Corporate Performance Report
Foreword and Introduction

Foreword

I am pleased to introduce the first edition of Northamptonshire County Council’s new public facing performance report.

As Chief Executive, how the Council is operating and meeting the needs of our residents and businesses is one of my primary responsibilities. I am also always interested in what people are saying about us; where’s we’ve done well, or where we could be better. This new report seeks to give more visibility and transparency to how we are performing. What I am looking for more of, is customer insight – who are our customers and consumers and what do they require.

I want this report to help us tell our story and present information about how we’re doing in a way that will make sense to residents. Often this means providing information about the County, how safe is it, how is the local economy doing; but also, how effective are the services that people use on a daily basis or would be concerned about if they don’t work such as schools and education or the condition of our road network.

I hope that you find this new report as helpful as I do.

Paul Blantern
Chief Executive

Introduction

Northamptonshire County Council is committed to delivering our vision for the county as set out within our refreshed Council Plan for 2014-19.

The plan sets out our Council Cube – the tool which 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.

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

This report provides Cabinet and the public an insight into the Council’s overall performance against these goals.
Wellbeing: A safe county
Safeguarding Children

Number of Looked after Children for which the council has responsibility

- June 2014: 903
- November 2014: 872
Trend: Increasing

Number of children with a Child Protection Plan

- June 2014: 831
- November 2014: 864
Trend: Increasing

Number of referrals received by Children's Social Care

- June 2014: 3225 (Year to date Figure: 4452)
- September 2014: 3225 (Year to date Figure: 4598)
Trend: Increasing

Percentage of young people now aged 19, 20 or 21 and in employment, education or training who were looked after when aged 16

- September 2014: 24.0%
- Target: 55.0%

What to do if you are concerned about a child
If you want to tell us about your concerns for a child’s welfare, or you need advice about how to make an appropriate referral, please contact us using these details.

Email us: MASH@northamptonshire.gcsx.gov.uk (secure address)
Telephone us: 0300 126 1000

% of children 0-4 yrs accessing children's centre services within last 12 months

- September 2014: 44.7%
- Target: 60%

Trend: Increasing
Below target

(Note: The data includes year to date figures where applicable.)
**Wellbeing: A safe county**

Safeguarding Children

Percentage of referrals to social care with a previous referral within 12 months

- **Target:** 28%
- **September 2014:** 28%
- **(Year to date Figure):** 35.8% (35.3)

Behind target

Number of CAFs (Comprehensive Assessment Framework) completed

- **September 2014:** 447
- **(Year to date Figure):** (1213)

Percentage rated good or better by Ofsted

- **Target:** 80%
- **September 2014:** 80%
- **(Year to date Figure):** 77.40%

Below target

Percentage of initial assessments completed and authorised within 10 working days

- **Target:** 100%
- **September 2014:** 89.1%

Below target

Percentage of core assessments completed and authorised within 35 working days

- **Target:** 85%
- **September 2014:** 87.2%

On target

**Primary School admissions** – You can now apply for a school place for your child to start in September 2015.

The deadline to apply for a **primary** school place is **15 January 2015**

**Further information and how to apply** - Our school admissions section has been revamped to be more customer-friendly and easier to use. [School admissions - applying for a school place](#)
Wellbeing: A safe county
Safeguarding Children and Vulnerable Adults

What to do if you are concerned about a vulnerable adult
If you think a person aged 18 years or over is being abused, raise a safeguarding alert using the or call the Customer Service Centre 0300 126 1000.

Email
adultcarencc@northamptonshire.gcsx.gov.uk

Telephone
0300 126 1000

On Line
e-referral form

### Percentage of pupils persistently absent
- **Primary**
  - September 2014: 5.40%
  - Target: 2.80%
- **Secondary**
  - September 2014: 8.10%
  - Target: 6.90%

### Timely social care assessments (within 28 days)
- **September 2014:** 75.28%
- **Target:** 80%

### Number of permanent exclusions from school
- **June 2014:** 38
- **September 2014:** 22
- **Trend:** decreasing

### Carers assessed and supported
- **September 2014:** 19.76%
- **Target:** 19%
- **On target**

### % of referrals which go to full assessment
- **September 2014:** 79.8%
- **Target:** 75.28%
- **On target**

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Make sure you’re ready for an evacuation!

You never know when an emergency situation such as a flood or a fire will happen so the County Council’s Emergency Planning team is encouraging families to prepare for such a situation by packing some essential items into a bag so they would be ready to leave their home at short notice. To find out more, along with a list of the items that should be included, please visit www.northamptonshire.gov.uk/emergencies.
Wellbeing: A prosperous county
Delivering a secure and prosperous future for the county

Business start-ups (facilitated through NCC investment via NEP)

3

September 2014

3

Target

On target

Number of private sector jobs created/safeguarded

272

Actual Q1 (June 2014)

On target

160

Target

New Company investments

12

September 2014

10

Target

On target

Percentage of 16-64 yr olds in Employment

76.60%

June 2014

77.00%

March 2014

Trend: Static

Job Seekers Allowance claimant rate

1.9%

September 2014

2.2%

June 2014

Trend: Improving

If you are thinking of starting your own business your starting point should be the Northamptonshire Enterprise Partnership website where you will be able to find details of a wide range of advice and details of funding opportunities.
Wellbeing: A prosperous county
Delivering a secure and prosperous future for the county

Percentage of 16-19 year olds not in Employment, Education or Training – NEET Rate

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<th>September 2014</th>
<th>Target</th>
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<tr>
<td>7.40%</td>
<td>5.70%</td>
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GCSE/A-Level attainment

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<th>September 2014</th>
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<td>51.0%</td>
<td>60.0%</td>
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% take up of superfast broadband in areas enabled through County Council investment

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The Superfast Northamptonshire project aims to secure access to superfast broadband across the county by the end of 2017.
Wellbeing: A Sense of Place
Encouraging people to get involved in their community

Library visits (Yr to date)

- Library visits (Yr to date)
  - September 2014: 1,410,292
  - March 2014: 1,393,239
  - Target: 1,410,292

Visits to country parks

- September 2014: 1,266,538
- March 2014: 1,023,798
- Target: 1,023,798
- Trend: Improving

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

- September 2014: 52%
- March 2014: 48%

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

- September 2014: 75%
- March 2014: 78%

Number of registered volunteers

- September 2014: 919
- March 2014: 531
- Target: 600
- Trend: Improving

Do you have any spare time you could offer to volunteer in your local community?
The County Council is always looking for people who want to offer up some of their spare time and volunteer in their local communities. We have volunteering opportunities available in our libraries, schools and county parks to name just a few. Why not visit the volunteering pages on the County Council’s website to see how you can get involved!
A fit for purpose council
Providing easy access to the council and effective customer service

Visits to website (trend)

Calls to Customer Service Centre answered in 20 seconds

- 1.8 M visits in September 2014 (Trend: Increasing)
- 0.8 M visits in June 2014

- 80% Target
- 79% in September 2014

Below target

Contact Us
Tel 0300 126 1000
(This number is charged at local rate and inclusive mobile phone minutes can be used)

Contact your County Councillor

Comments, compliments and complaints

Facebook
Twitter - @askncc

Providing easy access to the council and effective customer service