



North Northamptonshire Council Performance Report - July 2022

Key to Performance Status Colours

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

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

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

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

Terminology key

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

Governance & HR

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

Finance Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2022/23	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments	
Finance															
Modern Public Services	MPS01	% of invoices paid within 30 days		n/a	97.60%	97.96%	97.96%	97.8%	96.6%	↓	Higher is better	95%	95% subject to change from SLA review (Tolerance TBC)	Accounts Payable Payment performance for 30 day payment terms remains strong. This calculation is based on the invoices paid within the month (rather than invoices received in the month).	
					12552 out of 12867	3,507 out of 3,584	3,126 out of 3,191	2,709 out of 2,770	3210 out of 3322						
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	July 2021/22	Year to Date 2022/23	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel year on year - (July 2021 - July 2022)	Polarity	Target	Tolerance	Comments
Revenues & Benefits															
Modern Public Services	MPS05	% of council tax collected in the year debit raised		95.92% (All English Authorities 2020/21 - LG Inform)	38.16%	38.70%	10.10% (YTD) 112.22% achieved of the monthly target (9.00%)	20.10% (YTD) 105.79% achieved of the monthly target (19.00%)	29.31% (YTD) 104.68% achieved of the monthly target (28.00%)	38.70% (YTD) 101.84% achieved of the monthly target (38.00%)	↑G	Higher is better	98.5%	No tolerance	Collection at the end of July remains above last years performance and above target.
					£92,877,954.43	£88,163,909.31	£22,951,095.93 (collected in Apr)	£22,759,479.12 (collected in May)	£21,003,946.68 (collected in June)	£21,449,387.58 (collected in July)					
Modern Public Services	MPS04	% of National Non-Domestic Rates (business rates) collected in the year debit raised		93.74% (All English Authorities 2020/21 - LG Inform)	30.20%	37.44%	9.46% (YTD) 105.11% achieved of the monthly target (9.00%)	19.77% (YTD) 104.05% achieved of the monthly target (19.00%)	28.87% (YTD) 103.11% achieved of the monthly target (28.00%)	37.44% (YTD) 101.19% achieved of the monthly target (37.00%)	↑G	Higher is better	98.5%	No tolerance	Collection is above last years figures, however it has dipped slightly below in year target, in light of the current economic climate we will continue to monitor this.
					£41,384,072.19	£54,592,722.18	£13,849,332.48 (collected in Apr)	£15,011,360.83 (collected in May)	£13,193,353.26 (collected in June)	£12,538,675.61 (collected in July)					

Transformation

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

Transformation

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul)	Polarity	Target	Tolerance	Comments																				
Modern public services.	MPS40	% Calls answered within 60 seconds in customer services	<table border="1"> <caption>% Calls answered within 60 seconds in customer services</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>78.51%</td> <td>78.50%</td> </tr> <tr> <td>May</td> <td>78.67%</td> <td>78.50%</td> </tr> <tr> <td>June</td> <td>74.34%</td> <td>78.50%</td> </tr> <tr> <td>July</td> <td>71.72%</td> <td>78.50%</td> </tr> </tbody> </table>	Month	Actual	Target	April	78.51%	78.50%	May	78.67%	78.50%	June	74.34%	78.50%	July	71.72%	78.50%	TBD	75.81%	78.50%	78.67%	74.34%	71.72%	↓	Higher is better	80%	72% - 80%	Slight decline from last month, calls still high regarding £150 energy rebate. Some vacancies remain in service however in July several staff were appointed, albeit will be several weeks before they start with the Council and receive training to start helping more calls be answered.					
Month	Actual	Target																																
April	78.51%	78.50%																																
May	78.67%	78.50%																																
June	74.34%	78.50%																																
July	71.72%	78.50%																																
Modern public services.	MPS41	Number of customers helped by customer services	<table border="1"> <caption>Number of customers helped by customer services</caption> <thead> <tr> <th>Month</th> <th>Telephone</th> <th>Face to face</th> <th>E-forms</th> <th>Emails</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>122158</td> <td>28357</td> <td>30460</td> <td>32012</td> <td>185173</td> </tr> <tr> <td>July</td> <td>31329</td> <td>2189</td> <td>2936</td> <td>2924</td> <td>46870</td> </tr> </tbody> </table>	Month	Telephone	Face to face	E-forms	Emails	Total	April	122158	28357	30460	32012	185173	July	31329	2189	2936	2924	46870	n/a	185173	42863	47093	48347	46870	↓	N/A	No target - tracking indicator only	N/A	Includes phone calls, emails, e-forms, Face to Face and Webchat.		
Month	Telephone	Face to face	E-forms	Emails	Total																													
April	122158	28357	30460	32012	185173																													
July	31329	2189	2936	2924	46870																													
Modern public services.	MPS42	Number of customer interactions to customer services - split by telephone/face-to-face, email and online form	<table border="1"> <caption>Number of customer interactions to customer services</caption> <thead> <tr> <th>Month</th> <th>Telephone</th> <th>Face to face</th> <th>E-forms</th> <th>Emails</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>122158</td> <td>28357</td> <td>30460</td> <td>32012</td> <td>39524</td> </tr> <tr> <td>July</td> <td>2189</td> <td>2936</td> <td>2924</td> <td>9996</td> <td>9996</td> </tr> </tbody> </table>	Month	Telephone	Face to face	E-forms	Emails	Total	April	122158	28357	30460	32012	39524	July	2189	2936	2924	9996	9996	n/a	122158	28357	30460	32012	31329	↓	N/A	No target - tracking indicator only	N/A			
Month	Telephone	Face to face	E-forms	Emails	Total																													
April	122158	28357	30460	32012	39524																													
July	2189	2936	2924	9996	9996																													
					Face to Face 9309	Face to Face 2108	Face to Face 2619	Face to Face 2393	Face to Face 2189																									
					E-Forms 12022	E-forms 2876	E-Forms 3286	E-Forms 2936	E-Forms 2924																									
					Emails 39524	Emails 9023	Emails 10103	Emails 10402	Emails 9996																									
					Web Chat 2160	Web chat 499	Web chat 625	Web Chat 604	Web Chat 432																									
Modern public services.	MPS43	% of Face-to-Face Customers with an appointment seen within 5 minutes (within customer services team)	<table border="1"> <caption>% of Face-to-Face Customers with an appointment seen within 5 minutes</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>99.84%</td> <td>99.80%</td> <td>99.80%</td> </tr> <tr> <td>May</td> <td>99.80%</td> <td>99.80%</td> <td>99.80%</td> </tr> <tr> <td>June</td> <td>99.80%</td> <td>99.80%</td> <td>99.80%</td> </tr> <tr> <td>July</td> <td>100%</td> <td>99.80%</td> <td>99.80%</td> </tr> </tbody> </table>	Month	Actual	Target	Trend	April	99.84%	99.80%	99.80%	May	99.80%	99.80%	99.80%	June	99.80%	99.80%	99.80%	July	100%	99.80%	99.80%	TBD	99.84%	99.80%	99.80%	99.80%	100%	↑G	Higher is better	95%	85.5% - 95%	The target has been achieved for face to face appointments across all customer service sites.
Month	Actual	Target	Trend																															
April	99.84%	99.80%	99.80%																															
May	99.80%	99.80%	99.80%																															
June	99.80%	99.80%	99.80%																															
July	100%	99.80%	99.80%																															
					8596 out of 8610	1406 out of 1409	2613 out of 2619	2388 out of 2393	2189 out of 2189																									

Place & Economy

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

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Place & Economy					Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
					Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23					
Growth & Regeneration														
Modern Public Services	MPS29	% occupancy of Chesham House Kettering		Not relevant to benchmark as it's so unique.	61.54%	61.54%	57.14%	61.54%	61.54%	➔	Higher is better	70%	65% - 70%	Further essential works are required to Chesham House to enable all the units to be available for rent. Road closures are planned for September and with an 8-10 week period should be complete by end of December to enable the units to be occupied.
					8 out of 13	8 out of 13	8 out of 14	8 out of 13	8 out of 13					
Safe and thriving places	STP15	Percentage of major planning applications determined within 13 weeks (or within agreed extension of time)		88% (Q3 021/22 All English Authorities - LG Inform)	88.89%	100%	100%	72.73%	100.00%	⬆️G	Higher is better	90%	88% - 90%	Performance in the determination of 'Major' applications has significantly improved this month and returns the year to date performance above the national benchmark and within the tolerance level for the NNC target. Staff resourcing remains a critical issue both locally and in the wider national context.
					24 out of 27	6 out of 6	3 out of 3	8 out of 11	7 out of 7					
Safe and thriving places	STP16	Percentage of minor planning applications determined within 8 weeks (or within agreed extension of time)		83% (Q3 2021/22 All English Authorities - LG Inform)	89.71%	88.24%	100.00%	84.21%	89.19%	⬆️G	Higher is better	85%	83% - 85%	Performance in the determination of 'Minor' applications has improved this month despite continued higher demand upon the service. Year to date performance remains above the national benchmark and the NNC target.
					122 out of 136	30 out of 34	27 out of 27	32 out of 38	33 out of 37					
Safe and thriving places	STP17	Percentage of other (including householder applications) planning applications determined within 8 weeks (or within agreed extension of time)		85% (Q3 2021/22 All English Authorities - LG Inform)	88.64%	91.03%	89.05%	85.07%	90.37%	⬆️G	Higher is better	88%	86% - 88%	Performance in the determination of 'Other' applications has improved this month despite continued high demand upon the service. Year to date performance remains above the national benchmark and the NNC target.
					429 out of 484	71 out of 78	122 out of 137	114 out of 134	122 out of 135					
Safe and thriving places	STP19	Total number of planning applications received - ALL TYPES of applications		Not relevant to benchmark.	836	199	246	188	203	⬆️	N/A	No target	N/A	

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Place & Economy					Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments															
					Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23																				
Safe and thriving places	STP21	% of Full fibre coverage	<table border="1"> <caption>% of Full fibre coverage</caption> <thead> <tr> <th>Month</th> <th>Actual 2022-23</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>44.2%</td> <td>50.8%</td> </tr> <tr> <td>May</td> <td>47.7%</td> <td>50.8%</td> </tr> <tr> <td>June</td> <td>49.2%</td> <td>50.8%</td> </tr> <tr> <td>July</td> <td>50.8%</td> <td>50.8%</td> </tr> </tbody> </table>	Month	Actual 2022-23	Target	April	44.2%	50.8%	May	47.7%	50.8%	June	49.2%	50.8%	July	50.8%	50.8%	37.3% (England) - Think Broadband	50.8%	44.2%	47.7%	49.2%	50.8%	↑G	Higher is better	40% of Premises countywide (Dec 2023)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Strong performance across Northamptonshire when compared to the average full fibre coverage for the same period in England (37.3% in July 2022). The 40% full fibre coverage target countywide by December 2023 was achieved early (March 2022). We have now passed a 50% milestone! Further target to achieve at least 80% full fibre coverage countywide by the end of 2028. Year to date is latest position.
Month	Actual 2022-23	Target																											
April	44.2%	50.8%																											
May	47.7%	50.8%																											
June	49.2%	50.8%																											
July	50.8%	50.8%																											
Safe and thriving places	STP22	% of gigabit coverage	<table border="1"> <caption>% of gigabit coverage</caption> <thead> <tr> <th>Month</th> <th>Actual 2022-23</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>78.1%</td> <td>80.5%</td> </tr> <tr> <td>May</td> <td>79.2%</td> <td>80.5%</td> </tr> <tr> <td>June</td> <td>79.9%</td> <td>80.5%</td> </tr> <tr> <td>July</td> <td>80.5%</td> <td>80.5%</td> </tr> </tbody> </table>	Month	Actual 2022-23	Target	April	78.1%	80.5%	May	79.2%	80.5%	June	79.9%	80.5%	July	80.5%	80.5%	70.6% (England) - Think Broadband	80.5%	78.1%	79.2%	79.9%	80.5%	↑G	Higher is better	75% of premises gigabit capable (Dec 2023)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Strong performance across Northamptonshire when compared to the average gigabit coverage for the same period in England (70.6% in July 2022). The 75% gigabit coverage target countywide by December 2023 was achieved two years early (Dec 2021). We have now passed an 80% milestone! Further target to achieve at least 90% gigabit coverage countywide by end of 2028. Year to date is latest position.
Month	Actual 2022-23	Target																											
April	78.1%	80.5%																											
May	79.2%	80.5%																											
June	79.9%	80.5%																											
July	80.5%	80.5%																											
Greener, sustainable environment	GSE01	Number of E-Scooter trips	<table border="1"> <caption>Number of E-Scooter trips</caption> <thead> <tr> <th>Month</th> <th>Actual 2022-23</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>40,745</td> <td>53,260</td> </tr> <tr> <td>May</td> <td>46,457</td> <td>53,260</td> </tr> <tr> <td>June</td> <td>47,178</td> <td>53,260</td> </tr> <tr> <td>July</td> <td>53,260</td> <td>53,260</td> </tr> </tbody> </table>	Month	Actual 2022-23	Target	April	40,745	53,260	May	46,457	53,260	June	47,178	53,260	July	53,260	53,260	n/a	53,260	40,745	46,457	47,178	53,260	↑G	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	The number of trips has continued to increase month on month with July having the highest number of rides since the beginning of the year. Year to date is latest position.
Month	Actual 2022-23	Target																											
April	40,745	53,260																											
May	46,457	53,260																											
June	47,178	53,260																											
July	53,260	53,260																											
Greener, sustainable environment	GSE02	Number of E-Scooter users	<table border="1"> <caption>Number of E-Scooter users</caption> <thead> <tr> <th>Month</th> <th>Actual 2022-23</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>5,069</td> <td>5,692</td> </tr> <tr> <td>May</td> <td>5,016</td> <td>5,692</td> </tr> <tr> <td>June</td> <td>5,155</td> <td>5,692</td> </tr> <tr> <td>July</td> <td>5,692</td> <td>5,692</td> </tr> </tbody> </table>	Month	Actual 2022-23	Target	April	5,069	5,692	May	5,016	5,692	June	5,155	5,692	July	5,692	5,692	n/a	5,692	5,069	5,016	5,155	5,692	↑G	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	The number of unique users has increased from June to July, a typical pattern during periods of warm weather. Year to date is latest position.
Month	Actual 2022-23	Target																											
April	5,069	5,692																											
May	5,016	5,692																											
June	5,155	5,692																											
July	5,692	5,692																											
Greener, sustainable environment	GSE03	Co2 saving from E-Scooters	<table border="1"> <caption>Co2 saving from E-Scooters</caption> <thead> <tr> <th>Month</th> <th>Actual 2022-23</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>6.4</td> <td>9.2</td> </tr> <tr> <td>May</td> <td>7.5</td> <td>9.2</td> </tr> <tr> <td>June</td> <td>7.8</td> <td>9.2</td> </tr> <tr> <td>July</td> <td>9.2</td> <td>9.2</td> </tr> </tbody> </table>	Month	Actual 2022-23	Target	April	6.4	9.2	May	7.5	9.2	June	7.8	9.2	July	9.2	9.2	n/a	9.2	6.4	7.5	7.8	9.2	↑G	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	CO2 savings have continued to increase month on month. Year to date is latest position.
Month	Actual 2022-23	Target																											
April	6.4	9.2																											
May	7.5	9.2																											
June	7.8	9.2																											
July	9.2	9.2																											

Place & Economy

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

Place & Economy

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

Children's Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Extra detail on PI	Comments
Children's Trust															
Better, brighter futures	BBF05 (KPI 2)	% of referrals with a previous referral within 12 months		22.7% (All English Authorities 2021 - LAT)	32%	31% (640)	34% (743)	30% (782)	30% (700)	➔	Lower is better	29%	25% - 40%		<p>This remains at 30% for the second month. Audit and review for learning is ongoing. It is anticipated that the strengthened model in MASH and developments in CFSS/Early Help will continue to support appropriate reduction going forward.</p> <p>Steps have been taken to strengthen the Early Help partnerships with Partnership Support Team (Early Help MASH) being placed in the MASH pods and a leaner step down process. The high number of cases stepping down is presenting challenges in regards to capacity in Family Support/Early help partnership.</p> <p>Recommendations from the PIP peer reviews are being implemented.</p> <p>COVID: has an impact on volume and quality of re-referrals</p>
Better, brighter futures	BBF06 (KPI 3)	% of single assessments authorised within 45 working days		88% We are in the process of identifying more up to date benchmark data for this PI.	96%	98% (709)	93% (875)	98% (747)	95% (830)	↑G	Higher is better	85%	85% - 95%		<p>Assessment timescales remain consistently above target. All managers monitor this very closely via daily reports. A narrative is provided for cases that go beyond 45 days and this remains a very small minority. In addition to timeliness, we work on increasing the quality of assessments and more effective use of SoS in our interventions. PIP peer review has identified improvements in the quality of assessments.</p> <p>COVID: We undertake face to face visits and only if face to face visits are not possible due to coronavirus, visits take place over the telephone, a video-link or via other electronic communication methods.</p>
Better, brighter futures	BBF07 (KPI 8)	% Children in care with three or more placements in the previous 12 months		9% (All English Authorities 2020/21 - LG Inform)	13%	13.3% (1187)	13.1% (1179)	13.6% (1188)	12.9% (1217)	↑G	Lower is better	10%	5% - 15%		<p>Performance has improved this month. This is in the context of rising care numbers and the continuing challenges in identifying placements for children with specific needs which means they can experience a number of placement moves in quick succession until an appropriate home is identified. Consideration of various options to improve sufficiency is continuing, including exploration of capital investment, additional in house resources, as well as improved engagement with the market. Planning permission granted for two new emergency homes and plans progressing for opening 22/23.</p> <p>COVID: Placement sufficiency remains a challenge, sustained performance in this work should also have a positive impact on KPI 7</p>
Better, brighter futures	BBF08 (KPI 9)	% of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16		53% (All English Authorities 2020/21 - LG Inform)	62%	62% (605)	63% (607)	60% (677)	62% (665)	↑G	Higher is better	55%	50% - 60%		<p>This month has seen an increase in performance to 62% whilst comparing favourably with 56% across England. Focus in this area continues to be driven through arrangements with local colleges, the virtual school and the senior personal advisor (Education and Employment) with further review of contracted arrangements (Prospects) to be undertaken to ensure we have the best approach/ support for young people. Work with councils to ensure EET opportunities and support is in place for our care leavers.</p> <p>COVID: has had a significant impact on the mental health and wellbeing of care leavers, targeted work support care leavers to access EET</p>
Better, brighter futures	BBF09 (KPI 10)	% of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16		89% (All English Authorities 2020/21 - LG Inform)	95%	89% (605)	93% (607)	93% (677)	95% (665)	↑G	Higher is better	90%	85% - 95%		<p>Performance for July increased to 95%, above the target of 90%. We know that we have some young people in unsuitable accommodation or even no accommodation at all and we work hard to address this.</p> <p>The Care Leavers' Housing Protocol is in place and work is being progressed under the governance of a strategic group; this include a review of the housing panels and engagement with the Housing Associations. 16-17 homelessness action plan with input from DLUHC also in place.</p>

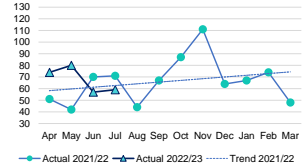
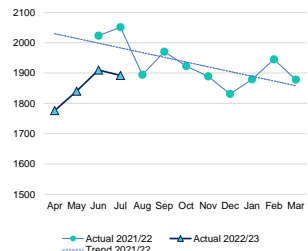
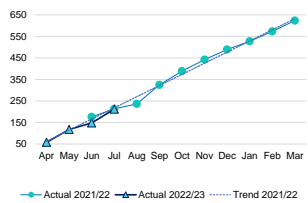
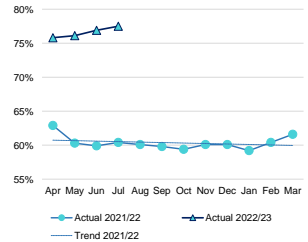
Children's Services

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

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Adult Social Care														
Active, fulfilled lives	AFL01	Total number of people allocated to each team		n/a	5022 (July)	5411 (Apr)	5418 (May)	5007 (June)	5022 (July)	↑	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	Year to date method is latest snapshot. There has been a very slight increase to the overall caseload compared to previous month snapshot. The Community East Northants team increased by 48 cases (13%), Community Kettering Team reduced by 15 cases and the Hospital Team reduced by 13 cases. No specific trend noted in terms of referrals. There has been a slight increase in PPN's as police team were doing a clearing up of outstanding cases. Other than this the referrals remain stable across teams.
Active, fulfilled lives	AFL02	Number of unscheduled review requests		n/a	440	103	99	118	120	↑	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	There was a very slight increase in the overall number of people requesting an unscheduled review compared to previous month. The most significant increases were for Community Corby Team (+8) and Community Kettering Team (+7), and decreases for Care Home Review Team (-9) and Inclusion Corby/Ket Team (-8). No specific concerns noted across teams. Community Kettering and Corby team have been working on clearing some outstanding contacts in the duty inbox. This would then lead to additional worklist being created on eclipse that include unscheduled review worklist as some of the requests are relating to people who are already in receipt of some formal support.
Active, fulfilled lives	AFL03	Percentage of New Requests for Services (all ages) where Route of Access was Discharge from Hospital, that had a sequel of short term services to maximise independence (ST-MAX i.e. reablement)		n/a	32%	30%	33%	32%	32%	→	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	Monthly and quarterly figures are latest year to date. (Year to date is latest position). There were 8 new requests for people aged 18-64 and 222 for people aged 65 and over. There was a very slight increase from previous month, with lower proportions seen across various other sequels. Higher level of activity in July on Pathway 1 than would normally be expected in summer due to ongoing pressures in A&E/Bed capacity and attendances at trust with impacts also due to heatwaves in July (and onwards into August)
Active, fulfilled lives	AFL04	Number of new safeguarding concerns received per month		n/a	1209	289	342	294	284	↓G	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	The number of new concerns received has reduced slightly this month following the more considerable reduction seen for June. The number of concerns remains above the 2021-22 monthly average of 245.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL05	New safeguarding concerns determined to be enquiries (both s42 and other) *(A S42 enquiry must take place if there is reason to believe that abuse or neglect is taking place)		n/a	270	74	80	57	59	↑	No polarity	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	There was a 4% increase compared to previous month which follows the considerable decrease (41%) seen in June. The number of concerns remains below the 2021-22 monthly average of 66.
Active, fulfilled lives	AFL06	Total number of open Deprivation of liberty Safeguard cases		n/a	1892	1776	1840	1910	1892	↓G	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	Data is latest snapshot (year to date) The number of open cases has reduced slightly compared to previous month which follows significant increases seen throughout Q1. July total remains below the 2021-22 average. The increase in numbers was due to vacancies in the admin team which meant that cases and referrals which could be closed were not being closed on the database. The team is now fully staffed and trained and so we're starting to see a decrease in numbers of open cases as they are closed. We would hope to see this continue.
Active, fulfilled lives	AFL07	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people 65 years +)		488.3 (All English Authorities 2020/21 - LG Inform)	211.87	57.92	117.37	147.85	211.87	↑	No polarity	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	This is a cumulative total. Whilst we always want to avoid admissions to care homes this will always increase since care home admission is the right move for some people. There have been 139 admissions. 2021-22 monthly average growth was around 50 per 100,000 population versus 51 per 100,000 for 2022-23. 28 existing people as a result of change in setting following a review; 108 new admissions following an assessment and 3 new admissions following a period of Short Term Support to Maximise Independence. Population figures will be updated summer 2022 and will slightly reduce the performance reported.
Active, fulfilled lives	AFL08	Number of people who were prevented from requiring statutory care, or whose need was reduced Delaying and reducing the need for care and support having received short term services to maximise independence (ST-MAX) services'		84.6% East Midlands Average, we are in the process of identifying more up to date benchmark data for this PI.	77.50%	75.81%	76.11%	76.90%	77.50%	↑G	Higher is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	This is a cumulative total and reflects the proportion of people going into The proportion has continued to increase since April with a slight increase in July.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
----------------	---------	--------------------------------------	---------------------	-----------	--------------	---------------	-------------	--------------	--------------	---	----------	--------	-----------	----------

Public Health

Active, fulfilled lives	AFL22	Smoking quit rate at 4 weeks		n/a	59.1% (Apr-May) 165 out of 279	64.8% (Mar 2022) 68 out of 105	62.1% (Apr 2022) 90 out of 145	56% (May 2022) 75 out of 134	TBD June 22 data will be available in Sep	↓ R (Apr - May)	Higher is better	60%	TBC by consultant and service lead	May data comment - Lag in data for the preceding 2 months. The service is disappointed to have just missed its target this month, but we are pleased with the progress we have made overall. One possible reason for the decline could be the waning effect of our clients COVID based motivation to stop smoking; the sense of urgency may have declined for smokers quitting for health purposes. We are addressing this by pushing the importance of quitting not just for health, but for wealth. The cost of living crisis will be especially burdensome for the smokers in our county, and we aim to further promote the benefits of quitting to ones financial wellbeing in addition to the physical/mental. We have also just re-introduced a small number of face to face clinics, as a recent client survey suggested some clients would prefer these types of appointments.
Better, Brighter Futures	BBF02	% of infants due a new birth visit that received a new birth visit within 14 days of birth		88.2% (All English Authorities 2020/21 - LG Inform)	98.2% (Jun 2022) 652 out of 664	96.9% (Mar 2022) 620 out of 640	98.1% (Apr 2022) 621 out of 633	98.1% (May 2022) 664 out of 677	98.2% (Jun 2022) 652 out of 664	↑ G (May - Jun)	Higher is better	90%	TBC	This indicator represents the whole of Northamptonshire. July 2022 data will be available in September's report. Benchmark updated: England 2020/21. The Health Visiting Service has reset, following COVID-19 school age vaccinations and is now able to undertake the required mandatory checks.
Active, fulfilled lives	AFL20	% of in-year eligible population offered an NHS Health Check		2% (All England Q2 2021/22 - PHE)	8% (Apr-Jun) 1839 out of 22875	1.8% (Mar 2022) 440 out of 23872	3.1% (Apr 2022) 699 out of 22903	3.8% (May 2022) 861 out of 22973	1.2% (Jun 2022) 279 out of 22875	↓ R (May - Jun)	Higher is better	8.4% (100% annual target)	TBC	Benchmark is England Q2 2021/22. (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)	3.2% (Apr-Jun) 721 out of 22875	1.0% (Mar 2022) 240 out of 23872	1% (Apr 2022) 218 out of 22903	1.1% (May 2022) 255 out of 22973	1.1% (Jun 2022) 248 out of 22875	→ (May - Jun)	Higher is better	5% (60% annual target)	TBC	

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

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

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

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

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

Adults, Communities & Wellbeing

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

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Housing Services														
Active, fulfilled lives	AFL13	Number of households whose homelessness was prevented		n/a	90	14	35	21	20	↓	Higher is better	240 (20 per month)	TBD	Performance continues to fluctuate between months due to a variety of factors. This reflects the difficulties the Housing Options Team are having trying to secure accommodation solutions, particularly in the private sector in order to prevent or relieve households homelessness locally. There is a recognised need for the team to move its focus further upstream to maximise homelessness prevention opportunities and action plan is being developed in this regard.
Active, fulfilled lives	AFL14	Number of households whose homelessness was relieved		n/a	83	13	22	27	21	↓R	Higher is better	300 (25 per month)	TBD	
Active, fulfilled lives	AFL12	Number of rough sleepers (single night snapshot figure)		12 (All English Authorities 2021 - LG Inform)	n/a	13	11	12	26	↑R	Lower is better	9	TBD	In July there has been a high increase in our single night figure from June consistent with (albeit slightly earlier than) the peak in numbers last summer. 50% off the individuals that were located on a single night outreach session half of these were new to rough sleeping. The team are seeing increasing numbers of new rough sleepers because of evictions that are taking place due to rent arrears or loss of employment, especially in non UK residents cases. We are finding many are losing employment due to no application to the EUSS, however we are working with International Lighthouse to fast track these applications to point of confirmation of application, due to the change in the law from Aug 2021 where individuals with their CoA are able to work and continue to rent whilst an application is in progress. The team complete a rough sleeper assessment for each individual and make arrangements for a full housing assessment to be carried to enable the team to understand their support needs, and to help identify which services to link with in order to arrange adequate provisions to suit their needs.
Safe and thriving places	STP06	Number of affordable housing completions		168 (All English Authorities 2021-22 - LG Inform)	TBD	n/a (reported quarterly)	n/a (reported quarterly)	TBD	Q1 data TBD	n/a	Higher is better	No target - tracking indicator only	N/A	Work is ongoing to create one single monitoring method for affordable housing completions for NNC. The method and frequency of monitoring varied across the four former areas and data is reliant upon partner Registered Providers providing their data to us.
Safe and thriving places	STP07	Number of affordable housing starts (now under construction).	N/A - TBD		TBD	n/a (reported quarterly)	n/a (reported quarterly)	TBD	Q1 data TBD	n/a	Higher is better	New for 22/23	N/A	This is information that has not been collected and monitored in Housing before but will be useful to provide the full pipeline of affordable housing development locally. This again is information that will need to be provided by Registered Provider's so the team are currently in the process of communicating with them and setting up new methods so data is not currently available.
Safe and thriving places	STP11	Number of council housing lets completed		n/a	110	25	36	19	30	↑	No polarity	No target - tracking indicator only	N/A	This is a combined figure for Corby and Kettering teams to monitor the number of council properties being let on a monthly basis. There has been an increase in the number of lets completed in July, 13 within Kettering and 17 within Corby stock. We are now coordinating the process across NNC to ensure that senior officers are able to prioritise workloads to avoid bottlenecks in the process. This will ensure the properties that are closest to having the physical works completed will have appropriate nominations.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP12	Number of council houses vacant and available to let		n/a	119	45	25	22	27	↑	Lower is better	29	TBD (currently using standard 5%)	This is a combined snapshot figure for Corby and Kettering teams of the number of properties ready for tenants at the end of each month but which have not yet been allocated to customers. This figure tends to fluctuate month on month but the aim is to keep this number as low as possible. To help monitor numbers and ensure a consistent approach between Kettering and Corby, a combined weekly meetings are already taking place to help monitor where each property is within the voids and lettings process and to determine what actions are needed. During July there has been a slight increase in the number of properties vacant and ready to let.
Safe and thriving places	STP36	Number of voids - Kettering Area		n/a	n/a	52	52	47	47	→	Lower is better	No target - tracking indicator only	N/A	This data shows the number of void properties the team are processing at the end of the month. There has been a slight reduction in the number in Kettering and an increase of 1 in the number of voids in the process in Corby. Joint meetings going forward will help ensure monitoring and regular review of all properties that are void and to help agree next steps.
		Number of voids - Corby Area		n/a	n/a	41	60	79	80	↑R				
Safe and thriving places	STP37	Void turnaround time - Kettering Area		TBD	n/a	78 days	71 days	79 days	101 days	↑R	Lower is better	No target - tracking indicator only	N/A	This performance measure monitors the time taken to turnaround a void property for both Corby and Kettering areas from keys in to keys out so covers several teams areas of work including landlord services, housing allocations and the repairs team. As mentioned above a new NNC wide strategic approach is now in place to help identify delays and areas where improvements can be made. This involves determining where each property is within the process; reasons for delay; specific actions agreed in order to move on properties or review processes and prioritising workloads within each team along with deciding when properties need to be advertised. Also the meeting involves forward planning by identifying properties that will become void in the next 4 weeks. There is an increase in the turnaround time for the Kettering area as the previous three months of the financial year there were no major voids let, whereas there were three major voids let during the month of July equalling a total of 1382 days void which has increased the overall turnaround time.
		Void turnaround time - Corby Area		TBD	n/a	64 days	85 days	79 days	76 days	↓G				
Safe and thriving places	STP08	% of properties with a valid gas safety certificate		TBD	n/a	99.7%	99.7%	99.6%	99.5%	↓	Higher is better	100%	99.5% and above	As at the end of July, 5 properties in the Kettering required a gas safety certificate. Of those 5, 3 have now been serviced, and 2 remain outstanding and are going to court tomorrow for a warrant. 32 properties in the Corby area required a gas safety certificate. Of those, 2 properties were serviced at beginning of August. 1 property is with Housing Officer due to succession of tenancy - awaiting confirmation of date for access. 2 properties have services booked (12/08/2022 - both currently in legal stages). 2 properties have just become void and services have been scheduled. 5 properties have a court date booked for 16/08/2022. 1 property we have obtained a warrant for and this was executed on 09/08/2022 and was capped off. 17 properties have had Legal letter and currently going through for a court date (the court is limiting the number of warrants we can book which is delaying the process) and 2 properties are due to get their Legal letters within the next 7 days.

Adults, Communities & Wellbeing

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

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	Direction of Travel (Jun - Jul or Latest)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL15	Total number of homeless approaches		n/a	1177	294	304	264	315	↑	N/A	N/A - monitoring levels of demand only	N/A	3,863 households approached the Council as homeless during 2021/22, which is an average of 320 approaches per month. Currently the Housing Options Team have a live caseload of approx. 1050 cases and during July there was an increase in the no of approaches from 264 – 315 so there remains a high incoming demand and concerns that this trend of increasing demand is set to continue further.
Active, fulfilled lives	AFL16	Number of households accepted as owed the main housing duty		n/a	74	28	16	22	8	↓	N/A	No target - tracking indicator only	TBD (currently using standard 5%)	This measure indicates the number of households that have been accepted by the Council as homeless due to being unintentionally homeless, eligible for assistance and have a priority need and for which the Council has been unable to achieve a positive housing solution during the prevention and relief stages of the process (AFL13 and AFL14). During 2021/22 there were 284 households accepted as being owed the main housing duty.
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation		n/a	n/a	205	197	199	200	↑	Lower is better	200	TBD	Despite increased demands on the temporary accommodation service the team continue to do all they can to prevent or delay the need for homeless households to be placed in temporary accommodation, but also focus on the move on plans for those living in temporary accommodation. These efforts continue to ensure the total number of households living in temporary accommodation remains within target although the team are starting to see significant pressures related to an increase in demand. Please note that this overall figure is for statutory duty placements only and does not include the additional cohort of rough sleepers accommodated under discretionary powers.
Active, fulfilled lives	AFL18	Number of households with family commitments* living in bed and breakfast accommodation		n/a	n/a	0	0	0	0	→	Lower is better	0	TBD	The homelessness legislation specifies that B&B accommodation is not regarded suitable for households with family commitments and should only be used as a last resort, and when it is used to house families in crisis, it must be for no longer than 6 weeks. During June there were no households with family commitments living in B&B for longer than 6 weeks.
Active, fulfilled lives	AFL19	Number of rough sleepers rehoused into accommodation		n/a	28	4	7	9	8	↓	Higher is better	60 per year (5 per month)	TBD	In the month of July 8 rough sleepers were supported to find accommodation. 4 individuals were supported direct from the streets into either supported accommodation placements or private rent. In addition 4 rough sleepers who have been in discretionary rough sleeper accommodation, where the rough sleeping team provide intensive support, have now successfully moved on to supported accommodation placements or long term housing solutions. Already for the month of August we have successfully moved a further 3 individuals into long term housing solutions, and we are working on a further 3 pending move on's.
Active, fulfilled lives	AFL09	Number of physical visits to libraries		n/a	n/a	28,523	31,007	29,673	28,325	↓	Higher is better	July target: 23,880 Annual target: 246,187	0	Currently on target. May and June have been updated, although some community managed libraries' data yet to be received. Due to the tight turnaround for statistics and the varying opening hours of the Community Managed Libraries it is often the case that we are not able to get the statistics from these groups in time for the reporting cycle but these are added retrospectively in the next reporting cycle.
Active, fulfilled lives	AFL11	Net promoter score % - Leisure	<p>Net Promoter Score = 69%</p>	APSE PI 45 - Above 0 is good, above 20 is favourable and above 50 is excellent	n/a	n/a (reported quarterly)	n/a (reported quarterly)	69%	n/a (reported quarterly)	n/a	Higher is better	0%	No Tolerance	Net promoter results can be between -100% & 100%. Wellingborough Leisure Contractor Places for People did not respond with a minimum number of returns set which was agreed as 50 this has not been included in this years calculations. So average NPS score has been taken across other 3 areas i.e. Corby Kettering and East Northants. Will be working with Leisure Contractors going forward to encourage future submissions.