



North Northamptonshire Council Performance Report - December 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

Customer & Governance

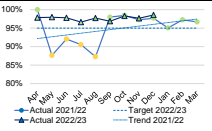
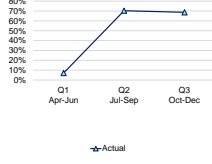
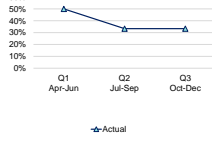
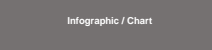
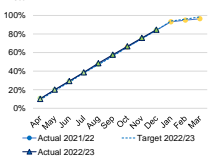
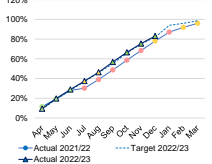
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Quarter 3	Year to	October	November	December	Direction of Travel (Nov - Dec) or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23	22-23	Date	2022/23	2022/23	2022/23					
Information Governance																
Modern Public Services	MPS12	% of Freedom of Information Requests completed in 20 working days		80.08% (Average of 40 Unitary Councils 2021/22 - benchmarking exercise conducted by Brighton and Hove Council)	91.73%	90.18%	N/A as reported a month in arrears	89.47%	83.34%	86.25%	Reported a month in arrears	↑G	Higher is better	90%	85% - 90%	It is noted that performance remains below target but has increased this month. The team have increased capacity through extra resource to allow work realignment.
Modern Public Services	MPS13	% Environmental Information Regulation Requests completed in 20 working days		TBD	97.44%	95.76%	N/A as reported a month in arrears	96.98%	99.21%	97.00%	Reported a month in arrears	↓	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. Although a slight decline is seen between October and November, this is caused by requests which were due for response over the Christmas period and improvement is anticipated for next month's PI in this category.
Modern Public Services	MPS14	% Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)		TBD	90.2%	96.4%	N/A as reported a month in arrears	93.3%	100.00%	90.00%	Reported a month in arrears	↓	Higher is better	90%	85% - 90%	We have seen a significant increase in the number of Subject Access Requests received during December. It is pleasing to note that performance remains within target.
Modern Public Services	MPS15	<p>Total number of data breaches 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: - A 'Non-reportable breach' has a low or no impact on</p> <p>a) Reportable breaches (ICO) (This was MPS23 reported quarterly, now included monthly as part of this performance indicator)</p> <p>b) Non-reportable breaches</p>		n/a	16	28	27	71	11	12	4	↓G	Lower is better	No target-tracking indicator only	N/A	<p>The Data Protection team continues to monitor levels of data breaches and the causes of them.</p> <p>Appropriate training and / or discussions with the relevant services is undertaken, particularly for those services that are considered to be higher risk.</p> <p>Internal communications were issued to staff during the w/c 9 January 2023. These provided advice and guidance on how to avoid a data breach.</p> <p>Data breaches are also broken down by team and shared internally, to highlight and provide mitigating action based on trends or issues.</p>
					0	1	0	1	0	0	0	→				
					16	27	27	70	11	12	4	↓G				

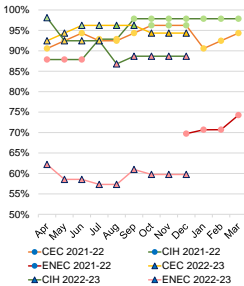
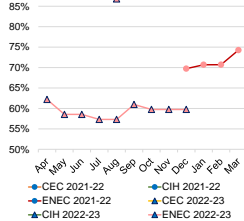
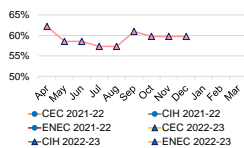
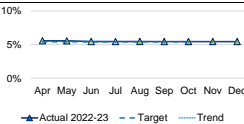
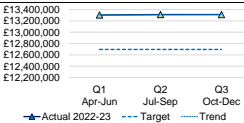
Customer & Governance

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Quarter 3	Year to Date	October	November	December	Direction of Travel (Nov - Dec) or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23	22-23	Date	2022/23	2022/23	2022/23					
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	0	3	n/a (reported quarterly)	n/a (reported quarterly)	0	↓G	Lower is better	1 per month - 3 per quarter	No tolerance	The Data Requests Team Manager will liaise with the ICO to resolve any complaints escalated to the Information Commissioner
Modern Public Services	MPS17	Number of complaints to Information Commissioners Office (ICO) upheld by ICO (with respect to handling of Freedom of Information (FOI) requests following internal review).		n/a	0	0	0	0	n/a (reported quarterly)	n/a (reported quarterly)	0	→	Lower is better	0 per month	No variation	Any decisions upheld by the ICO will be reviewed by the Data Requests Team Manager to consider learning points and improvements to processes
Modern Public Services	MPS18	Number of complaints to Information Commissioners Office (ICO) with respect to handling of Data Protection (DP) Individual Rights requests.		n/a	0	2	1	3	n/a (reported quarterly)	n/a (reported quarterly)	0	↓G	Lower is better	1 per month - 3 per quarter	No variation	No complaints upheld in quarter 3. The Data Protection Officer will liaise with the ICO to resolve any complaints escalated to the Information Commissioner
Modern Public Services	MPS19	Number of complaints upheld by Information Commissioners Office (ICO) with respect to handling of Data Protection (DP) Individual Rights requests		n/a	0	1	1	2	n/a (reported quarterly)	n/a (reported quarterly)	0	↓G	Lower is better	0 per month	No variation	No complaints in quarter 3. Any decisions upheld by the ICO will be reviewed by the Data Protection Officer to consider learning points and improvements to processes
Modern Public Services	MPS20	Number of direct disclosure requests (ADR - Access to a Deceased Person's) received		n/a	3	4	1	8	n/a (reported quarterly)	n/a (reported quarterly)	1	↓	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%	TBD - complete review needed	TBD - complete review needed	n/a (reported quarterly)	n/a (reported quarterly)	TBD - review underway	N/A	Higher is better	100%	No variation	Progress has been achieved as a review of the Transparency standards is underway by the Data Protection Officer. Complete figures of the data will be available after the review rather than as initially expected this quarter. It is expected that a project will be launched to deliver the outcomes of the review to gain support and allow services to understand their responsibilities in delivering the standards going forward
Modern Public Services	MPS22	Number of external Information Commissioners Office (ICO) complaints relating data management of data/breaches		n/a	2	0	0	2	n/a (reported quarterly)	n/a (reported quarterly)	0	→	Lower is better	N/A - Tracking	No variation	There have been no Information Commissioner's Office (ICO) complaints relating management of data / breaches this quarter. If we receive any in the future, we will work closely with the ICO to resolve any outstanding issues / complaints to their satisfaction.
Registrations																
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%	70.1%	66.3%	64.0%	76.7%	69.3%	↓R	Higher is better	80%	70% - 80%	NNC figures for December are 1st in the region, we remain 2nd overall year to date. Office capacity remains high, but informants have continued to book appts when it's convenient for them to attend the office rather than strictly adhering to the 5-day rule. The service provided death registrations only during the festive period, we've also increased death registration capacity by 50% in January to allow for the increase in death rate during this time. Kettering General Hospital is currently reporting a "critical incident", this can have an impact on our performance. However, the service isn't currently experiencing any significant delays in receiving the MCCDs (Medical Certificate of Cause of Death) from the issuing M/GP (Medical Examiner/General Practitioner). The volume of deaths registered by declaration remains higher than previous years, this also reflects the national trend. If the death occurred in West Northants we "encourage" the informant to make an appt with them as this will avoid delays receiving the death certificate, however, they're legally entitled to register a death at any office in England & Wales.
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%	97.4%	92.1%	95.7%	98.0%	99.1%	↑G	Higher is better	90%	86.5% - 90%	NNC performance for December is the highest recorded so far this year, we remain joint 1st in the region for birth registrations for 2022/23 year to date. During the festive period the service provided death registrations only, additional death registration capacity has been created across the service in January to allow for the increase in deaths that occur at this time of year, therefore birth registration performance is likely to fall during this period.

Customer & Governance

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					22-23	22-23	22-23	Date	2022/23	2022/23	2022/23						
Customer Services																	
Modern public services.	MPS30	Total number of Stage 1 complaints received by NNC (excluding children's services complaints)		n/a	413	436	425	1274	155	166	104	↓G	Lower is better	No target - tracking indicator only	No target - tracking indicator only	Less complaints were received in December, which is consistent with this month each year.	
Modern public services.	MPS32	Total number of complaints escalated to stage 2		n/a	22	36	39	97	9	14	16	↑R	Lower is better	No target - tracking indicator only	No target - tracking indicator only	2 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		n/a	435	472	464	1371	164	180	120	↓G	Lower is better	No target - tracking indicator only	No target - tracking indicator only	Less complaints were received in December, which is consistent with this month each year.	
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%	62%	↓R	Higher is better	90%	81% - 90%	More complex complaints increased response times last month, resulting in poorer performance overall.	
					217 out of 380	255 out of 394	190 out of 312	662 out of 1086	69 out of 128	54 out of 76	67 out of 108						
Modern public services.	MPS35	% of complaints upheld		TBD	26%	26%	3%	20%	3%	3%	4%	↑	Lower is better	20%	20% - 22%	A low number of complaints were upheld, no concerning trends have been identified and services are working hard to prevent recurrences.	
					100 out of 380	102 out of 394	10 out of 310	212 out of 1084	4 out of 128	2 out of 76	4 out of 106						
Modern public services.	MPS37	Total number of notices received of complaints under investigation by Ombudsman		n/a	10	10	9	29	4	2	3	↑	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	MPS39	% of calls answered out of total calls received in customer services		n/a	84.50%	82.82%	86.91%	84.61%	88.02%	86.33%	86.31%	↓	Higher is better	90%	81% - 90%	Performance decreased slightly in December. A number of new staff continue to be taken through training, which is helping us to further increase performance in the coming months	
					90829 out of 107485	98611 out of 119069	84472 out of 97191	273912 out of 323745	29954 out of 34032	29369 out of 34020	25149 out of 29139						
Modern public services.	MPS40	% Calls answered within 60 seconds in customer services		TBD	77.09%	72.41%	79.98%	75.25%	79.52%	77.46%	78.19%	↑G	Higher is better	80%	72% - 80%	Slight improvement in performance for December.	
					70021 out of 90829	71400 out of 98611	67561 out of 84472	20613 out of 273912	23819 out of 29954	22750 out of 29369	19664 out of 25149						
Modern public services.	MPS41	Number of customers helped by customer services		n/a	138303	146069	117736	411077	46098	43959	36648	↓	N/A	No target - tracking indicator only	N/A	These are the volumes of the different types of customer contact that Customer Services had in December	
Modern public services.	MPS42	Number of customer interactions to customer services - split by telephone/face-to-face, email and online form		n/a	Telephone 93929 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 84472 Face to Face 7422 E-Forms 6173 Emails 19669 Web Chat 978	Telephone 273912 Face to Face 17286 E-Forms 2737 Emails 83813 Web Chat 4103	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	Telephone 25149 Face to Face 2879 E-Forms 1802 Emails 6537 Web Chat 281		N/A	No target - tracking indicator only	N/A		
					6407 out of 8421	7728 out of 7739	8859 out of 8878	23690 out of 23737	2860 out of 2866	3126 out of 3133	2873 out of 2879						
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%	99.8%	→	Higher is better	95%	85.5% - 95%		Virtually all of our customer face to face appointments are held within our target time.

Finance Services																	
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date 2022/23	November 2022/23	December 2022/23	Direction of Travel (Nov - Dec) or Latest)	Polarity	Target	Tolerance	Comments		
Finance																	
Modern Public Services	MPS01	% of invoices paid within 30 days		n/a	97.87%	97.1%	98.1%	97.7%	97.7%	98.6%	↑G	Higher is better	95%	95% subject to change from SLA review (Tolerance TBC)	The outturn continues to over exceed the target for December with the highest outturn of 98.6% for this financial year.		
Modern Public Services	MPS02	% of actual spend with local suppliers where economically justifiable.		n/a	7%	70%	69%	52%	N/A (reported quarterly)	69%	↓	N/A	No Target - Tracking Only	No tolerance	In quarter 3, there were four (4) contracts awarded equal to or exceeding £100,000. "NNC / WNC - NHS Health Checks DPS (Dynamic Purchasing system)" (this agreement was procured via an open tender, and awarded to three (3) non local suppliers. The value of the contract awarded was £3,474,645). "NNC - Enterprise Telephony" (this contract was procured via a mini competition off an external framework, and awarded to one (1) non local supplier. The value of the contract awarded was £1,169,938. "NNC - Fleet Requirement" (this contract was procured via a direct award off an external framework, and awarded to one (1) local supplier. The value of the contract awarded was £5,789,112). "North Northamptonshire Council Holiday Activities and Food Programme Coordination and Implementation" (this contract was procured via an open tender, and awarded to a local supplier. The value of the contract awarded was £4,400,000).		
Modern Public Services	MPS03	% count of local suppliers where economically justifiable.		n/a	50%	33%	33%	38%	N/A (reported quarterly)	33%	→	N/A	No Target - Tracking Only	No tolerance	In quarter 2, there were six (6) contracts awarded equal to or exceeding £100,000. "Carers Support Support Services in Northamptonshire" (this contract was procured via an open tender, and awarded to one (1) local supplier. The value of the contract awarded was £1,536,000). "NNC - Leisure Management Service" (this contract was procured via a request for quotation, and awarded to one (1) non local supplier. The value of the contract awarded was £149,000). "North Northamptonshire Council Public Health Northamptonshire NHS Health Checks Software" (this contract was procured via a request for quotation, and awarded to one (1) local supplier. The value of the contract awarded was £180,000). "NNC - Customer Relationship Management System" (this contract was procured via a direct award off an external framework, and awarded to one (1) non local supplier. The value of the contract awarded was £493,227. "North Northamptonshire Council - Household Support Fund" (this contract was procured via an open tender, and awarded to one (1) local supplier. The value of the contract awarded was £1,500,000). "Kettering Paving HSIAZ Phase 3" (this contract was procured via a mini competition off an external framework, and awarded to one (1) non local supplier. The value of the contract awarded was £460,000).		
Modern Public Services	MPS03	% count of local suppliers where economically justifiable.		n/a	2 local out of 4 total suppliers from 4 contracts	2 local out of 6 total suppliers from 6 contracts	2 local out of 6 total suppliers from 14 contracts	6 local out of 16 total suppliers from 14 contracts	N/A (reported quarterly)	2 local out of 6 total suppliers from 4 contracts	→	N/A	No Target - Tracking Only	No tolerance	In quarter 1, there were four (4) contracts awarded equal to or exceeding £100,000. "North Northamptonshire Council and West Northamptonshire Council Section 19 Flood Investigations" (this contract was procured via a request for quotation, and awarded to one (1) local supplier. The value of the contract awarded was £150,000). "North Northamptonshire Council - Short-Term Homecare Services" (this contract was procured via an open tender, and awarded to one (1) non local supplier. The value of the contract awarded was £9,115,200). "NNC - Manned Guarding Security Requirements" (this contract was procured via a direct award from an external framework, and awarded to one (1) local supplier. The value of the contract awarded was £400,000). "NNC 2nd Class Postal Service" (this contract was procured via a mini competition off an external framework, and was awarded to one (w) non local supplier. The value of the contract awarded was £400,000).		
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	November 2021/22	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date 2022/23	November 2022/23	December 2022/23	Direction of Travel year on year - (Dec 2021 - Dec 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%)	84.67% (YTD) 100.80% achieved of the monthly target (84.00%)	84.67% (YTD) 100.80% achieved of the monthly target (84.00%)	75.81% (YTD) 100.95% achieved of the monthly target (75.00%)	84.67% (YTD) 100.80% achieved of the monthly target (84.00%)	→	Higher is better	75% (to date)	98.5% (Annual target)	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.	
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%)	83.12% (YTD) 98.95% achieved of the monthly target (84.00%)	83.12% (YTD) 98.95% achieved of the monthly target (84.00%)	75.44% (YTD) 100.59% achieved of the monthly target (75.00%)	83.12% (YTD) 98.95% achieved of the monthly target (84.00%)	↓	Higher is better	75% (to date)	98.5% (Annual target)	No tolerance	The collection rate has dipped below target, however there have been some significant changes from the valuation office which has led to large Rateable Value reductions and subsequent refunds which skews the collection rate in the short term, we will continue to monitor closely. 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.

Place & Economy															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	November 2022/23	December 2022/23	Direction of Travel (Nov - Dec) 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%	94.34%	→	Higher is better	95%	90% - 95%	We have had a number of tenants move within the centre and two new starting in January. The team have been advertising via website & social media.
Modern Public Services	MPS27	% occupancy of Corby Innovation Hub		Benchmark/compare to each other	92.45%	88.68%	88.68%	88.68%	88.68%	88.68%	→	Higher is better	95%	90% - 95%	New tenants paperwork is being processed by legal. This is due to be completed beginning of January therefore we anticipate this figure to improve
Modern Public Services	MPS28	% occupancy of East Northamptonshire Enterprise Centre		Benchmark/compare to each other	58.54%	60.98%	59.76%	59.76%	59.76%	59.76%	→	Higher is better	90%	85%-90%	The roof has now been wrapped to mitigate water ingress to the building, and work has started on the permanent roof fix, which should be completed in the coming weeks. The vacant units continue to be promoted during this period.
Modern Public Services	MPS24	Rate of return on commercial stock (%)		n/a	5.45%	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. We have seen some reduction in high street rents but an increase in other parts of the portfolio to sustain our current Rate of Return.
Modern Public Services	MPS25	Total rental income from commercial estate (£)		n/a	£13,304,319.00	£13,311,811	£13,311,121.00	£13,311,121.00	n/a (reported quarterly)	£13,311,121 Per Annum (Quarter 3)	↓	Higher is better	£12,695,000	£12,060,250 - £12,695,000 (-5%)	The impact of some upward rent reviews and new lettings have been reduced by some tenants leaving. This has resulted in a very low overall affect on yearly projected income compared to Q2.

Place & Economy

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Growth & Regeneration															
Modern Public Services	MPS29	% occupancy of Chesham House Kettering		Not relevant to benchmark as it's so unique.	61.54%	61.54%	69.23%	69.23%	69.23%	69.23%	→	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.
					8 out of 13	8 out of 13	9 out of 13	9 out of 13	9 out of 13	9 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%	97%	94.52%	92%	100%	↑G	Higher is better	90%	88% - 90%	Performance in the determination of 'Major' applications has improved this month 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.
					17 out of 20	23 out of 23	29 out of 30	69 out of 73	11 out of 12	6 out of 6					
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%	75.96%	84.62%	65.22%	88%	↑G	Higher is better	85%	83% - 85%	Performance in the determination of 'Minor' applications has improved this month. Capacity remains an issue but the recruitment 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.
					89 out of 99	96 out of 109	79 out of 104	264 out of 312	30 out of 46	30 out of 34					
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%	80.12%	85.73%	81.89%	81.93%	↑G	Higher is better	88%	86% - 88%	Performance in the determination of 'Other' application has improved again this month. Year to date performance remains above the national benchmark but marginally below the NNC (North Northamptonshire Council) target. Capacity remains an issue for the service but is being addressed through the recruitment of permanent and temporary staff which is underway and therefore we anticipate to see improvement in this particular area in the coming weeks.
					307 out of 349	320 out of 361	262 out of 327	889 out of 1037	104 out of 127	68 out of 83					
Safe and thriving places	STP19	Total number of planning applications received - ALL TYPES of applications		Not relevant to benchmark.	633	576	519	1728	201	149	↓	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	Quarter 3 22-23	Year to Date	November 2022/23	December 2022/23	Direction of Travel (Nov - Dec) or Latest)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP21	% of Full fibre coverage		43% (England) - Think Broadband	49.2%	55.2%	61.1%	61.1%	59.2%	61.1%	↑G	Higher is better	40% of Premises countywide (Dec 2023)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Strong performance 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 38.5% compared to 37.7% last month. With announced Openreach and CityFibre plans in NN, we 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%	84.2%	84.2%	83.8%	84.2%	↑G	Higher is better	75% of premises gigabit capable (Dec 2023)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Strong performance 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 expect the upward trajectory for gigabit coverage to continue but at a much slower rate now going forward as remaining areas largely rural or other hard to reach. Coverage in North Northants remains on an upward trajectory, with 83.2% availability compared to 83.1% 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	36,514	36,514	47,328	36,514	↓R	Higher is better	Track for first year then increase trips year on year.	N/A	Monthly figures decreased slightly from November to December which is the expected seasonal shift during the Christmas period including holiday period. However year-on-year trend shows increased popularity with 2022 figures higher than for December 2021. Year to date is latest position.
Greener, sustainable environment	GSE02	Number of E-Scooter users		n/a	5,155	5,494	4,250	4,250	4,517	4,250	↓R	Higher is better	Track for first year then increase users year on year	N/A	Monthly user figures decreased slightly from November to December and compared to December 2021. Year to date is latest position.
Greener, sustainable environment	GSE03	Co2 saving from E-Scooters (tonnes)		n/a	7.8	9.7	6.5	6.5	8.7	6.5	↓R	Higher is better	Track for first year then increase CO2 savings year on year	N/A	CO2 savings have decreased from November to December. Year-on-year trend shows an increase in CO2 savings with 2022 figures higher than for December 2021. Year to date is latest position.
Safe and thriving places	STP23	Percentage of NNC County Matter (minerals and waste) planning decisions made within the required timescale		Mean for All English Authorities: 33% (Q1 17/18)	100.00%	100.00%	100.00%	100.00%	N/A reported quarterly	100.00%	→	Higher is better	95%	5%	Performance for this service remains at 100%
					4 out of 4	1 out of 1	1 out of 1	6 out of 6	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	Quarter 3 22-23	Year to Date	November 2022/23	December 2022/23	Direction of Travel (Nov - Dec) or Latest	Polarity	Target	Tolerance	Comments
Highways & Waste															
Safe and thriving places	STP29	Number of Defects Outstanding on the network (at end of period), split by category		n/a	829	TBD	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	TBD	N/A	N/A	N/A					
		P2 (Target response time within 7 days)		13	TBD	TBD	TBD	N/A	N/A	N/A					
		P3 (Target response time within 28 days)		252	TBD	TBD	TBD	N/A	N/A	N/A					
		P4 (Target response time within 26 weeks)		564	TBD	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	3196	13221	1017	1431	↑G	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.
		P1 (Target response time within 2 hours)		No P1 defects	No P1 defects	1	1	No P1 defects	1	↑G					
		P2 (Target response time within 7 days)		423	177	108	708	38	49	↑G					
		P3 (Target response time within 28 days)		3492	2380	1654	7526	502	772	↑G					
		P4 (Target response time within 26 weeks)		1547	2006	1847	5400	477	609	↑G					
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	87.87% 3172 out of 3610	95.63% 13039 out of 13635	77.38% 787 out of 1017	90.36% (1293 out of 1431)	↑G	Higher is better	P1 and P2 97.5% P3 and P4 90%	The response time for Priority 1 & 2 defects remains strong at 100%. In the last month, the response for Priority 3 & 4 has improved, although Priority 3 responses remain below target. 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	100% (1 out of 1)	100% (1 out of 1)	No P1 defects	100% (1 out of 1)	→			97.5%		
		P2 (Target response time within 7 days)		100% 423 out of 423	99.44% 176 out of 177	100% (108 out of 108)	99.86% (707 out of 708)	100% (38 out of 38)	100% (49 out of 49)	→			97.5%		
		P3 (Target response time within 28 days)		98.71% 3447 out of 3492	96.85% 2305 out of 2380	79.75% 1319 out of 1654	93.95% 7071 out of 7526	64.74% (325 out of 502)	86.78% (670 out of 772)	↑G			90%		
		P4 (Target response time within 26 weeks)		98.9% 1530 out of 1547	99% 1986 out of 2006	94.42% 1744 out of 1847	97.41% 5260 out of 5400	88.89% (424 out of 477)	94.08% (573 out of 609)	↑G			90%		
Greener, sustainable environment	GSE06	Fly tipping: number of fly tips reported		n/a	662	807	671	2140	n/a (reported quarterly)	671	↓G	Lower is better	No target - tracking indicator only	N/A	In the period between July and December the waste enforcement team have issued 908 warning letters, 21 fixed penalty notices and 3 prosecutions relating to waste offences.
Greener, sustainable environment	GSE07	Percentage of waste diverted from landfill		TBC - Nearest neighbours / East Midlands data available on waste data flow.	90.68% (Q1 22-23)	93.05% (Q2 22-23)	TBD	TBD	n/a (reported quarterly)	TBD - available mid April	N/A	Higher is better	87%	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. (This data is uploaded to DEFRA's Waste Data Flow three months after the end of the previous quarter, which enables NNC to publish the data for this indicator shortly afterwards.)	

Children's Services															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date (Academic Year)	November 2022/23	December 2022/23	Direction of Travel (Nov - Dec) 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 - LATI)	32% (2,228)	30% (2,232)	28% (2,117)	TBD	30% (834)	30% (469)	➔	Lower is better	29%	25% - 40%	Performance has remained the same 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. 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. 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)	91% (2,671)	TBD	90% (1,196)	89% (799)	⬇️ A	Higher is better	85%	85% - 95%	Assessment timescales remain consistently above target and national average but have declined slightly in the last 3 months. 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. Lower performance this month has been impacted by challenges with staffing and higher levels of staff sickness in DAAT (Duty and Assessment teams). There are a higher than average number of new starters coming Jan 23. In addition to timeliness, we work on increasing the quality of assessments and more effective use of SoS (Signs of Safety) in our interventions.
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)	11.6% (1,229)	TBD	11.7% (1,241)	11.6% (1,229)	⬆️ G	Lower is better	10%	5% - 15%	Performance has improved by 0.1% this month. 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, Children's 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)	63% (666)	TBD	64% (661)	63% (666)	⬇️ A	Higher is better	55%	50% - 60%	This month has seen performance decline slightly to 63%, 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 (employment, education or training) 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)	93% (666)	TBD	95% (661)	93% (666)	⬇️ A	Higher is better	90%	85% - 95%	Performance for this month declined slightly to 93%, still above the target of 90%. We know that we have some young people in unsuitable accommodation, including a number of young people sentenced to custody, and some who have no accommodation at all. We work hard to address this, tenaciously seeking to engage with young people who may see our attempts at support as interference. 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.
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)	7% (53)	88%	n/a (reported quarterly)	7% (7)	⬇️ A	Higher is better	72%	57% - 77%	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. COVID: it has taken longer for courts to hold final hearings which could have a longer term impact on this target.

Children's Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Quarter 3	Year to Date	November	December	Direction of Travel (Nov - Dec) or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23	22-23	(Academic Year)	2022/23	2022/23					
Learning, Skills & Education															
Better, brighter futures	BBF14	Number of schools rated inadequate by Ofsted		n/a	5	5	3	3	3	3	➔	Lower is better	n/a - Tracking	n/a	<p>NO NEW RESULTS RECEIVED FOR DEC SO NO CHANGE FROM NOV</p> <p>2 primary schools and 1 secondary school remain inadequate all of which are academies.</p> <p>17 primary academies remain RI (requires improvement) and 3 Secondary Academies.</p> <p>3 LA (Local Authority Maintained) Primary Schools remain RI.</p> <p>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.</p>
TBC	BBF12 (LS3a)	% of primary schools judged as good or outstanding by Ofsted		89%	76.6%	79.3%	80.2%	80.2%	80.2%	80.2%	➔	Higher is better	Target under review	n/a	<p>NO NEW RESULTS RECEIVED FOR DEC SO NO CHANGE FROM NOV</p> <p>The % data presented at the end of December remains at 80.2%.</p>
TBC	BBF13 (LS4a)	% of secondary schools judged as good or outstanding by Ofsted		79%	75%	75%	75%	75%	75%	75%	➔	Higher is better	Target under review	n/a	<p>NO NEW RESULTS RECEIVED FOR DEC SO NO CHANGE FROM NOV</p> <p>The percentage of secondary schools judged as good or outstanding has remains at 75%, no further inspections have taken place.</p>
Better, brighter futures	BBF15 (LS6a)	Rate of suspensions in primary aged pupils		1% (All English Authorities 2019/20 - LAIT)	n/a	n/a	n/a	0.70%	0.21%	0.05%	⬇️G	Lower is better	Target under review	n/a	<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 & 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.</p>
Better, brighter futures	BBF16 (LS7a)	Rate of suspensions in secondary aged pupils		7.43% (All English Authorities 2019/20 - LAIT)	n/a	n/a	n/a	5.07%	1.83%	0.97%	⬇️G	Lower is better	Target under review	n/a	<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 & 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.</p>
Better, brighter futures	BBF17 (NI 114a)	Rate of Permanent exclusions from school - Total		0.06% (All English Authorities 2019/20 - LAIT)	n/a	n/a	n/a	0.052%	0.013%	0.014%	⬆️R	Lower is better	Target under review	n/a	<p>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.</p>

Children's Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Quarter 3	Year to Date	November	December	Direction of Travel (Nov - Dec) or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23	22-23	(Academic Year)	2022/23	2022/23					
Better, brighter futures	BBF18a	% of EHC (education health care) plans issued within 20 weeks (of those due in month)		59.9% All English Authorities 2021 - LAIT	57.2%	59.3%	61.8%	59.4%	58.2%	76.3%	↑G	Higher is better	Target under review	n/a	Overall performance is improving month on month as new systems and the permanent workforce are embedded. Clearing the backlog of over 100 out of time assessments has enabled workforce capacity to manage timely performance, with the implementation of the early help offer this will sustain performance and managing demand going forward
					107 out of 187	105 out of 177	110 out of 178	322 out of 542	32 out of 55	45 out of 59					
Better, brighter futures	BBF18 (SEN1)	% of EHC (education health care) plans completed in month issued within 20 weeks (excluding exceptions)		n/a	63.2%	40.3%	30.6%	45.4%	7.1%	33.3%	↑G	Higher is better	Target under review	n/a	This metric has been reviewed and is materially affected by the successful efforts to clear back logs in the caseload providing a highly skewed negative performance position. This has been raised with the Performance Analyst / Officer's for replacement with the BFF18a measure which shows actual performance against the 20 week deadlines (and includes any excluded pathway points).
					86 out of 136	93 out of 231	26 out of 85	205 out of 452	2 out of 28	5 out of 15					
Better, brighter futures	BBF18b	% of EHC (education health care) plans completed in month issued within 20 weeks (including exceptions)		n/a	56.2%	38.6%	50.3%	46.9%	51.9%	51.9%	→	Higher is better	Target under review	n/a	This metric has been reviewed and is materially affected by the successful efforts to clear back logs in the caseload providing a highly skewed negative performance position. This has been raised with the Performance Analyst / Officer's for replacement with the BFF18a measure which shows actual performance against the 20 week deadlines
					86 out of 153	95 out of 246	88 out of 175	269 out of 574	40 out of 77	27 out of 52					
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	96%	97%	97%	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.
					346 out of 355	346 out of 355	346 out of 355	346 out of 355	346 out of 355	346 out of 355					
Better, brighter futures	BBF22	Number of children without a school place	135 children without a school place	TBC	n/a Not reported until Nov 22 - Monthly thereafter	n/a Not reported until Nov 22 - Monthly thereafter	TBD	TBD	150	135	↓G	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.
Better, brighter futures	T49 BBF23	% Children achieving a good level of Development in Early Years Foundation Stage Profile	62.1% children achieving a good level of development in EYFS	TBC	n/a Annually reported	n/a Annually reported	n/a Annually reported	62.1% (21 / 22)	Report Annually in Dec	62.1% (21 / 22)	n/a	Higher is better	N/A - Tracking	n/a	National Average 2021/22 = 65.2%
Better, brighter futures	T50 BBF24	% Children achieving Age Related Expectations or above in reading, writing and maths at Key Stage 2	55.5% children achieving age related expectations KS2	TBC	n/a Annually reported	n/a Annually reported	n/a Annually reported	55.5% (21 / 22)	Report Annually in Dec	55.5% (21 / 22)	n/a	Higher is better	N/A - Tracking	n/a	National Average 2021/22 = 58.7%
Better, brighter futures	T51 BBF25	Percentage of children achieving grade 9-5 in English and Maths	42.9% children achieving grade 9-5 in English & Maths	TBC	n/a Annually reported	n/a Annually reported	n/a Annually reported	42.9% (21 / 22)	Report Annually in Dec	42.9% (21 / 22)	n/a	Higher is better	N/A - Tracking	n/a	National Average 2021/22 = 49.8%
Better, brighter futures	BBF26	Attainment gap for disadvantaged children achieving grade 5 or greater in English & Maths (%)	30.1% attainment gap	TBC	n/a Annually reported	n/a Annually reported	n/a Annually reported	30.1% (21 / 22)	Report Annually in Dec	30.1% (21 / 22)	n/a	Lower is better	N/A - Tracking	n/a	National Average 2021/22 = 37.8%

Adults, Communities & Wellbeing

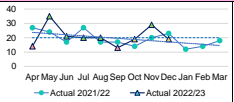
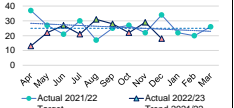
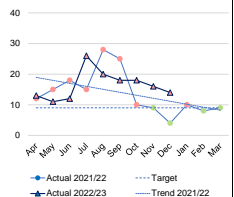
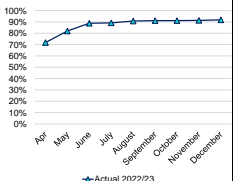
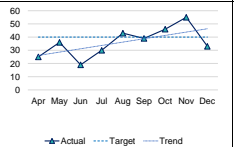
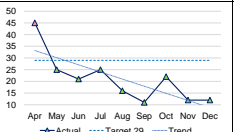
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	November 2022/23	December 2022/23	Direction of Travel (Nov - Dec) or Latest)	Polarity	Target	Tolerance	Comments
Adult Social Care															
Active, fulfilled lives	AFL01	Total number of people allocated to each team		n/a	5007 (June)	5227 (September)	5227 (December)	5227 (December)	5362	5227	↓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 slight decrease to the overall caseload compared to previous month snapshot. The most significant decrease was seen for Community Kettering team (-183 people). The Community Wellingborough team had the most significant increase (+55 people). Adult social care is a demand led service and peaks and troughs can be seen over extended time periods - these are monitored to ensure that there is an understanding of the reasons for any peaks and troughs - e.g. flu season can impact on increasing referrals and corresponding reductions can be seen later in later reporting periods when people have recovered independence
Active, fulfilled lives	AFL02	Number of unscheduled review requests		n/a	317	329	241	887	73	82	↑R	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	BI comments: The number of people requesting an unscheduled review has increased by 12% from previous month; a change from the decreasing trend seen over the past 5 months. The most significant increase was for Community Kettering Team (+12). This can often be seen as a seasonal pressure and one that is expected within colder seasons.
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%	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 23 new requests for people aged 18-64 (+4 from previous month) and 516 for people aged 65 and over (+59 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.
Active, fulfilled lives	AFL04	Number of new safeguarding concerns received per month		n/a	939	1042	826	2807	296	247	↓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 slight decrease on the number of new concerns received. This is lowest number of concerns seen this financial year, but 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 from receipt to input, so this figure is almost certain to increase slightly.

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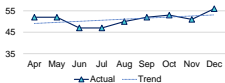
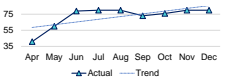
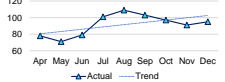
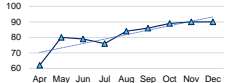

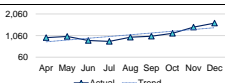
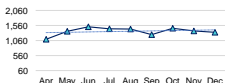
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					22-23	22-23	22-23		2022/23	2022/23					
Active, fulfilled lives	AFL05	New safeguarding concerns determined to be enquiries (both s42 and other) *(A S42 enquiry must take place if there is reason to believe that abuse or neglect is taking place)		n/a	215	249	181	645	60	53	↓	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, to the lowest this financial year. This month remains significantly 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	1435	1435	1516	1435	↓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 open cases continued to decrease this month to the lowest point this financial year and is around 341 cases lower than at the start of the financial year and 475 lower than the peak seen this financial year. ASC Comments: The team continue to be proactive in tackling the backlog of open cases through the use of agency BIAs and having a dedicated staff member contacting care homes to ascertain if there has been any change of circumstance for these citizens.
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	490.08	490.08	419.85	490.08	↑	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 321 admissions; an increase of 46 from previous month, 39 new admissions following an assessment and 7 as a result of change in setting following a review. Average monthly growth has increased to 53 per 100,000. The cumulative trend is comparable to the previous year.
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%	75.50%	76.30%	76.30%	75.50%	76.30%	↑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 increase this month. The range of change over the financial year is minor (within 3% points) and rates are significantly higher than those seen in 2021/22.

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Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	November 2022/23	December 2022/23	Direction of Travel (Nov - Dec 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	64.3% (Oct-Nov 2022) 146 out of 227	62.9% (Apr-Nov 2022) 423 out of 673	66.4% (Oct 2022) 73 out of 110	n/a (data lag)	↑G	Higher is better	60%	5%	Lag in data in the preceding 2 months The service is overjoyed to have achieved such a high success rate for November. As always we endeavour to continue to improve this, and to increase engagement across North Northamptonshire.
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 676	97.2% (Nov 2022) 277 out of 285	96.6% (Apr-Nov 2022) 5004 out of 5179	93.2% (Oct 2022) 619 out of 664	97.2% (Nov 2022) 277 out of 285	↑G	Higher is better	90%	TBC	This indicator represents North Northamptonshire. December 2022 data will be available in January's report. Benchmark updated: England 2020/21. The Health Visiting Service is going through a challenging period, activity is higher than last months 93.2% they are above the English average of 88.2% and achieving 97.2% of the NBV mandated target. The 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	15.9% (Oct-Dec 2022) 3577 out of 22497	35.4% (Apr-Dec 2022) 7965 out of 22497	3.0% (Oct 2022) 664 out of 22445	7.6% (Nov 2022) 1721 out of 22497	↑G	Higher is better	8.4% (100% annual target)	TBC	Benchmark is England Q2 2022/23. Further detail on ALF20 and ALF21:- December saw continued problems with 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. There is a significant amount of invites/checks missing from the totals. 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.
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	5.6% (Oct-Dec 2022) 1251 out of 22497	14.1% (Apr-Dec 2022) 3171 out of 22497	2.0% (Oct 2022) 442 out of 22445	2.0% (Nov 2022) 446 out of 22497	→	Higher is better	5% (60% annual target)	TBC	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.
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	45.0% (Nov 2022) 127 out of 282	46.4% (Apr-Dec 2022) 1036 out of 2228	49.1% (Oct 2022) 336 out of 684	45.0% (Nov 2022) 127 out of 282	↓	Higher is better	55%	52.25% - 55%	This indicator represents North Northamptonshire. December 2022 data will be available in January'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	96.8% (Nov 2022) 304 out of 314	98.2% (Apr-Nov 2022) 5203 out of 5296	98.1% (Oct 2022) 671 out of 684	96.8% (Nov 2022) 304 out of 314	↓	Higher is better	90%	TBC	This indicator represents North Northamptonshire. December 2022 data will be available in January'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 96.8% 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	BBF04	% mothers known to be smokers at the time of delivery		9.1% (England 2021/22 - PHOF)	11.20%	10.90%	n/a (not yet reported)	10.9% (Q2 2022/23)	n/a (reported quarterly)	n/a (not yet reported)	n/a (not yet reported)	Lower is better	11%	11% - 12%	This indicator represents North Northamptonshire. Tobacco dependency maternity advisors have been identified through the recruitment process, we are also looking to work with the LMNS and Midwifery to review the local model of LTP tobacco dependency service in maternity based on the evidenced based practice in Manchester which has achieved significant reductions in their SATOD (smokers at time of delivery) rates, supported by the stop smoking service
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 (not yet reported)	0% (Q1-3 2022/23)	n/a (reported quarterly)	n/a (not yet reported)	n/a (not yet reported)	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.

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Housing Services															
Active, fulfilled lives	AFL13	Number of households whose homelessness was prevented		n/a	70	53	67	190	29	19	↓R	Higher is better	240 (20 per month)	TBD	
Active, fulfilled lives	AFL14	Number of households whose homelessness was relieved		n/a	62	80	69	211	29	18	↓R	Higher is better	300 (25 per month)	276 (23 per month)	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	AFL12	Number of rough sleepers (single night snapshot figure)		12 (All English Authorities 2021 LG Inform)	n/a	n/a	n/a	n/a	16	14	↓G	Lower is better	9	TBD	We identified 14 individuals bedded down across North Northamptonshire (NN) on our single night outreach session, of which 5 were new to rough sleeping. We have seen an increase in numbers within the Wellingborough area, which present with the same reasons for rough sleeping (RS) as other areas, but the numbers are higher, however we are starting to see more individuals circulate around the Wellingborough area that may have worked with the team in other localities in the past. This maybe because of multiple factors, such as evictions from our temporary accommodation provisions as most of our provisions are within the Wellingborough area, along with the food provision in Wellingborough being the best across NN provided by the community and faith groups. During the month of December we triggered SWEP (severe weather emergency protocol) for the first time this winter, and saw a huge amount of approaches, where 37 individuals were placed under SWEP into accommodation. SWEP was operational for 12 nights in total with the outreach being out every week day night across NN responding to new intel. We had 9 RS across NNC refuge accommodation and safeguarding's were raised for all. The team continued to support these individuals during the day and night time. There were a lot of placements made out of hours, and since the ceasing of sweep it has been interesting that a large number of individuals who were placed have not been seen on street outreach nor worked with the team. This is something we will be monitoring heavily in readiness for when SWEP is triggered again.
Safe and thriving places	STP38	Percentage of rent collected			88.84%	91.11%	91.82%	91.82%	91.34%	91.82%	↑G	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. In Kettering, the rent free week meant the collection rate was greater than total collectable
					11613986.51 out of 13073029.47	39955546.65 out of 43855878.68	83416076.70 out of 90847710.75	83416076.70 out of 90847710.75	67510188.88 out of 73909317.64	83416076.70 out of 90847710.75					
Safe and thriving places	STP11	Number of council housing lets completed		n/a	80	112	134	326	55	33	↓	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. December has seen a decrease 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	12	12	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. In December there was a reduction in the number of properties ready to let.

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Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	November 2022/23	December 2022/23	Direction of Travel (Nov - Dec) or Latest)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP36	Number of voids - Kettering Area		n/a	n/a	n/a	n/a	56	51	56	↑R	Lower is better	No target - tracking indicator only	N/A	This data provides a snapshot of the number of void properties the team are processing at the end of the month. The number of properties void at the end of December in Corby remained the same as the previous month, whereas the number void in Kettering increased by 5. Weekly monitoring meetings continue to take place and ensure any voids are dealt with as efficiently as possible.
		Number of voids - Corby Area		n/a	n/a	n/a	n/a	80	80	80	→				
Safe and thriving places	STP37	Void turnaround time - Kettering Area (Mean Average)		TBD	n/a	n/a	n/a	95 days	91 days	95 days	↑R	Lower is better	No target - tracking indicator only	N/A	This performance measure monitors the time taken to turnaround a void property for both Corby and Kettering areas from keys in to keys out so covers several teams areas of work including landlord services, housing allocations and the repairs team. In November, the Kettering turnaround time increased by 4 days, this is due to there being 4 major voids let in December with a total of 1087 days void, whereas the Corby turnaround figure remained at 90 days. As of April 2023 this figure will be broken down into standard and major void to give a more accurate turnaround time for each as a small number of major voids can mask the efficiency with which the majority of voids are turned around in
		Void turnaround time - Corby Area (Mean Average)		TBD	n/a	n/a	n/a	90 days	90 days	90 days	→				
Safe and thriving places	STP08	% of properties with a valid gas safety certificate		TBD	n/a	n/a	n/a	99.7%	99.8%	99.7%	↑	Higher is better	100%	99.5% and above	As at the end of December, 25 properties were without a valid gas safety certificate, 24 of those were in the Corby area. The one in the Kettering area is awaiting planning. Of the 24 in the Corby area, 2 properties have since been recorded as serviced. 1 property is currently void and a service has been scheduled. 4 properties we have received warrants for on 03/01/2023 and these get executed on 10/01/2023, 1 property is getting a new boiler fitted and 8 have a court date booked for 17/01/2023. 8 are at Legal stage awaiting court dates. 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.
Safe and thriving places	STP09	Total number of emergency repairs completed		n/a	2815	2804	4249	9868	1450	1636	↑	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 December there was an increase in the number of emergency repairs. Note: Kettering's figures includes gas repairs.
Safe and thriving places	STP10	Total number of non-emergency repairs completed		n/a	3987	4147	4183	12317	1379	1335	↓	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.

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Safe and thriving places	STP04	Total Active applicants on the Keyways Housing Register		n/a	n/a	n/a	n/a	4486	4368	4486	↑	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. 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	417	536	417	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	Slight decrease in new applications from last month with 417. This is an expected trend for December each year. The average for the year has therefore slightly decreased also to 493 from 503 last month.
Active, fulfilled lives	AFL15	Total number of homeless approaches		n/a	862	1095	1197	3154	408	417	↑	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. 1128 cases and during December there was a small increase in the no. of approaches from 408-417 (note bank holidays and office closure) so there remains a high incoming demand and concerns that this trend of increasing demand is set to continue further. NOTE – From mid November the HOA on triage has been adding the case to the system so this should reduce cases being missed and / or duplicated.
Active, fulfilled lives	AFL16	Number of households accepted as owed the main housing duty		n/a	67	66	88	221	45	19	↓	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. The number of decisions made dropped in the month of December, likely affected by the Christmas break and additional leave taken by the team.
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation		n/a	n/a	n/a	n/a	209	207	209	↑	Lower is better	200	TBD	The number of households living in temporary accommodation remains fairly stable. The number of households placed outside of North Northamptonshire remains low (two households as at 12.01.2023). *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	2	4	2	↓G	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 preferred to accept an offer of hotel accommodation instead of being placed out of area. The team monitors these cases on a daily basis to ensure their stay is kept to an absolute minimum (typically a few days to a week).
Active, fulfilled lives	AFL19	Number of rough sleepers rehoused into accommodation for 6 months or more		n/a	26	39	20	85	8	4	↓R	Higher is better	60 per year (5 per month)	TBD	December has been a challenging month for the team with the triggering of SWEP (Severe Weather Emergency Protocol) which was operational for 12 nights. The team have been focusing on responding to reports and intelligence of new rough sleepers and supporting them off the streets during the cold spell as quickly as possible. This has impacted team capacity to support move on arrangements for rough sleepers placed within discretionary accommodation. However 2 rough sleepers have moved on into permanent accommodation solutions direct from the street and 2 individuals from the cohort currently supported in temporary accommodation

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					22-23	22-23	22-23		2022/23	2022/23					
Communities and Libraries															
Active, fulfilled lives	AFL09	Number of physical visits to libraries		n/a	106,285	127,954	96,971	331,210	33,481	27,599	↓	Higher is better	December target: 15,263 Annual target: 246,187	0	Despite the holiday closures in December we have exceeded our expected target for the month. This is possibly due to Libraries reopening for the period between Christmas and New year and the impact of libraries as "warm Spaces".
Safe and thriving places	STP01	Number of new business started with support from the BIPC Northamptonshire		n/a	7	11	6	24	n/a (reported quarterly)	6	↓	Higher is better	6.25 Quarterly 25 Annual	0	On track to exceed target. Expecting a similar return for quarter 4.
Safe and thriving places	STP02	Number of satisfactory Anti-Social Behaviour resolutions by North Northamptonshire Council		n/a	80.65%	80.77%	100.00%	87.06%	n/a (reported quarterly)	100.00%	↑G	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 Q3 is 28 from 28 who responded. The arrangement for Corby is being extended to Kettering as part of the ASB review and it is our intention to widen this to other localities for the 2023/24 reporting year.
					25 out of 31	21 out of 26	28 out of 28	74 out of 85		28 out of 28					
Safe and thriving places	STP03	Number of repeat incidents of reported domestic abuse incidents		n/a	184	172	198	554	n/a (reported quarterly)	198	↑R	Lower is better	No target - tracking indicator only	0	Oct: 59; Nov: 78; Dec 61. Corby: 48, East Northants: 40, Kettering: 67, Wellingborough: 43 The data is taken from Northants Police 'Boo' 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.