



## North Northamptonshire Council Performance Report - August 2022

### Key to Performance Status Colours

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

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

<b>Direction of Travel Key</b>	
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

<b>Children's Trust Direction of Travel Key</b>	
↑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	Quarter 1 22-23	Year to Date	July 2022/23	August 2022/23	Direction of Travel (Jul - Aug or Latest)	Polarity	Target	Tolerance	Comments
<b>Information Governance</b>													
Modern Public Services	MPS12	% of Freedom of Information Requests completed in 20 working days		80.08% (Average of 40 Unitary Councils 2021/22 - benchmarking exercise conducted by Brighton and Hove Council)	91.73%	91.64%	88.16%	96.23% (Provisional)	↓ (Jun - Jul as August is provisional only as not a complete month)	Higher is better	90%	85% - 90%	<p>Full figures for July show a decrease in performance in comparison with June, which reflects the strain on resources through the holiday period. The snapshot provided for August (completed as at 06.09.22) looks like a promising start to the month - the full picture will be available at the next reporting point.</p> <p>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.</p>
Modern Public Services	MPS13	% Environmental Information Regulation Requests completed in 20 working days		TBD	97.44%	97.82%	99.35%	97.26% (Provisional)	↓ (Jun - Jul as August is provisional only as not a complete month)	Higher is better	90%	Tolerance 85% - 90%	<p>New procedures regarding Con29/EIR enquiries are bedding resulting in a slight decrease in performance between June and July, coupled with pressures on resources during the holiday season. The snapshot for August (completed as at 06.09.22) shows an excellent start to the month, the full position for August will be available at the next reporting point.</p> <p>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.</p>
Modern Public Services	MPS14	% Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)		TBD	90.2%	90.0%	94.12%	100% (Provisional)	↓ (Jun - Jul as August is provisional only as not a complete month)	Higher is better	90%	85% - 90%	<p>The direction of travel between June and July is a decrease in performance. This reflects the pressure on resources during the holiday period. The snapshot figures for August show an increase in performance but again, this may change at the next reporting point when a full picture for August will be available.</p> <p>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.</p>

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<b>Information Governance</b>													
Modern Public Services	MPS15	Total number of data breaches		n/a	14	34	8	12	↑R	Lower is better	No target - tracking indicator only	N/A	<p>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.</p> <p>Whilst there has been an increase in breaches/incidents reported to the Information Governance Team, a high proportion of the total figures are non-reportable breaches (ie. are not sufficiently serious enough to report to the ICO). The increase in numbers may be owed, in some part, to the fact that the organisation is now becoming more aware of the Information Governance Team's role in relation to Data Breaches and the steps they must take when an incident occurs.</p> <p>However, this is still a trend that we wish to reverse and in order to address this the IG Team is looking to carry out a "Breach Awareness Month" – providing advice and guidance on how to avoid a data breach. It is also anticipated that data breaches could be reported on a team by team basis and shared regularly with CMT. This would highlight any trends or issues being experienced by any particular team or directorate. Many of the breaches are classed as "unauthorised shares" and can be attributed to emails sent to incorrect recipients owing to the autofill application or sending an email to multiple recipients using the "To" address line instead of the "BCC" address line. We will monitor this and if it continues to be an issue across the organisation, consideration could be given to switching off the autofill facility, and/or removing the "to" and "cc" address lines from emails and only allowing a "bcc" address line to be utilised.</p>
<b>Registrations</b>													
Connected communities	CNC03	% of Deaths registered within 5 working days		(Benchmarking available if needed as all authority performance data can be downloaded)	62.1%	62.5%	68.5%	59.1%	↓R	Higher is better	80%	70% - 80%	<p>NNC remains 2nd in the region YTD. As predicted office capacity was impacted by staff A/L in August, this was further compounded by staff illness. However, death registration appts were increased by 50% across all offices following the B/H, the majority of these remained unbooked. KGH also reported relatively few deaths during this period. During August 66 death appts remained unbooked, this further demonstrates that NOK's continue to book appts when it is convenient for them to attend the office rather than adhering to the 5-day rule.</p>
Connected communities	CNC04	% of Births registered within 42 days		(Benchmarking available if needed as all authority performance data can be downloaded)	92.2%	91.1%	90.6%	88.6%	↓	Higher is better	90%	86.5% - 90%	<p>NNC remains 1st in the region YTD. As predicted office capacity was impacted by staff A/L in August, this was further compounded by staff illness.</p>

**Finance Services**


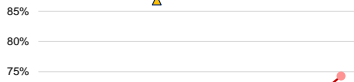
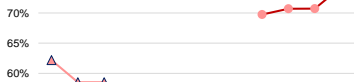
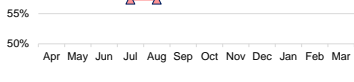
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Year to Date	July	August	Direction of Travel (Jul - Aug or Latest)	Polarity	Target	Tolerance	Comments	
					22-23	2022/23	2022/23	2022/23						
<b>Finance</b>														
Modern Public Services	MPS01	% of invoices paid within 30 days	<p>Actual 2021/22 (blue circles), Target 2022/23 (dashed blue line), Actual 2022/23 (green triangles), Trend 2021/22 (dotted blue line)</p>	n/a	97.87%	97.6%	96.6%	97.7%	↑G	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).	
					9,342 out of 9,545	15913 out of 16306	3210 out of 3322	3361 out of 3439						
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	August 2021/22	Quarter 1 22-23	Year to Date 2022/23	July 2022/23	August 2022/23	Direction of Travel year on year - (Aug 2021 - Aug 2022)	Polarity	Target	Tolerance	Comments
<b>Revenues &amp; Benefits</b>														
Modern Public Services	MPS05	% of council tax collected in the year debit raised	<p>Actual 2021/22 (blue circles), Target 2022/23 (dashed blue line), Actual 2022/23 (green triangles)</p>	95.92% (All English Authorities 2020/21 - LG Inform)	47.50%	29.31% (YTD) 104.68% achieved of the monthly target (28.00%)	48.55%	38.70% (YTD) 101.84% achieved of the monthly target (38.00%)	48.55% (YTD) 103.30% achieved of the monthly target (47.00%)	↑G	Higher is better	98.5%	No tolerance	Collection rates remain above target at the end of August. The £150 Council Tax Energy Rebate payments that customers chose to have rebated to their accounts may have contributed to the increase in the collection rate. YTD - The % is the same as the current month reported, as the collection rate is based on the 'estimated net collectable debit' for the whole year. The amount collected is cumulative.
					£103,232,107.16	£21,003,946.68 (collected in June)	£110,682,144.48	£21,449,987.58 (collected in July)	£22,518,235.17 (collected in Aug)					
Modern Public Services	MPS04	% of business rates collected in the year debit raised	<p>Actual 2021/22 (blue circles), Target 2022/23 (dashed blue line), Actual 2022/23 (green triangles)</p>	93.74% (All English Authorities 2020/21 - LG Inform)	39.03%	28.87% (YTD) 103.11% achieved of the monthly target (28.00%)	46.36%	37.44% (YTD) 98.53% achieved of the monthly target (38.00%)	46.36% (YTD) 98.64% achieved of the monthly target (47.00%)	↑G	Higher is better	98.5%	No tolerance	Collection rates are above the same point in time last year, however these figures are not comparable as there was a significant change in reliefs in July 2021 which meant the net debit raised (amount to collect) increased substantially. Although collection is currently slightly below target monies has now been received for schools from central government, this will reflect in next months collection and put us back on target. YTD - The % is the same as the current month reported, as the collection rate is based on the 'estimated net collectable debit' for the whole year. The amount collected is cumulative.
					£53,141,833.63	£13,193,353.26 (collected in June)	£67,367,400.85	£12,538,675.61 (collected in July)	£12,774,678.67 (collected in Aug)					

Transformation													
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Year to Date	July	August	Direction of Travel (Jul - Aug or Latest)	Polarity	Target	Tolerance	Comments
					22-23		2022/23	2022/23					
<b>Customer Services</b>													
Modern public services.	MPS39	% of calls answered out of total calls received in customer services		n/a	84.50%	83.39%	82.66%	81.28%	↓	Higher is better	90%	81% - 90%	Increase in over 4,000 calls handled in August compared to July due in part to people calling about the £150 energy rebate. Some vacancies remain in service however in August 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.
					90829 out of 107485	157549 out of 188927	31329 out of 37901	35391 out of 43541					
Modern public services.	MPS30	Total number of Stage 1 complaints received by NNC (excluding children's services complaints)		n/a	413	707	141	153	↑	Lower is better	No target - tracking indicator only	No target - tracking indicator only	There was a slight increase in complaints received in August, however no single theme for these.
Modern public services.	MPS32	Total number of complaints escalated to stage 2		n/a	22	44	11	11	→	Lower is better	No target - tracking indicator only	No target - tracking indicator only	No change in new cases from last month, escalated case numbers remain low.
Modern public services.	MPS31	Total number of complaints received by NNC		n/a	435	751	152	164	↑	Lower is better	No target - tracking indicator only	No target - tracking indicator only	There was a slight increase in complaints received in August, however no single theme for these.
Modern public services.	MPS34	% of complaints answered within the Service Level Agreement (20 Working days or agreed extension)		TBD	57%	61%	68%	64%	↓R	Higher is better	90%	81% - 90%	Performance declined in August. A number of complaints are continuing to be resolved as investigations are often complex and take longer than expected.
					217 out of 380	412 out of 675	110 out of 162	85 out of 133					
Modern public services.	MPS35	% of complaints upheld		TBD	27%	28%	29%	30%	↑	Lower is better	20%	20% - 22%	A further drop in the number of upheld complaints however no concerning trends have been identified and services were complaints are upheld are working to prevent recurrences.
					100 out of 376	185 out of 675	47 out of 162	40 out of 133					
Modern public services.	MPS37	Total number of notices received of complaints under investigation by Ombudsman		n/a	10	16	4	2	↓	Lower is better	No target - tracking indicator only	N/A	Volumes of customers contacting the Ombudsman after exhausting the Council's complaints process continue to be low.

Transformation

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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>77.09%</td> <td>80%</td> </tr> <tr> <td>May</td> <td>75.01%</td> <td>80%</td> </tr> <tr> <td>June</td> <td>71.72%</td> <td>80%</td> </tr> <tr> <td>July</td> <td>71.80%</td> <td>80%</td> </tr> <tr> <td>August</td> <td>71.80%</td> <td>80%</td> </tr> </tbody> </table>	Month	Actual	Target	April	77.09%	80%	May	75.01%	80%	June	71.72%	80%	July	71.80%	80%	August	71.80%	80%	TBD	77.09%	75.01%	71.72%	71.80%	↑G	Higher is better	80%	72% - 80%	Slight increase from last month, calls still high regarding £150 energy rebate. Some vacancies remain in service however in August 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.																		
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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>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>157549</td> <td>11831</td> <td>15294</td> <td>49718</td> <td>2722</td> </tr> <tr> <td>June</td> <td>31329</td> <td>2189</td> <td>2924</td> <td>9996</td> <td>432</td> </tr> <tr> <td>July</td> <td>35391</td> <td>2522</td> <td>3272</td> <td>10194</td> <td>562</td> </tr> <tr> <td>August</td> <td>35391</td> <td>2522</td> <td>3272</td> <td>10194</td> <td>562</td> </tr> </tbody> </table>	Month	Telephone	Face to face	E-forms	Emails	Web chat	April	90829	7120	9098	29528	1728	May	157549	11831	15294	49718	2722	June	31329	2189	2924	9996	432	July	35391	2522	3272	10194	562	August	35391	2522	3272	10194	562	n/a	138303	237114	46870	51941	↑	N/A	No target - tracking indicator only	N/A	Includes phone calls, emails, e-forms, Face to Face and Webchat.
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Modern public services.	MPS42	Number of customer interactions to customer services - split by telephone/face-to-face, email and online form	<table border="1"> <caption>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>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>157549</td> <td>11831</td> <td>15294</td> <td>49718</td> <td>2722</td> </tr> <tr> <td>June</td> <td>31329</td> <td>2189</td> <td>2924</td> <td>9996</td> <td>432</td> </tr> <tr> <td>July</td> <td>35391</td> <td>2522</td> <td>3272</td> <td>10194</td> <td>562</td> </tr> <tr> <td>August</td> <td>35391</td> <td>2522</td> <td>3272</td> <td>10194</td> <td>562</td> </tr> </tbody> </table>	Month	Telephone	Face to face	E-forms	Emails	Web chat	April	90829	7120	9098	29528	1728	May	157549	11831	15294	49718	2722	June	31329	2189	2924	9996	432	July	35391	2522	3272	10194	562	August	35391	2522	3272	10194	562	n/a	Telephone 90829 Face to Face 7120 E-Forms 9098 Web Chat 1728	Telephone 157549 Face to Face 11831 E-Forms 15294 Web Chat 2722	Telephone 31329 Face to Face 2189 E-Forms 2924 Web Chat 432	Telephone 35391 Face to Face 2522 E-Forms 3272 Web Chat 562	↑	N/A	No target - tracking indicator only	N/A	
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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> </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>100%</td> <td>95%</td> </tr> <tr> <td>July</td> <td>99.80%</td> <td>95%</td> </tr> <tr> <td>August</td> <td>99.80%</td> <td>95%</td> </tr> </tbody> </table>	Month	Actual	Target	April	99.80%	95%	May	99.80%	95%	June	100%	95%	July	99.80%	95%	August	99.80%	95%	TBD	99.80%	99.80%	100%	99.80%	↓	Higher is better	95%	85.5% - 95%	The target has been achieved for face to face appointments across all customer service sites.																		
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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%	96.23%	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	51 of 53 let	51 of 53 let	51 of 53 let						
Modern Public Services	MPS27	% occupancy of Corby Innovation Hub				92.45%	86.79%	92.45%	86.79%	⬇️R	Higher is better	95%	90% - 95%	We report statistics based on occupancy of the units and at times tenants move into other units or vacate so some variation in statistics is to be expected and part of the business of commercial lettings. However, demand continues to be high due to the location and high standard of the facilities and the empty units are now marketed with some under offer.
					49 of 53 let	46 of 53 let	49 of 53 let	46 of 53 let						
Modern Public Services	MPS28	% occupancy of East Northamptonshire Enterprise Centre			58.54%	57.32%	57.32%	57.32%	➔	Higher is better	76%	57% - 62%	Part of the property is closed due to storm roof damage. Works due to commence on 21 September to replace part of roof, this will enable the area to be marketed. Business Centre Manager is reviewing Bizspace marketing strategy aiming to increase occupancy.	
					48 out of 82	47 out of 82	47 out of 82	47 out of 82						
Modern Public Services	MPS24	Rate of return on commercial stock (%)		n/a	5.45%	5.46%	5.46%	5.46%	➔	Higher is better	5.41%	4.91% - 5.57%	An amount of minor variation is usual due to some lease reviews or rent free periods relating to break options not being exercised.	

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Place & Economy				Direction of Travel (Jul - Aug or Latest)	Polarity	Target	Tolerance	Comments
					Quarter 1 22-23	Year to Date	July 2022/23	August 2022/23					
<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%	61.54%	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.
					8 out of 13	8 out of 13	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)	85%	90.32%	100%	100%	➔	Higher is better	90%	88% - 90%	Performance in the determination of 'Major' applications continues to be significantly above target levels. The year to date performance is above the national benchmark. Staff resourcing remains a significant issue both locally and in the wider national context.
					17 out of 20	28 out of 31	7 out of 7	4 out of 4					
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%	90.48%	89.19%	93.75%	⬆️G	Higher is better	85%	83% - 85%	Performance in the determination of 'Minor' applications has improved further this month. Year to date performance remains above the national benchmark and the NNC target.
					89 out of 99	152 out of 168	33 out of 37	30 out of 32					
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%	89.29%	90.37%	91.87%	⬆️G	Higher is better	88%	86% - 88%	Performance in the determination of 'Other' applications has improved again this month. Year to date performance remains above the national benchmark and the NNC target.
					307 out of 349	542 out of 607	122 out of 135	113 out of 123					
Safe and thriving places	STP19	Total number of planning applications received - ALL TYPES of applications		Not relevant to benchmark.	622	1012	203	176	⬇️	N/A	No target	N/A	



Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Place & Economy				Direction of Travel (Jul - Aug or Latest)	Polarity	Target	Tolerance	Comments
					Quarter 1 22-23	Year to Date	July 2022/23	August 2022/23					
Safe and thriving places	STP21	% of Full fibre coverage		38.8% (England) - Think Broadband	49.2%	53.0%	50.8%	53.0%	↑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 (38.8% in August 2022). The 40% full fibre coverage target countywide by December 2023 was achieved early (March 2022). We have now passed a 50% milestone! Further target to achieve at least 80% full fibre coverage countywide by the end of 2028. Year to date is latest position.
Safe and thriving places	STP22	% of gigabit coverage		71.2% (England) - Think Broadband	81.9%	80.7%	80.5%	80.7%	↑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 (71.2% in August 2022). The 75% gigabit coverage target countywide by December 2023 was achieved two years early (Dec 2021). We have now passed an 80% milestone! We would expect the upward trajectory for gigabit coverage to continue but at a much slower rate now going forward. 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	243,320	53,260	55,680	↑G	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	Monthly figures continue to grow despite August being a holiday month for many.
Greener, sustainable environment	GSE02	Number of E-Scooter users		n/a	5,155	26,662	5,692	5,730	↑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.
Greener, sustainable environment	GSE03	Co2 saving from E-Scooters		n/a	7.8	41.6	9.2	10.7	↑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.

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Year to Date	July 2022/23	August 2022/23	Direction of Travel (Jul - Aug or Latest)	Polarity	Target	Tolerance	Comments
<b>Highways &amp; Waste</b>													
Safe and thriving places	STP29	<b>Number of Defects Outstanding on the network (at end of period), split by category</b>		n/a	829	775	819	775	↓G	Lower is better	No target - tracking indicator only	N/A	Overall the number of defects on the network has continued to decrease. Whilst there is a small increase in P2 this does not provide any cause for concern or required action and is offset by a reduction in defect in both P3 and P4 categories
		P1 (Target response time within 2 hours)			No P1 defects	No P1 defects	No P1 defects	No P1 defects	n/a				
		P2 (Target response time within 7 days)			13	19	16	19	↑R				
		P3 (Target response time within 28 days)			252	277	289	277	↓G				
		P4 (Target response time within 26 weeks)			564	479	514	479	↓G				
Safe and thriving places	STP30	<b>Number of Defects Repaired in the network in period, split by category</b>		n/a	5462	8237	1445	1330	↓	Higher is better	No target - tracking indicator only	N/A	The number of defects repaired in period has decreased overall and specifically for P2 and P3, whilst P4 has a small increase. However, whilst the performance for P2 and P3 is down in terms of actual numbers of repairs the performance shown by STP31 still meets the required targets.
		P1 (Target response time within 2 hours)			No P1 defects	No P1 defects	No P1 defects	No P1 defects	n/a				
		P2 (Target response time within 7 days)			423	559	95	41	↓R				
		P3 (Target response time within 28 days)			3492	5051	825	734	↓R				
		P4 (Target response time within 26 weeks)			1547	2627	525	555	↑G				
Safe and thriving places	STP31	<b>Percentage of defects responded to within the timeframes specified, split by category</b>		n/a	98.86% 5400 out of 5462	99.03% 8157 out of 8237	99.17% 1433 out of 1445	99.55% 1324 out of 1330	↑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. P2 remains constant at 100%. August has seen an improvement in performance for both P3 and P4 defects.
		P1 (Target response time within 2 hours)			No P1 defects	No P1 defects	No P1 defects	No P1 defects	N/A				
		P2 (Target response time within 7 days)			100% 423 out of 423	100% 559 out of 559	100% 95 out of 95	100% 41 out of 41	→				
		P3 (Target response time within 28 days)			98.71% 3447 out of 3492	98.91% 4996 out of 5051	99.27% 819 out of 825	99.46% 730 out of 734	↑G				
		P4 (Target response time within 26 weeks)			98.9% 1530 out of 1547	99.05% 2602 out of 2627	98.86% 519 out of 525	99.64% 553 out of 555	↑G				
Greener, sustainable environment	GSE07	<b>Percentage of waste diverted from landfill</b>	<p><b>90.73% of waste diverted from landfill</b></p>	TBC - Nearest neighbours / East Midlands data available on waste data flow.	TBD	90.73% (Q1 22-23)	n/a (reported quarterly)	n/a (reported quarterly)	n/a	Higher is better	87%		This is provisional for Q1 22-23. This relates to all waste either composted, recycled, sent for Mechanical Biological Treatment (MBT), some other treatment technology or incinerated instead of going to landfill.

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Year to Date	July 2022/23	August 2022/23	Direction of Travel (Jul - Aug 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%	93.84%	93.47%	93.66%	↑G	Higher is better	95%	90%-95%	The rate continues to be below the target, partly due 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 and this is starting to show some improvements in the number of compliant premises. Increased resources are in place to cover vacancies and this has increased the number of inspections undertaken
					2910 out of 3124	14652 out of 15613	2918 out of 3122	2924 out of 3122					
Safe and thriving places	STP33	% of Local Land Charges searches processed within 10 working days		n/a	82.08%	82.87%	82.42%	85.80%	↑G	Higher is better	95%	85.5% - 95%	Two of our offices underperformed in August (one at 94%, the other at 58% (Kettering)) and two offices overperformed. The underperformance in the Kettering office is due to staff within the team taking annual leave in August which reduces the capacity within the team by 50%. There is an upward direction of travel from July and we anticipate that all offices will achieve the target turnaround time within two months.
					435 out of 530	716 out of 864	136 out of 165	145 out of 169					
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%	→	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 x vehicles stopped during a partnership roadside check with the police, 1 x a business identified under a regional construction product update 2 x as a result of failed formal food samples which contained milk when they had been ordered as milk free. Allergen controls were not complete at the time of inspection either. 3 x to premises where repeated complaints about illegal tobacco/UAS of vapes or illegal tobacco was found and seized during an inspection 2 x where either money had been taken and no work was completed, or the work was substantially overcharged. 1 x where there was aggressive behaviour by the trader over a dispute of the quality of the work.
					36 out of 36	55 out of 55	5 out of 5	14 out of 14					

Children's Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	August 2022/23	Direction of Travel (Jul - Aug or Latest)	Polarity	Target	Tolerance	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)	30%	31% (640)	34% (743)	30% (782)	30% (700)	26% (594)	↑G	Lower is better	29%	25% - 40%	<p>Audit and review for learning is ongoing. It is anticipated that the strengthened model in Multi Agency Safeguarding Hub (MASH) and developments in Child and Family Support Services (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 Partner in Practice (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% (2164)	96%	98% (709)	93% (875)	98% (747)	95% (830)	95% (798)	→	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 Signs of Safety (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%	13.3% (1187)	13.1% (1179)	13.6% (1188)	12.9% (1217)	13.1% (1,218)	↓A	Lower is better	10%	5% - 15%	<p>Performance has declined by 0.2% 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>Planning permission granted for two new emergency homes. Through improved edge of care arrangements, the close oversight on admissions to care, and the developments within placement sufficiency, we are confident we can reduce the need for child to move home as frequently.</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%	61%	62% (605)	63% (607)	60% (677)	62% (665)	61% (667)	↓A	Higher is better	55%	50% - 60%	<p>This month has seen a decrease in performance to 61% 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 Education, Employment and Training (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%	89% (605)	93% (607)	93% (677)	95% (665)	93% (667)	↓A	Higher is better	90%	85% - 95%	<p>Performance for this month decreased to 93%, still above the target of 90%. We know that we have some young people in unsuitable accommodation, including a number of young people sentenced to custody, and some who have no accommodation at all. We work hard to address this, tenaciously seeking to engage with young people who may see our attempts at support as interference.</p> <p>The care leavers housing protocol is in place and work is being progressed under the governance of a strategic group; this includes a review of the housing panels and engagement with the housing associations. Helpful discussions with colleagues in the Councils is placing the housing sufficiency needs of care leavers as central to their housing strategies. The Accommodation Transitions Panel is now in operation and ensures all young people have a comprehensive, accommodation-focused, shared, and timely transition plan.</p>

Children's Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Year to Date	April 2022/23	May 2022/23	June 2022/23	July 2022/23	August 2022/23	Direction of Travel (Jul - Aug or Latest)	Polarity	Target	Tolerance	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)	0.39%	2.12%	0.09%	0.20%	0.11%	0.11%	n/a	n/a	Lower is better	Target under review	5 percentage points	Schools are closed in August and therefore there is no data to report on this indicator  <b>Extra detail on PI:</b> 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. <b>Includes all state funded schools (LA maintained and Academy schools) in North Northants.</b>
					125 out of 32217	684 out of 32217	28 out of 31844	63 out of 31844	34 out of 32217	34 out of 32217	n/a					
Better, brighter futures	BBF16 (LS7a)	Rate of suspensions in secondary aged pupils		7.43% (All English Authorities 2019/20 - LAIT)	3.27%	13.41%	0.64%	1.36%	1.27%	0.72%	n/a	n/a	Lower is better	Target under review	5 percentage points	Schools are closed in August and therefore there is no data to report on this indicator  <b>Extra detail on PI:</b> 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. <b>Includes all state funded schools (LA maintained and Academy schools) in North Northants.</b>
					783 out of 23911	3207 out of 23911	154 out of 23979	325 out of 23979	304 out of 23911	173 out of 23911	n/a					
Better, brighter futures	BBF17 (NI 114a)	Rate of Permanent exclusions from school - Total		0.06% (All English Authorities 2019/20 - LAIT)	0.027%	0.109%	0.004%	0.013%	0.011%	0.014%	n/a	n/a	Lower is better	Target under review	5 percentage points	Schools are closed in August and therefore there is no data to report on this indicator  <b>Extra detail on PI:</b> 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. <b>Includes all state funded schools (LA maintained and Academy schools) in North Northants.</b>
					15 out of 56128	61 out of 56128	2 out of 55823	7 out of 55823	6 out of 56128	8 out of 56128	n/a					
Better, brighter futures	BBF18 (SEN1)	% of EHC (education health care) plans issued within 20 weeks (excluding exceptions)		59.9% All English Authorities 2021 - LAIT)	63.24%	42.13%	63.51%	68.00%	59.46%	50.00%	33.33%	↓R	Higher is better	Target under review	5 percentage points	During the school holiday period focus was given to clearing the historic backlog of cases. Regular practice is attention to the 'within time' caseload to achieve target. The volume of activity by the service was consistent and improving though the focus of the work was on the completion of previously 'stuck cases' including for example children where placement is disputed and has subsequently gone over 20 weeks. It is expected that now schools are back that the focus once again is with the contemporary 'in time' caseload having worked to clear the cases that were outside of the 20-week timescale.  <b>Extra detail on PI:</b> Year to date is the academic year to date (Sept to August) Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases
					86 out of 136	257 out of 610	47 out of 74	17 out of 25	22 out of 37	34 out of 68	35 out of 105					

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Year to Date	July 2022/23	August 2022/23	Direction of Travel (Jul - Aug or Latest)	Polarity	Target	Tolerance	Comments
<b>Adult Social Care</b>													
Active, fulfilled lives	AFL01	Total number of people allocated to each team		n/a	5007 (June)	5151 (August)	5022 (July)	5151 (August)	↑	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 has been a slight increase to the overall caseload compared to previous month snapshot, but remains slightly below the year to date. Case closures across the team reported low in the previous month.  The closure was impacted due to leave and sickness particularly in the month of August. This would then impact the total number of cases open to team hence showing slightly higher number of open cases in August.
Active, fulfilled lives	AFL02	Number of unscheduled review requests		n/a	320	557	120	117	↓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.	There was a very slight decrease in the overall number of people requesting an unscheduled review compared to previous month.  Even though there is a very slight decrease in the number of unscheduled review requests recorded in August, the demand around unscheduled review request remain static in the last few months.
Active, fulfilled lives	AFL03	Percentage of New Requests for Services (all ages) where Route of Access was Discharge from Hospital, that had a sequel of short term services to maximise independence (ST-MAX i.e. reablement)		n/a	32%	33%	32%	33%	↑	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	11 new requests for people aged 18-64 and 272 for people aged 65 and over. There was a very slight increase from previous month, with minimal change seen across the other sequels to request for support.
Active, fulfilled lives	AFL04	Number of new safeguarding concerns received per month		n/a	934	1606	314	358	↑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.	The number of new concerns received has continued to increase this month following the notable reduction seen in June. The number of concerns remains above the 2021-22 monthly average of 245. The Safeguarding Assurance Team acknowledge that the number of safeguarding concerns received have and are continuing to increase.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Year to Date	July 2022/23	August 2022/23	Direction of Travel (Jul - Aug 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	214	363	75	74	↓	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.	The number of concerns determined to be enquiries remained stable despite the increase in concerns received. The number of enquiries as a proportion of concerns received fell slightly month on month (24% v 21%). The number remains below the 2021-22 monthly average of 66.
Active, fulfilled lives	AFL06	Total number of open Deprivation of liberty Safeguard cases		n/a	1910	1795	1892	1795	↓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 seen the most significant reduction this year, following a growth throughout Q1. The number of open cases is now 7% below the 2021-22 average.
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)	147.85	259.12	211.87	259.12	↑	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.	170 admissions. 33 existing people as a result of change in setting following a review, 131 new admissions following an assessment and 6 new admissions following a period of Short Term Support to Maximise Independence. 2021-22 monthly average growth was around 50 per 100,000 population versus 49 per 100,000 for 2022-23.
Active, fulfilled lives	AFL08	Number of people who were prevented from requiring statutory care, or whose need was reduced  Delaying and reducing the need for care and support having received short term services to maximise independence (ST-MAX) services'		84.6% East Midlands Average, we are in the process of identifying more up to date benchmark data for this PI.	76.90%	77.0%	77.5%	77.0%	↓	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. The proportion has seen a minor decrease this month following successive increases previously seen.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Year to Date	July 2022/23	August 2022/23	Direction of Travel (Jul - Aug or Latest)	Polarity	Target	Tolerance	Comments
<b>Public Health</b>													
Active, fulfilled lives	AFL22	Smoking quit rate at 4 weeks		n/a	59.5% (Apr-Jun 2022) 226 out of 380	59.5% (Apr-Jun 2022) 226 out of 380	60.4% (Jun 2022) 61 out of 101	TBD	↑G (May - Jun)	Higher is better	60%	TBC by consultant and service lead	Lag in data for the preceding 2 months. Latest data received is for June 2022.  We are pleased to have met our target for June and look forward to building on this in the coming months.
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	96.1% (Jul 2022) 641 out of 667	98.2% (Jun 2022) 652 out of 664	96.1% (Jul 2022) 641 out of 667	↓	Higher is better	90%	TBC	This indicator represents the whole of Northamptonshire. August 2022 data will be available in October'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)	8.1% (Apr-Jun 2022) 1853 out of 22875	11.7% (Apr-Jul 2022) 2632 out of 22522	1.2% (Jun 2022) 280 out of 22875	3.5% (Jul 2022) 779 out of 22522	↑G	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 2022) 731 out of 22875	4.7% (Apr-Jul 2022) 1059 out of 22522	1.1% (Jun 2022) 250 out of 22875	1.5% (Jul 2022) 328 out of 22522	↑G	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	Quarter 1 22-23	Year to Date	July 2022/23	August 2022/23	Direction of Travel (Jul - Aug 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	53.1% (Jul 2022) 363 out of 684	51.8% (Jun 2022) 347 out of 670	53.1% (Jul 2022) 363 out of 684	↑G (Jun - Jul)	Higher is better	55%	52.25% - 55%	This indicator represents the whole of Northamptonshire. August 2022 data will be available in October's report. Benchmark updated: England 2020/21. The Health Visiting Service has reset, following COVID-19 school age vaccinations and is now able to undertake the required mandatory checks. Breastfeeding peer support service has expand to the Corby 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	98.2% (Jul 2022) 672 out of 684	97.9% (Jun 2022) 656 out of 670	98.2% (Jul 2022) 672 out of 684	↑G (Jun - Jul)	Higher is better	90%	TBC	This indicator represents the whole of Northamptonshire. August 2022 data will be available in October'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	AFL23	% substance misuse clients waiting more than 3 weeks for their first intervention			Q1 data TBD	n/a	Q1 data TBD	n/a (reported quarterly)	n/a	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. Q1 2022/23 should be available next month.
<b>Housing Services</b>													
Active, fulfilled lives	AFL13	Number of households whose homelessness was prevented		n/a	70	110	20	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 along with the Homelessness and Rough Sleeping Strategy. A North Northants Homelessness Conference is also being held in September bringing together a range of partners to help prioritise and support tackling homelessness locally.
Active, fulfilled lives	AFL14	Number of households whose homelessness was relieved		n/a	62	114	21	31	↑G	Higher is better	300 (25 per month)	276 (23 per month)	
Active, fulfilled lives	AFL12	Number of rough sleepers (single night snapshot figure)		12 (All English Authorities 2021 - LG Inform)	n/a	n/a	26	20	↓G	Lower is better	9	TBD	

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Safe and thriving places	STP11	Number of council housing lets completed		n/a	80	152	30	42	↑	No polarity	No target - tracking indicator only	N/A	This is a combined figure for Corby and Kettering teams to help monitor the number of council properties being let on a monthly basis. There has been an increase in the number of lets completed in August, 17 within Kettering area and 25 within Corby area. 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. The number of lets can be impacted by several factors including tenancies ending and number of void properties ready to let so is currently a measure to help monitor flow.
Safe and thriving places	STP12	Number of council houses vacant and available to let		n/a	22	n/a	27	16	↓G	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, 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. August has seen a significant fall in the number of properties vacant and ready to let.
Safe and thriving places	STP36	Number of voids - Kettering Area		n/a	n/a	n/a	47	50	↑R	Lower is better	No target - tracking indicator only	N/A	This data provides a snapshot of the number of void properties the team are processing at the end of the month. There has been an increase of 3 in the total number in Kettering and the number of voids in the process in Corby has remained static however this could be a combination of new void properties and properties being let. Joint meetings between teams that are already established will help ensure there is robust monitoring and regular review of all properties that are currently void to help agree next steps and prioritise properties as appropriate.
		Number of voids - Corby Area		n/a	n/a	n/a	80	80	→				
Safe and thriving places	STP37	Void turnaround time - Kettering Area (Mean Average)		TBD	n/a	n/a	101 days	109 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 both areas due to a number of major void properties being let in month. In future we will look to separate out void turnaround time for standard and major voids to give a more accurate picture of the time taken to turn around void properties.
		Void turnaround time - Corby Area (Mean Average)		TBD	n/a	n/a	76 days	84 days	↑R				

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Safe and thriving places	STP08	% of properties with a valid gas safety certificate	<table border="1"> <caption>% of properties with a valid gas safety certificate</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>99.5%</td> <td>99.5%</td> <td>99.5%</td> </tr> <tr> <td>May</td> <td>99.5%</td> <td>99.5%</td> <td>99.5%</td> </tr> <tr> <td>June</td> <td>99.5%</td> <td>99.5%</td> <td>99.5%</td> </tr> <tr> <td>July</td> <td>99.5%</td> <td>99.5%</td> <td>99.5%</td> </tr> <tr> <td>August</td> <td>99.6%</td> <td>99.5%</td> <td>99.5%</td> </tr> </tbody> </table>	Month	Actual	Target	Trend	April	99.5%	99.5%	99.5%	May	99.5%	99.5%	99.5%	June	99.5%	99.5%	99.5%	July	99.5%	99.5%	99.5%	August	99.6%	99.5%	99.5%	TBD	n/a	n/a	99.5% 7881 out of 7918	99.6% 7908 out of 7938	↑G	Higher is better	100%	99.5% and above	As at the end of August 2022, 30 properties were without a valid gas safety certificate. In the Corby area: 4 properties were serviced on 06/09/2022. 4 properties are now void and services have been scheduled. 14 properties are in the legal stages (3 properties have services booked, 4 properties have a court date booked for 13/09/2022 and 7 properties have a court date booked for 27/09/2022). 3 properties we obtained a warrant for and these were executed on 06/09/2022 (2 were capped off, 1 was serviced). We are limited to the number of properties we can take to court each fortnight to obtain right of entry warrants, so this is impacting compliance. In the Kettering area: 2 are now complete, 2 have had appointments made and one is a TA property and appointment TBC.
Month	Actual	Target	Trend																																		
April	99.5%	99.5%	99.5%																																		
May	99.5%	99.5%	99.5%																																		
June	99.5%	99.5%	99.5%																																		
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Safe and thriving places	STP09	Total number of emergency repairs completed	<table border="1"> <caption>Total number of emergency repairs completed</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>790</td> <td>790</td> </tr> <tr> <td>May</td> <td>985</td> <td>985</td> </tr> <tr> <td>June</td> <td>790</td> <td>790</td> </tr> <tr> <td>July</td> <td>985</td> <td>985</td> </tr> <tr> <td>August</td> <td>790</td> <td>790</td> </tr> </tbody> </table>	Month	Actual	Trend	April	790	790	May	985	985	June	790	790	July	985	985	August	790	790	n/a	n/a	n/a	790	985	↑	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. In August the number of emergency repairs completed has seen a significant increase.						
Month	Actual	Trend																																			
April	790	790																																			
May	985	985																																			
June	790	790																																			
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Safe and thriving places	STP10	Total number of non-emergency repairs completed	<table border="1"> <caption>Total number of non-emergency repairs completed</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>1450</td> <td>1450</td> </tr> <tr> <td>May</td> <td>1442</td> <td>1442</td> </tr> <tr> <td>June</td> <td>1450</td> <td>1450</td> </tr> <tr> <td>July</td> <td>1442</td> <td>1442</td> </tr> <tr> <td>August</td> <td>1450</td> <td>1450</td> </tr> </tbody> </table>	Month	Actual	Trend	April	1450	1450	May	1442	1442	June	1450	1450	July	1442	1442	August	1450	1450	n/a	n/a	n/a	1450	1442	↓	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 August there was a similar number of non-emergency repairs completed to the number in July.						
Month	Actual	Trend																																			
April	1450	1450																																			
May	1442	1442																																			
June	1450	1450																																			
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August	1450	1450																																			
Safe and thriving places	STP04	Total Active applicants on the Keyways Housing Register	<table border="1"> <caption>Total Active applicants on the Keyways Housing Register</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>3046</td> <td>3046</td> </tr> <tr> <td>May</td> <td>3349</td> <td>3349</td> </tr> <tr> <td>June</td> <td>3046</td> <td>3046</td> </tr> <tr> <td>July</td> <td>3349</td> <td>3349</td> </tr> <tr> <td>August</td> <td>3046</td> <td>3046</td> </tr> </tbody> </table>	Month	Actual	Trend	April	3046	3046	May	3349	3349	June	3046	3046	July	3349	3349	August	3046	3046	n/a	n/a	n/a	3046	3349	↑	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). The large increase between July and August is due to a recent blitz day on Saturday 20th August in which 197 applications were assessed. Further blitz days are planned for September and are making a positive impact on the backlog. 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	Trend																																			
April	3046	3046																																			
May	3349	3349																																			
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Safe and thriving places	STP05	New Housing Applications Received	<table border="1"> <caption>New Housing Applications Received</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Trend</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>457</td> <td>457</td> </tr> <tr> <td>May</td> <td>561</td> <td>561</td> </tr> <tr> <td>June</td> <td>457</td> <td>457</td> </tr> <tr> <td>July</td> <td>561</td> <td>561</td> </tr> <tr> <td>August</td> <td>457</td> <td>457</td> </tr> </tbody> </table>	Month	Actual	Trend	April	457	457	May	561	561	June	457	457	July	561	561	August	457	457	n/a	n/a	n/a	457	561	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	Larger increase from July to August than in previous months. There was also no significant increase in July to August 21 in comparison to highlight any trend.						
Month	Actual	Trend																																			
April	457	457																																			
May	561	561																																			
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Safe and thriving places	STP13	Number of Private Sector Disabled Facilities Grants (DFG) cases on waiting list		n/a	n/a	n/a	113	83	↓	N/A - Tracking	TBC	N/A	The numbers on the DFG waiting list are beginning to reduce since the return of a Full Time Senior Surveyor who has been able to pick up new cases and allocate others more efficiently on our newly created NNC waiting list. Recruitment is still ongoing for a Junior Surveyor, but we have recently offered somebody the Surveyor role. Once they have started with us, we hope to see a significant reduction on existing waiting list numbers, although we have agreed for the Occupational Therapy department to send through an increased number of referrals per month, which will of course increase new numbers.
Safe and thriving places	STP14	Number of Private Sector Disabled Facilities Grants completions		n/a	46	75	12	17	↑G	Higher is better	168 (14 per month)	TBD	The number of DFG completions remains relatively static due to lack of resources within the team. 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. That said, we hope the completion rate will increase once the new surveyor is in post.
Active, fulfilled lives	AFL15	Total number of homeless approaches		n/a	862	1534	315	357	↑	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 August there was an increase in the no of approaches from 315 - 357 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	66	100	8	26	↑	N/A	288 (24 per month)	TBD (currently using standard 5%)	This measure indicates the number of households that have been accepted by the Council as homeless due to being unintentionally homeless, eligible for assistance and have a priority need and for which the Council has been unable to achieve a positive housing solution during the prevention and relief stages of the process (AFL13 and AFL14). During 2021/22 there were 284 households accepted as being owed the main housing duty. There was a decrease in decisions made in July, likely impacted by annual leave but increased substantially in August.
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation		n/a	n/a	n/a	200	193	↓G	Lower is better	200	TBD	An average of almost ten new households have been placed into temporary accommodation each week over the last 6 weeks. Despite the sustained pressure on the service, the number of households placed outside of North Northamptonshire remains low. In addition, the use of nightly purchased, supplier managed temporary accommodation which is costly to the Council continues to reduce.  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	n/a	0	0	→	Lower is better	0	TBD	The homelessness legislation specifies that Bed & Breakfast (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. The temporary accommodation team continues to ensure that use of B&B accommodation for those with family commitments is kept to an absolute minimum.
Active, fulfilled lives	AFL19	Number of rough sleepers rehoused into accommodation		n/a	20	41	8	13	↑G	Higher is better	60 per year (5 per month)	TBD	During August, 7 individual were supported into accommodation suitable for their needs direct from the streets, and a further 10 were placed into council discretionary Temporary Accommodation. Of these, 4 were NRPf (no recourse to public funds), and we have linked in with international light house who have assessed all cases and processed EU settled status (EUSS) applications. Since this we have had had one individual come back with settled status, which now allows us to claim relevant benefits and provide a move on plan to support his needs. Three individuals have moved on from discretionary Temporary Accommodation into long term accommodation, and we have another 4 individuals pending move on already for the month of September.

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<b>Communities and Libraries</b>													
Active, fulfilled lives	AFL09	Number of physical visits to libraries		n/a	n/a	n/a	37,358	38,319	↑G	Higher is better	August target: 24,865 Annual target: 246,187	0	It has been a bumper Summer of family visits returning to near pre-pandemic levels. The Summer Reading Challenge and associated events have been extremely well attended. We are well on track to exceeding the target.