North Northamptonshire Council Performance Report - January 2022

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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January 2022 Performance Summary
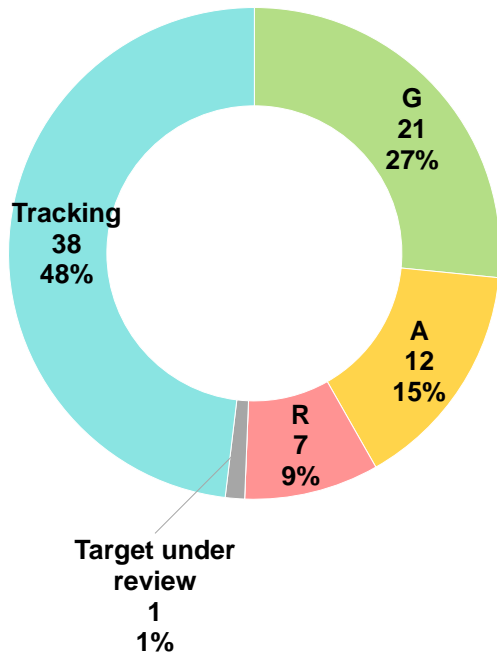
- G - On target or over-performing against target
- A - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified)
- R - Under-performing against target by more than 5% (or other agreed tolerance as specified)
- Target under review
- Tracking indicator only

Directorate	Underperforming Indicators	Variance from target
Legal & Democratic	T13 % Individual Rights Requests completed in 1 calendar month	-25.92%
Finance Services	% National Non Domestic Rates collected	-7.41%
Children's Services	T44 (LS3a) % of primary schools judged as good or outstanding by Ofsted	-13.98%
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	T8 Number of rough sleepers (single night snapshot figure)	+11.11%
Adults, Communities & Wellbeing	T79 % of in-year eligible population offered an NHS Health Check	-87.74%
Adults, Communities & Wellbeing	T80 % of in-year eligible population who received an NHS Health Check	-85.2%

Directorate	Indicators where Direction of Travel has deteriorated (not including PIs still with Green RAG)	% change from last month
Legal & Democratic	T13 % Individual Rights Requests completed in 1 calendar month	-33.33%
Legal & Democratic	T20 Number of working days lost to sickness per employee (Long Term)	+23.68%
Place & Economy	T3 % other planning applications processed in 8 weeks	-6.56%
Place & Economy	T95 Household Waste Arisings which have been sent for Recycling	-5.10%
Place & Economy	T64a Fly tipping: number of fly tips reported	+10.76%
Children's Services	T48 (New 2) Number of looked after children without a school place / missing education	-28.57%
Adults, Communities & Wellbeing	T8 Number of rough sleepers (single night snapshot figure)	+150%
Adults, Communities & Wellbeing	T68 Number of unscheduled review requests	+25.3%
Adults, Communities & Wellbeing	T79 % of in-year eligible population offered an NHS Health Check	-27.46%

Legal & Democratic		
Performance Indicator	**January Progress Status**	**Direction of Travel (Dec-Jan**
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	⬆R
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	⬆G
T13 % Individual Rights Requests completed in 1 calendar month	R	⬇R

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

Transformation		
Performance Indicator	**January Progress Status**	**Direction of Travel (Dec-Jan**
Customer Services T21a % calls answered	A	⬇
T21b Total number of calls received	TRACKING	⬆
T22 Stage 1 complaints received	TRACKING	⬇G
T23 Stage 2 complaints received	TRACKING	➡

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

Place & Economy				
		Performance Indicator	January Progress Status	Direction of Travel (Dec-Jan)
Waste	T59	KG of Waste per head of population	Q2 data (latest available) - TRACKING	↓G
Waste	T93	Residual Household Waste per Household	Q2 data (latest available) - TRACKING	↓G
Waste	T94	% Household Waste sent for reuse, recycling or composting	Q2 data (latest available) - TRACKING	↑G
Waste	T95	Household Waste Arisings which have been sent for Recycling	Q2 data (latest available) - TRACKING	↓R
Waste	T96	Household Waste sent for composting or anaerobic digestion (Inc. food and garden waste	Q2 data (latest available) - TRACKING	↑G
Waste		**Household kerbside collection: Tonnes of material collected through kerbside schemes:-**		
Waste	T60a	-Co-mingled recycling	TRACKING	⇑
Waste	T60b	-Food waste	TRACKING	⇓
Waste	T60c	-Garden waste	TRACKING	⇑
Waste	T62	Household kerbside collection: Tonnes of material collected through residual waste service	Q2 data (latest available) - TRACKING	↓G
Waste	T64a	Fly tipping: number of fly tips reported	Q2 data (latest available) - TRACKING	↑R
Waste	T64b	Fly tipping: number of fly tips investigated	Q2 data (latest available) - TRACKING	n/a
Waste	T65	Percentage of waste treated (residual kerbside waste, HWRC, wood)	TRACKING	⇓
Waste	T66	Percentage of waste re-used, recycled, composted from HWRC sites	TRACKING	↓

Children's Services			
	Performance Indicator	**January Progress Status**	**Direction of Travel (Dec-Jan**
T44 (LS3a)	% of primary schools judged as good or outstanding by Ofsted	**R**	⬆**G**
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**	⬆**R**

Learning, Skills & Education

	Children's Services		
	Performance Indicator	**January Progress Status**	**Direction of Travel (Dec-Jan**
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	→
	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	A	↓A
	T29 (KPI 6) % of children that became the subject of a Child Protection Plan for the second or subsequent time	A	↓A
	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 of 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	↓A
	T35 (KPI 12) % of children placed more than 20 miles from their homes, outside LA boundary	G	↑G
	T36 (KPI 13) % of stage 1 complaints responded to within 10 working days	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	G	↑G
	T39 (KPI 17) % of social worker posts filled with agency staff	G	↓A

	Adults, Communities & Wellbeing		
	Performance Indicator	**January Progress Status**	**Direction of Travel (Dec-Jan**
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)	**R**	⬆**R**
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**	⬆**R**
	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**	⬇**G**
	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**	⬇**G**
	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 (LATEST)**
T76 Smoking quit rate at 4 weeks	**Jan 22 - G**	⬆**G**
T77 % of infants due a new birth visit that received a new birth visit within 14 days of birth	**Dec 21 - G**	⬇
T79 % of in-year eligible population offered an NHS Health Check	**Jan 22 - R**	⬇**R**
T80 % of in-year eligible population who received an NHS Health Check	**Jan 22 - R**	⬆**G**
T93 Breastfeeding rate at 6-8 weeks	**Dec 21 - A**	⬆**G**
T94 % of children who received a 6-8 week review by the time they were 8 weeks	**Dec 21 - G**	⬆**G**
T95 % mothers known to be smokers at the time of delivery	**Quarter 3 - A**	⬆
T96 % substance misuse clients waiting more than 3 weeks for their first intervention	**Quarter 2 - Grey**	➡

Public Health