



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

DIRECTION OF TRAVEL is not needed in this April report of NEW PIs as there is no historic comparator

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

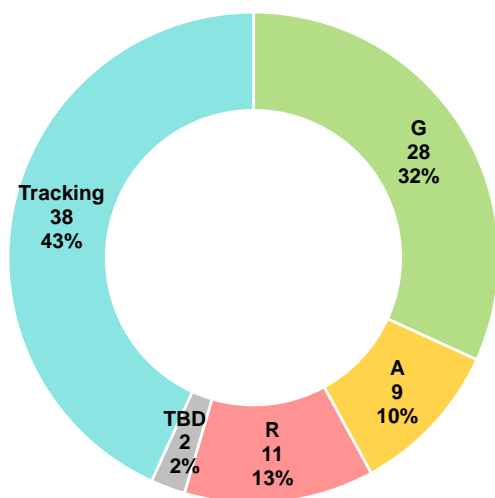
Terminology key

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
Numerator	Number as part of the percentage calculation which shows how many of the parts indicated by the denominator are taken. See example below.
Denominator	The total number which the numerator is divided by in a percentage. See example below.
EXAMPLE Performance Indicator	% Calls answered
Numerator	Number of calls answered
Denominator	Total number of calls received

North Northamptonshire Council Performance Report - April 2022

April 2022 Performance Summary (includes all proposed CPIs for 2022/23 - existing and new)

- G - On target or over-performing against target
- A - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified)
- R - Under-performing against target by more than 5% (or other agreed tolerance as specified)
- TBD - Data missing - Data to be determined
- Tracking indicator only



Directorate	Underperforming Indicators	Variance from Target
Governance & HR	CNC03 % of Deaths registered within 5 working days	-30.38%
Transformation	MPS34 % of complaints answered within the Service Level Agreement (20 Wdays or agreed extension)	-21.11%
Place & Economy	MPS28 % occupancy of East Northamptonshire Enterprise Centre	-18.42%
Place & Economy	MPS28 % occupancy of Chesham House Kettering	-12.09%
Place & Economy	STP33 % of Local Land Charges searches processed within 10 working days	-20.00%
Children's Services	BBF18 % of EHC plans issued within 20 weeks (excluding exceptions)	-33.47%
Children's Services	T44 (BBF12) (LS3a) % of primary schools judged as good or outstanding by Ofsted	-13.98%
Adults Communities & Wellbeing	T8 (AFL12) Number of rough sleepers (single night snapshot figure)	+44.4%
Adults Communities & Wellbeing	T79 % of in-year eligible population offered an NHS Health Check	-78.57%
Adults Communities & Wellbeing	T80 % of in-year eligible population who received an NHS Health Check	-80.00%
Adults Communities & Wellbeing	T93 Breastfeeding rate at 6-8 weeks	-5.82%

Directorate	Indicators where Direction of Travel has Deteriorated (not including PIs still with Green RAG)	% change from last month
Governance & HR	T20 (MPS07) Number of working days lost to sickness per employee (long-term)	+29.73%
Transformation	T23 (MPS32) Stage 2 complaints received	+133.33%
Adults Communities & Wellbeing	T8 (AFL12) Number of rough sleepers (single night snapshot figure)	+44.4%
Adults Communities & Wellbeing	T68 (AFL02) Number of unscheduled review requests	+102.48%
Adults Communities & Wellbeing	T79 % of in-year eligible population offered an NHS Health Check	-52.00%
Adults Communities & Wellbeing	T93 Breastfeeding rate at 6-8 weeks	-3.90%

Governance & HR			
	Performance Indicator	April Progress Status	Direction of Travel (Mar-Apr)
Human Resources	MPS11 Amount of Spend on Agency Staff within each Directorate	TRACKING	N/A
	T19 (MPS06) Number of working days lost to sickness per employee (short-term)	G	↓G
	T20 (MPS07) Number of working days lost to sickness per employee (long-term)	A	↑R
Registrations	CNC03 % of Deaths registered within 5 working days	R	N/A
	CNC04 % of Births registered within 42 days	G	N/A
Information Governance	MPS15 Total number of data breaches (split by service eventually)	TRACKING	N/A
	T11 (MPS12) % of Freedom of Information Requests completed in 20 working days	G	↑G
	T12 (MPS13) % Environmental Information Regulation Requests completed in 20 working days	G	↑G
	T13 (MPS14) % Individual Rights Requests completed in 1 calendar month	G	↑G

Finance Services			
	Performance Indicator	April Progress Status	Direction of Travel (Mar-Apr)
Finance	T14 (MPS01) % of invoices paid within 30 days	G	↑G
Revenues & Benefits	T15 (MPS05) % of Council Tax collected	G	↑G
	T16 (MPS04) % National Non Domestic Rates collected	G	↑G

Transformation		
Performance Indicator	April Progress Status	Direction of Travel (Mar-Apr)
MPS31 Total number of complaints received by NNC	TRACKING	N/A
MPS34 % of complaints answered within the Service Level Agreement (20 Wdays or agreed extension)	R	N/A
MPS35 % of complaints upheld	G	N/A
MPS39 % Calls answered within 60 seconds in customer services	A	N/A
MPS41 Number of customers helped by customer services	TRACKING	N/A
MPS42 Number of customer interactions to customer services - split by telephone/face-to-face, email and online form	TRACKING	N/A
MPS43 % of Face-to-Face Customers with an appointment seen within 5 minutes (within customer services team)	G	N/A
T21a (MPS39) % calls answered	A	↑G
T22 (MPS30) Stage 1 complaints received	TRACKING	↓G
T23 (MPS32) Stage 2 complaints received	TRACKING	↑R

Customer Services

Place & Economy				
Performance Indicator		April Progress Status	Direction of Travel (Mar-Apr)	
Assets & Environment	MPS26	% occupancy of Corby Enterprise Centre	A	N/A
	MPS27	% occupancy of Corby Innovation Hub	G	N/A
	MPS28	% occupancy of East Northamptonshire Enterprise Centre	R	N/A
	MPS29	% occupancy of Chesham House Kettering	R	N/A
	MPS24	Rate of return on commercial stock (%)	G	N/A
Growth & Regeneration	STP21	% of Full fibre coverage	G	N/A
	STP22	% of gigabit coverage	G	N/A
	GSE01	Number of E-Scooter trips	TRACKING	N/A
	GSE02	Number of E-Scooter users	TRACKING	N/A
	GSE03	Co2 saving from E-Scooters	TRACKING	N/A
	STP19	Total number of planning applications received - ALL TYPES of applications	TRACKING	N/A
	T1 (STP15)	% major planning applications processed in 13 weeks	G	→
	T2 (STP16)	% minor planning applications processed in 8 weeks	G	↓
T3 (STP17)	% other planning applications processed in 8 weeks	G	↑G	
Regulatory Services	STP33	% of Local Land Charges searches processed within 10 working days	R	N/A
	STP35	% of Rogue trading activities tackled (rogue traders subject to a Trading Standards intervention)	G	N/A
	T4 (STP32)	% of food establishments in the area broadly compliant with food hygiene law	G	↑G
Highways	STP31	Percentage of defects responded to within the timeframes specified, split by category	G	N/A
	T54 (STP30)	Number of defects repaired in the network	TRACKING	↑
	T55 (STP29)	Number of defects outstanding on the network	TRACKING	↓

Place & Economy			
Performance Indicator		April Progress Status	Direction of Travel (Mar-Apr)
Waste	Household kerbside collection: Tonnes of material collected through kerbside schemes:-		
	T64a (GSE06)	Fly tipping: number of fly tips reported	TBD

Children's Services			
	Performance Indicator	April Progress Status	Direction of Travel (Mar-Apr)
Learning, Skills & Education	BBF15 (LS6a) Rate of suspensions in primary aged pupils	TRACKING	N/A
	BBF16 (LS7a) Rate of suspensions in secondary aged pupils	TRACKING	N/A
	BBF17 (NI 114a) Rate of Permanent exclusions from school - Total	TRACKING	N/A
	BBF18 % of EHC plans issued within 20 weeks (excluding exceptions)	R	N/A
	T44 (BBF12) (LS3a) % of primary schools judged as good or outstanding by Ofsted	R	➔
	T45 (BBF13) (LS4a) % of secondary schools judged as good or outstanding by Ofsted	G	➔

Children's Services			
	Performance Indicator	April Progress Status	Direction of Travel (Mar-Apr)
Children's Social Care	T25 (BBF05) (KPI 2) % of referrals with a previous referral within 12 months	A	↑G
	T26 (BBF06) (KPI 3) % of single assessments authorised within 45 working days	G	↑G
	T31 (BBF07) (KPI 8) % Children in care with three or more placements in the previous 12 months	A	↓A
	T32 (BBF08) (KPI 9) % of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16	G	↑G
	T33 (BBF09) (KPI 10) % of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16	A	↓A

Adults, Communities & Wellbeing

Performance Indicator		April Progress Status	Direction of Travel (Mar-Apr)
Housing	T7a (AFL13) Number of households whose homelessness was prevented	TRACKING	↓
	T7b (AFL14) Number of households whose homelessness was relieved	TRACKING	↓
	T8 (AFL12) Number of rough sleepers (single night snapshot figure)	R	↑R
	T9 (STP06) Gross number of affordable homes delivered	TBD	TBD
	STP11 Number of council housing lets completed	TRACKING	N/A
	STP12 Number of council houses vacant and available to let	TRACKING	N/A
	STP36 Number of voids	TRACKING	N/A
	STP37 Void turnaround time	TRACKING	N/A
	STP08 % of properties with a valid gas safety certificate	A	N/A
	STP09 Total number of emergency repairs completed	TRACKING	N/A
	STP10 Total number of non-emergency repairs completed	TRACKING	N/A
	STP04 Total Active applicants on the Keyways Housing Register	TRACKING	N/A
	STP05 New Housing Applications Received	TRACKING	N/A
	STP13 Number of Private Sector Disabled Facilities Grants cases on waiting list	TRACKING	N/A
	STP14 Number of Private Sector Disabled Facilities Grants completions	TRACKING	N/A
	AFL15 Total number of homeless approaches	TRACKING	N/A
	AFL16 Number of households accepted as owed the main housing duty	TRACKING	N/A
	AFL17 Total number of households living in temporary accommodation	A	N/A
	AFL18 Number of households with family commitments* living in bed and breakfast accommodation	G	N/A
AFL19 Number of rough sleepers rehoused into accommodation for 6 months or more	G	N/A	

Adults, Communities & Wellbeing				
Adult Social Care	Assessment Teams			
	T67 (AFL01)	Total number of people allocated to each team	TRACKING	↓G
	T68 (AFL02)	Number of unscheduled review requests	TRACKING	↑R
	Short and Long Term (SALT) Services - Hospital			
	T69 (AFL03)	Percentage of new requests for services (all ages) where route of access was discharge from hospital, that had a sequel of ST-MAX (short term support to maximise independence) (i.e. reablement)	TRACKING	↓G
	Safeguarding			
	T70 (AFL04)	Number of new concerns received	TRACKING	↓G
	T71 (AFL05)	New concerns determined to be enquiries (both s42 and other)	TRACKING	↑
	Deprivation of Liberty Safeguards (DoLS)			
	T72 (AFL06)	Open cases (No date restriction)	TRACKING	↓G
In-House Provision				
Domain Two: Delaying and Reducing the Need for Care and Support				
T74 (AFL07)	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people)	TRACKING	N/A	
T75 (AFL08)	Delaying and reducing the need for care and support	TRACKING	↑G	

Adults, Communities & Wellbeing			
Performance Indicator		Latest Progress Status	Direction of Travel (LATEST)
T76 AFL22	Smoking quit rate at 4 weeks	G	↑G
T77 BBF02	% of infants due a new birth visit that received a new birth visit within 14 days of birth	G	↓
T79 AFL20	% of in-year eligible population offered an NHS Health Check	R	↓R
T80 AFL21	% of in-year eligible population who received an NHS Health Check	R	↑G
T93 BBF01	Breastfeeding rate at 6-8 weeks	R	↓R
T94 BBF03	% of children who received a 6-8 week review by the time they were 8 weeks	G	↑G