



**North
Northamptonshire
Council**



**West
Northamptonshire
Council**

**Inter-Authority Agreements
Quarterly Performance Report
Quarter 3 2021/22 (October to December 2021)**

Introduction

This report provides an overview of performance for services delivered via Inter-Authority Agreements (IAA). This report covers the quarter 3 reporting period for 2021/22 (October to December 2021) for those services with a signed off IAA schedule 3 as at the end of December 2021.

The report is split into two key sections:

Section 1: Performance information for services provided by North Northamptonshire Council to West Northamptonshire Council.

Section 2: Performance information for services provided by West Northamptonshire Council to North Northamptonshire Council.

The tables below outline the services for which Q3 performance information has been reported:

| Section 1: Services provided by North Northamptonshire Council to West Northamptonshire Council |
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| Countywide Traveller Unit |
| Digital Infrastructure |
| Learning and Development |
| Minerals and Waste Planning |

| Section 2: Services provided by West Northamptonshire Council to North Northamptonshire Council |
|--|
| Library Support Services |

Quarter 3 Overview

A total of 14 key performance indicators have been reported across five service areas. The tables below provide an overview of the KPI status outturns per service area. All measures reported for the period met or exceeded their target. Further details for each service can be found in this report (clicking on the service name will take you to each respective page)

Q3 KPI overview - services provided by North Northamptonshire Council to West Northamptonshire Council

The table on the right provides an outturn summary, by service, of quarter 3 performance for services provided by NNC and delivered to WNC. A total of 12 key performance indicators were reported across these services, with all measures meeting or exceeding target. A further two measures were not reported as they were not due to be reported during this quarter.

| Service | Outturn | | | No activity |
|---|-----------|----------|----------|-------------|
| | G | A | R | |
| Countywide Traveller Unit | 3 | 0 | 0 | 0 |
| Digital Infrastructure | 2 | 0 | 0 | 0 |
| Learning and Development | 4 | 0 | 0 | 2 |
| Minerals and Waste Planning | 3 | 0 | 0 | 0 |
| Total: | 12 | 0 | 0 | 2 |

Q3 KPI overview - services provided by West Northamptonshire Council to North Northamptonshire Council

The table on the right provides an outturn summary for the Library Support Service, a service provided by WNC and delivered to NNC. During quarter 3 there were two performance indicators reported which both met or exceeded their target. The other 4 measures were not due to be reported for this quarter.

| Service | Outturn | | | No activity |
|---|----------|----------|----------|-------------|
| | G | A | R | |
| Library Support Service | 2 | 0 | 0 | 4 |
| Total: | 2 | 0 | 0 | 4 |



Section 1: Services provided by NNC to WNC



Countywide Traveller Unit

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| | | | | | 2021/22 Performance Outturn | | |
|--------|---|-----------------------|---------------------|------------|-----------------------------|----------------------|------|
| KPI ID | KPI | National or Local KPI | Reporting Frequency | KPI Target | Apr to Sept 2021 | Oct 2021 to Mar 2022 | YTD |
| NTU01 | % of new encampments to be visited within one working day of notification; unless operational difficulties prevent this | Local | Six-monthly | 95.00% | 100% | | 100% |
| NTU02 | % of enquiries dealt with a contact within 3 working days | Local | Six-monthly | 90% | 100% | | 100% |
| NTU03 | Advise partner agencies of current encampment status on a weekly basis | Local | Six-monthly | 95% | 100% | | 100% |

Supporting commentary

Performance indicators for the Countywide Traveller Unit will be reported on a six-monthly frequency. As this is the first report to be produced since the schedule 3 service plan has been approved, performance data for the first six-months of 2021/22 has been included within this report.

Digital Infrastructure

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| KPI ID | KPI | National or Local KPI | Reporting Frequency | KPI Target | 2021/22 Outturn | | | | |
|--------|--|-----------------------|---------------------|-----------------|------------------------|------------------------|------------------------|----|-----|
| | | | | | Q1 | Q2 | Q3 | Q4 | YTD |
| DI1 | Overall Superfast Northamptonshire project (RAG) status as at end of quarter | Local | Quarterly | Green status | Green | Green | Green | | N/A |
| DI2 | A project update report on all Digital Infrastructure projects and activity (excluding Superfast Northamptonshire project) is provided to WNC within 20 working days from end of quarter | Local | Quarterly | Report provided | Report provided to WNC | Report provided to WNC | Report provided to WNC | | N/A |

Supporting commentary

DI1: Excellent progress is being made against countywide speed and coverage targets. At the end of Q3, full fibre coverage had reached 35.5% of premises (target 40% by end of 2023). Full fibre coverage continues to grow with Openreach, CityFibre and Gigaclear in particular extending their commercial investment in the county. Gigabit capable broadband coverage had reach 75.0% at the end of Q3 (December 2021), achieving the end 2023 target two years early. New coverage targets were agreed in December 2021 through the IAA. These were for 80% of premises countywide to have access to full fibre and 90% of premises able to access gigabit capable broadband by the end of 2028. Further preparations for Project Gigabit procurements covering parts of Northamptonshire were made this quarter.

DI2: Inter-Authority Agreement for Digital Infrastructure now agreed (15/12/21) by the Joint Shared Committee. E-scooter trial continues to operate successfully across seven towns. Rides have now exceeded 1 million (1,420,000) with over 50,000 (53k) registered users across the seven towns. Level of comments and complaints very low. Starship operation running successfully. Now serves nine communities and 38,500 homes across Northampton. Some 62,500 deliveries made to end Q3.

Learning and Development

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| KPI ID | KPI | National or Local KPI | Reporting Frequency | KPI Target | 2021/22 Performance Outturn | | | | |
|--------|--|-----------------------|---------------------|---------------------------|-----------------------------|--------------------|--------------------------|-----|-------|
| | | | | | Q1 | Q2 | Q3 | Q4 | YTD |
| LD1 | Completion and submission of Individualised Learner Record (ILR) return for WNC | National | Quarterly | ILR submitted | ILR submitted | ILR submitted | ILR submitted | | N/A |
| LD2 | Apprenticeship Public Sector Target | National | Annual (Q4) | 2.3% | N/A | N/A | N/A | | N/A |
| LD3 | Annual Apprenticeships self-assessment report and quality improvement plan produced and submitted to Ofsted | National | Annual (Q3) | Report and Plan submitted | N/A | N/A | Report and Plan produced | N/A | |
| LD4 | Quarterly L&D management information dashboard produced and provided to WNC | Local | Quarterly | Dashboard provided | Dashboard provided | Dashboard provided | Dashboard provided | | N/A |
| LD5 | % of WNC apprentices that start qualification who go onto successfully complete | Local | Quarterly | 75% | N/A | N/A | N/A | | N/A |
| LD6 | % of WNC delegates rating that the learning intervention was of a 'direct value to my work' was recorded as a 3 or above | Local | Quarterly | 80% | 96.5% | 99.0% | 96.9% | | 96.9% |

Supporting commentary

LD2: The first annual report for this measure is not required to be submitted until 30th September 2022

LD3: The Self Assessment Report to Ofsted has been written and are awaiting the Ofsted submission link to submit. We are currently looking to be a Level 3 Provider - Improvement Required. We have already starting to implement a quality improvement plan with a number of key areas identified: Teaching, Learning and Assessment Observations and best practice in teaching are key themes. We are also implementing learner voice surveys on a regular basis with key questions regarding intent, implementation and impact as feedback for continuous improvement of programmes, reviewed on a quarterly basis. A new quality calendar is being implemented and will run all activities in the future to ensure we reach good before December 2022.

LD5: 40 learners on Apprenticeship programmes. 38 are continuing to progress. 1 learner has withdrawn (Level 5 leader in adult care) and 1 learner has paused (level 7 senior leader). We expect the number of learners to continue to rise as we complete the transfer of final learners into the new West Northants DAS account. We do not expect to be able to report on any completions until April 2022 at the earliest due to the expected completion dates for learners currently on Apprenticeship programmes.

LD6: During quarter 3 a total of 13,960 delegates provided an evaluation rating following attendance at a training session. Of these, 13,523 delegates rated that the learning intervention experienced was of direct value to their work with a score of 3 or above, resulting in a 96.9% outturn for the quarter.

Minerals and Waste Planning

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| KPI ID | KPI | National or Local KPI | Reporting Frequency | KPI Target | 2021/22 Performance Outturn | | | | |
|--------|---|-----------------------|---------------------|------------|-----------------------------|-------|-------|----|-------|
| | | | | | Q1 | Q2 | Q3 | Q4 | YTD |
| MWP1 | % of County Matter planning decisions made within required timescales | Local | Quarterly | 95% | 100% | 100% | 100% | | 100% |
| MWP2 | % of responses made in relation to Duty to Co-operate matters with other minerals and waste planning authorities within time period requested | Local | Quarterly | 95% | 100% | 100% | 100% | | 100% |
| MWP3 | % of responses to planning archaeology consultations from the area planning offices of NNC/WNC within timescales | Local | Quarterly | 95% | 95.4% | 91.8% | 96.8% | | 95.7% |

Supporting commentary:

MWP1: Two county matter planning decisions were made during quarter 3, one each during October and December. Both of these decisions were made within the required timescales.

MWP2: A total of two duty to co-operate responses were submitted during quarter 3, both of which were responded to within the time period requested. These matters both were completed in October 2021, with no activity during November and December 2021.

MWP3: A total of 218 responses to planning archaeology consultations were completed during quarter 3, with 211 of these completed within the required timescales, resulting in a 96.8% outturn.



Section 2: Services provided by WNC to NNC



Library Support Services

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| KPI ID | KPI | National or Local KPI | Reporting Frequency | KPI Target | 2021/22 Performance Outturn | | | | |
|--------|---|-----------------------|---------------------|------------------|-----------------------------|--------------------|------|-----|--------------------|
| | | | | | Q1 | Q2 | Q3 | Q4 | YTD |
| LIB01 | Annual CIPFA return completed and submitted for North Northamptonshire Local Authority area within required timescale (31st July) | National | Annual (Q2) | Return submitted | N/A | Returned submitted | N/A | N/A | Returned submitted |
| LIB02 | % of book stock deliveries completed against planned schedule | Local | Quarterly | 95% | 96.3% | 96.8% | 100% | | 97.9% |
| LIB03 | Number of Northamptonshire BIPC interventions supported | Local | Annual (Q4) | 170 | 0 | 108 | 31 | | 139 |
| LIB04 | Number of new businesses started with support from the BICP Northamptonshire | Local | Annual (Q4) | 25 | 12 | 7 | 5 | | 24 |
| LIB05 | Number of sessions/activities/ workshops accessible in the North Northamptonshire area | Local | Annual (Q4) | 60 | 0 | 56 | 19 | | 75 |
| LIB06 | % of annual SLA Reviews completed for each Community Managed Library (within NNC area) | Local | Quarterly | 100% | 100% | 100% | 100% | | 100% |

Supporting commentary

It should be noted that quarterly volumes for measures **LIB03**, **LIB04** and **LIB05** have been included but as these measures have an annual target the full outturn will not be compared to target until the end of quarter 4. However, performance outturn for LIB05 has already exceeded the target set for 2021/22 with one quarter of the financial year still to complete.

Report collated on behalf of North Northamptonshire Council and West Northamptonshire Council by the WNC Performance and Governance team.

