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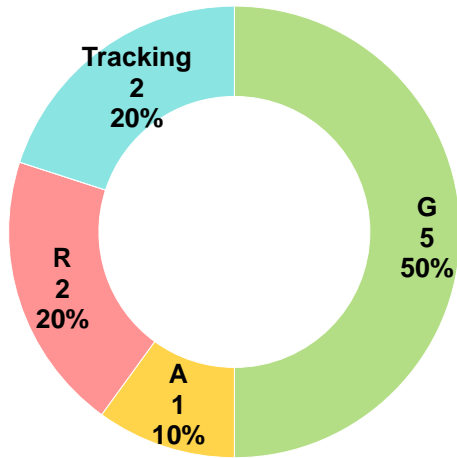
- G - On target or over-performing against target
- A - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified)
- R - Under-performing against target by more than 5% (or other agreed tolerance as specified)
- Target under review
- Tracking indicator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

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%

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**