



North Northamptonshire Council Performance Report - April 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.



Governance & HR													
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2021/22	March 2021/22	Year to Date 2022/23	April 2022/23	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
Information Governance													
TBC	T11	% of Freedom of Information Requests completed in 20 working days		93%	84.41%	89.36%	98.48%	98.48%	↑G	Higher is better	85%	95% (Tolerance 92% - 95%)	10 active requests as at 20/05. For FOI requests, the team has had its best month since NNC's inception. 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.
					1023 out of 1212	84 out of 94	65 out of 66 (10 active requests)	65 out of 66 (10 active requests)					
TBC	T12	% Environmental Information Regulation Requests completed in 20 working days		93%	98.86%	97.04%	97.26%	97.26%	↑G	Higher is better	85%	95% (Tolerance 92% - 95%)	36 active requests as at 20/05. The Requests team is currently undertaking a staggered approach to owning the EIR process from Land Charges. Currently 2 of the 4 sovereign councils have implemented the new process. Another will implement this from 01/06 and the final sovereign council will implement by 06/06. As volumes are increasing alongside new procedures, we will look to manage this as best we can to avoid a deterioration in performance.
					1655 out of 1674	197 out of 203	142 out of 146 (36 active requests)	142 out of 146 (36 active requests)					
TBC	T13	% Individual Rights Requests completed in 1 calendar month		81%	87.58%	91.67%	100.00%	100.00%	↑G	Higher is better	90%	90% (Tolerance 85% - 90%)	5 active requests as at 20/05. 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 lack of resource and the complexity of the requests currently being handled. Once the team is settled after the transformation process is complete, formal training will be organised for permanent team members. In the meantime, managers and more experienced team members are available to offer support and guidance.
					141 out of 161	22 out of 24	8 out of 8 (5 active requests)	8 out of 8 (5 active requests)					

Finance Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2021/22	March 2021/22	Year to Date 2022/23	April 2022/23	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
Finance Strategy & Accountancy													
TBC	T14	% of invoices paid within 30 days	<p>Legend: Actual (solid line with dots), Target (dotted line), Trend (dashed line)</p>	n/a	94.74%	96.70%	97.85%	97.85%	↑G	Higher is better	95%	95% subject to change from SLA review (Tolerance TBC)	Aprils outturn exceeded target this month at 97.9% and exceeded target by 2.9% from a 95% target. This calculation is based on the invoices paid within the month (rather than invoices received in the month).
					34967 out of 36908	3626 out of 3750	3,507 out of 3,584	3,507 out of 3,584					
Revenues and Benefits													
TBC	T15	% of Council Tax collected	<p>Legend: Actual 2022-23 (solid line with dots), Target (dotted line)</p>	96.41%	96.42% 98.4% achieved of the target	96.42% (YTD) 98.4% achieved of the target	10.10% (YTD) 112.22% achieved of the monthly target (9.00%)	10.10% (YTD) 112.22% achieved of the monthly target (9.00%)	↑G	Higher is better	98%	98.5% no tolerance	Above target
					£210,129,030.18	£210,129,030.18	£22,951,095.93 (collected in Apr)	£22,951,095.93 (collected in Apr)					
TBC	T16	% National Non Domestic Rates collected	<p>Legend: Actual (solid line with dots), Target (dotted line)</p>	97.93%	95.97% 97.9% achieved of the target	95.97% YTD 97.9% achieved of the target	9.46% (YTD) 105.11% achieved of the monthly target (9.00%)	9.46% (YTD) 105.11% achieved of the monthly target (9.00%)	↑G	Higher is better	98%	98.5% no tolerance	Above target
					£128,589,166.27	£128,589,166.27	£13,849,332.48 (collected in Apr)	£13,849,332.48 (collected in Apr)					

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2021/22	March 2021/22	Year to Date 2022/23	April 2022/23	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
Revenues and Benefits													
TBC	T17	Average time taken to process benefits & Council Tax Support Claims (days)		18 days	21.16 days	21.86 days	23.31 days	23.31 days	↑R	Lower is better	21 days	21 days no tolerance	Performance slightly below target. This is expected due to the influx of work following the annual billing process.
					9451 claims	991 claims	691 claims	691 claims					
TBC	T18	Average time taken to process benefits & Council Tax Support Changes of circumstances (days)		5 days	4.26 days	3.33 days	8.07 days	8.07 days	↓G	Lower is better	9 days	9 days no tolerance	Performance is within target.
					82036 changes	9201 changes	4238 changes	4239 changes					

Transformation													
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date, 2021/22	March 2021/22	Year to Date 2022/23	April 2022/23	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
Customer Services													
TBC	T21a	% calls answered		93%	85.18%	85.80%	87.31%	87.31%	↑G	Higher is better	90%	90% (Tolerance 81% - 90%)	Performance improved during April. Recruitment is in progress to fill vacant posts which will help performance improve once new staff have started and training taken place.
					345117 out of 405167	34334 out of 40018	28357 out of 32480	28357 out of 32480					
TBC	T22	Stage 1 complaints received		n/a	1798	146	138	138	↓G	Lower is better	No target - tracking indicator only	No target - tracking indicator only	Complaint levels have remained relatively consistent with a wide variety of issues raised.
	T23	Stage 2 complaints received		n/a	98	6	14	14	↑R	Lower is better	No target - tracking indicator only	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	Year to Date 2021/22	March 2021/22	Year to Date 2022/23	April 2022/23	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
Planning Services													
TBC	T1	% major planning applications processed in 13 weeks	<p>Legend: ● Actual, - - - Target, ····· Trend</p>	91% <i>(Q1 2021/22 All English Authorities)</i>	93.9%	100%	100%	100%	➔	Higher is better	90%	90% (Tolerance 88% - 90%)	Although the number of Major applications determined has fallen by comparison to the surge in March, performance has remained consistent.
					93 out of 99	11 out of 11	6 out of 6	6 out of 6					
TBC	T2	% minor planning applications processed in 8 weeks	<p>Legend: ● Actual, - - - Target, ····· Trend</p>	88% <i>(Q1 2021/22 All English Authorities)</i>	86.5%	89.80%	88%	88%	⬇	Higher is better	85%	85% (Tolerance 83% - 85%)	There is room for improvement, but we are meeting or exceeding local targets and the national average. Resourcing remains an issue at higher grades.
					402 out of 465	44 out of 49	30 out of 34	30 out of 34					
TBC	T3	% other planning applications processed in 8 weeks	<p>Legend: ● Actual, - - - Target, ····· Trend</p>	84% <i>(Q1 2021/22 All English Authorities)</i>	90.01%	87.69%	91%	91%	⬆G	Higher is better	88%	88% (Tolerance 86% - 88%)	There has been a drop in relation to the total applications determined. This is predictable based on the generally reduced number of submissions in Q1.
					1415 out of 1572	114 out of 130	71 out of 78	71 out of 78					

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2021/22	March 2021/22	Year to Date 2022/23	April 2022/23	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
Environmental Health													
TBC	T4	% of food establishments in the area broadly compliant with food hygiene law		n/a	95.72%	95.72%	96%	95.77%	↑G	Higher is better	95%	95% (Tolerance 90%-95%)	Year to date is the latest position. This indicator continues to improve towards the target, as the food teams catch up with inspections in line with the Food Standards Agencies Covid 19 Recovery Roadmap.
					2994 out of 3128	2994 out of 3128	2991 out of 3123	2991 out of 3123					
TBC	T5	Number of establishments with Eat out Eat Well award		n/a	0	0	0	0	⇒	No polarity	No target - tracking indicator only	N/A	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 the reassessments were not carried out and those businesses with awards have now all expired. The project now needs refreshing and discussions are ongoing with the scheme lead/hosts to relaunch.
TBC	T6	Number of food & environmental samples taken		n/a	241	47	10	10	↓	No polarity	No target - tracking indicator only	N/A	The sampling programme has now resumed and samples are taken throughout the year, according to resource availability

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Highways													
TBC	T54	Number of defects repaired in the network		n/a	21035	1629	2428	2428	↑	No Polarity	No target - tracking indicator only	No target - tracking indicator only	
TBC	T55	Number of defects outstanding on the network		n/a	996	996	904	904	↓	No Polarity	No target - tracking indicator only	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	99.37%	100%	100%	100%	→	Higher is better	95% to 97%	97% (Tolerance 95% - 97%)	
TBC	T56	Repairs made to the network that are either permanent or semi-permanent			20904	1629	2428	2428					
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2021/22	March 2021/22	Year to Date 2022/23	April 2022/23	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
Place Directorate													
TBC	T58	Out of work benefits claimants (Ex county Place directorate)		3.7% (Jan 2022)	3.6%	3.6%	3.4%	3.4%	↓G	Lower is better	No target - tracking indicator only	N/A	Snapshot volume each month. Benchmark is East Midlands.
TBC	T58	Out of work benefits claimants (Ex county Place directorate)			7640	7640	7275	7275					

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2021/22	March 2021/22 (Quarter 4)	Year to Date 2022/23	April 2022/23	Direction of Travel (Q3 - Q4)	Polarity	Target 2021/22	Target 2022/23	Comments								
Waste Services																					
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>Actual</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>128</td> </tr> <tr> <td>Q2</td> <td>122</td> </tr> <tr> <td>Q3</td> <td>105</td> </tr> </tbody> </table>	Quarter	Actual	Q1	128	Q2	122	Q3	105	n/a	n/a (reported quarterly)	TBD - expected imminently	n/a (reported quarterly)	n/a (reported quarterly)	TBD - expected imminently	Lower is better	n/a	395kg (Tolerance 395kg to 406.85kg)	
Quarter	Actual																				
Q1	128																				
Q2	122																				
Q3	105																				
TBC	T93	Residual Household Waste per Household	<table border="1"> <caption>Residual Household Waste per Household</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>155</td> </tr> <tr> <td>Q2</td> <td>140</td> </tr> <tr> <td>Q3</td> <td>138</td> </tr> </tbody> </table>	Quarter	Actual	Q1	155	Q2	140	Q3	138	n/a	n/a (reported quarterly)	TBD - expected imminently	n/a (reported quarterly)	n/a (reported quarterly)	TBD - expected imminently	Lower is better	n/a		
Quarter	Actual																				
Q1	155																				
Q2	140																				
Q3	138																				
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>Actual</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>48%</td> </tr> <tr> <td>Q2</td> <td>50%</td> </tr> <tr> <td>Q3</td> <td>42%</td> </tr> </tbody> </table>	Quarter	Actual	Q1	48%	Q2	50%	Q3	42%	n/a	n/a (reported quarterly)	TBD - expected imminently	n/a (reported quarterly)	n/a (reported quarterly)	TBD - expected imminently	Higher is better	n/a	42% (Tolerance 39.9%-42%)	
Quarter	Actual																				
Q1	48%																				
Q2	50%																				
Q3	42%																				
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>Actual</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>22%</td> </tr> <tr> <td>Q2</td> <td>21%</td> </tr> <tr> <td>Q3</td> <td>23%</td> </tr> </tbody> </table>	Quarter	Actual	Q1	22%	Q2	21%	Q3	23%	n/a	n/a (reported quarterly)	TBD - expected imminently	n/a (reported quarterly)	n/a (reported quarterly)	TBD - expected imminently	Higher is better	n/a	22% (Tolerance 20.9%-22%)	
Quarter	Actual																				
Q1	22%																				
Q2	21%																				
Q3	23%																				
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>Actual</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>25%</td> </tr> <tr> <td>Q2</td> <td>29%</td> </tr> <tr> <td>Q3</td> <td>19%</td> </tr> </tbody> </table>	Quarter	Actual	Q1	25%	Q2	29%	Q3	19%	n/a	n/a (reported quarterly)	TBD - expected imminently	n/a (reported quarterly)	n/a (reported quarterly)	TBD - expected imminently	Higher is better	n/a	20% (Tolerance 19%-20%)	
Quarter	Actual																				
Q1	25%																				
Q2	29%																				
Q3	19%																				

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2021/22	March 2021/22	Year to Date 2022/23	April 2022/23	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
Waste Services													
TBC	T60a	Household kerbside collection: Tonnes of material collected through kerbside schemes - Co-mingled recycling		n/a	35622.92	3167.01	2757.86	2757.86	↓	No polarity	No target - tracking indicator only	No target - tracking indicator only	Dry recycling material yield will fluctuate slightly month to month, however over a year this figure will level out. Tonnages tend to improve over December / Jan due to the high levels of packaging etc during the festive season. Currently the amount of material lost to contamination is in the region of 25% and improving the quality of this material stream will improve the performance.
TBC	T60b	Household kerbside collection: Tonnes of material collected through kerbside schemes - Food waste		n/a	3893.76	324.34	287.14	287.14	↓	No polarity	No target - tracking indicator only	No target - tracking indicator only	Food waste collections are only offering in East Northamptonshire and Corby. This is a relatively stable stream and the material yield will increase following work to promote the service due Autumn 2022. Monthly yields will only fluctuate by 10 - 15% on average.
TBC	T60c	Household kerbside collection: Tonnes of material collected through kerbside schemes - Garden waste		n/a	23549.65	1876.19	2115.24	2115.24	↑	No polarity	No target - tracking indicator only	No target - tracking indicator only	Garden waste material is affected by seasonal variances due to a growing season. In years where rainfall is limited the amount of material collected will fall over the warmer months. In Q4 material yield drops by around two thirds.
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2021/22	March 2021/22 (Quarter 4)	Year to Date 2022/23	April 2022/23	Direction of Travel (Q3-Q4)	Polarity	Target 2021/22	Target 2022/23	Comments
Waste Services													
TBC	T62	Household kerbside collection: Tonnes of material collected through residual waste service		n/a	50644.36	TBD - expected imminently	n/a (reported quarterly)	n/a (reported quarterly)	TBD - expected imminently	Lower is better	No target tracking purposes only	No target tracking purposes only	
TBC	T64a	Fly tipping: number of fly tips reported		n/a	3036	TBD - expected imminently	n/a (reported quarterly)	n/a (reported quarterly)	TBD - expected imminently	Lower is better	No target tracking purposes only	No target tracking purposes only	
TBC	T64b	Fly tipping: number of fly tips investigated		n/a	1112	TBD - expected imminently	n/a (reported quarterly)	n/a (reported quarterly)	TBD - expected imminently	No polarity	No target tracking purposes only	N/A	

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2021/22	March 2021/22	Year to Date 2022/23	April 2022/23	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
Waste Services													
TBC	T65	Percentage of waste treated (residual kerbside waste, HWRC, wood)		n/a	92.21%	93.30%	91.40%	91.40%	↓	No polarity			While the quantity of waste can fluctuate, the percentage of waste treated is relatively stable, being managed through contract requirements.
					84486.93	7290.32		6612.50					
TBC	T66	Percentage of waste re-used, recycled, composted from HWRC sites		43.2%	39.69%	37.76%	41.00%	41.00%	↑G	Higher is better			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 and then start to increase again in March.
					9116.95	789.65		882.64					

Children's Services													
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	March	Year to Date	April	Direction of Travel (March - April)	Polarity	Target	Target	Comments
					2021/22	2021/22	2022/23	2022/23			2021/22	2022/23	
Learning, Skills & Education													
TBC	T44 (LS3a)	% of primary schools judged as good or outstanding by Ofsted		89%	75.7% (Mar)	75.7%	75.7%	75.7%	→	Higher is better	88%	Target under review Existing Target for 2021/22 - 88% (Tolerance 83% - 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 30th April 2022), in comparison the latest national average is 89% of schools being good or outstanding.
TBC	T45 (LS4a)	% of secondary schools judged as good or outstanding by Ofsted		79%	75% (Mar)	75%	75%	75%	→	Higher is better	65%	Target under review Existing Target for 2021/22 - 65% (Tolerance 60% - 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 30th April 2022), in comparison the latest national average shows 79% of secondary schools being good or outstanding.
TBC	T46 (LS11f)	Current number of home educated children		n/a	700 (Mar)	700	712	712	↑	No polarity	No target - tracking indicator only	No target - tracking indicator only	The number of children who are electively home educated at the end of April was 712, this is an increase of 12 children from the position at the end of March and an increase of 108 from the 604 recorded at the start of the academic year.
TBC	T47 (NI 114)	Number of permanent exclusions from school - Total		35	41	8	42	1	↓G	Lower is better	No target - tracking indicator only	No target - tracking indicator only	YTD = Academic Year (ACY) to Date (i.e. September to July). The number of permanent exclusions was 1 in April, a decrease from the 8 recorded in March. In the ACY to end of February there has been 42 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	9 (Mar)	9	TBD - expected imminently	TBD - expected imminently	TBD - expected imminently	Lower is better	No target - tracking indicator only	No target - tracking indicator only	

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	March	Year to Date	April	Direction of Travel (March - April)	Polarity	Target		Comments
					2021/22	2021/22	2022/23	2022/23					
Children's Trust (Please note that this data is for the whole of Northamptonshire and not just the North)													
TBC	T24 (KPI 1)	% of all referrals with a decision within 2 working days		n/a	n/a	88% (744)	n/a	95% (637)	↑G	Higher is better	85% (Tolerance 75% - 95%)		<p>The performance has improved this month. 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.</p> <p>There is ongoing improvement work in the MASH to continually increase quality and enhance performance. This is an area that has been supported by PIP and they will complete the 2nd part of the peer review in May. Areas for development and recommendations from the first part of the PIP review are currently being actioned. The number in brackets is the total number the percentage is out of (the denominator).</p>
TBC	T25 (KPI 2)	% of referrals with a previous referral within 12 months		23%	36%	34% (735)	30%	30% (594)	↑G	Lower is better	29% (Tolerance 25% - 40%)		<p>There has been an decrease in re-referrals this month. Audit and review for learning is ongoing. It is anticipated that the strengthened model in MASH will continue to support appropriate reduction going forward.</p> <p>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 now presenting challenges in regards to capacity in Family Support/Early help partnership.</p> <p>Recommendations from the PIP peer review are being implemented. Further review of MASH operations has been completed (MADRA)- partnership agreement to make the process more efficient and remove duplication.</p> <p>The number in brackets is the total number the percentage is out of (the denominator).</p>
TBC	T26 (KPI 3)	% of single assessments authorised within 45 working days		88%	36%	97% (732)	98%	98% (709)	↑G	Higher is better	85% (Tolerance 85% - 95%)		<p>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.</p> <p>The number in brackets is the total number the percentage is out of (the denominator).</p>
TBC	T27 (KPI 4)	% of single assessments closing with no further action (NFA)		n/a	39%	34% (688)	40%	40% (709)	↓A	Lower is better	35% (Tolerance 30% - 50%)		<p>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 increase of 6% 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.</p> <p>The number in brackets is the total number the percentage is out of (the denominator).</p>
TBC	T28 (KPI 5)	% of initial child protection conferences (ICPC) held within 15 days of a strategy discussion being initiated		83%	82%	84% (67)	80%	80% (83)	↓A	Higher is better	81% (Tolerance 66% - 86%)		<p>Performance has declined slightly this month whilst remaining within tolerance. In one case IT issues caused delay whilst for all other cases, the cause for delay was late convening requests. SQAS monitor the timeliness of every CPC request and raise exceptions with all referring managers at individual case level seeking to identify causes and ensure learning actioned, and at the same time highlighting specific team or whole-service performance concerns.</p> <p>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 that ICPCs are booked by day 15 following strategy discussions to ensure timescales are met.</p> <p>CP Chair duty system is available to assist referring managers with threshold decision-making and this is promoted to all teams.</p> <p>The number in brackets is the total number the percentage is out of (the denominator).</p>

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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: % of children that became the subject of a Child Protection Plan for the second or subsequent time</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>22%</td><td>15%</td></tr> <tr><td>May</td><td>18%</td><td>22%</td><td>18%</td></tr> <tr><td>Jun</td><td>35%</td><td>22%</td><td>35%</td></tr> <tr><td>Jul</td><td>32%</td><td>22%</td><td>32%</td></tr> <tr><td>Aug</td><td>50%</td><td>22%</td><td>50%</td></tr> <tr><td>Sep</td><td>35%</td><td>22%</td><td>35%</td></tr> <tr><td>Oct</td><td>15%</td><td>22%</td><td>15%</td></tr> <tr><td>Nov</td><td>22%</td><td>22%</td><td>22%</td></tr> <tr><td>Dec</td><td>18%</td><td>22%</td><td>18%</td></tr> <tr><td>Jan</td><td>32%</td><td>22%</td><td>32%</td></tr> <tr><td>Feb</td><td>42%</td><td>22%</td><td>42%</td></tr> <tr><td>Mar</td><td>28%</td><td>22%</td><td>28%</td></tr> <tr><td>Apr</td><td>35%</td><td>22%</td><td>35%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	15%	22%	15%	May	18%	22%	18%	Jun	35%	22%	35%	Jul	32%	22%	32%	Aug	50%	22%	50%	Sep	35%	22%	35%	Oct	15%	22%	15%	Nov	22%	22%	22%	Dec	18%	22%	18%	Jan	32%	22%	32%	Feb	42%	22%	42%	Mar	28%	22%	28%	Apr	35%	22%	35%	22%	28%	29% (62)	37%	37% (59)	↓ A	Lower is better	20% (Tolerance 15% - 35%)	<p>This measure continues to be variable and, on occasion, too high. 22 of 59 plans starting in April are for children who had been on a plan before (11 families). 4 families ended plans within the last year, 2 within 2 years, 1 within 4 years and 4 ended 5+ years ago.</p> <p>Cases are regularly reviewed and findings so far indicate that the pandemic may have contributed to increased stresses and pressure for families, consequently escalating their needs. Presenting issues are mostly associated with neglect and varying degrees of disguised compliance. There is a pattern of professionals finding it difficult to identify and respond appropriately to neglect, especially if this involves adolescents. The majority of families had sustainable or partially sustainable step-down plans, whilst this is an area that could be strengthened. For some there were missed opportunities for earlier intervention or missed opportunities to progress to legal proceedings. The plans tend to focus on the 'presenting' issues rather than focusing on addressing the root causes.</p> <p>The number in brackets is the total number the percentage is out of (the denominator).</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: 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 (%)</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>70%</td><td>63%</td></tr> <tr><td>May</td><td>65%</td><td>70%</td><td>65%</td></tr> <tr><td>Jun</td><td>65%</td><td>70%</td><td>65%</td></tr> <tr><td>Jul</td><td>65%</td><td>70%</td><td>65%</td></tr> <tr><td>Aug</td><td>68%</td><td>70%</td><td>68%</td></tr> <tr><td>Sep</td><td>70%</td><td>70%</td><td>70%</td></tr> <tr><td>Oct</td><td>72%</td><td>70%</td><td>72%</td></tr> <tr><td>Nov</td><td>71%</td><td>70%</td><td>71%</td></tr> <tr><td>Dec</td><td>73%</td><td>70%</td><td>73%</td></tr> <tr><td>Jan</td><td>74%</td><td>70%</td><td>74%</td></tr> <tr><td>Feb</td><td>72%</td><td>70%</td><td>72%</td></tr> <tr><td>Mar</td><td>73%</td><td>70%</td><td>73%</td></tr> <tr><td>Apr</td><td>70%</td><td>70%</td><td>70%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	63%	70%	63%	May	65%	70%	65%	Jun	65%	70%	65%	Jul	65%	70%	65%	Aug	68%	70%	68%	Sep	70%	70%	70%	Oct	72%	70%	72%	Nov	71%	70%	71%	Dec	73%	70%	73%	Jan	74%	70%	74%	Feb	72%	70%	72%	Mar	73%	70%	73%	Apr	70%	70%	70%	70%	73%	73% (440)	70%	70% (437)	↓ A	Higher is better	66% (Tolerance 56% - 70%)	<p>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.</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> <p>Arrangements have been implemented to strengthen support available to young people and foster carers, particularly where concerns exist that young people are at risk of CE and/or CSE through Children and Family Support Services.</p> <p>The number in brackets is the total number the percentage is out of (the denominator).</p>
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TBC	T31 (KPI 8)	% Children in care with three or more placements in the previous 12 months	<table border="1"> <caption>Data for KPI 8: % Children in care with three or more placements in the previous 12 months</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> <th>Trend</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>9%</td><td>10%</td><td>9%</td></tr> <tr><td>May</td><td>9%</td><td>10%</td><td>9%</td></tr> <tr><td>Jun</td><td>9%</td><td>10%</td><td>9%</td></tr> <tr><td>Jul</td><td>9%</td><td>10%</td><td>9%</td></tr> <tr><td>Aug</td><td>9%</td><td>10%</td><td>9%</td></tr> <tr><td>Sep</td><td>10%</td><td>10%</td><td>10%</td></tr> <tr><td>Oct</td><td>11%</td><td>10%</td><td>11%</td></tr> <tr><td>Nov</td><td>11%</td><td>10%</td><td>11%</td></tr> <tr><td>Dec</td><td>11%</td><td>10%</td><td>11%</td></tr> <tr><td>Jan</td><td>12%</td><td>10%</td><td>12%</td></tr> <tr><td>Feb</td><td>13%</td><td>10%</td><td>13%</td></tr> <tr><td>Mar</td><td>12%</td><td>10%</td><td>12%</td></tr> <tr><td>Apr</td><td>13.3%</td><td>10%</td><td>13.3%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	9%	10%	9%	May	9%	10%	9%	Jun	9%	10%	9%	Jul	9%	10%	9%	Aug	9%	10%	9%	Sep	10%	10%	10%	Oct	11%	10%	11%	Nov	11%	10%	11%	Dec	11%	10%	11%	Jan	12%	10%	12%	Feb	13%	10%	13%	Mar	12%	10%	12%	Apr	13.3%	10%	13.3%	9%	13%	12.7% (1,185)	13.3%	13.3% (1187)	↓ A	Lower is better	10% (Tolerance 5% - 15%)	<p>Performance has declined this month. 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> <p>The number in brackets is the total number the percentage is out of (the denominator).</p>
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TBC	T32 (KPI 9)	% of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16	<table border="1"> <caption>Data for KPI 9</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>56%</td><td>56%</td></tr> <tr><td>May</td><td>60%</td><td>56%</td><td>56%</td></tr> <tr><td>Jun</td><td>62%</td><td>56%</td><td>56%</td></tr> <tr><td>Jul</td><td>58%</td><td>56%</td><td>56%</td></tr> <tr><td>Aug</td><td>60%</td><td>56%</td><td>56%</td></tr> <tr><td>Sep</td><td>65%</td><td>56%</td><td>56%</td></tr> <tr><td>Oct</td><td>60%</td><td>56%</td><td>56%</td></tr> <tr><td>Nov</td><td>65%</td><td>56%</td><td>56%</td></tr> <tr><td>Dec</td><td>68%</td><td>56%</td><td>56%</td></tr> <tr><td>Jan</td><td>70%</td><td>56%</td><td>56%</td></tr> <tr><td>Feb</td><td>70%</td><td>56%</td><td>56%</td></tr> <tr><td>Mar</td><td>62%</td><td>56%</td><td>56%</td></tr> <tr><td>Apr</td><td>62%</td><td>56%</td><td>56%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	63%	56%	56%	May	60%	56%	56%	Jun	62%	56%	56%	Jul	58%	56%	56%	Aug	60%	56%	56%	Sep	65%	56%	56%	Oct	60%	56%	56%	Nov	65%	56%	56%	Dec	68%	56%	56%	Jan	70%	56%	56%	Feb	70%	56%	56%	Mar	62%	56%	56%	Apr	62%	56%	56%	56%	63%	51% (63)	62%	62% (53)	↑G	Higher is better	55% (Tolerance 50% - 60%)		<p>This month has seen an increase in monthly performance to 62% (62% year to date) against the comparator of 56% 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 to ensure EET opportunities and support is in place for our care leavers.</p> <p>The number in brackets is the total number the percentage is out of (the denominator).</p>
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TBC	T33 (KPI 10)	% of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16	<table border="1"> <caption>Data for KPI 10</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>92%</td><td>89%</td><td>89%</td></tr> <tr><td>May</td><td>95%</td><td>89%</td><td>89%</td></tr> <tr><td>Jun</td><td>95%</td><td>89%</td><td>89%</td></tr> <tr><td>Jul</td><td>90%</td><td>89%</td><td>89%</td></tr> <tr><td>Aug</td><td>88%</td><td>89%</td><td>89%</td></tr> <tr><td>Sep</td><td>90%</td><td>89%</td><td>89%</td></tr> <tr><td>Oct</td><td>94%</td><td>89%</td><td>89%</td></tr> <tr><td>Nov</td><td>90%</td><td>89%</td><td>89%</td></tr> <tr><td>Dec</td><td>91%</td><td>89%</td><td>89%</td></tr> <tr><td>Jan</td><td>95%</td><td>89%</td><td>89%</td></tr> <tr><td>Feb</td><td>94%</td><td>89%</td><td>89%</td></tr> <tr><td>Mar</td><td>90%</td><td>89%</td><td>89%</td></tr> <tr><td>Apr</td><td>89%</td><td>89%</td><td>89%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	92%	89%	89%	May	95%	89%	89%	Jun	95%	89%	89%	Jul	90%	89%	89%	Aug	88%	89%	89%	Sep	90%	89%	89%	Oct	94%	89%	89%	Nov	90%	89%	89%	Dec	91%	89%	89%	Jan	95%	89%	89%	Feb	94%	89%	89%	Mar	90%	89%	89%	Apr	89%	89%	89%	89%	92%	90% (63)	89%	89% (53)	↓A	Higher is better	90% (Tolerance 85% - 95%)		<p>Performance for April declined by 1%, just below the target of 90% (89% year to date) and at 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. This figure has been impacted by 3 young people being remanded/ serving custodial sentences.</p> <p>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.</p>
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TBC	T34 (KPI 11)	% of qualified social workers with caseloads above target	<table border="1"> <caption>Data for KPI 11</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>13.1%</td><td>n/a</td><td>n/a</td></tr> <tr><td>May</td><td>13.5%</td><td>n/a</td><td>n/a</td></tr> <tr><td>Jun</td><td>14.5%</td><td>n/a</td><td>n/a</td></tr> <tr><td>Jul</td><td>13.5%</td><td>n/a</td><td>n/a</td></tr> <tr><td>Aug</td><td>13.5%</td><td>n/a</td><td>n/a</td></tr> <tr><td>Sep</td><td>13.5%</td><td>n/a</td><td>n/a</td></tr> <tr><td>Oct</td><td>11.5%</td><td>n/a</td><td>n/a</td></tr> <tr><td>Nov</td><td>17.5%</td><td>n/a</td><td>n/a</td></tr> <tr><td>Dec</td><td>15.5%</td><td>n/a</td><td>n/a</td></tr> <tr><td>Jan</td><td>15.5%</td><td>n/a</td><td>n/a</td></tr> <tr><td>Feb</td><td>15.5%</td><td>n/a</td><td>n/a</td></tr> <tr><td>Mar</td><td>15.5%</td><td>n/a</td><td>n/a</td></tr> <tr><td>Apr</td><td>12.3%</td><td>n/a</td><td>n/a</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	13.1%	n/a	n/a	May	13.5%	n/a	n/a	Jun	14.5%	n/a	n/a	Jul	13.5%	n/a	n/a	Aug	13.5%	n/a	n/a	Sep	13.5%	n/a	n/a	Oct	11.5%	n/a	n/a	Nov	17.5%	n/a	n/a	Dec	15.5%	n/a	n/a	Jan	15.5%	n/a	n/a	Feb	15.5%	n/a	n/a	Mar	15.5%	n/a	n/a	Apr	12.3%	n/a	n/a	n/a	13.1% (Mar)	13.1%	12.3%	12.3%	↑G	Lower is better	12% (Tolerance 10% - 20%)		<p>April sees an decrease in workers with caseloads above target to 12.3%, 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.</p>
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Feb	15.5%	n/a	n/a																																																																		
Mar	15.5%	n/a	n/a																																																																		
Apr	12.3%	n/a	n/a																																																																		
TBC	T35 (KPI 12)	% of children placed more than 20 miles from their homes, outside LA boundary	<table border="1"> <caption>Data for KPI 12</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>18%</td><td>16%</td><td>16%</td></tr> <tr><td>May</td><td>19%</td><td>16%</td><td>16%</td></tr> <tr><td>Jun</td><td>19%</td><td>16%</td><td>16%</td></tr> <tr><td>Jul</td><td>19%</td><td>16%</td><td>16%</td></tr> <tr><td>Aug</td><td>19%</td><td>16%</td><td>16%</td></tr> <tr><td>Sep</td><td>19%</td><td>16%</td><td>16%</td></tr> <tr><td>Oct</td><td>19%</td><td>16%</td><td>16%</td></tr> <tr><td>Nov</td><td>19%</td><td>16%</td><td>16%</td></tr> <tr><td>Dec</td><td>19%</td><td>16%</td><td>16%</td></tr> <tr><td>Jan</td><td>18%</td><td>16%</td><td>16%</td></tr> <tr><td>Feb</td><td>18%</td><td>16%</td><td>16%</td></tr> <tr><td>Mar</td><td>18%</td><td>16%</td><td>16%</td></tr> <tr><td>Apr</td><td>18%</td><td>16%</td><td>16%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	18%	16%	16%	May	19%	16%	16%	Jun	19%	16%	16%	Jul	19%	16%	16%	Aug	19%	16%	16%	Sep	19%	16%	16%	Oct	19%	16%	16%	Nov	19%	16%	16%	Dec	19%	16%	16%	Jan	18%	16%	16%	Feb	18%	16%	16%	Mar	18%	16%	16%	Apr	18%	16%	16%	16%	18%	18% (1,185)	18%	18% (1185)	→	Lower is better	18% (Tolerance 17% - 27%)		<p>Our aim is to place children in arrangements that meet their needs. Whenever possible and appropriate we would 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.</p> <p>This is an indicator that requires further consideration part of KPI review, it has had very little variation the last year.</p> <p>The number in brackets is the total number the percentage is out of (the denominator).</p>
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Children's Trust - continued (Please note that this data is for the whole of Northamptonshire and not just the North)																																																																				
TBC	T36 (KPI 13)	% of stage 1 complaints responded to within 10 working days	<table border="1"> <caption>Data for KPI 13</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>50%</td><td>50%</td></tr> <tr><td>May</td><td>25%</td><td>50%</td><td>50%</td></tr> <tr><td>Jun</td><td>75%</td><td>50%</td><td>50%</td></tr> <tr><td>Jul</td><td>45%</td><td>50%</td><td>50%</td></tr> <tr><td>Aug</td><td>0%</td><td>50%</td><td>50%</td></tr> <tr><td>Sep</td><td>55%</td><td>50%</td><td>50%</td></tr> <tr><td>Oct</td><td>75%</td><td>50%</td><td>50%</td></tr> <tr><td>Nov</td><td>25%</td><td>50%</td><td>50%</td></tr> <tr><td>Dec</td><td>50%</td><td>50%</td><td>50%</td></tr> <tr><td>Jan</td><td>50%</td><td>50%</td><td>50%</td></tr> <tr><td>Feb</td><td>0%</td><td>50%</td><td>50%</td></tr> <tr><td>Mar</td><td>100%</td><td>50%</td><td>50%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	100%	50%	50%	May	25%	50%	50%	Jun	75%	50%	50%	Jul	45%	50%	50%	Aug	0%	50%	50%	Sep	55%	50%	50%	Oct	75%	50%	50%	Nov	25%	50%	50%	Dec	50%	50%	50%	Jan	50%	50%	50%	Feb	0%	50%	50%	Mar	100%	50%	50%	n/a	n/a	100% (1)	N/A (0)	N/A (0)	N/A	Higher is better	50% (Tolerance 30% - 60%)	<p>Only 2 statutory complains closed in April, with neither pursued; one due to concurrent legal proceedings and the second pending consent from the person/s with PR. The reduced volume of statutory complaints continues to correlate with the better triage of the issues relating to the Childrens Act.</p> <p>Additionally, 10 non-statutory complaints were closed in April</p> <p>5 of these met the Councils' published timescales (20 working days); 5 complaints were suspended or not pursued due to concurrent proceedings and/or consent issues and one due to historical nature.</p> <p>Themes from complaints: lack of communication from worker, delays in contact arrangements, poor communication about Fostering Panel and inaccuracies in assessment, perceived bias towards ex-partner/s, feeling that they do not have enough information about reasons for CP plan, father unhappy that he was not contacted by MASH to discuss referral, difficulty in contacting the team after PA left. Themes from complaints are utilised for learning part of the QA framework.</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</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>30%</td><td>30%</td></tr> <tr><td>May</td><td>15%</td><td>30%</td><td>30%</td></tr> <tr><td>Jun</td><td>75%</td><td>30%</td><td>30%</td></tr> <tr><td>Jul</td><td>55%</td><td>30%</td><td>30%</td></tr> <tr><td>Aug</td><td>35%</td><td>30%</td><td>30%</td></tr> <tr><td>Sep</td><td>40%</td><td>30%</td><td>30%</td></tr> <tr><td>Oct</td><td>45%</td><td>30%</td><td>30%</td></tr> <tr><td>Nov</td><td>55%</td><td>30%</td><td>30%</td></tr> <tr><td>Dec</td><td>55%</td><td>30%</td><td>30%</td></tr> <tr><td>Jan</td><td>55%</td><td>30%</td><td>30%</td></tr> <tr><td>Feb</td><td>45%</td><td>30%</td><td>30%</td></tr> <tr><td>Mar</td><td>40%</td><td>30%</td><td>30%</td></tr> <tr><td>Apr</td><td>5%</td><td>30%</td><td>30%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	55%	30%	30%	May	15%	30%	30%	Jun	75%	30%	30%	Jul	55%	30%	30%	Aug	35%	30%	30%	Sep	40%	30%	30%	Oct	45%	30%	30%	Nov	55%	30%	30%	Dec	55%	30%	30%	Jan	55%	30%	30%	Feb	45%	30%	30%	Mar	40%	30%	30%	Apr	5%	30%	30%	n/a	n/a	37%	0%	0%	↑G	Lower is better	30% (Tolerance 15% - 45%)	<p>There were no new statutory stage 2 escalations in April</p> <p>There were 2 requested escalations to stage 3 – these both relate to NCT complaints received after Nov 2020.</p> <p>10 statutory complaints received since Nov 2020 have escalated to stage 2; 114 pursued statutory stage 1 since November 2020</p> <p>There are currently 5 active stage 2's received after Nov 20' and 2 stage 3</p> <p>This is an indicator that needs further consideration. Some of the stage 2 and 3 investigations refer to concerns that had been raised some time in the past and are going through the complaints stages.</p>
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TBC	T38 (KPI 16)	% of social worker vacancies	<table border="1"> <caption>Data for KPI 16</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>19%</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%</td><td>20%</td><td>20%</td></tr> <tr><td>Jul</td><td>21%</td><td>20%</td><td>20%</td></tr> <tr><td>Aug</td><td>22%</td><td>20%</td><td>20%</td></tr> <tr><td>Sep</td><td>22%</td><td>20%</td><td>20%</td></tr> <tr><td>Oct</td><td>22%</td><td>20%</td><td>20%</td></tr> <tr><td>Nov</td><td>21%</td><td>20%</td><td>20%</td></tr> <tr><td>Dec</td><td>22%</td><td>20%</td><td>20%</td></tr> <tr><td>Jan</td><td>19%</td><td>20%</td><td>20%</td></tr> <tr><td>Feb</td><td>17%</td><td>20%</td><td>20%</td></tr> <tr><td>Mar</td><td>20%</td><td>20%</td><td>20%</td></tr> <tr><td>Apr</td><td>18%</td><td>20%</td><td>20%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	19%	20%	20%	May	19%	20%	20%	Jun	18%	20%	20%	Jul	21%	20%	20%	Aug	22%	20%	20%	Sep	22%	20%	20%	Oct	22%	20%	20%	Nov	21%	20%	20%	Dec	22%	20%	20%	Jan	19%	20%	20%	Feb	17%	20%	20%	Mar	20%	20%	20%	Apr	18%	20%	20%	17%	16.8% (Mar)	16.8%	18.7%	18.7%	↓A	Lower is better	20% (Tolerance 16% - 26%)	<p>The number of social work vacancies has increased by 1.9% since last month but remains below target and only 1.7% above national average.</p> <p>Recruitment of both agency and permanent SWs remains a priority, intense creative efforts alongside regional activity seeking to better understand workforce challenges and possible solutions. We use comparison data looking at structures, pay and benefits/ incentives in other areas, to ensure we are competitive in the market that is fast changing.</p> <p>We continuously engage with our staff acknowledging that well supported workforce is an essential condition to deliver ongoing service improvement.</p> <p>The partnership between NCT and Opus highly commended in the Annual PPMA Excellence in People Management 2022 Awards.</p>
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TBC	T39 (KPI 17)	% of social worker posts filled with agency staff	<table border="1"> <caption>Data for KPI 17</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>18%</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%</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%</td><td>17%</td><td>17%</td></tr> <tr><td>Sep</td><td>15%</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>17%</td><td>17%</td><td>17%</td></tr> <tr><td>Dec</td><td>17%</td><td>17%</td><td>17%</td></tr> <tr><td>Jan</td><td>18%</td><td>17%</td><td>17%</td></tr> <tr><td>Feb</td><td>17%</td><td>17%</td><td>17%</td></tr> <tr><td>Mar</td><td>18%</td><td>17%</td><td>17%</td></tr> <tr><td>Apr</td><td>16%</td><td>17%</td><td>17%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	18%	17%	17%	May	18%	17%	17%	Jun	18%	17%	17%	Jul	16%	17%	17%	Aug	15%	17%	17%	Sep	15%	17%	17%	Oct	15%	17%	17%	Nov	17%	17%	17%	Dec	17%	17%	17%	Jan	18%	17%	17%	Feb	17%	17%	17%	Mar	18%	17%	17%	Apr	16%	17%	17%	15%	18.1% (Mar)	18.1%	16.3%	16.3%	↑G	Lower is better	18% (Tolerance 16% - 26%)	<p>The social worker figure for agency staff has decreased this month (by 1.8%) and it is better than the target.</p> <p>Recruiting permanent and agency social workers presents a challenge due to national shortage of social workers and the pay rates being considerably higher in some areas. Continued focus on the recruitment and retention working creatively and collaboratively with managers in the Trust, Opus, external agencies. International social workers successfully and progressively have joined NCT. We learn from what works and concentrate on both attracting more skilled social workers to NCT, as well as retaining staff and ensuring the conditions for success are in place.</p> <p>The figures do not include a project support on a commissioned basis providing increased capacity in Safeguarding.</p>
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Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2021/22	March 2021/22	Year to Date 2022/23	April 2022/23	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
Housing													
TBC	T7a	Number of households whose homelessness was prevented		n/a	230	18	230	14	↓	No polarity	No target - tracking indicator only	N/A	Performance continues to fluctuate between months. This reflects the difficulties the Housing Options team are having trying to secure accommodation solutions, particularly in the private sector.
TBC	T7b	Number of households whose homelessness was relieved		n/a	308	26	308	13	↓	No polarity	No target - tracking indicator only	N/A	
TBC	T8	Number of rough sleepers (single night snapshot figure)		12	n/a	9	n/a	13	↑R	Lower is better	9	N/A	
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2021/22	Q4 2021/22	Year to Date 2022/23	April 2022/23	Direction of Travel (Q3 - Q4)	Polarity	Target 2021/22	Target 2022/23	Comments
TBC	T9	Gross number of affordable homes delivered		263	TBD - expected imminently	TBD - expected imminently	n/a (reported quarterly)	n/a (reported quarterly)	TBD - expected imminently	Higher is better	2021-22 will be used as a baseline for 2022-23	2021-22 will be used as a baseline for 2022-23 TBC	

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2021/22	March 2021/22	Year to Date 2022/23	April 2022/23	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments (last month's comment in red text, please update and change to black text once reviewed / updated)
Communities													
TBC	T10	Number of Anti Social Behaviour incidents reported per quarter		n/a	1078	71	65	65	↓	No polarity	No target - tracking indicator only	N/A	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.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2021/22	March 2021/22	Year to Date 2022/23	April 2022/23	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
Adult Social Care - Assessment Teams													
TBC	T67	Total number of people allocated to each team		n/a	5512 (Mar)	5512	5411 (Apr)	5411 (Apr)	↓G	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	Year to date method is latest snapshot.
TBC	T68	Number of unscheduled review requests		n/a	1305	121	245	245	↑R	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	The number of people waiting for an unscheduled review has increased by 124 since March 2022. Learning Disability and Inclusion Corby / Kettering teams show significant increases.
Adult Social Care - Short and Long Term (SALT) Services - Hospital													
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2021/22	March 2021/22	Year to Date 2022/23	April 2022/23	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
TBC	T69	Percentage of New Requests for Services (all ages) where Route of Access was Discharge from Hospital, that had a sequel of short term services to maximise independence (ST MAX i.e. reablement)		n/a	38.5%	38.5%	30.0%	30.0%	↓G	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	<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> <p>There was a higher proportion of requests where the route of access was hospital discharge (42% April 2022 vs. 29% 2021-22). We can also see a higher proportion of requests ending with 'Short Term Support-Other' (25% April 2022 vs. 17% 2021-22) and 'No Services Provided (Other Reasons)' (7% April 2022 vs. 4% 2021-22) impacting on the numerator. Therapy and Assistive Technology data was not included in this indicator for 2021-22 period so we can expect an impact on values being reported (in 2021-22 Therapy and Assisted Technology would have made up approximately 5% of the denominator).</p>

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2021/22	March 2021/22	Year to Date 2022/23	April 2022/23	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
Adult Social Care - Safeguarding													
TBC	T70	Number of new safeguarding concerns received per month		n/a	2941	289	263	263	↓G	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	Please note historical figures often retrospectively increase slightly due to input delay. 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 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.
TBC	T71	New safeguarding concerns determined to be enquiries (both s42 and other) *(A S42 enquiry must take place if there is reason to believe that abuse or neglect is taking place)		n/a	769	48	54	54	↑	No polarity	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	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	Year to Date 2021/22	March 2021/22	Year to Date 2021/22	April 2022/23	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
TBC	T72	Total number of open Deprivation of liberty Safeguard cases		n/a	1878	1878	1776	1776	↓G	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	Data is latest snapshot. 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. 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. The Team Manager post is out to advert but is also with Opus We are recruiting to a couple of admin posts and are looking for an additional agency admin worker to assist with the administration of the service so that it will continue to run smoothly even though we are having to use Best Interest Assesors from outside of the team. We are also putting together a funding bid for a project to assess those people who are high priority and have been waiting the longest and this will allow our agency/Independent/non-substantive est Interest Assesors to concentrate on the higher priority people being referred into the team.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2021/22	March 2021/22	Year to Date 2022/23	April 2022/23	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
Adult Social Care - In-House Provision													
TBC	T73	Therapy Service-Total Cases of Waiting for Booking & Assessment		n/a	418	418	424	424	↑	Lower is better	No target - tracking indicator only	N/A	Year to Date is the latest position snapshot.
Adult Social Care - Domain Two: Delaying and Reducing the Need for Care and Support													
TBC	T74	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people 65 years +)		511.7	623.41	623.41	57.92	57.92	N/A	No polarity	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	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. There were 38 Admissions. 6 existing people as a result of a change in setting following a review; 30 new admissions following assessment; 2 new admissions following a period of STS-MAX. The population figures will be updated in summer 2022 and will slightly reduce the performance reported. There was no April 2021 figure reported however the 2021-22 monthly average growth was around 50 per 100,000 population so the April 2022 figure appears slightly higher.
TBC	T75	Number of people who were prevented from requiring statutory care, or whose need was reduced		84.60%	61.6%	61.6%	75.8%	75.8%	↑G	Higher is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	This is a cumulative total and reflects the proportion of people going into short term services, rather than into long term care.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	N/A	Year to Date (to Feb)	February 2021/22	Year to Date 2022/23	March 2021/22	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
Public Health - please take note of monthly headings (Public Health data usually received a month in arrears)													
TBC	T76	Smoking quit rate at 4 weeks		n/a	57.0%	57% (Feb 2022) 49 out of 86	62.8% (Apr 2021- Mar 2022)	64.8% (Mar 2022) 68 out of 105	↑G	Higher is better	60%	TBC by consultant and service lead	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%	97.40%	97.2% 581 out of 598	97.4% (Apr 2021- Mar 2022)	96.9% (Mar 2022) 620 out of 640	↓	Higher is better	90%	TBC	This indicator represents the whole of Northamptonshire. April 2022 data will be available in June's report.
TBC	T79	% of in-year eligible population offered an NHS Health Check		1.5%	3.75%	3.75% (Feb 2022) 887 out of 23680	20.1% (Apr 2021- Mar 2022)	1.8% (Mar 2022) 440 out of 23872	↓R	Higher is better	8.4% (100% annual target)	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. 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 in line with national performance. Benchmark is England Q2 2021/22.
TBC	T80	% of in-year eligible population who received an NHS Health Check		0.6%	0.81%	0.81% (Feb 2022) 191 out of 23680	7.5% (Apr 2021- Mar 2022)	1.0% (Mar 2022) 240 out of 23872	↑G	Higher is better	5% (60% annual target)	5% (60% annual target)	(Reported monthly only so latest value is reported at each quarter and YTD)

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date (to Feb)	February 2021/22	Year to Date 2022/23	March 2021/22	Direction of Travel (March - April)	Polarity	Target 2021/22	Target 2022/23	Comments
Public Health (continued)													
TBC	T93	Breastfeeding rate at 6-8 weeks			54.04%	53.9% (Feb 2022) 310 out of 575	53.0% (Mar 2021 - Apr 2022)	51.8% (Mar 2022) 335 out of 647	↓R	Higher is better	55%	55%	<p>This indicator represents the whole of Northamptonshire, 2021-22 data not available at a North Unitary level.</p> <p>April 2022 data will be available in June's report.</p>
TBC	T94	% of children who received a 6-8 week view by the time they were 8 weeks			98.17%	97.6% (Feb 2022) 575 out of 589	98.2% Mar 2021 - Apr 2022	97.8% (Mar 2022) 633 out of 647	↑G	Higher is better	90%	TBC	<p>This indicator represents the whole of Northamptonshire.</p> <p>April 2022 data will be available in June's report.</p>