

Corporate Performance Report



Foreword

Welcome to the second edition of Northamptonshire's Quarterly performance report.

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

In December we heard we are continuing to make positive, measurable improvements to our Children's Services. This was acknowledged by Ofsted and the Children's Minister, Edward Timpson. Our Performance Management was recognised by the inspectors to be one of the key positives in delivering these improvements.

This is why reports like this are important. They give greater transparency about how we're doing but more importantly form part of our internal controls. It ensures we can identify problems early and put measures in place to address them where necessary and also highlighting achievements and improvements that we are committed to deliver to our residents and businesses.

Paul Blantern
Chief Executive

Introduction

Northamptonshire County Council is committed to delivering our vision for the county as set out within our new Council Plan for 2015-16 to 2019-20.

The plan sets out our Council Cube – the framework we are using to show what we want 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.



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

Wellbeing: A safe county

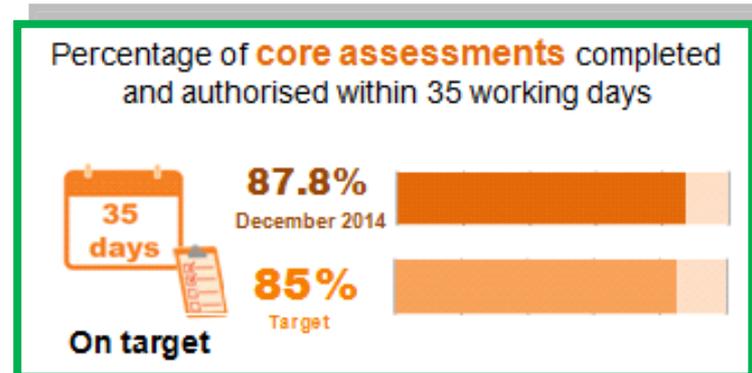
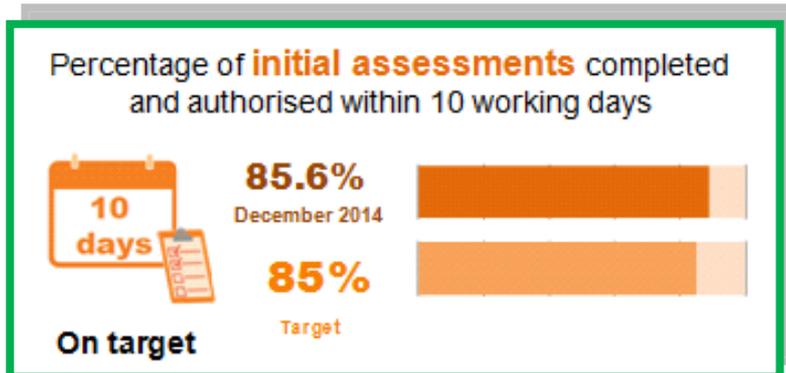
Safeguarding Children



The Council is taking over a third more referrals to Social Care compared to the 10,500 or so received in 2012-13.

The rate of referrals has reduced from the previous Quarter, with 365 fewer referrals made over the 3 months to December 2014.

Re-referrals made within a 12 month period make up 36.5% of these cases.



Around 55% of referrals require a formal assessment to determine need and the appropriate response. Timeliness of statutory assessments (initial and core) have improved markedly since the start of the year and are performing to target. Northamptonshire is performing better than regional and national averages for both measures.

What to do if you are concerned about a child

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

Email us:

MASH@northamptonshire.gcsx.gov.uk (secure address)

Telephone us: 0300 126 1000

Wellbeing: A safe county

Safeguarding Children

Number of CAFs completed



523
(2,035)

December 2014

679 September 2014
(1,512)

(Year to date Figure)

Target
2,300

On target

The Common Assessment for Families (CAF) is a partnership process designed to help parents and carers support their child and is a feature of our Early Help and Prevention work. CAFs help children receive the right support at an early stage, before a small need grows into a larger one requiring more formal intervention. They ensure that everyone involved with a child – such as teachers and health visitors – works together to support the individual.

The number of CAFs we are completing is on track to exceed our local target and we are completing over three times as many CAFs compared to levels in 2012-13.

Number of Looked after Children for which the council has responsibility

January 2015

November 2014



Trend: Increasing

Number of children with a Child Protection Plan



915

January 2015



864

November 2014

Trend: Increasing

The higher number of referrals we have been handling is reflected in the number of children we support. The number of Looked After Children we support has increased by almost 30% since the end of 2012-13. A further 40 children were taken into our care since the previous quarter.

Northamptonshire's Common Assessment Framework
If you think a CAF may benefit you and your family, you can contact your midwife, your child's health visitor, children's centre, school or get in touch with our CAF Helpdesk:

Email us:

Email: cafhelp@northamptonshire.gov.uk

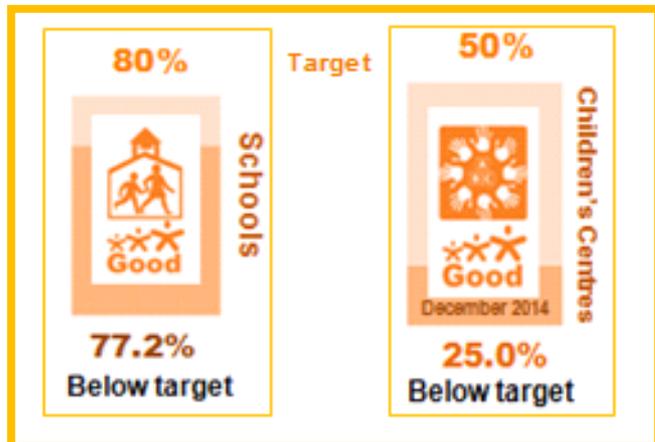
Telephone us:

Telephone: 01604 367336

Wellbeing: A safe county

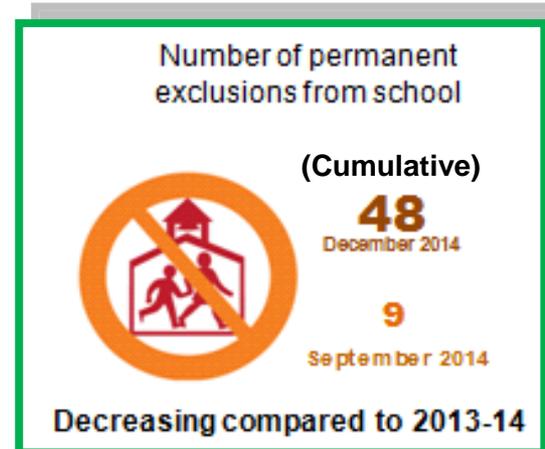
School improvement and attendance

Ofsted ratings: Good or Outstanding



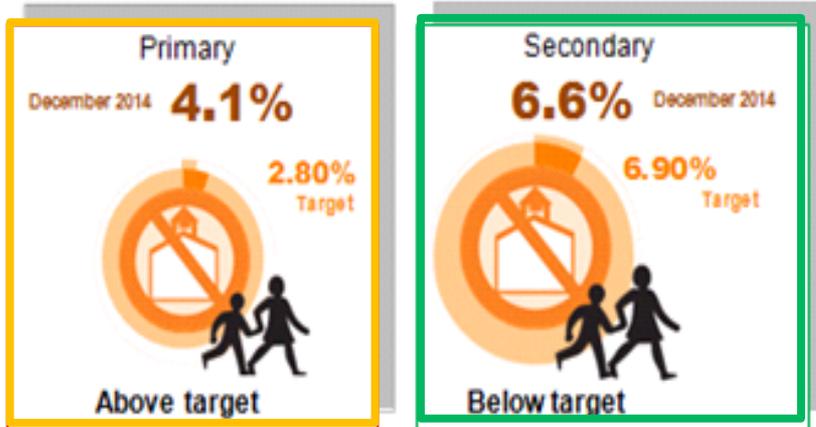
Both these indicators are static as school and Children's Centre inspections happen to Ofsted's schedule. The last inspection of a Children's Centre in the county was undertaken in August 2014.

The Council has recently re-let the contracts for Children's Centres and we hope to see the benefits of this work reflected in future inspections.



The cumulative number of permanent exclusions from schools is 48 for the current academic year which runs from September to July. This is currently lower than levels seen over the previous academic year.

Percentage of pupils persistently absent



Primary school children who are persistently absent from school (missing more than 15% of lessons) is about 1% higher than last year. However absence rates in secondary schools is now within target for the year to date.

Northamptonshire is above the national average for primary absence rate but in line with it for secondary schools.

There are around 600 children and young people in Northamptonshire who need a loving, stable foster home. Becoming a foster carer can give a child the chances they need and make a real difference to their life.

To learn more about Fostering in Northamptonshire please visit <http://www.northamptonshire.gov.uk/en/councilservices/children/fostering/Pages/default.aspx>

Wellbeing: A safe county

Safety for all

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



3,838

December 2014

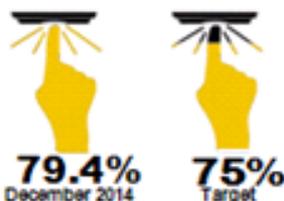
4,813

Target

On target

Attendance

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



On target

Prevention

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



1.56 December 2014

4.16 Target

On target

Outcome

There have been approximately 5% fewer incidents requiring Fire and Rescue response compared to last year.

Percentage of repairs on road network that are permanent repairs

99.80%



December 2014



90%

Target

On target

10,028 repairs were made to the road network over Quarter 3. Only 23 were temporary repairs.

Percentage of illegal sales of age restricted products from test purchases



0%
December 2014

<10%
Target

(Trading Standards)

On target

30 test sales have been conducted over the year so far and no illegal sales have been recorded.

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.

Wellbeing: A prosperous county

Delivering a secure and prosperous future for the county

Number of private
sector jobs created/
safeguarded



Jobs



On target

The Innovation and Enterprise Digital initiative was launched in Q3 and has seen an outstanding response from local companies, with applications up over 100% on previous rounds.

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



December 2014

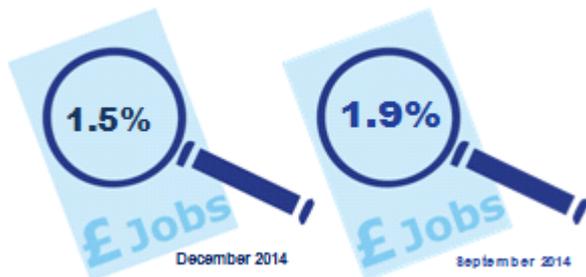


Target

Below target

NEP continues to deliver a programme of support to new business start-ups, including the Soft Landing scheme which provides rent-free premises at the county's network of innovation centres, mentor support and a range of other business support advice.

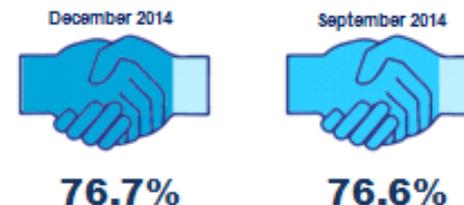
Job Seekers Allowance claimant rate



Trend: Improving

Conditions continue to improve for Northamptonshire' job seekers. The JSA claimant rate fell to 1.5% in December compared with 1.9% England and 1.8% East Midlands averages. The 1.5% claiming JSA represents just over 6,500 people in the county.

Percentage of 16-64 yr olds in Employment



Trend: Static

The employment rate of working age people is relatively unchanged since last quarter but is 3.1% higher than the East Midlands regional average and 4.3% better than the national average.

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

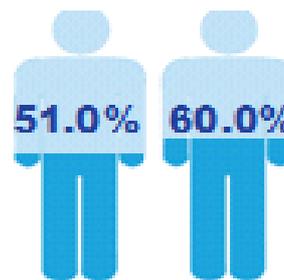
Delivering a secure and prosperous future for the county

Percentage of 16-18 year olds not in Employment, Education or Training – NEET Rate



On target

Children achieving 5 or more GCSE's

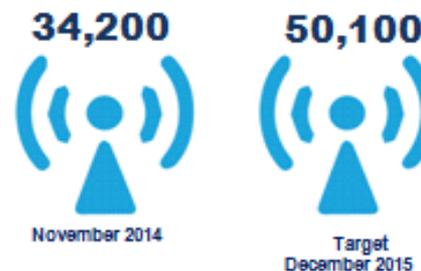


Academic year 2014 Target

Below target

GCSE performance was reported last Quarter. The fall from 57.0% last year to 51% this year follows the national trend since the change in Government policy from modular exams to linear assessment and end of year exams.

Below target
Premises in the County served by Superfast Broadband



Superfast Broadband roll out is progressing well with almost 65% of the target for the current phase of the programme delivered so far.

The percentage of 16 to 18 year olds who are NEET has fallen to 5.0% this Quarter. A season reduction at this time is always expected as schools and colleges start new terms in September. The NEET rate in December 2014 was 0.7% lower than in December 2013.

Wellbeing: A Sense of Place

Encouraging people to get involved in their community



Northamptonshire
County Council

www.northamptonshire.gov.uk

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



September 2014



March 2014

Trend: Improving

Recycling data is produced in arrears. The amount of household waste sent for re-use and recycling has improved by 4% since the end of 2014/15. 75% of municipal waste from Household Waste Recycling Centres was not sent to landfill this Quarter, which is 3% lower than March 2014 but not a significant change.

Library visits (Yr to date)

LibraryPlus



December 2014

Target

On target

More people than ever are visiting our LibraryPlus services. We are on track to exceed the 2.6M visits made last year.

Visits to country parks



1,666,365 1,535,697

December 2014

Target



On target

Similarly to Libraries, we are exceeding our target for visits to Country Parks by 8% and should improve on the 2 million visits that were made last year.

Number of registered volunteers

1,014

531



December 2014



March 2014

Trend: Improving

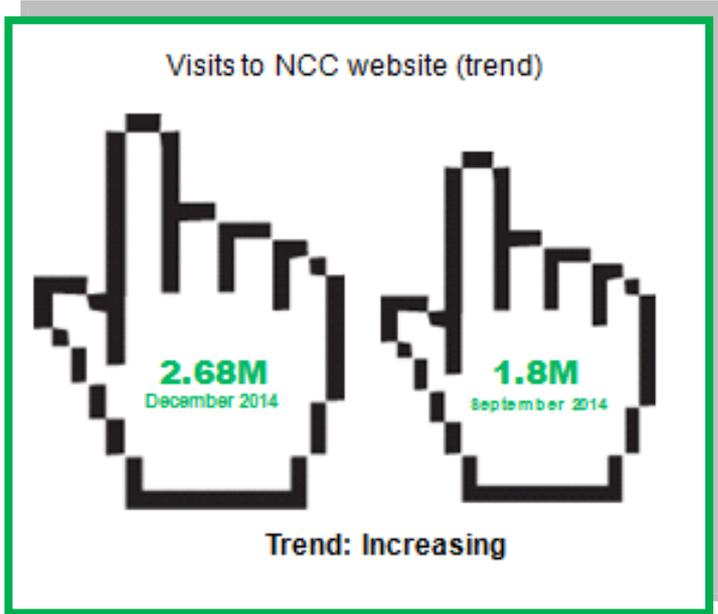
At December 2014 we are seeing almost double the number of registered volunteers supporting the Council and our communities compared to last year.

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

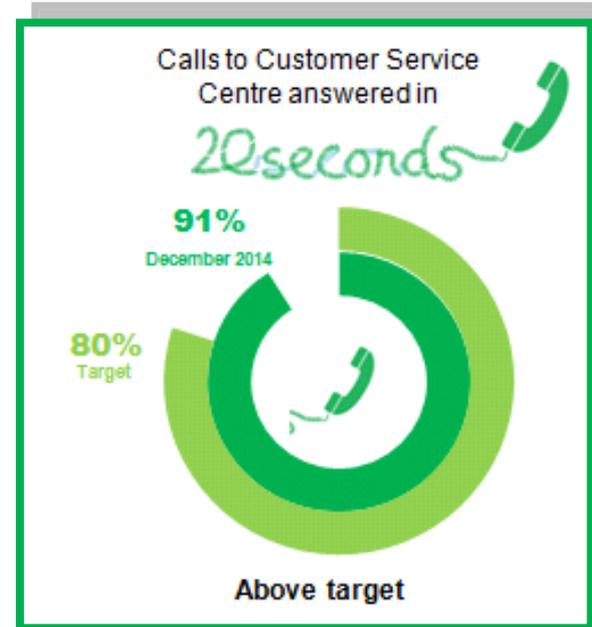
The County Council is always looking for people who want to offer up some of their spare time and volunteer in their local communities. We have volunteering opportunities available in our libraries, schools and county parks to name just a few. Why not visit the [volunteering pages](#) on the County Council's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

A fit for purpose council

Providing easy access to the council and effective customer service



There were almost 900,000 visits to the Council's website over the three months to December 2014. For the year to date there have already been more visits than were made over the whole of last year.



Customer Service Centre response against our target to answer calls within 20 seconds in December was the highest for the year to date.

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](#)


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and complaints](#)


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