Corporate Performance Report
Foreword


The final period of the financial year is a busy period as the Council is building and proposing the budget for the following year(s). It will come as no surprise that the demand on council services will continue to rise as budget falls. We are developing more innovative ways to provide our services, leading with our Next Generation model which will see the foundations begin to take shape over the next 12 months.

This year has been a challenging year with the Council, given the national financial picture, there are however some key performance highlights within this report;

• A significant increase in Initial (+42.2%) & Core (+26.1%) Assessment in children’s services which are completed within timescales;
• Number of CAFs completed has increased by 75% on last year;
• Direct payments (adults) nearly doubled in performance;
• Supported the economy through safeguarding 1,248 jobs and facilitating 45 new business start-ups.

There are so many more achievements this year, some of which are included within this report.

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 has stabilised in the final quarter of the year.

- March 2015: 935
- December 2014: 936

The Percentage of young people now aged 19, 20 or 21 and in employment, education or training who were looked after when aged 16 is higher than our performance last year by 1.3%

- March 2015: 39.7%

Number of children with a Child Protection Plan

- March 2015: 993
- December 2014: 920

Number of referrals received by Children's Social Care

- March 2015: 4125 (16710)
- December 2014: 4067 (9,675)

% of children on a child protection plan who have accessed specialist children's centre services within last 6 months

- March 2015: 61.5%
- December 2014: 40.2%

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
Wellbeing: A safe county

Safeguarding Children

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

- 28% Target
- 37.50% March 2015

Number of CAFs (Comprehensive Assessment Framework) completed

- 488 Quarter 4
- 575 Full Year
- 2747 Target – Quarter 4
- 2300 Target – Full Year

Percentage rated good or better by Ofsted

- Schools: 72.20% (80% Target)
- Children’s Centres: 25.00% (50% Target)

Percentage of initial assessments completed and authorised within 10 working days has significantly improved from the 44.9% achieved last year

- 87.1% March 2015
- 85% Target

Percentage of core assessments completed and authorised within 35 working days has also significantly improved from the 61.9% achieved last year

- 88.0% March 2015
- 85% Target

Interested in Adoption or Fostering?

To find out more come along to one of our information events, you can gain an understanding of the process and talk to: adoptive parents; foster carers; social workers; children’s rights and the Virtual School (education support for looked after children). You can book a place in advance, or you are welcome to just turn up, to find out more about when the events are and how to book, please visit our web pages for the Fostering Information events.
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

Telephone

On Line

adulcarencc@northamptonshire.gcsx.gov.uk

0300 126 1000
e-referral form
Wellbeing: A safe county

Safety for all

Total number of fire and rescue attended incidents (Excluding corresponding) has reduced again this year, continuing the ongoing downward trend.

- **4842** March 2015
- **6418** Target

Fire - % of home safety fire checks completed in high or very high risk areas

- **88.16%** March 2015
- **75%** Target

We have seen no illegal sales of age restricted products from test purchases undertaken through Trading Standards.

- **0%** March 2015
- **<10%** Target

Total number of non-fatal casualties from fire and rescue incidents per 100,000 population

- **2.55** March 2015
- **5.55** Target

% of street lighting replacement programme complete

- **62%** March 2015

The majority of the repairs made to the road network in Northamptonshire are permanent repairs

- **99.95%** March 2015
- **90%** Target

The average number of days taken to repair a street light fault, which is under the control of the Authority

- **2.6** March 2015
- **5** Target

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](http://www.northamptonshire.gov.uk/emergencies).
Wellbeing: A prosperous county
Delivering a secure and prosperous future for the county

The number of business start-ups (facilitated through NCC investment via NEP) has increased in quarter 4 with 26 new start-ups recorded in that period.

45 March 2015
50 Target

There have been 1,248 private sector jobs created/safeguarded through support and initiatives from NEP.

1248 2014/15 Actual
900 Target

23 new businesses have been attracted to Northamptonshire this year.

23 March 2015
18 Target

Percentage of 16-64 yr olds in Employment

March 2015 tbc
December 2014 78.40%

Job Seekers Allowance claimant rate

March 2015 1.7%
December 2014 1.5%

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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<tr>
<th>March 2015</th>
<th>Target</th>
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<tr>
<td>5.1%</td>
<td>5.7%</td>
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Forecast variance on the revenue budget

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<th>Budget</th>
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<th>£7.5 M</th>
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Capital Budget Spend (for the current year)

- Last Quarter Dec 2014: +£70.7 M

Superfast Broadband rollout – Number of premises connected to fibre broadband through County Council investment

- 33410
- 22% take-up of superfast broadband against premises connected.

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 are down by 4% on the previous year.

LibraryPlus

2.53M
March 2015

2.66M
Target

Visits to country parks has increased this year by c13,000 visits.

2,060,266
March 2015

2,047,598
Target

Number of volunteers

1833
March 2015

1997
Target

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

43.5%
March 2015

45%
Target

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

68.79%
March 2015

68%
Target

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

As the council continues to improve information available through our website we have seen 3.65million visits to the council's website in the past year, an increase of c200k from last year.

Calls to Customer Service Centre answered in 20 seconds

80% Target

90% March 2015

Contact Us

Tel 0300 126 1000

(This number is charged at local rate and inclusive mobile phone minutes can be used)

WWW... via our online form

Contact your County Councillor

Comments, compliments and complaints

Facebook

Twitter - @askncc