



**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>

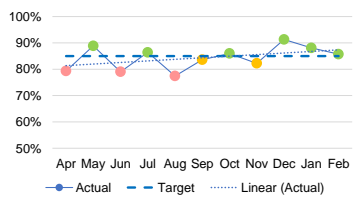
<b>Direction of Travel Key</b>	
An acceptable range = within 5% of the last period's performance	
↑G	Performance has improved from the last period – Higher is better
↓G	Performance has improved from the last period – Lower is better
↑	Performance has deteriorated but is still on or above target or within 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	 <p>Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb — Actual — Target ..... Linear (Actual)</p>	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	 <p>Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb — Actual — Target ..... Trend</p>	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	 <p>Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb — Target — Actual ..... Trend</p>	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
<b>Finance Strategy &amp; Accountancy</b>														
TBC	T14	% of invoices paid within 30 days	<p>100% 95% 90% 85% 80%</p> <p>Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb</p> <p>— Actual — Target — Trend</p>	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).
<b>Revenues and Benefits</b>														
TBC	T15	% of Council Tax collected	<p>120% 100% 80% 60% 40% 20% 0%</p> <p>Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb</p> <p>— Actual — Target</p>	96.41%	29.05% (Apr - Jun) 103.8% achieved of the target £63,069,552.08	56.79% (Apr-Sep) 101.4% achieved of the target £123,531,775.70	84.11% (Apr-Dec) 100.13% achieved of the target £183,281,458.52	94.94% (YTD) 98.9% achieved of the target £206,933,536.09	93.1% (YTD) 99.04% achieved of the target £202,916,527.22	94.94% (YTD) 98.9% achieved of the target £206,933,536.09 £401,700,887 (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	<p>120% 100% 80% 60% 40% 20% 0%</p> <p>Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb</p> <p>— Actual — Target</p>	97.93%	27.97% 99.9% achieved of the target £31,646,562.22	48.72% (Apr-Sep) 88.6% achieved of the target £65,922,739.58	78.06% (Apr-Dec) 95.2% achieved of the target £104,818,314.03	91.89% YTD 95.72% achieved of the target £123,418,578.61	87.03% 92.59% achieved of the target £116,929,260.37	91.89% YTD 95.72% achieved of the target £123,418,578.61 £648,931,824 (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.

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<b>Revenues and Benefits</b>														
TBC	T17	Average time taken to process benefits & Council Tax Support Claims (days)	<p>Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb</p> <p>—●— Average Time Taken (days) - - - Target ..... Trend</p>	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)	<p>Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb</p> <p>—●— Average Time Taken (days) - - - Target ..... Trend</p>	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				

Transformation																																																																																						
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<b>Customer Services</b>																																																																																						
TBC	T21a	% calls answered		93%	87.72%	80.70%	85.83%	85.11%	87.53%	87.78%	↑G	Higher is better	90%	Performance was slightly under target for February as there are some vacant posts, which are now in the process of being filled. This will help improve future performance.																																																																								
			<table border="1"> <tr> <td>Apr</td><td>May</td><td>Jun</td><td>Jul</td><td>Aug</td><td>Sep</td><td>Oct</td><td>Nov</td><td>Dec</td><td>Jan</td><td>Feb</td> </tr> <tr> <td>83637 out of 95345</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>88385 out of 109521</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>81298 out of 94717</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>310783 out of 365149</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>29766 out of 34008</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>27702 out of 31558</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	83637 out of 95345											88385 out of 109521											81298 out of 94717											310783 out of 365149											29766 out of 34008											27702 out of 31558																
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TBC	T21b	Total number of calls received		n/a	118580	116773	94717	365149	34008	31558	↑	No polarity	No target - tracking indicator only	This row was added to show the total number of calls received by the council (as the above performance indicator excluded Corby Calls for April-July).																																																																								
TBC	T22	Stage 1 complaints received		n/a	497	483	435	1652	113	124	↑R	Lower is better	No target - tracking indicator only	Complaint levels have remained consistent during the year so far with a wide variety of issues raised.																																																																								
	T23	Stage 2 complaints received		n/a	28	18	30	92	8	8	→	Lower is better	No target - tracking indicator only	The number of cases reaching stage 2 remains low. This suggests that we are able to resolve issues effectively at stage 1.																																																																								

Place & Economy														
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
Planning Services														
TBC	T1	% major planning applications processed in 13 weeks	<p>Legend: Actual (solid line with dots), Target (dashed line), Trend (dotted line)</p>	91% (Q1 2021/22 All English Authorities)	95.0%	90.32%	96.0%	93.18%	100%	100%	→	Higher is better	90%	Performance continues at an excellent level. Further recruitment to ensure officers have appropriate workloads is progressing.
					19 out of 20	28 out of 31	24 out of 25	82 out of 88	4 out of 4	6 out of 6				
TBC	T2	% minor planning applications processed in 8 weeks	<p>Legend: Actual (solid line with dots), Target (dashed line), Trend (dotted line)</p>	88% (Q1 2021/22 All English Authorities)	87.76%	89.31%	80.95%	86.06%	85.71%	93.94%	↑G	Higher is better	85%	Recruitment of additional resources has had a positive impact. Individual workloads remain high. We are also dependent on other services (i.e. Local Lead Flood Authority) which are experiencing skill shortages. This has created bottlenecks in processing complex applications.
					86 out of 98	117 out of 131	102 out of 126	358 out of 416	24 out of 28	31 out of 33				
TBC	T3	% other planning applications processed in 8 weeks	<p>Legend: Actual (solid line with dots), Target (dashed line), Trend (dotted line)</p>	84% (Q1 2021/22 All English Authorities)	93.27%	87.16%	89.74%	90.22%	85.29%	94.00%	↑G	Higher is better	88%	Due to the relatively small sample size this month a degree of caution must be exercised around future performance expectations.
					388 out of 416	387 out of 444	341 out of 380	1301 out of 1442	87 out of 102	94 out of 100				

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<b>Environmental Health</b>														
TBC	T4	% of food establishments in the area broadly compliant with food hygiene law		n/a	88.89% (Jun)	91.76% (Sep)	92.42% (Dec)	93.95%	93.01%	93.95%	↑G	Higher is better	95%	This indicator is now improving towards the target as the food teams catch up with inspections in line with the Food Standards Agencies Covid 19 Recovery Roadmap.
					2841 out of 3196	2874 out of 3132	2888 out of 3125	2920 out of 3108	2900 out of 3118	2920 out of 3108				
TBC	T5	Number of establishments with Eat out Eat Well award		n/a	23 (Jun)	17 (Sep)	14 (Dec)	13	13	13	⇒	No polarity	No target - tracking indicator only	Eat out eat well awards expire after two years and in order to retain their awards it is necessary to reassess the business at the two year mark. Due to the Covid pandemic reassessments have not been carried out resulting in a big reduction in those businesses having awards and eventually all of them will expire. The project needs a complete rebrand and restart now that we are North Northants and although funding is being secured in conjunction with colleagues in Public Health this is a significant undertaking so it will be next year before any progress can be made.
TBC	T6	Number of food & environmental samples taken		n/a	10	0	75	194	23	86	↑	No polarity	No target - tracking indicator only	Sampling has now resumed.

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<b>Highways</b>														
TBC	T54	Number of defects repaired in the network		n/a	5902	4312	5956	19406	1504	1732	↑	No Polarity	No target - tracking indicator only	
TBC	T55	Number of defects outstanding on the network		n/a	977 (June 2021)	881 (Sept 2021)	666 (Dec 2021)	n/a	622	714	↑	No Polarity	No target - tracking indicator only	The number of defects outstanding is an end of month position only (as seen in the quarter progress columns).
TBC	T56	Repairs made to the network that are either permanent or semi-permanent		n/a	99.20%	98.98%	99.32%	99.32%	100%	100%	→	Higher is better	95% to 97%	
TBC	T58	Out of work benefits claimants (Ex county Place directorate)		3.8% (Jan 2022)	4.8%	4.3%	3.7%	3.7%	3.6%	3.7%	↑R	Lower is better	No target - tracking indicator only	Snapshot volume each month. Benchmark is East Midlands.
<b>Place Directorate</b>														
					10240	9135	7835	7845	7630	7845				



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>Waste Services</b>														
TBC	T60a	Household kerbside collection: Tonnes of material collected through kerbside schemes - Co-mingled recycling		n/a	9212.66	8747.31	8616.33	32455.91	3295.72	2583.89	↓	No polarity	No target - tracking indicator only	February tonnages are normally lower following a spike in January (post Christmas) and due to the shorter month. Q2 data is now verified. This is a relatively stable waste stream, however performance is impacted by the level of contamination created by residents who put the wrong waste in the recycling bin. The Council continues to raise awareness and engage with residents to ensure that co-mingled recycling is clean and not contaminated by wet or dirty materials which affect the performance and presents significant financial risk to the Council when dealing with rejected loads of recyclable material.
TBC	T60b	Household kerbside collection: Tonnes of material collected through kerbside schemes - Food waste		n/a	990.28	986.16	975.96	3569.42	332	285.02	↓	No polarity	No target - tracking indicator only	February tonnages will be slightly lower due to it being a shorter month. Q2 data is now verified. Food waste is currently collected in East Northants and Corby. Factors that affect food waste performance include the level of multiple deprivation, and the availability of alternate capacity such as residual containers. The waste team intend to carry out awareness raising activity during 22/23 to increase participation in food waste collection. Removal of food waste from other waste streams, such as residual waste, is a key activity for effective waste collection systems, and requirements of The Environment Bill 2021 mean that food waste collections should be extended to all households from 2025.
TBC	T60c	Household kerbside collection: Tonnes of material collected through kerbside schemes - Garden waste		n/a	8387.75	8532.85	3789.60	21673.46	496.88	466.38	↓	No polarity	No target - tracking indicator only	Garden waste tonnages are affected by the greatest amount of seasonal variance and is not collected in Wellingborough during the period November to March. Yields for this material increase during Q1 and Q2 and drop off in the winter by approximately 60%. Arisings for garden waste are also affected by weather conditions, in dry years, the overall yield will be reduced.

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<b>Waste Services</b>																																						
TBC	T65	Percentage of waste treated (residual kerbside waste, HWRC, wood)	<table border="1"> <caption>Percentage of waste treated (residual kerbside waste, HWRC, wood)</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>90.98%</td></tr> <tr><td>May</td><td>91.40%</td></tr> <tr><td>Jun</td><td>93.12%</td></tr> <tr><td>Jul</td><td>92.11%</td></tr> <tr><td>Aug</td><td>92.60%</td></tr> <tr><td>Sep</td><td>94.70%</td></tr> <tr><td>Oct</td><td></td></tr> <tr><td>Nov</td><td></td></tr> <tr><td>Dec</td><td></td></tr> <tr><td>Jan</td><td></td></tr> <tr><td>Feb</td><td></td></tr> </tbody> </table>	Month	Percentage	Apr	90.98%	May	91.40%	Jun	93.12%	Jul	92.11%	Aug	92.60%	Sep	94.70%	Oct		Nov		Dec		Jan		Feb		n/a	90.98%	91.40%	93.12%	92.11%	92.60%	94.70%	↑	No polarity	No target tracking purposes only	While the quantity of waste can fluctuate, the percentage of waste treated is relatively stable, being managed through contract requirements.
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TBC	T66	Percentage of waste re-used, recycled, composted from HWRC sites	<table border="1"> <caption>Percentage of waste re-used, recycled, composted from HWRC sites</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>40.01%</td></tr> <tr><td>May</td><td>42.49%</td></tr> <tr><td>Jun</td><td>39.41%</td></tr> <tr><td>Jul</td><td>39.89%</td></tr> <tr><td>Aug</td><td>34.30%</td></tr> <tr><td>Sep</td><td>35.86%</td></tr> <tr><td>Oct</td><td></td></tr> <tr><td>Nov</td><td></td></tr> <tr><td>Dec</td><td></td></tr> <tr><td>Jan</td><td></td></tr> <tr><td>Feb</td><td></td></tr> </tbody> </table> <p>       Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb        —●— Treated (residual kerbside waste, HWRC, wood)        —●— Re-used, recycled, composted from HWRC sites        - - - - Trend (treated)        - - - - Trend (re-used/recycled/composted)     </p>	Month	Percentage	Apr	40.01%	May	42.49%	Jun	39.41%	Jul	39.89%	Aug	34.30%	Sep	35.86%	Oct		Nov		Dec		Jan		Feb		43.2%	40.01%	42.49%	39.41%	39.89%	34.30%	35.86%	↑G	Higher is better	No target tracking purposes only	Quality and quantity of waste that can be reused, recycled or composted is subject to variation throughout the year. Lower visitor numbers in winter months means a reduction in total waste and therefore reduction of percentage waste reused, recycled or composted. There is also no guarantee that the quality of waste being brought to the Household Recycling Centres (HWRC) is fit for reuse or recycling, therefore these can see monthly variations. Compost tonnages is the area most affected by seasonal variance so yields for this material drop off in the winter.
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<b>Learning, Skills &amp; Education</b>																																																			
TBC	T44 (LS3a)	% of primary schools judged as good or outstanding by Ofsted	<table border="1"> <caption>% of primary schools judged as good or outstanding by Ofsted</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>73%</td><td>88%</td></tr> <tr><td>May</td><td>73%</td><td>88%</td></tr> <tr><td>Jun</td><td>73%</td><td>88%</td></tr> <tr><td>Jul</td><td>73%</td><td>88%</td></tr> <tr><td>Aug</td><td>73%</td><td>88%</td></tr> <tr><td>Sep</td><td>73%</td><td>88%</td></tr> <tr><td>Oct</td><td>73%</td><td>88%</td></tr> <tr><td>Nov</td><td>73%</td><td>88%</td></tr> <tr><td>Dec</td><td>73%</td><td>88%</td></tr> <tr><td>Jan</td><td>73%</td><td>88%</td></tr> <tr><td>Feb</td><td>75.7%</td><td>88%</td></tr> </tbody> </table>	Month	Actual	Target	Apr	73%	88%	May	73%	88%	Jun	73%	88%	Jul	73%	88%	Aug	73%	88%	Sep	73%	88%	Oct	73%	88%	Nov	73%	88%	Dec	73%	88%	Jan	73%	88%	Feb	75.7%	88%	85%	73% (Jun)	73% (Sep)	74.8% (Dec)	75.7%	75.7%	75.7%	→	Higher is better	88%	88%	There has been no change to the proportion of primary schools that are judged as good or outstanding by Ofsted this month with the performance remaining at 75.7%. Of the 111 primary schools in the authority area, 84 are rated either good or outstanding in their latest inspection (as of 28th February 2022), in comparison the latest national average is 88% of schools being good or outstanding.
Month	Actual	Target																																																	
Apr	73%	88%																																																	
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Jan	73%	88%																																																	
Feb	75.7%	88%																																																	
TBC	T45 (LS4a)	% of secondary schools judged as good or outstanding by Ofsted	<table border="1"> <caption>% of secondary schools judged as good or outstanding by Ofsted</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>70%</td><td>78%</td></tr> <tr><td>May</td><td>70%</td><td>78%</td></tr> <tr><td>Jun</td><td>70%</td><td>78%</td></tr> <tr><td>Jul</td><td>70%</td><td>78%</td></tr> <tr><td>Aug</td><td>70%</td><td>78%</td></tr> <tr><td>Sep</td><td>70%</td><td>78%</td></tr> <tr><td>Oct</td><td>78%</td><td>78%</td></tr> <tr><td>Nov</td><td>78%</td><td>78%</td></tr> <tr><td>Dec</td><td>78%</td><td>78%</td></tr> <tr><td>Jan</td><td>78%</td><td>78%</td></tr> <tr><td>Feb</td><td>75%</td><td>78%</td></tr> </tbody> </table>	Month	Actual	Target	Apr	70%	78%	May	70%	78%	Jun	70%	78%	Jul	70%	78%	Aug	70%	78%	Sep	70%	78%	Oct	78%	78%	Nov	78%	78%	Dec	78%	78%	Jan	78%	78%	Feb	75%	78%	71%	70% (Jun)	70% (Sep)	80% (Dec)	75%	80%	75%	↓R	Higher is better	65%	65%	There has been a reduction in performance of 5% this month, this relates to 1 secondary school that has had a reduction in their latest inspection rating. Of the 20 secondary schools in the authority area, 15 are rated either good or outstanding in their latest inspection (as of 28th February 2022), in comparison the latest national average shows 78% of secondary schools being good or outstanding.
Month	Actual	Target																																																	
Apr	70%	78%																																																	
May	70%	78%																																																	
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Nov	78%	78%																																																	
Dec	78%	78%																																																	
Jan	78%	78%																																																	
Feb	75%	78%																																																	
TBC	T46 (LS11f)	Current number of home educated children	<table border="1"> <caption>Current number of home educated children</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Trend</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>607</td><td>607</td></tr> <tr><td>May</td><td>607</td><td>607</td></tr> <tr><td>Jun</td><td>607</td><td>607</td></tr> <tr><td>Jul</td><td>600</td><td>600</td></tr> <tr><td>Aug</td><td>600</td><td>600</td></tr> <tr><td>Sep</td><td>600</td><td>600</td></tr> <tr><td>Oct</td><td>600</td><td>600</td></tr> <tr><td>Nov</td><td>600</td><td>600</td></tr> <tr><td>Dec</td><td>600</td><td>600</td></tr> <tr><td>Jan</td><td>600</td><td>600</td></tr> <tr><td>Feb</td><td>679</td><td>679</td></tr> </tbody> </table>	Month	Actual	Trend	Apr	607	607	May	607	607	Jun	607	607	Jul	600	600	Aug	600	600	Sep	600	600	Oct	600	600	Nov	600	600	Dec	600	600	Jan	600	600	Feb	679	679	n/a	607 (Jun)	600 (Sep)	631 (Dec)	679	661	679	↑	No polarity	No target - tracking indicator only	n/a	The number of children who are electively home educated at the end of February was 679, this is an increase of 18 children from the position at the end of January and an increase of 75 from the 604 recorded at the start of the academic year.
Month	Actual	Trend																																																	
Apr	607	607																																																	
May	607	607																																																	
Jun	607	607																																																	
Jul	600	600																																																	
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Nov	600	600																																																	
Dec	600	600																																																	
Jan	600	600																																																	
Feb	679	679																																																	
TBC	T47 (NI 114)	Number of permanent exclusions from school - Total	<table border="1"> <caption>Number of permanent exclusions from school - Total</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Trend</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>15</td><td>15</td></tr> <tr><td>May</td><td>15</td><td>15</td></tr> <tr><td>Jun</td><td>15</td><td>15</td></tr> <tr><td>Jul</td><td>7</td><td>7</td></tr> <tr><td>Aug</td><td>7</td><td>7</td></tr> <tr><td>Sep</td><td>7</td><td>7</td></tr> <tr><td>Oct</td><td>7</td><td>7</td></tr> <tr><td>Nov</td><td>7</td><td>7</td></tr> <tr><td>Dec</td><td>7</td><td>7</td></tr> <tr><td>Jan</td><td>7</td><td>7</td></tr> <tr><td>Feb</td><td>5</td><td>5</td></tr> </tbody> </table>	Month	Actual	Trend	Apr	15	15	May	15	15	Jun	15	15	Jul	7	7	Aug	7	7	Sep	7	7	Oct	7	7	Nov	7	7	Dec	7	7	Jan	7	7	Feb	5	5	35	15	7	27	41	6	5	↓G	Lower is better	No target - tracking indicator only	n/a	YTD = Academic Year (ACY) to Date (i.e. September to July). The number of permanent exclusions was 5 in February, a reduction from the 6 in January. In the ACY to end of February there has been 41 permanent exclusions. Exclusions are impacted by a range of factors within schools and the local authority, as well as seasonal trends which result in higher levels of exclusions at certain times of the year. Covid restrictions also have an impact on schools and pupils.
Month	Actual	Trend																																																	
Apr	15	15																																																	
May	15	15																																																	
Jun	15	15																																																	
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Dec	7	7																																																	
Jan	7	7																																																	
Feb	5	5																																																	
TBC	T48 (New2)	Number of looked after children without a school place / missing education	<table border="1"> <caption>Number of looked after children without a school place / missing education</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Trend</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>21</td><td>21</td></tr> <tr><td>May</td><td>21</td><td>21</td></tr> <tr><td>Jun</td><td>21</td><td>21</td></tr> <tr><td>Jul</td><td>7</td><td>7</td></tr> <tr><td>Aug</td><td>7</td><td>7</td></tr> <tr><td>Sep</td><td>7</td><td>7</td></tr> <tr><td>Oct</td><td>7</td><td>7</td></tr> <tr><td>Nov</td><td>7</td><td>7</td></tr> <tr><td>Dec</td><td>7</td><td>7</td></tr> <tr><td>Jan</td><td>7</td><td>7</td></tr> <tr><td>Feb</td><td>9</td><td>9</td></tr> </tbody> </table>	Month	Actual	Trend	Apr	21	21	May	21	21	Jun	21	21	Jul	7	7	Aug	7	7	Sep	7	7	Oct	7	7	Nov	7	7	Dec	7	7	Jan	7	7	Feb	9	9	n/a	21 (Jun)	7 (Sep)	7 (Dec)	9	9	9	→	Lower is better	No target - tracking indicator only	n/a	
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Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr - Jun)	Quarter 2 Progress (Apr - Sep)	Quarter 3 Progress (Apr - Dec)	Year to Date	January 2021/22	February 2021/22	Direction of Travel January - February)	Polarity	Target	Target	Comments																																																
<b>Children's Trust (Please note that this data is for the whole of Northamptonshire and not just the North)</b>																																																															
TBC	T24 (KPI 1)	% of all referrals with a decision within 2 working days	<table border="1"> <caption>Data for KPI 1</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>98%</td><td>85%</td><td>90%</td></tr> <tr><td>May</td><td>94%</td><td>85%</td><td>90%</td></tr> <tr><td>Jun</td><td>88%</td><td>85%</td><td>90%</td></tr> <tr><td>Jul</td><td>94%</td><td>85%</td><td>90%</td></tr> <tr><td>Aug</td><td>93%</td><td>85%</td><td>90%</td></tr> <tr><td>Sep</td><td>84%</td><td>85%</td><td>90%</td></tr> <tr><td>Oct</td><td>95%</td><td>85%</td><td>90%</td></tr> <tr><td>Nov</td><td>97%</td><td>85%</td><td>90%</td></tr> <tr><td>Dec</td><td>98%</td><td>85%</td><td>90%</td></tr> <tr><td>Jan</td><td>98%</td><td>85%</td><td>90%</td></tr> <tr><td>Feb</td><td>91%</td><td>85%</td><td>90%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	98%	85%	90%	May	94%	85%	90%	Jun	88%	85%	90%	Jul	94%	85%	90%	Aug	93%	85%	90%	Sep	84%	85%	90%	Oct	95%	85%	90%	Nov	97%	85%	90%	Dec	98%	85%	90%	Jan	98%	85%	90%	Feb	91%	85%	90%	n/a	88% (Jun)	84% (Sep)	98% (Dec)	n/a	98% (543)	91% (615)	↓ A	Higher is better	85% (Tolerance 75% - 95%)	85% (Tolerance 75% - 95%)	The performance has declined this month. The service continues to work diligently on ensuring timely decision making is maintained. Cases that are rag rated RED are prioritised and decisions made within 1 day. There is ongoing improvement work in the Multi Agency Safeguarding Hub (MASH) to continually increase quality and enhance performance. This is an area supported by our Partner in Practice (PIP). The MASH model is being strengthened to ensure threshold is applied robustly and professionals are required to refer to MASH in writing with appropriate consent as appropriate. Review of front door completed by PIP, initial recommendations included in the service plan for action. Follow up visit to be completed.
Month	Actual	Target	Trend																																																												
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Jan	98%	85%	90%																																																												
Feb	91%	85%	90%																																																												
TBC	T25 (KPI 2)	% of referrals with a previous referral within 12 months	<table border="1"> <caption>Data for KPI 2</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>34%</td><td>29%</td><td>30%</td></tr> <tr><td>May</td><td>37%</td><td>29%</td><td>30%</td></tr> <tr><td>Jun</td><td>31%</td><td>29%</td><td>30%</td></tr> <tr><td>Jul</td><td>35%</td><td>29%</td><td>30%</td></tr> <tr><td>Aug</td><td>35%</td><td>29%</td><td>30%</td></tr> <tr><td>Sep</td><td>35%</td><td>29%</td><td>30%</td></tr> <tr><td>Oct</td><td>36%</td><td>29%</td><td>30%</td></tr> <tr><td>Nov</td><td>37%</td><td>29%</td><td>30%</td></tr> <tr><td>Dec</td><td>38%</td><td>29%</td><td>30%</td></tr> <tr><td>Jan</td><td>36%</td><td>29%</td><td>30%</td></tr> <tr><td>Feb</td><td>37%</td><td>29%</td><td>30%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	34%	29%	30%	May	37%	29%	30%	Jun	31%	29%	30%	Jul	35%	29%	30%	Aug	35%	29%	30%	Sep	35%	29%	30%	Oct	36%	29%	30%	Nov	37%	29%	30%	Dec	38%	29%	30%	Jan	36%	29%	30%	Feb	37%	29%	30%	23%	34%	34%	35%	36%	35% (580)	37% (586)	↓ A	Lower is better	29% (Tolerance 25% - 40%)	29% (Tolerance 25% - 40%)	There has been an increase in re-referrals this month. Audit and review for learning is ongoing. It is anticipated that the strengthened model in mash will continue support appropriate reduction going forward. Steps have been taken to strengthen the Early Help partnerships with Partnership Support Team (Early Help Multi Agency Safeguarding Hub (MASH)) being placed in the MASH pods and a leaner step down process. The high number of cases stepping down now presenting challenges in regards to capacity in Family Support/Early help partnership.
Month	Actual	Target	Trend																																																												
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Dec	38%	29%	30%																																																												
Jan	36%	29%	30%																																																												
Feb	37%	29%	30%																																																												
TBC	T26 (KPI 3)	% of single assessments authorised within 45 working days	<table border="1"> <caption>Data for KPI 3</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>98%</td><td>85%</td><td>97%</td></tr> <tr><td>May</td><td>99%</td><td>85%</td><td>97%</td></tr> <tr><td>Jun</td><td>98%</td><td>85%</td><td>97%</td></tr> <tr><td>Jul</td><td>97%</td><td>85%</td><td>97%</td></tr> <tr><td>Aug</td><td>98%</td><td>85%</td><td>97%</td></tr> <tr><td>Sep</td><td>97%</td><td>85%</td><td>97%</td></tr> <tr><td>Oct</td><td>98%</td><td>85%</td><td>97%</td></tr> <tr><td>Nov</td><td>97%</td><td>85%</td><td>97%</td></tr> <tr><td>Dec</td><td>98%</td><td>85%</td><td>97%</td></tr> <tr><td>Jan</td><td>97%</td><td>85%</td><td>97%</td></tr> <tr><td>Feb</td><td>97%</td><td>85%</td><td>97%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	98%	85%	97%	May	99%	85%	97%	Jun	98%	85%	97%	Jul	97%	85%	97%	Aug	98%	85%	97%	Sep	97%	85%	97%	Oct	98%	85%	97%	Nov	97%	85%	97%	Dec	98%	85%	97%	Jan	97%	85%	97%	Feb	97%	85%	97%	88%	98%	98%	98%	98%	97% (770)	97% (788)	→	Higher is better	85% (Tolerance 85% - 95%)	85% (Tolerance 85% - 95%)	Assessment timescales remain consistently good. All managers monitor this very closely via daily reports. A narrative is provided for cases that go beyond 45 days and this remains a very small minority. In addition to timeliness, we work on increasing the quality of assessments and more effective use of Signs of Safety (SoS) in our interventions. Partner in Practice (PIP) peer review has identified improvements in the quality of assessments.
Month	Actual	Target	Trend																																																												
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Jan	97%	85%	97%																																																												
Feb	97%	85%	97%																																																												
TBC	T27 (KPI 4)	% of single assessments closing with no further action (NFA)	<table border="1"> <caption>Data for KPI 4</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>38%</td><td>35%</td><td>38%</td></tr> <tr><td>May</td><td>30%</td><td>35%</td><td>38%</td></tr> <tr><td>Jun</td><td>38%</td><td>35%</td><td>38%</td></tr> <tr><td>Jul</td><td>45%</td><td>35%</td><td>38%</td></tr> <tr><td>Aug</td><td>48%</td><td>35%</td><td>38%</td></tr> <tr><td>Sep</td><td>38%</td><td>35%</td><td>38%</td></tr> <tr><td>Oct</td><td>42%</td><td>35%</td><td>38%</td></tr> <tr><td>Nov</td><td>45%</td><td>35%</td><td>38%</td></tr> <tr><td>Dec</td><td>38%</td><td>35%</td><td>38%</td></tr> <tr><td>Jan</td><td>38%</td><td>35%</td><td>38%</td></tr> <tr><td>Feb</td><td>38%</td><td>35%</td><td>38%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	38%	35%	38%	May	30%	35%	38%	Jun	38%	35%	38%	Jul	45%	35%	38%	Aug	48%	35%	38%	Sep	38%	35%	38%	Oct	42%	35%	38%	Nov	45%	35%	38%	Dec	38%	35%	38%	Jan	38%	35%	38%	Feb	38%	35%	38%	n/a	35%	40%	40%	39%	39% (770)	37% (688)	↑ G	Lower is better	35% (Tolerance 30% - 50%)	35% (Tolerance 30% - 50%)	We aim to reduce the number of assessments that end with NFA and work is completed to strengthen this area of practice. There has been a decrease of 2% since last month. Comparison with other LAs indicates similar levels for authorities who perform well.
Month	Actual	Target	Trend																																																												
Apr	38%	35%	38%																																																												
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Feb	38%	35%	38%																																																												
TBC	T28 (KPI 5)	% of initial child protection conferences (ICPC) held within 15 days of a strategy discussion being initiated	<table border="1"> <caption>Data for KPI 5</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>77%</td><td>81%</td><td>80%</td></tr> <tr><td>May</td><td>78%</td><td>81%</td><td>80%</td></tr> <tr><td>Jun</td><td>78%</td><td>81%</td><td>80%</td></tr> <tr><td>Jul</td><td>82%</td><td>81%</td><td>80%</td></tr> <tr><td>Aug</td><td>85%</td><td>81%</td><td>80%</td></tr> <tr><td>Sep</td><td>92%</td><td>81%</td><td>80%</td></tr> <tr><td>Oct</td><td>73%</td><td>81%</td><td>80%</td></tr> <tr><td>Nov</td><td>82%</td><td>81%</td><td>80%</td></tr> <tr><td>Dec</td><td>92%</td><td>81%</td><td>80%</td></tr> <tr><td>Jan</td><td>73%</td><td>81%</td><td>80%</td></tr> <tr><td>Feb</td><td>95%</td><td>81%</td><td>80%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	77%	81%	80%	May	78%	81%	80%	Jun	78%	81%	80%	Jul	82%	81%	80%	Aug	85%	81%	80%	Sep	92%	81%	80%	Oct	73%	81%	80%	Nov	82%	81%	80%	Dec	92%	81%	80%	Jan	73%	81%	80%	Feb	95%	81%	80%	83%	77%	81%	81%	82%	73% (62)	95% (84)	↑ G	Higher is better	81% (Tolerance 66% - 86%)	81% (Tolerance 66% - 86%)	Performance has further improved this month. Additional training on processes and recording continues to be provided to all new starters. Tracking of all s47 enquiries in place, to ensure that ICPCs are booked by day-5 following strategy discussions. The duty Child Protection (CP) Chair available for a discussion, which the managers can access, intended to reduce the proportion of ICPCs that don't result in a CP Plan. Safeguarding & Quality Assurance Service (SQAS) continue to monitor timeliness of every CP conference request, raise exceptions with all referring managers at individual case level, highlight specific team or service performance concerns, and celebrate good practice & sustained improvement in this key performance measure.
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<b>Children's Trust - continued (Please note that this data is for the whole of Northamptonshire and not just the North)</b>															
TBC	T29 (KPI 6)	% of children that became the subject of a Child Protection Plan for the second or subsequent time		22%	22%	29%	26%	28%	33% (49)	43% (75)	↓ A	Lower is better	20% (Tolerance 15% - 35%)	20% (Tolerance 15% - 35%)	This has been variable and on occasions too high, with an improvement seen in 2 of the last 3 months. 32 of the 72 plans starting in February are children who had been on a plan before (12 families). 3 families ended plans within the last year, 4 within 2 years, 3 within 4 years and 2 ended 5+ years ago. There is an initial indication that the impact of the pandemic may have contributed to increase in stress and pressure for families and consequently escalation of needs. An individual review of cases is completed by the service managers.
TBC	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 (%)		70%	65% (Jun)	68% (Sep)	72% (Dec)	72%	73% (443)	72% (441)	↓ A	Higher is better	66% (Tolerance 56% - 70%)	66% (Tolerance 56% - 70%)	Arrangements remain in place to support long term placements at the earliest opportunity. Performance remains above target. The aspiration is for more children to live within stable and nurturing homes for the duration of their childhoods. Focus is on provision of support to prevent likelihood of placement breakdown and includes developing skills, knowledge and resilience of foster carers through the public health funded fostering support project, use of placement stability meetings and greater involvement of birth families through progressive contact arrangements.
TBC	T31 (KPI 8)	% Children in care with three or more placements in the previous 12 months		9%	9% (Jun)	10% (Sep)	12% (Dec)	12.9%	12.7% (1,174)	12.9% (1,166)	↓ A	Lower is better	10% (Tolerance 5% - 15%)	10% (Tolerance 5% - 15%)	Whilst performance remains within tolerance, it has further declined this month. Performance has been good since the beginning of the pandemic but began to see declines from June towards pre-pandemic levels. This is in the context of rising care numbers and the continuing challenges in identifying placements for children with specific needs which means they can experience a number of placement moves in quick succession until an appropriate home is identified. Consideration of various options to improve sufficiency is continuing, including exploration of capital investment, additional in house resources, as well as improved engagement with the market.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr - Jun)	Quarter 2 Progress (Apr - Sep)	Quarter 3 Progress (Apr - Dec)	Year to Date	January 2021/22	February 2021/22	Direction of Travel January - February)	Polarity	Target	Target	Comments
<b>Children's Trust - continued (Please note that this data is for the whole of Northamptonshire and not just the North)</b>															
TBC	T32 (KPI 9)	% of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16		56%	62%	60%	61%	64%	73% (83)	73% (67)	➔	Higher is better	55% (Tolerance 50% - 60%)	55% (Tolerance 50% - 60%)	The performance remains strong at 73% against the comparator of 55% across England. Focus in this area continues to be driven through arrangements with local colleges, the virtual school and the senior personal advisor (Education and Employment) with further review of contracted arrangements (Prospects) to be undertaken to ensure we have the best approach/ support for young people. Work with councils and young people to plan an event for our care leavers, to raise awareness of the different career opportunities in local government and with our key partners.
TBC	T33 (KPI 10)	% of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16		89%	93%	91%	91%	92%	95% (83)	94% (67)	⬇️ A	Higher is better	90% (Tolerance 85% - 95%)	90% (Tolerance 85% - 95%)	Performance for February stands at 94%, above the target of 90% (92% year to date) and above the National average. We know that we have some young people in unsuitable accommodation or even no accommodation at all and we work hard to address this.  The Care Leavers' Housing Protocol is in place and work is being progressed under the governance of a strategic group; this include a review of the housing panels and engagement with the Housing Associations.
TBC	T34 (KPI 11)	% of qualified social workers with caseloads above target		n/a	14.4% (Jun)	11.5% (Sep)	15.3% (Dec)	15.7%	15.8%	15.7%	⬆️ G	Lower is better	12% (Tolerance 10% - 20%)	12% (Tolerance 10% - 20%)	February sees an decrease in workers with caseloads above target to 15.7%, whilst the pressure remains high. Two managed teams provide additional capacity in managing the cases open to the Safeguarding service. The recruitment drive remains central to implementation of the workforce strategy.
TBC	T35 (KPI 12)	% of children placed more than 20 miles from their homes, outside LA boundary		16%	19%	19%	19%	18% (1,166)	18% (1,174)	18% (1,166)	➔	Lower is better	18% (Tolerance 17% - 27%)	18% (Tolerance 17% - 27%)	This indicator is at target. Our aim is to place children as close to their home address as possible to continue to have contact with family and network and attend their usual school. Ongoing work in this area which include increased oversight and focus on the quality of care plans, sufficiency activity to increase in house provision and support greater choice in identifying the right placement for the child. In some cases children are placed out of their local authority boundaries for specialist care. Sufficiency action plan is implemented.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr - Jun)	Quarter 2 Progress (Apr - Sep)	Quarter 3 Progress (Apr - Dec)	Year to Date	January 2021/22	February 2021/22	Direction of Travel January - February)	Polarity	Target	Target	Comments																																																
<b>Children's Trust - continued (Please note that this data is for the whole of Northamptonshire and not just the North)</b>																																																															
TBC	T36 (KPI 13)	% of stage 1 complaints responded to within 10 working days	<table border="1"> <caption>Data for KPI 13: % of stage 1 complaints responded to within 10 working days</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>100</td><td>75</td><td>75</td></tr> <tr><td>May</td><td>25</td><td>75</td><td>75</td></tr> <tr><td>Jun</td><td>85</td><td>75</td><td>75</td></tr> <tr><td>Jul</td><td>45</td><td>75</td><td>75</td></tr> <tr><td>Aug</td><td>0</td><td>75</td><td>75</td></tr> <tr><td>Sep</td><td>60</td><td>75</td><td>75</td></tr> <tr><td>Oct</td><td>85</td><td>75</td><td>75</td></tr> <tr><td>Nov</td><td>25</td><td>75</td><td>75</td></tr> <tr><td>Dec</td><td>50</td><td>75</td><td>75</td></tr> <tr><td>Jan</td><td>50</td><td>75</td><td>75</td></tr> <tr><td>Feb</td><td>0</td><td>75</td><td>75</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	100	75	75	May	25	75	75	Jun	85	75	75	Jul	45	75	75	Aug	0	75	75	Sep	60	75	75	Oct	85	75	75	Nov	25	75	75	Dec	50	75	75	Jan	50	75	75	Feb	0	75	75	n/a	78% (Jun)	57% (Sep)	50% (Dec)	n/a	50%	0% (1)	↓ A	Higher is better	50% (Tolerance 30% - 60%)	50% (Tolerance 30% - 60%)	<p>There was only 1 statutory complaint closed in February – which did not meet the statutory timescale of 10 working days or extended 20 working day timescale. Confirmation was offered that the customer had been contacted, but the response was formalised and sent to the customer to complete the record within timescales.</p> <p>The reduced volume of statutory complaints is down to reduced volume of complaints overall and better triage of the issues relating to the Children's Act. This total does not inc. any complaints that were suspended or not pursued by the customer.</p>
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TBC	T37 (KPI 14)	Stage 2 investigations as a % of stage 1 complaints received within the year to date	<table border="1"> <caption>Data for KPI 14: Stage 2 investigations as a % of stage 1 complaints received within the year to date</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>55</td><td>55</td><td>55</td></tr> <tr><td>May</td><td>20</td><td>55</td><td>55</td></tr> <tr><td>Jun</td><td>65</td><td>55</td><td>55</td></tr> <tr><td>Jul</td><td>55</td><td>55</td><td>55</td></tr> <tr><td>Aug</td><td>35</td><td>55</td><td>55</td></tr> <tr><td>Sep</td><td>45</td><td>55</td><td>55</td></tr> <tr><td>Oct</td><td>45</td><td>55</td><td>55</td></tr> <tr><td>Nov</td><td>55</td><td>55</td><td>55</td></tr> <tr><td>Dec</td><td>55</td><td>55</td><td>55</td></tr> <tr><td>Jan</td><td>55</td><td>55</td><td>55</td></tr> <tr><td>Feb</td><td>50</td><td>55</td><td>55</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	55	55	55	May	20	55	55	Jun	65	55	55	Jul	55	55	55	Aug	35	55	55	Sep	45	55	55	Oct	45	55	55	Nov	55	55	55	Dec	55	55	55	Jan	55	55	55	Feb	50	55	55	n/a	69% (Jun)	40% (Sep)	51% (Dec)	n/a	51%	45%	↑ G	Lower is better	30% (Tolerance 15% - 45%)	30% (Tolerance 15% - 45%)	<p>Based on 23 stage 2 received and pursued in year (April to Feb) &amp; 51 pursued statutory complaints. 21 statutory complaints received after Nov 2020 have escalated to stage 2.</p> <p>This is an indicator that needs further consideration. Some of the stage 2 investigations refer to concerns that had been raised some time in the past and are going through the complaints stages.</p> <p>There were no escalated complaints received in February.</p>
Month	Actual	Target	Trend																																																												
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TBC	T38 (KPI 16)	% of social worker vacancies	<table border="1"> <caption>Data for KPI 16: % of social worker vacancies</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>19.5</td><td>20</td><td>20</td></tr> <tr><td>May</td><td>19</td><td>20</td><td>20</td></tr> <tr><td>Jun</td><td>18.5</td><td>20</td><td>20</td></tr> <tr><td>Jul</td><td>20.5</td><td>20</td><td>20</td></tr> <tr><td>Aug</td><td>21.5</td><td>20</td><td>20</td></tr> <tr><td>Sep</td><td>21.5</td><td>20</td><td>20</td></tr> <tr><td>Oct</td><td>22.5</td><td>20</td><td>20</td></tr> <tr><td>Nov</td><td>21.5</td><td>20</td><td>20</td></tr> <tr><td>Dec</td><td>22.5</td><td>20</td><td>20</td></tr> <tr><td>Jan</td><td>19.5</td><td>20</td><td>20</td></tr> <tr><td>Feb</td><td>20.2</td><td>20</td><td>20</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	19.5	20	20	May	19	20	20	Jun	18.5	20	20	Jul	20.5	20	20	Aug	21.5	20	20	Sep	21.5	20	20	Oct	22.5	20	20	Nov	21.5	20	20	Dec	22.5	20	20	Jan	19.5	20	20	Feb	20.2	20	20	17%	18% (Jun)	21.9% (Sep)	22.5% (Dec)	20.2%	19.7%	20.2%	↓ A	Lower is better	20% (Tolerance 16% - 26%)	20% (Tolerance 16% - 26%)	The number of social work vacancies has increased by 0.5% since last month.
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TBC	T39 (KPI 17)	% of social worker posts filled with agency staff	<table border="1"> <caption>Data for KPI 17: % of social worker posts filled with agency staff</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>17.5</td><td>17</td><td>17</td></tr> <tr><td>May</td><td>18</td><td>17</td><td>17</td></tr> <tr><td>Jun</td><td>18.5</td><td>17</td><td>17</td></tr> <tr><td>Jul</td><td>16</td><td>17</td><td>17</td></tr> <tr><td>Aug</td><td>15.5</td><td>17</td><td>17</td></tr> <tr><td>Sep</td><td>15.5</td><td>17</td><td>17</td></tr> <tr><td>Oct</td><td>15</td><td>17</td><td>17</td></tr> <tr><td>Nov</td><td>16.5</td><td>17</td><td>17</td></tr> <tr><td>Dec</td><td>16.5</td><td>17</td><td>17</td></tr> <tr><td>Jan</td><td>17.5</td><td>17</td><td>17</td></tr> <tr><td>Feb</td><td>17</td><td>17</td><td>17</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	17.5	17	17	May	18	17	17	Jun	18.5	17	17	Jul	16	17	17	Aug	15.5	17	17	Sep	15.5	17	17	Oct	15	17	17	Nov	16.5	17	17	Dec	16.5	17	17	Jan	17.5	17	17	Feb	17	17	17	15%	18.5% (Jun)	15.4% (Sep)	16.6% (Dec)	17.0%	17.9%	17.0%	↑ G	Lower is better	18% (Tolerance 16% - 26%)	18% (Tolerance 16% - 26%)	<p>The social worker figure for agency staff has decreased this month (by 0.9%). Northamptonshire Children's Trust (NCT) continues to be below the 18% target</p> <p>The figures do not include approximately 16 Innovate staff who are with NCT until the end of March 2022 providing increased capacity in Safeguarding.</p>
Month	Actual	Target	Trend																																																												
Apr	17.5	17	17																																																												
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**Adults, Communities & Wellbeing**

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>Housing</b>														
TBC	T7a	Number of households whose homelessness was prevented		n/a	68	61	57	212	12	14	↑	No polarity	No target - tracking indicator only	Performance has fluctuated between months when looking at year to date figures. This reflects the difficulties the Housing Options team are having trying to secure accommodation solutions, particularly in the private sector. The overall year to date performance highlights that there are more homeless cases being relieved than prevented and this is something the team are keen to switch the balance of going forward.
TBC	T7b	Number of households whose homelessness was relieved		n/a	85	72	83	282	22	20	↓	No polarity	No target - tracking indicator only	
TBC	T8	Number of rough sleepers (single night snapshot figure)		12	18 (Jun 2021)	25 (Sep 2021)	4 (Dec 2021)	N/A	10	8	↓G	Lower is better	9	
<b>Communities</b>														
TBC	T10	Number of Anti Social Behaviour incidents reported per quarter		n/a	102 (Jun)	493	253	1007	98	61	↓	No polarity	No target - tracking indicator only	See split by area: Corby - 14 East Northamptonshire - 8 Kettering - 19 Wellingborough - 20



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<b>Adult Social Care - Assessment Teams</b>														
TBC	T67	Total number of people allocated to each team		n/a	5584 (Jun)	5248 (Sep)	5488 (Dec)	5469	5531	5469	↓G	Lower is better	No target - tracking indicator only	Year to date method is latest snapshot.
TBC	T68	Number of unscheduled review requests		n/a	384	289	283	1184	105	123	↑R	Lower is better	No target - tracking indicator only	The January figure has been updated from 104 to 105.
<b>Adult Social Care - Short and Long Term (SALT) Services - Hospital</b>														
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr - Jun)	Quarter 2 Progress (Apr - Sep)	Quarter 3 Progress (Apr - Dec)	Year to Date	January 2021/22	February 2021/22	Direction of Travel January - February)	Polarity	Target	Comments
TBC	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)		n/a	37%	41%	39%	38%	39%	38%	↓	Higher is better	No target - tracking indicator only	<p>Monthly figures are latest year to date</p> <p>The lag in data from the demand in hospitals "in Month" will reflect in the transfer to long term services after an assessment outside of hospital. The average time from discharged to Permanent service is 60 days, therefore the December / January surge will not reflect until March / April / May.</p> <p>Volume relates to requests for services where route of access was discharge from hospital.</p>

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<b>Adult Social Care - Safeguarding</b>														
TBC	T70	Number of new concerns received		n/a	606	703	811	2624	238	266	↑R	Lower is better	No target - tracking indicator only	Please note historical figures often retrospectively increase slightly due to input delay.
TBC	T71	New concerns determined to be enquiries (both s42 and other) <i>*(A S42 enquiry must take place if there is reason to believe that abuse or neglect is taking place)</i>		n/a	163	183	261	736	65	64	↓	No polarity	No target - tracking indicator only	This is not a productivity measure as such it just shows the volume of potential enquiries. If a concern is determined to be an enquiry then that means there will be more work as a result. Although a Local Authority cannot control if something is S42, we would want to monitor receiving large numbers as this would be a burden on the teams that carry out the enquiry stage of the process. Please note that historical figures often retrospectively increase slightly due to input delay.
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>Adult Social Care - Deprivation of Liberty Safeguards (DoLS)</b>														
TBC	T72	Open cases (No date restriction)		n/a	2023 (Jun)	1970 (Sep)	1831 (Dec)	1945	1879	1945	↑	Lower is better	No target - tracking indicator only	Data is latest snapshot.  Opus are currently looking for agency admin who would be able to support in closing cases which are identified as no longer requiring an assessment.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress (Apr - Jun)	Quarter 2 Progress (Apr - Sep)	Quarter 3 Progress (Apr - Dec)	Year to Date	January 2021/22	February 2021/22	Direction of Travel January - February)	Polarity	Target	Comments
<b>Adult Social Care - In-House Provision</b>														
TBC	T73	Therapy Service-Total Cases of Waiting for Booking & Assessment		n/a	635 (Jun)	638 (Sep)	400 (Dec)	429	396	429	↑R	Lower is better	No target - tracking indicator only	<p>Increase was due to the team carrying a number of vacancies and absences, requiring case loads to be re-distributed throughout the team, reducing new allocations.</p> <p>January is always a lower referral month so we would expect a drop in January.</p> <p>There is an increase of 29 from December to February. The increase is only 35 from January to February.</p>
<b>Adult Social Care - Domain Two: Delaying and Reducing the Need for Care and Support</b>														
TBC	T74	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people)		511.7	175.87	324.66	489.28	573.11	527.38	573.11	↑	No polarity	No target - tracking indicator only	This is a cumulative total. Whilst we always want to avoid admissions to care homes this will always increase since care home admission is the right move for some people.
TBC	T75	Delaying and reducing the need for care and support		84.60%	59.9%	59.8%	60.1%	60.4%	59.2%	60.4%	↑G	Higher is better	No target - tracking indicator only	This is a cumulative total and reflects the proportion of people going into short term services, rather than into long term care.

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<b>Public Health - please take note of monthly headings (Public Health data usually received a month in arrears)</b>														
TBC	T76	Smoking quit rate at 4 weeks		n/a	61.5% (Jun 2021)	61.1% (Sep 2021)	59.7% (Dec 2021)	68% (Jan 2022)	59.7% (Dec 2021)	68% (Jan 2022)	↑G	Higher is better	60%	Lag in data for the preceding 2 months (Reported monthly only so latest value is reported at each quarter and YTD)
TBC	T77	% of infants due a new birth visit that received a new birth visit within 14 days of birth		86.8%	97.8%	96.8%	97.50%	98.2% (Jan 2022)	97.70%	98.20%	↑G	Higher is better	90%	This indicator represents the whole of Northamptonshire, 2021-22 data not available at a North Unitary level. February 2022 data will be available in April's report.
TBC	T79	% of in-year eligible population offered an NHS Health Check		1.5%	2.5% (Jun 2021)	2.3% (Sep 2021)	1.42% (Dec 2021)	1.03% (Jan 2022)	1.42% (Dec 2021)	1.03% (Jan 2022)	↓R	Higher is better	8.4% (100% annual target)	Health check activities are calculated based on the location of the GP surgery that the patient is registered with, rather than the residence of this patient. Some patients may be residents of West Northants but registered to a GP in North Northants. These patients are included in the North rather than West.
TBC	T80	% of in-year eligible population who received an NHS Health Check		0.6%	0.8% (Jun 2021)	1.6% (Sep 2021)	0.69% (Dec 2021)	0.74% (Jan 2022)	0.69% (Dec 2021)	0.74% (Jan 2022)	↑G	Higher is better	5% (60% annual target)	GPs are still very much recovering and capacity to deliver NHS Health Checks in practices is still limited, considering the winter pressures and the backlog from the 1st and 2nd wave that GPs have to focus on. Compared with national figures, we are much in line with national performance. Benchmark is England Q1 2021/22. (Reported monthly only so latest value is reported at each quarter and YTD)

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<b>Public Health (continued)</b>														
TBC	T93	Breastfeeding rate at 6-8 weeks			53.2%	54.7%	55.3%	50.9% (Jan 2022)	54.6%	50.90%	↓R	Higher is better	55%	This indicator represents the whole of Northamptonshire, 2021-22 data not available at a North Unitary level. February 2022 data will be available in April's report.
TBC	T94	% of children who received a 6-8 week view by the time they were 8 weeks			98.1%	98.0%	98.65%	98.2% (Jan 2022)	98.6%	98.20%	↓	Higher is better	90%	This indicator represents the whole of Northamptonshire, 2021-22 data not available at a North Unitary level. February 2022 data will be available in April's report.