

# Corporate Performance Report



## Foreword

I am pleased to introduce the first edition of Northamptonshire County Council's new public facing performance report.

As Chief Executive, how the Council is operating and meeting the needs of our residents and businesses is one of my primary responsibilities. I am also always interested in what people are saying about us; where's we've done well, or where we could be better. This new report seeks to give more visibility and transparency to how we are performing. What I am looking for more of, is customer insight – who are our customers and consumers and what do they require.

I want this report to help us tell our story and present information about how we're doing in a way that will make sense to residents. Often this means providing information about the County, how safe is it, how is the local economy doing; but also, how effective are the services that people use on a daily basis or would be concerned about if they don't work such as schools and education or the condition of our road network.

I hope that you find this new report as helpful as I do.

**Paul Blantern**  
Chief Executive

## Introduction

Northamptonshire County Council is committed to delivering our vision for the county as set out within our refreshed Council Plan for 2014-19.

The plan sets out our Council Cube – the tool which we are using to articulate what we are seeking to achieve for Northamptonshire. Each side represents a different aspect of what we want to achieve and the key elements required to get us there.



Our goal for our residents, communities and businesses is to continue to:

- Increase the Wellbeing of Your Communities
- Help You Take Charge of Your Life

This report provides Cabinet and the public an insight into the Council's overall performance against these goals.

# Wellbeing: A safe county

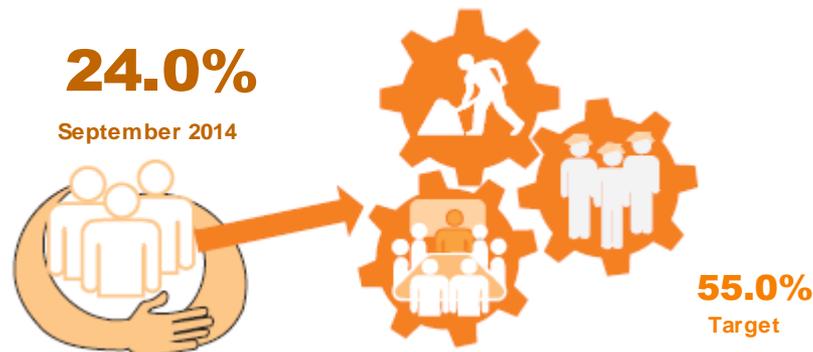
## Safeguarding Children

Number of Looked after Children for which the council has responsibility



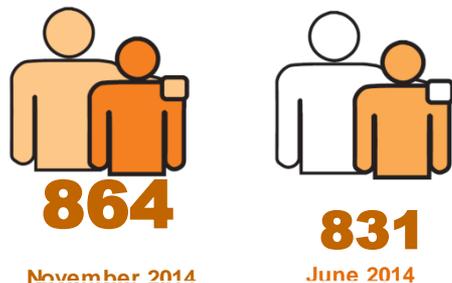
Trend: Increasing

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



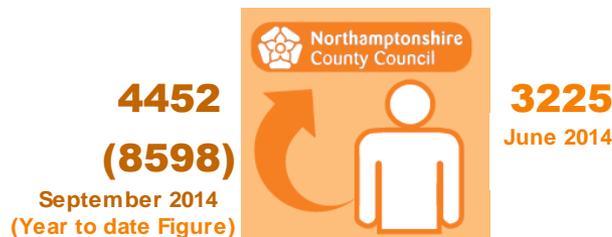
Below target

Number of children with a Child Protection Plan



Trend: Increasing

Number of referrals received by Children's Social Care



Trend: Increasing

% of children 0-4 yrs accessing children's centre services within last 12 months



Below target

### What to do if you are concerned about a child

If you want to tell us about your concerns for a child's welfare, or you need advice about how to make an appropriate referral, please contact us using these details.

Email us:

[MASH@northamptonshire.gcsx.gov.uk](mailto:MASH@northamptonshire.gcsx.gov.uk) (secure address)

Telephone us: 0300 126 1000

# Wellbeing: A safe county

## Safeguarding Children

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



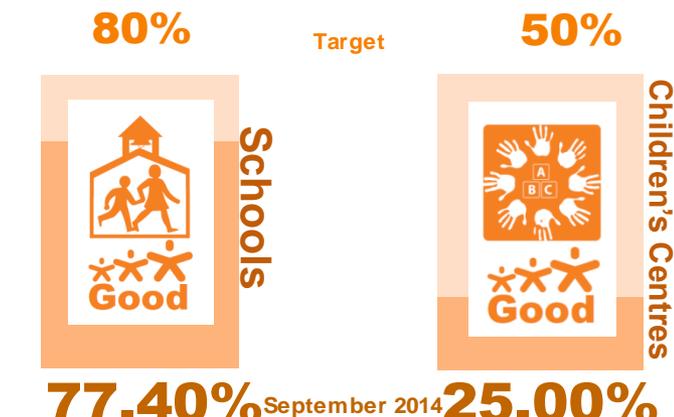
Behind target

Number of CAFs (Comprehensive Assessment Framework) completed



On target

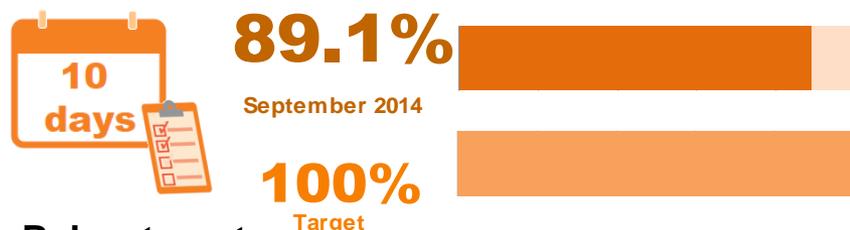
Percentage rated good or better by Ofsted



Below target

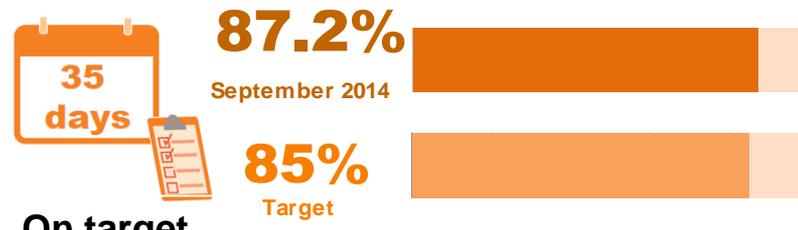
Below target

Percentage of **initial assessments** completed and authorised within 10 working days



Below target

Percentage of **core assessments** completed and authorised within 35 working days



On target

**Primary School admissions – You can now apply for a school place for your child to start in September 2015.**

The deadline to apply for a **primary** school place is **15 January 2015**

**Further information and how to apply** - Our school admissions section has been revamped to be more customer-friendly and easier to use. [School admissions - applying for a school place](#)

# Wellbeing: A safe county

## Safeguarding Children and Vulnerable Adults

Number of permanent  
exclusions from school



**22**

September 2014

**38**

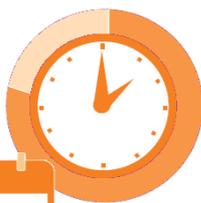
June 2014

Trend: decreasing

Timely social care assessments  
(within 28 days)

**75.28%**

**80%**



September 2014

Target

Below target

Percentage of pupils persistently absent  
Primary

September 2014

**5.40%**



**2.80%**  
Target

Above target

Secondary

**8.10%** September 2014



**6.90%**  
Target

Above target

Carers assessed and supported



**19.76%**

September 2014



**19%**

Target

On target

% of referrals which go to full  
assessment



**79.8%**

September 2014

**84%**

June 2014

Trend: decreasing

What to do if you are concerned about a vulnerable adult

If you think a person aged 18 years or over is being abused, raise a safeguarding alert using the or call the Customer Service Centre

**0300 126 1000.**

Email

[adultcarenc@northamptonshire.gcsx.gov.uk](mailto:adultcarenc@northamptonshire.gcsx.gov.uk)

Telephone

0300 126 1000

On Line

[e-referral form](#)

# Wellbeing: A safe county

## Safety for all

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



**2657**

September 2014

**3209**

Target

On target

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



**88.92%**

September 2014



**75%**

Target

On target

Percentage of illegal sales of age restricted products from test purchases



**0%**

September 2014

**<10%**

Target

(Trading Standards)

On target

Total number of non-fatal casualties from fire and rescue incidents per 100,000 population



**1.13**

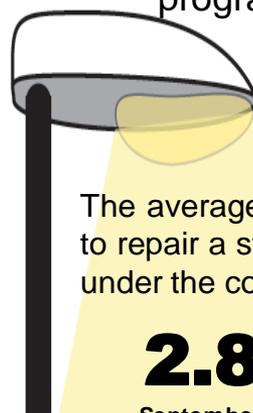
September 2014

**2.77**

Target

On target

% of street lighting replacement programme complete



**54%** September 2014

On target

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

**2.84**

September 2014

**5**

Target

Percentage of repairs on road network that are permanent repairs

**99.80%**



September 2014

**90%**



Target

On target

## Make sure you're ready for an evacuation!

You never know when an emergency situation such as a flood or a fire will happen so the County Council's Emergency Planning team is encouraging families to prepare for such a situation by packing some essential items into a bag so they would be ready to leave their home at short notice. To find out more, along with a list of the items that should be included, please visit [www.northamptonshire.gov.uk/emergencies](http://www.northamptonshire.gov.uk/emergencies).

# Wellbeing: A prosperous county

Delivering a secure and prosperous future for the county

Business start-ups (facilitated through NCC investment via NEP)



September 2014



Target

**On target**

Number of private sector jobs created/safeguarded



Actual Q1  
(June 2014)



Target

**On target**

New Company investments



September 2014



Target

**On target**

Percentage of 16-64 yr olds in Employment

June 2014



76.60%

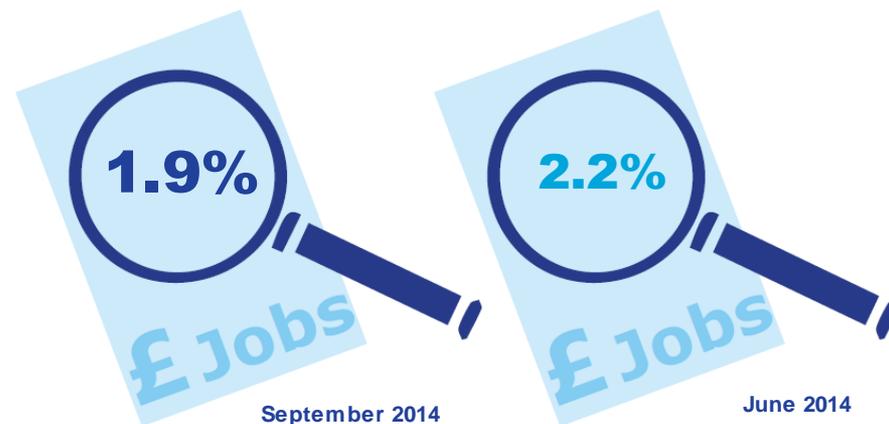
March 2014



77.00%

**Trend: Static**

Job Seekers Allowance claimant rate



September 2014



June 2014

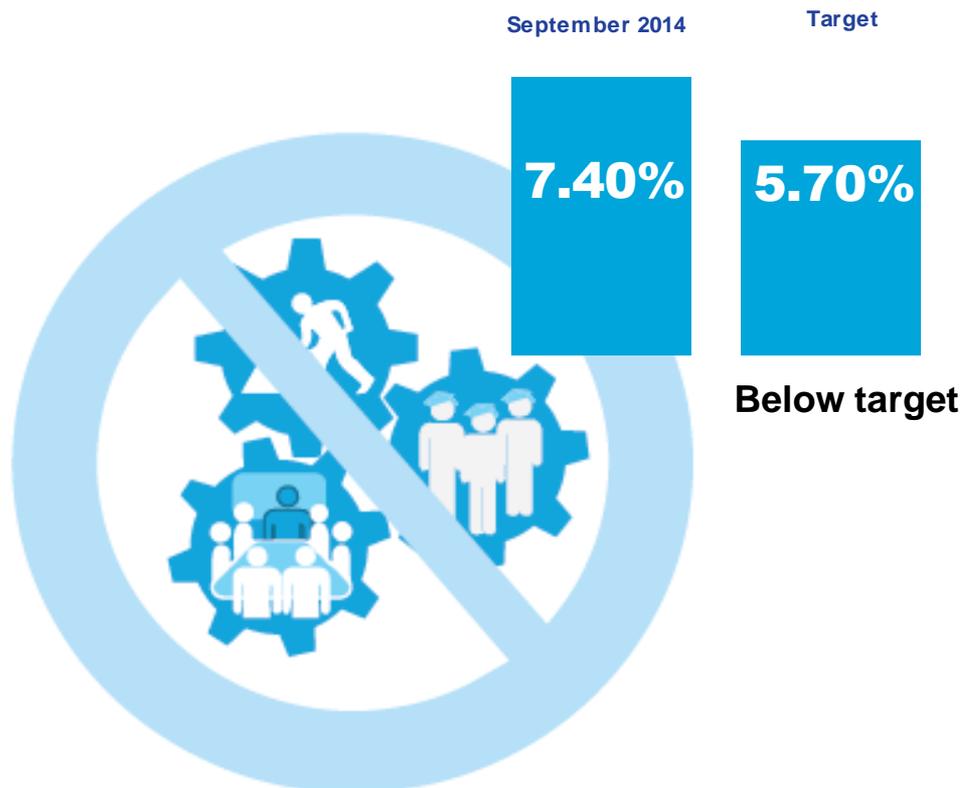
**Trend: Improving**

If you are thinking of starting your own business your starting point should be the [Northamptonshire Enterprise Partnership website](#) where you will be able to find details of a wide range of advice and details of funding opportunities.

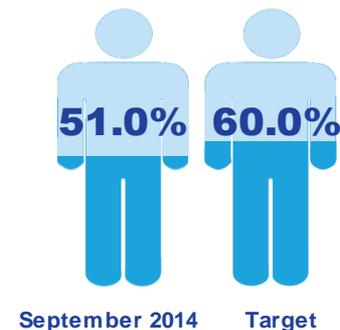
# Wellbeing: A prosperous county

Delivering a secure and prosperous future for the county

Percentage of 16-19 year olds not in Employment,  
Education or Training – NEET Rate



GCSE/A-Level attainment



**Below target**

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

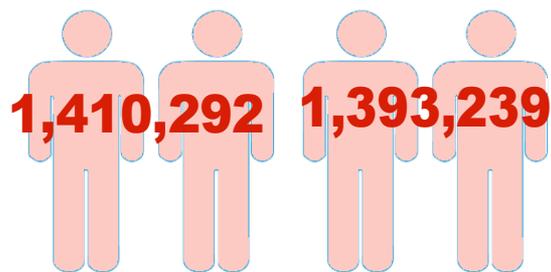


# Wellbeing: A Sense of Place

Encouraging people to get involved in their community

Library visits (Yr to date)

## LibraryPlus



September 2014

Target

**On target**

Number of registered volunteers

919

531



**Trend: Improving**

Visits to country parks



September 2014

Target

**On target**

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



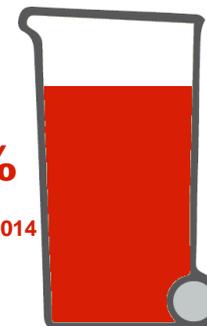
September 2014



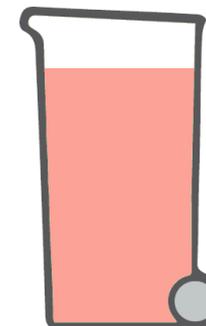
March 2014

**Trend: Improving**

Percentage of municipal waste from Household Waste Recycling Centres not sent to landfill



September 2014



March 2014

**Trend: Declining**

**Do you have any spare time you could offer to volunteer in your local community?**

The County Council is always looking for people who want to offer up some of their spare time and volunteer in their local communities. We have volunteering opportunities available in our libraries, schools and county parks to name just a few. Why not visit the [volunteering pages](#) on the County Council's website to see how you can get involved!

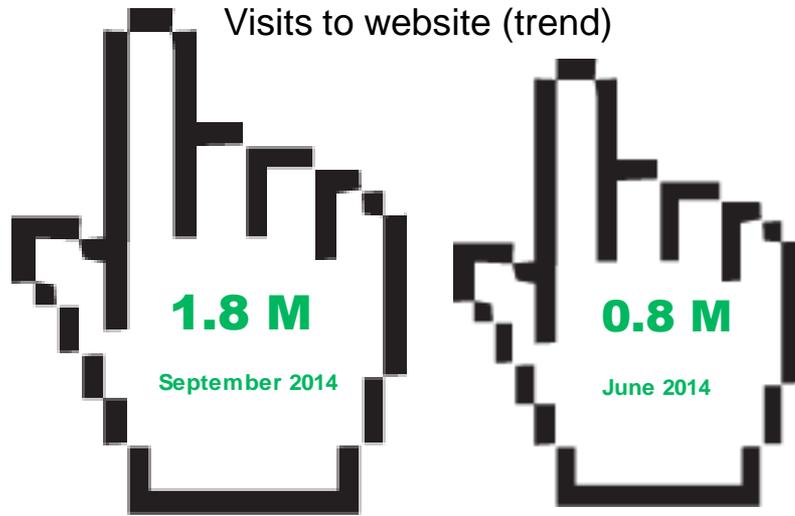
# A fit for purpose council

Providing easy access to the council and effective customer service



Northamptonshire  
County Council

[www.northamptonshire.gov.uk](http://www.northamptonshire.gov.uk)



Trend: Increasing

Calls to Customer Service  
Centre answered in



80% Target  
**79%**  
September 2014



Below target

Contact Us

Tel **0300 126 1000**

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

**WWW...**  
[via our online form](#)

[Contact your  
County Councillor](#)

[Comments, compliments  
and complaints](#)

[Facebook](#)

[Twitter - @askncc](#)