



**North
Northamptonshire
Council**



**West
Northamptonshire
Council**

**Inter-Authority Agreements
Quarterly Performance Report
Quarter 1 2022/23 (April to June 2022)**

Introduction

This report provides an overview of performance for services delivered via Inter-Authority Agreements (IAA). This report covers the quarter 1 reporting period for 2022/23 (April to June 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 Q1 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	
The Virtual School	



Section 1: Services provided by NNC to WNC



Q1 KPI overview - services provided by North Northamptonshire Council to West Northamptonshire Council

The table below provides an overview of the KPI outturns across nine NNC service areas who deliver services to WNC via an Inter-Authority Agreement. Of the 24 measures reported to date for Q1, all 24 have met or exceeded target, with none missing target. In addition there were a further 12 measures that recorded no activity or were not due to be reported during quarter 1.

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	2			1
Learning and Development	5			1
Minerals and Waste Planning	3			
Northamptonshire Archaeological Resource Centre	3			3
The Virtual School	3			
Total:	24	0	0	12

Approved Mental Health Professionals (AMHPs)

[Return to summary](#)

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%				
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				
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				

Supporting commentary

AMHP1 - 335 referrals were responded to during the first quarter, 325 of these were responded to within 3 hours of receipt.

Countywide Traveller Unit

[Return to summary](#)

					2022/23 Performance Outturn		
KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	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%			
NTU02	% of enquiries dealt with a contact within 3 working days	Local	Six-monthly	90%			
NTU03	Advise partner agencies of current encampment status on a weekly basis	Local	Six-monthly	95%			

Supporting commentary:

Not due to be reported until quarter 2.

Digital Infrastructure

[Return to summary](#)

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				
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				

Supporting commentary

Excellent progress continues to be made against countywide speed and coverage targets. At the end of Q1 2022/23, full fibre coverage had almost reached 50% (49.2%). The target of at least 40% full fibre coverage by the end of 2023 was reached in Q4 of 2021/22. Full fibre coverage continues to grow with Openreach, CityFibre and Gigaclear in particular extending their commercial investment in the county. Gigaclear is also continuing to build subsidised coverage in the more difficult to reach rural areas for the Superfast Northamptonshire project. Gigabit capable broadband coverage had almost reached 80% of premises at the end of Q1 2022/23 (79.9%), having exceeded the 75% target at the end of Q3 2021/22. Sights are now set on the end of 2028 targets to see at least 80% and 90% of premises countywide able to access full fibre and gigabit capable broadband respectively.

BDUK are continuing to progress Project Gigabit. Four Lots are of interest to Northamptonshire, namely Lot 5 (Cambridgeshire and surrounding areas including parts of North Northants), Lot 11 (Warwickshire and Leicestershire (including some border areas in Northamptonshire), Lot 12 (Bedford, Milton Keynes, most of West Northants and the east of North Northants); and Lot 13 (Oxfordshire and Berkshire, including the southern tip of West Northants). A Spring progress update was published by BDUK in May 2022. Updates can be found at <https://www.superfastnorthamptonshire.net/how-we-are-delivering/Pages/building-digital-uk-project-gigabit.aspx>. The Lot 5 contract is expected to be awarded before the end of the year. The Lot 12 procurement is expected to be launched between December 2022 and February 2023. Work to confirm the intervention area is well underway. The Lot 11 and 13 procurements are expected to start in Spring 2023 and Autumn 2022 respectively.

E-Scooter trial - ministers have approved an 18-month extension on the trials to 31 May 2024. Trial areas can choose to withdraw from the trials or continue with an extension to 31 May 2024. Since the start of the trials across Northamptonshire, the first of which was launched in Northampton in September 2020, there have been over 2.17m rides with over 73,000 registered users (9.4% of total population of Northamptonshire) to end Q1.

Voi attended the Merged Futures 4 event in June 2022 at University of Northampton Waterside Campus. The level of enquiries and complaints remains low.

Starship robot deliveries - over 122,600 deliveries to date with 100 robots serving 9 communities in Northampton to end Q1. These are Wootton, Hardingstone, Upton, Billingham, Spinney Hill, Limehurst, Bellinge, Birchfield and Bushfield.

Household Waste Recycling Centres

[Return to summary](#)

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%				
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: • Audit information (if required) • Monthly revenue financial forecasts • Contractual performance data.	Local	Monthly	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		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				

Supporting commentary

Information, Advice and Support Service for SEND

[Return to summary](#)

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	N/A	N/A	N/A		
IASS2	% of referrals and enquiries responded to within 3 working days	Local	Quarterly	90%	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				

Supporting commentary

Learning and Development

[Return to summary](#)

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				
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	N/A	N/A	
LD4	Quarterly L&D management information dashboard produced and provided to WNC	Local	Quarterly	Dashboard provided	Yes				
LD5	% of WNC apprentices that start qualification who go onto successfully complete	Local	Quarterly	75%	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%				

Supporting commentary

LD5 - 143 apprentices on programme currently, 7 have completed. Of the 143 people on an apprenticeship 103 have planned end dates before the end of 2024

Minerals and Waste Planning

[Return to summary](#)

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%				
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%				
MWP3	% of responses to planning archaeology consultations from the area planning offices of NNC/WNC within timescales	Local	Quarterly	95%	98%				

Supporting commentary:

MWP1 - 3 County Matter planning decisions were made during the first quarter

MWP2 - 1 response was made in relation to Duty to Co-operate with other minerals and waste planning authorities within time period requested.

MWP3 - 234 responses to planning archaeology consultations from the area planning offices of NNC/WNC were made, 230 of these were made within agreed timescales.

Northamptonshire Archaeological Resource Centre (ARC)

[Return to summary](#)

					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				
ARC3	Provision of a report to WNC on the number of new accessions	Local	Quarterly	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				
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 Northamptonshire Archaeological Resource Centre (ARC) has not yet applied for Arts Council England (ACE) Museum Accreditation. The application to seek accreditation is likely to be submitted in 2023. However, it should be noted that the ARC is following ACE standards for loans, accessions and storage.

ARC 5 and ARC 6: Surveys to be conducted during 2022/23 in order to establish a benchmark.

School Swimming Service

[Return to summary](#)

					2022/23 Performance Outturn				
KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	Q1	Q2	Q3	Q4	YTD
SWS01	Quarterly performance review meeting to take place with Northamptonshire Sport	Local	Quarterly	Quarterly Meeting Undertaken	Quarterly Meeting Undertaken				
SWS02	Provision of a performance report to WNC, including: <ul style="list-style-type: none"> • Number of Schools accessing the service • Number of pupils who accessed the service. 	Local	Quarterly	Report Provided	Report Provided				

SWS01 - the service have liaised with the School Swimming Manager as Northamptonshire Sport are overseeing the service from afar and I have had more involvement with the service as it now comes under Leisure in North Northants

We are currently going through disaggregation of the service and the future of the school swimming service will be decided in the next few weeks.

The Virtual School

[Return to summary](#)

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				
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				
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				

Supporting commentary:



Section 2: Services provided by WNC to NNC



Q1 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 21 measures reported for Q1, 20 have met or exceeded target, with just one missing target (an amber measure reported for Shared Lives). In addition there were a further 14 measures that recorded no activity or were not due to be reported during quarter 1.

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	1			5
Shared Lives	4	1		1
Streetlighting	6			1
Visual Impairment				1
Total:	20	1	0	14

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

[Return to summary](#)

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					
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	N/A	N/A	N/A			
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%					
HER3	To ensure all grey literature is included on the HER database promptly (within three months)	Local	Quarterly	95%	100%					

Supporting commentary

The Service cannot start work on the Accreditation standard in earnest until the new staffing structure is in place. Adverts for the agreed extra capacity will now go out in July, with the intention to fill posts by the autumn. Meanwhile, the National Archives as the regulatory body, will inspect the service in Quarter 2 and offer initial feedback to help with preparatory work required. There are 13 key requirements to be addressed in order to gain Accredited status and considerable amounts of evidence need to be gathered; all policies will need to be reviewed or rewritten to take account of new governance arrangements as well as professional developments.

Assistive Technology

[Return to summary](#)

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				
AT2	Average response time (working days) to urgent referrals received	Local	Quarterly	2 working days	0.3 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				
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				
AT5	Number of services users awaiting Adult Social care Lifeline response utilization (Social care response)	Local	Quarterly	Zero	0				

Supporting commentary

Library Support Services

[Return to summary](#)

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		N/A	N/A	
LIB02	% of book stock deliveries completed against planned schedule	Local	Quarterly	95%	100%				
LIB03	Number of Northamptonshire BIPC interventions supported	Local	Annual (Q4)	170	75				
LIB04	Number of new businesses started with support from the BICP Northamptonshire	Local	Annual (Q4)	25	7				
LIB05	Number of sessions/activities/ workshops accessible in the North Northamptonshire area	Local	Annual (Q4)	60	38.00				
LIB06	% of annual SLA Reviews completed for each Community Managed Library (within NNC area)	Local	Quarterly	100%	None Due				

Supporting commentary

A good first quarter, largely due to the Kick Start Grants programme which requires attendance at a number of sessions to access, this may reduce in later quarters but the service is well on track to exceed the target for all indicators.

Shared Lives

[Return to summary](#)

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				
SL2	% of initial referrals responded to within 3 working days	Local	Quarterly	95%	100%				
SL3	% of emergency respite referrals known to the service responded to on same working day	Local	Quarterly	95%	None responded to				
SL4	Provision of monthly service review/performance report to Receiver authority	Local	Quarterly	3 per quarter	Face to face				
SL5	% of scheduled 12- week full compliance reviews completed (All carers & placements are monitored to ensure compliance)	Local	Quarterly	100%	94.1%				
SL6	Shared Lives quarterly service review meeting to take place with receiving authority	Local	Quarterly	Service Review held	Service Review held				

Supporting commentary

SL2 - 10 referrals were responded to all within 3 working days.

SL3 - No emergency respite referrals were received during the quarter.

SL4 - Monthly meetings are held and reciever authority updated face to face.

SL5 - 3 out of 51 compliance reviews were not completed within the 12 week target due to increased COVID absence within the team.

Streetlighting

[Return to summary](#)

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%				
SL2	Number of monthly contract monitoring meetings attended by relevant WNC representatives	Local	Quarterly	3 per quarter	3				
SL3	Quarterly Network Board meeting attended by relevant WNC representatives	Local	Quarterly	Quarterly meeting 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				
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				
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	1				
SL8	Percentage of lights in Light during the Lighting Up Period in North Northamptonshire	Local	Quarterly	99%	99.8%				

Supporting commentary

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

Visual Impairment

[Return to summary](#)

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

Supporting commentary

Not due to be reported until quarter 2.

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

