Corporate Performance Report

January to March 2016
Foreword

Welcome to our year end performance report for 2015-16. The final quarter of the financial year is always a busy period for us as this is also the time we set our plans and budget for the following 4 years.

This year has been pivotal for the Council as we move to our Next Generation Model, which has seen First for Wellbeing set up as a Community Interest Company to deliver health and wellbeing services for Northamptonshire.

The next 12 months will see different service models developed across core Council service areas.

One of the highlights of the year performance-wise was the re-inspection of our Children’s Services by Ofsted. We were found to have improved across all inspection areas. This means Northamptonshire Children’s Services are now rated as “Requiring improvement to be good” having previously (2013) been found to be inadequate.

Overall, performance this year has been positive, with 65% of our corporate indicators achieving target. This demonstrates the collective efforts we have made to meet expectations of customers and regulators against a very challenging financial backdrop.

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 2016-20.

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 activities 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 with an insight into the Council’s overall performance against these goals.
## Annual Performance Summary 2015-16

### Theme
- **A Safe County - Adults**
- **A Safe County - Adults**
- **A Safe County - Adults**
- **A Safe County - Adults**
- **A Safe County - Safeguarding Children**
- **A Safe County - Safeguarding Children**
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- **A Safe County - Safeguarding Children**
- **A Safe County - Safeguarding Children**
- **A Safe County - Safeguarding Children**
- **A Safe County - Schools & Education**
- **A Safe County - Schools & Education**
- **A Safe County - Schools & Education**

### Indicators
- % of Notifications leading to referrals in 24 hours
- Carers assessed and supported
- Permanent admissions of older people (aged 65 and over) to residential care homes this year, per 100k population
- Delayed transfers of care from hospital that are attributable to adult social care, per 100k population (aged 65+)
- Number of Common Assessment Framework / Early Help Assessments completed
- % of early years and children’s providers rated good or better by Ofsted
- Number of referrals received by Children’s Social Care
- % of referrals to social care with a previous referral within 12 months
- % of Initial Assessments completed and authorised within 10 working days
- % of Core Assessments completed and authorised within 35 working days
- Number of children with a Child Protection Plan per 10,000 population
- Number of Looked after Children for which the Council has responsibility
- % of children on a CPP accessing children’s centre services within the last 6 months
- Percentage of young people now aged 19, 20 or 21 and in employment, education or training who were looked after when aged 16
- Percentage of schools rated good or better by Ofsted
- Number of permanent exclusions from schools
- Percentage of pupils persistently absent from primary school
- Percentage of pupils persistently absent from secondary school
- Percentage of children achieving 5 or more GCSE's (or equivalent) at A*-C including English & maths
- Percentage of children achieving level 4 or above in reading, writing and maths at Key Stage 2

### 2015-16 Outturn vs Target

### Better to be high or low?
- New
- Previous Year
- Comparator Group
- National Average

### Key - Benchmarking Comparisons
- Above
- Similar (within 2%)
- Below
- No Comparison available

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**www.northamptonshire.gov.uk**
# Annual Performance Summary 2015-16

<table>
<thead>
<tr>
<th>Theme</th>
<th>Indicator</th>
<th>2015-16 Outcome vs Target</th>
<th>Better to be high or low?</th>
<th>2015-16 Outcome comparisons against Previous Year</th>
<th>Comparator Group</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Safe County - Safety for all</td>
<td>Total number of attended incidents (cumulative) (Excluding co-responding)</td>
<td>4,993</td>
<td>Down</td>
<td>Down</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A Safe County - Safety for all</td>
<td>% of home safety fire checks completed in high or very high risk areas</td>
<td>83%</td>
<td>Up</td>
<td>Down</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A Safe County - Safety for all</td>
<td>Total number of non-fatal casualties from fire and rescue incidents (cumulative)</td>
<td>2,86</td>
<td>Down</td>
<td>Down</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A Safe County - Safety for all</td>
<td>Illegal sales of restricted products from test purchases by Trading Standards</td>
<td>0%</td>
<td>Down</td>
<td>Down</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A Safe County - Safety for all</td>
<td>% of street light replacement completed</td>
<td>83.00%</td>
<td>Up</td>
<td>Up</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A Safe County - Safety for all</td>
<td>The average number days taken to repair a street light, which is under the control of the authority</td>
<td>2.20</td>
<td>Down</td>
<td>Down</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A Safe County - Safety for all</td>
<td>Percentage of repairs made to the road network which are permanent</td>
<td>99.74%</td>
<td>Up</td>
<td>Up</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A prosperous county</td>
<td>Number of start-up businesses supported through Enterprise Hub</td>
<td>98</td>
<td>New</td>
<td>New</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A prosperous county</td>
<td>Number of jobs created/ safeguarded through INVENT support</td>
<td>13</td>
<td>Down</td>
<td>Down</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A prosperous county</td>
<td>Job Seekers Allowance claimant rate</td>
<td>1.3%</td>
<td>Down</td>
<td>Down</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A prosperous county</td>
<td>Percentage of 16-64 year olds in employment (Dec 2015 data)</td>
<td>76.9%</td>
<td>Up</td>
<td>Up</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A prosperous county</td>
<td>Percentage of 16-19 year olds not in Employment, Education or Training (Jan 2016 data)</td>
<td>4.5%</td>
<td>Down</td>
<td>Down</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A prosperous county</td>
<td>Number of premises able to access superfast broadband through County Council investment (cumulative from project start)</td>
<td>53,810</td>
<td>Up</td>
<td>Up</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A prosperous county</td>
<td>% take up of superfast broadband in areas enabled through County Council investment</td>
<td>28.2%</td>
<td>Down</td>
<td>Down</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A healthy county</td>
<td>Smoking Cessation (4 week quits)</td>
<td>1,467</td>
<td>Down</td>
<td>Down</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A healthy county</td>
<td>Visits to Country Parks</td>
<td>2,417,055</td>
<td>Up</td>
<td>Up</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A sense of place</td>
<td>Library visits</td>
<td>3,124,648</td>
<td>Up</td>
<td>Up</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A sense of place</td>
<td>Number of volunteers</td>
<td>992</td>
<td>Down</td>
<td>Down</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A sense of place</td>
<td>Percentage of household waste sent for re-use, recycling or composting (Dec 2015 data)</td>
<td>43.90%</td>
<td>Up</td>
<td>Up</td>
<td>Dec 2015 Data</td>
<td>N/A</td>
</tr>
<tr>
<td>A sense of place</td>
<td>Percentage of municipal waste from Recycling Centres not sent to landfill (Dec 2015 data)</td>
<td>69.68%</td>
<td>Up</td>
<td>Up</td>
<td>Dec 2015 Data</td>
<td>N/A</td>
</tr>
<tr>
<td>A fit for purpose council</td>
<td>Visits to the NCC website</td>
<td>4,333,701</td>
<td>Up</td>
<td>Up</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>A fit for purpose council</td>
<td>Calls to the Customer Service Centre answered in 20 seconds</td>
<td>0.3%</td>
<td>Down</td>
<td>Down</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Wellbeing: A safe county

Adults

Percentage of Notifications leading to referrals in 24 hours

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 hours</td>
<td>91.0%</td>
</tr>
<tr>
<td>Target</td>
<td>90.00%</td>
</tr>
</tbody>
</table>

Comments and Analysis

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

As per the previous report in quarter 3 where we anticipated positive outcomes from changes made in the Customer Service Centre, we have seen a 2.9% improvement in performance with the final quarter result of 91% of notifications leading to referrals in 24 hours.

Carers assessed and supported

<table>
<thead>
<tr>
<th>Month</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 2016</td>
<td>50.3%</td>
</tr>
<tr>
<td>Target</td>
<td>27.0%</td>
</tr>
</tbody>
</table>

Comments and Analysis

As of April 2015, Carers have a right to an assessment. Over this year 3,950 carers had been assessed and supported.

Direct comparison cannot be made to last year’s performance due to new obligations brought in by the Care Act 2014, for the full year 2014-15 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
Permanent admissions of older people (aged 65 and over) to residential care homes this year, per 100k population

337.90
March 2016

512.60
YTD Target

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

< 3.0
Target

10.2
Mar 2016

Comments and Analysis
Due to the changes in the definitions of indicators with the introduction of the new national returns last year, comparisons with previous years are difficult.

Older people say they would like to 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 decrease from last quarter 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. 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. The categories to determine what is attributable changed part-way through the year, which had a negative impact on the previously reported performance of this indicator. This is an area which is being targeted by the Better Care Fund (BCF) and is a priority for NCC and NHS.

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

Number of Common Assessment Framework/ Early Help Assessments completed

- 3,459 (Mar 2016)
- 3,000 (Target)

Trend

Comments and Analysis

The number of Early Help Assessments completed for the 2015-16 year was 3,459, this is over 700 more assessments than the previous year (2,747).

The number previously reported in quarter 3 has been updated, due to delay in some of the assessments commenced at a local level which can take a few weeks before they appear in the reporting.

Percentage of early years providers rated good or outstanding by Ofsted

- Dec 2015: 83.8%
- Target: 85.0%

Trend

Comments and Analysis

The data for this indicator was updated by Ofsted in March 2016 and includes inspections up to the end of December 2015.

There are 1,098 active early years registered providers in Northamptonshire and of these 83.8% are currently rated as good or outstanding. 21% of providers were rated as outstanding for overall provision, and 63% were rated as good. Only 1% of providers are rated as inadequate in their latest inspection.

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/
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>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 2016</td>
<td>4,242</td>
</tr>
<tr>
<td>Dec 2015</td>
<td>3,826</td>
</tr>
</tbody>
</table>

Trend indicator - Increased

Trend

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 3.7% reduction in the number of referrals this year (16,094) received by Children’s Social Care when compared to the same period last year (16,710).

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 2016</td>
<td>36.2%</td>
</tr>
<tr>
<td>Target</td>
<td>30.0%</td>
</tr>
</tbody>
</table>

Trend

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 of the numbers of cases where children have previously required an intervention.

Performance this year is 0.5% lower when compared to the end of the previous year. Overall the indicator is remaining at a constant rate, 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**

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 2016</td>
<td>62.6</td>
</tr>
<tr>
<td>Dec 2015</td>
<td>70.5</td>
</tr>
</tbody>
</table>

Trend indicator - Decreased

**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 agree to do so at a protection conference.

The number of children per 10,000 on a protection plan has reduced this quarter for the first time in more than two years, the rate now being 62.6 per 10,000. This figure is currently above that of similar areas.

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 2016</td>
<td>993</td>
</tr>
<tr>
<td>Dec 2015</td>
<td>980</td>
</tr>
</tbody>
</table>

Trend indicator - Increased

**Comments and Analysis**

The number of looked after children that the Council currently cares for has increased this quarter by 13 to 993.

The rate of children who are looked after per 10,000 population in Northamptonshire is 62.4, this is broadly inline with the 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:

Wellbeing: A safe county

Safeguarding Children

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

73.1%  
Mar 2016

85.0%  
Target

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 increased this quarter to 73.1%, which is below our target for the end of year of 85%, 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 within their area are on plans 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

32.0%  
Mar 2016

55.0%  
Target

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.

Performance dipped in the final quarter of the year with outturn being below the previous two financial years.

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:
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.

Comments and Analysis
The percentage of schools in Northamptonshire which Ofsted have rated as good or better has increased this quarter from 72.2% to 75.6%.

This data accounts for 239 primary schools and 40 secondary schools in Northamptonshire (this doesn't include special schools).

Comments and Analysis
The number of permanent exclusions from schools in Northamptonshire has decreased this quarter with 31 permanent exclusions recorded.

The total number of permanent exclusions recorded in the 2015-16 financial year was 118, which is down from 140 recorded in the previous year.
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).

Wellbeing: A safe county
Schools and Education

**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 percentage 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 report is the same as reported in the previous quarter, as the next school census data isn’t reported until early July and therefore not available in the timescale for this report.

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.
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

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 tradestd@northamptonshire.gov.uk

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Casuallyes</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 2016</td>
<td>2.66</td>
</tr>
<tr>
<td>Target</td>
<td>5.27</td>
</tr>
</tbody>
</table>

Comments and Analysis
There are currently 19 non-fatal fire related casualties this year compared to 18 for the previous financial year. Since the previous financial year, population estimates have increased by from 706,000 to 714,392, representing a 1% increase.

Illegal sales of restricted products from test purchases by Trading Standards

<table>
<thead>
<tr>
<th>Year</th>
<th>Sales (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 2016</td>
<td>0.0% &lt; 10.0%</td>
</tr>
<tr>
<td>Target</td>
<td></td>
</tr>
</tbody>
</table>

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.
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/.

Wellbeing: A safe county
Safety for all

% of street light replacement programme complete

83.0% Mar 2016

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

2.29 Quarter 4
5.0 Target

Trend – Days taken to repair

Comments and Analysis
The total number of removals to date is 54,574 (the total number of contractual units to be removed by the end of the 5 year Core Investment Phase is 65,766). The figures continue to be slightly below the programme and although there continue to be some minor resource issues, a revised work programme is in place to complete the CIP and all enhanced lighting areas by the end of December 2016.

Customers can currently expect a repair to a street light under our control within 3 working days.

Percentage of repairs made to the road network which are permanent

99.74% Quarter 4
95.0% Target

Trend

Comments and Analysis
Excellent performance is continuing in relation to this indicator, this year’s fourth quarter has seen 11,449 repairs of which there were only 38 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. 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 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

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Target</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015-16</td>
<td>N/A</td>
<td>98</td>
</tr>
</tbody>
</table>

**Trend**

**Comments and Analysis**

**Enterprise Hub:**

In 2015-16, a total of 501 people have been seen, 190 Business Start Up and IP workshops delivered and 98 new businesses started. Since the service started in 2012 we’ve assisted 1,899 entrepreneurs and have 217 businesses trading at March 2016.

With the assistance of the British Library, we are planning a re-launch of the Enterprise Hub name of the service to BIPC Northamptonshire for October 2016. We are also working closer with Northamptonshire Growth Hub, and this has increased the visibility of the service as we are seeing more referrals to the library.

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Target</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015-16</td>
<td>N/A</td>
<td>91</td>
</tr>
</tbody>
</table>

**Trend**

**INVENT:** The decision was taken in August 2015 not to proceed with this initiative. Earlier rounds continue to be monitored and results will be reported here, during the duration of existing contracts. Currently a total of 399 jobs have been created through this programme.
Wellbeing: A prosperous county
Delivering a secure and prosperous future for the county

Job Seekers Allowance claimant rate

- Mar 2016: 1.3%
- Dec 2015: 1.2%

Trend indicator - Decreased

Comments and Analysis
The level of claimants of Job Seekers Allowance (JSA) has increased in Northamptonshire by 0.1% in the past quarter, which is inline with the national picture, but the East Midlands as a whole has decreased.

The performance both locally and nationally appears to have reached a bottom line percentage and we are now seeing a slightly increasing level of JSA claimants, but this is still well below previous figures.

Percentage of 16-64 year olds in employment

- Dec 2015: 78.9%
- Sept 2015: 79.1%

Trend indicator - Decreased

Comments and Analysis
Northamptonshire remains ahead of both the East Midlands and national averages of people aged 16-64 in employment.

There has been a decrease in the percentage of 16-64 year olds who are in employment this quarter (-0.2%), and a decrease of -0.5% over the past two quarters, but overall there has been an ongoing increase in employment over the past 5 years.

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.
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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

Jan 2016 | Target
4.5% | 5.4%

Trend

Comments and Analysis

The in-year data we collect and present is not yet 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 the latest figure of 4.5% from January representing a reducing level of NEETs locally.
Superfast Northamptonshire Stage 1 deployment completed 3 months early, at 31 December 2015. BT superfast coverage reported at quarter 3 has been amended in quarter 4 following NCC assurance and a data re-run by BT. This resulted in a reduced number this quarter, this is simply a data correction.

Works on contract 2 started 9 months early. The project is progressing towards its target to see countywide access to superfast broadband by the end of 2017. Stages 1 and 2 will provide for over 73,850 premises through two contracts with BT. Phase 3 is underway, including exploring what more could be delivered with BT and a new procurement which is due to be launched in the summer 2016.

To find out more about project progress and outputs go to www.superfastnorthamptonshire.net including viewing the Roll Out Schedule and Progress Overview pages.
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/
Wellbeing: A Sense of Place
Encouraging people to get involved in their community

Library Visits

<table>
<thead>
<tr>
<th>2015-16</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,124,648</td>
<td>2,904,085</td>
</tr>
</tbody>
</table>

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 online.

There have been 615,105 physical visits and 155,650 virtual visits to the Library service between January and March 2016. This has resulted in a total number of visits for the 2015-16 year of 2,512,086 physical visits and 612,562 virtual visits.

Number of volunteers

<table>
<thead>
<tr>
<th>March 2016</th>
<th>Year End Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>922</td>
<td>1,760</td>
</tr>
</tbody>
</table>

Comments and Analysis

There have been 922 individual volunteers who have donated 37,756.5 hrs this year. This is 58% of the target for the year and 13% down on the previous year. The majority of this was due to the inclusion last year of the volunteers taking part in Icons of Northamptonshire project, with no equivalent project being undertaken this year, the target was not reset to reflect this change.

On a positive note, the average number of volunteers of our comparator group was 686 for 2014-15*, demonstrating that we are achieving considerably higher than comparator areas.

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

43.96%  45.0%  

Quarter 3  Q3 Target

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 volumes are increasing as the economy recovers. In addition, the target is very dependent on the performance of the District and Borough Councils and there are no planned service improvements. The targets for each quarter vary due to seasonal trends.

NB. 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

69.06%  65.0%  

Quarter 3  Q3 Target

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, composed, 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.

NB. 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:
A fit for purpose council
Providing easy access to the council and effective customer service

**Visits to the NCC website**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>1,180,031</td>
</tr>
<tr>
<td>4</td>
<td>984,250</td>
</tr>
</tbody>
</table>

Trend indicator - Increased

**Comment and Analysis**

Visits to the Council’s mobile and desktop website have increased from the quarter 3 low point of the year with nearly 1.2m visitors to the website, a new high in terms of numbers.

This continues the ongoing trend of visitors to our websites as we ensure that information that is helpful is readily available to everyone.

**Calls to the Customer Service Centre answered in 20 seconds**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>80.0%</td>
</tr>
</tbody>
</table>

**Comment and Analysis**

The amount of calls answered within the industry standard of 20 seconds is 63% for the quarter 4.

There have been unusually high levels of sickness in the CSC in January and February, this coupled with a higher call volume than anticipated in the period has resulted in this drop in performance.

**Tel 0300 126 1000**

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

**Contact via our online form**

**Comments and compliments and complaints**

**Visit the Council’s mobile and desktop website**

**Follow the Council on Facebook - @askncc**