Corporate Performance Report

April – June 2015
Foreword and Introduction

Foreword

I am pleased to introduce the latest performance report covering Council activity between April and June 2015.

There are many developments that are planned this year that will bring real benefits to our county. Some of these will be challenging but this is why Local Government is particularly exciting at the moment.

Our customers continue to demand high standards and improved connections between our services. Efficiency, effectiveness and value for money will be ever more critical and this performance report is just one way by which we track how well we are doing in delivering outcomes and improvement.

We continue to establish our Next Generation Council Model with changes to how we will provide Public Health and Wellbeing outcomes moving forward at pace.

We have been recognised by Government for our Race to the Top initiative and Social Work Academy, just two examples of our commitment to improvement in educational attainment and the quality of children’s social care.

This report will continue to give visibility and build accountability for the improvements we are charged to deliver.

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

Adults

Percentage of Notifications leading to referrals in 24 hours

81.9%

TBC
Target
New indicator

Percentage of Carers assessed and supported

TBC
June 2015
Improving

TBC
June 2015
Target

Comments and Analysis

This is a new indicator and has not been reported on previously, therefore trend data will be available from quarter 2 onwards, as will a local target.

This indicator considers how effectively care services react to safeguarding alerts relating to vulnerable adults who may need assistance or access or assessment for services.

The number of alerts to referrals in 24 hours was 573 out of a total number of alerts to referrals of 699, or 81.9%.

Comments and Analysis

The data for this indicator is not available in quarter 1 due to a change in the service process which has resulted in changes required to report accurately. Data for quarter 1 will be available and included within the quarter 2 report.

The trend information for previous years shows an upward trend for this indicator, with a positive increase of 6.7% over 2 years.

Concerned about a vulnerable adult or older person?
If you want to tell us about your concerns for an adult’s welfare, or you need advice about how to make an appropriate safeguarding referral, please contact us.


Telephone us: 0300 126 1000
Need help or advice about living at home?
If you are finding it difficult to look after yourself, or live the way you want to because you have a physical or mental impairment or illness that affects your independence then an assessment for eligibility and support may help. To find out more please visit our webpage:

www3.northamptonshire.gov.uk/councilservices/adult-social-care/living-at-home/
Wellbeing: A safe county
Safeguarding Children

Post 16 Options for GCSE Students
All young people are now required to stay in post-16 learning until the end of the academic year they turn 18. Are you wondering what to do next after receiving your GCSE results? Are you a parent wanting more information? Find out what options are available here: www.northamptonshire.gov.uk/en/councilservices/educationandlearning/
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

Number of referrals received by Children’s Social Care

<table>
<thead>
<tr>
<th>Month</th>
<th>Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2015</td>
<td>4004</td>
</tr>
<tr>
<td>March 2015</td>
<td>4125</td>
</tr>
</tbody>
</table>

Comments and Analysis
The Council has a responsibility to consider all referrals under its safeguarding duties, but higher numbers of referrals can pressurise service capacity.

There has been a 3% reduction in the number of referrals received by children’s social care since the end of March 2015, some 121 cases fewer.

This is the lowest number of referrals since March 2014.

This also represents a 10% reduction in referrals since the high recorded in Q2 2014-15.

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

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 2015</td>
<td>35%</td>
</tr>
</tbody>
</table>

Comments and Analysis
It is always the intention to enable outcomes through interventions that are long-lasting and our work to support families and children is geared to this.

Re-referrals to children’s social care is measured to give understanding to the numbers of cases where children have previously required an intervention.

This quarter the percentage of re-referrals fell by 1%, but is still above target levels. Performance is a symptom of relative high numbers of referrals and caseloads compared to previous years.
Wellbeing: A safe county
Safeguarding Children

Rate of children with a Child Protection Plan per 10k population.

<table>
<thead>
<tr>
<th></th>
<th>June 2015</th>
<th>March 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate</td>
<td>67.0</td>
<td>64.2</td>
</tr>
</tbody>
</table>

Trend indicator - increasing

Comments and Analysis
Child protection plans are put in place where a child is considered to be at risk of harm. Various agencies including the police and health may be involved. Children are only taken off a plan when agencies agreed to do so at a protection conference.

The numbers of children per 10,000 population on a protection plan has continued on an upward trajectory, increasing by 4.3% since Q4 to 67 per 10,000 population.

Number of Looked after Children for which the council has responsibility for.

<table>
<thead>
<tr>
<th></th>
<th>June 2015</th>
<th>March 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
<td>949</td>
<td>935</td>
</tr>
</tbody>
</table>

Trend indicator - increasing

Comments and Analysis
The Council must and will take children into care when there is an identified reason to do so.
The numbers of looked after children that the Council cares for has increased marginally this quarter to 949. This caseload is 77 higher than 12 months ago. This increase is in line with the national trend where there has been an increase in children in care numbers year on year.
In March 2014 there 505 children in care who were looked after for month than 12 months which indicates 40% of cases are relatively short term interventions.

Interested in a career in children’s social care?
Making Children safer is our top priority. If you are interested in a career in social care and helping children achieve their potential there are a variety of roles available. You can find out more about the opportunities on offer here:
Could you foster a child? Children and young people in our care need a stable and secure home. We are looking for people to foster with us who believe they can make a difference and give a child or young person the life chances they deserve. It is a challenging but hugely rewarding role and we will support you every step of the way. Find out more on our website: http://www3.northamptonshire.gov.uk/councilservices/children/adoption-fostering/
**Wellbeing: A safe county**

**Safeguarding Children**

% of children on a CPP who accessed children’s centre services within last 6 months

71.4%  
June 2015

54%  
Target

On target - improving

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

40.0%  
June 2015

42.3%  
Target

Trend indicator

---

**Comments and Analysis**

The Council commissions Children’s Centres in the county to provide a range of universal and specialist services for families with younger children. It is important to us that the most vulnerable groups benefit from this provision wherever possible.

This indicator considers how many contacts involved children on a protection plan and therefore likely to benefit from support and services. Current performance shows uptake at Q1 is good with 71.4% of this targeted group receiving a service in the last 6 months.

This indicator shows the percentage of young adults aged 19 to 21 who were in the care of the children’s services when aged 16 who are now in work, further education or training or on an apprenticeship.

This is important as life chances for children in care are much more likely to have compromised life chances compared to those who are not.

Performance in trending upwards, over 10% better than at the same time in 2013. It is usual to see an improvement in Q2 data as students enrol at college and for training.

---

Do you know about our Children’s Centres?

In Northamptonshire our Children’s Centre services deliver a range of services to families from pregnancy right through to when your child goes into reception class at primary school. To find out where your nearest centre is and what they can offer please visit:

Wellbeing: A safe county
Schools and Education

**Percentage of schools rated good or better by Ofsted**

- **73.00%** June 2015
- **76%** Target Below target

**Comments and Analysis**
The percentage of schools rated good or outstanding by Ofsted has improved slightly from 72% to 73% this quarter. Changes in performance are dependent on planned inspections which the Council has no control over.

- 58% of secondary schools and 77% of primary schools are rated as good or outstanding.
- The regional average performance for primary schools is 81% and 71% for secondary schools.

The Council’s Race to the Top initiative recognises the need for improvement and will provide impetus and support to the improvement programme.

**Number of permanent exclusions from school in a quarter**

- **30** June 2015
- **42** March 2015

**Trend indicator - improving**

**Comments and Analysis**
Permanent exclusions from schools is significantly improved from the previous quarter and from the same period last year.

This good start to the year will hopefully be maintained as the number of permanent exclusions is expected to fall for Q2 in line with the seasonal trend.

---

**School allocations opening soon**
Applications for primary and secondary school places for **September 2016** will open on Monday 14 September 2015.

**Email us:** admissions@northamptonshire.gov.uk
**Telephone us:** 0300 126 1000

Summer Reading Challenge now on
The annual Summer Reading Challenge for 4-12 year olds is taking place in libraries across Northamptonshire until the 12th of September 2015. It is free to take up the challenge and if you take part you can earn rewards for reading six books during the school holidays. Sign up at your local library today.

Wellbeing: A safe county
Schools and Education

Percentage of pupils persistently absent from Primary Schools
June 2015 3.10%
3.10% Target
On target

Percentage of pupils persistently absent from Secondary Schools
June 2015 8.10%
6.50% Target
Below target

Comments and Analysis
Performance for both primary and secondary schools children who are persistently absent from school are relatively stable.

There are some seasonal effects in this data, especially for the secondary school cohort over the summer term that must be considered when analysing the data.

Performance is 0.7% better than the same time last year for secondary school.

There is a definition change that will take effect from the start of the next academic year starting in September. The government is reducing the persistent absence threshold from 15 per cent to 10 per cent.

Currently persistently absent pupils are defined statistically according to the absent sessions threshold currently 56 or more sessions of absence for the full academic year.

On this basis it is anticipated that performance may deteriorate given the tighter threshold for reporting persistent absence.
Wellbeing: A safe county
Safety for all

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.

Total number of fire and rescue attended incidents (Excluding co-responding)

- **1273**
  - June 2015
- **1524**
  - Target
  - On target

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

- **86.00%**
  - June 2015
- **75%**
  - Target
  - On target

Comments and Analysis

**Total number of fire and rescue attended incidents (Excluding co-responding)**

Overall performance is 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. At present there have been an additional 515 additional medical emergency incidents, compared to 467 for the same period in 2014/15.

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

The focus of prevention activity has shifted from home safety fire checks to a wider range of community initiatives. Despite this the safety checks are still focused on the higher risk groups and performance is still above target. Linked with continuing reductions in the number of incidents suggest this approach to prevention is working successfully.
**Wellbeing: A safe county**

**Safety for all**

**Total number of non-fatal casualties from fire and rescue incidents**

- **0.27** June 2015
- **1.32** Target

**Comments and Analysis**

Performance is very encouraging, demonstrating success in maintaining a downward trend in casualties from fires. 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. There are currently 2 non-fatal fire related casualties this year compared to 3 for the same period in 2014/15. This improvement is gained against a background of steadily increasing population.

**Illegal sales of restricted products from test purchases by Trading Standards**

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

**Comments and Analysis**

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. Think 21 purchases being undertaken to identify higher risk premises for future test purchasing.

**Trading Standards advice**

If you run a business in Northamptonshire we can provide you with advice and guidance to ensure that you trade within relevant Trading Standards legislation and we also provide a range of training for new businesses. For more information visit our website or email tradesstd@northamptonshire.gov.uk
Fixing highways problems made simple with Street Doctor
You can report faults with a range of county infrastructure from broken streetlights to potholes and problems with road markings via our online portal, Street Doctor.

Comments and Analysis
The total number of removals is now at c45,000 with the total number of contractual units to be removed by the end of the 5 year Core Investment Phase at 65,766.

The average number of days taken for street lights to be repaired which are under the control of the council continues to perform well and ahead of expectations.

This year’s first quarter has seen 2,665 repairs of which there are just 8 (0.31%) temporary repairs and 2,657 (99.69%) semi-permanent / permanent repairs. 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.
Wellbeing: A prosperous county
Delivering a secure and prosperous future for the county

New measures

Number of new businesses attracted to the county through LOCATE support

Number of start-up businesses supported through Enterprise Hub

Number of jobs created/safeguarded through INVENT support

Trend

N/A

Comments and Analysis

In previous reports business start up and support were measured through the County Council’s Local Enterprise Partner (NEP). To reflect recent changes to the respective roles of both organisations in delivering local support to economic growth and development activities, new indicators are proposed. The indicators and targets are to be confirmed through a report to Cabinet in September and reporting is expected to commence in the Quarter 2 edition of this report.

Percentage of 16-64 year olds in employment

March 2015

78.60%

Trend indicator - improving

December 2014

78.40%

Trend

Northamptonshire remains ahead of the East Midlands (comparator group) and also the national average in employment figures, with the latest quarter seeing a rise of 0.2% of 16-64 year olds in employment. This figure continues to rise back towards the March 2008 high of 79.6% in employment.

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.
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

Job Seekers Allowance claimant rate

- **1.6%**
  - June 2015
- **1.7%**
  - March 2016

Trend indicator - improving

**Comments and Analysis**

The number of people claiming Job Seekers Allowance in Northamptonshire continues to reduce in line with the national picture on ongoing reduction in JSA claimants and increasing employment.

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

- **5.2%**
  - June 2016
- **5.4%**
  - Target

On target

**Comments and Analysis**

Current NEET performance is 0.2% better than target. It is important to note that NEET levels are subject to marked seasonal trends for example NEET rates generally increase after pupils are released from school following GCSE and A Level exams, and then fall as students enrol for further education or skills based training.

This indicator is reported corporately considering performance over the three months to February in line with the national definition.
Number of premises connected to fibre broadband through County Council investment

39,770
June 2015

31,410
March 2015

On target

% take up of superfast broadband in areas enabled through County Council investment

18.4%
June 2015

14%
March 2015

Trend indicator - improving

Comments and Analysis

The County Council signed a contract with British Telecom (BT) in March 2013 to deliver superfast broadband (over 24mbps) to 90% of the county by 2015 (when combined with commercial coverage).

To date the project has passed over 50k premises and is expected to be completed in March 2016. Deployment plans have been published via an interactive “When and Where” map on the project website. Northamptonshire has been lauded nationally for this.

Northamptonshire released its Next Generation Strategy which outlines the county’s plans to provide countywide coverage of superfast broadband by the end of 2017. The County Council signed a second contract with BT in November 2014.

This involves public investment of over £7.4m from BDUK, the County Council and local partners. It will bring superfast broadband to a further 20,450 premises. Work is expected to start in 2016. Full details of the Superfast Northamptonshire project are available on the website at; www.superfastnorthamptonshire.net
Wellbeing: A Healthy County
Healthier Northamptonshire

Smoking Cessation (4 week quits)

- Below target

- 204
  June 2015

- 520
  March 2015

Trend

Comments and Analysis
Performance Clinics have taken place in order to address the underperformance in this area. The following actions are in the process of being completed:
1) New contractual arrangements underway, in addition related contracts with pharmacists & GP’s are being reviewed.
2) New lead Public Health Specialist is now in place for smoking cessation.
3) Research being undertaken to ascertain if the use of e-cigarettes in Northamptonshire is impacting on smoking cessation.

Visits to country parks

- On target - improving

- 728,760
  June 2015

- 515,067
  Target

Trend

Comments and Analysis
The number of people who visit our country parks fluctuates seasonally through the year with visits driven partly by the weather conditions with spring and summer months in quarter 1 & 2 seeing the highest number. Quarter 1 this year is no exception with a 12.5% on the same period in 2014-15.

On your marks! 20 Millions Steps Challenge 2015 coming soon
Twenty Million Steps is an annual challenge to the county’s population to walk 20 million steps in one weekend – 18th to 21st of September 2015. We are looking for volunteers to help run this year’s event. For more information or to register your interest in volunteering please email getinvolved@northamptonshire.gov.uk or visit the Council’s website.
Wellbeing: A Sense of Place
Encouraging people to get involved in their community

Library Visits

Library Plus
758,707
June 2015
726,021
Target
On target

Trend

Comments and Analysis
The number of visits to libraries is a combined total of both physical and virtual visits, virtual includes for example, the renewal of borrowed books.

There is almost a 12% increase on when compared to the same period last year and we are ahead of our local target for this point in the year by almost 33,000 visits.

Number of volunteers

749
June 2015
2360
End of year target
On target

Trend

Comments and Analysis
Each quarter shows the number of individual volunteers who were active during that quarter.

This data combines volunteers working in Adult learning, Archives, Countryside and Libraries. Data does not include wider volunteering across the county outside of these areas.

545 active volunteers work in libraries or activity libraries support or provide outside the lending service.

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!
Wellbeing: A Sense of Place
Encouraging people to get involved in their community

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

- March 2015: 39.8%
- December 2014: 44%

Below target

Trend

- 2013-14: 35%
- 2014-15: 40%

Comments and Analysis
Data is reported 1 Quarter in arrears. The targets for each quarter vary due to seasonal trends. A target of 45% has been set for Q1 2015-16 which will require the recycling and composting performance to hold static. This is a challenging target because waste arisings are increasing as the economy recovers. In addition the target is very dependent on the performance of the collection authorities and there are no planned service improvements.

Percentage of municipal waste from Recycling Centres not sent to landfill

- March 2015: 66.40%
- December 2014: 69%

On target

Trend

- 2013-14: 50%
- 2014-15: 55%

Comments and Analysis
Data is reported 1 Quarter in arrears. The targets for each quarter vary due to seasonal trends. The target for Q1 2015-16 is 65%

This indicator is based on municipal waste from Household Waste Recycling Centres that is diverted from landfill and includes waste that is recycled, composed, reused, recovered, as well as waste treated through means other than landfill. The targets for each quarter vary due to seasonal trends.

Do your bit for the environment
Our Household Waste Recycling Centres accept a wide range of recyclable materials. To find details of what you can recycle and details of locations and opening times, please visit:
Visits to the NCC website

Trend indicator – improving

Visits to the councils mobile and desktop site have stabilised at over 1 million visitors in this quarter.

Benchmarking data will be available for the number of unique visitors to council websites through the LGAs benchmarking group on LG Inform. This will enable some comparison of how much reach our website currently has.

Calls to the Customer Service Centre answered in

On target

Calls into the council continue to be dealt with in a timely manner as we continue to keep our performance in this area above the recognised standards of 80% of calls answered within 20 seconds.