



URGENT BUSINESS AND SUPPLEMENTARY INFORMATION

Shared Services Joint Committee

Wednesday 29 March 2023

Agenda Item Number	Page	Title	Report Author	Reason for delayed publication
7.	(Pages 3 - 28)	Inter Authority Agreements Appendix 1 – Inter Authority Agreements (IAA) Performance Report 2022-23 – Q3	Performance Analyst (WNC)	Appendix not available at the time of agenda publication

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**Inter-Authority Agreements
Quarterly Performance Report
Quarter 3 2022/23 (October to December 2022)**

Introduction

This report provides an overview of performance for services delivered via Inter-Authority Agreements (IAA). This report covers the quarter 3 reporting period for 2022/23 (October to December 2022).

The report is split into two key sections:

Section 1: Performance information for services provided by North Northamptonshire Council to West Northamptonshire Council.

Section 2: Performance information for services provided by West Northamptonshire Council to North Northamptonshire Council.

The tables below outline the services for which Q3 performance information has been, or is due to be, reported:

Section 1: Services provided by North Northamptonshire Council to West Northamptonshire Council	Section 2: Services provided by West Northamptonshire Council to North Northamptonshire Council
Approved Mental Health Providers	Archives and Heritage (including Historic Environment Records and Portable Antiquities Service)
Countywide Traveller Unit	Assistive Technology
Digital Infrastructure	Library Support Services
Household Waste Recycling Centres	Shared Lives
Information, Advice and Support Service for SEND	Streetlighting
Learning and Development	Visual Impairment
Minerals and Waste Planning	
Northamptonshire Archaeological Resource Centre	
School Swimming Service	
The Virtual School	
Personal Budget Service (PBSS)	
Public Health Intelligence	
Adult Learning	



Section 1: Services provided by NNC to WNC



Q3 KPI overview - services provided by North Northamptonshire Council to West Northamptonshire Council

The table below provides an overview of the KPI outturns across thirteen NNC service areas who deliver services to WNC via an Inter-Authority Agreement. Of the 65 measures reported to date for Q3, 47 have met or exceeded target, with 1 missing target (Minerals and Waste Planning). In addition there were a further 17 measures that recorded no activity or were not due to be reported during quarter 3.

NNC Service Area	Outturn			No activity or Not due
	G	A	R	
Approved Mental Health Providers	3			2
Countywide Traveller Unit				3
Digital Infrastructure	2			
Household Waste Recycling Centres	3			2
Information, Advice and Support Service for SEND	3			
Learning and Development	5			1
Minerals and Waste Planning	2	1		
Northamptonshire Archaeological Resource Centre	3			3
School Swim Service	1			1
The Virtual School	3			1
Personal Budget Service (PBSS)	10			1
Public Health Intelligence	7			1
Adult Learning	5			2
Total:	47	1	0	17

Approved Mental Health Professionals (AMHPs)

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
KPI01	Completion of return to advise on the number of people subject to Section 7 guardianship	National/ Statutory	Annual	Return Submitted within timescale	N/A	N/A	N/A		
AMHP1	Respond to referrals within 3 hours of receipt (and agree action plan with referrer)	Local	Quarterly	95%	97.0%	97.9%	97.5%		
AMHP2	Provision of resource to fully staff the AMHP rota and ensure appropriate shift cover on a weekly basis	Local	Quarterly	23 Shifts Per Week	24.8 shifts	23.8 shifts	23.3 shifts		
AMHP3	Numbers of new AMHPs trained and warranted per year.	Local	Annual	4	N/A	N/A	N/A		
AMHP4	AMHP quarterly service review meeting to take place.	Local	Quarterly	Service Review Meeting Held	Service Review Meeting Held	Service Review Meeting Held	Service Review Meeting Held		

Supporting commentary

Countywide Traveller Unit

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn		
					Apr to Sept 2022	Oct 2022 to Mar 2023	YTD
NTU01	% of new encampments to be visited within one working day of notification; unless operational difficulties prevent this	Local	Six-monthly	95%	100%		
NTU02	% of enquiries dealt with a contact within 3 working days	Local	Six-monthly	90%	100%		
NTU03	Advise partner agencies of current encampment status on a weekly basis	Local	Six-monthly	95%	100%		

Supporting commentary:

NTU01 - 100% encampments were visited within 1 working day of notification.
 NTU02 - 472 enquiries were responded to within 3 working days of receipt.
 NTU03 - 26 weekly encampment status reports were sent to partner agencies.

Digital Infrastructure

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
DI1	Overall Superfast Northamptonshire project (RAG) status as at end of quarter	Local	Quarterly	Green status	Green status	Green status	Green status		
DI2	A project update report on all Digital Infrastructure projects and activity (excluding Superfast Northamptonshire project) is provided to WNC within 20 working days from end of quarter	Local	Quarterly	Report provided	Report provided	Report provided	Report provided		

Supporting commentary

Positive progress continues. Achievements in Q3 2022/23 include the drawdown of £2m of Rural Broadband Infrastructure funding from DEFRA. This is to serve businesses located in 'hard-to-reach' rural areas with over 50 communities benefitting from the funding. At the end of Q3, full fibre coverage had reached 61.1% of premises across Northamptonshire. Coverage for West Northamptonshire is 79.0%. This has been principally driven by Cityfibre's commercial deployment across Northampton, although builds by Gigaclear in particular are ensuring that full-fibre coverage levels are also high in the rural areas. Gigabit coverage has also seen an upward trend with 84.2% of premises now connected across Northamptonshire. Coverage for West Northamptonshire is 85.1%. No announcement has yet been made on Project Gigabit Lot 5. This is now expected in Q4.

E-Scooter trial - decision taken by WNC and NNC to extend the trial to 31 May 2024. Approvals secured from Department for Transport (DfT). Trial is popular with users and amongst the largest in England. Latest data for Q3 indicates over 87,000 users with over 3.2m rides undertaken since the start of the trial. Minor amendments to operating area agreed by DfT following liaison with Northamptonshire Police. Starship Delivery robot trial continues to be a success. Fleet size and geography unchanged from Q2.

Household Waste Recycling Centres

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
HWRC1	% of payments made to Urbaser Ltd within agreed contractual timescales for services received	Local	Quarterly	100.00%	100%	100%	100%		
HWRC2	Number of monthly contract monitoring meetings attended by relevant NNC representatives	Local	Annually	10	N/A	N/A	N/A		
HWRC3	Provision of the following key contractual information monthly: <ul style="list-style-type: none"> • Audit information (if required) • Monthly revenue financial forecasts • Contractual performance data. 	Local	Monthly	Yes	Yes	Yes	Yes		
HWRC4	Provision of annual tonnage figures for the previous year by August to enable WNC to calculate the annual growth forecast figures by September of each year.	Local	Half Yearly	Forecast provided	N/A	Forecast provided	N/A		
HWRC5	Provide any required data for WNC Corporate performance dashboards by agreed dates	Local	Quarterly	Data provided within deadline	Data provided within deadline	Data provided within deadline	Data provided within deadline		

Supporting commentary

Information, Advice and Support Service for SEND

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
IASS1	A joint agreement for the provision of IASS is in place between all partners in accordance with the CFA 2014	National	Annual	Formal agreement in place	Formal agreement in place	Formal agreement in place	Formal agreement in place		
IASS2	% of referrals and enquiries responded to within 3 working days	Local	Quarterly	90%	100%	100%	100%		
IASS3	A quarterly progress report is provided to the North and West Directors for Children's Services (DCS) providing an overview of the IASS service delivery	Local	Quarterly	Quarterly report produced and provided	Quarterly report produced and provided	Quarterly report produced and provided	Quarterly report produced and provided		

Supporting commentary

IASS2 - 827 referrals and enquiries were received during the quarter all of which were responded to within 3 working days.

Learning and Development

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
LD1	Completion and submission of Individualised Learner Record (ILR) return for WNC	National	Quarterly	ILR submitted	Yes	Yes	Yes		
LD2	Apprenticeship Public Sector Target	National	Annual (Q4)	2.3%	N/A	N/A	N/A		
LD3	Annual Apprenticeships self-assessment report and quality improvement plan produced and submitted to Ofsted	National	Annual	Report and Plan submitted	Yes	N/A	Yes	N/A	
LD4	Quarterly L&D management information dashboard produced and provided to WNC	Local	Quarterly	Dashboard provided	Yes	Yes	Yes		
LD5	% of WNC apprentices that start qualification who go onto successfully complete	Local	Quarterly	75%	On Track	On Track	On Track		
LD6	% of WNC delegates rating that the learning intervention was of a 'direct value to my work' was recorded as a 3 or above	Local	Quarterly	80%	98.0%	97.4%	98.0%		

Supporting commentary

LD3 - This years self-assessment report is in the process of being written. High achievements rates with more merit and distinction outcomes being achieved than simple pass rates. We do recognise a lot more needs to be done at initial assssment stages prior to apprentices starting their programme so they have a better expectation of time and commitment required to reduce withdrawal rates. We are redeveloping the way in which the advisors work within the team to link more closely with HR to be able to support workforce planning for programmes needed now and in the future. We do expect this to have a significant impact upon the number of staff on an Apprenticeship. In addition we are looking to employ a procurement officer meaning advisors can stay closer to learners and line managers to provide more support from start to the conclusion of apprenticeship programmes.

Minerals and Waste Planning

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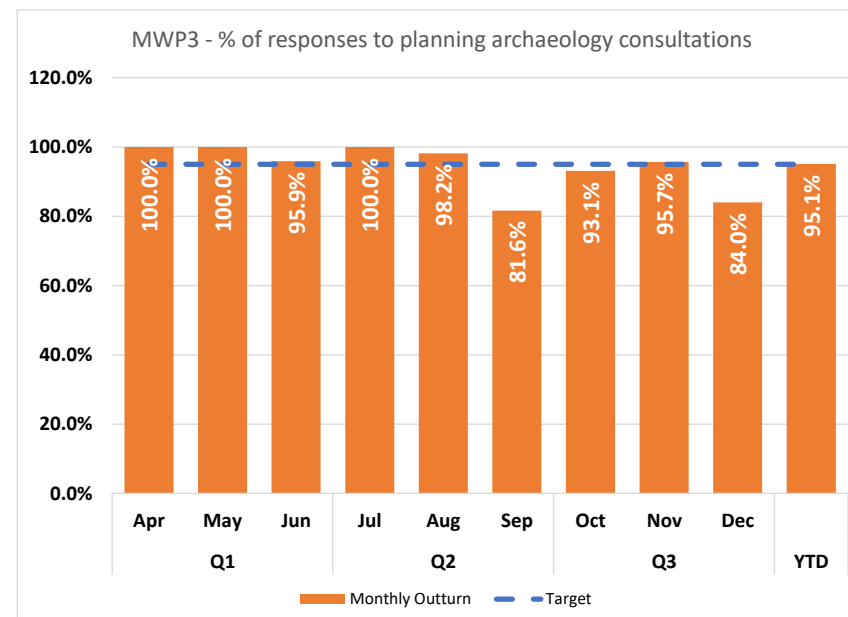
KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
MWP1	% of County Matter planning decisions made within required timescales	Local	Quarterly	95%	100%	100%	100%		
MWP2	% of responses made in relation to Duty to Co-operate matters with other minerals and waste planning authorities within time period requested	Local	Quarterly	95%	100%	None Received	100%		
MWP3	% of responses to planning archaeology consultations from the area planning offices of NNC/WNC within timescales	Local	Quarterly	95%	98%	94%	92%		

Supporting commentary:

MWP1 - 4 County Matter planning decision were made during the third quarter

MWP2 - During quarter 3 no Duty to Co-operate with other minerals and waste planning authorities was requested.

MWP3 - 170 responses to planning archaeology consultations from the area planning offices of NNC/WNC were made, 160 of these were made within agreed timescales which was impacted by both archaeological staff being on leave for last two weeks of the period. The last two weeks of the period when there were issues with leave affecting deadlines were the Christmas and the New Year period and it will be important to ensure that leave periods such as these are factored into timescales so that target dates are still met. Measures are being put in place to ensure that performance in the next quarter returns to over 95% with regular progress meetings with the two officers now being implemented.



Northamptonshire Archaeological Resource Centre (ARC)

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					2022/23 Performance Outturn				
KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	Q1	Q2	Q3	Q4	YTD
ARC1	Standards associated with ACE Museum Accreditation Scheme (applicable from the date of joining the Scheme)	Local	Quarterly	ACE standards met	<i>ARC as CHE has not yet applied for ACE Museum Accreditation. Likely will be in 2023. However, ARC is following ACE standards for loans/accessions/storage.</i>				N/A
ARC2	Provision of a report to WNC detailing the number of visits to the ARC split by: 1. Academic visits, and 2. Other visits	Local	Quarterly	Report provided to WNC	Report provided to WNC	Report provided to WNC	Report provided to WNC		
ARC3	Provision of a report to WNC on the number of new accessions	Local	Quarterly	Report provided to WNC	Report provided to WNC	Report provided to WNC	Report provided to WNC		
ARC4	Provision of a report to WNC indicating the number of total archive boxes in the ARC identified by origin	Local	Quarterly	Report provided to WNC	Report provided to WNC	Report provided to WNC	Report provided to WNC		
ARC5	An annual survey to capture user net satisfaction with service (5-point scale)	Local	Annual	TBD	<i>Initial survey to be conducted in 2022/23 as benchmark. The satisfaction scale to be used will range from very satisfied to very dissatisfied.</i>				N/A
ARC6	An annual survey to capture user perception of VfM of service (5-point scale)	Local	Annual	TBD	<i>Initial survey to be conducted in 2022/23 as benchmark. The satisfaction scale to be used will range from very satisfied to very dissatisfied.</i>				N/A

Supporting commentary:

ARC1: The wider Chester House Estate has not submitted an application to the ACE Museum Accreditation Scheme. This is expected to take place in the second half of this financial year or early 23/24 financial year. The ARC however is following ACE standards in its documentation etc.

ARC2: 114 total visits (13 local interest researchers, 2 academic and 1 MA student).

ARC3: 49 sites accessioned.

School Swimming Service

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
SWS01	Quarterly performance review meeting to take place with Northamptonshire Sport	Local	Quarterly	Quarterly Meeting Undertaken	Quarterly Meeting Undertaken	Not Reported	Not Reported		
SWS02	Provision of a performance report to WNC, including: • Number of Schools accessing the service • Number of pupils who accessed the service.	Local	Quarterly	Report Provided	Report Provided	Report Provided	Report Provided		Report Provided

Supporting commentary:

The School Swimming Service was disaggregated in December 2022, this will therefore be the last time this service is reported within this report.

The Virtual School

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
VS1	Number of Learning, Skills and Education performance scorecards produced and presented to the Director of Children's Services and their Senior Leadership Team on a monthly basis	Local	Quarterly	3 per quarter	3	3	3		
VS2	Provision of relevant information to NCT to facilitate the completion of the Corporate parenting performance scorecard which is produced and presented to the Corporate Parenting Board on a bi-monthly basis	Local	Quarterly	Bi monthly CPB performance report produced and presented	Bi monthly CPB performance report produced and presented	Bi monthly CPB performance report produced and presented	Bi monthly CPB performance report produced and presented		
VS3	A Virtual School Head Annual Report is produced and presented at WNC Senior Leadership Team and the joint Corporate Parenting Board and published on the Virtual School website within agreed timescales.	Local	Annual (February)	Annual report produced and published	N/A	N/A	N/A		
VS4	Performance updates are presented to the Virtual School Advisory Panel (VSAP) on a termly basis and made available to the Corporate Parenting Board.	Local	Termly	Performance updates presented	Performance updates presented	Performance updates presented	Performance updates presented		

Supporting commentary:

Personal Budget Service

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	Q1	Q2	Q3	Q4	YTD
PBSS1	HMRC real time information returns for all employers submitted to HMRC by the provider within required timescale.	National	Quarterly	4 Weekly completion of return		4 Weekly completion of return	4 Weekly completion of return		
PBSS2	HMRC PAYE/NI P30 payments for all holding account employers made by the Provider within required HMRC timescales.	National	Quarterly	Quarterly payments processed		Quarterly payments processed	Quarterly payments processed		
PBSS3	HMRC real time information quarter-end report for all employers submitted by the Provider within required HMRC timescales.	National	Quarterly	Quarterly submission of return		Quarterly submission of return	Quarterly submission of return		
PBSS4	HMRC real time information Year-End Report for all employers submitted by the Provider within HMRC annual deadline.	National	Annually (Q4)	Report submitted in timeframe					
PBSS5	Percentage of New Employers with completed HMRC registration on payroll set up.	National	Quarterly	100%		100.00%	100.00%		
PBSS6	Workplace Pension Assessments undertaken, and eligible employees enrolled into a workplace pension scheme completed by the Provider within required timescales.	National	Quarterly	4 Weekly completion of return		4 Weekly completion of return	4 Weekly completion of return		
PBSS7	Percentage of Pension regulator Declaration of Compliance checks completed within required the pensions regulator statutory deadlines.	National	Quarterly	100%		100.00%	100.00%		
PBSS8	Percentage of required pension regulator Re-declaration of Compliance checks (3 yearly) completed within pension regulator statutory deadlines	National	Quarterly	100%		100.00%	100.00%		
PBSS9	Percentage of Pension Contributions reported to NEST for all Employers with enrolled workers by required deadline.	National	Quarterly	100%		100.00%	100.00%		
PBSS10	Percentage of pension contribution payments to NEST processed for all employers with enrolled workers by required deadline.	National	Quarterly	100%		100.00%	100.00%		
PBSS11	PBSS quarterly service review meeting to take place.	Local	Quarterly	100%		100.00%	100.00%		

Supporting commentary:

PBSS11 - As part of ongoing disaggregation activity, weekly meetings are taking place currently, so relevant parties are receiving assurance on service delivery via that forum. Forum is attended by Amy Colley (Service Manager) on behalf of PBSS.

Public Health Intelligence

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	Q1	Q2	Q3	Q4	YTD
PHI1	Statutory return submitted for Health Checks dataset	National	Quarterly	Data return fully submitted within OHID deadline			Data return fully submitted within OHID deadline		
PHI02	Statutory return submitted for National Childhood Measurement Programme dataset	National	Annual Q2	Data return fully submitted within OHID deadline					
PHI03	Statutory return submitted for Early Years (Health Visitor) dataset	National	Quarterly	Data return fully submitted within OHID deadline			Data return fully submitted within OHID deadline		
PHI04	Statutory return submitted for Adult Weight Management dataset	National	Quarterly	Data return fully submitted within OHID deadline			Data return fully submitted within OHID deadline		
PHI05	Agreed data and information for inclusion within the Public Health section of the corporate performance report for North and West is provided on monthly basis within agreed timescales.	Local	Quarterly	All data provided within agreed deadlines			Data return fully submitted within OHID deadline		
PHI06	Quarterly data and intelligence reports to support the development of the Joint Strategic Needs Assessment (JSNA) are completed in line with the JSNA annual work plan.	Local	Quarterly	All planned quarterly data and intelligence reports produced within agreed timescales			All planned quarterly data and intelligence reports produced within agreed timescales		
PHI07	Performance information and supporting data is collated and provided on a quarterly basis to support the preparation of the Director of Public Health's annual health report	Local	Quarterly	All planned quarterly information and data provided on a quarterly basis (as per agreed plan)			All planned quarterly information and data provided on a quarterly basis (as per agreed plan)		
PHI08	All agreed performance dashboards and other required reports are produced and provided to relevant forums in line with the agreed quarterly work plan	Local	Quarterly	All dashboards or reports are produced in line with agreed quarterly work plan			All dashboards or reports are produced in line with agreed quarterly work plan		

Supporting commentary:

Adult Learning - NOT YET SIGNED OFF

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target					YTD
					Q1	Q2	Q3	Q4	
AL01	Completion and submission of ILR record (ILR) to ESFA on a monthly basis	National	Monthly	ILR return submitted	ILR return submitted	ILR return submitted	ILR return submitted		
AL02	Self-Assessment report (SAR) produced and submitted to OFSTED within the required timescale	National	Annual Q3	Report produced and submitted to OFSTED within timescale					
AL03	A Performance Board is held on a termly basis to provide oversight of NNC delivery of Apprenticeship training and the Adult Learning Service.	Local	Termly	Meeting Held	Meeting Held	Meeting Held	Meeting Held		
AL04	An Adult Learning performance report (which includes data dashboard) is produced and presented to Performance Board three times a year	Local	3 times a year	Report produced and circulate	Report produced and circulated	Report produced and circulated	Report produced and circulated		
AL05	An Adult Learning strategy (underpinned by ESFA contract and aligned to Public Health outcomes) is developed for both authorities and approved by Performance Board.	Local	Annual	Strategy developed and approved by Performance Board					
AL06	% of learners who achieve qualification for accredited courses funded by ESFA skills funding allocation	Local	Annual	75.00%	75.0%	75.0%	76.0%		
AL07	OFSTED rating for regulated provision to be at least 'Good'.	Local	Annual (through SAR)	Maintain at least Good rating	Good	Good	Good		

Supporting commentary:

Last OFSTED inspection took place January 2022 where the rating given was 'Good'.



Section 2: Services provided by WNC to NNC



Q3 KPI overview - services provided by West Northamptonshire Council to North Northamptonshire Council

The table below provides an overview of the KPI outturns across six WNC service areas who deliver services to NNC via an Inter-Authority Agreement. Further details for these measures can be found by viewing the service specific page within the report. Of the 25 measures reported for Q3, all 25 have met or exceeded target. In addition there were a further 11 measures that recorded no activity or were not due to be reported during quarter 2.

Service	Outturn			No activity or Not due
	G	A	R	
Archives and Heritage (including PAS and HER)	3			6
Assistive Technology	5			
Libraries Support Services	3			3
Shared Lives	6			
Streetlighting	6			1
Visual Impairment	2			1
Total:	25	0	0	11

Archives and Heritage (including Historic Environment Records and Portable Antiquities Service)

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn					
					Q1	Q2	Q3	Q4	YTD	
AH1	Accredited status with The National Archives	National	To be reported in 2023	Accredited	<i>To be reported in 2023 following application to The National Archives</i>					N/A
AH2	Provision of a report to NNC detailing quarterly activity, including: 1. Number of visits to County Archive 2. Number of enquiries responded to 3. Number of website hits 4. Number of outstanding TNA/HE recommendations	Local	Quarterly	Report provided to NNC	Report provided to NNC verbally at JOB	Report provided to NNC verbally at JOB	Report provided to NNC verbally at JOB			
AH3	An annual survey to capture user net satisfaction with service (5-point scale)	Local	Annual	Survey completed	N/A	N/A	N/A			
AH4	An annual survey to capture user perception of VfM of service (5-point scale)	Local	Annual	Survey completed	N/A	N/A	N/A			
PAS1	Compliance with PAS MOU with the British Museum	Local	Annual (Q4)	Full compliance	N/A	N/A	N/A			
PAS2	Number of Finds 'Surgeries' and outreach events held across the year (Countywide).	Local	Annual (Q4)	10 per annum	6	9	7			
HER1	Historic England audit status	National	Quarterly	Satisfactory audit status	Next Audit due 2024					N/A
HER2	Percentage of commercial and non-commercial enquiries processed promptly (within 10 working days)	Local	Quarterly	95%	100%	100%	100%			
HER3	To ensure all grey literature is included on the HER database promptly (within three months)	Local	Quarterly	95%	100%	100%	100%			

Supporting commentary

PAS2 - 7 surgeries were held in this quarter. Locations were - Northamptonshire Archives Service, Northamptonshire Archaeological Archives Research Centre, Towcester Museum, and Corby Heritage Centre. Only one was held in December because of bad weather and but the service is still over its target in terms of overall numbers of surgeries across the year.
HER1 - The work on the recommendations has all been completed. The HER now has a draft forward plan

Assistive Technology

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
AT1	Average response time (working days) to standard referrals received	Local	Quarterly	7 working days	4.9 days	3.7 days	3.2 days		
AT2	Average response time (working days) to urgent referrals received	Local	Quarterly	2 working days	0.3 days	0.4 days	0.5 days		
AT3	Number of referrals to be processed by assistive technology team (excluding customer contact centre) which are open as at quarter end	Local	Quarterly	<150	49	37	80		
AT4	Provision of a quarterly service performance report to be presented at a quarterly review meeting. <ul style="list-style-type: none"> • Number of installations completed • Number of people supported by AT rentals • Establishment review and any proposed changes. • Policy and procedure changes. 	Local	Quarterly	Quarterly report provided	Quarterly report provided	Quarterly report provided	Quarterly report provided		
AT5	Number of services users awaiting Adult Social care Lifeline response utilization (Social care response)	Local	Quarterly	Zero	0	0	0		

Supporting commentary

Library Support Services

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
LIB01	Annual CIPFA return completed and submitted for North Northamptonshire Local Authority area within required timescale (31st July)	National	Annual (Q2)	Return submitted	N/A	Return submitted	N/A	N/A	
LIB02	% of book stock deliveries completed against planned schedule	Local	Quarterly	95%	100%	100%	100%		
LIB03	Number of Northamptonshire BIPC interventions supported	Local	Annual (Q4)	170	75	53	29		
LIB04	Number of new businesses started with support from the BICP Northamptonshire	Local	Annual (Q4)	25	7	11	6		
LIB05	Number of sessions/activities/ workshops accessible in the North Northamptonshire area	Local	Annual (Q4)	60	38	32	23		
LIB06	% of annual SLA Reviews completed for each Community Managed Library (within NNC area)	Local	Quarterly	100%	None Due	100%	100%		

Supporting commentary

LIB06 - Irchester Library was transferred to Community Managed this quarter so there are now 10 SLAs to review each year.

Shared Lives

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
SL1	Number of reported breaches of the Care Quality Commission regulations	National	Quarterly	Zero	Zero	Zero	Zero		
SL2	% of initial referrals responded to within 3 working days	Local	Quarterly	95%	100%	100%	100%		
SL3	% of emergency respite referrals known to the service responded to on same working day	Local	Quarterly	95%	None responded to	100%	100%		
SL4	Provision of monthly service review/performance report to Receiver authority	Local	Quarterly	3 per quarter	Face to face	3	3		
SL5	% of scheduled 12- week full compliance reviews completed (All carers & placements are monitored to ensure compliance)	Local	Quarterly	100%	94.1%	100%	100%		
SL6	Shared Lives quarterly service review meeting to take place with receiving authority	Local	Quarterly	Service Review held	Service Review held	Service Review held	Service Review held		

Supporting commentary

SL2 - 6 referrals were responded to, all within 3 working days.

SL3 - 1 emergency respite referral was received during the quarter which was responded to on the same working day.

SL5 - all 50 compliance reviews were completed within the 12 week target.

Streetlighting

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KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
SL1	% of payments made to Connect Roads within contractual timescales for services received	Local	Quarterly	100.00%	100%	100%	100%		
SL2	Number of monthly contract monitoring meetings attended by relevant WNC representatives	Local	Quarterly	3 per quarter	3	3	3		
SL3	Quarterly Network Board meeting attended by relevant WNC representatives	Local	Quarterly	Quarterly meeting attended	Attended	Attended	Attended		
SL4	Provision of key contractual information within required timescales: Audit information (as required) / Monthly revenue financial forecasts / Annual growth forecasts	Local	Quarterly	Provided	Provided	Provided	Provided		
SL5	Provision of an updated asset register on an annual basis to inform charging for the next financial year	Local	Annual	Asset register provided	N/A	N/A	N/A		
SL6	Reports on the average length of time for lamp repair in North Northamptonshire	Local	Quarterly	5 days	1 day	1.3 days	1.8 days		
SL7	Reports on the number of occasions on which lighting points are not in light during the Lighting Up Period in North Northamptonshire (excluding intentionally switched-off lights)	Local	Quarterly	N/A - for info	142	186	217		
SL8	Percentage of lights in Light during the Lighting Up Period in North Northamptonshire	Local	Quarterly	99%	99.8%	99.7%	99.6%		

Supporting commentary

SL1 - 3 payments were made to Connect Roads within contractual timescales.

Visual Impairment

[Return to summary](#)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn			YTD
					April to September		October to March	
VI01	% of Certified Visually impaired receivers added to the visual impairment register once user consent received	National	Six-monthly	100%	100.0%			
VI02	% of referrals responded to within agreed timescales (5 working days)	Local	Quarterly	90%	90.0%	94.0%	97.0%	
VI03	Visual Impairment quarterly service review meeting to take place	Local	Quarterly	Service review meeting held	Service review meeting held	Service review meeting held	Service review meeting held	

Supporting commentary

Report collated on behalf of North Northamptonshire Council and West Northamptonshire Council by the WNC Performance and Governance team.

