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Meeting: Scrutiny Commission
Date: Tuesday 4th October, 2022
Time: 7.00 pm
Venue: Council Chamber, Corby Cube, George Street, Corby, NN17 1QG

To members of the Scrutiny Commission


Councillors Wendy Brackenbury (Chair), Kevin Watt (Vice Chair), Valerie Anslow, Robin Carter, John Currall, Mark Dearing, Jim Hakewill, Philip Irwin, Zoe McGhee, Andy Mercer, Gill Mercer, Geoff Shacklock and Lee Wilkes

Substitutes: Councillor Ken Harrington, Ian Jelley, Tom Partridge-Underwood, Lyn Buckingham, Anne Lee and Sarah Tubbs

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Items for discussion			
06	Local Government and Social Care Ombudsman Annual Report 2021/22	Geoff Kent	11 - 20
07	Performance Indicators Report 2022/23 (Period 4) <i>Members are requested, where possible, to identify those areas they wish to understand in further detail with the report author at least three working days prior to the meeting.</i>	Guy Holloway	21 - 66
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Urgent Items

To consider any items of business of which notice has been given to the Proper Officer and which the Chair considered to be urgent pursuant to the Local Government Act 1972

010	Close of meeting		
<p>Adele Wylie, Monitoring Officer North Northamptonshire Council</p>  <p>Proper Officer Monday 26 September 2022</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 3 minutes in which to make your statement and you will make it at the start of the agenda item.	5pm Thursday 29 September 2022
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 3 minutes in which to make your statement and you will make it at the start of the agenda item.	5pm Thursday 29 September 2022

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Members' Declarations of Interest

Members are reminded of their duty to ensure they abide by the approved Member Code of Conduct whilst undertaking their role as a Councillor. Where a matter arises at a meeting which **relates to** a Disclosable Pecuniary Interest, you must declare the interest, not participate in any discussion or vote on the matter and must not remain in the room unless granted a dispensation.

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also allowed to speak at the meeting but must not take part in any vote on the matter unless you have been granted a dispensation.

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If Members have any queries as to whether a Declaration of Interest should be made please contact the Monitoring Officer at – monitoringofficer@northnorthants.gov.uk

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Scrutiny Commission

At 7:00pm on Tuesday 6 September 2022

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

Present:

Members

Councillor Wendy Brackenbury (Chair)	Councillor Kevin Watt (Vice Chair)
Councillor Valerie Anslow	Councillor Zoe McGhee
Councillor John Currall	Councillor Andy Mercer
Councillor Mark Dearing	Councillor Gill Mercer
Councillor Jim Hakewill	Councillor Lee Wilkes
Councillor Philip Irwin	

Officers

Adele Wylie – Director of Governance and HR (Monitoring Officer)
David Watts – Executive Director for Adults, Communities and Wellbeing
Guy Holloway – Assistant Chief Executive
Louise Tyers – Senior Democratic Services Officer

25. Apologies for Non-Attendance

Apologies for non-attendance were received from Councillors Robin Carter and Geoff Shacklock.

26. Members' Declarations of Interest

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

No declarations of interest were made.

27. Notification of Requests to Address the Meeting

There were no requests to address the meeting.

28. Minutes of the Meeting Held on 2 August 2022

RESOLVED:

That the minutes of the meeting held on 2 August 2022 were approved as a correct record and signed, subject to Councillor Geoff Shacklock's name being removed from the list of those present and included in the apologies for non-attendance.

29. Northamptonshire Safeguarding Adults Board Annual Report 2020-2021

The Scrutiny Commission considered a report of the Executive Director of Adults, Communities and Wellbeing which presented the Northamptonshire Safeguarding Adults Board Annual Report 2020/21. The report outlined the Board and statutory partner achievements during the year. The Annual report had been received by the Executive at their meeting of 25 August 2022 and the report for 2021/22 would be received later this year.

During discussion, the following principle points were noted:

- i. Safeguarding Adults Reviews were undertaken following a death due to abuse or neglect. They looked at where actions had not gone as planned, however they were not about blame but about learning. The aim was to learn and embed those lessons into the system.
- ii. In response to a question as to why the report was only being received now as it related to the former County Council, the Executive Director advised that following local government reorganisation there were questions about where it needed to be reported to for consideration. As it related to the shadow year, it was felt appropriate to bring it to NNC to review. It was expected that future reports would be reported in the third quarter of the following year.
- iii. It was noted that some people did not meet the criteria for adult social care but NNC were committed to supporting them. Some people did not want their own accommodation as they found running a house very stressful. There was a need to build relationships to encourage engagement.
- iv. When it came to safeguarding it was important to be aware of who was also housed in temporary accommodation such as the Euro Hotel, as living with other people who may have multiple needs may not be the safest place. In response, the Executive Director stated that the pandemic had led to a large amount of learning around wraparound support and hopefully we had now improved the approach around support.
- v. One issue missing from the report was around how learning was cascaded down to other organisations. It would be welcomed if the next report included what learning there had been from government and how that had been passed down to other bodies. In response, the Executive Director advised that unless there was a high-profile case, often there was not any learning from government. Learning was from regional networks and moving forward, national benchmarking.
- vi. A question was asked why the reports would only be published in the third quarter and not earlier. The Executive Director explained the process that returns were submitted to the government in June, which was then followed by a qualification period. Benchmarking then took place during September/October.
- vii. There was a role of Independent Scrutineer who undertook a challenge role for the Board. The Executive Director was the independent Chair

of the Board and this had enabled that allowance to be invested into the Independent Scrutineer role. There had also been approval for some additional staffing to support the team. In response to a request for the Independent Scrutineer to come to future meetings when the Annual Report was presented, the Executive Director undertook to see if this was possible.

- viii. It was noted that the age range in the report relating to 18-64 was very wide and was that a standard range or could it be broken down to smaller ranges. In response, the Executive Director advised that younger adults were 18-64 and older adults were 65 and over and that was how adult social care was reported. He would feed the comment back to the performance work stream to help identify trends.

RESOLVED:

To note the Northamptonshire Safeguarding Adults Board Annual Report 2020 – 2021.

30. Performance Indicator Report 2022/23 (Period 3)

The Scrutiny Commission considered a report of the Assistant Chief Executive which provided an update on the Council's performance across a wide range of services, as measured by performance indicators. The report provided a summary of the performance of Council services and further detail including trend lines and exception reports.

Comments on several specific indicators were made, including:

- Net Promotor Score - Leisure (AFL11) – Members asked for an explanation as to what this measure meant, and it was also noted that not all of the leisure providers had provided the required information. In response, the Assistant Chief Executive advised that the indicator measured customer loyalty by asking whether users would recommend the service. Customers were categorised as either being a promotor, passive or detractor and all contractors were asked to measure this indicator.
- Percentage of planning applications determined (STP15-19) – the loss of key officers was concerning and was there any concerns that we could enter special measures due to the level of performance. The Assistant Chief Executive advised that retaining staff was important, but planning was a particularly difficult area in which to recruit and retain staff. There had also been an increase in the number of major applications submitted. The Executive Director for Place and Economy and Assistant Director of Growth and Regeneration were developing a strategy to attract staff and the Future Ways of Working Strategy would also be looking at developing flexible working as a way of attracting staff. The Assistant Chief Executive was not aware of there being a risk of being put into special measures or the loss of planning powers but would make enquiries.
- Voids (STP36) – it was noted that the number of voids in Corby was up but was down in Kettering, but the turnaround figures were the same. It was suggested that it may be helpful to separate out minor and major voids and it was also suggested that it may be helpful to report on the median as well as the mean about how long it took to turnaround a

property. The Executive Director advised that often tenants had refused to have planned capital works undertaken on their homes and that could cause delays when a house became vacant. There were approximately 8000 properties in the housing stock and about 1% of those were out of action at any one time. There was also a difference in the maintenance regimes in Kettering and Corby with Kettering having its own stores and Corby having a call-off system in place. A proposal was now being developed for Corby to also have its own stores.

- Number of Rough Sleepers (AFL12) – it was noted that a 10% increase in the number of rough sleepers equated to one person.
- Fly tipping: number of fly tips reported (GSE06) – Members enquired as to how many prosecutions had been undertaken for fly tipping and how many had been successful. Also, how often had covert cameras been deployed to detect fly tipping and how much was spent clearing up fly tipping. The Director of Governance and HR advised that prosecutions were just one option open to the Council and there were a range of other actions which could take place. The Assistant Chief Executive advised that he would look at what information was available. It was also noted that the Police and Fire Commissioner's Office had a fund to help remove fly tips from private land. It was noted that a fly tipping strategy had been agreed a year ago and it would be helpful to receive a report on the first year of that strategy.
- Vacancies – It was suggested that it may be more helpful to receive the data relating to the amount spent on agency staff on a month by month basis. The Executive Director advised that within Adults Services not all the vacant posts were full time and could be, for example, care staff where they may only be required for a small number of shifts to meet staffing requirements. Lifeguards at the swimming pools was another example of where posts were needed to put staff into when required. Officers undertook to look at how this information was presented in future reports.
- A member clarified that he had found it valuable and more efficient to ask questions in advance to ensure that a response was able to be provided on the night and proposed that all members should endeavour to give questions in advance. In response, the Assistant Chief Executive advised that he would also welcome questions in-between meetings.

RESOLVED:

To note the performance of the Council and its services.

31. Executive Forward Plan – September to December 2022

The Scrutiny Commission received the Executive Forward Plan which showed the key and significant decisions the Executive would be making over the next few months.

The following comments were made in relation to the Forward Plan:

- Garden Waste: Future Service Provision – the papers for the Executive meeting, including Scrutiny's response, would be published tomorrow.

- Waste Management Three Year Plan – this decision had not been scrutinised but ongoing scrutiny of the progress of the Plan could be included in the work plan.
- Family Hubs – the Senior Democratic Services Officer would liaise with the Executive Director of Children’s Services as to when it would be appropriate for a paper to be brought to a future meeting of the Commission.
- In response to a question as to why the Executive Forward Plan was on the Commission’s agenda, the Director of Governance and HR advised that it was so the Commission had knowledge of what decisions the Executive would be making over the next few months and it could also drive how the Commission did its business outside of meetings.
- A discussion was had around the Council’s Scrutiny process and the role of Executive Advisory Panels (EAP). EAPs were an additional health check within the Council’s hybrid arrangements and were able to undertake pre-decision scrutiny of issues prior to them being considered by the Executive.

Following concerns at the delay between the Forward Plan being published and being on Commission’s agenda, the Senior Democratic Services Officer undertook to send the Forward Plan to the Commission members once it had been published.

RESOLVED:

To note the Executive Forward Plan.

32. Scrutiny Work Plan and Future Meetings

The Scrutiny Commission received the Scrutiny Work Plan, details of future meetings and other information relevant to the management of the Scrutiny Commission.

The following comments were made in relation to the work plan:

- Knife Crime – the Police, Fire and Crime Commissioner had advised that to protect the integrity of the Police and Crime Panel, it was not appropriate for him to attend the Scrutiny Commission. The Senior Democratic Services Officer would contact the Chief Constable to invite him to a future meeting.
- The items on the pending list needed to be programmed into the work plan. The Senior Democratic Services Officer will undertake to get indicative timings from officers.
- Updates to be requested on S106, adoptable roads and affordable housing.
- Homelessness and Social Housing – the Executive Director advised he would be happy to bring a paper on homelessness to a future meeting. Briefings on homelessness and the work with social landlords had been undertaken.
- Children’s Trust Annual Report – this should be brought to Scrutiny. The Director of Governance and HR advised that she would liaise with the Executive Director of Children’s Services about the process of presenting the report to the Council.

It was moved that an item on Scrutiny of the library service and how we manage community libraries should be added to the list of pending items. On being put to the vote, it was resolved not to include this item on the work plan.

RESOLVED:

- (i) To note the Scrutiny Work Plan and items for future consideration.
- (ii) To note the items being brought to future meetings.
- (iii) To note the progress of the Task and Finish Groups.

33. Close of Meeting

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

The meeting closed at 10pm.

Chair

Date

SCRUTINY COMMISSION 4 October 2022

Report Title	Local Government and Social Care Ombudsman Annual Report 2021-22
Report Author	Geoff Kent, Assistant Director of Customer Services, geoff.kent@northnorthants.gov.uk
Lead Member	Councillor Jason Smithers Leader of the Council

1. Purpose of Report

- 1.1 To present the Local Government and Social Care Ombudsman (LGSCO) Annual Letter to the Council for 2021-22 to the Scrutiny Commission and allow it to consider areas it may wish to focus its activities on resulting from types of cases that the LGSCO has investigated in the last year.

2. Executive Summary

- 2.1 The LGSCO is 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 councils individually that covers complaints that have been received relating to that Council and their outcome.
- 2.2 This report shows the LGSCO's findings in respect of the North Northamptonshire Council (NNC) for the year 2021-22. As many of the LGSCO's investigations take much time, this report also includes cases emanating from sovereign authorities.
- 2.3 The LGSCO received 55 complaints in respect of NNC in 2021-22, compared to 91 in respect of the sovereign authorities the previous year.
- 2.4 Overall, the following numbers of complaints received by the LGSCO had were broken down by service area as below:-

Service area	Number
Adult Care Services	6
Benefits & Tax	8
Education & Childrens Services	16
Environmental Services & Public Protection & Regulation	5
Highways & Transport	3
Housing	8
Planning & Development	9
Total	55

3. Recommendations

3.1 It is recommended that:

- a) The Scrutiny Commission notes the content and recommendations of the LGSCO's annual review letter, and the outcomes of its investigations completed in 2021-22 that relate to the Council and provides feedback.

3.2 Reason for Recommendation: To appraise the Commission of the annual review letter and relevant information.

3.3 Alternative Options Considered: There are no appropriate alternatives.

4. Report Background

4.1 This report discusses the LGSCO's annual report into cases relating to NNC that it investigated in 2021-22.

4.2 In 2021-22, the LGSCO investigated cases that relate to NNC in its own right as well as concluded investigations into complaints that were made in previous years that related to the four former Borough and District Councils as well as Northamptonshire County Council.

4.3 Section 5 of this report examines the cases determined by the LGSCO in more detail.

5. Issues and Choices

5.1 In reviewing complaints for last year nationally, the LGSCO made several observations about the national picture:

- The LGSCO has directed more improvements to be made by councils.
- It is important to focus on making wide-ranging service improvement recommendations that go beyond the specific cases in question.
- 99.7% of all recommendations made were complied with by councils.

5.2 Mike King, the LGSCO said that

“One complaint can have immense power to change things for the better, and we’re increasingly focusing on to how we, and the local authorities we investigate, take the learning from those complaints, and improve service provision.

The vast majority of councils agree to the recommendations we make and see them as common-sense ways of providing better services for people in their area. However this can only happen when councils act swiftly when they have committed to do so.

Unfortunately, we are seeing some councils taking longer to make those changes, which put them at risk of making the same mistakes again. In 18% of cases we found compliance was late.

While I welcome the professional way in which the majority of councils continue to work with us, I would urge those authorities who are having problems to pay close attention to this final, but crucial, step in the complaints process.”

- 5.3 The LGSCO noted that, both for NNC and West Northamptonshire Council there were some delays in responding to enquiries made by them to the councils. In many cases, this was a result of confusion between responsibilities when the new unitary authorities were established in Northamptonshire.
- 5.4 In light of this, officers are taking steps to ensure that enquiries are responded to in a timelier manner from now onwards by closer working between those officers coordinating the response to the LGSCO and those tasked with gathering the relevant information.
- 5.5 The table below shows comparative data for the number of cases investigated by the LGSCO in 2021-22 in respect both NNC and any outstanding cases that relate to the sovereign authorities in North Northamptonshire and their outcomes:-

	North Northamptonshire Council	Northamptonshire County Council	Corby Borough Council	East Northamptonshire District Council	Kettering Borough Council	Wellingborough Borough Council
2021-22						
Complaints received by LGSCO	55					
Cases investigated by LGSCO	3	7	3	0	1	2
Above cases of which upheld	2	7	2	0	1	1
Above cases of which upheld	67%	100%	67%	N/a	100%	50%
Average of cases upheld for similar authorities	64%	71%	51%	N/a	51%	51%
Comparison for 2020-21						
Complaints received by LGSCO	N/a	61*	6	6	11	7
Cases investigated by LGSCO	N/a	23*	1	3	1	1
Above cases of which upheld	N/a	15*	1	0	1	0
Above cases of which upheld	N/a	65%	100%	0%	100%	0%
Average of cases upheld for similar authorities		71%	53%	53%	53%	53%

*This is for the whole of the Council; it is not possible to split between current North and West Northants Councils

5.6 The following tables summarise the cases upheld by the LGSCO in respect of the individual sovereign councils in North Northamptonshire:-

Cases for North Northamptonshire Council		
LGSCO ref	Summary	Outcome
21 008 400	<u>Benefits and Tax – Covid19</u> There was no fault in how the Council considered the complainant's application for a discretionary COVID-19 business restart grant. The Council was at fault because it did not explore the complainant's requests for reasonable adjustments, but this did not cause him an injustice. It is not the Council's fault that the various COVID-19 support schemes can be difficult to understand, and it has taken appropriate steps to mitigate this. We have therefore completed our investigation.	The investigation was completed with a finding of fault which did not cause injustice.
21 006 915	<u>Benefits and Tax – Covid19</u> Mrs X complained the Council did not properly manage the rates account for her business, Company E, and handled her complaints poorly, causing distress, time, and trouble. We found the Council at fault in how it decided on rates' liability and how it handled Mrs X's complaints. We recommended it provide Mrs X with an apology, payments for time, trouble and distress and act to prevent recurrence.	The Council: Provided Mrs X with a written apology, paid Mrs X £150 for time and trouble and £150 for distress and uncertainty. Reminded staff of the need to gather and take account of relevant information before reaching decisions on business rates liability. Provided relevant staff with training on effective complaint handling. The Council has accepted all recommendations.

Cases for Corby Borough Council		
LGSCO ref	Summary	Outcome
20 013 903	<u>Benefits and Tax – Covid19</u> Mrs X complained the Council wrongly refused her a business grant, withdrew a business rates credit in error and handled her complaints poorly. She said she suffered financial loss, distress, time, and trouble. We found the	To remedy the injustice set out above the Council carried out the following actions: Provided Mrs X with a written apology. Paid Mrs X £150 for time and trouble and £150 for distress/

	<p>Council at fault. We recommended the Council provide Mrs X with an apology, £150 for time and trouble, £150 for distress, £10,000 for the missed grant and act to prevent recurrence.</p>	<p>Pay Company B £10,000 for the missed grant. Reminded staff of the need to offer service users a right of review to its decisions. Provide relevant staff with training on effective complaint handling. The Council accepted all recommendations.</p>
20 001 807	<p><u>Benefits and Tax - Council Tax</u> Ms X complained the Council applied Council Tax to an annex on her house despite the annex being exempt. Ms X complained the Council sent the Council Tax charges to debt collection agencies causing additional debt collection charges. The Council has admitted fault for charging Council Tax and has refunded Ms X the overpayments she made. The Ombudsman found the Council was at fault for charging council tax despite having the relevant information to know the property was exempt and the subsequent debt collection activity. The Council agreed to the Ombudsman recommendations to refunds any debt collection charges and provide Ms X with an apology and £900 for the avoidable distress, frustration, and financial hardship it caused.</p>	<p>The Council: Transferred the remaining £177.80 of Ms X's payments to the annex council tax account onto the council tax account for Ms X's main residence. Refunded debt collection charges applied to Ms X's main residence account applied from 1 April 2016 to 8 May 2019, if applicable. Apologised and paid Ms X a goodwill gesture of £900 for the severe and prolonged distress, frustration, and financial hardship it caused by charging council tax on an exempt property for three years and the relating debt collection activity.</p>

Cases for East Northamptonshire District Council

There were no cases investigated during 2021-22.

Cases for Kettering Borough Council

LGSCO ref	Summary	Outcome
20 011 625	<p><u>Benefits and Tax - Council Tax</u> Mr X complained about how the Council dealt with the council tax on a property he jointly owned with his mother. He said the Council incorrectly informed him that the property was exempt from council tax. The Council was at fault because it did not properly check who owned the property. It also failed to communicate effectively</p>	<p>The Council apologised to Mr X and paid him £100 to acknowledge the time, trouble, and frustration this matter caused him.</p>

	with Mr X. This caused Mr X frustration. The Council has already made procedural changes to prevent recurrence of the fault. It will also apologise to Mr X and pay him £100 for the time and trouble the matter caused him.	
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Cases for Northamptonshire County Council (only cases relating to North Northamptonshire Council are shown)		
LGSCO ref	Summary	Outcome
20 010 011	<u>Adult care services - charging</u> Mr B complained that the Council overcharged his late mother for her domiciliary and residential care. The Ombudsman considered that there were errors in the financial assessment for Mr B's mother's residential care and, as a result, she should have been charged more for her care. The Ombudsman considered the Council agreeing to write off the additional charges is a suitable remedy.	The Ombudsman considered the Council's agreement to write off the additional charges to be a suitable remedy for the errors in calculating Mrs C's financial contributions to her care.
20 010 941	<u>Adult care services – assessment and care plan</u> Mrs X and Miss P complained about the delay in making arrangements to assess and provide support to Mrs X. It was found the Council was at fault. To remedy the injustice caused, the Council has agreed to apologise, make a payment to Miss P in recognition of the financial losses she incurred whilst providing care for Mrs X and review its practices.	The Council took the following action: Sent a written apology to Miss P and made a payment of £7919. Reviewed procedures to ensure the delays experienced by Miss P in carrying out assessments do not recur. The Council explained to the Ombudsman the action taken to improve its practice in this area.
20 001 023	<u>Education – school transport</u> Mrs B complained that the Council did not properly consider her application for school transport for her son D, who has Special Educational Needs. The Ombudsman found fault in the way the Council considered D's application. The Council already exercised discretion to provide transport from the start of the calendar year. It also agreed to the Ombudsman's recommendation that it reimburse Mrs B's transport costs for D from the start of the	The Council agreed to the Ombudsman's recommendations that: It reimbursed the costs that Mrs B incurred in getting D to school in the autumn term. Reviewed its policy to ensure that it refers to the correct test when considering its statutory duty to provide transport in the case of children with SEN; and reminded officers and panel members of the correct test.

Cases for Northamptonshire County Council (only cases relating to North Northamptonshire Council are shown)		
LGSCO ref	Summary	Outcome
	school year, amend its policy and remind officers of the correct test for deciding whether to provide transport.	
20 004 256	<u>Adult care services – charging</u> Mr B complained that the Council provided an inaccurate redemption statement for his mother's Deferred Payment Agreement for care home charges and delayed in issuing an invoice for an overpayment of Direct Payments for home care. The Ombudsman considered that some of the information provided was unclear and there was delay in issuing the Direct Payment invoice. The Council's offer to write off the debt apart from the outstanding care home fees of £2,804.12 was a suitable remedy for any injustice caused to the family.	The Council agreed not to recover the Direct Payment overpayment of £2,891.97 but only the outstanding care home fees of £2,804.12. It issued updated invoices to confirm this. It also agreed to review the wording on its DPA redemption letters to make it clear that there may be separate invoices for interim charges, interest or fees which may not be included in the stated redemption figure.
20 003 586	<u>Adult care services – charging</u> Mrs E complained about the Council's demand that she pay £40,805.15 for her late husband's care home charges, and about the lack of advice provided to her. The Ombudsman considered the Council was wrong to seek to recover this sum, did not advise her properly about her husband's Personal Expenses Allowance or carry out annual reviews of her husband's care. The Council agreed to cancel the £40,805.15 care home charge, apologise to her, pay her £1,120 in recognition of the distress caused and costs unnecessarily incurred, and review its procedures.	In addition to cancelling the £40,805.15 care home charge, the Council also agreed to: Apologise to Mrs E for failing to consider the repayment properly with regard to the Care Act Guidance, the failure to carry out annual reviews of Mr E's care and to provide the appropriate support and advice. Pay Mrs E £300 for the distress she unnecessarily experienced at the prospect of having to sell her home following the recent loss of her husband. Pay Mrs E £320 (£20 x 16 months) towards the cost of petrol and parking. Pay Mrs E £500 in acknowledgment of the of the distress and hardship she experienced as a result of her unnecessarily incurring the full cost of providing for her late husband's incontinence care. Confirm that it has arrangements in place such that annual reviews are undertaken

Cases for Northamptonshire County Council

(only cases relating to North Northamptonshire Council are shown)

LGSCO ref	Summary	Outcome
		<p>both within and outside the Council's area.</p> <p>Ensure that officers are familiar with the relevant sections of the Care Act Guidance and the Charging Regulations in respect of deprivation of assets and how this should be considered.</p> <p>Ensure that officers are also familiar with the need to consider whether adjustment to the PEA may be appropriate when undertaking assessments of care charges and that they are reminded to provide appropriate advice on this.</p>
20 011 094	<p><u>Adult care services – charging</u></p> <p>The Ombudsman found fault with the Council for not adequately explaining an assessed contribution towards the costs of a care home placement and for giving wrong calculations of the outstanding amount. This caused the complainant significant distress and confusion. The Ombudsman also found fault with the Council for poor complaint handling. The Council agreed to set up a payment plan for the amount agreed in its final decision and pay a financial remedy to the complainant in recognition of the distress caused.</p>	<p>The Council agreed to:</p> <p>Write to Ms B and Mrs A and apologise for how it has handled the issue of payment amounts and complaint handling.</p> <p>Pay £200 to Ms B in recognition of the distress it has caused her.</p> <p>Discuss and set up a payment plan with Ms B for the amount agreed in the decision dated June 2020 for £19,013.77.</p> <p>Review how it communicates about assessed contributions for care costs, ensuring decisions are communicated in writing.</p> <p>Review how it quality checks calculations for care costs, and how this is communicated to service users, including how decisions are communicated in writing rather than via telephone, and how records are maintained in this area.</p> <p>Review how it responds to complaints about care fees, and how it quality checks information being given to complainants about amounts outstanding.</p>
20 005 888	<p><u>Adult care services – assessment and care plan</u></p> <p>Mrs D complained the Council delayed providing her with a copy of her late husband's care and support plan and that the Council</p>	<p>To address the injustice caused by fault the Council agreed to:</p> <p>Make a further apology to Mrs D.</p> <p>Pay her £200 for the upset and frustration caused.</p>

Cases for Northamptonshire County Council (only cases relating to North Northamptonshire Council are shown)		
LGSCO ref	Summary	Outcome
	failed to provide her with adequate information on direct payments, unreasonably sought repayment of the remaining direct payments funds and failed to facilitate care to enable her late husband to be discharged from hospital. We find the Council delayed providing Mrs D with a copy of her late husband's care and support plan. The Council has agreed to our recommendations to address the injustice caused by fault.	Issue written reminders to relevant staff to ensure they are aware they should provide care and support plans to customers and their relatives without unnecessary delay.

Cases for Wellingborough Borough Council		
LGSCO ref	Summary	Outcome
20 011 300	<u>Adult care services – disabled facilities grants</u> Mrs B says the Council delayed considering her application for a disabled facilities grant, failed to communicate properly with her about the application, ignored recommendations from the occupational therapist, suggested an alternative which would create secondary hazards and offered a cash alternative without providing details. The Council delayed telling Mrs B about its decision in relation to part of the grant application. There is no fault by the Council in the other issues raised. An apology and reminder to officers is satisfactory remedy for the area where the Council was at fault.	The Council agreed to: Send a memo to officers dealing with disabled facilities grant applications to remind them of the need to issue a formal decision on the application, particularly where only some of the works have been approved.

6. Implications (including financial implications)

6.1 Resources, Financial and Transformation

- 6.1.1 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.

6.2 **Legal and Governance**

6.2.1 There are no legal implications arising from the proposals.

6.3 **Risk**

6.3.1 There are no significant risks arising from the recommendations in this report.

6.4 **Consultation**

6.4.1 No consultation is applicable in respect of this report.

6.5 **Climate and Environment Impact**

6.5.1 There is no climate impact from this report.

6.6 **Community Impact**

6.6.1 There is no community impact from this report.

6.7 **Crime and Disorder Impact**

6.8.1 There is no crime and disorder impact from this report

7. **Background Papers**

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

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

SCRUTINY COMMISSION 4th October 2022

Report Title	Performance Indicator Report 2022/23 (Period 4)
Report Author	Guy Holloway, Assistant Chief Executive Email: Guy.holloway@northnorthants.gov.uk
Executive Member	Cllr Jason Smithers Leader of the Council

List of Appendices

Appendix A –Summary Performance Indicator Report for P4 2022/23 (July 2022)

Appendix B –Detailed Performance Indicator Report for P4 2022/23 (July 2022)

Appendix C- Human Resources Workforce Data P4 2022/23 (July 2022)

1. Purpose of Report

- 1.1. To provide members with an update on the Council's performance across a wide range of services, as measured by performance indicators, with the aim of informing scrutiny.
- 1.1 Set out some of the actions the Council is taking to develop its performance monitoring arrangements.

2. Executive Summary

- 2.1 The Scrutiny Commission identified the need for regular performance reports on the Council's services and key local outcomes at its Scrutiny Conference back in October 2021. Performance reporting has been built into the Scrutiny Work Programme as a routine and regular feature.
- 2.2 A summary of the performance information relating to a range of services as measured by corporate performance indicators (CPI's) for Period 4 (July) has been provided as **Appendix A**.
- 2.3 A more detailed assessment of the performance of services as measured by the same suite of corporate performance indicators for the same period has been included as **Appendix B**. This includes comments / exception reports on each of the performance indicators reported.
- 2.4 Additional Human Resources workforce data for the same period is provided within **Appendix C**. A definition key is also included to facilitate understanding

of the data and guide accurate and efficient decision making in respect of the Council's workforce moving forward.

- 2.5 Members of the Scrutiny Commission are advised to flag up areas they wish to understand in further detail with the report author at least three working days prior to the meeting. This is by no means essential but given the broad range of information included within the appendices of this report, it will help ensure a more thorough answer is provided at the meeting.

3. Recommendations

- 3.1 It is recommended that the Scrutiny Commission 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

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 summary of the performance information relating to the Corporate Plan indicators as at period 4 has been provided as **Appendix A**. A more detailed assessment of this same indicator set's performance has been included as **Appendix B**.
- 4.3 In keeping with previous reports, the enhanced Human Resources Workforce Data has been provided as **Appendix C** for the same period. The format and presentation of this data continues to be developed to ensure it is meaningful for members so it can accurately inform strategic decision making moving forward.
- 4.4 A definition key was added to **Appendix C** earlier this year. This is to facilitate better understanding of the data and help guide accurate and efficient decision making in respect of the Council's workforce moving forward.
- 4.5 We continue to identify and develop indicators where appropriate. This is specifically important where there are gaps in measuring how effectively we are delivering against the Council's key commitments or strategic aspirations identified within key partnership arrangements.

Benchmark and Comparative data

- 4.6 As stated in previous reports, the Council recognises the importance of having comparable and reliable benchmark data and continues to make progress in establishing these. The performance team continue to work closely with directors and service leads to ensure that meaningful benchmark networks and comparative data exist moving forward.

- 4.7 It is anticipated that future performance reports will feature more meaningful and relevant benchmark data across a number of indicators in light of the newly established East Midlands Benchmark group.
- 4.8 East Midlands Benchmarking group has been created for the 2022/23 financial year with 13 Councils from East Midlands signed up to take part so far. A list of 10 commonly measured Performance Indicators has been put together with the aim of sharing performance data between group members in a secure environment on a quarterly basis. The aim of the benchmarking club is not to rank authorities but to identify best practice and learn from neighbouring authorities accordingly

5. Issues and Choices

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

6. Implications (including financial implications)

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 affordability. 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 as measured by performance indicators. The indicators and associated reporting regime form an important part of the Council's corporate governance arrangements. A laissez-faire approach to the Council's performance would be counterproductive. Robust scrutiny and challenge is considered 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 nevertheless continue to be an area of careful focus for the Council as it further beds down and develops its performance management arrangements.

6.4 Consultation

6.4.1 The Council carried out a public consultation on its vision, values, key commitments and priorities during the Autumn of 2021. These have been used to help guide the development of a revised set of Corporate Plan performance indicators for 2022/23.

6.5 Climate Impact

6.5.1 The Council continues to develop its 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	New (2022/23) or Existing (2021/22) Indicator
GSE01	Number of E-Scooter trips	New
GSE02	Number of E-Scooter users	New
GSE03	Co2 savings from E-Scooters	New
GSE04	Number of electric vehicle charging points publicly available	New
GSE05	Number of electric vehicles per charge point	New
GSE06	Fly tipping: number of fly tips reported	Existing
GSE07	Percentage of waste diverted from landfill	Existing

6.5.3 The Assets & Environment service area are currently developing a Carbon Management Plan for consideration by Executive later in 2022. The Tree Management and Care Policy and Pollinator Strategy has been considered and approved by the Executive at its meeting on the 25th 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. 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

- 7.1 [Performance Indicator Report Period 3 2022-23 \(June\)](#) presented at the Scrutiny Commission meeting on the 6th September 2022.
- 7.2 [Proposed Corporate Plan Indicator Set 2022/23](#) presented at the Scrutiny Commission meeting on the 29th March 2022.

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North Northamptonshire Council Performance Report - July 2022

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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

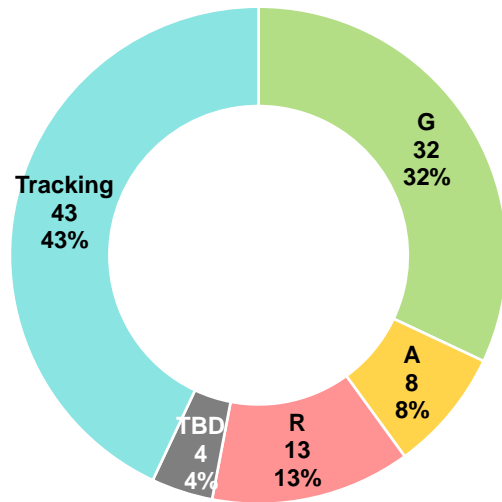
Children's Trust Progress Status Key:
Green - At target or better
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Direction of Travel Key	
An acceptable range = within 5% of the last period's performance	
↑G	Performance has improved from the last period – Higher is better
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Children's Trust Direction of Travel Key	
↑G	Performance improved since last month
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↓A	Performance declined since last month

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
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



- G - On target or over-performing against target
- A - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified)
- R - Under-performing against target by more than 5% (or other agreed tolerance as specified)
- TBD - Data missing - Data to be determined
- Tracking indicator only

Directorate	Underperforming Indicators	Variance from Target
Governance & HR	MPS07 Number of working days lost to sickness per employee (long-term)	+37.8%
Governance & HR	CNC03 % of Deaths registered within 5 working days	-14.38%
Transformation	MPS34 % of complaints answered within the Service Level Agreement (20 Wdays or agreed extension)	-43.3%
Transformation	MPS35 % of complaints upheld	+31%
Transformation	MPS40 % Calls answered within 60 seconds in customer services	-10.35%
Place & Economy	STP33 % of Local Land Charges searches processed within 10 working days	-13.2%
Place & Economy	MPS28 % occupancy of East Northamptonshire Enterprise Centre	-24.6%
Place & Economy	MPS29 % occupancy of Chesham House Kettering	-12.1%
Adults, Communities & Wellbeing	ALF20 % of in-year eligible population offered an NHS Health Check	-85.7%
Adults, Communities & Wellbeing	ALF21 % of in-year eligible population who received an NHS Health Check	-78%
Adults, Communities & Wellbeing	AFL14 Number of households whose homelessness was relieved	-16%
Adults, Communities & Wellbeing	AFL12 Number of rough sleepers (single night snapshot figure)	+188.89%
Adults, Communities & Wellbeing	STP14 Number of Private Sector Disabled Facilities Grants completions	-14.29%
Adults, Communities & Wellbeing	BBF01 Breastfeeding rate at 6-8 weeks	-5.82%

Directorate	Indicators where Direction of Travel has Deteriorated (except where indicator is on or above target or within an acceptable range of 5% of the last period)	% change from last month
Governance & HR	MPS06 Number of working days lost to sickness per employee (short-term)	+34.6%
Governance & HR	MPS07 Number of working days lost to sickness per employee (long-term)	+17%
Governance & HR	MPS15 Total number of data breaches (split by service eventually)	+60%
Governance & HR	MPS11 Amount of Spend on Agency Staff within each Directorate	+77.14% (May - Jun)
Transformation	MPS32 Stage 2 complaints received	+57.1%
Transformation	MPS37 Total number investigated by Ombudsman	+100%
Place & Economy	STP33 % of Local Land Charges searches processed within 10 working days	-8.73%
Children's Services	BBF17 Rate of Permanent exclusions from school - Total	+27.3%
Children's Services	BBF18 % of EHC plans issued within 20 weeks (excluding exceptions)	-7.7%
Adults, Communities & Wellbeing	ALF22 Smoking quit rate at 4 weeks	-9.8%
Adults, Communities & Wellbeing	ALF20 % of in-year eligible population offered an NHS Health Check	-67.6%
Adults, Communities & Wellbeing	AFL14 Number of households whose homelessness was relieved	-22.22%
Adults, Communities & Wellbeing	AFL12 Number of rough sleepers (single night snapshot figure)	+116.67
Adults, Communities & Wellbeing	STP36 Void turnaround time (Kettering)	+1.27%
Adults, Communities & Wellbeing	STP37 Void turnaround time (Corby)	+27.85%
Adults, Communities & Wellbeing	STP14 Number of Private Sector Disabled Facilities Grants completions	-25%

Governance & HR

	Performance Indicator	July Progress Status	Direction of Travel (Jun-Jul or Latest)
Human Resources	MPS06 Number of working days lost to sickness per employee (short-term)	A	↑R
	MPS07 Number of working days lost to sickness per employee (long-term)	R	↑R
	MPS11 Amount of Spend on Agency Staff within each Directorate	TRACKING (June)	↑R (May - Jun)
Information Governance	MPS12 % of Freedom of Information Requests completed in 20 working days	G	↑G
	MPS13 % Environmental Information Regulation Requests completed in 20 working days	G	↓
	MPS14 % Individual Rights Requests completed in 1 calendar month	G	↑G
	MPS15 Total number of data breaches (split by service eventually)	TRACKING	↑R
Registrations	CNC03 % of Deaths registered within 5 working days	R	↑G
	CNC04 % of Births registered within 42 days	G	↑G

Detail featured in Appendix C alongside all workforce data

Finance Services

	Performance Indicator	July Progress Status	Direction of Travel (Jun-Jul or Latest)
Finance	MPS01 % of invoices paid within 30 days	G	↓
Revenues & Benefits	MPS05 % of Council Tax collected	G	↑ G
	MPS04 % National Non Domestic Rates collected	G	↑ G

Transformation

Performance Indicator	July Progress Status	Direction of Travel (Jun-Jul)
MPS39 % calls answered	A	↑G
MPS30 Stage 1 complaints received	TRACKING	↓G
MPS32 Stage 2 complaints received	TRACKING	↑R
MPS31 Total number of complaints received by NNC	TRACKING	↑
MPS34 % of complaints answered within the Service Level Agreement (20 Wdays or agreed extension)	R	↑G
MPS35 % of complaints upheld	R	↓G
MPS37 Total number investigated by Ombudsman	TRACKING	↑R
MPS40 % Calls answered within 60 seconds in customer services	R	↓
MPS41 Number of customers helped by customer services	TRACKING	↓
MPS42 Number of customer interactions to customer services - split by telephone/face-to-face, email and online form		
MPS43 % of Face-to-Face Customers with an appointment seen within 5 minutes (within customer services team)	G	↑G

Customer Services

Place & Economy

	Performance Indicator	July Progress Status	Direction of Travel (Jun-Jul or Latest)
Assets & Environment	MPS26 % occupancy of Corby Enterprise Centre	G	→
	MPS27 % occupancy of Corby Innovation Hub	A	→
	MPS28 % occupancy of East Northamptonshire Enterprise Centre	R	↓
	MPS24 Rate of return on commercial stock (%)	G	→
Growth & Regeneration	MPS29 % occupancy of Chesham House Kettering	R	→
	STP15 % major planning applications processed in 13 weeks	G	↑G
	STP16 % minor planning applications processed in 8 weeks	G	↑G
	STP17 % other planning applications processed in 8 weeks	G	↑G
	STP19 Total number of planning applications received - ALL TYPES of applications	TRACKING	↑
	STP21 % of Full fibre coverage	G	↑G
	STP22 % of gigabit coverage	G	↑G
	GSE01 Number of E-Scooter trips	TRACKING	↑G
	GSE02 Number of E-Scooter users	TRACKING	↑G
	GSE03 Co2 saving from E-Scooters	TRACKING	↑G

Place & Economy

Performance Indicator		July Progress Status	Direction of Travel (Jun-Jul or Latest)
Number of defects outstanding on the network			
STP29	P1	No P1 defects	n/a
	P2	TRACKING	↑R
	P3	TRACKING	↑R
	P4	TRACKING	↓G
Number of defects repaired in the network			
STP30	P1	No P1 defects	n/a
	P2	TRACKING	↑G
	P3	TRACKING	↑G
	P4	TRACKING	↑G
Percentage of defects responded to within the timeframes specified, split by category;			
STP31	P1	No P1 defects	n/a
	P2	G	→
	P3	G	↑G
	P4	G	↑G
GSE06	Fly tipping: number of fly tips reported	TRACKING	↓
GSE07	Percentage of waste diverted from landfill	TBD	Q1 data expected September
Regulatory Services	STP32	% of food establishments in the area broadly compliant with food hygiene law	↑G
	STP33	% of Local Land Charges searches processed within 10 working days	↓R
	STP35	% of Rogue trading activities tackled (rogue traders subject to a Trading Standards intervention)	→

Quarterly reporting only - Q1 data due early September

Children's Services

Children's Social Care	Performance Indicator	July Progress Status	Direction of Travel (Jun-Jul or Latest)
	BBF05 % of referrals with a previous referral within 12 months	A	→
	BBF06 % of single assessments authorised within 45 working days	G	↑ G
	BBF07 % Children in care with three or more placements in the previous 12 months	A	↑ G
	BBF08 % of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16	G	↑ G
	BBF09 % of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16	G	↑ G

Children's Services

Learning, Skills & Education	Performance Indicator	July Progress Status	Direction of Travel (Jun-Jul)
	BBF15 Rate of suspensions in primary aged pupils	TRACKING	→
	BBF16 Rate of suspensions in secondary aged pupils	TRACKING	↓ G
	BBF17 Rate of Permanent exclusions from school - Total	TRACKING	↑ R
	BBF18 % of EHC plans issued within 20 weeks (excluding exceptions)	TRACKING	↓ R

Adults, Communities & Wellbeing		
Performance Indicator	July Progress Status	Direction of Travel (Jun-Jul)
Assessment Teams		
AFL01 Total number of people allocated to each team	TRACKING	↑
AFL02 Number of unscheduled review requests	TRACKING	↑
Short and Long Term (SALT) Services - Hospital		
AFL03 Percentage of new requests for services (all ages) where route of access was discharge from hospital, that had a sequel of ST-MAX (short term support to maximise independence) (i.e. reablement)	TRACKING	→
Safeguarding		
AFL04 Number of new safeguarding concerns received	TRACKING	↓G
AFL05 New safeguarding concerns determined to be enquiries (both s42 and other)	TRACKING	↑
Deprivation of Liberty Safeguards (DoLS)		
AFL06 Total number of open Deprivation of liberty Safeguard cases	TRACKING	↓G
In-House Provision		
Domain Two: Delaying and Reducing the Need for Care and Support		
AFL07 Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people)	TRACKING	↑
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)	TRACKING	↑G

Adult Social Care

Adults, Communities & Wellbeing

Performance Indicator	Latest Progress Status	Direction of Travel (LATEST)
AFL22 Smoking quit rate at 4 weeks	TBD (June 22 data will be available in Sept)	↓R (Apr - May)
BBF02 % of infants due a new birth visit that received a new birth visit within 14 days of birth	G	↑G (May - Jun)
AFL20 % of in-year eligible population offered an NHS Health Check	R	↓R (May - Jun)
AFL21 % of in-year eligible population who received an NHS Health Check	R	→ (May - Jun)
BBF01 Breastfeeding rate at 6-8 weeks	R	↓ (May - Jun)
BBF03 % of children who received a 6-8 week review by the time they were 8 weeks	G	↓ (May - Jun)
BBF04 % mothers known to be smokers at the time of delivery	A	↓ (Q4 - Q1)
AFL23 % substance misuse clients waiting more than 3 weeks for their first intervention	TRACKING	↓G (Q3 - Q4)

Public Health

Adults, Communities & Wellbeing

Performance Indicator	July Progress Status	Direction of Travel (Jun-Jul or Latest)
AFL13 Number of households whose homelessness was prevented	G	↓
AFL14 Number of households whose homelessness was relieved	R	↓R
AFL12 Number of rough sleepers (single night snapshot figure)	R	↑R
STP06 Number of affordable housing completions	TBD	(Awaiting Q1 data)
STP07 Number of affordable housing starts (now under construction)	TBD	(Awaiting Q1 data)
STP11 Number of council housing lets completed	TRACKING	↑
STP12 Number of council houses vacant and available to let	G	↑
STP36 Number of voids (Kettering)	TRACKING	→
STP36 Number of voids (Corby)	TRACKING	↑R
STP37 Void turnaround time (Kettering)	TRACKING	↑R
STP37 Void turnaround time (Corby)	TRACKING	↓G
STP08 % of properties with a valid gas safety certificate	G	↓
STP09 Total number of emergency repairs completed	TRACKING	↓
STP10 Total number of non-emergency repairs completed	TRACKING	↓
STP04 Total Active applicants on the Keyways Housing Register	TRACKING	↓
STP05 New Housing Applications Received	TRACKING	↑
STP13 Number of Private Sector Disabled Facilities Grants cases on waiting list	TRACKING	↔
STP14 Number of Private Sector Disabled Facilities Grants completions	R	↓R
AFL15 Total number of homeless approaches	TRACKING	↑
AFL16 Number of households accepted as owed the main housing duty	TRACKING	↓
AFL17 Total number of households living in temporary accommodation	G	↑
AFL18 Number of households with family commitments* living in bed and breakfast accommodation	G	→
AFL19 Number of rough sleepers rehoused into accommodation for 6 months or more	G	↓

Quarterly reporting only - Data not available yet - TBC

Housing

Adults, Communities & Wellbeing

		July Progress Status	Direction of Travel (Jun-Jul or Latest)
Communities and Libraries	Performance Indicator		
	AFL09 Number of physical visits to libraries	G	↑
	AFL11 Net promoter score % - Leisure	G	n/a

Quarterly reporting only



North Northamptonshire Council Performance Report - July 2022

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Children's Trust Direction of Travel Key	
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EXAMPLE Performance Indicator	% Calls answered
Numerator	Number of calls answered
Denominator	Total number of calls received

Governance & HR

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Information Governance														
Modern Public Services	MPS12	% of Freedom of Information Requests completed in 20 working days		80.08% (Average of 40 Unitary Councils 2021/22 - benchmarking exercise conducted by Brighton and Hove Council)	92.34%	96.05%	89.58%	90.24%	92.96%	↑G	Higher is better	90%	85% - 90%	An increase in performance coincides with a reduction in requests received for this period and less strain on resources, particularly over the holiday period. Active requests are excluded from the calculation until they can be included in next months report. Active requests are where a request is still open and the deadline for completion has not yet passed.
					229 out of 248 (7 active requests)	73 out of 76	86 out of 96	74 out of 82	66 out of 71 (7 active requests)					
Modern Public Services	MPS13	% Environmental Information Regulation Requests completed in 20 working days		TBD	97.33%	96.70%	96.26%	100.00%	99.24%	↓	Higher is better	90%	Tolerance 85% - 90%	New procedures regarding Con29/EIR enquiries are bedding resulting in a slight decrease in performance. A reduction in requests overall has assisted in meeting targets. Active requests are excluded from the calculation until they can be included in next months report. Active requests are where a request is still open and the deadline for completion has not yet passed.
					473 out of 486 (22 active requests)	176 out of 182	180 out of 187	138 out of 138	131 out of 132 (22 active requests)					
Modern Public Services	MPS14	% Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)		TBD	89.47%	84.62%	85.71%	90.91%	100%	↑G	Higher is better	90%	85% - 90%	An increase in performance has been evidenced for this period but again may be due to there being a reduction in requests and less pressure on resources. Active requests are excluded from the calculation until they can be included in next months report. Active requests are where a request is still open and the deadline for completion has not yet passed.
					68 out of 76 (2 active requests)	11 out of 13	24 out of 28	20 out of 22	13 out of 13 (2 active requests)					
Modern Public Services	MPS15	Total number of data breaches		n/a	22	3	6	5	8	↑R	Lower is better	No target tracking indicator only	N/A	The Data Protection team monitors levels of data breaches and the causes of them. Appropriate training and/or discussions with the relevant services is undertaken, particularly for those services that are considered to be higher risk.
Registrations														
Connected communities	CNC03	% of Deaths registered within 5 working days		(Benchmarking available if needed as all authority performance data can be downloaded)	63.4%	55.7%	67.5%	64.4%	68.5%	↑G	Higher is better	80%	70% - 80%	North Northamptonshire Council remains 2nd in region Year to Date. Additional death registration capacity has been created in our Wellingborough office from 11th July by extending office opening times. The benefit of this extension will not be noticed currently due to Summer season and peak annual leave. August performance will be impacted due to office closures.
					544 out of 858	142 out of 255	139 out of 206	139 out of 216	124 out of 181					
Connected communities	CNC04	% of Births registered within 42 days		(Benchmarking available if needed as all authority performance data can be downloaded)	91.7%	92.1%	94.2%	89.9%	90.6%	↑G	Higher is better	90%	86.5% - 90%	North Northamptonshire Council remains 1st in region Year to Date. August performance will be impacted due to office closures.
					953 out of 1039	211 out of 229	259 out of 275	213 out of 237	270 out of 298					

Finance Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2022/23	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments	
Finance															
Modern Public Services	MPS01	% of invoices paid within 30 days		n/a	97.60%	97.96%	97.96%	97.8%	96.6%	↓	Higher is better	95%	95% subject to change from SLA review (Tolerance TBC)	Accounts Payable Payment performance for 30 day payment terms remains strong. This calculation is based on the invoices paid within the month (rather than invoices received in the month).	
					12552 out of 12867	3,507 out of 3,584	3,126 out of 3,191	2,709 out of 2,770	3210 out of 3322						
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	July 2021/22	Year to Date 2022/23	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel year on year - (July 2021 - July 2022)	Polarity	Target	Tolerance	Comments
Revenues & Benefits															
Modern Public Services	MPS05	% of council tax collected in the year debit raised		95.92% (All English Authorities 2020/21 - LG Inform)	38.16%	38.70%	10.10% (YTD) 112.22% achieved of the monthly target (9.00%)	20.10% (YTD) 105.79% achieved of the monthly target (19.00%)	29.31% (YTD) 104.68% achieved of the monthly target (28.00%)	38.70% (YTD) 101.84% achieved of the monthly target (38.00%)	↑G	Higher is better	98.5%	No tolerance	Collection at the end of July remains above last years performance and above target.
					£82,877,954.43	£88,163,909.31	£22,951,095.93 (collected in Apr)	£22,759,479.12 (collected in May)	£21,003,946.68 (collected in June)	£21,448,837.58 (collected in July)					
Modern Public Services	MPS04	% of National Non-Domestic Rates (business rates) collected in the year debit raised		93.74% (All English Authorities 2020/21 - LG Inform)	30.20%	37.44%	9.46% (YTD) 105.11% achieved of the monthly target (9.00%)	19.77% (YTD) 104.05% achieved of the monthly target (19.00%)	28.87% (YTD) 103.11% achieved of the monthly target (28.00%)	37.44% (YTD) 101.19% achieved of the monthly target (37.00%)	↑G	Higher is better	98.5%	No tolerance	Collection is above last years figures, however it has dipped slightly below in year target, in light of the current economic climate we will continue to monitor this.
					£41,384,072.19	£54,592,722.18	£13,849,332.48 (collected in Apr)	£15,011,360.83 (collected in May)	£13,193,353.26 (collected in June)	£12,538,675.61 (collected in July)					

Transformation

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul)	Polarity	Target	Tolerance	Comments
Customer Services														
Modern public services.	MPS39	% of calls answered out of total calls received in customer services		n/a	84.19%	87.31%	85.48%	81.31%	82.66%	↑G	Higher is better	90%	81% - 90%	Slight improvement from last month, calls still high regarding £150 energy rebate. Some vacancies remain in service however in July several staff were appointed, albeit will be several weeks before they start with the Council and receive training to start helping more calls to be answered.
					122158 out of 145386	28357 out of 32480	30460 out of 35634	32012 out of 39371	31329 out of 37901					
Modern public services.	MPS30	Total number of Stage 1 complaints received by NNC (excluding children's services complaints)		n/a	554	138	133	142	141	↓G	Lower is better	No target - tracking indicator only	No target - tracking indicator only	Volumes consistent with previous months.
Modern public services.	MPS32	Total number of complaints escalated to stage 2		n/a	33	14	1	7	11	↑R	Lower is better	No target - tracking indicator only	No target - tracking indicator only	Volumes of cases escalated to stage 2 remain low continuing to suggest customers are often satisfied with stage 1 replies.
Modern public services.	MPS31	Total number of complaints received by NNC		n/a	587	152	134	149	152	↑	Lower is better	No target - tracking indicator only	No target - tracking indicator only	Totals consistent with previous months.
Modern public services.	MPS34	% of complaints answered within the Service Level Agreement (20 Wdays or agreed extension)		TBD	60%	72%	56%	47%	51%	↑G	Higher is better	90%	81% - 90%	Lower than standard number of complaints are continuing to be resolved as investigations are often complex and take longer than expected. Training for complaint investigators held in July that will assist improvements in future months.
					327 out of 542	81 out of 113	63 out of 113	73 out of 154	110 out of 162					
Modern public services.	MPS35	% of complaints upheld		TBD	27%	16%	29%	32%	29%	↓G	Lower is better	20%	20% - 22%	There has been a slight drop in upheld complaints however no concerning trends have been identified and services were complaints are upheld are working to prevent recurrences.
					147 out of 538	18 out of 113	33 out of 113	49 out of 154	47 out of 162					
Modern public services.	MPS37	Total number of notices received of complaints under investigation by Ombudsman		n/a	14	6	2	2	4	↑R	Lower is better	No target - tracking indicator only	N/A	Volumes of customers contacting the Ombudsman after exhausting the Council's complaints process remains low.

Transformation

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul)	Polarity	Target	Tolerance	Comments																													
Modern public services.	MPS40	% Calls answered within 60 seconds in customer services	<table border="1"> <caption>% Calls answered within 60 seconds</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>75.81%</td> <td>80%</td> </tr> <tr> <td>May</td> <td>78.50%</td> <td>80%</td> </tr> <tr> <td>June</td> <td>78.67%</td> <td>80%</td> </tr> <tr> <td>July</td> <td>74.34%</td> <td>80%</td> </tr> </tbody> </table>	Month	Actual	Target	April	75.81%	80%	May	78.50%	80%	June	78.67%	80%	July	74.34%	80%	TBD	75.81%	78.50%	78.67%	74.34%	71.72%	↓	Higher is better	80%	72% - 80%	Slight decline from last month, calls still high regarding £150 energy rebate. Some vacancies remain in service however in July several staff were appointed, albeit will be several weeks before they start with the Council and receive training to start helping more calls be answered.														
Month	Actual	Target																																									
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May	78.50%	80%																																									
June	78.67%	80%																																									
July	74.34%	80%																																									
Modern public services.	MPS41	Number of customers helped by customer services	<table border="1"> <caption>Number of customers helped</caption> <thead> <tr> <th>Month</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>185173</td> </tr> <tr> <td>May</td> <td>42863</td> </tr> <tr> <td>June</td> <td>47093</td> </tr> <tr> <td>July</td> <td>48347</td> </tr> <tr> <td>August</td> <td>46870</td> </tr> </tbody> </table>	Month	Total	April	185173	May	42863	June	47093	July	48347	August	46870	n/a	185173	42863	47093	48347	46870	↓	N/A	No target - tracking indicator only	N/A	Includes phone calls, emails, e-forms, Face to Face and Webchat.																	
Month	Total																																										
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Modern public services.	MPS42	Number of customer interactions to customer services - split by telephone/face-to-face, email and online form	<table border="1"> <caption>Customer Interactions by Channel</caption> <thead> <tr> <th>Channel</th> <th>April</th> <th>May</th> <th>June</th> <th>July</th> </tr> </thead> <tbody> <tr> <td>Telephone</td> <td>122158</td> <td>28357</td> <td>30460</td> <td>32012</td> </tr> <tr> <td>Face to Face</td> <td>9309</td> <td>2108</td> <td>2619</td> <td>2393</td> </tr> <tr> <td>E-Forms</td> <td>12022</td> <td>2876</td> <td>3286</td> <td>2936</td> </tr> <tr> <td>Emails</td> <td>39524</td> <td>9023</td> <td>10103</td> <td>10402</td> </tr> <tr> <td>Web Chat</td> <td>2160</td> <td>499</td> <td>625</td> <td>604</td> </tr> </tbody> </table>	Channel	April	May	June	July	Telephone	122158	28357	30460	32012	Face to Face	9309	2108	2619	2393	E-Forms	12022	2876	3286	2936	Emails	39524	9023	10103	10402	Web Chat	2160	499	625	604	n/a	Telephone 122158	Telephone 28357	Telephone 30460	Telephone 32012	Telephone 31329	↓	N/A	No target - tracking indicator only	N/A
Channel	April	May	June	July																																							
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Web Chat	2160	499	625	604																																							
Modern public services.	MPS43	% of Face-to-Face Customers with an appointment seen within 5 minutes (within customer services team)	<table border="1"> <caption>% of Face-to-Face Customers with an appointment seen within 5 minutes</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>99.84%</td> <td>95%</td> <td>99.84%</td> </tr> <tr> <td>May</td> <td>99.80%</td> <td>95%</td> <td>99.80%</td> </tr> <tr> <td>June</td> <td>99.80%</td> <td>95%</td> <td>99.80%</td> </tr> <tr> <td>July</td> <td>99.80%</td> <td>95%</td> <td>99.80%</td> </tr> </tbody> </table>	Month	Actual	Target	Trend	April	99.84%	95%	99.84%	May	99.80%	95%	99.80%	June	99.80%	95%	99.80%	July	99.80%	95%	99.80%	TBD	99.84%	99.80%	99.80%	99.80%	100%	↑G	Higher is better	95%	85.5% - 95%	The target has been achieved for face to face appointments across all customer service sites.									
Month	Actual	Target	Trend																																								
April	99.84%	95%	99.84%																																								
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Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Assets & Environment														
Modern Public Services	MPS26	% occupancy of Corby Enterprise Centre		Benchmark/compare to each other	96.23%	92.45%	94.34%	96.23%	96.23%	➔	Higher is better	95%	90% - 95%	Demand continues to be high due to the location and high standard of facilities.
					51 of 53 let	49 of 53 let	50 of 53 let	51 of 53 let	51 of 53 let					
Modern Public Services	MPS27	% occupancy of Corby Innovation Hub		Benchmark/compare to each other	92.45%	98.11%	92.45%	92.45%	92.45%	➔	Higher is better	95%	90% - 95%	We report statistics based on occupancy of the units and at times tenants move into other units or vacate so some variation in statistics is to be expected and part of the business of commercial lettings. However, demand continues to be high due to the location and high standard of the facilities and the empty units are now marketed with some under offer.
					49 of 53 let	52 of 53 let	49 of 53 let	49 of 53 let	49 of 53 let					
Modern Public Services	MPS28	% occupancy of East Northamptonshire Enterprise Centre		Benchmark/compare to each other	57.32%	62.20%	58.54%	58.54%	57.32%	⬇	Higher is better	76%	57% - 62%	Part of the property is closed due storm roof damage. There will be a temporary fix completed whilst insurance look at options, this will enable the area to be marketed. Business Centre Manager is reviewing Bizspace marketing strategy.
					47 out of 82	51 out of 82	48 out of 82	48 out of 82	47 out of 82					
Modern Public Services	MPS24	Rate of return on commercial stock (%)		n/a	5.45%	5.57%	5.56%	5.45%	5.45%	➔	Higher is better	5.41%	4.91% - 5.57%	An amount of minor variation is usual due to some lease payment dates being once per quarter instead of monthly.

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Growth & Regeneration														
Modern Public Services	MPS29	% occupancy of Chesham House Kettering		Not relevant to benchmark as it's so unique.	61.54%	61.54%	57.14%	61.54%	61.54%	→	Higher is better	70%	65% - 70%	Further essential works are required to Chesham House to enable all the units to be available for rent. Road closures are planned for September and with an 8-10 week period should be complete by end of December to enable the units to be occupied.
					8 out of 13	8 out of 13	8 out of 14	8 out of 13	8 out of 13					
Safe and thriving places	STP15	Percentage of major planning applications determined within 13 weeks (or within agreed extension of time)		88% (Q3 2021/22 All English Authorities - LG Inform)	88.89%	100%	100%	72.73%	100.00%	↑G	Higher is better	90%	88% - 90%	Performance in the determination of 'Major' applications has significantly improved this month and returns the year to date performance above the national benchmark and within the tolerance level for the NNC target. Staff resourcing remains a critical issue both locally and in the wider national context.
					24 out of 27	6 out of 6	3 out of 3	8 out of 11	7 out of 7					
Safe and thriving places	STP16	Percentage of minor planning applications determined within 8 weeks (or within agreed extension of time)		83% (Q3 2021/22 All English Authorities - LG Inform)	89.71%	88.24%	100.00%	84.21%	89.19%	↑G	Higher is better	85%	83% - 85%	Performance in the determination of 'Minor' applications has improved this month despite continued higher demand upon the service. Year to date performance remains above the national benchmark and the NNC target.
					122 out of 136	30 out of 34	27 out of 27	32 out of 38	33 out of 37					
Safe and thriving places	STP17	Percentage of other (including householder applications) planning applications determined within 8 weeks (or within agreed extension of time)		85% (Q3 2021/22 All English Authorities - LG Inform)	88.64%	91.03%	89.05%	85.07%	90.37%	↑G	Higher is better	88%	86% - 88%	Performance in the determination of 'Other' applications has improved this month despite continued high demand upon the service. Year to date performance remains above the national benchmark and the NNC target.
					429 out of 484	71 out of 78	122 out of 137	114 out of 134	122 out of 135					
Safe and thriving places	STP19	Total number of planning applications received - ALL TYPES of applications		Not relevant to benchmark.	836	199	246	188	203	↑	N/A	No target	N/A	

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP21	% of Full fibre coverage		37.3% (England) - Think Broadband	50.8%	44.2%	47.7%	49.2%	50.8%	↑G	Higher is better	40% of Premises countywide (Dec 2023)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Strong performance across Northamptonshire when compared to the average full fibre coverage for the same period in England (37.3% in July 2022). The 40% full fibre coverage target countywide by December 2023 was achieved early (March 2022). We have now passed a 50% milestone! Further target to achieve at least 80% full fibre coverage countywide by the end of 2028. Year to date is latest position.
Safe and thriving places	STP22	% of gigabit coverage		70.6% (England) - Think Broadband	80.5%	78.1%	79.2%	79.9%	80.5%	↑G	Higher is better	75% of premises gigabit capable (Dec 2023)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Strong performance across Northamptonshire when compared to the average gigabit coverage for the same period in England (70.6% in July 2022). The 75% gigabit coverage target countywide by December 2023 was achieved two years early (Dec 2021). We have now passed an 80% milestone! Further target to achieve at least 90% gigabit coverage countywide by end of 2028. Year to date is latest position.
Greener, sustainable environment	GSE01	Number of E-Scooter trips		n/a	53,260	40,745	46,457	47,178	53,260	↑G	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	The number of trips has continued to increase month on month with July having the highest number of rides since the beginning of the year. Year to date is latest position.
Greener, sustainable environment	GSE02	Number of E-Scooter users		n/a	5,692	5,069	5,016	5,155	5,692	↑G	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	The number of unique users has increased from June to July, a typical pattern during periods of warm weather. Year to date is latest position.
Greener, sustainable environment	GSE03	Co2 saving from E-Scooters		n/a	9.2	6.4	7.5	7.8	9.2	↑G	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	CO2 savings have continued to increase month on month. Year to date is latest position.

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date					Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
					Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23					
Highways & Waste														
Safe and thriving places	STP29	Number of Defects Outstanding on the network (at end of period), split by category		n/a	819	936	899	864	819	↓G	Lower is better	No target - tracking indicator only	N/A	Year to date is the latest position. The number of defects outstanding is an end of month position only. There is a slight increase in the number of Priority 2&3 defects outstanding at the end of the month. This relatively small level of fluctuation is usual and does not require any specific action to address it. Overall, the number of defects being repaired is well within the level, and timeframes, expected.
		P1 (Target response time within 2 hours)	n/a	No P1 defects	No P1 defects	No P1 defects	No P1 defects	No P1 defects	n/a					
		P2 (Target response time within 7 days)	n/a	16	22	18	13	16	↑R					
		P3 (Target response time within 28 days)	n/a	289	323	287	256	289	↑R					
		P4 (Target response time within 26 weeks)	n/a	514	591	594	595	514	↓G					
Safe and thriving places	STP30	Number of Defects Repaired in the network in period, split by category		n/a	6868	2421	1875	1127	1445	↑G	Higher is better	No target - tracking indicator only	N/A	The number of defects repaired in period has increased across all the periods. This reflects the better weather enabling the crews to focus on repairs rather than reactive works caused by inclement weather.
		P1 (Target response time within 2 hours)	n/a	No P1 defects	No P1 defects	No P1 defects	No P1 defects	No P1 defects	n/a					
		P2 (Target response time within 7 days)	n/a	518	264	89	70	95	↑G					
		P3 (Target response time within 28 days)	n/a	4282	1743	1093	621	825	↑G					
		P4 (Target response time within 26 weeks)	n/a	2068	414	693	436	525	↑G					
Safe and thriving places	STP31	Percentage of defects responded to within the timeframes specified, split by category		n/a	98.9% 6383 out of 6907	99.71% 2421 out of 2428	98.32% 1875 out of 1907	97.96% 1104 out of 1127	99.17% 1433 out of 1445	↑G	Higher is better	P1 and P2 97.5% P3 and P4 90%	No Tolerance	P3 and P4 targets have been amended to reflect performance data in the Highways Contract KPI Handbook. July has seen an improvement in performance for P3 & P4 defects, P2 remains constant at 100%
		P1 (Target response time within 2 hours)	n/a	No P1 defects	No P1 defects	No P1 defects	No P1 defects	No P1 defects	n/a					
		P2 (Target response time within 7 days)	n/a	100% 518 out of 518	100% 264 out of 264	100% 89 out of 89	100% 70 out of 70	100% 95 out of 95	→					
		P3 (Target response time within 28 days)	n/a	98.8% 4266 out of 4317	99.6% 1743 out of 1750	97.5% 1093 out of 1121	98.39% 611 out of 621	99.27% 819 out of 825	↑G					
		P4 (Target response time within 26 weeks)	n/a	98.9% 2049 out of 2072	100% 414 out of 414	99.86% 693 out of 697	97.02% 423 out of 436	98.86% 519 out of 525	↑G					
Greener, sustainable environment	GSE06	Fly tipping: number of fly tips reported		n/a	662	293 (Reported quarterly but monthly breakdown available)	199 (Reported quarterly but monthly breakdown available)	170 (Reported quarterly but monthly breakdown available)	n/a (reported quarterly)	↓	Lower is better	No target - tracking indicator only	N/A	Several incidents contain no obvious evidence when reported, such as single items or white goods and these cases generally are sent for clearance without the requirement for an investigation for evidence. The Council is now working towards clearance of all reported tips on land for which the Council is responsible within three working days. Where fly tipping occurs on private land, officers from the waste team will offer advice and support to landowners in facilitate clearances and promote environmental quality in as many cases as possible.
Greener, sustainable environment	GSE07	Percentage of waste diverted from landfill	N/A	Nearest neighbours / East Midlands data available on waste data flow.	TBD Q1 data expected Early September	n/a (reported quarterly)	n/a (reported quarterly)	TBD Q1 data expected Early September	n/a (reported quarterly)	n/a	Higher is better	0.87%	Quarter 1 2022/23 data expected early September.	

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Regulatory Services														
Safe and thriving places	STP32	% of food establishments in the area broadly compliant with food hygiene law		n/a	93.47%	95.77%	93.18%	93.15%	93.47%	↑G	Higher is better	95%	90%-95%	The continued reduced rate is due in part to a previous increase in the number of food business registrations received which are not deemed to be 'broadly compliant' until inspected. Resources continue to focus on poor performing businesses which pose the highest risk to food safety rather than new lower risk businesses. Increased resources have been deployed to cover vacancies and assist with increasing the number of inspections undertaken
					2918 out of 3122	2991 out of 3123	2909 out of 3122	2910 out of 3124	2918 out of 3122					
Safe and thriving places	STP33	% of Local Land Charges searches processed within 10 working days		n/a	82.16%	75.96%	82.16%	90.30%	82.42%	↓R	Higher is better	95%	85.5% - 95%	Two of our offices underperformed in July and two offices overperformed. The underperformance in the two offices and dip in performance compared to June is due to staff within the team taking annual leave and also a technical issue with Kettering office systems which has led to periods of downtime. The issue has been reported to IT and solutions are being put in place.
					571 out of 695	139 out of 183	175 out of 213	121 out of 134	136 out of 165					
Safe and thriving places	STP35	% of Rogue trading activities tackled (rogue traders subject to a Trading Standards intervention)		Trading standards institute is the national body - look for benchmarks there	100%	100%	100%	100%	100%	→	Higher is better	100%	N/A	This indicator tracks the number of referrals received in respect of rogue trading and our response via a written intervention with the trader concerned. To date all referrals have been responded to, so performance remains at 100%. 5 Notices issued, 1 for aggressive practice; trader removed supplied goods in dispute over payment and 4 where 2+ allegations have been received that a premise is selling vapes to under 18's.
					41 out of 41	13 out of 13	18 out of 18	5 out of 5	5 out of 5					

Children's Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Extra detail on PI	Comments
Children's Trust															
Better, brighter futures	BBF05 (KPI 2)	% of referrals with a previous referral within 12 months		22.7% (All English Authorities 2021 - LAIT)	32%	31% (640)	34% (743)	30% (782)	30% (700)	➔	Lower is better	29%	25% - 40%		<p>This remains at 30% for the second month. Audit and review for learning is ongoing. It is anticipated that the strengthened model in MASH and developments in CFSS/Early Help will continue to support appropriate reduction going forward.</p> <p>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. The high number of cases stepping down is presenting challenges in regards to capacity in Family Support/Early help partnership.</p> <p>Recommendations from the PIP peer reviews are being implemented.</p> <p>COVID: has an impact on volume and quality of re-referrals</p>
Better, brighter futures	BBF06 (KPI 3)	% of single assessments authorised within 45 working days		88% We are in the process of identifying more up to date benchmark data for this PI.	96%	98% (709)	93% (875)	98% (747)	95% (830)	↑G	Higher is better	85%	85% - 95%		<p>Assessment timescales remain consistently above target. 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. In addition to timeliness, we work on increasing the quality of assessments and more effective use of SoS in our interventions. PIP peer review has identified improvements in the quality of assessments.</p> <p>COVID: We undertake face to face visits and only if face to face visits are not possible due to coronavirus, visits take place over the telephone, a video-link or via other electronic communication methods.</p>
Better, brighter futures	BBF07 (KPI 8)	% Children in care with three or more placements in the previous 12 months		9% (All English Authorities 2020/21 - LG Inform)	13%	13.3% (1187)	13.1% (1179)	13.6% (1188)	12.9% (1217)	↑G	Lower is better	10%	5% - 15%		<p>Performance has improved this month. This is in the context of rising care numbers and the continuing challenges in identifying placements for children with specific needs which means they can experience a number of placement moves in quick succession until an appropriate home is identified. 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 plans progressing for opening 22/23.</p> <p>COVID: Placement sufficiency remains a challenge, sustained performance in this work should also have a positive impact on KPI 7</p>
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		53% (All English Authorities 2020/21 - LG Inform)	62%	62% (605)	63% (607)	60% (677)	62% (665)	↑G	Higher is better	55%	50% - 60%		<p>This month has seen an increase in performance to 62% whilst comparing favourably with 56% 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.</p> <p>COVID: has had a significant impact on the mental health and wellbeing of care leavers, targeted work support care leavers to access EET</p>
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		89% (All English Authorities 2020/21 - LG Inform)	95%	89% (605)	93% (607)	93% (677)	95% (665)	↑G	Higher is better	90%	85% - 95%		<p>Performance for July increased to 95%, above the target of 90%. We know that we have some young people in unsuitable accommodation or even no accommodation at all and we work hard to address this.</p> <p>The Care Leavers' Housing Protocol is in place and work is being progressed under the governance of a strategic group; this include a review of the housing panels and engagement with the Housing Associations. 16-17 homelessness action plan with input from DLUHC also in place.</p>

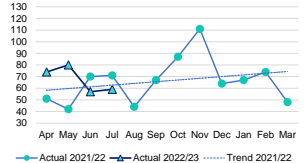
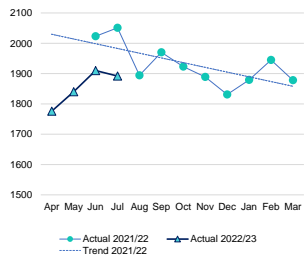
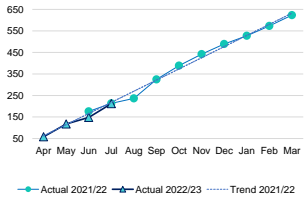
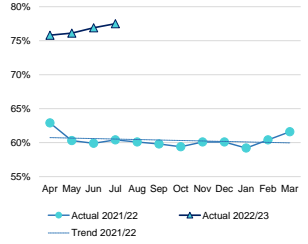
Children's Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Extra detail on PI	Comments
Learning, Skills & Education															
Better, brighter futures	BBF15 (LS6a)	Rate of suspensions in primary aged pupils		1% (All English Authorities 2019/20 - LAIT)	2.12%	0.09%	0.20%	0.11%	0.11%	➔	Lower is better	Target under review	5 percentage points	Year to date is the academic year to date (Sept to July). Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases. Includes all state funded schools (LA maintained and Academy schools) in North Northants.	It can be seen that the rate of suspensions fluctuate throughout the school year. During the summer term, suspensions tend to tail off in primary. This is particularly during a time of end of year exams are taking place. This reflects the national picture. The EIP Team are engaging with primary schools- particularly where there are higher suspensions or potential suspensions being flagged up to provide support and offer services that may help the school and / or parent. The collaborative work and drive from the EIP Team with schools is having a positive effect.
					684 out of 32217	28 out of 31844	63 out of 31844	34 out of 32217	34 out of 32217						
Better, brighter futures	BBF16 (LS7a)	Rate of suspensions in secondary aged pupils		7.43% (All English Authorities 2019/20 - LAIT)	13.41%	0.64%	1.36%	1.27%	0.72%	⬇️G	Lower is better	Target under review	5 percentage points	Year to date is the academic year to date (Sept to July). Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases. Includes all state funded schools (LA maintained and Academy schools) in North Northants.	The number of suspensions in secondary schools has risen slightly. There were a couple of suspensions right at the end of the summer term. The EIP Team are working hard with the schools to look at positive ways to lower the figures. This means engaging with schools and getting involved with other agencies to support the schools. Training/ support for schools is now being developed and discussed in the EIP Team as to how they too can increase their own PD Toolbox to support and give advice to schools.
					3207 out of 23911	154 out of 23979	325 out of 23979	304 out of 23911	173 out of 23911						
Better, brighter futures	BBF17 (NI 114a)	Rate of Permanent exclusions from school - Total		0.06% (All English Authorities 2019/20 - LAIT)	0.105%	0.004%	0.013%	0.011%	0.014%	⬆️R	Lower is better	Target under review	5 percentage points	Year to date is the academic year to date (Sept to July). Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases. Includes all state funded schools (LA maintained and Academy schools) in North Northants.	EIPT are making schools more accountable for their actions but there is still work to be done with schools where we are supporting and yet challenging them.
					59 out of 56128	2 out of 55823	7 out of 55823	6 out of 56128	8 out of 56128						
Better, brighter futures	BBF18 (SEN1)	% of EHC (education health care) plans issued within 20 weeks (excluding exceptions)		59.9% All English Authorities 2021 - LAIT)	44.29%	63.16%	65.38%	59.46%	54.90%	⬇️R	Higher is better	Target under review	5 percentage points	Year to date is the academic year to date (Sept to July). Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases	The service continues to maintain its performance for the increase in the number of plans issued. However, the challenges of improving month on month performance is a challenge and risk for the local authority, given the number of out of time assessments, held up as a result of sufficiency of placements. Work is progressing to address this specific issue.
					217 out of 490	48 out of 76	17 out of 26	22 out of 37	28 out of 51						

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Adult Social Care														
Active, fulfilled lives	AFL01	Total number of people allocated to each team		n/a	5022 (July)	5411 (Apr)	5418 (May)	5007 (June)	5022 (July)	↑	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	Year to date method is latest snapshot. There has been a very slight increase to the overall caseload compared to previous month snapshot. The Community East Northants team increased by 48 cases (13%), Community Kettering Team reduced by 15 cases and the Hospital Team reduced by 13 cases. No specific trend noted in terms of referrals. There has been a slight increase in PPN's as police team were doing a clearing up of outstanding cases. Other than this the referrals remain stable across teams.
Active, fulfilled lives	AFL02	Number of unscheduled review requests		n/a	440	103	99	118	120	↑	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	There was a very slight increase in the overall number of people requesting an unscheduled review compared to previous month. The most significant increases were for Community Corby Team (+8) and Community Kettering Team (+7), and decreases for Care Home Review Team (-9) and Inclusion Corby/Ket Team (-8). No specific concerns noted across teams. Community Kettering and Corby team have been working on clearing some outstanding contacts in the duty inbox. This would then lead to additional workload being created on eclipse that include unscheduled review worklist as some of the requests are relating to people who are already in receipt of some formal support.
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)		n/a	32%	30%	33%	32%	32%	→	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	Monthly and quarterly figures are latest year to date. (Year to date is latest position). There were 8 new requests for people aged 18-64 and 222 for people aged 65 and over. There was a very slight increase from previous month, with lower proportions seen across various other sequels. Higher level of activity in July on Pathway 1 than would normally be expected in summer due to ongoing pressures in A&E/Bed capacity and attendances at trust with impacts also due to heatwaves in July (and onwards into August)
					230 out of 711	56 out of 188	115 out of 347	162 out of 513	230 out of 711					
Active, fulfilled lives	AFL04	Number of new safeguarding concerns received per month		n/a	1209	289	342	294	284	↓G	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	The number of new concerns received has reduced slightly this month following the more considerable reduction seen for June. The number of concerns remains above the 2021-22 monthly average of 245.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
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)		n/a	270	74	80	57	59	↑	No polarity	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	There was a 4% increase compared to previous month which follows the considerable decrease (41%) seen in June. The number of concerns remains below the 2021-22 monthly average of 66.
Active, fulfilled lives	AFL06	Total number of open Deprivation of liberty Safeguard cases		n/a	1892	1776	1840	1910	1892	↓G	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	Data is latest snapshot (year to date) The number of open cases has reduced slightly compared to previous month which follows significant increases seen throughout Q1. July total remains below the 2021-22 average. The increase in numbers was due to vacancies in the admin team which meant that cases and referrals which could be closed were not being closed on the database. The team is now fully staffed and trained and so we're starting to see a decrease in numbers of open cases as they are closed. We would hope to see this continue.
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 +)		488.3 (All English Authorities 2020/21 - LG Inform)	211.87	57.92	117.37	147.85	211.87	↑	No polarity	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	This is a cumulative total. Whilst we always want to avoid admissions to care homes this will always increase since care home admission is the right move for some people. There have been 139 admissions. 2021-22 monthly average growth was around 50 per 100,000 population versus 51 per 100,000 for 2022-23. 28 existing people as a result of change in setting following a review; 108 new admissions following an assessment and 3 new admissions following a period of Short Term Support to Maximise Independence. Population figures will be updated summer 2022 and will slightly reduce the performance reported.
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'		84.6% East Midlands Average, we are in the process of identifying more up to date benchmark data for this PI.	77.50%	75.81%	76.11%	76.90%	77.50%	↑G	Higher is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	This is a cumulative total and reflects the proportion of people going into The proportion has continued to increase since April with a slight increase in July.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Public Health														
Active, fulfilled lives	AFL22	Smoking quit rate at 4 weeks		n/a	59.1% (Apr-May) 165 out of 279	64.8% (Mar 2022) 68 out of 105	62.1% (Apr 2022) 90 out of 145	56% (May 2022) 75 out of 134	TBD June 22 data will be available in Sep	↓ R (Apr - May)	Higher is better	60%	TBC by consultant and service lead	May data comment - Lag in data for the preceding 2 months. The service is disappointed to have just missed its target this month, but we are pleased with the progress we have made overall. One possible reason for the decline could be the waning effect of our clients COVID based motivation to stop smoking; the sense of urgency may have declined for smokers quitting for health purposes. We are addressing this by pushing the importance of quitting not just for health, but for wealth. The cost of living crisis will be especially burdensome for the smokers in our county, and we aim to further promote the benefits of quitting to ones financial wellbeing in addition to the physical/mental. We have also just re-introduced a small number of face to face clinics, as a recent client survey suggested some clients would prefer these types of appointments.
Better, Brighter Futures	BBF02	% of infants due a new birth visit that received a new birth visit within 14 days of birth		88.2% (All English Authorities 2020/21 - LG Inform)	98.2% (Jun 2022) 652 out of 664	96.9% (Mar 2022) 620 out of 640	98.1% (Apr 2022) 621 out of 633	98.1% (May 2022) 664 out of 677	98.2% (Jun 2022) 652 out of 664	↑ G (May - Jun)	Higher is better	90%	TBC	This indicator represents the whole of Northamptonshire. July 2022 data will be available in September's report. Benchmark updated: England 2020/21. The Health Visiting Service has reset, following COVID-19 school age vaccinations and is now able to undertake the required mandatory checks.
Active, fulfilled lives	AFL20	% of in-year eligible population offered an NHS Health Check		2% (All England Q2 2021/22 - PHE)	8% (Apr-Jun) 1839 out of 22875	1.8% (Mar 2022) 440 out of 23872	3.1% (Apr 2022) 699 out of 22903	3.8% (May 2022) 861 out of 22973	1.2% (Jun 2022) 279 out of 22875	↓ R (May - Jun)	Higher is better	8.4% (100% annual target)	TBC	Benchmark is England Q2 2021/22.
Active, fulfilled lives	AFL21	% of in-year eligible population who received an NHS Health Check		0.8% (All England Q2 2021/22 - PHE)	3.2% (Apr-Jun) 721 out of 22875	1.0% (Mar 2022) 240 out of 23872	1% (Apr 2022) 218 out of 22903	1.1% (May 2022) 255 out of 22973	1.1% (Jun 2022) 248 out of 22875	→ (May - Jun)	Higher is better	5% (60% annual target)	TBC	(Reported monthly only)

Further detail on ALF20 and ALF21:-

The NHS Health Check programme has suffered through Covid-19. The programme was paused multiple times on a national and local level. The issues visible in the performance data are reflected nationally, and North Northants is not an outlier. Before Covid-19, the England average for the percentage of the population offered an NHS Health Check per quarter was 4.3% (Q3, 19/20). This England average dropped to a low of 0.2% during Covid-19 and has only recovered since to 2% in recent quarters. The England average for percentage of the eligible population that received an NHS Health Check was 1.9% (Q3, 19/20) before Covid-19. The England average dropped to a low of 0.1% during Covid-19 and has only recovered to 0.8% since. These national averages help in demonstrating that the issue is not limited to North Northants, but is affecting delivery of the programme nationally.

To offer some local context as to why North Northants still sits slightly below the national average, the NHS Health Check programme in North Northants is delivered entirely by primary care, meaning we rely solely on GP providers for NHS Health Check delivery. As we are aware, primary care has been under a lot of pressure through Covid-19, and has been under pressure since to both catch-up, but also to meet new pressures (e.g., vaccine rollout). For this reason, NHS Health Checks cannot always be a priority. Local authorities all have different models for delivering NHS Health Checks, so naturally Local Authorities with non-primary care providers (e.g., in-house teams, specialist commissioned services, leisure providers, etc.) may not have faced the same challenges that North Northants has in their attempts to restart the NHS Health Check programme since national guidance allowed.

Update for June 2022: NNC have just awarded a new community provider an NHS Health Check contract, meaning further support for the programme. Although target patients groups and areas of operation need to be agreed, the aim is to deploy them across Corby, Wellingborough, Kettering and Rushden where need is greatest.

Update for August 2022: Practices are starting to report increased Covid-19 pressures, and some infection prevention measures are being re-introduced. Winter demands are expected to further restrict capacity as we move into autumn/winter months.

In efforts to make improvements, we are working with existing providers through training programmes and close contract and performance management to increase the amount of people offered an NHS Health, and also the amount of people that receive an NHS Health Check. Lakeside Healthcare (a large GP practice in Corby, whose patients eligible for an NHS Health Check make up over 10% of that of North Northants) are not currently delivering NHS Health Checks and will be targeted and worked with more closely. We are also looking to expand our NHS Health Checks programme to include community providers in North Northants that can support primary care by delivering NHS Health Checks away from GP practices. All PCN managers in North Northants have recently been engaged with and briefed on their respective PCNs performance and will be working closely with the practices to rectify this. Work is ongoing with the Workplace Wellbeing team to restart NHS Health Checks (and other health and wellbeing programmes) with external workplaces (offices, retail, factories, warehouses, etc.) allowing us to take NHS Health Checks to patients' places of work. Options surrounding digital NHS Health Checks and the development of an in-house team that can deliver NHS Health Checks are also being considered.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Better, Brighter Futures	BBF01	Breastfeeding rate at 6-8 weeks		47.6% (All English Authorities - 2021 - LAIT)	51.8% (Jun 2022) 347 out of 670	51.8% (Mar 2022) 335 out of 647	53.1% (Apr 2022) 331 out of 623	53.1% (May 2022) 334 out of 629	51.8% (Jun 2022) 347 out of 670	↓ (May - Jun)	Higher is better	55%	52.25% - 55%	This indicator represents the whole of Northamptonshire. July 2022 data will be available in September's report. Benchmark updated: England 2020/21. The Health Visiting Service has reset, following COVID-19 school age vaccinations and is now able to undertake the required mandatory checks. Breastfeeding peer support service has expanded to the Corby and Wellingborough areas, which aims to contribute to increase the breastfeeding rate and the retention rate.
Better, Brighter Futures	BBF03	% of children who received a 6-8 week view by the time they were 8 weeks		81.2% (All English Authorities - Q2 2021/22)	97.9% (Jun 2022) 656 out of 670	97.8% (Mar 2022) 633 out of 647	98.1% (Apr 2022) 623 out of 635	99.1% (May 2022) 623 out of 629	97.9% (Jun 2022) 656 out of 670	↓ (May - Jun)	Higher is better	90%	TBC	This indicator represents the whole of Northamptonshire. July 2022 data will be available in September's report. Benchmark updated: England 2020/21. The Health Visiting Service has reset, following COVID-19 school age vaccinations and is now able to undertake the required mandatory checks, in line with the healthy child program guidelines.
TBC	BBF04	% mothers known to be smokers at the time of delivery			n/a	n/a (reported quarterly)	n/a (reported quarterly)	11.7% (Q4 2021/22)	11.3% (Q1 2022/23)	↓ (Q4 - Q1)	Lower is better	11%	11% - 12%	This indicator represents the whole of Northamptonshire, work is underway to recruit Tobacco dependency maternity advisors who will work in NGH and KGH to provide stop smoking service support to all pregnant smokers from time of booking, this will be supported by the stop smoking service.
TBC	AFL23	% substance misuse clients waiting more than 3 weeks for their first intervention			n/a	n/a (reported quarterly)	n/a (reported quarterly)	0% (Q4 2021/22)	Q1 data TBD	TBD	Lower is better	No target - tracking indicator only	National target will be available in April 2024	The latest data is available for Q4 2021/22.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Housing Services														
Active, fulfilled lives	AFL13	Number of households whose homelessness was prevented		n/a	90	14	35	21	20	↓	Higher is better	240 (20 per month)	TBD	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		n/a	83	13	22	27	21	↓R	Higher is better	300 (25 per month)	TBD	
Active, fulfilled lives	AFL12	Number of rough sleepers (single night snapshot figure)		12 (All English Authorities 2021 - LG Inform)	n/a	13	11	12	26	↑R	Lower is better	9	TBD	In July there has been a high increase in our single night figure from June consistent with (albeit slightly earlier than) the peak in numbers last summer. 50% off the individuals that were located on a single night outreach session half of these were new to rough sleeping. The team are seeing increasing numbers of new rough sleepers because of evictions that are taking place due to rent arrears or loss of employment, especially in non UK residents cases. We are finding many are losing employment due to no application to the EUSS, however we are working with International Lighthouse to fast track these applications to point of confirmation of application, due to the change in the law from Aug 2021 where individuals with their CoA are able to work and continue to rent whilst an application is in progress. The team complete a rough sleeper assessment for each individual and make arrangements for a full housing assessment to be carried to enable the team to understand their support needs, and to help identify which services to link with in order to arrange adequate provisions to suit their needs.
Safe and thriving places	STP06	Number of affordable housing completions		168 (All English Authorities 2021-22 - LG Inform)	TBD	n/a (reported quarterly)	n/a (reported quarterly)	TBD	Q1 data TBD	n/a	Higher is better	No target - tracking indicator only	N/A	Work is ongoing to create one single monitoring method for affordable housing completions for NNC. The method and frequency of monitoring varied across the four former areas and data is reliant upon partner Registered Providers providing their data to us.
Safe and thriving places	STP07	Number of affordable housing starts (now under construction).	N/A - TBD		TBD	n/a (reported quarterly)	n/a (reported quarterly)	TBD	Q1 data TBD	n/a	Higher is better	New for 22/23	N/A	This is information that has not been collected and monitored in Housing before but will be useful to provide the full pipeline of affordable housing development locally. This again is information that will need to be provided by Registered Provider's so the team are currently in the process of communicating with them and setting up new methods so data is not currently available.
Safe and thriving places	STP11	Number of council housing lets completed		n/a	110	25	36	19	30	↑	No polarity	No target - tracking indicator only	N/A	This is a combined figure for Corby and Kettering teams to monitor the number of council properties being let on a monthly basis. There has been an increase in the number of lets completed in July, 13 within Kettering and 17 within Corby stock. We are now coordinating the process across NNC to ensure that senior officers are able to prioritise workloads to avoid bottlenecks in the process. This will ensure the properties that are closest to having the physical works completed will have appropriate nominations.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments																				
Safe and thriving places	STP12	Number of council houses vacant and available to let	<table border="1"> <caption>Number of council houses vacant and available to let</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>45</td> <td>25</td> <td>45</td> </tr> <tr> <td>May</td> <td>25</td> <td>25</td> <td>25</td> </tr> <tr> <td>June</td> <td>22</td> <td>25</td> <td>22</td> </tr> <tr> <td>July</td> <td>27</td> <td>25</td> <td>27</td> </tr> </tbody> </table>	Month	Actual	Target	Trend	April	45	25	45	May	25	25	25	June	22	25	22	July	27	25	27	n/a	119	45	25	22	27	↑	Lower is better	29	TBD (currently using standard 5%)	This is a combined snapshot figure for Corby and Kettering teams of the number of properties ready for tenants at the end of each month but which have not yet been allocated to customers. This figure tends to fluctuate month on month but the aim is to keep this number as low as possible. To help monitor numbers and ensure a consistent approach between Kettering and Corby, a combined weekly meetings are already taking place to help monitor where each property is within the voids and lettings process and to determine what actions are needed. During July there has been a slight increase in the number of properties vacant and ready to let.
Month	Actual	Target	Trend																															
April	45	25	45																															
May	25	25	25																															
June	22	25	22																															
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Safe and thriving places	STP36	Number of voids - Kettering Area	<table border="1"> <caption>Number of voids - Kettering Area</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>52</td> <td>52</td> </tr> <tr> <td>May</td> <td>52</td> <td>52</td> </tr> <tr> <td>June</td> <td>47</td> <td>47</td> </tr> <tr> <td>July</td> <td>47</td> <td>47</td> </tr> </tbody> </table>	Month	Actual	Trend	April	52	52	May	52	52	June	47	47	July	47	47	n/a	n/a	52	52	47	47	→	Lower is better	No target - tracking indicator only	N/A	This data shows the number of void properties the team are processing at the end of the month. There has been a slight reduction in the number in Kettering and an increase of 1 in the number of voids in the process in Corby. Joint meetings going forward will help ensure monitoring and regular review of all properties that are void and to help agree next steps.					
		Month	Actual	Trend																														
April	52	52																																
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Month	Actual	Trend																																
April	41	41																																
May	60	60																																
June	79	79																																
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Safe and thriving places	STP37	Void turnaround time - Kettering Area	<table border="1"> <caption>Void turnaround time - Kettering Area</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>78 days</td> <td>78 days</td> </tr> <tr> <td>May</td> <td>71 days</td> <td>71 days</td> </tr> <tr> <td>June</td> <td>79 days</td> <td>79 days</td> </tr> <tr> <td>July</td> <td>101 days</td> <td>101 days</td> </tr> </tbody> </table>	Month	Actual	Trend	April	78 days	78 days	May	71 days	71 days	June	79 days	79 days	July	101 days	101 days	TBD	n/a	78 days	71 days	79 days	101 days	↑R	Lower is better	No target - tracking indicator only	N/A	This performance measure monitors the time taken to turnaround a void property for both Corby and Kettering areas from keys in to keys out so covers several teams areas of work including landlord services, housing allocations and the repairs team. As mentioned above a new NNC wide strategic approach is now in place to help identify delays and areas where improvements can be made. This involves determining where each property is within the process; reasons for delay; specific actions agreed in order to move on properties or review processes and prioritising workloads within each team along with deciding when properties need to be advertised. Also the meeting involves forward planning by identifying properties that will become void in the next 4 weeks. There is an increase in the turnaround time for the Kettering area as the previous three months of the financial year there were no major voids let, whereas there were three major voids let during the month of July equalling a total of 1382 days void which has increased the overall turnaround time.					
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Safe and thriving places	STP08	% of properties with a valid gas safety certificate	<table border="1"> <caption>% of properties with a valid gas safety certificate</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>99.7%</td> <td>99.7%</td> <td>99.7%</td> </tr> <tr> <td>May</td> <td>99.7%</td> <td>99.7%</td> <td>99.7%</td> </tr> <tr> <td>June</td> <td>99.6%</td> <td>99.6%</td> <td>99.6%</td> </tr> <tr> <td>July</td> <td>99.5%</td> <td>99.5%</td> <td>99.5%</td> </tr> </tbody> </table>	Month	Actual	Target	Trend	April	99.7%	99.7%	99.7%	May	99.7%	99.7%	99.7%	June	99.6%	99.6%	99.6%	July	99.5%	99.5%	99.5%	TBD	n/a	99.7%	99.7%	99.6%	99.5%	↓	Higher is better	100%	99.5% and above	As at the end of July, 5 properties in the Kettering required a gas safety certificate. Of those 5, 3 have now been serviced, and 2 remain outstanding and are going to court tomorrow for a warrant. 32 properties in the Corby area required a gas safety certificate. Of those, 2 properties were serviced at beginning of August. 1 property is with Housing Officer due to succession of tenancy - awaiting confirmation of date for access. 2 properties have services booked (12/08/2022 - both currently in legal stages). 2 properties have just become void and services have been scheduled. 5 properties have a court date booked for 16/08/2022. 1 property we have obtained a warrant for and this was executed on 09/08/2022 and was capped off. 17 properties have had Legal letter and currently going through for a court date (the court is limiting the number of warrants we can book which is delaying the process) and 2 properties are due to get their Legal letters within the next 7 days.
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Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP09	Total number of emergency repairs completed		n/a	n/a	965	1018	832	790	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	All emergency repairs are to be completed within 24 hours and this measure helps to monitor the level of demand for the service. For July the number of emergency repairs completed has reduced slightly from June and also is less than for the same period in 21/22.
Safe and thriving places	STP10	Total number of non-emergency repairs completed		n/a	n/a	1102	1368	1517	1450	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	This monitors all other repairs that are not classed as an emergency and at present Kettering and Corby have different targets for these repairs. Kettering has 7 day, 28 day and 90 day timescales and Corby has 30 day target for all non emergency appointments. Work is being undertaken to review these targets and introduce standardised processes and procedures across both localities. In July there was a slight reduction in the number of non-emergency repairs being completed.
Safe and thriving places	STP04	Total Active applicants on the Keyways Housing Register		n/a	n/a	2937	2963	3054	3046	↓	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). Officers recently took part in a "Blitz Day" outside of the working week which resulted in 205 applications being assessed in one day with another "Blitz Day" planned for the end of August. There has also been a pilot taking place of amalgamating applications in the same band reason for one officer which we believe helps with improving processing times. If this is successful we will expand to the whole team.
Safe and thriving places	STP05	New Housing Applications Received		n/a	n/a	475	492	428	457	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	Small increase from June to July however remains consistent with previous months of between the 400 and 500 bracket.
Safe and thriving places	STP13	Number of Private Sector Disabled Facilities Grants cases on waiting list		n/a	n/a	164	127	113	113	→	N/A - Tracking	TBC	N/A	The numbers on the DFG waiting list are beginning to reduce since the return of a FT Senior Surveyor who has been able to pick up new cases and allocate others on our newly created NNC waiting list to external architects where necessary. Recruitment is still ongoing so there is still not yet enough capacity to see a significant reduction in waiting list numbers.
Safe and thriving places	STP14	Number of Private Sector Disabled Facilities Grants completions		n/a	58	14	16	16	12	↓R	Higher is better	168 (14 per month)	TBD	The number of DFG completions remains relatively static due to lack of resources within the team and being unable to successfully recruit to the surveyors post to support these cases. There are also difficulties with the number of contractors that have very long lead times due to their increased demand for work since Covid so it is taking much longer for jobs to start and finish.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL15	Total number of homeless approaches		n/a	1177	294	304	264	315	↑	N/A	N/A - 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. Currently the Housing Options Team have a live caseload of approx. 1050 cases and during July there was an increase in the no of approaches from 264 – 315 so there remains a high incoming demand and concerns that this trend of increasing demand is set to continue further.
Active, fulfilled lives	AFL16	Number of households accepted as owed the main housing duty		n/a	74	28	16	22	8	↓	N/A	No target - tracking indicator only	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). During 2021/22 there were 284 households accepted as being owed the main housing duty.
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation		n/a	n/a	205	197	199	200	↑	Lower is better	200	TBD	Despite increased demands on the temporary accommodation service the team continue to do all they can to prevent or delay the need for homeless households to be placed in temporary accommodation, but also focus on the move on plans for those living in temporary accommodation. These efforts continue to ensure the total number of households living in temporary accommodation remains within target although the team are starting to see significant pressures related to an increase in demand. Please note that this overall figure is for statutory duty placements only and does not include the additional cohort of rough sleepers accommodated under discretionary powers.
Active, fulfilled lives	AFL18	Number of households with family commitments* living in bed and breakfast accommodation		n/a	n/a	0	0	0	0	→	Lower is better	0	TBD	The homelessness legislation specifies that B&B accommodation is not regarded suitable for households with family commitments and should only be used as a last resort, and when it is used to house families in crisis, it must be for no longer than 6 weeks. During June there were no households with family commitments living in B&B for longer than 6 weeks.
Active, fulfilled lives	AFL19	Number of rough sleepers rehoused into accommodation		n/a	28	4	7	9	8	↓	Higher is better	60 per year (5 per month)	TBD	In the month of July 8 rough sleepers were supported to find accommodation. 4 individuals were supported direct from the streets into either supported accommodation placements or private rent. In addition 4 rough sleepers who have been in discretionary rough sleeper accommodation, where the rough sleeping team provide intensive support, have now successfully moved on to supported accommodation placements or long term housing solutions. Already for the month of August we have successfully moved a further 3 individuals into long term housing solutions, and we are working on a further 3 pending move on's.
Active, fulfilled lives	AFL09	Number of physical visits to libraries		n/a	n/a	31,751	34,457	32,850	37,358	↑	Higher is better	July target: 23,880 Annual target: 246,187	0	Currently on target. May and June have been updated, although some community managed libraries' data yet to be received. Due to the tight turnaround for statistics and the varying opening hours of the Community Managed Libraries it is often the case that we are not able to get the statistics from these groups in time for the reporting cycle but these are added retrospectively in the next reporting cycle.
Active, fulfilled lives	AFL11	Net promoter score % - Leisure	 Net Promoter Score = 69%	APSE PI 45 - Above 0 is good, above 20 is favourable and above 50 is excellent	n/a	n/a (reported quarterly)	n/a (reported quarterly)	69%	n/a (reported quarterly)	n/a	Higher is better	0%	No Tolerance	Net promoter results can be between -100% and 100%. Wellingborough Leisure Contractor Places for People did not respond with a minimum number of returns set which was agreed as 50 this has not been included in this years calculations. So average NPS score has been taken across other 3 areas i.e. Corby Kettering and East Northants. Will be working with Leisure Contractors going forward to encourage future submissions.



North Northamptonshire Council Performance Report - July 2022

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

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
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

Governance & HR

Human Resources

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date					Direction of Travel (Jun - Jul)	Polarity	Target	Tolerance	Comments																																																																														
					April 2022/23	May 2022/23	June 2022/23	July 2022/23	July 2022/23																																																																																			
Modern Public Services	MPS06	Average number of working days lost per Full time Equivalent (FTE) employee (short term)	<table border="1"> <caption>Days lost per FTE by month</caption> <thead> <tr> <th>Month</th> <th>Short Term 21/22</th> <th>Long Term 21/22</th> <th>Short Term 22/23</th> <th>Long Term 22/23</th> <th>Target 2022/23</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>0.15</td><td>0.38</td><td>0.29</td><td>0.48</td><td>0.7</td></tr> <tr><td>May</td><td>0.16</td><td>0.36</td><td>0.26</td><td>0.54</td><td>0.7</td></tr> <tr><td>Jun</td><td>0.23</td><td>0.43</td><td>0.26</td><td>0.53</td><td>0.7</td></tr> <tr><td>Jul</td><td>0.3</td><td>0.46</td><td>0.35</td><td>0.62</td><td>0.7</td></tr> <tr><td>Aug</td><td>0.28</td><td>0.56</td><td>0.27</td><td>0.54</td><td>0.7</td></tr> <tr><td>Sep</td><td>0.34</td><td>0.57</td><td>0.27</td><td>0.54</td><td>0.7</td></tr> <tr><td>Oct</td><td>0.60</td><td>0.40</td><td>0.34</td><td>0.57</td><td>0.7</td></tr> <tr><td>Nov</td><td>0.35</td><td>0.38</td><td>0.49</td><td>0.47</td><td>0.7</td></tr> <tr><td>Dec</td><td>0.35</td><td>0.38</td><td>0.49</td><td>0.47</td><td>0.7</td></tr> <tr><td>Jan</td><td>0.35</td><td>0.38</td><td>0.49</td><td>0.47</td><td>0.7</td></tr> <tr><td>Feb</td><td>0.35</td><td>0.38</td><td>0.49</td><td>0.47</td><td>0.7</td></tr> <tr><td>Mar</td><td>0.35</td><td>0.38</td><td>0.49</td><td>0.47</td><td>0.7</td></tr> </tbody> </table>	Month	Short Term 21/22	Long Term 21/22	Short Term 22/23	Long Term 22/23	Target 2022/23	Apr	0.15	0.38	0.29	0.48	0.7	May	0.16	0.36	0.26	0.54	0.7	Jun	0.23	0.43	0.26	0.53	0.7	Jul	0.3	0.46	0.35	0.62	0.7	Aug	0.28	0.56	0.27	0.54	0.7	Sep	0.34	0.57	0.27	0.54	0.7	Oct	0.60	0.40	0.34	0.57	0.7	Nov	0.35	0.38	0.49	0.47	0.7	Dec	0.35	0.38	0.49	0.47	0.7	Jan	0.35	0.38	0.49	0.47	0.7	Feb	0.35	0.38	0.49	0.47	0.7	Mar	0.35	0.38	0.49	0.47	0.7	Local Government 'single tier' national average - 9.2 days lost per employee over 12 months (0.77 days lost per month) - ST average for 12 months is 3.8 days lost and LT is 5.4 days lost	1.2 days lost per Fte employee	0.29 days lost per Fte employee	0.26 days lost per Fte employee	0.26 days lost per Fte employee	0.35 days lost per Fte employee	↑R	Lower is better	Target for the full year is 9.2 days combined as per the Benchmark (3.8 ST and 5.4 LT). This equates to 0.77 days lost per FTE per month .	0.32 days (Tolerance = 15% - 0.32 - 0.37 days)	Both short term and long term sickness have risen slightly. Adults, Childrens, Transformation and CEX Office all saw increases in sickness levels over the previous month, with Finance, HR, Legal & Democratic Services and Place & Economy seeing a reduction or no change.
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MPS07	Average number of working days lost per Full time Equivalent (FTE) employee (long term)	<table border="1"> <caption>Days lost per FTE by month</caption> <thead> <tr> <th>Month</th> <th>Short Term 21/22</th> <th>Long Term 21/22</th> <th>Short Term 22/23</th> <th>Long Term 22/23</th> <th>Target 2022/23</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>0.15</td><td>0.38</td><td>0.29</td><td>0.48</td><td>0.7</td></tr> <tr><td>May</td><td>0.16</td><td>0.36</td><td>0.26</td><td>0.54</td><td>0.7</td></tr> <tr><td>Jun</td><td>0.23</td><td>0.43</td><td>0.26</td><td>0.53</td><td>0.7</td></tr> <tr><td>Jul</td><td>0.3</td><td>0.46</td><td>0.35</td><td>0.62</td><td>0.7</td></tr> <tr><td>Aug</td><td>0.28</td><td>0.56</td><td>0.27</td><td>0.54</td><td>0.7</td></tr> <tr><td>Sep</td><td>0.34</td><td>0.57</td><td>0.27</td><td>0.54</td><td>0.7</td></tr> <tr><td>Oct</td><td>0.60</td><td>0.40</td><td>0.34</td><td>0.57</td><td>0.7</td></tr> <tr><td>Nov</td><td>0.35</td><td>0.38</td><td>0.49</td><td>0.47</td><td>0.7</td></tr> <tr><td>Dec</td><td>0.35</td><td>0.38</td><td>0.49</td><td>0.47</td><td>0.7</td></tr> <tr><td>Jan</td><td>0.35</td><td>0.38</td><td>0.49</td><td>0.47</td><td>0.7</td></tr> <tr><td>Feb</td><td>0.35</td><td>0.38</td><td>0.49</td><td>0.47</td><td>0.7</td></tr> <tr><td>Mar</td><td>0.35</td><td>0.38</td><td>0.49</td><td>0.47</td><td>0.7</td></tr> </tbody> </table>	Month	Short Term 21/22	Long Term 21/22	Short Term 22/23	Long Term 22/23	Target 2022/23	Apr	0.15	0.38	0.29	0.48	0.7	May	0.16	0.36	0.26	0.54	0.7	Jun	0.23	0.43	0.26	0.53	0.7	Jul	0.3	0.46	0.35	0.62	0.7	Aug	0.28	0.56	0.27	0.54	0.7	Sep	0.34	0.57	0.27	0.54	0.7	Oct	0.60	0.40	0.34	0.57	0.7	Nov	0.35	0.38	0.49	0.47	0.7	Dec	0.35	0.38	0.49	0.47	0.7	Jan	0.35	0.38	0.49	0.47	0.7	Feb	0.35	0.38	0.49	0.47	0.7	Mar	0.35	0.38	0.49	0.47	0.7	Local Government 'single tier' national average - 9.2 days lost per employee over 12 months (0.77 days lost per month) - ST average for 12 months is 3.8 days lost and LT is 5.4 days lost	2.5 days lost per Fte employee	0.48 days lost per Fte employee	0.54 days lost per Fte employee	0.53 days lost per Fte employee	0.62 days lost per Fte employee	↑R	Lower is better				
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Modern Public Services	MPS11	Amount of Spend on Agency Staff within each Directorate	<table border="1"> <caption>Spend on Agency Staff by Directorate</caption> <thead> <tr> <th>Directorate</th> <th>Apr-22</th> <th>May-22</th> <th>Jun-22</th> </tr> </thead> <tbody> <tr><td>Adults C&W</td><td>£200,016</td><td>£215,018</td><td>£357,403</td></tr> <tr><td>CEX Office</td><td>£7,074</td><td>£10,912</td><td>£19,221</td></tr> <tr><td>Childrens</td><td>£29,892</td><td>£44,878</td><td>£11,294</td></tr> <tr><td>Finance</td><td>£1,630</td><td>£1,816</td><td>£1,606</td></tr> <tr><td>Gov & HR</td><td>£51,606</td><td>£96,208</td><td>£108,880</td></tr> <tr><td>Place & Ec</td><td>£130,564</td><td>£130,101</td><td>£185,989</td></tr> <tr><td>Transformation</td><td>£38,558</td><td>£21,854</td><td>£44,676</td></tr> </tbody> </table>	Directorate	Apr-22	May-22	Jun-22	Adults C&W	£200,016	£215,018	£357,403	CEX Office	£7,074	£10,912	£19,221	Childrens	£29,892	£44,878	£11,294	Finance	£1,630	£1,816	£1,606	Gov & HR	£51,606	£96,208	£108,880	Place & Ec	£130,564	£130,101	£185,989	Transformation	£38,558	£21,854	£44,676	n/a	£1,864,458	£482,540	£498,639	£883,279	TBD	↑R (May - Jun)	Lower is better	No target - tracking indicator only	N/A	Opus spend only, off contract spend not included. Increase in spend in June due to 5-week month and the last week in May includes the double bank holiday week. There was also a change to the timesheet deadline with many temps submitting their timesheets after the deadline, so these were processed in the following week.																																														
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July 2022 HR Workforce Data Report

Sickness Absence Data by Assistant Directorate - April 2022 - July 2022

YTD: Year to Date
FTE: Full Time Equivalent

Assistant Directorate*	Sickness Absence					
	YTD Fte days lost per Fte employee				July-22 % of workforce to have sickness	July-22 No' of employees to hit trigger
	Apr-22	May-22	Jun-22	Jul-22		
Adult Services	1.20	2.51	3.82	5.33	19%	23
Commissioning & Performance	0.46	0.98	1.07	1.67	8%	1
Housing and Communities	0.98	1.91	2.53	3.21	13%	15
HRA	1.05	2.45	4.07	6.05	13%	18
Public Health	0.35	0.78	0.99	1.29	6%	1
Safeguarding, Wellbeing and Provider Services	1.01	1.94	2.84	4.08	23%	19
Adults, Communities and Wellbeing Services Total	0.95	1.98	2.94	4.13	16%	77
Assistant Chief Executive	0.41	0.63	0.43	0.67	5%	
Chief Executive's Office	0.00	0.00	0.00	1.17	0%	
Chief Executive Office Total	0.29	0.47	0.30	0.83	3%	0
Assistant Director Education	0.63	1.13	1.49	2.48	6%	3
Commissioning & Partnerships (includes client role for Children's Trust)	0.00	0.21	0.20	0.20	0%	
Schools	0.42	0.84	1.25	3.08	12%	6
Childrens Services Total	0.50	0.95	1.31	2.55	8%	9
Audit and Risk	0.00	0.00	0.00	0.00	0%	
Finance Accountancy	0.00	0.00	0.00	0.00	0%	
Finance and Strategy	0.64	1.32	2.57	3.92	7%	3
Procurement	0.46	0.46	0.47	0.47	0%	
Revenue and Benefits	1.01	2.00	3.26	4.06	14%	5
Finance Services Total	0.80	1.57	2.63	3.57	10%	8
Human Resources	0.10	0.29	0.67	0.96	10%	3
Legal and Democratic Services	0.45	0.81	1.43	2.06	9%	1
Governance & HR Total	0.24	0.51	0.99	1.42	9%	4
Asset and Environment	0.64	1.35	2.73	4.09	16%	14
Directorate Management	0.00	0.00	0.00	0.00	0%	
Growth and Regeneration	0.45	0.80	1.25	1.66	8%	2
Highways and Waste	0.98	2.85	4.45	5.94	17%	12
Regulatory Services	0.46	0.84	1.11	1.49	5%	2
Place and Economy Services Total	0.67	1.60	2.69	3.75	13%	30
Customer Services	1.18	2.03	3.33	5.15	20%	8
IT	0.00	0.14	0.35	1.01	6%	1
Transformation	0.40	1.22	2.22	3.41	14%	2
Transformation Total	0.73	1.41	2.40	3.80	16%	11
NNC Total	0.78	1.64	2.55	3.66	14%	139

July 2022 NNC Top 3 Absence Reasons	
1 - Musculoskeletal problems inc back and neck	
2 - Anxiety, mental health and depression	
3 - Stress	

	Jul-22			
	Monthly Fte days lost per Fte employee ST	Monthly Fte days lost per Fte employee LT	YTD Fte days lost per Fte employee ST	YTD Fte days lost per Fte employee LT
Adults, Communities, Wellbeing	0.47	0.61	1.44	2.69
Chief Executive Office	0.16	0.00	0.83	0.00
Childrens Services	0.18	0.53	0.75	1.80
Finance Services	0.19	0.55	0.85	2.71
Governance & HR	0.19	0.23	0.63	0.80
Place and Economy Services	0.24	0.75	1.15	2.60
Transformation	0.39	0.83	1.18	2.62
NNC Total	0.35	0.62	1.21	2.45

Sickness Absence Definition	Fte days lost per Fte employee is a nationally used calculation where the total number of days of absence are divided by the total number of FTE (full time equivalent) employees available to work. April - July 2022/23 sickness data shows that on average each Fte employee has had 3.66 days of sickness so far this year with a projected figure for the year 2022/23 of 10.98 days.
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Establishment Data by Assistant Directorate - July 2022

Assistant Directorate	Employees		Posts		Vacancies		Agency		Voluntary Turnover**			Starters	
	Headcount	Fte	Number	Fte	Number	Fte	Covering Vacancies	Super-numerate	Rolling	Monthly	No' of Leavers	No' of Starters	% of workforce
Adult Services	271	240.91	423	402.00	111	108.16	6		18.3%	1.5%	4		0.0%
Commissioning & Performance	86	81.45	119	116.08	27	25.22	8		15.5%	1.2%	1	2	2.3%
Housing and Communities	289	204.17	613	443.33	153	87.05	5		15.6%	2.1%	6	1	0.3%
HRA	256	228.54	366	344.35	99	89.02	67		19.1%	0.4%	1	3	1.2%
Public Health	138	127.39	222	212.90	68	61.77	23		19.4%	0.7%	1	1	0.7%
Safeguarding, Wellbeing and Provider Services	291	244.94	435	432.41	137	137.00	51		26.9%	2.1%	6	7	2.4%
Costed to Other Directorates (Tier 1)			29	19.43	8	6.59							
Adults, Communities and Wellbeing Services Total	1331	1127.41	2207	1970.50	603	514.81	160	0	19.7%	1.4%	19	14	1.1%
Assistant Chief Executive	22	20.37	38	37.00	14	13.80			18.1%	0.0%			0.0%
Chief Executive's Office	12	11.16	12	12.00	2	2.00			0.0%	0.0%			0.0%
Costed to Other Directorates (Tier 1)			24	23.50	12	12.00							
Chief Executive Office Total	34	31.54	74	72.50	28	27.80	0	0	13.2%	0.0%	0	0	0.0%
Assistant Director Education	102	97.32	151	148.54	46	44.60			30.8%	2.9%	3	1	1.0%
Commissioning & Partnerships	16	14.23	19	19.00	3	3.00			7.7%	6.3%	1		0.0%
Schools	98	82.75	120	112.55	22	21.23			5.1%	0.0%			0.0%
Costed to Other Directorates (Tier 1)			2	2.00	2	2.00							
Childrens Services Total	216	194.30	292	282.09	73	70.83	0	0	18.0%	1.9%	4	1	0.5%
Audit and Risk	7	6.62	15	14.62	8	8.00			92.3%	0.0%		2	28.6%
Finance Accountancy	4	2.72	23	21.45	14	12.45	6	1	25.5%	0.0%			0.0%
Finance and Strategy	42	39.94	37	35.76	11	11.00	2		25.8%	0.0%		2	4.8%
Procurement	9	8.43	14	13.00	5	4.00			11.0%	0.0%			0.0%
Revenue and Benefits	101	86.46	119	105.78	18	16.15	8		13.0%	1.0%	1		0.0%
Costed to Other Directorates (Tier 1)			5	3.57	1	1.00							
Financial Services Total	163	144.17	213	194.18	57	52.60	16	1	17.5%	0.6%	1	4	2.5%
Human Resources	82	72.16	114	109.00	31	31.00	3	1	17.6%	2.4%	2		0.0%
Legal and Democratic Services	55	48.93	96	71.96	24	14.31	12		13.5%	3.6%	2		0.0%
Costed to Other Directorates (Tier 1)			29	27.08	6	5.54							
Governance & HR Total	137	121.09	239	208.04	61	50.85	15	1	16.0%	2.9%	4	0	0.0%
Assets and Environment	237	210.24	348	313.04	66	55.36	15		17.7%	0.4%	1	2	0.8%
Directorate Management	5	5.00	5	5.00					0.0%	0.0%			0.0%
Growth and Regeneration	99	90.53	141	133.78	39	37.45	20	4	14.0%	1.0%	1		0.0%
Highways and Waste	158	154.62	215	206.03	46	43.98	48		13.1%	1.9%	3	2	1.3%
Regulatory Services	105	96.58	131	123.08	27.00	25.40	8	1	20.2%	1.0%	1		0.0%
Costed to Other Directorates (Tier 1)			22	16.88	9	6.42							
Place and Economy Services Total	604	556.96	862	797.81	187	168.61	91	5	16.3%	1.0%	6	4	0.7%
Customer Services	91	72.12	113	99.37	22	18.03	6		16.0%	0.0%		4	4.4%
IT	33	30.24	39	36.38	6	5.00		4	18.4%	0.0%		1	3.0%
Transformation	36	35.86	38	38.00	2	2.00			9.7%	2.8%	1	1	2.8%
Costed to Other Directorates (Tier 1)			8	4.76	2	1.22							
Transformation Total	160	138.23	198	178.51	32	26.25	6	4	14.9%	0.6%	1	6	3.8%
NNC Total	2645	2313.69	4085.00	3703.63	1041.00	911.75	288	11	18.1%	1.3%	35	29	1.1%

* The agency spend only includes Opus, it doesn't include any off-contract spend

** LG average turnover benchmark (12.9%)

(Please note the data above is not included within the summary data in Appendix A.)

Establishment Data by Assistant Directorate - Further Detail and Definitions

Establishment Data Heading	Definition
Employees	The headcount and Fte (full time equivalent) has been taken from the full NNC establishment report and shows by Directorate the total number and Fte of Employees (excluding casual/zero hours) who have a contract of employment with contracted hours.
Posts	<p>The number and Fte (full time equivalent) of posts is taken from the individual Director Level establishment report and shows the number and Fte of posts that have a reporting line into that Director, in some cases the post may have a cost centre aligned to a different directorate, these are shown in 'costed to other Directorates'.</p> <p>The number of posts can differ from the Fte due to the post type. This predominantly relates to bucket posts where the post number is unique but more than one person can occupy the post. Typically a bucket post will have budgeted hours of more than 37 (1 Fte) to allow for multiple occupants.</p>
Vacancies	<p>The number and Fte (full time equivalent) of vacant posts is taken from the individual Director Level establishment report, in some cases the post may have a cost centre aligned to a different directorate, these are shown in 'costed to other Directorates'.</p> <p>The number of vacancies can differ from the Fte due to the post type. This predominantly relates to bucket posts where the post number is unique but more than one person can occupy the post. Typically a bucket post will have budgeted hours of more than 37 (1 Fte) to allow for multiple occupants.</p>
Agency	Opus People Solutions are the councils preferred supplier for temporary workers and provide a breakdown of spend each month. For more specialist roles, temporary workers can also be procured through off contract agencies. Only spend through Opus is currently reported.
Voluntary Turnover	Those employees (excluding casual/zero hours) who voluntarily left the organisation (including retirement) shown as a % of the average headcount over a rolling year.
Starters	New employees to the organisation (excluding casual/zero hours).

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North Northamptonshire Council

1 OCTOBER 2022 TO 31 JANUARY 2023

Published by: Democratic Services

Leader of North Northamptonshire Council: Councillor Jason Smithers

INTRODUCTION

This is the North Northamptonshire Council's Forward Plan. It is published pursuant to The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012. Its purpose is to provide the required 28 days' notice of the Council's intention to take 'key decisions' and to hold meetings or parts of meetings in private. It gives advance notice of all the "key decisions" and "exempt decisions" which the Executive or another body or officer so authorised are likely to take over a four month period. The Plan is updated on a rolling monthly basis.

The Members of the Executive are:

Councillor Jason Smithers	Leader of North Northamptonshire Council
Councillor Helen Howell	Deputy Leader of North Northamptonshire Council
Councillor Helen Harrison	Sport, Leisure, Culture and Tourism
Councillor Scott Edwards	Adults, Health and Wellbeing
Councillor Harriet Pentland	Children, Families, Education and Skills
Councillor Lloyd Bunday	Climate and Green Environment
Councillor David Brackebury	Finance and Transformation
Councillor Graham Lawman	Growth and Regeneration
Councillor Matt Binley	Highways, Travel and Assets
Councillor David Howes	Housing, Communities and Levelling-Up
	Rural Communities and Localism

The concept of a "key decision" is intended to capture the most important or significant decisions. "Key decisions" will normally be made at meetings open to the press and public. The press and public will only be excluded from such meetings as and when the Council's Monitoring Officer considers that this is necessary in order to avoid the public disclosure of confidential or exempt information.

The authority has decided that a Key Decision is one which is likely:-

- (a) to result in the authority incurring expenditure of which is, or the making of savings which are, significant; or
- (b) to be significant in terms of its effects on communities living or working in an area comprising two or more electoral wards in the area of the authority."

The Council has decided that significant expenditure or savings are those amounting to above £500,000.

In determining the meaning of "significant" for these purposes North Northamptonshire Council will also have regard to any guidance for the time being issued by the Secretary of State in accordance with section 9Q of the Local Government Act 2000.

At times it may be necessary for the North Northamptonshire Council to give consideration to items where the public may be excluded from the meeting. Members of the public are excluded from meetings whenever it is likely that, in the view of the nature of the business to be transacted or the nature of the proceedings that confidential information would be disclosed. This includes exclusion from access to any pertinent documents. Details of the exemption categories can be found in the 'Access to Information Procedure Rules' section in the Council's [Constitution](#). This plan provides advance notice of any items which may be held in private.

Paragraph 5 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 provides for members of the public to make representations to the Council on why an exempt item should be considered in public, rather than in private. Persons wishing to make such representations and/or obtain further details in respect of any issues referred to in the Plan should contact the undermentioned officer.

The Monitoring Officer may also include in the Forward Plan references to such other decisions, which are to be taken by the Council or any of its Committees or Sub-Committee or officers as they consider appropriate. These will be those decisions that are considered to be significant or sufficiently important and/or sensitive so that it is reasonable for a member of the public to expect it to be recorded and published.

All general questions or queries about the contents of this Forward Plan or about the arrangements for taking key decisions should be raised with David Pope, Democratic Services.

Please email: democraticservices@northnorthants.gov.uk

October 2022

Subject of the Decision:	Purpose of Report	Decision Maker	Is it a key decision?	Will it contain exempt information? /Reasons for exemption, if any	Consultation undertaken	Anticipated Date of Decision:	Report Author
Capital Programme Update	To report any adjustments to the in-year programme	Executive	Yes			13 th October 2022	Executive Director of Finance
Budget Forecast Update	To report any adjustments to the in-year budget	Executive	Yes			13 th October 2022	Executive Director of Finance
Parking Enforcement	To consider options for service delivery resulting from disaggregation	Executive	Yes			13 th October 2022	Executive Director – Place & Economy
Household Support Fund 3 Distribution	To approve the distribution of the third tranche of the Household Support Fund	Executive	Yes			13 th October 2022	Director of Public Health
Flepton Field - Oundle	To consider the ex-school playing field site, confirm it as surplus and grant	Executive	Yes	Yes Paragraph 3	Ward members and applicant	13 th October 2022	Executive Director – Place & Economy

	authorisation to progress the sale as an asset of community value. The process is regulated by statute							
Legal Service Provision	Approve the proposal to cease the current Shareholder Agreement and Collaborative Working Agreement with Pathfinder Ltd. and bring the upper tier legal provision in-house	Executive	Yes				13 th October 2022	Director of Governance and HR
Award of Highways Professional Services	To consider the award of highways professional services for active projects and works that started under the Council's contract with KierWSP	Executive	Yes				13 th October 2022	Executive Director – Place & Economy
Safer Streets Fund Round 4 - 2022-23	To approve the expenditure of the Home Office Grant monies for the Safer Streets Round 4 projects	Executive	Yes				13 th October 2022	Executive Director - Adults, Communities and Wellbeing

Discover NN Hub	Support the creation of a new facility at Rushden Lakes to promote North Northamptonshire and the local visitor economy	Executive	Yes		Crown Estates and local visitor economy sector	13 th October 2022	Executive Director - Adults, Communities and Wellbeing
Transforming NNC Adult Social Care Provider Services - Strategy and Case for Change	Seek approval from Executive to consult with regular users of NNC CQC regulated provider services on the future proposed strategy and implications	Executive	Yes			13 th October 2022	Executive Director - Adults, Communities and Wellbeing

November 2022

Subject of the Decision:	Purpose of Report	Decision Maker	Is it a key decision?	Will it contain exempt information? /Reasons for exemption, if any	Consultation undertaken	Anticipated Date of Decision:	Report Author
Capital Programme Update	To report any adjustments to the in-year programme	Executive	Yes	No		10th November 2022	Executive Director of Finance
Budget Forecast Update	To report any adjustments to the in-year budget	Executive	Yes	No		10th November 2022	Executive Director of Finance
Capital Monitoring Report	To report on the Capital Budget on a Quarterly basis	Executive	Yes	No		10th November 2022	Executive Director of Finance
Half Yearly Treasury Management	To consider and note the half yearly Treasury Management update	Executive	Yes	No		10th November 2022	Executive Director of Finance
Towns Fund Multi-use Building	To agree the submission of Business Case Summary Document to	Executive	Yes	No		10th November 2022	Executive Director – Place & Economy

	Department for Levelling Up, Housing and Communities (DLUHC).						
Hackney Carriage Fares Tariff	To consider any objections received to the consultation on increases to Hackney Carriage maximum fare tariff rates	Executive	Yes	No		10th November 2022	Executive Director – Place & Economy
Local Council Tax Support Scheme 2023/24	To recommend to Council a Local Council Tax Support Scheme for 2023/24	Executive	Yes	No		10th November 2022	Executive Director of Finance
Procurement of Shared Parts and Materials Suppliers for Housing Stock	To approve the award of 7 supply contracts for parts and materials for the Property Services stores	Executive	Yes	No		10th November 2022	Executive Director - Adults, Communities and Wellbeing
UK Shared Prosperity Fund	To provide an update on the investment plan submission and the government's response. To agree the related	Executive	Yes	No		10th November 2022	Executive Director – Place & Economy

	governance, monitoring and reporting arrangements for UKSPF in North Northamptonshire							
Carbon Management Plan	To consider the Council's carbon footprint data and carbon management plan	Executive	Yes	No		10th November 2022	Executive Director – Place & Economy	
Corporate Cleaning Service Contract	To approve procurement of a cleaning service contract for Council buildings	Executive	Yes	No		10th November 2022	Executive Director – Place & Economy	
Asset Disposal Policy	Approval of a forward policy for asset disposals	Executive	Yes	No		10th November 2022	Executive Director – Place & Economy	
Housing Revenue Account Integration and Housing Strategy Roadmap	Approval of the approach to integrate the HRA	Executive	Yes	No		10th November 2022	Executive Director - Adults, Communities and Wellbeing	
The Case for Social Housing	To inform Executive about the options available to increase social	Executive	Yes	No	Registered housing providers	10th November 2022	Executive Director - Adults, Communities and Wellbeing	

	housing numbers in NNC							
Street Lighting LED Upgrade	To consider further investment in street lighting and to form part of the current PFI contract	Executive	Yes	No		10th November 2022	Executive Director – Place & Economy	
Treescape Fund	To consider accepting grant funding for the planting of trees on public open space	Executive	Yes	No		10th November 2022	Executive Director – Place & Economy	

December 2022

Subject of the Decision:	Purpose of Report	Decision Maker	Is it a key decision?	Will it contain exempt information? /Reasons for exemption, if any	Consultation undertaken	Anticipated Date of Decision:	Report Author
Capital Programme Update	To report any adjustments to the in-year programme	Executive	Yes	No		22 nd December 2022	Executive Director of Finance
Budget Forecast Update	To report any adjustments to the in-year budget	Executive	Yes	No		22 nd December 2022	Executive Director of Finance
Housing Development Pipeline	To inform Executive about the current and projected sites to be brought forward for Council Housing development	Executive	Yes	No		22 nd December 2022	Executive Director - Adults, Communities and Wellbeing

January 2023

Subject of the Decision:	Purpose of Report	Decision Maker	Is it a key decision?	Will it contain exempt information? /Reasons for exemption, if any	Consultation undertaken	Anticipated Date of Decision:	Report Author
Capital Programme Update	To report any adjustments to the in-year programme	Executive	Yes	No		12 th January 2023	Executive Director of Finance
Budget Forecast Update	To report any adjustments to the in-year budget	Executive	Yes	No		12 th January 2023	Executive Director of Finance
The Lawrences Site	Proposal for social housing development	Executive	Yes	No	Yes; as part of planning process	12 th January 2023	Executive Director - Adults, Communities and Wellbeing

Scrutiny Commission 4 October 2022

Report Title	Scrutiny Work Plan and Future Meetings
Report Author	Louise Tyers, Senior Democratic Services Officer louise.tyers@northnorthants.gov.uk

List of Appendices

Appendix 1 – Scrutiny Work Plan 2021/23

Appendix 2 – Future Meetings

Appendix 3 – Task and Finish Groups Progress Report

1. Purpose of Report

- 1.1. This report sets out the Scrutiny Work Plan, provides an update on future meetings and provides Members with information relevant to the management of the Commission.

2. Recommendations

- 2.1 That the Work Plan be noted.
- 2.2 That the items being brought to future meetings be noted.
- 2.3 That the current progress of the agreed Task and Finish Groups be noted.

3. Report Background

- 3.1 The Scrutiny Commission is invited to consider the Scrutiny Work Plan at each of its meetings. Although some flexibility needs to be retained to enable items to be added at relatively short notice, planning the Commission's work programme assists in the commissioning of reports and helps to ensure that planned work is considered in a timely manner. The Scrutiny Work Plan is attached at Appendix 1.

4. Issues and Choices

- 4.1 The Commission's draft work programme for future meetings is attached at Appendix 2.
- 4.2 The Commission can establish task and finish groups to complete work on the agreed work plan. It undertakes a co-ordination role for the groups which have

been identified as important within the organisation. The progress of the task and finish groups is attached at Appendix 3.

5. Implications (including financial implications)

5.1 Resources and Financial

5.1.1 There are no resources or financial implications arising from the report.

5.2 Legal and Governance

5.2.1 There are no legal implications arising from the report.

5.3 Relevant Policies and Plans

5.3.1 The work of Scrutiny assists with the delivery of the Corporate Plan.

5.4 Risk

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

5.5 Consultation

5.5.1 No consultation has not been undertaken.

5.6 Equality Implications

5.6.1 There are no equality implications arising from the report.

5.7 Climate Impact

5.7.1 There are no climate impacts arising from the report.

5.8 Community Impact

5.8.1 There is no community impact arising from the report.

5.9 Crime and Disorder Impact

5.9.1 There are no crime and disorder impacts arising from the report.

6. Background Papers

6.1 None

**Scrutiny Work Plan 2021/2023
(Updated: 26 September 2022)**

The Scrutiny Work Plan outlines the areas of work which are expected to be scrutinised over the coming months/year by or on behalf of the Council's Scrutiny function and any Panels/Task and Finish Groups convened for review work.

Topics added to the work plan will have expected outcomes to add value to the services delivered by the Council and its partners and/or improve the quality of lives of North Northamptonshire residents. It is recognised that there is a need for flexibility in the work plan so as to allow relevant issues to be dealt with as and when they arise.

Numerous sources of information can help to inform topic selection, including:

- Concerns that have been raised by the public/stakeholders (whether they are Council service specific or wider national/local issues)
- Issues relating to Councils outcomes, objectives and priorities
- Consultations and interviews
- Underperformance
- Executive recommendations about the pertinent issues that are emerging and any opportunities or threats on the horizon
- Central government priority changes
- Forward Plan
- Budgetary analysis

Scrutiny should always link back to the Council Corporate Plan so that it is scrutinising whether the Council is meeting its strategic aims.

Scrutiny should use effective processes to select topics that will contribute towards the best possible work plan for Scrutiny. This means looking at the sources of information that may help and using them to choose the right topics. A Scrutiny Conference was attended by Scrutiny members to develop this work plan where they reviewed information to inform the work plan and then prioritised the topics.

Successful Scrutiny is about looking at the right topic in the right way and Members will need to be selective whilst also being able to demonstrate clear arguments in favour of including or excluding topics. A common pitfall for Scrutiny can be the inclusion of topics on the work plan that are unmanageable, of limited interest to the community, purely for informational purposes, have few outcomes and fail to 'add value' to the work of the Council or the wellbeing of the community. As such the selection and prioritisation of topics is critical to the effectiveness of Scrutiny as such processes can ensure clearer focus, particularly in poor or weak areas of performance or major issues of concern to the wider community. It is not possible to include every topic suggested as Scrutiny has limited time and resources and therefore workplans need to be manageable.

SCRUTINY REVIEWS

These are dealt with through a combination of specific evidence gathering meetings that will be arranged as and when required and other activities, such as visits.

There should be a limited number of reviews considered annually and review topics may be changed throughout the year as topical issues arise. Once considered, these issues will be subject to further development and scoping. Should there not be sufficient capacity to cover items which are brought to the attention of Scrutiny they could instead be addressed through a “one-off” item at a scheduled meeting of the Committee.

Suggested Topics	Officer and Member and Chair	Date Commenced	Date to be Completed	Notes	Date added to the Workplan
Asset Rationalisation and Use Page 84	George Candler Jonathan Waterworth Cllr Graham Lawman	January 2022	TBC	<ul style="list-style-type: none"> Understand the Council's assets and ensure they are being utilised appropriately. Develop methodologies around the use and cost of assets against the value those assets bring to the community. Understand how cost efficient the council's buildings are To provide recommendations on the commercial use of our assets and opportunities To understand whether buildings should be rationalised 	25 January 2022
Grant Maintained Nurseries	AnnMarie Dodds Cllr Scott Edwards	July 2022	October 2022 (Review at this time)	<ul style="list-style-type: none"> Review of finances, provision and performance arrangements of maintained nurseries. 	29 March 2022
Outside Bodies	Adele Wylie	Annual		Standing Panel to annually review appointments to outside bodies.	24 August 2021
Knife Crime				<ul style="list-style-type: none"> Examine knife crime and the associated risks factors present 	

				before serious knife crime takes place.	
Section 106 Monitoring	George Candler Rob Harbour Cllr David Brackenbury	Suggest the work to scope out the review starts once the internal review/audit of S.106 has concluded (likely to be December 2021)		<ul style="list-style-type: none"> • Determine whether S106 monies are being fully utilised • Whether members have access to S106 information for their wards. • Identify where S106 money was not effectively used. • Review how effective the S106 policies have been in each area • Understand where and why there have been slippages against the programme and • Develop a consistent and combined S106 methodology looking at new legislative requirements of the Council, i.e. biodiversity, carbon offsetting, building in green initiatives. • To provide recommendations on procedures to ensure that S106 money is always put to good use in time, before entitlement lapses. • To provide recommendations on recording of S106 spend that is transparent and accessible 	
Levelling Up Communities	David Watts Cllr Zoe McGhee	August 2021	July 2022	<ul style="list-style-type: none"> • Recommendations to Executive / Council • To provide initial recommendations to feed into the budget review process 	24 August 2021

ONE OFF ITEMS/ ANNUAL ITEMS/RECURRING ITEMS

These are dealt with at scheduled meetings of the Committee. The following are suggestions for when particular items may be scheduled.

There will be some items that will be recurring at each meeting or annually. There will also be some items that will be one off items on a topic that members are particularly interested in scrutinising but they do not warrant a full review.

Suggested Topics	Committee/ Commission	Format	Meeting Date	Notes	Date added to the Workplan	Recurring Item
Budget Monitoring	Finance and Resources	Report	Each Meeting	To undertake budget monitoring		Each meeting
Performance Indicators	Commission/ Finance and Resources (corporate services)	Report	Each Meeting	To scrutinise performance of services using performance data		Each Meeting
Review of Executive Forward Plan	Commission	Document	Each Meeting	To review upcoming matters and determine if there are any matters which require scrutiny input		Each meeting
Local Government and Social Care Ombudsman Annual Report	Commission	Report	4 October 2022	To review the Annual Report from the LGO and determine if there are any matters which require scrutiny input		Annual
Annual Budget Process	Finance and Resources	Report followed by T&F Groups	18 October 2022 Budget sessions to take place during January and feedback provided to the Executive	To approve the annual budget process and agree to T&F Groups to scrutinise budget proposals.		Annual

			for their meeting on 9 February 2023.			
Youth Justice Plan	Commission	Report	01 November 2022	To scrutinise the Youth Justice Plan.		Annual
Mental Health Strategy	Commission	Report	29 November 2022	To consider the Mental Health Strategy.	25 March 2022	One-off
Scrutiny Annual Report	Commission Finance and Resources	Report	18 April 2023 for Finance & Resources and 9 May 2023 for Commission (to be reported to July 2023 Council) Chairs to sign off.	Report detailing the work of the Scrutiny Committees over the previous 12 months		Annual
Health Scrutiny Integrated Care System (ICS)	Commission	Report/Presentation	9 May 2023	Scrutinising the impact of the ICS over the last 12 months.		Annual
Highways and Transport	Commission	Report/Presentation	September 2023	Review of performance of the new highways contract providers following the first year of service.		Recurring
Highways and Transport	Commission	Report/Presentation	TBC	Review of the delivery of the Bus Services Improvement Plan and outcomes of the Enhanced Partnership.		Recurring
Northamptonshire Safeguarding Adults Board (NSAB) Annual Report	Commission	Report	TBC	To scrutinise the NSAB Annual Report.		Annual

Children's Trust Finance Scrutiny- Mid Year Review	Finance and Resources	Report/Presentation	TBC	Detailed review of finance of Children's Trust (additional to usual budget monitoring)		Annual Recurring invitation three times per year
Crime and Disorder	Commission	Report and Presentation	TBC (Looked at by Levelling Up Scrutiny Review Group – consider once report received)	<u>Crime and Anti-social behaviour, including knife crime and county lines</u> <ul style="list-style-type: none"> • To gain a better understanding of the issues and how they are being addressed, including reducing knife crime and associated violence and drug related crime and safeguarding vulnerable children and young people. • Provide crime figures to councillors per ward, split the current figures that are combined for violent crime and sexual offences. • Map out how many police officers are actually on duty at any time and check whether it is enough for the workload. • Determine if a quarterly, time limited (Zoom or in person) meeting with police teams to ask questions could be delivered. • Understand if a multi-agency approach to youth provision could work building and enhancing on the good work of the community sector, using asset-based community modelling. 		Annual

Climate Change	Commission	Document	Place to confirm	Scrutinising the implementation of the Climate Action Plan and whether it is progressing adequately		One off
Homelessness, including Registered Social Landlords	Commission	Report/Presentation		<ul style="list-style-type: none"> • To understand how NNC are supporting homeless people. • To review the Council's knowledge of hidden demand including sofa surfing, domestic violence, marital breakdown, mental health • To understand if a collaborative approach with partners is being utilised and if so if it provides ideas for solutions to help families needing temporary accommodation. • Find ways to expand Supporting Tenancies to help tenants who face crisis. • Review the rough sleeper's initiative after it has had the opportunity to embed and show results. 		One off
Public Transport, including bus services & strategy and rail services	Commission			<ul style="list-style-type: none"> • Review of progress against the Bus Service Improvement Plan. • Understand about how the Council is working towards an integrated transport solution. • Understand how rural isolation and accessibility to work and education is being addressed to enable travel to work and education. 		One-off

Highways and Transport	Commission	Report/Presentation	29 March 2022	Scrutiny session on major highway capital works and how they are prioritised for implementation within existing budgets.		
Children's Trust	Commission (all invited)	Presentation	25 November 2021	Introductory Presentation <ul style="list-style-type: none"> the relationship between the Trust and Council the governance, improvement plan. How is the funding for the Trust decided and divided? 		Recurring invitation three times per year
Children's Trust	Commission	Report/presentation	17 May 2022	Performance and inspection readiness		Recurring invitation three times per year
Health Scrutiny - Kettering General Hospital	Commission	Report/Presentation	5 July 2022	To receive a briefing on the proposed redevelopment of Kettering General Hospital.		One-off
Performance of Special Educational Needs "SEND"	Commission	Report/Presentation	2 August 2022	Review of performance of Special Educational Needs (SEND).		One-off
Garden Waste Future Service Provision	Finance and Resources	Report	16 August 2022	Pre-decision scrutiny of Executive Decision. Recommendations to Executive.	15 July 2022	One-off

PENDING ITEMS

These items are awaiting further discussion or additional research before being added to the work programme

Suggested Topics	Committee/Commission	Suggested by	Notes
Customer Services Operations (To consider issues and actions around the customer service centres)	Commission	Scrutiny Commission	Added to pending items – 25 March 2022
Adoption of Roads (Does the Council have a strategy and if yes, what is that strategy?)	Commission	Scrutiny Commission	Response received from Assistant Director of Highways and Waste.
Social Housing (Does the Council have a strategy for social housing and if yes, what is that strategy?)	Commission	Scrutiny Commission	Response received from Executive Member for Housing and Community.
Keyways (Information on Keyways including waiting times, bands of eligibility, priority needs)	Commission	Scrutiny Commission	Added to pending items – 05 July 2022
Staff vacancies, including the cost of agency staff	Commission	Scrutiny Commission	Added to pending items – 05 July 2022
Housing repairs service (length of time for repairs and what are the delays)	Commission	Scrutiny Commission	Added to pending items – 05 July 2022
Pay and Grading Proposals – to consider proposals prior to Council.	TBC	Director of Governance and HR	Added to pending – 02 August 2022

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**Scrutiny Commission
2022/23 Future Meetings
(Updated: 26 September 2022)**

Date	Item	Purpose	Comments
01 November 2022	Youth Justice Plan	To scrutinise the Youth Justice Plan.	
	Performance Indicators Report	To scrutinise performance of services using performance data.	Standing Item
	Executive Forward Plan	To review upcoming matters and determine if there are any matters which require Scrutiny input.	Standing Item
29 November 2022	Mental Health Strategy	To consider the Mental Health Strategy.	
	Performance Indicators Report	To scrutinise performance of services using performance data.	Standing Item
	Executive Forward Plan	To review upcoming matters and determine if there are any matters which require Scrutiny input.	Standing Item
31 January 2023	Performance Indicators Report	To scrutinise performance of services using performance data.	Standing Item
	Executive Forward Plan	To review upcoming matters and determine if there are any matters which require Scrutiny input.	Standing Item
28 February 2023	Performance Indicators Report	To scrutinise performance of services using performance data.	Standing Item
	Executive Forward Plan	To review upcoming matters and determine if there are any matters which require Scrutiny input.	Standing Item
04 April 2023	Performance Indicators Report	To scrutinise performance of services using performance data.	Standing Item

	Executive Forward Plan	To review upcoming matters and determine if there are any matters which require Scrutiny input.	Standing Item
09 May 2023	Integrated Care System	To scrutinise the impact of the ICS over the last 12 months.	Annual Item (Health Scrutiny)
	Scrutiny Annual Report 2022/23	To consider the draft Scrutiny Annual Report.	Annual Item
	Performance Indicators Report	To scrutinise performance of services using performance data.	Standing Item
	Executive Forward Plan	To review upcoming matters and determine if there are any matters which require Scrutiny input.	Standing Item
23 May 2023	Performance Indicators Report	To scrutinise performance of services using performance data.	Standing Item
	Executive Forward Plan	To review upcoming matters and determine if there are any matters which require Scrutiny input.	Standing Item

**Scrutiny Commission
Task and Finish Groups Progress Report 2022/23
(Updated: 26 September 2022)**

Review	Membership	Current Position	RAG
Levelling Up Communities	Cllr Zoe McGhee (Lead) Cllr Valerie Anslow Cllr Robin Carter Cllr King Lawal Cllr Anne Lee Cllr Paul Marks Cllr Kevin Watt	<ul style="list-style-type: none"> Final report of Working Group received by Scrutiny Commission on 5 July 2022 and forwarded to the Executive. The Executive received the report at their meeting on 25 August 2022. 	Completed
Assets Rationalisation and Use	Cllr Wendy Brackenbury (Lead) Cllr Jon-Paul Carr Cllr Robin Carter Cllr Gill Mercer Cllr John Currall Cllr Simon Rielly	<ul style="list-style-type: none"> Has held two meetings. Site visit to Corby Cube to be held in October 2022. 	In progress
Maintained Nurseries	Cllr Mark Pengelly (Lead) Cllr Valerie Anslow Cllr Jim Hakewill Cllr Richard Levell Cllr Paul Marks Cllr Steven North Cllr Malcolm Ward	<ul style="list-style-type: none"> Scoping document agreed by the Commission on 5 July 2022. First meeting of Task and Finish Group held on 8 September 2022. Following this meeting, visits to each of the nurseries will be arranged. 	In progress

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