Corporate Performance Report

July – September 2015

my county council

Northamptonshire County Council
Foreword

I am pleased to present the latest performance report covering Council activity between July and September 2015.

We are expecting a very busy period over the next few months as we continue to establish our Next Generation Council Model, with the Public Health and Wellbeing Community Interest Company being the first part to be transformed.

In addition we are working to develop the Council Plan and next year’s budget following the Chancellor’s Autumn statement. This also extends to what this means for local government nationally but also our strategic public sector partners in Northamptonshire such as the NHS and Police.

We are sustaining the positive improvements in performance indicators within children’s services, demonstrating the improvements we have made over the past 2½ years.

This report will continues 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

<table>
<thead>
<tr>
<th>Percentage</th>
<th>80.5%</th>
<th>Target 100.00%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Sept 2015</td>
<td>24 hours</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 access or assessment for services.

Of the alerts we have received 80.5% of them have led to referrals within 24 hours.

Carers assessed and supported

<table>
<thead>
<tr>
<th>Count</th>
<th>3,052</th>
<th>TBC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Sept 2015</td>
<td>Target</td>
</tr>
</tbody>
</table>

Comments and Analysis
At the end of quarter 2, 3,052 carers received council funded services. A comparison against previous year is not appropriate due to a new process and informal / formal assessment being introduced as part of the Care Act which were not in place last year. However for the full year 2014/15 3,686 carers assessments / reviews were completed.

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.

<table>
<thead>
<tr>
<th>Year</th>
<th>Quarter 2 Target</th>
<th>Sept 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-14</td>
<td></td>
<td>133.20</td>
</tr>
<tr>
<td>2014-15</td>
<td></td>
<td>256.30</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Target</th>
<th>Sept 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-14</td>
<td>&lt; 3.0</td>
<td></td>
</tr>
<tr>
<td>2014-15</td>
<td>0.2</td>
<td></td>
</tr>
<tr>
<td>2015-16</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Comments and Analysis**

Due to the changes in the definitions of indicators with the introduction of the SALT return last year it makes comparing with previous years difficult. We are seeing that there is a drop in the actual numbers of permanent admissions to residential care homes over the past few years, this year alone has seen a drop from quarter 1 to quarter 2 of 3.2 per 100,000 population.

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.

<table>
<thead>
<tr>
<th>Year</th>
<th>Comparator Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-14</td>
<td></td>
</tr>
<tr>
<td>2014-15</td>
<td></td>
</tr>
<tr>
<td>2015-16</td>
<td></td>
</tr>
</tbody>
</table>

Performance of this indicator continues to improve with the position at quarter 2 being 0.2 delays per 100,000 population.

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:

Wellbeing: A safe county

Safeguarding Children

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
Wellbeing: A safe county
Safeguarding Children

Percentage of initial assessments completed within 10 working days

- 84.0% (Sept 2015)
- 80.0% (Target)

Percentage of core assessments completed in 35 working days

- 89.0% (Sept 2015)
- 80.0% (Target)

Trend

Comments and Analysis

Improving the timeliness of initial and core assessments was a focus area for last year 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 2.6% since the end of quarter 1 and is now 4% above the target set for the current year.

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 2.7% from quarter 1 to 88%, this is inline with performance through 2014-15 and is above the target set for the current year.

Both indicators are performing well above the latest regional comparator group data.

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/
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

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

70.2
Sept 2015

67.0
June 2015

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 number of children per 10,000 on a protection plan has continued the upward trend this quarter, increasing to 70.2 per 10,000, up from 67.0.

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

959
Sept 2015

949
June 2015

Trend indicator - increasing

Comments and Analysis

The number of looked after children that the Council currently cares for has increased this quarter by 10 to 959.

The rate of children who are looked after per 10,000 population in Northamptonshire is 60.2, this is inline with national average of 60 and represents a current picture of increasing children in care numbers year on year.
Wellbeing: A safe county
Safeguarding Children

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

75.6% 64.2%
Sept 2015 Target

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

45.2% 44.9%
Sept 2015 Target

Comments and Analysis
As with the wider 0-4 year olds, the percentage of children who are on a child protection plan and accessing services within the last 6 months has now increased to 75.6%, which is above our target for quarter 2 of 64.2%. We are well on track to achieve 85% by the end of the current financial year.

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

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 in quarter 2 and we remain ahead of the target that we set ourselves as the gap to the comparator group average reduces.

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

Sept 2015: 74.7%
Target: 79.2%

Comments and Analysis
The percentage of schools in Northamptonshire which Ofsted have rated as good or better has increased for the second quarter in a row to 74.7%, this data accounts for 261 primary schools and 42 secondary schools in Northamptonshire (this doesn't include special schools).

This is an increase since the end of last year of 73.1%, but is still some way below the 2013-14 level of 77.1% of schools rated good or outstanding.

Number of permanent exclusions from school in a quarter

22
Sept 2015

30
June 2015

Comments and Analysis
The number of permanent exclusions from schools in Northamptonshire has reduced for the second quarter in a row. Quarter 2 of the financial year is always a low quarter as recoding is only for 7 weeks due to the summer holidays.

This years quarter 2 figure is lower than the same period last year as recent good performance continues.

Primary school allocations open
Applications for primary school places for September 2016 are open, closing date for applications 14th January 2016.

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

Percentage of pupils persistently absent from Primary Schools

- Sept 2015: 6.5%
- Target: 3.1%

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 next report in quarter 3 will contain a more thorough detail of information, made available through the schools census which will give us greater clarity on the changes and if the peak in quarter 2 is a one off or an area we need to focus greater attention on.

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.

Percentage of pupils persistently absent from Secondary Schools

- Sept 2015: 9.2%
- Target: 6.5%

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
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 (cumulative) (Excluding co-responding)

<table>
<thead>
<tr>
<th>Year</th>
<th>Incidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sept 2015</td>
<td>2,551</td>
</tr>
<tr>
<td>Target</td>
<td>3,049</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sept 2015</td>
<td>85.0%</td>
</tr>
<tr>
<td>Target</td>
<td>75.0%</td>
</tr>
</tbody>
</table>

Comments and Analysis
There is a continued downward trend in the number of incidents attended, resulting in achieving the targets. This is despite there being an increase in additional medical emergency 996 in total for quarter 1 and quarter 2 compared to 968 during the same period in the previous financial year.

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 and consistently between 80% and 90%. Linked with continuing reductions in the number of incidents suggest this approach to prevention is working successfully.
Total number of non-fatal casualties from fire and rescue incidents (cumulative)

<table>
<thead>
<tr>
<th>Year</th>
<th>Casualties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sept 2015</td>
<td>1.4</td>
</tr>
<tr>
<td>Target</td>
<td>2.63</td>
</tr>
</tbody>
</table>

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 10 non-fatal fire related casualties this year compared to 8 for the same period in 2014-15. 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 Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sept 2015</td>
<td>0.0% &lt; 10.0%</td>
</tr>
<tr>
<td>Target</td>
<td>18</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. 25 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.

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. visit [http://www.northamptonshire.gov.uk/en/councilservices/Transport/](http://www.northamptonshire.gov.uk/en/councilservices/Transport/).
Wellbeing: A prosperous county
Delivering a secure and prosperous future for the county

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.

<table>
<thead>
<tr>
<th>Number of start-up businesses supported through Enterprise Hub</th>
<th>Trend</th>
<th>Comments and Analysis</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Number of start-up businesses supported through Enterprise Hub" /></td>
<td><img src="image2" alt="Trend" /></td>
<td>A total of 63 customers attended workshops on a range of business support topics in quarter 2 and 71 new customers accessed a drop-in or workshop in a library. 25 new businesses have started trading in Northamptonshire this quarter having accessed support from the Enterprise Hub. The team have also helped with 12 individual IP enquiries during the quarter and are now also working with local Trademark Attorneys at Franks &amp; Co to deliver free of charge and more in-depth sessions with customers who show a need for further assistance. 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 in 2016.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Number of jobs created/safeguarded through INVENT support</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image3" alt="Number of jobs created/safeguarded through INVENT support" /></td>
<td><img src="image4" alt="Trend" /></td>
</tr>
</tbody>
</table>
Wellbeing: A prosperous county
Delivering a secure and prosperous future for the county

Job Seekers Allowance claimant rate

Sept 2015: 1.4%
June 2015: 1.6%
Trend indicator - improving

Trend

2013-14 2014-15

Comments and Analysis
The level of claimants of Job Seekers Allowance (JSA) has reduced in Northamptonshire by 0.2% in the past quarter, which is greater than the national picture of a 0.1% reduction.
The reductions both locally and nationally continue a reducing trend.

Percentage of 16-64 year olds in employment

June 2015: 79.4%
March 2015: 78.6%
Trend indicator - increasing

Trend

2013-14 2014-15

Comments and Analysis
Northamptonshire remains ahead of both the East Midlands and national averages with an increasing level of people aged 16-64 in employment.
As figures continue to rise we are now just 0.2% below the high figure from March 2008 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.

www.northamptonshire.gov.uk
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

<table>
<thead>
<tr>
<th>Sept 2015</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.7%</td>
<td>5.4%</td>
</tr>
</tbody>
</table>

Trend

<table>
<thead>
<tr>
<th>End 2012</th>
<th>End 2013</th>
<th>End 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments and Analysis

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

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

Progress

Comments and Analysis

Superfast Northamptonshire Phase 1 to be completed by end March 2016. Total Superfast Phase 1 target: 53,400 Delivered with BT from 2013/14 to 2015/16

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 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 at www.superfastnorthamptonshire.net

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

Trend indicator

If you want to know when superfast broadband will be available in your area then use our ‘when and where’ map on our website - http://superfastnorthamptonshire.net/deployment-map-when-where/
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
- Sept 2015: 1,620,824
- Target: 1,452,043

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 has been an increase of 13% when comparing the quarter 2 visits to the same period last year, maintaining the good start to the year with the volumes of people accessing our library services across Northamptonshire.

Number of volunteers
- Quarter 2: 813
- Year End Target: 2,360

Trend – Unique volunteers per quarter

Comments and Analysis
Each quarter shows the number of unique 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.

There were 813 active volunteers in the 2nd quarter of this year. We are aiming to achieve a total of 2360 volunteers who have been active by the end of the year.

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!
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:


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

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

![Recycle icons showing 51.9% and 45.0%]  
June 2015 | Q1 Target

Trend

Comments and Analysis

Data for this indicator is reported quarterly in arrears, therefore this report is for quarter 1.

The target which has been set is a challenging target because waste arisings are increasing as the economy recovers. In addition the delivery of this indicator is heavily dependant on work with our district & borough council partners.

The targets for each quarter vary due to seasonal trends.

Percentage of municipal waste from Recycling Centres not sent to landfill

![Bar graphs showing 73.1% and 65.0%]  
June 2015 | Q1 Target

Trend

Comments and Analysis

Data for this indicator is reported quarterly in arrears, therefore this report is for quarter 1.

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.

The targets for each quarter vary due to seasonal trends.
Visits to the NCC website

<table>
<thead>
<tr>
<th>Month</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sept 2015</td>
<td>1,098,739</td>
</tr>
<tr>
<td>June 2015</td>
<td>1,070,681</td>
</tr>
</tbody>
</table>

**Trend indicator - increasing**

Calls to the Customer Service Centre answered in

- **80.0%** Target
- **78.0%** Sept 2015

**Trend**

<table>
<thead>
<tr>
<th>Year</th>
<th>Calls answered</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-14</td>
<td>80</td>
</tr>
<tr>
<td>2014-15</td>
<td>85</td>
</tr>
</tbody>
</table>

**Comments and Analysis**

Visits to the councils mobile and desktop site have remained above 1 million visitors in this quarter.

There has been an 11.9% increase in the number of visitors when compared to the same point last year (April to September).

The council has joined a LGA benchmarking group which includes unique hits to council websites, however, we are not able to report comparator at this time due to inaccuracies with some of the data submitted by other authorities.

Calls into the council continue are dealt with in a timely manner on the majority of occasions. We have experienced an abnormally high number of calls around the school admissions process in quarter 2 this year which resulted in a drop in the amount of time taken to answer phone calls.

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