

Corporate Resources and Economic Growth Overview and Scrutiny Committee – 25 January 2018

NCC current performance report as at 9 January 2018

Scorecard	Page	Key	
A: Corporate Resources	2	Frequency	Frequency tells us how regularly the measure is reported and last available result is the start of the period that data covers. So, for example, if the last available result is July 2017 and the frequency is quarterly, the data covers the period July to September 2017.
B: Human Resources	5	Last available result	
C: Economy	7	Status	Tells us whether the data is up to date or is overdue.
D: Property	8	Current Performance	Is the most recently published performance data.
E: Corporate Scorecard - Customers	9	Current target	Is the target that covers the same period as the data (which may not be the level of performance we are aiming for at the year-end).
F: Corporate Scorecard - Regulatory and Statutory	13	2016/17 performance	Is the level of performance reported at the end of the last financial year (i.e. March 2017)
G: Corporate Scorecard - Focused improvement areas	19	Direction of Travel	There are 2 colour-keyed judgements on our current performance. The first one is labelled as 'direction of travel' and compares where we are now with where we were in March 2017. Green shows we have improved or maintained performance; red shows performance has deteriorated.
		Performance	'Performance' compares current performance with current target. Green means we have met or exceeded our current target; red means we have failed to achieve our target.

A. Corporate Resources

	Measure	Unit	2016/17 Performance	Current Target	Current Performance	Last Available Result	Frequency	Direction of Travel	Performance	Status	Comments
1	Average time to process change of circumstances for Housing Benefit & Council Tax support	Days	3.39	5	3.78	Nov 2017	Monthly	Red	Green	Up to date	Performance is better than target ACTIONS: None
2	Average time to process new claims for Housing Benefit & Council Tax support	Days	15.53	16	15.79	Nov 2017	Monthly	Red	Green	Up to date	Performance is better than target ACTIONS: None
3	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Days	4.1	6	4.27	Jul 2017	Quarterly	Red	Green	Up to date	Performance better than target ACTIONS: Maintain performance
4	Percentage of Council Tax collected in-year to date	Percentage	97.9	56.5	56.5	Jul 2017	Quarterly	Red	Green	Up to date	This is a cumulative indicator when payments are due monthly by either 10 or 12 instalments during the financial year. As a result, the direction of travel will always appear red until Q4. By way of comparison performance at the end of Q2 is equal to performance in 2016/17. The PI is monitored monthly.
5	Percentage of National Non Domestic Rates collected in-year	Percentage	98.1	58.4	58.3	Jul 2017	Quarterly	Red	Red	Up to date	This is a cumulative indicator when payments are due monthly by either 10 or 12 instalments during the financial year. As a result, the direction of travel will always appear red until Q4. By way of comparison performance at the end of Q2 is 0.1% lower than 2016/17. The PI is monitored monthly and in the Spring Budget 2017 3 relief schemes were introduced that are being implemented during this financial year. The final scheme has recently been approved by council and should have a positive impact on the collection rate.

6	Arrears of Council Tax Retrieved (£Millions)	£	4.4	2	2.2	Jul 2017	Quarterly	Red	Green	Up to date	This is a cumulative indicator measuring payments made against council tax arrears brought forward at the start of the financial year. As a result, the direction of travel will always appear red until Q4. The arrears have reduced by £2.236m in total since 1.4.17. Overall arrears are £591k less than at the same point in time last year.
7	Savings achieved by the corporate fraud team	£s	2512500	750000	923310	Jul 2017	Quarterly	Red	Green	Up to date	Performance is above target as a result of targeted work and joint working initiatives that have been successful. This is a cumulative indicator that is monitored quarterly but as a result the direction of travel will always appear red until Q4.
8	Payroll payments made by electronic means including Pensioners	Percentage	99.89	99.5	99.87	Oct 2017	Quarterly	Red	Green	Up to date	During the period Q 1 to Q2 116,770 payments were made to employees and pensioners; of these 116,624 were made via BACS. The cheque payments continue to be made to pensioners despite requests for bank details
9	Overpayments made to employees as a percentage of the number actually paid	Percentage	0.03	0.05	0.03	Oct 2017	Quarterly	Green	Green	Up to date	116,770 salary payments have been made during the period Q1 to Q2 for which 38 invoices have been raised to cover overpayments. Employee Services have a detailed analysis. The main reason for an overpayment is due to the employing department failing to notify Employee Services in a timely manner.
10	Payment of supplier invoices within 30 days of receipt of the invoice	Percentage	97.62	97.5	97.9	Dec 2017	Monthly	Green	Green	Up to date	Work continues targeting services and individuals whose invoice payment performance falls short of the required levels. This data is compiled monthly and is provided to the Chief Executive and senior managers.
11	Proportion of all AP payments made by electronic means	Percentage	96.31	95	96.77	Oct 2017	Quarterly	Green	Green	Up to date	Remaining cheque payments relate to Housing Benefit payments that AT has no control over.
12	Percentage of public liability claims forms responded to within 5 working days of receipt	Percentage	100	100	99.9	Oct 2017	Quarterly	Red	Red	Up to date	Two claim missed our deadline due to annual leave however the target of responding to all Public Liability (PL) claims within 5 working days is an internal measure that we aspire to meet. The actual timeline for dealing with PL claims in accordance with insurance pre-action protocol is 21 days. Both of the late claims will have met the 21 days deadline.

13	Percentage of registrations on time	Percentage	96	90	94	Nov 2017	Monthly	Red	Green	Up to date	
14	Number of red risks that have remained red on the register for 6 months	Number	24	35	24	Nov 2017	Monthly	Green	Green	Up to date	Performance in managing risks across the Council (strategic and service) has been maintained; the number of red risks remaining red for 6 months has increased by 1 (from 23 to 24) but is well within the overall target (35). During 2017/18, the risk management process is being reviewed and streamlined and will involve re-assessment of the performance indicator and target.
15	Proportion of local spend	Percentage	70.17	60	56.97	Jul 2017	Quarterly	Red	Red	Up to date	
16	Conveyancing timescales	Days	10	42	10	Apr 2016	Annually	Green	Green	Up to date	

B. Human Resources

	Measure	Unit	2016/17 Performance	Current Target	Current Performance	Last Available Result	Frequency	Direction of Travel	Performance	Status	Comments
1	Average FTE days lost to sickness per FTE over last 12 months	Number	10.55	7.5	10.4	Nov 2017	Monthly	Green	Red	Up to date	
2	Percentage of days lost to sickness absence	Percentage	4.75	3.5	4.68	Nov 2017	Monthly	Green	Red	Up to date	
3	Equality & Diversity completed within last 3 years	Percentage	76	85	89	Nov 2017	Monthly	Green	Green	Up to date	
4	Fire Safety completed within last 12 months	Percentage	78	85	86	Nov 2017	Monthly	Green	Green	Up to date	
5	FOI & Subject Access - one off course	Percentage	74	85	89	Nov 2017	Monthly	Green	Green	Up to date	
6	Health & Safety Awareness - one off course	Percentage	81	85	91	Nov 2017	Monthly	Green	Green	Up to date	
7	Information Security & Data Protection completed within last 12 months	Percentage	71	85	86	Nov 2017	Monthly	Green	Green	Up to date	
8	Manual Handling completed within last 3 years	Percentage	77	85	90	Nov 2017	Monthly	Green	Green	Up to date	
9	Number of Education Visits submitted for approval and percentage approved/processed prior to visit leaving date	Percentage	50	0	80	Oct 2017	Monthly	Green	Green	Overdue	80 education visits submitted for approval and approved/processed prior to visit leaving date.
10	Performance Appraisal completed between April 2017 and March 2018	Percentage	71	85	64	Nov 2017	Monthly	Red	Red	Up to date	
11	Period from OH referral to appointment	Days	18	13	18	Oct 2015	Quarterly	Green	Red	Overdue	Longer waiting times due to an influx of referrals along with staff shortages in Occupational Health and cancelled clinics.
12	PREVENT or WRAP - one off course	Percentage	75	85	86	Nov 2017	Monthly	Green	Green	Up to date	
13	Safeguarding Adults completed within the last 3 years	Percentage	72	85	86	Nov 2017	Monthly	Green	Green	Up to date	

14	Safeguarding Children completed within last 3 years	Percentage	75	85	88	Nov 2017	Monthly	Green	Green	Up to date	
----	---	------------	----	----	----	----------	---------	-------	-------	------------	--

C. Economy

	Measure	Unit	2016/17 Performance	Current Target	Current Performance	Last Available Result	Frequency	Direction of Travel	Performance	Status	Comments
24	Employment Rate	Percentage	74.4	75	73	Apr 2017	Quarterly	Red	Red	Up to date	Q1 result from 12 month period - Apr 16-Mar 17
25	Weekly Pay - Residents	£	487.1	520.8	487.1	Apr 2016	Annually	Green	Red	Up to date	Median gross weekly pay of all full-time residents within the County. Target is regional average excluding London.
26	Weekly Pay - Workers	£	460	511.1	460	Apr 2016	Annually	Green	Red	Up to date	Median gross weekly pay of full-time workers within the County. Target is regional average excl London.

D. Property Services

	Measure	Unit	2016/17 Performance	Current Target	Current Performance	Last Available Result	Frequency	Direction of Travel	Performance	Status	Comments
1	% of property statutory tests carried out within planned period	Percentage	97.5	91	94.11	Sep 2017	Monthly	Red	Green	Overdue	There has been an have improvement since the summer holidays but access to vacant properties is still an issue. Regular meetings with Strategic Estates are being carried out to obtain access details for new vacant properties.
2	Capital receipts from disposal of property	£	10092836	0	3658541.3	Nov 2017	Monthly	Red	Green	Up to date	
3	Financial Delivery against profile of Repair & Maintenance expenditure budget allocated to Corporate Estate	Percentage	106.7	97	115.2	Nov 2017	Monthly	Green	Green	Up to date	Reactive spend is currently running ahead of budget but the situation is being monitored and repairs are now being prioritised according to the established protocol for property-related repairs and maintenance budgets.
4	Financial Delivery against profile of the Capital Programme as detailed in the MTFP	Percentage	100	94	106.1	Sep 2017	Monthly	Green	Green	Overdue	

E. Scorecard – Customers

	Measure	Unit	2016/17 Performance	Current Target	Current Performance	Last Available Result	Frequency	Direction of Travel	Performance	Status	Comments
1	% of minor planning applications determined within 8 weeks <i>Cumulative</i>	Percentage	78.52	65	78.24	Nov 2017	Monthly	Red	Green	Up to date	Although there is a slight dip in the performance trend, this result remains well above target. ACTIONS: Continued monitoring of performance
2	% of other planning applications determined within 8 weeks <i>Cumulative</i>	Percentage	87.97	80	88.45	Nov 2017	Monthly	Green	Green	Up to date	
3	% children taking up the Statutory entitlement to early education for all eligible 2 year olds	Percentage	82	86	86.2	Apr 2017	Termly	Green	Green	Up to date	In real terms, the latest available figure works out as 970 out of a total cohort of 1125. Major improvement over the last 6 terms. Now ahead of the national average. ACTIONS: Address the slight difference between the take up in west and north compared to south east and central.
4	In House client service reviews - % of clients reviewed (CQC Standard)	Percentage	98.5	95	97.3	Jul 2017	Quarterly	Red	Green	Up to date	We have achieved a high performance in this area. Heads of service meet quarterly to discuss performance and agree actions plans. Dates have been arranged for those reviews that are outstanding.
5	Average time to process change of circumstances for Housing Benefit & Council Tax support	Days	3.39	5	3.78	Nov 2017	Monthly	Red	Green	Up to date	Performance is better than target ACTIONS: None
6	Average time to process new claims for Housing Benefit & Council Tax support	Days	15.53	16	15.79	Nov 2017	Monthly	Red	Green	Up to date	Performance is better than target ACTIONS: None
7	Payment of supplier invoices within 30 days of receipt of the invoice	Percentage	97.62	97.5	97.9	Dec 2017	Monthly	Green	Green	Up to date	Work continues targeting services and individuals whose invoice payment performance falls short of the required levels. This data is compiled monthly and is provided to the Chief Executive and senior managers.

8	Complaints answered within the specified timescale	Percentage	48.59	100	53.9	Jul 2017	Quarterly	Green	Red	Up to date	There continues to be issues with reporting correctly and in time on the Corporate Feedback system. In addition, Adult and Children's services use other system for recording most, but not all., complaints. However, compliments are logged within the corporate system. A training session is being held with Homes for Northumberland staff to improve accuracy and use of the system in early November and Customer Service staff continue to assist services wherever possible. ACTIONS: Next statistics will be available for the Oct - Dec period at the end of January 2018 (to take into account the time allowed to respond to complaints received at the end of December 2017)
9	Percentage of answered calls to the contact centre within 120 seconds	Percentage	50.7	75	65.3	Dec 2017	Monthly	Green	Red	Up to date	December is a comparatively quiet month in the Contact Centre and statistics reflect this. Interviews for 5 fte staff are taking place in January 2018 to provide additional resource across the Contact Centre with the aim of improving service overall with regard to call answering times.
10	Percentage of calls answered	Percentage	79.1	100	87.4	Dec 2017	Monthly	Green	Red	Up to date	December is a comparatively quiet month in the Contact Centre and statistics reflect this. Interviews for 5 fte staff are taking place in January 2018 to provide additional resource across the Contact Centre with the aim of improving service overall with regard to call answering times. Whilst the target for this result is 100% it is known that 100% of calls answered from those received is not achievable. The target will be changed to the standard 95% in January 2018.
11	Average time to answer calls (seconds)	Time	134	0	98	Dec 2017	Monthly	Green	Red	Up to date	December is a comparatively quiet month in the Contact Centre and statistics reflect this. Interviews for 5 fte staff are taking place in January 2018 to provide additional resource across the Contact Centre with the aim of improving service overall with regard to call answering times.

12	Percentage of abandoned calls	Percentage	20.6	0	12.6	Dec 2017	Monthly	Green	Red	Up to date	December is a comparatively quiet month in the Contact Centre and statistics reflect this. Interviews for 5 fte staff are taking place in January 2018 to provide additional resource across the Contact Centre with the aim of improving service overall with regard to call answering times. Whilst the target for this result is 0% it is known that 100% of calls answered from those received is not achievable. The target will be changed to the standard 5% in January 2018.
13	Percentage of abandoned calls abandoned within 300 seconds	Percentage	87.7	0	89.1	Dec 2017	Monthly	Red	Red	Up to date	
14	% of Emergency Housing Repairs Completed in 24 hours	Percentage	99.23	99.2	99.48	Dec 2017	Monthly	Green	Green	Up to date	
15	% of hazardous potholes made safe within 24 hours	Percentage	98.24	96	98.4	Nov 2017	Monthly	Green	Green	Up to date	Performance is reported cumulative and is currently above target. Since 1 April 2017 624 dangerous potholes have been identified and 614 were made safe within the issued timescale of 24 hours.
16	% of Public Protection service requests responded to within three working days	Percentage	96	90	96	Nov 2017	Monthly	Green	Green	Up to date	1847 Combined Total Complaints and Service Requests - This total includes 250 Animal Welfare and 202 Pest Control.
17	% of Routine Housing Repairs Completed in 30 days	Percentage	99.26	97	99.48	Dec 2017	Monthly	Green	Green	Up to date	
18	% of street lighting faults attended within 4 working days	Percentage	94.94	70	94.64	Nov 2017	Monthly	Red	Green	Up to date	Performance is reported cumulative and is currently better than target with 1764 out of 1864 Street Lighting faults attended within 4 working days since 1 April 2017.
19	Number of missed bin collections per 100,000 collections of household waste	Number	49	50	40	Jul 2017	Quarterly	Green	Green	Up to date	Another improvement in missed bin performance for quarter 2 compared to 2016/17.
20	Percentage of bulky waste collections undertaken on the agreed day of collection	Percentage	98.5	99	99.6	Nov 2017	Monthly	Green	Green	Up to date	Performance is reported cumulative and 5706 out of 5731 bulky waste collections have been undertaken on the agreed day of collection since April 2017.

21	Proportion of fly-tips removed from public areas within 3 days	Percentage	88	85	89.15	Nov 2017	Monthly	Green	Green	Up to date	1528 out of 1714 fly tipping incidents actioned were removed from public areas within 3 days. Performance is reported cumulative and is currently above target.
----	--	------------	----	----	-------	----------	---------	-------	-------	------------	---

F. Scorecard - Regulatory and Statutory

	Measure	Unit	2016/17 Performance	Current Target	Current Performance	Last Available Result	Frequency	Direction of Travel	Performance	Status	Comments
1	Threshold: % of Major application decisions made on time in the period July 2016 to June 2018. <i>Cumulative from 01/07/2016</i>	Percentage	85.12	50	83.17	Nov 2017	Monthly	Red	Green	Up to date	
2	Permanent admissions to residential and nursing care homes, per 100,000 population (65+ - older people)	per 100,000	796.2	843	750.2	Jul 2017	Quarterly	Green	Green	Up to date	We perform well on this indicator compared to other local authorities. We have various early intervention services and support systems in place which help prevent permanent admissions into care homes. These include:- *Direct Payments *Self Directed Support *Telecare *District Nurse led case management *Carer Assessments *Hospital to Home teams *Early Response teams *Short Term Support Service *Support Planners NB: The definition for this indicator changed in April 2015 and we now include 'full payers' in the number of admissions. i.e. previous years figures exclude full payers.
3	Delayed transfers of care from hospital (total delayed transfers) per 100,000 population	Percentage	3.3	5	3.8	Jul 2017	Quarterly	Red	Green	Up to date	Please note that this ASCOF measure and supporting data collection is currently undergoing revision by DoH/NHS Digital and is no longer based on snapshot data as at the last Thursday of the month. Until a new definition is confirmed we are reporting from April 2017 the figures we expect to be under the new definition (DTCOC bed days), based on: Total number of delayed days during the month / number of calendar days in the month We do perform well on this indicator and compare favourably against other authorities. We have an excellent hospital to home team, as well as integration between health and social care.

4	Threshold: % of major planning decisions made between January 2016 – December 2017 which were overturned on appeal <i>Cumulative</i>	Percentage	1.94	10	2.3	Nov 2017	Monthly	Red	Green	Up to date	
5	Delayed transfers of care from hospital (attributable to social care) per 100,000 population	Percentage	1.1	2	0.7	Nov 2017	Monthly	Green	Green	Up to date	The ASCOF measure definition has now been published and the DoH/NHS Digital have confirmed the definition to be: Total number of delayed days during the month / number of calendar days in the month We do perform well on this indicator and compare favourably against other authorities. We have an excellent hospital to home team, as well as integration between health and social care.
6	Speed of decision making on planning applications - % of major applications determined within 13* wks or within timescales agreed with the applicant (* unless EIA development) <i>Cumulative</i>	Percentage	81.94	65	82	Dec 2017	Monthly	Green	Green	Up to date	
7	Percentage of Adult Social Care plans reviewed within 1 year	Percentage	98.6	92	99.6	Jul 2017	Quarterly	Green	Green	Up to date	National guidance is that all care plans should be reviewed at least every twelve months. A comprehensive action plan has been in place which has led to a significant improvement on this indicator.
8	% of all planning decisions overturned on appeal <i>Cumulative</i>	Percentage	0	20	0	Nov 2017	Monthly	Green	Green	Up to date	
9	Number of cases per full time equivalent (FTE) Children's Social Worker	Number	22	22	24	Nov 2017	Monthly	Red	Red	Up to date	In real terms, this figure is calculated from a FTE of 79.4 and a total cohort of 1913 cases. Senior managers are aware that the level of caseloads for some social workers are relatively high. ACTIONS: A rigorous analysis of the social work workforce and the variation between teams has been done as part of the evaluation of recruitment and retention processes. A sophisticated workload management system has been developed resulting in senior

											managers concluding that an average points score of 56 is the ideal level for experienced workers, and currently around a third of experienced workers have above that level. The development of the Multi Agency Safeguarding Hub (MASH) and anticipated reduction in contacts from the police will see a greater proportion of casework being worked through by a central team and should result in a reduction for those with the highest caseloads based in the locality teams. Caseloads for those in the Assessed & Supported Year in Employment (ASYE) and inactive cases will continue to be monitored throughout the year.
10	% of pupils in primary schools judged by Ofsted to be good or outstanding	Percentage	83	84	81.7	Nov 2017	Monthly	Red	Red	Up to date	<p>There have been 10 published primary school inspection reports between 1.09.17 – 30.11.17. Of those, 0 were judged to be Outstanding, 8 to be good, 2 to be Requires Improvement and 0 to be Inadequate. No schools received Ofsted monitoring visits, Cumulatively, this means that at the end of the period, 83% of primary schools were judged as Good or Outstanding at their most recent Ofsted inspection, this is a decrease on the 2015/16 year. This is below the North east average of 93% and the national average of 90%. As more primary schools convert to academies and therefore become new schools without an inspection rating, this will have a significant impact on these results. However, we anticipate an improvement over October and November.</p> <p>ACTIONS: It is the prime responsibility of the governing bodies and head teachers of those schools to improve. The Council commissions School Improvement Partners (SIPS) to monitor and</p>

												challenge those schools to improve, one of the products being a termly SIP visit report which includes what judgement they conclude the school would receive if they were inspected at that point. Members should note that periods between inspections range from 18 months to 3 years therefore statistics of this nature are slow to change and short term trend patterns difficult to identify.
11	Number of cases per full time equivalent (FTE) Children's Independent Reviewing Officer (IRO)	Number	66	67	77	Nov 2017	Monthly	Red	Red	Up to date	In real terms, this figure is calculated from a total FTE of 9.3 and a cohort of 713 IRO cases. ACTIONS: There is currently a vacancy waiting to be filled in the IRO team. Once the recruitment process is completed, this will take the FTE up to 10.3 and the number of cases per FT will drop.	
12	% of children becoming subject to a Child Protection Plan for a 2nd or subsequent time	Percentage	6.9	12	11.5	Nov 2017	Monthly	Red	Green	Up to date	In real terms, the latest available figure works out as 49 out of a total cohort of 425. We are comfortable with results that range between 7% and 12%. This PI has consistently been in the green.	
13	% of pupils in secondary schools judged by Ofsted to be good or outstanding	Percentage	64	68	66.4	Nov 2017	Monthly	Green	Red	Up to date	There have been no published inspection reports of secondary and middle schools between 1.09.17 – 30.11.17. Cumulatively, this means that at the end of the period, 69% of secondary schools were judged as Good or Outstanding at their most recent Ofsted inspection, This remains below the national average of 82% (March 2017) and the regional average of 70% (March 2017). No schools that had been judged to Require Improvement previously received a Section 8 monitoring visit in the month. As more secondary schools convert to academies and therefore become new schools without an inspection rating, this will have a significant impact on these results.	

19	Number of accidental dwelling fire deaths	Number	3	0	0	Dec 2017	Monthly	Green	Green	Up to date	There have been no fatalities from accidental dwelling fires.
20	Number of accidental dwelling fire injuries	Number	7	13	9	Dec 2017	Monthly	Red	Green	Up to date	Performance is better than target.
21	Percentage of high priority food premises inspections completed in line with annual programme	Percentage	100	61	66	Nov 2017	Monthly	Red	Green	Up to date	The team is running slightly ahead of target despite a high level of staff absence.

G. Scorecard - Focused Improvement Areas

	Measure	Unit	2016/17 Performance	Current Target	Current Performance	Last Available Result	Frequency	Direction of Travel	Performance	Status	Comments
1	Number of cases per full time equivalent (FTE) Children's Social Worker	Number	22	22	24	Nov 2017	Monthly	Red	Red	Up to date	<p>In real terms, this figure is calculated from a FTE of 79.4 and a total cohort of 1913 cases. Senior managers are aware that the level of caseloads for some social workers are relatively high.</p> <p>ACTIONS: A rigorous analysis of the social work workforce and the variation between teams has been done as part of the evaluation of recruitment and retention processes. A sophisticated workload management system has been developed resulting in senior managers concluding that an average points score of 56 is the ideal level for experienced workers, and currently around a third of experienced workers have above that level. The development of the Multi Agency Safeguarding Hub (MASH) and anticipated reduction in contacts from the police will see a greater proportion of casework being worked through by a central team and should result in a reduction for those with the highest caseloads based in the locality teams. Caseloads for those in the Assessed & Supported Year in Employment (ASYE) and inactive cases will continue to be monitored throughout the year.</p>
2	% of planning applications determined under scheme of delegation <i>Cumulative</i>	Percentage	95.43	95	95.38	Nov 2017	Monthly	Red	Green	Up to date	
3	Average time between LA receiving court authority to place a child in adoption and deciding on a match	Days	193	190	244	Nov 2017	Monthly	Red	Red	Up to date	<p>In real terms, the latest available figure works out as 22 (clients) out of a total cohort of 5369 (total number of days). The average time has increased from 238 days to 244 days. Although below the target of 190 days, Northumberland continues to adopt harder-to-place children (figures published by the Department for Education show that that Northumberland adopts double the proportion of older children than</p>

13	Number of Primary Fires in current financial year to date	Number	499	328	404	Dec 2017	Monthly	Green	Red	Up to date	<p>Primary fires include fires in buildings and vehicles which are not derelict or involve casualties or rescues or five or more fire appliances. Performance is outside of target. Accidental dwelling fires and deliberate fires in road vehicles have made up just over a third of the primary fires in 2017/18.</p> <p>ACTIONS: As part of the Safe and Wellbeing Strategy NFRS provides home fire safety advice and fits smoke alarms to help prevent fires and associated injuries occurring. NFRS continue to monitor deliberate fire incidents to try and identify any emerging trends and attend CoSH meetings to work with Northumbria Police and other partners to prevent incidents of this type occurring.</p>
14	Number of reported and recorded Hate Crimes	Number	23	18	20	Nov 2017	Monthly	Green	Red	Up to date	<p>ACTIONS: Working with partners to tackle all issues contributing to the increase through a newly formed sub group as part of Safer Northumberland Partnership</p>
15	Percentage reduction of People killed or seriously injured in road traffic accidents	Percentage	-11.13	4	-11.13	Jan 2017	Annually	Green	Red	Up to date	<p>In the three year average 2014-16, there has been an increase in KSI of 11.13% from the previous three year 2013-15 average, against a target of 4% annual reduction. The methodology used by the Police to identify serious injuries has also changed for the 2016 data, and it has been identified that this is increasing the number of serious injuries reported. However the increase of serious injuries is of concern and action is being taken to carry out detailed analysis of the accident data and trends and to review the Northumberland Road Safety Strategy to work to reduce casualties going forward.</p>
16	Performance Appraisal completed between April 2017 and March 2018	Percentage	71	85	64	Nov 2017	Monthly	Red	Red	Up to date	