North Northamptonshire Council Performance Report - May 2022

Key to Performance Status Colours

Progress Status Key:

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

Direction of Travel Key

↑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 Progress Status Key:

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

Children's Trust Direction of Travel Key

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

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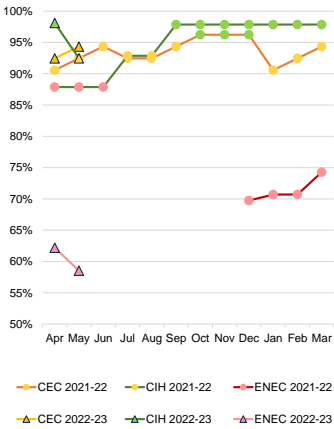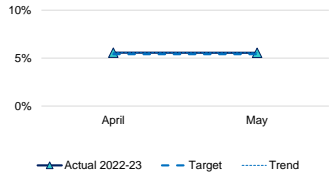
TBC	**To be confirmed**
TBD	**To be determined**
n/a	**Not applicable**
Actual	**The actual data (number/percentage) achieved during the reporting period**
Benchmark	**A comparator used to compare the Council's performance against. The 2020/21 average for Unitary**
Numerator	**Number as part of the percentage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

Governance												
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	Polarity	Target	Tolerance	Comments
Modern Public Services	MPS12	% of Freedom of Information Requests completed in 20 working days		Information Commissioners Office target for timeliness of FOI responses are: Good - 95% and above Adequate - between 90-95%	95.86%	96.05%	95.65%	⬇	Higher is better	90%	85% - 90%	26 active requests as at 20/06. Whilst there has been a minimal decline in performance, performance remains above the targets set by the Information Commissioner's Officer. The Requests Team continues to build internal relationships as reliance on teamwork is paramount to achieving acceptable response targets. Active requests are excluded from the calculation until they can be included in next months report. Active requests are where a request is still open and the deadline for completion has not yet passed.
					139 out of 145 (26 active requests)	73 out of 76	66 out of 69 (26 active requests)					
Modern Public Services	MPS13	% Environmental Information Regulation Requests completed in 20 working days		TBD	96.21%	96.70%	95.65%	⬇	Higher is better	90%	Tolerance 85% - 90%	26 active requests as at 20/06 and figures remain above target. Performance has declined due to the bedding in of the Requests Team undertaking the "gathering" of Con29 data. Active requests are excluded from the calculation until they can be included in next months report. Active requests are where a request is still open and the deadline for completion has not yet passed.
					330 out of 343 (26 active requests)	176 out of 182	154 out of 161 (26 active requests)					
Modern Public Services	MPS14	% Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)		TBD	82.05%	84.62%	80.77%	⬇	Higher is better	90%	85% - 90%	4 active requests as at 20/06 which is below target. A high number of SARs continues to be received and the complexity of these particular SARs has resulted in a decline in performance. Active requests are excluded from the calculation until they can be included in next months report. Active requests are where a request is still open and the deadline for completion has not yet passed.
					32 out of 39 (4 active requests)	11 out of 13	21 out of 26 (4 active requests)					
Modern Public Services	MPS15	Total number of data breaches (split by service eventually)		n/a	9	3	6	⇧	Lower is better	No target - tracking indicator only	N/A	The Data Protection team monitors levels of data breaches and the causes of them. Appropriate training and/or discussions with the relevant services is undertaken, particularly for those services that are considered to be higher risk.
Connected communities	CNC03	% of Deaths registered within 5 working days		(Benchmarking available if needed as all authority performance data can be downloaded)	61.0%	55.7%	67.5%	⬆G	Higher is better	80%	70% - 80%	Registration District is ranked second in the region for May Performance. Appt analysis shows that in May 42 death appts were used for "priority NoMs" (Notice of Marriage) & another 42 remained unreserved. The system allows customers to book appts outside of the 5-day KPI, so they tend to book when it's convenient for them to attend the office rather than ensuring they adhere to the 5-day rule. Opening hours at one of our offices has been approved to assist with, increasing appt availability & reduce customer waiting times
					281 out of 461	142 out of 255	139 out of 206					
Connected communities	CNC04	% of Births registered within 42 days		(Benchmarking available if needed as all authority performance data can be downloaded)	93.3%	92.1%	94.2%	⬆G	Higher is better	90%	86.5% - 90%	Registration District is ranked first in the region for May Performance.
					470 out of 504	211 out of 229	259 out of 275					

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Finance Services												
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	May 2021/22	Year to Date 2022/23	April 2022/23	May 2022/23	Direction of Travel year on year - (May 2021 - May 2022)	Polarity	Target	Tolerance	Comments
Modern Public Services	MPS05	**% of council tax collected in the year debit raised**		95.92% (All English Authorities 2020/21 - LG Inform)	**19.72% (YTD)** 103.8% achieved of the monthly target (19.00%) £19,753,290.94 (collected in May 21)	**20.10% (YTD)** 105.79% achieved of the May target (19.00%) £45,710,575.05 (collected YTD)	**10.10% (YTD)** 112.22% achieved of the monthly target (9.00%) £22,951,095.93 (collected in Apr)	**20.10% (YTD)** 105.79% achieved of the monthly target (19.00%) £22,759,479.12 (collected in May)	↑	Higher is better	**98.5%**	No tolerance	Collection at the end of May is above target and above last year's rate, which indicates that the return to a full recovery programme is starting to have an impact. Comparison to last year allows us to take into account the underlying payment patterns that a month on month comparison does not. The actual sums of money collected are also above last year's, so collection has improved, whilst having to collect a larger debit
Modern Public Services	MPS04	**% of business rates collected in the year debit raised**		93.74% (All English Authorities 2020/21 - LG Inform)	**19.31% (YTD)** 101.6% achieved of the monthly target (19.00%) £8,916,281.07 (collected in May 21)	**19.77% (YTD)** 104.05% achieved of the May target (19.00%) £28,860,693.31 (collected YTD)	**9.46% (YTD)** 105.11% achieved of the monthly target (9.00%) £13,849,332.48 (collected in Apr)	**19.77% (YTD)** 104.05% achieved of the monthly target (19.00%) £15,011,360.83 (collected in May)	↑	Higher is better	**98.5%**	No tolerance	Collection remains above target and ahead of last year's collection rate at this point which is positive in light of the reduction of grants and exemptions that businesses are receiving

Transformation

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	Polarity	Target	Tolerance	Comments
Modern public services.	MPS39	% of calls answered out of total calls received in customer services		n/a	86.35% 58817 out of 68114	87.31% 28357 out of 32480	85.48% 30460 out of 35634	⬇	Higher is better	90%	81% - 90%	Performance reduced slightly in May, although over 2000 additional calls were handled by the team. Recruitment is in progress to fill vacant posts which will help performance improve once new staff have started and training taken place.
Modern public services.	MPS30	Total number of Stage 1 complaints received by NNC (excluding children's services complaints)		n/a	271	138	133	⬇G	Lower is better	No target - tracking indicator only	No target - tracking indicator only	Complaint levels have remained relatively consistent with a wide variety of issues raised.
Modern public services.	MPS32	Total number of complaints escalated to stage 2		n/a	15	14	1	⬇G	Lower is better	No target - tracking indicator only	No target - tracking indicator only	The number of cases reaching stage 2 remains low. This suggests that we are able to resolve issues effectively at stage 1.
Modern public services.	MPS31	Total number of complaints received by NNC			286	152	134	⬇G	Lower is better	No target - tracking indicator only	No target - tracking indicator only	There was a reduction of cases in May as less customers escalated their stage 1 complaints to stage 2.
Modern public services.	MPS34	% of complaints answered within the Service Level Agreement (20 working days or agreed extension)		TBD	63% 140 out of 222	72% 81 out of 113	56% 63 out of 113	⬇R	Higher is better	90%	81% - 90%	Number of complaints remain static from last month. Pressures within service areas and the complex nature of some complaints seems to be impacting on the time to respond. Complaint handling training to review the processes and learn lessons, to take action to improve service delivery takes place early July,
Modern public services.	MPS35	% of complaints upheld		TBD	23% 51 out of 222	16% 18 out of 113	29% 33 out of 113	⬆R	Lower is better	20%	20% - 22%	Increase in complaints upheld needs to be addressed corporately through the complaint handling training, specifically the actions to improve delivery and meet customer expectations. AD's and managers are also attending 'complaints reflection sessions' end June early July to identify improvements to the processes and service delivery for our customers.
Modern public services.	MPS37	Total number of notices received of complaints under investigation by Ombudsman		n/a	8	6	2	⬇G	Lower is better	No target - tracking indicator only	N/A	Very few customers complain to the Ombudsman after exhausting the Council's complaints process.

						Transformation							
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	Polarity	Target	Tolerance	Comments	
Modern public services.	MPS40	**% Calls answered within 60 seconds in customer services**		TBD	**78.59%**	**78.50%**	**78.67%**	⬆G	Higher is better	**80%**	72% - 80%	Performance improved from April. Recruitment is in progress to fill vacant posts which will help performance improve once new staff have started and training taken place.	
					46224 out of 58817	22261 out of 28357	23963 out of 30460						
Modern public services.	MPS41	**Number of customers helped by customer services**		n/a	**89956**	**42863**	**47093**	⇧	N/A	**No target - tracking indicator only**	N/A	Includes phone calls, emails, e-forms, Face to Face and Webchat.

Please note face to face figure for April was incorrect in P1 report as it did not include the cash office numbers (in Corby) but this has been corrected now. | |
Modern public services.	MPS42	**Number of customer interactions to customer services - split by telephone/face-to-face, email and online form**			Telephone **58817**	Telephone **28357**	Telephone **30460**		N/A	**No target - tracking indicator only**	N/A		
					Face to Face **4727**	Face to Face **2108**	Face to Face **2619**						
					E-Forms **6162**	E-forms **2876**	E-Forms **3286**						
					Emails **19126**	Emails **9023**	Emails **10103**						
					Web chat **1124**	Web chat **499**	Web chat **625**						
Modern public services.	MPS43	**% of Face-to-Face Customers with an appointment seen within 5 minutes (within customer services team)**		TBD	**99.80%**	**99.80%**	**99.80%**	➔	Higher is better	**95%**	85.5% - 95%	The target has been achieved for face to face appointments across all customer service sites.	
					4019 out of 4028	1406 out of 1409	2613 out of 2619						

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	Polarity	Target	Tolerance	Comments
Assets & Environment												
Modern Public Services	MPS26	**% occupancy of Corby Enterprise Centre**		Benchmark/ compare to each other	94.34% 50 out of 53	92.45% 49 out of 53	94.34% 50 out of 53	⬆G	Higher is better	95%	90% - 95%	Year to date is latest position. Demand continues to be high due to the location and high standard of facilities.
Modern Public Services	MPS27	**% occupancy of Corby Innovation Hub**			92.45% 49 out of 53	98.11% 52 out of 53	92.45% 49 out of 53	⬇R	Higher is better	95%	90% - 95%	We report statistics based on occupancy of the units and at times tenants move into other units or vacate so some variation in statistics is to be expected and part of the business of commercial lettings. However, demand continues to be high due to the location and high standard of the facilities and the empty units are now marketed with some under offer.
Modern Public Services	MPS28	**% occupancy of East Northamptonshire Enterprise Centre**			58.54% 48 out of 82	62.20% 51 out of 82	58.54% 48 out of 82	➔	Higher is better	76%	57% - 62%	Some vacation of small units due to the trend to work from home and tenants reducing outgoings because of the economic climate. The vacant units are being marketed and we are reviewing the marketing strategy with the business centre operator with aim to attracting more uptake. Year 1 occupancy target 48% Year 2 occupancy target 76% Years 3-5 target is 90%. This means 76% target for Q1 22/23 then for the rest of the year 90% target as we enter year 3 in July 2022.
Modern Public Services	MPS24	**Rate of return on commercial stock (%)**		n/a	5.56%	5.57%	5.56%	⬇	Higher is better	5.41%	4.91% - 5.57%	Year to Date' is latest position. An amount of minor variation is usual with tenant turnover but these figures remain very good. Units remain in demand with some under offer and marketing ongoing.

Place & Economy												
Key Commitment	**Ref No.**	**Description of Performance Indicator**	**Infographic / Chart**	**Benchmark**	**Year to Date**	**April 2022/23**	**May 2022/23**	**Direction of Travel (April - May)**	**Polarity**	**Target**	**Tolerance**	**Comments**
Growth & Regeneration												
Modern Public Services	MPS29	**% occupancy of Chesham House Kettering**		Not relevant to benchmark as it's so unique.	**58.54%**	**61.54%**	**58.54%**	⬇	Higher is better	**70%**	65% - 70%	Further essential works are required to Chesham House to enable all the units to be available for rent. Road closures are planned for September and with an 8-10 week period should be complete by end of December to enable the units to be occupied.
					8 out of 14	8 out of 13	8 out of 14					
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)	**100%**	**100%**	**100%**	➡	Higher is better	**90%**	88% - 90%	Performance in the determination of 'Major' applications is at 100% this month, although there have been comparatively fewer applications for determination than in the previous month. The year to date performance remains above target.
					9 out of 9	6 out of 6	3 out of 3					
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)	**93.44%**	**88.24%**	**100.00%**	⬆G	Higher is better	**85%**	83% - 85%	Performance in the determination of 'Minor' applications is at 100% this month, although there have been comparatively fewer applications for determination than in the previous month. The year to date performance remains above target.
					57 out of 61	30 out of 34	27 out of 27					
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)	**89.77%**	**91.03%**	**89.05%**	⬇	Higher is better	**88%**	86% - 88%	The number of 'Other' applications determined has increased by 76% this month, resulting in a slight decrease in the percentage of those applications determined in time. Performance does however remain within the determination target for NNC and significantly above the national target.
					193 out of 215	71 out of 78	122 out of 137					
Safe and thriving places	STP19	**Total number of planning applications received - ALL TYPES of applications**		Not relevant to benchmark.	**434**	**193**	**241**	⇧	N/A	**No target**	N/A	

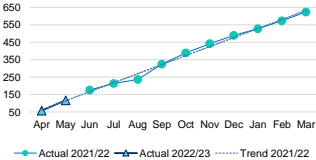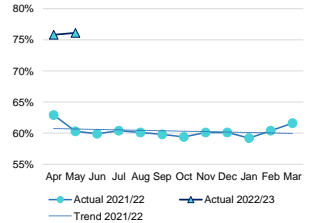| Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	Polarity	Target	Tolerance	Comments
Place & Economy												
Safe and thriving places	STP21	**% of Full fibre coverage**		33.8% (England) - Think Broadband	**47.7%**	**44.2%**	**47.7%**	⬆G	Higher is better	**40% of Premises countywide (Dec 2023)**	Dec 2023: <5% Green 5%-10% Amber >10% Red	Compares to an average for England of 35.1% in May 2022. Target to achieve at least 80% full fibre coverage countywide by end of 2028. Year to date is latest position.
Safe and thriving places	STP22	**% of gigabit coverage**		68.7% (England) - Think Broadband	**79.2%**	**78.1%**	**79.2%**	⬆G	Higher is better	**75% of premises gigabit capable (Dec 2023)**	Dec 2023: <5% Green 5%-10% Amber >10% Red	Compares to an average for England of 69.5% in May 2022. 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	**87,202**	**40,745**	**46,457**	⬆G	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	The number of trips has continued to increase.
Greener, sustainable environment	GSE02	**Number of E-Scooter users**		n/a	**5,016**	**5,069**	**5,016**	⬇	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	The number of unique users has decreased slightly. Using just the latest month's data as the year to date position.
Greener, sustainable environment	GSE03	**Co2 saving from E-Scooters**		n/a	**13.9**	**6.4**	**7.5**	⬆G	Higher is better	Dependent on outcome of end of trial period in March 2022. Track for first year.	N/A	CO2 savings have continued to increase.

Place & Economy											

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	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	**834**	**935**	**834**	⬇G	Lower is better	**No target - tracking indicator only**	N/A	Year to date is the latest position. The number of defects outstanding is an end of month position only.
		P1 (Target response time within 2 hours)			No P1 defects	No P1 defects	No P1 defects	➡				
		P2 (Target response time within 7 days)			15	19	15	⬇G				
		P3 (Target response time within 28 days)			248	322	248	⬇G				
		P4 (Target response time within 26 weeks)			571	594	571	⬇G				
Safe and thriving places	STP30	**Number of Defects Repaired in the network in period, split by category**		n/a	**4335**	**2428**	**1907**	⬇R	Higher is better	**No target - tracking indicator only**	N/A	Although the number of defects repaired in period has decreased, it is important to look at this performance in the context of STP29 and STP31. Those indicators demonstrate that repair times are still within the target response times and the overall number of defects on the network continues to decline. In months when the number of defects repaired declines, the highways service undertakes other maintenance activities on the network, such as verge cutting, white lining and pre-emptive improvements.
		P1 (Target response time within 2 hours)			No P1 defects	No P1 defects	No P1 defects	➡				
		P2 (Target response time within 7 days)			353	264	89	⬇R				
		P3 (Target response time within 28 days)			2871	1750	1121	⬇R				
		P4 (Target response time within 26 weeks)			1111	414	697	⬆G				
Safe and thriving places	STP31	**Percentage of defects responded to within the timeframes specified, split by category**		n/a	**99.1%** 4296 out of 4335	**99.71%** 2421 out of 2428	**98.32%** 1875 out of 1907	⬇	Higher is better	**P1 and P2 97.5% P3 98.5% P4 97% - 100%**		
		P1 (Target response time within 2 hours)			No P1 defects	No P1 defects	No P1 defects	N/A		97.50%		
		P2 (Target response time within 7 days)			**100%** 353 out of 353	**100%** 264 out of 264	**100%** 89 out of 89	➡		97.50%		
		P3 (Target response time within 28 days)			**98.78%** 2836 out of 2871	**99.6%** 1743 out of 1750	**97.5%** 1093 out of 1121	⬇		98.50%		
		P4 (Target response time within 26 weeks)			**99.64%** 1107 out of 1111	**100%** 414 out of 414	**99.86%** 693 out of 697	⬇		97% - 100%		

Place & Economy												
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	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	**93.18%**	**95.77%**	**93.18%**	⬇	Higher is better	**95%**	90%-95%	The reduction is due in part to an increase in the number of food business registrations received which are not deemed to be 'broadly compliant' until inspected. Resources continue to be focused on poor performing businesses which pose the highest risk to food safety rather than new lower risk businesses. Resources are being reviewed within the team to allow the targeting of new businesses.
					2909 out of 3122	2991 out of 3123	2909 out of 3122					
Safe and thriving places	STP33	**% of Local Land Charges searches processed within 10 working days**		n/a	**79.29%**	**75.96%**	**82.16%**	⬆G	Higher is better	**95%**	10%	One of the offices is underperforming whilst the other three offices are overperforming. We are addressing this by reallocating resources and reviewing tasking to increase efficiency. This should see a further improvement in performance for the next reporting period.
					314 out of 396	139 out of 183	175 out of 213					
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%**	➔	No Polarity	**No target - tracking indicator only**	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%
					31 out of 31	13 out of 13	18 out of 18					

Children's Services

Children's Trust

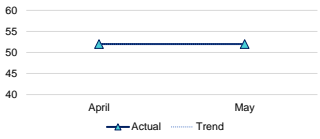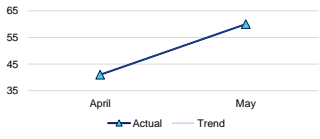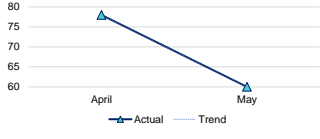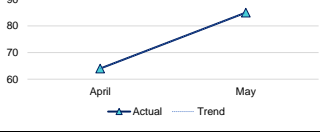| Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	Polarity	Target	Tolerance	Extra detail on PI	Comments
Better, brighter futures	BBF05 (KPI 2)	% of referrals with a previous referral within 12 months		22.7% (All English Authorities 2021 - LAIT)	32.5%	31% (640)	34% (711)	⬇A	Lower is better	29%	25% - 40%		There has been an increase in re-referrals this month. Audit and review for learning is ongoing. It is anticipated that the strengthened model in MASH and developments in CFSS/Early Help will continue to support appropriate reduction going forward. Steps have been taken to strengthen the Early Help partnerships with Partnership Support Team (Early Help MASH) being placed in the MASH pods and a leaner step down process. The high number of cases stepping down is presenting challenges in regards to capacity in Family Support/Early help partnership.
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.	95.5%	98% (709)	93% (875)	⬇A	Higher is better	85%	85% - 95%		Assessment timescales remain consistently above target. All managers monitor this very closely via daily reports. A narrative is provided for cases that go beyond 45 days and this remains a very small minority. In addition to timeliness, we work on increasing the quality of assessments and more effective use of SofS (Signs of Safety, the Trust's social work practice model) in our interventions. PIP (Partner in Practice, another local authority who works with NCT to improve services) peer review has identified improvements in the quality of assessments
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)	13.1%	13.3% (1187)	13.1% (1179)	⬆G	Lower is better	10%	5% - 15%		Performance has improved this month. This is in the context of rising care numbers and the continuing challenges in identifying placements for children with specific needs which means they can experience a number of placement moves in quick succession until an appropriate home is identified. Consideration of various options to improve sufficiency is continuing, including exploration of capital investment, additional in house resources, as well as improved engagement with the market.
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)	63%	62% (605)	63% (607)	⬆G	Higher is better	55%	50% - 60%	May 2022 - This was previously calculated as a proportion of those with their birthday falling in the month for the percentage each month but now the method of calculation has changed to be calculated as a proportion of the overall cohort of 17 - 21 year olds to be in line with the national measure. The data as been backdated as such to April 2021.	This month has seen an increase in performance to 63% against the comparator of 56% across England. Focus in this area continues to be driven through arrangements with local colleges, the virtual school and the senior personal advisor (Education and Employment) with further review of contracted arrangements (Prospects) to be undertaken to ensure we have the best approach/ support for young people. Work with councils to ensure EET opportunities and support is in place for our care leavers.
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%	89% (605)	93% (607)	⬆G	Higher is better	90%	85% - 95%	May 2022 - This was previously calculated as a proportion of those with their birthday falling in the month for the percentage each month but now the method of calculation has changed to be calculated as a proportion of the overall cohort of 17 - 21 year olds to be in line with the national measure. The data as been backdated as such to April 2021.	Performance for May improved by 4%, above the target of 90%. We know that we have some young people in unsuitable accommodation or even no accommodation at all and we work hard to address this. The Care Leavers' Housing Protocol is in place and work is being progressed under the governance of a strategic group; this include a review of the housing panels and engagement with the Housing Associations.

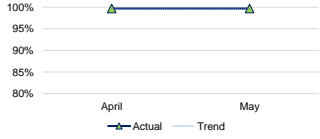|													
Children's Services													
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	Polarity	Target	Tolerance	Extra detail on PI	Comments
Learning, Skills & Education													
Better, brighter futures	BBF15 (LS6a)	**Rate of suspensions in primary aged pupils**		1% (All English Authorities 2019/20 - LAIT)	**1.77% (Sep - Jul)**	0.08%	0.18%	↑R	Lower is better	Target under review	5 percentage points	Year to date is the academic year to date (Sept to July) Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases	May has seen an increase in the numbers and rate of suspensions from April (0.08%). This increase is partly to do with the Easter School holidays of which schools were closed for 11 days of April this year, compared to 2 closed days in May but remains within a normal range of exclusions.
					563 out of 31844	26 out of 31844	58 out of 31844						
Better, brighter futures	BBF16 (LS7a)	**Rate of suspensions in secondary aged pupils**		7.43% (All English Authorities 2019/20 - LAIT)	**10.01% (Sep - Jul)**	0.58%	1.23%	↑R	Lower is better	Target under review	5 percentage points	Year to date is the academic year to date (Sept to July) Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases	May has seen an increase in the numbers and rate of suspensions from April (0.58%). This increase is partly to do with the Easter School holidays of which schools were closed for 11 days of April this year, compared to 2 closed days in May but remains within a normal range of exclusions.
					2400 out of 23979	139 out of 23979	296 out of 23979						
Better, brighter futures	BBF17 (NI 114a)	**Rate of Permanent exclusions from school - Total**		0.06% (All English Authorities 2019/20 - LAIT)	**0.09% (Sep - Jul)**	0.004%	0.009%	↑R	Lower is better	Target under review	5 percentage points	Year to date is the academic year to date (Sept to July) Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases	Exclusions are impacted by a range of factors within schools and the local authority, as well has seasonal trends which result in higher levels of exclusions at certain times of the year.

April has seen 5 permanent exclusion resulting in a rate of 0.01%. The year to date performance is 48 exclusions, or 0.09% against the school population. |
					48 out of 55823	2 out of 55823	5 out of 55823						
Better, brighter futures	BBF18	**% of EHC (education health care) plans issued within 20 weeks (excluding exceptions)**		59.9% All English Authorities 2021 - LAIT)	**41.44% (Sep - Jul)**	63.16%	65.38%	↑G	Higher is better	Target under review	5 percentage points	Year to date is the academic year to date (Sept to July) Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases	The performance of this indicator has been improving steadily with improvements in each of the past 6 months up to 65.4% in May 2022. This also compares favourably when looking at the performance in the same period 12 months ago, with 19.4% recorded in May 2021.
					167 out of 403	48 out of 76	17 out of 26						

Adults, Communities & Wellbeing

Adult Social Care

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL01	Total number of people allocated to each team		n/a	5418 (May)	5411 (Apr)	5418 (May)	↑	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	Year to date method is latest snapshot. BI Team comments: The caseload remains static. Service comments: Closures are consistent across teams so no significant change in the total numbers. There will be some reduction in numbers in future as we tackle data quality issues in this area. From an initial review we have noted that there are records still showing open to teams that should have closed when the work was completed.
Active, fulfilled lives	AFL02	Number of unscheduled review requests		n/a	193	103	90	↓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.	Aprils data has been verified and updated. BI Team comments: People waiting for an unscheduled review has reduced by 13 since last month's report. Service comments: No significant change detected in terms of demand. Unscheduled review request is generated when there is a request for change on someone already in receipt of services. Some of this can vary depending on crisis in the community, providers holdbacks etc. We also noted some data error where some of the recording should have gone as initial contact rather than an unscheduled review request. This triggered some additional learning session for some new staff so we can ensure requests are recorded correctly on eclipse.
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% / 171 out of 535	30% / 56 out of 188	33% / 115 out of 347	↑	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	Monthly and quarterly figures are latest year to date. (Year to date is latest position). Volume relates to requests for services where route of access was discharge from hospital. BI Team comments: The denominator for this indicator is the Total new requests for support where the route of access was discharge from hospital (347). The numerator for this indicator is the total number of those requests who progressed to STS-Max 115.
Active, fulfilled lives	AFL04	Number of new safeguarding concerns received per month		n/a	583	277	306	↑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.	Aprils data has been verified and updated. BI Team comments: There has been an increase in concerns received. Monthly average in 21-22 = 245. Safeguarding Team comments: In SG provider services there has been work undertaken to raise awareness amongst partner agencies and providers of bed based and domiciliary care - the potential factor for the rise they have seen in their referral rates could be linked to better awareness of when something is a SG and whilst we appreciate high numbers imply people are at risk , this isn't necessarily the case, this needs to be linked with our S42 KPI where numbers are fairly static. It should also be noted that providers are becoming more transparent in reporting. The SG team has raised awareness to partner organisations of the ARM process and SG rates can sometimes increase as a result of this process escalating a risk as a SG for more prompt action to be taken by agencies in some complex situations. What we are doing: We are reviewing all our trends and data and numbers with relevant service numbers for more rhetoric and improved understanding of SG rates; Ensuring we continue to offer training in SG and raising awareness across organisations; Improving understanding of the ARM process; Reviewing our response timescales so no one is left at risk.

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Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	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	131	65	66	⇧	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.	Aprils data has been verified and updated. BI Team comments: This remains static. Monthly average in 21-22 = 66
Active, fulfilled lives	AFL06	Total number of open Deprivation of liberty Safeguard cases		n/a	1840	1776	1840	⬆	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	Data is latest snapshot. BI Team comments: This increased since last month but remains lower than monthly average in 21-22 of 1928 DoLS (Deprivation of liberty Safeguard) Service: the team has had admin vacancies for the last 3 months but have appointed and would hope that this increase in support will enable them to close referrals for people no longer requiring an assessment.
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)	117.37	57.92	117.37	⇧	No polarity	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	This is a cumulative total. Whilst we always want to avoid admissions to care homes this will always increase since care home admission is the right move for some people. BI Team comments: This equates to 77 Admissions. 10 existing people as a result of a change in setting following a review; 65 new admissions following assessment; 2 new admissions following a period of STS-MAX. Population figures will be updated summer 2022 and will slightly reduce the performance reported.
Active, fulfilled lives	AFL08	Number of people who were prevented from requiring statutory care, or whose need was reduced Delaying and reducing the need for care and support having received short term services to maximise independence (ST-MAX) services'		84.6% East Midlands Average, we are in the process of identifying more up to date benchmark data for this PI.	76.11% / 86 out of 113	75.8% / 47 out of 62	76.11% / 86 out of 113	⬆G	Higher is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	This is a cumulative total and reflects the proportion of people going into short term services, rather than into long term care. BI Team comments: April figures (47/62); May figures (86/113)

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	Polarity	Target	Tolerance	Comments
Public Health												
Active, fulfilled lives	AFL22	**Smoking quit rate at 4 weeks**		n/a	**60.7%**	**64.8%** (Mar 2022) 68 out of 105	**60.7%** (Apr 2022) 88 out of 145	⬇ (Mar - Apr)	Higher is better	**60%**	TBC by consultant and service lead	Lag in data for the preceding 2 months. May 2022 data will be available in July's report. The service is very pleased to have achieved its target for the month. Whilst slightly lower than the month before, minor variations such as this are to be expected. We aim to increase this quit rate in 22/23 and look forward to giving our residents the best possible chance of successfully quitting smoking.
Better, Brighter Futures	BBF02	**% of infants due a new birth visit that received a new birth visit within 14 days of birth**		88.2% (All English Authorities 2020/21 - LG Inform)	**98.10%**	**96.9%** (Mar 2022) 620 out of 640	**98.1%** (Apr 2022) 621 out of 633	⬆G (Mar - Apr)	Higher is better	**90%**	TBC	This indicator represents the whole of Northamptonshire. May 2022 data will be available in July's report. Benchmark updated: England 2020/21. The Health Visiting Service has reset, following COVID-19 school age vaccinations and is now able to undertake the required mandatory checks.
Active, fulfilled lives	AFL20	**% of in-year eligible population offered an NHS Health Check**		2% (All England Q2 2021/22 - PHE)	**3.0%**	**1.8%** (Mar 2022) 440 out of 23872	**3.0%** (Apr 2022) 680 out of 22903	⬆G (Mar - Apr)	Higher is better	**8.4% (100% annual target)**	8.4% (100% annual target)	Benchmark is England Q2 2021/22.
Active, fulfilled lives	AFL21	**% of in-year eligible population who received an NHS Health Check**		0.8% (All England Q2 2021/22 - PHE)	**0.90%**	**1.0%** (Mar 2022) 240 out of 23872	**0.9%** (Apr 2022) 217 out of 22903	⬇R (Mar - Apr)	Higher is better	**5% (60% annual target)**	5% (60% annual target)	(Reported monthly only)

Further detail on ALF20 and ALF21:-
The NHS Health Check programme has suffered through Covid-19. The programme was paused multiple times on a national and local level. The issues visible in the performance data are reflected nationally, and North Northants is not an outlier.
Before Covid-19, the England average for the percentage of the population offered an NHS Health Check per quarter was 4.3% (Q3, 19/20). This England average dropped to a low of 0.2% during Covid-19 and has only recovered since to 2% in recent quarters. The England average for percentage of the eligible population that received an NHS Health Check was 1.9% (Q3, 19/20) before Covid-19. The England average dropped to a low of 0.1% during Covid-19 and has only recovered to 0.8% since. These national averages help in demonstrating that the issue is not limited to North Northants, but is affecting delivery of the programme nationally.

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

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

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	Polarity	Target	Tolerance	Comments
Better, Brighter Futures	BBF01	**Breastfeeding rate at 6-8 weeks**		47.6% (All English Authorities - 2021 - LAIT)	**53.10%**	**51.8%** (Mar 2022) 335 out of 647	**53.1%** (Apr 2022) 331 out of 623	⬆G (Mar - Apr)	Higher is better	**55%**	52.25% - 55%	This indicator represents the whole of Northamptonshire. May 2022 data will be available in July's report. Benchmark updated: England 2020/21. The Health Visiting Service has reset, following COVID-19 school age vaccinations and is now able to undertake the required mandatory checks. Breastfeeding peer support service has expand to the Corby area, which may also be contributing to the increase in breastfeeding rate.
Better, Brighter Futures	BBF03	**% of children who received a 6-8 week review by the time they were 8 weeks**		81.2% (All English Authorities - Q2 2021/22)	**98.10%**	**97.8%** Mar 2022 633 out of 647	**98.1%** (Apr 2022) 623 out of 635	⬆G (Mar - Apr)	Higher is better	**90%**	TBC	This indicator represents the whole of Northamptonshire. May 2022 data will be available in July's report. Benchmark updated: England 2020/21. The Health Visiting Service has reset, following COVID-19 school age vaccinations and is now able to undertake the required mandatory checks.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	Polarity	Target	Tolerance	Comments
Housing Services												
Active, fulfilled lives	AFL13	**Number of households whose homelessness was prevented**		n/a	49	14	35	⬆G	Higher is better	20 240 (annual target)	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.
Active, fulfilled lives	AFL14	**Number of households whose homelessness was relieved**		n/a	35	13	22	⬆G	Higher is better	25 300 (annual target)	N/A	
Active, fulfilled lives	AFL12	**Number of rough sleepers (single night snapshot figure)**		12 (All English Authorities 2021 - LG Inform)	n/a	13	11	⬇G	Lower is better	9	TBD	This data is the latest single night snapshot figure which is reported monthly to DLUHC (Department for Levelling Up, Housing and Communities). May has seen a slight decrease in the number of rough sleepers seen on outreach from the previous month. However there is still a high flow of new rough sleepers being seen in the area that are not known to services. Outreach sessions are conducted weekly and the team are quick to respond to any new reports of rough sleeping across North Northants.
Safe and thriving places	STP11	**Number of council housing lets completed**		n/a	61	25	36	⬆G	Higher is better	40 480 (annual target)	TBD	This is a combined figure for Corby and Kettering teams to monitor the number of council properties being let on a monthly basis and to help manage upcoming workload as an intensive management service is provided for all new tenants. May has seen a higher number of tenancies being started during the month in comparison to the previous months figures.
Safe and thriving places	STP12	**Number of council houses vacant and available to let**		n/a	n/a	45	25	⬇G	Lower is better	29	TBD	This is a combined snapshot figure for Corby and Kettering teams of the number of properties ready for tenants at the end of each month but which have not yet been allocated to customers. This figure tends to fluctuate month on month but the aim is to keep this number as low as possible. To help monitor numbers regular meetings are already taking place in Kettering and Corby to help monitor where each property is within the voids and lettings process and to determine what actions are needed. From July interim strategic leads will be chairing these meetings on a rotation basis going forward. May has seen a reduction in the number of properties vacant and ready to let.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP36	Number of voids - Kettering Area		n/a	n/a	52	52	→	Lower is better	No target - tracking indicator only	N/A	This data shows a snapshot of the number of council properties in the voids process which is a combination of new voids coming in and also existing voids not yet let. Please note this number does not include properties used for temporary accommodation or acquisition voids. May has seen a higher than average number of keys being received in Corby.
		Number of voids - Corby Area		n/a	n/a	41	60	↑R				
Safe and thriving places	STP37	Void turnaround time - Kettering Area		TBD	n/a	78 days	71 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. The figures are the cumulative time taken for all void properties let during 2022/23. Whilst Kettering has seen an improvement in the number of days taken to turnaround void properties for May, Corby has seen an increase which may be attributed to four properties that have required significant major works being let. There are several factors that can impact the turnaround time including the condition of the property when it is returned and work is ongoing to align the voids service between Kettering and Corby to ensure a like for like service is being provided and robust processes are in place. The NNC lettable standard for void properties was approved at Executive in May.
		Void turnaround time - Corby Area		TBD	n/a	64 days	85 days	↑R				
Safe and thriving places	STP08	% of properties with a valid gas safety certificate		TBD	n/a	99.70% / 7909 out of 7932	99.70% / 7902 out of 7933	→	Higher is better	100%	Green: 99.5% - 100% / Amber: 99 – 99.4%	Of the 7933 properties requiring a Landlords Gas Safety Record there are currently only 20 properties outstanding that still require a valid gas safety certificate as of May. These are all properties that the team have been unable to gain access to undertake this process so are within a legal process in order to gain right of entry warrants to be able to make the property compliant.

Adults, Communities & Wellbeing												
Key Commitment	**Ref No.**	**Description of Performance Indicator**	**Infographic / Chart**	**Benchmark**	**Year to Date**	**April 2022/23**	**May 2022/23**	**Direction of Travel (April - May)**	**Polarity**	**Target**	**Tolerance**	**Comments**
Safe and thriving places	STP09	**Total number of emergency repairs completed**		n/a	**n/a**	**965**	**1018**	⇧	N/A - Tracking	**N/A - 2021/22 baseline year and target to be confirmed**	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. Work is ongoing to ensure that the same processes are followed on the system for emergency repairs and going forward information will be provided on the number of emergency repairs completed on time.
Safe and thriving places	STP10	**Total number of non-emergency repairs completed**		n/a	**n/a**	**1102**	**1368**	⇧	N/A - Tracking	**N/A - 2021/22 baseline year and target to be confirmed**	N/A	This monitors all other repairs that are not classed as an emergency and at present Kettering and Corby have different targets for these repairs. Kettering has 7 day, 28 day and 90 day timescales and Corby has 30 day target for all non emergency appointments. Work is being undertaken to review these targets and introduce standardised processes and procedures across both localities.
Safe and thriving places	STP04	**Total Active applicants on the Keyways Housing Register**		n/a	**n/a**	**2937**	**2963**	⇧	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) and there has been a net increase between April and May. Recent increase in temporary staff resources along with interim restructuring of the team will hopefully start to make an impact over the coming months on the processing of applications and to help reduce the backlog against the incoming demand.
Safe and thriving places	STP05	**New Housing Applications Received**		n/a	**n/a**	**475**	**492**	⇧	N/A - Tracking	**N/A - monitoring levels of demand**	N/A	During 2022/23 there has been a slightly lower number of applications received in comparison to previous year so although remaining high numbers may be starting to stabilise. Introducing more temporary capacity into the team along with interim restructuring of roles and responsibilities and reviewing processes to ensure efficiency and avoid duplication will all hopefully help to meet this continued level of demand.
Safe and thriving places	STP13	**Number of Private Sector Disabled Facilities Grants cases on waiting list**		n/a	**n/a**	**164**	**127**	⇩	N/A - Tracking	**N/A - unable to set target and to be reviewed services aligned**	N/A	The numbers on the DFG waiting list are high due to lack of resources within the team and being unable to successfully recruit to the surveyors post to support these cases. Recruitment is currently being undertaken. May has seen the number on the waiting list reduce likely due to a FT Senior Surveyor returning from maternity leave, easing the pressure.
Safe and thriving places	STP14	**Number of Private Sector Disabled Facilities Grants completions**		n/a	**30**	**14**	**16**	⇧	N/A - Tracking	**14 168 (annual target)**	N/A	The number of DFG completions remains relatively static (with a slight increase from April) due to lack of resources within the team and being unable to successfully recruit to the surveyors post to support these cases. Recruitment is currently being undertaken to fill 2 x FT surveyor posts and secure a 3-year contract for an external surveyor to help clear the backlog.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	Direction of Travel (April - May)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL15	Total number of homeless approaches		n/a	598	294	304	⇧	N/A - Tracking	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 over 1,000 cases and during May there was a slight increase so remains a high incoming demand for the team to process.
Active, fulfilled lives	AFL16	Number of households accepted as owed the main housing duty		n/a	44	28	16	⇩	No polarity	24 288 (annual target)	N/A	This measure indicates the number of households that have been accepted by the Council as homeless due to being unintentionally homeless, eligible for assistance and have a priority need and for which the Council has been unable to achieve a positive housing solution during the prevention and relief stages of the process (AFL13 and AFL14). During 2021/22 there were 284 households accepted as being owed the main housing duty.
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation		n/a	n/a	205	197	⬇G	Lower is better	200	TBD	Despite an increasing need for temporary accommodation the team have been working hard to reduce the overall number to within the target for the year despite the significant demands on the service. Please note that this overall figure is for statutory temporary placements only and does not include the additional cohort of rough sleepers accommodated under discretionary placements.
Active, fulfilled lives	AFL18	Number of households with family commitments* living in bed and breakfast accommodation		n/a	n/a	0	0	➔	Lower is better	0	TBD	The Homelessness legislation specifies that B&B accommodation is not regarded suitable for households with family commitments and therefore should only be used as a last resort and when it is used to house families in crisis it is for a short period and a maximum of 6 weeks only. During May there were no households with family commitments living in B&B for longer than 6 weeks.
Active, fulfilled lives	AFL19	Number of rough sleepers rehoused into settled accommodation		n/a	11	4	7	⬆G	Higher is better	60 per year (5 per month)	TBD	This measure has been introduced from April 2022 to help monitor the number of rough sleepers successfully supported to find settled accommodation. It monitors the number of rough sleepers supported to move on who are currently placed in discretionary rough sleeper accommodation (RSA). There are currently 37 placements which are all being supported by the team and whilst no one was re-housed from RSA during May work is ongoing to support new placements and currently have achieved 4 in June already. Although during May there was no one re housed from within the off street emergency accommodation as described above, the rough sleeping team supported and helped to accommodate 7 individuals across NNC into long term housing solutions directly from the streets. This included private rent and supported accommodation placements and this information is now captured within this indicator to show the positive impact the team are having locally.
Communities and Libraries												
Active, fulfilled lives	AFL09	Number of physical visits to libraries		n/a	56,841	28,523	28,318	⬆G	Higher is better	May target: 21,664 Annual target: 246,187	0	4 x community managed Libraries' data has not yet been received. Due to the tight turnaround for statistics and the varying opening hours of the Community Managed Libraries it is often the case that we are not able to get the statistics from these groups in time for the reporting cycle but these are added retrospectively in the next reporting cycle.