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Meeting:	Scrutiny Commission
Date:	Tuesday 4th April, 2023
Time:	7.00 pm
Venue:	Council Chamber, Corby Cube, George Street, Corby, NN17 1QG

The meeting will be available for the public to view live at the Democratic Services North Northants YouTube channel:
https://www.youtube.com/c/DemocraticServicesNorthNorthantsCouncil

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

Agenda			
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06	Green Burial Options in North Northamptonshire	Iain Smith	13 - 54
07	Performance Indicators Report (Period 10) *Members are requested, where possible, to identify those area they wish to understand in further detail with the report author at least three working days prior to the meeting.*	Rob Atkins	55 - 86
Urgent Items			
To consider any items of business of which notice has been given to the Proper Officer and which the Chair considers to be urgent pursuant to the Local Government Act 1972			

08	Close of Meeting		

Adele Wylie, Monitoring Officer
North Northamptonshire Council

Proper Officer
Monday 27 March 2023

This agenda has been published by Democratic Services.
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ITEM	NARRATIVE	DEADLINE
Members of the Public Agenda Statements	Requests to address the meeting must be received by 5pm two clear working days before the meeting. Statements must relate to matters detailed on the meeting agenda. You will have a maximum of three minutes in which to make your statement and you will make it at the start of the agenda item.	5pm Thursday 30 March 2023
Member Agenda Statements	Requests to address the meeting must be received by 5pm two clear working days before the meeting. Statements must relate to matters detailed on the meeting agenda. You will have a maximum of three minutes in which to make your statement and you will make it at the start of the agenda item.	5pm Thursday 30 March 2023

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Where a matter arises at a meeting which **relates to** other Registerable Interests, you must declare the interest. You may speak on the matter only if members of the public are 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.

Where a matter arises at a meeting which **relates to** your own financial interest (and is not a Disclosable Pecuniary Interest) or **relates to** a financial interest of a relative, friend or close associate, you must disclose the interest and not vote on the matter unless granted a dispensation. You may speak on the matter only if members of the public are also allowed to speak at the meeting.

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North
Northamptonshire
Council

Minutes of a Meeting of the Scrutiny Commission
At 7:00pm on Tuesday 28 February 2023
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 Robin Carter   Councillor Andy Mercer
Councillor John Currall   Councillor Gill Mercer
Councillor Mark Dearing   Councillor Lee Wilkes
Councillor Jim Hakewill

Officers

AnnMarie Dodds – Executive Director of Children's Services
Adele Wylie – Executive Director of Customers and Governance (Monitoring Officer)
Rob Atkins – Interim Head of Performance, Intelligence and Partnerships
Louise Tyers – Senior Democratic Services Officer

Also Present

Councillor Scott Edwards – Executive Member for Children, Families, Education and Skills
Colin Foster – Northamptonshire Children's Trust
Cornelia Andrecutt – Northamptonshire Children's Trust

60.   **Apologies for Non-Attendance**

Apologies for non-attendance were received from Councillors Philip Irwin and Geoff Shacklock.

61.   **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.

62.   **Notification of Requests to Address the Meeting**

There had been no requests to address the meeting.

63. **Minutes of the Meeting Held on 31 January 2023**

RESOLVED:

That the minutes of the meeting held on 31 January 2023 be approved as a correct record and signed.

64. **Consideration of Any Matter Referred to the Commission for Call-In**

There had been no requests for call-in.

65. **Ofsted Inspection of North Northamptonshire Local Authority Children's Services**

The Scrutiny Commission considered the Ofsted Inspection report of North Northamptonshire Local Authority Children's Services following an inspection held in October 2022.

This was the first inspection of North Northamptonshire local authority children's services and the outcome of overall effectiveness was requires improvement to be good. Children's services in the predecessor authority of Northamptonshire County Council were judged inadequate in 2019.

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

i.   In response to a question from a member as to how the Children's Trust would describe what good looked like, the Chief Executive said it would include good leadership and management, including the Trust and also the Executive Director and Executive Member of Children's Services at NNC. There needed to be cohesion on leadership and consistent, high quality practice with good outcomes for children. It was acknowledged that early help was not as yet developed as how the Trust would want it to be, but staff were working hard to ensure the right support at the right time.

ii.   A question was asked on how good practice was fed back to staff. In response, it was advised that a plan was being put together with the child at the centre. This would be a multi-agency plan and the Trust would be looking for consistency in practice. Work was happening with other professionals and the Trust were learning from what did not go well.

iii.   In response to a question as to how weaker members of staff would be carried through and supported, the Chief Executive advised that the Trust needed experienced leaders and a stable leadership team. Quality assurance was taking place at a case file level and monthly supervision meetings would appropriately challenge poor performance and drive good practice. The Executive Member advised that it was about ensuring all staff were on board with what was trying to be achieved. There had been success in changing staff attitudes.

iv.   Some care leavers had told the inspector that some temporary accommodation was of poor quality, who inspected accommodation and what was defined as 'poor' quality? In response, officers advised

that there had been work on the provision available and it was around ensuring that there was more choice available.

v.   A large number of homeless people were likely to be care leavers and if poor accommodation was offered, they may choose not to stay. It was accepted that accommodation was not good in the county for post-16 and work was ongoing to improve accommodation, with housing now sitting on the Corporate Parenting Board.

vi.   The report stated that access to one-to-one intervention by mental health practitioners had been limited by short-term funding decisions. It was clarified that funding had ended at a point but during the inspection funding had been secured.

vii.   There was a risk of exploitation for some care leavers and there was a need to bring in meaningful access to services for young people. It was acknowledged that exploitation was a major concern but there was a strong care leaver offer in place. It was important care leavers had high aspirations and staff looked to support this.

viii.   The report stated that most child protection and child in need meetings focussed primarily on the completion of actions and not sufficiently on the impact of services and interventions for children, this implied that there was less focus on the children and more on the system.   In response, the Commission were reminded that in 2019 there were poor systems in place. Moving from inadequate, there did need to be some focus on compliance, but it was accepted that some further improvement was needed.

ix.   With regards to staff recruitment, how many staff were needed and what was the plan for recruiting and retaining staff? Recruitment was a national challenge and overcoming Northamptonshire's reputation was probably the biggest challenge, however some former staff were now returning. The Chief Executive advised that he spoke to everyone who applied to work at the Trust to thank them for their interest and this personal touch was building trust. There had been 586 application over the last five months, with 13% recruited and the Trust was now in a position where there were more joiners than leavers.

x.   It was noted that the police were spending a lot of time chasing missing children and asked what the Trust were doing to improve the situation. In response, officers advised that they checked in on the children when they were found and looked to learn from the reasons why they had gone missing.   They supported the police and were working well together.

xi.   The lack of life-story work for children in care was very disappointing. In response, the Chief Executive advised that eight life story workers had been made redundant in 2018 by the former County Council. Capacity was now being rebuilt in and there had been some good work from a starting point of zero. The culture of life-story work was also changing so it became less functional and more meaningful.

xii.   It was noted that oversight of unregistered children's homes was not good. In response, officers advised that it was important to ensure the needs of the child were met and management decisions to use these premises should have been recorded and appropriate checks made. Ofsted would fast track a registration if an unregistered provider met the needs of the child.

xiii.   The work of the social work academy was highlighted within the report and officers were asked to explain how it operated and was it delivering quality people who were now staying with the Trust? The Chief Executive advised that the Trust would be more than happy to do a future session on the Academy and bring some people who had gone through it. The Academy was delivered in partnership with Northampton University and historically, there had been a number of higher leavers, but more were now staying. The Academy was something to be proud of.

xiv.   In response to how the Trust learnt from other authorities, particularly those who had been graded as outstanding, it was confirmed that the Trust was a member of a number of regional groups. They also took part in Peer Reviews and the aim was to learn from each other and to share learning.

xv.   With regard to what resources were needed to deliver future improvement, officers confirmed that budgets were under pressure, mainly due to placement costs. If there was support with demand led pressures, then this could be tackled. For future inspections, they were likely to be two separate inspections for North and West, which would lead to a resource challenge.

The Trust were thanked for all their work whilst recognising there was still work to do. They were asked to pass on our thanks to staff.

On behalf of the Commission, the Chair thanked everyone involved in the improvement and that they would welcome to see the Post Action Plan when it was available.

RESOLVED:

To note the Ofsted Inspection of North Northamptonshire Local Authority Children's Services.

66.   **Special Educational Needs and Disability (SEND)**

The Scrutiny Commission received a presentation from the Executive Director of Children's Services on the North Northamptonshire SEND Improvement Programme.

The challenges for SEND in North Northamptonshire were:

- Special school provision was unable to meet the increased number of children and young people referred
- The budget was under pressure as local special school demand and use of external independent providers increased

- Lack of strategic and operational oversight for the allocation and quality of specialist provision and resources
- SEND early help offer was not joined up with gaps in parts of the specialist support services
- Processes for statutory assessment were wieldy and not working and performance variable
- A backlog of over 140 out of time assessments and 900 annual reviews that had not been processed in July 2022
- No specific allocation of specialist teams for children with an EHCP or with identified complex needs – all SEN case officer led
- Tribunal cases were at a critical level with 37 cases, the majority having missed the deadline for submission
- Broken relationships between the LA and with families and schools

The key priorities of the SEND Commissioning Delivery Programme were:

- To support schools in developing local provision by strengthening an early help offer of SEND advisory teams around mainstream schools
- Working closely with the SEND team to review and develop responsive, flexible and effective local specialist provision
- Ensuring the special educational needs of children were responded to quickly and effectively through development of a brokerage service
- Supporting schools to improve their offer to children through robust quality assurance programmes
- Ensuring value for money through contract monitoring, reviewing and evaluation of our commissioned services
- Robust accountability and governance of both spending and quality assurance through comprehensive reporting mechanisms
- Transition for children and young people is improved across all areas of operation

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

i.   In response to a question on EHCPs and how long they should take, the Executive Director advised that they should be undertaken within 20 weeks. This included undertaking the assessment and consulting with schools.

ii.   The Executive Director advised that a number of historic arrangements had been made with some settings which either had no units or a child was not at the setting. Funding should follow the child.

iii.   In response to how the LA dealt with parental choice around SEND, the Executive Director clarified that it was parental preference and not choice. If a preferred school could not meet a child's needs, conversations needed to be had and decisions made based on the evidence available.

iv.   A number of vulnerable children may be taken out of school if their preferences could not be met, which could lead to safeguarding issues. It was accepted that this was a risk, but children could be home educated, and the LA worked closely with the Children's Trust.

v.	If a child was being educated in a special school and during a review it was believed that they should not be in that setting, the LA would not disrupt the child's education to solve the problem.
vi.	In response to how the LA ensured that funding was getting to the child as it was intended, the Executive Director advised that outcomes were monitored and there was also an annual review process.

Members welcomed the presentation and were reassured that the situation was improving.

RESOLVED:

(i)   To note the presentation.
(ii)   To receive a further update on the SEND Improvement Programme at a future meeting.

67.   Performance Indicator Report 2022/23 (Period 9)

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:

- % of complaints answered within the Service Level Agreement (20 working days or agreed extension) (MPS34) – performance was not improving. Was there a need for a different complaints system or was more staff needed to process complaints? In response, the Executive Director of Customer and Governance acknowledged that performance was disappointing, and it had been highlighted with managers about the importance of a response within the SLA. Following a restructure in Customer Services, one of the managers now had responsibility for complaints. Complaints data should come to scrutiny, along with budget and performance information to provide full information.
- Number of voids (STP36) – there were 80 voids in Corby, and it needed to be acknowledged that when a property was void it was lost rental income. It was suggested that the median time taken for turnaround may be a better indicator.
- Total number of non-emergency repairs completed (STP10) – a member stated that he did not believe that these types of repairs were being completed efficiently within the Corby area and that the performance of the repairs service should be scrutinised. The Interim Head of Performance, Intelligence and Partnerships advised that some of the longer repairs may be legacy ones, but he would provide a fuller response.
- % occupancy of East Northamptonshire Enterprise Centre (MPS28) – it was noted that there were issues with the roof at the Enterprise Centre. It was questioned who would be paying for the faulty roof as it was only completed recently. It was noted that occupancy was low and had always been low. Was there an agency running the Centre and what

impact could we have to improve occupancy? The Interim Head of Performance, Intelligence and Partnerships advised that management agents did run the Centre and they were looking to develop a new marketing plan.

- Total active applicants on the Keyways Housing Register (STP04) – was it possible to provide a breakdown of applicants in each of the areas and how long people were waiting to be housed?
- Number of E-Scooter trips (GSE01) – was there any data on the number of accidents reported to the Police? The Interim Head of Performance, Intelligence and Partnerships undertook to see if this information was available.
- Number of rough sleepers (single night snapshot figure) (AFL12) – the number of rough sleepers was increasing, and Wellingborough was seeing an increase. Where was the refuge accommodation? The Interim Head of Performance, Intelligence and Partnerships advised that he would provide a fuller response.
- Determination of planning applications (STP15 – STP17) – there had been low performance for quite a while. There were a lot of major applications waiting, which was concerning.
- Percentage of rent collected (STP38) – the performance was not good. How much was it in money terms?
- Breastfeeding rate at 6-8 weeks (BBF01) – it was noted that performance was dropping, what was the Council's policy to reverse this trend? The Interim Head of Performance, Intelligence and Partnerships advised that he would provide a fuller response.

RESOLVED:

To note the performance of the Council and its services.

68. **Close of Meeting**

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

The meeting closed at 9.47pm.

_____
Chair

_____
Date

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North Northamptonshire Council

Scrutiny Commission
4th April 2023

Report Title	Green Burial Options in North Northamptonshire - Introductory Report
Report Author	Iain Smith Assistant Director Regulatory Services Iain.Smith@northnorthants.gov.uk

List of Appendices

Appendix 1 – Images of Warren Hill and Rothwell Cemetery
Appendix 2 – Natural Burials – Guidance for Operators

1. Purpose of Report

1.1. At the Full Council meeting held on 24th November 2022, the following Motion was approved:

"This Council resolves to scrutinise the current options for residents to choose a green burial in North Northamptonshire. Further, to develop a Green Burial Ground policy to enable appropriate guidance to be given to interested operators with potential areas identified."

1.2 To enable this work to be taken forward, the Scrutiny Commission requested that an initial, introductory report is brought to a meeting of the Scrutiny Commission setting out the current position as to green burial options in North Northamptonshire.

2. Executive Summary

2.1. The concept of natural burial is now over 30 years old. 'Green,' 'woodland' and 'natural' burial sites are an established feature of funeral practice in the UK.'

In operational terms there is various adopted nationwide 'best practice,' and industry advice available to ensure that future green burial grounds meet expected standards and support any future feasibility study, policies etc.

The Institute of Cemetery and Crematorium Management (ICCM) have extended their Bereaved Charter, to promote natural burial as an equal alternative to traditional burial and cremation.

This report sets out the
- Current North Northamptonshire offer

- Current sub regional offer for green burials
- best practice around green burial sites
- issues
- choices
- next steps

3. Recommendations

3.1. This is an introductory piece of work and sets out the options available to the Commission regarding a commitment to green burials as an offer to residents.

3.2. Scrutiny Commission is asked to consider the details within this report and to either:

(i) recommend that a full feasibility study be commissioned at a cost to be determined and bring the results back to a future Scrutiny Commission meeting

Or

(ii) To take no further action.

4. **Report Background**

4.1 Current North Northamptonshire offer

For North Northamptonshire we currently have an area dedicated to green burials at Rothwell Cemetery, Loddington Road, Rothwell and a woodland ashes scattering area at Warren Hill Crematorium, Rothwell Road, Kettering (see images attached at Appendix 1).

The first burial at the Rothwell site took place in October 2001 and we currently have 68 interments in that area.

The current capacity and uptake of the green burial ground at Rothwell is:
- 113 plots
- 68 internments
- 2 expected per year,

Therefore, the provision at Rothwell should remain available as an option for a further 43 years.

4.2 The current national split is 78.5% in favour of cremation over burial. In North Northamptonshire, the split is 85% in favour of cremation.

4.3 Green burial grounds tend to be privately operated. Although we are not aware of any private green burial sites in North Northamptonshire, we are aware of other local authorities that have allocated land as we have at Rothwell, by providing an area for green burials within an existing cemetery.

4.3   Current sub regional offer for green burials.

The nearest alternative 'green burial' sites outside North Northamptonshire are:

- Cosgrove Green Burial Meadow – Northampton Road, **Milton Keynes**, Buckinghamshire MK19 7DF

Wellingborough/Rushden Funeral Directors use:
- Greenhaven Woodland Burial Ground – Yelvertoft Road, Lilbourne, **Rugby**, Warwickshire, CV23 0SZ
- St Albans Woodland burial ground, **Keysoe**, Bedfordshire, MK44 2JP (only reserved graves now available)
- Tithe Green Burial Ground, Luffenham Road, **Ketton**, Stamford, PE9 3RN (Rushden Funeral Directors)

Northampton Funeral Directors use:
- Olney Green Burial ground, Yardley Road, **Olney**, MK46 5EH

Corby Funeral Directors use:
- Windmills Natural Green Burial Ground, Hartwell Road, **Northampton**, NN7 2JT

4.5   There are then further sites in the Leicester/Cambridgeshire area.

- The Willows Natural Burial Ground, Barsby Leicester
- Scraptoft Burial Ground, Leicester
- Muchwood Green Burial Ground, Ramsey, Huntingdon

4.6   Best practice regarding new green burial grounds, requires the Authority to follow due planning process, and the Ministry of Justice guidance in the attached document 'Natural Burial Grounds – Guidance for Operators' and the Environment Agency requirements at https://www.gov.uk/government/publications/protecting-groundwater-from-human-burials/protecting-groundwater-from-human-burials

4.7   There is also a view that new green burial grounds should be stand-alone sites i.e., not sited with an existing cemetery or at the very least accessed via a separate entrance to reach the said 'green' area, to ensure maximum uptake. Location and landscape/landscaping are also key factors.

5.   **Issues and Choices**

5.1   Issues

Natural burials are at this time a niche market led by the private sector but with increasing awareness of climate change and environmental issues, it will grow. However, as experience with crematoria shows, the private sector is swift to

move into a potential market, which is a threat to anything this Council may wish to offer.

Funeral directors continue to be the gatekeeper to the funeral market. If a customer approaches a larger funeral director to request a natural burial, it is likely that they will have access to their own resources and unlikely that the Council cemetery will be used. This should be seriously considered as it may significantly limit the available market.

The scope for income generation with natural burials beyond the burial fees is unknown currently. A form of annual maintenance fee will need to be included, as traditional memorials etc. are not permitted yet the site will still need to be maintained (although the purchase and planting of native trees and shrubs as memorials could be explored). If this is not possible then the costs will be the responsibility of the Authority. Consideration will have to be given as to how to set a reasonable fee which is competitive in the market and covers costs.

Given other pressures, including the development and growth of towns and villages across North Northamptonshire and the capacity of existing cemeteries, there is a need to invest in current cemetery grounds and ensure there is sufficient provision of additional future traditional cemetery ground space based on the expected current life of cemetery grounds (see below),which may well need to take a higher priority for North Northamptonshire Council at this time.

Facility	Estimated capacity (years) - Figures from 2023
Warren Hill Cemetery	35 (14 in original area)
Broughton Cemetery	11 (potential for extension)
Burton Latimer Cemetery	16
Cransley Cemetery	64
Desborough Cemetery	8
Pytchley Cemetery	241
Rothwell Cemetery (Traditional)	10
Rothwell (Green)	86
Rothwell (Muslim)	31
Corby Shire Lodge Cemetery	20
W'boro Doddington Road Cemetery	Awaiting figure
W'boro Stanton Cross (proposal)	5000m^2
Non NNC (Town Council provision) * Thrapston	Aware there is a lack of capacity
Higham Ferrers	10
Irthlingborough	20 – 25
Oundle	50
Raunds	Full
Rushden	7

*Once these cemeteries are full, there will be an impact on NNC cemeteries or a request to assist with the provision of new sites.

5.2   Choices

The current level of demand for green burials is low and future demand is unknown. There will be a future increase in demand if there is evidence that a green burial does have a much lower impact on the environment and if it proves to be a less costly service. However, with the current level of demand, there is still 43years capacity at the current 'green burial' site at Rothwell Cemetery.

Outside of North Northamptonshire, as listed above, there is a variety of private provision options for North Northamptonshire residents. The first green burial site was set up in Carlisle in 1993, and the number of sites has steadily grown since then.

There are now over 270 green burial sites in the UK and people are becoming increasingly aware of and interested in green burials, but there are few statistics available. Membership fees are based on the number of burials per year, with the upper limit being 71 – 80 burials per year. A recent survey found that around ten per cent of people say that they would like a natural burial[1].

Scrutiny could consider the following if they wish to include work on green burial options and the development of a policy going forward.

(a) 'How has the first generation of 'green' burial grounds developed and, can they meet ever-more acute demands in terms of climate resilience and sustainability whilst remaining financially viable?'
(b) Is there a demand for 'green' burials within North Northamptonshire and would residents choose a green burial ground provided by the Council rather than a private facility?
(c) Should investment in a "green burial offer" override the need for investment in current traditional cemetery grounds for future use?

6.   **Next Steps**

6.1.   A feasibility study could be undertaken to scope out the considerations of offering a further green burial facility within `North Northamptonshire, to enable a decision on whether a green burial ground is an option within North Northamptonshire. This should include.

(a) Suitability of land owned by the Council.
(b) Identification of suitable land which the Council could purchase for the purpose of providing a green burial ground within North Northamptonshire.
(c) The requirements for providing a green burial ground.
(d) The scoping of costs for providing a green burial ground.

6.2   A report establishing the provision and capacity of traditional cemetery grounds and offerings should also be provided, to allow for the future planning of sufficient cemetery ground capacity to meet ongoing demand in North Northamptonshire

7. Implications (including financial implications)

7.1. Resources and Financial

7.1.1 If the decision is made to commission a feasibility report, then an initial estimate for a desk top review would be around £10k (subject to confirmation via formal quotations against a project brief). In the first instance, this cost should be accommodated within the existing 23/24 budgets for the Place and Economy Directorate. However, if this were not achievable, a request to use the 23/24 Corporate Contingency Budget, which currently stands at £3.746m, would be required the use of the contingency budget would be reported to the Executive as part of the monthly budget monitoring report.

7.1.2 Whilst the 'one-off' costs for the feasibility study could be accommodated within existing budgets either in the Place and Economy Directorate or from the Corporate contingency budget. The feasibility Study will need to consider the wider business case and the costs and benefits that could result from this project, this could include costs, relating to staffing, land acquisition, provision and maintenance of required infrastructure, procurement, ICT and any additional income that could be generated from this project and whether this would result in an overall cost pressure or cost benefit to the authority. Furthermore, before progressing with this project the cost benefit would need to be considered against the cost of future maintenance and further provision of traditional cemetery grounds in North Northamptonshire as part of the Council's wider strategy around the future funding of Bereavement Services provision.

7.2. Legal and Governance

7.2.1. There are no legal implications arising from this report as it is a discussion paper to facilitate a decision on whether to explore the offer of green burials by North Northamptonshire Council in the future.

7.3. Relevant Policies and Plan

None have been identified for this paper.

7.4. Risk

7.4.1. There are no relevant risks in the corporate risk register nor any new risks to be recorded in the risk register because of this report.

7.4.2. If a green burial site was to be considered, then risks will arise, such as;

(a) the means to provide ongoing funding to maintain the site to standards against a potential deficit of income generation as compared to traditional cemeteries through a lack of a traditional memorial offer.
(b) the pressure on current burial sites regarding space going forward and maintenance of current provision;

(c) the uptake of a green burial offering.

leading to consideration as to whether resources need to focus on traditional burial sites and leave the green burial offer to private sites as is the current position, or would the Council wish to provide both.

7.5.   **Consultation**

7.5.1   To ensure the offer is what is required by potential service users, consultation and engagement would need to be undertaken. Local Funeral Directors and Service Users would need to be consulted on:

(a) future demand for additional green burial sites
(b) services/standards expected to meet service user demand against potential NNC sites available
(c) and/or 'call for sites' as part of any future 'green burial policy' development and/or service provision.

7.5.2   Our own research via the ONS shows – Deaths in North Northamptonshire over the following years (*):

January 2020 – December 2020 = 3513
January 2021 – December 2021 = 3436
January 2022 – September 2022 = 2580 *latest information available.

(*) we have no information on the number of these deaths that resulted in green burials.

7.5.3   A snapshot of views from 9 local funeral directors indicates that are potentially 240 green burial opportunities per year. However only 1 respondent replied that they had been asked to provide them, while 8 would be interested if green burials were offered locally.

7.6.   **Consideration by the Executive**

7.6.1. This is a first report to enable discussion on whether the Council moves to consider offering a green burial service within North Northamptonshire and has not been considered by the Executive at this stage.

7.7.   **Equality Implications**

7.7.1. There are no equality implications resulting from this discussion report. Should the decision be made that a feasibility paper is required, then the appropriate Equality Screening Assessment will be completed as part of the ongoing process.

7.8.   **Climate Impact**

7.8.1. Any feasibility study would need to include an assessment regarding the environmental impact differences between a traditional and a green burial.

Sources do quote some statistics between the two, but these would need to be verified. In addition, the landscape of a green burial cemetery, by the nature of it, has a lack of memorials thereby creating a more natural environment and the use of more sustainable coffins, should have a measurable lower impact on the environment.

7.8.2. There is also the need to evaluate whether existing crematoria should be upgraded to greener technologies and if so with what and when together with consideration of the implications that funding and completing of the work would bring.

7.9. **Community Impact**

7.9.1. If land is identified, which is either owned by the Council or is suitable for purchase by the Council as a green burial ground, then consideration will need to form part of the feasibility study of any distinct community impact as a result.

7.10. **Crime and Disorder Impact**

7.10.1. At this time, there are no implications under Section 17 of the Crime and Disorder Act 1998, for the Council to consider under its equal statutory responsibility with the Police to exercise its various functions with 'due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area'.

8. Background Papers

8.1. [1]**Source**
Ask Statista Research
Release date
January 2021
Region
United Kingdom
Survey period
June to July 2020
Number of respondents
1,606*
Age group
18 years and older
Method of interview
Online survey
Supplementary notes
*100 funeral directors and 1,506 people involved in organizing a funeral over the past 4 years

[2]Natural Death Centre

Warren Hill
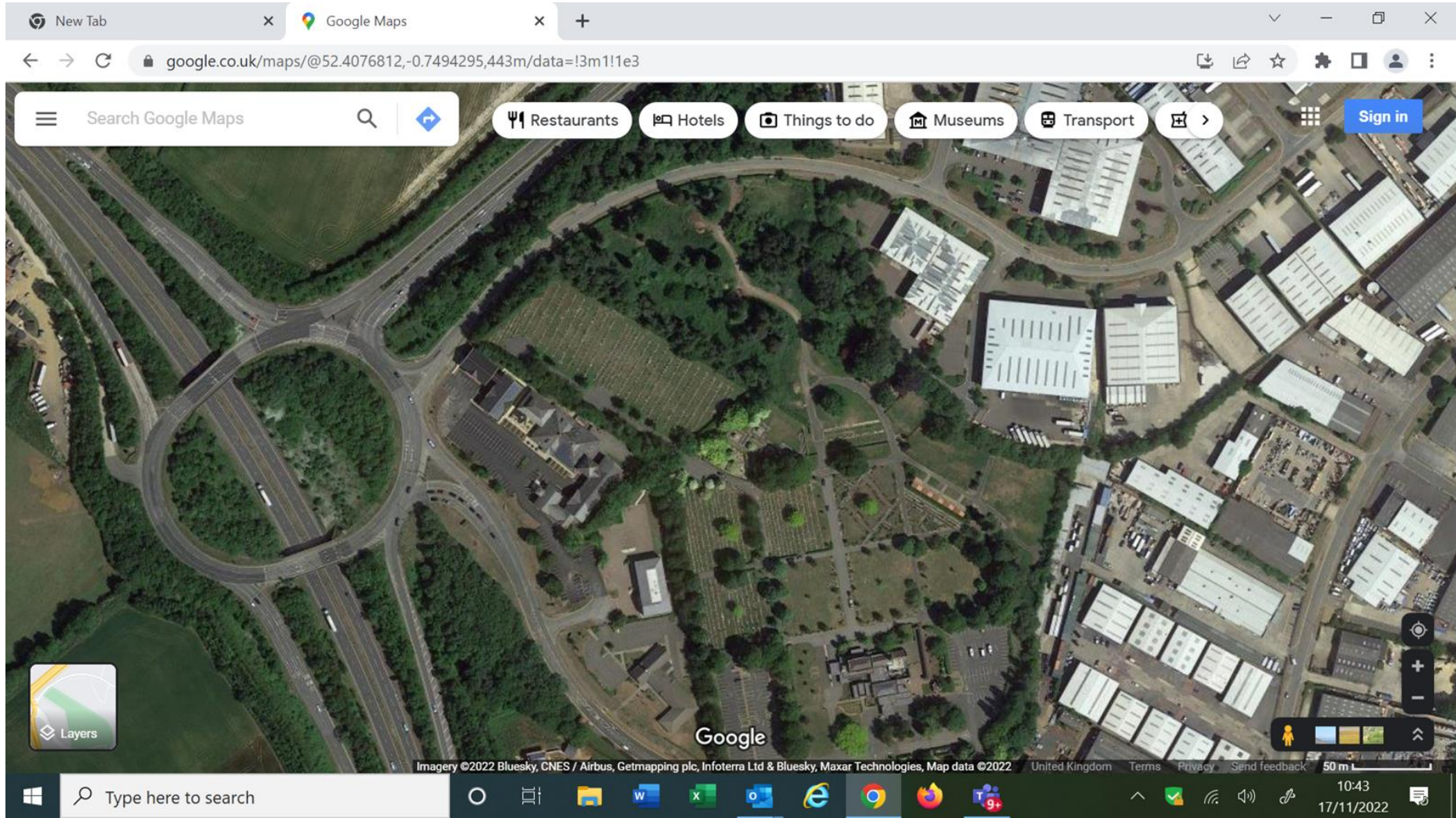
Rothwell Cemetery

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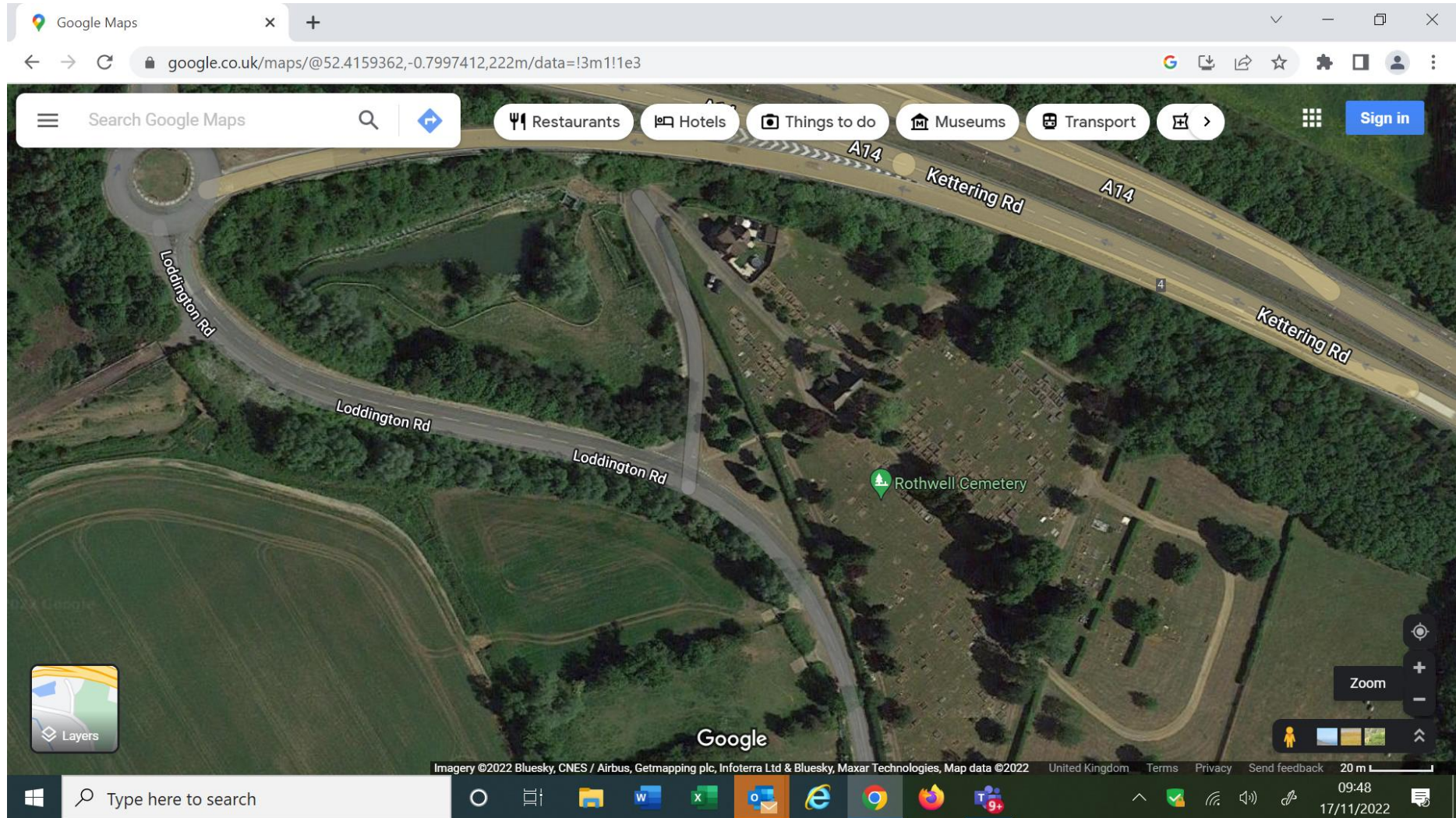
Ministry of JUSTICE

Natural burial grounds

Guidance for operators

2009

Natural burial grounds
Guidance for operators

This information is also available on the Ministry of Justice website: www.justice.gov.uk

Contents

Introduction

The interest in and demand for natural burial has grown in recent years as an alternative option for people concerned about the potential environmental impacts of modern funerals.

This booklet is aimed at current and potential operators or managers of natural burial grounds in England and Wales.

It provides information and advice to help ensure that operators:

- are familiar with the legal and regulatory framework governing natural burial

- can provide a high quality service for bereaved people and the wider community.

What is a natural burial?

Natural burial is a term used to describe the burial of human remains where the burial area creates habitat for wildlife or preserves existing habitats (woodland, species rich meadows, orchards, etc), sustainably managed farmland, in-situ or adjacent aquatic habitats or improves and creates new habitats which are rich in wildlife (flora and fauna). Where a funeral precedes such burial, it would typically seek to minimise environmental impact.

The terms 'green burial', 'green funeral' and 'woodland burial' are also sometimes used.

Interest in natural death has grown as people have become increasingly concerned about the emissions and fuel-use associated with cremation, the use of stone for memorials (often shipped considerable distances from overseas quarries), or the use of formaldehyde for embalming, which has an adverse effect upon groundwater.

A brief history of natural burial grounds in England and Wales

The concept of woodland burial was first raised by Ken West, the then manager of Carlisle Cemetery in Cumbria, in 1989. This led, in 1993, to Carlisle City Council opening the first natural burial ground in the UK in a woodland site on an unused part of the municipal cemetery. Other local councils soon took up the idea in response to this growing demand.

The premise was straightforward and innovative. Opening a natural burial ground near to an urban area provides three benefits. It:

- provides additional burial space
- satisfies a growing demand for environmentally friendly funerals
- provides new amenity green space for the community.

As more people considered natural burial and demand grew, more stand-alone sites were developed by private companies.

In 1994 the Natural Death Centre charity set up the Association of Natural Burial Grounds (ANBG) to promote the movement in both the public and private sectors. It has produced a professional code of practice and provides advice and support to ANBG members. Operators may choose to join the ANBG but the association does not inspect or approve members.

By the late 1990s many local authorities had provided municipal natural burial areas and a range of operators such as charities and not-for-profit groups, natural burial operating companies and landowners (most often farmers) have set up private sites.

There are now over 220 natural burial grounds in the UK – from the Scottish Highlands to the west coast of Cornwall. Many more are at varying stages in the planning process.

Demand for natural burial would appear to be increasing although there is variation between different regions. People born between 1946 and 1964 (the 'baby boomers') are generally recognised as the first major generational group to take environmental issues seriously on a wide scale and they are now at the stage of life when they lose their parents or partners, or plan for their own funerals. Environmentally-friendly funeral provision is not only a logical extension of an environmentally-aware lifestyle, but also has broad appeal as an alternative to a conventional cemetery.

2

The legislative background

All burial ground operators **must** be familiar with legislation which applies to their sites, such as:

- burial   law

- eccles   iastical law

- authority for burial

- health and safety

- contract and employment

- planning   regulations

- environmental and wildlife law.

The following provides an overview of the key regulations and requirements.

Burial law

Most burial law is directed at particular types of burial grounds and various burial authorities who own the burial grounds for example:

- municipal cemeteries are covered by the Local Authorities' Cemeteries Order 1977 (LACO) as amended

- Church of England churchyards are covered by various ecclesiastical Measures (although the law relating to churchyards is mostly common law)

- privately owned cemeteries may also be subject to private Acts of Parliament

- privately owned natural burial grounds are not covered by the LACO provisions and are largely unregulated.

Even where burial grounds are not subject to site-specific legislation, there may be other legislation which regulates what the burial ground operator may or must do, e.g. all burial authorities must keep a register of burials.

Ecclesiastical law

Burial ground operators with a natural burial ground on land consecrated according to the rites of the Church of England must be familiar with the relevant aspects of ecclesiastical law.

Such areas are subject to the jurisdiction of the diocesan bishop, and that no work may be carried out there without proper authority. The diocesan consistory court grants authority by means of a 'faculty'.

Faculties typically regulate the use and maintenance of gravestones, walls and fences as well as the protection of human remains.

3

Where ground is consecrated, burial ground operators should consult the local diocesan registrar if major works such as exhumation or levelling of gravestones are planned.

Authority for burial

Before a burial takes place, the deceased person's representative (usually a family member) must provide the operator with authority for the burial. This will normally consist of a certificate from the Registrar of Births and Deaths or the coroner's burial order.

In the case of a death overseas, the Registrar may issue a certificate of non-liability to register ('white form') which will include authority to bury. There is no provision in law to issue this certificate if a child was stillborn abroad.

If there is no Registrar's certificate or coroner's order operators may accept a declaration that the certificate or order has been issued. A Registrar may also issue a duplicate certificate.

There is no legally prescribed time between notifying the burial authority and conducting the burial. However, operators will need to take account of the legal documentation required and this should be made clear to the public and funeral directors.

Operators must notify the Registrar of the date and place of the burial, no later than 96 hours after it has taken place.

Burial of tissue

There is no specific legal provision for authority to bury parts of bodies, including blocks and slides made from tissue and organs removed for examination. Nor is there any legal provision for the burial of foetal remains under 24 weeks.

The Ministry of Justice takes the view that burial site operators may decide for themselves whether to accept such material, having regard to practicalities.

Key issues will be whether blocks and slides are adequately documented or present an environmental hazard. Operators may need to obtain either an exhumation licence or a faculty if the intention is to place the tissue inside a person's coffin in an existing grave.

Re-burials

From time to time, operators may receive a request to re-bury remains which have been exhumed from other burial grounds.

There is no legal requirement for a fresh certificate from the Registrar of Births and Deaths. Operators should, however, ask to see an exhumation licence issued under the 1857 Burial Act or directions issued under any other burial legislation which prescribes how the remains are to be reinterred.

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If these documents cannot be provided, operators should satisfy themselves that the remains have not been exhumed or acquired unlawfully or that there is any need to report the matter to a coroner or the police.

Grave depth

Burials in a municipal cemetery must normally be at a minimum depth of three feet from the top of the coffin to the natural soil level. Where the soil is considered to be of suitable character, however, coffins of perishable materials may be placed at a reduced depth, though never less than two feet below the level of any ground adjoining the grave.

Natural burial ground operators are recommended to follow this regulation.

Burial registers

The Registration of Burials Act 1864 requires all cemeteries not otherwise subject to a legal requirement to do so to keep a register of burials. Such registers need to be kept in accordance with the provisions of the Parochial Registers and Records Measure 1978 as amended by the Church of England (Miscellaneous Provisions) Measure 1992. This Act therefore applies to natural burial grounds. The Local Authorities (Amendment) Order 1986 in addition allows the maintenance of register of burials on computer.

A standard burial register can be obtained from the Society for Promoting Christian Knowledge (SPCK). More information is available from their website www.spck.org.uk. It is strongly advised that a duplicate copy of the register is kept offsite as well.

Data protection

Burial registers are not subject to the Data Protection Acts 1994 and 1998 to the extent that they do not contain information other than that relating to deceased persons.

If, however, operators hold information about living and identifiable individuals, for example where a record is kept of those who have been sold plots in advance, that information will be subject to the Data Protection Acts and should be handled accordingly.

If operators retain this information for core business purposes only, i.e. for administration and records relating to the burial ground, operators do not need to register as a data controller, provided that users are informed that these records will be maintained.

If in any doubt, operators should check with the Notification Department at the Information Commissioner's Office (ICO) at www.ico.gov.uk.

The register of burials and records of disinterments in municipal cemeteries should at all reasonable times be available for consultation by any person free of charge.

5

Disability legislation

Under the Disability Discrimination Acts of 1995 and 2005, it is unlawful for service providers to treat disabled people less favourably than other people for a reason related to their disability.

All service providers have to make 'reasonable adjustments' to the way they deliver their services so that disabled people can use them.

Part 3 of the 1995 Act applies to all publicly accessible places including burial sites. It is good practice, therefore, for burial ground operators to carry out an access audit and make reasonable alterations to remove any physical barriers to goods or services for people with disabilities. In this context, disability covers people who not only have hearing or sight impediments but can also include people with certain illnesses.

With regard to wheelchair users, paths in the burial ground need not have a hard surface but they must not have unmanageable bumps or holes.

Examples of reasonable adjustments include:

- installing an induction loop in buildings for people who are hearing impaired

- giving the option to make arrangements by email as well as by phone

- providing disability awareness training for staff who have contact with the public

- installing a ramp at the entrance to a building instead of, or as well as, steps.

For more detailed guidance contact the appropriate local authority or visit: www.equalityhumanrights.com

Operators may also wish to refer to the English Heritage publication "Easy Access to Historic Landscapes". This publication is available on their website: www.english-heritage.org.uk.

6

Burial and memorial rights

Operators should determine what rights of burial and memorial to convey to users of their site.

These may include the right to:

- re-open the grave if there is space for more than one burial

- place or erect a memorial

- visit the grave

- transfer any burial rights by deed or will.

Operators should set out the terms of burial rights in a contract with the purchaser or bereaved family when they buy the plot.

Burial ground plans

In a traditional cemetery it is comparatively easy to identify a grave by its position in a burial grid or plan. In many natural burial grounds this is not possible as the grave locations may not conform to any a pre-defined burial plan and the natural setting with trees and shrubs will change over time.

In these circumstances, it is recommended that all burial ground operators should put in place ways to identify the location of graves with accuracy. This may be essential where, for example, an exhumation is required.

This could be done by:

- surveying each plot and recording the coordinates and locations on a digital plan

- using a Radio Frequency identification (RFID) system that uses devices attached to memorials or pegged into the ground that transmit data to an RFID receiver

- using fixed markers (in cases where graves locations do not conform to any pre-defined pattern three markers may be required to locate a grave by triangulation).

Some burial grounds will permit more permanent markers for the graves such as a stone tablet, metal or ceramic markers. If these are used, operators are recommended to have a back-up system in case the markers are moved or lost. A back-up system for locating the grave will be necessary if wooden memorials are used to mark graves.

A copy of the plan should always be kept offsite.

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Exhumation

Under the 1857 Burial Act it is an offence to remove buried human remains without either:

- a licence from the Secretary of State for Justice if the remains are buried in non-consecrated ground

- a faculty if the remains are buried in ground consecrated according to the rites of the Church of England.

The Ministry of Justice takes the view that a licence is required for **any** kind of removal or disturbance, including relocating coffins in the same grave or correcting a burial made in the wrong grave.

The MoJ will normally be prepared to issue a licence if an application is made for personal reasons and if all relevant consents have been given by, for example, the next of kin and the burial grave owner. An application form for a MoJ licence can be obtained by emailing coroners@justice.gsi.gov.uk or telephoning 0203 334 6390.

Burial in consecrated land is understood to be regarded by the Church of England as permanent. Applications for a faculty to authorise exhumation are granted only in special circumstances.

Operators should also be aware of the coroner's power to order the exhumation of a body. The need for such an order may arise if the coroner believes a post-mortem examination to be necessary for the purposes of investigation of the death or criminal proceedings in connection with that death or a connected death.

Financial legislation

If operators require advance payments for funerals, they must conform to the requirements of the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001. Operators may wish to establish a trust fund to administer advance payments.

Operators should have a defined plan for allowances for future financial commitments. The simplest format is to create a sinking fund into which is directed a proportion of plot sales income.

Circumstances will vary but, as a guideline, the Association of Natural Burial Grounds have negotiated an agreement with the Valuation Office Agency (Practice Note 2: 2005: Revaluation 2005: Natural burial grounds) which suggests 20 per cent of plot sales income being treated in this way, dropping to 15 per cent when the site has been open for eleven years.

Operators may wish to set up a trust fund and arrange for the burial site to be taken over when full by, for example, a wildlife charity. It should be noted that the pre-need sale of burial plots is not covered by the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001 (Chapter XIV - Funeral Plan Contracts). Operators may wish to protect a proportion of such funds by a trust fund.

For more information, see www.opsi.gov.uk/si/si2001/20010544.

8

Environmental and ecological aims

Operators should provide a clear statement for users which identifies the environmental and ecological aims of the burial ground and whether the site is new or conserves and/or enhances an existing setting.

In preparing such a statement, account should be taken of the existing environmental and ecological value of the site and the surrounding area.

Operators can determine this by commissioning a full environmental and ecological survey by a qualified ecologist, e.g. a member of the Institute of Ecology and Environmental Management (IEEM).

The statement should also set out how the burial site will achieve the stated aims, e.g. how the site design, memorialisation and short, medium and long-term management strategies will contribute to protecting and enhancing the environmental and ecological value of the site.

For example, if the aim is to create native woodland, the objective might be to provide an approved list of species and guidance on plant specification, planting and management. Some species, notably bats, badgers, great crested newts and nesting birds (amongst others) have statutory protection. Management operations can result in disturbance to the species which is a criminal offence. For more information on wildlife protection visit: www.defra.gov.uk.

Where the aim is to create woodland, the objective might be to allow a more permissive approach to tree selection for memorialisation, with the emphasis on the use of native species.

Operators should be aware that the design and maintenance of the site should reflect local countryside character and enhance the landscape. Historically cemeteries have boundaries to keep the site secure and such issues should be considered at the design stage.

Features and areas of historic or wildlife interest can be designated and carry conservation protection measures. Such designations can include local nature reserves, ancient semi-natural woodland, conservation areas, scheduled monuments, listed buildings, registered parks and gardens, and registered battlefields. Individual or group of trees may also be protected by Tree Preservation Orders (TPOs) and tree felling is regulated by the Forestry Commission. Operators need to be aware of such designations, regulations and consent requirements to avoid risk of prosecution. There can be a wide range of statutory bodies with responsibilities for different aspects of environmental management which operators will need to be aware of. More information is available via the Government's www.planningportal.gov.uk and www.magic.gov.uk (Multi-Agency Geographic Information for the Countryside).

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Health and safety legislation

Operators must be aware of and follow all relevant health and safety legislation and take appropriate steps to mitigate significant health and safety risks arising from the management of their burial ground.

Typical risks include:

- excavation of graves, with the risk to both gravediggers and the public

- health hazards associated with the exhumation of human remains

- unstable tombstones and other memorials

- building, site and horticultural maintenance (especially the management of trees) and the use of machinery.

For more information on all aspects of health and safety law, visit www.businesslink.gov.uk

Contract and employment legislation

Operators may need to outsource goods and services in the running of the site and should therefore be familiar with contract law, good procurement practices and requirements of best value.

Similarly, if operators employ staff they must be familiar with relevant legislation relating to the recruitment, employment, training and treatment of staff.

The scope of the training will depend on, amongst other things, the nature of the burial ground, the services offered and the extent of outsourcing of, for example, responsibility for grave-digging and ground maintenance.

For more information on employment law, visit:

www.justice.gov.uk/whatwedo/burials.htm

www.businesslink.gov.uk

Access rights

Whatever the long-term land management plans are, natural burial ground operators should bear in mind that for many people the site will be an emotional as well as a physical landscape. Bereaved people will expect access for visits and so operators must ensure that they are informed of rights of access and any restrictions. Natural England have published a guide "By All Reasonable Means" designed to help countryside and urban greenspace managers and landowners improve accessibility of their sites, routes and facilities. A copy of the guide is available at www.naturalengland.org.uk

Where the site is within a municipal cemetery, the cemetery's existing regulations will apply. If operators run a private natural burial site they should consider what visiting hours are feasible and practical.

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Public rights of way

Operators should be mindful that some potential and existing burial grounds are traversed by extant public rights of way. Unauthorised diversion or the stopping up of these, either deliberately or inadvertently can result in enforcement action being taken against a landowner. Operators should be aware of existing rights of way crossing their land and the measures they must take to preserve these.

Concerns have been raised about access to privately owned natural burial grounds following a change of ownership. Operators may wish to consider the provisions of Section 16 of the Countryside and Rights of Way (CRoW) Act 2000. This enables a landowner to voluntarily dedicate land for public access. If a dedication is made it creates an irrevocable right of access over the land which binds subsequent landowners and offers some assurance to the bereaved of continuing long term access. Land that is dedicated in this way is exempted from certain provisions of the Occupiers Liability Acts, by virtue of Section 13 of the CRoW Act.

Faith groups and burial rites

Operators of natural burial grounds should welcome enquiries about their policies and operations from any faith group.

Facilities

Operators have discretion to decide what facilities should be provided on site for users.

Operators may wish to provide facilities for the care of the deceased prior to the funeral, function rooms and catering etc. Or they may just want to provide somewhere for simple shelter from the elements or prefer to keep all infrastructure and man-made structures to a minimum.

Clear, accessible signage should always be provided on the site.

Site maintenance

Operators need to plan and manage how they will maintain the burial areas, access paths, tracks, car parks, buildings and infrastructure, to ensure that all buildings and infrastructure are safe and in good repair. The management of all environmental features should be carried out sensitively so as to maximise the biodiversity of the site and its overall environmental quality.

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Providing information for the public

In order to help users (funeral directors, local religious organisations, the public and especially bereaved people) make an informed choice when selecting a type of funeral and burial ground, operators should provide clear and accessible information.

We recommend that operators provide an information sheet or booklet describing in full the service provided. Page 15 of this guidance shows the type of information that could be included.

The following list (while not exhaustive) provides some standard topics that should be covered.

Access rights to the grave

- the period of grave (rights) ownership and details on whether the right can be transferred/extended in the future

- the operator's legal interest in the land and what long-term arrangements are in place for the future of the burial ground

- what provision is made to ensure people with disabilities have access to services.

Bereavement Services

- information for bereaved people on how to deal, understand and cope with their loss of a loved one. Such information can be obtained from organisations such as Cruse Bereavement Care at www.crusebereavementcare.org.uk.

Burial procedure

- care of the deceased person before burial and whether they can be embalmed

- types of coffins to be used, e.g. biodegradable materials such as wood, cardboard, shrouds, wicker, bamboo and similar

- how family and friends can be involved in the funeral.

Complaints procedure and handling

Operators should plan both to deal with complaints and to learn from them. Complaints are most likely to arise from:

- disagreement with the burial authority's policy, e.g. the level of fees or site maintenance regime

- or where things go wrong, e.g. booking the wrong day for the funeral or allegations of rude or insensitive behaviour by staff.

Operators should ensure that they provide users with readily available information about how to complain, and that complaints procedures are not unduly bureaucratic.

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Complaint handling is most effective if the complaint can be made locally and quickly, with the local manager empowered to deal, without delay, with the majority of the complaints which can be anticipated.

Complaint procedures should include provision for complaints to be escalated if necessary. For private cemeteries, the normal route will be to the General Manager and on to the Operations Manager or Director.

For authorities who are signatories to the Charter for the Bereaved, reference can be made to the charter organiser who can provide an independent investigation and report. It should be borne in mind that local authority cemeteries are subject to their own authority's complaints procedures.

Environmental policy

Information on:

- the environmental benefits anticipated for the scheme over a period of no less than 100 years

- the current and future size of the site

- where trees, shrubs or other plants are sourced and whether these are 'native'

- use of herbicides, chemicals, fertilisers, baits and any other substance that might impact on the environment

- land management, e.g. frequencies of mowing, replacement of dead trees, when tree planting will take place, ultimate tree cover, pest controls, water features, protection of historic and archaeological features e.g. veteran trees

- waste and litter disposal from the site and whether green waste is composted

- support and/or advice of local wildlife trusts, or other agencies involved in conservation and the environment.

Exhumation

- Operators should make clear whether or not they are prepared to allow remains, once buried, to be exhumed from their ground.

Management

- information on the burial ground management, directors, trustees, managing body or similar, with relevant qualifications given and membership of the Association of Natural Burial Grounds, the Federation of Burial and Cremation Authorities, the Institute of Cemetery and Crematorium Management or equivalent organisation.

Memorials

- what can be placed on the grave by mourners, e.g. real or artificial flowers, plants from a prescribed list, personal items such as toys or mementoes

- whether any form of individual grave memorial or marker is allowed and if so, details on the position, size, inscription and materials permitted, and ongoing maintenance arrangements.

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Pricing policy

- itemised price lists for the various services provided

- methods of payment accepted

- any administrative charges for, eg, a change of mind.

Records

- what details are kept on file, why and for what period of time, and where such records are to be found

- what burial plans and records are held, the arrangements for public access ro them, and any fees payable.

Site maintenance

- How the burial ground will be maintained and if this will impact on memorials set up, access to graves, and how the landscape character may change, e.g. through selective thinning of trees, which may impact on a tree planted especially individual memorial trees.

- Operators should make it clear that the site is managed for wildlife and visitors and grave owners should expect presentation and experience to be different to conventional cemeteries.

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Information for users of natural burial grounds

It is recommended that each burial ground should have clear published information and policies on a number of issues. Below is a list of the most usual subjects that the public will require information on in order for them to make a proper decision:

1. **Description of the site** (topography)

2. **Location** (including directions or a map on how to locate the cemetery and details of any public transport links)

3. **Site Owner** (including information on whether the site is freehold or leasehold. If the latter also state how long the lease runs for)

4. **Site Operator** (including contact details)

5. **Type of plots available** (including plot options, cremation options, whether or not plots can be purchased in advance)

6. **Burial rights** (including time limits)

7. **Pets** (including where they can be buried and licences required)

8. **Gravedigging** (including contact details, options for families)

9. **Embalming** (including whether embalmed bodies are acceptable for burial, level and types of chemicals permitted)

10. **Memorials** (including types available, suppliers, term of years, approved designs, tree planting schemes, memorial books, websites, benches)

11. **On site facilities** (including car parking, shelter, rooms, chapels, toilets, mortuary facilities, what is and is not provided)

12. **Funeral services** (including options available)

13. **Coffins** (including types of materials allowed in their construction)

14. **Details of the future of the site, its maintenance and management**

Acknowledgements

16

Useful sources of information

Ministry of Justice policy and publications for burial ground managers

www.justice.gov.uk/whatwedo/burials.htm

General guidance on running a business

www.businesslink.gov.uk

Association of Natural Burial Grounds

In The Hill House
Watley Lane
Winchester, SO21 IQX

T: 0871 288 2098

E: contact@naturaldeath.org.uk

www.naturaldeath.org.uk

Association of Burial Authorities
Waterloo House
155 Upper Street
London N1 1RA

T: 020 7288 2522
F: 020 7288 2533
E: aba@burials.org.uk
www.burials.org.uk

English Heritage
1 Waterhouse Square
138 - 142 Holborn
London
EC1N 2ST

T: 020 7973 3000
F: 020 7973 3001

www.english-heritage.org.uk

Equality and Human Rights Commission

www.equalityhumanrights.com

Federation of Burial and Cremation Authorities
41 Salisbury Road
Carshalton
Surrey
SM5 3HA

T: 020 8669 4521

F: 020 8669 4521

E: fbcasec@tiscali.co.uk

www.fbca.org.uk

Institute of Cemetery and Crematorium Management
City of London Cemetery
Aldersbrook Road
Manor Park
London E12 5DQ

T: 020 8989 4661

F: 020 8989 6112

E: julie@iccm.fsnet.co.uk

www.iccm.uk.com

Institute of Ecology and Environmental Management
43 Southgate Street
Winchester
Hants
SO23 9EH

T: 01962 868626

F: 01962 868625

E: enquiries@ieem.net

www.ieem.org.uk

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

T: 08456 30 60 60

T: 01625 54 57 45

www.ico.gov.uk/

Natural England
1 East Parade
Sheffield
S1 2ET

T: 0114 241 8920

F: 0114 241 8921

www.naturalengland.org.uk

National Federation of Funeral Directors
618 Warwick Road
Solihull
West Midlands
B91 1AA

T: 0845 230 1343

F: 0121 711 1351

www.nafd.org.uk

National Society of Allied & Independent Funeral Directors
SAIF Business Centre
3 Bullfields
Sawbridgeworth
Hertfordshire
CM21 9DB

T: 0845 230 6777

F: 01279 726 300

www.saif.org.uk

Wildlife Trusts
The Kiln
Waterside
Mather Road
Newark
Nottinghamshire
NG24 1WT

T: 01636 677711

F: 01638 670001

www.wildlifetrusts.org

North Northamptonshire Council

SCRUTINY COMMISSION
4th April 2023

Report Title	Performance Indicator Report 2022/23 (Period 10)
Report Author	Janice Gotts, Executive Director of Finance Email: Janice.Gotts@northnorthants.gov.uk
Executive Member	Cllr Lloyd Bunday Portfolio Holder for Finance and Transformation

List of Appendices

Appendix A –Detailed Performance Indicator Report for Period 10 2022/23 (January 2023)

Appendix B- Human Resources Workforce Data Period 10 2022/23 (January 2023)

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 Key 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 This report provides an assessment of the Council's performance in relation to Key Performance Indicators for 2022/23 as at period 10.

2.3 A detailed assessment of the performance of services as measured by Key Performance Indicators for period 10 has been included as **Appendix A**.

2.4 Additional Human Resources workforce data for period 10 is provided within **Appendix B**. 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 detailed assessment of the performance of services as measured by Key Performance Indicators for period 10 has been included as **Appendix A.** This includes comments / exception reports on each of the performance indicators reported.

4.3   In keeping with previous reports, the enhanced Human Resources Workforce Data for the same period has been provided as **Appendix B.** The format and presentation of this data continues to develop to ensure it is meaningful for members so it can accurately inform strategic decision making.

4.4   A definition key for HR workforce data is provided within **Appendix B**. This is to facilitate better understanding of the data and help guide accurate and efficient decision-making in respect of the Council's workforce.

4.5   We have identified that the data underpinning vacancy statistics provided in previous reports is not currently accurate. The Human Resources team are working with service managers, and with systems colleagues from across the ERP partnership, to review and revise our vacancy data and our approach to managing it. The 'vacancies' statistics included in previous workforce performance information has therefore been excluded from this report. We expect complete and accurate vacancy statistics to be available from Period 2 2023/24.

4.6   For Period 10, in response to Member feedback, service performance data owners and the corporate performance team have increased their focus on providing performance narrative that highlights the causes of performance below targets and any corrective actions taken.

4.7   Queries raised by Scrutiny Members on the content of this report will be responded to within 12 working days of the Executive meeting, as agreed with the Executive Member for Finance and Transformation.

Developing the Council's performance management arrangements

4.8   The latest information about the Council's approach to performance management is set out within item 6 of the meeting of the Executive on 16th March 2023.

4.9   We have continued to identify and develop indicators through the annual performance indicator review process. The Council's agreed set of Key Performance Indicators for 2023-24 can be found within item 6 of the meeting of the Executive on 16th March 2023.

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 economy. The goal is to ensure that efficiency, economy and effectiveness are maximised within realistic parameters.

6.2   Legal

6.2.1   There are no legal implications arising from this report.

6.3   Risk

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

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

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

focus for the Council as it further embeds and develops its performance management arrangements.

6.4 Consultation

6.4.1 Formal consultation was carried out in the development of the Corporate Plan.

6.4.2 Informal consultation with relevant stakeholders, including Executive Members was completed for the Key Performance Indicators included in this report and for the new suite of Key Performance Indicators for 2023/24.

6.4.3 Informal consultation with relevant stakeholders will continue to take place as we continue to develop the Council's Performance Management Framework.

6.5 Climate Impact

6.5.1 The Council declared a Climate Emergency in 2021 and has developed a range of actions to address this challenge. The Council continues to develop a set of indicators that provide information about how it is meeting its key commitment to helping deliver a green and sustainable environment.

6.5.2 The Council currently measure and report on the following Greener, Sustainable Environment performance indicators:

Indicator Reference Number	Indicator Name
GSE01	Number of E-Scooter trips
GSE02	Number of E-Scooter users
GSE03	Co2 savings from E-Scooters
GSE04	Number of electric vehicle charging points publicly available
GSE05	Number of electric vehicles per charge point
GSE06	Fly tipping: number of fly tips reported
GSE07	Percentage of waste diverted from landfill

6.5.3 The Assets & Environment service area have developed a Carbon Management Plan which was considered and approved by Executive at their meeting on the 22nd December 2022. The Tree Management and Care Policy and Pollinator Strategy was considered and approved by the Executive at an earlier 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 10 2022-23 (January)** presented at the Scrutiny Commission meeting on the 31st January 2023.

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 - January 2023

Key to Performance Status Colours

Progress Status Key:
Green - On target or over-performing against target
Amber - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified)
Red - Under-performing against target by more than 5% (or other agreed tolerance as specified)
Dark Grey - Data missing
Grey - Target under review
Turquoise - Tracking Indicator only

Children's Trust Progress Status Key:
Green - At target or better
Amber - Below target - within tolerance
Red - Below target - outside tolerance
Grey - No RAG

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

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

Performance Terminology key

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

Customer & Governance																
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	November 2022/23	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) 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)	91.73%	90.18%	82.55%	88.41%	86.25%	75.92%	N/A as reported a month in arrears	⬇R	Higher is better	90%	85% - 90%	Historically, December is a quieter month for information requests which would normally allow some capacity during January for improved response timeframes. The late/outstanding requests relate to those enquiries where the team is reliant upon Council wide responses across the authority and communication with regard to this is ongoing.
					233 out of 254	202 out of 224	175 out of 212	610 out of 690	69 out of 80	41 out of 54	N/A as reported a month in arrears					
Modern Public Services	MPS13	% Environmental Information Regulation Requests completed in 20 working days		TBD	97.44%	95.76%	98.25%	97.04%	97.00%	98.27%	N/A as reported a month in arrears	⬆G	Higher is better	90%	Tolerance 85% - 90%	The team have increased capacity through extra resource to allow work realignment which has positively impacted responses.
					494 out of 507	407 out of 425	281 out of 286	1182 out of 1218	97 out of 100	57 out of 58	N/A as reported a month in arrears					
Modern Public Services	MPS14	% Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)		TBD	90.2%	96.4%	91.9%	92.7%	90.00%	84.62%	N/A as reported a month in arrears	⬇R	Higher is better	90%	85% - 90%	Whilst this is below target resources in the team (as above) are under consideration. It is expected that performance in this area will return to target over the next reporting period.
					55 out of 61	53 out of 55	57 out of 62	165 out of 178	27 out of 30	11 out of 13	N/A as reported a month in arrears					
Modern Public Services	MPS15	**Total number of data breaches** *A personal data breach is a security incident that has affected the confidentiality, integrity or availability of personal data.* **There are two types of breaches:** • A 'Non-reportable breach' has a low, or no impact on		n/a	16	28	27	77	12	4	6	⬆R	Lower is better	No target - tracking indicator only	N/A	Whilst there has been an increase in non-reportable breaches (to the ICO) since the last reporting period, this figure remains lower than previous months; and could be attributed to further guidance around breaches, which was communicated in the weekly comms. The Data Protection team continues to monitor 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. Data breaches are also broken down by team and shared internally, to highlight and provide mitigating action, based on trends or issues.
		a) Reportable breaches (ICO) *(This was MPS23 reported quarterly, now included monthly as part of this performance indicator)*			0	1	0	1	0	0	0	➡				
		b) Non-reportable breaches			16	27	27	76	12	4	6	⬆R				

								**Customer & Governance**								
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	November 2022/23	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) or Latest)	Polarity	Target	Tolerance	Comments

Registrations

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	November 2022/23	December 2022/23	January 2022/23	Direction of Travel	Polarity	Target	Tolerance	Comments
Connected communities	CNC03	% of Deaths registered within 5 calendar days	*(chart)*	(Benchmarking available if needed as all authority performance data can be downloaded)	62.1% — 420 out of 676	65.9% — 395 out of 599	70.1% — 547 out of 780	65.7% — 1571 out of 2393	76.7% — 201 out of 262	69.3% — 187 out of 270	62.0% — 209 out of 337	⬇R	Higher is better	80%	70% - 80%	NNC remain 2nd overall in the region for 2022/23 year to date. Death registration capacity was increased by 50% throughout January to allow for the increase in death rate that always occurs at this time of year. However, the volume of deaths recorded in January is significantly higher than that recorded during the same period last year, this has been reported by other registration districts within the region. Kettering General Hospital also reported a "critical incident", this delayed the production & distribution of the Medical Certificate of Cause of Death (MCCD) in some instances. (the service cannot complete a legal death registration without having access to this document). Informants continue to book appts when it's convenient for them to attend the office rather than strictly adhering to the 5-day rule. The volume of deaths registered by declaration remains higher than previous years, this also reflects the national trend.
Connected communities	CNC04	% of Births registered within 42 days	*(chart)*	(Benchmarking available if needed as all authority performance data can be downloaded)	92.2% — 683 out of 741	84.0% — 795 out of 946	97.4% — 821 out of 843	92.2% — 2573 out of 2791	98.0% — 287 out of 293	99.1% — 220 out of 222	93.5% — 244 out of 261	⬇	Higher is better	90%	86.5% - 90%	NNC remains joint 1st in the region for birth registrations for 2022/23 year to date. During January the service increased death registration capacity by 50% across all offices to allow for the increase in death rate that occurs every year, therefore birth registration capacity was reduced. This was predicted and reported last month.

Customer & Governance

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	November 2022/23	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) or Latest)	Polarity	Target	Tolerance	Comments
Customer Services																
Modern public services.	MPS30	**Total number of Stage 1 complaints received by NNC (excluding children's services complaints)**			413	436	425	1461	166	104	187	⬆R	Lower is better	**No target - tracking indicator only**	No target - tracking indicator only	There has been an increase in complaints in January, however no specific trend identified. Note that the previous month (December) always sees a lower number of cases received.
Modern public services.	MPS32	**Total number of complaints escalated to stage 2**		n/a	22	36	39	128	14	16	31	⬆R	Lower is better	**No target - tracking indicator only**	No target - tracking indicator only	A larger number of customers were dis-satisfied with the Council's stage 1 replies than normal last month and asked for their cases to be escalated. However no specific service areas saw the bulk of the increase.
Modern public services.	MPS31	**Total number of complaints received by NNC**			435	472	464	1589	180	120	218	⬆R	Lower is better	**No target - tracking indicator only**	No target - tracking indicator only	More complaints were received in January as noted above.
Modern public services.	MPS34	**% of complaints answered within the Service Level Agreement (20 Working days or agreed extension)**		TBD	57%	65%	61%	61%	71%	62%	61%	⬇	Higher is better	**90%**	81% - 90%	There has been a slight reduction in cases replied to on time. Many cases are complex and require longer investigations. This is a perennial issue with services and complaints responses can be delayed for a number of reasons. Common issues include:- Childrens – most complaints we deal with involve schools not under our control and also issues regarding matters such as Educational learning plans, that take several days to gain further detail on, then to take a view on the way forward. Adults – care plans where we need to liaise with busy social work teams, care homes and relatives in often demanding and emotional settings. Housing – where we need to talk to customers who may be homeless or in temporary accommodation, where investigations can be lengthy and need longer than the 20-day standard. Despite these issues, all efforts are being made to improve response times. We are about to increase resource in complaints to provide a more robust complaints management mechanism, by putting more capacity into chasing complaints in service areas so that they hit complaints standards.
					217 out of 380	255 out of 394	190 out of 312	739 out of 1212	54 out of 76	67 out of 108	77 out of 126					
Modern public services.	MPS35	**% of complaints upheld**		TBD	26%	26%	3%	18%	3%	4%	7%	⬆	Lower is better	**20%**	20% - 22%	Although there is an increase in complaints, the numbers of complaints upheld remains low. No concerning trends have been identified and services are working hard to prevent recurrences.
					100 out of 380	102 out of 394	10 out of 310	221 out of 1210	2 out of 76	4 out of 108	9 out of 126					
Modern public services.	MPS37	**Total number of notices received of complaints under investigation by Ombudsman**		n/a	10	10	9	32	2	3	3	➡	Lower is better	**No target - tracking indicator only**	N/A	The volume of customers contacting the Ombudsman after exhausting the Council's complaints process remain low.
Modern public services.	MPS39	**% of calls answered out of total calls received in customer services**		n/a	84.50%	82.82%	86.91%	84.52%	86.33%	86.31%	83.77%	⬇	Higher is better	**90%**	81% - 90%	Performance decreased in January however the service handled over 5000 additional calls compared to December
					90829 out of 107485	98611 out of 119069	84472 out of 97191	303990 out of 359650	29369 out of 34020	25149 out of 29139	30078 out of 35905					
Modern public services.	MPS40	**% Calls answered within 60 seconds in customer services**		TBD	77.09%	72.41%	79.98%	75.05%	77.46%	78.19%	72.93%	⬇R	Higher is better	**80%**	72% - 80%	Performance decreased in January however the service handled over 5000 additional calls compared to December
					70021 out of 90829	71400 out of 98611	67561 out of 84472	228152 out of 303990	22750 out of 29369	19664 out of 25149	21935 out of 30078					
Modern public services.	MPS41	**Number of customers helped by customer services**		n/a	138303	146069	126705	457653	43959	36648	46576	⬆	N/A	**No target - tracking indicator only**	N/A	These are the volumes of the different types of customer contact that Customer Services had in January.
Modern public services.	MPS42	**Number of customer interactions to customer services - split by telephone/face-to-face, email and online form**		n/a	Telephone 90829	Telephone 98611	Telephone 84472	Telephone 303990	Telephone 29369	Telephone 25149	Telephone 30078		N/A	**No target - tracking indicator only**	N/A	
					Face to Face 7120	Face to Face 7739	Face to Face 7422	Face to Face 27233	Face to Face 3133	Face to Face 2879	Face to Face 3496					
					E-Forms 9098	E-Forms 8838	E-Forms 6173	E-Forms 27264	E-Forms 2833	E-Forms 1802	E-Forms 1527					
					Emails 29528	Emails 29592	Emails 19669	Emails 94944	Emails 8301	Emails 6537	Emails 11131					
					Web Chat 1728	Web Chat 1289	Web Chat 978	Web Chat 4228	Web Chat 323	Web Chat 281	Web Chat 344					
Modern public services.	MPS43	**% of Face-to-Face Customers with an appointment seen within 5 minutes (within customer services team)**		TBD	99.8%	99.9%	99.8%	99.8%	99.8%	99.8%	99.8%	➡	Higher is better	**95%**	85.5% - 95%	Virtually all of our customer face to face appointments are held within our target time.
					6407 out of 6421	7728 out of 7739	8859 out of 8878	27179 out of 27233	3126 out of 3133	2873 out of 2879	3489 out of 3496					

Finance Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date 2022/23	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) or Latest)	Polarity	Target	Tolerance	Comments
Finance															
Modern Public Services	MPS01	% of invoices paid within 30 days		n/a	97.87%	97.1%	98.1%	97.7%	98.6%	98.1%	⬇	Higher is better	95%	95% subject to change from SLA review (Tolerance TBC)	Outturn for this KPI continues to over exceed the 95% target
					9,342 out of 9,545	9477 out of 9761	9456 out of 9635	31432 out of 31260	2859 out of 2901	3157out of 3219					

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	January 2021/22	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date 2022/23	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) or Latest)	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)	93.10%	29.31% (YTD) 104.68% achieved of the monthly target (28.00%)	57.69% (YTD) 103.02% achieved of the monthly target (56.00%)	84.67% (YTD) 100.80% achieved of the monthly target (84.00%)	93.53% (YTD) 99.5% achieved of the monthly target (94.00%)	84.67% (YTD) 100.80% achieved of the monthly target (84.00%)	93.53% (YTD) 99.5% achieved of the monthly target (94.00%)	⬇	Higher is better	94% (to date) 98.5% (Annual target)	No tolerance	Collection rate has dropped slightly below target . Close monitoring will continue to determine if this is a change in payment behaviours due to the cost of living crisis. YTD - The % is the same as the current month reported, as the collection rate is based on the 'estimated net collectable debit' for the whole year. The amount collected is cumulative.
					£19,635,068.70	£66,714,521.73 (collected in Q1)	£64,845,502.55 (collected in Q2)	£61,925,143.03 (collected in Q3)	2138.29191.72 (collected YTD)	£20,321,199.84 (collected in Dec)	£20,344,024.41 (collected in Jan)					
Modern Public Services	MPS04	% of business rates collected in the year debit raised		93.74% (All English Authorities 2020/21 - LG Inform)	87.03%	28.87% (YTD) 103.11% achieved of the monthly target (28.00%)	56.80% (YTD) 101.43% achieved of the monthly target (56.00%)	83.12% (YTD) 98.95% achieved of the monthly target (84.00%)	91.33% (YTD) 97.16% achieved of the monthly target (94.00%)	83.12% (YTD) 98.95% achieved of the monthly target (84.00%)	91.33% (YTD) 97.16% achieved of the monthly target (94.00%)	⬇	Higher is better	94% (to date) 98.5% (Annual target)	No tolerance	The collection rate has dropped below target, however there have been some significant changes from the valuation office which has led to large Rateable Value reductions and subsequent refunds which skews the collection rate in the short term, we will continue to monitor closely. ESFA (Education and Skills Funding Agency) funding is being applied to accounts in February, which represents approximately a 1% increase in collection. YTD - The % is the same as the current month reported, as the collection rate is based on the 'estimated net collectable debit' for the whole year. The amount collected is cumulative.
					£12,110,946.34	£42,054,046.57 (collected in Q1)	£40,434,431.64 (collected in Q2)	£36,818,402.19 (collected in Q3)	£130,830,385.04 (collected in YTD)	£10,973,082.68 (collected in Dec)	£11,523,504.64 (collected in Jan)					

Place & Economy													
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan or Latest)	Polarity	Target	Tolerance	Comments

Assets & Environment

Modern Public Services	MPS26	% occupancy of Corby Enterprise Centre			96.23%	96.23%	94.34%	96.23%	94.34%	96.23%	⬆G	Higher is better	95%	90% - 95%	Two offices have been let in January – Several viewings completed. Currently advertising on our website, social media and Rightmove channels.
					51 of 53 let	51 of 53 let	50 of 53 let	51 of 53 let	50 of 53 let	51 of 53 let					
Modern Public Services	MPS27	% occupancy of Corby Innovation Hub			92.45%	88.68%%	88.68%	88.68%	88.68%	88.68%	➔	Higher is better	95%	90% - 95%	Interest in small office space, several viewings completed. Currently advertising on our website, social media and Rightmove channels
					49 of 53 let	47 of 53 let	47 of 53 let	47 of 53 let	47 of 53 let	47 of 53 let					
Modern Public Services	MPS28	% occupancy of East Northamptonshire Enterprise Centre		Benchmark/ compare to each other	58.54%	60.98%	59.76%	59.76%	59.76%	59.76%	➔	Higher is better	90%	85%-90%	Major roof works have impacted on occupancy of the centre with work due to be completed by April. A renewed marketing campaign will follow. The marketing strategy ior business centtres includes the following: •Attendance at Chamber of Commerce networking events, Including the local Expo events •Members of NNBN networking group •Working with local commercial and residential agents to drive enquiries to the centres •Advertising in the local newsletters •On-going social media activity •On-going contact with the FSB, trying to arrange further events on site when possible through them •ECEN Advert in the Northampton Saints Brochure was in place in the past couple of months •In-house networking, around specific dates such as Halloween, Christmas and Charity events •We are also looking to produce a 'referral' poster to put up in the local community and business locations •Bi- Monthly Tenant Newsletters •Advertising on Rightmove.
					48 out of 82	50 out of 82	49 out of 82	49 out of 82	49 out of 82	49 out of 82					
Modern Public Services	MPS24	Rate of return on commercial stock (%)		n/a	5.45%	5.45%	5.45%	5.54%	5.45%	5.54%	⬆G	Higher is better	5.41%	4.91% - 5.57%	A large back rent for one of our larger industrial units has been settled which has increased the income this year by £291k. This has resulted in a sharp increase in this return rate which will now remain until the end of the financial year.

						Place & Economy									
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) 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%	69.23%	69.23%	69.23%	69.23%	→	Higher is better	70%	65% - 70%	9 of the 13 office spaces are occupied which remains the same as last month. This has occurred during a period where the facilities are undergoing significant building works externally. Assets are reviewing options for the site, linked to our rationalisation programme but also ongoing viability. This review should be complete in the next 2/3 months thereafter we will be presenting options through the AMRG.
					8 out of 13	8 out of 13	9 out of 13	9 out of 13	9 out of 13	9 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 021/22 All English Authorities - LG Inform)	85%	100%	97%	92.77%	100%	80%	⬇R	Higher is better	90%	88% - 90%	Performance in the determination of 'Major' applications has fallen this month but remains above target levels. The year to date performance is also above the national benchmark. Staff resourcing remains a significant issue both locally and in the wider national context.
					17 out of 20	23 out of 23	29 out of 30	77 out of 83	6 out of 6	8 out of 10					
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)	89.90%	88.07%	75.96%	83.98%	88%	80%	⬇R	Higher is better	85%	83% - 85%	Performance in the determination of 'Minor' applications has fallen this month. Capacity remains an issue but the recruitment of permanent and temporary staff to address capacity issues is underway to correct this. Year to date performance remains above the national benchmark although slightly below the NNC (North Northamptonshire Council) target.
					89 out of 99	96 out of 109	79 out of 104	304 out of 362	30 out of 34	40 out of 50					
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)	87.97%	88.64%	80.12%	85.38%	81.93%	81.18%	⬇	Higher is better	88%	86% - 88%	Performance in the determination of 'Other' application has fallen slightly this month. Year to date performance remains above the national benchmark but marginally below the NNC (North Northamptonshire Council) target. Capacity remains an issue for the service but is being addressed through the recruitment of permanent and temporary staff which is underway and therefore we anticipate to see improvement in this particular area in the coming months.
					307 out of 349	320 out of 361	262 out of 327	958 out of 1122	68 out of 83	69 out of 85					
Safe and thriving places	STP19	**Total number of planning applications received - ALL TYPES of applications**		Not relevant to benchmark.	633	576	519	1900	149	172	⬆	N/A	No target	N/A	

											Place & Economy					

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) or Latest)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP21	% of Full fibre coverage		45.5% (England) - Think Broadband	49.2%	55.2%	61.1%	62.8%	61.1%	62.8%	⬆G	Higher is better	40% of Premises countywide (Dec 2023)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Strong performance countywide when compared to the average full fibre coverage for the same period in England (62.8% Northants compared to 45.5%). The 40% full fibre countywide coverage target by December 2023 was achieved early (March 2022) and coverage in North Northants has now also exceeded this target. It remains on an upward trajectory at 40.2% in January 2023 compared to 38.5% last month. With announced Openreach and CityFibre plans in NN, we expect to see improved growth in full fibre coverage in the coming year. 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		74.2% (England) - Think Broadband	79.9%	81.2%	84.2%	84.7%	84.2%	84.7%	⬆G	Higher is better	75% of premises gigabit capable (Dec 2023)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Strong performance countywide when compared to the average gigabit coverage for the same period in England (84.7% Northants compared to 74.2%). The 75% countywide gigabit coverage target by December 2023 was achieved two years early (Dec 2021). We expect the upward trajectory for gigabit coverage to continue but at a much slower rate now going forward as remaining areas are largely rural or other hard to reach. Coverage in North Northants remains on an upward trajectory, with 83.3% availability in January compared to 83.2% last month. 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	47,178	54,873	36,514	471,312	36,514	37,390	⬆G	Higher is better	Track for first year then increase trips year on year.	N/A	Monthly figures increased from December to January. Year-on-year trend shows increased popularity with 2023 figures higher than for January 2022. Year to date is latest position.
Greener, sustainable environment	GSE02	Number of E-Scooter users		n/a	5,155	5,494	4,250	49,916	4,250	3,833	⬇R	Higher is better	Track for first year then increase users year on year	N/A	Monthly user figures decreased slightly from December to January and compared to January 2022. Year to date is cumulative position.
Greener, sustainable environment	GSE03	Co2 saving from E-Scooters (tonnes)		n/a	7.8	9.7	6.5	82	6.5	6.9	⬆G	Higher is better	Track for first year then increase C02 savings year on year	N/A	CO2 savings have increased from December to January. Year-on-year trend shows an increase in CO2 savings with figures higher than for January 2022. Year to date is cumulative position.

					Place & Economy										
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan or Latest)	Polarity	Target	Tolerance	Comments
Highways & Waste															
Safe and thriving places	STP29	**Number of Defects Outstanding on the network (at end of period), split by category**		n/a	829	TBD	TBD	TBD	N/A	N/A	N/A	Lower is better	**No target - tracking indicator only**	N/A	Unlike indicators STP30 and STP31 below it has not been possible to provide the data for this indicator owing to the change of highway contracts and a review of the monitoring system for outstanding defects on the network which has not yet been completed. This is being developed with the contractor with the intention of providing it in future months.
		P1 (Target response time within 2 hours)			No P1 defects	TBD	TBD	TBD	N/A	N/A	N/A				
		P2 (Target response time within 7 days)			13	TBD	TBD	TBD	N/A	N/A	N/A				
		P3 (Target response time within 28 days)			252	TBD	TBD	TBD	N/A	N/A	N/A				
		P4 (Target response time within 26 weeks)			564	TBD	TBD	TBD	N/A	N/A	N/A				
Safe and thriving places	STP30	**Number of Defects Repaired in the network in period, split by category**		n/a	5462	4563	3610	14894	1431	1259	⬇R	Higher is better	**No target - tracking indicator only**	N/A	The number of defects repaired cross the highways network remains strong for this time of year.
		P1 (Target response time within 2 hours)			No P1 defects	No P1 defects	1	10	1	9	⬆G				
		P2 (Target response time within 7 days)			423	177	108	824	49	116	⬆G				
		P3 (Target response time within 28 days)			3492	2380	1654	7921	772	395	⬇R				
		P4 (Target response time within 26 weeks)			1547	2006	1847	6139	609	739	⬆G				
Safe and thriving places	STP31	**Percentage of defects responded to within the timeframes specified, split by category**		n/a	98.86% 5400 out of 5462	97.9% 4467 out of 4563	87.87% 3172 out of 3610	94.87% 14505 out of 15289	90.36% (1293 out of 1431)	90.95% (1145 out of 1259)	⬇	Higher is better	**P1 and P2 97.5% P3 and P4 90%**	No Tolerance	Kier have achieved 90% for P3 and P4 defects combined which is the target set under the new contract.
		P1 (Target response time within 2 hours)			No P1 defects	No P1 defects	100% (1 out of 1)	100% (10 out of 10)	100% (1 out of 1)	100% (9 out of 9)	➡		97.5%		
		P2 (Target response time within 7 days)			100% 423 out of 423	99.44% 176 out of 177	100% (108 out of 108)	99.76% 822 out of 824	100% (49 out of 49)	99.14% (115 out of 116)	⬇		97.5%		
		P3 (Target response time within 28 days)			98.71% 3447 out of 3492	96.85% 2305 out of 2380	79.75% 1319 out of 1654	93.32% 7392 out of 7921	86.78% (670 out of 772)	81.27% (321 out of 395)	⬇R		90%		
		P4 (Target response time within 26 weeks)			98.9% 1530 out of 1547	99% 1986 out of 2006	94.42% 1744 out of 1847	96.13% 6281 out of 6534	94.08% (573 out of 609)	94.72% (700 out of 739)	⬇		90%		

Place & Economy														
Key Commitment	**Ref No.**	**Description of Performance Indicator**	**Infographic / Chart**	**Benchmark**	**Quarter 1 22-23**	**Quarter 2 22-23**	**Quarter 3 22-23**	**Year to Date**	**December 2022/23**	**January 2022/23**	**Direction of Travel (Dec-Jan) 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	93.15%	93.93%	94.72%	97.40%	94.66%	97.39%	↑G	Higher is better	95%	90%-95%	The rate has improved above the target level, due to an increase in the number of premises being reported as compliant and a reduction in the number of operating food businesses. The teams will continue to focus upon poor performing businesses which pose the highest risk to food safety rather than new lower risk businesses.
					2910 out of 3124	2939 out of 3129	2944 out of 3108	2983 out of 3063	2942 out of 3108	2983 out of 3063					
Safe and thriving places	STP33	**% of Local Land Charges searches processed within 10 working days**		n/a	82.08%	85.31%	94.92%	87.62%	89.58%	99.15%	↑G	Higher is better	95%	85.5% - 95%	Overachieved our target performance in January 2023 with three of our four offices achieving 100% searches returned within 10 working days.
					435 out of 530	424 out of 497	355 out of 374	1330 out of 1518	86 out of 96	116 out of 117					
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%	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%. 2 x TN issued for procedures being carried out by non-qualified vet. 1 x TN issued for faulty vehicle sale with false MOT. 2 x TN issued for repeated sale of vapes to persons under the age of 18. 1 x TN issued for misleading a consumer into having work done that would be refunded by NNC. 1 x TN issued for gas and electrical work carried out by non-qualified trader. 1 x TN issued for agreeing work, taking a deposit and failing to return to complete the work or provide a refund.
					36 out of 36	38 out of 38	24 out of 24	106 out of 106	6 out of 6	8 out of 8					
Safe and thriving places	STP13	**Number of Private Sector Disabled Facilities Grants (DFG) cases on waiting list**		n/a	n/a	n/a	n/a	45	81	45	↑G	N/A - Tracking	TBC	N/A	The number of DFG (disabled facilities grant) cases on the waiting list has significantly fallen from the beginning of the financial year and has almost halved since December, as a result of the successful recruitment to the two vacant surveyor posts and the implementation of the architectural services contract.
Safe and thriving places	STP14	**Number of Private Sector Disabled Facilities Grants completions**		n/a	46	38	48	153	17	21	↑G	Higher is better	168 (14 per month)	TBD	The number of DFG (disabled facilities grant) completions has continued to demonstrate good performance again this month, exceeding the monthly target, putting us on track to meet the forecasted spend under the capital budget, by the end of March.

						Children's Services									
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) or Latest)	Polarity	Target	Tolerance	Comments

Children's Trust (This data is for the whole of Northamptonshire)

Better, brighter futures	BBF05 (KPI 2)	% of referrals with a previous referral within 12 months		22.7% (All English Authorities 2021 - LAIT)	32% (2,275)	30% (2,270)	28% (2,195)	30% (7,328)	28% (505)	27% (588)	⬇G	Lower is better	29%	25% - 40%	Performance has improved this month and remains better than target, whilst still remaining an area of ongoing focus with audit and review for learning. The dedicated education roles in MASH are working positively with schools to ensure appropriate referrals. Work with all partners continues to ensure appropriate and robust application of thresholds. Steps have been taken to strengthen the Early Help partnerships with Partnership Support Team (Early Help MASH) being placed in the MASH pods and a leaner step down process. It is anticipated that the strengthened model in MASH and developments in CFSS/Early Help will continue to support appropriate reduction going forward. The high number of cases stepping down is presenting challenges in regards to capacity in Family Support/Early help partnership.
Better, brighter futures	BBF06 (KPI 3)	% of single assessments authorised within 45 working days		88% We are in the process of identifying more up to date benchmark data for this PI.	96% (2,329)	95% (2,419)	91% (2,671)	94% (8,164)	89% (799)	91% (745)	⬆G	Higher is better	85%	85% - 95%	Assessment timescales remain consistently above target and national average, increasing to 91% this month. All managers monitor this very closely via daily reports. A narrative is provided for cases that go beyond 45 days and this remains a very small minority. Whilst staffing has presented challenges due to vacancies and higher levels of staff sickness in DAAT, there is now positive move and a higher than average number of new starters in January 23. In addition to timeliness, we work on increasing the quality of assessments and more effective use of SofS in our interventions.
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)	13.6% (1188)	12.1% (1,226)	11.6% (1,229)	11.0% (1,233)	11.6% (1,229)	11.0% (1,233)	⬇G	Lower is better	10%	5% - 15%	Performance has improved by 0.6% this month. Consideration of various options to improve sufficiency is continuing, including exploration of capital investment, additional in house resources, as well as improved engagement with the market. Planning permission granted for two new emergency homes and valuing care project has commenced. Through improved edge of care arrangements, the close oversight on admissions to care, and the developments within placement sufficiency, we are confident we can reduce the need for child to move home as frequently. Positively, Childrens Home Capital Programme application with the DfE has been successful, and that should also support progress in this area. COVID: Placement sufficiency remains a challenge, sustained performance in this work should also have a positive impact on KPI 7
Better, brighter futures	BBF08 (KPI 9)	% of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16		53% (All English Authorities 2020/21 - LG Inform)	60% (677)	65% (672)	63% (666)	64% (681)	63% (666)	64% (681)	⬆G	Higher is better	55%	50% - 60%	This month has seen performance increase to 64%, comparing favourably with 58% across England. Focus in this area continues to be driven through arrangements with local colleges, the virtual school and the senior personal advisor (Education and Employment) with further review of contracted arrangements (Prospects) to be undertaken to ensure we have the best approach/ support for young people. Work with councils to ensure EET opportunities and support is in place for our care leavers. COVID: has had a significant impact on the mental health and wellbeing of care leavers, targeted work support care leavers to access EET
Better, brighter futures	BBF09 (KPI 10)	% of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16		89% (All English Authorities 2020/21 - LG Inform)	93% (677)	95% (672)	93% (666)	93% (681)	93% (666)	93% (681)	➔	Higher is better	90%	85% - 95%	Performance for this month remained at 93%, still above the target of 90%. We know that we have some young people in unsuitable accommodation, including a number of young people sentenced to custody, and some who have no accommodation at all. We work hard to address this, tenaciously seeking to engage with young people who may see our attempts at support as interference. The care leavers housing protocol is in place and work is being progressed under the governance of a strategic group; this includes a review of the housing panels and engagement with the housing associations. Helpful discussions with colleagues in the Councils is placing the housing sufficiency needs of care leavers as central to their housing strategies. The Accommodation Transitions Panel is now in operation and ensures all young people have a comprehensive, accommodation-focused, shared, and timely transition plan.

Children's Services

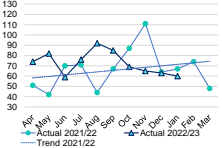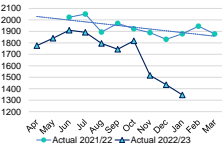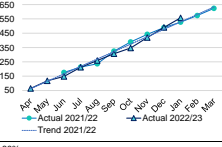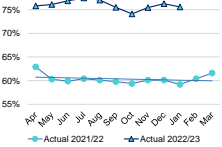| Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) or Latest)	Polarity	Target	Tolerance	Comments
Learning, Skills & Education															
Better, brighter futures	BBF14	**Number of schools rated inadequate by Ofsted**		n/a	5	5	3	3	3	3	➡	Lower is better	n/a - Tracking	n/a	One new result received in Jan 2023 but this has not changed overall rating figures as school moved from Outstanding to Good. 2 primary schools and 1 secondary school remain inadequate all of which are academies. 17 primary academies remain RI (requires improvement) and 3 Secondary Academies. 3 LA (Local Authority Maintained) Primary Schools remain RI. With plans developing to share pupil outcome data with each Locality Area (begin in the Spring) and a strategy to be written in co-production which will develop cross school-working on the key areas for improvement, it is hoped that over time, measures can be agreed and achieved which will reduce the number of RI schools as well as raise standards, bringing the North at least in line with national.
TBC	BBF12 (LS3a)	**% of primary schools judged as good or outstanding by Ofsted**		89%	76.6%	79.3%	80.2%	80.2%	80.2%	80.2%	➡	Higher is better	Target under review	n/a	One new result received in Jan 2023 but this has not changed overall rating figures as school moved from Outstanding to Good. The % data presented at the end of December remains at 80.2%.
					85 out of 111	88 out of 111	89 out of 111	89 out of 111	89 out of 111	89 out of 111					
TBC	BBF13 (LS4a)	**% of secondary schools judged as good or outstanding by Ofsted**		79%	75%	75%	75%	75%	75%	75%	➡	Higher is better	Target under review	n/a	One new result received in Jan 2023 but this has not changed overall rating figures as school moved from Outstanding to Good. The percentage of secondary schools judged as good or outstanding has remains at 75%, no further inspections have taken place.
					15 out of 20	15 out of 20	15 out of 20	15 out of 20	15 out of 20	15 out of 20					
Better, brighter futures	BBF15 (LS6a)	**Rate of suspensions in primary aged pupils**		1% (All English Authorities 2019/20 - LAIT)	n/a	n/a	n/a as YTD is Academic year only	0.92%	0.08%	0.18%	⬆R	Lower is better	Target under review	n/a	It can be seen that the rate of suspensions fluctuate throughout the school year. This is particularly apparent during a time of end of year exams are taking place. The EIP (Educational Inclusion & Partnership) 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.
					n/a	n/a	n/a	288 out of 31421	25 out of 31421	55 out of 31421					
Better, brighter futures	BBF16 (LS7a)	**Rate of suspensions in secondary aged pupils**		7.43% (All English Authorities 2019/20 - LAIT)	n/a	n/a	n/a as YTD is Academic year only	6.62%	1.07%	1.44%	⬆R	Lower is better	Target under review	n/a	The number of suspensions in secondary schools fluctuates throughout the school year, and in this month has fallen slightly The EIP (Educational Inclusion & Partnership) 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.
					n/a	n/a	n/a	1626 out of 24546	263 out of 24546	354 out of 24546					
Better, brighter futures	BBF17 (NI 114a)	**Rate of Permanent exclusions from school - Total**		0.06% (All English Authorities 2019/20 - LAIT)	n/a	n/a	n/a as YTD is Academic year only	0.070%	0.016%	0.016%	➡	Lower is better	Target under review	n/a	EIPT (Educational Inclusion & Partnership Team) 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. Specialist Outreach services have been created to support inclusion and train staff to manage behavioural issues.
					n/a	n/a	n/a	39 out of 55967	9 out of 55967	9 out of 55967					

					Children's Services										

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) or Latest)	Polarity	Target	Tolerance	Comments
Better, brighter futures	BBF18a	% of EHC (education health care) plans issued within 20 weeks (of those due in month)		n/a	57.2%	59.3%	61.8%	61.1%	76.3%	86.1%	⬆G	Higher is better	Target under review	n/a	Overall performance is improving month on month as new systems and the permanent workforce are embedded. Clearing the backlog of over 100 out of time assessments has enabled workforce capacity to manage timely performance, with the implementation of the early help offer this will sustain performance and managing demand going forward
					107 out of 187	105 out of 177	110 out of 178	353 out of 578	45 out of 59	31 out of 36					
Better, brighter futures	BBF18 (SEN1)	% of EHC (education health care) plans completed in month issued within 20 weeks (excluding exceptions)		59.9% All English Authorities 2021 - LAIT	63.2%	40.3%	28.0%	47.8%	16.7%	100.0%	⬆G	Higher is better	Target under review	n/a	This metric has been reviewed and is materially affected by the successful efforts to clear back logs in the caseload providing a highly skewed negative performance position. This has been raised with the Performance Analyst / Officer's for replacement with the BFF18a measure which shows actual performance against the 20 week deadlines (and includes any excluded pathway points).
					86 out of 136	93 out of 231	23 out of 82	226 out of 473	2 out of 12	24 out of 24					
Better, brighter futures	BBF18b	% of EHC (education health care) plans completed in month issued within 20 weeks (including exceptions)		n/a	56.2%	38.6%	49.7%	47.9%	50.0%	66.7%	⬆G	Higher is better	Target under review	n/a	This metric has been reviewed and is materially affected by the successful efforts to clear back logs in the caseload providing a highly skewed negative performance position. This has been raised with the Performance Analyst / Officer's for replacement with the BFF18a measure which shows actual performance against the 20 week deadlines
					86 out of 153	95 out of 246	86 out of 173	291 out of 608	25 out of 50	24 out of 36					
Better, brighter futures	BBF19 (E1)	Percentage of school age Child/Children in Care (CiC) who had a PEP in the previous academic term.		n/a	96%	97%	97%	98%	97%	98%	⬆G	Higher is better	95%	90% - 95%	PEP (Personal Education Plan) compliance remains above the 95% target The Virtual School provide an effective system and process that ensures that PEPs are completed consistently. This includes: commissioning and maintaining an online PEP system, ensuring those who require it have access to the system, providing training and guides on using the system, providing regular communication and prompts to partners to book and hold the meeting, and providing regular reporting to NCT on the progress of meetings held.
					346 out of 355	346 out of 355	346 out of 355	out of	346 out of 355	324 out of 332					
Better, brighter futures	BBF22	Number of children without a school place		TBC	n/a Not reported until Nov 22 - Monthly thereafter	n/a Not reported until Nov 22 - Monthly thereafter	n/a Not reported until Nov 22 - Monthly thereafter	n/a Not reported until Nov 22 - Monthly thereafter	135	128	⬇G	Lower is better	Target under review	n/a	December Comment: Two new officers have been appointed who start at the end of August, but will take time to train. One temp has started this week to help admin to add applications to the system starting. Three further posts have been advertised to complete the new structure of the School Admissions team. Of concern is the backlog as we expect a further increase in the number of applications for a September start.

Adults, Communities & Wellbeing													
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) or Latest)	Polarity	Target	Tolerance	Comments

Adult Social Care

Active, fulfilled lives	AFL01	Total number of people allocated to each team		n/a	5007 (June)	5227 (September)	5227 (December)	5442 January)	5227	5442	↑	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.	BI comments: The total caseload has increased by 4.1% compared to previous month snapshot and is 4% higher than YTD average. Increases were seen across 10 of 13 teams with the most significant for Community East Northants team (+66 people), Community Kettering team (+54 people) and Community Wellingborough team (+44 people).
Active, fulfilled lives	AFL02	Number of unscheduled review requests		n/a	317	329	240	982	82	97	↑R	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.	BI comments: The number of people requesting an unscheduled review has increased by 18% from previous month and is in line with YTD average. The most significant increase was for Inclusion Corby/Kettering team (+22 requests).
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%	33%	33%	33%	33%	33%	→	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.	BI comments: There were 26 new requests for people aged 18-64 (+3 from previous month) and 573 for people aged 65 and over (+57 from previous month). The proportion change from previous month was less than 1%, with no significant change seen across other sequels to request for support.
					162 out of 513	352 out of 1065	539 out of 1629	3227 out of 9835	539 out of 1629	599 out of 1824					
Active, fulfilled lives	AFL04	Number of new safeguarding concerns received per month		n/a	939	1045	854	3140	260	302	↑R	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.	BI comments: There was a slight increase in the number of new concerns received. but still remains above the previous financial year's monthly average of 245 and within the range seen this financial year. The overall year-on-year upwards trend is also seen nationally in the number of concerns received as reported in the NHS Safeguarding return (SAC). There is a recognised delay from receipt to input, so this figure is almost certain to increase slightly.

Adults, Communities & Wellbeing														

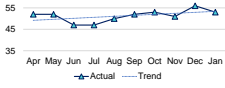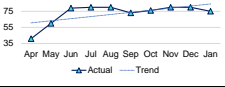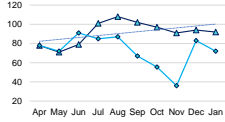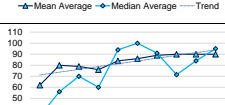| Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) or Latest)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL05	New safeguarding 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	215	253	197	725	63	60	⇩	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.	BI comments: There was a continued slight decrease in the number of concerns determined to be enquiries. This month remains significantly lower than the YTD average (74), and below the previous financial year's average (66). This figure however correlates very strongly with the number of new concerns received, equating to between 20-25%.
Active, fulfilled lives	AFL06	Total number of open Deprivation of liberty Safeguard cases		n/a	1910	1744	1435	1346	1435	1346	⬇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.	BI comments: The number of open cases continued to decrease this month to the lowest point this financial year and is around 341 cases lower than at the start of the financial year and 475 lower than the peak seen this financial year..
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)	148.09	306.87	490.08	557.25	490.08	557.25	⇧	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.	BI comments: There have been 365 admissions; an increase of 44 from previous month. 34 new admissions following an assessment and 11 as a result of change in setting following a review. Average monthly growth has increased to 55 per 100,000.
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.	76.90%	75.50%	76.30%	75.60%	76.30%	75.60%	⬇	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.	BI comments: There was a slight decrease this month. The range of change over the financial year is minor (within 3% points) and rates are significantly higher than those seen in 2021/22.
					123 out of 160	271 out of 359	434 out of 569	489 out of 647	434 out of 569	489 out of 647					
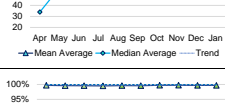
Adults, Communities & Wellbeing

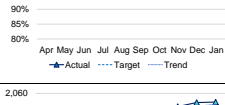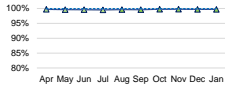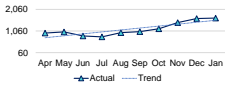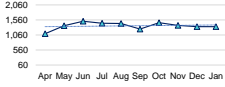| Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) or Latest)	Polarity	Target	Tolerance	Comments
Public Health															
Active, fulfilled lives	AFL22	Smoking quit rate at 4 weeks		n/a	63.3% (Apr-Jun 2022) 133 out of 210	60.2% (Jul-Sep 2022) 142 out of 236	64.3% (Oct-Nov 2022) 146 out of 227	62.9% (Apr-Nov 2022) 423 out of 673	62.4% (Nov 2022) 73 out of 117	n/a (data lag)	⬇R	Higher is better	60%	5%	Lag in data in the preceding 2 months. The service is overjoyed to have achieved such a high success rate for November. As always we endeavour to continue to improve this, and to increase engagement across North Northamptonshire. We are pleased to have achieved target and will continue to improve the service
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)	97.6% (Apr-Jun 2022) 854 out of 875	97.2% (Jul-Sep 2022) 877 out of 902	94.1% (Oct-Dec 2022) 858 out of 912	96.3% (Apr-Dec 2022) 2589 out of 2689	97.2% (Nov 2022) 277 out of 285	93.8% (Dec 2022) 285 out of 304	⬇	Higher is better	90%	TBC	This indicator represents North Northamptonshire. January 2023 data will be available in February's report. Benchmark updated: England 2020/21. The Health Visiting Service is going through a challenging period, activity is lower than last month's 97.2%, they are above the English average of 88.2 % and achieving 93.8% of the NBV (new birth visit) mandated target. The service is seeing the most of the remaining children by 28 days. The service has recently recruited a skill mix of staff in the 0-19 service to enable the team to increase their capacity and ability to see every child for their mandated health checks
Active, fulfilled lives	AFL20	% of in-year population offered an NHS Health Check		4.7% (All England Q2 2022/23)	8.3% (Apr-Jun 2022) 1865 out of 22515	10.9% (Jul-Sep 2022) 2464 out of 22510	17.9% (Oct-Dec 2022) 4012 out of 22498	37.6% (Apr-Dec 2022) 8460 out of 22498	7.6% (Nov 2022) 1721 out of 22497	6.4% (Dec 2022) 1448 out of 22498	⬇R	Higher is better	8.4% (100% annual target)	TBC	Further detail on ALF20 and ALF21:- December saw continued problems with reporting issues. Multiple practices, including the large Lakeside practice in Corby, have seen their data uploads affected by third party reporting software removing the scheduled reporting jobs in practices. In addition, there are a handful of practices not 'coding' invites correctly. Both issues are being worked on. There is a significant amount of invites/checks missing from the totals. 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. 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.
Active, fulfilled lives	AFL21	% of in-year eligible population who received an NHS Health Check		1.6% (All England Q2 2022/23)	3.3% (Apr-Jun 2022) 752 out of 22515	5.1% (Jul-Sep 2022) 1159 out of 22510	6.0% (Oct-Dec 2022) 1356 out of 22498	14.7% (Apr-Dec 2022) 3299 out of 22498	2.0% (Nov 2022) 446 out of 22497	1.8% (Dec 2022) 409 out of 22498	⬇R	Higher is better	5% (60% annual target)	TBC	North Northants now sits around the England average, which considering the NHS Health Check programme in North Northants has been delivered entirely by primary care (and further still considering the pressures primary care is under), there is a good platform to build on as we continuously work on service improvement, but also look at expanding the programme through community-based options. Primary care has been under a lot of pressure since Covid-19 and this time of year also brings winter pressures as we move through the colder months. For this reason, NHS Health Checks cannot always be a priority. When comparing with national averages, it is worth keeping in mind that 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 both restart the NHS Health Check programme and keep it running consistently.
Better, Brighter Futures	BBF01	Breastfeeding rate at 6-8 weeks		49.3% (All English Authorities - 2021/22 - PHOF)	45.4% (Apr-Jun 2022) 371 out of 818	47.4% (Jul-Sep 2022) 407 out of 858	47.2% (Oct-Dec 2022) 397 out of 841	46.7% (Apr-Dec 2022) 1175 out of 2517	45.0% (Nov 2022) 127 out of 282	48.1% (Dec 2022) 139 out of 289	⬆G	Higher is better	55%	52.25% - 55%	This indicator represents North Northamptonshire. January 2023 data will be available in February's report. Benchmark updated: England 2021/22. The breastfeeding peer support service continues to support this work across the county. Public Health are developing an emergency Infant feeding pathway to support parents in poverty unable to afford Infant formula & provide essential nutrition to their babies under one. Local insight is indicating that poverty is contributing to an increase in breastfeeding.
Better, Brighter Futures	BBF03	% of children who received a 6-8 week view by the time they were 8 weeks		81.2% (All English Authorities - Q2 2021/22)	96.1% (Apr-Jun 2022) 818 out of 283	96.1% (Jul-Sep 2022) 818 out of 283	96.1% (Oct-Dec 2022) 818 out of 283	96.1% (Apr-Dec 2022) 818 out of 283	89.8% (Nov 2022) 282 out of 314	92.3% (Dec 2022) 289 out of 313	⬆G	Higher is better	90%	TBC	This indicator represents North Northamptonshire. January 2023 data will be available in February's report. Benchmark updated: Q2 England 2021/22. The Health Visiting Service is going through a challenging period, however they are improving and are above the England average achieving 92.3% the 6-8 week mandated target. The service has recently recruited a skill mix of staff in the 0-19 service to enable the team to increase their capacity and ability to see every child for their mandated health checks

											Direction of Travel (Dec-Jan) or Latest)	Polarity	Target	Tolerance	

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) or Latest)	Polarity	Target	Tolerance	Comments
Housing Services															
Active, fulfilled lives	AFL13	**Number of households whose homelessness was prevented**		n/a	70	53	67	204	19	14	⬇R	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	62	80	69	238	18	27	⬆G	Higher is better	300 (25 per month)	276 (23 per month)	
Active, fulfilled lives	AFL12	**Number of rough sleepers (single night snapshot figure)**		12 (All English Authorities 2021 LG Inform)	n/a	n/a	n/a	n/a	14	12	⬇G	Lower is better	9	TBD	Our single night figure during the month of Jan was 12. We have started to see a small decline in genuine numbers during periods of when SWEP (severe weather emergency protocol) is not triggered. 50% of the people seen bedded down were new to the rough sleeping team, which shows our flow of new rough sleepers still remains high. Wellingborough seems to have the higher numbers than any other area, and as explained before this may be due to the fact that most of our TA provisions are within Wellingborough. Our monthly figure was 35 – 24 were new to the team. SWEP was triggered during the month of Jan and was operational for 9 nights in total, where we placed 34 individuals, however 10 were placed via out of hours (4 by the rough sleeping team). This shows that we are receiving a high number of claims that are false. During our outreach sessions 31 individuals who were claiming to be rough sleeping through the period of SWEP were not located or seen, and their locations were checked multiple times.
Safe and thriving places	STP38	**Percentage of rent collected**			93.13%	92.38%	92.44%	92.25%	92.44%	92.25%	⬇	Higher is better	TBD		The indicator measures the total amount of (gross) rent collected over the period as a proportion of the total amount of (gross) rent due that financial year. This is a combined cumulative figure. The numerator for the calculation is made up of the total rent collected from current tenants for the current and past years. This is the gross rent collected. The denominator is the total rent available. This is made up of the rent available to be collected on all tenanted properties plus the rent arrears from current tenants at the start of the year. In Kettering, the rent free week meant the collection rate was greater than total collectable. Both areas saw a decrease in January 2023, as month end only goes to Sunday 29th Jan. In the Kettering area the Direct Debit run for 28th is not included in reporting figures hence total payable being lower than expected.
					12174686.53 out of 13073029.47	40516244.67 out of 43855878.68	83976774.72 out of 90847710.75	101353560.81 out of 109866109.92	83976774.72 out of 90847710.75	101353560.81 out of 109866109.92					
Safe and thriving places	STP11	**Number of council housing lets completed**		n/a	80	112	134	362	33	36	⬆	No polarity	No target - tracking indicator only	N/A	This is a combined figure for Corby and Kettering teams to help monitor the number of council properties being let on a monthly basis. There was a slight increase in the number of properties let in January.
Safe and thriving places	STP12	**Number of council houses vacant and available to let**		n/a	n/a	n/a	n/a	n/a	12	13	⬆	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. The aim is to keep this figure low. In December there was an increase of one in the number of properties ready to let. Weekly meetings continue in order to monitor where properties are in the void and lettings process.

Adults, Communities & Wellbeing															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) or Latest)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP36	Number of voids - Kettering Area		n/a	n/a	n/a	n/a	n/a	56	53	⬇G	Lower is better	No target - tracking indicator only	N/A	This data provides a snapshot of the number of void properties the team are processing at the end of the month. The number of properties void at the end of January both Corby and Kettering reduced from the end of December. Weekly monitoring meetings continue to take place and ensure any voids are dealt with as efficiently as possible.
		Number of voids - Corby Area		n/a	n/a	n/a	n/a	n/a	80	75	⬇G				
Safe and thriving places	STP37	Void turnaround time - Kettering Area (Mean Average)		TBD	n/a	n/a	n/a	n/a	94 days	92 days	⬇G	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. In January the Kettering turnaround time reduced by 2 days and the Corby turnaround figure remained at 90 days. As of April 2023 this figure will be broken down into standard and major void to give a more accurate turnaround time for each as a small number of major voids can mask the efficiency with which the majority of voids are turned around in. We have also been asked to report the median void days for each month. This figure will fluctuate month on month as it is based on the middle number of void days for the properties let in the month.
		Void turnaround time - Kettering Area (Median Average)			n/a	n/a	n/a	n/a	83 days	72 days	⬇G				
		Void turnaround time - Corby Area (Mean Average)		TBD	n/a	n/a	n/a	n/a	90 days	90 days	➡				
		Void turnaround time - Corby Area (Median Average)			n/a	n/a	n/a	n/a	84 days	95 days	⬆R				
Safe and thriving places	STP08	% of properties with a valid gas safety certificate		TBD	n/a	n/a	n/a	n/a	99.7% 7903 out of 7928	99.7% 7899 out of 7923	➡	Higher is better	100%	99.5% and above	As at the end of January there were 24 properties without a valid gas safety certificate, one in the Kettering area which is awaiting planning, and 23 in the Corby area, of which: 2 properties have since been serviced; 3 properties have appointments booked for w/c 6th February 2023; 2 properties are currently void and a service has been scheduled; 5 properties have received letters to start the legal process; 10 properties are in the legal stages awaiting a court date to obtain a warrant and 1 property has a court date booked for 14th February 2023. Note: we are limited to the number of properties we can take to court each fortnight to obtain right of entry warrants so this is impacting compliance.
Safe and thriving places	STP09	Total number of emergency repairs completed		n/a	2815	2804	4249	11526	1636	1658	⬆	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. During January there was a slight increase in the number of emergency repairs. Note: both areas include responsive repairs and gas repairs.
Safe and thriving places	STP10	Total number of non-emergency repairs completed		n/a	3987	4147	4183	13652	1335	1335	⇨	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 underway to align these timescales.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) or Latest)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP04	Total Active applicants on the Keyways Housing Register		n/a	n/a	n/a	n/a	n/a	4486	4859	⇧	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). Active applications continue to increase month on month. Please note that as applications are made active, previously active applications have the status changed to pending, suspended, closed, and housed. This increase therefore is not how many applications are being assessed in total. Annual renewals are currently suspended due to staff resources. Once in place this will reduce the active total due to applicants non-contact and change of circumstances.
Safe and thriving places	STP05	New Housing Applications Received		n/a	1395	2943	4441	5211	417	770	⇧	N/A - Tracking	N/A - monitoring levels of demand	N/A	Large increase in January 2023. 85% increase on December 22. 56% increase on the monthly average (April-Dec) 71% increase in the same period last year (Dec 21-Jan 22) This is an expected trend for January each year. Average for the year to date is now at 521 per month.
Active, fulfilled lives	AFL15	Total number of homeless approaches		n/a	862	1095	1197	3712	417	551	⇧	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.1238 cases and during January there was a significant increase in the number of approaches from 417 - 551, this is the largest no of approaches seen in any month. There remains a high incoming demand and concerns that this trend of increasing demand is set to continue further. NOTE – From mid-November the HOA on triage has been adding the case to the system so this should reduce cases being missed and / or duplicated.
Active, fulfilled lives	AFL16	Number of households accepted as owed the main housing duty		n/a	67	66	88	238	19	17	⇩	N/A	288 (24 per month)	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. The number of decisions made remained similar to the month of December, likely affected by the Christmas Break and additional leave taken and sickness from the team.
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation		n/a	n/a	n/a	n/a	n/a	209	209	→	Lower is better	200	TBD	The number of households living in temporary accommodation remains fairly stable, although with a consistent high number of new households being approved for placement into temporary accommodation each week, and limited move on options, it is expected that the number of households living in temporary accommodation will rise. The number of households placed outside of North Northamptonshire remains low (one household as at 13.02.2023). *This 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	n/a	n/a	n/a	2	4	⬆R	Lower is better	0	TBD	As a result of the increased number of households being approved for placement into temporary accommodation, and lack of available self-contained accommodation in North Northamptonshire, some families have preferred to accept an offer of hotel accommodation instead of being placed outside of North Northamptonshire. The team monitors these cases on a daily basis to ensure their stay is kept to an absolute minimum (typically a few days to a week).
Active, fulfilled lives	AFL19	Number of rough sleepers rehoused into accommodation		n/a	26	39	20	92	4	7	⬆G	Higher is better	60 per year (5 per month)	TBD	The figure of 7 is the individuals we have helped either directly into accommodation from the streets or into accommodation from discretionary TA (Temporary Accommodation). We have had great success in move on's into supported accommodation this month. Once we have identified the support need referrals are made to all suitable supported accommodation providers were necessary, which is a high proportion of our cohort, however we can see delays due to voids within the provisions. A small number of the people we support off the streets are tenancy ready and are able to be supported in private rent and direct on to keyways. In addition to the 7 we have helped to move on to longer term accommodation, we placed 5 individuals from the streets into discretionary accommodation while we continue our efforts to identify the right move on pathway and support.

Communities and Libraries

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) or Latest)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL09	Number of physical visits to libraries		n/a	106,285	127,954	96,971	386,170	35,644	31,930	⬇	Higher is better	Jan Target: 18,560. Annual Target 246,187	0	We are currently at 157% of our target for visits. This is due to the recovery of consumer confidence from Covid rising more rapidly than we expected. Next year we will use this as a baseline with a stretch target of 1% increase on actuals.

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North Northamptonshire Council Performance Report - January 2023

Key to Performance Status Colours

Progress Status Key:

Green - On target or over-performing against target

Amber - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified)

Red - Under-performing against target by more than 5% (or other agreed tolerance as specified)

Dark Grey - Data missing

Grey - Target under review

Turquoise - Tracking Indicator only

Children's Trust Progress Status Key:

Green - At target or better
Amber - Below target - within tolerance
Red - Below target - outside tolerance
Grey - No RAG

Direction of Travel Key

An acceptable range = within 5% of the last period's performance

↑G	Performance has improved from the last period – Higher is better
↓G	Performance has improved from the last period – Lower is better
↑	Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Lower is better
→	Performance has stayed the same since the last period
↓	Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Higher is better
↑R	Performance has deteriorated from the last period – Lower is better
↓R	Performance has deteriorated from the last period – Higher is better
⇧	Actual increased - neither higher or lower is better
⇨	Actual has stayed the same since the last period - neither higher or lower is better
⇩	Actual decreased - neither higher or lower is better

Children's Trust Direction of Travel Key

↑G	Performance improved since last month
→	Performance the same as last month
↓A	Performance declined since last month

Performance Terminology key

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

Customer & Governance														
Human Resources														
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	December 2022/23	January 2022/23	Direction of Travel (Dec-Jan) or Latest)	Polarity	Target	Tolerance	Comments
Modern Public Services	MPS06	Average number of working days lost per Full time Equivalent (FTE) employee (short term)		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	0.8 days lost per Fte employee	0.9 days lost per Fte employee	1.2 days lost per Fte employee	3.3 Fte days lost per Fte employee	0.41 Fte days lost per Fte employee	0.32 Fte days per Fte employee	↓G	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)	ST/LT sickness has been consistent at under 1.0 Fte days lost per Fte employee over the winter months and is comparable to January 2022. LT has seen a slight increase over the previous month but ST has decreased.
	MPS07	Average number of working days lost per Full time Equivalent (FTE) employee (long term)			1.7 days lost per Fte employee	2.1 days lost per Fte employee	2.2 days lost per Fte employee	6.83 Fte days lost per Fte employee	0.55 Fte days lost per Fte employee	0.63 Fte days lost per Fte employee	↑R	Lower is better		0.45 days (Tolerance = 15% - 0.45 - 0.52 days)	
Modern Public Services	MPS11	Amount of Spend on Agency Staff within each Directorate OPUS ONLY	Year to date OPUS spend split by directorate	n/a	£1,864,458	£2,356,131	£3,070,636	£8,344,434	£915,644	£1,053,209	↑R	Lower is better	No target - tracking indicator only	N/A	This is 'Opus' spend only and based on a 4 week month

Sickness Absence Data by Assistant Directorate - April 2022 - January 2023

YTD: Year to Date
FTE: Full Time Equivalent

Sickness Absence — YTD Fte days lost per Fte employee

Assistant Directorate*	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Jan-22 % of workforce to have sickness	Jan-22 No' of employees to hit trigger
Adult Services	1.20	2.51	3.82	5.33	7.25	8.96	10.60	11.87	13.42	15.50	20%	24
Commissioning & Performance	0.46	0.98	1.07	1.67	3.10	3.47	4.49	4.77	5.26	5.48	3%	1
Housing (this included Communities prior to Nov-22)	0.98	1.91	2.53	3.21	3.77	5.07	6.28	5.05	5.91	6.28	13%	3
Communities**								8.42	9.59	10.69	13%	11
HRA	1.05	2.45	4.07	6.05	7.91	10.04	11.77	13.73	15.33	17.08	13%	16
Public Health	0.35	0.78	0.99	1.29	1.47	1.60	1.85	2.15	2.59	4.08	13%	5
Safeguarding, Wellbeing and Provider Services	1.01	1.94	2.84	4.08	5.08	6.09	7.84	10.90	12.97	14.99	21%	36
Adults, Communities and Wellbeing Services Total	**0.95**	**1.98**	**2.94**	**4.13**	**5.34**	**6.62**	**8.05**	**9.66**	**11.09**	**12.67**	**16%**	**96**
Assistant Chief Executive	0.41	0.63	0.43	0.67	0.77	0.78	0.76	0.77	0.78	0.79	0%	
Chief Executive's Office	0.00	0.00	0.00	1.17	1.18	1.17	1.17	1.18	1.27	1.27	0%	
IT							3.09	2.93	2.94	3.15	3%	
Chief Executive Office Total	**0.29**	**0.47**	**0.30**	**0.83**	**0.90**	**0.91**	**2.09**	**2.04**	**2.06**	**2.18**	**2%**	**0**
Assistant Director Education	0.63	1.13	1.49	2.48	2.92	3.04	3.35	3.73	4.02	4.45	6%	2
Commissioning & Partnerships (includes client role for Children's Trust)	0.00	0.21	0.20	0.20	0.38	0.38	0.39	0.39	0.38	0.54	0%	
Schools	0.42	0.84	1.25	3.08	3.88	4.82	5.91	6.85	7.23	7.68	10%	3
Childrens Services Total	**0.50**	**0.95**	**1.31**	**2.55**	**3.12**	**3.54**	**4.12**	**4.70**	**4.98**	**5.39**	**7%**	**5**
Customer Services							8.22	9.14	10.50	11.61	17%	5
Human Resources	0.10	0.29	0.67	0.96	1.16	1.67	2.85	3.12	3.41	3.64	5%	1
Legal and Democratic Services	0.45	0.81	1.43	2.06	2.64	3.83	4.66	5.35	6.05	6.68	6%	1
Customer & Governance Total	**0.24**	**0.51**	**0.99**	**1.42**	**1.78**	**2.58**	**5.32**	**5.95**	**6.79**	**7.49**	**11%**	**7**
Audit and Risk	0.00	0.00	0.00	0.00	0.00	0.00	0.15	0.15	0.74	0.74	0%	
Finance Accountancy	0.00	0.00	0.00	0.00	0.00	0.00		0.00	0.00	0.00	0%	
Finance and Strategy	0.64	1.32	2.57	3.92	3.97	4.87	5.13	6.47	8.25	9.59	10%	3
Performance, Intelligence & Partnerships							0.68	0.67	1.33	1.32	0%	
Procurement	0.46	0.46	0.47	0.47	0.47	0.46	0.46	0.45	1.12	1.12	0%	
Revenues and Benefits	1.01	2.00	3.26	4.06	4.70	5.21	5.68	6.10	6.37	7.09	16%	4
Finance Services Total	**0.80**	**1.57**	**2.63**	**3.57**	**3.97**	**4.51**	**4.59**	**5.21**	**5.94**	**6.68**	**12%**	**7**
Assets and Environment	0.64	1.35	2.73	4.09	5.25	6.63	8.47	9.85	11.17	12.70	11%	11
Directorate Management	0.00	0.00	0.00	0.00	0.00	0.00		0.00	0.00	0.00	0%	
Growth and Regeneration	0.45	0.80	1.25	1.66	1.95	2.29	2.73	3.40	3.81	4.00	5%	
Highways and Waste	0.98	2.85	4.45	5.94	7.02	7.58	8.35	8.98	9.83	10.89	17%	11
Regulatory Services	0.46	0.84	1.11	1.49	1.97	2.86	4.00	4.88	5.42	6.34	10%	3
Place and Economy Services Total	**0.67**	**1.60**	**2.69**	**3.75**	**4.60**	**5.50**	**6.68**	**7.63**	**8.52**	**9.58**	**12%**	**25**
Transformation	0.40	1.22	2.22	3.41	3.55	3.55	3.54	3.89	4.16	4.23	0%	
Transformation Total	**0.73**	**1.41**	**2.40**	**3.80**	**4.37**	**5.16**	**3.54**	**3.89**	**4.16**	**4.23**	**0%**	**0**
NNC Total	**0.78**	**1.64**	**2.55**	**3.66**	**4.58**	**5.59**	**6.73**	**7.90**	**8.95**	**10.13**	**13%**	**140**

Jan-23

	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	0.37	0.95	3.89	8.78
Chief Executive Office	0.11	0.00	1.24	0.94
Childrens Services	0.18	0.10	2.22	3.17
Customer & Governance	0.24	0.36	3.06	4.43
Finance & Performance	0.28	0.43	1.72	4.96
Place and Economy Services	0.32	0.43	3.32	6.27
Transformation	0.00	0.00	1.60	2.63
NNC Total	**0.32**	**0.63**	**3.30**	**6.83**

Sickness Absence Definition - January

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 - January 2022/23 sickness data shows that on average each Fte employee has had 10.13 days of sickness so far this year with a projected figure for the year 2022/23 of 12.2 days.

Establishment Data by Assistant Directorate - January 2023

Assistant Directorate	Employees		Posts		Agency			Voluntary Turnover***			Starters	
	Headcount	Fte	Number	Fte	Covering Vacancies	Super- numerate	OPUS Agency Spend (£000's)*	Rolling	Monthly	No' of Leavers	No' of Starters	% of workforce
Adult Services	244	216.14	344	328.57	9		£43	19.0%	1.2%	3	8	3.3%
Commissioning & Performance	95	89.66	132	127.48	13		£55	17.9%	0.0%		2	2.1%
Housing	72	63.10	111	106.94	22		£46	15.9%	0.0%		1	1.4%
Communities	238	166.10	548	368.84	1			0.0%	0.0%		5	2.1%
HRA	254	224.19	380	357.87	59		£70	15.2%	0.8%	2	1	0.4%
Public Health	92	83.83	226	218.02	40		£43	12.6%	1.1%	1	2	2.2%
Safeguarding, Wellbeing and Provider Services	319	269.27	404	381.03	60		£86	20.7%	2.8%	9	7	2.2%
Adults, Communities and Wellbeing Services Total	**1314**	**1112.28**	**2145**	**1888.75**	**204**	**0**	**£343**	**16.6%**	**1.1%**	**15**	**26**	**2.0%**
Assistant Chief Executive	14	13.11	29	28.48			£5	24.6%	7.1%	1		0.0%
Chief Executive's Office	12	11.16	16	15.54			£10	0.0%	0.0%			0.0%
IT	33	29.77	41	38.38		3	£32	24.4%	3.0%	1		0.0%
Chief Executive Office Total	**59**	**54.04**	**86**	**82.39**	**0**	**3**	**£47**	**20.1%**	**3.4%**	**2**	**0**	**0.0%**
Assistant Director Education	106	101.06	155	152.14			£249	33.5%	1.9%	2	3	2.8%
Commissioning & Partnerships	16	14.55	39	36.58	3	3	£3	19.7%	0.0%			0.0%
Schools	81	71.38	125	117.55				7.7%	0.0%		2	2.5%
Childrens Services Total	**203**	**186.99**	**319**	**306.27**	**3**	**3**	**£252**	**21.4%**	**1.0%**	**2**	**5**	**2.5%**
Customer Services	96	75.84	119	105.03	6		£7	10.7%	1.0%	1	1	1.0%
Human Resources	74	65.39	100	95.19	5	1	£12	16.2%	1.4%	1	2	2.7%
Legal and Democratic Services	49	43.05	99	77.96	12		£143	11.6%	0.0%			0.0%
Customer & Governance Total	**219**	**184.29**	**318**	**278.18**	**23**	**1**	**£161**	**12.8%**	**0.9%**	**2**	**3**	**1.4%**
Audit and Risk	8	7.23	16	16.00				35.3%	0.0%		1	12.5%
Finance Accountancy	2	1.04	22	34.41	4			0.0%	0.0%			0.0%
Finance and Strategy	40	38.06	37	35.15	2		£7	13.2%	2.5%	1		0.0%
Performance, Intelligence & Partnerships	11	10.05	21	19.36			£5	0.0%	0.0%			0.0%
Procurement	11	10.19	15	15.00				0.0%	0.0%		1	9.1%
Revenues and Benefits	93	81.75	121	107.78	11		£39	15.1%	1.1%	1		0.0%
Finance & Performance Total	**165**	**148.32**	**232**	**227.70**	**17**	**0**	**£51**	**13.6%**	**1.2%**	**2**	**2**	**1.2%**
Assets and Environment	213	187.58	348	306.41	9	2	£40	17.0%	0.9%	2	2	0.9%
Directorate Management	5	5.00	5	5.00				0.0%	0.0%			0.0%
Growth and Regeneration	91	83.26	145	136.42	24	3	£67	13.2%	2.2%	2		0.0%
Highways and Waste	190	186.07	266	255.76	30	4	£63	13.8%	1.6%	3	1	0.5%
Regulatory Services	99	91.82	135	126.76	9	2	£26	14.2%	0.0%			0.0%
Place and Economy Services Total	**598**	**553.73**	**899**	**830.36**	**72**	**11**	**£195**	**14.8%**	**1.2%**	**7**	**3**	**0.5%**
Transformation	28	27.86	26	26.12			£4	18.1%	0.0%		2	7.1%
Transformation Total	**28**	**27.86**	**26**	**26.12**	**0**	**0**	**£4**	**18.1%**	**0.0%**	**0**	**2**	**7.1%**
NNC Total	**2586**	**2267.51**	**4025**	**3639.77**	**319**	**18**	**£1,053**	**16.2%**	**1.2%**	**30**	**41**	**1.6%**

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

*** LG average turnover benchmark (12.9%)

Establishment Data Heading	Definition
Employees	The headcount and Fte (full time equivalent) shows by Directorate the total number and Fte of Employees (excluding casual/zero hours) who have a contract of employment with contracted hours.
Posts	The number and Fte (full time equivalent) of posts in each Directorate. 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.
Vacancies	The number and Fte (full time equivalent) of vacant posts in each Directorate. 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.
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.
Absence	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 - August sickness data shows that on average each Fte employee has had 4.6 days of sickness so far this year with a projected figure for the year of 11.0.
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)

Establishment Data by Assistant Directorate - Further Detail and Definitions

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