



## Corporate Performance Report - 2012 to 2013 - Quarter 2

### Foreword

Welcome to Northamptonshire County Council's corporate performance report for quarter 2 of 2012-13. The Council is committed to improving its performance and being open and transparent in performance reporting. There have been considerable changes to our performance reporting over the past 12 months, with the introduction of this new style of report. This reporting style has been developed with the key goal of ensuring 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.

This report demonstrates that overall, the Council's performance is improving across the four customer outcomes. There is good progress in Children's services with four of the six indicators improving their performance in this quarter.

This quarter has seen Northamptonshire named the most enterprising place in Britain; the Council has won the accolade for helping to generate economic prosperity across the county. Further detail can be found on page 2 of this report. This report also includes information on the annual educational attainment achievements, which this year has seen our best ever performance at key stage 2 and a continual improvement at key stage 4 for the 6th year in a row, full details can be found on page 4 of this report.

Paul Blantern,  
Chief Executive

### Introduction

The Northamptonshire County Council strategy map and core purpose outline our vision of being "**proud to make Northamptonshire a great place to live and work**" for everyone who lives, works, studies or plays in the county.

Northamptonshire County Council is committed to ensuring our vision. More specifically we have four customer outcomes that we will continue to deliver over the life of this plan, namely:

- A cleaner, greener more prosperous county
- Active, safe and sustainable communities
- Ambitious young people
- Service users and carers feel in charge of their lives

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.

## 2012-13 Quarter 2 Corporate Performance Report - Summary

The Council's summary performance of the quarter 2 report shows that 21 indicators have shown an improvement in this report with 7 indicators remaining broadly the same and 8 indicators reducing in performance. This shows a broad improvement in performance in corporate performance when comparing quarter 2 to quarter 1 results. There are currently 4 red performing indicators in the report.

Performance of indicators in the corporate scorecard has shown improvement in the ambitious young people outcome, this has taken place following the implementation of the Children services Improvement programme at the end of 2011-12. Indicators in this outcome are all heading in the right direction and are also either ahead of target or are progressing towards the end of year targets. This represents a significant improvement in what has been an area of under performance. Educational attainment information was published by the Department for Education in this quarter and we have seen improvement across all of the indicators that are included in this report, with all but 1 indicator either on or ahead of target. We have seen continual improvement in educational attainment figures in Northamptonshire over the past 6 years, with this year seeing our best ever performance at Key Stage 2 meaning that we should continue to see improvement in these indicators in the coming years.

Despite the economic climate in quarter 2, three of our 4 economy indicators included in the corporate scorecard are improving and are also on target, this along with our recent achievement of being named most enterprising place in Britain shows the Council's continuing commitment to making Northamptonshire a more prosperous county.

### **Northamptonshire named most enterprising place in Britain**

Northamptonshire is celebrating after being named the most enterprising place in Britain. Northamptonshire County Council has won the accolade for helping to generate economic prosperity across the County. The Enterprising Britain competition was run by the Department for Business, Innovation and Skills (BIS) and was looking for the place that could best demonstrate a positive impact of enterprise on the community over the past two years. The announcement was made by Business and Enterprise Minister Michael Fallon during the MADE entrepreneurial festival in Sheffield. Mr Fallon said:

"Northamptonshire County Council has shown real initiative in reinvigorating the local economy. They have shown complete faith in the newly formed Northamptonshire Enterprise Partnership as well as backing the motorsport industry and High Performance Technologies Sector. The sector is the base for more than 1,500 companies employing over 21,000 people and contributing £2 billion to the local economy. I would like to congratulate them on their fantastic achievements."

Northamptonshire County Council also picked up the award for encouraging export, thanks to the positive work undertaken by the Local Enterprise Partnership (LEP). They are one of the few LEPs to have set up a European Office helping them to build trade links in Europe and work closely alongside UK Trade and Investment (UKTI).

Northamptonshire County Council will now go on to represent the UK at this year's European Enterprise Promotion Awards for 'improving the business environment' and 'promoting entrepreneurial spirit' respectively. The awards are run by the European Commission and take place in Nicosia, Cyprus on 15 November 2012, which is during Global Entrepreneurship Week.

### **Unemployment rates**

Unemployment rates in Northamptonshire continue to remain below the regional and national averages at 7.0%. The unemployment rate in the East Midlands is currently 7.8% with the national rate being 7.9%

### **Ofsted Inspection - Fostering Service**

The Ofsted inspectors who visited our fostering service last month have rated the service as good in their report published on Tuesday 6th November. The good rating shows that this is 'a service of high quality that exceeds minimum requirements'. The report highlights that:

- 1) Foster carers benefit from a supportive buddy system and receive effective training, support and supervision from us
- 2) Almost all children and young people say that their foster care is good or excellent
- 3) Children and young people's wishes and feelings are taken into account both in their daily care and the operation of the fostering service
- 4) Children with disabilities and their families receive a good quality short breaks service and speak very positively about the benefits of this.

The inspectors acknowledge the improvement that has taken place since our last inspection. The report says that: "Leaders and managers who were appointed in 2012, are committed to fostering and have an accurate understanding of the strengths and weaknesses of the service. They have taken action to address shortfalls identified at the previous inspection and have addressed key issues concerning the organisation and management of the service's core work. In particular, they have demonstrated clear and effective leadership to drive forward and improve the quality of assessment and support to connected carers."

They also noted that we are expanding our fostering teams with trained and experienced staff and now specialise in key areas of fostering work. There are five recommendations for improvement in the report but these relate to procedural matters and do not impact directly on the welfare of children and young people. This report is excellent news for the council and shows our commitment to the children in our care and those who look after them. Well done to everyone involved.

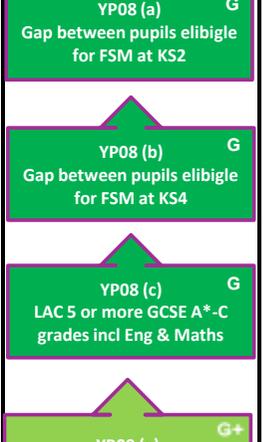
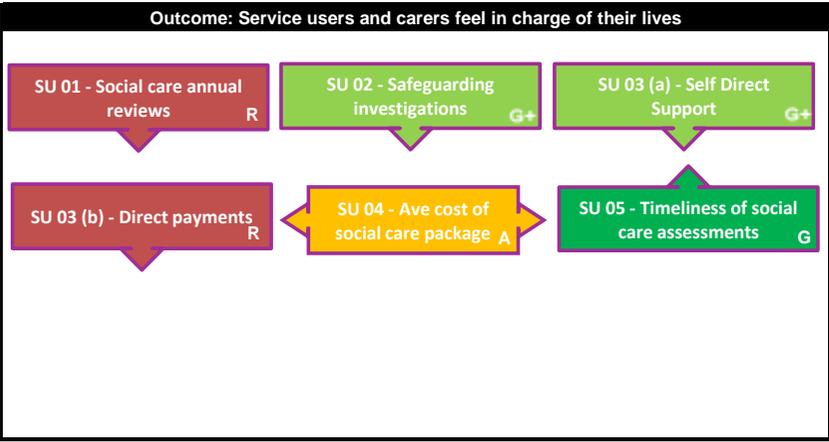
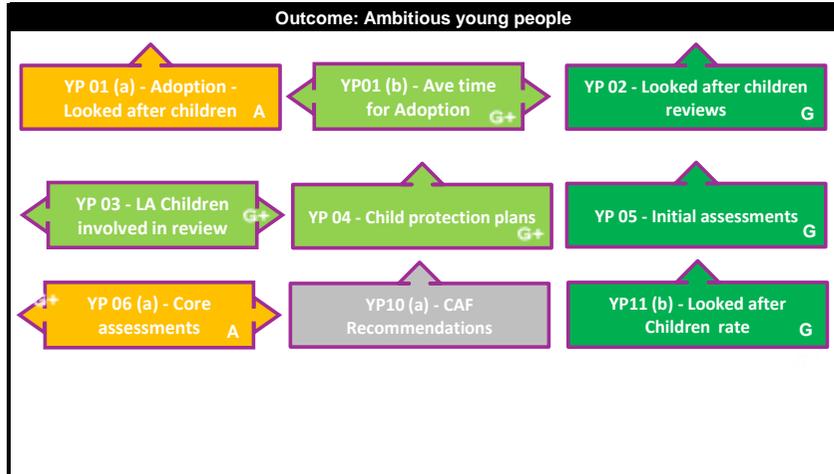
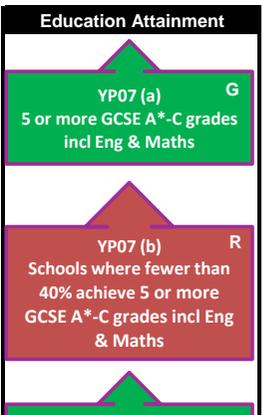
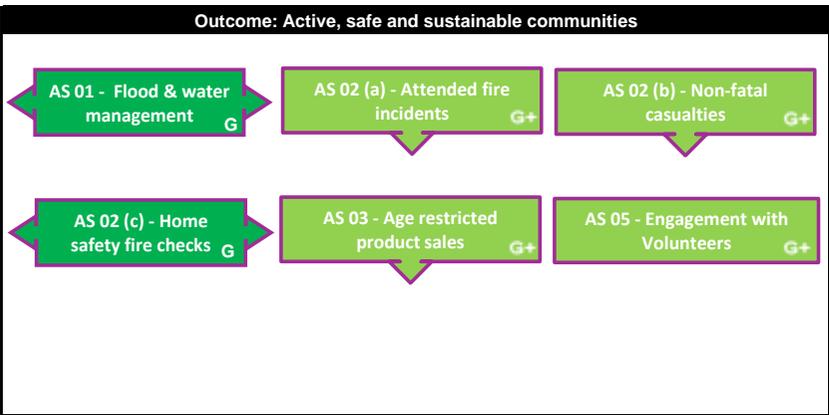
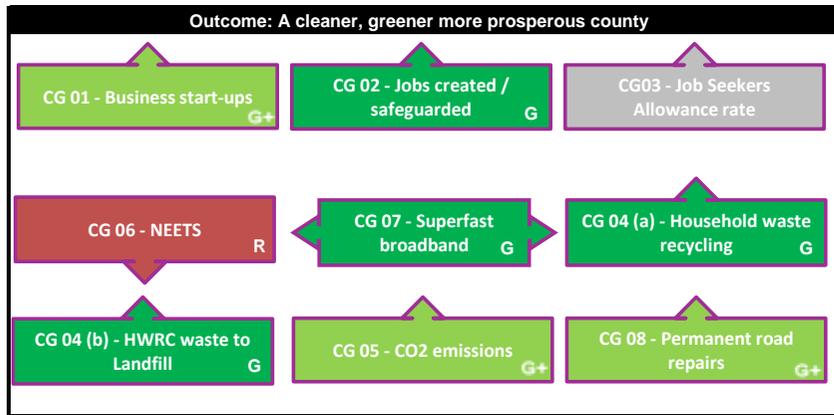
### **Fire and Rescue Service - a special recognition award at the BBC 999 Awards**

This is the first year of these awards which have been set up to honour the work of Britain's emergency services.

The fire and rescue service received their award for a rescue operation carried out in March this year, when a hot air balloon containing three passengers became entangled in live power lines at Bozeat near Wellingborough. Despite the extremely challenging and complicated nature of the situation, the rescue team helped all three passengers to safety.

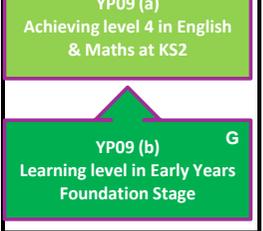
As part of the award, the mess area at the Mounts fire station was given a secret makeover by the DIY SOS team. This award is a real testament to the hard work, commitment and dedication shown by all our fire-fighters every day – so well done to all concerned and thank you to the DIY SOS team.

## Customer Outcomes Performance Summary



Key to status in performance - 2012-13 Q2 Performance against target	
Status	Description of PI status
Green+	G+ >10% better than target
Green	G Between 5% under target to 10% better than target
Amber	A Between 5% under target to 10% under target
Red	R >10% under target
	No target set or trend indicator

Direction of travel indicators - 2012-13 quarter 2	
	Improved by <b>more than 2%</b> since last quarters report
	<b>Between 2% worse and 2% better</b> since last quarters report
	Declined by <b>more than 2%</b> since last quarters report
	Indicator not recorded previously or way of measuring has changed



## Educational Attainment & School Allocations / Appeals

Indicator & current performance	2009-10	2010-11	2011-12	2012-13	DOT
<b>Achievement of 5 or more A*-C grades at GCSE or equivalent including English &amp; Maths.</b>	48.9%	51.9%	55.0%	<b>Actual</b> 55.7%	
	Tolerance = Bigger is better			<b>Target</b> 57.0%	
	YP 07 (a)				
<b>Reduction in number of schools where fewer than 40% of pupils achieve 5 or more A*-C grades at GCSE incl English &amp; Maths</b>	9	11	7	<b>Actual</b> 6	
	Tolerance = Smaller is better			<b>Target</b> 4	
	YP 07 (b)				
<b>Looked after children achieving 5 A*-C GCSE's including English &amp; Maths</b>	7.7%	1.4%	11.9%	<b>Actual</b> 13.1%	
	Tolerance = Bigger is better			<b>Target</b> 12.5%	
	YP 08 (c)				
<b>Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stage 4</b>	29.0%	30.8%	30.4%	<b>Actual</b> 27.2%	
	Tolerance = Smaller is better			<b>Target</b> 28.0%	
	YP 08 (b)				
<b>Percentage of children achieving level 4 or above in both English and Maths at Key Stage 2</b>	70.7%	72.1%	71.1%	<b>Actual</b> 75.0%	
	Tolerance = Bigger is better			<b>Target</b> 72.0%	
	YP 09 (a)				
<b>Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stage 2</b>	25.8%	25.0%	26.6%	<b>Actual</b> 20.2%	
	Tolerance = Smaller is better			<b>Target</b> 24.0%	
	YP 08 (a)				
<b>Children achieving a good level of learning in the Early Years Foundation Stage profile</b>	54.0%	58.0%	61.0%	<b>Actual</b> 63.8%	
	Tolerance = Bigger is better			<b>Target</b> 61.0%	
	YP 09 (b)				

Overall performance of educational attainment indicators has improved in 2012; indeed each of the key indicators included in this report has shown improvement in 2012 when compared with last year and this is now the 6th year in a row that performance has improved. This year has seen our best ever performance at Key Stage 2 as improvements we have implemented for our early years education have started to take effect. As this cohort of students currently at Key Stage 2 move through their education we should see further increasing performance right through to Key Stage 4. The Council will have less influence in future years on the performance of these indicators as more schools become academies, next year alone 20 of the 38 secondary schools across the County will be academies.

### Key Stage 4

School's and pupil's across Northamptonshire have shown an improvement in the performance at GCSE level, with an overall 55.7% of pupils achieving five or more A\*-C grades at GCSE or equivalent including English & Maths. This is particularly positive for Northamptonshire to continue this upward trend where others have reduced achievement levels.

As mentioned previously the Council will have less influence in future years on the performance of this indicator as more schools become academies and therefore manage their own education pathways. The number of schools that have fewer than 40% (last year the minimum standard was 35%) of pupils that achieve five or more A\*C grades at GCSE or equivalent including English & Maths has reduced this year with the number of schools now at 6 which represents a drop of 5 schools in 2 years.

### Vulnerable groups

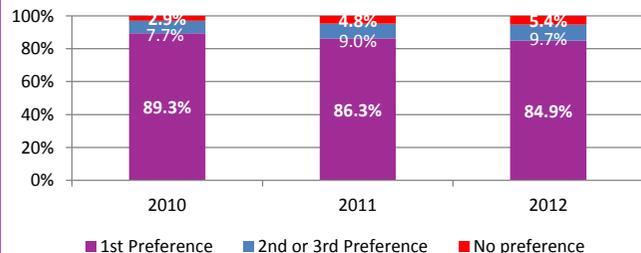
We have seen improvement of looked after children by 1.2% at achieving this level and we are now closing the gap on our comparators. The current performance at 13.1% however is still significantly below their peers.

The achievement gap between pupils that are eligible for free school meals and their peers has reduced at both Key Stage 4 & Key Stage 2 with both of the indicators exceeding the targets that have been set for 2012.

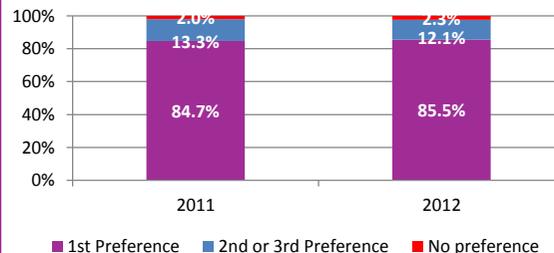
### Key Stage 2 & Early Years

The percentage of children achieving level four or above in English & Maths at Key Stage 2 has increased 3.9% on last year, largely due to the increase of 6% in writing at 4+. Overall attainment in the Early Years Foundation Stage has continued to rise with an increase in performance in each of the last 4 years, 2012 has seen an increase of 3.8% to 63.8%.

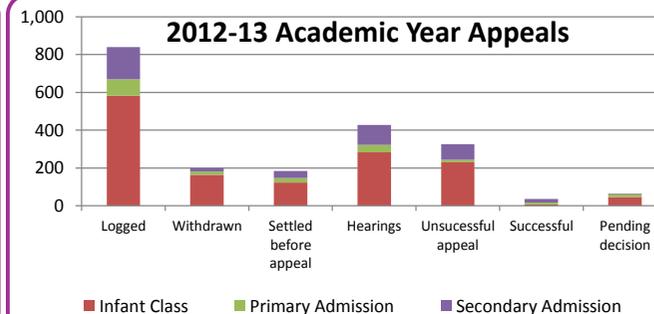
### Primary School Allocations



### Secondary School Allocations

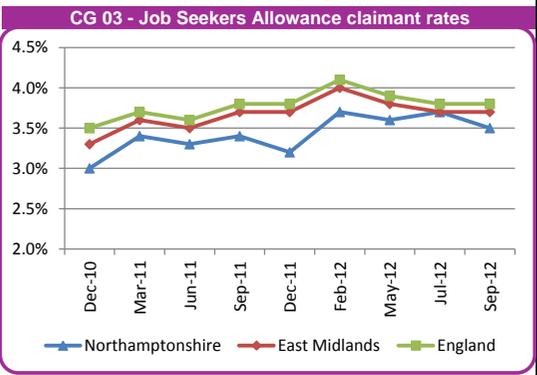


### 2012-13 Academic Year Appeals



## Outcome: A cleaner, greener more prosperous county

Indicator & current performance	2010-11	2011-12	June 2012	Sept 2012	Dec 2012	Mar 2013
<b>Business start-ups that have been facilitated through NCC investment via NEP.</b>	-	26	4	21		
	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>	-	777	11	237		
	Tolerance = Bigger is better		100	250	500	800
Qtr results are a cumulative figure						
<b>16 to 18yr olds who are not in education, employment or training (NEET)</b>	4.70%	5.80%	5.80%	9.40%		
	Tolerance = Smaller is better		5.70%	8.50%	5.20%	5.60%
Qtr results are a cumulative figure						
<b>Delivery of superfast broadband project plan</b>	-	Green	Green	Green		
	Tolerance = RAG status		Green	Green	Green	Green



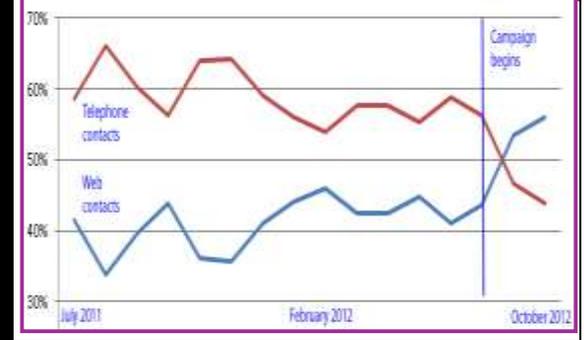
### Commentary - September 2012

<b>CG 01 - Business start-ups that have been facilitated through NCC investment via Northamptonshire Enterprise Partnership (NEP).</b> <div style="text-align: right; color: purple;">↑ Green+</div>	<p>Despite the current financial climate, quarter 2 has demonstrated good progress towards the annual targets with 17 further business start-ups supported in quarter 2 alone – this currently exceeds the output target set for this point during the year.</p> <p>A strong package of measures has been developed to support new businesses, from the Enterprise Hubs at the libraries, to the Jobs brokerage team and the Soft Landing scheme at the counties Innovation Centres. Pre-start business support exceeds targets significantly and shows potential for strong growth in new businesses.</p>
<b>CG 02 - Jobs created/safeguarded directly facilitated through NCC investment via Northamptonshire Enterprise Partnership (NEP).</b> <div style="text-align: right; color: purple;">↑ Green</div>	<p>Significant improvement has been made on this indicator from quarter 1 which has resulted in an addition 226 jobs created / safeguarded in quarter 2 and strong progress towards the annual target is reported. Unemployment rates in Northamptonshire continue to remain below the regional and national averages at 7.0%. The unemployment rate in the East Midlands is currently 7.8% with the national rate being 7.9%.</p> <p>A programme of support measures has been developed to facilitate job creation. The headline initiative is INV-ENT, which has seen £320,000 invested in 24 local businesses with the expected creation of over 80 new jobs and 40 new apprenticeships. A further round of funding for INV-ENT was launched in October.</p>
<b>CG 06 - 16 to 18yr olds who are not in education, employment or training (NEET)</b> <div style="text-align: right; color: purple;">↓ Red</div>	<p>The higher NEET rate is a result of the level of young people who status is not known being high. A weighting of those who status is not known is added to the NEET percentage. The reason for the level of not known being high is due to this quarter falling between the end of the previous academic year and the start of the current one. This reflects a pattern that has occurred in previous academic years so is not unusual. It is higher than in previous years due to the changes made by the Department for Education regarding cohort sizes as well as this being the period from which statutory duties for pre 16 Information, Advice and Guidance Services moved from the Local Authority to Schools. The current levels of NEET in Northamptonshire compare favourably with the current national NEET rate which is at 10.3%.</p> <p>The focus during this quarter is to ensure all 16 and 17 year olds receive a suitable offer of education and training, fulfilling the Local Authority's responsibility known as the "September Guarantee". Although the data for this is yet to be confirmed by the DfE, the number of 16 and 17 year olds receiving a suitable offer has increased again this year. Connexions will be following up this cohort during October to ascertain conversion rates. This will drive down the not known rate which will consequently reduce the NEET rate. The work will be used to inform and identify where NEET is a remaining issue either geographically or with particular groups of young people so that resources can be effectively distributed for the months of November and January which determine the annual NEET performance.</p>
<b>CG 07 - Delivery of superfast broadband project plan</b> <div style="text-align: right; color: purple;">↔ Green</div>	<p>Good progress is continuing towards the finalisation of our Invitation to Tender (ITT) documentation for approval by Broadband Delivery UK (BDUK). The procurement process commenced in August and is on programme at this stage with preferred bidder confirmed in January 2013. It is anticipated that the upgraded infrastructure will enable speeds of at least 30Mbps to be achieved and the norm. The target is to deliver this vision across the whole of the county by 2017.</p> <p>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/economic/pages/superfast-broadband.aspx">http://www.northamptonshire.gov.uk/en/councilservices/environ/economic/pages/superfast-broadband.aspx</a></p>

## Outcome: A cleaner, greener more prosperous county

Indicator & current performance	2010-11	2011-12	June 2012	Sept 2012	Dec 2012	Mar 2013
<b>Percentage of household waste sent for re-use, recycling or composting.</b> Tolerance = Bigger is better	43.20%	44.50%	<b>Actual</b> <span style="background-color: #90EE90;">49.20%</span>	-	-	-
			<b>Target</b> 48.00%	48.00%	48.00%	48.00%
Data for this indicator is reported quarterly in arrears						
<b>Percentage of municipal waste from Household Waste Recycling Centre's sent to landfill</b> Tolerance = Smaller is better	-	27.00%	<b>Actual</b> <span style="background-color: #90EE90;">24.36%</span>	-	-	-
			<b>Target</b> 26.00%	26.00%	26.00%	26.00%
Data for this indicator is reported quarterly in arrears						
<b>CO2 emissions from selected NCC sites</b> Tolerance = Smaller is better	-	-	<b>Actual</b> <span style="background-color: #90EE90;">1,306</span>	2,103	-	-
			<b>Target</b> 1,550	3,000	5,950	8,900
Qtr results are a cumulative figure Qtr 2 results are provisional						
<b>Percentage of repairs on road network that are permanent repairs</b> Tolerance = Bigger is better	c10.00%	92.31%	<b>Actual</b> <span style="background-color: #90EE90;">95.43%</span>	99.79%	-	-
			<b>Target</b> 74.00%	74.00%	74.00%	74.00%

Click-it Campaign - Shift of customers from phone to Street Doctor online.

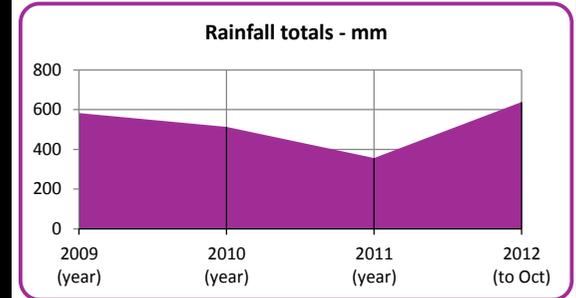


**Commentary - September 2012**

<b>CG 04 (a) - Percentage of household waste sent for re-use, recycling or composting.</b> <span style="color: white; font-size: 2em;">↑</span> Green	The data presented in this report is the actual figure of 49.20%, relating to quarter 1 performance on this indicator. We are required to submit data to WasteDataFlow (DEFRA), which is reported quarterly in arrears and is then subject to a month's validation period. This data is collected from District and Borough Council's submissions in conjunction with County HWRC data. The 48% target for the year for the County as a whole as agreed within the current Joint Municipal Waste Strategy for Northamptonshire.
<b>CG 04 (b) - Percentage of municipal waste from Household Waste Recycling Centre's sent to landfill</b> <span style="color: white; font-size: 2em;">↑</span> Green	This indicator is based on Municipal waste from Household Waste Recycling Centres that is not recycled, composed, reused or diverted from landfill. The data presented in this report relates to the first quarter as this is collected monthly in arrears from the Household Waste Recycling Centres contractor prior to verification of data for submission on WasteDataFlow (DEFRA).
<b>CG 05 - CO2 emissions from selected NCC sites (non-school buildings over 1000m2)</b> <span style="color: white; font-size: 2em;">↑</span> Green+	This indicator records the carbon emissions from a selection of Council buildings identified as high energy users. Carbon emissions are reported in tonnes of Co2 equivalent, which incorporates carbon dioxide emissions in addition to other common Greenhouse Gases.  The reduction in emissions from the previous quarter is due to seasonal factors. There are a few outstanding invoices for this group of sites still to be received, however, it is unlikely that these will push the emissions figure over the target set for the quarter.
<b>CG 08 - Percentage of repairs on road network that are permanent repairs</b> <span style="color: white; font-size: 2em;">↑</span> Green+	Good performance is continuing in relation to this indicator, the second quarter has seen 18,492 repairs of which there are just 38 (0.21%) temporary repairs and 18,454 (99.79%) Semi-permanent / permanent repairs. The current performance level exceeds the target of 74% for the current year and also is an improvement over last years performance. The indicator provides a performance control limit for the type of reactive repairs carried out on the network. Increasing the percentage of permanent/semi permanent repairs on the network helps to extend the life of the road surface and ensure the road is kept safe. Additionally, this is cost effective as it reduces the need for repeat visits to repair defects.

## Outcome: Active, safe and sustainable communities

Indicator & current performance	2010-11	2011-12	June 2012	Sept 2012	Dec 2012	Mar 2013
<b>Project plan to deliver requirements of the Flood and Water Management Act 2010.</b>	-	Green	Green	Green	Green	Green
Tolerance = RAG status						
<b>Total number of attended incidents (Excluding co-responding) (Fire Service)</b>	7,191	6,447	1,371	2,791	5,122	6,830
Tolerance = Smaller is better						
Qtr results are a cumulative figure Qtr 2 results are provisional						
<b>Total number of non-fatal casualties per 100,000 population (Fire Service)</b>	5.70	4.80	0.73	1.89	4.73	6.30
Tolerance = Smaller is better						
Qtr results are a cumulative figure						
<b>% of home safety fire checks completed in high or very high risk areas (Fire Service)</b>	52.49%	79.23%	80.74%	80.56%	75.00%	75.00%
Tolerance = Bigger is better						
Qtr results are a cumulative figure						



The total rainfall calculated for 2012 to date is 638mm. When comparing this for the totals rainfall for previous years it can be demonstrated that the total is much higher with rainfall in November & December remaining.

### Commentary - September 2012

<b>AS 01 - Project plan to deliver requirements of the Flood and Water Management Act 2010.</b> <div style="text-align: center; color: white;">↔</div> <div style="text-align: center; color: white; font-weight: bold;">Green</div>	<p>This indicator is designed to measure how well the Council is meeting the requirements of the Flood and Water Management Act (2010). To date all of the requirements have been met and we will continue to meet the requirements of the Act before the statutory deadlines. Appropriate governance and mechanisms are also being put in place to deliver future requirements of the Act, as and when new Schedules/Parts of the Act are commenced.</p>
<b>AS 02 (a) - Total number of attended incidents (Excluding co-responding) (Fire Service)</b> <div style="text-align: center; color: white;">↓</div> <div style="text-align: center; color: white; font-weight: bold;">Green+</div>	<p>In the first half of 2012/13, Northamptonshire Fire &amp; Rescue Service has attended 22% fewer incidents compared to the same period in 2011/12. This was largely down to a reduction in small (secondary) fires which have reduced by 50% on previous year and a reduction in False Alarms by 24%. An update to previous provisional quarter 1 data has been provided; although the updated figure is higher than previously published it is still significantly lower than target and performing well.</p> <p>Not shown in these figures is that the service provided a medical emergency response (community first responder) on 556 occasions compared with 62 in the same period last year, demonstrating positive commitment to life saving intervention across the wider community well-being agenda.</p>
<b>AS 02 (b) - Total number of non-fatal casualties (excluding precautionary checks &amp; first aid) per 100,000 population</b> <div style="text-align: center; color: white;">↓</div> <div style="text-align: center; color: white; font-weight: bold;">Green+</div>	<p>The performance of this indicator represents a 35% improvement over the same period last year and 40% improvement against the set target. This evidences safer communities. 13 people were seriously or slightly injured in fires from 1st April to the 30th September 2012. 6 in accidental dwelling fires, 2 from deliberate dwelling fires and 5 from other fires.</p>
<b>AS 02 (c) - Percentage of home safety fire checks completed in high or very high risk areas</b> <div style="text-align: center; color: white;">↔</div> <div style="text-align: center; color: white; font-weight: bold;">Green</div>	<p>This indicator is designed to measure how well we are using our business intelligence and partnership engagement to target our prevention activity. The statistics for the first half of the year evidence that the service has continued to build upon the step change improvement achieved over the last 3 years resulting in more than 80% of home safety fire checks completed in high or very high risk areas.</p>

## Outcome: Active, safe and sustainable communities

Indicator & current performance	2010-11	2011-12	June 2012	Sept 2012	Dec 2012	Mar 2013
<b>Percentage of illegal sales of age restricted products from test purchases (Trading)</b>	8.00%	7.80%	0.00%	6.25%		
	Tolerance = Smaller is better		<10%	<10%	<10%	<10%
<b>Engagement with Volunteers - number of volunteers (Libraries &amp; Sport)</b>	-	-	-	564		
	Tolerance = Bigger is better		215	435	655	875



### Commentary - September 2012

<b>AS 03 - Percentage of illegal sales of age restricted products from test purchases (Trading Standards)</b> <div style="text-align: right; color: white; font-weight: bold;">Green+</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.</p> <p>From the test purchases carried out in quarter 2 there were 6.25% sales demonstrating that some local suppliers are not carrying out the necessary ID checks for age-restricted products. This is a decrease in performance in comparison with the test purchases in quarter 1 but is still better than the corporate target of less than 10%.</p>
<b>AS 05 - Engagement with Volunteers (through libraries &amp; sport): The number of volunteers that services have engaged with, in some form, during the quarter</b> <div style="text-align: right; color: white; font-weight: bold;">Green+</div>	<p>This quarter represents the first time that this information has been collated and published and represents the number of volunteers that Council has engaged with through the Libraries service and Sport via Northamptonshire Sport.</p> <p>Northamptonshire Sport is currently engaging with 138 volunteers through the sport maker workshops. Information on the national sport maker database also shows that 107 volunteers have completed 10 or more hours of volunteering (1,070hrs) so far this year, it is also important to note that a large number of these have logged more than 10hrs, but the detailed information isn't currently available. The libraries service is currently engaging with 426 volunteers which includes 121 young adults. The number of volunteers help the library service to continue to offer services at a low cost.</p> <p>We are currently working across Customer Services to measure the number of volunteers and hours logged across each service (Sport, Libraries, County Parks &amp; Heritage services) this information is likely to be produced in the end of year quarter 4 report.</p>

## Outcome: Ambitious young people

Indicator & current performance	2010-11	2011-12	June 2012	Sept 2012	Dec 2012	Mar 2013
% of looked after children who were placed for adoption within 12 months of an agency decision that they should be adopted.	78.40%	71.90%	42.90%	64.30%	70.00%	70.00%
	Tolerance = Bigger is better		<b>Actual</b>	<b>Target</b>		
Ave time between a child entering care and moving in with its adoptive family (days)		568		574		
	Tolerance = Smaller is better		<b>Actual</b>	<b>Target</b>		
% of looked after children cases which were reviewed on time.	93.30%	90.30%	90.90%	93.70%		
	Tolerance = Bigger is better		<b>Actual</b>	<b>Target</b>		
% of looked after children that participated in their most recent statutory review.	80.50%	81.10%	94.10%	94.60%		
	Tolerance = Bigger is better		<b>Actual</b>	<b>Target</b>		
% of children becoming the subject of Child Protection Plan for a second or subsequent time.	9.60%	13.50%	12.80%	7.70%		
	Tolerance = Smaller is better		<b>Actual</b>	<b>Target</b>		

Indicator & current performance	June 2012	Sept 2012	Dec 2012	Mar 2013
% of looked after children who were placed for adoption within 12 months of an agency decision that they should be adopted.	42.90%	64.30%	70.00%	70.00%
	Qtr 1 results are impacted by very low numbers of 7 in the count this qtr			
Ave time between a child entering care and moving in with its adoptive family (days)		574		
	Target is the government national threshold Currently an annual measure			
% of looked after children cases which were reviewed on time.	90.90%	93.70%		
	92.00%	92.00%	92.00%	92.00%
% of looked after children that participated in their most recent statutory review.	94.10%	94.60%		
	83.00%	83.00%	83.00%	83.00%
% of children becoming the subject of Child Protection Plan for a second or subsequent time.	12.80%	7.70%		
	14.00%	14.00%	14.00%	14.00%



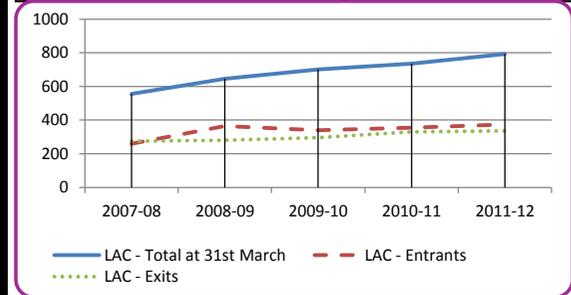
### Commentary - September 2012

<p>YP 01 (a) - Percentage of looked after children who were placed for adoption within 12 months of an agency decision that they should be adopted.</p> <p style="text-align: right; color: white;">↑ Amber</p>	<p>Performance has increased significantly by 21.4% on this indicator after a low performance result in quarter 1 and is now performing more in line with expected levels for the year. This quarter has seen the Adoption service work with Business Intelligence in order to fully understand the performance in quarter 1; this has resulted in a better understanding of the cohort of children that are included in this indicator. Now that this is fully understood we have reviewed the target associated with this indicator as the target of 80%, considering the numbers of children and the number of sibling groups involved would be unrealistic to achieve. A target of 70% for the remainder of this year has been agreed which strikes a balance between placing within 12 months of a decision and the best interests of the children involved.</p> <p>Outside impacts on the performance of this indicator are still persisting with the delay of the granting of a placement order through the local family courts, we are currently working with the local family courts in order to improve this part of the process.</p>
<p>YP 01 (b) - Average time between a child entering care and moving in with its adoptive family, for children who have been adopted (days)</p> <p style="text-align: right; color: white;">↔ Green+</p>	<p>This indicator is one of 11 indicators that form part of the Government's national Adoption Scorecards as a way to ensure that thresholds which have been set by Government for the next 4 years are met and that there is a reduction in the length of time taken to place children for adoption. The scorecard not only enables us to see if we are meeting the Government thresholds, but also allows us to compare against other Local Authorities. We are currently meeting and exceeding all of the thresholds that have been set, in addition when comparing against the England average we are better in 4, broadly the same in 3, worse in 2 (but still within thresholds) and 2 indicators currently don't have comparable data available.</p> <p>This indicator is based upon a 3 year rolling average with 2012 performance relating to 2009-12 where we are 62 days better than the England average on the number of days taken from a child entering care and being placed for adoption. The performance is broadly the same as the last 3 year rolling average (2008-11) of 568 days.</p>
<p>YP 02 - Percentage of looked after children cases which should have been reviewed during the year that were reviewed on time.</p> <p style="text-align: right; color: white;">↑ Green</p>	<p>This is an important indicator as it is designed to ensure we have timely and appropriate plans for looked after children, there are maximum intervals set in which reviews have to be completed. The Council continues to perform well in this area with this indicator now improving for the fourth month in a row and resulting in a quarter 2 performance of 93.7%. This compares favourably with our own target of 92% and the England average of 90.5%. The Safeguarding and Quality Assurance Service are continuing to ensure that first reviews are held on time through prompt notification of children becoming looked after, thus ensuring that subsequent reviews in that year are not deemed to be late, and this is reflected in the continual improvement on performance of this indicator.</p>
<p>YP 03 - Percentage of looked after children that participated in their most recent statutory review (split by 1st, 2nd and 6-monthly review).</p> <p style="text-align: right; color: white;">↔ Green+</p>	<p>The performance of this indicator has remained consistent with quarter 1 with a slight increase of 0.5% in quarter 2. Ensuring young people participate in their reviews is central to our work. We use a variety of approaches, for example: age appropriate consultation booklets, interpreters if required, separate meetings between Independent Review Officer (IRO) and young person and adapting reviews to ensure inclusion of disabled young people. Reviews are primarily the young people's reviews and are regarded as a process rather than a "meeting". This approach increases meaningful contribution and participation. We also need to consider that the performance of this indicator is unlikely to increase much for the remainder of the year as there will be some children who do participate in their reviews because they are either unable (e.g. too young) or unwilling to participate.</p>
<p>YP 04 - Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time.</p> <p style="text-align: right; color: white;">↑ Green+</p>	<p>This indicator allows us to consider whether there are concerns regarding effective assessment and implementation of child protection plans. 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 of this indicator has been improving steadily over the course of this year as the percentage of children who have had a child protection plan for a second or subsequent time reduces. We are ahead of our target and also performing better than both our statistical neighbour authority and England most recent averages.</p>

## Outcome: Ambitious young people

Indicator & current performance	2010-11	2011-12	Actual	June 2012	Sept 2012	Dec 2012	Mar 2013
Percentage of initial assessments authorised within 10 working days of referral	-	41.60%	Actual Target	47.60%	58.20%	60.00%	60.00%
	Tolerance = Bigger is better			60.00%	60.00%	60.00%	60.00%
Percentage of core assessments completed within 35 working days of their start date.	-	-	Actual Target	75.40%	75.10%	83.00%	83.00%
	Tolerance = Bigger is better			83.00%	83.00%	83.00%	83.00%
Number of new CAF recommendations.	27	273	Actual Target	52	123	New Indicator	
	Tolerance = Bigger is better						
Looked after children rate (per 1000)	4.8	5.1	Actual Target	5.2	5.0	4.8	4.8
	Tolerance = Smaller is better			4.8	4.8	4.8	4.8

The total number of Looked After Children (LAC) alongside new LAC & those that are no longer 'looked after'.



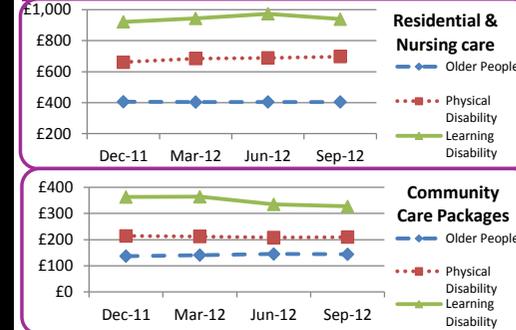
**Commentary - September 2012**

<b>YP 05 - Percentage of initial assessments completed &amp; authorised within 10 working days of referral</b> <div style="text-align: right; color: white;">↑</div> <div style="text-align: right; color: white;">Green</div>	<p>There has been a positive improvement in the performance of this indicator in this quarter, an increase of 10.6%. The move away from a red status for the first time in over 12 months is positive. This achievement has been made possible through both changes in recording processes, where it was identified that service processes and reporting information were not providing an accurate reflection of the Initial Assessment process and also the targeted work with both teams and individuals to improve the service's performance. The affect of these improvements will be seen gradually in the performance report over the remaining quarters of the year and it is expected that performance will continue to rise and reach the target towards the end of quarter 3. In addition the average number of days taken to authorise initial assessments has reduced in each of the last 4 months as the changes to service performance are taking effect in this area.</p>
<b>YP 06 - Percentage of core assessments completed within 35 working days of their start date.</b> <div style="text-align: right; color: white;">↔</div> <div style="text-align: right; color: white;">Amber</div>	<p>Current performance on this indicator is below the target that we have set, however the performance is in line with England average (75%) and considerably better than our Stat neighbour authorities (69.9%).</p> <p>The increased amount of work, leading to an overall increase in the number of core assessments undertaken by social care staff (up 7% on the same point last year), has affected performance in terms of core assessment timescales but the service has maintained a level of consistency whilst being able to absorb this increased activity with the average number of days taken to authorise Core Assessments at 29.1 days. Team and Service Managers are now to work to improve performance on this indicator by initially 5% by the end of quarter 3.</p>
<b>YP 10 (a) - Number of NEW Common Assessment Framework (CAF) recommendations.</b> <div style="text-align: right; color: white;">↑</div>	<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 (ICT) 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>The target for this indicator is under development. The target needs to reflect not only the numbers from 2011/12 but also take into account the number of contacts made to the ICT and the proportion of these that meet the threshold. 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>
<b>YP 11 (b) - Looked after children rate (per 1000)</b> <div style="text-align: right; color: white;">↑</div> <div style="text-align: right; color: white;">Green</div>	<p>The looked after children rate per 1000 in Northamptonshire is currently at 5.0 this is broadly in line with our statistical neighbour group of authorities and also considerable better than the most recent England average of 5.9. The Council currently 'looks after' 766 children, this figure has seen a steady decrease since a peak in July of 807 and is currently lower than the end of year figure for 2011-12 of 792. It is important to note that Northamptonshire (out of 151 authorities) has the 13th highest population of under-18 year-olds in the Country, which is reflected in our rank of 15th highest number of looked after children.</p>

## Outcome: Service users and carers feel in charge of their lives

Indicator & current performance	2010-11	2011-12	June 2012	Sept 2012	Dec 2012	Mar 2013
Percentage of clients in receipt of an annual review	67.40%	67.10%	18.00%	32.70%		
	Tolerance = Bigger is better		18.50%	37.00%	55.50%	74.00%
Average number of days to complete a safeguarding investigation.	21.7	11.0	5.0	10.0		
	Tolerance = Smaller is better		20.0	20.0	20.0	20.0
Proportion of adults, older people and carers receiving SDS in the year.	36.40%	41.70%	59.00%	55.00%		
	Tolerance = Bigger is better		45.00%	45.00%	45.00%	45.00%
Proportion of adults, older people and carers receiving Direct Payments in the year.	-	13.80%	20.00%	11.00%		
	Tolerance = Bigger is better		16.00%	16.00%	16.00%	16.00%
Timeliness of adult social care assessments (under 28 days)	76.20%	73.00%	72.40%	75.50%		
	Tolerance = Bigger is better		75.00%	75.00%	75.00%	75.00%

**SU 04 - Average weekly cost of adult social care packages, split by type**



**Commentary - September 2012**

**SU 01 - Percentage of adult social care clients in receipt of an annual review of services**

↓  
Red

Clients' reviews have been prioritised on basis of risk, with focus on vulnerable adults receiving community packages, learning disabled customers and residential homes for older people, together with out of county placements, particularly high cost packages.

A performance spotlight report has been included for this indicator due to its 'red' performance status; this can be found at Appendix 1 (page 12) of this report.

**SU 02 - Average number of days to complete a safeguarding investigation.**

↓  
Green+

The progress reported in the last quarter continues as we look to continue using a robust risk matrix and also closer working with partner organisations. This ensures a efficient duty process is maintained, ensuring quick decision making. As performance in the indicator remains ahead of target and ahead of last years performance in this area the main challenge is maintaining safe response times as the volume of referrals continue to rise. In mid September 12 we created some additional capacity in the Adult Care Team by seconding an experienced Principal Social worker from the central safeguarding team. This approach was two fold;

- 1) To respond to the increasing numbers of people presenting as 'vulnerable' and in immediate risk or crisis that could impact on themselves or others. This enables us to respond immediately and follow up with an urgent home visit if required and or involve other services to mitigate the risk.
- 2) To screen the initial notifications and divert appropriately where it is not appropriate to pass to safeguarding. This enables the team to concentrate on the more complex cases.

**SU 03 (a) - Proportion of people using self directed support (SDS): Part 1 - Proportion of adults, older people and carers receiving SDS in the year.**

↓  
Green+

This indicator tells us how many adults receive personal budgets within Northamptonshire. These are methods of people receiving personalised services but who are usually unable to manage the practicalities of administering a direct payment themselves. Current performance levels are at 55% and showing a considerable increase on the last 2 years with 36.4% in 2010-2011 and 41.4% in 2011-2012.

**SU 03 (b) - Proportion of people using self directed support (SDS): Part 2 - Proportion of adults, older people and carers receiving Direct Payments in the year.**

↓  
Red

This indicator tells us how many adults receive personal budgets and release all or part of their budget as a direct payment. Receiving a direct payment is considered to be the purest way of receiving a personal budget as it puts the customer in control of the way they spend their budget allocation and in administering the practical aspects of managing the money.

Performance of this indicator has dropped by 9% in quarter 2 and is now a red performing indicator, a performance spotlight report has been included for this indicator, which can be found at Appendix 2 (page 12) of this report.

**SU 05 - Timeliness of adult social care assessments - completion of assessment in 28 days or less.**

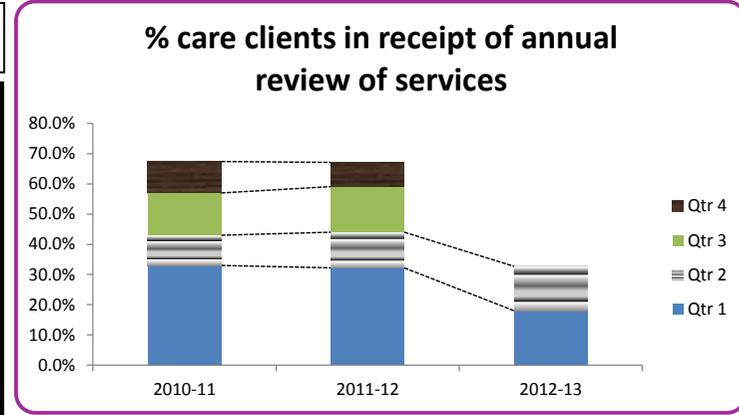
↑  
Green

This indicator measures the number of assessments which are completed within 28 days of the date of referral. The second quarter of this year has seen an increase on the first quarter (72.4%) of 3.1% to 75.5% of assessments completed within the required timescale. This is now showing an improvement of the reported 2011-12 performance result and also performing ahead of the target for 2012-13. Our performance on this indicator compares favourably with our comparator group. Temporary additional staff were recruited to manage the volume of referrals being received and there has been a positive impact on this performance indicator as a consequence.

## Appendix 1 - Performance spotlight reports

This section of the report focuses on those indicators that are currently red rated against the set target for this year and provides more detailed commentary on improving the performance in these areas.

Indicator & current performance	2010-11	2011-12	Actual	June 2012	Sept 2012
<b>Percentage of clients in receipt of an annual review</b>	67.40%	67.10%		18.00%	32.70%
	Tolerance = Bigger is better		<b>Target</b>	18.50%	37.00%
<b>Proportion of adults, older people and carers receiving Direct Payments in the year.</b>	-	13.80%		20.00%	11.00%
	Tolerance = Bigger is better		<b>Target</b>	16.00%	16.00%



### Commentary - June 2012

**SU 01 - Percentage of adult social care clients in receipt of an annual review of services** ↓

**Red**

At the beginning of the financial year the team completed a plan that showed how we would tackle the number of reviews required this year. This plan indicated that 31% of the reviews would be completed in a face to face review, 28% would be by collating information requested and received from relevant involved parties, and 41% would be completed by telephone. These figures took into account acceptable levels of training sickness etc of the staff team.

The first six months of the year have resulted in a much higher than expected level of sickness, and also some turn over of staff in the admin team supporting the staff conducting the reviews. The team has also undertaken unscheduled review work to assist with areas of the service and has also been involved in a number of actual and proposed home closures over the last few months, all of which has had an impact on the ability of the team to maintain the planned activity, hence the under performance in this area at the current time.

Going forward the staffing issues are being tackled, the admin team has been strengthened, a number of locum workers have been added to the team to support the different activities of the team, and a plan has been implemented to ensure that the paper reviews are completed. Therefore we would anticipate that the figures for the review team will be stronger in the second half of the year, heading back towards the target set for the year.

**SU 03 (a) - Proportion of people using self directed support (SDS): Part 2 – Proportion of adults, older people and carers receiving Direct Payments in the year.** ↓

**Red**

We would want to see the performance of this indicator increasing however all councils have seen a slowing in the number of people taking up a personal budget. This is because you will always see a greater increase at the start of a new initiative with early adopters being keen to take this on, then you get to a point that the people you are trying to encourage to use direct payments are far more sceptical and less likely to take this route. Therefore whilst our number of people receiving personal budgets continues to grow, the rate of those releasing their personal budgets as direct payments is not growing at a linear rate and therefore lowering the percentage of people in this indicator. We have implemented a re-designed process to enable a faster approach to awarding a direct payment, it is anticipated that this will have a positive impact on this indicator in quarter 3.

Fluctuation in this indicator has been caused by multiple data capture points for this indicator and difficulty to identify those clients which have a direct payment only. This has now been addressed by introduction of one capture point so should stabilise.

## Indicators not reported in quarter 2 report

Ref	Indicator	2012-13 Target	Reported period	Reason
AS 06	The percentage of the adult (age 16 and over) population who participate in sport and active recreation	Trend	Quarters 1 and 3	This is an annual indicator that is defined by data from Sport England. This is published in December each year and will be reported in the Q3 performance report. In addition there is a mid-year estimate available in June which will be reported in the Q1 performance report.
	Eligible transport requests made by internal customers but capacity not available			
TBC	Social Care & Health transport cancellations by NCC due to sickness, etc..	TBC	TBC	Home to school transport information is currently in development, this is currently aimed for quarter 3, however there may be a delay in initial reporting of these indicators as we ensure that a meaningful indicator is included.
	Special educational needs transport cancellations by NCC due to sickness, etc..			
TBC	Prevention Indicators	TBC	Quarter 3	A range of indicators that will represent the Council's early interventions is currently in the progress of been agreed and this is intended to be reported in the Q3 performance report.