



North Northamptonshire Council Performance Report - March 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

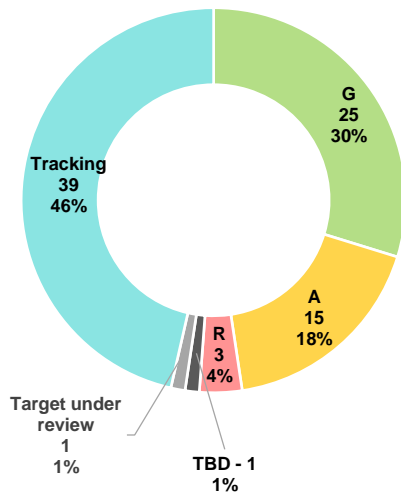
Children's Trust Direction of Travel Key	
↑G	Performance improved since last month
→	Performance the same as last month
↓A	Performance declined since last month

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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March 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)
- TBD - Data missing - Data to be determined
- Target under review
- Tracking indicator only

Directorate	Underperforming Indicators	Variance from Target
Children's Services	T44 LS3a % of primary schools judged as good or outstanding by Ofsted	-13.98%
Adults, Communities & Wellbeing	T79 % of in-year eligible population offered an NHS Health Check	-55.36%
Adults, Communities & Wellbeing	T80 % of in-year eligible population who received an NHS Health Check	-83.80%

Directorate	Indicators where Direction of Travel has Deteriorated (not including PlIs still with Green RAG)	% change from last month
Finance Services	T17 Average time taken to process benefits & Council Tax Support Claims (days)	6.37%
Transformation	T22 Stage 1 complaints received	17.74%
Place & Economy	T3 % other planning applications processed in 8 weeks	-6.71%
Place & Economy	T94 % Household Waste sent for reuse, recycling or composting	-17.84%
Place & Economy	T96 Household Waste sent for composting or anaerobic digestion (Inc. food and garden waste)	-36.39%
Children's Services	T47 (NI 114) Number of permanent exclusions from school - Total	60.00%
Adults, Communities & Wellbeing	T67 Total number of people allocated to each team	0.79%
Adults, Communities & Wellbeing	T76 Smoking quit rate at 4 weeks	-16.67%














Legal & Democratic			
	Performance Indicator	March Progress Status	Direction of Travel (Feb-Mar)
Human Resources	T19 Number of working days lost to sickness per employee (short-term)	TRACKING	→
	T20 Number of working days lost to sickness per employee (long-term)	TRACKING	↓G
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	↓
	T13 % Individual Rights Requests completed in 1 calendar month	G	↓

Detail now featured in Appendix C alongside all workforce data

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

Transformation			
	Performance Indicator	March Progress Status	Direction of Travel (Feb-Mar)
Customer Services	T21a % calls answered	A	↓
	T21b Total number of calls received	TRACKING	↑
	T22 Stage 1 complaints received	TRACKING	↑R
	T23 Stage 2 complaints received	TRACKING	↓G

Place & Economy			
	Performance Indicator	March Progress Status	Direction of Travel (Feb-Mar)
Planning Development	T1 % major planning applications processed in 13 weeks	G	→
	T2 % minor planning applications processed in 8 weeks	G	↓
	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	G	↑G
	T5 Number of establishments with Eat out Eat Well award	TRACKING	↓
	T6 Number of food & environmental samples taken	TRACKING	↓
Highways	T54 Number of defects repaired in the network	TRACKING	↓
	T55 Number of defects outstanding on the network	TRACKING	↑
	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	↓G

Place & Economy				
Performance Indicator		March or Q3 Progress Status	Direction of Travel (Feb-Mar) or (Q2 - Q3)	
Waste	T59	KG of Waste per head of population	TRACKING  G	
	T93	Residual Household Waste per Household	TRACKING  G	
	T94	% Household Waste sent for reuse, recycling or composting	TRACKING  R	
	T95	Household Waste Arisings which have been sent for Recycling	TRACKING  G	
	T96	Household Waste sent for composting or anaerobic digestion (Inc. food and garden waste)	TRACKING  R	
	Household kerbside collection: Tonnes of material collected through kerbside schemes:-			
	T60a	-Co-mingled recycling	TRACKING 	
	T60b	-Food waste	TRACKING 	
	T60c	-Garden waste	TRACKING 	
	T62	Household kerbside collection: Tonnes of material collected through residual waste service	TRACKING 	
	T64a	Fly tipping: number of fly tips reported	TRACKING  G	
	T64b	Fly tipping: number of fly tips investigated	TRACKING 	
	T65	Percentage of waste treated (residual kerbside waste, HWRC, wood)	TRACKING 	
	T66	Percentage of waste re-used, recycled, composted from HWRC sites	TRACKING  G	

Children's Services			
Performance Indicator		March Progress Status	Direction of Travel (Feb-Mar)
Learning, Skills & Education	T44 (LS3a) % of primary schools judged as good or outstanding by Ofsted	R	➔
	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	⬆R
	T48 (New2) Number of looked after children without a school place / missing education	TRACKING	➔








Children's Services

Performance Indicator	March Progress Status	Direction of Travel (Feb-Mar)
T24 (KPI 1) % of all referrals with a decision within 2 working days	G	↓A
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	↑G
T27 (KPI 4) % of single assessments closing with no further action	G	↑G
T28 (KPI 5) % of initial child protection conferences held within 15 days of a strategy discussion being initiated	G	↓A
T29 (KPI 6) % of children that became the subject of a Child Protection Plan for the second or subsequent time	A	↑G
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 or more placements in the previous 12 months	A	↑G
T32 (KPI 9) % of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16	A	↓A
T33 (KPI 10) % of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16	G	↓A
T34 (KPI 11) % of qualified social workers with caseloads above target	A	↑G
T35 (KPI 12) % of children placed more than 20 miles from their homes, outside LA boundary	G	→
T36 (KPI 13) % of stage 1 complaints responded to within 10 working days	G	↑G
T37 (KPI 14) Stage 2 investigations as a % of stage 1 complaints received within the year to date	A	↑G
T38 (KPI 16) % of social worker vacancies	G	↑G
T39 (KPI 17) % of social worker posts filled with agency staff	A	↓A
T40 (KPI 18) Average time between the LA receiving court authority to place a child and deciding on a match	G	↓A
T41 (KPI 19) % of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted	G	→
T42 (KPI 20) Numbers of data breaches reported or self-reported to the ICO per quarter	TRACKING	↑G
T43 (KPI 21) % of children leaving care due to permanence (Special Guardianship Order, adoption, residence order)	A	↓A

Children's Social Care

Adults, Communities & Wellbeing			
	Performance Indicator	March Progress Status	Direction of Travel (Feb-Mar)
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)	G	↑
	T9 Gross number of affordable homes delivered	TBD	
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	↑R
	T68 Number of unscheduled review requests	TRACKING	↓G
	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	↑G
	Safeguarding		
	T70 Number of new concerns received	TRACKING	↑
	T71 New concerns determined to be enquiries (both s42 and other)	TRACKING	↓
	Deprivation of Liberty Safeguards (DoLS)		
	T72 Open cases (No date restriction)	TRACKING	↓G
	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	↑G	

Adults, Communities & Wellbeing

			Latest Progress Status	Direction of Travel (LATEST)
Public Health	T76	Smoking quit rate at 4 weeks	A	 R
	T77	% of infants due a new birth visit that received a new birth visit within 14 days of birth	G	
	T79	% of in-year eligible population offered an NHS Health Check	R	 G
	T80	% of in-year eligible population who received an NHS Health Check	R	 G
	T93	Breastfeeding rate at 6-8 weeks	A	 G
	T94	% of children who received a 6-8 week review by the time they were 8 weeks	G	
	T95	% mothers known to be smokers at the time of delivery	G	 G
	T96	% substance misuse clients waiting more than 3 weeks for their first intervention	No Target	