Foreword

I am pleased to present the latest performance report covering Council activity between July and September 2016.

This report outlines a stable picture of council performance, particularly in these challenging budget times. The pressure on council services is evident by the volumes in our adult and children’s care systems.

The last few months have seen continuing developments of the Next Generation Council model with the outline business case presented to Cabinet on our plans for both a new adult social services organisation as well as plans for a children’s trust.

The Business Intelligence team will be working with the project team to ensure that suitable metrics are in place to manage the performance of each of the federated organisations in the new model, continuing to provide visibility and build accountability for the improvements being made within the authority and to provide reassurance that all parts of council service will continue to be held to account.

Paul Blantern
Chief Executive

Introduction

Northamptonshire County Council is committed to delivering our vision for the county as set out within our Council Plan.

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

The report structure has been amended to map performance against our outcomes and provides Cabinet and the public with an insight into the Council’s overall performance.
People of all ages are safe, protected from harm and able to live happy, healthy and independent lives in our communities.

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

- **Quarter 1:** 70.70
- **Quarter 2:** 66.59

**Comments and Analysis**
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.

When looking at data for those aged 65 and over being admitted permanently to a residential care home we see an overall downward pattern over the past 18 months.

Quarter 2 (66.59 per 100k) equates to 86 people aged over 65 being admitted to residential care homes.

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

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**Percentage of safeguarding contacts screened by Professional Support Team in 24hrs**

- **Sep YTD:** 94.0%
- **Target:** 90.00%

**Comments and Analysis**
Our aim is to have dealt with a safeguarding or urgent referral within 24 hours of a contact arriving in the Customer Service Centre.

This is a new measure for this year, demonstrating what percentage of these contacts have been looked at by a professional within 24 hours (10 working hours), the aim of this is to ensure that anything urgent or dangerous is dealt with very promptly. Performance to the end of quarter 2 is 94% of contacts have been reviewed in the required timescale.
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Delayed transfers of care from hospital that are attributable to adult social care, per 100k population (aged 18+)

- **9.2**
  - **Jun 2016**

- **10.9**
  - **Sept 2016**

Comments and Analysis

Average number of delayed transfers of care on a particular day taken over the year. We work closely with our colleagues in the NHS to help people move on quickly from a stay in the hospital, where they are safely discharged and meet the criteria for Adult Social Care Services. There were some changes in the data quality controls put into place in February 2015 which resulted in a sudden sharp increase in delays that were jointly attributable as the data improved. Overall, since that time the performance of this indicator has improved reducing from 12.2 to 10.9 per 100k (this equates to 208 patients experiencing a delay in the quarter 2). A new process for recording and approving the responsibility of delay has been agreed with Health which is currently being implemented.

Percentage of early years providers rated good or outstanding by Ofsted

- **Aug 2016**: 91.4%
- **Target**: 85.0%

Comments and Analysis

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

There are 1,076 active early years registered providers in Northamptonshire and of these 882 have been inspected, with 91.4% currently rated as good or outstanding. 20% of providers were rated as outstanding for overall provision, and 72% were rated as good. Only 1% of providers are rated as inadequate in their latest inspection.

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/
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Number of Common Assessment Framework/ Early Help Assessments completed

- **1,285**
  - Sept 2016 YTD
- **1,500**
  - Sept YTD target

Comments and Analysis
The EHA is a partnership process designed to help parents and carers support their child and is a feature of our Early Help and Prevention work. EHAs help children receive the right support at an early stage, before a low level need grows into a significant one requiring more formal intervention. They ensure that everyone involved with a child – such as teachers and health visitors – works together to support the individual. The number of EHAs completed to the end of quarter 2 is 1,285, which is a reduction in comparison to the same point last year.

Number of referrals received by Children’s Social Care

- **3,613**
  - Quarter 2
- **4,119**
  - Quarter 1

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 reduction in the number of referrals received this quarter, down from 4,119 to 3,613 and is now at the lowest quarterly level since the end of March 2014.

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
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Percentage of Single Assessments authorised within 40 working days

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
<th>Year End Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>40 days</td>
<td>69.4%</td>
<td>80.0%</td>
</tr>
</tbody>
</table>

Comments and Analysis

The performance on single assessments authorised within 40 days has declined this quarter when compared with the previous quarter by 4.9% to 69.4%. We are now showing signs of improvement in this area with October performance at 75.1%.

Comments and Analysis

It is always our intention to enable outcomes through interventions that are long-lasting and our work to support families and children is geared towards this. This indicator is measured to give understanding of the numbers of cases where children have previously required an intervention. The performance of this indicator has decreased this quarter to 36.4% (down 0.5%).

The actual number of re-referrals has fallen from 1,520 (Q1) to 1,292 (Q2), but the total number of referrals has decreased by a greater margin resulting in a smaller % decrease in performance of re-referrals.

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/](http://www3.northamptonshire.gov.uk/councilservices/jobs/working-in-childrens-social-care/)
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Comments and Analysis
The number of looked after children that the Council currently cares for has decreased this quarter by 1 to 993.

The rate of children who are looked after per 10,000 population in Northamptonshire is 62.4, this is broadly in line with the national average of 60 and represents a current picture of increasing children in care numbers across the country.

It should be noted though that the start of Quarter 3 saw an increase in the numbers of looked after children.

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 child protection conference.

The rate of children per 10,000 on a protection plan has reduced this quarter for the third time in succession, the rate now being 56.8 per 10,000.

This equates to 879 children being on a child protection plan.

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:
People of all ages are safe, protected from harm and able to live happy, healthy and independent lives in our communities

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sept 2016</td>
<td>60.5%</td>
</tr>
<tr>
<td>Jun 2016</td>
<td>64.4%</td>
</tr>
</tbody>
</table>

*Trend indicator - Decreased*

Illegal sales of restricted products from test purchases by Trading Standards

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-14</td>
<td>48.7%</td>
</tr>
</tbody>
</table>

*48.7% < 10.0%*  
*Quarter 2 Target (Trading Standards)*

*Trend indicator - Decreased*

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 this quarter to 60.5%. This is also down on the same period last year.

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

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: [www.northamptonshire.gov.uk/en/councilservices/children/childrens-centres/](http://www.northamptonshire.gov.uk/en/councilservices/children/childrens-centres/)
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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.

Comments and Analysis
There is a sustained downward trend in the number of incidents attended - although this shows signs of levelling off. Total incidents attended (excluding co-responding) were 2,633 in Q1 and Q2 combined compared to 2,551 in the same period of the previous financial year.

In addition to this figure there are also medical emergency co-responding calls. Northamptonshire Fire & Rescue Service attended 406 co-responding calls this financial year to date compared to 1,022 in the previous financial year.

The focus of prevention activity has shifted from home safety fire checks to a wider range of community initiatives to support our prevention programme.
Home safety fire checks are still focused on the higher risk groups and performance is still above target in this respect at 82%.
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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

Comments and Analysis
There are currently 6 non-fatal fire related casualties this year compared to 6 for the same period in the previous financial year.

Since the previous financial year mid year population estimates have increased from 714,392 to 723,026, representing a 1% increase in population.
People have the information and support they need to make healthy choices and achieve wellbeing

**Library Visits**

<table>
<thead>
<tr>
<th>Quarter 2</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,563,473</td>
<td>1,577,948</td>
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</tbody>
</table>

**Smoking Cessation (4 week quits)**

<table>
<thead>
<tr>
<th>Quarter 1</th>
<th>Quarter 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>402</td>
<td>219</td>
</tr>
</tbody>
</table>

**Comments and Analysis**

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

Physical visits are c2% off target at the end of quarter 2 and virtual visits are down compared to last year, some of the web data collection was affected by the switch to the new libraries website earlier in the year.

**Smoking Cessation (4 week quits)**

There has been a historical drop over the past 3 years in the number of smokers quitting through the smoking cessation programme. There is a time lag in some of the data being received for this metric, which has resulted in a higher than previously reported figure for quarter 1.

The percentage of adults who currently smoke in Northamptonshire is 18.9% (2015 annual population survey), this is a reduction from 20.5% in 2012. Northamptonshire’s rate over this period has reduced at a higher rate than the national reduction (-0.2%).

**Libraries Plus Website**

Visit the council’s libraries website, where you can reserve/renew books, get details about your local library including opening times and events taking place. There is also a list of reference sites for which we have paid the subscription fee so that our library users can benefit from access.

[http://www3.northamptonshire.gov.uk/councilservices/library-service/Pages/default.aspx](http://www3.northamptonshire.gov.uk/councilservices/library-service/Pages/default.aspx)
People achieve economic prosperity, in a healthy low carbon economy which gives access to jobs, training and skills development.

**Comments and Analysis**

Northamptonshire continues to perform ahead of both the East Midlands and national averages of people aged 16-64 in employment.

There has been an increase in the percentage of 16-64 year olds who are in employment this quarter (+0.8%) and an increase of 0.6% when compared to the same period 12 months ago.

**Comments and Analysis**

The level of claimants of Job Seekers Allowance (JSA) has increased in Northamptonshire by 0.3% in the past quarter. In comparison to the same point 12 months ago the current level is 0.1% higher.

Nationally the figures have also risen this past quarter and are currently showing 1.8% claiming JSA, whilst regionally this figure is 1.5%.

The Northamptonshire Growth Hub has received over 2,000 calls from local businesses and continues to play a strong role in the development of a service that provides easy access to business support for growing Northamptonshire businesses. Northamptonshire Growth Hub provides a seamless referral to a comprehensive range of business support provided by trained and experienced business professionals working for local and national providers - all in one place. [http://www.northamptonshiregrowthhub.co.uk/](http://www.northamptonshiregrowthhub.co.uk/)
People achieve economic prosperity, in a healthy low carbon economy which gives access to jobs, training and skills development

**Comments and Analysis**

The percentage of schools in Northamptonshire which Ofsted have rated as good or better has increased again this quarter from 78.2% to 80.4%.

This data accounts for 240 primary schools, of which 82.9% are good or outstanding and 40 secondary schools, of which 65% are good or outstanding in Northamptonshire (this doesn’t include special schools).

**Comments and Analysis**

The number of permanent exclusions from schools in Northamptonshire has remained at a similar level this quarter compared to the previous quarter in terms of actual numbers of exclusions, however if we build in that schools were closed over the month of August, this is actually an increase in real terms.

When we compare performance this year to date to the previous 2 years we are seeing an overall reduction in the number of pupils excluded from school.

**Primary school allocations open**

Applications for primary school places for September 2017 open in mid-September, closing date for applications 15th January 2017.

**Email us:** admissions@northamptonshire.gov.uk

**Telephone us:** 0300 126 1000

People achieve economic prosperity, in a healthy low carbon economy which gives access to jobs, training and skills development

Comments and Analysis

The start of 2015-16 academic year has seen the definition for being persistently absent change from 15% of sessions missed in the period down to 10% of sessions being missed within the period. The effect of this saw a sharp rise in the numbers being reported as persistently absent.

In primary schools, the rate moved from 2.2% of pupils missing at least 15% of sessions in the 2014-15 academic year to 8.7% of pupils missing at least 10% of sessions in the 2015-16 academic year autumn and spring term.

Similarly, in secondary schools the rate moved from 5.4% of pupils missing at least 15% of sessions in the 2014-15 academic year to 12.9% of pupils missing at least 10% of sessions in the 2015-16 academic year autumn and spring term.

Each of our primary and secondary schools persistent absence levels are broadly in line with the national averages, with primary currently reporting 0.1% under the national average and secondary reporting 0.6% over the national average.

Primary school allocations open
Applications for primary school places for September 2017 open in mid-September, closing date for applications 15th January 2017.

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Percentage of children achieving 5 or more GCSE's (or equivalent) at A*-C including English & maths

<table>
<thead>
<tr>
<th>Year</th>
<th>National Average</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>53.0%</td>
<td>52.8%</td>
<td></td>
</tr>
</tbody>
</table>

Trend

Comments and Analysis

DfE figures show an increase of 0.7% in GCSE results this year from 52.3% to 53%. This is provisional data and could rise by a further 0.5% given that corrections to be added in, which are generally positive. Nationally performance in GCSE results saw a small deterioration.

Of those children who are looked after by the council, we have seen a reduction this year in those achieving 5 or more GCSEs at A*-C including English and Maths with 6% this year achieving the standard (a reduction of 8.8% from 14.8% in the previous year). The comparator data isn’t yet available, last year our comparator group’s performance was 11% and the national average 14%.

The percentage of children achieving age related expectations or above in reading, writing and maths at Key Stage 2 is a new measure this year, replacing the previous indicator which measured achievement of level 4 or above in reading, writing and maths at Key Stage 2.

Children in primary schools achieved 49% against this year’s measure, which is 4% below the national average in this area. This gap is similar to the one recorded last year on the old indicator.

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

Primary school allocations open
Applications for primary school places for September 2017 open in mid-September, closing date for applications 15th January 2017.

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

45.8% Sept 2016

55.0% Target

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 scheme.

Performance has improved this quarter to end of September 2016 to 45.8%, a slight increase of 0.9% on the previous quarter. This puts Northamptonshire slightly above the latest comparator information available.

Percentage of repairs made to the road network which are permanent

99.22% Quarter 2

95.0% Target

Comments and Analysis
Excellent performance is continuing in relation to this indicator, this year’s second quarter has seen 10,067 repairs of which there were 79 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.

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://www3.northamptonshire.gov.uk/councilservices/northamptonshire-highways
People achieve economic prosperity, in a healthy low carbon economy which gives access to jobs, training and skills development.

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

- **52.8%** in Jun 2016
- **45.0%** Q1 Target

Percentage of municipal waste from Recycling Centres not sent to landfill

- **73.4%** in Jun 2016
- **65.0%** Q1 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 arisings 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 2016-17.

NB. Data reporting and verification through the national WasteDataFlow system means that waste indicators are reported in arrears.

Trend

![Trend Graph](graph.png)

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. This is a challenging target as changes to the opening hours and days has negatively impacted on recycling rates.

NB. Data reporting and verification through the national WasteDataFlow system means that waste indicators are reported in arrears.

Do your bit for the environment

Communities thrive in a pleasant and resilient environment, with robust transport and communications infrastructure.

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

<table>
<thead>
<tr>
<th>Quarter 2</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>62,787</td>
<td>59,896</td>
</tr>
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</table>

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

<table>
<thead>
<tr>
<th>June 2016</th>
<th>March 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>40.1%</td>
<td>36.7%</td>
</tr>
</tbody>
</table>

Comments and Analysis

Superfast Northamptonshire Stage 1 deployment completed 3 months early by 31st December 2015. Contract 1 target exceeded with an additional 400 premises that have benefitted from superfast availability above target outputs for Stage 1.

Contract 2 deployment meeting expected milestones. Take-up of superfast broadband has now passed 40% in Northamptonshire.

The project is progressing towards its target to see countywide access to superfast broadband completed 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 launched in summer 2016.

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/
Communities thrive in a pleasant and resilient environment, with robust transport and communications infrastructure

% of street light replacement programme complete

95.6% Sept 2016

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

2.1 Sept 2016

5.0 Target

Comments and Analysis

A targeted push towards the end of September has meant that the contract target has been achieved. The total number of removals independently certified to date is 62,873 (the total number of contractual units to be removed/ upgraded by the end of the upgrade period is 65,766). A contractual change to the Core Investment Phase total has reduced the 5 year CIP to 62,873 removals, with the additional 2,893 units to be completed by the end of March 2017. Customers can currently expect a repair to a street light within 3 working days.

Visit our country parks

Northamptonshire County Council’s award winning Country Parks each have their own unique character and something to offer for everyone. With friendly and helpful staff, easy parking, picnic meadows, surfaced trails, sign posts and plenty of seating, the parks are provided with access for everyone in mind. To find out more about our country parks please visit our webpage to download a leaflet - http://www.northamptonshire.gov.uk/en/councilservices/leisure/countryside/pages/default.aspx

Comments and Analysis

The number of people who visit our country parks fluctuates seasonally through the year, with visits driven partly by the weather conditions, with spring and summer months in quarters 1 and 2 usually seeing the highest number.

The second quarter of this year has seen a significant increase on the number of visitors in quarter one, much better weather conditions in the period account for this increase.
Resources are utilised effectively and efficiently, in coordination with partners and providers.

Visits to the NCC website

- Quarter 1: 933,271
- Quarter 2: 1,046,932

Trend indicator - Decreased

Comments and Analysis

The Council’s Google Analytics visitor tracking account had been tracking duplicate sessions last year when customers went between the old and new websites. This no longer occurs with the new analytics account which has been set up, however, this means that when comparing the two figures it looks like there has been a reduction in web visits when there most likely has not been.

September received the highest number of website sessions (337,183) since the new Google analytics account has been in place (May 2016).

Calls to the Customer Service Centre answered in 20 seconds

- Target: 80.0%
- Quarter 2: 70.3%

Trend

Comments and Analysis

The amount of calls answered within the industry standard of 20 seconds is 70.3% for the second quarter of the year, this represents a decrease of 4% on the previous quarter’s performance of 74.3%.

Performance of this indicator is heavily dependant upon vacancy and sickness levels as the Customer Service Centre runs on optimal staffing levels and therefore having a single vacancy can have a big impact on service levels.

Tel 0300 126 1000 (This number is charged at local rate and inclusive mobile phone minutes can be used)

WWW... via our online form

Contact your County Councillor

Comments, compliments and complaints

Facebook

Twitter - @askncc