Corporate Performance Report
Foreword and Introduction

Foreword

Welcome to the third quarter edition of Northamptonshire’s 2015-16 performance report.

The third quarter (October to December) is always a busy period for the County Council. The transition into winter brings seasonal challenges to many of our services; from providing help and assistance to older people being especially critical but also keeping our highways and roads gritted and safe, to the work of our Public Health teams supporting winter flu vaccinations.

We are continuing to deliver well against our corporate indicators, this is despite the financial position that local authorities find ourselves in. This report will continue to give visibility and build accountability for the improvements we are charged to deliver.

The next 12 months will be a challenging period for the council as the budget position will see the council look and deliver services in different ways. We will have a revised corporate performance framework to ensure that we are not only able to monitor delivery of services, but to also be able to be transparent on performance of the Next Generation Council Model.

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

- **88.1%**
  - Dec 2015
- **90.00%**
  - Target

Trend

Comments and Analysis

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.

Of the alerts we have received this quarter 88.1% of them have led to referrals within 24 hours, this represents a 6.6% increase from the quarter 2 reported performance, we anticipate that given some changes within the Customer Service Centre that this will achieve a further improvement in quarter 4.

Carers assessed and supported

- **39.8%**
  - Dec 2015
- **27.0%**
  - Target

Trend

Comments and Analysis

As of April 2015 Carers have a right to an assessment. In the year to date 2,997 carers had been assessed and supported. Direct comparison can not be made to last year due to changes to bring in the Care Act 2014, for the full year 2014/2015 carers assessments / reviews were completed for 3,686 carers.

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
Wellbeing: A safe county

Adults

Permanent admissions of older people (aged 65 and over) to residential care homes this year, per 100k population.

257.30
Dec 2015

384.50
YTD Target

Delayed transfers of care from hospital that are attributable to adult social care, per 100k population (aged 18+)

< 3.0
Target

0.1
Dec 2015

Comments and Analysis

Due to the changes in the definitions of indicators with the introduction of the new national returns last year it makes comparing with previous years difficult.

Older people say they would like remain in their own home. In response we have increased services to help people who live in their homes, helping them to regain their independence after a stay in the hospital or fall. The figures show a drop in the number of permanent admissions to residential care.

Comments and Analysis

Average number of delayed transfers of care (for those aged 18 and over) on a particular day taken over the year, that are attributable to social care

People want to move on from hospital when they are medically fit to do so. We work closely with our colleagues in the NHS to help people move quickly on from a stay in the hospital, where they are safely discharged and meet the criteria for Adult Social Care Services. Performance continues to show positive improvements in comparison with previous years.

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

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**Number of Common Assessment Framework / Early Help Assessments completed**

- **2,231**
  - Dec 2015
- **2,250**
  - Target

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**Trend**

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**Comments and Analysis**

The number of Early Help Assessments completed in the year to end of December has reached 2,231 this is broadly in line with the same period last year (2,259).

The number previously reported in quarter 2 has been updated, due to delay in some of the assessments which are commenced at a local level and can take a few weeks before they appear in the reporting.

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**Percentage of early years providers as rated good or outstanding by Ofsted**

- **Aug 2015**
  - **82.0%**
- **Target**
  - **85.0%**

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**Trend**

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**Comments and Analysis**

The data for this indicator was updated by Ofsted in November and includes inspections up to the end of August 2015.

There are 1,132 active early years registered providers in Northamptonshire and of these 82% are currently rated as good or outstanding. 19% of providers were rated as outstanding for overall provision, and 63% were rated as good. Only 2% of providers are rated as inadequate in their latest inspection.

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**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:

Wellbeing: A safe county
Safeguarding Children

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>Quarter</th>
<th>2013-14</th>
<th>2014-15</th>
<th>2015-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,825</td>
<td>3,979</td>
<td>3,979</td>
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</tbody>
</table>

Trend indicator - Decreased

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

There has been a 6% reduction in the number of referrals this year (11,839) received by Children’s Social Care when compared to the same period last year (12,585).

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

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Target</th>
<th>2013-14</th>
<th>2014-15</th>
<th>2015-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>35.1%</td>
<td>31.7%</td>
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</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. This indicator is measured to give understanding to the numbers of cases where children have previously required an intervention.

Whilst performance this quarter is lower than the previous quarter the number of cases where children have had a previous referral is remaining an at overall constant, fluctuating between 35-37%.
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/

Wellbeing: A safe county
Safeguarding Children

Percentage of initial assessments completed within 10 working days

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Target</th>
<th>Dec 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>86.0%</td>
<td>80.0%</td>
<td>86.0%</td>
</tr>
</tbody>
</table>

Percentage of core assessments completed in 35 working days

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Target</th>
<th>Dec 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>86.9%</td>
<td>80.0%</td>
<td>86.9%</td>
</tr>
</tbody>
</table>

Comments and Analysis
Improving the timeliness of initial and core assessments was one of the areas of particular focus area and are two of the key measures of interest to Ofsted when gauging the effectiveness of Children’s Social Care.

There has been significant improvement in performance of both of these indicators from the levels in 2013-14 and this has now stabilised at 80-90% consistently each month.

The percentage of initial assessments completed within the required timescale has increased by 2% since the end of quarter 2 and is now 6% above the target set for the current year and is continuing to perform above that of our comparator group.

The percentage of core assessments completed on time has taken a similar pattern to initial assessments over the past 18 months. In the current year performance has dropped by 2.1% from quarter 2 to 86.9%, this is inline with performance through 2014-15 and is above the target set for the current year.

This indicator also compares favorably to our comparator groups.
Wellbeing: A safe county
Safeguarding Children

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

70.5
Quarter 3
Sept 2015

70.2
Trend indicator - Increased

Trend

80
70
60
50
40
30
20
10
0

2013-14 2014-15 2015-16

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 number of children per 10,000 on a protection plan has continued the upward trend this quarter increasing to 70.5 per 10,000, up from 70.2. There is evidence now that the increasing trend is slowing, as shown in the trend chart.

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

980
Dec 2015

959
Sept 2015

Trend indicator - Increased

Trend

1100
1000
900
800
700
600
500

2013-14 2014-15 2015-16

Comments and Analysis
The number of looked after children that the Council currently cares for has increased this quarter by 21 to 980.

The rate of children who are looked after per 10,000 population in Northamptonshire is 61.6, this is broadly inline with national average of 60 and represents a current picture of increasing children in care numbers across the country.

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: http://www3.northamptonshire.gov.uk/councilservices/jobs/working-in-childrens-social-care/
Wellbeing: A safe county

Safeguarding Children

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

72.7%

Dec 2015

Target:

74.6%

Trend

Comments and Analysis

The percentage of children who are on a child protection plan and accessing children’s centre services within the last 6 months has decreased slightly this quarter to 72.7%, which is below our target for quarter 3 of 74.6% but is a significant improvement on our outturn from last year of 43.4%.

Processes are in place to ensure children’s centres know children are on plans within their area so that attendance can be maximised.

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

44.0%

Dec 2015

Target:

47.4%

Trend

Comments and Analysis

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.

Overall performance trend is upwards despite a small reduction for the 2nd quarter in succession and we remain ahead of our performance last year.

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:

The number of permanent exclusions from schools in Northamptonshire has increased this quarter, as would be expected, given that quarter 2 is a shorter time period given the school summer break.

This year's quarter 3 figure is the exact same figure as recorded in the same period in the previous year.

The percentage of schools in Northamptonshire which Ofsted have rated as good or better has decreased slightly this quarter from 74.7% to 72.2%.

This data accounts for 261 primary schools and 42 secondary schools in Northamptonshire (this doesn't include special schools).

Wellbeing: A safe county
Schools and Education

School Placement offers
Allocations for on-time applications for secondary school placements are made on the 1st March with primary school places being made on 18th April 2016.

Email us: admissions@northamptonshire.gov.uk
Telephone us: 0300 126 1000
Wellbeing: A safe county
Schools and Education

Race To The Top school improvement strategy

Almost 100 schools across Northamptonshire are now implementing school improvement projects funded by our Race To The Top initiative. The strategy aims to make Northamptonshire one of the highest performing counties for education by 2020. You can find out more about Race To The Top here [www.northamptonshire.gov.uk/racetothetop](http://www.northamptonshire.gov.uk/racetothetop).

### Percentage of pupils persistently absent from Primary Schools

- **Dec 2015**: 3.5%
- **Target**: 3.1%

### Percentage of pupils persistently absent from Secondary Schools

- **Dec 2015**: 6.6%
- **Target**: 6.5%

### Comments and Analysis

The academic year starting September 2015 has seen a change in the threshold for reporting persistent absence from school, this has changed from 15% of sessions to 10% of sessions.

The start of the year traditionally sees a peak in the % of persistently absent, partly due to lower attendance levels in the month of July and also due to reporting at the start of the new term.

The data in this quarter is now more detailed and a more accurate reflection of the overall school population than in previous quarters due to the data now being gathered from school census information. The percentage of pupils persistently absent is reduced at both Primary and Secondary schools this quarter.

It is important to note that due to the changes in the threshold a direct comparison with previous collections isn't possible. We do want to see a continually decreasing level of regular absentees from school, however we are likely to see an increase in the percentage in the short term due to the lowering of the threshold for reporting.
Almost 100 schools across Northamptonshire are now implementing school improvement projects funded by our Race To The Top initiative. The strategy aims to make Northamptonshire one of the highest performing counties for education by 2020. You can find out more about Race To The Top here [www.northamptonshire.gov.uk/racetothetop](http://www.northamptonshire.gov.uk/racetothetop).

**Comments and Analysis**

DfE figures show a marginal drop of 0.5% in GCSE results this year from 51.8% to 51.3%. This is provisional data and should rise by around 0.5% given that corrections to be added in, which are generally positive.

Our Race to the Top strategy aims are to achieve top quartile performance by 2020. This year the top quartile is 60.5% and above.

Of those children who are looked after by the council we have seen a significant increase in those achieving 5 or more GCSE’s at A*-C including English and maths with 14.8% this year achieving this standard, up from 6.5% in the previous year. The comparator data isn’t yet available, last year our comparator group performed at 11% and a national average of 12%.

The percentage of children achieving the gold standard of L4+ in reading, writing and maths at the end of their primary education in 2015 has increased by just over 1% to 77.1% based on provisional data. Last years huge 4% rise not continued but neither was it nationally where there is a similar rise overall.
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 safe county
Safety for all

Total number of non-fatal casualties from fire and rescue incidents (cumulative)

- 1.96 Dec 2015
- 3.96 Target

Trend (quarterly)

- 2013-14
- 2014-15
- 2015-16

Comments and Analysis

Although ahead of target there is a slight increase in non-fatal fire casualties compared to the same period in the previous financial year. There are currently 14 non-fatal fire related casualties this year compared to 11 for the same period in 2014/15.

Since the previous financial year population estimates have increased from 706,000 to 714,392 representing a 1% increase.

Illegal sales of restricted products from test purchases by Trading Standards

- 0.0% < 10.0%
- Dec 2015
- Target

(Total number of tests attempted)

Trend

- 2013-14
- 2014-15
- 2015-16

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.

32 test purchases attempted with no sales. Think 21 purchases being undertaken to identify higher risk premises for future test purchasing - 18% of businesses failed to ask for ID etc. appropriate advice issued to those businesses.

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
Wellbeing: A safe county
Safety for all

% of street light replacement programme complete

78.9%  Dec 2015

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

2.73  5.0
Dec 2015  Target

Trend – Days taken to repair

<table>
<thead>
<tr>
<th>Year</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-15</td>
<td>4</td>
</tr>
<tr>
<td>2015-16</td>
<td>3</td>
</tr>
</tbody>
</table>

Comments and Analysis
The total number of removals put forward for Independent Certification is now 51,895 (the total number of contractual units to be removed by the end of the 5 year core investment phase is 65,766). Figures are slightly below the programme for the quarter due to slightly decreased throughput whilst tackling some more complex routes coupled with minor resource issues. For those lights under our control customers can expect a repair to a street light within 3 working days.

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. visit [http://www.northamptonshire.gov.uk/en/councilservices/Transport/](http://www.northamptonshire.gov.uk/en/councilservices/Transport/).

Percentage of repairs made to the road network which are permanent

99.72%  95.0%
Quarter 3  Target

Trend

<table>
<thead>
<tr>
<th>Year</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-14</td>
<td>100</td>
</tr>
<tr>
<td>2014-15</td>
<td>90</td>
</tr>
<tr>
<td>2015-16</td>
<td>80</td>
</tr>
</tbody>
</table>

Comments and Analysis
This year’s third quarter has seen 12,346 repairs of which there were only 35 temporary repairs, the remainder were 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.
If you are thinking of starting your own business your starting point should be the [Northamptonshire Enterprise Partnership website](http://www.northamptonshire.gov.uk) where you will be able to find details of a wide range of advice and details of funding opportunities.

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### Number of start-up businesses supported through Enterprise Hub

<table>
<thead>
<tr>
<th>Quarter 3</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>TBC</td>
</tr>
</tbody>
</table>

### Number of jobs created/safeguarded through INVENT support

<table>
<thead>
<tr>
<th>Quarter 2</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>32</td>
<td>TBC</td>
</tr>
</tbody>
</table>

### Comments and Analysis

A new programme of workshops support was launched in September, and the offer will be extended further with ERDF funding which will see the Enterprise Hub extended into Corby and Kettering, a range of new workshops delivered, a new start-up grant programme and support from specialist business advisers, targeted specifically at disadvantaged groups.

This project as part of the wider Ready2Grow programme, delivered in partnership with the Growth Hub and the University of Northampton, will commence later in 2016.

The decision was taken in August 2015 not to proceed with the INVENT initiative. Earlier rounds continue to be monitored and results are reported here, during the duration of existing contracts. Current total of 368 jobs created through this programme.
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

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

Dec 2015: 4.5%  Target: 5.4%

Trend

Comparitor Group

End 2012: 8  End 2013: 6  End 2014: 4

Comments and Analysis

The in-year data we collect and present isn’t available to compare with other authorities, therefore the trend chart on the left represents the annual NEET collection between November and January as this is comparable to others.

Current in-year NEET levels in Northamptonshire are good, with current figure of 4.5% representing the lowest point this year so far.
Wellbeing: A prosperous county
Delivering a secure and prosperous future for the county

Number of premises able to access superfast broadband through County Council investment (cumulative from project start).

<table>
<thead>
<tr>
<th>Year</th>
<th>Premises Accessible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 2015</td>
<td>53,000</td>
</tr>
<tr>
<td>Target</td>
<td>57,600</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Take Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 2015</td>
<td>25.8%</td>
</tr>
<tr>
<td>Sept 2015</td>
<td>21.9%</td>
</tr>
</tbody>
</table>

Trend indicator - Increased

Comments and Analysis
Superfast Northamptonshire Phase 1 completed 3 months early. Works on Contract 2 started 9 months early.

NCC 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 57,500 premises.

Deployment plans have been published via an interactive “When and Where” map on the project website. Northamptonshire has been lauded nationally for this. 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 at [www.superfastnorthamptonshire.net](http://www.superfastnorthamptonshire.net)
**Flu Prevention**

Flu vaccinations are offered free of charge to people with serious health conditions, adults aged 65 or over, pregnant women and some carers, to ensure that they are protected against catching flu and developing serious complications. Children aged two, three, four, plus primary children in years one or two, are also eligible for a free nasal spray to protect them against flu and reduce its spread to other children, including any older brothers and sisters, their parents and grandparents. Visit the NHS stay well website for further information in flu vaccinations and more: [https://www.nhs.uk/staywell/](https://www.nhs.uk/staywell/).
 Encouraging people to get involved in their community

**Library Visits**

- Quarter 3: 2,372,561
- Target: 2,178,064

**Number of volunteers**

- Apr - Dec: 1,569
- Year End Target: 1,760

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**Trend**

- **2013-14**
- **2014-15**
- **2015-16**

**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 has been 599,329 physical visits and 152,408 virtual visits to the Library service between September and December 2015.

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**Trend – Unique volunteers per quarter**

- **2014-15**
- **2015-16**

**Comments and Analysis**

The Infographic on the left is demonstrating the number of unique volunteers this year so far from April to December is 1,569, with a target for the end of the year being 1,760 unique volunteers. The library service volunteer numbers is a little lower than would have been expected this year due to the position leading on recruiting volunteers being vacant for 4 months. Volunteers are supporting services within Adult learning (12), Archives (31), Countryside (733) and Libraries (824). Data does not include wider volunteering across the county outside of these areas.

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**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

- Sept 2015: 48.5%
- Q2 Target: 45.0%

Comments and Analysis
A target has been set which will require the recycling and composting performance to hold static. This is a challenging target because waste arising are increasing as the economy recovers. In addition the target is very dependent on the performance of the D&Bs and there are no planned service improvements for 2014/15. The targets for each quarter vary due to seasonal trends. Data reporting and verification through the national WasteDataFlow system means that Waste indicators are reported in arrears.

Percentage of municipal waste from Recycling Centres not sent to landfill

- Sept 2015: 73.1%
- Q2 Target: 65.0%

Comments and Analysis
This indicator is based on municipal waste from Household Waste Recycling Centres that is diverted from landfill and includes waste that is recycled, composted, reused, recovered, as well as waste treated through means other than landfill (i.e. AD, MBT, ATT, EfW etc). The targets for each quarter vary due to seasonal trends. Data reporting and verification through the national WasteDataFlow system means that Waste indicators are reported in arrears.

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

- **Quarter 3**: 984,250
- **Quarter 2**: 1,098,739

**Trend indicator - Decreased**

**Comments and Analysis**

Visits to the council's mobile and desktop website has reduced this quarter to below 1 million visitors for the first time since quarter 3 last year.

Historically quarter 3 data is showing that the number of people visiting our website on both mobile and desktop is always at its lowest in quarter 3. Given this history we would expect to see visitors increasing in the next quarter.

Calls to the Customer Service Centre answered in

- **Target**: 80.0%
- **Dec 2015**: 81.0%

**Comments and Analysis**

Calls into the council continue are dealt with in a timely manner on the majority of occasions. The amount of calls answered within the industry standard of 20 seconds is 81% for the quarter ending December 2015, this is 1% higher than the industry standard of 80%.