

Part 1: Corporate Priority Performance

Page 6	Corporate Plan performance summary
Page 7	CP1 Safer, Greener and cleaner
Page 8	CP2 Housing, health and well being
Page 9	CP3 A confident, ambitious and successful Northampton
Page 10	CP4 Partnerships and community engagement
Page 11	CP5 A well managed organisation that puts customers at the heart of what we do



Corporate Plan

Performance Summary



Key

Exceptional or over Performance

On or above target

Within agreed target tolerance

Outside agreed target tolerance

Measured annually

Improved performance

Deterioration in performance


CP NBC Corporate Plan Performance Summary


Overall, the Corporate Plan is performing well, with all five Corporate Priorities showing GREEN or BLUE performance alerts.

Part 3 of this report details all of the Corporate performance measures, through which performance against our five priorities is monitored.

Please refer to part 3 to review a full comparison against last month's performance for each measure, ordered by Corporate Priority.

The direction of travel of Corporate Priority Outcomes will be included within quarterly Cabinet Reports (June, September, December and March). This will indicate improvement or deterioration of the Priority Outcome since the last quarterly period.

Overall Corporate Plan performance	
	Current Month Performance
CP NBC Corporate Plan	

Corporate Plan performance by Priority	
Corporate Priority	Current Month Performance
CP.1 Safer, Greener and Cleaner communities	
CP.2 Housing, Health and wellbeing	
CP.3 A confident, ambitious and successful Northampton	
CP.4 Partnerships and community engagement	
CP.5 A well managed organisation that puts customers at the heart of what we do	

Safer, Greener and Cleaner

Performance Summary

Key



Exceptional or over Performance



On or above target



Within agreed target tolerance



Outside agreed target tolerance



Measured annually



Improved performance



Deterioration in performance

CP.1 Safer, Greener and Cleaner Communities Performance Summary

Corporate Priority 1: Safer, Greener and Cleaner communities contains eight priority outcomes, which performing on or above target.

The outcome to improve air quality (CP.04) cannot be compared at this point in time as it is measured by annual indicators.

The remaining seven outcomes are all performing well and show BLUE or GREEN performance alerts.

The outcome of Reducing the Council's carbon footprint (CP.1.03) has been impacted upon by the reduction in the number of missed refuse collections, which means that fewer vehicles have been sent out to correct missed collections. This will have a positive impact on the Council's aim to reduce the Carbon footprint by 8.1%, by 2013.

Three out of Four Public protection (BV126, BV127b and BV128) measures are also performing better than at the same point last year, and will be positively impacting on outcome CP.1.01. (see page 20)

CP.1 Safer, Greener and Cleaner Communities Overview

Measure ID & Name	Current Month Performance
CP.1 Safer, Greener and Cleaner communities	★

CP.1 Safer, Greener and Cleaner Communities Outcomes

Corporate Priority Outcomes	Current Month Performance
CP.1.01 Reduced crime, fear of crime and anti-social behaviour	★
CP.1.02 Increased recycling and composting	★
CP.1.03 Reduce the Council's Carbon Footprint	●
CP.1.04 Improved air quality	?
CP.1.05 Reliable, cost-effective refuse collection and street cleansing service	★
CP.1.06 Less waste produced	★
CP.1.07 Cleaner neighbourhoods	★
CP.1.08 Good quality open spaces and parks	★

Housing, Health and wellbeing Performance Summary

Key



Exceptional or over Performance



On or above target



Within agreed target tolerance



Outside agreed target tolerance



Measured annually



Improved performance



Deterioration in performance

CP.2 Housing, Health and Wellbeing Performance Summary

Corporate Priority 2: Housing, health and wellbeing is performing well this month and overall is performing on or above target.

There are nine Corporate Priority Outcomes under this priority, two of which are measured annually and cannot be reported this period.

Five of the remaining seven priority outcomes are performing well with BLUE or GREEN performance alerts.

Two priority outcomes, 'Leisure and Culture activities for young people' (CP.2.05) and 'Improve participation and access to cultural opportunities' (CP.2.06) have RED performance alerts.

These outcomes are fed by quarterly and annual measures. Current performance can be attributed to the quarterly measures for the number of museum visits / usage figures being below the profiled target for the period. Reporting of the annual indicators at year end will reflect the wider performance of Culture and Leisure, where swimming figures and participation in other cultural opportunities are performing well.

Outcome C.2.09 has BLUE colour status, which can be attributed to the improved performance of the crime indicators and good planning application processing times against targets.

CP2 Housing, Health and Wellbeing Overview

Measure ID & Name	Current Month Performance
CP.2 Housing, Health and wellbeing	★

CP2 Housing, Health and Wellbeing Outcomes

Corporate Priority Outcomes	Current Month Performance
CP.2.01 Achieving the Decent Homes standards	?!
CP.2.02 Increased affordable homes	★
CP.2.03 Reduced homelessness	★
CP.2.04 Meeting Housing needs	★
CP.2.05 Leisure and cultural activities for young people	▲
CP.2.06 Improved participation and access to cultural opportunities	▲
CP.2.07 Healthier living for young people	?!
CP.2.08 Improved health of local people	★
CP.2.09 Vibrant neighbourhoods and engaged communities	●

A confident, ambitious and successful Northampton Performance Summary

Key



Exceptional or over Performance



On or above target



Within agreed target tolerance



Outside agreed target tolerance



Measured annually



Improved performance



Deterioration in performance

CP.3 A confident, ambitious and successful Northampton Performance Summary

Corporate Priority 3: A confident, ambitious and successful Northampton has a GREEN performance alert and is therefore performing on or above target

This priority has eight Corporate Priority Outcomes.

Four outcomes have GREEN or BLUE performance alerts.

One outcome, 'Sustainable growth in jobs and housing' (CP.3.02) has a RED performance alert. This is mainly due to the performance of two measures during January:

NI 155: Number of affordable homes delivered

If the expected number of units are handed over during the fourth quarter, this indicator will still achieve the annual target.

BV200b: Local Development Scheme milestones

The milestones for the Local Development Scheme have been revised, which should bring performance back on track.

CP.3 A confident, ambitious and successful Northampton Overview


Measure ID & Name	Current Month Performance
CP.3 A confident, ambitious and successful Northampton	★


CP3 A confident, ambitious and successful Northampton Outcomes


Corporate Priority Outcomes	Current Month Performance
CP.3.01 A vibrant and viable town centre	★
CP.3.02 Sustainable growth in jobs and housing	▲
CP.3.03 Improved town centre management with partners	★
CP.3.04 Support Local Businesses	⚠
CP.3.05 Regeneration of key sites	●
CP.3.06 Quality shopping, leisure and cultural activities and events	⚠
CP.3.07 Enhanced reputation and regional influence	⚠
CP.3.08 Sound planning policy framework	★


Partnerships and community engagement Performance Summary


Key



Exceptional or over Performance



On or above target


Within agreed target tolerance


Outside agreed target tolerance


Measured annually


Improved performance


Deterioration in performance

CP.4 Partnerships and Community Engagement Performance Summary
Corporate Priority 4: Partnerships and Community Engagement has a BLUE performance alert and is therefore showing exceptional or over performance.
Although this priority is fed by four priority outcomes, only one is comparable at this time. The remaining priority outcomes are measured by annual performance indicators.
The outcome of 'Understanding our customers' (CP.4.04) has maintained the BLUE performance alert.
This can be attributed to the good performance in the number of invoices paid within 30 days (BV 8), and the low percentage of avoidable customer contacts (NI 14).

CP.4 Partnerships and Community Engagement Overview	
Corporate Priority	Current Month Performance
CP.4 Partnerships and community engagement	

CP4 Partnerships and Community Engagement Outcomes	
Corporate Priority Outcomes	Current Month Performance
CP.4.01 Improve education and skills attainment	
CP.4.02 Strong community leadership	
CP.4.03 Effective working with voluntary and community sectors	
CP.4.04 Understanding our customers	

A well managed organisation that puts customers at the heart of what we do
Performance Summary

Exceptional or over Performance

On or above target

Within agreed target tolerance

Outside agreed target tolerance

Measured annually

Improved performance

Deterioration in performance

CP.5 A well managed organisation that puts customers at the heart of what we do Performance Summary
Corporate Priority 5: A well managed organisation that puts customers at the heart of what we do, has a GREEN performance alert and is therefore performing on or above target.
The priority is fed by ten priority outcomes, two of which are measured by annual performance indicators. Six priority outcomes have a GREEN performance alert.
The outcome to 'Improve our financial management' (CP.5.02) has a RED performance alert. Performance has been affected by BV 9 (the percentage of council of Council Tax received) and BV 10 (the percentage of non-domestic rates received by the authority).
In January, both indicators recorded the lowest percentages this year.
HI 1: A decrease in the percentage of rent collected due to IT system issues, which caused payments made in the last week of January to be posted in the first week of Febuary has also impacted on this month's performance. More detail can be found on page 17 within the 'RED measures exception Report'.

CP.5 A well managed organisation Overview	
Measure ID & Name	Current Month Performance
CP.5 A well managed organisation that puts customers at the heart of what we do	

CP5 A well managed organisation Outcomes	
Corporate Priority Outcomes	Current Month Performance
CP.5.01 Excellent customer service	
CP.5.02 Improved financial management	
CP.5.03 Services with a local focus	
CP.5.04 A well-regarded organisation	
CP.5.05 Equitable services	
CP.5.06 Improved customer insight	
CP.5.07 Effective governance arrangements	
CP.5.08 Value for money services	
CP.5.09 An employer of choice	
CP.5.10 Efficient and effective management	

Part 2:

Monthly red measure exception report by Corporate Priority



Detailed exception reporting of all underperforming (red) measures with graphical trend analysis against profiled targets with commentary on the reasons for under performance and the corrective actions being taken

Measure

Corporate Priority

BV 9: Percentage of invoices paid within 30 days

CP.5.02, CP.5.04 and CP.5.10

BV 78b: Average time for processing change of Circumstances

CP.5.01, CP.5.04, CP.5.08 and CP.5.10

BV126: Number of domestic burglaries per 1,000 households

CP.1.01, CP.2.09, CP.3.01 and CP.3.03

BV127a: Number of violent crimes per 1,000 population

CP.1.01, CP3.01 and CP3.03











HI 1: Percentage of rent collected

CP.5.02 and CP.5.10

**HI 15: Average length of stay in bed and breakfast accommodation
for households that are unintentionally homeless and in priority need**

**CP.2.03, CP.2.04, CP.2.08, CP.5.01, CP.5.02, CP.5.03
CP.5.04 and CP.5.10**

Part 3: Summary of all measures by Corporate Priority




Key		Key	
	Exceptional or over performance		Improved performance: Good to be high
	On or above target		Deteriorated performance: Good to be high
	Within agreed target tolerance		Improved performance: Good to be low
	Outside agreed target tolerance		Deteriorated performance: Good to be low
	Measured annually		Performance remained the same



Safer, greener and cleaner measures																				
Polarity	Measure ID & Name	Aug 09	YTD	Sep 09	YTD	Oct 09	YTD	Nov 09	YTD	Dec 09	YTD	Jan 10	Overall perf. to date	YTD	Current Profiled Target	Annual Target	Perf. vs. last month	Perf. vs. same time 2008/9	YTD value same time last year	NBC 08/09 OUTTURN
Smaller is Better	📊 BV126 Domestic Burglaries (M)(c)	1.08	▲	1.24	▲	1.21	▲	1.10	▲	1.46	▲	1.21	13.54	▲	12.50	15.00	🟢	🟢	17.23	20.72
Smaller is Better	📊 BV127a.05 Violent Crime / 1,000 pop. (M)(c)	2.45	▲	1.96	▲	1.76	▲	1.93	▲	1.91	▲	2.11	20.77	▲	19.11	22.93	🔴	🔴	19.49	23.56
Smaller is Better	📊 BV127b.05 Robberies / 1,000 pop. (M)(c)	0.17	★	0.18	★	0.11	★	0.13	★	0.18	★	0.14	1.74	★	2.22	2.67	🟢	🟢	2.08	2.48
Smaller is Better	📊 BV128 Vehicle Crimes per 1000 (M)(c)	0.89	★	1.04	★	1.28	★	1.09	★	0.71	★	0.68	9.69	★	12.35	14.82	🟢	🟢	11.89	13.88
Bigger is Better	📊 LI105 (ELPI 5) % of fly tips removed within 2 days(M)(c)	100.00	★	99.80	★	100.00	★	100.00	★	100.00	★	99.75	99.94	★	97.00	97.00	🔴	🟢	99.87	99.82
Smaller is Better	📊 LI784 (ELPI6) Number of missed refuse collections per 734,350 collections made (M)(c)	111.00	★	193.00	★	95.00	★	106.00	★	76.00	★	75.00	1239.00	★	1816.00	2100.00	🟢	🟢	2289.00	2699.00
Bigger is Better	📊 LI785 (ELPI10) % refuse collections corrected in 24hrs (M)(c)	100.00	★	100.00	★	100.00	★	100.00	★	100.00	★	100.00	100.00	★	100.00	100.00	➡	➡	100.00	100.00
Smaller is Better	📊 NI191 Residual household waste per household (M)(c)	41.70	★	44.88	●	42.12	●	38.71	★	44.77	●	38.33	419.50	●	418.77	494.60	🟢	🟢	437.75	524.52
Bigger is Better	📊 NI192 Percentage of household waste sent for reuse, recycling and composting (M)	39.45	●	38.48	●	39.34	●	42.12	●	31.60	●	37.88	39.79	●	40.58	40.04	🟢	🔴	39.93	38.74

Quarterly Corporate Priority measure														
Polarity	Measure ID & Name	Jun 09	YTD	Sep 09	YTD	Dec 09	Overall Performance To Date	YTD	Current Profiled Target	Annual Target	Perf. vs. last month	Perf. vs. same time 2008/9	YTD value same time last year	NBC 08/09 OUTTURN
Smaller is Better	NI016n No. of recorded serious acquisitive crimes (Q)(c)	1192.00	★	1046.00	★	1060.00	3298.00	★	3836.80	5081.78	✖	✔	3988.00	5199.00
Smaller is Better	NI020n No. of recorded 'Assaults with less serious injury' (Q)(c)	464.00	▲	504.00	▲	453.00	1421.00	▲	1210.06	1603.27	✔	?	?	?
Bigger is Better	⚙ BV091b.05 % res's 2+ k'side recyclables (Q)(c)	100.00	★	100.00	★	100.00	100.00	★	100.00	100.00	➡	➡	100.00	100.00
Bigger is Better	⚙ BV218b.05 Abandoned vehicles-removal (Q)(c)	100.00	●	96.43	★	90.00	95.77	!	97.00	97.00	✖	✖	95.86	95.95
Smaller is Better	⚙ NI196 Improved street and environmental cleanliness - fly tipping (Q)(c)	2.00	★	2.00	★	2.00	2.00	★	2.00	2.00	➡	?	?	2.00

4-monthly corporate priority measures												
Polarity	Measure ID & Name	Jul 09	YTD	Nov 09	Overall Performance To Date	YTD	Current Profiled Target	Annual Target	Perf. vs. last period	Perf. vs. same time 2008/9	YTD value same time last year	NBC 08/09 OUTTURN
Smaller is Better	NI195a Improved street and environmental cleanliness (litter) (4m) (c)	5.00	★	4.00	4.00	★	10.00	10.00	🟢	🟢	11.00	11.00
Smaller is Better	NI195b Improved street and environmental cleanliness (detritus) (4m)(c)	13.00	★	12.00	12.00	★	19.00	19.00	🟢	🟢	20.00	25.00
Smaller is Better	⚠ NI195c Improved street and environmental cleanliness (graffiti) (4m)(c)	8.00	🟡	5.00	5.00	★	6.00	6.00	🟢	🟢	7.00	8.00
Page 15												

Smaller is Better	NI195d Improved street and environmental cleanliness (fly posting) (4m)(c)	2.00		1.00	1.00		1.00	1.00			2.00	2.00
-------------------------	--	------	---	------	------	---	------	------	---	---	------	------

Housing, health and well-being																		
Polarity	Measure ID & Name	Aug 09	YTD	Sep 09	YTD	Oct 09	YTD	Nov 09	YTD	Jan 10	Overall perf. to date	YTD	Current Profiled Target	Annual Target	Perf. vs. last month	Perf. vs. same time 2008/9	YTD value same time last year	NBC 08/09 OUTTURN
Smaller is Better	HI 3 (BV066d.05n) No. tenants evicted: rent arrears (M)(c)	3.00		3.00		2.00		3.00		2.00	31.00		27.00	36.00			53.00	55.00
Smaller is Better	HI 6 (BV212) Average Time to Re-let (M)(c)	21.13		18.96		20.49		23.50		21.70	24.12		25.10	25.00			30.62	29.80
Smaller is Better	HI 15 (BV183a) Average length of stay in B&B accom'n (M)(c)	0.00		0.00		0.00		0.00		8.88	8.88		4.68	5.00			?	11.74
Smaller is Better	NI156 Number of households living in Temporary Accommodation (M)(c)	6.00		5.00		8.00		8.00		7.00	7.00		45.00	25.00			36.00	33.00
Smaller is Better	BV126 Domestic Burglaries (M)(c)	1.08		1.24		1.21		1.10		1.21	13.54		12.50	15.00			17.23	20.72
Smaller is Better	BV128 Vehicle Crimes per 1000 (M)(c)	0.89		1.04		1.28		1.09		0.68	9.69		12.35	14.82			11.89	13.88
Bigger is Better	NI157a LM Processing of "large scale" major applications within 13 weeks (M)(c)	0.00		0.00		0.00		0.00		0.00	0.00		0.00	0.00			100.00	100.00
Bigger is Better	NI157a SM Processing of "small scale" major applications within 13 weeks (M)(c)	100.00		0.00		0.00		0.00		100.00	100.00		60.00	60.00			44.44	36.36
Bigger is	NI157b Processing of minor	86.67		100.00		65.00		100.00		87.50	89.74		65.00	65.00			92.79	92.19

Page 17

Better	applications within 8 weeks (M)(c)																	
Bigger is Better	🏠 NI157c Processing of other applications within 8 weeks (M)(c)	94.00	★	98.46	★	95.92	★	94.03	★	89.47	94.66	★	80.00	80.00	🚫	🚫	95.62	95.70

CP2 Quarterly corporate priority measures														
Polarity	Measure ID & Name	Jun 09	YTD	Sep 09	YTD	Dec 09	Overall Performance To Date	YTD	Current Profiled Target	Annual Target	Perf. vs. last quarter	Perf. vs. same time 2008/9	YTD value same time last year	NBC 08/09 OUTTURN
Bigger is Better	🏠 BV106 % New homes built on 'brownfield' (Q) (c)	55.84	★	85.71	★	64.95	65.74	★	40.00	40.00	👍✓	👍✓	42.63	51.15
Bigger is Better	🏠 NI155 Number of affordable homes delivered (gross) (Q)(c)	66.00	▲	48.00	▲	51.00	165.00	▲	237.00	297.00	👎✗	👎✗	211.00	288.00
Bigger is Better	🏠 HI 18 (BV213n) Homeless households for whom advice casework resolved their situation (Q)(c)	180.00	★	164.00	🟡	184.00	528.00	🟡	540.00	720.00	👍✓	👎✗	611.00	714.00
Bigger is Better	🏠 BV170a Visits to / usage of museums, per 1,000 population (Q)(c)	209.04	★	232.91	★	151.26	593.22	★	553.00	692.00	👎✗	👎✗	616.82	804.07
Bigger is Better	🏠 BV170b Visits to museums in person (Q)(c)	182.50	★	202.68	★	131.09	516.26	🟡	525.00	662.00	👎✗	👎✗	548.81	714.14
Bigger is Better	🏠 BV170c Pupils visiting museums and galleries (Q) (c)	1787.00	★	968.00	★	2405.00	5160.00	▲	6000.00	8500.00	👍✓	👎✗	5354.00	7876.00
Bigger is Better	🏠 NI184 Food establishments in the area which are broadly compliant with food hygiene law (Q)(c)	87.51	★	87.66	★	88.30	88.30	★	82.00	82.00	👍✓	❓	?	81.43

A confident, ambitious and successful Northampton

Polarity	Measure ID & Name	Aug 09	YTD	Sep 09	YTD	Oct 09	YTD	Nov 09	YTD	Dec 09	YTD	Jan 10	Overall perf. to date	YTD	Current Profiled Target	Annual Target	Perf. vs. last month	Perf. vs. same time 2008/9	YTD value same time last year	NBC 08/09 OUTTURN
Smaller is Better	⚠ BV126 Domestic Burglaries (M)(c)	1.08	🔴	1.24	🔴	1.21	🔴	1.10	🔴	1.46	🔴	1.21	13.54	🔴	12.50	15.00	🟢	🟢	17.23	20.72
Smaller is Better	⚠ BV127a.05 Violent Crime / 1,000 pop. (M)(c)	2.45	🔴	1.96	🔴	1.76	🔴	1.93	🔴	1.91	🔴	2.11	20.77	🔴	19.11	22.93	🔴	🔴	19.49	23.56
Smaller is Better	⚠ BV127b.05 Robberies / 1,000 pop. (M)(c)	0.17	🟢	0.18	🟢	0.11	🟢	0.13	🟢	0.18	🟢	0.14	1.74	🟢	2.22	2.67	🟢	🟢	2.08	2.48
Smaller is Better	⚠ BV128 Vehicle Crimes per 1000 (M)(c)	0.89	🟢	1.04	🟢	1.28	🟢	1.09	🟢	0.71	🟢	0.68	9.69	🟢	12.35	14.82	🟢	🟢	11.89	13.88
Bigger is Better	⚠ NI157a LM Processing of "large scale" major applications within 13 weeks (M)(c)	0.00	🟢	0.00	🟢	0.00	🟢	0.00	🟢	0.00	🟢	0.00	0.00	🟢	0.00	0.00	➡	🔴	100.00	100.00
Bigger is Better	⚠ NI157a SM Processing of "small scale" major applications within 13 weeks (M)(c)	100.00	🟢	0.00	🟢	0.00	🟢	0.00	🟢	0.00	🟢	100.00	100.00	🟢	60.00	60.00	🟢	🟢	44.44	36.36
Bigger is Better	⚠ NI157b Processing of minor applications within 8 weeks (M)(c)	86.67	🟢	100.00	🟢	65.00	🟢	100.00	🟢	88.89	🟢	87.50	89.74	🟢	65.00	65.00	🔴	🔴	92.79	92.19
Bigger is Better	⚠ NI157c Processing of other applications within 8 weeks (M)(c)	94.00	🟢	98.46	🟢	95.92	🟢	94.03	🟢	98.08	🟢	89.47	94.66	🟢	80.00	80.00	🔴	🔴	95.62	95.70
												Page 20								

Bigger is Better	<div> <div></div> <div>BV008</div> </div> Invoices paid within 30 days (M)(c)	94.17		92.96		93.82		96.91		96.19		95.89	95.18		95.00	95.00			94.21	94.38
Bigger is Better	<div> <div></div> <div>BV010</div> </div> Percentage of non-domestic rates received (M)(c)	9.73		9.08		8.58		9.70		9.87		7.79	97.16		98.00	99.50			96.13	99.12

CP3 Quarterly corporate priority measures														
Polarity	Measure ID & Name	Jun 09	YTD	Sep 09	YTD	Dec 09	Overall Performance To Date	YTD	Current Profiled Target	Annual Target	Perf. vs. last quarter	Perf. vs. same time 2008/9	YTD value same time last year	NBC 08/09 OUTTURN
Bigger is Better	🏠 BV106 % New homes built on 'brownfield' (Q) (c)	55.84	★	85.71	★	64.95	65.74	★	40.00	40.00	👍	👍	42.63	51.15
Bigger is Better	BV200b.05 Plan making - milestones (Q) (c)	Yes	★	Yes	★	No	No	▲	Yes	Yes	👎	➡	No	Yes
Bigger is Better	🏠 NI155 Number of affordable homes delivered (gross) (Q) (c)	66.00	▲	48.00	▲	51.00	165.00	▲	237.00	297.00	👎	👎	211.00	288.00
Smaller is Better	NI016n No. of recorded serious acquisitive crimes (Q) (c)	1192.00	★	1046.00	★	1060.00	3298.00	★	3836.80	5081.78	👍	👍	3988.00	5199.00
Smaller is Better	NI020n No. of recorded 'Assaults with less serious injury' (Q) (c)	464.00	▲	504.00	▲	453.00	1421.00	▲	1210.06	1603.27	👍	?	?	?
Bigger is Better	NI182 Satisfaction of businesses with non-compliance with LA regulation services (Q) (c)	81.00	★	83.00	★	85.00	85.00	★	80.00	80.00	👍	?	?	77.00
Bigger is Better	🏠 NI184 Food establishments in the area which are broadly compliant with food hygiene law (Q) (c)	87.51	★	87.66	★	88.30	88.30	★	82.00	82.00	👍	?	?	81.43
Bigger is Better	🏠 BV170a Visits to / usage of museums, per 1,000 population (Q) (c)	209.04	★	232.91	★	151.26	593.22	★	553.00	692.00	👎	👎	616.82	804.07
Bigger is Better	🏠 BV170b Visits to museums in person (Q) (c)	182.50	★	202.68	★	131.09	516.26	🟡	525.00	662.00	👎	👎	548.81	714.14
Smaller is Better	🏠 BV204 % Planning appeals allowed (Q) (c)	30.00	★	33.33	★	80.00	44.44	▲	33.00	33.00	👎	👍	50.00	37.50
Bigger is Better	🏠 BV205 Quality of Service checklist (Q) (c)	66.67	▲	72.22	▲	72.22	72.22	▲	100.00	100.00	👍	👍	66.67	66.67

Partnerships and community engagement																				
Polarity	Measure ID & Name	Aug 09	YTD	Sep 09	YTD	Oct 09	YTD	Nov 09	YTD	Dec 09	YTD	Jan 10	Overall Performance To Date	YTD	Current Profiled Target	Annual Target	Perf. vs. last month	Perf. vs. same time 2008/9	YTD value same time last year	NBC 08/09 OUTTURN
Bigger is Better	⚡ BV008 Invoices paid within 30 days (M)(c)	94.17	🟢	92.96	🟡	93.82	🟡	96.91	🟡	96.19	🟢	95.89	95.18	🟢	95.00	95.00	🔴❌	🟢✅	94.21	94.38
Smaller is Better	⚡ NI014 Avoidable contact: proportion of customer contact that is of low/no value to customer (M)(c)	13.90	🟢	11.73	🟢	16.32	🟢	8.45	🟢	10.99	🟢	14.59	14.41	🟢	50.00	50.00	🔴❌	🟢✅	29.83	28.38

CP4 Quarterly corporate priority measures														
Polarity	Measure ID & Name	Jun 09	YTD	Sep 09	YTD	Dec 09	Overall Performance To Date	YTD	Current Profiled Target	Annual Target	Perf. vs. last quarter	Perf. vs. same time 2008/9	YTD value same time last year	NBC 08/09 OUTTURN
Bigger is Better	⚡ BV170c Pupils visiting museums and galleries (Q)(c)	1787.00	★	968.00	★	2405.00	5160.00	▲	6000.00	8500.00	✅	❌	5354.00	7876.00
Bigger is Better	⚡ BV079a % Benefit calculations correct (Q)(c)	98.40	★	100.00	★	94.40	97.60	●	98.00	98.00	❌	❌	98.40	97.80
Bigger is Better	HI 18 (BV213n) Homeless households for whom advice casework resolved their situation (Q)(c)	180.00	★	164.00	▲	184.00	528.00	▲	540.00	720.00	✅	❌	611.00	714.00

A well managed organisation that puts customers at the heart of what we do																				
Polarity	Measure ID & Name	Aug 09	YTD	Sep 09	YTD	Oct 09	YTD	Nov 09	YTD	Dec 09	YTD	Jan 10	Overall perf. to date	YTD	Current Profiled Target	Annual Target	Perf. vs. last month	Perf. vs. same time 2008/9	YTD value same time last year	NBC 08/09 OUTTURN
Bigger is Better	🏠 BV008 Invoices paid within 30 days (M)(c)	94.17	🟢	92.96	🟡	93.82	🟡	96.91	🟡	96.19	🟢	95.89	95.18	🟢	95.00	95.00	🔴❌	🟢✅	94.21	94.38
Smaller is Better	🏠 BV078a Average time for new claims (M) (c)	15.88	🟡	16.71	🟡	18.40	🟡	18.90	🟡	17.38	🟡	18.14	19.08	🟡	19.00	19.00	🔴❌	🔴❌	15.53	16.06
Smaller is Better	🏠 BV078b Average time for changes (M)(c)	9.54	🔴⚠️	10.34	🔴⚠️	13.08	🔴⚠️	7.20	🔴⚠️	14.08	🔴⚠️	14.93	11.19	🔴⚠️	8.00	8.00	🔴❌	🔴❌	7.94	7.97
Smaller is Better	🏠 HI 15 (BV183a) Average length of stay in B&B accom'n (M)(c)	0.00	🟢	0.00	🟢	0.00	🟢	0.00	🟢	0.00	🟢	8.88	8.88	🔴⚠️	4.68	5.00	🔴❌	❓	?	11.74
Smaller is Better	🏠 HI 6 (BV212) Average Time to Re-let (M)(c)	21.13	🟡	18.96	🟢	20.49	🟢	23.50	🟢	24.04	🟡	21.70	24.12	🟢	25.10	25.00	🟢✅	🟢✅	30.62	29.80
Bigger is Better	🏠 LI105 (ELPI 5) % of fly tips removed within 2 days(M)(c)	100.00	🟢	99.80	🟢	100.00	🟢	100.00	🟢	100.00	🟢	99.75	99.94	🟢	97.00	97.00	🔴❌	🟢✅	99.87	99.82
Smaller is Better	🏠 LI784 (ELPI6) Number of missed refuse collections per 734,350 collections made (M)(c)	111.00	🟢	193.00	🟢	95.00	🟢	106.00	🟢	76.00	🟢	75.00	1239.00	🟢	1816.00	2100.00	🟢✅	🟢✅	2289.00	2699.00
Bigger is Better	🏠 LI785 (ELPI10) % refuse collections corrected in 24hrs (M)(c)	100.00	🟢	100.00	🟢	100.00	🟢	100.00	🟢	100.00	🟢	100.00	100.00	🟢	100.00	100.00	➡️	➡️	100.00	100.00
Bigger is Better	🏠 LI364 (BENLPI 1)% cases complete to determined < 14days (M)(c)	95.13	🔴⚠️	97.12	🟡	88.50	🟡	91.06	🟡	93.36	🔴⚠️	93.00	90.79	🟡	92.00	92.00	🔴❌	🔴❌	97.80	96.82
Page 24																				

Smaller is Better	<div> <div></div> <div>NI014</div> <div>Avoidable contact: proportion of customer contact that is of low/no value to customer (M)(c)</div> </div>	13.90	★	11.73	★	16.32	★	8.45	★	10.99	★	14.59	14.41	★	50.00	50.00	✗	✓	29.83	28.38
Bigger is Better	<div> <div></div> <div>NI157a LM</div> <div>Processing of "large scale" major applications within 13 weeks (M)(c)</div> </div>	0.00	★	0.00	★	0.00	★	0.00	★	0.00	★	0.00	0.00	★	0.00	0.00	➡	✗	100.00	100.00
Bigger is Better	<div> <div></div> <div>NI157a SM</div> <div>Processing of "small scale" major applications within 13 weeks (M)(c)</div> </div>	100.00	★	0.00	★	0.00	★	0.00	★	0.00	★	100.00	100.00	★	60.00	60.00	✓	✓	44.44	36.36
Bigger is Better	<div> <div></div> <div>NI157b</div> <div>Processing of minor applications within 8 weeks (M)(c)</div> </div>	86.67	★	100.00	★	65.00	★	100.00	★	88.89	★	87.50	89.74	★	65.00	65.00	✗	✗	92.79	92.19
Bigger is Better	<div> <div></div> <div>NI157c</div> <div>Processing of other applications within 8 weeks (M)(c)</div> </div>	94.00	★	98.46	★	95.92	★	94.03	★	98.08	★	89.47	94.66	★	80.00	80.00	✗	✗	95.62	95.70
Bigger is Better	<div> <div></div> <div>NI180 No.</div> <div>changes of circs affecting HB/CTB entitlement processed within yr per 1,000 caseload(M)(c)</div> </div>	81.31	★	93.54	★	489.00	★	166.07	★	61.84	★	84.91	2263.87	★	783.80	940.50	✓	?	?	971.10
Smaller is Better	<div> <div></div> <div>NI181 Time</div> <div>taken to process Housing Benefit/Council Tax Benefit new</div> </div>	11.48	●	12.04	●	14.56	●	9.28	★	15.13	●	15.85	13.47	★	14.00	14.00	✗	✗	9.39	6.31

	claims and change events (M)(c)																			
Bigger is Better	🏠 BV009 Council Tax collected (M)(c)	8.99	🟡	9.25	🟡	9.14	🟡	9.13	🟡	9.26	🟡	8.82	93.51	🟡	94.20	97.50	🔴✖	🔴✖	94.12	96.94
Bigger is Better	🏠 BV010 NNDR collected (M)(c)	9.73	🟢	9.08	🟢	8.58	🟢	9.70	🟢	9.87	🟢	7.79	97.16	🟡	98.00	99.50	🔴✖	🟢✓	96.13	99.12
Bigger is Better	🏠 HI 1 (BV066a.05) % Rent Collected / Rent Owed (M)(c)	102.99	🟡	93.89	🟡	94.76	🟡	97.77	🟡	111.33	🟡	88.97	96.22	🟡	97.50	97.50	🔴✖	🟢✓	96.09	96.26
Smaller is Better	HI 3 (BV066d.05n) No. tenants evicted: rent arrears (M)(c)	3.00	🔴▲	3.00	🔴▲	2.00	🔴▲	3.00	🟡	3.00	🔴▲	2.00	31.00	🔴▲	27.00	36.00	🟢✓	🟢✓	53.00	55.00
Bigger is Better	BV076c Number of fraud investigations (M)(c)	96.00	🔴▲	99.00	🔴▲	95.00	🟡	109.00	🟢	94.00	🔴▲	102.00	851.00	🟢	795.00	950.00	🟢✓	🟢✓	829.00	949.00
Bigger is Better	BV076d Number prosecutions & sanctions (M)(c)	8.00	🟢	9.00	🟢	10.00	🟢	14.00	🟢	7.00	🟢	14.00	96.00	🟢	72.00	87.00	🟢✓	🟢✓	79.00	91.00
Smaller is Better	🏠 NI191 Residual household waste per household (M)(c)	41.70	🟢	44.88	🟡	42.12	🟡	38.71	🟢	44.77	🟢	38.33	419.50	🟡	418.77	494.60	🟢✓	🟢✓	437.75	524.52
Bigger is Better	🏠 NI192 Percentage of household waste sent for reuse, recycling and composting (M)(c)	39.45	🟡	38.48	🟡	39.34	🟡	42.12	🟡	31.60	🟡	37.88	39.79	🟡	40.58	40.04	🟢✓	🔴✖	39.93	38.74
Smaller is Better	🏠 NI014 Avoidable contact: proportion of customer contact that is of low/no value to customer (M)(c)	13.90	🟢	11.73	🟢	16.32	🟢	8.45	🟢	10.99	🟢	14.59	14.41	🟢	50.00	50.00	🔴✖	🟢✓	29.83	28.38
	🏠 BV012_12r																			

Smaller is Better	Rolling Average Days / shifts lost to sickness (M) (c)	12.99	▲	12.87	▲	12.83	▲	12.63	▲	12.22	▲	11.66	12.68	▲	11.00	11.00	✓	✗	12.67	12.73
Bigger is Better	LI541 (PL188) % of decisions delegated to officers (M)(c)	100.00	★	97.47	★	92.75	★	98.70	★	91.43	★	97.33	97.17	★	90.00	90.00	✓	✓	96.34	96.07
Smaller is Better	NI156 Number of households living in Temporary Accommodation (M)(c)	6.00	★	5.00	★	8.00	★	8.00	★	8.00	★	7.00	7.00	★	45.00	25.00	✓	✓	36.00	33.00

CP5 Quarterly corporate priority measures														
Polarity	Measure ID & Name	Jun 09	YTD	Sep 09	YTD	Dec 09	Overall Performance To Date	YTD	Current Profiled Target	Annual Target	Perf. vs. last quarter	Perf. vs. same time 2008/9	YTD value same time last year	NBC 08/09 OUTTURN
Bigger is Better	⚡ BV079a % Benefit calculations correct (Q) (c)	98.40	★	100.00	★	94.40	97.60	🟡	98.00	98.00	❌	❌	98.40	97.80
Bigger is Better	BV200b.05 Plan making - milestones (Q) (c)	Yes	★	Yes	★	No	No	🟡	Yes	Yes	❌	➡	No	Yes
Smaller is Better	⚡ BV204 % Planning appeals allowed (Q) (c)	30.00	★	33.33	★	80.00	44.44	⚠	33.00	33.00	❌	✅	50.00	37.50
Bigger is Better	⚡ BV205 Quality of Service checklist (Q) (c)	66.67	⚠	72.22	⚠	72.22	72.22	⚠	100.00	100.00	✅	✅	66.67	66.67
Bigger is Better	HI 18 (BV213n) Homeless households for whom advice casework resolved their situation (Q) (c)	180.00	★	164.00	⚠	184.00	528.00	⚠	540.00	720.00	✅	❌	611.00	714.00
Bigger is Better	⚡ BV079bi.05 Overpaid benefits recovered as % of overpayments identified since start of yr (Q) (c)	73.84	★	54.85	★	56.74	60.52	★	55.00	55.00	❌	❌	66.54	67.54
Bigger is Better	⚡ BV079bii.05 HB overpayments recovered as a percentage of total debt outstanding (Q) (c)	11.51	⚠	10.75	⚠	12.56	25.18	⚠	30.00	40.00	✅	✅	23.72	27.29
Plan is Best	⚡ BV079biii.05 HB overpayments written off as a percentage of total overpayments outstanding (Q) (c)	1.09	⚠	0.61	⚠	0.82	1.82	⚠	6.00	7.00	n/a	n/a	2.99	4.43
Bigger is Better	⚡ BV170a Visits to / usage of museums, per 1,000 population (Q) (c)	209.04	★	232.91	★	151.26	593.22	★	553.00	692.00	❌	❌	616.82	804.07
Bigger is Better	⚡ BV170b Visits to museums in person (Q) (c)	182.50	★	202.68	★	131.09	516.26	🟡	525.00	662.00	❌	❌	548.81	714.14
Bigger is Better	NI182 Satisfaction of businesses with non-compliance with LA regulation services (Q)	81.00	★	83.00	★	85.00	85.00	★	80.00	80.00	✅	?	?	77.00


	(c)													
Bigger is Better	🏠 BV091b.05 % res's 2+ k'side recyclables (Q)(c)	100.00	★	100.00	★	100.00	100.00	★	100.00	100.00	➡	➡	100.00	100.00
Bigger is Better	🏠 BV106 % New homes built on 'brownfield' (Q)(c)	55.84	★	85.71	★	64.95	65.74	★	40.00	40.00	✅	✅	42.63	51.15
Bigger is Better	🏠 NI155 Number of affordable homes delivered (gross) (Q)(c)	66.00	▲	48.00	▲	51.00	165.00	▲	237.00	297.00	❌	❌	211.00	288.00

CP5 Half yearly corporate priority measures

Polarity	Measure ID & Name	Sep 09	YTD	Current Profiled Target	Annual Target	Perf. vs. same time 2008/9	YTD value same time last year	NBC 08/09 OUTTURN
Bigger is Better	🏠 BV156 % LA public buildings - disabled (HY)(c)	90.00	★	90.00	90.00	🏠✔	65.67	95.45

Part 4:

Northamptonshire Local Area Agreement 2008 - 2011

Key	
	Exceptional or over performance
	On or above target
	Within agreed target tolerance
	Outside agreed target tolerance
	Measured annually

Key	
	Improved performance: Good to be high
	Deteriorated performance: Good to be high
	Improved performance: Good to be low
	Deteriorated performance: Good to be low
	Performance remained the same



 let
yourself grow

LAA 2008 - 11 Performance summary

Local Area Agreements provide the framework to find local solutions for local people. They have the potential to bring about a real improvement in collaborative working, by ensuring that all sectors improve their understanding of each other. The Northamptonshire Local Area Agreement has been developed by partners from county, borough and district councils, police & probation, the health sector, Connexions and JobCentrePlus

Monthly LAA measures reported by NBC																		
LAA theme	Measure ID & Name	Aug 09	YTD	Sep 09	YTD	Oct 09	YTD	Nov 09	YTD	Dec 09	YTD	Jan 10	Overall perf. to date	YTD	Current Profiled Target	Annual Target	Perf. vs. last month	Perf. vs. same time 2008/9
Reduction in Household waste not re-used, recycled or composted	NI 191: Number of kg of household waste collected that is not sent for re-use, recycling or is not c	42	★	45	●	42	●	39	★	45	●	38	420	●	419	495	↓	↓

Quarterly LAA measures reported by NBC												
LAA theme	Measure ID & Name	Jun 09	YTD	Sep 09	YTD	Dec 09	Overall perf. to date	YTD	Current Profiled Target	Annual Target	Perf. vs. last quarter	Perf. vs. same time 2008/9
Reduced crime	NI016n No. of recorded serious acquisitive crimes (Q) (c)	1192	★	1046	★	1060	3298	★	3837	5082	✖	✔
Reduced crime	NI020n No. of recorded 'Assaults with less serious injury' (Q)(c)	464	▲	504	▲	453	1421	▲	1210	1603	✔	?
Provision of sufficient housing, which is both affordable and of a quality that meets the needs of Northamptonshire	NI 155: Number of affordable homes delivered (gross)	66	▲	48	▲	51	165	▲	237	297	✔	✖

Four-monthly LAA measures reported by NBC										
LAA theme	Measure ID & Name	Jul 09	YTD	Nov 09	Overall perf. to date	YTD	Current Profiled Target	Annual Target	Perf. vs. period	Perf. vs. same time 2008/9
Improved, attractive and well used public spaces	NI 195b: Reducing unacceptable levels of detritus	13	★	12	12	★	19	19	↓	↓

Annual LAA measures reported by NBC					
LAA theme		Mar 10	YTD	Annual Target	Perf. vs. same time 2008/9
Provision of sufficient housing, which is both affordable and of a quality that meets the needs of Northamptonshire	NI 154: Net additional homes provided	?	<div><div></div></div>	1822	?