

# Public Document Pack



**Meeting:** Corporate Scrutiny Committee  
**Date:** Tuesday 10th October, 2023  
**Time:** 7.00 pm  
**Venue:** Council Chamber, Corby Cube, George Street, Corby, Northants, NN17 1QG

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## To members of the Corporate Scrutiny Committee

Councillor Lyn Buckingham (Chair), Councillor Lora Lawman (Vice-Chair), Councillor Jim Hakewill, Councillor Richard Levell, Councillor Paul Marks, Councillor Zoe McGhee, Councillor Steven North, Councillor Dr Anup Pandey and Councillor Russell Roberts

Substitutes: Councillor Cedwien Brown, Councillor Emily Fedorowycz, Councillor Anne Lee, Councillor Macaulay Nichol, Councillor Elliot Prentice, Councillor Simon Rielly, Councillor Joseph Smyth, Councillor Malcolm Ward and Councillor Malcolm Waters

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<p>Adele Wylie, Monitoring Officer North Northamptonshire Council</p>  <p><b>Proper Officer</b> <b>2 October 2023</b></p>			

This agenda has been published by Democratic Services.

Committee Administrator: Louise Tyers

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ITEM	NARRATIVE	DEADLINE
Members of the Public Agenda Statements	Requests to address the meeting must be received by 5pm two clear working days before the meeting. Statements must relate to matters detailed on the meeting agenda. You will have a maximum of three minutes in which to make your statement and you will make it at the start of the agenda item.	5pm Thursday 5 October 2023

Member Agenda Statements	Requests to address the meeting must be received by 5pm two clear working days before the meeting. Statements must relate to matters detailed on the meeting agenda. You will have a maximum of three minutes in which to make your statement and you will make it at the start of the agenda item.	5pm Thursday 5 October 2023
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## Minutes of a Meeting of the Corporate Scrutiny Committee

At 7:00pm on Tuesday 15 August 2023

Held in the Council Chamber, Corby Cube, George Street, Corby

### Present:

#### Members

Councillor Lyn Buckingham (Chair)  
Councillor Jim Hakewill  
Councillor Paul Marks  
Councillor Zoe McGhee

Councillor Lora Lawman (Vice Chair)  
Councillor Steven North  
Councillor Dr Anup Pandey

#### Officers

Janice Gotts – Executive Director of Finance and Performance  
Adele Wylie – Executive Director of Customer and Governance (Monitoring Officer)  
David Watts – Executive Director of Adults, Health Partnerships and Housing  
Graeme Kane – Interim Executive Director of Place and Economy  
AnnMarie Dodds – Executive Director of Children’s Services  
Mark Dickenson – Assistant Director of Finance and Strategy  
Lucy Hogston – Assistant Director of Revenues and Benefits  
Marie Devlin-Hogg – Assistant Director of HR  
Nicky McLoughlin – HR Workforce, Policy and Projects Strategic Lead  
Tom Barden – Head of Performance, Intelligence and Partnerships  
Louise Tyers – Senior Democratic Services Officer

#### Also Present

Councillor Lloyd Bunday – Executive Member for Finance and Transformation

### 9. Apologies for Non-Attendance

Apologies for non-attendance were received from Councillors Richard Levell and Russell Roberts.

### 10. Members’ Declarations of Interest

The Chair invited those who wished to do so to declare any interests in respect of items on the agenda.

The following declarations were made:

Councillors	Item	Nature of Interest	DPI	Other Interest
Lora Lawman	Performance Indicators Report 2023/24 (Period 2)	Is a member of the Corporate Parenting Board.		Yes
Jim Hakewill	Update on Pay and Grading	Is a member of the LGA HR Board who are a lobby group.		Yes

Adele Wylie also declared an interest as she was a Council appointed Director of Opus People Solutions.

#### **11. Notification of Requests to Address the Meeting**

There were no requests to address the meeting.

#### **12. Minutes of the Meeting held on 29 June 2023**

The minutes of the meeting held on 29 June 2023 were approved as a correct record and signed by the Chair, subject to the inclusion of:

##### Minute 5 – Performance Indicators Report 2023/24 (Period 1)

Include after final bullet point:

- It would helpful for the Chairs of the Children's Trust Improvement Board and the Trust's Board to be invited to a future meeting of the Corporate Scrutiny Committee.
- The importance of robust data provision was highlighted. In response, the Head of Performance, Intelligence and Partnerships explained the reviews which were currently taking place within his team and undertook to keep the Committee updated on the outcomes.

#### **13. Performance Indicators Report 2023/24 (Period 2)**

The Head of Performance, Intelligence and Partnerships presented the report which provided an update on the Council's performance across a wide range of services. The report provided a detailed assessment of the Council's performance in relation to Key Performance Indicators for 2023/24 for period 2 (May 2023).

Comments on several specific indicators were made, including:

- It was noted that waste indicators had not been included in the report and would they be reported at some time during the year? In response officers advised that the quarterly/annual KPI set included two indicators relating to waste – diversion from landfill and flytipping.
- The indicators for voids only covered Corby and Kettering but Keyways covered all of North Northamptonshire so it would be helpful to see the number of voids across the whole area. The Executive Director of Adults, Health Partnerships and Housing advised that they only reported on those areas with former Council housing stock. Officers could explore with larger landlords about wider Keyways reporting.
- Number of Voids – Corby Area (STP36) – the number of void properties in Corby appeared to be high, what was being done to turnaround these properties quicker? It was suggested that this might be an area to be considered for the future Scrutiny Work Plan. In response, the Executive Director of Adults, Health Partnerships and Housing advised that a lot of work had taken place to understand the issues. A presentation and report had been provided to the former Scrutiny Commission on the issue and he undertook to circulate this to Committee members.
- Vacancy Statistics – was information on the number of vacancies now coming through following review? In response, the Head of Performance, Intelligence and Partnerships advised that the data quality had improved, and they would be included in the next report to the Executive.

- Agency spend – this was an area which should be scrutinised, including who are OPUS and are we obtaining the expected efficiencies. In response, the Executive Director of Customer and Governance advised that OPUS was a Joint Venture of a number of organisations including NNC and was how we sourced agency staff to drive down costs. Sometimes, with very specialist roles, we needed to use other agencies.
- Number of children currently missing from education (BBF33) – The Executive Director of Children’s Services explained that this indicator included those children with no known placement or those awaiting a placement at a special school. Further work on breaking down the information behind the indicator was needed.
- Number of rough sleepers (AFL12) – how many rough sleepers were in Kettering? In response, the Executive Director of Adults, Health Partnerships and Housing advised that the indicator was based on the whole of North Northamptonshire, the Rough Sleeper Team would likely be able to give a figure of the number of rough sleepers in Kettering.
- Number of households with family commitments living in bed and breakfast accommodation (AFL18) – how much was bed and breakfast accommodation costing the Council? In response, the Executive Director of Adults, Health Partnerships and Housing stated that officers tried to keep costs to the minimum and looked at all possible options, however it depended on individual circumstances. There was a maximum number of times the Council would offer temporary accommodation before it was believed we had met our legal requirements.
- The Children’s Services indicators should include indicators on how many children had received their initial medical and dental assessments within 28 days of going into care. In response, the Executive Director of Children’s Services advised that those indicators would be reported through the Corporate Parenting Board, however a link to those indicators could be included in future reports to this Committee.
- Climate indicators – how would we be able to monitor the actions taken to address our climate targets? In response, the Head of Performance, Intelligence and Partnerships advised that work to measure our climate footprint happened once a year and he undertook to check whether it would be reported annually. The Executive Director of Place and Economy also advised that we did report against the Carbon Management Plan.

**RESOLVED:**

To note the performance of the Council and its services.

**14. Forecast Draft Outturn for 2023/24 (Period 2)**

The Assistant Director of Finance and Strategy presented the report which set out the draft outturn for 2023/24. The report set out the material financial issues which had been identified since the budget had been set in February 2023.

The overall outturn reflected an overspend for the General Fund of £7.120m against a budget of £336.590m and due to strong financial management, the Council had been able to absorb most of the pressures arising from the Children’s Trust.

The Children’s Trust contract value was £150.938m, of which the Council’s share was £66.654m. The Children’s Trust were forecasting an overspend of £20.579m, of which the cost to the Council would be £9.087m. If these pressures were not mitigated this would pose a significant financial risk to the Council. Whilst the Trust were looking at potential mitigations, there was a risk that this position could worsen before year end.

A key risk was the delivery of efficiency savings of £7.632m which formed part of the contract sum. The Trust was presently forecasting that £6.653 of these savings were at risk of non-delivery. Additional mitigations of £1.114m had been identified, however there remained a residual financial risk of £5.539m which could increase the overall pressure from £20.578m to £26.117m.

The Executive Director of Children's Services announced that the Council had now issued the Trust with a Rectification Notice as part of the contract arrangements. A response from the Trust was awaited about how they proposed to deal with the Notice and the Committee would be kept informed.

The Council's overall outturn forecast for the Housing Revenue Account was a forecast overspend of £93k against the approved budget of £38.752m.

During discussion on the report, the following key points were made:

- i. The Council was being run well and it was clear where the main overspend was coming from. It was disappointing that the Trust was not delivering in line with their contract, including promises on efficiencies not being delivered. Could the contract with the Trust be referred to the Scrutiny Management Board for Scrutiny's work plan?
- ii. It was acknowledged that the Trust had been imposed on the two councils by Central Government and urgent representations needed to be made to Ministers about the situation and the requirement for financial action. In response, the Executive Director of Children's Services advised that outcomes for children were being monitored and for the financial issues, the rectification notice had now been issued. The Council was working closely with the Department for Education.
- iii. The Executive Director for Finance and Performance confirmed that every effort was made to minimise overspending and each directorate was asked to look at mitigation.
- iv. It was noted that a number of legacy audits for 2020/21 were still outstanding, including Northamptonshire County Council. Members asked for clarification as to what, if any, were the risks of these accounts not being closed. The Executive Director for Finance and Performance explained that the final balances and disaggregation from the County Council were still outstanding, for example the final assets and debts. It was hoped that both outstanding accounts would be signed off in September.
- v. The bad debt provision was noted, and Members sought clarification as to what the majority of the debt was for. In response, it was confirmed that a number of bad debt provisions were held and covered a number of areas. The £870k detailed in the report related solely to the General Fund.
- vi. The pressure of £272k on agency costs within Growth & Regeneration was noted and Members questioned when the proposed restructure of the service would be completed. In response, the Executive Director of Place and Economy advised that the restructure was ongoing and that some senior roles were being appointed to.

**RESOLVED:**

To note the draft outturn report 2023/24.



## **15. Revenues and Benefits Annual Report 2022/23**

The Assistant Director of Revenues and Benefits presented the report which provided Members with an update on the performance of the Revenues and Benefits Service for the 2022/23 financial year.

The Revenues and Benefits Service were responsible for the billing and collection of Council Tax and Business Rates and the calculation and payment of Housing Benefit, Local Council Tax Support and Discretionary Housing Payments. Also, since the onset of the pandemic, the Service had also administered a number of business grant schemes on behalf of the Department for Business, Energy and Industrial Strategy and the Council Tax Energy Rebate Scheme on behalf of the Department for Levelling Up, Housing and Communities.

Performance information was provided for the following areas:

- Collection of Council Tax
- Collection of Business Rates
- Recovery Activity
- Breathing Space
- Benefits Administration
- Discretionary Housing Payments
- Council Tax Discretionary Discount Section 13A Application
- Council Tax Energy Rebate Scheme and Discretionary Fund
- Energy Bills Support Scheme Alternative Fund
- Alternative Fuel Payment Alternative Fund
- Covid-19 Additional Relief Fund
- Business Grants

All Members of the Committee wished to put on record their thanks to the Assistant Director and her team for all of their work and congratulations on the performance for the past year.

### **RESOLVED:**

To note the Revenues and Benefits performance data for the financial year covering 1 April 2022 to 31 March 2023.

## **16. Update on Pay and Grading**

The Executive Director of Customer and Governance presented the report which outlined the NNC proposed pay structure and employment terms and conditions to be recommended for adoption by Full Council.

The Council did not have a pay and grading structure, or a complete set of employment terms and conditions of employment that were specific to NNC. The workforce was currently made up of employees who remained on their previous councils' terms and conditions, protected by TUPE legislation (c60% of the workforce); and employees who were on 'interim' / hybrid North Northamptonshire Council terms and conditions (c40% of the workforce).

TUPE legislation (Transfer of Undertakings Protection of Employment Rights) protected those employees who transferred to NNC from one of the predecessor councils and who's role had not changed since the transfer. Employees who were in this position remained on their previous councils' terms and conditions (including

salary, pay scales, annual leave, allowances and redundancy pay) until such time that their role was changed significantly, or they applied for a new internal role.

New starters who had joined the Council since 1<sup>st</sup> April 2021, or who had changed roles since that time, had been appointed to 'interim' NNC pay, terms and conditions. These comprised of a small number of terms and conditions that were agreed before vesting day and those which were inherited from the predecessor councils.

A proposed pay structure for NNC and an accompanying set of terms and conditions had been developed, in consultation with the Council's recognised trade unions and also shared with employees. These had been designed to support the attraction and retention of skilled employees and provide a robust defence against potential equal pay claims.

During discussion on the report, the following key points were made:

- i. How would the proposed performance bonus for senior managers work and would this be pay protected? The Assistant Director of HR clarified that for the majority of staff incremental pay would be automatic. For senior posts, they would be required to prove they had performed. Pay had not been reduced due to performance and was managed in other ways.
- ii. It was suggested that the Scrutiny Management Board may want to consider adding review of implementation of pay and grading to the Scrutiny Work Plan.

It was moved by Councillor Jim Hakewill and seconded by Councillor Zoe McGhee that the Corporate Scrutiny Committee welcome the report and its recommendations and recommend the report in full to Full Council.

On being put to the vote, the motion was carried unanimously.

**RESOLVED:**

That the Corporate Scrutiny Committee welcomes the report and its recommendations and recommend the report in full to Full Council.

**17. Close of Meeting**

The Chair thanked members and officers for their attendance and closed the meeting.

The meeting closed at 8.40pm.

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Chair

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Date

## Corporate Scrutiny Committee 10<sup>th</sup> October 2023

<b>Report Title</b>	<b>Key Performance Indicator Report Period 3 &amp; 4 (June &amp; July) 2023/24</b>
<b>Report Author</b>	<b>Janice Gotts, Executive Director of Finance Email: Janice.Gotts@northnorthants.gov.uk</b>
<b>Executive Member</b>	<b>Cllr Lloyd Bunday Portfolio Holder for Finance and Transformation</b>

### List of Appendices

**Appendix A** – Detailed Key Performance Indicator Report for Period 3 & 4 2023/24 (June & July 2023)

**Appendix B** – Workforce Data Period 3 2023/24 (June 2023)

#### **1. Purpose of Report**

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- 1.1. To provide members with an update on the Council's performance across a wide range of services, as measured by Key Performance Indicators, with the aim of informing scrutiny.

#### **2. Executive Summary**

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- 2.1 This report provides an assessment of the Council's performance in relation to Key Performance Indicators for 2023/24 as at period 3 & 4. Period 3 includes a broader set of indicators that are reported quarterly, and period 4 is included because it is the most up to date performance report that has been considered by Executive.
- 2.2 A detailed assessment of the performance of services as measured by Key Performance Indicators for period 3 & 4 has been included as **Appendix A**.
- 2.3 The organisation's workforce data for period 3 is provided within **Appendix B**.

### **3. Recommendations**

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- 3.1 It is recommended that the Corporate Scrutiny Committee note the performance of the Council and its services as outlined in the appendices of this report, and use the information provided to aid the process of scrutiny.

### **4. Report Background**

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#### **Context**

- 4.1 The availability of accurate, timely and relevant information about the performance of services is good practice. It enables operational and policy decisions to be made, and it informs healthy debate and scrutiny of services.

#### **Performance Report**

- 4.2 A detailed assessment of the performance of services as measured by Key Performance Indicators for period 3 & 4 have been included as **Appendix A**. This includes comments / exception reports on each of the performance indicators reported.
- 4.3 The organisation's workforce data for period 3 is provided within **Appendix B**. This is the first report which contains workforce data for 2023/24. Two main changes have been made to this dataset. Agency spend and number of agency staff data have been reviewed and are presented more clearly across all types of agency, with spend and numbers of staff broken down by directorate.
- 4.4 Work has been ongoing to cleanse the data within the Council's resource system (called ERP Gold) and remove any "empty posts" which the organisation is not intending to recruit to in the future. The system is designed to allow staff to access their records and make requests and managers to undertake a range of managerial tasks such as approval of annual leave, requests for honorariums, etc. Data about the number of posts that are set up on the system and whether there is a person in the post can be extracted from the system and underpins the performance indicators. It should not automatically be assumed that an empty post without someone in it is a "vacant" post that needs recruiting to. Managers may be keeping an empty post for a number of reasons including whilst an employee is undertaking a secondment elsewhere in the organisation, to allow them to manage demand at different points throughout the year, whilst they actively recruit to the post or because they have not successfully recruited.
- 4.5 The data cleansing work has meant that the number of empty posts has reduced by approximately 50% and is a more accurate reflection of the amount of empty posts that the organisation has. There is a significant amount of work continuing to be undertaken on workforce data to ensure that the format and presentation of this data is continuing to develop so that it is meaningful for members and management to accurately inform strategic decision making moving forward.
- 4.6 131 Key Performance Indicators are reported across these periods of which 54 are reported on a monthly basis, 69 on a quarterly basis and 8 on a termly basis. Three of the indicators which were due to be reported for the July period

(quarterly, one month in arrears), were unavailable as at July due to a change in IT system. This data will be provided within the P5 report.

4.7 The list of Key Performance Indicators to be reported throughout this financial year (2023-24) was approved at Executive Committee in March and can be found in item 405 ([Performance Management and Reporting Arrangements 2023-24](#)).

4.8 Queries raised by Members on the content of this report will be responded to within 12 working days of the Corporate Scrutiny Committee meeting.

## **5. Issues and Choices**

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5.1 There are no issues or choices arising from this report.

## **6. Implications (including financial implications)**

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### **6.1 Resources and Financial**

6.1.1 There are no direct resource or financial implications arising from this report. However, the financial performance of the Council is an important metric when gauging how the Council is performing. The scarcity of resources inevitably means there is a trade-off between performance and economy. The goal is to ensure that efficiency, economy and effectiveness are maximised within realistic parameters.

### **6.2 Legal**

6.2.1 There are no legal implications arising from this report.

### **6.3 Risk**

6.3.1 There are no significant risks associated with the recommendations of this report.

6.3.2 There are risks associated with not scrutinising the performance of the Council. The Council's Key Performance Indicators and associated reporting regime form an important part of the Council's corporate governance arrangements. Robust scrutiny and challenge is a healthy feature of any large, outcome-focused organisation.

6.3.3 There are other risks associated with performance indicators. Data quality, for example, is an important consideration. The decisions the Council makes will be impaired by poor quality information. The Council is therefore working to ensure that data quality arrangements are built into the chain of information that underpins performance reporting. This will continue to be an area of careful focus for the Council as it further embeds and develops its performance management arrangements.

## 6.4 Consultation

- 6.4.1 Formal consultation was carried out in the development of the Corporate Plan.
- 6.4.2 Informal consultation with relevant stakeholders, including Executive Members was completed for the Key Performance Indicators included in this report.
- 6.4.3 Informal consultation with relevant stakeholders will continue to take place as we continue to develop the Council's Performance Management Framework.

## 6.5 Climate Impact

- 6.5.1 The Council declared a Climate Emergency in 2021 and has developed a range of actions to address this challenge. The Council continues to develop a set of indicators that provide information about how it is meeting its key commitment to helping deliver a green and sustainable environment.
- 6.5.2 The Council currently measure and report on the following Greener, Sustainable Environment performance indicators:

Indicator Reference Number	Indicator Name	Frequency
GSE01	Number of E-Scooter trips	This was measured monthly in 2022-23 and is to be measured quarterly in 2023-24.
GSE02	Number of E-Scooter users	This was measured monthly in 2022-23 and is to be measured quarterly in 2023-24.
GSE03	Co2 savings from E-Scooters	This was measured monthly in 2022-23 and is to be measured quarterly in 2023-24.
GSE04	Number of electric vehicle charging points publicly available	This was reported on once a year in 2022-23 and featured in the P7 (October) report. It is to be measured quarterly in 2023-24.
GSE05	Number of electric vehicles per charge point	This was reported on once a year in 2022-23 and featured in the P7 (October) report. It is to be measured quarterly in 2023-24.
GSE06	Fly tipping: number of fly tips reported	This is reported quarterly.
GSE07	Percentage of waste diverted from landfill	This is reported quarterly.
GSE08	Co2 saving from Delivery Robots	This is a new KPI for 2023-24 and is to be reported quarterly.
GSE09	Volume of pesticides used within NNC grounds services operations	This is a new KPI for 2023-24 and is to be reported quarterly.
GSE10	Habitat area improved for pollinators (hectares)	This is a new KPI for 2023-24 and is to be reported annual.

6.5.3 The Assets & Environment service area have developed a Carbon Management Plan which was considered and approved by Executive at their meeting on the 22<sup>nd</sup> December 2022. The Tree Management and Care Policy and Pollinator Strategy was considered and approved by the Executive at an earlier meeting on the 25<sup>th</sup> August 2022. These policies will consider the Council's commitment to achieving Net Zero by 2030 and provide appropriate performance indicators to measure progress to achieving this target where possible. This will include indicators that measure the councils carbon emissions along with other environmental projects currently being developed.

## 6.6 **Community Impact**

6.6.1 Council services that are performing well will have a significant positive impact on the local community. The monitoring and scrutiny of the Council's performance plays an important role in both understanding this impact and in driving future performance improvement.

## 7. **Background Papers**

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7.1 [Performance Indicator Report P2 2023-24 \(May\)](#) reported at the Scrutiny Commission meeting on the 15<sup>th</sup> August 2023.

7.2 [Performance Management and Reporting Arrangements 2023-24](#) reported at the Executive Meeting on the 16th March 2023.

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## North Northamptonshire Council Performance Report - June (Q1) and July 2023

### Key to Performance Status Colours

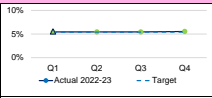
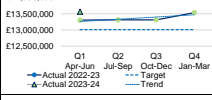

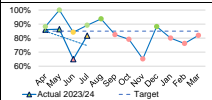
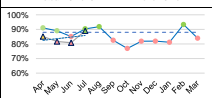
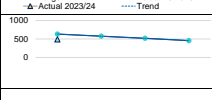
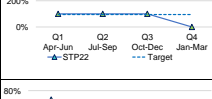
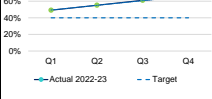
Progress Status Key:
Green - On target or over-performing against target
Amber - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified)
Red - Under-performing against target by more than 5% (or other agreed tolerance as specified)
Dark Grey - Data missing
Grey - Target under review
Turquoise - Tracking Indicator only
Children's Trust Progress Status Key:
Green - At target or better
Amber - Below target - within tolerance
Red - Below target - outside tolerance
Grey - No RAG

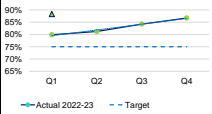



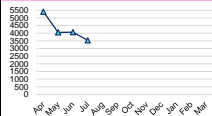
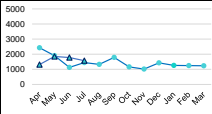
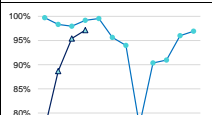
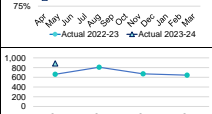
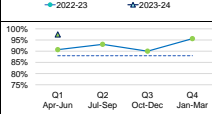
Direction of Travel Key	
An acceptable range = within 5% of the last period's performance	
↑G	Performance has improved from the last period – Higher is better
↓G	Performance has improved from the last period – Lower is better
↑	Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Lower is better
→	Performance has stayed the same since the last period
↓	Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Higher is better
↑R	Performance has deteriorated from the last period – Lower is better
↓R	Performance has deteriorated from the last period – Higher is better
↑	Actual increased - neither higher or lower is better
⇌	Actual has stayed the same since the last period - neither higher or lower is better
↓	Actual decreased - neither higher or lower is better

Children's Trust Direction of Travel Key	
↑G	Performance improved since last month
→	Performance the same as last month
↓A	Performance declined since last month

### Performance Terminology key

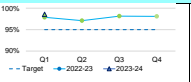
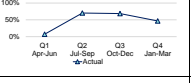

TBC	To be confirmed
TBD	To be determined
n/a	Not applicable
Actual	The actual data (number/percentage) achieved during the reporting period
Benchmark	A comparator used to compare the Council's performance against. The 2020/21 average for Unitary Councils in England has been used where available unless otherwise stated.
Numerator	Number as part of the percentage calculation which shows how many of the parts indicated by the denominator are taken. See example below.
Denominator	The total number which the numerator is divided by in a percentage. See example below.
EXAMPLE Performance Indicator	% Calls answered
Numerator	Number of calls answered
Denominator	Total number of calls received

Place & Economy																
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 1 23-24	Year to Date 2023-24	April 2023/24	May 2023/24	June 2023/24	July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
<b>Assets &amp; Environment</b>																
Modern Public Services	MPS24	Rate of return on investment portfolio (%)		No	n/a	5.55%	5.55%	n/a reported Quarterly	n/a reported Quarterly	5.55%	n/a reported Quarterly	↑G	Higher is better	5.41%	4.91% - 5.41%	The Commercial stock continues to perform well. Whilst the occupancy rate has slowed in the smaller retail units, the large industrial type units continue to be in demand.
Modern Public Services	MPS25	Total rental income from commercial estate (£)		No	n/a	£13,564,047.00	£13,564,047.00	n/a reported Quarterly	n/a reported Quarterly	£13,564,047.00	n/a reported Quarterly	↑G	Higher is better	£13,008,918	£12,358,472.1 - £13,008,918 (-5%)	The commercial stock continues to be in demand as a whole although some of the tenants in smaller units are experiencing financial economic pressures. We have a mix of portfolio class which reduces the Council's exposure to one sector. We have forecast increased rental income over the MTFP.
Greener, Sustainable Environment	GSE09	Volume of pesticides used within NNC grounds services operations	28L	No		28L	28L	n/a reported Quarterly	n/a reported Quarterly	28L	n/a reported Quarterly	N/A	Lower is better	250L (Annual) 62.5L (Quarterly)	25%	This is the raw chemical usage, 0.25L/10L dilution rate.
<b>Growth &amp; Regeneration</b>																
Safe and thriving places	STP15	Percentage of major planning applications determined within 13 weeks (or within agreed extension of time)		Yes (we have set the target higher than statutory level)	94% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2022/23)	92.31%	88.24%	100%	80%	100%	75%	↓R	Higher is better	90%	85% - 90%	Performance this month has dropped, but because case numbers for major applications is relatively low, this is the result of a single application being determined outside of the timeframe. Year to date performance is slightly below target but within tolerance. At this point in the year as the applications numbers are relatively low they remain sensitive to individual case performance.
Safe and thriving places	STP16	Percentage of minor planning applications determined within 8 weeks (or within agreed extension of time)		Yes (we have set the target higher than statutory level)	87% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2022/23)	73.91%	76.00%	80.00%	81.48%	65.00%	81.82%	↑G	Higher is better	85%	80% - 85%	Performance against the target has improved this month and although slightly below target, is within tolerance. Planning officer capacity remains challenging but recruitment is ongoing.
Safe and thriving places	STP17	Percentage of other (including householder applications) planning applications determined within 8 weeks (or within agreed extension of time)		Yes (we have set the target higher than statutory level)	88% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2022/23)	83.81%	85.00%	87.06%	83.84%	80.85%	89.02%	↑G	Higher is better	88%	83% - 88%	Performance has improved this month and is above target. Planning officer capacity remains challenging but recruitment is ongoing.
Safe and thriving places	STP19	Total number of planning applications received - ALL TYPES of applications		No	Not relevant to benchmark.	490	490	n/a reported Quarterly	n/a reported Quarterly	490	n/a reported Quarterly	↑	No polarity	Tracking	N/A	
Safe and thriving places	STP41	% applications determined which were subject to an extension of time	37.6%	No		37.6% (144 out of 383)	37.6% (144 out of 383)	n/a reported Quarterly	n/a reported Quarterly	37.6% (144 out of 383)	n/a reported Quarterly	N/A	No polarity	Tracking	N/A	
Safe and thriving places	STP23	Percentage of NNC County Matter (minerals and waste) planning decisions made within the required timescale		Yes	47% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2022/23)	100.00%	100.00%	n/a reported Quarterly	n/a reported Quarterly	100.00%	n/a reported Quarterly	→	Higher is better	95%	5%	No applications were due, or determined, in this period.
Safe and thriving places	STP21	% of Full fibre coverage		No (Nationally measured, so able to benchmark)	44.89% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2022/23) 52.2% Q1 2023-24 (England) - Think Broadband	69.3%	69.3%	n/a reported Quarterly	n/a reported Quarterly	69.3%	n/a reported Quarterly	↑G	Higher is better	40% of Premises countywide (Dec 2023) 80% of Premises countywide (Dec 2028)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Full Fibre coverage continues to steadily increase across Northamptonshire and coverage is performing well in comparison to the average for England (69.3% locally compared to 52.2%). In the last quarter coverage has increased from 65.9% to 69.3%. We remain on a good trajectory to achieve our 80% coverage target by 2028. Coverage in North Northants has reached 47.8% up from 43.3% last quarter. We expect to see this continue to rise as CityFibre build out in Kettering and Wellingborough as well as Openreach Fibre First plans. Virgin Media's network full fibre upgrades and Gigaclear coverage in the rural areas comes forward.

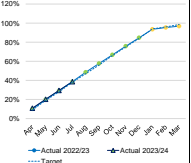
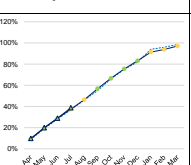
Place & Economy																	
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 1 23-24	Year to Date 2023-24	April 2023/24	May 2023/24	June 2023/24	July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments	
Safe and thriving places	STP22	% of gigabit coverage		No (Nationally measured, so able to benchmark)	78.15% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2022/23)  77.1% Q1 2023-24 (England) - Think Broadband	88.3%	88.3%	n/a reported Quarterly	n/a reported Quarterly	88.3%	n/a reported Quarterly	↑G	Higher is better	75% of premises gigabit capable (Dec 2023)  90% of premises gigabit capable (Dec 2028)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Gigabit capable network coverage continues to steadily increase across Northamptonshire and coverage is performing well in comparison to the average for England (88.3% locally compared to 77.1%). In the last quarter coverage has increased from 86.7% to 88.3%. Whilst we expect the growth in gigabit coverage to rise more slowly than the previous trajectory which saw huge gains in 2021 due to the upgrade of Virgin Media cable network, we expect to exceed the 90% coverage target well ahead of 2028. Coverage in North Northants is also performing well and has reached 85.3% up from 84.5% last quarter.	
Greener, sustainable environment	GSE01	Number of E-Scooter trips		No	n/a	131,281	131,281	n/a reported Quarterly	n/a reported Quarterly	131,281	n/a reported Quarterly	↑	Higher is better	Higher than corresponding point in previous year	10%	E-scooter trips increased from Q4 22-23 to Q1 23-24. Year-on-year trend shows increased popularity with 2023 figures higher than for June 2022. Year to date is cumulative position.	
Greener, sustainable environment	GSE02	Number of E-Scooter users		No	n/a	14,785	14,785	n/a reported Quarterly	n/a reported Quarterly	14,785	n/a reported Quarterly	↑	Higher is better	Higher than corresponding point in previous year	10%	E-scooter users increased from Q4 22-23 to Q1 23-24. Year-on-year trend shows increased popularity with 2023 user figures higher than for June 2022. Year to date is cumulative position.	
Greener, sustainable environment	GSE03	Co2 saving from E-Scooters (tonnes)		No	n/a	23.4	23.4	n/a reported Quarterly	n/a reported Quarterly	23.4	n/a reported Quarterly	↑	Higher is better	Higher than corresponding point in previous year	10%	CO2 savings increased from Q4 22-23 to Q1 23-24. Year-on-year trend shows an increase in CO2 savings with figures higher than for June 2022. Year to date is cumulative position.	
Greener, sustainable environment	GSE04	Number of electric vehicles charging points publicly available	128 as at end of March	No	N/A	128 (Q4 2022-23)	128 (Q4 2022-23)	n/a reported Quarterly	n/a reported Quarterly	128 (Q4 2022-23)	n/a reported Quarterly	↑G	Higher is better	Increase in 10% by end of year. (2.5% by end of Q1)	2%	Source: DfT produced data (at end Q4 2022).	
Greener, sustainable environment	GSE05	Number of electric vehicles per charge point (national ranking)	35.5 as at end of March	No (Nationally measured, so able to benchmark)	42 (Mean Average CIPFA Near Neighbours - LG Inform Q2 2023)	35.5 battery electric vehicles per charge point measured at end Q4 2022-23	35.5 (measured at end Q4 2022-23)	n/a reported Quarterly	n/a reported Quarterly	35.5 (measured at end Q4 2022-23)	n/a reported Quarterly	↑R	Lower is better	Tracking (aim to decrease in numbers; improve ranking)	N/A	Note: NNC ranked 178 out of 309 LA areas as at the end of 2022, up from 180/309 at end of 2021 for EVCPs per 100,000 population. Source: DfT produced data (at end Q4 2022).	
Greener, sustainable environment	GSE08	Co2 saving from Delivery Robots (kg)	1116 CO2 saved from delivery robots	No	n/a	1,116	1,116	n/a reported Quarterly	n/a reported Quarterly	1,116	n/a reported Quarterly	N/A	Higher is better	Tracking	N/A	CO2 savings from Delivery Robots have decreased slightly compared to Q3 2022/23.	
<b>Highways &amp; Waste</b>																	
Safe and thriving places	STP29	Number of Defects Outstanding on the network (at end of period), split by category		No - Contractural	n/a	4069	17064	5406	4056	4069	3533	↓G	Lower is better	No target - tracking indicator only	N/A	The total number of carriageway defects left at the end of the month has fallen slightly again in July. This is to be expected in the summer.	
						P1 (Target response time within 24 hours)	0	0	0	0	0	0					→
						P2 (Target response time within 7 days)	0	54	30	11	0	13					↑R
						P3 (Target response time within 28 days)	608	3097	1421	670	608	388					↓G
						P4 (Target response time within 26 weeks)	3461	13913	3955	3375	3461	3122					↓G
Safe and thriving places	STP30	Number of Defects Repaired in the network in period, split by category		No - Contractural	n/a	4953	6528	1317	1853	1783	1575	↓R	Higher is better	No target - tracking indicator only	N/A	The overall number of carriageway defects, needing to be repaired by category, has fallen slightly in three out of four cases when compared to the June figures. This is to be expected in the summer and has allowed the contractor to accelerate P4 repairs. This means more of the works identified as requiring a 26 week repair will have been completed before pothole numbers increase again next winter	
						P1 (Target response time within 24 hours)	6	6	4	1	1	0					↓R
						P2 (Target response time within 7 days)	217	271	79	66	72	54					↓R
						P3 (Target response time within 28 days)	2863	3393	862	1120	881	530					↓R
						P4 (Target response time within 26 weeks)	1867	2858	372	666	829	991					↑G
Safe and thriving places	STP31	Percentage of defects responded to within the timeframes specified, split by category		No - Contractural	n/a	86.81% (3737 out of 4305)	91.25% (8367 out of 9169)	76.77% (1011 out of 1317)	88.67% (1644 out of 1854)	95.41% (1082 out of 1134)	97.15% (1090 out of 1122)	↑G	Higher is better	P1 and P2 97.5% P3 and P4 90%	No Tolerance	All targets have been met again this month.	
						P1 (Target response time within 24 hours)	100% (6 out of 6)	100% (6 out of 6)	100% (4 out of 4)	100% (1 out of 1)	100% (1 out of 1)	N/A (0 out of 0)					→
						P2 (Target response time within 7 days)	99.09% (217 out of 219)	99.28% (274 out of 276)	98.73% (78 out of 79)	98.51% (66 out of 67)	100% (73 out of 73)	100% (57 out of 57)					→
						P3 (Target response time within 28 days)	86.72% (2293 out of 2644)	88.1% (2738 out of 3108)	74.94% (646 out of 862)	90.71% (1016 out of 1120)	95.32% (631 out of 662)	95.91% (445 out of 464)					↑G
						P4 (Target response time within 26 weeks)	85.03% (1221 out of 1436)	76.07% (1809 out of 2037)	88.81% (283 out of 372)	84.23% (561 out of 666)	95.32% (377 out of 398)	97.84% (588 out of 601)					↑G
Greener, sustainable environment	GSE06	Fly tipping: number of fly tips reported		No	n/a	886	886	178	350	358	n/a reported Quarterly	↑R	Lower is better	No target - tracking indicator only	N/A	Reported quarterly - monthly breakdown is available. Q1 2023-24 is currently unvalidated.	
Greener, sustainable environment	GSE07	Percentage of waste diverted from landfill		No (Nationally measured, so able to benchmark)	95.32% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2021/22)	97.48% (Q1 23-24)	97.48% (Q1 23-24)	n/a reported Quarterly	n/a reported Quarterly	97.48% (Q1 23-24)	n/a reported Quarterly	↑G	Higher is better	88%	3% (85.36% - 88%)	Q1 2023-24 is currently unvalidated - it will be submitted to Waste Data Flow by 31st Sept 2023, and validated in October.	

Place & Economy																
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 1 23-24	Year to Date 2023-24	April 2023/24	May 2023/24	June 2023/24	July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
<b>Regulatory Services</b>																
Safe and thriving places	STP32	% of food establishments in the area broadly compliant with food hygiene law		No (Nationally measured, so able to benchmark)	97.49% (CIPFA Near Neighbours - LG Inform)	97%	97%	97%	97%	97%	n/a reported Quarterly	➔	Higher is better	95%	90%-95%	The number of food businesses has decreased slightly while those that are compliant with the law have increased slightly. The number of compliant businesses has now returned to levels similar to those pre-covid.
						2971 out of 3069	2971 out of 3069	2976 out of 3081	2978 out of 3071	2971 out of 3069	n/a reported Quarterly					
Safe and thriving places	STP33	% of Local Land Charges searches processed within 10 working days		No reporting required but a Statutory duty	n/a	96.55%	96.55%	95.75%	98.00%	96.00%	n/a reported Quarterly	⬇	Higher is better	95%	85.5% - 95%	Performance in June exceeded the target performance for Local Land Charges with two of our four teams achieving 100%, one achieving 97% and the other achieving 88% therefore all within tolerance.
						364 out of 377	364 out of 377	117 out of 122	110 out of 112	137 out of 143	n/a reported Quarterly					
Safe and thriving places	STP35	% of Rogue trading activities tackled (rogue traders subject to a Trading Standards intervention)		No	Trading standards institute is the national body - look for benchmarks there	100%	100%	100%	100%	100%	n/a reported Quarterly	➔	Higher is better	100%	N/A	1x previous advice re. underage sale of cigarettes, 6 x previous advice re. underage sale of vapes, 1 x provision of service which left gas boiler in unsafe condition, 1 x transported a cow in unfit condition despite previous advice, 1 x bovine TB movement testing issues, 5 x work completed including roofing and gardening work when no contract provided with 1 instance of banking protocol involved, 2 x selling logs when not certified, 1 x sale of unsafe vehicle, 1 x sale of misdescribed food.
						19	19	5	7	7	n/a reported Quarterly					
Safe and thriving places	STP13	Number of Private Sector Disabled Facilities Grants (DFG) cases on waiting list		No	n/a	79	79	30	31	18	n/a reported Quarterly	⬇G	Lower is better	TBC	N/A	The number of DFGs on the waiting list has remained largely the same for the months of April & May, as cases could only be allocated to 3 out of 4 of our in-house surveyors, together with our external architectural consultant. 2 of our in-house surveyors are still being trained but by the month of June, training needs, capacity and performance had improved so more cases could be allocated for survey.
Safe and thriving places	STP14	Number of Private Sector Disabled Facilities Grants completions		No	n/a	62	62	19	24	19	n/a reported Quarterly	⬇R	Higher is better	168 (14 per month)	TBD	The number of DFG completions has remained at the same level for April and June with an increase of completions in May, and performance in all months remains above target. A level of delay in completing cases is expected due to training gaps, other factors such as contractors' availability, clients' co-operation, timescales with planning applications and type of adaptations in general.

**Finance Services**

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date (2023/24)				July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
						Quarter 1	Quarter 1	Quarter 1	Quarter 1						
<b>Finance</b>															
Modern Public Services	MPS01	% of invoices paid within 30 days		Yes	n/a	98.6%	98.6%	98.6%	98.6%	N/A (reported quarterly)	↑ G	Higher is better	95% subject to change from SLA review	Tolerance TBC	This KPI continues to exceed target and has reported over 98% each month of the quarter.
Modern Public Services	MPS02	Estimated total value of contracts (over the contract term) awarded to local suppliers (post code starting "NN") following a procurement process being ran equal to and above £100k		No	n/a	96%	96%	96%	96%	N/A (reported quarterly)	↑	N/A	No Target - Tracking Only	No tolerance	In quarter 1, there were two (2) contracts awarded equal to or exceeding £100,000. "NNC- Garden Waste Processing" (this contract was procured via an open tender, and awarded to one (1) non-local supplier. The awarded contract value was £132,500.00) "NNC Sports Facility Strategy and Playing Pitch Strategies" (this contract was procured via a request for quotation, and awarded to one (1) local supplier. The awarded contract value was £3,512,750.00)
Modern Public Services	MPS03	% count of local suppliers (post code starting "NN") awarded a contract following a procurement process being ran equal to and above £100k		No	n/a	50%	50%	50%	50%	N/A (reported quarterly)	↑	N/A	No Target - Tracking Only	No tolerance	In quarter 1, there were two (2) contracts awarded equal to or exceeding £100,000. One (1) was awarded to a local supplier and one (1) was awarded to a non-local supplier.

**Revenues & Benefits**

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	July 2023/24	Year to Date (2023/24)				July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments	
							Quarter 1	Quarter 1	Quarter 1	Quarter 1							
Modern Public Services	MPS05	% of council tax collected in the year debit raised		Yes, reported on a quarterly basis but no target set by government	95.97% (Mean Average CIPFA Near Neighbours - LG Inform 2022/23)	38.70% (YTD) 101.84% achieved of the monthly target (38.00%)	29.39% (YTD) 104.95% achieved of the target (28.00%)	38.60% (YTD) 101.58% achieved of the target (38.00%)	10.80% (YTD) 120% achieved of the monthly target (9.00%)	20.19% (YTD) 108.26% achieved of the monthly target (19.00%)	29.39% (YTD) 104.95% achieved of the monthly target (28.00%)	38.60% (YTD) 101.58% achieved of the monthly target (38.00%)	↓	Higher is better	98% (Annual target)	No tolerance	Performance is above target, however it is slightly below compared to the same point in time last year. This is likely to be due to the cost of living crisis and we will continue to monitor the situation closely.
Modern Public Services	MPS04	% of business rates collected in the year debit raised		Yes, reported on a quarterly basis but no target set by government	97.13% (Mean Average CIPFA Near Neighbours - LG Inform 2022/23)	37.44% (YTD) 98.53% achieved of the monthly target (38.00%)	28.92% (YTD) 103.29% achieved of the target (28.00%)	38.79% (YTD) 102.08% achieved of the target (38.00%)	9.84% (YTD) 109.33% achieved of the monthly target (9.00%)	19.92% (YTD) 104.84% achieved of the monthly target (19.00%)	28.82% (YTD) 103.29% achieved of the monthly target (28.00%)	38.79% (YTD) 102.08% achieved of the monthly target (38.00%)	↓	Higher is better	98% (Annual target)	No tolerance	Performance is above target and above last year's collection at the same point in time, which represents a strong start to the year. Close monitoring will continue due to the impact of the cost of living crisis.

Communities & Public Health

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Quarter 1 23-24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments																				
<b>Communities and Libraries</b>																																
Active, fulfilled lives	AFL09	Number of physical visits to libraries	<table border="1"> <caption>Physical visits to libraries</caption> <thead> <tr> <th>Quarter</th> <th>Actual 2022-23</th> <th>Actual 2023-24</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~100,000</td> <td>~100,000</td> <td>~100,000</td> </tr> <tr> <td>Q2</td> <td>~120,000</td> <td>~120,000</td> <td>~120,000</td> </tr> <tr> <td>Q3</td> <td>~100,000</td> <td>~120,000</td> <td>~100,000</td> </tr> <tr> <td>Q4</td> <td>~120,000</td> <td>~130,000</td> <td>~100,000</td> </tr> </tbody> </table>	Quarter	Actual 2022-23	Actual 2023-24	Target	Q1	~100,000	~100,000	~100,000	Q2	~120,000	~120,000	~120,000	Q3	~100,000	~120,000	~100,000	Q4	~120,000	~130,000	~100,000	No	n/a	136,758	110,147	↓	Higher is better	499,791 annual target Q1 target 21% (104,618) Q2 target 26% (128,492) Q3 target 26% (128,461) Q4 target 28% (138,220)	5%	Visits are slightly exceeding our target at 103% of target for quarter 1. We are confident that this position will remain on or over target.
Quarter	Actual 2022-23	Actual 2023-24	Target																													
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Safe and thriving places	STP01	Number of new business started with support from the BIPC (Business and Intellectual Property Advice) Northamptonshire	<table border="1"> <caption>New business started with support from BIPC</caption> <thead> <tr> <th>Quarter</th> <th>Actual 2022-23</th> <th>Actual 2023-24</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~5</td> <td>~5</td> <td>~5</td> </tr> <tr> <td>Q2</td> <td>~10</td> <td>~10</td> <td>~10</td> </tr> <tr> <td>Q3</td> <td>~5</td> <td>~5</td> <td>~5</td> </tr> <tr> <td>Q4</td> <td>~2</td> <td>~2</td> <td>~5</td> </tr> </tbody> </table>	Quarter	Actual 2022-23	Actual 2023-24	Target	Q1	~5	~5	~5	Q2	~10	~10	~10	Q3	~5	~5	~5	Q4	~2	~2	~5	No	n/a	4	2	↓R	Higher is better	25 annual target 6.25 Quarterly	4%	The BIPC is currently between the end of the DCMS (Department for Culture, Media & Sport) funded programme and the start of the UKSPF (UK Shared Prosperity Fund) funded programme so quarter 1 is low as expected. The new programme launches in quarter 2 and we should see high returns in quarter 3/4 to meet the target.
Quarter	Actual 2022-23	Actual 2023-24	Target																													
Q1	~5	~5	~5																													
Q2	~10	~10	~10																													
Q3	~5	~5	~5																													
Q4	~2	~2	~5																													
Active, fulfilled lives	AFL11	Net promoter score % - Leisure	51%	No	APSE PI 45 - Above 0 is good, above 20 is favourable and above 50 is excellent	n/a	51%	↓R	Higher is better	56	within 10% (>95%)	The target was increased from 45% to 56% for 23-24. Kettering Leisure Village was not included in this data gathering as the planned data collection coincided with the threat of closure. Some leisure sites did not perform as well as expected therefore the service is liaising with leisure operators to address.																				
Safe and thriving places	STP02	Number of satisfactory Anti-Social Behaviour resolutions by North Northamptonshire Council	<table border="1"> <caption>Satisfactory Anti-Social Behaviour resolutions</caption> <thead> <tr> <th>Quarter</th> <th>Actual 2022-23</th> <th>Actual 2023-24</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~80%</td> <td>~80%</td> <td>~80%</td> </tr> <tr> <td>Q2</td> <td>~80%</td> <td>~80%</td> <td>~80%</td> </tr> <tr> <td>Q3</td> <td>~100%</td> <td>~100%</td> <td>~80%</td> </tr> <tr> <td>Q4</td> <td>~80%</td> <td>~80%</td> <td>~80%</td> </tr> </tbody> </table>	Quarter	Actual 2022-23	Actual 2023-24	Target	Q1	~80%	~80%	~80%	Q2	~80%	~80%	~80%	Q3	~100%	~100%	~80%	Q4	~80%	~80%	~80%	No	n/a	75.00%	90.00%	↑G	Higher is better	87%	5%	Staff sickness and annual leave has impacted on resources available to undertake these surveys. Also a combination of a lower number of actual complaints coming in with those received being complex and taken more time thus remaining open for longer. Please note this number is only for Corby cases at present as exploring ways to obtain information wider.
Quarter	Actual 2022-23	Actual 2023-24	Target																													
Q1	~80%	~80%	~80%																													
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Q4	~80%	~80%	~80%																													
Safe and thriving places	STP03	Number of repeat incidents of reported domestic abuse incidents	<table border="1"> <caption>Repeat incidents of reported domestic abuse</caption> <thead> <tr> <th>Quarter</th> <th>Actual 2022-23</th> <th>Actual 2023-24</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~150</td> <td>~150</td> <td>~150</td> </tr> <tr> <td>Q2</td> <td>~150</td> <td>~150</td> <td>~150</td> </tr> <tr> <td>Q3</td> <td>~150</td> <td>~150</td> <td>~150</td> </tr> <tr> <td>Q4</td> <td>~150</td> <td>~150</td> <td>~150</td> </tr> </tbody> </table>	Quarter	Actual 2022-23	Actual 2023-24	Target	Q1	~150	~150	~150	Q2	~150	~150	~150	Q3	~150	~150	~150	Q4	~150	~150	~150	No	n/a	193	124	↓G	Lower is better	190	5%	The Home Office have made significant changes to the way that behavioural crimes such as stalking, controlling and coercive behaviour, and harassment are recorded. They no longer need to be recorded separately, so if an individual victim was reporting several crimes only the most serious now need to be recorded. This would explain the drop in numbers.
Quarter	Actual 2022-23	Actual 2023-24	Target																													
Q1	~150	~150	~150																													
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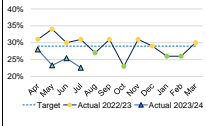
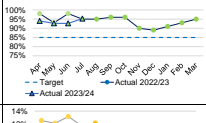
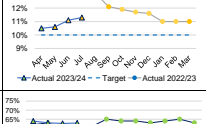
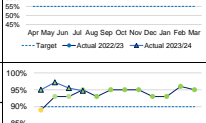
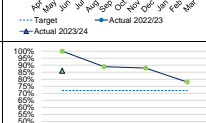
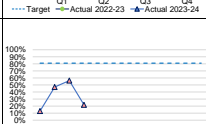
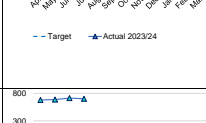
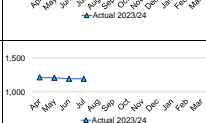

Communities & Public Health

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Quarter 1 23-24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL22	Smoking quit rate at 4 weeks		2,225 per 100,000 (Mean average CIPFA near neighbours 2019/20)	n/a	64.5% (Jan-Mar 2023) 300 out of 465	64.8% (Apr-Jun 2023) 223 out of 344	↑G	Higher is better	60%	5%	This indicator represents North Northamptonshire. The service is very pleased to see that we are consistently achieving our 60% target. We had a vacant Stop Smoking Advisor position for the majority of quarter one which explains why the volume of people setting quit rates was less than Q4. Thankfully, after a difficult few months, this position has been filled, and we expect to increase the number of service users engaging with the team.
Better, Brighter Futures	BBF02	% of infants due a new birth visit that received a new birth visit within 14 days of birth		75.7% (Mean average CIPFA near neighbours 2020/21)	88.2% (England 2020/21 - LG Inform)	95.6% (Jan-Mar 2023) 759 out of 794	91.6% (Apr-Jun 2023) 754 out of 823	↓	Higher is better	90%	5%	This indicator represents North Northamptonshire. Benchmark updated: England 2020/21. The Health Visiting Service is working hard to achieve their targets. Activity continues to improve, This quarter they have achieved a rate of 91.6 % of the NBV mandated target, whilst last quarter's 96.2% they are above the English average of 88.2 % The service is seeing the most of the remaining children by 28 days. The service has recently recruited a skill mix of staff in the 0-19 service to enable the team to increase their capacity and ability to see every child for their mandated health checks
Active, fulfilled lives	AFL20	% of in-year eligible population offered an NHS Health Check		4.9% (Mean average CIPFA near neighbours Q4 2022/23)	n/a	24.4% (Jan-Mar 2023) 5690 out of 23347	25.8% (Apr-Jun 2023) 6020 out of 23338	↑G	Higher is better	25% (100% annual target)	5%	Further detail on ALF20 and ALF21:- The NHS Health Check programme has now recovered to - and exceeded - pre-Covid-19 performance. North Northants is seeing much better engagement from 3Sixty Care Partnership (federation of 25 GP practices, and from Lakeside Healthcare (3 GP Practices including large Corby site). The NHS Health Check programme is about to be re-commissioned and is on the agenda for Executive Committee 17th August 2023, for the new contract to go live 1st April 2024. The next few months will see a robust engagement process followed by a mobilisation period inclusive of training and information sessions to 'relaunch' the programme and address some remaining quality issues, e.g. making sure second and third invites are sent to non-responders, that invites are accessible and engaging and that health checks delivered are compliant with the specification. This will all help ensure a more consistent and better performing NHS Health Check programme.
Active, fulfilled lives	AFL21	% of in-year eligible population who received an NHS Health Check		2.2% (Mean average CIPFA near neighbours Q4 2022/23)	n/a	9.8% (Jan-Mar 2023) 2298 out of 23347	9.1% (Apr-Jun 2023) 2115 out of 23338	↓R	Higher is better	15% (60% annual target)	5%	
Better, Brighter Futures	BBF01	Breastfeeding rate at 6-8 weeks		49% (Mean average CIPFA near neighbours 2021/22)	49.3% (England - PHOF 2021/22 - PHOF)	48.5% (Jan-Mar 2023) 362 out of 746	48.3% (Apr-Jun 2023) 379 out of 784	↑G	Higher is better	55%	52.25% - 55%	This indicator represents North Northamptonshire. Benchmark updated: England 2021/22. This quarter has seen an increase in the breastfeeding rates from 47.1% to 48.3%. The breastfeeding peer support service continues to support this work across the county. Public Health are developing an emergency Infant feeding pathway to support parents in poverty unable to afford Infant formula & provide essential nutrition to their babies under one. Local insight is indicating that poverty is contributing to an increase in breastfeeding.
Better, Brighter Futures	BBF03	% of children who received a 6-8 week view by the time they were 8 weeks		81.2% (England - Q2 2021/22)	81.2% (England - Q2 2021/22)	93.0% (Jan-Mar 2023) 746 out of 802	94.2% (Apr-Jun 2023) 786 out of 834	↑G	Higher is better	90%	5%	This indicator represents North Northamptonshire. Benchmark updated: Q2 England 2021/22. The Health Visiting Service continues to work through this challenging period, the service remains above the England average achieving 94.3% of the 6-8 week mandated target. The service has recently recruited a skill mix of staff in the 0-19 service to enable the team to increase their capacity and ability to see every child for their mandated health checks
Better, Brighter Futures	BBF04	% mothers known to be smokers at the time of delivery		10.8% (Mean average CIPFA near neighbours 2021/22)	9.1% (England 2021/22 - PHOF)	10.6% (Q4 2022/23)	9.7% (Q1 2023/24)	↓G	Lower is better	11%	11% - 12%	This indicator represents North Northamptonshire, it is very good to see that that SATOD rates are dropping, however it is clear that they are not dropping quickly enough. We are hopeful that the rollout of the NHS maternity tobacco dependency offer will help speed up the decline.

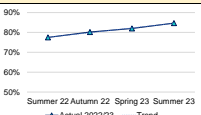
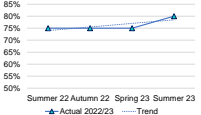
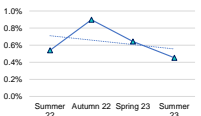
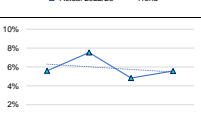
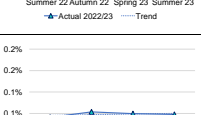
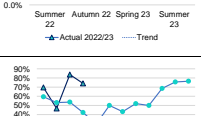
Communities & Public Health

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Quarter 1 23-24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Better, Brighter Futures	AFL23	% substance misuse clients waiting more than 3 weeks for their first intervention			9.3% (England Q2 2022/23 - NDTMS)	1.1% (Q4 2023) 2 out of 184	0% (April & May)	N/A (data for Q1 is only April and May at this stage)	Lower is better	No target - tracking indicator only	National target will be available in April 2024	June data is not yet available so the result for April & May has so far been included for 'Q1'. This will be updated within the next performance update. North Northamptonshire's Substance Misuse Programme continues to meet all demands for waiting times for patients starting treatment.



Children's Services																		
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Quarter 1 2023-24	Year to Date 2023-24	April 2023/24	May 2023/24	June 2023/24	July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Extra detail on PI	Comments
Children's Trust (This data is for the whole of Northamptonshire)																		
Better, brighter futures	BBF05 (KPI 2)	% of referrals with a previous referral within 12 months		Yes (also contractual) - target is contractual but not statutory	21.9% Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	30% (2,152)	26% (2,467)	24.80%	28% (703)	23.3% (924)	25.4% (840)	22.6% (690)	↑G	Lower is better	29%	25% - 40%		Re-referrals have improved this month and remain better than target. It remains an area of ongoing focus with audit and review for learning.  The dedicated education roles in MASH are working positively with schools to ensure appropriate referrals and compliments from schools about their roles are increasing. Work with all partners continues to ensure appropriate and robust application of thresholds.  Steps have been taken to strengthen the Early Help partnerships with Partnership Support Team (Early Help MASH) being placed in the MASH pods and a leaner step down process. It is anticipated that the strengthened model in MASH and developments in CFSS/Early Help will continue to support appropriate reduction going forward in addition to the external MASH review. The high number of cases stepping down is presenting challenges in regards to capacity in Family Support/Early Help partnership.
Better, brighter futures	BBF06 (KPI 3)	% of single assessments authorised within 45 working days		Yes (also contractual) - target is contractual but not statutory	88% We are in the process of identifying more up to date benchmark data for this PI.	93% (2,288)	95% (2,792)	93.60%	94% (774)	92.7% (928)	92.7% (1090)	95.3% (1032)	↑G	Higher is better	85%	85% - 95%		Assessment timescales remain consistently above target and national average, improving to 95.3% this month.  All managers monitor this very closely via daily reports. A narrative is provided for cases that go beyond 45 days and this remains a very small minority. Whilst staffing has presented challenges due to vacancies and staff performance issues in DAAT, there is now a positive move towards more appropriate staffing levels being achieved and sustained.  In addition to timeliness, we work on increasing the quality of assessments and more effective use of SoS in our interventions. (Trust commentary)
Better, brighter futures	BBF07 (KPI 6)	% Children in care with three or more placements in the previous 12 months		Yes (also contractual) - target is contractual but not statutory	10% Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	11.0% (1,231)	11.1% (1,191)	11.3%	10.5% (1,212)	10.6% (1,205)	11.1% (1,191)	11.3% (1,191)	↓A	Lower is better	10%	5% - 15%		Performance has declined to 11.3% this month. Consideration of various options to improve sufficiency is continuing, including exploration of capital investment, additional in house resources, as well as improved engagement with the market. Planning permission granted for two new emergency homes and valuing care project has commenced.  Through improved edge of care arrangements, the close oversight on admissions to care, and the developments within placement sufficiency, we are confident we can reduce the need for child to move home as frequently. Positively, Children's Home Capital Programme application with the DE has been successful, and that should also support progress in this area.  COVID: Placement sufficiency remains a challenge, sustained performance in this work should also have a positive impact on KPI 7
Better, brighter futures	BBF08 (KPI 9)	% of young people now aged 17-21 and in employment, education or training who were looked after when aged 16		Yes (also contractual) - target is contractual but not statutory	56.95% Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	63% (694)	62.7% (684)	62.9%	64% (687)	63% (686)	62.7% (684)	62.9% (685)	↑G	Higher is better	55%	50% - 60%		This month has seen performance increase slightly to 62.9%, continuing to compare favourably with 58% across England. Focus in this area continues to be driven through arrangements with local colleges, the virtual school and the senior personal advisor (Education and Employment) with further review of contracted arrangements (Prospects) to be undertaken to ensure we have the best approach/ support for young people. Work with councils to ensure EET opportunities and support is in place for our care leavers.  COVID: has had a significant impact on the mental health and wellbeing of care leavers, targeted work support care leavers to access EET
Better, brighter futures	BBF09 (KPI 10)	% of young people now aged 17-21 and living in suitable accommodation who were looked after when aged 16		Yes (also contractual) - target is contractual but not statutory	89% (All English Authorities 2020/21 - LG Inform)	95% (694)	95.5% (684)	94.7%	95% (687)	97.2% (686)	95.5% (684)	94.7% (684)	↓A	Higher is better	90%	85% - 95%		Performance for this month decreased to 94.7%, still above the target of 90%. We know that we have some young people in unsuitable accommodation, including a number of young people sentenced to custody, and some who have no accommodation at all. We work hard to address this, tenaciously seeking to engage with young people who may see our attempts at support as interference.  The care leavers housing protocol is in place and work is being progressed under the governance of a strategic group; this includes a review of the housing panels and engagement with the housing associations. Helpful discussions with colleagues in the Councils is placing the housing sufficiency needs of care leavers as central to their housing strategies. The Accommodation Transitions Panel is now in operation and ensures all young people have a comprehensive, accommodation-focused, shared, and timely transition plan. (Trust commentary)
Better, brighter futures	BBF10 (KPI 19)	% of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted		Yes (also contractual) - target is contractual but not statutory	n/a	78% (9)	86% (7)	86%	n/a Quarterly reported	n/a Quarterly reported	86% (7)	n/a Quarterly reported	↑G	Higher is better	72%	57% - 77%		Strengthened family finding and matching processes have been implemented which alongside improved permanency tracking arrangements have supported timely decision making process and ability to progress adoption placements. The use of foster to adopt placements have also positively influenced this performance indicator.  COVID: it has taken longer for courts to hold final hearings which could have a longer term impact on this target
Better, brighter futures	BBF27 (KPI 5)	% of initial child protection conferences held within 15 days of a strategy discussion being initiated		Yes (also contractual) - target is contractual but not statutory	84.3% Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	New as corporate KPI for 2023-24 (343)	36% (343)	33.50%	13% (134)	47.1% (104)	56.2% (105)	21.8% (87)	↓A	Higher is better	81%	66% - 86%		Performance declined this month, well below where we need it to be. High volumes of ICPC demand continues (July - 87; 85% conversion to CP Plans - positive). June and July impacted by high number of review conferences following record high number of ICPCs in April, impacting on CP Chairs availability for ICPCs in month. CP Chairs average caseload now above 100. Average no. days from start to ICPC = 22  Performance has also been negatively impacted this month by 3 business support vacancies in CP Conferencing Service. Recruitment is in progress. Late convening requests continue to be an issue mainly due to staff turnover and are spread between Safeguarding and DAAT teams. DAAT business support gaps continue to present challenges and an additional post will be in place from the end of the month.  High volumes of RCPs in July following spike of ICPCs in April, plus late convening requests and business support vacancies, compound performance pressures, as new CPCs need to be convened in already busy diaries.  ICPCs are tracked and referring managers are challenged to identify causes of delay and ensure individual, team or whole-service learning is addressed. Staff changes continue to impact on performance as new staff become familiar with local procedures / systems.  DAAT managers support SW's with additional training on process, recording and requesting strategy discussions and convening conferences. CP Chair duty system can assist referring managers with threshold decision-making and this is promoted to all teams. (Trust commentary)
Better, brighter futures	BBF28	Number of children with a Child Protection Plan		Yes	565 Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	New as corporate KPI for 2023-24 714	714	702	680	687	714	702	↓	No polarity	TBD			702 children were subject to a Child Protection Plan in July 2023. Following the peak of 714 children with a CPP in June 2023, the population of children with CPPs has decreased by 12 children. Less than 700 children were registered in the cohort between April 2021 - May 2023. However, the last two months have registered at least 702 children with CPPs.  There are 80 more children subject to plans now than one year ago and 58 more children than two years ago. The cohort has increased by a net 26 children since the beginning of the academic year 2022-23. By comparison, the corresponding period in the last two years saw decreases instead.
Better, brighter futures	BBF29	Number of children in care		Yes	1,050 Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	New as corporate KPI for 2023-24 1,191	1,191	1,191	1,212	1,205	1,191	1,191	↔	No polarity	TBD			The number of children in care was 1,191 at the end of July 2023. An average of 1,219 children have been reported to be in care in the last 12 months. Since the all-time peak of 1,241 children in care in November 2022, the size of the cohort has decreased by 50 children. There are now 26 children less in care than a year ago, in July 2022. Yet, the number of children in care was 1123 in July 2021. This indicates that the population of children in care has increased by a net of 68 children in two years.  Prior to July 2022, the cohort had never exceeded 1,200. However, between July 2022 and May 2023, the number of children in care ranged from 1,205 to 1,241. July 2023 marks the second consecutive month where less than 1,200 children were reported to be in care. So far in 2023-24, an average of 1200 children have been reported to be in care.

Children's Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Quarter 1 2023-24	Year to Date 2023-24	April 2023/24	May 2023/24	June 2023/24	July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Extra detail on PI	Comments
Learning, Skills & Education																		
TBC	BBF12 (LS3a)	% of primary schools judged as good or outstanding by Ofsted			87% Mean for NNC Children's Services LAIT near neighbours 2021/22	82.0%	82.0%	84.7%	n/a Termly reported	n/a Termly reported	n/a Termly reported	84.7%	↑G	Higher is better	Target under review	n/a		The number of primary schools in North Northamptonshire judged by OfSTED to be Good or Outstanding continues to increase. However, the total remains below the national average of 89%. It is anticipated further progress will be made as more schools are inspected in the coming term
						91 out of 111	91 out of 111	94 out of 111				94 out of 111						
TBC	BBF13 (LS4a)	% of secondary schools judged as good or outstanding by Ofsted			80% Mean for NNC Children's Services LAIT near neighbours 2021/22	75%	80.0%	80.0%	n/a Termly reported	n/a Termly reported	n/a Termly reported	80.0%	↑G	Higher is better	Target under review	n/a		The number of secondary schools in North Northamptonshire judged by OfSTED to be Good or Outstanding continues to increase. This is now in line with the national average of 80%. It is anticipated further progress will be made as more schools are inspected in the coming term
						15 out of 20	16 out of 20	16 out of 20				16 out of 20						
Better, brighter futures	BBF15 (LS6a)	Rate of suspensions in primary aged pupils			1.69% Mean for NNC Children's Services LAIT near neighbours 2021/22	n/a as YTD is Academic year only ⇨	0.33%	0.45%	n/a Termly reported	n/a Termly reported	n/a Termly reported	0.45%	↓G	Lower is better	Target under review	n/a		42 suspensions were issued at the end of July 2023. So far in Summer Term 2023, 130 suspensions were known to have been issued. 34 less suspensions were issued during the same period of Summer Term 2022. In Spring Term 2023, 226 suspensions were known to have been issued. 282 suspensions were issued in Autumn Term 2022, 5% more than were issued during in Autumn Term 2021. 174 suspensions are known to have been issued in the Summer Term 2022, 32% more than were issued in the Summer Term 2021. Includes all state funded schools (LA maintained and Academy schools) in North Northants. 229 suspensions were issued in the Spring Term 2022, almost double the volume that were issued in the covid-affected Spring Term 2021. The rate of suspension in primary aged pupils has decreased from 0.7% in Spring Term 2023 to 0.4% in Summer Term 2023.
						n/a	104 out of 31862	146 out of 32252				146 out of 32252						
Better, brighter futures	BBF16 (LS7a)	Rate of suspensions in secondary aged pupils			13.22% Mean for NNC Children's Services LAIT near neighbours 2021/22	n/a as YTD is Academic year only ⇨	4.55%	5.57%	n/a Termly reported	n/a Termly reported	n/a Termly reported	5.57%	↑R	Lower is better	Target under review	n/a		247 suspensions were issued for secondary aged pupils at the end of July 2023. So far in Summer Term 2023, a total of 1173 suspension have been issued. This is a better outcome than the volume reported during the same period of Summer Term 2022 (1337). 1455 suspensions were known to have been issued in Spring Term 2023, a slightly worst performance compared to Spring Term 2022 for which 1211 suspension were reported. The lowest volume of suspensions in secondary aged pupils occurred in covid-affected Spring Term 2021, with only 319 issued suspensions. 1878 suspensions were issued in Autumn Term 2022, 44% less than were issued during in Autumn Term 2021. 1337 suspensions are known to have been issued in the Summer Term 2022, 51% less than were issued in the Summer Term 2021. (Children's Performance Team commentary)
						n/a	1114 out of 24494	1361 out of 24434				1361 out of 24434						
Better, brighter futures	BBF17 (NI 114a)	Rate of Permanent exclusions from school - Total			0.09% Mean for NNC Children's Services LAIT near neighbours 2021/22	n/a as YTD is Academic year only ⇨	0.035%	0.048%	n/a Termly reported	n/a Termly reported	n/a Termly reported	0.048%	↓G	Lower is better	Target under review	n/a		7 permanent exclusions were issued at the end of July 2023, 4 exclusions more than last month. So far in Summer Term 2023, a total of 24 permanent exclusions have been issued. A similar outcome was achieved in Summer Term 2022 (23 permanent exclusions) 33 permanent exclusions were known to have been issued in Spring Term 2023, a higher proportion compared to the same period last year. Only 14 suspensions were issued in January-March 2022 combined, 58% more than have been issued so far in Spring Term 2023. A total of 14 permanent exclusions were issued in Spring Term 2022, 14% less than were issued during covid-affected Spring Term 2021. 30 permanent exclusions were known to be issued during Autumn Term 2022, 27% less than were issued in Autumn Term 2021
						n/a	20 out of 56356	27 out of 56686				27 out of 56686						
Better, brighter futures	BBF18b	% of EHC (education health care) plans completed in month issued within 20 weeks (including exceptions)		Yes (part of SEN 2 return)	37.8% Mean for NNC Children's Services LAIT near neighbours 2021/22	74.0%	66.7%	68.8%	69.6%	46.7%	83.7%	74.1%	↓R	Higher is better	Target under review	n/a		74.1% of EHC plans (including exceptions) were issued within 20 weeks in July 2023. This marks a slight decline from last month performance of 83.7%. The highest performance was recorded between January-April 2023, with an average of 71.9% EHC plans issued on time during that period. The last seven months (January-July) registered an average of 70.3% of plans issued on time per month, compared with an average of 48.9% of plans issued on time during the same period of last year. The overall performance for this measure compares favourably with one year ago. 59.7% of EHC plans were issued on time in the last 12 months whereas 35.3% of EHC plans were issued on time during the corresponding months of last year. (Children's Performance Team commentary)
						108 out of 146	96 out of 144	139 out of 202	39 out of 56	21 out of 45	36 out of 43	43 out of 58						

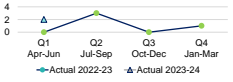
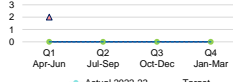
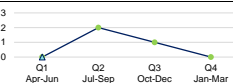

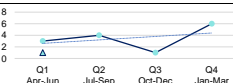
**Children's Services**

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Quarter 1 2023-24	Year to Date 2023-24	April 2023/24	May 2023/24	June 2023/24	July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Extra detail on PI	Comments
Better, brighter futures	BBF19 (E1)	Percentage of school age Child/Children in Care (CIC) who had a PEP in the previous academic term.			n/a	98%	n/a Termly reported	n/a Termly reported	95%	n/a Termly reported	n/a Termly reported	n/a Termly reported	↓	Higher is better	95%	90% - 95%	N/A	95% of children in care had a PEP in the Spring Term 2023. Performance for this measure has declined since the previous school term when 98% of children in care had a PEP. The latest record in Spring Term 2023 is the lowest performance recorded so far.  Spring Term 2022 produced a slightly higher result compared (96% of children with an up-to-date PEP). Performance gradually increased to 97% during the subsequent school term and to 98% in Autumn 2022.  At the end of April 2023, 76% of Early Years CIC had an up to date PEP and 84% of post-16 children in care had an up to date PEP. While the volume of post-16 children with an up to date PEP remained the same as January 2023 (84%), the volume of Early Years CIC with an up to date PEP decline since the previous record in January 2023 (84%). (Children's Performance Team commentary)
						324 out of 332			333 out of 352									
Better, brighter futures	BBF34	Percentage of persistently absent pupils - Primary	17%		17.4% Mean for NNC Children's Services LAIT near neighbours 2021/22	New as corporate KPI for 2023-24	n/a Termly reported	n/a Termly reported	n/a Termly reported	n/a Termly reported	n/a Termly reported	17%	↓	Lower is better	Tracking	N/A		20.7% of primary aged pupils qualified as persistently absent during Autumn Term 2022, 0.9 percentage points higher than Autumn Term 2021.  17.3% of primary aged pupils qualified as persistently absent in the Summer Term 2022. The rate for the Summer Term 2022 is slightly lower than both previous post-covid school terms. Even so, the rate of absences in primary schools is almost double of Summer Term 2021 (9%).  Best performance of 9% was recorded in Spring Term 2021 and Summer Term 2021.  Overall, local rates have been slightly lower than the East Midlands and England averages in each of the last seven school terms.
Better, brighter futures	BBF35	Percentage of persistently absent pupils - Secondary	26%		29.1% Mean for NNC Children's Services LAIT near neighbours 2021/22	New as corporate KPI for 2023-24	n/a Termly reported	n/a Termly reported	n/a Termly reported	n/a Termly reported	n/a Termly reported	26%	↓	Lower is better	Tracking	N/A		28.1% of secondary aged pupils qualified as persistently absent in Autumn Term 2022, 8.1% less than the recording in Autumn Term 2021 and 3.5% less than the recording in Summer Term 2022.  31.6% of secondary aged pupils qualified as persistently absent in the Summer Term 2022. The rate for the Summer Term 2022 is slightly lower than both previous school terms (32.0% in Spring 2022 and 36.2% in Autumn 2021). Albeit the rate of absences in primary schools is almost double of Summer Term 2021 (16.3%).  Best performance of 9% was recorded in Spring Term 2021 and Summer Term 2021. However, the last term of the year saw a steep in performance as the rate of absences increased by eleven percentage points.  Overall, local rates have been slightly higher than the East Midlands and England averages in each of the last seven school terms. The margin to the East Midlands and England averages is 0.4 percentage points and 0.1 percentage points respectively in the Autumn Term 2022. (Children's Performance Team commentary, May 2023).
Better, brighter futures	BBF22	Number of children without a school place		No		76	274	274	100	140	274	291	↓	Lower is better	Target under review	n/a	TBC	291 children were reported to be without a school place at the end of July 2023, a higher volume than last month. School Admissions registered the highest number of children without a school place and accounted for 53% of children without a school place. The EIP registered 21% of children without school place while the SEN Support & EHC services reported 26% of children without a school place.  Previously, there were 274 children without a school place in June and 198 children without school place in May, the only other months for which figure are available. SEN Support/EHC services registered the highest number of children without a school place during both months. (Children's Performance Team commentary)
Better, brighter futures	BBF32	Current number of home educated children		Not yet statutory but reported as part of 'Elective Home Education/ Children missing in education' data return to DIE.		New as corporate KPI for 2023-24	855	783	855	876	855	783	↓	No polarity	N/A - Tracking	n/a		The electively home educated population decreased to 783 children at the end of July 2023. Over 800 children were home educated between March 2023-June 2023. July 2023 marks the first occasion in five months that volume of home educated children in below 800.  Earlier, May 2023 had registered the ninth consecutive month-on-month increase along the way to posting the highest number of electively home educated children so far.  This time last year there were 636 electively home educated children, so the cohort is 19% greater than it was at the end of July 2022.  34% of electively home educated children have been educated at home for more than two years (264) and a further 18% have been educated at home for 1-2 years (138). (Children's Performance Team commentary)
Better, brighter futures	BBF33	Number of children currently missing from education (Year 1-11)		Not yet statutory but reported as part of 'Elective Home Education/ Children missing in education' data return to DIE.		New as corporate KPI for 2023-24	103	165	142	123	103	165	↑	Lower is better	N/A - Tracking	n/a		165 children were missing from education at the end of July 2023, 62 children less were recorded in June 2023. By comparison, last five months (February-June) produced lower volumes of CMEs, with an average of 122 children missing from education. There were 9 children less in the cohort during the same month last year and 27 children less during the same month two years ago. Even so, July marks the second consecutive month that no children missing for +2 years were reported. 83% of CMEs in July 2023 have been missing between 0-3 months.  There are now 53.9% fewer children missing from education than there were at the beginning of the academic year 2022-23. So far in academic year 2022-23 (September-2022-July 2023), an average of 152 children were missing from education each month. (Children's Performance Team commentary)
Better, brighter futures	BBF36	% Education Health Care Plan Annual Reviews completed within 4 weeks of meeting		Statutory Duty but not reported		New as corporate KPI for 2023-24	62.8%	62.8%	72.0%	77.6%	45.7%	N/A reported one month in arrears	↓	Higher is better	N/A - Tracking	n/a		45.7% of annual reviews were completed within 4 weeks of meeting in June 2023; a slight decline from last month's performance of 77.6% which was marked the highest volume of Annual Reviews completed within 4 weeks of meeting. Nevertheless, performance in June 2023 is ahead of the same month last year (2.6%).  April 2023 and May 2023 reported exceptionally high volumes for the annual reviews completed within 4 weeks of meeting. By comparison, 0.0% and 1.0% of annual reviews were completed on time during April 2022 and May 2022.  The most recent months have produced the best performances in the last two years: An average of 42.5% of annual reviews were completed on time between September 2022-June 2023 compared with an average of 2.5% of annual reviews completed on time during the same period in 2021-22 (under the old method). In the last 12 months, an average of 37.4% of annual reviews were completed within 4 weeks of meeting. (Children's Performance Team commentary)
Better, brighter futures	BBF30	Percentage of Early Years PVI Settings (non-domestic) judged as Good or Outstanding by Ofsted/ISI	99% Early Years Settings (non-domestic) good or outstanding	No		New as corporate KPI for 2023-24	99.0%	99.0%	n/a reported Quarterly	n/a reported Quarterly	99.0%	n/a reported Quarterly	N/A	Higher is better	N/A - Tracking	n/a		99.0% of Early Years PVI settings excluding domestic have been rated as Good or Outstanding by OFSTED for the last four months. This is a slight/inflection decline in position compared with since the preceding period of December 2022-February 2023, which saw 100% of settings excluding domestic rated as Good or Outstanding. In May 2022, 70.8% of settings excluding domestic were rated as Good or Outstanding. The subsequent seven months produced a period of instability, with performance usually under 95%. So far in the academic year 2022-23, an average of 97.0% (no December 2022) at least 99% of Early Years PVI settings excluding domestic have been rated as Good or Outstanding by OFSTED.
Better, brighter futures	BBF31	Percentage of Early Years PVI Settings Childminders judged as Good or Outstanding by Ofsted	100% Early Years Settings (Childminders) good or outstanding	No		New as corporate KPI for 2023-24	100.0%	100.0%	n/a reported Quarterly	n/a reported Quarterly	100.0%	n/a reported Quarterly	N/A	Higher is better	N/A - Tracking	n/a		All PVI childminder settings were rated as Good or Outstanding by OFSTED at the end of June. It was the third successive month in which perfect performance of 100% has been achieved, following four straight months when 99.4% had been reported. In April 2022, 95.7% of childminder settings were rated as Good or Outstanding. The subsequent seven months produced a period of instability, with performance usually under 95%. Since December 2022 at least 99% of Early Years PVI settings excluding domestic have been rated as Good or Outstanding by OFSTED.

Customer & Governance

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4	Year to Date	Apr-23	May-23	Jun-23	Quarter 1	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
						22-23	2023-24 (Quarter 1)				23-24					
<b>Information Governance</b>																
Modern Public Services	MPS12	% of Freedom of Information (FOI) Requests completed in 20 working days		Statutory duty	80.08% (Average of 40 Unitary Councils 2021/22 - benchmarking exercise conducted by Brighton and Hove Council)	65.20%	TBD	TBD	TBD	TBD	TBD (Reported a month in arrears)	TBD	Higher is better	90%	85% - 90%	This data will be available in August's report
						193 out of 296	TBD	TBD	TBD	TBD	TBD (Reported a month in arrears)					
Modern Public Services	MPS13	% Environmental Information Regulation (EIR) Requests completed in 20 working days		Statutory duty	TBD	92.33%	TBD	TBD	TBD	TBD	TBD (Reported a month in arrears)	TBD	Higher is better	90%	Tolerance 85% - 90%	This data will be available in August's report
						289 out of 313	TBD	TBD	TBD	TBD	TBD (Reported a month in arrears)					
Modern Public Services	MPS14	% Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)		Statutory duty	TBD	61.90%	TBD	TBD	TBD	TBD	TBD (Reported a month in arrears)	TBD	Higher is better	90%	85% - 90%	This data will be available in August's report
						26 out of 42	TBD	TBD	TBD	TBD	TBD (Reported a month in arrears)					
Modern Public Services	MPS21	% Transparency publications completed on time.		Statutory duty	n/a	75.00%	87.50%	(Reported quarterly)	(Reported quarterly)	(Reported quarterly)	87.50%	↑G	Higher is better	100%	No variation	The outstanding publications required under the Local Government Transparency code are: The Social Housing Assets for the y/e 31.03.23 (which is in progress and is due to be published by the end of September), and the Parking Account (for the y/e 31.03.23), which has recently been finalised and is in the process of being updated to our website.
Modern Public Services	MPS15	<p><b>Total number of data breaches</b> A personal data breach is a security incident that has affected the confidentiality, integrity or availability of personal data.</p> <p>There are two types of breaches: - A 'Non-reportable breach' has a low, or no impact on the rights and freedoms of individuals. - A 'Reportable breach' has a significant impact on the rights and freedoms of individuals. These are required to be reported to the Information Commissioner's Office (ICO).</p> <p><b>a) Reportable breaches (ICO)</b> (This was MPS23 reported quarterly, now included monthly as part of this performance indicator)</p> <p><b>b) Non-reportable breaches</b></p>		No	n/a	12 out of 16	14 out of 16				14 out of 16	↓G	Lower is better	No target - tracking indicator only	N/A	Whilst there has been an overall reduction in breaches in Quarter 1, in June there was a 3rd Party international data incident, potentially affecting 16 million individuals worldwide. A closure report is being provided by the end of July 2023.  For reported incidents the Data Protection team continue to ensure that the service area is supported and trained appropriately, in order to manage the existing breaches and to decrease future instances.
						36	33	12	9	12	33					
						0	1	0	0	1	1					
			36	32	12	9	11	32	↓G							

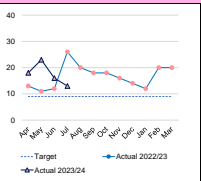
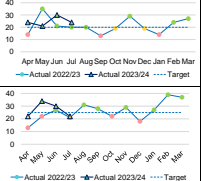
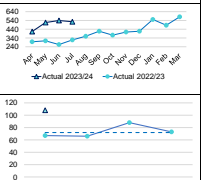
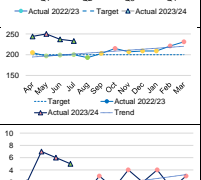
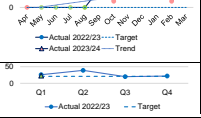



Customer & Governance

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Year to Date 2023-24 (Quarter 1)	Apr-23	May-23	Jun-23	Quarter 1 23-24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Modern Public Services	MPS16	Number of complaints to Information Commissioners Office (ICO) with respect to handling of Freedom of Information (FOI) requests following internal review.		No	n/a	1	2	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	2	↑R	Lower is better	Tracking	No tolerance	Two complaints were received by the ICO related to requests where responses had not complied with the statutory 20 working days timeframe. Whilst the Council will always use best endeavours to comply, on these occasions the services were unfortunately unable to provide the information within the deadlines. The IG team will continue to raise awareness within services and will ensure that they communicate with requestors directly to keep them informed of the situation to alleviate the need to refer to the ICO.
Modern Public Services	MPS17	Number of complaints to Information Commissioners Office (ICO) upheld by ICO (with respect to handling of Freedom of Information (FOI) requests following internal review).		No	n/a	0	2	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	2	↑R	Lower is better	0 per month	No variation	
Modern Public Services	MPS18	Number of complaints to Information Commissioners Office (ICO) with respect to handling of Data Protection (DP) Individual Rights requests).		No	n/a	0	0	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	0	→	Lower is better	Tracking	No variation	
Modern Public Services	MPS19	Number of complaints upheld by Information Commissioners Office (ICO) with respect to handling of Data Protection (DP) Individual Rights requests)		No	n/a	0	0	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	0	→	Lower is better	0 per month	No variation	
Modern Public Services	MPS20	Number of direct disclosure requests (ADR - Access to a Deceased Person's) received		No	n/a	6	1 (pre 17.04.23 when new software came into use). Now all ADRs are included within the SARs figures	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	1 (pre 17.04.23 when new software came into use). Now all ADRs are included within the SARs figures	N/A	N/A	N/A - Tracking	No variation	We will no longer be able to report ADRs as a separate KPI since installing our new software system - it does not identify ADRs as a separate case type and all of these requests will now be logged as SARs.
Modern Public Services	MPS22	Number of external Information Commissioners Office (ICO) complaints relating data management of data/breaches		No	n/a	0	0	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	0	→	Lower is better	N/A - Tracking	No variation	

Customer & Governance

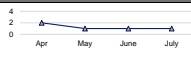
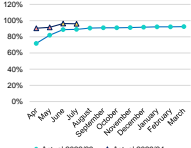
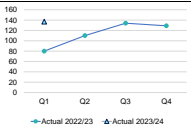
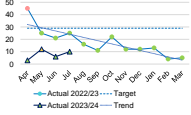
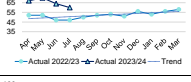

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4	Year to Date	Apr-23	May-23	Jun-23	Quarter 1	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
						22-23	2023-24 (Quarter 1)				23-24					
<b>Customer Services</b>																
Modern public services.	MPS30	Total number of Stage 1 complaints received by NNC (excluding children's services complaints)		No	n/a	594	651	260	220	171	651	↑R (Q4-Q1)	Lower is better	No target - tracking indicator only	No target - tracking indicator only	The volume of complaints received remains comparable to previous reporting periods.
Modern public services.	MPS32	Total number of complaints escalated to stage 2		No	n/a	50	20	2	9	9	20	↑R (Q4-Q1)	Lower is better	No target - tracking indicator only	No target - tracking indicator only	There has been a reduction in complaints that customers have escalated to stage 2 in this quarter, compared to both the last quarter and the comparable period last year, indicating that customers generally are satisfied with how the Council has resolved matters raised at stage 1 level.
Modern public services.	MPS31	Total number of complaints received by NNC		No	n/a	644	671	262	229	180	671	↑R (Q4-Q1)	Lower is better	No target - tracking indicator only	No target - tracking indicator only	There has been a slight increase in complaints received this quarter compared to the last quarter, however the increase is small and there are no notable trends that give rise to this.
Modern public services.	MPS34	% of complaints answered within the Service Level Agreement (20 Working days or agreed extension)		No	TBD	64%	74%	42%	92%	77%	74%	↑G (Q4-Q1)	Higher is better	90%	81%-90%	There has been a significant improvement in the speed of complaint answering in this last quarter, including 92% of complaints being answered within target in May alone. This demonstrates that services are taking complaints more seriously, and the change of the way that resources are used in Customer Services to allocate and chase responses is delivering results. It is therefore expected that further improvements will be made in forthcoming quarters.
Modern public services.	MPS35	% of complaints upheld		No	TBD	13%	23%	5%	32%	26%	23%	↑R (Q4-Q1)	Lower is better	20%	20% - 22%	There has been a slight increase in upheld complaints, however services are learning from mistakes as well as demonstrating that customer satisfaction remains positive.
Modern public services.	MPS37	Total number of notices received of complaints under investigation by Ombudsman		No	n/a	11	13	6	5	2	13	↑R (Q4-Q1)	Lower is better	No target - tracking indicator only	N/A	There has been a slight increase in cases referred to the Ombudsman however the volumes still remain low when taking into account the overall number of complaints received.
Modern public services.	MPS39	% of calls answered out of total calls received in customer services		No	n/a	80.67%	76.91%	73.83%	80.23%	76.84%	76.91%	↓R (Q4-Q1)	Higher is better	90%	81% - 90%	Slightly below target however with new telephone system, we will be able to use data to better identify peaks across service better and put things in place to increase performance
Modern public services.	MPS40	% Calls answered within 60 seconds in customer services		No	TBD	70.78%	61.82%	61.74%	69.17%	54.54%	61.82%	↓R (Q4-Q1)	Higher is better	80%	72% - 80%	Slightly below target however with new telephone system, we will be able to better identify peaks across service better and put things in place to increase performance
Modern public services.	MPS41	Number of customers helped by customer services		No	n/a	149974	152373	45232	53738	53403	152373	↑ (Q4-Q1)	N/A	No target - tracking indicator only	N/A	
Modern public services.	MPS42	Number of customer interactions to customer services - split by telephone/face-to-face, email and online form		No	n/a	Telephone 98093	Telephone 94577	Telephone 29840	Telephone 30691	Telephone 34046	Telephone 94577	↑ (Q4-Q1)	N/A	No target - tracking indicator only	N/A	This data is for information only

Adults & Housing																		
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Quarter 1 23-24	Year to Date 2023-24	April 2023/24	May 2023/24	June 2023/24	July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments	
Adult Social Care																		
Active, fulfilled lives	AFL03	Percentage of New Requests for Services (all ages) where Route of Access was Discharge from Hospital, that had a sequel of short term services to maximise independence (ST-MAX i.e. reablement)		No	The source data is from the SALT (Statutory) return. There are no gov targets. This indicator is included in our regional benchmarking.	34%	38%	38%	34%	38%	38%	38%	➔	Higher is better	35%	5% points	BI comments: There were 18 new requests for people aged 18-64 and 202 for people aged 65 and over. There is positive growth year to date, with the rate higher than those reported throughout 2022/23 and above year end target.	
						752 out of 2191	229 out of 602	310 out of 811	68 out of 159	152 out of 404	229 out of 602	310 out of 811						
Active, fulfilled lives	AFL04	Number of new safeguarding concerns received per month		Yes	(Annually in the SAC (Safeguarding Adults Collection) return)	940	N/A Reporting one month in arrears	1103	315	396	392	N/A Reporting one month in arrears	⬇️G	Lower is better	No target - tracking indicator only	N/A	BI comments: There was a slight decrease in the number of new concerns received (-4). This is 96 more than was received in the same period last financial year. This is second highest number of concerns recorded over the previous and current financial year to date.	
Active, fulfilled lives	AFL05	New safeguarding concerns determined to be enquiries (both s42 and other) (A s42 enquiry must take place if there is reason to believe that abuse or neglect is taking place)		Yes	(Annually in the SAC (Safeguarding Adults Collection) return)	165	N/A Reporting one month in arrears	162	57	48	57	N/A Reporting one month in arrears	⬇️	No polarity	No target - tracking indicator only	N/A	BI comments: There was a notable increase in the number of concerns determined to be enquiries (+8). The proportion seen (15%) remains lower than the average seen over the previous financial year (22%).	
Active, fulfilled lives	AFL06	Total number of open Deprivation of liberty Safeguard (DoLS) cases		Yes	(Annually)	1250	1267	1292	1251	1273	1267	1292	⬆️	Lower is better	No target - tracking indicator only	N/A	BI comments: The number of open DoLS cases increased slightly this period (+25). This remains notably lower than the average observed across the previous financial year (343 fewer). SM Comments: As stated above by the BI, there has been a slight increase in the number of open cases. This has been mainly due to reduced staffing levels and annual leave. A SBSSO started with the service on 07/09/23 and there is continuous recruitment drive for another BSO. As stated in the previous report, the service carried out a data cleansing exercise since last year (June, 2022) and we are at a plateau stage now whereby we can no longer close any further historic cases in order to decrease the number of open cases. It is however anticipated that the service will begin to see an improvement in this trajectory once staffing capacity improves.	
Active, fulfilled lives	AFL07	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people 65 years +)		No	The source data is from the SALT (Statutory) return. There are no gov targets. This indicator is included in ASCOF, (Adult Social Care Outcomes Framework) regional benchmarking and BCF (Better Care Fund) returns.	667.18	170.7	214.9	56.39	109.73	170.7	214.9	⬇️G	Lower is better	Year-end target: 564 Monthly target: 47	TBD - for now applied standard 5%	BI comments: This is a cumulative measure which increases throughout the financial year, resetting each April. A year-end data review was carried out and found some potential issues with reported admissions. As a result, the actual admissions rate is likely to be lower. The Business Intelligence team will work with Adult Social Care colleagues to review the data recording process, make any necessary changes and/or suggest additional guidance for recording in order to accurately reflect actual admissions. 141 admissions have been recorded to date; 104 admissions following an assessment for new people and 37 as a result of change in setting following a review. The average monthly growth in 2022/23 was 55 per 100k which is slightly higher than our current rate of 53. NNC Manager comments: The increase rate is cumulative. We also had care home closure in the last two months which resulted in a change in residential and nursing settings.	
Active, fulfilled lives	AFL08	Number of people who were prevented from requiring statutory care, or whose need was reduced Delaying and reducing the need for care and support having received short term services to maximise independence (ST-MAX) services		No	The source data is from the SALT (Statutory) return. There are no gov targets. This indicator is included in ASCOF and regional benchmarking.	76.50%	71.40%	70.29%	60.3%	69.7%	71.4%	72.1%	⬆️G	Higher is better	80%	5% points	BI comments: The rate shows positive growth year to date but remains lower than expected compared to 2022/23 trends, which typically ranged between 74-77%. There is a higher proportion of people accessing reablement support as a result of hospital discharge when compared to the same period previous year, along with higher proportions of these requiring long term support following their reablement episode, contributing to lower than expected performance.	
					This is an 'Office for Local Government' OFLOG Metric	624 out of 816	152 out of 213	511 out of 727	41 out of 68	101 out of 145	152 out of 213	217 out of 301						

Adults & Housing																	
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Quarter 1 23-24	Year to Date 2023-24	April 2023/24	May 2023/24	June 2023/24	July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
<b>Housing Services</b>																	
Active, fulfilled lives	AFL12	Number of rough sleepers - single night snapshot		Yes (DLUHC monthly rough sleeping survey, and target agreed with our RSI adviser from DLUHC)	7 (Mean Average CIPFA Near Neighbours - LG Inform)	n/a	16	n/a	18	23	16	13	↓G	Lower is better	9	9 to 12	During the month of July, there has been a further reduction in numbers (13 single night), this is due to the team securing accommodation for Rough Sleepers direct from the streets that supports their needs. The monthly figure has increased but due to the teams proactiveness they are resolving their situations quickly. The long-term rough sleepers, (which is measured if seen 3 or more months of last 12 months) is 13 for the month, most of these are our most complex cases which have refused offers of temporary accommodation. However, once the RSAP units are on board the hope is that this will reduce, as this project is aimed at the Multiple exclusion homelessness cohort working with the Housing First principles.
Active, fulfilled lives	AFL13	Number of households whose homelessness was prevented		Yes (DLUHC - quarterly H-CLIC returns, no target set)	101 (Mean Average CIPFA Near Neighbours - LG Inform) Demand in some areas must be much higher.	65	75	99	24	21	30	24	↓	Higher is better	252 (21 per month)	18-21	Performance continues to fluctuate between months due to a variety of factors. This reflects the difficulties the Housing Options Team are having trying to secure accommodation solutions, particularly in the private sector in order to prevent or relieve households homelessness locally. There is a recognised need for the team to move its focus further upstream to maximise homelessness prevention opportunities and action plan is being developed in this regard.
Active, fulfilled lives	AFL14	Number of households whose homelessness was relieved		Yes (DLUHC - quarterly H-CLIC returns, no target set)	75 (Mean Average CIPFA Near Neighbours - LG Inform) Demand in some areas must be much higher.	103	86	108	22	34	30	22	↓R	Higher is better	301 (25 per month)	22-25	Performance continues to fluctuate between months due to a variety of factors. This reflects the difficulties the Housing Options Team are having trying to secure accommodation solutions, particularly in the private sector in order to prevent or relieve households homelessness locally. There is a recognised need for the team to move its focus further upstream to maximise homelessness prevention opportunities and action plan is being developed in this regard.
Active, fulfilled lives	AFL15	Total number of homeless approaches		Yes (DLUHC - quarterly H-CLIC returns, no target set)	n/a	1617	1468	1993	413	516	539	525	↓	N/A	Tracking - monitoring levels of demand only	N/A	3,863 households approached the Council as homeless during 2021/22, which is an average of 320 approaches per month. 4778 households approached the Council as homeless during 2022/23. This is an increase of just over 600, and an average of 400 approaches per month. Currently the Housing Options Team have a live caseload of 1128 cases. During June there was a slight decrease in the number of approaches from 539 to 525.
Active, fulfilled lives	AFL16	Number of households accepted as owed the main housing duty		Yes (DLUHC - quarterly H-CLIC returns, no target set)	63 (Mean Average CIPFA Near Neighbours - LG Inform)	73	108	108	n/a Quarterly reported	n/a Quarterly reported	108	n/a Quarterly reported	↑	N/A	288 (72 per quarter)	TBD (currently using standard 5%)	This measure indicates the number of households that have been accepted by the Council as homeless due to being unintentionally homeless, eligible for assistance and have a priority need and for which the Council has been unable to achieve a positive housing solution during the prevention and relief stages of the process (AFL13 and AFL14). Increasing the number of positive preventions and relief cases achieved by the Housing Options Teams results in more households leaving the homeless process before this stage however with the ever increasing demand on the service and the focus on supporting prevention and relief cases there is still 150 cases waiting on a decision in addition to the 38 achieved in June. This highlights the need for increased resources for this team which is currently being looked at via a restructure and utilising Homeless Prevention Grant funding from Government to increase capacity.
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation		Yes (DLUHC - quarterly H-CLIC returns, no target set)	202 (Mean Average CIPFA Near Neighbours - LG Inform)	n/a	237	n/a	244	250	237	233	↓G	Lower is better	245	No tolerance	The number of households living in temporary accommodation has reduced slightly since peaking in May. We are starting to see the delivery of units through the Local Authority Housing Fund (LAHF) programme for homeless Afghan and Ukrainian families. As these placements will need to be retained on homelessness and temporary accommodation caseloads because of tenancy/letting issues a rise in the number of households living in temporary accommodation should be expected (LAHF round 1 should deliver 26 homes by November 2023, and a further 11 homes will follow). *This figure is for statutory duty placements only and does not include the additional cohort of rough sleepers accommodated using discretionary powers*
Active, fulfilled lives	AFL18	Number of households with family commitments* living in bed and breakfast accommodation		Yes (DLUHC - quarterly H-CLIC returns, no target set)	11 (Mean Average CIPFA Near Neighbours - LG Inform)	n/a	6	n/a	2	7	6	5	↓G	Lower is better	5	No tolerance	While there are 5 households with family commitments living in B&B, the household with the longest stay is a couple with a pregnant woman who were placed on 18 July (14 nights as at 31.07.2023). A move on plan for this household is already in place. The temporary accommodation team keep these cases under daily review to ensure households with family commitments spend as little time in B&B as possible. * Households with family commitments are a) a pregnant woman; (b) with whom a pregnant woman resides or might reasonably be expected to reside; or (c) with whom dependent children reside or might reasonably be expected to reside.
Active, fulfilled lives	AFL19	Number of rough sleepers rehoused into accommodation		Yes (DLUHC monthly rough sleeping survey, no target set)	n/a	22	23	23	n/a Quarterly reported	n/a Quarterly reported	23	n/a Quarterly reported	↑G	Higher is better	84 per year (7 per month)	No tolerance	The Rough Sleeping Team continue to work hard to secure successful move on for rough sleepers within North Northants. Within the first quarter of 23/24 there has been 23 rough sleepers rehoused into accommodation and 13 of these were supported to find suitable accommodation directly from the streets along with a total of 10 move ons from discretionary rough sleeper accommodation (RSA). 74% of the rough sleepers secured supported accommodation reflecting the high need for this cohort to access this type of accommodation locally.



Adults & Housing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Quarter 1 23-24	Year to Date 2023-24	April 2023/24	May 2023/24	June 2023/24	July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL24	Number of Temporary Accommodation placements out of NN area		Yes (DLUHC - quarterly H-CLIC returns, no target set)	TBD	New for 2023-24	n/a	n/a	2	1	1	1	➔	Lower is better	0	No tolerance	The household that is living out of area in the neighbouring area of West Northamptonshire was placed there in November 2021 (prior to the temporary accommodation service review and while teams were working on a locality basis). They have recently had a S202 review decision in their favour and have since accepted an offer of temporary accommodation in North Northamptonshire; it is hoped that this will be ready for occupation week commencing 7 August 2023.
Safe and thriving places	STP38	Percentage of rent collected		No	n/a	92.54%	96.37	95.09%	90.55%	91.65%	96.37%	96.08%	⬇	Higher is better	97%	5%	This is a cumulative rent collected as a percentage of rent owed figure. In the Kettering area the July collection rate shows slight decrease due to lack of payments from bands over £1,000. Enforcement action is pending on several accounts but bailiffs executing warrants is a 3 month wait period. In the Corby area there is also a decrease, the Monthly direct debts have not been included which may have contributed to this decrease. Despite this the Corby area are showing an increase in collection rates for the same time last year.
Safe and thriving places	STP11	Number of (council housing) lettings completed in month		Yes (Annual LAHS return to DLUHC, no target set)	n/a	129	137	137	n/a Quarterly reported	n/a Quarterly reported	137	n/a Quarterly reported	⬆	No polarity	No target - tracking indicator only	N/A	There has been a big increase in the number of lets in June compared to the previous two months, from 38 in May to 63 in June. The weekly voids meeting is helping to manage the voids coming through and those that are moving through to the lettings stage.
Safe and thriving places	STP12	Number of (council house) dwellings vacant and ready to let at month end		Yes (Annual LAHS return to DLUHC, no target set)	n/a	n/a	21	n/a	3	12	6	10	⬆	Lower is better	10	10 to 15	At the end of July there were 10 properties Ready to Let. The weekly void meetings are helping to ensure that this number is kept to a minimum.
Safe and thriving places	STP36	Number of voids - Kettering Area		No	n/a	n/a	n/a	n/a	67	70	64	60	⬇G	Lower is better	No target - tracking indicator only	N/A	This indicator provides a snapshot at the month end of the number of live HRA voids. At the end of July there was a reduction in the number of voids in both the Kettering and Corby areas. The overall NNC snapshot has been reducing each month and has reduced from 143 to 125 from June to July. Note: The figures in the Kettering area for March 2023 to date have been updated to include HRA temps, therefore the figures now include all HRA voids.
Safe and thriving places	STP36	Number of voids - Corby Area		No	n/a	n/a	n/a	n/a	85	76	79	65	⬇G	Lower is better	No target - tracking indicator only	N/A	This indicator provides a snapshot at the month end of the number of live HRA voids. At the end of July there was a reduction in the number of voids in both the Kettering and Corby areas. The overall NNC snapshot has been reducing each month and has reduced from 143 to 125 from June to July. Note: The figures in the Kettering area for March 2023 to date have been updated to include HRA temps, therefore the figures now include all HRA voids.

Adults & Housing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Quarter 1 23-24	Year to Date 2023-24	April 2023/24	May 2023/24	June 2023/24	July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP37A	Average time taken to re-let NNC standard void properties		Yes (Annual LAHS return to DLUHC, no target set)	8 weeks (56 days) HouseMark	New KPI for 2023-24	60.9 days	59.5 days	62.6 days	60.7 days	60.9 days	59.5 days	↓G	Lower is better	56 days	56 to 60 days	From April 2023 onwards void turnaround time is reported by standard and major properties for NNC. The figure reported is the cumulative average turnaround time for these properties let in the month. This will help remove the impact a long term major void has when been empty for a long time and provide a more accurate reflection of void turnaround for standard properties. In July 23 there were 45 standard void properties let. The total number of void days for these 45 properties was 2027 which provides a monthly average turnaround for July of 56.15 days. This has brought the cumulative average turnaround time down to 59.5 days which is within the target tolerance. Whilst the team have adopted the new ways of reporting from 1st April, there is still a number of standard voids coming through for reletting that were not being processed in line with the new target times that have been adopted. It will therefore take a few months to get all of these legacy standard voids through to reletting.
Safe and thriving places	STP37B	Average time taken to re-let NNC major void properties		No	n/a	New KPI for 2023-24	217 days	301 days	258 days	233 days	217 days	301 days	↑R	Lower is better	No target - tracking indicator only	N/A	In July 2023 there were 11 major void properties let. These 11 properties had a total number of void days of 3313. The number of void days for these properties meant there was an increase in the overall cumulative average void days to 301 days. Using turnaround days for major voids at the present time is not the best indicator as there is no set approach to how major voids are re-leased has been agreed. Number of major voids may be a more appropriate indicator to monitor.
Safe and thriving places	STP08	% of properties with a valid gas safety certificate		Yes (Regulator of Social Housing - TSM, no target set)	n/a	n/a	99.8%	n/a	99.7%	99.7%	99.8%	99.8%	→	Higher is better	100%	99.5% and above is green, 99% and above is amber	Only 18 properties out of total 7,901 properties did not have a valid gas certificate as at 31/07/2023. Of the 10 properties within the Kettering figures, eight are acquisition properties. The remaining properties have now been completed. Of the 5 properties in the Corby area figures, 4 have had legal letters and court dates are being booked. 1 property (a mutual exchange) is booked, and one property is a void and has been scheduled. There is a limit in the number of properties we can take to court each fortnight to obtain right of entry warrants, so this is impacting compliance.
Safe and thriving places	STP09	Total number of emergency repairs completed		Yes (Regulator of Social Housing - TSM, no target set)	n/a	3897	1259	1259	n/a Quarterly reported	n/a Quarterly reported	1259	n/a Quarterly reported	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	This indicator measures the number of Emergency Responsive Repairs only which have been completed during the month. The number of emergency responsive repairs completed in April (413), May (413) and June have remained fairly static, with a slight increase (of 20) to 433 for the month of June.
Safe and thriving places	STP10	Total number of non-emergency repairs completed		Yes (Regulator of Social Housing - TSM, no target set)	n/a	4274	1442	1442	n/a Quarterly reported	n/a Quarterly reported	1442	n/a Quarterly reported	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	This indicator measures the number of Non-Emergency Responsive Repairs only which have been completed during the month. There was a decrease in the number of non-emergency responsive repairs completed in June, from 497 in May to 405 in June.
Safe and thriving places	STP04	Number of active households on Keyways (as at 1st month)		No	n/a	n/a	5263	n/a	5146	5119	5263	5349	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	This provides a snapshot of the number of applicants active on the Council's housing Register (Keyways). Total housing applications active have increased and new applications remain high. Please note that as applications are made active, previously active applications have the status changed to pending, suspended, closed, and housed. This figure therefore is not how many applications are being assessed in total. Annual renewals are currently suspended due to staff resources. Once in place this will reduce the active total due to applicants non-contact and change of circumstances.
Safe and thriving places	STP05	Number of new Keyways applications received		No	n/a	2234	1850	2493	606	602	642	643	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	643 new applications in July 23 in comparison to 457 in July 2022, with an average for the year to date of 623.25 new applications.
Safe and thriving places	STP39	Number of repair jobs awaiting completion		No	n/a	New KPI for 2023-24	1,188	n/a	1,210	1,453	1,188	1,266	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	This is a new measure to help monitor the current repairs jobs awaiting completion outside of the backlog jobs listed at the 1/3/23. A snapshot at the end of July shows there was a total of 1,266 repair jobs across Kettering and Corby that are awaiting completion. This is an increase of 78 jobs awaiting completion compared with the snapshot at the end of June 23. The team continue to monitor closely whether the responsive repairs team are staffed to be able to manage the level of new jobs received each month.
Safe and thriving places	STP40	Number of repair jobs awaiting completion which are outside of target timescale		No	n/a	New KPI for 2023-24	762	n/a	554	670	762	844	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	This is also a new measure to help monitor the current repairs jobs that are outside of target times. Again the lag between shifting backlog work off of the regular responsive repairs teams and onto the newly created backlog team is seen as the main reason why there are already a number of jobs post 1st March 2023 that are out of target time. The team will monitor closely from now on whether the responsive repairs team are staffed to be able to manage the level of new jobs received each month or not.

## North Northamptonshire Council Performance Report - June (Q1)

### Key to Performance Status Colours

Progress Status Key:
Green - On target or over-performing against target
Amber - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified)
Red - Under-performing against target by more than 5% (or other agreed tolerance as specified)
Dark Grey - Data missing
Grey - Target under review
Turquoise - Tracking Indicator only
Children's Trust Progress Status Key:
Green - At target or better
Amber - Below target - within tolerance
Red - Below target - outside tolerance
Grey - No RAG

Direction of Travel Key	
An acceptable range = within 5% of the last period's performance	
↑G	Performance has improved from the last period – Higher is better
↓G	Performance has improved from the last period – Lower is better
↑	Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Lower is better
→	Performance has stayed the same since the last period
↓	Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Higher is better
↑R	Performance has deteriorated from the last period – Lower is better
↓R	Performance has deteriorated from the last period – Higher is better
↑	Actual increased - neither higher or lower is better
⇌	Actual has stayed the same since the last period - neither higher or lower is better
↓	Actual decreased - neither higher or lower is better

Children's Trust Direction of Travel Key	
↑G	Performance improved since last month
→	Performance the same as last month
↓A	Performance declined since last month

### Performance Terminology key

TBC	To be confirmed
TBD	To be determined
n/a	Not applicable
Actual	The actual data (number/percentage) achieved during the reporting period
Benchmark	A comparator used to compare the Council's performance against. The 2020/21 average for Unitary Councils in England has been used where available unless otherwise stated.
Numerator	Number as part of the percentage calculation which shows how many of the parts indicated by the denominator are taken. See example below.
Denominator	The total number which the numerator is divided by in a percentage. See example below.
EXAMPLE Performance Indicator	% Calls answered
Numerator	Number of calls answered
Denominator	Total number of calls received

Customer & Governance													
Human Resources													
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 2022-23	Year to Date 2022-23	Quarter 1 2023-24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Modern Public Services	MPS06	Average number of working days lost per Full time Equivalent (FTE) employee (short term)		No	13.1 (Mean average GIPFA near neighbours 2020/21)	0.9 Fte days lost per Fte employee	3.9 Fte days lost per Fte employee	0.6 Fte lost per Fte employee	↓G	Lower is better	Full year 3.3 (0.83 per quarter)	15% (up to 0.95 per quarter)	Sickness has improved from the previous quarter which is to be expected as we come into spring/summer, short term sickness is lower than the same quarter last year and long term sickness is slightly higher.
	MPS07	Average number of working days lost per Full time Equivalent (FTE) employee (long term)		(Nationally Reported so able to benchmark)	9.9 (LG English Unitary national average 21/22)	2.3 Fte days lost per Fte employee	8.3 Fte days lost per Fte employee	1.9 Fte days lost per Fte employee	↓G	Lower is better	Full year 6.5 (1.63 per quarter)	15% (up to 1.87 per quarter)	
Modern Public Services	MPS11	Amount of Spend on Agency Staff within each Directorate  (TOTAL SPEND - finance data, including opus spend and off-contract spend)		No		£6,973,155	£18,885,538	£5,172,498	↓G	Lower is better	No target - tracking indicator only	N/A	

## Customer & Governance Human Resources

Data as at June 30th 2023

		Adults, Health Partnerships and Housing	Chief Executive Office	Childrens Services	Customer & Governance	Finance & Performance	Place and Economy Services	Transformation	NNC Total	
<b>Employees</b>	MPS08	<i>Headcount</i>	1335	60	200	219	178	612	1	<b>2605</b>
		<i>Fte</i>	1139.22	55.04	183.35	188.61	163.45	569.52	1.00	<b>2300.20</b>
<b>Posts</b>	MPS44	<i>Headcount</i>	1753	69	277	308	215	817	3	<b>3442</b>
		<i>Fte</i>	1814.77	66.72	265.66	280.39	200.85	758.66	3.00	<b>3390.05</b>
<b>Vacancies</b>	MPS09	<i>Number</i>	336	5	73	49	26	129	2	<b>620</b>
		<i>Fte</i>	296.95	5.00	70.74	46.84	24.01	120.53	2.00	<b>566.06</b>
<b>Agency</b>	MPS10	<i>Covering Vacancies</i>	165	6	37	11	26	79		<b>324</b>
	MPS45	<i>Supernumerary</i>			20			21		<b>41</b>
	MPS11	<i>Total Agency Spend (£000s)</i>	£1,800	£76	£1,068	£390	£522	£1,287	£31	<b>£5,172</b>
<b>Absence</b> (Quarterly, YTD and Projected are shown as Fte days lost per Fte employee)  <i>Benchmark 9.8 (Long Term 6.5, Short Term 3.3)</i>	MPS49	<i>% of workforce to have sickness*</i>	27%	8%	15%	18%	15%	23%		<b>23%</b>
	MPS50	<i>No' of emp'ees to hit trigger**</i>	145	0	10	15	5	48		<b>223</b>
	MPS07	<i>Qtly (LT)</i>	2.4	0.0	1.3	1.5	0.7	1.6		<b>1.9</b>
	MPS06	<i>Qtly (ST)</i>	0.8	0.2	0.5	0.5	0.4	0.7		<b>0.7</b>
	MPS51	<i>Projected</i>	12.9	0.8	7.1	7.8	4.2	9.0		<b>10.1</b>
<b>Voluntary Turnover</b>  <i>Benchmark - 12.7%</i>	MPS46	<i>No' of Voluntary Leavers (Employees)</i>	47	3	8	3	4	13		<b>78</b>
		<i>% of workforce (quarterly)</i>	3.5%	5.0%	4.0%	1.4%	2.2%	2.1%		<b>3.0%</b>
		<i>Rolling Voluntary T/O</i>	14.2%	14.7%	17.7%	12.1%	10.7%	11.8%		<b>13.5%</b>
<b>Starters</b>	MPS48	<i>No' of Starters (Employees)</i>	71	1	5	10	5	38		<b>130</b>
		<i>% of workforce (quarterly)</i>	5.3%	1.7%	2.5%	4.6%	2.8%	6.2%		<b>5.0%</b>

Employee, Post, Vacancy and Agency Worker data is as at the end of the quarter - number of agency workers is provided by the service  
Agency Spend, Absence, Leavers and Starters data is the combined monthly figure for the quarter

\* Average employee headcount for the quarter divided by the number of unique resource ID's to have had sickness for the quarter\*\*  
unique resource ID's to have hit a trigger for the quarter

'Vacancies' is calculated by taking all posts in ERP and removing those that are filled by a person - so it is a count of 'empty posts'.

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## CORPORATE SCRUTINY COMMITTEE 10<sup>th</sup> October 2023

<b>Report Title</b>	Forecast Draft Outturn for 2023/24 at 31 <sup>st</sup> July 2023 (Period 4)
<b>Report Author</b>	Janice Gotts Executive Director of Finance and Performance <a href="mailto:Janice.gotts@northnorthants.gov.uk">Janice.gotts@northnorthants.gov.uk</a>
<b>Lead Member(s)</b>	Councillor Lloyd Bunday, Executive Member for Finance and Transformation

### List of Appendices

#### Appendix A – Budget Forecast 2023/24 as at Period 4

##### 1. Purpose of Report

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- 1.1. The attached report is for consideration by this Committee. It sets out the forecast outturn for 2023/24 at Period 4 and was presented to the Executive at its meeting on 14<sup>th</sup> September 2023.

##### 2. Executive Summary

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- 2.1. This report requests that the Committee to note and comment on the report in Appendix A as presented to the Executive Committee on 14<sup>th</sup> September 2023.

##### 3. Recommendations

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- 3.1. It is recommended that the Corporate Scrutiny Committee:
- a) Note and comment on the report attached as Appendix A.
- 3.2. Reason for Recommendations – to note the forecast outturn position as at 31<sup>st</sup> July (Period 4) for 2023/24 and consider the impact on this year and future years budgets.

##### 4. Report Background

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- 4.1. Shown in **Appendix A** is the forecast outturn report as presented to the Executive at its meeting on 14<sup>th</sup> September 2023. The monitoring report sets out the material financial issues identified since the 2023/24 budget was set in February 2023.
- 4.2. The forecast Outturn position for 2023/24 at 31<sup>st</sup> July 2023 (Period 4) for the General Fund is an overspend of £7.354m and an overspend of £16k for the

Housing Revenue Account, the Dedicated Schools Grant is forecasting a £4m overspend.

## **5. Issues and Choices**

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- 5.1. There are no specific choices for this Committee arising from this report. The Committee is requested to scrutinise the financial position in accordance with the Council's Constitution.

## **6. Implications (including financial implications)**

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### **6.1. Resources and Financial**

- 6.1.1. The financial implications are set out in the report in Appendix A.

### **6.2. Legal**

- 6.2.1. As outlined in the report in Appendix A.

### **6.3. Risk**

- 6.3.1. As outlined in the report in Appendix A.

### **6.4. Consultation**

- 6.4.1. As outlined in the report in Appendix A.

### **6.5. Climate Impact**

- 6.5.1. As outlined in the report in Appendix A.

### **6.6. Community Impact**

- 6.6.1. As outlined in the report in Appendix A.

## **7. Background Papers**

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- 7.1.1. As outlined in the report in Appendix A.



## EXECUTIVE 14<sup>th</sup> September 2023

<b>Report Title</b>	<b>Budget Forecast 2023-24 at Period 4</b>
<b>Report Authors</b>	Janice Gotts, Executive Director of Finance and Performance <a href="mailto:Janice.gotts@northnorthants.gov.uk">Janice.gotts@northnorthants.gov.uk</a>
<b>Lead Member</b>	Councillor Lloyd Bunday, Executive Member for Finance and Transformation

<b>Key Decision</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Is the decision eligible for call-in by Scrutiny?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Are there public sector equality duty implications?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Applicable paragraph number for exemption from publication under Schedule 12A Local Government Act 1974</b>	

### List of Appendices

#### Appendix A – Savings Schedule

##### 1. Purpose of Report

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- 1.1. The revenue budgets (2023/24) and Medium-Term Financial Plans for North Northamptonshire Council for the General Fund and the Housing Revenue Account were approved by Council at its meeting on 23<sup>rd</sup> February 2023. The purpose of this report is to set out the forecast outturn position for the Council for 2023/24 for the General Fund the Housing Revenue Account and the Dedicated Schools Grant.
- 1.2. This monitoring report sets out the material financial issues identified since the 2023/24 budget was set, based on the income and expenditure as at the end of July 2023 (Period 4) and reflects the views of the Assistant Directors and budget managers within the Directorates.
- 1.3. As part of the ongoing monitoring process, work will continue to examine income and expenditure and activity data, against the available budgets to support the position presented and help to shape the medium-term financial plan.

## 2. Executive Summary

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- 2.1 This report provides commentary on the Council's forecast for the revenue outturn position 2023/24. This is an early indication based on information available as at Period 4 (July 2024) – the forecast position for each of the funds is as follows:
- General Fund - overspend of £7.354m - (Period 3 - £7.847m).
  - Housing Revenue Account – overspend of £16k – (Period 3 – £24k overspend).
  - Dedicated Schools Grant is forecasting a pressure of £4m (Period 3- £0k).
- 2.2 The forecast is based on the emerging data for 2023/24 and the Council will continue to assess and refine the position on a regular basis using the latest intelligence available. The forecast presented in this report is based on the best available data and information of the operations of the Council and represents the view of the Budget Holders and Directors.
- 2.3 In order to help safeguard the financial position of the Council, officers will continue to seek efficiencies in year to offset the forecast overspend. The Council has a contingency budget and reserves available to call on to help fund in-year pressures, however, it will look to achieve alternative mitigations in the first instance.
- 2.4 National factors continue to be challenging and the Council, like its residents and businesses are facing inflationary pressures which impacts on the cost of services with CPI in July 2023 at 6.8%. Alongside this, the Bank of England increased interest rates by 0.25% in August and are now at 5.25%.

## 3. Recommendations

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- 3.1 It is recommended that the Executive:
- a) Note the Council's forecast outturn position for 2023/24 as summarised in Section 4, alongside the further analysis, risks and other considerations as set out in Section 5 to Section 7 of the report.
  - b) Note the assessment of the current deliverability of the 2023/24 savings proposals in **Appendix A**.
  - c) Approve an increase in the gross budget of £471k to be funded from the Homelessness Prevention Grant for Ukraine as set out in paragraph 5.71.
- 3.2 Reason for Recommendations – to note the forecast financial position for 2023/24 as at Period 4 and consider the impact on this year and future years budgets.
- 3.3 Alternative Options Considered: The report focuses on the forecast revenue outturn against budget for 2023/24 and makes recommendations for the

Executive to note the current budgetary position as such there are no specific choices within the report.

#### 4. Report Background

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##### General Fund

- 4.1 The Council's Revenue Budget for 2023/24 was set at the Council meeting on 23<sup>rd</sup> February 2023. The overall outturn forecast for the General Fund for 2023/24, as at Period 4 is a forecast overspend of £7.354m (Period 3 - £7.847m) against a budget of £336.590m. This is summarised in the Table below.

<b>General Fund Forecast Outturn 2023/24</b>				
<b>Description</b>	<b>Net Budget</b>	<b>Forecast Position 31/03/24</b>	<b>Forecast Variance 31/03/24</b>	<b>Forecast Variance 31/03/24</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>%</b>
<b>Net Available Resources</b>	<b>337,072</b>	<b>337,072</b>	<b>0</b>	<b>0.00</b>
<b>Total Corporate Budgets</b>	<b>30,203</b>	<b>25,874</b>	<b>(4,329)</b>	<b>(14.33)</b>
Children & Education	69,693	80,029	10,336	14.83
Adults, Health, Partnerships and Housing	124,542	126,262	1,720	1.38
Public Health & Communities	8,458	8,558	100	1.18
Place & Economy	68,987	68,036	(951)	(1.38)
Enabling & Support Services	35,189	35,667	478	1.36
<b>Total Directorate Budgets</b>	<b>306,869</b>	<b>318,552</b>	<b>11,683</b>	<b>3.81</b>
<b>Total Budget</b>	<b>337,072</b>	<b>344,426</b>	<b>7,354</b>	<b>2.18</b>

**Note – Favourable variances are shown in brackets.**

- 4.2 The forecast position at Period 4 is an overspend of £7.354m (Period 3 - £7.847m). The following table summarises the overspend.

	Report Ref	Net Budget	P3 Forecast	Movement in Forecast	P4 Forecast	
		£000	£000	£000	£000	%
<b>Children &amp; Education</b>		<b>69,693</b>	<b>10,217</b>	<b>119</b>	<b>10,336</b>	<b>14.83</b>
Assistant Director of Education	5.15	5,401	538	(220)	318	5.89
Commissioning & Partnerships	5.17	1,012	(118)	0	(118)	0.00
Northamptonshire Childrens Trust - NNC Only	5.20	63,280	9,797	339	10,136	16.02
<b>Adults, Health, Partnerships &amp; Housing</b>		<b>124,542</b>	<b>970</b>	<b>750</b>	<b>1,720</b>	<b>1.38</b>
Adult Services	5.34	98,115	0	950	950	0.97
Safeguarding and Wellbeing	5.37	9,136	0	0	0	0.00
Commissioning & Performance	5.39	14,380	970	(200)	770	5.35
Strategic Housing, Development and Property Services	5.41	2,911	0	0	0	0.00
<b>Public Health &amp; Communities</b>		<b>8,458</b>	<b>0</b>	<b>100</b>	<b>100</b>	<b>1.18</b>
Public Health	5.44	0	0	0	0	0.00
Communities	5.47	8,458	0	100	100	1.18
<b>Place &amp; Economy</b>		<b>68,987</b>	<b>(77)</b>	<b>(874)</b>	<b>(951)</b>	<b>0.00</b>
Assets & Environment	5.50	4,226	(305)	(500)	(805)	0.00
Growth and Regeneration	5.52	4,351	488	(202)	286	6.57
Highways & Waste	5.54	57,332	(147)	(172)	(319)	0.00
Regulatory Services	5.56	2,426	(113)	0	(113)	0.00
Directorate Management	5.58	652	0	0	0	0.00
<b>Enabling &amp; Support Services</b>		<b>35,189</b>	<b>443</b>	<b>35</b>	<b>478</b>	<b>1.36</b>
Finance & Performance	5.59	14,814	68	174	242	1.63
Chief Executive's Office	5.61	1,604	34	0	34	2.12
Chief Information Officer	5.63	8,017	282	(14)	268	3.34
Human Resources	5.65	3,666	0	31	31	0.85
Legal & Democratic Services	5.67	5,042	59	(140)	(81)	0.00
Customer Services	5.69	2,046	0	(16)	(16)	0.00
<b>Corporate Costs</b>	5.2	<b>30,203</b>	<b>(3,706)</b>	<b>(623)</b>	<b>(4,329)</b>	<b>0.00</b>
<b>Total</b>		<b>337,072</b>	<b>7,847</b>	<b>(493)</b>	<b>7,354</b>	<b>2.18</b>

**Note – Favourable variances are shown in brackets.**

- 4.3 The net budget was increased by £482k from £336.590m in Period 2 to £337.072m in Period 3. This reflects the use of the Climate Change reserve to support the development and operation of climate change projects and initiatives which was approved by the Executive at the meeting on 12<sup>th</sup> July 2023.

## Housing Revenue Account

- 4.4 The Housing Revenue Account (HRA) is a separate ring-fenced account within the Council for the income and expenditure associated with its housing stock. The HRA does not directly impact on the Council's wider General Fund budget or on the level of council tax. Income to the HRA is primarily received through the rents and other charges paid by tenants and leaseholders.
- 4.5 Within North Northamptonshire prior to 1<sup>st</sup> April 2021 there were two HRA accounts, covering the sovereign Councils of Kettering and Corby respectively. As part of the move to a single unitary council for North Northamptonshire, there was a statutory requirement to create a single HRA for the area. Whilst North Northamptonshire Council must only operate one HRA it will, for a period of time, operate two separate Neighbourhood Accounts, these being:
- the Corby Neighbourhood Account - responsible for the stock that was managed by Corby Borough Council and
  - the Kettering Neighbourhood Account - responsible for the stock that was managed by Kettering Borough Council.
- 4.6 The Council's overall outturn forecast for the Housing Revenue Account as at Period 4, is a forecast overspend of £16k (Period 3 - £24k overspend) against the approved budget of £38.752m. This is summarised in the table below and further details are set out in Section 6. It is important to note that this is subject to continual review.

Housing Revenue Account Forecast Outturn 2023/24				
Directorate	Budget			P4 Forecast Variance at 31/03/24 £'000
	Expenditure £'000	Income £'000	Net £'000	
Corby Neighbourhood Account	21,481	(21,481)	0	(2)
Kettering Neighbourhood Account	17,271	(17,271)	0	18
<b>Net Position 2022/23 (under)/over</b>	<b>38,752</b>	<b>(38,752)</b>	<b>0</b>	<b>16</b>

## Dedicated Schools Grant

- 4.7 The Dedicated Schools Grant (DSG) is a ringfenced grant allocated to Local Authorities by the government to support a range of education related services.
- 4.8 The Council's overall outturn forecast for the DSG as at Period 4, is a forecast Net Spend of £125.200m against the approved budget of £121.200m, resulting in a pressure of £4m. This is summarised in the table below and further details are set out in Section 7. It is important to note that this is subject to continual review.

<b>Dedicated Schools Grants Forecast Outturn 2023/24</b>					
<b>Block</b>	<b>Gross Budget</b>	<b>Recoupment</b>	<b>Net Budget</b>	<b>Forecast Net Spend</b>	<b>Variance</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
Schools Block	270,284	222,910	47,374	47,374	0
Central Schools Block	3,287	0	3,287	3,287	0
High Needs Block	57,851	10,853	46,998	50,998	4,000
Early Year Block	23,541	0	23,541	23,541	0
<b>Total</b>	<b>354,963</b>	<b>233,763</b>	<b>121,200</b>	<b>125,200</b>	<b>4,000</b>

### **National Context**

- 4.9 The national, and indeed the global, economy continues to see significant inflationary pressures, with energy prices pushed to record levels, which in turn has contributed to high inflation. The Monetary Policy Committee (MPC) of the Bank of England has taken action to get inflation under control; this in part has resulted in higher interest rates.
- 4.10 The Bank of England increased the Base Rate by 0.25% to 5.25% on the 3<sup>rd</sup> of August 2023. This was the fourteenth consecutive increase since December 2021 and the rate is at its highest level for 15 years (February 2008 – 5.25%).
- 4.11 The inflation figures for July 2023 are lower than in June 2023. The 12-month CPI figure for July is 6.8% (June 7.9%) and the 12-month RPI figure for July is 9% (June is 10.7%).
- 4.12 Councils like most organisations have experienced the impact of significant price rises, particularly around fuel and energy costs (for example, the street lighting PFI). A number of services are provided under contract, and the Authority is experiencing some pressure from suppliers regarding current arrangements and any new contracts entered in to. As part of the budget setting for 2023/24, the Council included growth to address forecast inflationary increases in light of the position known at the time.
- 4.13 Further risk to Local Government funding comes from the high street as individuals have less disposable income and businesses face higher energy and supply costs. This poses a risk for the Council's future income generation from business rates should businesses cease to trade. It may also see more people seeking to access Council Tax Support and other financial support which could reduce the overall Council Tax yield. The continued increases in interest rates also have an impact on the number of new homes that are being occupied which can also have an adverse impact on the Council Tax yield.
- 4.14 Alongside this there is a recognition that the demand for services may increase which will need to be taken into account as part of financial and service planning.
- 4.15 The context of the national and global economy along with potential changes to the local government financial landscape in the future through reforms are key considerations for the Council as it continues to deliver its services for 2023/24 and will be key considerations in developing the 2024/25 draft budget proposals and the Medium-Term Financial Plan.

## 5. Overview of Forecast Position 2023/24

### Available Resources and Corporate Costs

- 5.1 The Council is responsible for the collection of local taxes (Council Tax and Business Rates). At the end of July 2023 38.60% of Council Tax had been collected (July 2022 – 38.70%). Business Rates collection was 38.79% at the end of July 2023 (July 2022 – 37.44%).

### Corporate Resources

- 5.2 The total net budget for Corporate Resources is £30.203m. The composition of the budget together with the forecast variances are shown in the following Table.

Description	Net Budget	P4 Forecast Variance	
£'000	£'000	£'000	%
Corporate Contingency	3,746	0	0.00
Minimum Revenue Provision (MRP)	7,970	0	0.00
Pay Contingency	5,708	0	0.00
Pay and Grading Review	2,479	0	0.00
Insurance	600	0	0.00
Treasury	8,830	(4,329)	(49.03)
Bad Debts Provision	870	0	0.00
<b>Total</b>	<b>30,203</b>	<b>(4,329)</b>	<b>(14.33)</b>

- 5.3 The Council's Corporate Contingency Budget for 2023/24 is £3.746m, which represents around 1% of the net budget. The contingency budget is held to meet unknown or unplanned / unbudgeted costs. At this stage the Contingency Budget is currently assumed to be used in full during the year. This will include inflationary and demand pressures as well as helping to offset the potential additional cost of the pay award, as the offer by the employers already exceeds the pay inflation allowed.
- 5.4 The Minimum Revenue Provision (MRP) reflects the minimum amount a Council must charge to the revenue budget each year to set aside a provision for repaying borrowing. This has been calculated as £7.970m which was an increase of £1.538m from 2022/23 and ensures that the provision is aligned to the MRP policy moving into the medium term.
- 5.5 The Council has set aside £5.708m in 2023-24 as a Pay Contingency to allow for annual increments and potential pay changes of 4%, with the final requirement determined by the outcome of pay negotiations, and the cost of increments. This budget will be allocated in 2023-24 once these have been agreed. The Pay award will exceed the budget as the offer by the employers already exceeds the pay inflation allowed. The forecast outturn will be updated following the conclusion of the national pay negotiations.
- 5.6 Additionally, a pressure of £2.479m was included in the 2023-24 budget, which reflected the initial costings for the implementation of the Pay and Grading

review for staff recruited to interim contracts with North Northamptonshire Council, which is predominantly staff that have been appointed since 1<sup>st</sup> April 2021. Other staff transferred across to the new unitary authority on their existing terms and conditions through TUPE arrangements. The proposals for the new pay and grading structure are yet to be agreed. At this stage the forecast costs are expected to be delivered within budget.

- 5.7 The 2023/24 budget also includes a provision of £600k relating to insurance. This is to help offset the estimated increase in the premium following a review of the future policy requirements. At present this is forecast to be spent at budget level.
- 5.8 The Treasury Management Budget amounts to £8.830m for 2023/24. The composition of the budget and the forecast outturn is as follows:

Description	Net Budget	P4 Forecast Variance
£'000	£'000	£'000
Investment Income	(3,173)	(4,983)
Borrowing Costs	11,273	0
Other Treasury Management costs	730	654
<b>Total</b>	<b>8,830</b>	<b>(4,329)</b>

- 5.9 The movement for investment income reflects the increase in the Bank of England base rate on future investments and is based on an average cash balance of £188m at a weighted average rate of 4.34% for a full year. This offsets the additional pressure of £654k; relating to increased bank charges of £232k, unrealised internal interest income of £267k and recovery of debt management expenses of £155k.
- 5.10 If interest rates remain high over the longer term this will also create risk in relation to acquiring new loans to finance future capital programmes. The current PWLB rate for borrowing over a 30-year period is around 6%, for every £1m borrowed this would be an additional interest payable of £60,000.
- 5.11 There continues to be risks around the overall cash and loan position for North Northamptonshire, not only from a volatile marketplace, but also due to the outstanding legacy audits for 2020/21 and the disaggregation of the opening position from Northamptonshire County Council. Any changes in these risks and balances will be reflected in future forecasts.
- 5.12 The bad debt provision for 2023/24 amounts to £870k – the bad debts position is based on the age of the debt which reflects the risks associated with the collection of the debt. The increase in budget is forecast to be delivered on budget.



## Directorate Budgets

- 5.13 This section of the report provides an analysis of the forecast variations against the 2023/24 General Fund for each of the Directorates as set out in the table at paragraph 4.2.

### Children's Services Directorate

- 5.14 The budget for Children's and Education Services includes the Commissioning and Partnerships including Northamptonshire Children's Trust and Education Services not funded by the Dedicated Schools Grant (DSG).

### **Assistant Director of Education**

- 5.15 The **Assistant Director of Education** is responsible for all learning, pupil attainment and achievement and school improvement functions. The forecast outturn position for the **Assistant Director of Education** is set out in the following table (Period 3 - £538k).

<b>Assistant Director of Education</b>	<b>£'000</b>
Expenditure	9,764
Income	(4,363)
<b>Net Budget</b>	<b>5,401</b>
Forecast	5,719
<b>Variance</b>	<b>318</b>

- 5.16 The forecast variance relating to the **Assistant Director of Education** is set out in the following Table and explanations for the variances are provided in the table below.

Ref	Description	Budget	Forecast Variance	
			£'000	%
		£'000	£'000	
1	Employees	8,176	582	7.11
2	Supplies and Services	1,260	(87)	(6.87)
3	Income	(4,363)	(309)	7.08
4	Other budgets	326	132	40.43
	<b>Total</b>	<b>5,399</b>	<b>318</b>	<b>5.89</b>

- 1) The budget pressure within Education Services predominantly relates to staffing costs. The Education Health and Care (EHC) service is continuing to rely heavily on interim workers to fulfil its statutory obligations. This is due to increasing level of need, a high number of vacancies, and backlog of historic assessments. The service has planned to gradually phase out the existing agency staff from July 2023. This will require recruiting and taking the initiative to actively upskill the existing staff to ensure the future needs of children, young people and their families can be met. Whilst there are service areas with substantial amount of savings on salaries, particularly Educational Entitlement (£317k), Governance (£178k), Specialist Support (£303k) and

other service areas (£40k), the salary budget forecast pressure in EHC (£1.42m), results in a net pressure of £582k.

- 2) The forecast underspend for supplies and services of £86k relates to the reduced forecast spend on professional fees and hired services in the Strategic Planning service area (£103k) and other net minor pressures of £17k. The Strategic Planning is one of the service areas contributing to the significant forecast overspend of £582k on salaries. As such, the forecast underspend of £103k will be used to partly mitigate the service's salary budget pressure.
- 3) Income has a forecast net benefit of £89k of which £338k relates to Teachers' Pensions. The budget was set at £468k, while the forecast DSG contribution is £806k. In addition, the School Improvement Monitoring and Brokering grant has now ceased, leaving the service with a pressure of £227k. The Corporate Leadership Team (CLT) has approved a contribution of £220k from the Contain Outbreak Management Fund (COMF) to mitigate pressures staffing pressure within the EHC team who provide support to the most vulnerable Children and Young People. There are other net minor pressures of £21k across the services.
- 4) In respect of the other budget areas there has been an increase in the spend against Educational Psychologist Trainees and the service is anticipating an increased bursaries payment to the respective cohort, resulting in a pressure of £48k. There are other net pressures of £84k relating to internal contributions and recharges that are not practically chargeable since the disaggregation of the budget between the North and the West.

### **Assistant Director Commissioning and Partnerships**

- 5.17 The **Assistant Director of Commissioning and Partnerships** leads the commissioning functions for Children's services across North Northamptonshire and the contract management of the Northamptonshire Children's Trust and the commissioning of education services. The Children's and Education Services remaining with the Council includes the Intelligent Client Function (ICF) for the Northamptonshire Children's Trust and the Local Authority statutory education functions as follows:
- Education Inclusion
  - Education Psychology
  - Support for children with Special Educational Needs and Disabilities (SEND)
  - School Improvement
  - Virtual Schools (lead in the North Northamptonshire Unitary Authority)
  - School admissions and school place planning
  - Early Education and Child Care
- 5.18 The forecast outturn position for the **Assistant Director of Commissioning and Partnerships** (excluding the Children's Trust) is set out in the following Table (Period 3 - £118k)

<b>Assistant Director of Commissioning and Partnerships</b>	<b>£'000</b>
Expenditure	1,157
Income	(145)
<b>Net Budget</b>	<b>1,012</b>
Forecast	894
<b>Variance</b>	<b>(118)</b>

5.19 The forecast variance relating to the **Assistant Director Commissioning and Partnerships** (excluding the Children’s Trust) is set out in following Table and explanations for the variances are provided below the Table.

Ref	Description	Budget	Forecast Variance	
			£'000	%
		£'000	£'000	
1	Employees	1,120	(148)	(13.21)
2	Income	(145)	0	0.00
3	Other budgets	38	30	78.95
	<b>Total</b>	<b>1,013</b>	<b>(118)</b>	<b>(11.65)</b>

- 1) The Commissioning and Partnerships is forecasting an underspend of £148k on staffing. The directorate is currently undertaking a staffing restructure which will include a realignment of budgets across Children's Services. Whilst the directorate is striving to spend within the approved budget provision, the outcome of the restructure will determine the subsequent forecast spend for the service.
- 2) The service is expecting to receive the budgeted income in full. The income predominantly relates to DSG funding allocation of £30k to Information Advice and Support Service (IASS).
- 3) The service will be responsible for external legal fees to support the contract management of Northamptonshire Children’s Trust. This was not initially budgeted, therefore resulting in a pressure of £30k.

### **Northamptonshire Children’s Trust**

5.20 The forecast outturn position for the **Northamptonshire Children’s Trust** is set out in the following Table (Period 3 - £9.797m)

<b>Northamptonshire Children’s Trust</b>	<b>£'000</b>
Expenditure	67,645
Income	(4,365)
<b>Net Budget</b>	<b>63,280</b>
Forecast	73,416
<b>Variance</b>	<b>10,136</b>

5.21 The forecast variance relating to the **Northamptonshire Children’s Trust** is set out in following Table and explanations for the variances are provided below the Table.

Ref	Description	Budget	Forecast Variance	
			£'000	%
		£'000	£'000	
1	Third Party Payments	67,645	10,136	14.98
2	Income	(4,365)	0	0.00
	<b>Total</b>	<b>63,280</b>	<b>10,136</b>	<b>16.02</b>

5.22 The Northamptonshire Children’s Trust delivers children’s social care and targeted early help on behalf of North Northamptonshire Council and West Northamptonshire Council. The councils set the strategic outcomes and priorities and the Trust is responsible for delivering those outcomes. Services provided by the Trust include:

- Targeted early help services to children and families.
- Front door and safeguarding services
- Support and placements for Children in Care
- Support and placements for Disabled Children
- In house fostering and residential provision
- Commissioning of external placements and contracts
- Commissioned legal services and transport for children in care.

5.23 The total contract value for the Children’s Trust is £150.938m. The Council’s share of this is £66.654m this reflects how the contract sum is split between North Northamptonshire Council (44.16%) and West Northamptonshire Council (55.84%).

5.24 The Children’s Trust are forecasting an overspend of £22.954m – this is an increase of £0.768m to that previously reported to the Executive where the forecast pressure was £22.186m. The cost to the Council based on an overspend of £22.954m is £10.136m. If these pressures are not mitigated this will pose a significant financial risk to the Council. The Trust are looking at potential mitigations, however there is a risk that this position could worsen before year end. A key risk is the delivery of the efficiency savings of £7.632m which formed part of the contract sum. At present, the Trust is forecasting that £4.159m of these savings are at risk of non-delivery, this could increase the overall pressure from £22.954m to £27.113m. The following table summarises the contract sum and the forecast variances (excluding the risk on savings).

Description	Contract Sum	Forecast Variance Period 3	Movement	Forecast Variance Period 4	
	£'000	£'000	£'000	£'000	%
Staffing	49,732	1,299	1,000	2,299	4.62
Other non staffing costs	358	0	0	0	0.00
Placements	65,376	20,230	(31)	20,199	30.90
Contracts	5,001	0	0	0	0.00
Children's Homes	3,767	116	(68)	48	1.27
Legal	4,788	511	0	511	10.67
Adoption	7,776	0	(133)	(133)	(1.71)
Transport	2,870	173	0	173	6.03
Other care	6,799	(143)	0	(143)	(2.10)
NCT Central - Other budget	(762)	0	0	0	0.00
Support Services / SLA	5,233	0	0	0	0.00
<b>Total</b>	<b>150,938</b>	<b>22,186</b>	<b>768</b>	<b>22,954</b>	<b>15.21</b>

5.25 The main pressure within the Children's Trust relates to placements for children in care – this amounts to £20.199m and is a favourable movement of £31k to that previously reported. The market and availability of placements remains challenging. The placements budget will continue to remain under pressure as it remains extremely volatile both locally and nationally. The Trust is working on how these pressures can be mitigated this year and how this can be reduced in future years. The following table provides further detail around the pressures from placements.

Description	Contract Sum	Forecast Variance Period 3	Movement	Forecast Variance Period 4	
	£'000	£'000	£'000	£'000	%
In House Fostering	8,532	99	0	99	1.16
Agecny Fostering	16,895	2,549	(124)	2,425	14.35
Independent Residential	31,087	5,561	1,473	7,034	22.63
Supported Accommodation	3,400	9,205	(516)	8,689	255.56
18+ Agency Placements	4,400	2,415	(834)	1,581	35.93
Welfare Secure	339	114	0	114	33.63
UASC	3,812	0	0	0	0.00
Remand Secure	300	234	0	234	78.00
Income	(3,389)	53	(30)	23	(0.68)
<b>Total</b>	<b>65,376</b>	<b>20,230</b>	<b>(31)</b>	<b>20,199</b>	<b>30.90</b>

5.26 The contract sum included a pay provision of 4%, this was in line with the provision that both North and West Northamptonshire Council included in their budgets. NCT are not aligned to national pay negotiations and a proposed offer aligned to West Northamptonshire Council would require additional funding of

£1.007m a formal offer is under consideration and the outturn reflects the financial impact should the offer be agreed. The forecast outturn also reflects a pressure of £1m for further staff related costs as the result of the continuation of a specialist staffing team.

- 5.27 The legal services budget remains a challenge with increasing demand and additional inflationary costs in this area. The budget forecast is a projected overspend of £511k this is unchanged to Period 3.
- 5.28 There are also pressures on transport costs of £173k, this is unchanged from Period 3 and is as a result of inflationary pressures above the net contract sum of £2.870m. There is a risk that the inflation on transport costs could be above current levels.
- 5.29 As part of the contract negotiations, it was agreed an amount of £2.243m was included for one off investments – the Council’s share of this was £991k – whilst this is subject to detailed Business Cases being provided from the Trust it is currently forecast that this will be delivered within budget.
- 5.30 The Children’s Trust Budget is monitored in year through regular meetings between officers of both North and West Northamptonshire Councils and the Trust.

### **Adults, Health Partnerships and Housing**

- 5.31 The revenue budget within this section covers Adult Social Services, Health Partnerships and Housing (excluding the HRA).
- 5.32 Under the 2014 Care Act, local authority Adults Services have a responsibility to make sure that people aged over 18 years who live in their areas are provided with personal day to day care (helping people get dressed, washed, going to the bathroom, eating etc) where they cannot do things for themselves or access family support. The service also provides other physical or psychological support to people with disabilities in order to help them live a full life. The overriding responsibility is to keep people safe and protect them from harm or neglect.
- 5.33 Care can take many forms and can be provided directly by the Council, through contracted organisations or families can receive a personal budget to buy suitable care for themselves. Although receiving formal or long-term care is subject to people meeting the Council’s eligibility criteria, the service also has a key responsibility for helping people to stay independent and preventing or delaying the need for care.

### **Assistant Director of Adult Services**

- 5.34 The **Assistant Director of Adult Services** is responsible for the strategic planning, engagement, operational and statutory delivery of Adult Social Care This includes the independent care budgets for all people aged over 18 and the social care and reablement teams. The forecast outturn position for the **Assistant Director of Adult Services** is set out in the following table (Period 2 - £0m)

<b>Assistant Director of Adult Services</b>	<b>£'000</b>
Expenditure	117,552
Income	(19,437)
<b>Net Budget</b>	<b>98,115</b>
Forecast	99,065
<b>Variance</b>	<b>950</b>

5.35 The forecast outturn relating to the **Assistant Director of Adult Services** is set out in the following table. The overspend assumes all savings detailed in **Appendix A** are achieved in year. These savings will continue to be tracked, and any impact of the achievability will form part of future reports. No variance was reported in Period 3.

Ref	Description	Budget	Forecast Variance	
			£'000	%
		£'000	£'000	
1	Employees	8,459	0	0.00
2	Third Party payments	94,231	950	1.01
3	Transfer Payments	14,258	0	0.00
4	Income	(19,437)	0	0.00
5	Other budgets	604	0	0.00
	<b>Total</b>	<b>98,115</b>	<b>950</b>	<b>0.97</b>

- 1) The employee related costs are currently forecast to be delivered on budget.
- 2) The main areas of spend in relation to Third Party Payments are in respect of independent care spend including Residential and nursing care for both 65+ year old and the 18-64 years old clients.

The service is seeing a significant increase in service demand. Client numbers have increased since April 2022 by 25% in the 65+ cohort and 15% in the 18-64 cohort with similar costs to existing cohorts. Previously there had been 14 years of stable demand in the 65+ cohort so this level of increase is unprecedented.

During 2022-23 the council received an additional £6m of one-off funding which mitigated the pressures of this increased demand, however there are currently no indications that there will be further grant funding that will offset this growth.

Thackley Green transferred on 1<sup>st</sup> July 2023 and is still in the transition stage and not yet a full capacity. This will result in additional independent care costs in the short term but will generate savings in future years.

As of August 2023, increased spend controls are being introduced within adult social care to aim to mitigate the increased demand, however it is prudent to highlight a negative movement in forecast as a result of this demand. It is important to note that whilst an additional £950k risk is being forecasted for P4, the financial risk is higher, however this is after mitigations

applied across the directorate these mitigations and interventions will be closely monitored.

- 3) The transfer payments relate to direct payments these costs are currently forecast to be delivered on budget.
- 4) The main areas of income include client contributions to care costs. This is forecast to be delivered on budget.
- 5) The main area of spend shown as Other include client transport and other support costs this is forecasted to be delivered on budget.

5.36 Due to the volatile nature of the Adults Social Care budget, there may be emerging risks whilst we progress through the financial year. This may include an unexpected increase in demand during the winter period, e.g., an increase in flu and other respiratory diseases, unexpected provider failures, additional pressures from acute hospitals, changes in caselaw and adverse weather. Mitigations would be sought to manage these pressures including, in exceptional circumstances, the use of reserves. This is an area the Council will continue to monitor closely.

#### **Assistant Director of Safeguarding and Wellbeing**

5.37 The **Assistant Director of Safeguarding and Wellbeing** is responsible for the strategic planning, engagement, operational and statutory delivery of key services for Adult Social Care. This includes ensuring services, practice and standards meet statutory requirements and that all professionals work together to deliver Making Safeguarding Personal to promote and secure the safety of local residents. The forecast outturn position for the **Assistant Director of Safeguarding and Wellbeing** is set out in the following table (Period 3 - £0k).

<b>Assistant Director of Safeguarding and Wellbeing</b>	<b>£'000</b>
Expenditure	10,130
Income	(994)
<b>Net Budget</b>	<b>9,136</b>
Forecast	9,136
<b>Variance</b>	<b>0</b>

5.38 The forecast outturn relating to the **Assistant Director of Safeguarding and Wellbeing** is set out in the following table. The forecast at Period 4 assumes that this will be delivered on budget and that the savings detailed in **Appendix A** are achieved in year. These savings will continue to be tracked, and any impact of the achievability will form part of future reports.



Description	Budget	Forecast Variance	
		£'000	%
Employees	8,884	0	0.00
Premise	396	0	0.00
Transport	324	0	0.00
Supplies and Services	526	0	0.00
Income	(994)	0	0.00
<b>Total</b>	<b>9,136</b>	<b>0</b>	<b>0.00</b>

#### Assistant Director of Commissioning and Performance

- 5.39 The **Assistant Director of Commissioning and Performance** is responsible for ensuring services, practice and standards meet statutory requirements and includes the commissioning and monitoring of Adults Social Care external contract. The forecast outturn position for the **Assistant Director of Commissioning and Performance** is set out in the following table (Period 3-£970k).

Assistant Director of Commissioning and Performance	£'000
Expenditure	24,945
Income	(10,565)
<b>Net Budget</b>	<b>14,380</b>
Forecast	15,150
<b>Variance</b>	<b>770</b>

- 5.40 The forecast variance relating to the **Assistant Director Commissioning and Performance** is set out in following table and explanations for the variances are provided below the Table.

Ref	Description	Budget	Forecast Variance	
			£'000	%
<b>1</b>	Employees	4,065	0	0.00
<b>2</b>	Third party Payments	19,564	770	3.94
<b>3</b>	Income	(10,565)	0	0.00
<b>4</b>	Other	1,316	0	0.00
	<b>Total</b>	<b>14,380</b>	<b>770</b>	<b>5.35</b>

- 1) The employee related costs are currently forecast to be delivered on budget.
- 2) The main areas of spend in relation to Third Party Payments are in respect of Better Care fund expenditure and the PPP Shaw contract.

The annual budget for the PPP Shaw contract which is for the provision of six residential care homes across North Northamptonshire for the over 65s is £9.8m. There is a forecast pressure of £970k (9.8%) in relation to this

contract. At the time the budget was set it was assumed that the inflationary increase would be £234k this was based on previous trends. The actual increase was based on average weekly earnings up to March 2023. This has been partly mitigated by £200k by delivering other contractual efficiencies.

- 3) The main income sources are the Improved Better Care Fund (£6.8m) and Client Contributions from PPP and Block purchased care provision (£1.4m). Other income sources assistive technology pool contribution of £747k, this is forecast to be delivered on budget.
- 4) Other costs amount to £1.316m and is primarily made up of Community Equipment spend, this is forecast to be delivered on budget.

### **Assistant Director Strategic Housing, Development and Property Services**

5.41 The **Assistant Director Strategic Housing, Development and Property Services** provides strategic direction and leadership for the delivery of the Housing Service and housing management, this includes support for homeless people. The forecast outturn position for the **Assistant Director Strategic Housing, Development and Property Services** set out in the following table (Period 3 - £0k).

<b>Assistant Director Strategic Housing, Development and Property Services</b>	<b>£'000</b>
Expenditure	6,751
Income	(3,840)
<b>Net Budget</b>	<b>2,911</b>
Forecast	2,911
<b>Variance</b>	<b>0</b>

5.42 The forecast outturn relating to the Assistant Director **Strategic Housing, Development and Property Services** is set out in the following table. The forecast at Period 2 assumes that the service will be delivered on budget and that any savings detailed in **Appendix A** are achieved in year. Savings will continue to be tracked and changes to the deliverability will form part of future reports.

<b>Description</b>	<b>Budget</b>	<b>Forecast Variance</b>	
		<b>£'000</b>	<b>%</b>
	<b>£'000</b>	<b>£'000</b>	
Employees	2,735	0	0.00
Premises	203	0	0.00
Supplies and Services	3,479	0	0.00
Income	(3,840)	0	0.00
Other	334	0	0.00
<b>Total</b>	<b>2,911</b>	<b>0</b>	<b>0.00</b>

5.43 All services across Adults, Health Partnerships and Housing undertake regular budget monitoring, track fluctuations in spend, and work to identify additional

efficiencies and savings to either mitigate forecasted overspends within the directorate or to contribute to the overall corporate position in year of the Council. Ongoing work continues to identify any further efficiencies, savings or income that can be identified to improve the overall position in-year, to set budgets for the following year, and in contributing to the medium-term financial strategy.

### **Public Health and Communities**

5.44 The **Director of Public Health and Wellbeing** is a statutory officer and the principal adviser on all health matters to elected members, officers, and partners, with a leadership role spanning health improvement, health protection and healthcare public health. This includes delivering core public health services in line with grant funding and statutory requirements.

5.45 The grant is ringfenced and any variances will result in a movement to or from reserves ensuring that all grant conditions are met.

<b>Director of Public Health and Wellbeing</b>	<b>£'000</b>
Expenditure	26,312
Income	(26,312)
<b>Net Budget</b>	<b>0</b>
Forecast	0
<b>Variance</b>	<b>0</b>

5.46 The forecast outturn relating to the **Director of Public Health and Wellbeing** is set out in following Table.

<b>Description</b>	<b>Budget</b>	<b>Forecast Variance</b>	
		<b>£'000</b>	<b>%</b>
	<b>£'000</b>	<b>£'000</b>	
Employees	4,753	0	0.00
Supplies & Services	3,709	0	0.00
Support Costs	1,240	0	0.00
Third Party Payments	16,492	0	0.00
Income	(26,312)	0	0.00
Other	118	0	0.00
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0.00</b>

### **Assistant Director Communities and Leisure**

5.47 The **Assistant Director Communities and Leisure** includes libraries, cultural facilities (such as museums, theatres, art galleries and heritage sites), sports and leisure facilities (such as swimming pools, tennis courts, golf, playing pitches, indoor courts/sports halls etc), archaeological archiving and activities and access to parks and open spaces for play and recreation. The Service is also responsible for community grants as well as providing education and outreach services and advice and support, encouraging physical and mental wellbeing of residents through sport and leisure-based activities The forecast

outturn position for the **Assistant Director Communities and Leisure** is set out in the following Table (Period 3 - £0k)

<b>Assistant Director Communities and Leisure</b>	<b>£'000</b>
Expenditure	17,352
Income	(8,894)
<b>Net Budget</b>	<b>8,458</b>
Forecast	8,558
<b>Variance</b>	<b>100</b>

5.48 The forecast outturn relating to the **Assistant Director of Communities and Leisure** is set out in following table and explanations for the variances are provided in the paragraphs that follow.

<b>Description</b>	<b>Budget</b>	<b>Forecast Variance</b>	
		<b>£'000</b>	<b>%</b>
	<b>£'000</b>	<b>£'000</b>	<b>%</b>
Employees	7,018	0	0.00
Premises	3,056	0	0.00
Supplies & Services	4,132	100	2.42
Third Party Payments	3,698	0	0.00
Income	(8,894)	0	0.00
Internal income	(680)	0	0.00
Other costs	128		
<b>Total</b>	<b>8,458</b>	<b>100</b>	<b>1.18</b>

- 1) The employee related costs are currently forecast to be delivered on budget.
- 2) The premises related costs are currently forecast to be delivered on budget.
- 3) The supplies and services costs are currently forecasting a pressure of £100k this is due to contractual increases. The service is continuing to look at how these costs can be mitigated.
- 4) The third-party payments are mainly made up of £2.893m for payments for the Ukraine resettlement programme these are currently forecasted to delivered on budget.
- 5) The main areas of income include £4.982m of grant income and £2.66m relating to fees and charges. This is forecast to be delivered on budget.
- 6) Other costs are forecast to be delivered on budget.

### **Place and Economy Directorate**

5.49 The Place and Economy budget covers the following four functional areas plus Management Costs:

- Assets and Environment
- Growth and Regeneration

- Highways and Waste
- Regulatory Services

### Assistant Director Assets and Environment

5.50 The **Assistant Director Assets and Environment**, includes Facilities Management, Property Estate Management, Energy and Fleet Management, Grounds Maintenance, Parks and Open Spaces and On and Off-street parking enforcement. It also includes Asset and Capital Management of the Council's corporate assets and capital programmes, together with the effective management of the Council's strategic assets and landholdings. Key income and cost drivers include parking income, number of visitors to country parks and open space, demand for commercial rental spaces, use of corporate workspaces and use of energy. The forecast outturn position for the **Assistant Director of Assets and Environment** is set out in the following table (Period 3 - £305k).

<b>Assistant Director Assets and Environment</b>	<b>£'000</b>
Expenditure	26,125
Income	(21,899)
<b>Net Budget</b>	<b>4,226</b>
Forecast	3,421
<b>Variance</b>	<b>(805)</b>

5.51 The forecast variance relating to the **Assistant Director Assets and Environment** is set out in following Table and explanations for the variances are provided below the Table.

Ref	Description	Budget	Forecast Variance	
			£'000	%
		£'000	£'000	
1	Employees	10,320	(310)	(3.00)
2	Premises	9,276	(330)	(3.56)
3	Transport	4,961	(219)	(4.41)
4	Supplies and Services	1,966	150	7.63
5	Third Party Payments	1,026	(66)	(6.43)
6	Income	(21,899)	(71)	0.32
7	Other	(1,424)	41	(2.88)
	<b>Total</b>	<b>4,226</b>	<b>(805)</b>	<b>(19.05)</b>

- 1) The underspend of £310k (3%) against Employees relates to staff underspends from vacant posts due to ongoing work on restructures. Work is underway to recruit to posts through the restructure during 2023/24.
- 2) The main areas of spend within Premises are Business Rates (£1.565m), Utilities (£3.426m), Building Repairs and Maintenance (£1.522m), Rents and Services Charges (£985k), Building cleaning (£607k) and other premises costs of £1.177m.

There is a pressure of £150k (9.8%) which relates to the increased repairs and maintenance work required across the asset portfolio to maintain them at an acceptable standard. Other minor pressures amount to £20k.

There is a saving of £500k which relates to an underspend against Utilities across the service. The Utility contracts are currently under review to ensure the best tariffs are utilised.

- 3) The main areas of spend within Transport relates to Vehicle leasing (£2.918m), Fuel (£1.373m) and other transport costs of £676k.

There is a saving of £219k (15.9%) based on the current cost of fuel being lower than anticipated and reflects the reduction in the cost of fuel.

- 4) There is a pressure of £150k (56% of the £265k Equipment and Tools Budget) within Supplies and Services which relates to the maintenance of play equipment (£75k) and carbon reduction initiatives for electric vehicle charge points (£75k).

- 5) There is a saving of £66k which predominately relates to a £44k management fee saving for business centres operated by the council, with other minor favourable variations of £22k.

- 6) The main income sources are Rent and Leases (£17.217m), Parking Income (£1.680m) and various other forms of income amounting to £2.967m.

There is a pressure of £86k relating to external income that the Council had budgeted to receive to fund posts for projects such as Corby Town Funds. This pressure is offset by additional grant funding received for tree maintenance within Environment Services of £116k (51% of £226k Grants budget) and additional income from rent reviews of £99k. There are other minor pressures amounting to £58k.

- 7) Other minor net pressures amount to £41k.

### **Assistant Director Growth and Regeneration**

- 5.52 The **Assistant Director Growth and Regeneration** includes Planning Services, Economic Development, Growth and infrastructure, Regeneration, Digital Infrastructure, Climate Change and Flood and Water Management. Key income/costs drivers include local demand and volume of Planning services, including major development fees, availability of Planning resources e.g., Surveyors and demand for economic activities. The forecast outturn position for the **Assistant Director of Growth and Regeneration** is set out in the following Table (Period 3 - £488k).

<b>Assistant Director Growth and Regeneration</b>	<b>£'000</b>
Expenditure	9,208
Income	(4,857)
<b>Net Budget</b>	<b>4,351</b>
Forecast	4,637
<b>Variance</b>	<b>286</b>

5.53 The forecast variance relating to the **Assistant Director Growth & Regeneration** is set out in following Table. Explanations for the variances are provided below the Table.

Ref	Description	Budget	Forecast Variance	
			£'000	%
		£'000	£'000	
1	Employees	6,068	242	3.99
2	Supplies and Services	2,991	225	7.52
3	Income	(4,857)	(155)	3.19
4	Other	149	(26)	(17.45)
	<b>Total</b>	<b>4,351</b>	<b>286</b>	<b>6.57</b>

- 1) There is a pressure of £242k (4%) within Employees which relates to agency costs to cover vacant posts, which are predominantly covering vacancies due to the restructure of the service and challenges with recruiting hard to fill posts, particularly in the Planning Management and Flood & Water Management Teams. Work is underway to recruit to these posts following the restructure in 2023/24.
- 2) There is a pressure of £225k within Supplies and Services. This variance relates to professional and legal fees associated with appeals and judicial reviews within Planning Management and Enforcement. The budget amounts to £152k and results in a pressure of around 148%
- 3) The main income sources are Planning Income (£2.773m) and other income which amounts to £616k. There is currently additional income of £155k (5.5%) forecast for planning income based on received and forecasted income for the financial year. The additional income relates to a couple of major applications received in Period 4.

The Department for Levelling Up, Housing and Communities responded to its consultation on increasing planning fees and performance which will result in an increase to Fees and Charges relating to Planning applications from 1<sup>st</sup> October 2023. This has been projected into the forecast for 2023/24. It should be noted that the forecast for the remaining year is influenced by the result of the current economy, with both inflationary cost increases and an increased cost of borrowing detrimentally affecting investment in development.

- 4) There are minor savings amounting to £26k.

## Assistant Director Highways and Waste

5.54 The **Assistant Director for Highways and Waste** includes street cleaning, waste and recycling collections and disposals, including the household waste and recycling centres and Transport Management. The highways services maintain the extensive network of public roads, footpaths, and rights of way, including highway related infrastructure such as streetlights, traffic signals, bridges, gullies, and highway trees. Services also include School Transport and Concessionary fares. Key cost drivers include the tonnes of waste materials collected from households, businesses, and litter bins for recycling and disposal, variations to costs per tonnage, investment on various highway assets, as well as the impact of extreme weather conditions, school age population for school transport and the agility of the older population for concessionary fares. The forecast outturn position for the **Assistant Director of Highways and Waste** is set out in the following Table (Period 3 - £147k).

<b>Assistant Director Highways and Waste</b>	<b>£'000</b>
Expenditure	67,130
Income	(9,798)
<b>Net Budget</b>	<b>57,332</b>
Forecast	57,013
<b>Variance</b>	<b>(319)</b>

5.55 The forecast variance relating to the **Assistant Director for Highways and Waste** is set out in following Table. Explanations for the variances are provided below the Table.

Ref	Description	Budget	Forecast Variance	
		£'000	£'000	%
1	Employees	9,803	62	0.63
2	Supplies and Services	7,768	16	0.20
3	Transport	21,666	(381)	(1.76)
4	Third Party Payments	28,723	87	0.30
5	Income	(9,798)	(127)	1.30
6	Other	(831)	24	(2.89)
	<b>Total</b>	<b>57,332</b>	<b>(319)</b>	<b>(0.56)</b>

- 1) There is a pressure on Employees of £62k relating to agency costs within Highways services for interim cover whilst work is carried out to recruit to posts and complete the Waste procurement project.
- 2) There is a minor pressure of £16k within Supplies and Services.
- 3) The main areas of spend within Transport relate to contract payments for Home to School Transport, Social Care Transport and Concessionary payments to transport operators.

The Department for Transport had requested that authorities continue to reimburse bus operators based on the average number of journeys in the



winter months prior to the COVID-19 outbreak (December 2019 to February 2020).

The alternative is that the Council reverts to paying bus operators on the actual number of journeys. Reimbursing bus operators based on the average rather than the actual usage is estimated to be between £500k and £700k higher. The Council's support to the bus industry helps safeguard local bus services for residents throughout the pandemic and during the recovery period. The forecast underspend is £373k (13% of £2.868m Concessions budget).

The DFT are rebasing the reimbursement methodology for 2024/25 and announcements around this will be made later this year.

Other minor savings amount to £8k.

- 4) The main areas of spend relate to Waste Disposal (£17.470m), Street Lighting (£6.638m) and Highways Maintenance (£4.157m) and other third-party payments of £1.757m. These are currently forecast to come in on budget. There are budgetary challenges with regard to Highways Maintenance and the increased requirement for repairs due to the deterioration of the highway network, together with the effect of inflation on the cost of services. Work is ongoing to identify how the service can be delivered differently in order to remain within the allocated budget; this may require a change in approach to maintaining the highways network.

There is a of £87k pressure relating to the Waste disposal due to increased tonnage levels.

- 5) There is a variance of £20k within income which relates to the Garden Waste subscription service performing better than initially predicted. It is worth noting that whilst subscriptions have gone up the associated costs to deliver the service have also increased.

There is also additional income of £107k (34% of £307k Highways income budget) for Highways regulations and investigation searches arising because of higher-than-expected residential developments coming forwards, house sales and utility works.

- 6) Other minor pressures amount to £24k.

### **Assistant Director Regulatory Services**

- 5.56 The **Assistant Director Regulatory Services** includes Bereavement Services, Building Control, Emergency Planning, Environmental Health, Trading Standards, and the Travellers Unit. The main income and cost drivers include the local economy and market for Building Control income, age/morbidity demographic rate for bereavement services (burials and cremations), public health demand for Environmental Health services, and legal/statutory obligations for building regulations and licensing. The forecast outturn position for the **Assistant Director of Regulatory Services** is set out in the following table (Period 3 - £113k).

<b>Assistant Director Regulatory Services</b>	<b>£'000</b>
Expenditure	6,854
Income	(4,428)
<b>Net Budget</b>	<b>2,426</b>
Forecast	2,313
<b>Variance</b>	<b>(113)</b>

5.57 The forecast variance relating to the **Assistant Director Regulatory Services** is set out in following Table. Explanations for the variances are provided below the Table.

Ref	Description	Budget	Forecast Variance	
			£'000	%
			£'000	%
1	Employees	5,186	(146)	(2.82)
2	Premises	690	26	3.77
3	Income	(4,428)	15	(0.34)
4	Other	978	(8)	(0.82)
	<b>Total</b>	<b>2,426</b>	<b>(113)</b>	<b>(4.66)</b>

1) There is an underspend of £146k (2.8%) within Employees relating to salary savings which is offsetting the pressure on agency costs to support service delivery across Regulatory Services pending the restructuring of the service during 2023/24. An MTFP saving for 2023/24 of £185k for the restructure within Regulatory Services was approved of which £95k has been identified, leaving a pressure of £90k which will be covered by vacancies across the service. Work is currently being undertaken within the service area to deliver the saving.

2) The main areas of spend relate to Grounds Maintenance (£266k), Business Rates (£135k), Utilities (£213k) and other premises costs of £76k.

There are minor pressures of £26k within premises relating to increased business rates and utility pressures in Bereavement Services.

3) The main income sources are Bereavement Services (£2.226m), Building Control Income (£1m), Licensing Income (£936k), other minor income sources which amount to £266k.

The overall income forecast is a pressure of £15k. The forecast outturn for income from Bereavement Services is £111k higher than budget this is reflective of the 2022/23 outturn and activity levels remain similar to 2023/24. This is offset by a pressure on Building Control Income where income levels are forecast to be £126k lower than budget with the forecast being based on 2022/23 activity levels. Other forms of income are forecast to be delivered on budget.

4) There are minor net savings amounting to £8k.

## Place and Economy Management

- 5.58 This area includes the management costs for the Place and Economy Directorate and is forecast to be on budget (Period 3 - £0k).

<b>Directorate Management</b>	<b>£'000</b>
Expenditure	652
Income	0
<b>Net Budget</b>	<b>652</b>
Forecast	652
<b>Variance</b>	<b>0</b>

## Enabling & Support Services

### Finance, Performance, Procurement and Revenues and Benefits Service

- 5.59 The **Finance, Performance and Procurement Service** is responsible for leading the management, development, performance and continuous improvement of all Finance, Audit and Risk services and leading on, all aspects of procurement delivery, category management, commissioning and contract management within the Council. The **Revenue and Benefits Service** is responsible for the collection of both Council Tax and Business Rates and in assessing, awarding and payments of benefits. The forecast outturn position for **Finance, Performance, Procurement and Revenues and Benefits Service** for is set out in the following Table (Period 3 - £68k).

<b>Finance, Performance, Procurement and Revenue and Benefits Service</b>	<b>£'000</b>
Expenditure	83,605
Income	(68,791)
<b>Net Budget</b>	<b>14,814</b>
Forecast	15,056
<b>Variance</b>	<b>242</b>

- 5.60 The forecast variance relating to the **Finance, Performance, Procurement and Revenues and Benefits Service** is set out in following Table. Explanations for the variances are provided below the Table.

Ref	Description	Budget	Forecast Variance	
			£'000	%
		£'000	£'000	%
1	Employees	16,083	(112)	(0.70)
2	Supplies & Services	2,403	300	12.48
3	Transfer Payments	64,711	0	0.00
4	Other	408	(31)	(7.60)
5	Income	(68,791)	85	(0.12)
	<b>Total</b>	<b>14,814</b>	<b>242</b>	<b>1.63</b>

- 1) Employees is forecast to be delivered under budget by £112k (Period 3 - £0k) due to staff savings within the procurement team.
- 2) Within Supplies and Services, the main areas of spend are Audit fees (£848k) and Insurance premiums (£1.140m). There are forecast pressures of £300k relating to an increase in Insurance premiums (Period 3 - £0k).
- 3) Transfer Payments relate to Housing Benefit payments, which are forecast to be delivered on budget.
- 4) Amounts shown within Other costs are largely payments to the lead authority board (£619k) for shared services provided to the Council. There is a forecast net saving of £31k (Period 3 - £53k pressure). This is due to a pressure in the Account Payable and Accounts Receivable functions (£85k) being offset by savings on payments to other authorities and historic LGSS inter-authority charge budgets (£116k).
- 5) The main areas of income are Housing Benefit Subsidy and income received from the government to cover the costs of collecting NNDR & Council Tax income. There is a forecast pressure of £85k (Period 3 - £15k) arising from legacy income targets, which are not achievable.

### **Chief Executive's Office**

- 5.61 The functions managed through the **Chief Executive's Office** include the Chief Executive, the Assistant Chief Executive, Executive Support, Communications, Consultation, Engagement and Corporate Equalities, Print Room and the Web Team. The service supports teams across the authority, providing leadership and strategic direction to secure a cohesive and coordinated approach to the delivery of improved organisation-wide service provision, resource allocation and prioritisation. The forecast outturn position for the **Chief Executive's Office** is set out in the following Table (Period 3 - £34k).

<b>Chief Executive's Office</b>	<b>£'000</b>
Expenditure	1,631
Income	(27)
<b>Net Budget</b>	<b>1,604</b>
Forecast	1,638
<b>Variance</b>	<b>34</b>

- 5.62 The forecast variance relating to the Chief Executive's Office is set out in following Table. Explanations for the variances are provided below the Table.

Ref	Description	Budget	Forecast Variance	
			£'000	%
		£'000	£'000	%
1	Employees	2,051	0	0.00
2	Supplies & Services	442	34	7.69
3	Other	(862)	0	0.00
4	Income	(27)	0	0.00
	<b>Total</b>	<b>1,604</b>	<b>34</b>	<b>0.02</b>

- 1) Employee related costs are expected to be delivered on budget.
- 2) The main areas of spend within Supplies and Services are printing and postage costs for the corporate print and post rooms. The pressure is, however, due to inflationary increases in corporate subscriptions (£18k) and other minor pressures (£16k). This is unchanged from Period 3.
- 3) 'Other' spend relates to internal recharges.
- 4) The income budget relates to printing on behalf of third-party organisations and is forecast to be delivered on budget.

#### Chief Information Officer

5.63 The **Chief Information Officer** is responsible for the delivery of efficient and effective management of all aspects of IT operations, Digital, IT programmes of work, IT commercial contracts and supplier relationships, IT Service delivery teams and for transforming the IT and Digital Services team. This includes managing IT services provided by West Northamptonshire Council. The forecast outturn position for the **Chief Information Officer** is set out in the following Table (Period 3 - £282k).

Chief Information Officer	£'000
Expenditure	8,019
Income	(2)
<b>Net Budget</b>	<b>8,017</b>
Forecast	8,285
<b>Variance</b>	<b>268</b>

5.64 The forecast variance relating to the **Chief Information Officer** is set out in following Table and explanations for the variances are provided below the Table.

Description	Budget	Forecast Variance	
		£'000	%
Employees	1,855	177	9.54
Supplies & Services	3,090	0	0.00
Third Party Payments	3,682	91	2.47
Other	(610)	0	0.00
<b>Total</b>	<b>8,017</b>	<b>268</b>	<b>3.34</b>

- 1) Employee costs are forecast as a pressure of £177k (Period 3 - £191k). This includes a pressure of £91k which relates to costs that were previously capitalised. These costs can no longer be treated as capital where the system is Cloud based, as this is a revenue cost. A further £169k relates to agency costs and these are partially offset by forecast savings from vacant posts of £83k.
- 2) The main areas of spend in Supplies and Services are software license costs, data line rental and telephone costs. These are expected to be delivered on budget.
- 3) Third Party Payments relate to the shared IT service with WNC. The pressure reflects estimated inflationary increases from the Service Level Agreement (SLA) with WNC which amounts to £91k (Period 3 £91k). Detailed work is ongoing to identify and evaluate other pressures within the WNC IT SLA.
- 4) 'Other' relates to internal income recharges and these are forecast to be delivered on budget.

## **Customer and Governance**

### **Assistant Director of Human Resources**

- 5.65 The **Assistant Director of Human Resources** is responsible for the leadership, development and implementation of relevant strategies for the area and council, enabling the delivery of corporate HR priorities, including HR Advisory, Workforce Planning & Development, Learning & Development and Health & Safety. The forecast outturn position for the **Assistant Director of Human Resources** is set out in the following Table (Period 3 - £0k).

<b>Assistant Director of Human Resources</b>	<b>£'000</b>
Expenditure	5,203
Income	(1,537)
<b>Net Budget</b>	<b>3,666</b>
Forecast	3,697
<b>Variance</b>	<b>31</b>

- 5.66 The forecast outturn relating to the **Assistant Director of Human Resources** is set out in following Table:

Ref	Description	Budget £'000	Forecast Variance	
			£'000	%
1	Employees	4,934	0	0.00
3	Supplies & Services	504	31	6.15
4	Third Party Payments	418	0	0.00
4	Other	(653)	0	0.00
5	Income	(1,537)	0	0.00
	<b>Total</b>	<b>3,666</b>	<b>31</b>	<b>0.85</b>

- 1) Employee related costs are expected to be delivered on budget.
- 2) The main areas of spend in Supplies and Services arise from work on the Pay & Grading project (£100k) and IKEN licences (£91k). While these are forecast to be delivered on budget, there is a forecast pressure of £31k from an increased demand for learning and development within the Adults Directorate.
- 3) The main area of spend in Third Party payments is the recharge from WNC for the shared Payroll function.
- 4) 'Other' relates to support service recharges. These are expected to be delivered on budget.
- 5) The main areas of income relate to the Inter Authority Agreements (IAA) with WNC and NCT. These are expected to be delivered on budget.

### Assistant Director of Legal and Democratic Services

5.67 The **Assistant Director of Legal and Democratic Services** is responsible for developing and delivering a strong governance and ethical framework and is responsible for contract management of the legal services provided through Pathfinder Law and the management of the internal Legal Services Team, Democratic & Election Services, FOI & Data Governance and Registration and the & Coroners Services. The forecast outturn position for the **Assistant Director of Legal and Democratic Services** is set out in the following Table (Period 3 - £59k).

Assistant Director of Legal and Democratic	£'000
Expenditure	5,938
Income	(896)
<b>Net Budget</b>	<b>5,042</b>
Forecast	4,961
<b>Variance</b>	<b>(81)</b>

5.68 The forecast variance relating to the **Assistant Director of Legal Services** is set out in the following Table and explanations for the variances are provided below the Table.

Ref	Description	Budget	Forecast Variance	
			£'000	%
		£'000	£'000	
1	Employees	3,705	(185)	(4.99)
3	Supplies & Services	1,962	(12)	(0.61)
3	Third Party Payments	762	100	13.12
4	Other	(491)	16	(3.26)
5	Income	(896)	0	0.00
	<b>Total</b>	<b>5,042</b>	<b>(81)</b>	<b>(1.61)</b>

- 1) The forecast underspend on the Employees budget (£185k) is due to vacancies (£943k), which is partially offset by the use of agency staff (£758k).
- 2) The main areas of expenditure within Supplies and Services are members allowances, ward initiative funds and external legal fees. There are minor forecast savings of £12k (Period 3 - £0k).
- 3) The main area of spend within Third Party Payments is the shared coroners service with WNC, where there is a forecast pressure of £100k (Period 3 - £59k). This is as a result of a change in supplier for lab work due to performance issues, which has resulted in higher contract costs.
- 4) 'Other' relates mainly to support service recharges, members travel expenses and staff mileage. There is a forecast pressure of £16k (P3 no variance) relating to a series of minor items.
- 5) The main areas of income are Legal fees (£200k) and Registration fees (£630k). There are also other minor income sources within the service amounting to £66k. These are forecast to come in on budget.

### Assistant Director of Customer Services

- 5.69 The **Assistant Director of Customer Services** is responsible for leading and implementing the transformation and aggregation of all the Customer Service and Complaints teams and for setting the key priorities and direction for Customer Services and Complaints in line with the corporate plan. The role is also responsible for the leadership, development and implementation of customer and digital strategies for the council, to deliver an improved customer experience and the administration of the 'Blue Badges' parking scheme. The forecast outturn position for the **Assistant Director of Customer Services** is set out in the following Table (Period 3 - £0k).

Assistant Director Customer Services	£'000
Expenditure	2,154
Income	(108)
<b>Net Budget</b>	<b>2,046</b>
Forecast	2,030
<b>Variance</b>	<b>(16)</b>



5.70 The forecast outturn relating to the **Assistant Director of Customer Services** is set out in the following Table.

Ref	Description	Budget	Forecast Variance	
			£'000	%
		£'000	£'000	
1	Employees	2,862	0	0.00
2	Supplies & Services	159	(16)	(10.06)
3	Other	(867)	0	0.00
4	Income	(108)	0	0.00
	<b>Total</b>	<b>2,046</b>	<b>(16)</b>	<b>(0.78)</b>

- 1) Employees costs are expected to be delivered on budget.
- 2) The main area of spend within Supplies and Services relates to the issuing of Blue badges (£70k). There is a saving of £16k (Period 3 - £0k) arising from a series of minor budgets across Supplies & Services.
- 3) 'Other' budgets are internal recharges and are expected to be delivered on budget.
- 4) The income budget relates to the issuing of blue badges (£80k) and rent from the NHS Phlebotomy unit in the Kettering Offices (£28k). These are anticipated to be delivered on budget.

5.71 A Homelessness Prevention Grant – Homes for Ukraine Funding Top Up Grant has been awarded to local authorities. The purpose of the grant is to provide support to authorities in maximising wider prevention of homelessness activities and reducing reliance upon temporary accommodation in the current financial year. The Council's allocation is £471,928 which represents around 0.43% of the national allocation of £109m. Members are asked to approve the inclusion of this funding and additional expenditure.

## **6 Housing Revenue Account**

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6.1 Within North Northamptonshire prior to 1<sup>st</sup> April 2021 there were two HRA accounts, covering the sovereign Councils of Kettering and Corby respectively. As part of the move to a single unitary council for North Northamptonshire, there was a statutory requirement to create a single HRA for the area. Whilst North Northamptonshire Council must only operate one HRA it will, for a period of time, operate two separate Neighbourhood Accounts (Corby Neighbourhood Account and the Kettering Neighbourhood Account).

### **Corby Neighbourhood Account**

6.2 The forecast position for the Corby Neighbourhood Account at the end of Period 4 shows an underspend of £2k (Period 3 - £8k underspend). This is summarised in the following Table:

<b>Corby Neighbourhood Account</b>			
	<b>Current Budget 2023/24</b>	<b>Projection P4 2023/24</b>	<b>Forecast Variance</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>
<b>INCOME</b>			
Rents - Dwellings Only	20,692	20,684	8
Service Charges	641	607	34
HRA Investment Income	148	148	0
<b>Total Income</b>	<b>21,481</b>	<b>21,439</b>	<b>42</b>
<b>EXPENDITURE</b>			
Repairs and Maintenance	6,440	6,440	0
General Management	5,438	5,438	0
HRA Self Financing	2,125	2,125	0
Revenue Contribution to Capital	4,875	4,875	0
Transfer To / (From) Reserves	807	807	0
Special Services	1,014	1,014	0
Other	782	738	(44)
<b>Total Expenditure</b>	<b>21,481</b>	<b>21,437</b>	<b>(44)</b>
<b>Net Operating Expenditure</b>	<b>0</b>	<b>(2)</b>	<b>(2)</b>

- 6.3 The forecast position for rental income from dwellings at Period 4 is £8k lower than budget – a rent gain of £68k is a result of the Right to Buy Sales being 15 less than the budgeted amount of 50 in 2022/23, resulting in a higher number of dwellings on 1st April 2023 resulting in a higher rental yield. RTB sales were budgeted at 50 the current forecast is 45 which results in a rent gain of £11k being the part year effect from RTB sales. The reduction is in part from the current economic climate and the increased costs in borrowing, however, this is reduced by a shortfall of £87k due to lost income from a higher void rate. The number of sales and void rates are areas that will be closely monitored during the course of the year.
- 6.4 The pressure on income from Service Charges is £34k this is a result of a £19k increase in the budget not being realised and £15k of optional emergency alarm charges not being taken up in the sheltered schemes.
- 6.5 The forecast position for Period 4 includes a reduction in expenditure of £44k (Period 3 - £44k) - this is as a result of the contribution to the Bad Debts provision being lower than budget - owing to improved collection rates resulting in a lower level of rent arrears.
- 6.6 The Council made provision for a 4% pay award in 2023-24 the Pay award will exceed the budget as the offer by the employers already exceeds the pay inflation allowed. The forecast outturn will be updated following the conclusion of the national pay negotiations and any additional pressures up to £66k would initially be funded from the contingency budget.

### **Kettering Neighbourhood Account**

- 6.7 The forecast position for the Kettering Neighbourhood Account at the end of Period 4 shows an overspend of £18k (Period 3 - £32k overspend). This is summarised in the following Table:

<b>Kettering Neighbourhood Account</b>			
	<b>Current Budget 2023/24</b>	<b>Projection P4 2023/24</b>	<b>Forecast Variance</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>
<b>INCOME</b>			
Rents - Dwellings Only	16,763	16,735	28
Service Charges	487	447	40
HRA Investment Income	21	21	0
<b>Total Income</b>	<b>17,271</b>	<b>17,203</b>	<b>68</b>
<b>EXPENDITURE</b>			
Repairs and Maintenance	4,632	4,632	0
General Management	2,988	2,988	0
HRA Self Financing	4,986	4,986	0
Revenue Contribution to Capital	3,268	3,268	0
Transfer To / (From) Reserves	(565)	(565)	0
Special Services	1,257	1,257	0
Other	705	655	(50)
<b>Total Expenditure</b>	<b>17,271</b>	<b>17,221</b>	<b>(50)</b>
<b>Net Operating Expenditure</b>	<b>0</b>	<b>18</b>	<b>18</b>

- 6.8 The forecast position for rental income from dwellings at Period 4 is £28k lower than budget – a rent gain of £67k is a result of the Right to Buy Sales being 14 less than the budgeted amount of 30 in 2022/23, resulting in a higher number of dwellings on 1<sup>st</sup> April 2023 resulting in a higher rental yield. RTB sales were budgeted at 30 the current forecast is 20 which results in a rent gain of £24k being the part year effect from RTB sales. The reduction is in part from the current economic climate and the increased costs in borrowing, however, this is reduced by a shortfall of £119k due to lost income from a higher void rate. The number of sales and void rates are areas that will be closely monitored during the course of the year.
- 6.9 There are pressures of £40k as a result of income from service charges being lower than budget.
- 6.10 The forecast position for Period 4 is a reduction in expenditure of £50k - this is as a result of the contribution to the Bad Debts provision being lower than budget - owing to higher collection on arrears (Period 3 - £50k).
- 6.11 The Council made provision for a 4% pay award in 2023-24 the Pay award will exceed the budget as the offer by the employers already exceeds the pay inflation allowed. The forecast outturn will be updated following the conclusion of the national pay negotiations and any additional pressures up to £176k would initially be funded from the contingency budget.
- 6.12 There could be further pressures to the two Neighbourhood Accounts as the HRA holds a depreciation charge that recognises the cost of managing and maintaining the Council stock at the current level. This funding represents a revenue cost to the HRA that is then used to support the capital programme to deliver the required enhancements to the stock to keep it fit for purpose. The

revenue contribution to capital expenditure as a minimum must equal the depreciation charge and the value of the housing stock has increased resulting in a higher Revenue Contribution to Capital, the actual valuations will be confirmed as part of the final accounts process. These pressures would be mitigated by utilising the attributable debt from Right to Buy Sales.

## 7 Dedicated Schools Grant

- 7.1 The Dedicated Schools Grant (DSG) is a ring-fenced specific grant allocated to the Council by the Government to support a range of education related services.
- 7.2 The Department for Education (DfE) currently operate a four-block funding model for funding schools and pre-16 education including early years as set out in the following table:

<b>Dedicated Schools Grant (DSG)</b>			
<b>Schools Block</b>	<b>Central Schools Services Block</b>	<b>High Needs Block</b>	<b>Early Years Block</b>
The School's Block is the largest element of the DSG and is allocated to Schools and Academies for day-to-day spending in their individual budgets.	The Central Schools Block provides funding for local authorities to carry out central functions on behalf of maintained schools and academies.	The High Needs funding system supports provision for Children and Young People with Special Educational Needs and Disabilities (SEND) from their early years to age 25.	The Early Years Block provides funding for 2-, 3- and 4-year-olds.

- 7.3 The total DSG Budget for 2023/24 amounts to £354.963m. After allowing for recoupment, which is where a local authority's DSG allocation is adjusted to reflect the grant that has been paid direct to academies, the net budget for the Council is £121.200m. The forecast outturn is showing a pressure of £4m, this is summarised in the following Table:

<b>Dedicated Schools Grants Forecast Outturn 2023/24</b>					
<b>Block</b>	<b>Gross Budget</b>	<b>Recoupment</b>	<b>Net Budget</b>	<b>Forecast Net Spend</b>	<b>Forecast Variance</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
Schools Block	270,284	222,910	47,374	47,374	0
Central Schools Block	3,287	0	3,287	3,287	0
High Needs Block	57,851	10,853	46,998	50,998	4,000
Early Year Block	23,541	0	23,541	23,541	0
<b>Total</b>	<b>354,963</b>	<b>233,763</b>	<b>121,200</b>	<b>125,200</b>	<b>4,000</b>

7.4 The national pressure on services to support the education of children with additional needs is well documented. This has been exacerbated by the ongoing impacts of COVID on children and young peoples health and wellbeing. Many Councils are struggling to contain expenditure within the budget available to meet needs. The mitigation actions that are available often have front loaded costs and benefits are felt over the course of many years. Whilst funding has been increased, this has not reflected the full increase in needs that are being identified.

7.5 In the financial year 2022/23 NNC reported an overspend of £1.8m on the HNB. This was offset against the historic surplus of £2.5m that had been brought forward from 2021/22, leaving a reserves balance of £700k. For 2023/24, pressures have continued to increase, and it is now forecast that the HNB overspend will be around £4.7m. The remaining reserves of £0.7m have been used to mitigate this, leaving a forecast overspend of £4m however the net overspend for 2023/24 is not dissimilar to 2022/23 when adjusting for one-off pressures (£1m) and the decision to not request Schools Forum to agree to a transfer from the Schools Block to the HNB (£1.7m), which would have resulted in a pressure of around £2m. The composition of these pressures prior to the use of reserves is as follows:

- The ongoing increase in the number of requests for Education, Health and Care Plans (EHCP), at Early Years and statutory school age, has exceeded the rate that was used in setting the budget, this pressure is forecast to be around £1.7m.
- A greater proportion of EHCP identifying high level needs and requiring higher levels of funding to be fully met, this pressure is forecast to be around £500k.
- Sufficiency issues in local SEND placements meaning greater use of Independent Providers at significantly higher cost, this pressure is forecast to be around £1.5m.
- The identification of historic commitments that remain outstanding and must now be paid is a one-off pressure and amount to around £500k.
- The cost of mitigation measures that are being implemented to reduce future pressures in the HNB, is forecast to be around £500k.

7.6 Significant work has already been undertaken to put in place actions to mitigate pressures, these include:

- Collaborative work with two local special schools to create outreach service to support inclusion in mainstream settings and identify needs, and strategies to mee these, at the earliest opportunity.
- The creation of additional SEND places in Special Schools and Special School satellite provision on mainstream school sites.
- The creation of new SEND units in mainstream schools.

- Development of an early Years SEND provision.
- Partnership working with an outstanding Alternative Provision (AP) Academy Trust to create new capacity in NNC.
- Improved commissioning arrangements with independent providers to control costs and provide greater consistency of delivery.
- Joint commissioning work with health services to improve and widen provision of Speech and Language services.
- Greater focus on the Annual Review process to identify where needs have reduced or an EHCP is no longer required.
- Investment in the EHCP team to ensure needs are assessed in as accurate and timely manner as possible.
- Improved decision-making processes that ensure thresholds and funding decisions are robust and consistent.

7.7 This work is ongoing, and a key focus will be the identification of opportunities to create further capacity. NNC was not successful in a bid to DfE for a new Special Free School in the area, as such other routes to creating this capacity are being investigated. A separate bid for a Free AP provision is with DfE and an outcome is expected shortly.

7.8 Further opportunities to create SEND places are being developed in partnership with local Special and Mainstream schools. The impact of the outreach services is being assessed with a view to extending these and targeting resources as effectively as possible as part of a wider focus on inclusion. A simplification of EHCP funding through the adoption of a banded system will reduce pressure on the EHCP team and give schools and providers greater clarity and stability. The Education Case Management System will offer significantly improved financial functionality and rigour, improve parental access to information about the progress of an EHCP and create efficiencies in the EHCP process.

7.9 Where a local authority has an overall deficit on its DSG account at the end of the financial year, or where a surplus has substantially reduced during the year, they must provide information to the DfE about pressures and savings on the High Needs Budget as part of a DSG Deficit Management Plan. In addition, where there is a deficit, this will have an adverse impact on the Council's cashflow position and will impact on the resources available for investment – which will result in the investment income being lower.

7.10 Looking to 2024/25, it seems unlikely that any increase in government funding will meet the impact of the ongoing pressures identified, however the mitigation actions taken will continue to contribute to minimise these, but further actions will be required. The Council will be looking to work with the Schools Forum to consider a transfer of funding from the Schools Block (SB) of the DSG to HNB. This was not requested this year due to the pressure on schools' budget and the DSG surplus the Council was holding at the time. If agreed, this would

generate circa £2m additional funding for the HNB. Forum will also be asked to look at measures that will support inclusion in mainstream settings and provide challenge where any school may not be meeting this standard.

- 7.11 Identifying and meeting the needs of children and young people with SEND at the earliest opportunity and putting in place appropriate actions to meet these needs, remains the central focus of all of this work. Ensuring that the whole system works in an inclusive and joined up way is key to meeting this aspiration and to ensuring the efficient use of available resources to manage costs effectively.
- 7.12 At Spring Budget, the Chancellor announced additional funding for the existing early years entitlements worth £204m in 2023-24 (from September 2023) and £288m in 2024-25. This is for local authorities to increase hourly rates paid to childcare providers for the government's existing entitlement offers.
- 7.13 In July the Government announced that for 2023-24, that this will be distributed to LAs through a new standalone top-up grant called the Early Years Supplementary Grant (EYSG) and that the individual authority allocations would be announced in September. Details of the allocations will be provided in a future report.

## **8 Conclusions**

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- 8.1 The forecast for 2023/24 is an overspend of £7.354m (Period 3 - £7.847m) based on the position as at the end of Period 4. The Council's contingency budget of £3.746m has not, as yet been used to mitigate these pressures recognising the risks that remain within the forecast, most notably pay and price inflation. Service Directors will be working to mitigate these pressures in-year, including those of the Children's Trust. The Council also holds earmarked reserves which may be utilised if mitigations are not identified to fund the current pressures.
- 8.2 The key risks which are set out in the report will continue to be monitored and actions sought as required throughout 2023/24. The achievement of the approved savings targets is also integral to this process and will continue to be monitored and reported.

## **9 Implications (including financial implications)**

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### **9.1 Resources, Financial and Transformation**

- 9.1.1 The financial implications are set out in this report. The current forecast position for the General Fund is an overspend of £7.354m (Period 3 - £7.847m) and the Housing Revenue Account is forecasting an underspend of £16k (Period 3 - £24k overspend), the Dedicated Schools Grant is forecasting a pressure of £4m (Period 3 - £0k).

## **8.2 Legal and Governance**

9.2.1 The provisions of the Local Government Finance Act 1992 set out requirements for the Council to set a balanced budget with regard to the advice of its Chief Finance Officer (Section 151 Officer).

8.2.2 The robustness of the budget estimates and the adequacy of the proposed reserves were considered under Section 25 of the Local Government Act 2003 prior to the Council agreeing its 2023/24 budget.

## **8.3 Relevant Policies and Plans**

9.3.1 The budget provides the financial resources to enable the Council to deliver on its plans and meet corporate priorities as set out in the Council's Corporate Plan.

## **8.4 Risk**

8.4.1 The deliverability of the 2023/24 Revenue Budget is monitored by Budget Managers and Assistant Directors. Where any variances or emerging pressures are identified during the year then mitigating actions will be sought and management interventions undertaken.

8.4.2 Details of pressures, risks and mitigating actions implemented will be provided as part of the finance monitoring reports as the year progresses. The main risks identified include demand led services such as Adult Social Care, children's services and home to school transport together with the impact of high levels of inflation.

8.4.3 Whilst services will work hard to offset pressures, the Council holds a number of reserves to help safeguard against the risks inherent within the budget for 2023/24.

## **8.5 Consultation**

8.5.1 The 2023/24 budget was subject to consultation prior to approval by Council in February 2023.

## **8.6 Consideration by Executive Advisory Panel**

8.6.1 Not applicable.

## **8.7 Consideration by Scrutiny**

8.7.1 The budget monitoring reports are presented to the Finance and Resources Scrutiny Committee for review after they have been presented to the Executive Committee.



## **8.8 Equality Implications**

8.8.1 There are no specific issues as a result of this report.

## **8.9 Climate and Environment Impact**

8.9.1 Among the new Council's priorities will be putting in place plans to improve the local environment and tackle the ongoing climate emergency. Where these have a financial impact then it will be reflected in the budget.

## **8.10 Community Impact**

9.10.1 No distinct community impacts have been identified because of the proposals included in this report.

## **8.11 Crime and Disorder Impact**

8.11.1 There are no specific issues arising from this report.

## **9 Issues and Choices**

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9.1 The report focuses on the forecast revenue outturn against budget for 2023/24 and makes recommendations for the Executive to note the current budgetary position and as such there are no specific choices within the report.

## **10 Background Papers**

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11.1 The following background papers can be considered in relation to this report.

Final Budget 2023/24 and Medium-Term Financial Plans, including the Council Tax Resolution, North Northamptonshire Council, 23<sup>rd</sup> February 2023.

Monthly Budget Forecast Reports to the Executive.

Directorate	Assistant Director	Proposal Title	Proposal Description	2023/24 £000	Red	Amber	Green
Children & Education	Assistant Director Education	DFE SEND Review/Multi Agency SEND Self Assessment and Action Plan	Additional resources to meet the increase and clear the back log relating to Education and Health Care Plans. An additional amount of £700k was included in the 22/23 Budget.	(175)	(175)		
Children & Education	Assistant Director Education	Teachers Pensions	Budget Realignment for historical contribution for the Teachers Pensions Fund	(275)			(275)
Children & Education	Assistant Director Education	DSG Funding	Budget Realignment of the DSG contribution towards the historical contribution for the Teachers Pensions Fund	(462)			(462)
Children & Education	Commissioning & Partnerships	Additional Demand - Payments to other Establishments	Disaggregated Additional Demand - Payments to other Establishments Budget for Children, Families and Education, budget not utilised	(691)			(691)
Children & Education	Commissioning & Partnerships	Disaggregated Budget not required	Disaggregated Budget - budget not utilised	(412)			(412)
Adults, Health, Partnerships & Housing	Adult Services	CCG Discharge Packages Covid 19	Reversal of one off Covid Pressure relating to 2021/22	(513)			(513)
Adults, Health, Partnerships & Housing	Adult Services	Strengths based working	Transformation of adult social care pathways and processes to ensure focus on client outcomes, independence, better decision making and best practice approaches to reduce delays and spend.	(587)		(587)	
Adults, Health, Partnerships & Housing	Adult Services	Demographic and prevalence pressures adult social care	Reduction in demand due to Provider transformation Phase 1 - Specialist Care Centre	(1,189)		(1,189)	
Adults, Health, Partnerships & Housing	Adult Services	Staffing	Savings from review of wider staffing budget to fund Social Worker Market Forces	(100)			(100)
Adults, Health, Partnerships & Housing	Safeguarding and Wellbeing	Staffing	Disaggregation of Shared Lives to be managed within the wider provider services staffing	(23)			(23)
Adults, Health, Partnerships & Housing	Commissioning & Performance	Shaw PPP	Reduction in number of residential placements made in the independent sector owing to increase utilisation beds in PPP properties.	(1,192)		(1,192)	
Adults, Health, Partnerships & Housing	Commissioning & Performance	Shaw PPP	Increase utilisation of capacity within Discharge to Access	(1,058)		(1,058)	
Adults, Health, Partnerships & Housing	Commissioning & Performance	Contract Rationalisation	Increasing utilisation of framework providers for homecare and reduction of more expensive spot contracts	(67)			(67)
Adults, Health, Partnerships & Housing	Commissioning & Performance	Staffing	Saving of wider staffing budget to fund PBSS	(125)		(125)	
Adults, Health, Partnerships & Housing	Housing	Homelessness Policy Changes	Harmonisation of Homelessness Policies	(200)			(200)
Adults, Health, Partnerships & Housing	Housing	Maximisation of Grant	Capitalisation of posts for work relating to Disabled Facility Grants	(127)			(127)
Adults, Health, Partnerships & Housing	Director of Public Health	Realignment of Grant	Realignment of grant following disaggregation	(138)			(138)
Public Health & Communities	Communities	Income generation	Fees and Charges - Leisure	(195)			(195)
Public Health & Communities	Communities	Efficiencies	Legacy budgets no longer required	(42)			(42)
Public Health & Communities	Communities	Efficiencies	Review of Strategic Grants	(7)			(7)
Public Health & Communities	Communities	Staffing	Service Transformation	(360)			(360)
Public Health & Communities	Communities	Income Generation	External Funding for Events	(30)			(30)
Public Health & Communities	Communities	Efficiencies	Review of Neighbourhood Centres	(45)			(45)
Public Health & Communities	Communities	Income Generation	Introduce an E-Gym offer	(63)			(63)
Public Health & Communities	Communities	Income Generation	Repurposing of Public Health grant to fund wellbeing posts	(93)			(93)
Public Health & Communities	Communities	Public Health Grant	Grant funding to support services in addressing Public Health needs	(500)			(500)

Directorate	Assistant Director	Proposal Title	Proposal Description	2023/24 £000	Red	Amber	Green
Place & Economy	Growth & Regeneration	Increase in Fees & Charges	Increase in Fees & Charges	(10)			(10)
Place & Economy	Assets and Environment	Additional income	Garage Income	(10)		(10)	
Place & Economy	Assets and Environment	Assets & Environment redesign	Assets & Environment Service Improvement and Redesign	(95)		(95)	
Place & Economy	Assets and Environment	Grounds Maintenance	Operational changes to grounds maintenance costs & services	(57)		(57)	
Place & Economy	Assets and Environment	Grounds Maintenance	Purchase of equipment resulting in reduction in equipment hire charges	(15)		(15)	
Place & Economy	Assets and Environment	Grounds Maintenance	Purchase of equipment resulting in reduction in equipment hire charges	(30)		(30)	
Place & Economy	Assets and Environment	Pay/Salaries	Operational changes to cleaning services	(14)		(14)	
Place & Economy	Assets and Environment	Pay/Salaries	Operational changes to Council Buildings.	(31)		(31)	
Place & Economy	Assets and Environment	Rental Income	Additional income from rent reviews across the commercial portfolio.	(80)		(80)	
Place & Economy	Assets and Environment	Enterprise Centre Business Case - Full year effects of previous decisions	Increase in income based on appointed operators business case.	(64)		(64)	
Place & Economy	Growth & Regeneration	Climate Change	Delivery of a range of climate change initiatives to reduce NNC's carbon footprint towards net zero	(250)			(250)
Place & Economy	Highways & Waste	Highways Contract	Demobilisation costs for existing highways contract - reverses one-off pressure which was reflected in the 22/23 Budget	(201)		(201)	
Place & Economy	Highways & Waste	Waste Management	Disposal tonnage - HWRC Residual Waste	(79)		(79)	
Place & Economy	Highways & Waste	Waste Management	Disposal tonnage - HWRC Wood Waste	(27)		(27)	
Place & Economy	Highways & Waste	Green Waste	Harmonisation of Green Waste Charges	(1,358)			(1,358)
Place & Economy	Highways & Waste	Promote food waste	Benefit of promoting the food waste service in the Corby and East Northants area	(50)		(50)	
Place & Economy	Highways & Waste	Refuse fees & charges	Increase refuse & recycling fees & charges	(135)		(135)	
Place & Economy	Highways & Waste	Highways fees & charges	Increase highways & transport fees and charges	(44)		(44)	
Place & Economy	Highways & Waste	Review Litter bin network	Reduction in street cleaning costs	(5)		(5)	
Place & Economy	Highways & Waste	HWRC Income	Increase income from HWRCs	(153)		(153)	
Place & Economy	Regulatory Services	Restructure	Rationalisation of service provision	(185)		(95)	(90)
Place & Economy	Regulatory Services	Specialist Equipment For Service Delivery	Base budget allocation for incident response released	(280)			(280)
Place & Economy	Regulatory Services	Increase in Fees & Charges	Increase in Fees & Charges	(227)		(227)	
Enabling Services	Finance & Performance	Pensions	Pension - Historical Pension Fund Deficit	(232)			(232)
Enabling Services	Finance & Performance	Pensions	Reduction in Employer's Pension Contribution Rate	(1,890)		(1,890)	
Enabling Services	Finance & Performance	Pensions	Disaggregation of Legacy Pensions	(450)			(450)
Enabling Services	Finance & Performance	Housing Benefit Subsidy	Additional income relating to Housing Benefit Subsidy	(5)		(5)	
Enabling Services	Chief Executive's Office	Staffing	Staff Savings	(7)			(7)

Appendix A

Directorate	Assistant Director	Proposal Title	Proposal Description	2023/24 £000	Red	Amber	Green
Enabling Services	Chief Executive's Office	Communications	Communications - Savings on professional services not utilised.	(3)			(3)
Enabling Services	Chief Information Officer	ICT Disaggregation	Upfront work needed for ICT disaggregation - one-off, reversal of 2022/23 pressure	(100)			(100)
Enabling Services	Chief Information Officer	ICT Contract Rationalisation	Rationalisation of service contracts - largely mobile telephone contracts	(50)			(50)
Enabling Services	Chief Information Officer	ICT application rationalisation	Rationalisation of service usage - largely Microsoft contract	(50)			(50)
Enabling Services	Human Resources	Pay and Grading Review	Delivery of Pay and Grading Review	(120)			(120)
Enabling Services	Legal Services	Fleet	Changes to the operational arrangements for the mayor	(19)			(19)
Enabling Services	Legal Services	Legal Income	Increase in Legal Income target	(150)			(150)
Enabling Services	Legal Services	Upper Tier Legal Services	Anticipated saving from bringing upper tier legal services in house	(100)			(100)
Enabling Services	Customer Services	Customer Services Replacement of Case Management System & Telephone System	Case management system and telephony replacement	(106)		(106)	
Enabling Services	Customer Services	Uniforms	Reduction in Staff Uniforms	(8)			(8)
Enabling Services	Customer Services	Staffing	Transformation Staff Savings	(106)			(106)
Corporate	Corporate	Treasury Management	Reversal of Covid Pressure from 2021/22 for £342k - based on interest recovery by 2023/24	(342)			(342)
Corporate	Corporate	Treasury Management	Additional Income generated from higher than anticipated interest rates	(500)			(500)
Corporate	Corporate	Treasury Management	Reduced costs following the repayment of loans	(109)			(109)
			<b>Total</b>	<b>(16,416)</b>	<b>(175)</b>	<b>(7,564)</b>	<b>(8,677)</b>

## Corporate Scrutiny Committee 10<sup>th</sup> October 2023

<b>Report Title</b>	<b>Indicative Budget Timeline and Scrutiny Process 2024/25 - Update</b>
<b>Report Author</b>	<b>Janice Gotts</b> <b>Executive Director of Finance &amp; Performance</b> <a href="mailto:Janicegotts@northnorthants.gov.uk">Janicegotts@northnorthants.gov.uk</a>
<b>Executive Member</b>	<b>Councillor Lloyd Bunday</b> <b>Executive Member for Finance and Transformation</b>

### List of Appendices

Appendix A - Diagram of Latest Financial Planning Cycle – 2024/25 Budget

#### **1. Purpose of Report**

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- 1.1 The purpose of the report is to consider the 2024/25 budget setting process and scrutiny arrangements for North Northamptonshire Council.
- 1.2 At the Council budget setting meeting in February 2024 the following reports will require approval:
  - The **General Fund** budget and the Council Tax levels for 2024/25 and the General Fund Medium Term Financial Plan.
  - The **Housing Revenue Account (HRA)** Budget for 2024/25 and the level of Housing Rents for 2024/25 and the Housing Revenue Account Medium Term Financial Plan.
  - The **Capital Strategy and Capital Programme 2024-27** for the both the Housing Revenue Account and the General Fund.
- 1.3 Prior to the final reports being presented to Executive and then on to Council, the financial position will require scrutiny by this Committee.
- 1.4 The Committee is requested to note and comment on the budget process for the forthcoming financial year and consider the latest proposals.

## **2. Executive Summary**

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- 2.1 The report provides an overview of the budget timeline for the 2024/25 budget process for the General Fund, the HRA and the Capital Programme. This includes an update on the proposed arrangements for scrutiny which the Committee is requested to consider.

## **3. Recommendations**

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- 3.1 It is recommended that the Committee:
- a) Note the proposed timeline for the setting of the budget and that this may be subject to change in line with Government announcements or other factors.
  - b) Note and comment on the proposed budget setting and scrutiny arrangements for the Children's Trust as set out in this report, see particularly paragraphs 5.7 to 5.11 of the report.
  - c) Note the overall indicative timeline for the budget setting for the Council as set out under paragraph 5.12.
  - d) Note and comment upon the proposals for the scrutiny of the Council's budgets, see section 6 of the report.
- 3.2 Reason for Recommendations – To inform Scrutiny Members of the indicative budget timeline for 2024/25 and determine the Corporate Scrutiny arrangements.

## **4. Report Background**

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- 4.1 In setting the Council's budget there are three main areas that are reported, namely:
- General Fund, including the Dedicated Schools Grant and funding for the Children's Trust
  - Housing Revenue Account (HRA)
  - Capital Programme

The paragraphs below set out a summary of the requirements for each area.

### **General Fund**

- 4.2 The Council's General Fund budget is funded from five main income sources which are Council Tax, Business Rates, government grants, fees and charges and, where needed, the use of reserves.
- 4.3 In recent years as central government funding has reduced, business rates retention and the ability to grow and retain the amount of resources raised locally has become even more important for financial sustainability and this is integral to the Council's financial planning.

- 4.4 The level of funding for Local Government in future years is uncertain. Whilst it is expected that there will be some form of “roll-over” budget into 2024/25 from 2023/24, with the wider funding reforms now confirmed as delayed for at least another year, there remains uncertainty over elements of the funding.
- 4.5 However, there are further spend pressures to consider into 2024/25 including the cost of significant inflationary increases within the Children’s Trust and across adult services. which have been evident for 2023/24 to date and are expected to continue into next year.
- 4.6 The future budget position will be informed by activity throughout the year which will be reported as part of the budget monitoring and/or budget setting process.
- 4.7 This section also incorporates the Dedicated Schools Grant (DSG), which is a ring-fenced grant that is presented to Schools Forum for consideration. The calculation of the overall DSG is determined by Government and the local distribution is subject to formula arrangements, which are consulted on with the Schools Forum. Changes to the funding formula must be approved by Executive.

#### **Housing Revenue Account (HRA)**

- 4.8 The HRA is a separate ring-fenced account within the Council for the income and expenditure associated with its housing stock. The HRA does not directly impact on the Council’s wider General Fund budget or on the level of council tax. Income to the HRA is primarily received through rents and other charges paid by tenants and leaseholders.
- 4.9 Whilst North Northamptonshire Council must only operate one HRA it will, for a limited period, operate two separate Neighbourhood Accounts (Corby Neighbourhood Account and the Kettering Neighbourhood Account). The bringing together of the Neighbourhood Accounts requires further development of the HRA Business Plan and work with Government and outside bodies, such as the Chartered Institute of Public Finance & Accountancy, regarding harmonisation and accounting requirements. The Business Plan will be informed by the housing strategy for North Northamptonshire which will consider the challenges faced by the Council across the local housing market and will set out measures to enhance housing options for local residents.
- 4.10 A key element of the HRA budget will be to determine and set the rent levels for 2024/25. The basis for calculating Housing Rent levels is determined by the Housing Rent Regulator and has been based on the CPI (Consumer Price Index) in September of the preceding each year plus 1%. Generally, a deviation from Government’s policy on rents for social housing would require the Council to apply to the Secretary of State to agree that it would be inappropriate to apply this policy. In 2023/24 due to the high levels of inflation, and the desire to constrain rent increases, the Government consulted on three levels of lower than inflation rent increase (namely 3%, 5% or 7%) to be applied in preference to CPI +1%. No such announcement has been made regarding rent levels for 2024/25.

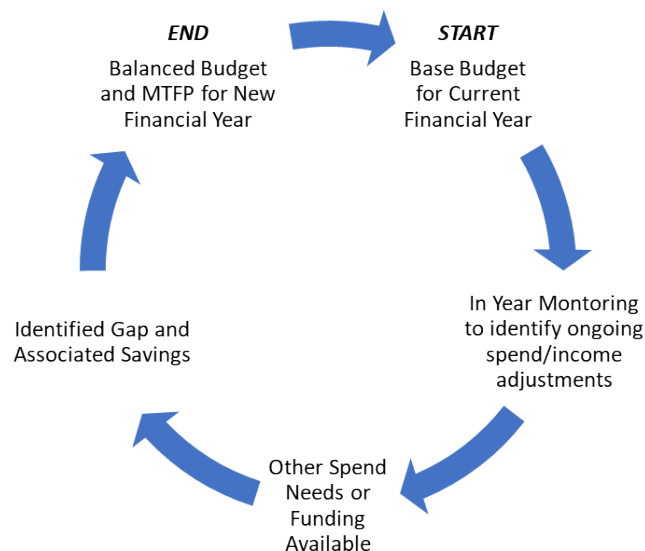
## Capital Programme

- 4.11 The Council will be required to approve a Capital Programme for 2024/28 for both the HRA and the General Fund, and a Development Pool based on the Capital Strategy. The delivery of a Medium-Term Capital Programme which is affordable and sustainable, ensuring that the Council's internal resources and application of external borrowing are utilised to fund capital expenditure where it supports the delivery of the Council's financial sustainability and where there are statutory requirements such as health and safety.
- 4.12 The Capital Strategy should make explicit the links to, and integration with, the Council's other strategies - with new capital investment only being permitted if it contributes to the achievement of the Council's corporate priorities.

## 5. Budget Process 2024/25

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- 5.1 The Budget Strategy provides the basis for the setting of the 2024/25 Budget and the Medium-Term Financial Plan.
- 5.2 The robustness of both the budget pressures and savings are of equal importance when setting a balanced budget – the pressures need to reasonably reflect those that the Council is facing, and the savings must be deliverable.
- 5.3 As a general principle, the high-level strategy for setting the 2024/25 budget is as illustrated in the diagram below. Information will be taken from the 2023/24 budget, amended for recurring issues identified through the budget monitoring process which cannot be mitigated against, together with any other known changes (savings/pressures) before coming to a balanced budget position for 2024/25. The Council has a statutory requirement to balance its budget.



- 5.4 When the 2023/24 budget was set, there was an indicative financial gap over the following two years as set out in the table below. This was based on the best information available at the time, including the assumption that the funding regime for Councils would change from 2025/26, having been delayed from the previous year:



	<b>2023/24 £'000</b>	<b>2024/25 £'000</b>	<b>2025/26 £'000</b>
Net Budget Requirement	336,590	359,058	388,739
Total Funding	336,590	341,958	335,473
Gap/Savings Requirement	0	17,100	53,266

- 5.5 The forecast gap will require the Council to set out where costs can be reduced and where efficiencies can be made and to identify opportunities to increase income. Where these are identified, and approval is given, then they will be reflected in the MTFP and, where appropriate, be included in the base budget for future years.
- 5.6 It is important budget managers scrutinise their budgets to ensure that services are delivered as efficiently as possible. To assist and provide additional focus in delivering a balanced budget the following areas will be considered as part of the budget process.

### **The Children's Trust**

- 5.7 There is a separate Children's Trust which operates across Northamptonshire. The Trust provides Children's Social Care support under contract to North Northamptonshire Council and West Northamptonshire Council. Each year the Councils consider the funding requirement for the Trust in line with the contract arrangements between the Councils and the Trust. The Council will include this sum as part of its budget requirements for approval.
- 5.8 With regard to the timeline for budget approval with the Trust, this is set out within the contract where it is required that on or before 30<sup>th</sup> November in each contract year the Strategic Group shall meet to discuss and agree the proposed contract sum for the following year, which shall take into account a number of factors including the Trust's draft business plan. The Trust will also provide an estimate for future years as an indicative assessment based on the information that the Trust has available to it.
- 5.9 Each Council is required to seek internal approval of the provisional contract sum by 15<sup>th</sup> January for the forthcoming financial year. The Trust acknowledges that as part of the Council's approval process for approving the provisional contract sum, the Trust may be required to support the Director of Children's Services at any scrutiny meeting of the Council in accordance with the agreed governance arrangements set out within the contract.
- 5.10 Subject to Council approval, the provisional sum shall become the actual contract sum payable.
- 5.11 A proposed timeline has been drafted for the scrutiny and approval of the budget for the Children's Trust and the contribution from North Northamptonshire, and this is set out below for comment. As indicated above, some of the dates regarding the approval of the Trust budget are set out as part of the contract with the Trust and cannot be changed.

## Draft Timeline for Children's Trust

<b>Date</b>	<b>Activity</b>
15 September 2023	First draft of NCT Business and Budget Plan – submitted to Councils for consideration and verification
30 October 2023	Phase 1 Scrutiny session - to review in-year Children's Trust position which will also inform the base for 2024/25
7 November 2023	Business and Budget Plan proposals discussed at Operational Commissioning Group
21 November 2023	Business and Budget Plan proposals discussed at Strategic Commissioning Group
30 November 2023	Final Date for Draft Children's Trust Budget to be agreed
4 December 2023	Phase 2 Scrutiny session – to review the Children's Trust 2024/25 budget
21 December 2023	Scrutiny Feedback to December Executive
15 January 2024	Final Date for formal agreement to Children's Trust Budget 2024/25. The proportionate share of the Trust Budget for North Northamptonshire will be included within the Council's budget.

## **Timeline for Budget Setting 2024/25**

- 5.12 The Council is required to set a Balanced General Fund Budget and the levels of Council Tax for 2024/25 at its budget meeting in February 2024. The Council is also required to set a Balanced HRA Budget and rent levels for 2024/25 along with a Capital Programme for both the General Fund and HRA.
- 5.13 The indicative summary timetable for the setting of the budget is as set out below and includes the recommended timeline for the Trust as set out above, this is subject to amendment in light of government announcements and other potential changes:

<b>Key Dates</b>	<b>Activity</b>
<i>During Year</i>	<i>Budget Monitoring reports produced which will be presented to Executive and Corporate Scrutiny.</i>
30 October 2023 to 20 November 2023	Phase 1 Scrutiny - Committee to have dedicated session with Service Directors and separately the Children's Trust to understand the current in year position for the budgets, which will inform the requirement for 2024/25.
7 November 2023	<i>Children's Trust</i> - Business and Budget Plan proposals discussed at Operational Commissioning Group
21 November 2023	<i>Children's Trust</i> - Business and Budget Plan proposals discussed at Strategic Commissioning Group

<b>Key Dates</b>	<b>Activity</b>
22 November 2023	Autumn Statement will outline the government's plans for spending, taxation and borrowing for 2024/25.
30 November 2023	<i>Children's Trust</i> - Final date for draft budget proposals to be agreed
4 December 2023	<i>Children's Trust</i> - Phase 2 Scrutiny session – to review the Children's Trust 2024/25 budget
w/c 18 December 2023	Provisional Local Government Finance Settlement expected
21 December 2023	Draft Budget 2024/25 report presented to Executive.  Consultation on the budget will commence following the meeting and subject to Executive approval.  Draft Schools Budget (Dedicated Schools Grant) to Schools Forum.  <i>Children's Trust</i> – Corporate Scrutiny Committee feedback to December Executive
8 January 2024 to 19 January 2024	Phase 2 Scrutiny – Committee to scrutinise the Council's Budget Proposals with sessions for each Directorate. To include presentation to Corporate Scrutiny on the overarching draft budget proposals.  HRA rent increase consultation to tenants' forums / representatives.
15 January 2024	<i>Children's Trust</i> - Latest date that the Council is required to seek approval of the contract sum
18 January 2024	Budget Update to Executive following the Local Government Finance Settlement, if it is not announced before the December draft budget report.
23 January 2024	Corporate Scrutiny Committee to consider report on the feedback from the Scrutiny Task and Finish Groups.
26 January 2024	Budget consultation ends (proposed date)
8 February 2024	Updated Budget reports, including feedback from Scrutiny, presented to Executive for approval and recommendation on to Council
22 February 2024	Setting of the Budget - Suite of Budget Reports presented to Council for approval

## **6. Issues and Choices – Proposed Scrutiny Arrangements**

- 6.1 The Corporate Scrutiny Committee has a critical role to play in scrutinising and reviewing the budget proposals, ensuring that they are subject to rigorous challenge. The Committee will provide recommendations to the Executive on the budget proposals that have been put forward.

- 6.2 It is proposed that detailed scrutiny of the budget is carried out in two distinct phases by the Committee, which follows on from the process undertaken as part of the 2023/24 budget process.
- 6.3 **Phase 1** of scrutiny is to be undertaken between 30 October and 20 November. This first phase of scrutiny will look at the in-year position and the detail of the current budgets and activity as well as general pressures and opportunities. This will include any updates with regard to Government funding arrangements and any other proposals. It is intended that this will provide the groundwork for the scrutiny of the budget proposals, ready for when there is greater clarity of the potential funding and other budget requirements.
- 6.4 **Phase 2** of scrutiny will take place when the 2024/25 draft budgets proposals have been reported to Executive which is expected to be on 21 December 2023. This will trigger the budget consultation and will represent the formal draft proposals. The Scrutiny process will complete in January 2024 alongside the consultation, to feed into the updated budget report to Executive on 8 February 2024.
- 6.5 Similar to the process for 2023/24 it is proposed that the Scrutiny Sessions for Phases 1 and 2 are split across the main service areas, which are:
- Place and Economy
  - Adults, Health, Partnerships and Housing, including the HRA
  - Communities and Public Health
  - Children’s and Education Services
  - Enabling and Support Services – Finance and Performance, CEX including Chief Information Officer, Customer and Governance.

This will include both the revenue budgets and the capital programme for each of the main service areas.

- 6.6 Each service area will attend a scrutiny session to present their service and budget plans. The Corporate Scrutiny Committee will be able to scrutinise each plan and may request further details on a particular area. Scrutiny Members are requested to identify any areas requiring further detailed information prior to the meeting with the Directorates taking place in order that this can be drawn together in preparation for the meeting. This will enable the Corporate Scrutiny Committee to ensure that it has the required information necessary to adequately scrutinise the proposals and provide any subsequent feedback and recommendations to the Executive.
- 6.7 Further to the above, the Committee will also receive a presentation on the overarching financial position to provide the context to the budget proposals as part of the phase 2 scrutiny.
- 6.8 The indicative timeline for Scrutiny to take place is set out under paragraph 5.13 above.

## **7. Implications (including financial implications)**

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### **Resources and Financial**

- 7.1 None that are specific for this report.

### **Legal and Governance**

- 7.2 The requirement to approve the budget for the Children's Trust is set out in the contract arrangements between the Councils (North Northamptonshire Council and West Northamptonshire Council) and the Trust.
- 7.3 The statutory arrangements for the setting of a Local Authority's budget are set out within the Local Government Finance Act. The Council's Constitution contains further requirements in relation to budget setting and approval for North Northamptonshire Council.

### **Relevant Policies and Plans**

- 7.4 The budget strategy must align to the Council's Corporate Plan and Strategic Priorities.

### **Risk**

- 7.5 The paragraphs that follow represent the risks in the preparation of the budget.
- 7.6 The basis of the budget strategy is to ensure that the Council delivers a balanced budget for 2024/25 to be presented to Council for approval in February 2024; however, there are inevitably risks that may cause expenditure to increase or income to reduce. Consequently, income and expenditure levels will be kept under review throughout the budget process.
- 7.7 It will not be possible to finalise funding in the budget until government announcements on future funding levels are published, which is expected to be later in the year. The Chancellor's will present the Autumn Statement on 22 November, but this will not provide the detail around individual authority allocations.
- 7.8 The impacts of the changes to funding or other external factors will be reported to Members once announcements are made and officers have understood the implications for the Council. Where appropriate, these will be included in the Council's updated Medium-Term Financial Plan for 2024/25 onwards.

### **Consultation**

- 7.9 Currently it is envisaged that the first public draft of the budget will be presented to the Executive at its meeting on the 21st December 2023. The Corporate Scrutiny Committee will then have the opportunity during the budget process to make suggestions to the Executive prior to final budget approval by the Council.
- 7.10 This report sets out the terms of consultation for the 2024/25 budget proposals. The consultation will commence once the draft budget proposals have been

agreed by Executive and will run until the 26th January 2024, prior to the Executive meeting in February.

- 7.11 The structure and design of the consultation will set out the budget proposals and will enable both online and non-digital means of participation, in accordance with good practice. This is to ensure the widest possible reach, a variety of consultation methods will be used to maximise the range of accessible channels for consultees, these include;
- Online survey – available at libraries for those without internet access (with hard copies and copies in other formats available on request)
  - An email address and telephone number
  - Social media - including Facebook, Twitter and LinkedIn
  - Postal address
  - Emails to key stakeholders, inviting them to comment through the above consultation channels and asking them to promote the consultation to their members/community: e.g., partner organisations, MPs, Town and Parish Councils, Voluntary Sector Infrastructure Organisations.
  - Emails to Residents' Panel members and other stakeholders who have registered to receive consultation alerts, inviting them to comment through the above consultation channels
- 7.12 The purpose of the consultation is to ensure that, when the Final Budget is considered by Council, Members are aware of the outcome of the consultation and are in a position to take it into account when making final decisions.
- 7.13 In addition, there will be specific consultation for any budget proposals that require targeted consultation with service users. This will include consultation with local residents regarding the HRA and proposed rent levels, and scrutiny will be advised on the mechanisms for this in the coming year.
- 7.14 Consideration of the draft budget proposals will be undertaken by the Corporate Scrutiny Committee who will report their recommendations to the Executive meeting on 8<sup>th</sup> February 2024. The Executive must then make recommendations on the final, scrutinised, budget and HRA rent proposals to Council for approval.
- 7.15 Scrutiny is a means for councillors not on the Executive to influence the development of Council policies and services and hold decision makers to account. Budget Scrutiny involves councillors reviewing significant proposals from across the draft budget and reporting their conclusions about the deliverability and service impact of these proposals to the Executive. In this way Budget Scrutiny contributes to the development of the final budget proposals and supports local democracy.

### **Consideration by the Executive**

- 7.16 The Executive will consider the draft budget proposals for 2024/25 at its meeting on 21<sup>st</sup> December 2023. At the December meeting Executive will be requested to commence the consultation. The final budget proposals and feedback from this committee and the consultation will be presented to the Executive at its meeting on 8<sup>th</sup> February 2024.

## **Equality Implications**

- 7.17 In considering the budget for 2024/25 the Council must consider its ongoing duties under the Equality Act 2010 to have due regard to the need to eliminate discrimination and advance equality of opportunity between all irrespective of whether they fall into a protected category. Having due regard to these duties does not mean that the Council has an absolute obligation to eliminate discrimination but that it must consider how its decisions will contribute towards meeting the duties in light of all other relevant circumstances such as economic and practical considerations.
- 7.18 As part of the budget consultation process options put forward may require an Equality Impact Assessment (EIA) to be undertaken.

## **Climate Impact**

- 7.19 None that is specific to this report, however, the Council has made a commitment to tackling the climate impact and spending decisions will take this into account.

## **Community Impact**

- 7.20 No distinct community impacts have been identified as a result of the proposals included in this report.

## **Crime and Disorder Impact**

- 7.21 None that is specific to this report.

## **8. Background Papers**

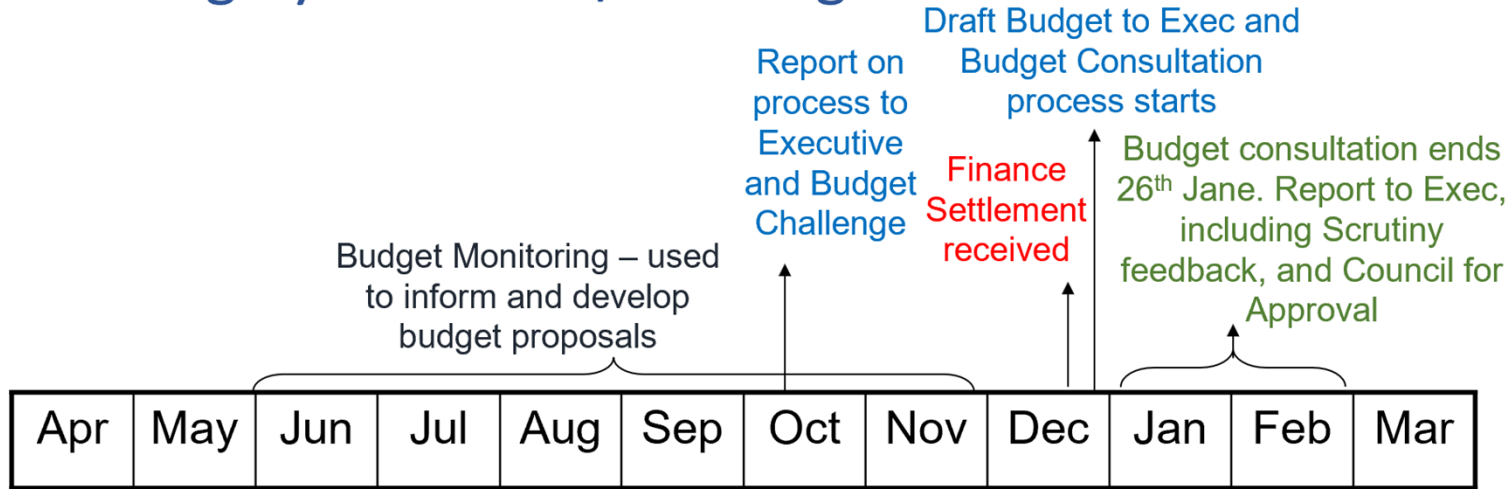
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Suite of budget reports, Council, 22 February 2023

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# Financial Planning Cycle – 2024/25 Budget



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The 2024/25 Budget Cycle will be influenced by the announcements from Government, however individual authority allocations are unlikely to be made until w/c 18/12

Internal Approval for the Provisional Contract Sum for the Children's Trust (15th Jan)

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## Corporate Scrutiny Committee 10<sup>th</sup> October 2023

<b>Report Title</b>	<b>Local Council Tax Support Scheme 2024/25</b>
<b>Report Author</b>	<b>Lucy Hogston</b> <b>Assistant Director of Revenues and Benefits</b> <a href="mailto:lucy.hogston@northnorthants.gov.uk"><u>lucy.hogston@northnorthants.gov.uk</u></a>
<b>Relevant Executive Member</b>	<b>Cllr Lloyd Bunday</b> <b>Executive Member for Finance and Transformation</b>

### List of Appendices

None

#### **1. Purpose of Report**

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- 1.1. The purpose of this report is to update the Corporate Scrutiny Committee on the Local Council Tax Support Scheme for 2023/24 and propose a scheme for 2024/25.

#### **2. Executive Summary**

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- 2.1 The report provides an update on the Local Council Tax Support Scheme (LCTSS) 2023/24, with regards to claimant caseload, expenditure and Council Tax collection performance to enable Members to provide feedback to the Executive Committee on a LCTSS for 2024/25.
- 2.2 The Executive will be asked to resolve to recommend to Council at its meeting on the 7 December 2023, that the LCTSS for 2024/25 remains the same as the scheme in place for 2023/24, with the exception of changes to be made for the annual uprating of allowances and premiums and statutory base legislation changes which are required to be made to the scheme.

#### **3. Recommendations**

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- 3.1 It is recommended that the Corporate Scrutiny Committee:
- Consider the proposed Local Council Tax Support Scheme for 2024/25 that will be presented to Executive on the 16 November 2023.
  - Provide feedback to the Executive to inform its decision making at the meeting on the 16 November 2023, noting that the scheme will be presented to Council at its meeting on the 7 December 2023.

Reason for recommendations – to deliver a Local Council Tax Support Scheme for 2024/25 that meets statutory requirements.

#### **4. Report Background**

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- 4.1 From the 1 April 2013, each Local Authority has been required to determine a Local Council Tax Support Scheme (LCTSS), which replaced the national Council Tax Benefit Scheme.
- 4.2 The scheme applies to working age claimants only as the government prescribes the scheme for pensionable age claimants.
- 4.3 Local discretion relates to the maximum level of support available to working age claimants, and therefore the minimum percentage of the Council Tax bill they are expected to meet. There is also local discretion in relation to eligibility criteria.
- 4.4 Due to the formation of the Unitary Authority from the 1 April 2021, a single LCTSS was consulted on and implemented for North Northamptonshire Council from 2021/22, this included a review of the four separate sovereign District and Borough LCTS Schemes and resulted in a scheme where all working age claimants were required to pay a minimum of 25% towards their Council Tax liability.
- 4.5 The LCTSS was reviewed for 2023/24 and it was decided at full Council on the 24 November 2022, that the scheme for 2023/24 would remain the same as that in place for 2021/22 and 2022/23 (minimum of 25% payment), with the exception of changes to be made for the annual uprating of allowances and premiums and statutory base legislation changes which are required to be made to the scheme.

#### **5. Issues and Choices**

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- 5.1 The Local Government Finance Act 1992 (1992 Act), Section 13A (2), amended by the Local Government Finance Act 2012 (2012 Act) stipulates that for each financial year, each billing authority must consider whether to continue its LCTSS or replace it with another scheme.
- 5.2 There are around 17,493 claimants in receipt of LCTS in North Northamptonshire, of these 57% are of working age and 43% of pensionable age. The current LCTS expenditure for 2023/24 is £16.7m, this may change by the end of the financial year depending on whether claimant caseload increases or decreases.
- 5.3 Since the implementation of the LCTSS on the 1 April 2021, the number of claimants has reduced by 598.
- 5.4 Council Tax collection rates are monitored on a monthly basis, the amount of Council Tax collected for the financial year 2022/23 was £221m, which equates to 96.80% on the net debit raised. This is 0.47% above the in-year collection rate for 2021/22.

- 5.5 The amount of Council Tax collected for the period 1 April 2023 – 31 August 2023 was £116m, which equates to 47.82% of the net debit raised. This is 0.82% above the 2023/24 target and 0.73% below the collection rate at the same point in time during 2022/23.
- 5.6 Historically, concerns have been raised about a person's ability to pay the minimum 25% contribution towards their Council Tax. The Council has a scheme in place where an individual can apply for a Council Tax Discretionary Discount under a provision within Section 13A of the Local Government Finance Act 1992 (as amended by the Local Government Finance Act 2012) and this provides the Council with discretionary powers to reduce Council Tax liability. The Council Tax Discretionary Discount awards are made to mitigate any unforeseen or exceptional hardship circumstances that threaten taxpayers' ability to pay the Council Tax.
- 5.7 For the financial year 2022/23, 301 Council Tax Discretionary Discount applications were received. Resulting in 21 awards totalling £22,718 and 280 refusals.
- 5.8 For the period 1 April 2023 to 31 August 2023, 152 Council Tax Discretionary Discount applications have been received. Of these 100 have been processed, resulting in 11 awards (£11,848) and 89 refusals. There are 52 applications awaiting assessment, this is where further information has been requested from the customer to complete their application.
- 5.9 The majority of those refused either have excess income so it is considered that they are able to afford to make the payments or they did not provide further information that was requested to support their application. No one has appealed the refusals and the service can clearly show individuals the methodology used.
- 5.10 In nearly all the cases the Revenues and Benefits Social Inclusion Team has spoken with the customer and has been able to help in other areas such as Discretionary Housing Payment applications, Personal Independence Payment applications, utilities and general money and debt advice.

## **6. Implications (including financial implications)**

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### **6.1 Resources and Financial**

- 6.1.1 If the LCTSS remains the same in 2024/25 as in 2023/24, there will not be a requirement for a consultation process, in addition the Revenues and Benefits ICT systems would not need their parameters updating to accommodate the scheme changes. Therefore, there are no immediate resource implications from the proposals.
- 6.1.2 The actual cost of the scheme for 2022/23 was £16m against an estimated cost of £16.4m, assumed within the council tax base for 2022/23 medium term financial plan. For 2023/24 expenditure is £16.7m, against an estimate cost of £16.7m. Therefore, based on the current trend in caseload and expenditure since 1 April 2021, the scheme could continue as in 2023/24 without the need to increase the minimum contribution (25%) and remain cost neutral in 2024/25.

6.1.3 Generally, a 1% movement in the minimum payment rate from the current scheme amounts to a change in the Council's budget of c£80k. For example, changing to a 20% scheme would create an estimated cost pressure of around £400k.

## **6.2 Legal and Governance**

6.2.1 The requirement for a local authority to produce a LCTSS are set out in the Local Government Finance Act 1992 (1992 Act), Section 13A (2), amended by the Local Government Finance Act 2012 (2012 Act). There are detailed provisions about the contents of such a scheme, in particular contained within the Council Tax Reduction Scheme (Prescribed Requirements) (England) Regulations 2012 and updating regulations on an annual basis to reflect consistency with changes in social security legislation.

6.2.2 The body charged with determining LCTSS is Council. Executive is not the decision maker but will consider the scheme and comments from this meeting to make a recommendation to Council for consideration in relation to the LCTSS. The LCTSS for 2024/25 must be determined by 11 March 2024.

## **6.3 Relevant Policies and Plans**

6.3.1 The LCTSS is part of the arrangements for the collection of Council Tax and as such aligns with the Council's priorities as set out within the Corporate Plan as part of the delivery of modern public services.

## **6.4 Risk**

6.4.1 There is a low-level risk with regards to the affordability of the scheme for customers if the LCTSS remains the same. Effective controls have been put in place such as proactive recovery processes and money and debt advice provision. This is reflected in the collection rates not being negatively impacted, and furthermore they are above target for this financial year and up on the same point in time last year.

6.4.2 Given that the proposal is to extend the current arrangements into 2024/25 there are no system development issues associated with the proposals.

## **6.5 Consultation**

6.5.1 Consultation is only required if North Northamptonshire Council decide to revise the LCTSS that is currently in place.

6.5.2 If the Council decide to revise the scheme then it must, in the following order:

- a) Consult any major precepting authority which has power to issue a precept to it,
- b) Publish a draft scheme in such a manner as it thinks fit, and
- c) Consult such other persons as it considers likely to have an interest in the operation of the scheme.

## 6.6 Equality Implications

- 6.6.1 A full Equality Impact assessment was undertaken when the LCTSS was originally introduced in 2021/22 and is set out in the report to the Shadow Executive at its meeting on 7 January 2021. Include consideration of any equality implications.
- 6.6.2 The only negative impacts identified when introducing the scheme for 2021/22 were around socio-economic exclusion and health and wellbeing, this was because three of the sovereign authorities operated a more generous LCTSS than the one being introduced.
- 6.6.3 When the Equalities Impact Assessment was reviewed for the 2022/23 and 2023/24 LCTSS, these negative impacts no longer applied as all claimants contributed a minimum of 25% towards their Council Tax liability and the proposal was for this to continue. Once again, the same applies to the 2024/25 LCTSS as the proposal is to continue with the minimum 25% contribution.

## 6.7 Climate Impact

- 6.7.1 There are no climate impacts arising from the proposals.

## 6.8 Community Impact

- 6.8.1 There are approximately 10,189 working age LCTS claimants in North Northamptonshire; this represents approximately 7% of the North Northants community liable to pay Council Tax. If the LCTSS remains unchanged there won't be any impact on these claimants, however any changes to the LCTSS may have a financial impact on the group depending on what change that is.

## 6.9 Crime and Disorder Impact

- 6.9.1 There are no crime and disorder impacts arising from the proposals.

## 7. Background Papers

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- 7.1 North Northamptonshire Shadow Executive Committee Meeting, 7 January 2021, Local Council Tax Support Scheme 2021/22 (item 10).

[Meeting of North Northamptonshire Shadow Executive Committee on Thursday 7th January, 2021 - North Northamptonshire Council \(moderngov.co.uk\)](#)

- 7.2 North Northamptonshire Council Finance & Resources Scrutiny Committee, 2 November 2021, Local Council Tax Support Scheme 2022/23.

[7. Local Council Tax Support Scheme 2022-23.pdf \(moderngov.co.uk\)](#)

- 7.3 North Northamptonshire Council Executive meeting, 18 November 2021, Local Council Tax Support Scheme 2022/23.

[Local Council Tax Support Scheme 2022-23 - Formatted.pdf \(moderngov.co.uk\)](#)

- 7.4 North Northamptonshire Council, Council meeting 1 December 2021, Local Council Tax Support Scheme 2022/23.

[Local Council Tax Support Scheme.pdf \(moderngov.co.uk\)](#)

- 7.5 North Northamptonshire Council, Finance and Performance Scrutiny Committee 18 October 2022, Local Council Tax Support Scheme 2023/24

<https://northnorthants.moderngov.co.uk/documents/s12303/6%20-%20Final%20Local%20Council%20Tax%20Support%20Scheme%202023-24.pdf>

- 7.6 North Northamptonshire Council, Executive Committee 10 November 2022, Local Council Tax Support Scheme 2023/24

<https://northnorthants.moderngov.co.uk/documents/s12704/Local%20Council%20Tax%20Support%20Scheme%202023-24.pdf>

- 7.7 North Northamptonshire Council, Council meeting 24 November 2022, Local Council Tax Support Scheme 2023/24

<https://northnorthants.moderngov.co.uk/documents/s12910/Full%20Council%20Local%20Council%20Tax%20Support%20Scheme%202023-24%20v2.pdf>

- 7.8 Local Government Finance Act 1992.

<https://www.legislation.gov.uk/ukpga/1992/14/contents>

- 7.9 Welfare Reform Act 2012.

<https://www.legislation.gov.uk/ukpga/2012/5/contents>

- 7.10 Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012.

- 7.11 <https://www.legislation.gov.uk/uksi/2012/2885/contents/made>





## **CORPORATE SCRUTINY COMMITTEE**

### **Tuesday 10 October 2023**

<b>Report Title</b>	<b>Local Government and Social Care Ombudsman Annual Report 2022-23</b>
<b>Report Author</b>	<b>Adele Wylie, Executive Director Customer &amp; Governance and Monitoring Officer, adele.wylie@northnorthants.gov.uk</b>
<b>Lead Member</b>	<b>Councillor Jason Smithers, Leader of the Council</b>

#### **List of Appendices**

None

#### **1. Purpose of Report**

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- 1.1 The Local Government and Social Care Ombudsman (LGSCO) provides the final stage for complaints about councils and social care after the council's own complaints procedure has been exhausted. Each year the LGSCO issues an annual letter to all councils individually that covers complaints that have been received relating to their own Council and their outcome.
- 1.2 This report shows the LGSCO's findings in respect of the North Northamptonshire Council (NNC) for the year 2022-23. As many of the LGSCOs investigations take much time, this report also includes cases emanating from sovereign authorities.

#### **2. Executive Summary**

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- 2.1. The LGSCO received 64 complaints in respect of NNC in 2022-23, compared to 55 the previous year.
- 2.2. Overall, the following numbers of complaints received by the LGSCO had were broken down by service area as below:-

<b>Service area</b>	<b>2021-22</b>	<b>2022-23</b>
Adult Care Services	6	8
Benefits & Tax	8	3
Corporate & Other Services	N/a	8
Education & Childrens Services	16	22
Environmental Services & Public Protection & Regulation	5	9
Highways & Transport	3	2

Housing	8	6
Planning & Development	9	6
<b>Total</b>	<b>55</b>	<b>64</b>

### **3. Recommendations**

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- 3.1. It is recommended that the Corporate Scrutiny Committee:
- a) Notes the content and recommendations of the LGSCO's annual review letter, and the outcomes of its investigations completed in 2022-23 that relate to the Council.
- 3.2. Reason for Recommendation: To appraise the Committee of the annual review letter and relevant information.
- 3.3. Alternative Options Considered: It would not be considered good practice to not provide the annual Ombudsman report to the committee and as such there are no alternative options to be considered.

### **4. Report Background**

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- 4.1. This report discusses the LGSCO's annual report into cases relating to NNC that it investigated in 2022-23.
- 4.2. Section 5 of this report examines the cases determined by the LGSCO in more detail.

### **5. Issues and Choices**

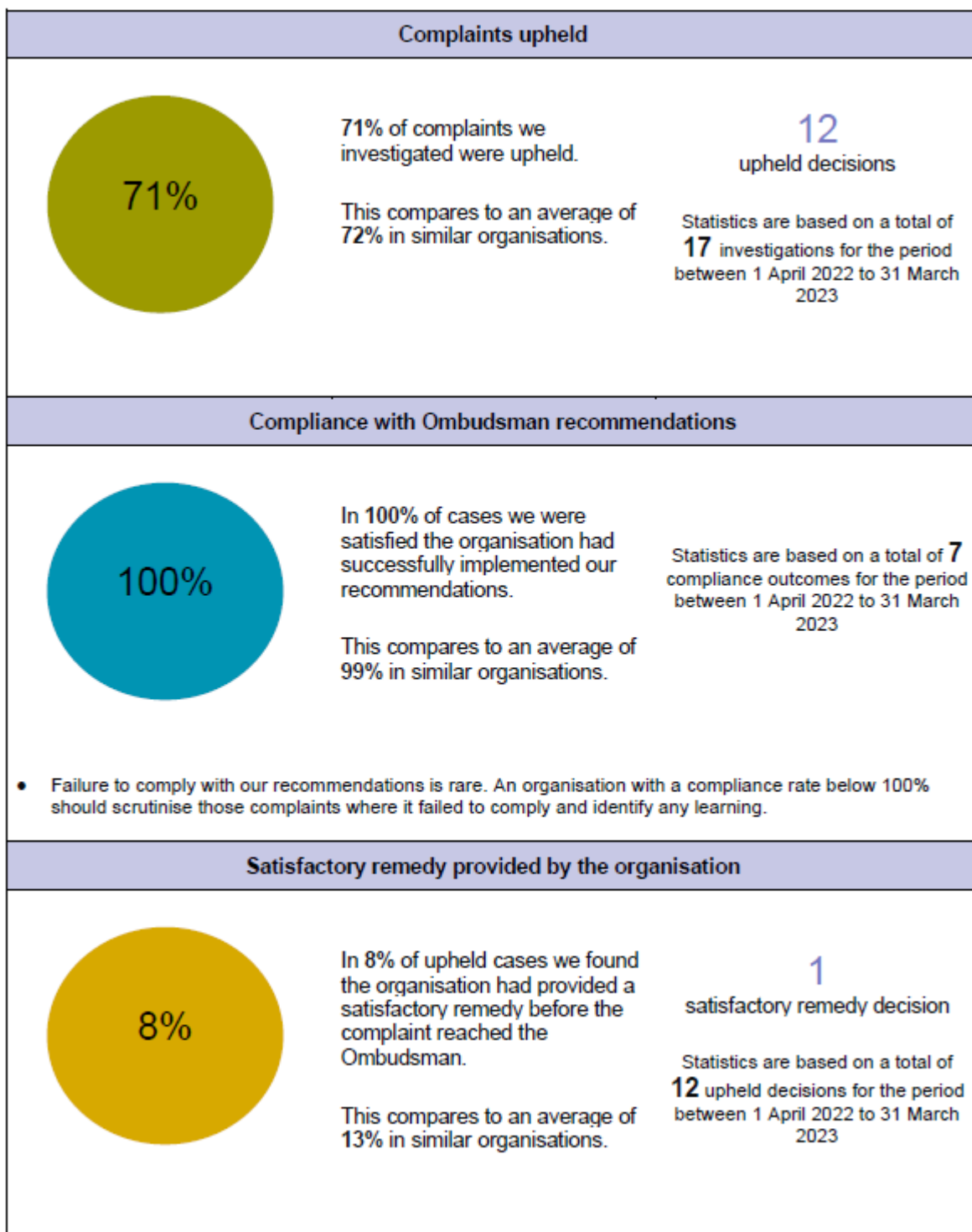
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- 5.1. In reviewing complaints for last year nationally, the LGSCO made several observations about the national picture:
- The annual complaints statistics once again back up the harsh realities many people face in key areas of their lives – how their children are educated, how elderly relatives are cared for, and the houses they call home.
  - In the Ombudsman's first report in 2014, Education and Children's Services complaints made up just 17% of the complaints the Ombudsman received. This ever-growing area now makes up nearly a quarter (24%) of the organisation's workload, and sees the average uphold rate of complaints investigated tipping 84%.
- 5.2. Paul Najsarek, the LGSCO said that
- "We all want decent education services for our children, quality care for our loved ones when they are in need, and the reassurance of a safety net if we fall on hard times but all too often the complaints we receive show this isn't what people experience."*

*We know councils face huge challenges, so it is more important than ever for them to focus on the getting the basics right in services for residents and handling complaints effectively. Although local authorities often get things right, we frequently find councils repeating the same mistakes, ploughing ahead and not taking a step back to see the bigger picture.*

*Our latest statistics shed light on the harsh realities people across the country face in crucial aspects of their lives. Council leaders now need to focus on learning from common faults and injustices so they can make a significant difference to the people our local authorities serve.”*

- 5.3. The LGSCO noted that it welcomed the Council’s agreement for and implementation of seven cases in 2022-23. However, it was disappointed that the Council had not completed four of them within the agreed timescales. It also noted that some information requested from the Council was provided late.
- 5.4. Officers are implementing revised procedures to ensure that all LGSCO queries are responded to on time, and also are ensuring that where action is agreed, it is taken within the agreed timescales. It is therefore expected that these improvements will be noted in the LGSCO’s annual report next year.
- 5.5. These are the three-key annual LGSCO annual statistics for the Council. They also show how the Council compares against similar authorities.



5.6. The following tables summarise the 12 upheld decisions made by the LGSCO in respect of the Council in 2022-23:-

<b>Cases for North Northamptonshire Council</b>		
<b>LGSCO ref</b>	<b>Summary</b>	<b>Outcome</b>
21007254	<p><b>Education &amp; Childrens Services</b></p> <p>Mrs F complained that the Council delayed issuing an Education Health and Care Plan (EHCP) for her daughter, J, causing a delay in starting secondary school and distress to Mrs F.</p> <p>The LGSCO found there were delays in issuing the EHCP and the Council's failure to consult with the school.</p> <p>The LGSO found that these faults caused injustice and the loss of education for one month.</p>	<p><b>Apology and financial redress</b></p> <p>The Council apologised to Mrs F and paid £500 reflecting loss of education and a further £500 acknowledging distress caused. It also reminded staff of the statutory deadlines and the distressing impact on young people and parents of them being missed.</p>
21014663	<p><b>Education &amp; Childrens Services</b></p> <p>Mrs K complained that the Council did not provide adequate support with respect to her daughter, B, who has special educational needs and an education, health, and care (EHC) plan. She said that the Council did not make adequate arrangements for alternative provision for B during a period where she was not attending school.</p> <p>The LGSCO found that the Council could have done more to ensure alternative provision when out of school however it noted the child had then moved away and although the Council could not then remedy the loss of education, a financial remedy was appropriate to reflect missed education.</p>	<p><b>Agreement with action the Council took</b></p> <p>The Council offered financial redress to Mrs K without the LGSCO needing to order it. The Council paid £1800 reflecting loss of education and a further £300 acknowledging distress caused.</p>
21014849	<p><b>Housing</b></p> <p>Miss X complained that the Council has not done enough to re-house her to more suitable accommodation in the light of her medical conditions. In particular Miss X complained the Council is being too inflexible and unfairly refusing to consider her for properties which are not already adapted to meet her needs. As a result she has lived in unsuitable accommodation for longer than</p>	<p><b>Apology and financial redress</b></p> <p>The Council apologised to Miss X and paid £100 acknowledging distress caused by removing her priority for a certain type of property.</p>

	<p>necessary. The LGSCO found that Miss X did not miss out on successfully bidding for a property but she was caused some distress which the Council has agreed to remedy.</p>	
21015927	<p><b>Housing</b> Miss D complained about how the Council handled her housing situation. She says it treated her unfairly and unreasonably told her she would have no choice but to accept its offer of privately rented accommodation. She also says the Council delayed dealing with the property disrepair issues. The LGSCO found the Council was at fault for failing to properly explain the property disrepair process and for its delays in dealing with Miss D's complaint.</p>	<p><b>Apology and financial redress</b> The Council apologised to Miss D and paid £200 reflecting the injustice. It also reminded staff to ensure customers are properly informed about the process when they have a complaint about private rented property in disrepair.</p>
22001133	<p><b>Education &amp; Childrens Services</b> Mrs X complained on behalf of her sister, Mrs Y. Mrs X complained the Council had not reviewed Mrs Y's son, Z's, Education, Health, and Care Plan (EHCP) since it was issued in 2019 and Z had no school place. Mrs X also complained about the poor communication from the Council and dealing with this has caused Z and his family significant anxiety and distress. The LGSCO decided that the Council was at fault. The Council did not review the EHCP and did not ensure Z received a suitable education.</p>	<p><b>Apology and financial redress</b> The Council apologised to Mrs Y and Z and paid £300 to reflect time and trouble the complainants went through and a further £4250 for not ensuring suitable education for several months. It also reviewed procedures and provided staff guidance to ensure EHCP reviews are completed on time.</p>
22009038	<p><b>Corporate &amp; Other Services</b> Mr X said the Council failed to respond quickly and positively when he reported damp in his property caused by works on its land. The LGSO ended its investigation as the Council had taken steps to remove the works being complained about.</p>	<p><b>Provide services to person affected</b> The Council removed an offending tree and pipe attached to Mr X's property as well as paying his fees of £270.</p>

22011811	<p><b>Education &amp; Childrens Services</b> Miss B complained about the Council's refusal of school transport for their son C. The LGSO decided that the Council was at fault for how it considered Miss B's school transport appeal and that the agreed actions remedied their injustice.</p>	<p><b>New appeal/review or reconsidered decision</b> The Council agreed to arrange for an independent panel to consider its decision, to send Miss B the relevant paperwork to submit it to the panel, and evidence to the LGSCO that these actions had taken place.</p>
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## **6. Next Steps**

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- 6.1. Ombudsman reports are shared with the services they directly affect, to ensure that the appropriate action is taken as agreed with the LGSCO and that services learn from the issues highlighted.

## **7. Implications (including financial implications)**

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### **7.1. Resources, Financial and Transformation**

- 7.1.1. Although there are no direct implications from this report, it should be noted that where LGSCO upholds complaints this can cause the authority Officer time, resource, and financial costs to resolve as well as there being damage to the authority's reputation.

### **7.2. Legal and Governance**

- 7.2.1. There are no legal implications arising from the proposals.

### **7.3. Relevant Policies and Plans**

- 7.3.1. LGSCO decisions impact upon all Council policies and plans and this can result in changes in policy and process being made.

### **7.4. Risk**

- 7.4.1. There are no significant risks arising from the proposed recommendations in this report.

### **7.5. Consultation**

- 7.5.1. No consultation is applicable in respect of this report.

## **7.6. Consideration by Executive Advisory Panel**

7.6.1. This matter has not been considered by an Executive Advisory Panel.

## **7.7. Consideration by Scrutiny**

7.7.1. This report is being presented to the Corporate Scrutiny Committee.

## **7.8. Equality Implications**

7.8.1. The Council is committed to treating people fairly. The LGSCO is an independent body that investigates complaints that have exhausted the Council's own two-stage complaints process, and it ensures that all equalities considerations are taken into account so that it ensures that cases it investigates meet all equalities obligations.

## **7.9. Climate and Environment Impact**

7.9.1. The Council, having declared a climate change emergency in June 2021, is committed to reducing its climate impact both within its own Council buildings and in working with businesses and the wider community to achieve net zero energy emissions. There are no climate and environmental impacts from this report.

## **7.10. Community Impact**

7.10.1. There are no distinct community impacts from this report.

## **7.11. Crime and Disorder Impact**

7.11.1. There are no crime and disorder impacts from this report.

## **8. Background Papers**

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8.1. [The LGSCO published information about Council performance on its website](#)

8.2. [The LGSCO published the annual review letter relating to North Northants Council on its website](#)



**CORPORATE SCRUTINY COMMITTEE**

**12 December 2023**

**Detailed Scrutiny Items**

	<b>Suggested Topic</b>	<b>Reasons for Scrutiny</b>	<b>Officer, Chair and Executive Member</b>	<b>Notes</b>
1. Page 113	Children's Trust Financial Position Mid-Year Review	To understand the nature of the current overspends and to seek reassurance of the plan to bring the budget back into balance by the end of the financial year.	Executive Director, Children's Services/ Executive Director of Finance and Performance/ Children's Trust/ Executive Member for Children's Services	
2.				

**Pre-Scrutiny of Executive Reports**

	<b>Suggested Topic</b>	<b>Reasons for Scrutiny</b>	<b>Officer, Chair and Executive Member</b>	<b>Notes</b>
1.				
2.				

**Regular Scrutiny Items**

	<b>Topic</b>	<b>Reasons for Scrutiny</b>	<b>Officer and Executive Member</b>	<b>Notes</b>
1.	Performance Indicators 2023/24	<ul style="list-style-type: none"> <li>To provide members with an update on the Council's performance across a wide range of services, as measured by Key Performance Indicators, with the aim of informing scrutiny.</li> </ul>	Executive Director of Finance and Performance Executive Member for Finance and Transformation	
2.	Forecast Draft Outturn 2023/24	<ul style="list-style-type: none"> <li>A regular monitoring report setting out the material financial issues identified since the 2023/24 budget which was set in February 2023.</li> </ul>	Executive Director of Finance and Performance/ Executive Member for Finance and Transformation	
	Capital Monitoring 2023/24	<ul style="list-style-type: none"> <li>A regular monitoring report setting out the material financial issues identified since the 2023/24 budget which was set in February 2023.</li> </ul>	Executive Director of Finance and Performance/ Executive Member for Finance and Transformation	

**CORPORATE SCRUTINY COMMITTEE**

**13 February 2024**

**Detailed Scrutiny Items**

	<b>Suggested Topic</b>	<b>Reasons for Scrutiny</b>	<b>Officer, Chair and Executive Member</b>	<b>Notes</b>
Page 116	1. Customer Service Operations and Out of Hours Service	To include an update on the performance and bedding in of the new telephony system, rolled out in summer/autumn 2023.	Executive Director for Customer and Governance, Executive Member for Finance and Performance	
	2. ICT Value for Money	<ul style="list-style-type: none"> <li>To understand the overall value for money of ICT services at NNC.</li> <li>To determine the value for money of the ICT services provided by WNC to NNC given the significant role this plays in provision of the Council's overall ICT arrangements.</li> </ul>	Assistant Chief Executive Executive Member for Finance and Transformation	

**Pre-Scrutiny of Executive Reports**

	<b>Suggested Topic</b>	<b>Reasons for Scrutiny</b>	<b>Officer, Chair and Executive Member</b>	<b>Notes</b>
1.				
2.				

**Regular Scrutiny Items**

	<b>Topic</b>	<b>Reasons for Scrutiny</b>	<b>Officer and Executive Member</b>	<b>Notes</b>
1.	Performance Indicators 2023/24	<ul style="list-style-type: none"> <li>To provide members with an update on the Council's performance across a wide range of services, as measured by Key Performance Indicators, with the aim of informing scrutiny.</li> </ul>	Executive Director of Finance and Performance Executive Member for Finance and Transformation	
2.	Forecast Draft Outturn 2023/24	<ul style="list-style-type: none"> <li>A regular monitoring report setting out the material financial issues identified since the 2023/24 budget which was set in February 2023.</li> </ul>	Executive Director of Finance and Performance Executive Member for Finance and Transformation	
3.	Capital Monitoring 2023/24	<ul style="list-style-type: none"> <li>A regular monitoring report setting out the material financial issues identified since the 2023/24 budget which was set in February 2023.</li> </ul>	Executive Director of Finance and Performance/ Executive Member for Finance and Transformation	

**CORPORATE SCRUTINY COMMITTEE**

**9 April 2024**

**Detailed Scrutiny Items**

	<b>Suggested Topic</b>	<b>Reasons for Scrutiny</b>	<b>Officer, Chair and Executive Member</b>	<b>Notes</b>	
Page 119	1.	Review of Implementation of Pay and Grading	To scrutinise the implementation of the new pay structure and terms and conditions following approval by full Council on 31 August 2023.	Assistant Director for Human Resources	
	2.				

**Pre-Scrutiny of Executive Reports**

	<b>Suggested Topic</b>	<b>Reasons for Scrutiny</b>	<b>Officer, Chair and Executive Member</b>	<b>Notes</b>
1.				
2.				

**Regular Scrutiny Items**

	<b>Topic</b>	<b>Reasons for Scrutiny</b>	<b>Officer and Executive Member</b>	<b>Notes</b>
	1. Performance Indicators 2023/24	<ul style="list-style-type: none"> <li>To provide members with an update on the Council's performance across a wide range of services, as measured by Key Performance Indicators, with the aim of informing scrutiny.</li> </ul>	Executive Director of Finance and Performance Executive Member for Finance and Transformation	
	2. Forecast Draft Outturn 2023/24	<ul style="list-style-type: none"> <li>A regular monitoring report setting out the material financial issues identified since the 2023/24 budget which was set in February 2023.</li> </ul>	Executive Director of Finance and Performance Executive Member for Finance and Transformation	
	3. Capital Monitoring 2023/24	<ul style="list-style-type: none"> <li>A regular monitoring report setting out the material financial issues identified since the 2023/24 budget which was set in February 2023.</li> </ul>	Executive Director of Finance and Performance/ Executive Member for Finance and Transformation	



**CORPORATE SCRUTINY COMMITTEE**

**June 2024**

**Detailed Scrutiny Items**

	<b>Suggested Topic</b>	<b>Reasons for Scrutiny</b>	<b>Officer, Chair and Executive Member</b>	<b>Notes</b>
Page 121	1. Agency/OPUS figures	To scrutinise whether best value is being received from the contract and the impacts of vacancies on the Council.	Executive Director of Customer and Governance, Executive Member for Finance and Performance	
	2.			

**Pre-Scrutiny of Executive Reports**

	<b>Suggested Topic</b>	<b>Reasons for Scrutiny</b>	<b>Officer, Chair and Executive Member</b>	<b>Notes</b>
1.				
2.				

**Regular Scrutiny Items**

	<b>Topic</b>	<b>Reasons for Scrutiny</b>	<b>Officer and Executive Member</b>	<b>Notes</b>
1.	Performance Indicators 2023/24	<ul style="list-style-type: none"> <li>To provide members with an update on the Council's performance across a wide range of services, as measured by Key Performance Indicators, with the aim of informing scrutiny.</li> </ul>	Executive Director of Finance and Performance Executive Member for Finance and Transformation	
2.	Forecast Draft Outturn 2023/24	<ul style="list-style-type: none"> <li>A regular monitoring report setting out the material financial issues identified since the 2023/24 budget which was set in February 2023.</li> </ul>	Executive Director of Finance and Performance Executive Member for Finance and Transformation	
3.	Capital Monitoring 2023/24	<ul style="list-style-type: none"> <li>A regular monitoring report setting out the material financial issues identified since the 2023/24 budget which was set in February 2023.</li> </ul>	Executive Director of Finance and Performance/ Executive Member for Finance and Transformation	

**CORPORATE SCRUTINY COMMITTEE**

**Topic Areas Beyond June 2024**

**Detailed Scrutiny Items**

	<b>Suggested Topic</b>	<b>Reasons for Scrutiny</b>	<b>Officer, Chair and Executive Member</b>	<b>Notes</b>
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				

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