



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

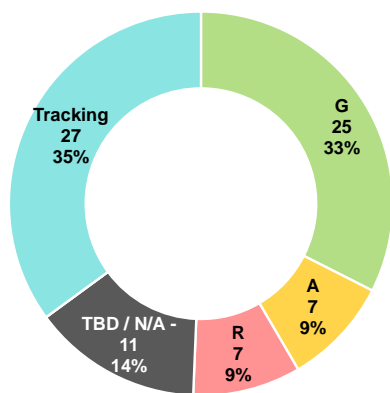
Children's Trust Direction of Travel Key	
↑G	Performance improved since last month
→	Performance the same as last month
↓A	Performance declined since last month

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.

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April 2022 Performance Summary



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

Directorate	Underperforming Indicators	Variance from Target
Finance Services	T17 Average time taken to process benefits & Council Tax Support Claims (days)	-11%
Children's Services	T44 (LS3a) % of primary schools judged as good or outstanding by Ofsted	-13.98%
Adults Communities & Wellbeing	T8 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 Number of working days lost to sickness per employee (long-term)	+29.73%
Finance Services	T17 Average time taken to process benefits & Council Tax Support Claims (days)	+6.63%
Transformation	T23 Stage 2 complaints received	+133.33%
Adults Communities & Wellbeing	T8 Number of rough sleepers (single night snapshot figure)	+44.4%
Adults Communities & Wellbeing	T68 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	T19 Number of working days lost to sickness per employee (short-term)	G	↓G
	T20 Number of working days lost to sickness per employee (long-term)	A	↑R
Information Governance	T11 % of Freedom of Information Requests completed in 20 working days	G	↑G
	T12 % Environmental Information Regulation Requests completed in 20 working days	G	↑G
	T13 % Individual Rights Requests completed in 1 calendar month	G	↑G

Detail now featured in Appendix C alongside all workforce data

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

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

Place & Economy			
	Performance Indicator	April Progress Status	Direction of Travel (Mar-Apr)
Planning Development	T1 % major planning applications processed in 13 weeks	G	➔
	T2 % minor planning applications processed in 8 weeks	G	⬇
	T3 % other planning applications processed in 8 weeks	G	⬆G
Environmental Protection	T4 % of food establishments in the area broadly compliant with food hygiene law	G	⬆G
	T5 Number of establishments with Eat out Eat Well award	TRACKING	➡
	T6 Number of food & environmental samples taken	TRACKING	⬇
Highways	T54 Number of defects repaired in the network	TRACKING	⬆
	T55 Number of defects outstanding on the network	TRACKING	⬇
	T56 Repairs made to the road network that are either permanent or semi permanent	G	➔
Place	T58 Out of work benefits claimants (Ex county Place directorate)	TRACKING	⬇G

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

Children's Services				
Performance Indicator		April Progress Status	Direction of Travel (Mar-Apr)	
Learning, Skills & Education	T44 (LS3a)	% of primary schools judged as good or outstanding by Ofsted	R	➔
	T45 (LS4a)	% of secondary schools judged as good or outstanding by Ofsted	G	➔
	T46 (LS11f)	Current number of home educated children	TRACKING	⬆
	T47 (NI 114)	Number of permanent exclusions from school - Total	TRACKING	⬇G
	T48 (New2)	Number of looked after children without a school place / missing education	TBD	TBD

Children's Services				
Performance Indicator		April Progress Status	Direction of Travel (Mar-Apr)	
Children's Social Care	T24 (KPI 1)	% of all referrals with a decision within 2 working days	G	⬆G
	T25 (KPI 2)	% of referrals with a previous referral within 12 months	A	⬆G
	T26 (KPI 3)	% of single assessments authorised within 45 working days	G	⬆G
	T27 (KPI 4)	% of single assessments closing with no further action	A	⬇A
	T28 (KPI 5)	% of initial child protection conferences held within 15 days of a strategy discussion being initiated	A	⬇A
	T29 (KPI 6)	% of children that became the subject of a Child Protection Plan for the second or subsequent time	R	⬇A
	T30 (KPI 7)	Children who've been in care 2.5 yrs or more, and of those, who've been in the same placement for 2+ years / placed for adoption (%)	G	⬇A
	T31 (KPI 8)	% Children in care with three or more placements in the previous 12 months	A	⬇A
	T32 (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 (KPI 10)	% of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16	A	⬇A
	T34 (KPI 11)	% of qualified social workers with caseloads above target	A	⬆G
	T35 (KPI 12)	% of children placed more than 20 miles from their homes, outside LA boundary	G	➔
	T36 (KPI 13)	% of stage 1 complaints responded to within 10 working days	N/A (no complaints)	N/A (no complaints)
	T37 (KPI 14)	Stage 2 investigations as a % of stage 1 complaints received within the year to date	G	⬆G
	T38 (KPI 16)	% of social worker vacancies	G	⬇A
	T39 (KPI 17)	% of social worker posts filled with agency staff	G	⬆G

Adults, Communities & Wellbeing			
	Performance Indicator	April Progress Status	Direction of Travel (Mar-Apr)
Housing	T7a Number of households whose homelessness was prevented	TRACKING	↓
	T7b Number of households whose homelessness was relieved	TRACKING	↓
	T8 Number of rough sleepers (single night snapshot figure)	R	↑R
	T9 Gross number of affordable homes delivered	TBD	TBD
Communities	T10 Number of Anti Social Behaviour incidents reported	TRACKING	↓
Adult Social Care	Assessment Teams		
	T67 Total number of people allocated to each team	TRACKING	↓G
	T68 Number of unscheduled review requests	TRACKING	↑R
	Short and Long Term (SALT) Services - Hospital		
	T69 Percentage of new requests for services (all ages) where route of access was discharge from hospital, that had a sequel of ST-MAX (short term support to maximise independence) (i.e. reablement)	TRACKING	↓G
	Safeguarding		
	T70 Number of new concerns received	TRACKING	↓G
	T71 New concerns determined to be enquiries (both s42 and other)	TRACKING	↑
	Deprivation of Liberty Safeguards (DoLS)		
	T72 Open cases (No date restriction)	TRACKING	↓G
	In-House Provision		
	T73 Therapy Service - Total cases of waiting for booking & assessment	TRACKING	↑
	Domain Two: Delaying and Reducing the Need for Care and Support		
	T74 Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people)	TRACKING	N/A
T75 Delaying and reducing the need for care and support	TRACKING	↑G	

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