Corporate Performance Report

January to March 2017
Foreword and Introduction

Foreword
Welcome to the council's end of year performance report for 2016-17. This year has been an important year for the council, with challenging budget position and continuing organisational transformation with implementation of our Next Generation structure. This year has seen the launch of Northamptonshire Adult Social Services Clg (NASS) joining First for Wellbeing CIC as companies setup by the council to deliver high quality services to our residents.

This end of year report provides both the final quarters performance information against our key set of metrics and also an overview of our performance in comparison to the previous year and also benchmarked against comparator groups where the data is published and available. The overall picture shows a mixed performance with a number of areas showing good performance, improving on last year’s position and ahead of comparator and national averages. Alongside these good performance areas there are other areas where there are greater challenges that we are actively addressing through our transformation programme.

There is no doubt that the council faces challenges moving forwards with increasing demand for services from the most vulnerable in the county against a backdrop of ever reducing budget and resources to deliver services. Our progress with the Next Generation structure and federated organisations, along with additional partnership expertise from public, private and voluntary sector puts us in a solid position to address the requirements over the medium to long term.

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.

Dr Paul Blantern
Chief Executive
### Annual Performance Summary 2016-17

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

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Indicator</th>
<th>2016-17 Target</th>
<th>Better to be high or low?</th>
<th>2016-17 Outcome vs Target</th>
<th>2016-17 Outcome comparisons against</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Percentage of safeguarding contacts screened by Professional Support Team in 24hrs</td>
<td>90.0%</td>
<td>🟢</td>
<td>92.8%</td>
<td>NEW, N/A, N/A</td>
</tr>
<tr>
<td></td>
<td>Permanent admissions of older people (aged 65 and over) to residential &amp; nursing care homes this year, per 100k population</td>
<td>492.6</td>
<td>🟡</td>
<td>462.5</td>
<td>N/A, N/A, N/A</td>
</tr>
<tr>
<td></td>
<td>Delayed transfers of care from hospital that are attributable to adult social care, per 100k population (aged 18+)</td>
<td>10.4</td>
<td>🟡</td>
<td>12.1</td>
<td>N/A, N/A, N/A</td>
</tr>
<tr>
<td></td>
<td>Percentage of early years and children's providers rated good or better by Ofsted</td>
<td>85.0%</td>
<td>🟢</td>
<td>92.8%</td>
<td>N/A, N/A, N/A</td>
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<tr>
<td></td>
<td>Number of Common Assessment Framework / Early Help Assessments completed</td>
<td>4,000</td>
<td>🟢</td>
<td>2,781</td>
<td>N/A, N/A</td>
</tr>
<tr>
<td></td>
<td>Number of referrals received by Children's Social Care</td>
<td>11,600</td>
<td>🟡</td>
<td>15,613</td>
<td>N/A, N/A</td>
</tr>
<tr>
<td></td>
<td>Percentage of referrals to social care with a previous referral within 12 months</td>
<td>25.0%</td>
<td>🟢</td>
<td>36.0%</td>
<td>N/A, N/A</td>
</tr>
<tr>
<td></td>
<td>Percentage of single assessments authorised within 40 days</td>
<td>80.0%</td>
<td>🟢</td>
<td>49.6%</td>
<td>N/A, N/A</td>
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<tr>
<td></td>
<td>Number of Children in Care for which the Council has responsibility</td>
<td>-</td>
<td>N/A</td>
<td>1,001</td>
<td>N/A, N/A</td>
</tr>
<tr>
<td></td>
<td>Number of children with a Child Protection Plan per 10,000 population</td>
<td>-</td>
<td>N/A</td>
<td>59.1</td>
<td>N/A, N/A</td>
</tr>
<tr>
<td></td>
<td>% of children on a CPP accessing children's centre services within the last 6 months</td>
<td>90.0%</td>
<td>🟢</td>
<td>54.1%</td>
<td>N/A, N/A</td>
</tr>
<tr>
<td></td>
<td>Illegal sales of restricted products from test purchases by Trading Standards</td>
<td>&lt;10.0%</td>
<td>🟡</td>
<td>30.4%</td>
<td>N/A, N/A</td>
</tr>
<tr>
<td></td>
<td>Total number of attended incidents (cumulative) (excluding co-responding)</td>
<td>6,098</td>
<td>🟢</td>
<td>4,945</td>
<td>N/A, N/A</td>
</tr>
<tr>
<td></td>
<td>% of home safety fire checks completed in high or very high risk areas</td>
<td>75%</td>
<td>🟢</td>
<td>79%</td>
<td>N/A, N/A</td>
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<tr>
<td></td>
<td>Total number of non-fatal casualties from fire and rescue incidents (cumulative)</td>
<td>5.27</td>
<td>🟢</td>
<td>2.9</td>
<td>N/A, N/A</td>
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#### People have the information and support they need to make healthy choices and achieve wellbeing

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2016-17 Outcome</th>
<th>Better to be high or low?</th>
<th>2016-17 Outcome comparisons against</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library visits</td>
<td>3,155,897</td>
<td>🟢</td>
<td>N/A, N/A</td>
</tr>
<tr>
<td>Smoking Cessation (4 week quits)</td>
<td>2,821</td>
<td>🟢</td>
<td>1,042</td>
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#### People achieve economic prosperity, in a healthy low carbon economy which gives access to jobs, training and skills development

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2016-17 Outcome</th>
<th>Better to be high or low?</th>
<th>2016-17 Outcome comparisons against</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Seekers Allowance claimant rate</td>
<td>-</td>
<td>1.6%</td>
<td>N/A, N/A</td>
</tr>
<tr>
<td>Percentage of 16-64 year olds in employment (Dec 2016 data)</td>
<td>-</td>
<td>79.1%</td>
<td>N/A, N/A</td>
</tr>
</tbody>
</table>
# Annual Performance Summary 2016-17

www.northamptonshire.gov.uk

<table>
<thead>
<tr>
<th>People achieve economic prosperity, in a healthy low carbon economy which gives access to jobs, training and skills development</th>
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<tr>
<td><strong>Outcome</strong></td>
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<tr>
<th>Communities thrive in a pleasant and resilient environment, with robust transport and communications infrastructure</th>
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<tr>
<td><strong>Outcome</strong></td>
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<th>Resources are utilised effectively and efficiently, in coordination with partners and providers</th>
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<tbody>
<tr>
<td><strong>Outcome</strong></td>
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</tbody>
</table>
People of all ages are safe, protected from harm and able to live happy, healthy and independent lives in our communities.

Percentage of adults safeguarding contacts screened by Professional Support Team in the Customer Service Centre within 24hrs

- **92.8%**
  - Quarter 4

- **90.00%**
  - Target

**Trend**

Comments and Analysis

Our aim is to have dealt with an adult 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 4 is 92.8% 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

- **462.50**
  - Year End

- **492.60**
  - Quarter 4

**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.

The latest benchmarking information from published ASCOF indicators (2015-16) shows that Northamptonshire have an improved performance (491.2) against both regional (612.7) and national averages (628.2).

Over the course of the year there have been 581 people admitted to either residential or nursing homes in Northamptonshire.

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.

**Report a concern**

http://www.northamptonshire.gov.uk/ASCHelpSupport

**Telephone us:** 0300 126 1000, option 2.
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+)**

- **Dec 2016:** 11.7
- **Mar 2017:** 12.1

**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. The rate has steadily increased since the 1st quarter of 2016-17 and remains above the regional rate. The current rate is 12.1 per 100,000 population this equates to 239 patients experiencing a delay in Quarter 4. A considerable number of plans are in place to reduce this and a downward trend is forecast by Winter 2017.

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

- **Dec 2016:** 92.8%
- **Target:** 85.0%

**Comments and Analysis**

The data for this indicator was updated by Ofsted in March 2017 and includes inspections up to the end of December 2016.

There are 1,090 active early years registered providers in Northamptonshire and of these 879 have been inspected, with 92.8% currently rated as good or outstanding. 19.9% of providers were rated as outstanding for overall provision, and 72.9% were rated as good. Only 1% of providers are rated as inadequate in their latest inspection.

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**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:

[http://www.northamptonshire.gov.uk/Livingathome](http://www.northamptonshire.gov.uk/Livingathome)
People of all ages are safe, protected from harm and able to live happy, healthy and independent lives in our communities

<table>
<thead>
<tr>
<th>Number of Common Assessment Framework/ Early Help Assessments completed</th>
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<tbody>
<tr>
<td>2,781 Mar 2017</td>
</tr>
<tr>
<td>4,000 Year End Target</td>
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</table>

**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 the year is 2,781, which is a decrease in comparison to last year.

<table>
<thead>
<tr>
<th>Number of referrals received by Children’s Social Care</th>
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<tbody>
<tr>
<td>4,143 Quarter 4</td>
</tr>
<tr>
<td>3,738 Quarter 3</td>
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</tbody>
</table>

**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 3,738 to 4,143, this has resulted in a total number of 15,613 referrals received this year – this is a reduction of 481 from the previous year.

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 Option 2
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

36.0%
Year End

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 36.0% (down 0.2%). The actual number of re-referrals has increased this quarter by 41 from 1,378 (Q3) to 1,419 (Q4), there has also been an increase in the total number of referrals of 405 in this latest quarter.

Percentage of Single Assessments authorised within 40 working days

49.6%
Year End

80.0%
Target

Comments and Analysis
The Single Assessment process was introduced in Northamptonshire in January 2016 and we have agreed a timescale of 40 days for completion. This is a more challenging target than the national requirement. It is vital to ensure that we balance the timescale for the assessment being completed with the need to ensure we have the right information to make the right decisions for children and young people.

Performance in quarter 4 is significantly below the target that we have set for ourselves and we are working within the service, particularly the MASH and the First Response Service, to understand the issues and to make improvements in order to improve performance in this area.

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://www.northamptonshire.gov.uk/socialcarejobs
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:

http://www.northamptonshire.gov.uk/adoption

Comments and Analysis

The number of children in care that the Council currently cares for has decreased this quarter by 6 to 1,001.

The rate of children who are in care per 10,000 population in Northamptonshire is 62.9, 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 remained at the same level this quarter at 59.1 per 10,000. This equates to 914 children being on a child protection plan.
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

- March 2017: 54.1%
- December 2016: 53.3%

Trend indicator - Similar

Illegal sales of restricted products from test purchases by Trading Standards

- 30.4% < 10.0%
- Quarter 4 Target (Trading Standards)

Trend

Comments and Analysis

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

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: http://www.northamptonshire.gov.uk/childrenscentres
People of all ages are safe, protected from harm and able to live happy, healthy and independent lives in our communities.

Total number of fire and rescue incidents attended (cumulative) (Excluding co-responding)

4,945
Quarter 4

6,098
Target

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

79.0%
Quarter 4

75.0%
Target

Trend

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 trend there has been an increase in the number of fire related incidents over the year (1,089 compared to 1,065). Total incidents attended were 5,754 by the end of the year compared to 7,305 for the previous financial year. Within these totals there are 809 co-responding calls this financial year and 2,333 in the previous financial year. The reduction in co-responding calls 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.

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.
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 were 21 non-fatal fire related casualties this year, which is the same number as recorded last year. Since the previous financial year, mid year population estimates have increased by from 714,392 to 723,026, representing a 1% increase. Pending the outcome of coroner’s reports, there were 5 fire fatalities last year. This is the highest number for several years and well above average for this county. All involved elderly residents, confirming this age demographic as a high risk factor. Prevention activity will continue to be targeted accordingly.
People have the information and support they need to make healthy choices and achieve wellbeing

**Library Visits**

<table>
<thead>
<tr>
<th>Year end</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,025,625</td>
<td>3,155,897</td>
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</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.

The end of year position has seen physical visits to Libraries finish at c.3% off target and virtual visits are down by 7% against target. Compared to last year there have been 99,000 less visits. Despite this reduction in the number of visits the Libraries have archived the targeted income of £506k, which supports the cost of running the Libraries service.

**Smoking Cessation (4 week quits)**

<table>
<thead>
<tr>
<th>Quarter 4</th>
<th>Quarter 3</th>
</tr>
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<tbody>
<tr>
<td>670</td>
<td>481</td>
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</table>

**Comments and Analysis**

This year has seen an increase in the total number of smokers who were supported by First for Wellbeing to quit at 4 weeks after 3 years of reducing numbers. This year has also seen an increase in the number of pregnant women who have successfully quit smoking by nearly double, up from 36 in 2015-16 to 73 in 2016-17.

End of year results to the end of March 2017 have recorded 1,942 people quitting smoking, this is an increase from the previous year of 1,833 people quitting smoking.

**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://www.northamptonshire.gov.uk/libraryservice
People achieve economic prosperity, in a healthy low carbon economy which gives access to jobs, training and skills development.

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 has reduced by 1% in comparison to the previous quarter. When comparing with the same period last year, we have seen an increase of 0.2% in Northamptonshire.

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 also 0.3% higher.

Nationally, the figures have increased this past year and are currently showing 2.0% claiming JSA, whilst regionally the level claiming JSA is 1.6%.

The Business & IP Centre Northamptonshire supports entrepreneurs, inventors and small businesses from that first spark of inspiration to successfully launching and developing a business. The Business & IP Centre Northamptonshire, part of the British Library Business & IP Centre national network, runs workshops and information and advice sessions on self employment & intellectual property.

http://www.northamptonshire.gov.uk/businesslibrary
People achieve economic prosperity, in a healthy low carbon economy which gives access to jobs, training and skills development.

Percentage of schools rated good or better by Ofsted

Mar 2017 79.2%
East Midlands 85.4%

Comments and Analysis
The percentage of schools in Northamptonshire which Ofsted have rated as good or better has increased this quarter from 78.4% to 79.2%.

This data accounts for 243 primary schools, of which 82.4% are good or outstanding and 40 secondary schools, of which 60% are good or outstanding in Northamptonshire (this data doesn’t include special schools).

Number of permanent exclusions from school in a quarter

30 Quarter 4
34 Quarter 3

Comments and Analysis
The number of permanent exclusions from schools in Northamptonshire has decreased in quarter 4. This year has continued the pattern of more exclusions in quarters 3 & 4 of the financial year, however we must remember that quarters 1 & 2 have less actual time within school due to summer and Easter holiday periods.

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

School Placement Offers
Allocations for on-time applications for secondary school placements were made on the 1st March with 82% of families securing their first preference.

http://www.northamptonshire.gov.uk/admissions
People achieve economic prosperity, in a healthy low carbon economy which gives access to jobs, training and skills development

Percentage of pupils persistently absent from Primary Schools
2015-16 Academic Year 7.9%
8.2% National Average

Percentage of pupils persistently absent from Secondary Schools
2015-16 Academic Year 13.5%
13.1% National Average

Trend
Latest Comparator Group

0 2 4 6 8 10 12

Change in definition for 2015-16

Comments and Analysis
The data in this report, released by DfE shows pupil absence for the 2015-16 academic year.

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 7.9% of pupils missing at least 10% of sessions in the 2015-16 academic year.

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 13.5% of pupils missing at least 10% of sessions in the 2015-16 academic year.

Each of our primary and secondary schools persistent absence levels are broadly in line with the national averages, with primary currently reporting 0.3% under the national average and secondary reporting 0.4% over the national average.

School Placement Offers
Allocations for on-time applications for secondary school placements were made on the 1st March with 94.9% of families securing their first, second or third preference school.

http://www.northamptonshire.gov.uk/admissions
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

42.0% Year End

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 increased this quarter to end of March 2017 to 42%, up from 37.1% reported in the previous quarter. This puts Northamptonshire slightly below the latest comparator information available.

Percentage of repairs made to the road network which are permanent

99.90% Year End

95.0% Target

Comments and Analysis
Excellent performance is continuing in relation to this indicator, this year’s fourth quarter has seen 9,620 repairs all of which 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. The indicator provides a performance control limit for the type of reactive repairs carried out on the network. By increasing the percentage of permanent/semi permanent repairs on the network helps to extend the life of the road surface and ensure the road is kept safe. Additionally, this is cost effective as it reduces the need for repeat visits to repair defects.

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/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 D&Bs and there are no planned service improvements for 2016-17. Furthermore, NCC is considering changes to the payments made to D&B councils which may negatively affect their performance.

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, composed, reused, recovered, as well as waste treated through means other than landfill (ie. AD, MBT, ATT, EfW etc). This is a challenging target as changes to the opening hours and days has negatively impacted on recycling rates and resolution of a contractual dispute may result in changes to the contractual targets.

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:
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)**

- **69,476**
  - March 2017
- **59,888**
  - Target

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

- **39.2%**  
  - Phase 1
- **11.4%**  
  - Phase 2

**Trend**

* data re-run by BT resulted in a reduction, this is simply a data correction

**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.

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.

Take-up is a dynamically scaled measurement, which means that at certain stages of the scheme it may go up or even down depending upon the pace of deployment (i.e. premises passed in any given time-scale), although over time the take-up should only rise.

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.northamptonshireparks.co.uk/Pages/home.aspx

Comments and Analysis
All 65,766 programmed street lights have now been Independently Certified with 100% of the contractual units either removed or upgraded. The Core Investment Period (CIP) has now drawn to an end and the PFI now moves into the Maintenance Phase. There are a small number of units that require snagging as they could not be completed during the CIP because of various factors such as physical obstruction or ongoing development works. These will be completed during the Maintenance Phase in normal operations.

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 total number of visits to the county parks this year has exceeded the expected target level by 405k visitors. Numbers are down on last year by147k largely due to a milder winter in 2015-16.
Resources are utilised effectively and efficiently, in coordination with partners and providers.

Comments and Analysis
The Council’s uses Google Analytics visitor tracking account to monitor usage, the quarterly number of hits is up this quarter, driven by the secondary school placement notifications.

The council has recently been awarded three out of four stars overall in the Socitm Better Connected Survey (a national benchmarking exercise for council websites) and passing both the mobile standard and accessibility standard. This is progress from a 2 star rating received from the previous survey in 2015-16.

Comments and Analysis
Performance has dipped in the first part of 2017 due to the CSC taking on 2 large services, Olympus Care Services and Blue Badge and due to some long term absences. It is hoped that these services will be fully embedded and staffing issues resolved by the summer months where a return to the expected levels will be achieved. It is also worth noting that peaks such as the recent ‘Storm Doris’ does have a negative effect on service delivery due to the sheer high number of calls received in a short period of time and while customer services ensure that information flows out of the organisation by way of the NCC web site and social media often citizens still choose to call.

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

via our online form Contact your County Councillor Comments, compliments and complaints Facebook Twitter - @askncc