



## North Northamptonshire Council Performance Report - June 2022

### Key to Performance Status Colours

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

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

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

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

#### Terminology key

TBC	To be confirmed
TBD	To be determined
n/a	Not applicable
Actual	The actual data (number/percentage) achieved during the reporting period
Benchmark	A comparator used to compare the Council's performance against. The 2020/21 average for Unitary 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

Governance & HR

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Comments
<b>Information Governance</b>												
Modern Public Services	MPS12	% of Freedom of Information Requests completed in 20 working days	<p>80.08% (Average of 40 Unitary Councils 2021/22 - benchmarking exercise conducted by Brighton and Hove Council)</p>	80.08% (Average of 40 Unitary Councils 2021/22 - benchmarking exercise conducted by Brighton and Hove Council)	92.34%	89.58%	92.11%	↑G	Higher is better	90%	85% - 90%	An increase in performance coincides with a reduction in requests received for this period and less strain on resources. Active requests are excluded from the calculation until they can be included in next months report. Active requests are where a request is still open and the deadline for completion has not yet passed.
					229 out of 248 (7 active requests)	86 out of 96	70 out of 76 (7 active requests)					
Modern Public Services	MPS13	% Environmental Information Regulation Requests completed in 20 working days		TBD	97.33%	96.26%	100.00%	↑G	Higher is better	90%	Tolerance 85% - 90%	New procedures regarding Con29/EIR enquiries are bedding in which reflects in the return to high performance levels. A reduction in requests has also assisted in meeting targets. Active requests are excluded from the calculation until they can be included in next months report. Active requests are where a request is still open and the deadline for completion has not yet passed.
					473 out of 486 (22 active requests)	180 out of 187	117 out of 117 (22 active requests)					
Modern Public Services	MPS14	% Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)		TBD	75.00%	72.41%	83.33%	↑G	Higher is better	90%	85% - 90%	An increase in performance has been evidenced for this period but again may be due to there being a reduction in requests and less pressure on resources. Additional officers have received external training which will assist with handling future SARS. 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.
					45 out of 60	21 out of 29	15 out of 18 (3 active requests)					
Modern Public Services	MPS15	Total number of data breaches		n/a	14	6	5	↓G	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.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Comments
Modern Public Services	MPS16	Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Freedom of Information (FOI) requests following internal review).	Complaints to ICO with respect of handling FOI Requests = 0	n/a	0	n/a (reported quarterly)	0	N/A - KPI not recorded in 2021/22	Lower is better	1 per month	No tolerance	The Data Requests Team Manager will liaise with the ICO to resolve any complaints escalated to the Information Commissioner
Modern Public Services	MPS17	Number of complaints to Information Commissioners Office (ICO) upheld by ICO (with respect to handling of Freedom of Information (FOI) requests following internal review).	Complaints upheld by ICO with respect of handling FOI Requests = 0	n/a	0	n/a (reported quarterly)	0	N/A - KPI not recorded in 2021/22	Lower is better	0 per month	No variation	Any decisions upheld by the ICO will be reviewed by the Data Requests Team Manager to consider learning points and improvements to processes
Modern Public Services	MPS18	Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests).	Complaints to ICO with respect of handling Individual Rights Requests = 0	n/a	0	n/a (reported quarterly)	0	N/A - KPI not recorded in 2021/22	Lower is better	1 per month	No variation	The Data Protection Officer will liaise with the ICO to resolve any complaints escalated to the Information Commissioner
Modern Public Services	MPS19	Number of complaints upheld by Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests)	Complaints upheld by ICO with respect of handling Individual Rights Requests = 0	n/a	0	n/a (reported quarterly)	0	N/A - KPI not recorded in 2021/22	Lower is better	0 per month	No variation	Any decisions upheld by the ICO will be reviewed by the Data Protection Officer to consider learning points and improvements to processes
Modern Public Services	MPS20	Number of direct disclosure requests (ADR - Access to a Deceased Person's) received	Direct Disclosure Requests Received = 3	n/a	3	n/a (reported quarterly)	3	N/A - KPI not recorded in 2021/22	N/A	N/A - Tracking	No variation	These requests fall outside the remit of GDPR/Data Protection but are handled in the same manner as SARs
Modern Public Services	MPS21	% Transparency publications completed on time.	Transparency publications completed on time = 50%	n/a	50.0%	n/a (reported quarterly)	50.0%	N/A - KPI not recorded in 2021/22	Higher is better	100%	No variation	2 of 4 quarterly publications are in place. There are a further 12 publications which require annual updates and a full review and measurement of these will be provided at the next reporting period to allow the council sufficient time to report a full year's data. The IG Team will create a framework for ensuring Transparency Data is published by the relevant Directorates to allow regular monitoring against obligations
Modern Public Services	MPS22	Number of external Information Commissioners Office (ICO) complaints relating data management of data/breaches	ICO complaints relating data management of data/breaches = 2	n/a	2	n/a (reported quarterly)	2	N/A - KPI not recorded in 2021/22	Lower is better	N/A - Tracking	No variation	The Data Protection Team liaises with the ICO to resolve any outstanding issues and resolve the complaint to the ICO's satisfaction
Modern Public Services	MPS23	Number of reportable data breaches to Information Commissioners Office (ICO)	Reportable data breaches to ICO = 0	n/a	0	n/a (reported quarterly)	0	N/A - KPI not recorded in 2021/22	Lower is better	1 per month	No variation	The Data Protection Officer is responsible for any reportable breaches to the ICO and will liaise with them to resolve the complaint to the ICO's satisfaction

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Comments												
<b>Registrations</b>																								
Connected communities	CNC03	% of Deaths registered within 5 working days	<table border="1"> <caption>Data for % of Deaths registered within 5 working days</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>62.1</td> <td>80</td> </tr> <tr> <td>May</td> <td>67.5</td> <td>80</td> </tr> <tr> <td>June</td> <td>64.7</td> <td>80</td> </tr> </tbody> </table>	Month	Actual (%)	Target (%)	April	62.1	80	May	67.5	80	June	64.7	80	(Benchmarking available if needed as all authority performance data can be downloaded)	62.1%	67.5%	64.7%	↓	Higher is better	80%	70% - 80%	District remains 2nd in the region. 39 death registration appts were utilised for priority NoM's. 74 death registration appts were unused (system allows customers to book appt when it's convenient for them rather than ensuring they adhere to the 5-day rule). KPI was also impacted by the extended B/H for Jubilee Celebrations, the service increased death registration capacity by 40% for w/c 06/06/22 to allow for this. However, delays in receiving MCCDs from the issuing GPs after the B/H resulted in further deferrals. Wellingborough Registrars FTE hours will commence on Monday 11th July adding in more NOMS capacity.
Month	Actual (%)	Target (%)																						
April	62.1	80																						
May	67.5	80																						
June	64.7	80																						
Connected communities	CNC04	% of Births registered within 42 days	<table border="1"> <caption>Data for % of Births registered within 42 days</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>92.2</td> <td>90</td> </tr> <tr> <td>May</td> <td>94.2</td> <td>90</td> </tr> <tr> <td>June</td> <td>89.9</td> <td>90</td> </tr> </tbody> </table>	Month	Actual (%)	Target (%)	April	92.2	90	May	94.2	90	June	89.9	90	(Benchmarking available if needed as all authority performance data can be downloaded)	92.2%	94.2%	89.9%	↓	Higher is better	90%	86.5% - 90%	Target met for NNC.
Month	Actual (%)	Target (%)																						
April	92.2	90																						
May	94.2	90																						
June	89.9	90																						

Finance Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May-June or Latest)	Polarity	Target	Tolerance	Comments	
					2022/23								
<b>Finance</b>													
Modern Public Services	MPS01	% of invoices paid within 30 days		n/a	97.87%	97.96%	97.80%	↓	Higher is better	95%	95% subject to change from SLA review (Tolerance TBC)	Performing above the 95% target.  This calculation is based on the invoices paid within the month (rather than invoices received in the month).	
					9,342 out of 9,545	3,126 out of 3,191	2,709 out of 2,770						
Modern Public Services	MPS02	% of actual spend with local suppliers where economically justifiable.		n/a	69%	N/A (reported quarterly)	69%	N/A - KPI not recorded in 2021/22	N/A	No Target - Tracking Only	No tolerance	In Q1, approximately 69% of spend incurred by NNC was with local suppliers. The largest local payment made was to West Northamptonshire Council in period 1 for £10,772,709.89. The largest non-local payment made was to The Police and Crime Commissioner for Northamptonshire (CW7 9FW) for the same value in each period with payments being made of £3,090,088.59.	
					£112,528,400 out of £162,196,170		£112,528,400 out of £162,196,170						
Modern Public Services	MPS03	% count of local suppliers where economically justifiable.		n/a	51%	N/A (reported quarterly)	51%	N/A - KPI not recorded in 2021/22	N/A	No Target - Tracking Only	No tolerance	In Q1, 51% of the suppliers used by NNC were Local. Compared to period 1 (1126), the number of local suppliers fell by 966 in period 2 to 160 and then fell again by 33 in period 3 to 127. The reason for the large difference in the total number of suppliers used between April and May may be due to a substantial amount of invoices submitted in the final period of the previous financial year (21-22) being processed in April.	
					1413 out of 2770		1413 out of 2770						
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	June 2021/22	Year to Date 2022/23	May 2022/23	June 2022/23	Direction of Travel year on year - (June 2021 - June 2022)	Polarity	Target	Tolerance	Comments
<b>Revenues &amp; Benefits</b>													
Modern Public Services	MPS05	% of council tax collected in the year debit raised		95.92% (All English Authorities 2020/21 - LG Inform)	29.05%	29.31% (YTD) 104.68% achieved of the monthly target (28.00%)	20.10% (YTD) 105.79% achieved of the monthly target (19.00%)	29.31% (YTD) 104.68% achieved of the monthly target (28.00%)	↑G	Higher is better	98.5%	No tolerance	Collection at the end of June is above target and above last year's rate. In light of the current cost of living issues facing customers this represents a good position.
					£20,286,388.48	£21,003,946.68 (collected in June)	£22,759,479.12 (collected in May)	£21,003,946.68 (collected in June)					
Modern Public Services	MPS04	% of business rates collected in the year debit raised		93.74% (All English Authorities 2020/21 - LG Inform)	27.97%	28.87% (YTD) 103.11% achieved of the monthly target (28.00%)	19.77% (YTD) 104.05% achieved of the monthly target (19.00%)	28.87% (YTD) 103.11% achieved of the monthly target (28.00%)	↑G	Higher is better	98.5%	No tolerance	Collection remains above target and ahead of last year's collection rate at this point. This is a good position in light of the external economic factors affecting businesses.
					£10,181,151.26	£13,193,353.26 (collected in June)	£15,011,360.83 (collected in May)	£13,193,353.26 (collected in June)					

Transformation												
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May-June)	Polarity	Target	Tolerance	Comments
<b>Customer Services</b>												
Modern public services.	MPS39	% of calls answered out of total calls received in customer services		n/a	84.50%	85.48%	81.31%	↓	Higher is better	90%	81% - 90%	Performance reduced slightly in June although approx. 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.
					90829 out of 107485	30460 out of 35634	32012 out of 39371					
Modern public services.	MPS30	Total number of Stage 1 complaints received by NNC (excluding children's services complaints)		n/a	413	133	142	↑R	Lower is better	No target - tracking indicator only	No target - tracking indicator only	Slight increase in complaints received compared to previous month, no specific issues causing this.
Modern public services.	MPS32	Total number of complaints escalated to stage 2		n/a	22	1	7	↑R	Lower is better	No target - tracking indicator only	No target - tracking indicator only	A low number of cases are escalated to stage 2 suggesting customers are satisfied with stage 1 outcomes
Modern public services.	MPS31	Total number of complaints received by NNC		n/a	435	134	149	↑R	Lower is better	No target - tracking indicator only	No target - tracking indicator only	Totals consistent with previous months.
Modern public services.	MPS34	% of complaints answered within the Service Level Agreement (20 Wdays or agreed extension)		TBD	57%	56%	47%	↓R	Higher is better	90%	81% - 90%	Lower than standard number of complaints are continuing to be resolved as investigations are often complex and take longer than expected.
					217 out of 380	63 out of 113	73 out of 154					
Modern public services.	MPS35	% of complaints upheld		TBD	27%	29%	32%	↑R	Lower is better	20%	20% - 22%	There has been a slight increase in upheld complaints however no concerning trends have been identified and services were complaints are upheld are working to prevent recurrences.
					100 out of 376	33 out of 113	49 out of 154					
Modern public services.	MPS37	Total number of notices received of complaints under investigation by Ombudsman		n/a	10	2	2	→	Lower is better	No target - tracking indicator only	N/A	The number of customers contacting the Ombudsman after exhausting the Council's complaints process remains low.

Transformation																																		
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May-June)	Polarity	Target	Tolerance	Comments																						
Modern public services.	MPS40	% Calls answered within 60 seconds in customer services	<table border="1"> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>77.09%</td> <td>80%</td> </tr> <tr> <td>May</td> <td>78.67%</td> <td>80%</td> </tr> <tr> <td>June</td> <td>74.34%</td> <td>80%</td> </tr> </tbody> </table>	Month	Actual	Target	April	77.09%	80%	May	78.67%	80%	June	74.34%	80%	TBD	77.09%	78.67%	74.34%	↓R	Higher is better	80%	72% - 80%	Performance reduced slightly in June although approx. 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.										
Month	Actual	Target																																
April	77.09%	80%																																
May	78.67%	80%																																
June	74.34%	80%																																
Modern public services.	MPS41	Number of customers helped by customer services	<table border="1"> <thead> <tr> <th>Month</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>138303</td> </tr> <tr> <td>May</td> <td>47093</td> </tr> <tr> <td>June</td> <td>48347</td> </tr> </tbody> </table>	Month	Total	April	138303	May	47093	June	48347	n/a	138303	47093	48347	↑	N/A	No target - tracking indicator only	N/A	Includes phone calls, emails, e-forms, Face to Face and Webchat.														
Month	Total																																	
April	138303																																	
May	47093																																	
June	48347																																	
Modern public services.	MPS42	Number of customer interactions to customer services - split by telephone/face-to-face, email and online form	<table border="1"> <thead> <tr> <th>Month</th> <th>Telephone</th> <th>Face to face</th> <th>E-forms</th> <th>Emails</th> <th>Web chat</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>90829</td> <td>7120</td> <td>9098</td> <td>29528</td> <td>1728</td> </tr> <tr> <td>May</td> <td>30460</td> <td>2619</td> <td>3286</td> <td>10103</td> <td>625</td> </tr> <tr> <td>June</td> <td>32012</td> <td>2393</td> <td>2936</td> <td>10402</td> <td>604</td> </tr> </tbody> </table>	Month	Telephone	Face to face	E-forms	Emails	Web chat	April	90829	7120	9098	29528	1728	May	30460	2619	3286	10103	625	June	32012	2393	2936	10402	604	n/a	90829	30460	32012	N/A	No target - tracking indicator only	N/A
Month	Telephone	Face to face	E-forms	Emails	Web chat																													
April	90829	7120	9098	29528	1728																													
May	30460	2619	3286	10103	625																													
June	32012	2393	2936	10402	604																													
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					1728	625	604																											
Modern public services.	MPS43	% of Face-to-Face Customers with an appointment seen within 5 minutes (within customer services team)	<table border="1"> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>99.80%</td> <td>95%</td> </tr> <tr> <td>May</td> <td>99.80%</td> <td>95%</td> </tr> <tr> <td>June</td> <td>99.80%</td> <td>95%</td> </tr> </tbody> </table>	Month	Actual	Target	April	99.80%	95%	May	99.80%	95%	June	99.80%	95%	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.										
Month	Actual	Target																																
April	99.80%	95%																																
May	99.80%	95%																																
June	99.80%	95%																																
					6407 out of 6421	2613 out of 2619	2388 out of 2393																											

Place & Economy

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<b>Assets &amp; Environment</b>												
Modern Public Services	MPS26	% occupancy of Corby Enterprise Centre		Benchmark/ compare to each other	96.23%	94.34%	96.23%	↑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.
			51 of 53 let		50 of 53 let	51 of 53 let						
Modern Public Services	MPS27	% occupancy of Corby Innovation Hub				92.45%	92.45%	92.45%	→	Higher is better	95%	90% - 95%
			49 of 53 let	49 of 53 let	49 of 53 let							
Modern Public Services	MPS28	% occupancy of East Northamptonshire Enterprise Centre			58.54%	58.54%	58.54%	→	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.
			48 out of 82	48 out of 82	48 out of 82							
Modern Public Services	MPS24	Rate of return on commercial stock (%)		n/a	5.45%	5.56%	5.45%	↓	Higher is better	5.41%	4.91% - 5.57%	An amount of minor variation is usual with tenant turnover but the rate of return remains good. Units remain in demand with some under offer and marketing ongoing.
Modern Public Services	MPS25	Total rental income from commercial estate (£)	<p><b>Total commercial rental income forecasted by year end £13,304,319</b></p>	n/a	£13,304,319.00	n/a (reported quarterly)	£13,304,319 (Quarter 1)	N/A - KPI not recorded in 2021/22	Higher is better	£13,046,380	(-5%)	Budget changes have resulted in £335.2k increase in the expected PI income with these budgets being exceeded by uplifts in rents of a further (£275k).



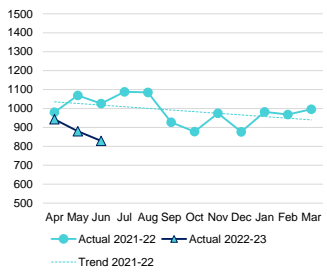
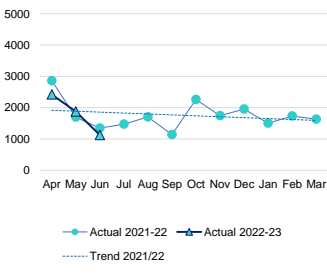
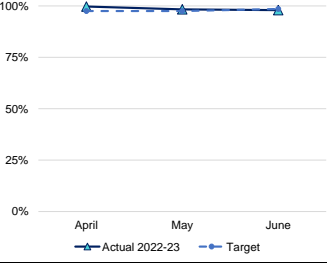
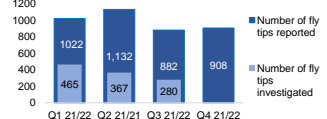
Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Comments
<b>Growth &amp; Regeneration</b>												
Modern Public Services	MPS29	% occupancy of Chesham House Kettering		Not relevant to benchmark as it's so unique.	61.54%	57.14%	61.54%	↑G	Higher is better	70%	65% - 70%	Further essential works are required to Chesham House to enable all the units to be available for rent. Road closures are planned for September and with an 8-10 week period should be complete by end of December to enable the units to be occupied.
					8 out of 13	8 out of 14	8 out of 13					
Safe and thriving places	STP15	Percentage of major planning applications determined within 13 weeks (or within agreed extension of time)		88% (Q3 021/22 All English Authorities - LG Inform)	85%	100%	72.73%	↓R	Higher is better	90%	88% - 90%	Performance in the determination of 'Major' applications has fallen this month. This is as a result of significantly higher demand upon the service in June with 11 major applications being determined in comparison to 6 and 3 in the previous two months. The loss of several key officers from the service, for whom replacements are currently being sourced, has also contributed to the dip in performance. This should be mitigated once replacement staff are in post.
					17 out of 20	3 out of 3	8 out of 11					
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%	100.00%	84.21%	↓R	Higher is better	85%	83% - 85%	Performance in the determination of 'Minor' applications has fallen this month. This is as a result of higher demand upon the service in June with 38 minor applications being determined in comparison to 34 and 27 in the previous two months. The loss of several key officers from the service, for whom replacements are currently being sourced, has also contributed to the dip in performance. This should be mitigated once replacement staff are in post. The year to date performance remains above target.
					89 out of 99	27 out of 27	32 out of 38					
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%	89.05%	85.07%	↓	Higher is better	88%	86% - 88%	Performance in the determination of 'Other' applications has fallen this month. This is as a result of another month of high demand upon the service in June with 134 'Other' applications being determined in comparison to 78 in April. The loss of several key officers from the service, for whom replacements are currently being sourced, has also contributed to the dip in performance. This should be mitigated once replacement staff are in post. The year to date performance remains close to target and within tolerance.
					307 out of 349	122 out of 137	114 out of 134					
Safe and thriving places	STP19	Total number of planning applications received - ALL TYPES of applications		Not relevant to benchmark.	622	241	188	↓	N/A	No target	N/A	

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP21	% of Full fibre coverage		36.2% (England) - Think Broadband	49.2%	47.7%	49.2%	↑G	Higher is better	40% of Premises countywide (Dec 2023)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Strong performance across Northamptonshire when compared to the average full fibre coverage for the same period in England (36.2% in June 2022). The 40% full fibre coverage target countywide by December 2023 was achieved early (March 2022). Further target to achieve at least 80% full fibre coverage countywide by the end of 2028. Year to date is latest position.
Safe and thriving places	STP22	% of gigabit coverage		70.1% (England) - Think Broadband	81.9%	79.2%	79.9%	↑G	Higher is better	75% of premises gigabit capable (Dec 2023)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Strong performance across Northamptonshire when compared to the average gigabit coverage for the same period in England (70.1% in June 2022). The 75% gigabit coverage target countywide by December 2023 was achieved two years early (Dec 2021). 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	46,457	47,178	↑G	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	The number of trips has continued to increase month on month with June having the highest number of rides since the beginning of the year. Year to date is latest position.
Greener, sustainable environment	GSE02	Number of E-Scooter users		n/a	5,155	5,016	5,155	↑G	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	The number of unique users has increased from May to June, a typical pattern as weather improves. Year to date is latest position.
Greener, sustainable environment	GSE03	Co2 saving from E-Scooters		n/a	7.8	7.5	7.8	↑G	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	CO2 savings have continued to increase month on month. Year to date is latest position.
Safe and thriving places	STP23	Percentage of NNC County Matter (minerals and waste) planning decisions made within the required timescale	<p>100% of County Matter Planning Decisions made on time</p>	Mean for All English Authorities: 33% (Q1 17/18)	100.00%	n/a (reported quarterly)	100.00%	N/A - KPI not recorded in 2021/22	Higher is better	95%	5%	Performance at the end of Quarter 1 is at 100%
					4 out of 4	n/a (reported quarterly)	4 out of 4					

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Comments
<b>Highways &amp; Waste</b>												
Safe and thriving places	STP29	Number of Defects Outstanding on the network (at end of period), split by category		n/a	829	880	829	↓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)		13	18	13	↓G					
		P3 (Target response time within 28 days)		252	288	252	↓G					
		P4 (Target response time within 26 weeks)		564	574	564	↓G					
Safe and thriving places	STP30	Number of Defects Repaired in the network in period, split by category		n/a	5423	1875	1127	↓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 is lower, the highways service undertakes other maintenance activities on the network, such as vegetation clearance, and pre-emptive repairs
		P1 (Target response time within 2 hours)		No P1 defects	No P1 defects	No P1 defects	n/a					
		P2 (Target response time within 7 days)		423	89	70	↓R					
		P3 (Target response time within 28 days)		3457	1093	621	↓R					
		P4 (Target response time within 26 weeks)		1543	693	436	↓R					
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	98.32% 1875 out of 1907	97.96% 1104 out of 1127	↓	Higher is better	P1 and P2 97.5% P3 and P4 90%	No Tolerance	P3 and P4 targets have been amended to reflect performance data in the Highways Contract KPI Handbook. Although there is a slight decline in performance on P1 and P4 defects, the response is still within target.
		P1 (Target response time within 2 hours)		No P1 defects	No P1 defects	No P1 defects	n/a	97.5%				
		P2 (Target response time within 7 days)		100% 423 out of 423	100% 89 out of 89	100% 70 out of 70	→	97.5%				
		P3 (Target response time within 28 days)		98.71% 3447 out of 3492	97.5% 1093 out of 1121	98.39% 611 out of 621	↑G	90%				
		P4 (Target response time within 26 weeks)		98.9% 1530 out of 1547	99.86% 693 out of 697	97.02% 423 out of 436	↓		90%			
Greener, sustainable environment	GSE06	Fly tipping: number of fly tips reported		n/a	TBD	n/a (reported quarterly)	908 (Q4)	↑	Lower is better	No target - tracking indicator only	N/A	Quarter 1 2022/23 data expected early September.
Greener, sustainable environment	GSE07	Percentage of waste diverted from landfill	N/A	Nearest neighbours / East Midlands data available on waste data flow?	TBD	n/a (reported quarterly)	TBD Q1 data expected Early September	n/a	Higher is better	0.87%		Quarter 1 2022/23 data expected early September.

**Place & Economy**

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Comments
<b>Regulatory Services</b>												
Safe and thriving places	STP32	% of food establishments in the area broadly compliant with food hygiene law		n/a	93.14%	93.18%	93.15%	↓	Higher is better	95%	90%-95%	The continued reduced rate 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.
					2910 out of 3124	2909 out of 3122	2910 out of 3124					
Safe and thriving places	STP33	% of Local Land Charges searches processed within 10 working days		n/a	82.08%	82.16%	90.00%	↑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.
					435 out of 530	175 out of 213	121 out of 134					
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%	→	Higher is better	100%	N/A	This indicator tracks the number of referrals received in respect of rogue trading and our response via a written intervention with the trader concerned. To date all referrals have been responded to, so performance remains at 100%. 5 Notices issued, 2 regarding the sale of counterfeit products, 1 where a salesman failed to provide correct cancellation rights and subsequent refund and 2 where money was taken and work was not completed.
					36 out of 36	18 out of 18	5 out of 5					

Children's Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Extra detail on PI	Comments
<b>Children's Trust</b>													
Better, brighter futures	BBF05 (KPI 2)	% of referrals with a previous referral within 12 months		22.7% (All English Authorities 2021 - LAIT)	32% (2326)	34% (711)	32% (642)	↑G	Lower is better	29%	25% - 40%		<p>A referral is defined as a request for a social care intervention/assessment, and a contact is information given to social care about a situation which does not meet the threshold for referral, for example notifying that the child has gone missing or domestic violence notifications from police if a child was present. Contacts are logged to give a complete history for the child but only count as a referral where they have resulted in assessment.</p> <p>Performance has declined this month following an increase in business. The service continues to work hard on ensuring timely decision making is maintained. Cases that are rag rated RED are prioritised and decisions made within 1 day.</p> <p>There is ongoing improvement work in the MASH to continually increase quality and enhance performance. This is an area that has been supported by PIP and they completed the 2nd part of the peer review in May which evidenced ongoing progress. Areas for development and recommendations from the first part of the PIP review are currently being actioned.</p> <p>COVID: increase in demand and complexity. Focus on enabling early support to families and promoting appropriate levels of intervention. Workshops with partners on referral process, consent and threshold application.</p>
Better, brighter futures	BBF06 (KPI 3)	% of single assessments authorised within 45 working days		88% We are in the process of identifying more up to date benchmark data for this PI.	96% (2164)	93% (875)	96% (580)	↑G	Higher is better	85%	85% - 95%		<p>Assessment timescales remain consistently above target. All managers monitor this very closely via daily reports. A narrative is provided for cases that go beyond 45 days and this remains a very small minority. In addition to timeliness, we work on increasing the quality of assessments and more effective use of SoS in our interventions. PIP peer review has identified improvements in the quality of assessments.</p> <p>COVID: We undertake face to face visits and only if face to face visits are not possible due to coronavirus, visits take place over the telephone, a video-link or via other electronic communication methods.</p>
Better, brighter futures	BBF07 (KPI 8)	% Children in care with three or more placements in the previous 12 months		9% (All English Authorities 2020/21 - LG Inform)	13.6% (1188)	13.1% (1179)	13.6% (1188)	↓A	Lower is better	10%	5% - 15%		<p>Performance has declined 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.</p> <p>COVID: Placement sufficiency remains a challenge, sustained performance in this work should also have a positive impact on KPI 7.</p>
Better, brighter futures	BBF08 (KPI 9)	% of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16		53% (All English Authorities 2020/21 - LG Inform)	60%	63% (607)	60% (677)	↓A	Higher is better	55%	50% - 60%		<p>This month has seen a decrease in performance to 60% 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.</p> <p>COVID: has had a significant impact on the mental health and wellbeing of care leavers, targeted work support care leavers to access EET.</p>
Better, brighter futures	BBF09 (KPI 10)	% of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16		89% (All English Authorities 2020/21 - LG Inform)	93%	93% (607)	93% (677)	→	Higher is better	90%	85% - 95%		<p>Performance for June remained at 93%, above the target of 90%. We know that we have some young people in unsuitable accommodation or even no accommodation at all and we work hard to address this.</p> <p>The Care Leavers' Housing Protocol is in place and work is being progressed under the governance of a strategic group; this include a review of the housing panels and engagement with the Housing Associations.</p>
Better, brighter futures	BBF10 (KPI 19)	% of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted		n/a	100% (5)	n/a (reported quarterly)	100% (5) Q1	→	Higher is better	72%	57% - 77%		<p>Strengthened family finding and matching processes have been implemented which alongside improved permanency tracking arrangements have supported timely decision making process and ability to progress adoption placements. The use of foster to adopt placements have also positively influenced this performance indicator.</p> <p>COVID: it has taken longer for courts to hold final hearings which could have a longer term impact on this target</p>

Children's Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Extra detail on PI	Comments
<b>Learning, Skills &amp; Education</b>													
Better, brighter futures	BBF15 (LS6a)	Rate of suspensions in primary aged pupils		1% (All English Authorities 2019/20 - LAIT)	2.01%	0.19%	0.08%	↓G	Lower is better	Target under review	5 percentage points	Year to date is the academic year to date (Sept to July) Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases	[Comments taken SLT Improvement Board meeting prior to School Census updates for the Spring Term 2022.] The rate of suspensions fluctuates throughout the school year. During the summer term, suspensions tend to tail off in primary. This is particularly during a time of end of year exams are taking place. This reflects the national picture. The EIP Team are engaging with primary schools- particularly where there are higher suspensions or potential suspensions being flagged up to provide support and offer services that may help the school and / or parent.
					639 out of 31844	61 out of 31844	25 out of 31844						
Better, brighter futures	BBF16 (LS7a)	Rate of suspensions in secondary aged pupils		7.43% (All English Authorities 2019/20 - LAIT)	12.39%	1.35%	1.06%	↓G	Lower is better	Target under review	5 percentage points	Year to date is the academic year to date (Sept to July) Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases	[Comments taken SLT Improvement Board meeting prior to School Census updates for the Spring Term 2022.] The number of suspensions in secondary schools has reduced significantly. The EIP Team are working hard with the schools to look at positive ways to lower the figures. This means engaging with schools and getting involved with other agencies to support the schools. EIP have worked with schools to make suggestions to get the process of an EHCP under way were appropriate as there have been needs identified that haven't been fully addressed. Training/ support for schools is now being developed.
					2972 out of 23979	323 out of 23979	253 out of 23979						
Better, brighter futures	BBF17 (NI 114a)	Rate of Permanent exclusions from school - Total		0.06% (All English Authorities 2019/20 - LAIT)	0.093%	0.014%	0.011%	↓G	Lower is better	Target under review	5 percentage points	Year to date is the academic year to date (Sept to July) Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases	[Comments taken SLT Improvement Board meeting prior to School Census updates for the Spring Term 2022.] The figures are reducing which is positive. EIP 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.
					52 out of 55823	8 out of 55823	6 out of 55823						
Better, brighter futures	BBF18 (SEN1)	% of EHC (education health care) plans issued within 20 weeks (excluding exceptions)		59.9% (All English Authorities 2021 - LAIT)	42.95%	65.38%	59.46%	↓R	Higher is better	Target under review	5 percentage points	Year to date is the academic year to date (Sept to July) Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases	Greater focus has been placed on the remaining out of time assessments which has slightly reduced the in month figure. As out of time figures reduce, focus will return to ensuring statutory timescales are met. Whilst the action plan in place to target improved performance for assessments undertaken on time is having an overall sustained impact on performance, weekly reporting has now been established to oversee timescales and allocation of workload to ensure equity and address gaps in performance.
					189 out of 440	17 out of 26	22 out of 37						

**Adults, Communities & Wellbeing**

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Comments
<b>Adult Social Care</b>												
Active, fulfilled lives	AFL01	Total number of people allocated to each team	<p>Line chart showing total number of people allocated to each team from April to March for 2021/22, 2022/23, and a trend line. The y-axis ranges from 0 to 6000. Actual 2021/22 is shown with circles, Actual 2022/23 with triangles, and Trend 2021/22 with a dotted line.</p>	n/a	5007 (June)	5418 (May)	5007 (June)	↓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.	Year to date method is latest snapshot.  BI comments: The caseload has decreased by 8% when compared to the May snapshot and is the lowest number seen since April 2021.  Service Comment: There has been some data cleansing work completed, improving accuracy of caseloads.
Active, fulfilled lives	AFL02	Number of unscheduled review requests	<p>Line chart showing number of unscheduled review requests from April to March for 2021/22, 2022/23, and a trend line. The y-axis ranges from 0 to 240. Actual 2021/22 is shown with circles, Actual 2022/23 with triangles, and Trend 2021/22 with a dotted line.</p>	n/a	321	100	118	↑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% when compared to May snapshot and is slightly higher than the 2021-22 monthly average. The most significant increase was for the Inclusion Corby/Kettering Team (+12) and decrease for LD Corby/Kettering Hub (-9).  Service Comment: This echoes what the teams are feeling with an increase in people approaching in crisis or change in need, cases are being risk rated and prioritised accordingly.
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)	<p>Line chart showing percentage of new requests for services where route of access was discharge from hospital with a sequel of short term services to maximise independence from April to March for 2021/22, 2022/23, and a trend line. The y-axis ranges from 28% to 42%. Actual 2021/22 is shown with circles, Actual 2022/23 with triangles, and Trend 2021/22 with a dotted line.</p>	n/a	32%	33%	32%	↓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.	Monthly and quarterly figures are latest year to date. (Year to date is latest position).  BI comments: There were 6 new requests for people aged 18-64 and 156 for people aged 65 and over. The proportion of new requests for support where the route of access was hospital discharge reduced slightly to 38% and there was an increase to the proportion requests with a sequel of Universal Services/Signposting to other services.
Active, fulfilled lives	AFL04	Number of new safeguarding concerns received per month	<p>Line chart showing number of new safeguarding concerns received per month from April to March for 2021/22, 2022/23, and a trend line. The y-axis ranges from 150 to 350. Actual 2021/22 is shown with circles, Actual 2022/23 with triangles, and Trend 2021/22 with a dotted line.</p>	n/a	881	334	263	↓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 new concerns received in June has reduced by 21% from previous month but remains higher than the 2021-22 monthly average of 245.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL05	<b>New safeguarding concerns determined to be enquiries (both s42 and other)</b>  <b>*(A S42 enquiry must take place if there is reason to believe that abuse or neglect is taking place)</b>		n/a	189	76	45	↓	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: June total is 41% lower than previous month and down versus 2021-22 monthly average of 66.
Active, fulfilled lives	AFL06	<b>Total number of open Deprivation of liberty Safeguard cases</b>		n/a	1910	1840	1910	↑	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 comments: The number of open cases has increased again this month with an average growth of 67 cases per month since April however June total remains below the 2021-22 average.  DoLS Team: The admin team has had vacancies for the early part of the quarter and so did not have the capacity to close cases that no longer required an assessment or whose assessment had been completed. The team is now at establishment and trained, and we have an agency admin worker starting next week who will work to close referrals no longer requiring an assessment, so we'd hope to see this number decrease.
Active, fulfilled lives	AFL07	<b>Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people 65 years +)</b>		488.3 (All English Authorities 2020/21 - LG Inform)	147.85	117.37	147.85	n/a	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 comments: There have been 97 admissions. 2021-22 monthly average growth was around 50 per 100,000 population versus 45 per 100,000 for 2022-23.  10 existing people as a result of change in setting following a review; 84 new admissions following an assessment and 3 new admissions following a period of Short Term Support to Maximise Independence.  Population figures will be updated summer 2022 and will slightly reduce the performance reported.
Active, fulfilled lives	AFL08	<b>Number of people who were prevented from requiring statutory care, or whose need was reduced</b>  <b>Delaying and reducing the need for care and support having received short term services to maximise independence (ST-MAX) services*</b>		84.6% East Midlands Average, we are in the process of identifying more up to date benchmark data for this PI.	76.90%	76.11%	76.90%	↑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 comments: Very slight increase seen at the end of Q1. The proportions reported each month in 2022-23 are notably higher than those reported throughout 2021-22.



Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Comments
<b>Public Health</b>												
Active, fulfilled lives	AFL22	Smoking quit rate at 4 weeks		n/a	58.5% (Apr-May 2022) 309 out of 535	60.7% (Apr 2022) 162 out of 267	56.3% (May 2022) 151 out of 268	↓R	Higher is better	60%	TBC by consultant and service lead	Lag in data for the preceding 2 months. The service is disappointed to have just missed its target this month, but we are pleased with the progress we have made overall. One possible reason for the decline could be the waning effect of our clients COVID based motivation to stop smoking; the sense of urgency may have declined for smokers quitting for health purposes. We are addressing this by pushing the importance of quitting not just for health, but for wealth. The cost of living crisis will be especially burdensome for the smokers in our county, and we aim to further promote the benefits of quitting to ones financial wellbeing in addition to the physical/mental. We have also just re-introduced a small number of face to face clinics, as a recent client survey suggested some clients would prefer these types of appointments.
Better, Brighter Futures	BBF02	% of infants due a new birth visit that received a new birth visit within 14 days of birth		88.2% (All English Authorities 2020/21 - LG Inform)	98.1% (May 2022) 664 out of 677	98.1% (Apr 2022) 621 out of 633	98.1% (May 2022) 664 out of 677	→	Higher is better	90%	TBC	This indicator represents the whole of Northamptonshire. June 2022 data will be available in August'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)	6.8% (Apr-May 2022) 1554 out of 22973	3.0% (Apr 2022) 680 out of 22903	3.7% (May 2022) 855 out of 22973	↑G	Higher is better	8.4% (100% annual target)	8.4% (100% annual target)	Benchmark is England Q2 2021/22. (Reported monthly only)
Active, fulfilled lives	AFL21	% of in-year eligible population who received an NHS Health Check		0.8% (All England Q2 2021/22 - PHE)	2.1% (Apr-May 2022) 472 out of 22974	0.9% (Apr 2022) 217 out of 22903	1.1% (May 2022) 254 out of 22973	↑G	Higher is better	5% (60% annual target)	5% (60% annual target)	

Further detail on ALF20 and ALF21:-

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

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

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

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

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Comments
Better, Brighter Futures	BBF01	Breastfeeding rate at 6-8 weeks		47.6% (All English Authorities - 2021 - LAIT)	53.1% (May 2022) 334 out of 629	53.1% (Apr 2022) 331 out of 623	53.1% (May 2022) 334 out of 629	➔	Higher is better	55%	52.25% - 55%	This indicator represents the whole of Northamptonshire. June 2022 data will be available in August's report. Benchmark updated: England 2020/21. The Health Visiting Service has reset, following COVID-19 school age vaccinations and is now able to undertake the required mandatory checks. Breastfeeding peer support service has expanded to the Corby and Wellingborough areas, which may also be contributing to the increase in breastfeeding rate.
Better, Brighter Futures	BBF03	% of children who received a 6-8 week view by the time they were 8 weeks		81.2% (All English Authorities - Q2 2021/22)	99.1% (May 2022) 623 out of 629	98.1% (Apr 2022) 623 out of 635	99.1% (May 2022) 623 out of 629	⬆️G	Higher is better	90%	TBC	This indicator represents the whole of Northamptonshire. June 2022 data will be available in August'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.
TBC	BBF04	% mothers known to be smokers at the time of delivery			n/a	n/a (reported quarterly)	11.7% (Q4 2021/22)	⬆️R	Lower is better	11%	11%	This indicator represents the whole of Northamptonshire.
TBC	AFL23	% substance misuse clients waiting more than 3 weeks for their first intervention			n/a	n/a (reported quarterly)	0% (Q4 2021/22)	⬆️G	Lower is better	No target - tracking indicator only	National target will be available in April 2024	The latest data is available for Q4 2021/22 (0% of clients waiting over three weeks to start first intervention). Data is available at North Northants level since Q4 2021/22.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Comments
<b>Housing Services</b>												
Active, fulfilled lives	AFL13	Number of households whose homelessness was prevented		n/a	70	35	21	↓ 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	22	27	↑ G	Higher is better	300 (25 per month)	TBD	
Active, fulfilled lives	AFL12	Number of rough sleepers (single night snapshot figure)		12 (All English Authorities 2021 - LG Inform)	n/a	11	12	↑ R	Lower is better	9	TBD	This data is reported on a monthly basis to DLUHC (Department for Levelling Up, Housing and Communities). In June there has been a slight increase in our single night figure from May, however within the 12 individuals that were located on a single night outreach session half of these were new to rough sleeping. The team are seeing increasing numbers of new rough sleepers because of evictions that are taking place due to rent arrears or loss of employment. The team complete a rough sleeper assessment for each individual and make arrangements for a full housing assessment to be carried to enable the team to understand their support needs, and to help identify which services to link with in order to arrange adequate provisions to suit their needs.
Safe and thriving places	STP06	Number of affordable housing completions		168 (All English Authorities 2021-22 - LG Inform)	TBD	n/a (reported quarterly)	TBD	(Awaiting Q4 + Q1 data)	Higher is better	No target - tracking indicator only	N/A	Work is ongoing to create one single monitoring method for affordable housing completions for NNC. The method and frequency of monitoring varied across the four former areas and data is reliant upon partner Registered Providers providing their data to us. The priority for the team is currently on reporting the 2021/22 year end figures for the Local Authority Housing Statistics return for DLUHC and reconciling this with the corporate PIs for last year. The provisional outturn for 2021/22 is 192 affordable housing completions in North Northants. The Quarter 1 figures for completions will be available in next month's report.
Safe and thriving places	STP07	Number of affordable housing starts (now under construction).	N/A - TBD		TBD	n/a (reported quarterly)	TBD	(Awaiting Q1 data)	Higher is better	New for 22/23	N/A	This is information that has not been collected and monitored in Housing before but will be useful to provide the full pipeline of affordable housing development locally. This again is information that will need to be provided by Registered Provider's so the team are currently in the process of communicating with them and setting up new methods so data is not currently available.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Comments																
Safe and thriving places	STP11	Number of council housing lets completed	<table border="1"> <caption>Number of council housing lets completed</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>25</td> <td>40</td> <td>30</td> </tr> <tr> <td>May</td> <td>35</td> <td>40</td> <td>30</td> </tr> <tr> <td>June</td> <td>20</td> <td>40</td> <td>30</td> </tr> </tbody> </table>	Month	Actual	Target	Trend	April	25	40	30	May	35	40	30	June	20	40	30	n/a	80	36	19	↓	No polarity	No target - tracking indicator only	N/A	This is a combined figure for Corby and Kettering teams to monitor the number of council properties being let on a monthly basis. There has been a reduction in the number of lets completed in June, 14 within Kettering and 5 within Corby stock. We are now coordinating the process across NNC with the first joint meeting held in July to ensure that senior officers area able to prioritise workloads to avoid bottlenecks in the process. This will ensure the properties that are closest to having the physical works completed will have appropriate nominations.
Month	Actual	Target	Trend																									
April	25	40	30																									
May	35	40	30																									
June	20	40	30																									
Safe and thriving places	STP12	Number of council houses vacant and available to let	<table border="1"> <caption>Number of council houses vacant and available to let</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>45</td> <td>30</td> <td>25</td> </tr> <tr> <td>May</td> <td>25</td> <td>30</td> <td>25</td> </tr> <tr> <td>June</td> <td>21</td> <td>30</td> <td>25</td> </tr> </tbody> </table>	Month	Actual	Target	Trend	April	45	30	25	May	25	30	25	June	21	30	25	n/a	21	25	21	↓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 and ensure a consistent approach between Kettering and Corby, a combined weekly meetings are already taking place to help monitor where each property is within the voids and lettings process and to determine what actions are needed. During June there has been a slight reduction in the number of properties vacant and ready to let and this trend should continue to decrease further to NN-wide weekly voids meetings.
Month	Actual	Target	Trend																									
April	45	30	25																									
May	25	30	25																									
June	21	30	25																									
Safe and thriving places	STP36	Number of voids - Kettering Area	<table border="1"> <caption>Number of voids - Kettering Area</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>52</td> <td>50</td> <td>50</td> </tr> <tr> <td>May</td> <td>52</td> <td>50</td> <td>50</td> </tr> <tr> <td>June</td> <td>47</td> <td>50</td> <td>50</td> </tr> </tbody> </table>	Month	Actual	Target	Trend	April	52	50	50	May	52	50	50	June	47	50	50	n/a	n/a	52	47	↓G	Lower is better	No target - tracking indicator only	N/A	This data shows the number of void properties the team are processing at the end of the month. Whilst numbers in Kettering have reduced slightly there has been an increase in the number of voids in the process in Corby. This is the first month of collecting data to ensure all voids are counted within this figure and provides an overall figure of the number of properties in this process (for example properties out of management awaiting capital works, properties not with the repairs teams, and properties awaiting a nomination). Joint meetings going forward will help ensure monitoring and regular review of all properties that are void and to help agree next steps.
		Month	Actual	Target	Trend																							
April	52	50	50																									
May	52	50	50																									
June	47	50	50																									
Number of voids - Corby Area	<table border="1"> <caption>Number of voids - Corby Area</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>40</td> <td>55</td> <td>55</td> </tr> <tr> <td>May</td> <td>60</td> <td>55</td> <td>55</td> </tr> <tr> <td>June</td> <td>79</td> <td>55</td> <td>55</td> </tr> </tbody> </table>	Month	Actual	Target	Trend	April	40	55	55	May	60	55	55	June	79	55	55	n/a	n/a	60	79	↑R						
Month	Actual	Target	Trend																									
April	40	55	55																									
May	60	55	55																									
June	79	55	55																									
Safe and thriving places	STP37	Void turnaround time - Kettering Area	<table border="1"> <caption>Void turnaround time - Kettering Area</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>78</td> <td>75</td> <td>75</td> </tr> <tr> <td>May</td> <td>71</td> <td>75</td> <td>75</td> </tr> <tr> <td>June</td> <td>79</td> <td>75</td> <td>75</td> </tr> </tbody> </table>	Month	Actual	Target	Trend	April	78	75	75	May	71	75	75	June	79	75	75	TBD	n/a	71 days	79 days	↑R	Lower is better	No target - tracking indicator only	N/A	This performance measure monitors the time taken to turnaround a void property for both Corby and Kettering areas from keys in to keys out so covers several teams areas of work including landlord services, housing allocations and the repairs team. As mentioned above a new NNC wide strategic approach is now in place to help identify delays and areas where improvements can be made. This involves determining where each property is within the process; reasons for delay; specific actions agreed in order to move on properties or review processes and prioritising workloads within each team along with deciding when properties need to be advertised. Also the meeting involves forward planning by identifying properties that will become void in the next 4 weeks.
		Month	Actual	Target	Trend																							
April	78	75	75																									
May	71	75	75																									
June	79	75	75																									
Void turnaround time - Corby Area	<table border="1"> <caption>Void turnaround time - Corby Area</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>65</td> <td>80</td> <td>80</td> </tr> <tr> <td>May</td> <td>85</td> <td>80</td> <td>80</td> </tr> <tr> <td>June</td> <td>79</td> <td>80</td> <td>80</td> </tr> </tbody> </table>	Month	Actual	Target	Trend	April	65	80	80	May	85	80	80	June	79	80	80	TBD	n/a	85 days	79 days	↓G						
Month	Actual	Target	Trend																									
April	65	80	80																									
May	85	80	80																									
June	79	80	80																									

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Comments												
Safe and thriving places	STP08	% of properties with a valid gas safety certificate	<table border="1"> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> <tr> <td>April</td> <td>99.70%</td> <td>100%</td> </tr> <tr> <td>May</td> <td>99.70%</td> <td>100%</td> </tr> <tr> <td>June</td> <td>99.60%</td> <td>100%</td> </tr> </table>	Month	Actual	Target	April	99.70%	100%	May	99.70%	100%	June	99.60%	100%	TBD	n/a	99.70%	99.60%	↓	Higher is better	100%	99.5% and above	Of the 7921 properties requiring a Landlords Gas Safety Record there are currently only 30 properties outstanding that still require a valid gas safety certificate as of June. In the Corby area: 3 properties have now been serviced at the start of July. 5 properties have a court date booked for 02/08/2022. 3 properties warrants have been obtained for and these will be executed on 12/07/2022 if not serviced beforehand. 16 properties have had a legal letter and currently going through the process to secure a court date (the court is only allowing us to book 5 warrants at a time which is delaying the process) and 3 properties have been referred to Legal - they will be receiving an official Legal letter within 7 days.
Month	Actual	Target																						
April	99.70%	100%																						
May	99.70%	100%																						
June	99.60%	100%																						
Safe and thriving places	STP09	Total number of emergency repairs completed	<table border="1"> <tr> <th>Month</th> <th>Actual</th> </tr> <tr> <td>April</td> <td>1018</td> </tr> <tr> <td>May</td> <td>1018</td> </tr> <tr> <td>June</td> <td>832</td> </tr> </table>	Month	Actual	April	1018	May	1018	June	832	n/a	n/a	1018	832	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	All emergency repairs are to be completed within 24 hours and this measure helps to monitor the level of demand for the service. For June the number of emergency repairs completed has reduced slightly from May and also is less than for the same period in 21/22.				
Month	Actual																							
April	1018																							
May	1018																							
June	832																							
Safe and thriving places	STP10	Total number of non-emergency repairs completed	<table border="1"> <tr> <th>Month</th> <th>Actual</th> </tr> <tr> <td>April</td> <td>1368</td> </tr> <tr> <td>May</td> <td>1517</td> </tr> <tr> <td>June</td> <td>1517</td> </tr> </table>	Month	Actual	April	1368	May	1517	June	1517	n/a	n/a	1368	1517	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	This monitors all other repairs that are not classed as an emergency and at present Kettering and Corby have different targets for these repairs. Kettering has 7 day, 28 day and 90 day timescales and Corby has 30 day target for all non emergency appointments. Work is being undertaken to review these targets and introduce standardised processes and procedures across both localities. In June more non-emergency repairs were completed which may be a result of a reduction in the number of emergency repairs being completed.				
Month	Actual																							
April	1368																							
May	1517																							
June	1517																							
Safe and thriving places	STP04	Total Active applicants on the Keyways Housing Register	<table border="1"> <tr> <th>Month</th> <th>Actual</th> </tr> <tr> <td>April</td> <td>2963</td> </tr> <tr> <td>May</td> <td>2963</td> </tr> <tr> <td>June</td> <td>3054</td> </tr> </table>	Month	Actual	April	2963	May	2963	June	3054	n/a	n/a	2963	3054	↑	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 May and June. Recent increase in temporary staff resources along with interim restructuring of the team has started to make a positive impact which should continue over the coming months on the processing of applications and to help reduce the backlog against the incoming demand. 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.				
Month	Actual																							
April	2963																							
May	2963																							
June	3054																							
Safe and thriving places	STP05	New Housing Applications Received	<table border="1"> <tr> <th>Month</th> <th>Actual</th> </tr> <tr> <td>April</td> <td>492</td> </tr> <tr> <td>May</td> <td>492</td> </tr> <tr> <td>June</td> <td>428</td> </tr> </table>	Month	Actual	April	492	May	492	June	428	n/a	n/a	492	428	↓	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 appear to be stabilising. 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.				
Month	Actual																							
April	492																							
May	492																							
June	428																							

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP13	Number of Private Sector Disabled Facilities Grants cases on waiting list		n/a	n/a	127	113	↓	N/A - Tracking	TBC	N/A	The numbers on the DFG waiting list have started to reduce since the return of a FT Senior Surveyor who has been able to pick up new cases and allocate others on our newly created NNC waiting list to external architects where necessary. Recruitment is still currently being undertaken to help reduce the waiting list numbers, and in anticipation of further recommendations that are due to come through from the Community Occupational Therapist waiting lists.
Safe and thriving places	STP14	Number of Private Sector Disabled Facilities Grants completions		n/a	46	16	16	→	Higher is better	168 (14 per month)	TBD	The number of DFG completions remains relatively static due to lack of resources within the team and being unable to successfully recruit to the surveyors post to support these cases. There are also difficulties with the number of contractors that have very long lead times due to their increased demand for work since Covid so it is taking much longer for jobs to start and finish.
Active, fulfilled lives	AFL15	Total number of homeless approaches		n/a	862	304	264	↓	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 just under 1000 cases and during June there was a slight decrease (could be down to the double bank holiday and office closure) 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	65	16	21	↑	Lower is better	288 (24 per month)	TBD	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	197	199	↑	Lower is better	200	TBD	Despite increased demands on the temporary accommodation service the team continue to do all they can to prevent or delay the need for homeless households to be placed in temporary accommodation, but also focus on the move on plans for those living in temporary accommodation. These efforts continue to ensure the total number of households living in temporary accommodation remains within target. Please note that this overall figure is for statutory duty placements only and does not include the additional cohort of rough sleepers accommodated under discretionary powers.
Active, fulfilled lives	AFL18	Number of households with family commitments* living in bed and breakfast accommodation		n/a	n/a	0	0	→	Lower is better	0	TBD	The homelessness legislation specifies that B&B accommodation is not regarded suitable for households with family commitments and should only be used as a last resort, and when it is used to house families in crisis, it must be for no longer than 6 weeks. During June there were no households with family commitments living in B&B for longer than 6 weeks.
Active, fulfilled lives	AFL19	Number of rough sleepers rehoused into accommodation		n/a	20	7	9	→	Higher is better	60 per year (5 per month)	TBD	In the month of June 9 rough sleepers were supported to find accommodation. 4 individuals were supported direct from the streets into either temporary accommodation (S188) due to being priority need, supported accommodation placements and private rent. In addition 5 rough sleepers who have been in discretionary rough sleeper accommodation, where the rough sleeping team provide intensive support, have now successfully moved on to supported accommodation placements or long term housing solutions.

**Adults, Communities & Wellbeing**

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	May 2022/23	June 2022/23	Direction of Travel (May - June or Latest)	Polarity	Target	Tolerance	Comments
<b>Communities and Libraries</b>												
Active, fulfilled lives	AFL09	Number of physical visits to libraries		n/a	n/a	29,897	28,678	↓	Higher is better	June target: 21,172 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.
Safe and thriving places	STP01	Number of new business started with support from the BIPC Northamptonshire	<p><b>7 new businesses started with support from the BIPC</b></p>		n/a	n/a (reported quarterly)	7	n/a	Higher is better	6.25 Quarterly 25 Annual	0	In May we launched our Kick Start grants programme which we expect to result in more new businesses starting in Q3/Q4
Active, fulfilled lives	AFL11	Net promoter score % - Leisure	<p><b>Net Promoter Score = 69%</b></p>	APSE PI 45 - Above 0 is good, above 20 is favourable and above 50 is excellent	n/a	n/a (reported quarterly)	69%	n/a	Higher is better	0	within 10% (>95%)	Wellingborough Leisure Contractor Places for People did not respond with a minimum number of returns set which was agreed as 50 this has not been included in this years calculations. So average NPS score has been taken across other 3 areas i.e. Corby Kettering and East Northants. Will be working with Leisure Contractors going forward to encourage future submissions
Safe and thriving places	STP02	Number of satisfactory Anti-Social Behaviour resolutions by North Northamptonshire Council	<p><b>80.60% of satisfactory Anti-Social Behaviour resolutions</b></p>		n/a	n/a (reported quarterly)	80.60%	n/a	Higher is better	No target - tracking indicator only	N/A	The data is taken from the Corby locality arrangement only for monitoring ASB case resolutions. the other 3 localities at present do not share that platform and the ASB review will look to harmonise that process across the whole of the localities. Percentage is 25 from 31 of those who responded.
Safe and thriving places	STP03	Number of repeat incidents of reported domestic abuse incidents	<p><b>184 domestic violence incidents reported in Quarter 1</b></p>		n/a	n/a (reported quarterly)	184	n/a	Lower is better	22-23 is a baseline year to set future targets.	0	April = 66, May = 52, June = 66, Kettering= 69, Corby = 34, Wellingborough = 47 & East Northants =39. The data is taken from Northants Police Boxi data reports. which provide outturn data on a wide range of crime areas and incidents reported. We will utilise the data collected over this performance year and set targets for future years based on that profile. The data will also inform our responses to domestic violence and our partnership strategies through the Community Safety Partnership.