Foreword

Welcome to the third quarter edition of Northamptonshire’s 2016-17 performance report.

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

We are continuing to deliver well against our key corporate metrics, this is despite the financial position that as local authorities we find ourselves in with ever reducing budgets.

This report will continue to provide transparency and accountability as we transform into our Next Generation Council model. Our Business Intelligence function are entering a review process for the metrics included in this report, with a view to ensure that these remain our key measures as we move into 2017-18 reporting.

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.

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

- **96.2%**
  - Quarter 3

- **90.00%**
  - Target

**Trend**

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 3 is 96.2% of contacts reviewed in the required timescale.

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

- **86.40**
  - Quarter 3

- **123.30**
  - Quarter 2

**Trend**

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 or nursing care home we see an overall downward pattern over the past 18 months.

Quarter 3 (86.4 per 100k) equates to 105 people aged over 65 being admitted to residential or nursing 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
People of all ages are safe, protected from harm and able to live happy, healthy and independent lives in our communities

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 2016</td>
<td>10.9</td>
</tr>
<tr>
<td>Dec 2016</td>
<td>11.7</td>
</tr>
</tbody>
</table>

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 in place in February 2015 which resulted in a sudden sharp increase in delays that were jointly attributable, as the data improved. The current rate is 11.7 per 100,000 population this equates to 217 patients experiencing a delay in Quarter 3.

Percentage of early years providers rated good or outstanding by Ofsted

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug 2016</td>
<td>91.4%</td>
</tr>
<tr>
<td>Target</td>
<td>85.0%</td>
</tr>
</tbody>
</table>

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

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

- 2,273 (Dec 2016 YTD)
- 2,250 (Dec 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 3 is 2,273, which is an increase in comparison to the same point last year.

**Number of referrals received by Children’s Social Care**

- 3,738 (Quarter 3)
- 3,613 (Quarter 2)

**Trend indicator - Increased**

**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 an increase in the number of referrals received this quarter, up from 3,613 to 3,738, this does however remain lower than at any point in the previous 2 years.

---

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

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

36.2%
Dec YTD

25.0%
Year End Target

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 an understanding of the numbers of cases where children have previously required an intervention. The performance of this indicator has decreased this quarter to 36.2% (down 0.2%). The actual number of re-referrals has increased this quarter from 1,297 (Q2) to 1,378 (Q3), there has also been an increase in the total number of referrals of 125 in this latest quarter.

Percentage of Single Assessments authorised within 40 working days

50.4%
Dec 2016

80.0%
Target

Comments and Analysis
Nationally, the single assessment has replaced the initial and core assessment in Children Social Care, the two assessments are effectively combined into a single multi-agency assessment process.

The performance on single assessments authorised within 40 days has declined this quarter when compared with the previous quarter to 50.4%.

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

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:

Comments and Analysis

The number of children in care that the Council currently cares for has decreased this quarter by 14 to 1,007.

The rate of children who are in care per 10,000 population in Northamptonshire is 63.3, this is slightly higher than the national average of 60 and represents a current picture of increasing children in care numbers across the country.

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 increased this quarter after reductions for three quarters in succession, the rate now being 59.1 per 10,000. This equates to 914 children being on a child protection plan.

Number of Children in Care that the Council has responsibility for

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

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

- Dec 2016: 53.3%
- Sept 2016: 60.5%

Trend indicator - Decreased

Illegal sales of restricted products from test purchases by Trading Standards

- 33.3% < 10.0%
- Target: 33.3%
- Quarter 3

Trading Standards enforce laws which restrict the sale of products such as alcohol, cigarettes, e-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. 60 test purchases attempted in year so far - 20 for tobacco (1 sale), 40 for e-cigarettes 19 sales. E-cigarette law is relatively new so traders need educating. Think 21 purchases being undertaken to identify higher risk premises for future test purchasing - 59% of businesses failed to ask for ID etc - appropriate advice issued.

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 53.3%. 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.

Comments and Analysis

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

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 has been a sustained downward trend in the number of incidents attended over the previous 5 years. However in line with national trends, there has been an increase in the number of fire related incidents over the past quarter. Total incidents attended were 3,886 by the end of Q3 compared to 3,812 in the same period of the previous financial year. NFRS attended 588 co-responding calls this financial year to date compared to 1,638 last year, this is as a consequence of a difference in EMAS categorisation of incidents leading to fewer mobilisations.

The focus of prevention activity has broadened to encompass a wider range of community initiatives. Home Fire Safety Checks remain an essential element of the community safety strategy and the focus remains on effectively targeting the delivery of these services focused on the higher risk groups and performance is still above target.
People of all ages are safe, protected from harm and able to live happy, healthy and independent lives in our communities

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 15 non-fatal fire related casualties this year compared to 14 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.
People have the information and support they need to make healthy choices and achieve wellbeing

### Library Visits

<table>
<thead>
<tr>
<th>Quarter 3</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,276,510</td>
<td>2,366,922</td>
</tr>
</tbody>
</table>

### Trend

<table>
<thead>
<tr>
<th>Year</th>
<th>Visits</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>
<tr>
<td>2016-17</td>
<td></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 c.4% off target at the end of quarter 3 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)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarter 3</td>
<td>435</td>
</tr>
<tr>
<td>Quarter 2</td>
<td>371</td>
</tr>
</tbody>
</table>

### Trend

<table>
<thead>
<tr>
<th>Year</th>
<th>Count</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>
<tr>
<td>2016-17</td>
<td></td>
</tr>
</tbody>
</table>

### Comments and Analysis

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 2.

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.

The percentage of 16-64 year olds who are in employment this quarter is similar to the previous quarter with a small (+0.1%) increase on the previous quarter. In comparison to the same period last year, we have seen an increase of 1% in Northamptonshire.

The level of claimants of Job Seekers Allowance (JSA) has decreased in Northamptonshire by 0.2% in the past quarter. In comparison to the same point 12 months ago, the current level is 0.1% higher.

Nationally, the figures have increased this past quarter and are currently showing 1.9% (+0.5%) claiming JSA, whilst regionally the level claiming JSA 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 decreased this quarter from 80.4% to 78.4%.

This data accounts for 243 primary schools, of which 81.9% are good or outstanding and 40 secondary schools, of which 57.5% 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 increased in quarter 3, however in comparison the previous 2 quarters have less actual time within school due to summer and Easter holiday periods.

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.

There has been no update to these datasets from DfE since the quarter 2 report. The next release is due at the end of March 2017.

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.

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

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

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

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

- Dec 2016: 37.1%
- Target: 55.0%

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 decreased this quarter to end of December 2016 to 37.1%, This puts Northamptonshire slightly below the latest comparator information available.

Percentage of repairs made to the road network which are permanent

- Quarter 3: 99.22%
- Target: 95.0%

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 current performance level exceeds the target of 95% for the current year and is in line with last year’s overall performance. 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

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 District and Boroughs 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.

Comments and Analysis
This indicator is based on municipal waste from Household Waste Recycling Centres that is diverted from landfill and includes waste that is recycled, composted, re-used, 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
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: http://www.northamptonshire.gov.uk/en/councilservices/environ/waste/
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</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>65,931</td>
</tr>
<tr>
<td>Target</td>
<td>62,888</td>
</tr>
</tbody>
</table>

% take up of superfast broadband in areas enabled through County Council investment (BDUK Phase 1)

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 2016</td>
<td>39.2%</td>
</tr>
<tr>
<td>Jun 2016</td>
<td>40.1%</td>
</tr>
</tbody>
</table>

Comments and Analysis

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

Contract 2 deployment meeting expected milestones.

To find out more about project progress and outputs go to www.superfastnorthamptonshire.net including viewing the Roll Out Schedule and Progress Overview pages.

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.

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.

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
Resources are utilised effectively and efficiently, in coordination with partners and providers.

Visits to the NCC website

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.

The quarterly number of hits is down this quarter, in what is typically the lowest quarter of visitors to the NCC website.

Calls to the Customer Service Centre answered in 20 seconds

The amount of calls answered within the industry standard of 20 seconds is 80.7% for the third quarter of the year, this represents an increase of 10.4% on the previous quarter’s performance of 70.3%.

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.

Comments and Analysis

Comments and Analysis

www.northamptonshire.gov.uk