



**North Northamptonshire Council Performance Report - February 2022**

**Key to Performance Status Colours**

| <b>Progress Status Key:</b>   |
|---|
| <b>Green - On target or over-performing against target</b>  |
| <b>Amber - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified)</b> |
| <b>Red - Under-performing against target by more than 5% (or other agreed tolerance as specified)</b>                     |
| <b>Dark Grey - Data missing</b>   |
| <b>Grey - Target under review</b>   |
| <b>Turquoise - Tracking Indicator only</b>  |

| <b>Direction of Travel Key</b>                                   |  |
|--|--|
| 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   |

| <b>Children's Trust Progress Status Key:</b>   |
|--|
| <b>Green - At target or better</b>             |
| <b>Amber - Below target - within tolerance</b> |
| <b>Red - Below target - outside tolerance</b>  |
| <b>Grey - No RAG</b>                           |

| <b>Children's Trust Direction of Travel Key</b> |                                       |
|---|---------------------------------------|
| ↑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. |

| 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 | January 2021/22 | February 2021/22 | Direction of Travel January - February) | Polarity         | Target | Comments  |
| <b>Information Governance</b> |         |  |  |           |                                    |                                    |                                    |              |                 |                  |   |                  |        |   |
| TBC                           | T11     | % of Freedom of Information Requests completed in 20 working days            |    | 93%       | 82.62%                             | 82.22%                             | 85.87%                             | 83.92%       | 88.10%          | 85.71%           | ↓                                       | Higher is better | 85%    | 17 active requests as at 18/03. Performance has stayed above target, which when contextualised with lack of resource over the team is impressive. Performance has declined slightly over the last two months, due to members of the requests team taking on added responsibilities and increased amounts of annual leave taken. |
| TBC                           | T12     | % Environmental Information Regulation Requests completed in 20 working days |   | 93%       | 98.82%                             | 99.07%                             | 98.71%                             | 99.10%       | 100.00%         | 100.00%          | →                                       | Higher is better | 85%    | 31 active requests as at 18/03. The 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.  |
| TBC                           | T13     | % Individual Rights Requests completed in 1 calendar month                   |  | 81%       | 74.42%                             | 92.68%                             | 100.00%                            | 86.03%       | 70.00%          | 93.33%           | ↑G                                      | Higher is better | 90%    | 4 active requests as at 18/03. Staff members who have started to take on responsibility for SARs are becoming more experienced, which should continue to increase performance. However, the team need to remain vigilant with workloads across all types of request until further resource is added.                            |

**Finance Services**

| 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 | January 2021/22 | February 2021/22 | Direction of Travel January - February) | Polarity | Target | Comments |
|----------------|---------|--------------------------------------|---------------------|-----------|------------------------------------|------------------------------------|------------------------------------|--------------|-----------------|------------------|---|----------|--------|----------|
|----------------|---------|--------------------------------------|---------------------|-----------|------------------------------------|------------------------------------|------------------------------------|--------------|-----------------|------------------|---|----------|--------|----------|

**Finance Strategy & Accountancy**

|     |     |                                   |  |     |        |        |        |        |        |        |    |                  |     |   |
|-----|-----|-----------------------------------|--|-----|--------|--------|--------|--------|--------|--------|----|------------------|-----|---|
| TBC | T14 | % of invoices paid within 30 days |  | n/a | 91.80% | 91.98% | 97.82% | 94.52% | 95.06% | 97.25% | ↑G | Higher is better | 95% | This calculation is based on the invoices paid within the month (rather than invoices received in the month). |
|-----|-----|-----------------------------------|--|-----|--------|--------|--------|--------|--------|--------|----|------------------|-----|---|

| 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 | January 2021/22 | February 2021/22 | Direction of Travel January - February) | Polarity | Target | Comments |
|----------------|---------|--------------------------------------|---------------------|-----------|------------------------------------|------------------------------------|------------------------------------|--------------|-----------------|------------------|---|----------|--------|----------|
|----------------|---------|--------------------------------------|---------------------|-----------|------------------------------------|------------------------------------|------------------------------------|--------------|-----------------|------------------|---|----------|--------|----------|

**Revenues and Benefits**

|     |     |                            |  |        |   |  |   |   |   |   |   |                  |     |   |
|-----|-----|----------------------------|--|--------|---|--|---|---|---|---|---|------------------|-----|---|
| TBC | T15 | % of Council Tax collected |  | 96.41% | 29.05% (Apr - Jun)<br>103.8% achieved of the target<br>£63,069,552.08 | 56.79% (Apr - Sep)<br>101.4% achieved of the target<br>£123,531,775.70 | 84.11% (Apr - Dec)<br>100.13% achieved of the target<br>£183,281,458.52 | 94.94% (YTD)<br>98.9% achieved of the target<br>£206,933,536.09 | 93.1% (YTD)<br>99.04% achieved of the target<br>£202,916,527.22 | 94.94% (YTD)<br>98.9% achieved of the target<br>£206,933,536.09<br>£401,700,877.09 (collected in Feb) | ↓ | Higher is better | 96% | This is slightly below target (98.90% achieved) 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. |
|-----|-----|----------------------------|--|--------|---|--|---|---|---|---|---|------------------|-----|---|

|     |     |   |  |        |  |  |   |  |  |  |    |                  |     |   |
|-----|-----|---|--|--------|--|--|---|--|--|--|----|------------------|-----|---|
| TBC | T16 | % National Non Domestic Rates collected |  | 97.93% | 27.97%<br>99.9% achieved of the target<br>£31,646,562.22 | 48.72% (Apr - Sep)<br>88.6% achieved of target<br>£65,922,739.58 | 78.06% (Apr - Dec)<br>95.2% achieved of the target<br>£104,818,314.03 | 91.89% YTD<br>95.72% achieved of the target<br>£123,418,578.61 | 87.03%<br>92.59% achieved of the target<br>£116,929,260.37 | 91.89% YTD<br>95.72% achieved of the target<br>£123,418,578.61<br>£64,893,18.24 (collected in Feb) | ↑G | Higher is better | 96% | Collection remains below the target (95.72% achieved) 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. |
|-----|-----|---|--|--------|--|--|---|--|--|--|----|------------------|-----|---|

| 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  | January 2021/22 | February 2021/22 | Direction of Travel January - February) | Polarity        | Target  | Comments   |
|------------------------------|---------|--|---------------------|-----------|------------------------------------|------------------------------------|------------------------------------|---------------|-----------------|------------------|---|-----------------|---------|--|
| <b>Revenues and Benefits</b> |         |  |                     |           |                                    |                                    |                                    |               |                 |                  |   |                 |         |  |
| TBC                          | T17     | Average time taken to process benefits & Council Tax Support Claims (days)                   |                     | 18 days   | 22.74 days                         | 20.53 days                         | 19.71 days                         | 21.08 days    | 20.65 days      | 20.55 days       | ↓G                                      | Lower is better | 21 days | Performance in month is exceeding the target (lower is better) and remains on track for the year. Fluctuation expected throughout year as Furlough ends and potential increases in Council tax claims. |
|                              |         |  |                     |           | 2827 claims                        | 2306 claims                        | 2062 claims                        | 8460 claims   | 608 claims      | 657 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                          | 4.37 days     | 5.83 days       | 1.52 days        | ↓G                                      | Lower is better | 9 days  | Performance in month and YTD within target.  |
|                              |         |  |                     |           | 14748 changes                      | 12358 changes                      | 11894 changes                      | 72835 changes | 3647 changes    | 30188 changes    |   |                 |         |  |