



## Corporate Performance Report - 2011 to 2012 - Quarter 4

### Foreword

Welcome to Northamptonshire County Council's corporate performance report for quarter 4 of 2011-12. The Council is committed to improving its performance and being open and transparent in performance reporting. Considerable progress has been made in this area over the past two years with the introduction of quarterly performance management meetings and this year's review into our performance management framework has resulted in a new quarterly performance report. Our key goal is to ensure that performance reporting is meaningful and useful, and that we present clear information to the Corporate Management Team (CMT) & Cabinet so that the performance of the Council can be understood fully.

There have been significant changes in the way that performance is reported on both nationally and locally and we have embraced these challenges to try to produce a report that gives a clear picture of the County Council. When reviewing the overall performance of the County Council there are areas where we have excellent performance and continue to improve year on year. There are also areas where we recognise the need to focus on improving our services to meet our customer and service user expectations. To this end, we have recently implemented a new Children's Improvement Board, on which I sit, to tackle the business process functions in Children's Services where we are currently not performing to the levels we want but are now seeing clear progress which will flow through in improved outcomes during this financial year. We have also recently appointed a new Assistant Director in Children's Services who brings with her a strong track record of improvement activity in this field.

Paul Blanter, Chief Executive

### Introduction

The Northamptonshire County Council strategy map sets out the organisation's strategic objectives, and is structured on a "balanced scorecard" basis. It describes how the Council will deliver its vision:

**"Proud to make Northamptonshire a great place to live and work"**

across the following four perspectives:

**Customers** - to achieve our vision, what will our customers see?

**Process** - to satisfy our customers, what processes must we excel at?

**Learning & Growth** - to achieve our vision what must we learn, develop and improve?

**Finance** - to finance our vision, what must we do efficiently, effectively and economically?

### Summary report on progress against customer outcomes

The Council has identified 4 outcome priorities in relation to the customer perspective for 2011-12:

- Cleaner, greener and more prosperous county
- Active, safer and sustainable communities
- Young people feel engaged
- Care customers feel in charge of their lives

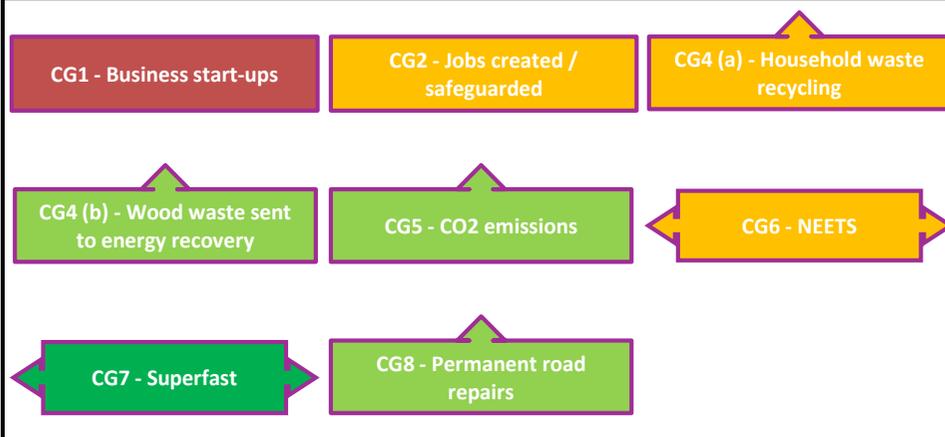
The Council has completed its review of the performance management framework in-line with anticipated timescales and this report for quarter 4 of 2011-12 represents the first report following the review.

The performance measures in this report are reflective of the range of services that the Council provides and give Cabinet and the public an insight into the Council's overall performance.

A summary of performance in this report shows that, overall, performance is healthy. There are some areas that have highlighted performance challenges that we are already aware of and are focusing on improvement activities. Performance reporting is continuing to be reported within directorates on a monthly basis.

# Customer Outcomes - Annual Performance Summary

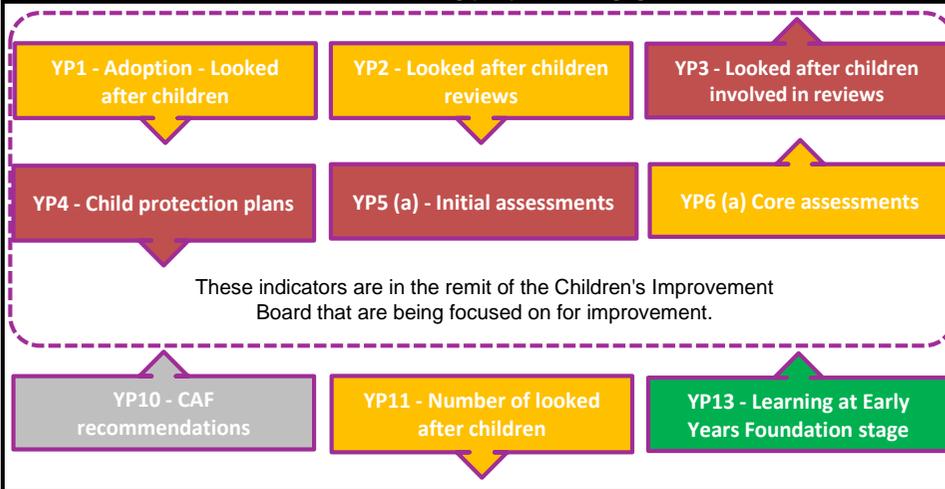
## Outcome: A cleaner, greener & more prosperous county



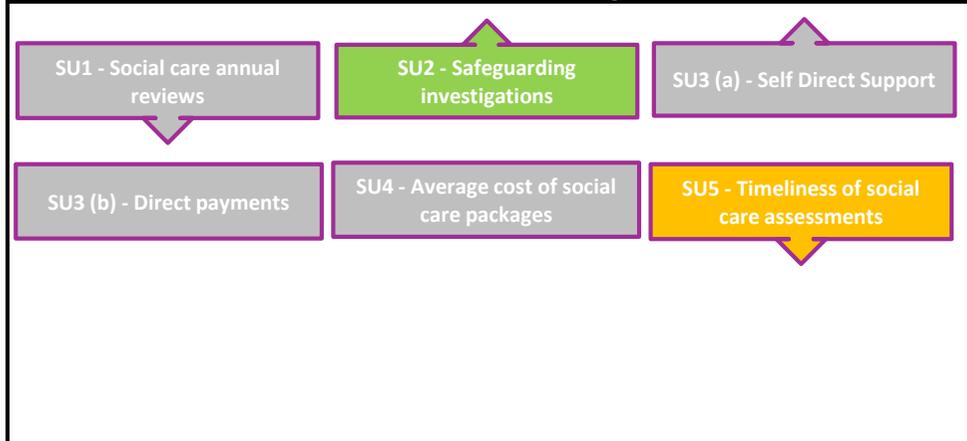
## Outcome: Active, safer & sustainable communities



## Outcome: Young people feel engaged



## Outcome: Care customers feel in charge of their life



## Direction of travel indicators - 2010-11 to 2011-12

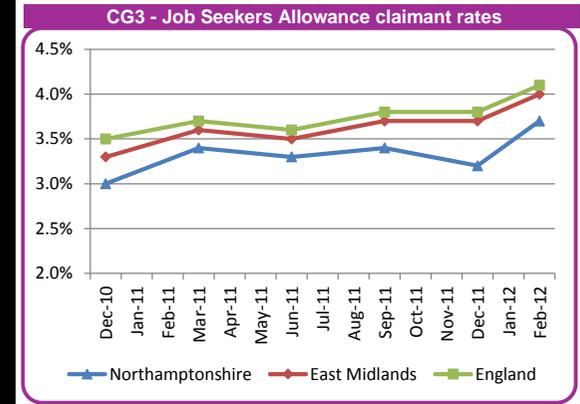
	Improved since last years report
	No Change since last years report
	Declined since last years report
	Indicator not recorded in 2010-11 or way of measuring has changed

## Key to status in performance - 2011-12 Performance against target

Status	Description of PI status
Green+	10%+ better than target
Green	On target to 10% better than target
Amber	Between 1% worse and 10% worse than target
Red	10%+ worse than target
	No target set

## Outcome: A cleaner, greener & more prosperous county

Indicator & current performance	2009-10	2010-11	June 2011	Sept 2011	Dec 2011	Mar 2012
<b>Business start-ups that have been facilitated through NCC investment via NEP.</b>	-	-	3	7	14	26
	Tolerance = Bigger is better		5	15	30	50
Qtr results are a cumulative figure						
<b>Jobs created/safeguarded directly facilitated through NCC investment via NEP</b>	-	-	74	226	547	777
	Tolerance = Bigger is better		150	350	550	800
Qtr results are a cumulative figure						
<b>Percentage of household waste sent for re-use, recycling or composting.</b>	45.40%	43.20%	46.60%	46.70%	45.20%	-
	Tolerance = Bigger is better		46.70%	46.70%	46.70%	46.70%
Data for this indicator is reported quarterly in arrears						
<b>Tonnage of wood waste from Household Waste Recycling Centres sent to energy recovery.</b>	-	10560	3221	6245	8420	-
	Tolerance = Bigger is better		2597	4860	6395	8317
Data for this indicator is reported quarterly in arrears						
Qtr results are a cumulative figure						

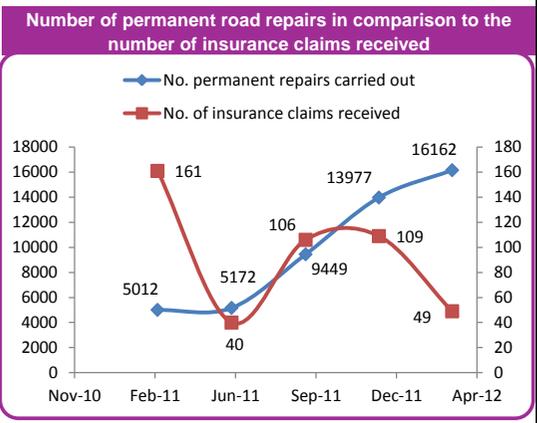


### Commentary - March 2012

<b>CG1 - Business start-ups that have been facilitated through NCC investment via Northamptonshire Enterprise Partnership (NEP).</b> <div style="text-align: center; color: white;">   <span style="color: white;">Red</span> </div>	<p>The total number of new company start ups supported in 2011/12 was 26 - despite the tough economic climate. The target for the year of 50 was not achieved as one of the streams of activity that will deliver against this target was much later in being set up and delivering results - this is the Enterprise Hubs project in conjunction with the Libraries service which aims to support individuals to start up in business. The project team was successful in securing £10,000 of funding from Jobcentre Plus to promote and further develop the activity. This has now started delivery and is being formally launched on the 10th of May 2012 which will help to deliver against this target of 50 in 2012. The Council has also launched the 2nd round of the INV-ent programme in May 2012, an initiative that provides a business rate rebate for SMEs enabling those funds to be reinvested by the business to stimulate its development, innovation and growth and stimulate growth. Central Government has endorsed our approach to the economic climate and the Northamptonshire quarterly economic results are on the whole, above the national findings published by the British Chambers of Commerce and we are seeing increasing export sales in both manufacturing and services.</p>
<b>CG2 - Jobs created/safeguarded directly facilitated through NCC investment via Northamptonshire Enterprise Partnership (NEP).</b> <div style="text-align: center; color: white;">   <span style="color: white;">Amber</span> </div>	<p>The job numbers have made steady progress during the year achieving just short of target a third of the way into the programme. There has been a good level of investment enquiry through the year and this is reflected in a strong pipeline of potential further company investments and job creation opportunities. The pace at which we have secured agreed investment support statements (and therefore attributable jobs) has slowed compared to previous years. This is to some extent affected by continuing uncertainty in the economy which slows new investment decision making, but also by the interruption in previously reliable sources of opportunity such as UK Trade Industry. As the new approach has begun to function properly in the final quarter, there has been an increase in numbers of quality enquiries that has further strengthened our pipeline providing strong potential for being on target at the two-year point of the programme. The number of claimants of Job Seekers Allowance in Northamptonshire continues to remain below the regional and national averages, the investment in NEP and its work in creating and safeguarding jobs in Northamptonshire is contributing towards the continuing trend.</p>
<b>CG4 (a) - Percentage of household waste sent for re-use, recycling or composting.</b> <div style="text-align: center; color: white;">   <span style="color: white;">Amber</span> </div>	<p>Data for this indicator is reported quarterly in arrears to Waste Data Flow (DEFRA) data, therefore the data presented in this report is for quarter 3. Winter quarters (3 &amp; 4) from October to March historically have shown lower performance due to less green waste being produced. This is particularly exacerbated by the fact that some waste collection authorities stop collecting green waste in the winter.</p>
<b>CG4 (b) - Tonnage of wood waste from Household Waste Recycling Centres sent to energy recovery.</b> <div style="text-align: center; color: white;">   <span style="color: white;">Green+</span> </div>	<p>Data for this indicator is reported quarterly in arrears to Waste Data Flow (DEFRA) data, therefore the data presented in this report is for quarter 3. The HWRC contractor Enterprise Managed Services continue to deliver wood waste to an energy recovery facility as part of their contractual obligations. Performance against this indicator since the contract commenced in October 2009 shows continued performance.</p>

## Outcome: A cleaner, greener & more prosperous county

Indicator & current performance	2009-10	2010-11	June 2011	Sept 2011	Dec 2011	Mar 2012
<b>CO2 emissions from selected NCC sites</b>	7112	6919	1316	2455	3978	5894
	Tolerance = Smaller is better					
<b>Delivery of superfast broadband project plan</b>	-	-	Green	Green	Green	Green
	Tolerance = RAG status					
<b>Percentage of repairs on road network that are permanent repairs</b>	-	c10.00%	67.74%	95.50%	95.25%	100.00%
	Tolerance = Smaller is better					
<b>16 to 18yr olds who are not in education, employment or training (NEET)</b>	5.20%	5.20%	Annual Indicator 5.20%			
	Tolerance = Smaller is better					
			Target 4.80%			
3 month average figure - November to January						

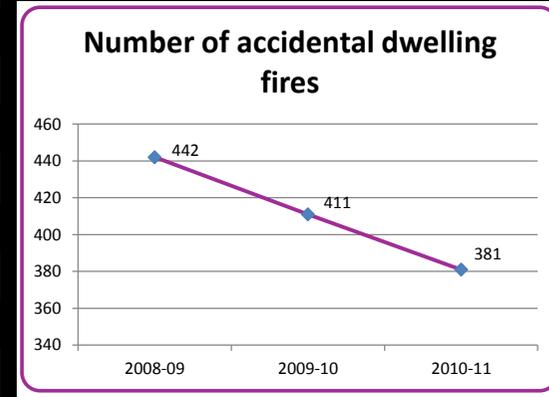


**Commentary - March 2012**

<b>CG5 - CO2 emissions from selected NCC sites (non-school buildings over 1000m2)</b>	 Green+	<p>Performance for quarter 4 shows an increase on CO2 emissions from quarter 3 and therefore a reduction in our in-year performance. This is mainly due to the increase in usage of things such as heating in the winter months. However, the Council has achieved a reduction in CO2 emissions for the 4th year running, with the most recent year seeing a 15% reduction in CO2 emissions showing the Council's continuing commitment to reduce emissions year on year.</p>
<b>CG7 - Delivery of superfast broadband project plan</b>	 Green	<p>Significant progress has been made in the last quarter of 2011/12. The Project Board has been established and held its first meeting in March 2012. The Board includes representatives from the district/borough councils (ENC/SNC), the Federation of Small Businesses, NCALC, Further and Higher Education, and the funder Broadband Delivery UK (BDUK). The target date for launching the procurement process has been agreed with BDUK - set for 31 May. Atkins have been procured to provide technical advice. The team also led one and supported two other Rural Community Broadband Fund (RCBF) bids in the county namely Rockingham, Abthorpe and Warrington/Lutton. All three have been approved to progress to full application stage out of only 16 approved nationally. Full details of the superfast broadband project are available on our website using the link below.  <a href="http://www.northamptonshire.gov.uk/en/councilservices/Environ/bigidea/Pages/SuperfastNorthamptonshire.aspx">http://www.northamptonshire.gov.uk/en/councilservices/Environ/bigidea/Pages/SuperfastNorthamptonshire.aspx</a></p>
<b>CG8 - Percentage of repairs on road network that are permanent repairs</b>	 Green+	<p>The Northamptonshire Highways Maintenance Initiative has increased the timescales for repair work in favour of promoting a "right first-time approach" for carriageway and footway defects. Overall this is a more efficient and cost effective way of carrying out repairs and there is less disruption caused to the travelling public. In the fourth quarter there has been an increase of 1,204 repairs when compared with quarter 3. All of the 16,601 road repairs were carried out as permanent/semi permanent repairs which is in line with the Northamptonshire Highways Maintenance Initiative.</p>
<b>CG6 - 16 to 18yr olds who are not in education, employment or training (NEET)</b>	 Amber	<p>Annual NEET performance is based on a monthly average for November, December and January. The criteria for measuring performance has changed this year and is now based upon a young person's academic age (as of 1st September), whereas in previous years the cohort was based on the young person's calendar age. This as the DfE states has the effect of increasing the number and percentage of NEETs. Applying the previous way of measuring NEET to 2011-12 as a way of providing a meaningful comparison with previous performance, the NEET average for November, December and January is 5.2%, which maintains the performance level from 2010-11. The NEET rate of 5.4% using the new methodology compares favourably to the national average of 6.1% and is line with the regional average of 5.4%.</p> <p>The Council is one of the three partners alongside Kettering Borough Council and Daventry District Council - who form the education and training working group of the County Chief Executives. The work programme includes the "Northamptonshire Young Persons Apprenticeships and Jobs Fairs 2012" being run across the county to promote and match young people to education, employment and training opportunities. The events took place in March &amp; April 2012 to catch future school leavers and other young people who need support. They were co-ordinated by the Northamptonshire Education and Work Service (NEWS) team in Connexions and included "speed matching" with employers, careers stands, interactive workshops and tracking / follow-up of young people who attend.</p> <p>Moulton and Northampton colleges have developed additional initiatives for young people who are NEET including job search and CV advice.</p>

## Outcome: Active, safer and sustainable communities

Indicator & current performance	2009-10	2010-11	June 2011	Sept 2011	Dec 2011	Mar 2012
<b>Project plan to deliver requirements of the Flood and Water Management Act 2010.</b>	-	-	Green	Green	Green	Green
	Tolerance = RAG status		Green	Green	Green	Green
<b>Total number of attended incidents (Excluding co-responding) (Fire Service)</b>	7906	7301	1819	3577	4995	6346
	Tolerance = Smaller is better		1826	3602	5395	7191
Qtr results are a cumulative figure						
<b>Total number of non-fatal casualties per 100,000 population (Fire Service)</b>	2.78	5.70	1.60	2.91	3.64	4.8
	Tolerance = Smaller is better		1.77	3.55	5.33	7.10
Qtr results are a cumulative figure						
<b>% of home safety fire checks completed in high or very high risk areas (Fire Service)</b>	27.75%	52.49%	73.34%	77.71%	77.79%	79.23%
	Tolerance = Bigger is better		75.00%	75.00%	75.00%	75.00%

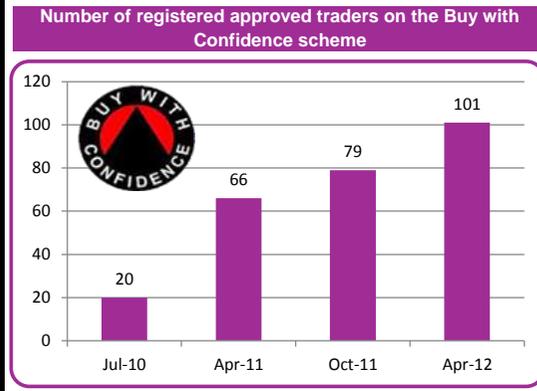


**Commentary - March 2012**

<p><b>AS1 - Project plan to deliver requirements of the Flood and Water Management Act 2010.</b></p> <p style="text-align: center; color: white;">↔</p> <p style="text-align: center; color: white;">Green</p>	<p><b>Develop Flood Risk Plans</b> - Produce a preliminary flood risk assessment (PFRA) for Northamptonshire, surface water management plan (SWMP) for Northampton and commence development of a local flood risk strategy for Northamptonshire (LFRMS) – as required by the new flood and water management act. PFRA Completed and submitted to the Environment Agency (EA) on the 22nd June 2011. The EA approved published on 22nd Dec 2011. SWMP - MGWSP are producing the technical SWMP document on behalf of NCC. This was consulted upon over October – December 2011 and still on schedule for completion by Spring 2012, there is no National Deadline set for this. LFRMS - NCC commenced work on this and will consult on at the end of Summer of 2012, complete by winter 2012 and adopt by spring 2013.</p> <p><b>Sustainable Drainage Systems</b> - Implement government requirements regards Sustainable Drainage Systems (SuDS) in new development to help reduce the potential risk and impact of flooding. National Standards were published for consultation on the 20th December 2011. The consultation ended 13th March and the implementation date not yet confirmed, expected to start April 2013. Options appraisal for delivery mechanisms has been undertaken.</p> <p><b>Creation and maintenance of an asset register</b> - This section requires LLFAs to establish and maintain a register of structures or features, which may significantly affect a flood risk in their administrative area and also provide a record of information about such structures and features, including ownership and state of repair. Most of the data has now been received.</p>
<p><b>AS2 (a) - Total number of attended incidents (Excluding co-responding) (Fire Service)</b></p> <p style="text-align: center; color: #800080;">↑</p> <p style="text-align: center; color: #800080;">Green+</p>	<p>The reduction of circa 13% in the number of incidents attended last year continues the year on year improvement achieved since the introduction of integrated risk management planning in 2004/05. There will be a wide range of factors that have contributed to this including better targeting and focus of preventative activity and through introducing more challenge and scrutiny of unwanted fire signals, leading to fewer mobilisations to these incidents. As a proxy indicator, this performance improvement evidences safer communities in Northamptonshire.</p>
<p><b>AS2 (b) - Total number of non-fatal casualties (excluding precautionary checks &amp; first aid) per 100,000 population</b></p> <p style="text-align: center; color: #800080;">↑</p> <p style="text-align: center; color: #800080;">Green+</p>	<p>This is a relatively small dataset and can therefore be subject to some volatility. However, it is important to view these figures alongside activity levels, to provide an indicator as to the seriousness or impact of those incidents occurring. On this basis it is again encouraging to note that performance for the year was ahead of target and better than the previous year, again sustaining our good performance in national comparison against the baseline set in 2008/09. Fewer incidents occurring and a lower number of injuries resulting provides further evidence of safer communities in Northamptonshire</p>
<p><b>AS2 (c) - Percentage of home safety fire checks completed in high or very high risk areas</b></p> <p style="text-align: center; color: #800080;">↑</p> <p style="text-align: center; color: #800080;">Green</p>	<p>This indicator is designed to measure how well we are targeting our prevention activity. This area has seen a step change over the last 3 years moving from under 28% in 2009/10 to 79% in 2011/12. This improvement has been achieved through a combination of initiatives including: enhancing partnership referral schemes, improved business intelligence through introducing alternative risk profiling aids e.g. Mosaic, improving and streamlining administrative processes. Despite significant capacity challenges, over 10,000 home fire safety checks were delivered for the second year running in Northamptonshire.</p>

## Outcome: Active, safer and sustainable communities

Indicator & current performance	2009-10	2010-11	June 2011	Sept 2011	Dec 2011	Mar 2012
<b>Customer satisfaction from post-incident / visit surveys (Fire Service)</b>	91.50%	97.30%	98.10%	98.30%	98.30%	97.90%
	Tolerance = Bigger is better		94.00%	94.00%	94.00%	94.00%
<b>Percentage of illegal sales of age restricted products from test purchases (Trading Standards)</b>	-	8.00%	0.00%	2.00%	7.80%	7.80%
	Tolerance = Smaller is better		10.00%	10.00%	10.00%	10.00%
<b>Number of free bus journeys starting within the County boundry</b>	6,172,572	6,281,324	1,452,000	3,032,000	4,636,000	6,111,000
	<b>Trend information</b> Qtr results are a cumulative figure					

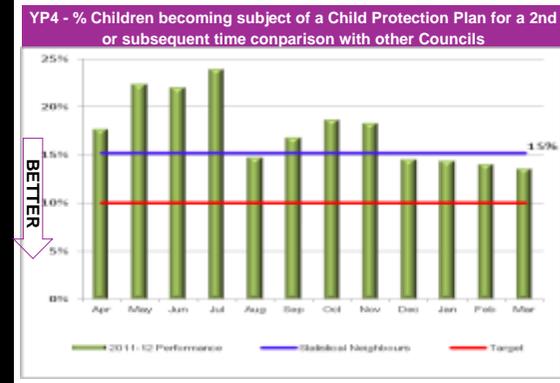


**Commentary - March 2012**

<b>AS2 (d) - Customer satisfaction from post-incident / visit surveys</b> <div style="text-align: center;">   <span style="color: white;">Green</span> </div>	<p>This indicator is informed by our continuous feed customer satisfaction surveys and provides a very complete and current view of what customers feel about the quality of the services provided by Northamptonshire Fire and Rescue Service (NFRS). In this regard it is very encouraging to note that the level of satisfaction increased again last year to just under 98%. Viewed collectively with the measures on the previous page, this evidences that NFRS are reducing the number of incidents, reducing the impact of incidents and are meeting the community's expectations in delivering high quality services.</p>
<b>AS3 - Percentage of illegal sales of age restricted products from test purchases (Trading Standards)</b> <div style="text-align: center;">   <span style="color: #000080;">Green+</span> </div>	<p>Trading Standards enforce laws which restrict the sale of products such as alcohol, cigarettes, volatile substances and solvents, fireworks, videos, spray paints and knives to underage persons. The illegal sale of these products will adversely affect the health and welfare of young people in the community and may lead to anti-social behaviour.</p> <p>Key activities: Carry out test purchasing exercises of age restricted products; Promote and support 'Think 21' scheme in Northamptonshire; To improve business compliance, provide retailers of age restricted products with advice and information regarding their statutory obligations, together with relevant posters and leaflets (proof of age and specific alcohol posters available); Provide information regarding alcohol licence applications and to review such licences.</p>
<b>AS4 - Number of free bus journeys starting within the County boundry</b>	<p>The 2011/12 figure for concessionary travel journeys commencing in the county is 2.7% lower than the figure for 2010/11, due to a number of factors;</p> <ol style="list-style-type: none"> <li>1. The age at which elderly residents can receive a bus pass has increased in stages throughout the financial year from 60 to 60.5.</li> <li>2. Prior to April 2011 a number of Borough and District Councils in Northamptonshire provided additional travel facilities i.e. pre 9:30am travel and travel for companions of disabled residents. These concessions, which generated additional usage, were withdrawn on 1.4.11.</li> <li>3. In line with the reduction of public bus subsidy a number of services were reduced in frequency in the months leading up to September 2011.</li> </ol> <p>In 2010-11 The council provided £620k of free bus journeys that were not funded from central government through the concessionary fares scheme. The number of pass-holder journeys will be impacted upon by the general economic climate with people looking for alternative, cheaper journey options.</p>

## Outcome: Young people feel engaged

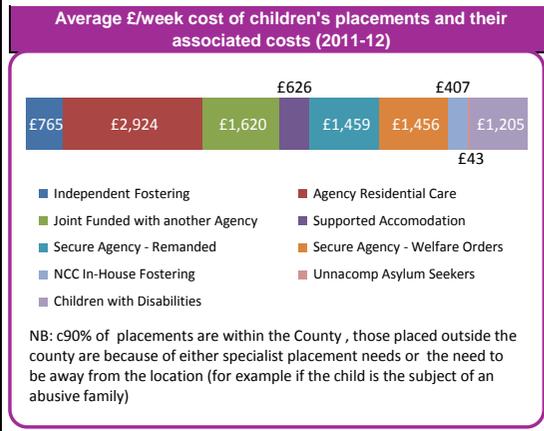
Indicator & current performance	2009-10	2010-11	June 2011	Sept 2011	Dec 2011	Mar 2012
% of looked after children who were placed for adoption within 12 months of an agency decision that they should be adopted.	67.40%	78.40%	<b>Actual</b> 85.70%	<b>Actual</b> 88.90%	<b>Actual</b> 79.20%	<b>Actual</b> 71.90%
	Tolerance = Bigger is better		<b>Target</b> 78.00%	<b>Target</b> 78.00%	<b>Target</b> 78.00%	<b>Target</b> 78.00%
% of looked after children cases which were reviewed on time.	71.90%	93.30%	<b>Actual</b> 96.10%	<b>Actual</b> 89.70%	<b>Actual</b> 90.40%	<b>Actual</b> 90.30%
	Tolerance = Bigger is better		<b>Target</b> 92.00%	<b>Target</b> 92.00%	<b>Target</b> 92.00%	<b>Target</b> 92.00%
% of looked after children that participated in their most recent statutory review.	88.40%	80.50%	<b>Actual</b> 86.00%	<b>Actual</b> 86.00%	<b>Actual</b> 81.90%	<b>Actual</b> 81.10%
	Tolerance = Bigger is better		<b>Target</b> 95.00%	<b>Target</b> 95.00%	<b>Target</b> 95.00%	<b>Target</b> 95.00%
% of children becoming the subject of Child Protection Plan for a second or subsequent time.	5.70%	9.60%	<b>Actual</b> 22.00%	<b>Actual</b> 16.80%	<b>Actual</b> 14.50%	<b>Actual</b> 13.50%
	Tolerance = Smaller is better		<b>Target</b> 10.00%	<b>Target</b> 10.00%	<b>Target</b> 10.00%	<b>Target</b> 10.00%
Number of new CAF recommendations.	10	27	<b>Actual</b> 82	<b>Actual</b> 125	<b>Actual</b> 195	<b>Actual</b> 273
	Tolerance = Bigger is better		<b>Target</b> target not set	<b>Target</b> target not set	<b>Target</b> target not set	<b>Target</b> target not set



Commentary - March 2012	
<p><b>YP1 - Percentage of looked after children who were placed for adoption within 12 months of an agency decision that they should be adopted.</b></p> <p style="text-align: right; color: purple;">↓</p> <p style="text-align: right; color: purple;">Amber</p>	<p>There is strong ministerial interest in Adoption and the Adoption process. The Government is currently working with the Family Justice Review to introduce a number of changes to speed up care proceedings by legislating for a time limit by which the majority of proceedings must be concluded. The government produced performance tables for the Children in Care and Adoption Service in October 2011 and updated these in December 2011. This set of 15 performance indicators will continue to be refined and was a first step in trying to make better use of information about the adoption system to generate improvement within Local Authorities. In May 2012 the Council received a letter from Tim Loughton, Parliamentary Undersecretary of State for Children and Families, giving positive feedback of our adoption processes and that we have met both the Governments thresholds on performance. The Adoption service has recently undergone an inspection by Ofsted, in which it was evaluated as providing an inadequate service. However, this provides a good position from which to meet the challenge of the reform programme and will inform the future development of the service. The immediate actions required to begin the implementation of the Adoption reform programme have been integrated in to the Directorate Service Plan and the Children's Divisional Plan.</p>
<p><b>YP2 - Percentage of looked after children cases which should have been reviewed during the year that were reviewed on time.</b></p> <p style="text-align: right; color: purple;">↓</p> <p style="text-align: right; color: purple;">Amber</p>	<p>The statutory requirement for each Looked After Child (LAC) is that an Initial Review is carried out within 20 working days, the second review within 3 months and subsequent reviews within 6 months or earlier if required. However, if there is any significant change of circumstances, such as a change of placement, then the process recommences. The end of year figure is 90.3% which is 'good' and indicates that against the target we set ourselves 13 of our LAC didn't receive a review within the time frame. There are some occasions where the Reviewing Officers receive a late notification of a child becoming looked after and as a result the review will be late, the development of the CareFirst recording process will help to rectify this and ensure that the 5 day notification 'window' is adhered to. From 1st April 2011 the counting of LAC Reviews has changed – all children looked after must have a Review within 20 working days and a Review can be held in two parts as long as the second part is held within 20 working days of the first.</p>
<p><b>YP3 - Percentage of looked after children that participated in their most recent statutory review (split by 1st, 2nd and 6-monthly review).</b></p> <p style="text-align: right; color: purple;">↓</p> <p style="text-align: right; color: purple;">Red</p>	<p>Young people's participation in their Looked After Children reviews for 2011/12 was 81.10%, which shows an underperformance against the target set at the start of the year. On looking at this target it is apparent that this was set, it is very ambitious and probably higher than can be achieved as some children are unable or unwilling to participate in their reviews. When comparing to our statistical neighbours we are 16.2% better than the average on this indicator, showing that we are involving a high portion of children in their reviews. The Independent Review Officers (IRO) tries to ensure that the views and wishes of the child/young person are collected in advance of the review. These can be gathered by the IRO speaking with the child/young person in private prior to the review but they also take into consideration the views of the children/young people by use of Looked after Consultation booklets. Some children are unable or unwilling to participate in their reviews, the very young and adolescents. The Children's Rights Service is able to offer advocacy and participation support to children and it is hoped that this figure will rise as a result.</p>
<p><b>YP4 - Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time.</b></p> <p style="text-align: right; color: purple;">↑</p> <p style="text-align: right; color: purple;">Red</p>	<p>Whilst the purpose of this indicator is to monitor whether a Child Protection Plan leads to last improvement in a child's safety and overall well-being it takes no account of time between Child Protection Plans or of the reasons for the child becoming subject to a Child Protection Plan. Therefore, in theory a child may have a Child Protection Plan briefly at birth, then again aged 15 for entirely different reasons and will show up on this indicator. Too high a rate may indicate Child Protection Plans are being discontinued too quickly and / or that child support interventions are not effective. Too low a rate may indicate ineffective child protection procedures. The performance result for this indicator has risen in the last 12 months from 9.6% in 2010-11 to 13.5% in 2011-12, however our performance this year has exceeded the average performance of our statistical neighbours (similar councils) by 1.5% (see above graph). We have recently undertaken an audit to greater understand the children making up this cohort.</p>
<p><b>YP10 (a) - Number of NEW Common Assessment Framework (CAF) recommendations.</b></p>	<p>Common Assessments help the early identification of needs; the co-ordinated provision of services; avoiding the need for multiple assessments and reduce the need for children or their families to re-tell their story to different agencies. One of the outputs from a contact with the Adult and Children's Services Initial Contact Team is a recommendation that the Common Assessment Framework (CAF) process needs to be initiated and followed by a universal or targeted service. This advice is given when a case does not meet the threshold for a children's social work assessment of service but is at Level 2 (target support) or 3 (additional needs – specialist) as described in the Northamptonshire Integrated Working Procedures, details of the procedures can be found on the Council's website (link below).</p> <p>There was no target associated with this indicator in 2011-12 as this represents the first year that the indicator has truly been recorded, the data will provide useful baseline as the number of these recommendations is likely to continue to rise in the immediate future, to a point where the appropriate number of recommendations is made.</p> <p><a href="http://www.northamptonshire.gov.uk/en/councilservices/cyp/caf/pages/integrated-working.aspx">http://www.northamptonshire.gov.uk/en/councilservices/cyp/caf/pages/integrated-working.aspx</a></p>

## Outcome: Young people feel engaged

Indicator & current performance		2009-10	2010-11	June 2011	Sept 2011	Dec 2011	Mar 2012
<b>Percentage of initial assessments authorised within 10 working days of referral</b>	not measured in same way <small>Tolerance = Bigger is better</small>			Actual 47.00%	40.80%	41.80%	41.60%
				Target 80.00%	80.00%	61.00%	61.00%
<b>Average number of days taken to authorise initial assessments.</b>	-      - <small>Tolerance = Smaller is better</small>			Actual -	-	-	30.5
				Target -	-	-	target not set
<b>Percentage of core assessments completed within 35 working days of their start date.</b>	69.50%      77.30% <small>Tolerance = Bigger is better</small>			Actual 77.30%	81.90%	81.00%	79.30%
				Target 83.00%	83.00%	83.00%	83.00%
<b>Average number of days taken to authorise core assessments.</b>	-      - <small>Tolerance = Smaller is better</small>			Actual -	-	-	37.3
				Target -	-	-	target not set
<b>Number of looked after children</b>	701      735 <small>Tolerance = Smaller is better</small>			Actual 755	761	768	792
				Target 720	720	720	720
<b>Children achieving a good level of learning in the Early Years Foundation Stage Profile</b>	54.0%      58.0% <small>Tolerance = Bigger is better</small>			Actual 61.00%			
				Target 58.00%			

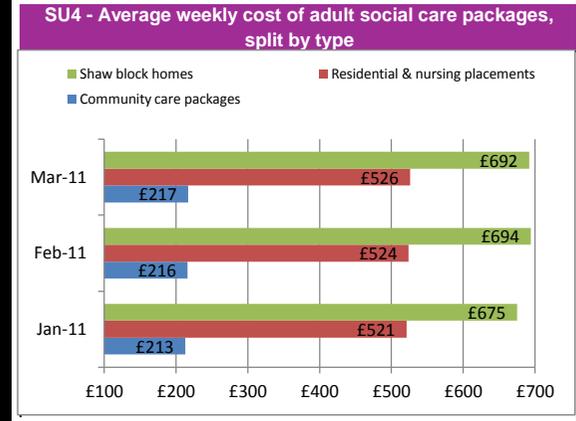


**Commentary - March 2012**

<b>YP5 - (a) - Percentage of initial assessments authorised within 10 working days of referral</b> <div style="text-align: right; color: white;">   <span style="color: white;">Red</span> </div>	<p>The way in which this indicator is measured was changed at the start of the 2011-12 from % completed in 7 days to % authorised in 10 days. Since April 2011 the county has carried out 4,989 initial assessments to the end of the year. This compares to 3,588 carried out in total during 2010/11, this represents a percentage increase in the number of assessments carried out this year of 39%. For a number of reasons, including lack of capacity, increased demand and limited management oversight, performance was below the set target, with a final outturn figure of 41.6% against the target of 61%.</p> <p>More detailed reporting shows that, of those assessments started in the period 1st April 2011 to 31st March 2012, 55% have been authorised in the 10 days. This highlights the improvement in the current performance of existing assessments which is continuing an upwards trend into April (76%). The reporting of this indicator is showing 41.6% as there are historical records in the system which is affecting the performance on this indicator. The Council will be working on ensuring that this is rectified so that more reflective performance on current assessments can start to be shown.</p> <p>We can report that child protection/high risk cases are given priority and responded to within the required timescales. With further focus and management oversight and detailed reporting from Business Intelligence on each months assessments started and authorised in 2012-13 the Council is hopeful that the performance will start to show an upward trend towards the statistical neighbour average of 60.5%.</p>
<b>YP6 - (a) - Percentage of core assessments completed within 35 working days of their start date.</b> <div style="text-align: right; color: white;">   <span style="color: white;">Amber</span> </div>	<p>Core assessment is a more detailed assessment of a child and addresses the central or most important aspects of a child's needs. There has been 2269 core assessments completed in 2011-12, an increase of 64% from 2010-11 when we completed 1,381. The performance of this indicator at the end of the year is below the optimistic target that was set of 83%, however in considering the increase in number completed this year it is positive to show that there is improvement on the performance from 2010-11 of 2%, demonstrating that the service is continuing to improve the result, in addition we are performing above our statistical neighbour average of 70.5% in this area.</p>
<b>YP5 - (b) &amp; YP6 (b) - Average number of days taken to authorise initial &amp; core assessments</b>	<p>Initial and core assessments should be authorised as soon as possible following completion. Reporting of this indicator for quarter 4 is to provide baseline data for future reporting. During quarter 4 the cleaning of historical data (approximately 500 assessments) has meant that this figure is not a true reflection on the performance of the service in authorising initial assessments and completing core assessments. Current activity in the early part of quarter 1 is showing that these indicators will begin to show significant improvement for the reporting in 2012-13.</p>
<b>YP11 (a) - Number of looked after children</b> <div style="text-align: right; color: white;">   <span style="color: white;">Amber</span> </div>	<p>The Council's number of Looked After Children (LAC) are increasing due to a number of factors. The Council is being involved in proceedings much earlier and as such our LAC numbers are increasing in line with significant increase in children becoming subject to a child protection plan. It is a positive step for the Council from a Safeguarding perspective to be involved earlier, however this has a negative impact on this particular indicator. We are continuing to experience significant numbers of children of an older age who are being deemed 'beyond parental control' (i.e. neglected, abused, troubled). We are continuing to seek ways to avoid these children becoming looked after and need to determine what impacts are contributing negatively on LAC numbers.</p> <p>The care planning regulations 2011 and new fostering regulations 2011 require any child residing with a family or friend (connected person) to have LAC status; this is impacting on the numbers of LAC. The Council is working to ensure that these cases are assessed and supported to acquire Special Guardianship orders as soon as possible resulting in a child no longer having a status of LAC.</p>
<b>YP13 - Children achieving a good level of learning in the Early Years Foundation Stage Profile</b> <div style="text-align: right; color: white;">   <span style="color: white;">Green</span> </div>	<p>Overall attainment in the Early Years Foundation Stage has continued to rise with an increase of 3% in the last year to 61%; exceeding our target of 58%. Increases were recorded in every area of the County. Northamptonshire's scores are currently 3% higher than the National score. It is possible to see the positive impact in particular schools and areas of the curriculum where there has been targeted EYFS work.</p>

## Outcome: Care customers feel in charge of their life

Indicator & current performance	2009-10	2010-11	June 2011	Sept 2011	Dec 2011	Mar 2012
<b>Percentage of clients in receipt of an annual review</b>	83.80%	67.40%	32.20%	44.00%	59.10%	67.10%
Tolerance = Bigger is better			<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>
			<b>Target</b>	<b>Target</b>	<b>Target</b>	<b>Target</b>
			target not set	target not set	target not set	target not set
<b>Average number of days to complete a safeguarding investigation.</b>	29	21.7	17.3	14.1	12	11
Tolerance = Smaller is better			<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>
			<b>Target</b>	<b>Target</b>	<b>Target</b>	<b>Target</b>
			28	28	28	28
<b>Proportion of adults, older people and carers receiving SDS in the year.</b>	15.20%	36.40%	45.50%	44.80%	42.40%	41.70%
Tolerance = Bigger is better			<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>
			<b>Target</b>	<b>Target</b>	<b>Target</b>	<b>Target</b>
			target not set	target not set	target not set	target not set
<b>Proportion of adults, older people and carers receiving Direct Payments in the year.</b>	-	-	17.90%	16.30%	14.30%	13.80%
Tolerance = Bigger is better			<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>
			<b>Target</b>	<b>Target</b>	<b>Target</b>	<b>Target</b>
			-	-	-	-
Indicator not previously reported						
<b>Timeliness of adult social care assessments (under 28 days)</b>	79.30%	76.20%	81.10%	81.10%	77.50%	72.30%
Tolerance = Bigger is better			<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>
			<b>Target</b>	<b>Target</b>	<b>Target</b>	<b>Target</b>
			75%	75%	75%	75%



### Commentary - March 2012

<p><b>SU1 - Percentage of clients in receipt of an annual review</b></p> <p style="text-align: right; color: purple;">↑</p>	<p>Factors affecting the number of clients in receipt of a review in the year 2011-12 have including a difference in the way that this indicator is now collated. In previous years, manual information was included in the calculations and this year all review activity is now evidenced via a formal CareFirst review tool. Across the department, a number of review activities have not been formally recorded via a CareFirst assessment form, and thus have not now been reported as a review. A preliminary study showed from 200 clients that there was evidence of review activity (e.g. face to face meetings/ home visits/packages changes) that were not formally recorded in 17% of cases. Also, use of other types of CareFirst assessment form did not capture recordable review activity. Other factors impinging on overall review activity were: the significant departmental restructuring in late summer involving change of personal across all teams, continued significant care management involvement in continuing healthcare meeting (the majority of which are not reportable for this indicator), continued departmental focus on high demand of new referrals at the front door and a significant focus on learning disability community packages reviews for 3 months, which on average took twice as long as a review for an older person.</p>
<p><b>SU2 (a) - Average number of days to complete a safeguarding investigation.</b></p> <p style="text-align: right; color: green;">↑ Green+</p>	<p>Adult safeguarding referrals continue to rise year on year, with a total of 3,979 for 2011-12 which is an increase of 65% compared to 2010-11. Performance in terms of the time taken to complete an investigation when we receive a notification has improved considerably over the past 3 years, from 29 days in 2009-10 to 11 days at quarter 4 2011-12. In the current year we have seen an improvement of 10.7 days on average to complete an investigation. We are continuing to work with partners and service providers to improve our processes further and this work is overseen by the Safeguarding Vulnerable Adults Board (SOVA).</p>
<p><b>SU3 (a) - Proportion of people using self directed support (SDS):</b></p> <p>Part 1 – Proportion of adults, older people and carers receiving SDS in the year.</p> <p style="text-align: right; color: purple;">↓</p>	<p>Enabling customers to have more choice and control over how their eligible needs are met has been a priority for us and specifically adult social care for some years now. Since the mainstreaming of personal budgets, we have made significant inroads in enabling our customers to have increased choice and control in meeting their needs.</p> <p>During this quarter we have seen a small down turn in performance in part 1 of the indicator, this is likely to relate to customers leaving the service. However, there has been an increase in the performance over the last 12 months 5.3% which is a positive reflection on service users exercising their choice to manage their own lives. There has an increase in part 2 of the indicator in the past 2 months which is positive outlook, seeing more people spending their allocation in a non traditional way.</p>
<p>Part 2 – Proportion of adults, older people and carers receiving Direct Payments in the year.</p> <p style="text-align: right; color: purple;">↓</p>	<p>It is expected that performance on SU3 (part 1) will slowly taper off as we reach a ceiling point for people eligible to be counted in the performance of this indicator.</p>
<p><b>SU5 - Timeliness of adult social care assessments - completion of assessment in 28 days or less.</b></p> <p style="text-align: right; color: orange;">↓ Amber</p>	<p>The performance for this indicator has reduced in quarters 3 &amp; 4 of the year, partly due to the increased number of referrals received in 2011-12. In addition figures shown in quarters 1&amp;2 include records which are missing some personal details and therefore would have been excluded from statutory returns, with this in mind the performance result for quarters 3&amp;4 only includes those records that can be included in the statutory return. Performance on this indicator has reduced slightly from the previous year by 2.9%</p>

## Indicators not reported in quarter 4 report

Ref	Indicator	Reported period	Reason
YP7 (a)	Achievement of 5 or more A*-C grades at GCSE or equivalent including English & Maths.	Quarter 2	Attainment indicators are reported annually after exams are taken. Results are available in September and will be reported in the Q2 performance report
YP7 (b)	Reduction in number of schools where fewer than 40% of pupils achieve 5 or more A*-C grades at GCSE and equivalent including English & Maths	Quarter 2	Attainment indicators are reported annually after exams are taken. Results are available in September and will be reported in the Q2 performance report
YP8 (a)	Narrowing the gap Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stage 2	Quarter 2	Attainment indicators are reported annually after exams are taken. Results are available in September and will be reported in the Q2 performance report
YP8 (b)	Narrowing the gap Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stage 4	Quarter 2	Attainment indicators are reported annually after exams are taken. Results are available in September and will be reported in the Q2 performance report
YP8 (c)	Narrowing the gap Looked after children achieving 5 A*-C GCSE's including English & Maths	Quarter 2	Attainment indicators are reported annually after exams are taken. Results are available in September and will be reported in the Q2 performance report
YP10 (b)	Number of referrals to Children's Social Care that had a Common Assessment Framework (CAF)	Quarter 2	This indicator is a new indicator that will be reported in the corporate report. The indicator is currently in development and are anticipating first reporting this in the 2012-13 quarter 2 report.
YP12 (a)	School admissions - Number of appeals		
YP12 (b)	School admissions - Number of complaints	Quarter 1 & Quarter 2	School admissions information will be produced in quarter 1 for Secondary school placements and quarter 2 for Primary school placements. In addition appeals data will be produced in quarter 1 & 2 for both Primary & secondary schools.
YP12 (c)	School admissions - Percentage of applications that are made online		
YP9 (a)	Eligible transport requests made by internal customers but capacity not available		
YP9 (b)	Social Care & Health transport cancellations by NCC due to sickness, etc..	tbc	Home to school transport information is aimed to be produced in quarter 1 of 2012-13 as reporting of these new indicators hasn't been possible from the systems that hold the information for this report.
YP9 (c)	Special educational needs transport cancellations by NCC due to sickness, etc..		