



## North Northamptonshire Council Performance Report - September 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

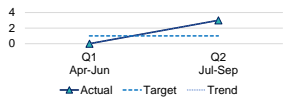

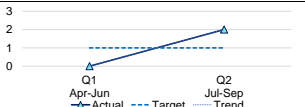
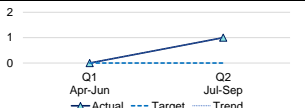
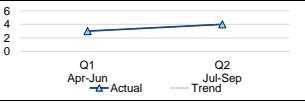
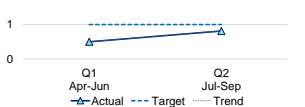
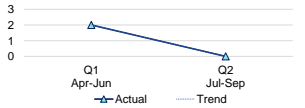
Children's Trust Direction of Travel Key	
↑G	Performance improved since last month
→	Performance the same as last month
↓A	Performance declined since last month

### Performance Terminology key

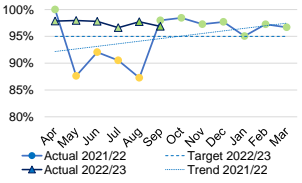
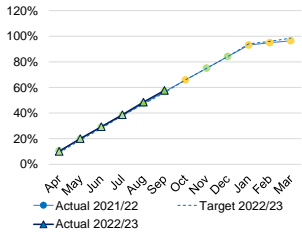
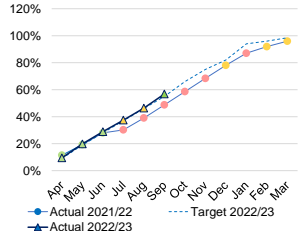
TBC	To be confirmed
TBD	To be determined
n/a	Not applicable
Actual	The actual data (number/percentage) achieved during the reporting period
Benchmark	A comparator used to compare the Council's performance against. The 2020/21 average for Unitary Councils in England has been used where available unless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

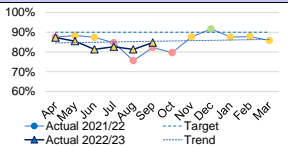


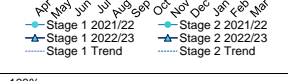


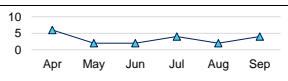
Governance & HR

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Year to Date	August	September	Direction of Travel (Aug - Sep or Latest)	Polarity	Target	Tolerance	Comments	
					22-23	22-23	Date	2022/23	2022/23						
<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%	n/a until Oct Report		91.44% (Apr-Aug)	93.67%	N/A (Reporting a month in arrears)	↑G (Jul - Aug)	Higher is better	90%	85% - 90%	The performance for August is pleasing in view of an increased number of requests during the peak holiday/annual leave period. The reporting structure for this area has now changed to better reflect actual performance figures a month in arrears rather than a snapshot for the current month.
					233 out of 254			374 out of 409	74 out of 79						
Modern Public Services	MPS13	% Environmental Information Regulation Requests completed in 20 working days		TBD	97.44%	n/a until Oct Report		97.9% (Apr-Aug)	98.00%	N/A (Reporting a month in arrears)	↓ (Jul - Aug)	Higher is better	90%	Tolerance 85% - 90%	The trajectory is positive particularly against a backdrop of increased requests. The new procedures in relation to Con29/EIR (Environmental Information Regulations) enquiries, which have caused a dramatic increase in workloads and pressures to the IG (Information Governance) Team are bedding in and whilst performance levels remain acceptable at present, we may see a decline in future reports in this area.
					494 out of 507			794 out of 811	148 out of 151						
Modern Public Services	MPS14	% Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)		TBD	90.2%	n/a until Oct Report		91.58% (Apr-Aug)	94.12%	N/A (Reporting a month in arrears)	→ (Jul - Aug)	Higher is better	90%	85% - 90%	Performance has remained consistent for this period with only one late response. This is pleasing considering the numbers of requests received during the peak holiday season remaining high.
					55 out of 61			87 out of 95	16 out of 17						
Modern Public Services	MPS15	<p><b>Total number of data breaches</b></p> <p>A personal data breach is a security incident that has affected the confidentiality, integrity or availability of personal data.</p> <p>There are two types of breaches:</p> <ul style="list-style-type: none"> <li>A 'Non-reportable breach' has a low, or no impact on the rights and freedoms of individuals.</li> <li>A 'Reportable breach' has a significant impact on the rights and freedoms of individuals. These are required to be reported to the (Information Commissioner's Office (ICO)).</li> </ul>		n/a	16	28	44	12	11	↓G	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 remains a high number of 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 (Information Commissioners Office)). The high 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 (Information Governance) 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 (Corporate Management Team). 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>	
					0	1	1	0	1						↑R
					16	27	43	12	10						↓G
The figures have been verified and updated for July and May to reflect changes to the outcome of investigations, upon closure.															

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Year to Date	August	September	Direction of Travel (Aug - Sep or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23	Date	2022/23	2022/23					
<b>Information Governance</b>														
Modern Public Services	MPS16	Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Freedom of Information (FOI) requests following internal review).		n/a	0	3	3	n/a (reported quarterly)	3	↑R	Lower is better	1 per month	No tolerance	The Interim Information Requests Manager currently deals with any complaints escalated to the ICO (Information Commissioners Office). The outcome of the complaint, if upheld will be carefully considered and appropriate actions taken.
Modern Public Services	MPS17	Number of complaints to Information Commissioners Office (ICO) upheld by ICO (with respect to handling of Freedom of Information (FOI) requests following internal review).		n/a	0	0	0	n/a (reported quarterly)	0	→	Lower is better	0 per month	No variation	Of the x3 complaints received during the quarter, only one has been decided by the ICO (Information Commissioners Office) which was in the council's favour and was not upheld. The outcome of the complaint, if upheld will be carefully considered and appropriate actions taken.
Modern Public Services	MPS18	Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests).		n/a	0	2	2	n/a (reported quarterly)	2	↑R	Lower is better	1 per month	No variation	Of the x2 complaints made to the ICO (Information Commissioners Office) in relation to data requested/provided under the SAR (Subject Access Request) process, 1 has been challenged and the other will be upheld. The outcome of the complaint, if upheld will be carefully considered and appropriate actions taken.
Modern Public Services	MPS19	Number of complaints upheld by Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests)		n/a	0	1	1	n/a (reported quarterly)	1	↑R	Lower is better	0 per month	No variation	The upheld complaint relates to a Subject Access Request in relation to a high profile court case with the Council. The IG (Information Governance) Team are waiting for guidance from the Legal Team before proceeding further.
Modern Public Services	MPS20	Number of direct disclosure requests (ADR - Access to a Deceased Person's) received		n/a	3	4	7	n/a (reported quarterly)	4	n/a	N/A	N/A - Tracking	No variation	These requests fall outside the remit of GDPR (General Data Protection Regulations) / Data Protection but are handled in the same manner as SARs (Subject Access Requests).
Modern Public Services	MPS21	% Transparency publications completed on time.		n/a	50.0%	81.25%	75.00%	n/a (reported quarterly)	81.25%	↑G	Higher is better	100%	No variation	Of the 16 required publications under the Local Government Transparency Code, both quarterly and annual publications, we now have 13 published. The remaining x3 items will be duly followed up with a view to being published before the next quarterly reporting.
Modern Public Services	MPS22	Number of external Information Commissioners Office (ICO) complaints relating data management of data/breaches		n/a	2	0	2	n/a (reported quarterly)	0	↓G	Lower is better	N/A - Tracking	No variation	The Data Protection Team liaises with the ICO Information Commissioners Office) to resolve any outstanding issues and resolve the complaint to the ICO's satisfaction

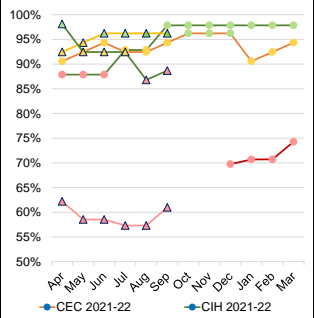
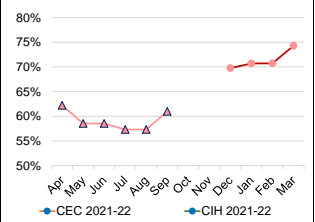
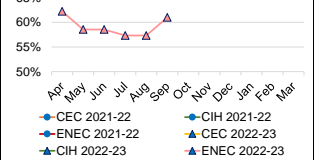
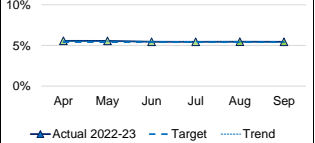
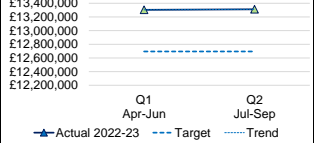
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Year to Date	August	September	Direction of Travel (Aug - Sep or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23	Date	2022/23	2022/23					
<b>Information Governance Registrations</b>														
Connected communities	CNC03	% of Deaths registered within 5 working days		(Benchmarking available if needed as all authority performance data can be downloaded)	62.1%	65.9%	63.0%	59.1%	72.0%	↑G	Higher is better	80%	70% - 80%	NNC remains 2nd in the region year to date. The number of deaths recorded is higher than pre-pandemic levels, this has been widely reported across other districts. However, office capacity remains high and the service isn't experiencing any delays in the MCCDs (Medical Certificate of Cause of Death) being received from the issuing ME/GP (Medical Examiner/General Practitioner). Additional death registration capacity has already been created for the christmas week and January 2023 to cope with the increase in death rate during the winter months. A snap shot was looked at on the 28th September of deaths recorded this financial year to the same date last year. Deaths for NNC had an increase of 106 registrations. The svc tracks covid deaths with 6 people recorded dying of this in September, but the impact of Covid is wider due to delays that occurred for operations or potentially diagnosis of conditions
					420 out of 676	395 out of 599	815 out of 1276	140 out of 237	131 out of 181					
Connected communities	CNC04	% of Births registered within 42 days		(Benchmarking available if needed as all authority performance data can be downloaded)	92.2%	84.0%	87.6%	88.6%	84.0%	↓R	Higher is better	90%	86.5% - 90%	NNC now 2nd in the region year to date. The additional Bank Holiday for The Queens funeral was a delaying factor as 20+ appointments had to be rescheduled that had been booked for that day. September figures also indicate a significant increase in the birth rate, this occurs every year, but 2022 recorded an additional 55 birth registrations compared to 2021
					683 out of 741	795 out of 946	1478 out of 1687	209 out of 236	346 out of 412					

Finance Services																
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date 2022/23	August 2022/23	September 2022/23	Direction of Travel (Aug - Sep or Latest)	Polarity	Target	Tolerance	Comments		
<b>Finance</b>																
Modern Public Services	MPS01	% of invoices paid within 30 days		n/a	97.87%	97.1%	97.5%	97.7%	96.9%	↓	Higher is better	95%	95% subject to change from SLA review (Tolerance TBC)	Accounts Payable performance remains strong and any issues are discussed in Service Review meetings.		
					9,342 out of 9,545	9477 out of 9761	18819 out of 19306	3361 out of 3439	2906 out of 3000							
Modern Public Services	MPS02	% of actual spend with local suppliers where economically justifiable.	To be confirmed	n/a	69%	TBD	TBD	N/A (reported quarterly)	TBD	TBD	N/A	No Target - Tracking Only	No tolerance	Following a review of the spend data from Quarter 1 in 22-23, it was identified by the Finance Assistant Director that further consideration of the way information is presented for these two indicators was required. This is due to the way that the Finance system classifies and subsequently displays the spend which has been committed in each financial period. Investigations are ongoing and options are to be presented to the Finance Assistant Director. Once a decision has been made on the method which is to be used to ensure accurate reporting, data for any completed financial quarters will be retrospectively published.		
					£112,528,400 out of £162,196,170											
Modern Public Services	MPS03	% count of local suppliers where economically justifiable.	To be confirmed	n/a	51%	TBD	TBD	N/A (reported quarterly)	TBD	TBD	N/A	No Target - Tracking Only	No tolerance			
					1413 out of 2770											
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	September 2021/22	Quarter 1 22-23	Quarter 2 22-23	Year to Date 2022/23	August 2022/23	September 2022/23	Direction of Travel year on year - (Sep 2021 - Sep 2022)	Polarity	Target	Tolerance	Comments	
<b>Revenues &amp; Benefits</b>																
Modern Public Services	MPS05	% of council tax collected in the year debit raised		95.92% (All English Authorities 2020/21 - LG Inform)	56.79%	29.31% (YTD) 104.68% achieved of the monthly target (28.00%)	57.69% (YTD) 103.02% achieved of the monthly target (56.00%)	57.69% (YTD) 103.02% achieved of the monthly target (56.00%)	48.55% (YTD) 103.30% achieved of the monthly target (47.00%)	57.69% (YTD) 103.02% achieved of the monthly target (56.00%)	→	Higher is better	56%	98.5% (Annual target)	No tolerance	Collection rates remain above target and do not appear to have been impacted by the cost of living crisis yet. Close monitoring will continue to take place to ensure that any change in payment behaviour is picked up early.
					£20,299,668.54	£66,714,621.73 (collected in Q1)	£64,845,502.55 (collected in Q2)	£131,560,024.28	£22,518,235.17 (collected in Aug)	£20,877,879.80 (collected in Sep)						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.
Modern Public Services	MPS04	% of business rates collected in the year debit raised		93.74% (All English Authorities 2020/21 - LG Inform)	48.72%	28.87% (YTD) 103.11% achieved of the monthly target (28.00%)	56.80% (YTD) 101.43% achieved of the monthly target (56.00%)	56.80% (YTD) 101.43% achieved of the monthly target (56.00%)	46.36% (YTD) 98.64% achieved of the monthly target (47.00%)	56.80% (YTD) 101.43% achieved of the monthly target (56.00%)	↑G	Higher is better	56%	98.5% (Annual target)	No tolerance	Collection is above target, however we will continue to monitor this closely due to energy costs increasing and the associated impacts this may have on businesses ability to pay their business rates.
					£12,790,905.95	£42,054,046.57 (collected in Q1)	£40,434,431.64 (collected in Q2)	£82,488,478.21	£12,774,678.67 (collected in Aug)	£15,121,077.36 (collected in Sep)						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.

Transformation														
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	August 2022/23	September 2022/23	Direction of Travel (Aug - Sep or Latest)	Polarity	Target	Tolerance	Comments
<b>Customer Services</b>														
Modern public services	MPS39	% of calls answered out of total calls received in customer services		n/a	84.50%	82.82%	83.66%	81.28%	84.76%	↑G	Higher is better	90%	81% - 90%	Performance improved for September with call volumes still high. Some new staff joined in September and training is currently taking place.
					90829 out of 107485	98611 out of 119069	189440 out of 226554	35391 out of 43541	31891 out of 37627					
Modern public services.	MPS30	Total number of Stage 1 complaints received by NNC (excluding children's services complaints)		n/a	413	436	849	153	142	↓	Lower is better	No target - tracking indicator only	No target - tracking indicator only	There was a small reduction in complaints received in September, however no single theme for these.
Modern public services.	MPS32	Total number of complaints escalated to stage 2		n/a	22	36	58	11	14	↑	Lower is better	No target - tracking indicator only	No target - tracking indicator only	There was a slight increase in new cases from last month, however, escalated case numbers remain low.
Modern public services.	MPS31	Total number of complaints received by NNC		n/a	435	472	907	164	156	↓	Lower is better	No target - tracking indicator only	No target - tracking indicator only	Fewer complaints received overall in September, 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%	65%	61%	64%	61%	↓	Higher is better	90%	81% - 90%	Performance declined in September. A number of complaints are continuing to be resolved as investigations are often complex and take longer than expected.
					217 out of 380	255 out of 394	472 out of 774	85 out of 133	60 out of 99					
Modern public services.	MPS35	% of complaints upheld		TBD	26%	26%	26%	30%	15%	↓G	Lower is better	20%	20% - 22%	A further drop in the number of upheld complaints. No concerning trends have been identified and services are working hard to prevent recurrences.
					100 out of 380	102 out of 394	202 out of 774	40 out of 133	15 out of 99					
Modern public services.	MPS37	Total number of notices received of complaints under investigation by Ombudsman		n/a	10	10	20	2	4	↑R	Lower is better	No target - tracking indicator only	N/A	The volume of customers contacting the Ombudsman after exhausting the Council's complaints process remain low.

Transformation																																																	
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	August 2022/23	September 2022/23	Direction of Travel (Aug - Sep or Latest)	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</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>78%</td><td>80%</td></tr> <tr><td>May</td><td>78%</td><td>80%</td></tr> <tr><td>Jun</td><td>75%</td><td>80%</td></tr> <tr><td>Jul</td><td>75%</td><td>80%</td></tr> <tr><td>Aug</td><td>75%</td><td>80%</td></tr> <tr><td>Sep</td><td>78%</td><td>80%</td></tr> </tbody> </table>	Month	Actual	Target	Apr	78%	80%	May	78%	80%	Jun	75%	80%	Jul	75%	80%	Aug	75%	80%	Sep	78%	80%	TBD	77.09%	75.20%	76.19%	71.80%	73.76%	↑G	Higher is better	80%	72% - 80%	Performance improved for September with call volumes still high. Some new staff joined in September and training is currently taking place.														
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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> </tr> </thead> <tbody> <tr><td>Apr</td><td>30000</td><td>10000</td><td>10000</td><td>10000</td></tr> <tr><td>May</td><td>32000</td><td>10000</td><td>10000</td><td>10000</td></tr> <tr><td>Jun</td><td>33000</td><td>10000</td><td>10000</td><td>10000</td></tr> <tr><td>Jul</td><td>32000</td><td>10000</td><td>10000</td><td>10000</td></tr> <tr><td>Aug</td><td>35000</td><td>10000</td><td>10000</td><td>10000</td></tr> <tr><td>Sep</td><td>33000</td><td>10000</td><td>10000</td><td>10000</td></tr> </tbody> </table>	Month	Telephone	Face to face	E-forms	Emails	Apr	30000	10000	10000	10000	May	32000	10000	10000	10000	Jun	33000	10000	10000	10000	Jul	32000	10000	10000	10000	Aug	35000	10000	10000	10000	Sep	33000	10000	10000	10000	n/a	138303	146172	284399	51941	47455	↓	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																																													
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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> </tr> </thead> <tbody> <tr><td>Apr</td><td>30000</td><td>10000</td><td>10000</td><td>10000</td></tr> <tr><td>May</td><td>32000</td><td>10000</td><td>10000</td><td>10000</td></tr> <tr><td>Jun</td><td>33000</td><td>10000</td><td>10000</td><td>10000</td></tr> <tr><td>Jul</td><td>32000</td><td>10000</td><td>10000</td><td>10000</td></tr> <tr><td>Aug</td><td>35000</td><td>10000</td><td>10000</td><td>10000</td></tr> <tr><td>Sep</td><td>33000</td><td>10000</td><td>10000</td><td>10000</td></tr> </tbody> </table>	Month	Telephone	Face to face	E-forms	Emails	Apr	30000	10000	10000	10000	May	32000	10000	10000	10000	Jun	33000	10000	10000	10000	Jul	32000	10000	10000	10000	Aug	35000	10000	10000	10000	Sep	33000	10000	10000	10000	n/a	Telephone 90829 Face to Face 7120 E-Forms 9098 Emails 29528 Web Chat 1728	Telephone 98611 Face to Face 7739 E-Forms 8838 Emails 29695 Web Chat 1289	Telephone 189440 Face to Face 14859 E-Forms 17936 Emails 59223 Web Chat 2941	Telephone 35391 Face to Face 2522 E-Forms 3272 Emails 10194 Web Chat 562	Telephone 31891 Face to Face 3028 E-Forms 2839 Emails 9402 Web Chat 295	↓	N/A	No target - tracking indicator only	N/A	
Month	Telephone	Face to face	E-forms	Emails																																													
Apr	30000	10000	10000	10000																																													
May	32000	10000	10000	10000																																													
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Jul	32000	10000	10000	10000																																													
Aug	35000	10000	10000	10000																																													
Sep	33000	10000	10000	10000																																													
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>Apr</td><td>99%</td><td>99%</td><td>99%</td></tr> <tr><td>May</td><td>99%</td><td>99%</td><td>99%</td></tr> <tr><td>Jun</td><td>99%</td><td>99%</td><td>99%</td></tr> <tr><td>Jul</td><td>99%</td><td>99%</td><td>99%</td></tr> <tr><td>Aug</td><td>99%</td><td>99%</td><td>99%</td></tr> <tr><td>Sep</td><td>99%</td><td>99%</td><td>99%</td></tr> </tbody> </table>	Month	Actual	Target	Trend	Apr	99%	99%	99%	May	99%	99%	99%	Jun	99%	99%	99%	Jul	99%	99%	99%	Aug	99%	99%	99%	Sep	99%	99%	99%	TBD	99.80%	99.87%	99.80%	99.80%	99.80%	→	Higher is better	95%	85.5% - 95%	The target has been achieved for face to face appointments across all customer service sites.							
Month	Actual	Target	Trend																																														
Apr	99%	99%	99%																																														
May	99%	99%	99%																																														
Jun	99%	99%	99%																																														
Jul	99%	99%	99%																																														
Aug	99%	99%	99%																																														
Sep	99%	99%	99%																																														
					6407 out of 6421	5545 out of 5552	14830 out of 14859	2517 out of 2522	3022 out of 3028																																								

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	August 2022/23	September 2022/23	Direction of Travel (Aug - Sep or Latest)	Polarity	Target	Tolerance	Comments	
<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%	96.23%	➔	Higher is better	95%	90% - 95%	Performance is expected to fall over the coming months as a number of units have been vacated in the last month.	
					51 of 53 let	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%	88.68%	88.68%	86.79%	88.68%	⬆️	Higher is better	95%	90% - 95%	A number of transactions are in progress that will improve occupancy once completed.
					49 of 53 let	47 of 53 let	47 of 53 let	46 of 53 let	47 of 53 let						
Modern Public Services	MPS28	% occupancy of East Northamptonshire Enterprise Centre			58.54%	60.98%	60.98%	57.32%	60.98%	⬆️	Higher is better	90%	85%-90%	Remedial work to the roof has resulted in the top floor being left vacant. Work to make the roof water tight is underway. Interest continues to be received for other vacant units.	
				48 out of 82	50 out of 82	50 out of 82	47 out of 82	50 out of 82							
Modern Public Services	MPS24	Rate of return on commercial stock (%)		n/a	5.45%	5.45%	5.45%	5.46%	5.45%	⬇️	Higher is better	5.41%	4.91% - 5.57%	Slight reduction in income, predominantly due to rebaselining the commercial property income expectation for the year	
Modern Public Services	MPS25	Total rental income from commercial estate (£)		n/a	£13,304,319.00	£13,311,811	£13,311,811	n/a (reported quarterly)	£13,311,811 Per Annum (Quarter 2)	⬆️G	Higher is better	£12,695,000	£12,060,250 - £12,695,000 (-5%)	Rent reviews during July and August have resulted in a small increase from June.	



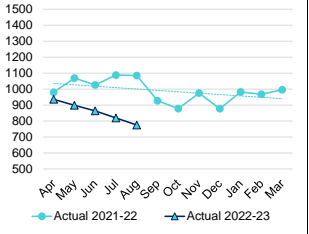
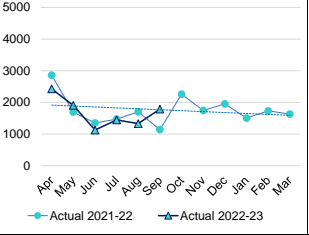
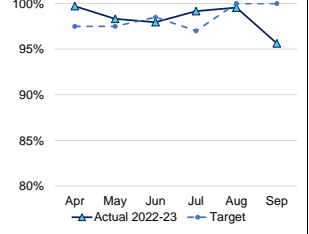
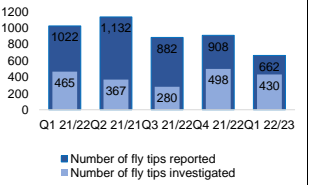

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	August 2022/23	September 2022/23	Direction of Travel (Aug - Sep or Latest)	Polarity	Target	Tolerance	Comments
<b>Growth &amp; Regeneration</b>														
Modern Public Services	MPS29	% occupancy of Chesham House Kettering		Not relevant to benchmark as it's so unique.	61.54%	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 from September onwards 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	8 out of 13					
Safe and thriving places	STP15	Percentage of major planning applications determined within 13 weeks (or within agreed extension of time)		88% (Q3 021/22 All English Authorities - LG Inform)	85%	100%	93.02%	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	23 out of 23	40 out of 43	4 out of 4	12 out of 12					
Safe and thriving places	STP16	Percentage of minor planning applications determined within 8 weeks (or within agreed extension of time)		83% (Q3 2021/22 All English Authorities - LG Inform)	89.90%	88.07%	88.94%	93.75%	82.50%	⬇️R	Higher is better	85%	83% - 85%	Demand on the service has been high in September with more decisions issued than any other month this year. This has impacted upon performance in the determination of 'Minor' applications which has fallen this month. Year to date performance remains above the national benchmark and the NNC (North Northamptonshire Council) target. Staff resourcing remains an issue in Planning both locally and nationally.
					89 out of 99	96 out of 109	185 out of 208	30 out of 32	33 out of 40					
Safe and thriving places	STP17	Percentage of other (including householder applications) planning applications determined within 8 weeks (or within agreed extension of time)		85% (Q3 2021/22 All English Authorities - LG Inform)	87.97%	88.64%	88.31%	91.87%	82.52%	⬇️R	Higher is better	88%	86% - 88%	Performance in the determination of 'Other' applications has fallen this month, which is likely the result of high output in determining 'major' and 'minor' applications. Year to date performance remains above the national benchmark and the NNC (North Northamptonshire Council) target. Staff resourcing remains a significant issue on Planning, both locally and nationally.
					307 out of 349	320 out of 361	627 out of 710	113 out of 123	85 out of 103					
Safe and thriving places	STP19	Total number of planning applications received - ALL TYPES of applications		Not relevant to benchmark.	633	576	1209	176	197	⬆️	N/A	No target	N/A	

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	August 2022/23	September 2022/23	Direction of Travel (Aug - Sep or Latest)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP21	% of Full fibre coverage		40.3% (England) - Think Broadband	49.2%	55.2%	55.2%	53.0%	55.2%	↑G	Higher is better	40% of Premises countywide (Dec 2023)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Strong performance across Northamptonshire when compared to the average full fibre coverage for the same period in England. The latter was 40.3% at end September 2022. The 40% full fibre countywide coverage target by December 2023 was achieved early (March 2022). More than half of all premises in Northamptonshire can now access full fibre broadband. 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		71.9% (England) - Think Broadband	79.9%	81.2%	81.2%	80.7%	81.2%	↑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. The latter was 71.9% at end September 2022. The 75% countywide gigabit coverage target by December 2023 was achieved two years early (Dec 2021). 4 out of 5 premises in the county should now have access to broadband networks capable of supporting gigabit speeds. 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	54,873	54,873	55,680	54,873	↓	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	Monthly figures decreased slightly from August to September, however year-on-year trend shows increased popularity with 2022 figures higher than for September 2021.
Greener, sustainable environment	GSE02	Number of E-Scooter users		n/a	5,155	5,494	5,494	5,730	5,494	↓	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	Monthly figures decreased slightly from August to September and compared to September 2021.
Greener, sustainable environment	GSE03	Co2 saving from E-Scooters		n/a	7.8	9.7	9.7	10.7	9.7	↓	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	CO2 savings have decreased slightly from August to September. Year-on-year trend shows an increase in CO2 savings with 2022 figures higher than for September 2021.
Safe and thriving places	STP23	Percentage of NNC County Matter (minerals and waste) planning decisions made within the required timescale		Mean for All English Authorities: 33% (Q1 17/18)	100.00%	100.00%	100.00%	N/A reported quarterly	100.00%	→	Higher is better	95%	5%	Performance at the end of Quarter 2 is at 100%
					4 out of 4	1 out of 1	5 out of 5	n/a (reported quarterly)	1 out of 1					

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	August 2022/23	September 2022/23	Direction of Travel (Aug - Sep 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	TBD	TBD	775	TBD	N/A	Lower is better	No target - tracking indicator only	N/A	Unlike indicators STP30 and STP31 below it has not been possible to provide the September data for this indicator owing to the change of highway contracts and a review of the monitoring system for outstanding defects on the network.
		P1 (Target response time within 2 hours)	No P1 defects	TBD	TBD	No P1 defects	TBD	N/A						
		P2 (Target response time within 7 days)	13	TBD	TBD	19	TBD	N/A						
		P3 (Target response time within 28 days)	252	TBD	TBD	277	TBD	N/A						
		P4 (Target response time within 26 weeks)	564	TBD	TBD	479	TBD	N/A						
Safe and thriving places	STP30	<b>Number of Defects Repaired in the network in period, split by category</b>		n/a	5462	4563	10025	1330	1788	↑G	Higher is better	No target - tracking indicator only	N/A	The number of defects repaired in the period has increased overall and these increases relate specifically to the P3 and P4 categories. It should be noted that the September P1 monitoring period bridges the change in highway contracts with the new contract coming into operation on the 12th September 2022.
		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)	423	177	600	41	41	→						
		P3 (Target response time within 28 days)	3492	2380	5872	734	821	↑G						
		P4 (Target response time within 26 weeks)	1547	2006	3553	555	926	↑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	97.9% 4467 out of 4563	98.42% 9867 out of 10025	99.55% 1324 out of 1330	95.64% 1710 out of 1788	↓	Higher is better	P1 and P2 97.5% P3 and P4 90%	No Tolerance	Whilst the number of defects repaired in the period (STP30) has increased significantly overall the actual performance against the timescales for categories P2, P3 and P4 has reduced. However, all three categories still remain within the required performance targets.
		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)	100% 423 out of 423	99.44% 176 out of 177	99.83% 599 out of 600	100% 41 out of 41	97.56% 40 out of 41	↓						
		P3 (Target response time within 28 days)	98.71% 3447 out of 3492	96.85% 2305 out of 2380	97.96% 5752 out of 5872	99.46% 730 out of 734	92.08% 756 out of 821	↓R						
		P4 (Target response time within 26 weeks)	98.9% 1530 out of 1547	99% 1986 out of 2006	98.96% 3516 out of 3553	99.64% 553 out of 555	98.70% 914 out of 926	↓						
Greener, sustainable environment	GSE06	<b>Fly tipping: number of fly tips reported</b>		n/a	662	TBD	TBD	n/a (reported quarterly)	Q2 available December time	N/A	Lower is better	No target - tracking indicator only	N/A	Latest commentary (Quarter 1): 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	<b>Percentage of waste diverted from landfill</b>	 90.73% of waste diverted from landfill	TBC - Nearest neighbours / East Midlands data available on waste data flow.	90.73% (Q1 22-23)	TBD	TBD	n/a (reported quarterly)	Q2 available December time	N/A	Higher is better	87%	Latest commentary (Quarter 1): 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	Quarter 2 22-23	Year to Date	August 2022/23	September 2022/23	Direction of Travel (Aug - Sep 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	93.15%	93.93%	93.93%	93.66%	93.93%	↑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	2939 out of 3129	2939 out of 3129	2924 out of 3122	2939 out of 3129					
Safe and thriving places	STP33	% of Local Land Charges searches processed within 10 working days		n/a	82.08%	85.31%	83.64%	85.80%	87.73%	↑G	Higher is better	95%	85.5% - 95%	One of our offices underperformed in September (Kettering 64%), one office was within tolerance (Thrapston 88%) and two offices overperformed (Corby & Wellingborough 100%). The underperformance in the Kettering office is due to the knock-on effect from annual leave taken in August however we have sought to maximise capacity within the team to reduce turnaround time. There is an upward direction of travel from August figures and we anticipate that all offices will achieve the target turnaround time in Octobers return.
					435 out of 530	424 out of 497	859 out of 1027	145 out of 169	143 out of 163					
Safe and thriving places	STP34	% of New encampments visited within 1 working day of notification; unless operational difficulties prevent this	All 51 new encampments visited in 1 working day	N/A	N/A Half-Yearly frequency	N/A Half-Yearly frequency	100%	N/A Half-Yearly frequency	100%	N/A	Higher is better	95%	85% to 94.9%	Northants Travellers Unit is team of 2 Full Time Equivalents (FTEs) & 1 Part Time Equivalent. Operational difficulties may affect target during times of annual leave by FTEs.
							51 out of 51		51 out of 51					
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%. 3 x premises regarding repeated failure to comply with allergens requirements. 11 x vehicles stopped during a national Op RT roadside check with the police and other partners, 1 x premise re tobacco sales, linked to other premises with similar issues. 1 x non-compliant vapes and food for sale without English labelling 2 x businesses identified under a regional construction product update 1 x concerning poor workmanship, damage to property and potential aggressive practices.
					36 out of 36	38 out of 38	74 out of 74	14 out of 14	19 out of 19					

Children's Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Year to Date	August	September	Direction of Travel (Aug - Sep or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23	Date	2022/23	2022/23					
Children's Trust (This data is for the whole of Northamptonshire)														
Better, brighter futures	BBF05 (KPI 2)	% of referrals with a previous referral within 12 months		22.7% (All English Authorities 2021 - LAIT)	32% (2,228)	30% (2,187)	31% (4,415)	26% (622)	32% (814)	↓ A	Lower is better	29%	25% - 40%	<p>This is 3% above target this month whilst remaining an area of ongoing focus with audit and review for learning. 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% (2,329)	95% (2,419)	96% (4,748)	95% (798)	96% (821)	↑ G	Higher is better	85%	85% - 95%	<p>Assessment timescales remain consistently above target. All managers monitor this very closely via daily reports. A narrative is provided for cases that go beyond 45 days and this remains a very small minority. In addition to timeliness, we work on increasing the quality of assessments and more effective use of SoS in our interventions. PIP peer review has identified improvements in the quality of assessments.</p> <p>COVID: We undertake face to face visits and only if face to face visits are not possible due to coronavirus, visits take place over the telephone, a video-link or via other electronic communication methods.</p>
Better, brighter futures	BBF07 (KPI 8)	% Children in care with three or more placements in the previous 12 months		9% (All English Authorities 2020/21 - LG Inform)	13.6% (1188)	12.1% (1,226)	12.1% (1,226)	13.1% (1,218)	12.1% (1,226)	↑ G	Lower is better	10%	5% - 15%	<p>Performance has improved by 1% this month, largely due to the rise in care numbers. 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. 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%	65% (672)	65% (672)	61% (667)	65% (672)	↑ G	Higher is better	55%	50% - 60%	<p>This month has seen an increase in performance to 65%, 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)	93%	95% (672)	95% (672)	93% (667)	95% (672)	↑ G	Higher is better	90%	85% - 95%	<p>Performance for this month increased to 95%, 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>
Better, brighter futures	BBF10 (KPI 19)	% of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted		n/a	100% (5)	89% (9)	93% (14)	n/a (reported quarterly)	89% (9) Q2	↓ A	Higher is better	72%	57% - 77%	<p>Strengthened family finding and matching processes have been implemented which alongside improved permanency tracking arrangements have supported timely decision making process and ability to progress adoption placements. The use of foster to adopt placements have also positively influenced this performance indicator.</p> <p>COVID: it has taken longer for courts to hold final hearings which could have a longer term impact on this target.</p>

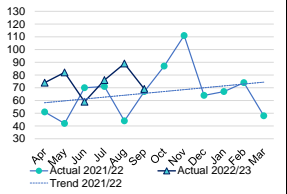
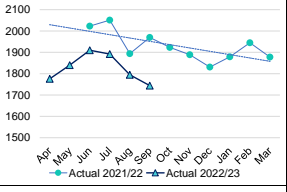
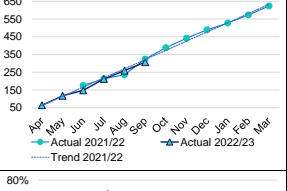
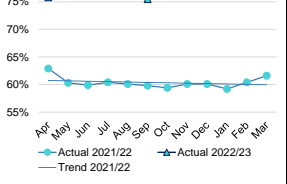
Children's Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Year to Date	August	September	Direction of Travel (Aug - Sep or Latest)	Polarity	Target	Tolerance	Comments	
					22-23	22-23		2022/23	2022/23						
<b>Learning, Skills and Education</b>															
Better, brighter futures	BBF15 (LS6a)	Rate of suspensions in primary aged pupils		1% (All English Authorities 2019/20 - LAIT)	0.39%	0.30%	0.20%	n/a	0.20%	↑R	Lower is better	Target under review	5 percentage points	<p>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 (Educational Inclusion &amp; Partnership) Team are engaging with primary schools-particularly where there are higher suspensions or potential suspensions being flagged up to provide support and offer services that may help the school and / or parent. The collaborative work and drive from the EIP (Educational Inclusion &amp; Partnership) Team with schools is having a positive effect.</p>	
					125 out of 32217	97 out of 32217	63 out of 32217	n/a	63 out of 32217						
Better, brighter futures	BBF16 (LS7a)	Rate of suspensions in secondary aged pupils		7.43% (All English Authorities 2019/20 - LAIT)	3.27%	1.56%	0.84%	n/a	0.84%	↑R	Lower is better	Target under review	5 percentage points	<p>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 (Educational Inclusion &amp; Partnership) Team are working hard with the schools to look at positive ways to lower the figures. This means engaging with schools and getting involved with other agencies to support the schools. Training/ support for schools is now being developed and discussed in the EIP (Educational Inclusion &amp; Partnership) Team as to how they too can increase their own PD Toolbox to support and give advice to schools.</p>	
					783 out of 23911	373 out of 23911	200 out of 23911	n/a	200 out of 23911						
Better, brighter futures	BBF17 (NI 114a)	Rate of Permanent exclusions from school - Total		0.06% (All English Authorities 2019/20 - LAIT)	0.027%	0.03%	0.01%	n/a	0.014%	→	Lower is better	Target under review	5 percentage points	<p>EIPT (Educational Inclusion &amp; Partnership Team) are making schools more accountable for their actions but there is still work to be done with schools where we are supporting and yet challenging them.</p>	
					15 out of 56128	16 out of 56128	8 out of 56128	n/a	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)	63.24%	41.28%	54.17%	32.73%	54.17%	↑G	Higher is better	Target under review	5 percentage points	<p>Greater focus this month has taken place on in-time assessments with some further clearing of out of time assessments. This meant an increase in timeliness. The majority of out of time assessment have now been cleared. Whilst the action plan in place to target improved performance for assessments undertaken on time is having an overall sustained impact on performance, weekly reporting has now been established to oversee timescales and allocation of workload to ensure equity and address gaps in performance.</p>	
					86 out of 136	97 out of 235	26 out of 48	36 out of 110	26 out of 48						
Better, brighter futures	BBF19	Percentage of school age Child/Children in Care (CIC) who had a PEP in the previous academic term.		N/A	N/A (termly frequency)	N/A (termly frequency)	N/A (termly frequency)	96.22% (Spring term 2021-22 Academic Year)	97.46% (Summer term 2021-22 Academic Year)	↑G	Higher is better	95%	5 percentage points	<p>PEP (Personal Education Plan) compliance remains above the 95% target. The Virtual School provide an effective system and process that ensures that PEPs (Personal Education Plans) are completed consistently. This includes: commissioning and maintaining an online PEP (Personal Education Plan) system, ensuring those who require it have access to the system, providing training and guides on using the system, providing regular communication and prompts to partners to book and hold the meeting, and providing regular reporting to NCT (Northamptonshire Children's Trust) on the progress of meetings held.</p>	

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	August 2022/23	September 2022/23	Direction of Travel (Aug - Sep 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)	5227 (September)	5227 (September)	5151 (August)	5227 (September)	↑	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	BI comments: There was a slight increase to the overall caseload compared to previous month snapshot. The most significant increases were seen for Community Corby team (+50 cases, 10%) and East Northants team (+42 cases, 9%).
Active, fulfilled lives	AFL02	Number of unscheduled review requests		n/a	319	329	648	117	93	↓G	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	BI comments: The number of people requesting an unscheduled review has decreased by 26% from previous month with the most significant reductions seen for LD (Learning Disability) Corby/Kettering (-18) and Inclusion Corby/Kettering teams (-12)
Active, fulfilled lives	AFL03	Percentage of New Requests for Services (all ages) where Route of Access was Discharge from Hospital, that had a sequel of short term services to maximise independence (ST-MAX i.e. reablement)		n/a	32%	33%	33%	33%	33%	→	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	BI comments: There were 13 new requests for people aged 18-64 (+2 from previous month) and 339 for people aged 65 and over (+67 from previous month).  The proportion has increased very slightly from previous month, with no significant change seen across other sequels to request for support.
Active, fulfilled lives	AFL04	Number of new safeguarding concerns received per month		n/a	937	986	1923	375	294	↓G	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	BI comments: There was a significant decrease this month on the number of new concerns received but this still remains above the 2021-22 monthly average of 245. The year-on-year upwards trend is also seen nationally in the number of concerns received as reported in the NHS Safeguarding return (SAC).

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	August 2022/23	September 2022/23	Direction of Travel (Aug - Sep or Latest)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL05	New safeguarding concerns determined to be enquiries (both s42 and other)  *(A S42 enquiry must take place if there is reason to believe that abuse or neglect is taking place)		n/a	215	234	449	89	69	↓	No polarity	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	BI comments: There was a slight decrease in the number of concerns determined to be enquiries, but this remains within the range seen this financial year. This month was slightly lower than the YTD average (76), but above the previous financial year's average (66). The year-on-year upwards trend is also seen within the national averages in the NHS Safeguarding return (SAC).
Active, fulfilled lives	AFL06	Total number of open Deprivation of liberty Safeguard cases		n/a	1910	1744	1744	1795	1744	↓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) BI comments: The number of open cases continues to decrease since the peak in June and is at the lowest level this financial year. This is -5.5% lower than the YTD average (1864) and -10% lower than the previous financial year's 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)	148.09	306.87	306.87	259.54	306.87	↑	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.	BI comments: There have been 201 admissions (+31 from previous month) 7 additional people were admitted as a result of change in setting following a review; 22 new admissions following an assessment and 2 new admissions following a period of Short Term Support to Maximise Independence. Average monthly growth remains slightly lower than previous year at 49 per 100,000.
Active, fulfilled lives	AFL08	Number of people who were prevented from requiring statutory care, or whose need was reduced  Delaying and reducing the need for care and support having received short term services to maximise independence (ST-MAX) services'		84.6% East Midlands Average, we are in the process of identifying more up to date benchmark data for this PI.	76.88%	75.49%	75.49%	77.03%	75.49%	↑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.	BI comments: There was a further decrease this month following successive increases seen April - July. The proportion is the lowest rate this financial year however the range of change over the year is minor (within 2% points) and rates are significantly higher than those seen in 2021/22.



Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	August 2022/23	September 2022/23	Direction of Travel (Aug - Sep or Latest)	Polarity	Target	Tolerance	Comments
Public Health														
Active, fulfilled lives	AFL22	Smoking quit rate at 4 weeks		n/a	59.5% (Apr-Jun 2022) 226 out of 380	TBD	TBD	TBD	TBD	↑G (May-June)	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	TBD	95.7% (Aug 2022) 668 out of 698	96.1% (Jul 2022) 641 out of 667	95.7% (Aug 2022) 668 out of 698	↓	Higher is better	90%	TBC	This indicator represents the whole of Northamptonshire. September 2022 data will be available in November's report. Benchmark updated: England 2020/21. The Health Visiting Service has reset post-Covid and is doing the mandatory checks however staff recruitment challenges are a constraint with skill-mix solutions being sought.
Active, fulfilled lives	AFL20	% of in-year eligible population offered an NHS Health Check		3.5% (All England Q1 2022/23 )	8.3% (Apr-Jun 2022) 1865 out of 22515	TBD	15.2% (Apr-Aug 2022) 3425 out of 22515	3.7% (Jul 2022) 823 out of 22522	3.3% (Aug 2022) 737 out of 22515	↓R	Higher is better	8.4% (100% annual target)	TBC	Benchmark is England Q1 2022/23.
Active, fulfilled lives	AFL21	% of in-year eligible population who received an NHS Health Check		1.3% (All England Q1 2022/23)	3.3% (Apr-Jun 2022) 752 out of 22515	TBD	6.7% (Apr-Aug 2022) 1511 out of 22515	1.5% (Jul 2022) 334 out of 22522	1.9% (Aug 2022) 425 out of 22515	↑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 0.1% 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 is still recovering.

To offer some local context as to why North Northants still sits 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.

To support primary care, we are in the process of setting up a pilot programme, in which we will be delivering NHS Health Checks through the in-house Supporting Independence team, with a view to having the team support delivery of NHS Health Checks across North Northants and targeting areas of health inequality in the process.

We continue to work with existing GP providers to ensure service improvement and explore ways in which practice staff can be supported. 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) have recently re-started delivering NHS Health Checks and we should see improvements because of this in the coming months. 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.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Year to Date	August	September	Direction of Travel (Aug - Sep or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23		2022/23	2022/23					
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	TBD	54.2% (Aug 2022) 356 out of 657	53.1% (Jul 2022) 363 out of 684	54.2% (Aug 2022) 356 out of 657	↑G	Higher is better	55%	52.25% - 55%	This indicator represents the whole of Northamptonshire. September 2022 data will be available in November's report. Benchmark updated: England 2020/21. The Health Visiting Service has reset post-Covid and is doing the mandatory checks. The breastfeeding peer support service continues to support this work.
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	TBD	97.6% (Aug 2022) 641 out of 657	98.2% (Jul 2022) 672 out of 684	97.6% (Aug 2022) 641 out of 657	↓	Higher is better	90%	TBC	This indicator represents the whole of Northamptonshire. September 2022 data will be available in November's report. Benchmark updated: England 2020/21. The Health Visiting Service has reset post-Covid and is doing the mandatory checks and, as above, staff recruitment challenges are a constraint with skill-mix solutions being sought.
TBC	BBF04	% mothers known to be smokers at the time of delivery			11.2%	10.9%	11.1%	n/a (reported quarterly)	10.9% (Quarter 2)	↓	Lower is better	11%	11% - 12%	This indicator represents the whole of Northamptonshire, and the work to recruit Tobacco dependency maternity advisors (to work NGH/KGH) is still underway with LMNS and Stop Smoking Service support.
TBC	AFL23	% substance misuse clients waiting more than 3 weeks for their first intervention			0% (Q1 2022/23)	TBD	n/a	n/a (reported quarterly)	TBD Expected in Dec report	N/A	Lower is better	No target - tracking indicator only	National target will be available in April 2024	The latest data is available for Q1 2022/23. Data for 2nd quarter is expected at the end of November so will be available in the December's corporate performance report.
<b>Housing Services</b>														
Active, fulfilled lives	AFL13	Number of households whose homelessness was prevented		n/a	70	53	123	20	13	↓R	Higher is better	240 (20 per month)	TBD	Performance continues to fluctuate between months due to a variety of factors. This reflects the difficulties the Housing Options Team are having trying to secure accommodation solutions, particularly in the private sector in order to prevent or relieve households homelessness locally. There is a recognised need for the team to move its focus further upstream to maximise homelessness prevention opportunities and action plan is being developed in this regard.
Active, fulfilled lives	AFL14	Number of households whose homelessness was relieved		n/a	62	80	142	31	28	↓	Higher is better	300 (25 per month)	276 (23 per month)	
Active, fulfilled lives	AFL12	Number of rough sleepers (single night snapshot figure)		12 (All English Authorities 2021 - LG Inform)	n/a	n/a	n/a	20	18	↓G	Lower is better	9	TBD	

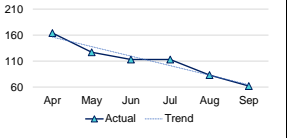
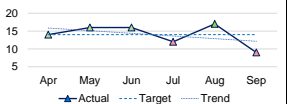
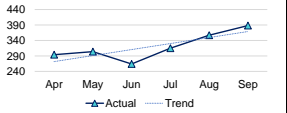
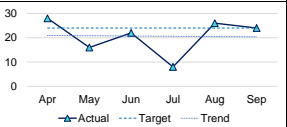
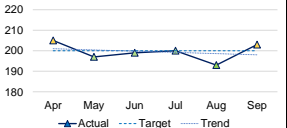
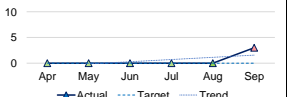
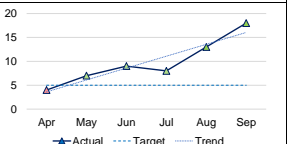
Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Year to Date	August	September	Direction of Travel (Aug - Sep or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23		2022/23	2022/23					
Safe and thriving places	STP11	Number of council housing lets completed		n/a	80	111	191	42	39	↓	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 is a slight decrease in the number of lets in September with 15 in the Kettering area and 24 in the Corby area. We are now coordinating the process across NNC (North Northamptonshire Council) 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	n/a	n/a	n/a	16	11	↓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. September continues to see 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	n/a	50	52	↑	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 2 in the total number in Kettering and the number of voids in the process in Corby has reduced by 7. Joint meetings between teams are helping to 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	n/a	80	73	↓G				
Safe and thriving places	STP37	Void turnaround time - Kettering Area (Mean Average)		TBD	n/a	n/a	n/a	109 days	103 days	↓G	Lower is better	No target - tracking indicator only	N/A	This performance measure monitors the time taken to turnaround a void property for both Corby and Kettering areas from keys in to keys out so covers several teams areas of work including landlord services, housing allocations and the repairs team. As mentioned above a new NNC (North Northamptonshire Council) 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. We are currently working on aligning the major voids definition for both areas, we will then be in a position 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	n/a	84 days	86 days	↑				

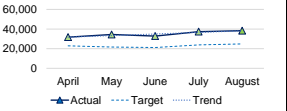
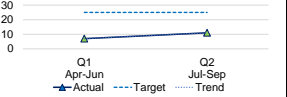
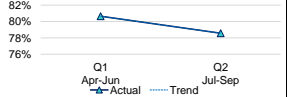

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	August 2022/23	September 2022/23	Direction of Travel (Aug - Sep or Latest)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP08	% of properties with a valid gas safety certificate		TBD	n/a	n/a	n/a	99.6%	99.6%	→	Higher is better	100%	99.5% and above	As at the end of September 2022, 32 properties were without a valid gas safety certificate. In the Corby area of the 26 properties, there are: 7 warrants executed (completed on 04/10/22), 3 properties are now void and services have been scheduled, 8 have a court date booked for 11/10/22 and 8 are at the legal stage. Please note, we are limited to the number of properties we can take to court each fortnight to obtain right of entry warrants, so this is impacting compliance. In the Kettering area, of the 6 properties outstanding, only one remains outstanding for which a warrant for access is being sought.
Safe and thriving places	STP09	Total number of emergency repairs completed		n/a	n/a	n/a	n/a	985	1029	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	All emergency repairs are to be completed within 24 hours and this measure helps to monitor the level of demand for the service. During September there was an increase in the number of emergency repairs.
Safe and thriving places	STP10	Total number of non-emergency repairs completed		n/a	n/a	n/a	n/a	1442	1255	↓	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. September saw a reduction in the number of non-emergency repairs completed.
Safe and thriving places	STP04	Total Active applicants on the Keyways Housing Register		n/a	n/a	n/a	n/a	3349	3735	↑	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). We continue to significantly increase active applications whilst we address the backlog of new applications pending assessment. There were two blitz days in September and a further blitz day is planned for October. The percentage of applications not assessed in the target time has decreased from 84% in August to 68% in September.  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.
Safe and thriving places	STP05	New Housing Applications Received		n/a	n/a	n/a	n/a	561	530	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	Decrease in new applications which is more in line with the average over the first four months of the year with August being an anomaly

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	August 2022/23	September 2022/23	Direction of Travel (Aug - Sep or Latest)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP13	Number of Private Sector Disabled Facilities Grants (DFG) cases on waiting list		n/a	n/a	n/a	n/a	83	62	↓	N/A - Tracking	TBC	N/A	The numbers on the DFG waiting list are continuing 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 from the NNC waiting list. A candidate has been interviewed for the Junior Surveyor position so we are currently in discussions with Opus re employment, and 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	38	84	17	9	↓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 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. The 30 day invoice procedure is also causing delays, meaning that a job may be complete but is not recorded as complete until the payment has been made which could be the following month.
Active, fulfilled lives	AFL15	Total number of homeless approaches		n/a	862	1060	1922	357	388	↑	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 357 - 388 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	58	124	26	24	↓	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 and numbers similar in September.
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation		n/a	n/a	n/a	n/a	193	203	↑	Lower is better	200	TBD	As expected, and because of the increased number of households being approved for placement into temporary accommodation, the total number of households living in temporary accommodation has risen. It is important to note that the number of households placed outside of North Northamptonshire remains low.  *This figure is for statutory duty placements only and does not include the additional cohort of rough sleepers accommodated under discretionary powers*
Active, fulfilled lives	AFL18	Number of households with family commitments living in bed and breakfast accommodation		n/a	n/a	n/a	n/a	0	3	↑R	Lower is better	0	TBD	As a result of the increased number of households being approved for placement into temporary accommodation, and lack of available self contained accommodation in North Northamptonshire, some families have been placed in hotel accommodation instead of being placed out of area. The team monitors these cases on a daily basis to ensure their stay in hotel accommodation is kept to an absolute minimum.
Active, fulfilled lives	AFL19	Number of rough sleepers rehoused into accommodation		n/a	20	39	59	13	18	↑G	Higher is better	60 per year (5 per month)	TBD	During the month of September we have supported and helped 12 people direct from the streets into Supported Accommodation or private rent. In addition to those 12, 3 have been placed into council discretionary temporary accommodation while we continue to support them to secure a permanent tenancy, whilst addressing any support needs. We have supported 6 individuals successfully to move on from discretionary temporary accommodation into long term housing solutions, and supported accommodation schemes.

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<b>Communities and Libraries</b>														
Active, fulfilled lives	AFL09	Number of physical visits to libraries		n/a	99,058	110,604	209,662	38,513	34,733	↓	Higher is better	September target: 20,680 Annual target: 246,187	0	September is the third highest month for visits this year, just falling behind August and July which see increases due to the Summer Reading Challenge. This demonstrates continued return of customer confidence since Covid.
Safe and thriving places	STP01	Number of new business started with support from the BIPC Northamptonshire		n/a	7	11	18	n/a (reported quarterly)	11	↑G	Higher is better	6.25 Quarterly 25 Annual	0	On track to exceed target. Expecting similar returns for Qs 3 and 4.
Active, fulfilled lives	AFL10	Number of participants in the Summer Reading Challenge	<b>3361 participants in summer reading challenge 2022</b>	n/a	n/a	n/a	3,361	n/a (reported annually around October)	3,361	N/A	Higher is better	3,150	0	
Safe and thriving places	STP02	Number of satisfactory Anti-Social Behaviour resolutions by North Northamptonshire Council		n/a	80.60%	78.50%	79.66%	n/a (reported quarterly)	78.50%	↓	Higher is better	No target - tracking indicator only	N/A	The Corby locality continues to trial the monitoring of ASB case resolution, which is conducted by contacting each complainant to ascertain whether they are satisfied with the outcome of their case. % for q2 is 22 from 28 who responded. The arrangement for Corby is being extended to Kettering as part of the ASB review and this will form part of the outturn data for the further 2 quarters for this reporting year.
Safe and thriving places	STP03	Number of repeat incidents of reported domestic abuse incidents		n/a	184	172	356	n/a (reported quarterly)	172	↓G	Lower is better	22- 2+V61:X61target ets.	0	July: 63, August: 57, September: 52. Corby: 37, East Northants: 42, Kettering: 43, Wellingborough: 50 The data is taken from Northants Police 'Boxi' data reports, which provide outturn data on a wide range of crime areas and incidents reported. We will utilise the data collected over this performance year and set targets for future years based on that profile. The data will also inform our responses to domestic violence and our partnership strategies through the Community Safety Partnership.
Connected communities	CNC02	Total amount of funding released via small discretionary grants into organisations	<b>24% of funding released via small discretionary grants into organisations</b>	n/a	n/a	n/a	24%	n/a Half Yearly frequency	24%	↔	Higher is better	Track for the first 6 months 100% target to be reached at the end of the financial year	2%	On track - total released to date is £38,249 which is 24.2% of the total amount of funding. There is a further £17,495 which has been committed to for round 1 and so the total committed to is £55,744 (which is 35.28% of the total amount of funding). Discretionary grants are currently under review as to when the second round will be open.