North Northamptonshire Council Performance Report - November 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

Symbol	Description
↑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

Symbol	Description
↑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

						Customer & Governance									
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	September 2022/23	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments

Information Governance

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	September 2022/23	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
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%	90.18%	89.92%	88.41%	83.34%	N/A as reported one month in arrears	↓R	Higher is better	90%	85% - 90%	It is noted that performance has fallen below target. The team have increased capacity through extra resource to allow work realignment.
					233 out of 254	202 out of 224	500 out of 556	61 out of 69	65 out of 78	N/A as reported one month in arrears					
Modern Public Services	MPS13	% Environmental Information Regulation Requests completed in 20 working days		TBD	97.44%	95.76%	96.98%	88.43%	99.21%	N/A as reported one month in arrears	↑G	Higher is better	90%	Tolerance 85% - 90%	The team have increased capacity through extra resource to allow work realignment, specifically in relation to EIR related enquiries and hence a marked improvement in this particular category.
					494 out of 507	407 out of 425	1028 out of 1060	107 out of 121	127 out of 128	N/A as reported one month in arrears					
Modern Public Services	MPS14	% Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)		TBD	90.2%	96.4%	94.1%	100.00%	100.00%	N/A as reported one month in arrears	→	Higher is better	90%	85% - 90%	Performance for October has remained positive with all Subject Access Requests/Information Rights Requests being dealt with within statutory timeframes. This is exceptionally pleasing in view of resource pressures within the team and also the complexity of requests being received.
					55 out of 61	53 out of 55	111 out of 118	21 out of 21	19 out of 19	N/A as reported one month in arrears					
Modern Public Services	MPS15	**Total number of data breaches** *A personal data breach is a security incident that has affected the confidentiality, integrity or availability of personal data.* **There are two types of breaches:** • A 'Non-reportable breach' has a low, or no impact on the rights and freedoms of individuals. • 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).		n/a	16	28	67	11	11	12	↑R	Lower is better	No target - tracking indicator only	N/A	The Data Protection team continues to monitor 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. 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. However, this is still a trend that we wish to reverse and in order to address this the IG (Information Governance) Team is in the process of organising a "Breach Awareness Month" – providing advice and guidance on how to avoid a data breach. Comms have been drawn up and are awaiting sign off. It is also anticipated that data breaches could be reported on a team by team basis and shared regularly with CLT (Corporate Leadership 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 considering the ause of the auto fill function.
		a) Reportable breaches (ICO) *(This was MPS23 reported quarterly, now included monthly as part of this performance indicator)*			0	1	1	1	0	0	→				
		b) Non-reportable breaches			16	27	66	10	11	12	↑R				

Customer & Governance

Registrations

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	September 2022/23	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
Connected communities	CNC03	% of Deaths registered within 5 calendar days		(Benchmarking available if needed as all authority performance data can be downloaded)	62.1%	65.9%	65.8%	72.0%	64.0%	76.7%	↑G	Higher is better	80%	70% - 80%	NNC figures for November were 1st in the region, we remain 2nd overall year to date. Office capacity remains high, customers can currently make an appointment to attend an office on the day they contact the service. The service has also engaged with customers who have a marriage ceremony booked in 2023 to encourage them to complete their NoM in December, this will reduce customer demand in 2023. From February 2023 we have implemented Saturday NoM appts in NNC for the 1st time, this will increase appt capacity and should minimise the number of death registration appts utilised for "last minute" NoMs. The service isn't currently experiencing any delays in the MCCDs (Medical Certificate of Cause of Death) being received from the issuing ME/GP (Medical Examiner/General Practitioner). This provides further clarification that informants will register the death when it's convenient for them to attend the office rather than adhering to the 5-day rule. The volume of deaths registered by declaration remains higher than previous years, this also reflects the national trend. Additional death registration capacity has been created for the Christmas week and January 2023 to cope with the increase in death rate during the winter months.
					420 out of 676	395 out of 599	1175 out of 1786	131 out of 181	159 out of 248	201 out of 262					
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%	91.4%	84.0%	95.7%	98.0%	↑G	Higher is better	90%	86.5% - 90%	NNC remains 2nd in the region overall year to date. Novembers birth registration figures remain high, this reflects the national trend. Office capacity remain high, customers can currently make an appointment with the service on the day that they contact the service. Customer demand for Notice of Marriage (NoM) appts has reduced in recent weeks, this will increase significantly in January.
					683 out of 741	795 out of 946	2109 out of 2308	346 out of 412	314 out of 328	287 out of 293					

Customer & Governance

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	September 2022/23	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
Customer Services															
Modern public services	MPS39	**% of calls answered out of total calls received in customer services**		n/a	**84.50%**	**82.82%**	**84.44%**	**84.76%**	**88.02%**	**86.33%**	⬇	Higher is better	**90%**	81% - 90%	Performance decreased slightly in November A number of new staff continue to be taken through training, which is helping us to further increase performance.
					90829 out of 107485	98611 out of 119069	248763 out of 294606	31891 out of 37627	29954 out of 34032	29369 out of 34020					
Modern public services.	MPS30	**Total number of Stage 1 complaints received by NNC (excluding children's services complaints)**		n/a	413	436	1170	142	155	166	⬆R	Lower is better	**No target - tracking indicator only**	No target - tracking indicator only	11 more complaints were received in November compared to October, however there is no single reason for this slight increase.
Modern public services.	MPS32	**Total number of complaints escalated to stage 2**			22	36	81	14	9	14	⬆R	Lower is better	**No target - tracking indicator only**	No target - tracking indicator only	5 more cases were escalated to stage 2 last month compared to the previous month, however escalated case numbers remain low.
Modern public services.	MPS31	**Total number of complaints received by NNC**			435	472	1251	156	164	180	⬆R	Lower is better	**No target - tracking indicator only**	No target - tracking indicator only	16 more complaints received in November compared to October, 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%	61%	54%	71%	⬆G	Higher is better	**90%**	81% - 90%	Services responded quicker to customers on average in November, helping the Council respond to more complaints in a timely manner.
					217 out of 380	255 out of 394	595 out of 978	60 out of 99	69 out of 128	54 out of 76					
Modern public services.	MPS35	**% of complaints upheld**		TBD	26%	26%	21%	15%	3%	3%	➡	Lower is better	**20%**	20% - 22%	A low number of complaints were upheld again in November, no concerning trends have been identified and services are working hard to prevent recurrences.
					100 out of 380	102 out of 394	208 out of 978	15 out of 99	4 out of 128	2 out of 76					
Modern public services.	MPS37	**Total number of notices received of complaints under investigation by Ombudsman**		n/a	10	10	26	4	4	2	⬇G	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.
Modern public services.	MPS40	**% Calls answered within 60 seconds in customer services**		TBD	**77.09%**	**72.41%**	**75.57%**	**73.76%**	**79.52%**	**77.46%**	⬇	Higher is better	**80%**	72% - 80%	Slight decrease in performance for November although still close to target.
					70021 out of 90829	71400 out of 98611	187990 out of 248763	23522 out of 31891	23819 out of 29954	22750 out of 29369					
Modern public services.	MPS41	**Number of customers helped by customer services**			138303	146069	374429	47455	46098	43959	N/A		**No target - tracking indicator only**	N/A	
Modern public services.	MPS42	**Number of customer interactions to customer services - split by telephone/face-to-face, email and online form**		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 29592 / Web Chat 1289	Telephone 248763 / Face to Face 20858 / E-Forms 23935 / Emails 77173 / Web Chat 3700	Telephone 31891 / Face to Face 3028 / E-Forms 2839 / Emails 9402 / Web Chat 295	Telephone 29954 / Face to Face 2866 / E-Forms 3166 / Emails 9752 / Web Chat 360	Telephone 29369 / Face to Face 3133 / E-Forms 2833 / Emails 8301 / Web Chat 323	⬇		**No target - tracking indicator only**	N/A	These are the volumes of the different types of customer contact that Customer Services had in November
Modern public services.	MPS43	**% of Face-to-Face Customers with an appointment seen within 5 minutes (within customer services team)**		TBD	**99.8%**	**99.9%**	**99.8%**	**99.8%**	**99.8%**	**99.8%**	➡	Higher is better	**95%**	85.5% - 95%	Virtually all of our customer face to face appointments are held within our target time.
					6407 out of 6421	7728 out of 7739	20816 out of 20858	3022 out of 3028	2860 out of 2866	3126 out of 3133					

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date 2022/23	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
Finance														
Modern Public Services	MPS01	**% of invoices paid within 30 days**		n/a	97.87%	97.1%	97.6%	98.3%	97.7%	⬇	Higher is better	95%	**95%** subject to change from SLA review (Tolerance TBC)	Whilst the direction of travel has worsened slightly, the target continues to be met on a monthly basis
					9,342 out of 9,545	9477 out of 9761	25416 out of 26040	3214 out of 3270	3383 out of 3464					

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	November 2021/22	Quarter 1 22-23	Quarter 2 22-23	Year to Date 2022/23	October 2022/23	November 2022/23	Direction of Travel year on year - (Nov 2021 - Nov 2022)	Polarity	Target	Tolerance	Comments
Revenues & Benefits															
Modern Public Services	MPS05	**% of council tax collected in the year debit raised**		95.92% (All English Authorities 2020/21 - LG Inform)	75.06%	29.31% (YTD) 104.68% achieved of the monthly target (28.00%)	57.69% (YTD) 103.02% achieved of the monthly target (56.00%)	75.81% (YTD) 100.95% achieved of the target (75.00%)	66.75% (YTD) 101.14% achieved of the monthly target (66.00%)	75.81% (YTD) 100.95% achieved of the monthly target (75.00%)	⬆G	Higher is better	**75% (to date)** 98.5% (Annual target)	No tolerance	Collection rates to date remain above target. Close monitoring will continue to take place to ensure that any change in payment behaviour due to the cost of living crisis is identified early. 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.
					£20,049,309.30	£66,714,521.73 (collected in Q1)	£64,845,502.55 (collected in Q2)	£173,163,967.47 (collected in year)	£20,789,291.47 (collected in Oct)	£20,814,651.72 (collected in Nov)					
Modern Public Services	MPS04	**% of business rates collected in the year debit raised**		93.74% (All English Authorities 2020/21 - LG Inform)	68.37%	28.87% (YTD) 103.11% achieved of the monthly target (28.00%)	56.80% (YTD) 101.43% achieved of the monthly target (56.00%)	75.44% (YTD) 100.59% achieved of the target (75.00%)	66.59% (YTD) 100.89% achieved of the monthly target (66.00%)	75.44% (YTD) 100.59% achieved of the monthly target (75.00%)	⬆G	Higher is better	**75% (to date)** 98.5% (Annual target)	**No tolerance**	The collection rate to date 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. 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.
					£13,301,273.24	£42,054,046.57 (collected in Q1)	£40,434,431.64 (collected in Q2)	£108,333,797.72 (collected in year)	£12,885,005.37 (collected in Oct)	£12,960,314.14 (collected in Nov)					

Place & Economy													
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
Assets & Environment														
Modern Public Services	MPS26	**% occupancy of Corby Enterprise Centre**		Benchmark/ compare to each other	96.23%	96.23%	94.34%	94.34%	94.34%	→	Higher is better	95%	90% - 95%	One office has been let for the beginning of December. Enquiries tend to slow down this time of year. Team in the process of advertising via website & social media.
					51 of 53 let	51 of 53 let	50 of 53 let	50 of 53 let	50 of 53 let					
Modern Public Services	MPS27	**% occupancy of Corby Innovation Hub**			92.45%	88.68%%	88.68%	88.68%	88.68%	→	Higher is better	95%	90% - 95%	Units continue to have viewings, with a marketing drive to get the last few units let.
					49 of 53 let	47 of 53 let	47 of 53 let	47 of 53 let	47 of 53 let					
Modern Public Services	MPS28	**% occupancy of East Northamptonshire Enterprise Centre**			58.54%	60.98%	59.76%	59.76%	59.76%	→	Higher is better	90%	85%-90%	Viewings continue to take place and one further unit has recently been let.
					48 out of 82	50 out of 82	49 out of 82	49 out of 82	49 out of 82					
Modern Public Services	MPS24	**Rate of return on commercial stock (%)**		n/a	5.45%	5.45%	5.45%	5.45%	5.45%	→	Higher is better	5.41%	4.91% - 5.57%	The available property portfolio remains in demand with very little movement over the past month.

Place & Economy

Growth & Regeneration

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
Modern Public Services	MPS29	**% occupancy of Chesham House Kettering**		Not relevant to benchmark as it's so unique.	**61.54%** / 8 out of 13	**61.54%** / 8 out of 13	**69.23%** / 9 out of 13	**69.23%** / 9 out of 13	**69.23%** / 9 out of 13	➡	Higher is better	**70%**	65% - 70%	9 of the 13 office spaces are occupied which remains the same as last month. This has occurred during a period where the facilities are undergoing significant building works externally.
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%** / 17 out of 20	**100%** / 23 out of 23	**94.03%** / 63 out of 67	**100%** / 12 out of 12	**92%** / 11 out of 12	⬇	Higher is better	**90%**	88% - 90%	Although there has been a slight drop this month, this equates to one aplications not being determined on time. Performance in the determination of 'Major' applications remains above target levels. The year to date performance is also above the national benchmark. Staff resourcing remains a significant issue both locally and in the wider national context.
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%** / 89 out of 99	**88.07%** / 96 out of 109	**84.17%** / 234 out of 278	**79.17%** / 19 out of 24	**65.22%** / 30 out of 46	⬇R	Higher is better	**85%**	83% - 85%	The service continues to experience capacity issues and has also had a particularly busy month with the most 'minor' applications being determined of any month this year. However a number of those have gone out of time and this has impacted upon performance in the determination of 'Minor' applications which has fallen this month. The recruitement of permanent and temporary staff to address capacity issues is underway to correct this. Year to date performance remains above the national benchmark although slightly below the NNC (North Northamptonshire Council) target.
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%** / 307 out of 349	**88.64%** / 320 out of 361	**86.06%** / 821 out of 954	**76.92%** / 90 out of 117	**81.89%** / 104 out of 127	⬆G	Higher is better	**88%**	86% - 88%	Performance in the determination of 'Other' application has improved this month and the overall output of 'other' applications determined in the month is high at 127. Year to date performance remains above the national benchmark but marginally below the NNC (North Northamptonshire Council) target.
Safe and thriving places	STP19	**Total number of planning applications received - ALL TYPES of applications**		Not relevant to benchmark.	**633**	**576**	**1579**	**169**	**201**	⬆	N/A	**No target**	N/A	

						Place & Economy								
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Safe and thriving places	STP21	% of Full fibre coverage		43% (England) - Think Broadband	49.2%	55.2%	59.2%	56.6%	59.20%	↑	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 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. Coverage in North Northants remains on an upward trajectory at 37.7% compared to 36.7% last month. With announced Openreach and CityFibre plans in NN, we can expect to see improved growth in full fibre coverage in the coming year. 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		73.2% (England) - Think Broadband	79.9%	81.2%	83.8%	82.0%	83.80%	↑	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 75% countywide gigabit coverage target by December 2023 was achieved two years early (Dec 2021). We would expect the upward trajectory for gigabit coverage to continue but at a much slower rate now going forward. Coverage in North Northants remains on an upward trajectory, with 83.17% availability compared to 82.7% last month. 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	47,328	51,887	47,328	↓	Higher is better	Track for first year then increase trips year on year.	N/A	Monthly figures decreased slightly from October to November which is the expected seasonal shift towards winter. However year-on-year trend shows increased popularity with 2022 figures higher than for November 2021. Year to date is latest position.
Greener, sustainable environment	GSE02	Number of E-Scooter users		n/a	5,155	5,494	4,517	5,160	4,517	↓	Higher is better	Track for first year then increase users year on year	N/A	Monthly user figures decreased slightly from October to November and compared to October 2021. Year to date is latest position.
Greener, sustainable environment	GSE03	Co2 saving from E-Scooters (tonnes)		n/a	7.8	9.7	8.7	9.0	8.7	↓	Higher is better	Track for first year then increase C02 savings year on year	N/A	CO2 savings have decreased slightly from October to November. Year-on-year trend shows an increase in CO2 savings with 2022 figures higher than for November 2021. Year to date is latest position.

Place & Economy													
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Highways & Waste														
Safe and thriving places	STP29	**Number of Defects Outstanding on the network (at end of period), split by category**		n/a	**829**	TBD	TBD	N/A	N/A	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 data for this indicator owing to the change of highway contracts and a review of the monitoring system for outstanding defects on the network which has not yet been completed. This is being developed with the contractor with the intention of providing it in future months.
		P1 (Target response time within 2 hours)			No P1 defects	TBD	TBD	N/A	N/A	N/A				
		P2 (Target response time within 7 days)			13	TBD	TBD	N/A	N/A	N/A				
		P3 (Target response time within 28 days)			252	TBD	TBD	N/A	N/A	N/A				
		P4 (Target response time within 26 weeks)			564	TBD	TBD	N/A	N/A	N/A				
Safe and thriving places	STP30	**Number of Defects Repaired in the network in period, split by category**		n/a	**5462**	**4563**	**12204**	**1162**	**1017**	⇩	Higher is better	**No target - tracking indicator only**	N/A	The number of defects repaired cross the highways network remains strong for this time of year, although there has been a reduction in Priority 4 defects compared to previous months.
		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	659	21	38	⇧				
		P3 (Target response time within 28 days)			3492	2380	6754	380	502	⇧				
		P4 (Target response time within 26 weeks)			1547	2006	4791	761	477	⇩				
Safe and thriving places	STP31	**Percentage of defects responded to within the timeframes specified, split by category**		n/a	**98.86%** 5400 out of 5462	**97.9%** 4467 out of 4563	**96.2%** 11717 out of 12180	**93.98%** 1092 out of 1162	**76.33%** 758 out of 993	⬇R	Higher is better	**P1 and P2 97.5% P3 and P4 90%**	No Tolerance	The response time for Priority 2 defects remains strong at 100%. The response for Priority 3 & 4 has reduced, with a notable reduction in Priority 3. This reflects the nature of this time of year when the shorter days and more severe weather can reduce the availability and efficiency of gangs as they respond to weather events. This is being monitored carefully through the contract with the aim of seeing improvement.
		P1 (Target response time within 2 hours)			No P1 defects	No P1 defects	No P1 defects	No P1 defects	No P1 defects	➔		97.5%		
		P2 (Target response time within 7 days)			**100%** 423 out of 423	99.44% 176 out of 177	99.85% 658 out of 659	**100%** 21 out of 21	**100%** (38 out of 38)			97.5%		
		P3 (Target response time within 28 days)			**98.71%** 3447 out of 3492	96.85% 2305 out of 2380	94.77% 6401 out of 6754	**85.26%** 324 out of 380	**64.74%** (325 out of 502)	⬇R		90%		
		P4 (Target response time within 26 weeks)			**98.9%** 1530 out of 1547	99% 1986 out of 2006	97.83% 4687 out of 4791	**98.16%** 747 out of 761	**88.89%** (424 out of 477)	⬇R		90%		

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
**Place & Economy**
**Regulatory Services**
Safe and thriving places	STP32	**% of food establishments in the area broadly compliant with food hygiene law**		n/a	93.15%	93.93%	95.95%	94.64%	95.96%	⬆G	Higher is better	95%	90%-95%	The rate has increased and is currently acheiving the target. The teams will continue to focus upon poor performing businesses which pose the highest risk to food safety rather than new lower risk businesses.
					2910 out of 3124	2939 out of 3129	2989 out of 3115	2968 out of 3136	2989 out of 3115					
Safe and thriving places	STP33	**% of Local Land Charges searches processed within 10 working days**		n/a	82.08%	85.31%	86.44%	94.96%	98.56%	⬆G	Higher is better	95%	85.5% - 95%	This indicator tracks the turnaround time for local searches submitted to Local Land Charges. In November, turnaround time exceeded the target of 95% in all office areas.
					435 out of 530	424 out of 497	1128 out of 1305	132 out of 139	137 out of 139					
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%. 2 x Construction products general notice 2x no previous history though aggravating circumstances of no rights and retention of deposit or aggressive practices, 3 x building work where previous history including money taken without completing work. 2 x follow up visits made re Challenge 25 and sales of e-Cigs made without ID checks, 2 x seizures of e-cigs; 168 and 106 which have excessive number of puffs
					36 out of 36	38 out of 38	93 out of 93	7 out of 7	11 out of 11					
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	65	69	⬆	N/A - Tracking	TBC	N/A	The numbers on the DFG waiting list have gone up slightly this month, but the number of cases on the waiting list has reduced significantly since the beginning of the financial year. A new Adaptations Technical Officer has started with us this week, and another is due to start in the New Year, which will help reduce the waiting list further.
Safe and thriving places	STP14	**Number of Private Sector Disabled Facilities Grants completions**		n/a	46	38	115	14	17	⬆G	Higher is better	168 (14 per month)	TBD	The number of DFG completions has increased slightly this month. Some jobs were finished sooner than expected, and surveyors have been able to sign off jobs as soon as they were completed.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
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%	30%	30%	24% (814)	31% (814)	⬇A	Lower is better	29%	25% - 40%	Performance has declined by 7% this month whilst remaining an area of ongoing focus with audit and review for learning. The dedicated education roles in MASH are working positively with schools to ensure appropriate referrals. Work with all partners continues to ensure appropriate and robust application of thresholds. The Partnership Support Team (Early Help MASH) enable a leaner step down process. It is anticipated that the Early Help partnership board and the implementation of the early help action plan will continue to support appropriate reduction going forward. COVID: has an impact on volume and quality of re-referrals.
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)	94.9% (6,443)	96% (676)	90% (1,019)	⬇A	Higher is better	85%	85% - 95%	Assessment timescales remain consistently above target and national average whilst we see a slight drop this month. Slightly lower performance this month has been impacted by higher levels of staff sickness in DAAT. All managers monitor this very closely via daily reports. A narrative is provided for cases that go beyond 45 days and this remains a very small minority. In addition to timeliness, we work on increasing the quality of assessments and more effective use of SofS in our interventions. COVID: We have seen increase in complexity and demand with Covid 19 pandemic and cost of living increase impacting on the families resilience.
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)	11.7% (1,241)	11.9% (1,221)	11.7% (1,241)	⬆G	Lower is better	10%	5% - 15%	Performance has improved by 0.2% this month, largely due to the rise in entrants 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. Positively, Childrens Home Capital Programme application with the DfE has been successful, and that should also support progress in this area. COVID: Placement sufficiency remains a challenge, sustained performance in this work should also have a positive impact on KPI 7.
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% (677)	65% (672)	64% (661)	64% (670)	64% (661)	➡	Higher is better	55%	50% - 60%	This month performance remains at 64%, comparing favourably with 58% 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. COVID: has had a significant impact on the mental health and wellbeing of care leavers, targeted work support care leavers to access EET.
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% (677)	95% (672)	95% (661)	95% (670)	95% (661)	➡	Higher is better	90%	85% - 95%	Performance for this month remains at 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. 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.

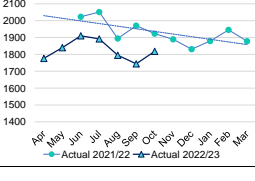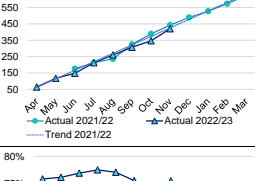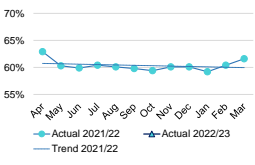| Children's Services													
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
Learning, Skills & Education													
Better, brighter futures	BBF11	**Percentage of Early Years inspected providers judged as Good or Outstanding by Ofsted**		n/a	n/a Half-yearly frequency	n/a Half-yearly frequency	97.5% (August 2022) 281 out of 288	n/a Half-yearly frequency	97.5% (August 2022) 281 out of 288	↑G	Higher is better	n/a - Tracking	n/a	The number of Early Years PVI settings judged as good or outstanding has increased to 89% since the last reporting period. Advisory Team are currently supporting: 2 settings judged as inadequate or requires improvement A training audit of all Early Years (EY) Providers will be conducted in January 2023 to highlight areas of need. EY are funding 2 training sessions for the Sector in Partnership with "NEYP" on the changes to the EYFS (Early Years Foundation Stage) framework the will be delivered Jan 2023.
Better, brighter futures	BBF14	**Number of schools rated inadequate by Ofsted**		n/a	5	5	3	3	3	→	Lower is better	n/a - Tracking	n/a	2 primary schools and 1 secondary school remain inadequate all of which are academies. 17 primary academies remain RI (requires imptovement) and 3 Secondary Academies. 3 LA (Local Authority Maintained) Primary Schools remain RI. With plans developing to share pupil outcome data with each Locality Area (begin in the Spring) and a strategy to be written in co-production which will develop cross school-working on the key areas for improvement, it is hoped that over time, measures can be agreed and achieved which will reduce the number of RI schools as well as raise standards, bringing the North at least in line with national.
TBC	BBF12 (LS3a)	**% of primary schools judged as good or outstanding by Ofsted**		89%	76.6% 85 out of 111	79.3% 88 out of 111	80.2% 89 out of 111	79.3% 88 out of 111	80.2% 89 out of 111	↑G	Higher is better	Target under review	n/a	The % data presented at the end of September 2022 is 79% reducing the gap between North Northants and the target to 6%.
TBC	BBF13 (LS4a)	**% of secondary schools judged as good or outstanding by Ofsted**		79%	75% 15 out of 20	75% 15 out of 20	75% 15 out of 20	80% 16 out of 20	75% 15 out of 20	↓R	Higher is better	Target under review	n/a	The percentage of secondary schools judged as good or outstanding has dropped by 5% due to a secondary academy from Outstanding to Requires Improvement A meeting with the academy has been arranged for 13th January 2023 with AD and Head of School Effectiveness. This is a standalone academy.

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
Children's Services														
Better, brighter futures	BBF15 (LS6a)	**Rate of suspensions in primary aged pupils**		1% (All English Authorities 2019/20 - LAIT)	**0.39%**	**0.34%**	**0.62%**	**0.20%**	**0.19%**	⬇G	Lower is better	Target under review	n/a	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 & 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 Team with schools is having a positive effect.
					125 out of 32217	111 out of 32217	199 out of 32217	63 out of 32217	59 out of 31412					
Better, brighter futures	BBF16 (LS7a)	**Rate of suspensions in secondary aged pupils**		7.43% (All English Authorities 2019/20 - LAIT)	**3.27%**	**1.79%**	**4.09%**	**1.27%**	**1.72%**	⬆R	Lower is better	Target under review	n/a	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 & 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 Team as to how they too can increase their own PD Toolbox to support and give advice to schools.
					783 out of 23911	427 out of 23911	979 out of 23911	303 out of 23911	422 out of 24546					
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%**	**0.039%**	**0.012%**	**0.013%**	⬆R	Lower is better	Target under review	n/a	EIPT (Educational Inclusion & 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.
					15 out of 56128	16 out of 56128	22 out of 56128	7 out of 56128	7 out of 55967					
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%**	**40.26%**	**45.77%**	**45.24%**	**7.14%**	⬇R	Higher is better	Target under review	n/a	Greater focus this month has taken place on in-time assessments with some further clearing of out of time assessments. 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.
					86 out of 136	93 out of 231	200 out of 437	19 out of 42	2 out of 28					
Better, brighter futures	BBF19 (E1)	**Percentage of school age Child/Children in Care (CiC) who had a PEP in the previous academic term.**		n/a	n/a Termly reported	n/a Termly reported	**97%**	**97%**	**97%**	➡	Higher is better	95%	90% - 95%	PEP (Personal Education Plan) compliance remains above the 95% target. The Virtual School provide an effective system and process that ensures that PEPs are completed consistently. This includes: commissioning and maintaining an online PEP 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 on the progress of meetings held.
					n/a Not reported until Nov 22 - Monthly thereafter	n/a Not reported until Nov 22 - Monthly thereafter	346 out of 355	346 out of 355	346 out of 355					
Better, brighter futures	BBF22	**Number of children without a school place**	150 children without a school place	TBC	n/a Not reported until Nov 22 - Monthly thereafter	n/a Not reported until Nov 22 - Monthly thereafter	**150**	n/a Not reported until Nov 22 - Monthly thereafter	**150**	n/a	Lower is better	Target under review	n/a	Two new officers have been appointed who start at the end of August, but will take time to train. One temp has started this week to help admin to add applications to the system starting. Three further posts have been advertised to complete the new structure of the School Admissions team. Of concern is the backlog as we expect a further increase in the number of applications for a September start.

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	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments

Adult Social Care

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives.	AFL01	Total number of people allocated to each team		n/a	5007 (June)	5227 (September)	5362 (November 2022)	5292	5362	⬆R	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	BI comments: There was a slght increase to the overall caseload compared to previous month snapshot. The most significant increases were seen for Community East Northants team (+22 people) and Kettering team (+31 people). The Community Corby team had the most significant decrease (-26 people).
Active, fulfilled lives	AFL02	Number of unscheduled review requests		n/a	317	329	805	86	73	⬇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 15% from previous month with the most significant reduction seen in Learning Disability Corby / Kettering team (-14).
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 19 new requests for people aged 18-64 (+3 from previous month) and 457 for people aged 65 and over (+58 from previous month). The proportion change from previous month was less than 1%, with no significant change seen across other sequels to request for support.
					162 out of 513	352 out of 1065	476 out of 1451	415 out of 1242	476 out of 1451					
Active, fulfilled lives	AFL04	Number of new safeguarding concerns received per month		n/a	938	1033	2519	276	272	⬇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 negligible but continued decrease this month on the number of new concerns received. This still remains above the previous financial year's monthly average of 245. The overall year-on-year upwards trend is also seen nationally in the number of concerns received as reported in the NHS Safeguarding return (SAC). There is a recognised delay in input, so this figure is almost certain to increase.

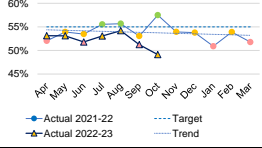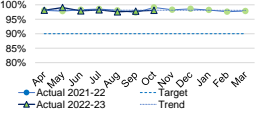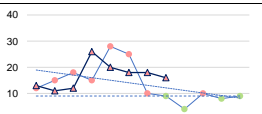| Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
													Adults, Communities & Wellbeing	
Active, fulfilled 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	249	582	64	54	⇩	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 continued decrease in the number of concerns determined to be enquiries, but this remains within the range seen this financial year. This month remains notably lower than the YTD average (74), and below the previous financial year's average (66). This correlates very strongly with the number of new concerns received, which was also reduced this month.
Active, fulfilled lives	AFL06	Total number of open Deprivation of liberty Safeguard cases		n/a	1910	1744	1516	1818	TBD	N/A	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 reporting of this indicator has been temporarily suspended following the identification of a potential issue with the accuracy of the data used to calculate it. Fast-track investigative actions are underway to identify the cause and scale of the issue and agree actions to ensure the indicator is accurately reported. An update will be provided in the next period.
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	419.85	346.56	419.85	⇧	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 275 admissions to date. 30 new admissions following an assessment; 1 new admissions following a period of Short Term Support to Maximise Independence and 9 as a result of change in setting following a review. Average monthly growth has increased to 51 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.	76.90% / 123 out of 160	75.50% / 271 out of 359	75.50% / 375 out of 497	74.10% / 312 out of 421	75.50% / 375 out of 497	⬆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: The rate increased in October following sucessive reductions over the previous four months. The range of change over the financial year is minor (within 3% 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	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
Public Health														
Active, fulfilled lives	AFL22	**Smoking quit rate at 4 weeks**		n/a	**63.3%** (Apr-Jun 2022) 133 out of 210	**60.2%** (Jul-Sep 2022) 142 out of 236	**61.7%** (Apr-Sep 2022) 275 out of 446	**55.7%**(Sep 2022) 39 out of 70	TBD	↓	Higher is better	60%	5%	Lag in data for the preceding 2 months. We are disappointed to see that we were 5% under our target for the month of September, but are very pleased our annual target remains on track. We have had new team members begin with the service recently which may explain the minor drop in performance, however as their experience grows so too will their quit rates.
Better, Brighter Futures	BBF02	**% of infants due a new birth visit that received a new birth visit within 14 days of birth**		88.2% (All English Authorities 2020/21 - LG Inform)	**98.2%** (Jun 2022) 652 out of 664	**96.9%** (Sep 2022) 657 out of 678	**93.2%** (Oct 2022) 619 out of 664	**96.9%** (Sep 2022) 657 out of 678	**93.2%** (Oct 2022) 619 out of 664	↓	Higher is better	90%	TBC	This indicator represents the whole of Northamptonshire. November 2022 data will be available in December's report. Benchmark updated: England 2020/21. The Health Visiting Service is going through a challenging period, although activity is slightly lower than last months 96.9% they are above the English average of 88.2 % and achieving 93.2% of the NBV (new births visit) mandated target. There service is seeing the most of the remaining children by 28 days. The service has recently recruited a skill mix of staff in the 0-19 service to enable the team to increase their capacity and ability to see every child for their mandated health checks
Active, fulfilled lives	AFL20	**% of in-year eligible population offered an NHS Health Check**		4.7% (All England Q2 2022/23)	**8.3%** (Apr-Jun 2022) 1865 out of 22515	**10.9%** (Jul-Sep 2022) 2464 out of 22510	**22.3%** (Jul-Oct 2022)	**4.0%** (Sep 2022) 907 out of 22510	**3.0%** (Oct 2022) 664 out of 22445	↓R	Higher is better	8.4% (100% annual target)	TBC	Benchmark is England Q2 2022/23.
Active, fulfilled lives	AFL21	**% of in-year eligible population who received an NHS Health Check**		1.6% (All England Q2 2022/23)	**3.3%** (Apr-Jun 2022) 752 out of 22515	**5.1%** (Jul-Sep 2022) 1159 out of 22510	**10.6%** (Jul-Oct 2022)	**1.8%** (Sep 2022) 406 out of 22510	**2%** (Oct 2022) 442 out of 22445	↑G	Higher is better	5% (60% annual target)	TBC	

Further detail on ALF20 and ALF21:-

Nov 22: November has been affected by some reporting issues. Multiple practices, including the large Lakeside practice in Corby, have seen their data uploads affected by third party reporting software removing the scheduled reporting jobs in practices. In addition, there are a handful of practices not 'coding' invites correctly. Both issues are being worked on.

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. 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.

North Northants now sits around the England average, which considering the NHS Health Check programme in North Northants has been delivered entirely by primary care (and further still considering the pressures primary care is under), there is a good platform to build on as we continuously work on service improvement, but also look at expanding the programme through community-based options. Primary care has been under a lot of pressure since Covid-19 and this time of year also brings winter pressures as we move through the colder months. For this reason, NHS Health Checks cannot always be a priority.

When comparing with national averages, it is worth keeping in mind that 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 both restart the NHS Health Check programme and keep it running consistently.

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	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
Better, Brighter Futures	BBF01	Breastfeeding rate at 6-8 weeks		49.3% (All English Authorities - 2021/22 - PHOF)	51.8% (Jun 2022) 347 out of 670	51.2% (Sep 2022) 353 out of 689	49.1% (Oct 2022) 336 out of 684	51.2% (Sep 2022) 353 out of 689	49.1% (Oct 2022) 336 out of 684	↓	Higher is better	55%	52.25% - 55%	This indicator represents the whole of Northamptonshire. November 2022 data will be available in December's report. Benchmark updated: England 2021/22. The breastfeeding peer support service continues to support this work across the county. Public Health are developing an emergency Infant feeding pathway to support parents in poverty unable to afford Infant formula & provide essential nutrition to their babies under one. Local insight is indicating that poverty is contributing to an increase in breastfeeding.
Better, Brighter Futures	BBF03	% of children who received a 6-8 week view by the time they were 8 weeks		81.2% (All English Authorities - Q2 2021/22)	97.9% (Jun 2022) 656 out of 670	97.8% (Sep 2022) 674 out of 689	98.1% (Oct 2022) 671 out of 684	97.8% (Sep 2022) 674 out of 689	98.1% (Oct 2022) 671 out of 684	↑	Higher is better	90%	TBC	This indicator represents the whole of Northamptonshire. November 2022 data will be available in December's report. Benchmark updated: Q2 England 2021/22. The Health Visiting Service is going through a challenging period, however they are improving and are above the England average achieving 98.1% the 6-8 week mandated target. The service has recently recruited a skill mix of staff in the 0-19 service to enable the team to increase their capacity and ability to see every child for their mandated health checks
TBC	AFL23	% substance misuse clients waiting more than 3 weeks for their first intervention		9.3% (England Q2 2022/23 - NDTMS)	0% (Q1 2022/23)	0% (Q2 2022/23)	n/a	n/a (reported quarterly)	n/a (reported quarterly)	→	Lower is better	No target - tracking indicator only	National target will be available in April 2024	The latest data is available for Q2 2022/23.

Housing Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL13	Number of households whose homelessness was prevented		n/a	70	53	171	19	29	↑G	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	193	22	29	↑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	n/a	18	16	↓G	Lower is better	9	TBD	During the month of November we carried out our annual RS (rough sleepers) count for NNC and 11 individuals were seen bedded down during our spot light count, and a further 5 included within our estimate meeting, giving a total of 16. These 5 are individuals in rural areas and are known to the RST (rough sleepers team) and we are working with then to resolve their current situation. We have seen a steady number each week of RS, again with high levels of new RS with NNC. During the month we saw 40 RS of which 25 were new to RS, and only one has been from out of area. We are finding that evictions are the biggest reason, especially for single males. There needs to be further development with supported accommodation providers to prevent evictions for people who have multiple complex needs not being able to sustain their accommodation, which is something that I am looking to progress for NNC. In addition since having a proactive outreach service in the East Northants area we are finding higher numbers than have ever been reported prior to RST delivering the service from June, this may be because of the assertive night time outreach that is taking place, along with available drop in centres within the area to ensure the team area available to help and support those RS or threatened with RS.
Safe and thriving places	STP38	Percentage of rent collected			88.84%	91.11%	91.34%	91.11%	91.34%	⇧	TBD	TBD		The indicator measures the total amount of (gross) rent collected over the period as a proportion of the total amount of (gross) rent due that financial year. This is a combined cumulative figure. The numerator for the calculation is made up of the total rent collected from current tenants for the current and past years. This is the gross rent collected. The denominator is the total rent available. This is made up of the rent available to be collected on all tenanted properties plus the rent arrears from current tenants at the start of the year.
					11613988.51 out of 13073029.47	39955546.65 out of 43855878.68	67510188.88 out of 73909317.64	52491617.69 out of 57612724.60	67510188.88 out of 73909317.64					

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP11	**Number of council housing lets completed**		n/a	**80**	**111**	**292**	**46**	**55**	⇧	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. November has seen an increase in the number of properties let.
Safe and thriving places	STP12	**Number of council houses vacant and available to let**		n/a	n/a	n/a	n/a	**23**	**12**	⬇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. The aim is to keep this figure low. November has seen a reduction on the number of properties ready to let.
Safe and thriving places	STP36	**Number of voids - Kettering Area**		n/a	n/a	n/a	n/a	**53**	**51**	⬇G	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. The number of properties void at the end of November was an increase of two on October. Weekly monitoring meetings continue to take place.
		Number of voids - Corby Area		n/a	n/a	n/a	n/a	**76**	**80**	⬆R				
Safe and thriving places	STP37	**Void turnaround time - Kettering Area (Mean Average)**		TBD	n/a	n/a	n/a	**97 days**	**91 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 of April 2023 this figure will be broken down into standard and major void to give a more accurate turnaround time for each. In November, the Kettering turnaround time reduced by six days, whereas the Corby turnaround figure increased by one day.
		Void turnaround time - Corby Area (Mean Average)		TBD	n/a	n/a	n/a	**89 days**	**90 days**	⬆R				

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
								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	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) 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	99.7% / 7909 out of 7930	99.8% / 7910 out of 7929	⬆G	Higher is better	100%	99.5% and above	As at the end of November, 19 properties were without a valid gas safety certificate, 17 of those were in the Corby area. Of the two in the Kettering area, one awaiting planning and one first no access. Of the 17 in the Corby area, one property has since been serviced, three have a court date booked for 06/12/2022 so warrants can be obtained, six have a court date booked for 20/12/2022 so warrants can be obtained, five are at legal stage awaiting court dates and two are at legal letter stage
Safe and thriving places	STP09	Total number of emergency repairs completed		n/a	n/a	n/a	n/a	1163	1450	⬆	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 November there was an increase in the number of emergency repairs. Note: Kettering's figures include gas repairs.
Safe and thriving places	STP10	Total number of non-emergency repairs completed		n/a	n/a	n/a	n/a	1469	1379	⬇	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 underway to align these timescales.
Safe and thriving places	STP04	Total Active applicants on the Keyways Housing Register		n/a	n/a	n/a	n/a	4049	4368	⬆	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). Active applications continue to increase month on month as we receive on average 503 new applications per month. 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. Annual renewals are currently suspended due to staff resources. Once in place this will reduce the active total due to applicants non-contact and change of circumstances.
Safe and thriving places	STP05	New Housing Applications Received		n/a	n/a	n/a	n/a	545	536	⬇	N/A - Tracking	N/A - monitoring levels of demand	N/A	Slight decrease in new applications from last month with 536. The average for the year is 503.
Active, fulfilled lives	AFL15	Total number of homeless approaches		n/a	862	1060	2702	372	408	⬆	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. 1075 cases and during November there was an increase in the no of approaches from 372-408 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	67	66	202	24	45	⬆	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 large increase in the no of MD (main duty) decisions during the month of November, the team are focusing on the overdue decisions of those applicants in temporary accommodation as a priority before moving on to focus on those overdue who aren't in temporary accommodation.

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	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation		n/a	n/a	n/a	n/a	215	207	⬇G	Lower is better	200	TBD	Although this figure has reduced slightly, there remains sustained pressure on the temporary accommodation service as the number of households being approved for placement into temporary accommodation remains consistently high. It is important to note that the number of households placed outside of North Northamptonshire remains low (two households as at 15.12.2022). *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	1	4	⬆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. Although there were four families in hotels at the end of November, there is only one today (15.12.2022).
Active, fulfilled lives	AFL19	Number of rough sleepers rehoused into accommodation for 6 months or more		n/a	20	39	75	8	8	➡	Higher is better	60 per year (5 per month)	TBD	We have worked exceptional hard to secure accommodation for individuals direct from the streets, and have managed to secure 5 placements across NNC, however we are finding multiple barriers with previous convictions such as arson a challenge, along with rent arrears preventing us from utilising the PRS (private rented sector). We placed 9 people into our discretionary TA (temporary accommodation) during the month of November, and we have moved on 3 individuals from discretionary TA into long term suitable provisions. We have supported three to obtain employment and once we feel this is sustainable they will be supported in the PRS (private rented sector). We are finding it very difficult at present to move on some individuals due to their support needs, as they are deemed as too high risk, which is where the RSAP (rough sleeping accommodation programme) project will help with these placements once all properties are completed and we have the staff on board to offer that intensive housing first support.

Communities and Libraries

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Year to Date	October 2022/23	November 2022/23	Direction of Travel (Oct-Nov) or Latest)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL09	Number of physical visits to libraries		n/a	106,285	127,954	298,626	34,067	30,320	⬇	Higher is better	November target: 19,395 Annual target: 246,187	0	November is one of the seasonally quieter months for libraries and we would expect it to be lower than other months, however, we have exceeded our expected target for the month by 50%. This is possibly due to a number of Christmas Fayres in libraries towards the end of the month and the impact of libraries as "warm Spaces".