YTD)** **95.2% achieved of the target**	⬆G	Higher is better	82%	Collection remains below the target due to affects of extended retail relief and uncertainty within the business sector. The direction of travel is calculated based on the actual performance achieved as a propotion of the target each month.
					£31,646,562.22	£65,922,739.58	£104,818,314.03	£104,818,314.03	£92,391,058.97	£104,818,314.03				
TBC	T17	Average time taken to process benefits & Council Tax Support Claims (days)		18 days	**22.74 days**	**20.53 days**	**19.71 days**	**21.16 days**	**17.65 days**	**18.72 days**	⬆	Lower is better	21 days	Performance in month is exceeding target and remains on track for year, fluctuation is expected throughout year as Furlough ends and potential increases in Council tax claims.
					2827 claims	2306 claims	2062 claims	7195 claims	809 claims	685 claims				
TBC	T18	Average time taken to process benefits & Council Tax Support Changes of circumstances (days)		5 days	**6.61 days**	**6.66 days**	**6.02 days**	**6.45 days**	**6.53 days**	**4.33 days**	⬇G	Lower is better	9 days	This remains within target.
					14748 changes	12358 changes	11894 changes	39000 changes	4567 changes	3115 changes				

Transformation

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					Customer Services									
TBC	T21a	% calls answered		93%	**87.72%** / 83637 out of 95345	**80.70%** / 88385 out of 109521	**85.83%** / 81298 out of 94717	**84.56%** / 253315 out of 299583	**87.65%** / 29945 out of 34165	**91.64%** / 23850 out of 26026	⬆G	Higher is better	90%	Performance target has been achieved in December.
TBC	T21b	Total number of calls received		n/a	118580	116773	94717	330070	34165	26026	⬇	No polarity	No target - tracking indicator only	This row was added to show the total number of calls received by the council (as the above performance indicator excluded Corby Calls for April-July).
TBC	T22	Stage 1 complaints received		n/a	497	483	435	980	142	116	⬇G	Lower is better	No target - tracking indicator only	Complaint levels have remained consistent during the year so far with a wide variety of issues raised.
	T23	Stage 2 complaints received		n/a	28	18	30	76	9	8	⬇G	Lower is better	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.

Place & Economy

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					Planning Services									
TBC	T1	% major planning applications processed in 13 weeks		91% *(Q1 2021/22 All English Authorities)*	95.0%	90.32%	96.00%	93.42%	85.71%	100.00%	⬆G	Higher is better	90%	Although one major application was determined outside the statutory timeframe last month, the year to date performance remains above target.
					19 out of 20	28 out of 31	24 out of 25	71 out of 76	6 out of 7	14 out of 14				
TBC	T2	% minor planning applications processed in 8 weeks		88% *(Q1 2021/22 All English Authorities)*	87.76%	89.31%	80.95%	85.92%	82.05%	88.10%	⬆G	Higher is better	85%	Performance has improved significantly on the previous month and has helped to ensure that the year to date performance remains above target.
					86 out of 98	117 out of 131	102 out of 126	305 out of 355	32 out of 39	37 out of 42				
TBC	T3	% other planning applications processed in 8 weeks		84% *(Q1 2021/22 All English Authorities)*	93.27%	87.16%	89.74%	90.00%	89.93%	91.28%	⬆G	Higher is better	88%	Most applications fall into this category and performance this month has been strong with year to date performance remaining above target.
					388 out of 416	387 out of 444	341 out of 380	1116 out of 1240	125 out of 139	136 out of 149				

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							Environmental Health							
TBC	T4	% of food establishments in the area broadly compliant with food hygiene law		n/a	88.89% (Jun) / 2841 out of 3196	91.76% (Sep) / 2874 out of 3132	92.42% (Dec) / 2888 out of 3125	92.42% (Dec) / 2888 out of 3125	92.73% / 2896 out of 3123	92.42% / 2888 out of 3125	⬇	Higher is better	95%	This indicator is now improving towards the target as the food teams catch up with inspections in line with the Food Standards Agencies Covid 19 Recovery Roadmap.
TBC	T5	Number of establishments with Eat out Eat Well award		n/a	23 (Jun)	17 (Sep)	14 (Dec)	14 (Dec)	16	14	⇩	No polarity	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 and eventually all of them will expire. The project needs a complete rebrand and restart now that we are North Northants. Funding is being secured in conjunction with colleagues in Public Health however, this is a significant undertaking so it will be next year before any progress can be made. YTD and Quarterly figures are latest position.
TBC	T6	Number of food & environmental samples taken		n/a	10	0	75	85	21	47	⇧	No polarity	No target - tracking indicator only	Sampling has not been carried out during the pandemic but is now being resumed on a gradual basis. This is deemed a lower priority than statutory inspections and enforcement.

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							Highways							
TBC	**T54**	Number of defects repaired in the network		n/a	5902	4312	5956	16170	1744	1953	⬆**G**	Higher is better	No target - tracking indicator only	
TBC	**T55**	Number of defects outstanding on the network		n/a	977 (June 2021)	881 (Sept 2021)	666 (Dec 2021)	666 (Dec 2021)	844	666	⬇**G**	Lower is better	No target - tracking indicator only	The number of repairs outstanding on the network has decreased by 21%
TBC	**T56**	Repairs made to the network that are either permanent or semi-permanent		n/a	99.20%	98.98%	99.32%	99.19%	99.71%	100.00%	⬆**G**	Higher is better	95% to 97%	The volume is relating to those repairs that are permanent or semi-permanent. This month all repairs undertaken were permanent.
					5855	4268	5916	16039	1739	1953				
							Place Directorate							
TBC	**T58**	Out of work benefits claimants (Ex county Place directorate)		3.8% (Dec 2021)	4.8%	4.3%	3.7%	3.7%	3.9%	3.7%	⬇**G**	Lower is better	No target - tracking indicator only	Snapshot volume each month. Benchmark is East Midlands.
					10240	9135	7835	7835	8265	7835				

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							Waste Services							
TBC	T60a	Household kerbside collection: Tonnes of material collected through kerbside schemes - Co-mingled recycling		n/a	9212.66	8747.31	8616.33	26576.30	2730.21	3125.14	⇧	No polarity	No target - tracking indicator only	December tonnages are always higher due to increased recyclable material over the Christmas period. 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. August and September data has been updated since the October report.
TBC	T60b	Household kerbside collection: Tonnes of material collected through kerbside schemes - Food waste		n/a	990.28	986.16	974.08	2950.52	327.62	339.26	⇧	No polarity	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. August data has been updated since the October report.
TBC	T60c	Household kerbside collection: Tonnes of material collected through kerbside schemes - Garden waste		n/a	8387.75	8532.85	3789.60	20710.20	1472.42	424.92	⇩	No polarity	No target - tracking indicator only	Garden waste tonnages are affected by the greatest amount of seasonal variance and is not collected in Wellingborough during the period November to March. 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. August and September data has been updated since the October report.
TBC	T65	Percentage of waste treated (residual kerbside waste, HWRC, wood)		n/a	90.95%	91.48%	93.12%	91.82%	93.10%	93.60%	⇧	No polarity	n/a	While the quantity of waste can fluctuate, the percentage of waste treated is relatively stable, being managed through contract requirements.
TBC	T66	Percentage of waste re-used, recycled, composted from HWRC sites		43.2%	40.01%	42.49%	39.34%	40.71%	42.00%	35.36%	⬇R	Higher is better	n/a	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 therefore reduction of percentage 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

North Northamptonshire Council Performance Report	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Quarter 3 Progress (Oct, Nov, Dec)	Year to Date	November 2021/22	December 2021/22	Direction of Travel (November-December)	Polarity	Target	Comments
							Learning, Skills & Education							
TBC	**T44 (LS3a)**	% of primary schools judged as good or outstanding by Ofsted		85%	**73% (Jun)**	**73% (Sep)**	**74.8% (Dec)**	**74.8% (Dec)**	**74.8%**	**74.8%**	➡	Higher is better	88%	There is no change in the proportion of primary schools that are judged as good or outstanding by Ofsted this month. Of the 111 primary schools in the authority area, 83 are rated either good or outstanding in their latest inspection (as of 31st December 2021)
TBC	**T45 (LS4a)**	% of secondary schools judged as good or outstanding by Ofsted		71%	**70% (Jun)**	**70% (Sep)**	**80% (Dec)**	**80% (Dec)**	**80%**	**80%**	➡	Higher is better	65%	There is no change in the proportion of secondary schools that are judged as good or outstanding by Ofsted this month. Of the 20 secondary schools in the authority area, 16 are rated either good or outstanding in their latest inspection (as of 31st December 2021)
TBC	**T46 (LS11f)**	Current number of home educated children		n/a	**607 (Jun)**	**600 (Sep)**	**631 (Dec)**	**631 (Dec)**	**621**	**631**	⇧	No polarity	No target - tracking indicator only	The number of children who are electively home educated at the end of December was 631, this is an increase of 10 children from the position at the end of November.
TBC	**T47 (NI 114)**	Number of permanent exclusions from school - Total		35	**15**	**6**	**27**	**30**	**18**	**7**	⇩	Lower is better	No target - tracking indicator only	YTD = Academic Year to Date (i.e. September to July). The number of permanent exclusions was 7 in December, a reduction from the 18 recorded in November. Exclusions are impacted by a range of factors within schools and the local authority, as well has seasonal trends which result in higher levels of exclusions at certain times of the year. Covid restrictions also have an inpact on schools and pupils.

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					Learning, Skills & Education (continued)									
TBC	**T48 (New2)**	Number of looked after children without a school place / missing education		n/a	**21 (Jun)**	**7 (Sep)**	**7 (Dec)**	**7**	**6**	**7**	⇧	Lower is better	No target - tracking indicator only	There are currently 7 children in care without a school place or missing from education as of 21st December. This is an increase of 1 from the position on 30th November.

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					Children's Trust (Please note that this data is for the whole of Northamptonshire and not just the North)										
TBC	**T24 (KPI 1)**	% of all referrals with a decision within 2 working days		n/a	**88% (Jun)**	**84% (Sep)**	**98% (Dec)**	**98% (Dec)**	**97% (1,221)**	**98% (1145)**	➡	Higher is better	85% (Tolerance 75% - 95%)	
TBC	**T25 (KPI 2)**	% of referrals with a previous referral within 12 months		n/a	**34%**	**34%**	**35%**	**35% (Dec)**	**38% (1,260)**	**35% (943)**	⬆G	Lower is better	29% (Tolerance 25% - 40%)	
TBC	**T26 (KPI 3)**	% of single assessments authorised within 45 working days		n/a	**98%**	**98%**	**98%**	**98%**	**98% (896)**	**97% (581)**	⬇A	Higher is better	85% (Tolerance 85% - 95%)	Data is for Northamptonshire Children's Trust (NCT) as a whole and therefore covers both West and North Northamptonshire.\n\nThe 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		n/a	**35%**	**40%**	**40%**	**40%**	**36% (896)**	**37% (581)**	⬇A	Lower is better	35% (Tolerance 30% - 50%)	
TBC	**T28 (KPI 5)**	% of initial child protection conferences held within 15 days of a strategy discussion being initiated		79.8%	**77%**	**81%**	**81%**	**81%**	**83% (116)**	**95% (63)**	⬆G	Higher is better	81% (Tolerance 66% - 86%)	

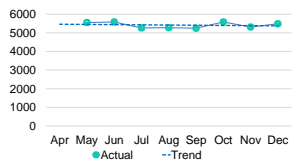| Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr - Jun)	Quarter 2 Progress (Apr - Sep)	Quarter 3 Progress (Apr - Dec)	Year to Date	November 2021/22	December 2021/22	Direction of Travel (November-December)	Polarity	Target	Comments
Children's Trust - continued (Please note that this data is for the whole of Northamptonshire and not just the North)
TBC	T29 (KPI 6)	% of children that became the subject of a Child Protection Plan for the second or subsequent time		18%	22%	29%	26%	26%	23% (92)	9% (35)	↑G	Lower is better	20% (Tolerance 15% - 35%)	
TBC	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 (%)		67%	65% (Jun)	68% (Sep)	72% (Dec)	72%	71% (428)	72% (439)	↑G	Higher is better	66% (Tolerance 56% - 70%)	
TBC	T31 (KPI 8)	% Children in care with three of more placements in the previous 12 months		11%	9% (Jun)	10% (Sep)	12% (Dec)	12% (Dec)	11.3% (1,168)	11.8% (1,179)	↓A	Lower is better	10% (Tolerance 5% - 15%)	

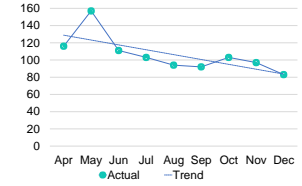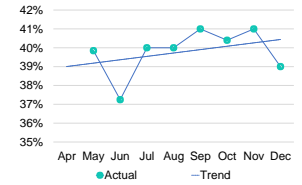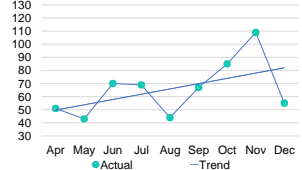| Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr - Jun)	Quarter 2 Progress (Apr - Sep)	Quarter 3 Progress (Apr - Dec)	Year to Date	November 2021/22	December 2021/22	Direction of Travel (November-December)	Polarity	Target	Comments
Children's Trust - continued (Please note that this data is for the whole of Northamptonshire and not just the North)													
TBC	T32 (KPI 9)	% of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16		n/a	62%	60%	61%	61%	63% (49)	68% (66)	↑G	Higher is better	55% (Tolerance 50% - 60%)	
TBC	T33 (KPI 10)	% of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16		n/a	93%	91%	91% (66)	91% (66)	87% (47)	91% (66)	↑G	Higher is better	90% (Tolerance 85% - 95%)	
TBC	T34 (KPI 11)	% of qualified social workers with caseloads above target		n/a	14.4% (Jun)	11.5% (Sep)	15.3% (Dec)	15.3% (Dec)	17.8%	15.3%	↑G	Lower is better	12% (Tolerance 10% - 20%)	
TBC	T35 (KPI 12)	% of children placed more than 20 miles from their homes, outside LA boundary		21%	19%	19%	19%	19% (1,179)	19% (1,168)	19% (1,179)	→	Lower is better	18% (Tolerance 17% - 27%)	

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Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr - Jun)	Quarter 2 Progress (Apr - Sep)	Quarter 3 Progress (Apr - Dec)	Year to Date	November 2021/22	December 2021/22	Direction of Travel (November-December)	Polarity	Target	Comments
...						Children's Trust - continued (Please note that this data is for the whole of Northamptonshire and not just the North)								
TBC	T36 (KPI 13)	% of stage 1 complaints responded to within 10 working days		n/a	78% (Jun)	57% (Sep)	50% (Dec)	50% (Dec)	25%	50%	⬆G	Higher is better	50% (Tolerance 30% - 60%)	There were 2 statutory complaints closed. One met the 10 working day timescale and the other did not meet timescale.
TBC	T37 (KPI 14)	Stage 2 investigations as a % of stage 1 complaints received within the year to date		n/a	69% (Jun)	40% (Sep)	51% (Dec)	51% (Dec)	53%	51%	⬆G	Lower is better	30% (Tolerance 15% - 45%)	Based on 23 stage 2's received and pursued in year (April to Dec) & 45 pursued statutory complaints, there were no escalated complaints received in December. A stage two investigation was closed in December, which included 4 Complaints:1 upheld, 1 not upheld, 2 partially upheld. This is an indicator that needs further consideration. Some of the stage 2 investigations refer to concerns that had been raised some time in the past and are going through the complaints stages.
TBC	T38 (KPI 16)	% of social worker vacancies		n/a	18% (Jun)	21.9% (Sep)	22.5% (Dec)	22.5%	21.7%	22.5%	⬇A	Lower is better	20% (Tolerance 16% - 26%)	The number of social work vacancies has increased by 0.8% since last month.
TBC	T39 (KPI 17)	% of social worker posts filled with agency staff		n/a	18.5% (Jun)	15.4% (Sep)	16.6% (Dec)	16.6%	17%	16.6%	⬆G	Lower is better	18% (Tolerance 16% - 26%)	

Key Commit ment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr - Jun)	Quarter 2 Progress (Jul - Sep)	Quarter 3 Progress (Oct - Dec)	Year to Date	November 2021/22	December 2021/22 (Quarter 3)	Direction of Travel (Q2-Q3)		Target	Comments
Children's Trust - continued (Please note that this data is for the whole of Northamptonshire and not just the North)
TBC	T40 (KPI 18)	Average time between the LA receiving court authority to place a child and deciding on a match		169 days	192	250.5	85.8	196	Quarterly Measure, data not due	85.8	↑G	Lower is better	178 (Tolerance 170 - 220)	(Benchmarking = Average across 2016/17-2018/19). No monthly figures available (quarterly available).
					14	14	6			6				
TBC	T41 (KPI 19)	% of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted		n/a	64%	54%	100%	67%	Quarterly Measure, data not due	100%	↑G	Higher is better	72% (Tolerance 57% - 77%)	
					14	13	6			6				
TBC	T42 (KPI 20)	Numbers of data breaches reported or self-reported to the ICO per quarter		n/a	2	3	1	6	Quarterly Measure, data not due	1	↑G	Lower is better	No target tracking purposes only	

Adults, Communities & Wellbeing

North Northamptonshire Council Performance Report - December 2021	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Quarter 3 Progress (Oct, Nov, Dec)	Year to Date	November 2021/22	December 2021/22	Direction of Travel (November-December)	Polarity	Target	Comments
					Housing									
TBC	T7a	Number of households whose homelessness was prevented		n/a	68	61	57	186	20	23	⇧	No polarity	No target - tracking indicator only	Performance has fluctuated between months when looking at year to date figures. This reflects the difficulties the Housing Options team are having trying to secure accommodation solutions, particularly in the private sector.
TBC	T7b	Number of households whose homelessness was relieved		n/a	85	72	83	240	22	34	⇧	No polarity	No target - tracking indicator only	
TBC	T8	Number of rough sleepers (single night snapshot figure)		12	18 (Jun 2021)	25 (Sep 2021)	4 (Dec 2021)	4 (Dec 2021)	9	4	⬇G	Lower is better	9	This data is always the latest single night snapshot each month. There has been a significant reduction in snapshot figures after a spike during August and September which has been maintained in December, achieving better than the target set by DLUHC. The Rough Sleeping Team have been working exceptionally hard to achieve this, responding quickly to any new reports and supporting rough sleepers to succeed in their accommodation.
TBC	T9	Gross number of affordable homes delivered		263	33	29	53	147	29 (Q2)	53 (Q3)	⬆G	Higher is better	2021-22 will be used as a baseline for 2022-23	This indicator is based on registered providers sending through their data. The figure is therefore subject to change. This is the data as at 28th January 2021. Wellingbrough data cannot yet be broken down by quarter and so has not been included in the quarterly figures. It has, however, been included in YTD figures where 32 homes are in Wellingborough area.
					Communities									
TBC	T10	Number of Anti Social Behaviour incidents reported per quarter		n/a	102	493	253	848	68	91	⇧	No polarity	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)	Quarter 3 Progress (Oct, Nov, Dec)	Year to Date	November 2021/22	December 2021/22	Direction of Travel (November-December)	Polarity	Target	Comments
														Adult Social Care - Assessment Teams
TBC	T67	Total number of people allocated to each team		n/a	5584 (Jun)	5248 (Sep)	5488 (Dec)	5488 (Dec)	5313	5488	↑	Lower is better	No target - tracking indicator only	Year to date method is latest snapshot.
TBC	T68	Number of unscheduled review requests		n/a	384	289	283	956	97	83	⬇G	Lower is better	No target - tracking indicator only	The figures for Q1 and Q2 have changed slightly as these were reported incorrectly last month.
														Adult Social Care - Short and Long Term (SALT) Services - Hospital
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr - Jun)	Quarter 2 Progress (Apr - Sep)	Quarter 3 Progress (Apr - Dec)	Year to Date	November 2021/22	December 2021/22	Direction of Travel (November-December)	Polarity	Target	Comments
TBC	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)		n/a	37%	41%	39%	39%	41%	39%	↓	Higher is better	No target - tracking indicator only	Monthly figures are latest year to date. The lag in data from the demand in hospitals "in Month" will reflect in the transfer to long term services after an assessment outside of hospital. The average time from discharged to Permanent service is 60 days, therefore the December / January surge will not reflect until March / April / May. Volume related to requests for services where route of access was discharge from hospital.
					146	290	379	379	359	379				
														Adult Social Care - Safeguarding
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Quarter 3 Progress (Oct, Nov, Dec)	Year to Date	November 2021/22	December 2021/22	Direction of Travel (November-December)	Polarity	Target	Comments
TBC	T70	Number of new concerns received		n/a	620	712	836	2168	336	260	⬇G	Lower is better	No target - tracking indicator only	Please note historical figures often retrospectively increase slightly due to input delay.
TBC	T71	New concerns determined to be enquiries (both s42 and other) *(A S42 enquiry must take place if there is reason to believe that abuse or neglect is taking place)		n/a	164	180	249	593	109	55	⬇	No polarity	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 S42. 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. Please note that historical figures often retrospectively increase slightly due to input delay.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Quarter 3 Progress (Oct, Nov, Dec)	Year to Date	November 2021/22	December 2021/22	Direction of Travel (November-December)	Polarity	Target	Comments
— Adult Social Care - Deprivation of Liberty Safeguards (DoLS)														
TBC	T72	Open cases (No date restriction)		n/a	2023 (Jun)	1970 (Sep)	1831 (Dec)	1831 (Dec)	1889	1831	⬇G	Lower is better	No target - tracking indicator only	Data is latest snapshot.
— Adult Social Care - In-House Provision														
TBC	T73	Therapy Service-Total Cases of Waiting for Booking & Assessment		n/a	635 (Jun)	638 (Sep)	400 (Dec)	400 (Dec)	432	400	⬇G	Lower is better	No target - tracking indicator only	There continues to be reduction in the number of open cases throughout therapy services. We are maintaining a 12 week waiting list despite sickness absence within the team. Data is latest snapshot.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr - Jun)	Quarter 2 Progress (Apr - Sep)	Quarter 3 Progress (Apr - Dec)	Year to Date	November 2021/22	December 2021/22	Direction of Travel (November-December)	Polarity	Target	Comments
— Adult Social Care - Domain Two: Delaying and Reducing the Need for Care and Support														
TBC	T74	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people)		511.7	175.87	324.66	489.28	489.28	442.03	489.28	⬆	No polarity	No target - tracking indicator only	This is a cumulative total. Whilst we always want to avoid admissions to care homes this will always increase since care home admission is the right move for some people.
TBC	T75	Delaying and reducing the need for care and support		84.60%	59.9%	59.8%	60.1%	60.1%	60.1% / 309	60.1% / 324	⬆G	Higher is better	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.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Quarter 3 Progress (Oct, Nov, Dec)	Year to Date	Previous Period	Latest Available	Direction of Travel (Previous to Latest)	Polarity	Target	Comments
							Public Health							
TBC	T76	Smoking quit rate at 4 weeks		n/a	61.5% (Jun 2021)	61.1% (Sep 2021)	TBD	TBD	58.6% (Oct 2021)	65.94% (Nov 2021)	⬆G	Higher is better	60%	Latest Data available - November 2021 - North Northants. The slight drop in success rates may have occurred due to the end of COVID restrictions (July 21 onwards). Clients who were not 100% set on quitting may have found it especially difficult to resist temptation when the ability to socialise became available again. Q3 figure, December data and YTD will be available in January's report.
TBC	T77	% of infants due a new birth visit that received a new birth visit within 14 days of birth		86.8%	98% (Jun 2021)	96.63% (Sep 2021)	TBD	TBD	96.29 (Oct 2021)	98.33% (Nov 2021)	⬆G	Higher is better	90%	This indicator represents the whole of Northamptonshire, 2021-22 data not available at a North Unitary level. Q3 figure, December data and YTD will be available in January's report.
TBC	T79	% of in-year eligible population offered an NHS Health Check		1.5%	2.5% (Jun 2021)	2.3% (Sep 2021)	1.42% (Dec 2021)	1.42% (Dec 2021)	2.4% (Nov 2021)	1.42% (Dec 2021)	⬇R	Higher is better	8.4% (100% annual target)	Health check activities are calculated based on the location of the 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 Northants. These patients are included in the North rather than West.
TBC	T80	% of in-year eligible population who received an NHS Health Check		0.6%	0.8% (Jun 2021)	1.6% (Sep 2021)	0.69% (Dec 2021)	0.69% (Dec 2021)	0.89% (Nov 2021)	0.69% (Dec 2021)	⬇R	Higher is better	5% (60% annual target)	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.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr, May, Jun)	Quarter 2 Progress (Jul, Aug, Sep)	Quarter 3 Progress (Oct, Nov, Dec)	Year to Date	Previous Period	Latest Available	Direction of Travel (Previous to Latest)	Polarity	Target	Comments
					Public Health (continued)									
TBC	**T93**	Breastfeeding rate at 6-8 weeks			**53.48%** (Jun 2021)	**53.05%** (Sep 2021)	**TBD**	**TBD**	**57.49%** (Oct 2021)	**53.94%** (Nov 2021)	⬇R	Higher is better	55%	This indicator represents the whole of Northamptonshire. Q3 figure, December data and YTD will be available in January's report.
TBC	**T94**	% of children who received a 6-8 week view by the time they were 8 weeks			**98.29%** (Jun 2021)	**97.31%** (Sep 2021)	**TBD**	**TBD**	**99.09%** (Oct 2021)	**98.28%** (Nov 2021)	⬇	Higher is better	90%	This indicator represents the whole of Northamptonshire. Q3 figure, December data and YTD will be available in January's report.
TBC	**T95**	% mothers known to be smokers at the time of delivery			**11.9%** (Jun 2021)	**11%** (Sep 2021)	**TBD**	**TBD**	**11.9%** (Jun 2021)	**11%** (Sep 2021)	⬇G	Lower is better	11%	This indicator represents the whole of Northamptonshire. Q3 figure, December data and YTD will be available in January's report.
TBC	**T96**	% substance misuse clients waiting more than 3 weeks for their first intervention			**0%** (Jun 2021)	**0%** (Sep 2021)	**TBD**	**TBD**	**0%** (Jun 2021)	**0%** (Sep 2021)	➡	Lower is better	TBD	This indicator represents the whole of Northamptonshire. National target will be set up in April 2022 Q3 figure, December data and YTD will be available in January's report.