



**North Northamptonshire Council Performance Report - March 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

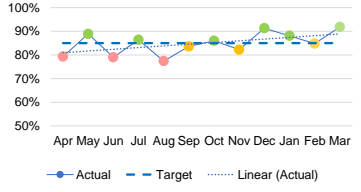
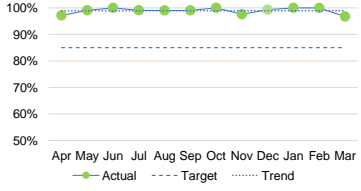
<b>Children's Trust Progress Status Key:</b>
<b>Green - At target or better</b>
<b>Amber - Below target - within tolerance</b>
<b>Red - Below target - outside tolerance</b>
<b>Grey - No RAG</b>

<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.

March 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)	Quarter 4 Progress (Jan, Feb, Mar)	Year to Date	February 2021/22	March 2021/22	Direction of Travel (February - March)	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 Mar</p> <p>— Actual — Target ..... Linear (Actual)</p>	93%	82.62%	82.22%	85.87%	88.35%	84.46%	84.81%	91.86%	↑G	Higher is better	85%	9 active requests as at 22/04. For FOI requests, the team has had its best month of the year. Considering the lack of a tailored case management system and lack of staff resource, this is a fantastic achievement by the requests team. As relationships with other service areas mature, it is anticipated performance will continue to improve. The procurement of a dedicated case management system and service transformation will also help performance.
					271 out of 328	282 out of 343	243 out of 283	220 out of 249	1016 out of 1203	67 out of 79	79 out of 86 (9 active requests)				
TBC	T12	% Environmental Information Regulation Requests completed in 20 working days	 <p>Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar</p> <p>— Actual — Target ..... Trend</p>	93%	98.82%	99.07%	98.71%	98.87%	98.85%	100.00%	96.76%	↓	Higher is better	85%	18 active requests as at 22/04. 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. The changes to procedures are being implemented in a staggered approach and we are yet to see any consequences of this. Therefore a change in performance may be evidenced in future months.
					335 out of 339	318 out of 321	458 out of 464	526 out of 532	1637 out of 1656	188 out of 188	179 out of 185 (18 active requests)				
TBC	T13	% Individual Rights Requests completed in 1 calendar month	 <p>Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar</p> <p>— Target — Actual ..... Trend</p>	81%	74.42%	92.68%	100.00%	89.36%	87.34%	100.00%	90.48%	↓	Higher is better	90%	6 active requests as at 22/04. Despite some members of the requests team being fairly new to dealing with these type of requests, performance levels are impressive. This is especially pleasing considering the sharp rise in request numbers (over 100% increase on previous months), lack of resource and the complexity of the requests currently being handled.
					32 out of 43	38 out of 41	25 out of 25	42 out of 47	138 out of 158	16 out of 16	19 out of 21 (6 active requests)				

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)	Quarter 4 Progress (Jan, Feb, Mar)	Year to Date	February 2021/22	March 2021/22	Direction of Travel (February - March)	Polarity	Target	Comments																																							
<b>Finance Strategy &amp; Accountancy</b>																																																						
TBC	T14	% of invoices paid within 30 days	<table border="1"> <caption>Data for T14 Chart</caption> <thead> <tr><th>Month</th><th>Actual (%)</th><th>Target (%)</th></tr> </thead> <tbody> <tr><td>Apr</td><td>100</td><td>95</td></tr> <tr><td>May</td><td>88</td><td>95</td></tr> <tr><td>Jun</td><td>92</td><td>95</td></tr> <tr><td>Jul</td><td>90</td><td>95</td></tr> <tr><td>Aug</td><td>88</td><td>95</td></tr> <tr><td>Sep</td><td>98</td><td>95</td></tr> <tr><td>Oct</td><td>98</td><td>95</td></tr> <tr><td>Nov</td><td>97</td><td>95</td></tr> <tr><td>Dec</td><td>97</td><td>95</td></tr> <tr><td>Jan</td><td>95</td><td>95</td></tr> <tr><td>Feb</td><td>97</td><td>95</td></tr> <tr><td>Mar</td><td>96</td><td>95</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	Apr	100	95	May	88	95	Jun	92	95	Jul	90	95	Aug	88	95	Sep	98	95	Oct	98	95	Nov	97	95	Dec	97	95	Jan	95	95	Feb	97	95	Mar	96	95	n/a	91.80%	91.98%	97.82%	96.37%	94.74%	97.25%	96.70%	↓	Higher is better	95%	<p>Q4, YTD and March KPIs have all exceeded Target. The overall performance for the year is 96.3% which is 1.6% above target. Even though, slightly lower performance from the previous month, March still met the 95% target.</p> <p>This calculation is based on the invoices paid within the month (rather than invoices received in the month).</p>
Month	Actual (%)	Target (%)																																																				
Apr	100	95																																																				
May	88	95																																																				
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TBC	T15	% of Council Tax collected	<table border="1"> <caption>Data for T15 Chart</caption> <thead> <tr><th>Month</th><th>Actual (%)</th><th>Target (%)</th></tr> </thead> <tbody> <tr><td>Apr</td><td>10</td><td>96.41</td></tr> <tr><td>May</td><td>20</td><td>96.41</td></tr> <tr><td>Jun</td><td>30</td><td>96.41</td></tr> <tr><td>Jul</td><td>40</td><td>96.41</td></tr> <tr><td>Aug</td><td>50</td><td>96.41</td></tr> <tr><td>Sep</td><td>60</td><td>96.41</td></tr> <tr><td>Oct</td><td>70</td><td>96.41</td></tr> <tr><td>Nov</td><td>80</td><td>96.41</td></tr> <tr><td>Dec</td><td>90</td><td>96.41</td></tr> <tr><td>Jan</td><td>95</td><td>96.41</td></tr> <tr><td>Feb</td><td>98</td><td>96.41</td></tr> <tr><td>Mar</td><td>99</td><td>96.41</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	Apr	10	96.41	May	20	96.41	Jun	30	96.41	Jul	40	96.41	Aug	50	96.41	Sep	60	96.41	Oct	70	96.41	Nov	80	96.41	Dec	90	96.41	Jan	95	96.41	Feb	98	96.41	Mar	99	96.41	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	96.42% (Apr - Mar) 98.4% achieved of the target £210,129,030.18	96.42%	94.94% (YTD) 98.9% achieved of the target £206933536.09 £4017008.87 (collected in Feb)	96.42% (YTD) 98.4% achieved of the target £210,129,030.18 £3,195,494.09 (collected in Mar)	↓	Higher is better	98%	Though Council tax recovery restarted in July 2021, the impact of covid on collection still remains. We are actively working with vulnerable customers to assist those who cant pay and active recovery will continue on those who can. We will continue to monitor throughout 2022/23 collection performance levels.
Month	Actual (%)	Target (%)																																																				
Apr	10	96.41																																																				
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TBC	T16	% National Non Domestic Rates collected	<table border="1"> <caption>Data for T16 Chart</caption> <thead> <tr><th>Month</th><th>Actual (%)</th><th>Target (%)</th></tr> </thead> <tbody> <tr><td>Apr</td><td>10</td><td>97.93</td></tr> <tr><td>May</td><td>20</td><td>97.93</td></tr> <tr><td>Jun</td><td>30</td><td>97.93</td></tr> <tr><td>Jul</td><td>40</td><td>97.93</td></tr> <tr><td>Aug</td><td>50</td><td>97.93</td></tr> <tr><td>Sep</td><td>60</td><td>97.93</td></tr> <tr><td>Oct</td><td>70</td><td>97.93</td></tr> <tr><td>Nov</td><td>80</td><td>97.93</td></tr> <tr><td>Dec</td><td>90</td><td>97.93</td></tr> <tr><td>Jan</td><td>95</td><td>97.93</td></tr> <tr><td>Feb</td><td>98</td><td>97.93</td></tr> <tr><td>Mar</td><td>99</td><td>97.93</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	Apr	10	97.93	May	20	97.93	Jun	30	97.93	Jul	40	97.93	Aug	50	97.93	Sep	60	97.93	Oct	70	97.93	Nov	80	97.93	Dec	90	97.93	Jan	95	97.93	Feb	98	97.93	Mar	99	97.93	97.93%	27.97% 99.9% achieved of the target £31,646,562.22	48.72% (Apr - Sep) 88.6% achieved of target £65,922,739.58	78.06% (Apr - Dec) 95.2% achieved of the target £104,818,314.03	95.97% (Apr - Mar) 97.9% achieved of the target £128,589,166.27	95.97%	91.89% YTD 95.72% achieved of the target £123418578.61 £6489318.24 (collected in Feb)	95.97% YTD 97.9% achieved of the target £128,589,166.27 £5,170,587.66 (collected in Mar)	↑G	Higher is better	98%	Covid 19 is still impacting on our businesses, which is reflected in the collection rate, we are actively working with our businesses to ensure they are in receipt or will be awarded all the reliefs they are entitled including the current covid 19 additional relief fund.
Month	Actual (%)	Target (%)																																																				
Apr	10	97.93																																																				
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<b>Revenues and Benefits</b>															
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	21.15 days 2256 claims	21.16 days 9451 claims	20.55 days 657 claims	21.86 days 991 claims	↑R	Lower is better	21 days	Performance for the year was very slightly below target, but within acceptable tolerances.
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	2.27 days 43036 changes	4.26 days 82036 changes	1.52 days 30188 changes	3.33 days 9201 changes	↑	Lower is better	9 days	Performance is within target.

Transformation															
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)	Quarter 4 Progress (Jan, Feb, Mar)	Year to Date	February 2021/22	March 2021/22	Direction of Travel (February - March)	Polarity	Target	Comments
<b>Customer Services</b>															
TBC	T21a	% calls answered		93%	87.72%	80.70%	85.83%	86.95%	85.18%	87.78%	85.80%	↓	Higher is better	90%	Performance was lower in March which was because of a large increase in calls compared to February (almost 7000 extra answered) due to secondary admissions offer day and council tax bills being delivered to households in North Northants.
					83637 out of 95345	88385 out of 109521	81298 out of 94717	91802 out of 105584	345117 out of 405167	27702 out of 31558	34334 out of 40018				
TBC	T21b	Total number of calls received		n/a	118580	116773	94717	105584	405167	31558	40018	↑	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	383	1798	124	146	↑R	Lower is better	No target - tracking indicator only	Complaint levels have remained relatively consistent during the year so far with a wide variety of issues raised.
	T23	Stage 2 complaints received		n/a	28	18	30	22	98	8	6	↓G	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)	Quarter 4 Progress (Jan, Feb, Mar)	Year to Date	February 2021/22	March 2021/22	Direction of Travel (February - March)	Polarity	Target	Comments
					Planning Services										
TBC	T1	% major planning applications processed in 13 weeks		91% <i>(Q1 2021/22 All English Authorities)</i>	95.0%	90.32%	96.0%	100%	93.9%	100%	100%	➔	Higher is better	90%	Due to delays in relation to returns related to Flood Risk the number of Major and Minor applications determined is artificially low. At present extensions of time are being used to ensure that targets are met, but there is a considerable backlog.
					19 out of 20	28 out of 31	24 out of 25	21 out of 21	93 out of 99	6 out of 6	11 out of 11				
TBC	T2	% minor planning applications processed in 8 weeks		88% <i>(Q1 2021/22 All English Authorities)</i>	87.76%	89.31%	80.95%	90.0%	86.5%	93.94%	89.80%	⬇	Higher is better	85%	The Kettering area team put through a considerable number of out of time cases, clearing some of the backlog, which resulted in the overall "in-time" percentage for NNC dropping. Overall performance remained good when factoring this and the Flood Risk response delays into consideration.
					86 out of 98	117 out of 131	102 out of 126	99 out of 110	402 out of 465	31 out of 33	44 out of 49				
TBC	T3	% other planning applications processed in 8 weeks		84% <i>(Q1 2021/22 All English Authorities)</i>	93.27%	87.16%	89.74%	88.86%	90.01%	94.00%	87.69%	⬇R	Higher is better	88%	The impact of Kettering clearing out of time backlog cases was felt in relation to other applications. We do however remain above average nationally in terms of performance.
					388 out of 416	387 out of 444	341 out of 380	295 out of 332	1415 out of 1572	94 out of 100	114 out of 130				

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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)	95.72% (Mar)	95.72%	93.95%	95.72%	↑G	Higher is better	95%	Year to date is the latest position. This indicator has now returned to the target level.
					2841 out of 3196	2874 out of 3132	2888 out of 3125	2994 out of 3128	2994 out of 3128	2920 out of 3108	2994 out of 3128				
TBC	T5	Number of establishments with Eat out Eat Well award		n/a	23 (Jun)	17 (Sep)	14 (Dec)	0 (Mar)	0	13	0	↓	No polarity	No target - tracking indicator only	Year to date is the latest position. 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 and those businesses with awards have now all expired. The project needs a complete rebrand and restart now that we are North Northants and although funding has been 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	156	241	86	47	↓	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	4865	21035	1732	1629	↓	No Polarity	No target - tracking indicator only	
TBC	T55	Number of defects outstanding on the network		n/a	977 (Jun 2021)	881 (Sep 2021)	666 (Dec 2021)	996 (Mar 2022)	996	714	996	↑	No Polarity	No target - tracking indicator only	Year to date is the latest position. 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%	100.00%	99.37%	100%	100%	→	Higher is better	95% to 97%	
					5855	4268	5916	4865	20904	1732	1629				
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 Progress	Quarter 2 Progress	Quarter 3 Progress	Quarter 4 Progress	Year to Date	February 2021/22	March 2021/22	Direction of Travel (February - March)	Polarity	Target	Comments
<b>Place Directorate</b>															
TBC	T58	Out of work benefits claimants (Ex county Place directorate)		3.7% (Jan 2022)	4.8%	4.3%	3.7%	3.6%	3.6%	3.7%	3.6%	↓G	Lower is better	No target - tracking indicator only	Snapshot volume each month. Benchmark is East Midlands.
					10240	9135	7835	7640	7640	7845	7640				



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<b>Waste Services</b>																							
TBC	T59	KG of Waste per head of population	<table border="1"> <caption>KG of Waste per head of population</caption> <thead> <tr> <th>Quarter</th> <th>Value (kg)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>126.7</td> </tr> <tr> <td>Q2</td> <td>122.4</td> </tr> <tr> <td>Q3</td> <td>103</td> </tr> </tbody> </table>	Quarter	Value (kg)	Q1	126.7	Q2	122.4	Q3	103	n/a	126.7 kg	122.4 kg	103 kg	TBD	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	↓G	Lower is better	n/a	Data now verified to National Level 1 for Q3. This indicator is affected by the reduction in compostable waste over the winter period and therefore shows a drop. This will increase again for Q4.
Quarter	Value (kg)																						
Q1	126.7																						
Q2	122.4																						
Q3	103																						
TBC	T93	Residual Household Waste per Household	<table border="1"> <caption>Residual Household Waste per Household</caption> <thead> <tr> <th>Quarter</th> <th>Value (kg)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>153.41</td> </tr> <tr> <td>Q2</td> <td>140.37</td> </tr> <tr> <td>Q3</td> <td>139.16</td> </tr> </tbody> </table>	Quarter	Value (kg)	Q1	153.41	Q2	140.37	Q3	139.16	n/a	153.41 kg	140.37 kg	139.16 kg	TBD	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	↓G	Lower is better	n/a	Data verified to National Level 1 for Q3. This indicator has remained static for Q3.
Quarter	Value (kg)																						
Q1	153.41																						
Q2	140.37																						
Q3	139.16																						
TBC	T94	% Household Waste sent for reuse, recycling or composting	<table border="1"> <caption>% Household Waste sent for reuse, recycling or composting</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>47.10</td> </tr> <tr> <td>Q2</td> <td>49.90</td> </tr> <tr> <td>Q3</td> <td>41</td> </tr> </tbody> </table>	Quarter	Value (%)	Q1	47.10	Q2	49.90	Q3	41	n/a	47.10%	49.90%	41%	TBD	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	↓R	Higher is better	n/a	Data verified to National Level 1 for Q3. This indicator has dropped due to the reduction in compostable waste over winter months. Recycling percentage has actually increase due to Christmas tonnages (see T95)
Quarter	Value (%)																						
Q1	47.10																						
Q2	49.90																						
Q3	41																						
TBC	T95	Household Waste Arisings which have been sent for Recycling	<table border="1"> <caption>Household Waste Arisings which have been sent for Recycling</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>21.95</td> </tr> <tr> <td>Q2</td> <td>20.83</td> </tr> <tr> <td>Q3</td> <td>22.32</td> </tr> </tbody> </table>	Quarter	Value (%)	Q1	21.95	Q2	20.83	Q3	22.32	n/a	21.95%	20.83%	22.32%	TBD	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	↑G	Higher is better	n/a	Data verified to National Level 3. This indicator has increased slightly due to the affect of additional tonnages at Christmas.
Quarter	Value (%)																						
Q1	21.95																						
Q2	20.83																						
Q3	22.32																						
TBC	T96	Household Waste sent for composting or anaerobic digestion (Inc. food and garden waste)	<table border="1"> <caption>Household Waste sent for composting or anaerobic digestion</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>24.78</td> </tr> <tr> <td>Q2</td> <td>28.66</td> </tr> <tr> <td>Q3</td> <td>18.23</td> </tr> </tbody> </table>	Quarter	Value (%)	Q1	24.78	Q2	28.66	Q3	18.23	n/a	24.78%	28.66%	18.23%	TBD	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	↓R	Higher is better	n/a	Data verified to National Level 3. Garden waste tonnages drop over the winter periods and collections are not undertaken in Wellingborough resulting in reduced tonnages and reduced percentage.
Quarter	Value (%)																						
Q1	24.78																						
Q2	28.66																						
Q3	18.23																						

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)	Quarter 4 Progress (Jan, Feb, Mar)	Year to Date	February 2021/22	March 2021/22	Direction of Travel (February - March)	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	9046.62	35622.92	2583.89	3167.01	↑	No polarity	No target - tracking indicator only	Q3 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	941.36	3893.76	285.02	324.34	↑	No polarity	No target - tracking indicator only	Q3 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	2839.45	23549.65	466.38	1876.19	↑	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. Tonnages have started to increase from March and Wellingborough has also commenced collections.
<b>Waste Services</b>															
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)	Quarter 4 Progress (Jan, Feb, Mar)	Year to Date to Q3	February 2021/22	March 2021/22	Direction of Travel (Q2 - Q3)	Polarity	Target	Comments
TBC	T62	Household kerbside collection: Tonnes of material collected through residual waste service		n/a	17100.14	16532.04	17012.18	TBD	50644.36	n/a (reported quarterly)	n/a (reported quarterly)	↑	Lower is better	No target tracking purposes only	Slight increase in tonnage collected. Tonnages in December are always higher due to Christmas.
TBC	T64a	Fly tipping: number of fly tips reported		n/a	1022	1132	882	TBD	3036	n/a (reported quarterly)	n/a (reported quarterly)	↓	Lower is better	No target tracking purposes only	Reduction in fly tips recorded in quarter 3. Number of fly tips will vary throughout the year due to many factors.
TBC	T64b	Fly tipping: number of fly tips investigated		n/a	465	367	280	TBD	1112	n/a (reported quarterly)	n/a (reported quarterly)	↓	No polarity	No target tracking purposes only	No of investigations is dependant on evidence being found in the waste and an alleged offender being identified. Similar % of investigations carried out in relation to last quarter

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<b>Waste Services</b>															
TBC	T65	Percentage of waste treated (residual kerbside waste, HWRC, wood)		n/a	90.98%	91.40%	93.12%	93.49%	92.21%	94.70%	93.30%	↓	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. March is usually higher than February due to it being a longer month.
TBC	T66	Percentage of waste re-used, recycled, composted from HWRC sites		43.2%	40.01%	42.49%	39.41%	36.14%	39.69%	35.86%	37.76%	↑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 but starts to increase again in March.

Children's 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)	Quarter 4 Progress (Jan, Feb, Mar)	Year to Date	February 2021/22	March 2021/22	Direction of Travel (February - March)	Polarity	Target	Previous Target	Comments
Learning, Skills & Education																
TBC	T44 (LS3a)	% of primary schools judged as good or outstanding by Ofsted		85%	73% (Jun)	73% (Sep)	74.8% (Dec)	75.7% (Mar)	75.7% (Mar)	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 31st March 2022), in comparison the latest national average is 88% of schools being good or outstanding.
TBC	T45 (LS4a)	% of secondary schools judged as good or outstanding by Ofsted		71%	70% (Jun)	70% (Sep)	80% (Dec)	75% (Mar)	75% (Mar)	75%	75%	➔	Higher is better	65%	65%	There has been no change in the proportion of secondary schools that are judged as good or outstanding by Ofsted this month with the performance remaining at 75%. Of the 20 secondary schools in the authority area, 15 are rated either good or outstanding in their latest inspection (as of 31st March 2022), in comparison the latest national average shows 78% of secondary schools being good or outstanding.
TBC	T46 (LS11f)	Current number of home educated children		n/a	607 (Jun)	600 (Sep)	631 (Dec)	700 (Mar)	700 (Mar)	679	700	⬆	No polarity	No target - tracking indicator only	n/a	The number of children who are electively home educated at the end of March was 700, this is an increase of 21 children from the position at the end of February and an increase of 96 from the 604 recorded at the start of the academic year.
TBC	T47 (NI 114)	Number of permanent exclusions from school - Total		35	15	6	20	19	41	5	8	⬆R	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 8 in March an increase from the 5 recorded in February. In the ACY to end of March 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.
TBC	T48 (New2)	Number of looked after children without a school place / missing education		n/a	21 (Jun)	7 (Sep)	7 (Dec)	9 (Mar)	9 (Mar)	9	9	➔	Lower is better	No target - tracking indicator only	n/a	

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<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		n/a	88% (Jun)	84% (Sep)	98% (Dec)	88% (Mar)	n/a	91% (615)	88% (744)	↓ A	Higher is better	85% (Tolerance 75% - 95%)	85% (Tolerance 75% - 95%)	The performance has declined this month due to annual leave and some IT system issues. The service continues to work hard 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 MASH to continually increase quality and enhance performance.  Recent peer review has identified improvements and strengths. Areas for development are currently being actioned. Consideration of changes to MASH operations (MADRA) in light of PIP review findings
TBC	T25 (KPI 2)	% of referrals with a previous referral within 12 months		23%	34%	34%	35%	36%	36%	37% (586)	34% (735)	↑ G	Lower is better	29% (Tolerance 25% - 40%)	29% (Tolerance 25% - 40%)	There has been a decrease 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 MASH) being placed in the MASH pods and a leaner step down process. The high number of cases stepping down continue to present challenges in regards to capacity in Family Support/Early help partnership. Recommendations from the PIP peer review are being implemented.
TBC	T26 (KPI 3)	% of single assessments authorised within 45 working days		88%	98%	98%	98%	36%	36%	97% (788)	97% (732)	↑ G	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 SoS in our interventions. PIP peer review has identified improvements in the quality of assessments.
TBC	T27 (KPI 4)	% of single assessments closing with no further action (NFA)		n/a	35%	40%	40%	39%	39%	37% (688)	34% (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 an improvement of 3% since last month. Comparison with other LAs indicates similar levels for authorities who perform well. Partnership Support Team (previous Early help) are more aligned with MASH pods and DAAT. Managers across DAAT and MASH meet weekly to review and reflect on cases where there is difference in opinion in regards to threshold application. The service has a clear audit plan and activity is followed by reflective practice sessions to ensure learning.
TBC	T28 (KPI 5)	% of initial child protection conferences (ICPC) held within 15 days of a strategy discussion being initiated		83%	77%	81%	81%	82%	82%	95% (84)	84% (67)	↓ A	Higher is better	81% (Tolerance 66% - 86%)	81% (Tolerance 66% - 86%)	Performance decreased from last month's excellent data, but still remains [just] above national average. The reduction was due to late convening requests, 2x failure to duplicate from a sibling's record and 1 incorrect referral for an ARM meeting, rather than ICPC. All causes for out-of-time CPC's are followed up by CP Chair Service Manager on a case-by-case basis.  DAAT performance continues to be positive and stable. DAAT managers support Social Workers with additional training on processes, recording and requesting strategy discussions and convening conferences. DAAT Service Managers track all s47 enquiries to ensure timescales for ICPC are met.

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)	Quarter 4 Progress (Apr - Mar)	Year to Date	February 2021/22	March 2021/22	Direction of Travel (February - March)	Polarity	Target	Previous Target	Comments																																																				
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TBC	T29 (KPI 6)	% of children that became the subject of a Child Protection Plan for the second or subsequent time	<table border="1"> <caption>Data for KPI 6</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>15%</td><td>20%</td><td>18%</td></tr> <tr><td>May</td><td>20%</td><td>20%</td><td>18%</td></tr> <tr><td>Jun</td><td>35%</td><td>20%</td><td>18%</td></tr> <tr><td>Jul</td><td>30%</td><td>20%</td><td>18%</td></tr> <tr><td>Aug</td><td>45%</td><td>20%</td><td>18%</td></tr> <tr><td>Sep</td><td>35%</td><td>20%</td><td>18%</td></tr> <tr><td>Oct</td><td>15%</td><td>20%</td><td>18%</td></tr> <tr><td>Nov</td><td>25%</td><td>20%</td><td>18%</td></tr> <tr><td>Dec</td><td>15%</td><td>20%</td><td>18%</td></tr> <tr><td>Jan</td><td>35%</td><td>20%</td><td>18%</td></tr> <tr><td>Feb</td><td>45%</td><td>20%</td><td>18%</td></tr> <tr><td>Mar</td><td>30%</td><td>20%</td><td>18%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	15%	20%	18%	May	20%	20%	18%	Jun	35%	20%	18%	Jul	30%	20%	18%	Aug	45%	20%	18%	Sep	35%	20%	18%	Oct	15%	20%	18%	Nov	25%	20%	18%	Dec	15%	20%	18%	Jan	35%	20%	18%	Feb	45%	20%	18%	Mar	30%	20%	18%	22%	22%	29%	26%	28%	28%	43% (75)	29% (62)	↑G	Lower is better	20% (Tolerance 15% - 35%)	20% (Tolerance 15% - 35%)	<p>This measure continues to be variable and, on occasion, too high. 18 of 62 plans started in March are for children who had been on a plan before (10 families). 3 families ended plans within the last year, 2 within 2 years, 3 within 4 years and 2 ended 5+ years ago.</p> <p>A review of these cases will be completed, and initial indication is that the pandemic may have contributed to increased stresses and pressure for families, consequently escalating their needs.</p>
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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 (%)	<table border="1"> <caption>Data for KPI 7</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>63%</td><td>66%</td><td>66%</td></tr> <tr><td>May</td><td>64%</td><td>66%</td><td>66%</td></tr> <tr><td>Jun</td><td>65%</td><td>66%</td><td>66%</td></tr> <tr><td>Jul</td><td>65%</td><td>66%</td><td>66%</td></tr> <tr><td>Aug</td><td>66%</td><td>66%</td><td>66%</td></tr> <tr><td>Sep</td><td>68%</td><td>66%</td><td>66%</td></tr> <tr><td>Oct</td><td>69%</td><td>66%</td><td>66%</td></tr> <tr><td>Nov</td><td>70%</td><td>66%</td><td>66%</td></tr> <tr><td>Dec</td><td>71%</td><td>66%</td><td>66%</td></tr> <tr><td>Jan</td><td>72%</td><td>66%</td><td>66%</td></tr> <tr><td>Feb</td><td>73%</td><td>66%</td><td>66%</td></tr> <tr><td>Mar</td><td>73%</td><td>66%</td><td>66%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	63%	66%	66%	May	64%	66%	66%	Jun	65%	66%	66%	Jul	65%	66%	66%	Aug	66%	66%	66%	Sep	68%	66%	66%	Oct	69%	66%	66%	Nov	70%	66%	66%	Dec	71%	66%	66%	Jan	72%	66%	66%	Feb	73%	66%	66%	Mar	73%	66%	66%	70%	65% (Jun)	68% (Sep)	72% (Dec)	73% (Mar)	73%	72% (441)	73% (440)	↑G	Higher is better	66% (Tolerance 56% - 70%)	66% (Tolerance 56% - 70%)	<p>Performance remains above target. The aspiration is for more children to live within stable and nurturing homes for the duration of their childhoods. Arrangements remain in place to support long term placements.</p> <p>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.</p>
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TBC	T31 (KPI 8)	% Children in care with three of more placements in the previous 12 months	<table border="1"> <caption>Data for KPI 8</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>9.2%</td><td>10%</td><td>10%</td></tr> <tr><td>May</td><td>9.2%</td><td>10%</td><td>10%</td></tr> <tr><td>Jun</td><td>9.2%</td><td>10%</td><td>10%</td></tr> <tr><td>Jul</td><td>9.5%</td><td>10%</td><td>10%</td></tr> <tr><td>Aug</td><td>9.5%</td><td>10%</td><td>10%</td></tr> <tr><td>Sep</td><td>9.8%</td><td>10%</td><td>10%</td></tr> <tr><td>Oct</td><td>11.2%</td><td>10%</td><td>10%</td></tr> <tr><td>Nov</td><td>11.5%</td><td>10%</td><td>10%</td></tr> <tr><td>Dec</td><td>11.8%</td><td>10%</td><td>10%</td></tr> <tr><td>Jan</td><td>12.2%</td><td>10%</td><td>10%</td></tr> <tr><td>Feb</td><td>12.5%</td><td>10%</td><td>10%</td></tr> <tr><td>Mar</td><td>12.7%</td><td>10%</td><td>10%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	9.2%	10%	10%	May	9.2%	10%	10%	Jun	9.2%	10%	10%	Jul	9.5%	10%	10%	Aug	9.5%	10%	10%	Sep	9.8%	10%	10%	Oct	11.2%	10%	10%	Nov	11.5%	10%	10%	Dec	11.8%	10%	10%	Jan	12.2%	10%	10%	Feb	12.5%	10%	10%	Mar	12.7%	10%	10%	9%	9% (Jun)	10% (Sep)	12% (Dec)	13% (Mar)	13%	12.9% (1,166)	12.7% (1,185)	↑G	Lower is better	10% (Tolerance 5% - 15%)	10% (Tolerance 5% - 15%)	<p>Whilst performance has improved this month, it is likely due to the increase in new entrants to care, as the actual number of children with 3 or more placements actually increased from 150 to 151. 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. .</p>
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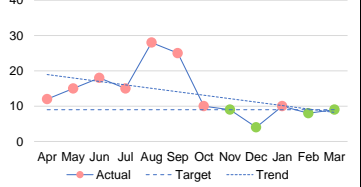
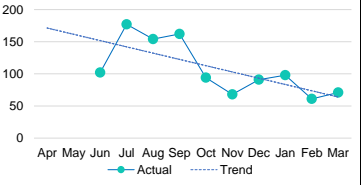
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<b>Children's Trust - continued (Please note that this data is for the whole of Northamptonshire and not just the North)</b>																	
TBC	T32 (KPI 9)	% of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16		56%	62%	60%	61%	63%	63%	73% (67)	51% (63)	↓ A	Higher is better	55% (Tolerance 50% - 60%)	55% (Tolerance 50% - 60%)	This month has seen a decrease in performance to 51% (63% year to date) against the comparator of 56% across England. Action to be taken to interrogate data and ensure recording reflects the status of the young people accurately. 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.	
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% (66)	92%	92%	94% (67)	90% (63)	↓ A	Higher is better	90% (Tolerance 85% - 95%)	90% (Tolerance 85% - 95%)	Performance for March declined to 90%, but still at 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 to address this.	
TBC	T34 (KPI 11)	% of qualified social workers with caseloads above target		n/a	14.4% (Jun)	11.5% (Sep)	15.3% (Dec)	13.1% (Mar)	13.1% (Mar)	15.7%	13.1%	↑ G	Lower is better	12% (Tolerance 10% - 20%)	12% (Tolerance 10% - 20%)	March sees an increase in workers with caseloads above target to 13.1%, but 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%	18%	18% (1,166)	18% (1,185)	→	Lower is better	18% (Tolerance 17% - 27%)	18% (Tolerance 17% - 27%)	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. This is an indicator that requires further consideration- given the new North and West boundaries	

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)	Quarter 4 Progress (Apr - Mar)	Year to Date	February 2021/22	March 2021/22	Direction of Travel (February - March)	Polarity	Target	Previous 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		n/a	78% (Jun)	57% (Sep)	50% (Dec)	100% (Mar)	n/a	0% (1)	100% (1)	↑G	Higher is better	50% (Tolerance 30% - 60%)	50% (Tolerance 30% - 60%)	<p>There was only 1 statutory complaint closed in March – which met the statutory timescale of 10 working days.</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 Childrens Act.</p> <p>This total does not include any complaints that were suspended or not pursued by the complainant.</p>
TBC	T37 (KPI 14)	Stage 2 investigations as a % of stage 1 complaints received within the year to date		n/a	69% (Jun)	40% (Sep)	51% (Dec)	37% (Mar)	n/a	45%	37%	↑G	Lower is better	30% (Tolerance 15% - 45%)	30% (Tolerance 15% - 45%)	<p>Based on 17 stage 2 received and pursued in year (April to Mar) &amp; 46 pursued statutory complaints. This has reduced due to year end data cleansing, additional non pursued / suspended complaints removed.</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>
TBC	T38 (KPI 16)	% of social worker vacancies		17%	18% (Jun)	21.9% (Sep)	22.5% (Dec)	16.8% (Mar)	16.8% (Mar)	20.2%	16.8%	↑G	Lower is better	20% (Tolerance 16% - 26%)	20% (Tolerance 16% - 26%)	<p>The number of social work vacancies has decreased by 3.4% since last month and we are below the 2021 national average.</p> <p>The vacancy measures have changed in the main due to an effective recruitment campaign as well as the removal of some temporary posts.</p>
TBC	T39 (KPI 17)	% of social worker posts filled with agency staff		15%	18.5% (Jun)	15.4% (Sep)	16.6% (Dec)	18.1% (Mar)	18.1% (Mar)	17.0%	18.1%	↓A	Lower is better	18% (Tolerance 16% - 26%)	18% (Tolerance 16% - 26%)	<p>The social worker figure for agency staff has increased this month (by 1.1%).</p> <p>We are still within tolerance and the increase assists with more manageable capacity in the social work teams.</p>



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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	T40 (KPI 18)	Average time between the LA receiving court authority to place a child and deciding on a match		169 days	192	250.5	85.8	86	184	n/a (reported quarterly)	n/a (reported quarterly)	↓ A	Lower is better	178 (Tolerance 170 - 220)	178 (Tolerance 170 - 220)	NCT continues to be ambitious in seeking adoptive placements for all children for whom adoption is their care plan. For some children it takes a little longer to identify suitable families due to their ages, being a sibling group, having complex/additional needs, or having experienced a previous adoption disruption. Delays within the court proceedings have also impacted on adoption orders being granted in a timely way.  NCT Voluntary Adoption Agency VAA joined RAA (Family Adoption Links).
TBC	T41 (KPI 19)	% of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted		n/a	64%	54%	100%	100%	70%	n/a (reported quarterly)	n/a (reported quarterly)	→	Higher is better	72% (Tolerance 57% - 77%)	72% (Tolerance 57% - 77%)	Positive work is being undertaken to identify families for children in a timely way. The adoption service has seen a drop in adoption orders since last year when it was exceptionally high (74). The current numbers are more in line with what we expected; a total of 39 adoption orders had been granted for the 2021/22 reporting period and a further 17 children in adoptive placements but no order granted yet as at 31st March 22. We currently have 7 children in Early Permanence placements- 2 where the Placement Order (PO) is granted and we are waiting to go to panel for the match and 5 where there is an ADM plan of adoption but no PO yet. At the end of March there were currently 15 children with PO's waiting to be placed of which only 3 children do not have a link yet.
TBC	T42 (KPI 20)	Numbers of data breaches reported or self-reported to the ICO per quarter		n/a	2	3	1	0	6	n/a (reported quarterly)	n/a (reported quarterly)	↑ G	Lower is better	No target tracking purposes only	n/a	No breaches met the threshold to be reported on to the ICO during the last quarter.
TBC	T43 (KPI 21)	% of children leaving care due to permanence (Special Guardianship Order, adoption, residence order)		n/a	n/a (reported half-yearly)	36%	n/a (reported half-yearly)	15% (Oct-Mar) (218)	29%	n/a (reported half-yearly)	n/a (reported half-yearly)	↓ A	Higher is better	30% (Tolerance 15% - 30%)	30% (Tolerance 15% - 30%)	A decline in performance has been seen partly due to the increased numbers exiting care relative to the lower numbers leaving for permanence. In the last 6 months, 31 children have moved to an SGO with their approved CP carers, compared to 34 last year. Ongoing work is occurring to ensure we fulfil our aim to support children and young people live within families whenever appropriate and safe to do so. Permanency tracking arrangements assist in ensuring all permanence options are considered and achieved in a timely way for all children. Other aspects

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)	Quarter 4 Progress (Jan, Feb, Mar)	Year to Date	February 2021/22	March 2021/22	Direction of Travel (February - March)	Polarity	Target	Comments
<b>Housing</b>															
TBC	T7a	Number of households whose homelessness was prevented		n/a	68	61	57	44	230	14	18	↑	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	68	308	20	26	↑	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)	9 (Mar 2022)	n/a	8	9	↑	Lower is better	9	This data is the latest single night snapshot figure which is reported monthly to DLUHC (Department for Levelling Up, Housing and Communities). March has seen a slight increase in the number of rough sleepers from the previous month and is now at the annual target of 9. There is still a high percentage of new rough sleepers being seen each month, outreach sessions are conducted weekly and the team are quick to respond to any new reports of rough sleeping across North Northants.
TBC	T9	Gross number of affordable homes delivered		263	33	29	85	TBD	TBD	n/r	TBD	TBD	Higher is better	2021-22 will be used as a baseline for 2022-23	
<b>Communities</b>															
TBC	T10	Number of Anti Social Behaviour incidents reported per quarter		n/a	102 (Jun)	493	253	230	1078	61	71	↑	No polarity	No target - tracking indicator only	Anti-social behaviour (ASB) incidents and cases are currently being monitored and tracked for 2022/23 and that's part of the development of the NNC ASB service. In doing so, we are looking at incidents across a number of factors including: localities, crime hotspots, youth-related incidents etc.

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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)	5512 (Mar)	5512 (Mar)	5469	5512	↑R	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	349	1305	123	121	↓G	Lower is better	No target - tracking indicator only	
<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)	Quarter 4 Progress (Apr - Mar)	Year to Date	February 2021/22	March 2021/22	Direction of Travel (February - March)	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	37.0%	41.0%	39.0%	38.5%	38.5%	38.4%	38.5%	↑G	Higher is better	No target - tracking indicator only	<p>Monthly and quarterly figures are latest year to date. (Year to date is latest position).</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>

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)	Quarter 4 Progress (Jan, Feb, Mar)	Year to Date	February 2021/22	March 2021/22	Direction of Travel (February - March)	Polarity	Target	Comments
<b>Adult Social Care - Safeguarding</b>															
TBC	T70	Number of new concerns received		n/a	606	703	817	815	2941	278	289	↑	Lower is better	No target - tracking indicator only	<p>Please note historical figures often retrospectively increase slightly due to input delay.</p> <p>Over the last couple of months Safeguarding referrals have begun to increase again. There does not appear to be an obvious theme or trend identified. Long term sickness in team has begun to impact the timescales and capacity of the team. Team Manager is now fully focussed on provider Safeguarding area following appointment of Service Manager and will be reviewing processes and carrying out audits to support service improvements and work on older Safeguarding activity being closed down</p> <p>Safeguarding Quality Team Manager to start 6/6. Service Manager Safeguarding leading on project for addressing management of concerns with assessment service to mitigate risks to triage process.</p>
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	182	262	189	769	74	48	↓	No polarity	No target - tracking indicator only	<p>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.</p>
<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)	1878 (Mar)	1878	1945	1878	↓G	Lower is better	No target - tracking indicator only	<p>Data is latest snapshot.</p> <p>A plan in place to mitigate the risks of not having substantive Best Interest Assesors in post for a time. We have a group of Independent and agency BIAs that we will be allocating to.</p> <p>Our non-substantive Best Interest Assesors will be picking up assessments too, and we have 6 newly trained Best Interest Assesors whose qualifications will be ratified by the University in June and so who will also be able to support.</p> <p>The Team Manager post is out to advert but is also with</p>

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<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)	418 (Mar)	418	429	418	↓ G	Lower is better	No target - tracking indicator only	Year to Date is the latest position snapshot.
<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	623.41	623.41	573.11	623.41	↑	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%	61.6%	61.6%	60.4%	61.6%	↑ 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)	TBD	57.0%	68.4% (Jan 2022)	57% (Feb 2022) 49 out of 86	↓R	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%	TBD	97.40%	98.20%	97.2% (Feb 2022) 581 out of 598	↓	Higher is better	90%	This indicator represents the whole of Northamptonshire. March 2022 data will be available in May'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)	TBD	3.75%	1.03% (Jan 2022)	3.75% (Feb 2022) 887 out of 23680	↑G	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)	TBD	0.81%	0.74% (Jan 2022)	0.81% (Feb 2022) 191 out of 23680	↑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%	TBD	54.04%	50.90%	53.9% (Feb 2022) 310 out of 575	↑G	Higher is better	55%	This indicator represents the whole of Northamptonshire, 2021-22 data not available at a North Unitary level. March 2022 data will be available in May'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%	TBD	98.17%	98.20%	97.6% (Feb 2022), 575 out of 589	↓	Higher is better	90%	This indicator represents the whole of Northamptonshire. March 2022 data will be available in May's report.
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)	Quarter 4 Progress (Jan, Feb, Mar)	Year to Date	January 2021/22	February 2021/22	Direction of Travel (Latest)	Polarity	Target	Comments
TBC	T95	% mothers known to be smokers at the time of delivery			11.9%	11.0%	11.2%	10.7% (192 out of 1787)	11.7%	n/a (reported quarterly)	n/a (reported quarterly)	↑G	Lower is better	11%	This indicator represents the whole of Northamptonshire.
TBC	T96	% substance misuse clients waiting more than 3 weeks for their first intervention			0%	0%	0.6%	TBD	TBD	n/a (reported quarterly)	n/a (reported quarterly)	↑	Lower is better	TBD	This indicator represents the whole of Northamptonshire. National target will be set up in April 2024.