**Foreword**

Welcome to the Quarter 4 Corporate Performance Report and it feels fitting that with this final report for the 2013/14 financial year I am able to report back very real and tangible progress in our efforts to deliver profound and lasting improvements to our children’s services. This last quarter saw a six month review take place by the Department for Education (DfE) to analyse what progress has been made after we were given an ‘improvement notice’ following our poor Ofsted rating last year. It gives me a great deal of satisfaction – although with no complacency – to report back that both this review and also the latest findings of our Improvement Board have concluded that clear improvements are being made.

The DfE has reported back to us that following the inspection they had found ‘encouraging evidence of effective progress’ in addressing priority challenges. In particular they noted progress in the strengthening of the leadership team, improving communications and visibility of the senior management team and the creation of the Multi-Agency Safeguarding Hub (MASH).

Our clear progress was further underlined in the latest quarterly letter to the DfE from the independent chair of our Improvement Board, Christine Davies CBE. In this letter the chair states: ‘I am pleased to report that despite the depth and extend of Northamptonshire’s challenges, real progress has been made against all three of the plan’s priorities’. It is of course great testament to the work currently being carried out within the improvement programme that we are now beginning to see very real evidence of progress. Equally it is of course vital though that we in no way become complacent and keep up our pace of change.

Paul Blantern,
Chief Executive

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**Introduction**

The Northamptonshire County Council Cube is the tool we are using to articulate what we are seeking to achieve for Northamptonshire. Each side represents a different aspect of what we want to achieve and the key elements required to get us there.

Northamptonshire County Council is committed to delivering our vision and to this end have refreshed our Council Plan for 2014-19 in which we articulate our new goals for Northamptonshire. Goals which not only show our ambition for the county but also they key ways in which we are, as an organisation, need to work in order to achieve our ambition. Our goal for our residents, communities and businesses is to continue to:

- Increase the Wellbeing of Your Communities
- Help You Take Charge of Your Life

The performance measures in this report are reflective of the organisational priorities for 2013-14 and provides Cabinet and the public an insight into the Council’s overall performance across the different themes in the 2013-14 strategy map. This report shall be reviewed in the coming months for ensure that we demonstrate our performance against the council cube.

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**Key to status in performance - 2013-14 performance against target**

- **Green+** >10% better than target
- **Green** Between 5% under target to 10% better than target
- **Amber** Between 5% under target to 10% under target
- **Red** >10% under target
- Trend indicator

**Direction of Travel Indicators 2013-14 Quarter 4**

- Improved by more than 2% since last quarters report
- Between 2% worse and 2% better since last quarters report
- Declined by more than 2% since last quarters report
- Indicator not recorded previously or way of measuring has changed

**Key to status in programme performance (Pages 6 to 9)**

- **Green** Milestones met and on budget and no immediate risks
- **Amber** Milestones missed / off budget and plan in place to rectify, or immediate risks to the delivery of the programme
- **Red** Milestones missed / off budget and no plan to rectify, or risks are not mitigated against.
The summary performance from the fourth quarter of the year shows that, of the 53 indicators reported in this period, 21 of the indicators are performing at or above the agreed thresholds. In addition to this 13 indicators are trend indicators and therefore have no targets associated with them. The ‘Outcomes for Northamptonshire People’ section has good performing indicators in the main, with only 2 red indicators, which relate to the Customer Service Centre and Safeguarding (adults) investigations. The positives out of this section are our protective services’ continual good performance as they prioritise prevention measures to stop fire’s happening which continues to prove beneficial as the number of attended fires has fallen year on year. Our change programmes are currently on track for delivery and overall we have no major concerns at this time – two thirds of our programmes have a green status, while the amber reported performance is more about management of risk rather than delivery timescales. The section on ‘Quality and Performance of Services’ (pages 10-16) shows a mixed picture of performance, with some indicators performing well and others not at this stage (6 indicators green or green+, 4 at amber and 9 indicators on a red status). Further detail in the narrative sections of this report aim to provide an understanding of why performance levels are where they are at this point in time.

**Award for our Customer Service Centre**

Our Customer Service Centre (CSC) has achieved the Customer Service Excellence award. This award is owned by the Cabinet Office to recognise those organisations that are efficient, effective, excellent, equitable and empowering and that put the citizen at the heart of what they do.

There are 57 elements to the award – and the assessor asks for evidence on all 57.

Following the assessment the assessor commented: “The commitment to customer service excellence demonstrated in the evidence was confirmed by all the advisors, team leaders, management, service areas and other partners to the assessor. The spirit of continuous improvement within a positive and supportive working environment was commented on by all. This resulted in just one partial compliance, an exceptional achievement at first full assessment, together with an exceptional number of 12 Compliance Plus (best practice) elements. The CSC fully deserves its certification to the CSE Standard.”

Areas of best practice include:

- The Council’s mobile website
- Its approach to engagement and consultation
- Staff understanding of customer needs
- The council’s transparency in publishing performance information.

The Customer Service Centre receives more than 260,000 calls and 45,000 emails a year.

**Northampton highlighted as the best performing town for businesses in the UK**

A report undertaken by Experian, the global information services group, has highlighted Northampton as the best performing town for businesses in the UK. The report looks into the key areas of economic performance including the number of start-ups and business turn-over, and points to Northampton as being the top performing town in the country.

The report highlights the county’s continued commitment and success in generating business growth and strengthens the town’s strong track record of creating the right environment for businesses to succeed. The report also emphasised the importance of partnership working and recognises the success of our work with Northamptonshire Enterprise Partnership (NEP), Northampton Borough Council and the University of Northampton, as well as the importance of innovative schemes such as Northampton Alive in stimulating regeneration and driving forward change to allow businesses to flourish.

**Our library service has been shortlisted in the Best Council Services Team category in the 2014 Municipal Journal awards**

The library service, which is called LibraryPlus to reflect the wide range of activities and information now on offer, is the only public library service to be shortlisted in this year’s awards across all categories.

Judges shortlisted LibraryPlus because they recognised that it has achieved an improved service to residents and proven customer satisfaction despite ongoing financial challenges.

As well as traditional library services, LibraryPlus offers children’s activities and homework clubs, job clubs, Enterprise Hubs and business advice as well as community services such as bus-pass renewals or food bank referrals. The Municipal Journal award winners will be announced on Thursday 19th June.
**Corporate Performance Report - 2013-14 Quarter 4 - Performance Summary**

### Outcomes for Northamptonshire People

- Calls to CSC answered within 20 seconds
- Visits to NCC website & mobile web
- App downloads (Android & iPhone)
- Number of Volunteers
- Adult Safeguarding investigations
- Fire Service - Attended incidents
- Home Fire Safety Checks
- Age restricted product sales
- Fire Service - Attended incidents

### Managing Change

- Adults Personalisation
- Childrens Services Improvement Plan
- Customer Relationship Strategy
- Early Help & Prevention
- Programme Angel & new ways of working
- Prosperity and Innovative Infrastructure Funding
- Skills & Education
- Strategic Alliances
- Healthier Northamptonshire

### Quality and Performance of Services

- Self Directed Support
- Timeliness of Adult Social Care assessments
- Carers assessed and supported
- Delays in the transfers of care
- Number of CAFs completed
- CAF where originating org is a partner agency
- Section 47 enquiries completed
- Re-referrals within 12 months
- Number of Looked after Children
- LA Children Involved in review
- Prev LAC aged 19-21 in suitable accommodation
- Prev LAC aged 19-21 in Educ, Employ, Training
- Number of children with a Child Protection Plan
- Child Protection Plans closed after two+ years
- CYP Initial Assessments
- CYP Core Assessments
- Library visits
- Smoking cessation

### Managing Resources

- Revenue Budget Variance
- Spend against Capital Budget
- 2013-14 MTFP proposals
- Invoices paid within 30 days
- CO2 emissions

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*December 2013 data

** 2013-14 Q3 Data

***2013-14 Q3 Data

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Page 3

Business Intelligence and Performance Improvement
### Outcomes for Northamptonshire People - Customer Services

#### Indicator detail & performance

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2011-12</th>
<th>2012-13</th>
<th>Actual</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of calls to Customer Service Centre answered within 20 seconds</td>
<td>-</td>
<td>-</td>
<td>31%</td>
<td>57%</td>
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<tr>
<td>Number of unique visits to NCC website &amp; mobile web (combined)</td>
<td>-</td>
<td>1,406,685</td>
<td>109,502</td>
<td>208,635</td>
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<td>Total number of App downloads &amp; updates (Android &amp; iPhone)</td>
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<td>14,473</td>
<td>15,750</td>
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<td>Number of volunteers - Libraries*</td>
<td>-</td>
<td>337</td>
<td>425</td>
<td>817</td>
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<tr>
<td>Number of volunteers - Archives &amp; Heritage</td>
<td>-</td>
<td>7</td>
<td>12</td>
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#### Narrative - 2013-14 Quarter 4

Customer Service Centre (CSC) performance was very low in the first two quarters of 2013-14, due to the extensive restructure and remodelling of social care calls, high staff turnover, and high call volumes. Performance met service levels in Q3, but dropped again in Q4 due to very high call volumes in January 2014.

The number of visits to the Council’s website continues to remain at over ½ million hits per quarter, with the quarter period January to March 2014 seeing 578,455 unique hits to the website. This represents a 12% increase compared with quarter 3 (October to December 2013). The top reasons for visiting the Council’s website continue to be the schools vacancy list, schools directory, Council job vacancies and the library catalogue. The number of downloads of the Council’s mobile ‘App’ continues to increase – the total number of downloads for 2013-14 stands at 18,100, and was an increase of 1098 compared with the last quarter. In addition, the total app downloads for 2013-14 saw a 20% increase compared with 2012-13 downloads. We do not set a target for these indicators and we collect this to show the increase in our web access and a reduction in calls to the Customer Service Centre where the customer is able to help themselves.

These are unique individuals who contribute a minimum of 3 hours (half a day). Volunteer contributions are focussed on making the collections accessible - for example Indexing collections. There were 41 volunteers who gave their time during quarter 4, meaning that 95 people in total had volunteered during 2013-14.

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Business Intelligence and Performance Improvement
### Indicator detail & performance

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2011-12</th>
<th>2012-13</th>
</tr>
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<tbody>
<tr>
<td>Average number of days taken to complete an Adult Safeguarding investigation</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Target</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>Actual</td>
<td>30</td>
<td>64</td>
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<tr>
<td>Fire Service - Total number of attended incidents (Excluding co-responding)</td>
<td>6,447</td>
<td>5,642</td>
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<td>Target</td>
<td>1,688</td>
<td>3,377</td>
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<td>Actual</td>
<td>2,233</td>
<td>4,195</td>
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<tr>
<td>Fire Service - Total number of non-fatal casualties per 100,000 population</td>
<td>4.80</td>
<td>2.90</td>
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<tr>
<td>Target</td>
<td>1.46</td>
<td>4.38</td>
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<td>Actual</td>
<td>2.45</td>
<td>3.03</td>
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<tr>
<td>Fire Service - % of home safety fire checks completed in high or very high risk areas</td>
<td>79.23%</td>
<td>80.05%</td>
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<tr>
<td>Target</td>
<td>75.00%</td>
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<tr>
<td>Actual</td>
<td>84.92%</td>
<td>85.16%</td>
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<tr>
<td>Percentage of illegal sales of age restricted products from test purchases (Trading Standards)</td>
<td>7.8%</td>
<td>5.9%</td>
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<tr>
<td>Target</td>
<td>&lt;10.00%</td>
<td>&lt;10.00%</td>
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<tr>
<td>Actual</td>
<td>10.3%</td>
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</table>

### 2013-14 Adult Social Care Survey

- 99.5% of respondents said care and support services helped them
- 87.9% of respondents said that care and support services helped them
- 71.48% of respondents claimed that they found it easy to find information and advice about services

### Narrative - 2013-14 Quarter 4

- **Average number of days to complete an safeguarding investigation where NCC is the lead.**
  - **Red**
  - Performance in driving down incidents has again this year been excellent, maintaining the downward trend achieved in recent years. This change in demand pattern has enabled the fire and rescue service to increase the range and volume of life saving and community safety activities in local communities, illustrated by the service having attended approaching 1500 life threatening medical emergencies in addition to the incidents shown here.

- **Fire Service - Total number of attended incidents (Excluding co-responding)**
  - **Green+**
  - Performance in driving down incidents has again this year been excellent, maintaining the downward trend achieved in recent years. This change in demand pattern has enabled the fire and rescue service to increase the range and volume of life saving and community safety activities in local communities, illustrated by the service having attended approaching 1500 life threatening medical emergencies in addition to the incidents shown here.

- **Fire Service - Total number of non-fatal casualties (excluding precautionary checks & first aid) per 100,000 population**
  - **Green+**
  - 2013/14 performance is very encouraging, demonstrating success in maintaining a downward trend in casualties from fire, again evidencing safer communities. The numbers are small in this indicator and a level of fluctuation in performance can be expected both in year and from year to year.

- **Fire Service - Percentage of home safety fire checks completed in high or very high risk areas**
  - **Green+**
  - Effective targeting remains the key to reducing risk. Identifying and targeting premises in the high risk categories enables the service to reach those defined as vulnerable in the community. This indicator is designed to measure how well we are using our business intelligence and partnership engagement to target our prevention activity.

- **Percentage of illegal sales of age restricted products from test purchases (Trading Standards)**
  - **Green+**
  - Trading Standards enforce laws which restrict the sale of products such as alcohol, cigarettes, volatile substances and solvents, fireworks, videos, spray paints and knives to underage persons. This indicator is monitored monthly so action is in-hand to reduce illegal sales. The period to the end of March 2014 has seen 36 test purchases taking place and there were 3 'illegal' sales, demonstrating that some suppliers are not carrying out the necessary ID checks for age-restricted products. This has resulted in one successful prosecution, one guilty plea (awaiting sentence), with a further case in the court process.
Managing Change

Programme Title: Adults Personalisation

Due for Completion: 1st September 2015

Current Status (RAG): Amber

Brief Description of the Programme

The term “personalisation” has been used to describe the way we should make sure that people have independence, choice and control over the way they are supported and within their communities. We all expect to have the choice and control over the key parts of our lives, such as what job we do, what colleges and universities our young adults go to and what care we receive when we are older or more vulnerable. In the autumn of 2012, the County Council started a Personalisation Programme to progress and further develop this “personalised” approach to the services and equip all of its staff and partners with the right (and effective) tools to do so. This programme aims to make sure that the person is in the “driving seat” of how they organise their support, and that any services to people who are eligible for support are delivered in this way. In order to achieve this, the programme is looking to introduce a system that allocates funds to all service users and carers in a fair and equitable way. We are reviewing how easy it is for people to use our support/services and this includes telling our customers about other agencies; assessing the needs of our customers, helping write a plan to support how a person wants to live their life; helping review how the support plan is going. We are working with support providers to make sure that people who provide services do so in a personalised way. We are also making sure people can have the most up-to-date information on the Internet about our support/services or our partner services.

Programme Update - 2013-14 Quarter 4

Development of Resource Allocation System (RAS) and Self Directed Support (SDS): the project has delivered all its planned products and met all its objectives. A lessons learnt session with the project team and Board members has taken place; the closure report has been produced and forwarded to the Senior Responsible Owner and the Programme Management Office.

Younger Adults Da Vinci Court: Olympus Care Services (OCS) has commissioned LGSS and the Business Transformation Team (BTT) to support the delivery of project work within the Younger Adults Service of OCS. This support is being provided in the form of a Project Manager (part-time) and a Business Analyst resource, which is also provided by the Project Manager. The original project had a number of outputs to improve the Younger Adults Service, which some have been completed as scheduled. Other project outputs are now taking priority and different resource requirements have been considered accordingly. Therefore the scope of this project has been revised accordingly to support the remaining outputs. The project outputs are grouped within two work streams, which both have assigned OCS leads to assist in the management of the activities to deliver the outputs. The two workstreams are:

- Da Vinci Court – including furnishing of new flats, IT requirements for office space, allocation process and clients transfer from Pine Lodge – this has been completed
- Saunders to Pine – inc. Refurbishment of Pine Lodge, transfer teams to Patrick Road, manage IT changes and exit Saunders Close.

Programme Title: Childrens Services Improvement Plan (CSIP)

Due for Completion: 1st May 2014

Current Status (RAG): Green

Brief Description of the Programme

The purpose of this programme is to deliver improved services in Northamptonshire that safeguard children and young people. The programme is focused on two main objectives:

1. Immediate action to accelerate, sustain and deliver improvement for the short, medium and long term (Phase 1);
2. The fundamental redesign and transformation of all of our services for children (Phase 2).

Our priorities are based upon the findings from a series of inspections carried out in 2013. We have grouped these recommendations into four areas of focus:

1. Operational Performance;
2. Partnership Working;
3. Workforce Development;

Programme Update - 2013-14 Quarter 4

CSIP, driven by the Children, Families and Education Senior Management Team, remains focussed on key challenges. We recognise that sustainable change will only be delivered if we work across the organisation to ensure the robust development of culture and practice change are embedded and we continue to work with our partners through the Children and Young People’s Partnership Board and the Local Safeguarding Children’s Board (LSCBN).

Focused action plans also underpin workforce development, communications, business systems and quality assurance activity. The Council’s Improvement Direction has been received from the Department for Education, and as a result an Improvement Board independently chaired by Christine Davies (appointed by the Secretary of State) met for the first time on 7th November.

CSIP work delivered:

1. Phase 2 Making Children Safer events underway. Councillor Making Children Safer event held on 28th March.
2. A paper outlining the changes to be made to the Early Help Forums (EHF) has been developed and reviewed by DMT. Locality Forums will be established that include the key stakeholders in a local area to influence and shape activities and services to address local need. Complex Case Meetings will replace the EHF’s case discussions and a more intense sustained support package via the Complex Case Meeting is needed. A planning meeting is set for March and the expectation is they will come into being in April following the final EHF’s in March in their current form.
3. Project front door – The new team will use the space previously occupied by the IR at JDH. Eight staff have already been identified from existing CSC staff and the additional staff required are being requested from an agency. The required equipment is being ordered. The intention is to move staff over to the Criminal Justice Centre alongside the MASH after clearance for these staff has been sought. Regular meeting are being held to discuss progress. The team is set to go live on the 25th March 2014.
We are moving from providing services and information for our customers to developing two-way, interactive exchanges or conversations with them. In keeping pace with the way we all access information and receive goods and services today, we aim to be among the best in providing more effective access to council services and meeting modern expectations. This means the emphasis is on developing our web and digital channels so that our staff who connect with people daily can focus on supporting more complex & sensitive services, where customers need to talk to someone by phone or face to face. We will make sure people are well connected with each other where we are not the best people to help and we will be clearer about what services we can and cannot provide. We will continue to use our Libraries to support people to get online and to offer those services that are best delivered locally and face to face.

Programme Update - 2013-14 Quarter 4

The programme focus is on 3 main deliverables for 2014 – a new NCC website, an updated Customer Relationship Management (CRM) system and a new payments engine. Updates for each of these are provided below:

1. New NCC Website: The build of this is well underway. Go live for phase 1, which will be a portal of information for children's early help and prevention services, will be end of April 2014.
2. Our review of the CRM system is now complete. Many questions have been posed by this review, including what is the purpose of CRM, should it be a line of business system, do we want to exploit the customer data better in marketing? It has been decided to pause at this moment and look at what Cambridge CC decide to do with their CRM project before we decide our next steps.
3. The new online payment engine is now live. This has replaced our previous online payments. Only copy certificates is outstanding, that should be live by the end of April 2014. Next phase is for the delivery of the shopping cart which will take place between April / May 2014.

Programme Update - 2013-14 Quarter 4

The focus and emphasis of this programme of work is to look at how the services we provide can meet our customers needs and prevent people from requiring high end, high cost services. There is a real need to establish a direct link between prevention/intervention and the high end services we provide. As a Council we are looking to not only review service delivery but also to deploy new and different ways/methods of working. We need to be in a position to shape and future proof our service through the use of sensible, lean and pragmatic thinking with a view to achieving long term gain and move services from their currently costly provision. Our role is to be catalysts for making things happen, and to focus on supply and demand of services whilst operating within the constraints placed upon us.

Programme Update - 2013-14 Quarter 4

The Prevention Programme now only consists of two projects: Troubled Families and Free Early Education Entitlement for 2 year olds, and updates are detailed below. The Zero Based Subsidy and Accommodation projects are complete.

Troubled Families: A further claim was certified and submitted in February for 200 turn around claims, 119 progress to work results and 7 additional top up claims for families which had previously been turned around against education/crime/ASB criteria and had subsequently gone into employment. A further top up claim will be submitted in April for additional progress to work outcomes and claims which have since been identified. The next full claim will be made in July following completion of the 4th data set for the programme. Data required for the national evaluation of the programme was submitted to Ecorys at the end of February. Work is underway on the 4th programme data set and it is expected that this will be completed by the end of April. Contracts have been awarded for the FIP and IIP contracts for the remainder of the programme. The MST contract is now operational and MST now have a North team operating from Grafton Court and a South team based at Briar Hill. Work is continuing to develop the delivery of M-Pact programmes across the county. 28 facilitators have been trained and it is intended that two coordinators will be appointed to lead on the development of a programme of M-Pact programmes. It is anticipated that programmes will commence in May/June 2014. Confirmation from Public Health on further funding is still outstanding.

Free Early Education Entitlement for 2 year olds: Number of OEC checks approved in April: 156, number of discretionary referrals approved: 23. The OEC and process developed by NCC is being championed by the Department for Education (DfE). The DfE has formed a small consultative group of Local Authority representatives to help inform development of the DfE/DWP Eligibility Checking Service in readiness of phase 2 of the entitlement. NCC is participating in this group, and a positive and informative first meeting was held on 23 April.
Brief Description of the Programme

As a key project under the Asset Utilisation Strategy, Project Angel aims to rationalise 12 Northampton-based properties into a single new build on the Angel Street site. The approved business case details how consolidating staff into one modern, purpose built building will save the Council £54M over the next 30 years, boost economic growth and spend in the town centre, lower carbon emissions and enable further efficiencies by providing a flexible workplace that allows for new ways of working. The completion of this new building will be end 2016.

Programme Update - 2013-14 Quarter 4

Project Angel – Design Stage C (RIBA) has been completed and approved by the Project Angel Board, Stages D through to D+ have commenced. Public consultation throughout these design stages in line with planning requirements has proved both valuable and successful. A detailed planning application will be submitted to Northampton Borough Council in their role as the planning authority by the end of February 2014.

The Mobile Working project has entered a new phase of evaluation. A tablet working workflow, to trial 3 x operating systems across defined pilot teams took place during January 2014.

Next Generation Working Programme - At the Next Generation Board the final draft of the Workstyles document has been agreed and the 4 defined Workstyles / work types will now form the basis of all policy and project work across CCC, NCC and LGSS.

Programme Update - 2013-14 Quarter 4

Growth Deal: A draft Strategic Economic Plan (SEP) was submitted to Government in December 2013. Stakeholder events were held in January 2014 and the final SEP was submitted on 31st March 2014. This high-level plan which sets out how organisations in Northamptonshire are going to work together to achieve these goals. It also sets out what will be needed from Government to enable this to happen.

We now need to develop this Plan into a ‘Growth Deal’ – a new initiative from Government. This Deal will set out in greater detail how we will work with Government to deliver the goals; including an investment plan setting out anticipated activities and associated investment and the resources committed by local authorities and the private sector. This Deal will be developed by a group of people from a range of organisations and will be submitted to Government by the end of the year. It will then be used as the basis for negotiations with Government for ongoing funding and support.

LOCATE: Two projects have so far been contracted: The Incredible Bakery and Global Fibreglass Solutions. A further three projects were approved in March 2014 and contracts are currently being developed. In total £100k has been committed to this fund in 2013/14.

Growing Places Fund: Five capital schemes have been contracted and works have commenced - A5/A43 Weedon Crossroads (£950k), St Johns / Plough Gyratory (£981k), Priors Hall Link Road (£1.68m), Barton Seagrave Primary School (£750k) and Bulwick Home Farm (£200k). Three revenue schemes have also been supported - £30k to Soft Landing Scheme, £30k to Tresham apprenticeship scheme and £20k to Corby Culvert Feasibility Study.

INV-ENT: Round 5 was launched in October 2013 with a further 14 companies being supported to grow and create new jobs. The success of this scheme continues to grow, with Rounds 1-4 already committed to delivering over 300 new jobs, 115 new apprenticeships and securing private sector leveraged of over £11m.

The Revolving Infrastructure Fund (RIF) is a key component of the Strategic Economic Plan (SEP). This will form the basis for securing Single Local Growth funding from 2015. The County Council has put in a ‘bid’ to Northamptonshire Enterprise Partnership (NEP) for the RIF of almost £90m which would deliver a wider £400m plus capital programme for transport to facilitate economic growth. It is estimated that this could increase economic activity by about £1.14bn.

An announcement on the SLGF for 2015/16 is expected by July 2014.

The County Council continues to work on a range of other initiatives to support growth. It is working with Tresham College on the implementation of its Digital Youth Academy. An investment of £50k will deliver 90 new social media apprenticeships. It is also providing support for the Northamptonshire Growth Hub - a single point of contact for all our businesses to access a range of business support. This is a unique partnership, delivered jointly with the University of Northampton and NEP.
## Programmes Update - 2013-14 Quarter 4

### Brief Description of the Programme

The creation of a Strategic Alliance with British Gas and the development of a joint Action Plan marks a nationally innovative approach to the way in which Local Government and Public Sector Services, a significant Programme of work based around Strategic Alliances is being developed to build and implement a number of transformation strategies to best manage these financial pressures. A Strategic Alliance is a formal relationship between two or more organisations that provides for sharing resources collaboratively and for mutual benefits. The Programme comprises several significant projects, although broadly split into three main categories: (1) NCC Strategic Commissioning; (2) Public Sector Strategic Alliances with External Partners (British Gas); (3) Public Sector Service Integration/Collaboration.

### Programme Update - 2013-14 Quarter 4

#### Programme List

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<thead>
<tr>
<th>Programme Title</th>
<th>Due for Completion</th>
<th>Current Status (RAO)</th>
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<tr>
<td>Skilled Education</td>
<td>31st Dec 2016</td>
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<tr>
<td>Healthier Northamptonshire</td>
<td>1st Jan 2016</td>
<td>Amber</td>
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<tr>
<td>Strategic Alliances</td>
<td>31st Dec 2016</td>
<td>Green</td>
</tr>
<tr>
<td>NCC Strategic Commissioning</td>
<td>1st Sept 2015</td>
<td>Amber</td>
</tr>
</tbody>
</table>

#### Programme Details

**Programme Title:** Healthier Northamptonshire

**Brief Description of the Programme:**
The Healthier Northamptonshire strategy is in the process of being signed off and this will provide a greater update in this section on the priorities of the programme. This will be provided in the next quarter report as more projects are developed. In the initial phase prevention is the only project underway, this is split between four interlinking themes with a number of products, some of which cross-cut across these themes:

1. **Child well being:** Increasing breastfeeding, Child well-being strategy, Child & adult obesity strategy (linked to adult well-being)
2. **Adult well-being:** Adult well-being service, Tobacco control strategy, Falls prevention strategy, Workforce / Making every contact count, Substance misuse strategy
3. **Health Protection:** Increasing flu / PPV vaccinations, Sexual Health service re-commissioning
4. **Health Care:** Risk profiling, Long-term conditions, Primary Care

**Programme Update - 2013-14 Quarter 4**

The Healthier Northamptonshire strategy has been approved by partners. A Programme Director has been appointed and started in May 2014. Initial key work streams include: establishing programme roles and responsibilities, governance and reporting structures. The Healthier Northamptonshire Prevention Plan has been developed with input from Public Health and Wellbeing. The Prevention plan is split between four interlinking themes: 1) Child Wellbeing, 2) Adult Wellbeing, 3) Health Protection and 4) Health Care. There are projects within each of these themes.
## Quality and Performance of Services

<table>
<thead>
<tr>
<th>Indicator detail &amp; performance</th>
<th>2011-12</th>
<th>2012-13</th>
<th></th>
<th></th>
<th></th>
<th>England</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Actual</td>
<td>Target</td>
<td>June 2013</td>
<td>Sept 2013</td>
<td>Dec 2013</td>
<td>Mar 2014</td>
<td>Comparator Group</td>
</tr>
<tr>
<td>Proportion of adults, older people and carers receiving SDS in the year.</td>
<td>44.0%</td>
<td>53.2%</td>
<td>68.8%</td>
<td>76.8%</td>
<td>71.5%</td>
<td>61.2%</td>
<td>63.7%</td>
</tr>
<tr>
<td>Percentage of assessments completed within 28 days of referral</td>
<td>73.0%</td>
<td>76.6%</td>
<td>79.4%</td>
<td>76.8%</td>
<td>75.8%</td>
<td>72.5%</td>
<td>82.1%</td>
</tr>
<tr>
<td>Carers assessed and supported</td>
<td>25.3%</td>
<td>26.1%</td>
<td>20.4%</td>
<td>22.6%</td>
<td>26.3%</td>
<td>28.3%</td>
<td>32.8%</td>
</tr>
<tr>
<td>Delays in the transfers of care attributed to social care services.</td>
<td>2.2</td>
<td>1.9</td>
<td>2.0</td>
<td>2.0</td>
<td>1.7</td>
<td>2.0</td>
<td>2.6</td>
</tr>
</tbody>
</table>

### Narrative - 2013-14 Quarter 4

#### Proportion of adults, older people and carers using social care who receive self directed support (SDS).

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<th>Tolerance</th>
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<tr>
<td>Actual</td>
<td>2013</td>
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<tr>
<td>Target</td>
<td>2012</td>
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</tbody>
</table>

This indicator tells us how many adults received personal budgets within Northamptonshire. Personal budgets are the term used to describe different ways in which people can arrange their support. Wherever possible we encourage people to take their support as a direct payment, but significant numbers of people choose not to. This indicator tells us about who we have offered personal budgets to and have chosen to take this up through a variety of different ways including direct payments, individual service funds and council arranged services. The important factor in these cases is that customers have chosen to take their support in these ways. Performance at the end of quarter 4 was 10% lower than at quarter 3, which means the figure falls slightly below our target of 65% for year end. However, the year end figure of 61.2% is significantly better than the 53.2% recorded at year end 2012-13. This figure puts us slightly behind the comparator group average (latest data) but we remain better than the latest national average. At March 2014 the number of people in receipt of a personal budget stood at 7,221.

However, we have seen an increase in the proportion of people using social care who receive direct payments as part of self directed support. The 2013/14 year end figure of 19.6% is up from 15.1% in 2012/13.

#### Percentage of assessments completed within 28 days of referral

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<tbody>
<tr>
<td>Actual</td>
<td>2013</td>
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<td>Target</td>
<td>2012</td>
</tr>
</tbody>
</table>

This indicator measures the percentage of assessments that are completed within 28 days of their referral for new clients. The year end total of 72.5% performance dropped by 3% when compared with the end of December 2013, and was 7.5% below the 2013-14 year end target. Northamptonshire is behind both the comparator group and national average. For 2013-14 there have been a total of 9,685 assessments completed, of which 7,020 have been completed within the timescales. Users and carers should expect practical help and other support to arrive in a timely fashion soon after their issues have been referred to social services. Timeliness of assessment is of importance in policy terms, recognised as crucial by Councils with Adult Social Services responsibilities and significant for people who use services. The performance against target has remained broadly in line with previous years achievements and although this is currently ‘green’ performing there is a risk that this will turn ‘amber’ before the end of the reporting year.

#### Carers receiving needs assessment or review and a specific carers service, or advice and information

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<tbody>
<tr>
<td>Actual</td>
<td>2013</td>
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<tr>
<td>Target</td>
<td>2012</td>
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</tbody>
</table>

Support for carers is a key part of support for vulnerable people and also enables carers to continue with their lives, families, work and contribution to their community. This measure provides a measurement of engagement with, and support to, carers. This indicator doesn’t reflect a percentage of all the carers within the county, this indicator demonstrates the number of carers whose needs were assessed or reviewed by the Council in a year who received a specific carer’s service, or advice and information in the same year as a percentage of people receiving a community based service in the year. It should be noted that this indicator is reported a month in arrears. Performance as at year end is 30.2%, which represents 2,835 carers. This figure also continues to be some way short of the comparator and national averages. However performance at year end is slightly better than the 2012-13 year end performance. The onset of the Care Bill will start to see this increase as the Care Bill puts a duty on the Council to assess and support carers.

#### Delays in the transfers of care attributed to social care services.

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<tr>
<td>Actual</td>
<td>2013</td>
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<td>Target</td>
<td>2012</td>
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</table>

This indicator shows the rate of delayed transfers of care from all NHS hospitals per 100,000 population aged 18+ which are attributed to social care or jointly to NHS and social care. A delayed transfer occurs when a patient is ready for transfer from a hospital bed, but is still occupying the hospital bed. The performance in Northamptonshire is positive and continues to be lower than our comparator authorities. Compared with 2012-13 performance, 2013-14 was only slightly higher by 0.1. In terms of actual incidents, the average number of 2 per 100,000 of the population equates to 11 out of an Adult population of 542,750.

We may on occasions have up to 5 customers waiting for Start - however, we would always look for an alternative to facilitate the discharge and avoid unnecessary delays. For example we would use SERVE to back fill Start or we would step down into one of the Specialist Care Centres (SCC) the Crisis Response Team (CRT) linked to Start also support hospital discharges. We respond to funding if placements daily, therefore, we do not have delays regarding funding requests. Housing issues are dealt with by accessing the Stepping Stones properties or we would step down into the SCCs.
## Quality and Performance of Services

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</tr>
</thead>
<tbody>
<tr>
<td>Number of Common Assessment for Families (CAF) forms completed</td>
<td>979</td>
<td>671</td>
<td>141</td>
<td>266</td>
<td>447</td>
<td>1565</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Percentage of CAF where originating organisation is a partner agency (incl. Schools)</td>
<td>-</td>
<td>83.2%</td>
<td>84.9%</td>
<td>83.5%</td>
<td>79.6%</td>
<td>69.1%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Number of Section 47 enquires undertaken this year</td>
<td>1737</td>
<td>1718</td>
<td>416</td>
<td>960</td>
<td>1792</td>
<td>2453</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Percentage of children re-referred back into Children's Social Care within 12 months.</td>
<td>36.5%</td>
<td>36.6%</td>
<td>29.6%</td>
<td>32.7%</td>
<td>32.1%</td>
<td>33.8%</td>
<td>24.5%</td>
<td>2012-13</td>
</tr>
</tbody>
</table>

### Narrative - 2013-14 Quarter 4

**Number of Common Assessment for Families (CAF) forms completed**

The use of the Common Assessment for Families (CAF) help the early identification of needs; the co-ordinated provision of services; avoiding the need for multiple assessments and reduce the need for children or their families to re-tell their story to different agencies. CAF assessments are most often completed by universal services (schools, children’s centres and health visitors) or by services working at an early and prevention level (e.g. NCC Targeted Prevention Team).

The number of CAFs completed in the final quarter of the year has increased significantly to a year end position of 1,565, far exceeding the target that was set at the start of the year. The increase in the usage of CAF is linked directly to a number of changes in Northamptonshire, namely the Thresholds and Pathways strategy which was published in October 2013 and distributed to all partners, GPs, Children’s Centres and schools. There have been Making Children Safer events delivered across Northamptonshire since October 2013. There has been a significant increase in training on the use of CAFs across the agencies, with over 1,040 practitioners and managers receiving multi agency training. Feedback from participants showed that 91% understood when a CAF should be started, and 82% were confident in completing the assessment.

**Percentage of CAF where originating organisation is a partner agency (incl. Schools)**

The aim of the Section 47 enquiry and the assessment is to determine whether action is needed to safeguard and promote the welfare of the child or children who are the subject of the enquiry. Enquiries with relevant professionals will be made and can be done without parental consent and visits to the child and family undertaken. Section 47 enquiries must involve seeing the child alone and must be formally concluded. The 2013-14 total of 2,453 represents a 30% increase compared with 2012-13.

Timeliness of Section 47 enquiries and Initial Child Protection Conferences (ICPCs) has substantially improved during quarter 4, with January, February and March figures of 33.8%, 64.1% and 86.7% respectively for ICPC’s within 15 days of the strategy discussion initiating.

**Number of Section 47 enquires undertaken this year.**

The number of re-referrals fluctuates in-year but has remained consistent at the end of the year of the past 2 years (2011-12 and 2012-13), with Northamptonshire seeing 36% of referrals that had been referred previously in the last 12 months. Re-referrals into the system still remain high for Northamptonshire with the 2013-14 full year figure of 33.8% still significantly higher than the national average of 25%, with the best in class recording an 18% re-referral rate. However, the 2013-14 full year figure does represent an improvement compared with the 2012-13 figure.

A lower re-referral rate could be a result of process/systems issues such as delays in closure of cases or it could demonstrate the effectiveness of initial assessments and interventions and the impact of early preventative work. A high re-referral rate may suggest that social workers are not assessing needs appropriately, or that cases have been closed too soon.
## Quality and Performance of Services

### Indicator detail & performance

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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of Looked after Children</strong></td>
<td>792</td>
<td>728</td>
<td>768</td>
<td>767</td>
<td>813</td>
<td>827</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Percentage of Looked after Children involved in their most recent review</strong></td>
<td>81.10%</td>
<td>91.40%</td>
<td>92.00%</td>
<td>93.60%</td>
<td>91.00%</td>
<td>89.60%</td>
<td>64.9%</td>
<td>2011-12</td>
<td>56.0%</td>
<td>2011-12</td>
</tr>
<tr>
<td><strong>Percentage of young people (aged 19-21) living in suitable accommodation who were looked after at aged 16.</strong></td>
<td>60.2%</td>
<td></td>
<td>40.6%</td>
<td>56.80%</td>
<td>69.00%</td>
<td>65.50%</td>
<td>90.2%</td>
<td>2012-13</td>
<td>90.0%</td>
<td>2012-13</td>
</tr>
<tr>
<td><strong>Percentage of young people (aged 19-21) in employment, education or training who were looked after at aged 16.</strong></td>
<td>37.6%</td>
<td></td>
<td>30.2%</td>
<td>36.70%</td>
<td>41.50%</td>
<td>38.40%</td>
<td>63.4%</td>
<td>2012-13</td>
<td>61.0%</td>
<td>2012-13</td>
</tr>
</tbody>
</table>

### Narrative - 2013-14 Quarter 4

Numbers of looked after children were 827 at 2013-14 year end compared with 728 at 2012-13 year end. When comparing against our statistical neighbours and national averages the following is found: NCC has 53.5 looked after children per 10,000 against the statistical neighbour average of 52.3 per 10,000 and the England rate of 60 (March 2013). The in year change represents a 14% increase. It is important to note that a lower number of looked after children does not always mean a positive performance as it maybe necessary to take more children into care in order to ensure that better outcomes are achieved for the child’s wellbeing.

Ensuring young people participate in their review is central to our work. We use a variety of approaches, for example: age appropriate consultation booklets, interpreters if required, separate meetings between Independent Review Officer (IRO) and the young person and adapting reviews to ensure inclusion of disabled young people. Reviews are primarily the young person’s reviews and are regarded as a process rather than a ‘meeting’. This approach increases meaningful contribution and participation.

The final 2013-14 year end performance of 89.6% was slightly below the 2012-13 year end figure, and was the first time during 2013-14 where performance has dipped below 90%. However, it should be noted that Northamptonshire continues to perform much stronger than the latest available comparator group average (64.9%) and national average (56%).

Performance levels for both of these indicators has decreased in quarter 4, and remain some way behind the challenging targets we set ourselves for this year. However, looking at the performance across the whole year, it should be noted that performance for both indicators has improved when compared with the reported figures at the end of quarter 1. In addition, 2013-14 year end performance for both indicators is better than the 2012-13 year end outturn, although both remain some way below the comparator group and national averages.

There are a number of outside influences that affect the performance of these indicators; suitable accommodation can be influenced by young people in custody or missing asylum seeker children, equally young people not in education, employment or training is influenced by GCSE results (this year 6.5% of looked after children achieved 5 A*-C grades) and also by the wider youth employment issues.
### Narrative - 2013-14 Quarter 4

**Number of children with a Child Protection Plan**

The number of children on child protection plans has increased from 477 in March 2013 to 777 at 2013-14 year end, with the increase being largely for those with multiple need categories. This takes us ahead of the statistical neighbour profile. Northamptonshire’s profile is currently 51.3 per 10,000 against stat neighbour 34.2 and England average 37.9 (March 2013). This represents a 63% increase. This indicator is in place to monitor the trend of child protection plans in Northamptonshire. A child protection plan can be put in place for many reasons but ultimately it is to ensure the safety and welfare of the child.

**Percentage of Child Protection Plans closed after two years or more**

Once a child has been made subject to a child protection plan, professionals should be actively working towards specified outcomes which, if successfully achieved, will lead to the child no longer needing to be the subject of a plan within two years. This indicator measures the percentage of plans closed this year which have been open for 2 years or more. Performance at 2013-14 year end remains low, and decreased further from December’s reported figure of 2.2%. The figure of 2% for 2013-14 is still some way below the target we set ourselves, but does represent a slight improvement compared with the 2012-13 figure of 1.8%. Performance remains some way below the comparator group authorities and national averages.

**Percentage of CYP Core Assessments completed and authorised within 35 days of start date**

A Core assessment is a more detailed assessment of a child and addresses the central or most important aspects of a child’s needs. Performance against this indicator has improved when compared with the earlier quarterly outturns during 2013-14. The year-end performance figure of 61.9% is below the target set of 75% for 2013-14 and is below the 75.3% year end performance reported for 2012-13. As reported in previous quarters the reasons for the low performance are known and are being addressed, however the cumulative performance for this year continued to show under performance due to the vacancy issues earlier in the year. Overall performance of this indicator is 90% if looking at just new core assessments since January 2014. We should see performance from April 2014 onwards, when the figures are re-set for the start of the year, will show performance on or around the target which has been agreed at 70%.
### Quality and Performance of Services

**Indicator detail & performance**

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</thead>
<tbody>
<tr>
<td>Number of visits to Libraries</td>
<td>2,729,349</td>
<td>-</td>
<td>Actual</td>
<td>661,250</td>
<td>1,379,445</td>
<td>1,976,470</td>
<td>2634858*</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Target</td>
<td>-</td>
<td>-</td>
<td>673,314</td>
<td>1,424,223</td>
<td>2,096,894</td>
<td>2,757,792</td>
<td>no comparable data</td>
<td>no comparable data</td>
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<td>no comparable data</td>
<td>no comparable data</td>
<td>no comparable data</td>
<td></td>
</tr>
<tr>
<td>Smoking cessation - Successful quitters at 4 weeks</td>
<td>5,267</td>
<td>5,247</td>
<td>Actual</td>
<td>1,031</td>
<td>1,921</td>
<td>2,658</td>
<td>3,603</td>
<td>4,781</td>
<td>2011-12</td>
<td>-</td>
<td>-</td>
<td></td>
<td></td>
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<tr>
<td>Target</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Percentage of children aged 4-5 (reception age) classified as overweight or obese.</td>
<td>23.6%</td>
<td>22.3%</td>
<td>Actual</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Target</td>
<td>Dec-11</td>
<td>Dec-12</td>
<td>22.2%</td>
<td>Dec-13</td>
<td>-</td>
<td>-</td>
<td>NCMP Data, East Midlands</td>
<td>NCMP data</td>
<td>NCMP data</td>
<td>NCMP data</td>
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<tr>
<td>Percentage of children aged 10-11 (year 6) classified as overweight or obese.</td>
<td>31.3%</td>
<td>32.8%</td>
<td>Actual</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Target</td>
<td>Dec-11</td>
<td>Dec-12</td>
<td>32.7%</td>
<td>Dec-13</td>
<td>-</td>
<td>-</td>
<td>NCMP Data, East Midlands</td>
<td>NCMP data</td>
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</table>

### Narrative - 2013-14 Quarter 4

**Number of visits into Northamptonshire Libraries**

The Library Service is now Library Plus – the key face to face access for the council, supporting people to get online and offering those services that are best delivered locally. The libraries offer includes community involvement and engagement, providing a wealth of volunteer opportunities, activities for all aged and encouraging prosperity through job clubs and enterprise hubs, in addition to providing public access computers and Wi-Fi, information services and leaning books and other items. During 2013-14 we exceeded 2.6 million visits, at an average of 53,000 visits per week, and meant we achieved 96% of our target. The relocation of Wootton library had the largest impact on the decrease in visits compared to last year. For 2014-15 we are looking to include virtual visits to reflect this growing use of libraries.

**Stop Smoking Services - Successful quitters at 4 weeks.**

The overall aim of the service is to continue to develop a comprehensive approach to identify smokers, help people stop smoking and reduce exposure to second hand smoke. It works alongside local communities through a variety of programmes to increase local capacity for health, tackle inequalities and provide tailored support in high prevalence areas and to disadvantaged groups and communities. This service adheres to current and subsequent new NHS Stop Smoking Services, Service and Monitoring Guidance and National Institute for Health and Clinical Excellence (NICE) recommendations. A broad approach is required and incorporates a range of evidence based programmes to reduce smoking; this includes supporting/leading elements as a partner in the Tobacco Alliance. The service ensures Stop Smoking Services are available for smokers and provide specialist services to support this. This support is given as face to face, groups and clinics, through social marketing and online resources. In addition, the service train support and mentor others to deliver effective brief and intermediate stop smoking interventions. The majority of intermediate interventions are delivered through Enhanced Service Contracts within Primary Care including GP practices, pharmacies and community partners; however the Specialist Service trains and develops other providers to deliver these interventions to ensure accessibility across the county. There is an expectation the Service will support embedding the Making Every Contact Count programme together with specialist public health.

Overall performance is down on previous years which is also being reflected nationally, with less people quitting smoking as accessing services for support. Early evidence indicates that smokers are taking a harm reduction approach to their smoking behaviour rather than quitting completely. Please note that figures for quarters 1 and 2 have been updated as they reflected the number of people setting a quit date, and not those actually quitting.
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</thead>
<tbody>
<tr>
<td><strong>Percentage of 18-64 yr olds in Employment</strong></td>
<td>76.8%</td>
<td>75.5%</td>
<td>Actual</td>
<td>76.6%</td>
<td>76.2%</td>
<td>76.1%</td>
<td>N/A</td>
<td>71.4%</td>
<td>Sep'13</td>
<td>71.4%</td>
</tr>
<tr>
<td><strong>Job Seekers Allowance Claimant Rate</strong></td>
<td>3.7%</td>
<td>3.7%</td>
<td>Actual</td>
<td>3.6%</td>
<td>2.9%</td>
<td>2.4%</td>
<td>N/A</td>
<td>2.8%</td>
<td>Dec'13</td>
<td>2.8%</td>
</tr>
<tr>
<td><strong>16-18 yr old NEET rate</strong></td>
<td>5.8%</td>
<td>4.9%</td>
<td>Actual</td>
<td>6.2%</td>
<td>7.0%</td>
<td>7.9%</td>
<td>5.0%</td>
<td>4.8%</td>
<td>2012</td>
<td>5.7%</td>
</tr>
<tr>
<td><strong>Percentage of repairs on road network that are permanent repairs</strong></td>
<td>92.31%</td>
<td>99.00%</td>
<td>Actual</td>
<td>99.98%</td>
<td>99.92%</td>
<td>99.98%</td>
<td>99.95%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Percentage of household waste sent for re-use, recycling or composting.</strong></td>
<td>44.5%</td>
<td>46.2%</td>
<td>Actual</td>
<td>48.8%</td>
<td>48.9%</td>
<td>42.4%</td>
<td>-</td>
<td>46.9%</td>
<td>2011-12</td>
<td>48.3%</td>
</tr>
<tr>
<td><strong>Percentage of municipal waste from Household Waste Recycling Centres not sent to landfill</strong></td>
<td>73.0%</td>
<td>73.6%</td>
<td>Actual</td>
<td>77.5%</td>
<td>77.5%</td>
<td>69.9%</td>
<td>-</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Narrative - 2013-14 Quarter 4

Northamptonshire continues to fare well in terms of its employment rate. The latest employment data for Northamptonshire (Jan to Dec 2013) is 76.1%, compared to 71.7% in England. This is similar to the rate reported for the previous period (Oct 2012 – Sept 2013) at 76.2%. The employment rate for the same period a year previously Jan to Dec 2012 was 76.4%.

The Job Seekers Allowance (JSA) rate for the resident population of Northamptonshire reduced for a ninth consecutive month in December 2013 to 2.4%, rose slightly in January 2014 to 2.5% (649 more people claiming) and again February monthly to 2.7% (535 more people), dipping back to 2.5% in March 2014 (11,402 in total). This is a common seasonal variation. However, in Northamptonshire there was a greater percentage increase in the number of claimants between December 2013 and January 2014 (+6.1%), and again from January to February 2014 (+4.7%), compared to the England averages (+3.1% and 0.0% respectively). The increase in claimants in January and February 2014, and decrease in March 2014 can be seen in all Northamptonshire districts and boroughs (with the exception of Kettering, in terms of there being a decrease in February 2014). To put it into context, there was a 30.8% decrease in the number of people claiming in March 2014 compared to March 2013. However, the number of people claiming JSA was 41.3% higher in March 2014 compared to the number claiming in March 2008.

The latest data (March 2014) indicates that 5.8% of young people (16-18 year olds) in the county are ‘Not in Education, Employment or Training’ (NEET). This appears higher than the rate recorded in March 2013 (4.9%), in spite of improved economic conditions. However, please note that the definition of the NEET Group changed from April 2013, which has resulted in an increase in the NEET total. It is therefore difficult to provide a direct comparison between years. The trend over the course of the last 12 months is broadly in line with expected seasonal variations.

**Percentage of repairs on road network that are permanent repairs**

Good performance is continuing in relation to this indicator, this year’s fourth quarter has seen 15,003 repairs of which there are just 63 (0.42%) temporary repairs and 14,940 (99.58%) semi-permanent / permanent repairs. The current performance level exceeds the target of 80% for the current year and is in line with last year’s overall performance.

The indicator provides a performance control limit for the type of reactive repairs carried out on the network. By increasing the percentage of permanent/semi permanent repairs on the network helps to extend the life of the road surface and ensure the road is kept safe. Additionally, this is cost effective as it reduces the need for repeat visits to repair defects.

**Percentage of household waste sent for re-use, recycling or composting.**

The performance figure in this quarter’s report relates to quarter three of 2013-14 as this dataset is only available in arrears. This is because the waste data obtained from the district and borough’s plus the Household Waste Recycling Centres which is submitted to the government’s Waste Data Flow system is then subject to a months validation period. The 48% target for the year for the County as a whole (which is subject to in-year seasonal fluctuations) is that agreed within the current Joint Municipal Waste Strategy for Northamptonshire. The performance outturn for the end of quarter 3 is 42.4% and represents a decrease in the percentage of waste sent for recycling. The cumulative annual percentage for this indicator as 2013-14 is 47.0%, which is an increase of 0.8% on the previous year 2012-13, but is an underachievement on the 2013-14 target by 1.0%. This effect is due primarily to the uncharacteristically inclement weather in 2013-14, which resulted in less green waste being generated and in turn a decrease in composting tonnages.

**Percentage of municipal waste from Household Waste Recycling Centres not sent to landfill**

This indicator is based on municipal waste from Household Waste Recycling Centre’s that is recycled, composted, reused or diverted from landfill. The performance data presented in this report relates to the third quarter as this is collected monthly in arrears from the Houseold Waste Recycling Centre contractor prior to verification of data for submission on WasteDataFlow. The performance outturn for the end of Quarter 3 is 69.38 % of waste delivered at the HWRC’s was diverted from landfill, this is a slight drop in performance from the previous year due to an increase in the amount of waste being generated per household linked to continuing recovery from recession.
### Quality and Performance of Services

#### Percentage of primary schools rated good or better by Ofsted
- **April 2014**: 78.2%
- **November 2013**: 75.5%

#### Percentage of secondary schools rated good or better by Ofsted
- **April 2014**: 63.6%
- **November 2013**: 65.7%

#### Percentage of children's centres rated good or better by Ofsted
- **October 2013***: 44%
- **March 2013**: 46%

*Source - Ofsted Children's Centre's statistics - 1st April 2010 to date.

### Number of Permanent Exclusions from schools

### Percentage of pupils persistently absent from Primary School

### Percentage of pupils persistently absent from Secondary School

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Business Intelligence and Performance Improvement
### Narrative - 2013-14 Quarter 4

The Council is forecasting to deliver in line with the 2013-14 budget at year end, and given the timing few, if any, inherent pressures within services now exist. Directors have previously identified mitigating actions to address these on an ongoing basis and some pressures have been mitigated through the 2014-15 budget and Medium Term Financial Plan (MTFP).

The Council’s Capital Programme outturn figures over the past four years have totalled £119m (2009-10), £141m (2010-11), £122m (2011-12) and £101m in 2012-13 and this year’s provisional outturn stands at £123m. The current external funding environment and continued announcements from central government on capital schemes also highlight the need to ensure that appropriate monitoring, governance and approval of the Council’s Capital Programme is undertaken. Due to the significant levels of capital investment prioritised by the Council and as a key enabler in the growth, prosperity and economic wellbeing of the county the Council considers that a separate Capital Programme monitoring report is produced, reviewed and approved by Cabinet monthly in line with reporting on revenue expenditure.

This indicator records the carbon emissions from a selection of Council buildings identified as high energy users. Carbon emissions are reported in tonnes of CO₂ equivalent, which incorporates carbon dioxide emissions in addition to other common Greenhouse Gases. The results show a considerable margin between targeted emissions and actual figures. This reflects the significant success made to date in reducing CO₂ emissions in the NCC estate. Quarter 4 performance is ahead of the target set for the period, the figures are provisional but unlikely to increase significantly.
Appendix 1 - Year end overview: Adults

Personal Budgets Outcomes and Evaluation Tool (POET) Survey

In February 2014 we undertook a survey with people who are in receipt of a Personal Budget. The POET survey asks a number of questions about the Personal Budget process as well as the impact having a Personal Budget has had on a person’s life.

Detailed below are some key findings from the survey.

Two thirds (66%) of personal budget holders in Northamptonshire reported that their personal budget had made a positive difference to them in 11 of the 15 outcome areas we asked about.

In 8 of the 15 areas we asked about, personal budget recipients in Northamptonshire were more likely to report a positive impact than elsewhere.

In all areas that we asked about less than 10% of personal budget recipients in Northamptonshire reported a negative impact.

The proportion of people using social care who receive direct payments as part of self directed support increased to 19.6% at 2013/14 year end, up from 15.1% in 2012/13.

This is also ahead of the latest England average figure of 16.5% (2012/13).

Implementation of new Resource Allocation System (RAS)

After 6 months of intensive hard work our new Resource Allocation System went live on in April 2014 as planned. The system will provide us with a method for estimating the amount of money required to buy care and support given a certain level of Need, and takes into account the costs of support in the local area and the policies and procedures of the local authority with regard to providing support to people assessed as having eligible social care needs.

The implementation of RAS is an enormous achievement for the Council and is a huge step forward in allowing us to further embed the principles of personalisation and therefore maximise individual choice and control for service users.

The Adult Social Care Survey (ASCS) is a statutory survey carried out each year. The ASCS aims to collect representative data on a national scale to investigate the effect of adult social care services on people’s lives. As this survey is conducted every year, benchmarking is possible based on previous results, as well as national comparisons.

The survey produces results which are used primarily to populate six Adult Social Care Outcome Framework (ASCOF) outcome variables. These centre on quality of life, control, overall satisfaction, information ease of access, feeling safe and whether services make clients feel safe and secure. Northamptonshire has improved on five out of the six outcomes compared to 2012-13. The only area in which a lower score has been recorded is overall satisfaction. However the difference is less than 2%, so this is not overly concerning. The graphic below shows some of the positives from the 2013-14 survey.
During 2013 three of Northamptonshire County Council’s services for children were inspected by Ofsted: child protection, adoption services and looked after children. In these inspections Ofsted rated these services as inadequate. Following these inspections the Council, and its partners, are delivering a significant improvement programme. There are now real signs that the improvement programme is starting to deliver results, and although a number of the children’s indicators within this report are showing red against target for the full year, there is evidence from quarter 4 that the direction of travel for these indicators is improving.

Here are some of the performance highlights from quarter 4 and 2013/14 in general.

### Common Assessment for Families

The number of Common Assessment for Families completed during 2013/14 was ahead of target and more than double the number completed during 2012/13.

<table>
<thead>
<tr>
<th>Year</th>
<th>Actual</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013/14</td>
<td>1,565</td>
<td>1,006</td>
</tr>
<tr>
<td>2012/13</td>
<td>671</td>
<td></td>
</tr>
</tbody>
</table>

### Section 47 enquiries and Initial Child Protection Conferences

Timeliness of Section 47 enquiries and Initial Child Protection Conferences (ICPCs) substantially improved during quarter 4, with January, February and March figures of 33.8%, 64.1% and 86.7% respectively for ICPC’s within 15 days of the strategy discussion initiating.

### % of Looked After Children who have a statutory visit within 6 weeks

There has been significant improvement in the % of Looked After Children (LAC) who have a Statutory Visit within 6 weeks compared with the last quarter.

<table>
<thead>
<tr>
<th>Month</th>
<th>December 2013</th>
<th>March 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>34.1%</td>
<td>84.3%</td>
</tr>
</tbody>
</table>
### Indicator

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reported Period</th>
<th>Notes</th>
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</thead>
<tbody>
<tr>
<td>Educational Attainment Indicators</td>
<td>Quarter 2</td>
<td>Education Attainment figures are produced and reported annually in the quarter 2 performance report which goes to the Corporate Management Team in November and to Cabinet in December.</td>
</tr>
<tr>
<td>Obesity - The percentage of children aged 4-5 &amp; 10-11 classified as overweight or obese</td>
<td>Quarter 3</td>
<td>The data for these indicators is recorded annually in the Summer term and is published in quarter 3.</td>
</tr>
<tr>
<td>School Admissions Information</td>
<td>Quarter 2</td>
<td>School admissions rates are reported alongside the educational attainment information in the quarter 2 performance report which goes to the Corporate Management Team in November and to Cabinet in December.</td>
</tr>
</tbody>
</table>