



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.

North Northamptonshire Council Performance Report - January 2022
January 2022 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	December 2021/22	January 2021/22	Direction of Travel (December - January)	Target	Comments																																	
Human Resources																																														
TBC	T19	Number of working days lost to sickness per employee (Short Term)	<table border="1"> <caption>Days lost per FTE</caption> <thead> <tr> <th>Month</th> <th>Short Term</th> <th>Long Term</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>0.19</td><td>0.36</td></tr> <tr><td>May</td><td>0.16</td><td>0.36</td></tr> <tr><td>Jun</td><td>0.23</td><td>0.43</td></tr> <tr><td>Jul</td><td>0.3</td><td>0.46</td></tr> <tr><td>Aug</td><td>0.28</td><td>0.56</td></tr> <tr><td>Sep</td><td>0.27</td><td>0.54</td></tr> <tr><td>Oct</td><td>0.34</td><td>0.57</td></tr> <tr><td>Nov</td><td>0.60</td><td>0.40</td></tr> <tr><td>Dec</td><td>0.58</td><td>0.38</td></tr> <tr><td>Jan</td><td>0.49</td><td>0.47</td></tr> </tbody> </table>	Month	Short Term	Long Term	Apr	0.19	0.36	May	0.16	0.36	Jun	0.23	0.43	Jul	0.3	0.46	Aug	0.28	0.56	Sep	0.27	0.54	Oct	0.34	0.57	Nov	0.60	0.40	Dec	0.58	0.38	Jan	0.49	0.47	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	3.02 days lost	0.58 days lost	0.49 days lost	↓G	*LG Benchmark (Apr-Jan) split: 3.16 days lost short term and 4.5 days lost long term	There has been a decrease in ST sickness from December to January. The YTD sickness shows that we are lower than the benchmark so far in 2021/22 for short term sickness and higher than the benchmark for long term sickness. (Note:- the YTD sickness may total up slightly differently 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 January the YTD sickness is recorded on the 1st March. This can therefore lead to slight discrepancies as sickness days will have been added retrospectively throughout the year.)
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T20	Number of working days lost to sickness per employee (Long Term)	n/a	n/a	n/a	5.21 days lost	0.38 days lost	0.47 days lost	↑R																																						
Information Governance																																														
TBC	T11	% of Freedom of Information Requests completed in 20 working days	<table border="1"> <caption>% of Freedom of Information Requests completed in 20 working days</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>82.62%</td><td>93%</td></tr> <tr><td>May</td><td>82.22%</td><td>93%</td></tr> <tr><td>Jun</td><td>85.87%</td><td>93%</td></tr> <tr><td>Jul</td><td>84.16%</td><td>93%</td></tr> <tr><td>Aug</td><td>91.30%</td><td>93%</td></tr> <tr><td>Sep</td><td>93.33%</td><td>93%</td></tr> <tr><td>Oct</td><td>93.33%</td><td>93%</td></tr> <tr><td>Nov</td><td>93.33%</td><td>93%</td></tr> <tr><td>Dec</td><td>93.33%</td><td>93%</td></tr> <tr><td>Jan</td><td>93.33%</td><td>93%</td></tr> </tbody> </table>	Month	Actual	Target	Apr	82.62%	93%	May	82.22%	93%	Jun	85.87%	93%	Jul	84.16%	93%	Aug	91.30%	93%	Sep	93.33%	93%	Oct	93.33%	93%	Nov	93.33%	93%	Dec	93.33%	93%	Jan	93.33%	93%	93%	82.62%	82.22%	85.87%	84.16%	91.30%	93.33%	↑G	85%	9 active requests as at 22/02. Performance has continued to improve with volume being lower than previous months. This shows that the processes in place work provided there is sufficient resource to back it up.
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TBC	T12	% Environmental Information Regulation Requests completed in 20 working days	<table border="1"> <caption>% Environmental Information Regulation Requests completed in 20 working days</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>98.82%</td><td>93%</td></tr> <tr><td>May</td><td>99.07%</td><td>93%</td></tr> <tr><td>Jun</td><td>98.71%</td><td>93%</td></tr> <tr><td>Jul</td><td>98.98%</td><td>93%</td></tr> <tr><td>Aug</td><td>99.32%</td><td>93%</td></tr> <tr><td>Sep</td><td>100.00%</td><td>93%</td></tr> <tr><td>Oct</td><td>100.00%</td><td>93%</td></tr> <tr><td>Nov</td><td>100.00%</td><td>93%</td></tr> <tr><td>Dec</td><td>100.00%</td><td>93%</td></tr> <tr><td>Jan</td><td>100.00%</td><td>93%</td></tr> </tbody> </table>	Month	Actual	Target	Apr	98.82%	93%	May	99.07%	93%	Jun	98.71%	93%	Jul	98.98%	93%	Aug	99.32%	93%	Sep	100.00%	93%	Oct	100.00%	93%	Nov	100.00%	93%	Dec	100.00%	93%	Jan	100.00%	93%	93%	98.82%	99.07%	98.71%	98.98%	99.32%	100.00%	↑G	85%	11 active requests as at 22/02. The IG team need to remain vigilant on performance as they will soon be taking on full responsibility for the processing of EIR requests which is an increase to their already high workload.
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TBC	T13	% Individual Rights Requests completed in 1 calendar month	<table border="1"> <caption>% Individual Rights Requests completed in 1 calendar month</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>74.42%</td><td>81%</td></tr> <tr><td>May</td><td>92.68%</td><td>81%</td></tr> <tr><td>Jun</td><td>100.00%</td><td>81%</td></tr> <tr><td>Jul</td><td>85.00%</td><td>81%</td></tr> <tr><td>Aug</td><td>100.00%</td><td>81%</td></tr> <tr><td>Sep</td><td>100.00%</td><td>81%</td></tr> <tr><td>Oct</td><td>100.00%</td><td>81%</td></tr> <tr><td>Nov</td><td>100.00%</td><td>81%</td></tr> <tr><td>Dec</td><td>100.00%</td><td>81%</td></tr> <tr><td>Jan</td><td>66.67%</td><td>81%</td></tr> </tbody> </table>	Month	Actual	Target	Apr	74.42%	81%	May	92.68%	81%	Jun	100.00%	81%	Jul	85.00%	81%	Aug	100.00%	81%	Sep	100.00%	81%	Oct	100.00%	81%	Nov	100.00%	81%	Dec	100.00%	81%	Jan	66.67%	81%	81%	74.42%	92.68%	100.00%	85.00%	100.00%	66.67%	↓R	90%	3 active requests as at 22/02. Lack of resource across supporting directorates impacted results this month. The team will continue to analyse their performance to ensure improvements can be made where applicable. Staff members within IG continue to receive training in this area which should enhance performance moving forward.
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Finance Services														
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TBC	T14	% of invoices paid within 30 days		n/a	91.80%	91.98%	97.82%	94.23%	97.69%	95.1%	↓	Higher is better	95%	<p>This calculation is based on the invoices paid within the month (rather than invoices received in the month). April data was inaccurate as the dates invoices were received were not available.</p> <p>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.</p>
Finance Strategy & Accountability														
					6697 out of 7295	8709 out of 9468	9932 out of 10153	28261 out of 29991	3261 out of 3338	2,923 out of 3,075				

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Revenues and Benefits														
TBC	T15	% of Council Tax collected		96.41%	29.05% (Apr - Jun) 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	93.1% (YTD) 99.04% achieved of the target	84.11% (YTD) 100.13% achieved of the target	93.1% (YTD) 99.04% achieved of the target	↓	Higher is better	94%	Dec 21 comment - This is slightly above target and will continue to be monitored. The direction of travel is calculated based on the actual performance achieved as a proportion of the target each month.
					£63,069,552.08	£123,531,775.70	£183,281,458.52	£202,916,527.22	£183,281,458.52	£202,916,527.22				
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	87.03% 92.59% achieved of the target	78.06% (YTD) 95.2% achieved of the target	87.03% 92.59% achieved of the target	↓	Higher is better	94%	Dec 21 comment - 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 proportion of the target each month.
					£31,646,562.22	£65,922,739.58	£104,818,314.03	£116,929,260.37	£104,818,314.03	£116,929,260.37				
TBC	T17	Average time taken to process benefits & Council Tax Support Claims (days)		18 days	22.74 days 2827 claims	20.53 days 2306 claims	19.71 days 2062 claims	21.12 days 7803 claims	18.72 days 685 claims	20.65 days 608 claims	↑R	Lower is better	21 days	Dec 21 comment - 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.
TBC	T18	Average time taken to process benefits & Council Tax Support Changes of circumstances (days)		5 days	6.61 days 14748 changes	6.66 days 12358 changes	6.02 days 11894 changes	6.39 days 42647 changes	4.33 days 3115 changes	5.83 days 3647 changes	↑R	Lower is better	9 days	Dec 21 comment - This remains within target.