

North Northamptonshire Council Performance Report - March 2023

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	Quarter 4	Year to Date	January	February	March	Direction of Travel (Feb-Mar) or Latest	Polarity	Target	Tolerance	Comments
					22-23	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%	82.55%	N/A as reported a month in arrears	80.97%	45.00%	64.52%	N/A as reported a month in arrears	↑G	Higher is better	90%	85% - 90%	We continue to see a significant number of requests received since the start of the year. Whilst extra resource has been sought and improvements are being seen, the full impact of this will be reflected during the next reporting period. In addition, a Case Management System is in the process of onboarding and will go live on 18 April 2023 which we expect will streamline processes and result in efficiencies. The team continue to receive a higher than average number of requests as highlighted by the benchmarking figures. The new system is expected to impact positively on the teams performance.
					233 out of 254	202 out of 224	175 out of 212	N/A as reported a month in arrears	715 out of 883	45 out of 100	60 out of 93	N/A as reported a month in arrears					
Modern Public Services	MPS13	% Environmental Information Regulation Requests completed in 20 working days		TBD	97.44%	95.76%	98.25%	N/A as reported a month in arrears	95.72%	75.82%	97.87%	N/A as reported a month in arrears	↑G	Higher is better	90%	Tolerance 85% - 90%	As expected, performance levels have returned to target levels. The new case management system due to commence on 1 April 2023 will also assist in streamlining procedures. The new system is expected to impact positively on the teams performance.
					494 out of 507	407 out of 425	281 out of 286	N/A as reported a month in arrears	1343 out of 1403	69 out of 91	92 out of 94	N/A as reported a 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%	91.9%	N/A as reported a month in arrears	87.13%	61.11%	0.00%	N/A as reported a month in arrears	↓R	Higher is better	90%	85% - 90%	The Data Requests Team has identified the matters which caused the performance issues during February and has made changes to mitigate against this reoccurring. Improvements are already being seen and will continue over the coming reporting periods.
					55 out of 61	53 out of 55	57 out of 62	N/A as reported a month in arrears	176 out of 202	11 out of 18	0 out of 6	N/A as reported a month in arrears					
Modern Public Services	MPS15	Total number of data breaches <i>A personal data breach is a security incident that has affected the confidentiality, integrity or availability of personal data.</i> There are two types of breaches: - A 'Non-reportable breach' has a low or no impact on		n/a	16	28	27	36	107	6	12	18	↑R	Lower is better	No target - tracking indicator only	N/A	There has been a rise in data breaches from a specific service; and focussed resource has been dedicated to the team to ensure that the area is supported and trained appropriately, in order to manage the existing breaches and to decrease future instances. The Data Protection team continues to monitor levels of all data breaches and the causes of them. Data breaches are also broken down by team and shared internally, to highlight and provide mitigating action, based on trends or issues.
		0			1	0	0	1	0	0	0	→					
		16			27	27	36	106	6	12	18	↑R					

Customer & Governance

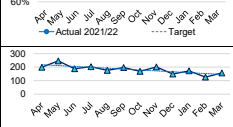
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date	January	February	March	Direction of Travel (Feb-Mar) or Latest	Polarity	Target	Tolerance	Comments
					22-23	22-23	22-23	22-23	Date	2022/23	2022/23	2022/23					
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	1	4	n/a (reported quarterly)	n/a (reported quarterly)	1	↑	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	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	0	3	n/a (reported quarterly)	n/a (reported quarterly)	0	→	Lower is better	1 per month - 3 per quarter	No variation	No complaints received during quarter 4. 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	0	2	n/a (reported quarterly)	n/a (reported quarterly)	0	→	Lower is better	0 per month	No variation	No complaints in quarter 4. 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	6	14	n/a (reported quarterly)	n/a (reported quarterly)	6	↑	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	75.00%	N/A	n/a (reported quarterly)	n/a (reported quarterly)	75.00%	N/A	Higher is better	100%	No variation	Progress has been achieved as a review of the Transparency standards was undertaken by the Data Protection Officer. 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	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 the 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)	66.7%	70.6%	75.4%	75.0%	72.2%	71.9%	77.0%	77.0%	→	Higher is better	80%	70% - 80%	February Comment: Service remains joint 1st in the region for 2022/23. Appointment capacity across all offices remains good, no issues reported. Industrial action hasn't impacted service performance to date, however, the latest communications with Kettering General Hospital indicate that completion of Medical Certificate of Cause of Death (MCCD) may be delayed going forward, this is beyond our control and will potentially impact our performance statistics.
					364 out of 546	356 out of 504	473 out of 627	501 out of 668	1694 out of 2345	194 out of 270	144 out of 187	163 out of 211					
Connected communities	CNC04	% of Births registered within 42 days		(Benchmarking available if needed as all authority performance data can be downloaded)	92.2%	87.2%	97.4%	95.7%	93.0%	93.5%	96.4%	97.0%	↑G	Higher is better	90%	86.5% - 90%	February Comment: Service remains joint 1st in the region for 2022/23. Appointment capacity across all offices remains good, no issues reported.
					683 out of 741	825 out of 946	821 out of 843	786 out of 821	3115 out of 3351	244 out of 261	243 out of 252	299 out of 308					

Customer & Governance

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date	January	February	March	Direction of Travel (Feb-Mar) or Latest	Polarity	Target	Tolerance	Comments	
					22-23	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	594	1868	187	143	264	↑R	Lower is better	No target - tracking indicator only	No target - tracking indicator only	More complaints were received in March than normal. There was no obvious trend, however the highest volumes with a common specific issue related to Garden waste (21), annual Council Tax bills (20) and Tree felling in London Road, Wellingborough (11).	
Modern public services.	MPS32	Total number of complaints escalated to stage 2		n/a	22	36	39	50	147	31	8	11	↑R	Lower is better	No target - tracking indicator only	No target - tracking indicator only	A higher number of customers asked for their complaints to be escalated to stage 2 in March than in previous months, however there was a mix of issues cited and no concerning trend emerged.	
Modern public services.	MPS31	Total number of complaints received by NNC		n/a	435	472	464	644	2015	218	151	275	↑R	Lower is better	No target - tracking indicator only	No target - tracking indicator only	Higher volumes of complaints were received in March as noted above.	
Modern public services.	MPS34	% of complaints answered within the Service Level Agreement (20 Working days or agreed extension)		TBD	57%	65%	61%	64%	62%	61%	65%	65%	→	Higher is better	90%	81% - 90%	Performance in March remained at the same level as in February. Despite these issues, all efforts are being made to improve response times. During April, resources within Customer Services were reallocated to provide a more robust complaints management mechanism, by putting more capacity into chasing complaints in service areas so that they hit complaints standards, although this will not have affected the March performance shown here.	
Modern public services.	MPS35	% of complaints upheld		TBD	26%	26%	3%	13%	18%	7%	5%	26%	↑R	Lower is better	20%	20% - 22%	More complaints were upheld in March than in previous months. This is encouraging as it demonstrates that the Council is accepting where services have not been delivered to the highest standards and has apologised for this and taken the appropriate action to improve as a result.	
Modern public services.	MPS37	Total number of notices received of complaints under investigation by Ombudsman		n/a	10	10	9	11	40	3	4	4	→	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%	80.67%	83.53%	83.77%	87.05%	74.64%	↓R	Higher is better	90%	81% - 90%	Performance reduced in March due mainly to the increased number of calls received for annual billing and garden waste enquiries	
Modern public services.	MPS40	% Calls answered within 60 seconds in customer services		TBD	77.09%	72.41%	79.98%	70.78%	74.48%	72.93%	75.95%	65.45%	↓R	Higher is better	80%	72% - 80%	Performance reduced in March due mainly to the increased number of calls received for annual billing and garden waste enquiries	
Modern public services.	MPS41	Number of customers helped by customer services		n/a	138303	146069	126705	149974	561051	46576	45968	57430	N/A	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 March. There was a marked increase in telephone calls received, this resulted from customer queries relating to annual Council Tax bills, and customers asking about and subscribing to the garden waste service.	
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 84472, Face to Face 7422, E-Forms 6173, Emails 19669, Web Chat 978	Telephone 98093, Face to Face 11085, E-Forms 6141, Emails 34311, Web Chat 344	Telephone 372005, Face to Face 34822, E-Forms 31878, Emails 118124, Web Chat 4228	Telephone 30078, Face to Face 3496, E-Forms 1527, Emails 11131, Web Chat 344	Telephone 28410, Face to Face 3225, E-Forms 1786, Emails 12547, Web Chat 0	Telephone 39605, Face to Face 4364, E-Forms 2828, Emails 10633, Web Chat 0	↑	N/A	No target - tracking indicator only	N/A		
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%	99.9%	99.9%	99.8%	100.0%	100.0%	→	Higher is better	95%	85.5% - 95%		All of our customers who made an appointment for a face to face meeting with Customer Services were helped within our target waiting time in March.
					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 84472, Face to Face 7422, E-Forms 6173, Emails 19669, Web Chat 978	Telephone 98093, Face to Face 11085, E-Forms 6141, Emails 34311, Web Chat 344	Telephone 372005, Face to Face 34822, E-Forms 31878, Emails 118124, Web Chat 4228	Telephone 30078, Face to Face 3496, E-Forms 1527, Emails 11131, Web Chat 344	Telephone 28410, Face to Face 3225, E-Forms 1786, Emails 12547, Web Chat 0	Telephone 39605, Face to Face 4364, E-Forms 2828, Emails 10633, Web Chat 0						

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	Quarter 4 22-23	Year to Date 2022/23	February 2022/23	March 2022/23	Direction of Travel (Feb-Mar) or Latest	Polarity	Target	Tolerance	Comments	
Modern Public Services	MPS01	% of invoices paid within 30 days		n/a	97.8%	97.1%	98.1%	98.1%	97.8%	97.9%	98.3%	↑	Higher is better	95%	95% subject to change from SLA review (Tolerance TBC)	March output of 98.1% continues to over exceed the 95% and has over achieved for each of the 12 months of the financial year which gives an overall year to date figure of 97.8%.	
					9,342 out of 9,545	9477 out of 9761	9456 out of 9635	9786 out of 9976	38061 out of 39917	2935 out of 2998	3604 out of 3759						
Modern Public Services	MPS02	% of actual spend with local suppliers where economically justifiable.		n/a	7%	70%	69%	46%	49%	N/A (reported quarterly)	46%	↓	N/A	No Target-Tracking Only	No tolerance	For 2022/23 there were thirty (30) contracts awarded for a total value of £59,246,015.10. There were thirty two (32) suppliers awarded contracts of which twelve (12) were local suppliers at a total value of £28,105,209.10 (46%).	
					£500,000 local spend of £7,065,200	£3,036,000 local spend of £4,318,227	£10,189,112 local spend of £14,833,595	£15,381,987.10 local spend of £33,028,993.10	£29,106,209.10 local spend of £59,246,015.10		£15,381,987.10 local spend of £33,028,993.10						
Modern Public Services	MPS03	% count of local suppliers where economically justifiable.		n/a	50%	33%	33%	38%	38%	N/A (reported quarterly)	38%	↑	N/A	No Target-Tracking Only	No tolerance	In quarter 4, there were sixteen (16) contracts awarded including three (3) below £100,000. "NCC - Collection and Processing of Dry Recycled Material" (this agreement was procured via an open tender, and awarded to one(1) non local supplier. The value of the contract awarded was £15,000,000). "NCC - Credit Checks (22-23)" (this agreement was procured via a request for quotation, and awarded to one(1) non local supplier. The value of the contract awarded was £726). "ACHIEVE - THEMIS subscription" (this agreement was procured via a request for quotation, and awarded to one(1) non local supplier. The value of the contract awarded was £1,572,000). "NCC - Income Management System" (this agreement was procured via a direct award of an external framework, and awarded to one(1) non local supplier. The value of the contract awarded was £188,296). "NCC - Asset and Insurance Valuations, 2022/2023" (this agreement was procured via a direct award of an external framework, and awarded to one(1) non local supplier. The value of the contract awarded was £125,530). "NCC - ISEBROOK (SEND) COLLEGE SCHOOL EXPANSION (FOUR SEASONS DAY CENTRE)" (this agreement was procured via a mini competition of an external framework, and awarded to one(1) local supplier. The value of the contract awarded was £623,927.10). "NCC - Supply of Materials - Building Materials" (this agreement was procured via a mini competition of an external framework, and awarded to one(1) local supplier. The value of the contract awarded was £5,460,000). "NCC - Supply of Materials - Electrical Materials" (this agreement was procured via a mini competition of an external framework, and awarded to one(1) local supplier. The value of the contract awarded was £1,572,000). "NCC - Supply of Materials - Plumbing" (this agreement was procured via a mini competition of an external framework, and awarded to one(1) local supplier. The value of the contract awarded was £4,638,000). "NCC - Revenues and Benefits Software" (this agreement was procured via a mini competition of an external framework, and awarded to one(1) non local supplier. The value of the contract awarded was £1,350,336). "NCC - Electoral Registration and Election Management Software" (this agreement was procured via a mini competition of an external framework, and awarded to one(1) non local supplier. The value of the contract awarded was £168,000). "NCC - Legal Case Management System" (this agreement was procured via a direct award of an external framework, and awarded to one(1) non local supplier. The value of the contract awarded was £30,088). "NCC CCTV Supply, Installation and Commissioning for Queensway and Brockhill, Wellingborough" as part of the Safer Streets Grant (this agreement was procured via an open tender, and awarded to one(1) local supplier. The value of the contract awarded was £171,350). "NCC - Fleet Requirement (Tranche 2)" (this agreement was procured via a direct award of an external framework, and awarded to one(1) local supplier. The value of the contract awarded was £2,917,820). "NCC - The Provision of Nicotine Replacement Therapy" (this agreement was procured via an open tender to create a framework, and awarded to one(1) non local supplier. The value of the contract awarded was £400,000). "NCC - Professional Consultancy Service for Case Services" (this agreement was procured via a direct award of an external framework, and awarded to one(1) non local supplier. The value of the contract awarded was £324,000).	
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	March 2021/22	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Quarter 4 22-23	Year to Date 2022/23	February 2022/23	March 2022/23	Direction of Travel (Feb-Mar) or Latest	Polarity	Target	Tolerance	Comments
Revenues & Benefits																	
Modern Public Services	MPS05	% of council tax collected in the year debt raised		95.92% (All English Authorities 2020/21 - LG Inform)	96.42%	96.80%	96.80%	96.80%	96.80%	96.80%	96.80%	96.80%	↓	Higher is better	98% (Annual target)	No tolerance	Although the end of year collection rate is below target it is still an improvement on the percentage collected for the same point in time last year. This is a good achievement considering the impact that the cost of living crisis has had on people's ability to pay their bills. We are actively working with vulnerable customers to assist those who can't pay and continue recovery on those that can. Close monitoring on collection performance will continue during 2023/24. YTD - The % is the same as the current month reported, as the collection rate is based on the 'estimated net collectable debt' for the whole year. The amount collected is cumulative.
					£210,129,000.18 (collected in March)	£66,714,621.73 (collected in Q1)	£64,845,502.55 (collected in Q2)	£61,824,143.03 (collected in Q3)	£27,740,071.67 (collected in Q4)	£21,226,236.98 (collected in year)	£4,255,391.78 (collected in Feb)	£3,140,655.48 (collected in Mar)					
Modern Public Services	MPS04	% of business rates collected in the year debt raised		93.74% (All English Authorities 2020/21 - LG Inform)	95.97%	97.05%	97.05%	97.05%	97.05%	97.05%	97.05%	97.05%	↑	Higher is better	98% (Annual target)	No tolerance	Although the year end collection rate is below target, it is still a 1.68% improvement on the same point in time last year. This is a good achievement considering businesses are still recovering from the impacts of the pandemic and also have the more recent impacts of the cost of living crisis. We are actively working with our businesses to ensure that they are in receipt of all the reliefs and discounts that they are entitled to. Close monitoring on collection performance will continue during 2023/24. YTD - The % is the same as the current month reported, as the collection rate is based on the 'estimated net collectable debt' for the whole year. The amount collected is cumulative.
					£1,288,916,642.7 (collected in March)	£42,054,046.57 (collected in Q1)	£40,454,451.64 (collected in Q2)	£36,818,402.19 (collected in Q3)	£19,620,271.67 (collected in Q4)	£1,388,936,152.07 (collected in year)	£6,075,215.46 (collected in Feb)	£4,457,575.55 (collected in Mar)					

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	Quarter 4 22-23	Year to Date	February 2022/23	March 2022/23	Direction of Travel (Feb-Mar) or Latest)	Polarity	Target	Tolerance	Comments
Assets & Environment																
Modern Public Services	MPS26	% occupancy of Corby Enterprise Centre		Benchmark/compare to each other	96.23% 51 of 53 let	96.23% 51 of 53 let	94.34% 50 of 53 let	90.57% 48 of 53 let	90.57% 48 of 53 let	98.11% 52 of 53 let	90.57% 48 of 53 let	↓R	Higher is better	95%	90% - 95%	Notice given on units for March with secured agreements on three of the 6 units. Notice received on two offices in April – Advertising on social media, right move, mail merges website and placed an advert in local publications.
Modern Public Services	MPS27	% occupancy of Corby Innovation Hub		Benchmark/compare to each other	92.45% 49 of 53 let	88.68% 47 of 53 let	88.68% 47 of 53 let	88.68% 47 of 53 let	88.68% 47 of 53 let	88.68% 47 of 53 let	88.68% 47 of 53 let	→	Higher is better	95%	90% - 95%	Currently advertising on social media, right move, mail merges website and placed an advert in local publications.
Modern Public Services	MPS28	% occupancy of East Northamptonshire Enterprise Centre		Benchmark/compare to each other	58.54% 48 out of 82	60.98% 50 out of 82	59.76% 49 out of 82	48.78% 40 out of 82	48.78% 40 out of 82	45.12% 37 out of 82	48.78% 40 out of 82	↑G	Higher is better	90%	85%-90%	Despite a number of units becoming vacant, the team have secured lettings to increase overall occupancy. Following completion of roof works, further units will be remarketed.
Modern Public Services	MPS24	Rate of return on commercial stock (%)		n/a	5.45%	5.45%	5.45%	5.54%	5.54%	5.55%	5.54%	↓	Higher is better	5.41%	4.91% - 5.57%	The Commercial stock continues to perform well. The year end reconciliation is now complete confirming previous figures to be accurate, with a couple of returning units reducing the rate of return by 0.01%
Modern Public Services	MPS25	Total rental income from commercial estate (£)		n/a	£13,304,319.00	£13,311,811	£13,311,121.00	£13,534,692 Per Annum (Quarter 4)	£13,534,692 Per Annum (Quarter 4)	n/a (reported quarterly)	£13,534,692 Per Annum (Quarter 4)	↑	Higher is better	£12,695,000	£12,060,250 - £12,695,000 (-5%)	The commercial stock has performed well this FY. There was a significant back rent in Q4 relating to industrial premises in Wellingborough. This was a one off increase in income for this FY.

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	Quarter 4 22-23	Year to Date	February 2022/23	March 2022/23	Direction of Travel (Feb-Mar) or Latest)	Polarity	Target	Tolerance	Comments
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%	69.23%	→	Higher is better	70%	65% - 70%	During February and March 2023 there were 2 live enquiries that would increase occupancy to 84% (an existing tenant and a new enquiry) which would take Chesham house to within one office of being FULL OCCUPANCY. Currently the target of 70% has been achieved over the last six month period in 22/23 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. Assets are reviewing options for the site, linked to our rationalisation programme but also ongoing viability. This review should be complete in the next 1-2 months thereafter we will be presenting options through the AMRG.
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)	85.00%	100%	96.67%	88.46%	92.93%	100%	89%	↓R	Higher is better	90%	88% - 90%	Performance relating to Major applications has fallen slightly this month but remains within tolerance and the year to date performance remains above target and the national benchmark. Staff capacity remains a key issue and recruitment is underway to address this.
					17 out of 20	23 out of 23	29 out of 30	23 out of 26	92 out of 99	7 out of 7	8 out of 9					
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%	79.58%	83.04%	76.19%	82.00%	↑G	Higher is better	85%	83% - 85%	Performance relating to Minor applications has improved this month. The year to date performance is slightly below target but within tolerance and above the national benchmark. Staff capacity remains a key issue and recruitment is underway to address this.
					89 out of 99	96 out of 109	79 out of 104	113 out of 142	377 out of 454	32 out of 42	41 out of 50					
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%	85.40%	85.67%	93.33%	83.95%	↓R	Higher is better	88%	86% - 88%	Performance in the determination of 'Other' application has fallen this month. Year to date performance remains above the national benchmark but marginally below the NNC (North Northamptonshire Council) target tolerance. Capacity remains an issue for the service but is being addressed through the recruitment of staff which is underway.
					307 out of 349	320 out of 361	262 out of 327	193 out of 226	1082 out of 1263	56 out of 60	68 out of 81					
Safe and thriving places	STP19	Total number of planning applications received - ALL TYPES of applications		Not relevant to benchmark.	633	576	519	455	2183	126	157	↑	N/A	No target	N/A	

Place & Economy																
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Safe and thriving places	STP21	% of Full fibre coverage		48.5% (England) - Think Broadband	49.2%	55.2%	61.1%	65.9%	65.9%	63.8%	65.9%	↑G	Higher is better	40% of Premises countywide (Dec 2023) 80% of Premises countywide (Dec 2028)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Strong performance countywide when compared to the average full fibre coverage for the same period in England (65.9% across Northamptonshire compared to 48.5% England). The 40% full fibre countywide coverage target by December 2023 was achieved early (March 2022). Full fibre coverage in NN exceeded 40% in January 2023. Sights are now set on the countywide 80% target by end 2028. Full fibre coverage in NN remains on an upward trajectory at 43.3% in March 2023 compared to 41.8% last month. With announced Openreach and CityFibre plans in NN, we expect to see improved growth in full fibre coverage in the coming year. Year to date is latest position.
Safe and thriving places	STP22	% of gigabit coverage		75.8% (England) - Think Broadband	79.9%	81.2%	84.2%	86.2%	86.2%	85.1%	86.7%	↑G	Higher is better	75% of premises gigabit capable (Dec 2023) 90% of premises gigabit capable (Dec 2028)	Dec 2023: <5% Green 5%-10% Amber >10% Red	A strong performance countywide when compared to the average gigabit coverage for the same period in England (86.7% across Northamptonshire compared to 75.8% in England). The 75% countywide gigabit coverage target by December 2023 was achieved two years early (Dec 2021). We expect the upward trajectory towards the 90% countywide target for gigabit coverage to continue but at a much slower rate now going forward as remaining areas are largely rural or other hard to reach. Coverage in NN remains on an upward trajectory, with 84.5% availability in March compared to 83.6% last month. Year to date is latest position.
Greener, sustainable environment	GSE01	Number of E-Scooter trips		n/a	134,380	163,813	135,729	114,203	548,125	37,520	39,293	↑	Higher is better	Track for first year then increase trips year on year.	N/A	Monthly figures increased from February to March. Year-on-year trend shows increased popularity with 2023 figures higher than for March 2022. Year to date is cumulative position.
Greener, sustainable environment	GSE02	Number of E-Scooter users		n/a	15,240	16,916	13,927	11,872	57,955	3,982	4,057	↑	Higher is better	Track for first year then increase users year on year	N/A	Monthly user figures increased from February to March. Year-on-year trend shows increased users than March 2022. Year to date is cumulative position.
Greener, sustainable environment	GSE03	Co2 saving from E-Scooters (tonnes)		n/a	21.7	29.6	24.2	20.7	96.2	6.8	7.0	↑	Higher is better	Track for first year then increase CO2 savings year on year	N/A	CO2 savings increased from February to March. Year-on-year trend shows an increase in CO2 savings with figures higher than for March 2022. Year to date is cumulative 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%	100.00%	N/A reported quarterly	100.00%	→	Higher is better	95%	5%	Performance for this service remains at 100%
Safe and thriving places	STP18	Percentage of planning application appeals allowed as a proportion of planning decisions made	0.94% planning decisions had appeals allowed	Mean for all English Authorities Q4 2020/21: 25%	N/A Annual frequency	N/A Annual frequency	N/A Annual frequency	N/A Annual frequency	0.94%	N/A Annual frequency	0.94%	N/A	Lower is better	9%	9%-11.5% (for 22/23); 8%-10.5% (for 23/24).	17 Allowed 31%, 38 Dismissed 69%. Out of the 1816 applications in 22/23, 17 allowed appeals works out to 0.9%
Safe and thriving places	STP25	Maintain 5 year housing land supply	7.46 years	N/A	N/A Annual frequency	N/A Annual frequency	N/A Annual frequency	N/A Annual frequency	7.46	N/A Annual frequency	7.46	N/A	Higher is better	6.0 years	+20% to allow for delays in delivery	NN can demonstrate 7.46 years of housing land supply according to the latest assessment looking at the period 2022-27. This is in excess of the 5 year national requirement and also exceeds the 6 year target set as part of the CPI, demonstrating that the authority currently has a healthy level of supply.
Safe and thriving places	STP26	Maintain 5 year supply of Gypsy and Traveller sites	7.14 years	N/A	N/A Annual frequency	N/A Annual frequency	N/A Annual frequency	N/A Annual frequency	7.14	N/A Annual frequency	7.14	N/A	Higher is better	6.0 years	+20% to allow for delays in delivery	NN can demonstrate 7.14 years of gypsy and traveller land supply according to the latest assessment looking at the period 2022-27. This is in excess of the 5 year national requirement and also exceeds the 6 year target set as part of the CPI, demonstrating that the authority currently has a healthy level of supply.
Safe and thriving places	STP27	Net additional homes provided	1547 additional homes provided	N/A	N/A Annual frequency	N/A Annual frequency	N/A Annual frequency	N/A Annual frequency	1,547	N/A Annual frequency	1,547	N/A	Higher is better	1875	n/a	For the 2021/22 monitoring year (the latest data) 1,547 homes (net) were delivered in NN. This is below the 1,875 local housing need (LHN) target set by government. As this target was released in March 2022 (during the monitoring year) the previous years' target should be used (1,784), however the number of homes delivered still clearly falls short of this. Delivery of new homes is primarily undertaken by developers in the private sector, this can fluctuate dependent on the strength of the market, and the position with some sites in terms of infrastructure delivery or house building on site. NNC's role is to seek to ensure it has a healthy Five Year Land Supply of available sites. To this end, the Council can demonstrate a 7.46 year supply of land, can boast almost entire coverage for its Part 1 and Part 2 Local Plan policies, and its performance on speed of decision making on planning applications is above the national benchmark.
Safe and thriving places	STP24	% Gross affordable housing delivered - Growth Towns, Market Towns (not including Oundle) on sites of 15+ dwellings and Villages and rural areas (including Oundle) on sites of 5+ dwellings	13% gross affordable housing delivered	Mean for all English Authorities (2019/20) is 25%	N/A Annual frequency	N/A Annual frequency	N/A Annual frequency	N/A Annual frequency	13%	N/A Annual frequency	13%	N/A	Higher is better	20% overall (30% - Growth Towns 30% - Market Towns 40% - Villages/Rural)	n/a	In NN 13% of overall gross homes delivered in the 2021/22 monitoring year were affordable - 205 out of 1,555 (gross). This falls short of the 20% target for the authority set as part of this indicator. This can be due to various factors including: challenging site viability in the area putting pressure on policy compliant affordable housing levels, and fluctuations in delivery levels by Registered Providers and the local authority.
Safe and thriving places	STP28	Net increase in jobs	1000 increase in jobs	N/A	N/A Annual frequency	N/A Annual frequency	N/A Annual frequency	N/A Annual frequency	1,000	N/A Annual frequency	1,000	N/A	Higher is better	810	n/a	In 2021 (latest data from ONS Business Register and Employment Survey) 1,000 new jobs were delivered in NN. This is in excess of the 810 target (which derives from the residual requirement set by the Joint Core Strategy), demonstrating that there has been a strong level of delivery.

Place & Economy

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Safe and thriving places	STP20	Number of local companies receiving support (recovery from impact of Covid)	3918 companies	N/A	N/A Annual frequency	N/A Annual frequency	N/A Annual frequency	N/A Annual frequency	3,918	N/A Annual frequency	3,918	N/A	Higher is better	No target - support will drop off with the end of ARG E. Need time to establish post ARG provision		Total Grant monies paid: £13,835,036.92 Some Businesses received more than 1 Grant. These figures mark the end of the scheme bar post payment assurance work with BEIS

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	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Lower is better	No target - tracking indicator only	N/A	This data is no longer available for 2022-23 following the new highways contract which came into force in September.
		P1 (Target response time within 24 hours)		0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				This will be reported on from April 2023 including all defects types, not just those on carriageways and footways.
		P2 (Target response time within 7 days)		13	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				
		P3 (Target response time within 28 days)		252	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				
		P4 (Target response time within 26 weeks)		564	N/A	N/A	N/A	N/A	N/A	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	3610	3741	17376	1248	1234	↓	Higher is better	No target - tracking indicator only	N/A	The number of defects repaired across the highways network remains strong for this time of year when the crews are required to respond to other maintenance issues related to winter gritting.
		P1 (Target response time within 24 hours)		No P1 defects	No P1 defects	1	29	30	18	2	↓R					
		P2 (Target response time within 7 days)		423	177	108	337	1045	84	137	↑G					
		P3 (Target response time within 28 days)		3492	2380	1654	1574	9100	537	642	↑G					
		P4 (Target response time within 26 weeks)		1547	2006	1847	1801	7201	609	453	↓R					
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	96.92% (1197 out of 1235)	95.41% (16579 out of 17377)	95.99% (1198 out of 1248)	96.92% (1197 out of 1235)	↑G	Higher is better	P1 and P2 97.5% P3 and P4 90%	The targets have been met across all category of defect this month	
		P1 (Target response time within 24 hours)		No P1 defects	No P1 defects	100% (1 out of 1)	100% (29 out of 29)	100% (30 out of 30)	100% (18 out of 18)	100% (2 out of 2)	→			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)	99.1% (334 out of 337)	99.62% (1041 out of 1045)	97.62% (82 out of 84)	100% (137 out of 137)	↑G			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	91.55% (1441 out of 1574)	93.54% (8512 out of 9100)	93.3% (501 out of 537)	96.42% (619 out of 642)	↑G			90%		
		P4 (Target response time within 26 weeks)		98.9% 1530 out of 1547	99% 1996 out of 2006	94.42% 1744 out of 1847	96.39% (1736 out of 1801)	97.15% (6996 out of 7201)	98.03% (597 out of 609)	96.90% (439 out of 453)	↓			90%		
Greener, sustainable environment	GSE06	Fly tipping: number of fly tips reported		n/a	662	807	671	TBD	TBD	n/a (reported quarterly)	TBD	TBD	Lower is better	No target - tracking indicator only	N/A	Quarter 3 comment: 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	TBD	n/a (reported quarterly)	TBD - available mid June	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.)

Place & Economy																
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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%	94.66%	96.11%	96.11%	96.01%	96.11%	↑G	Higher is better	95%	90%-95%	The rate has very slightly increased and remains above the target level. There has been a slight reduction in the total number of food businesses and proportionally slightly more of these were rated as broadly compliant at their recent inspection. The teams will continue to focus upon poor performing businesses which pose the highest risk to food safety and target these businesses for follow up action.
					2910 out of 3124	2939 out of 3129	2942 out of 3108	2944 out of 3063	2944 out of 3063	2960 out of 3083	2944 out of 3063					
Safe and thriving places	STP33	% of Local Land Charges searches processed within 10 working days		n/a	82.08%	85.31%	94.92%	99.77%	89.71%	100.00%	96.97%	↓	Higher is better	95%	85.5% - 95%	Overachieved our target performance in March 2023 with three of our four offices achieving 100% searches returned within 10 working days and only one office failing to achieve 100%.
					435 out of 530	424 out of 497	355 out of 374	425 out of 426	1639 out of 1827	144 out of 144	160 out of 165					
Safe and thriving places	STP34	% of New encampments visited within 1 working day of notification; unless operational difficulties prevent this		N/A	N/A Half-Yearly frequency	N/A Half-Yearly frequency	N/A Half-Yearly frequency	N/A Half-Yearly frequency	100%	N/A Half-Yearly frequency	100%	→	Higher is better	95%	85% to 94.9%	Northants Travellers Unit is team of 2 Full Time Equivalents (FTEs) & 1 Part Time Equivalent. Operational difficulties may affect target during times of annual leave by FTEs.
									63 out of 63		12 out of 12					
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%	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%. 1 x Poultry not housed in line with AIPZ requirements. 1 x Mid contract price increase and failed to complete agreed work. 1 x Animal welfare concern; 1 x welfare of dogs by dog walker and 1 x transportation of pregnant bovine. 1 x Website misleading as to location of premises. 2 x food allergen issues; 1 x Food exposed for sale past use by date and allergenic ingredient not declared and 1x Incorrect and incomplete allergen management system. 2 x Sale of vapes that exceed legal 2ml limit
					36 out of 36	38 out of 38	24 out of 24	29 out of 29	127 out of 127	12 out of 12	9 out of 9					
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	n/a	26	16	26	↑R	Lower is better	TBC	N/A	The number of DFG (disabled facilities grant) cases on the waiting list has increased slightly in the last month as a result of an increased demand and more recommendations received by the occupational therapy team who are in the process of working through a backlog of cases.
Safe and thriving places	STP14	Number of Private Sector Disabled Facilities Grants completions		n/a	46	38	48	57	189	16	20	↑G	Higher is better	168 (14 per month)	TBD	The number of DFG (disabled facilities grant) completions has continued to demonstrate good performance again this month exceeding the monthly target, putting us on track to meet the forecasted spend under the capital budget, by the end of March.

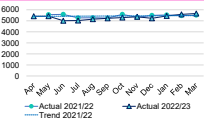
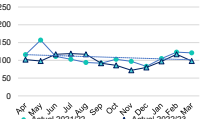
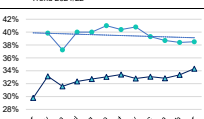
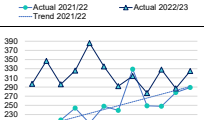
Children's Services																
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					22-23	22-23	22-23	22-23	Date	2022/23	2022/23					
Children's Trust (This data is for the whole of Northamptonshire)																
Better, brighter futures	BBF05 (KPI 2)	% of referrals with a previous referral within 12 months		22.7% (All English Authorities 2021 - LAIT)	32% (2,275)	30% (2,270)	28% (2,225)	30% (2,152)	29% (8,922)	28% (728)	30% (767)	↓ A	Lower is better	29%	25% - 40%	Re-referrals have increased this month above target whilst remaining within tolerance; this remains 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. It is anticipated that developments in CFSS/Early Help will continue to support appropriate reduction going forward. The high number of cases stepping down is presenting challenges in regards to capacity in Family Support/Early help partnership.
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% (2,668)	93% (2,288)	94% (9,704)	93% (718)	95% (825)	↑ G	Higher is better	85%	85% - 95%	Assessment timescales remain consistently above target and national average, increasing to 95% this month. 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. Whilst staffing has presented challenges due to vacancies and higher levels of staff sickness in DAAT, there is now positive move and a higher than average number of new starters. In addition to timeliness, we work on increasing the quality of assessments and more effective use of SoSs 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% (1,188)	12.1% (1,226)	11.6% (1,229)	11.0% (1,231)	11.0% (1,231)	11.0% (1,232)	11.0% (1,231)	→	Lower is better	10%	5% - 15%	Performance has remained the same 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 (one opened in March) and valuing care project has commenced. 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)	63% (666)	63% (694)	63% (694)	65% (687)	63% (694)	↓ A	Higher is better	55%	50% - 60%	This month has seen performance decrease to 63%, still 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)	93% (666)	95% (694)	95% (694)	96% (687)	95% (694)	↓ A	Higher is better	90%	85% - 95%	Performance for this month decreased to 95%, still above the target of 90%. We know that we have some young people in unsuitable accommodation, including a number of young people sentenced to custody, and some who have no accommodation at all. We work hard to address this, tenaciously seeking to engage with young people who may see our attempts at support as interference. 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)	88% (7)	78% (9)	87% (30)	n/a (reported quarterly)	78% (9)	↓ 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

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					22-23	22-23	22-23	22-23	Date	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	3	→	Lower is better	n/a - Tracking	n/a	At the end of 2021-2022 5 out of 8 (previously RI) LA Maintained (LAM) schools converted to Good as a result of successful collaborative work between these schools and the SE Team. During 2022-2023 2 LA Maintained schools have moved from Good to RI – The analysis for these cases, actions taken, impact to date and trajectory moving forward is all available for further discussion should it be required. This brings the total of RI LAM schools at the current time to 5. 2 of these schools are 'legacy' RI schools which are due inspection imminently. Both are capable of getting Good at these inspections. There are 2 more LAM schools at risk of RI – Once again the analysis for these cases, actions taken, impact to date and trajectory moving forward is all available for further discussion should it be required. The Assistant Director for Education is regularly appraised of the SE actions being taken regarding the schools at risk.
TBC	BBF12 (LS3a)	% of primary schools judged as good or outstanding by Ofsted		89%	76.6%	79.3%	80.2%	82.0%	82.0%	81.1%	82.0%	↑G	Higher is better	Target under review	n/a	The overall percentage of Good/Outstanding schools at the end of March 2023 has stayed the same as end February at 81% having been 80.2% at the end of January 2023.
					85 out of 111	88 out of 111	89 out of 111	91 out of 111	91 out of 111	90 out of 111	91 out of 111					
TBC	BBF13 (LS4a)	% of secondary schools judged as good or outstanding by Ofsted		79%	75%	75%	75%	75%	75%	75%	75%	→	Higher is better	Target under review	n/a	The percentage remains the same at the end of February as it has done in January 2023 in this aspect. Some work has begun in this area; for example myself and one of my SIPs are engaging with Bishop Stopford Secondary school (Good to RI Autumn Term 2023). I have visited twice now to offer input into and review progress against their Ofsted Action Plan. In the summer term SIP and I will return to work with senior leader and subject leaders on peer observation approach.
					15 out of 20	15 out of 20	15 out of 20	15 out of 20	15 out of 20	15 out of 20	15 out of 20	15 out of 20				
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	n/a as YTD is Academic year only ⇄	1.53%	0.18%	0.27%	↑R	Lower is better	Target under review	n/a	December comment: It can be seen that the rate of suspensions fluctuate throughout the school year. This is particularly apparent during a time of end of year exams are taking place. 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. March comment: September to December 2022 data for suspensions has been updated with Spring (Jan 2023) School Census Data which covers Terms 1 & 2 of the academic year.
					n/a	n/a	n/a	n/a	487 out of 31862	58 out of 31421	87 out of 31862					
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	n/a as YTD is Academic year only ⇄	12.37%	1.43%	1.68%	↑R	Lower is better	Target under review	n/a	December comment: The number of suspensions in secondary schools fluctuates throughout the school year, and in this month has fallen slightly. 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. March comment: September to December 2022 data for suspensions has been updated with Spring (Jan 2023) School Census Data which covers Terms 1 & 2 of the academic year.
					n/a	n/a	n/a	n/a	3030 out of 24494	350 out of 24546	412 out of 24494					

Children's Services																
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date	February	March	Direction of Travel (Feb-Mar) or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23	22-23	22-23		2022/23	2022/23					
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	n/a as YTD is Academic year only ↕	0.103%	0.007%	0.028%	↑R	Lower is better	Target under review	n/a	January Comment: EIPT are making schools more accountable for their actions but there is still work to be done with schools where we are supporting and yet challenging them.
Better, brighter futures	BBF18b	% of EHC (education health care) plans completed in month issued within 20 weeks (including exceptions)		57.9% All English Authorities 2021 - LAIT)	56.6%	38.6%	49.1%	73.3%	52.0%	75.6%	75.4%	↓	Higher is better	Target under review	n/a	January Comment: 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.
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%	98%	98%	98%	98%	→	Higher is better	95%	90% - 95%	January Comment: PEP 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.
Better, brighter futures	BBF22	Number of children without a school place		TBC	n/a Not reported until Nov 22 - Monthly thereafter	n/a Not reported until Nov 22 - Monthly thereafter	n/a Not reported until Nov 22 - Monthly thereafter	76	n/a Not reported until Nov 22 - Monthly thereafter	102	76	↓G	Lower is better	Target under review	n/a	January Comment: 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	Quarter 3 22-23	Quarter 4 22-23	Year to Date	February 2022/23	March 2022/23	Direction of Travel (Feb-Mar) 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)	5659 (March)	5659 (March)	5586	5659	↑	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 total caseload has increased by 1.3% compared to previous month snapshot and is 6% higher than YTD average. Increases were seen across 9 teams with the most significant for Community Kettering team (+51 people), Community Wellingborough team (+26 people). The most significant reductions were seen for Hospital Team (-31 people) and CHC Team (-9 people).
Active, fulfilled lives	AFL02	Number of unscheduled review requests		n/a	317	328	238	312	1195	117	98	↓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 16% from previous month and is in line with YTD average. This follows consecutive increases seen in the past three months. The most significant decreases were seen for Care Home Review Team (-9 requests), LD Well/East Northants (-7 requests) and Inclusion Cotby/Kettering team (-7 requests).
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%	34%	34%	33%	34%	↑	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 42 new requests for people aged 18-64 (+9 from previous month) and 710 for people aged 65 and over (+69 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	940	1047	883	940	3810	287	325	↑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 an increase in the number of concerns received this period in line with the average number of concerns received over the financial year. The average number received per month increased from 245 last financial year to 318. That 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 likely to increase slightly.

Adults, Communities & Wellbeing

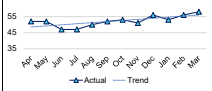
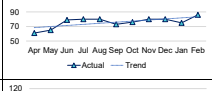
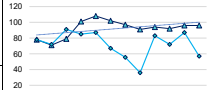
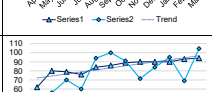
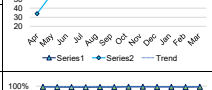
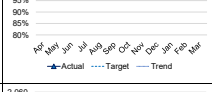


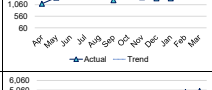


Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Quarter 4 22-23	Year to Date	February 2022/23	March 2022/23	Direction of Travel (Feb-Mar) or Latest)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL05	New safeguarding concerns determined to be enquiries (both s42 and other) *(A s42 enquiry must take place if there is reason to believe that abuse or neglect is taking place)		n/a	215	254	198	165	832	43	49	↑	No polarity	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	BI comments: There was a slight increase in the number of concerns determined to be enquiries. This month remains significantly lower than the YTD average (69), and below the previous financial year's average (66). This figure however correlates very strongly with the number of new concerns received, equating to between 20-25%.
Active, fulfilled lives	AFL06	Total number of open Deprivation of liberty Safeguard cases		n/a	1910	1744	1435	1250	1250	1301	1250	↓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 its decreasing trend and is again at the lowest point over the financial year. This is now 526 cases fewer than at the start of the financial year and 660 lower than the peak seen this financial year.
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	667.18	667.18	606.11	667.18	↑	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 437 admissions; an increase of 40 from previous month. There were 28 new admissions following an assessment, 1 following short term support to maximise independence and 11 as a result of change in setting following a review.
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%	76.50%	76.50%	76.20%	76.50%	↑G	Higher is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	BI comments: There was a slight 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.
					123 out of 160	271 out of 359	434 out of 569	624 out of 816	624 out of 816	557 out of 731	624 out of 816					

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	Quarter 4 22-23	Year to Date	February 2022/23	March 2022/23	Direction of Travel (Feb-Mar) 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	61.9% (Oct-Dec 2022) 216 out of 349	n/a (not yet reported)	62.8% (Apr-Feb 2023) 589 out of 938	66.7% (Jan 2023) 96 out of 144	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 our highest quit rate of 22/23 and to remain on track to exceed our annual target. As always we aim to increase the quit rate and reduce the number of smokers 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)	97.6% (Apr-Jun 2022) 854 out of 875	97.2% (Jul-Sep 2022) 877 out of 902	94.1% (Oct-Dec 2022) 858 out of 912	n/a (not yet reported)	62.8% (Apr-Feb 2023) 3056 out of 3177	95.3% (Jan 2023) 241 out of 253	96.2% (Feb 2023) 228 out of 235	↑G	Higher is better	90%	TBC	This indicator represents North Northamptonshire. March 2023 data will be available in April's report. Benchmark updated: England 2020/21. The Health Visiting Service is working hard to achieve their targets. Activity continues to improve. This month they have achieved a rate of 96.2% of the NBV mandated target, higher than last month's 95.3%, they are above the English average of 88.2%. 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	17.9% (Oct-Dec 2022) 4012 out of 22498	n/a (not yet reported)	61.0% (Apr-Feb 2023) 14266 out of 23397	5.5% (Jan 2023) 1237 out of 22511	11.0% (Feb 2023) 2564 out of 23397	↑G	Higher is better	8.4% (100% annual target)	TBC	Further detail on ALF20 and ALF21 - Data upload issues have stabilised in recent months and NHS Health Checks being completed more routinely across practices in North Northants, with support from Northampton Town FC completing checks in the area. A service review in collaboration with WNC is in its early stages exploring ways in which health check numbers can be increased, as well as the overall quality of the programme. Recovery post Covid-19 continues, and now appears to be close to the national benchmark. Considering the NHS Health Check programme in North Northants has been delivered almost 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. 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.	
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	6.0% (Oct-Dec 2022) 1356 out of 22498	n/a (not yet reported)	24.3% (Apr-Feb 2023) 5683 out of 23397	3% (Jan 2023) 683 out of 22511	3.1% (Feb 2023) 737 out of 23397	→	Higher is better	5% (60% annual target)	TBC		
Better, Brighter Futures	BBF01	Breastfeeding rate at 6-8 weeks		49.3% (All English Authorities - PHOF) 2021/22	45.4% (Apr-Jun 2022) 371 out of 818	47.4% (Jul-Sep 2022) 407 out of 858	47.2% (Oct-Dec 2022) 397 out of 841	n/a (not yet reported)	46.8% (Apr-Feb 2023) 1405 out of 3002	50% (Jan 2023) 136 out of 272	44.1% (Feb 2023) 94 out of 213	↓R	Higher is better	55%	52.25% - 55%	This indicator represents North Northamptonshire. March 2023 data will be available in April's report. Benchmark updated: England 2021/22. This month has seen a decrease in the breastfeeding rates from 50% to 44.1%. 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)	94.6% (Apr-Jun 2022) 818 out of 865	94.2% (Jul-Sep 2022) 858 out of 911	91.7% (Oct-Dec 2022) 841 out of 917	n/a (not yet reported)	93.3% (Apr-Feb 2023) 3002 out of 3216	92.8% (Jan 2023) 272 out of 293	92.6% (Feb 2023) 213 out of 230	→	Higher is better	90%	TBC	This indicator represents North Northamptonshire. March 2023 data will be available in April's report. Benchmark updated: Q2 England 2021/22. The Health Visiting Service continues to work through this challenging period, there was a slight drop in activity in this period, however the service still remains above the England average achieving 92.6% 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)	11.2% (Q1 2022/23)	10.9% (Q2 2022/23)	11.6% (Q3 2022/23)	TBD - not available yet, one month lag	11.2% (Q1-3 2022/23)	n/a (reported quarterly)	TBD - not available yet, one month lag	↑	Lower is better	11%	11% - 12%	This indicator represents North Northamptonshire. Tobacco dependency maternity advisers have been identified through the recruitment process, we are also looking to work with the IMNS 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 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)	0% (Q3 2022/23)	TBD - not available yet, one month lag	0% (Q1-3 2022/23)	n/a (reported quarterly)	TBD - not available yet, one month lag	→	Lower is better	No target - tracking indicator only	National target will be available in April 2024	The latest data is available for Q3 2022/23.	

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	Quarter 4 22-23	Year to Date	February 2022/23	March 2022/23	Direction of Travel (Feb-Mar) or Latest	Polarity	Target	Tolerance	Comments
Housing Services																
Active, fulfilled lives	AFL13	Number of households whose homelessness was prevented		n/a	70	53	67	65	255	24	27	↑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	69	103	314	39	37	↓	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	n/a	n/a	20	20	→	Lower is better	9	TBD	During the month March the same number of RS were seen on our night time outreach sessions, which was 20. 5 were new to the RS Team. During the month of March 36 individuals were seen, 15 being new. We are still seeing a high new flow to the streets, however with the recent change in the indicators from DLUHC, the data will show that our flow is not high, but there is a high level of reoccurring and long term RS, this needs to be tackled by prevention which is our main focus is. SWEP was triggered during the month of March and a total of 19 individuals were housed.
Safe and thriving places	STP38	Percentage of rent collected			93.13%	92.38%	92.44%	92.54%	92.54%	92.26%	92.54%	↑G	Higher is better	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 both areas there was a slight increase in collection rates despite the rent free week.
					12174686.53 out of 13073029.47	40516244.67 out of 43856878.68	83976774.72 out of 90847710.75	141307978.48 out of 152707189.83	141307978.48 out of 152707189.83	120493002.16 out of 130607147.78	141307978.48 out of 152707189.83					
Safe and thriving places	STP11	Number of council housing lets completed		n/a	80	110	134	129	453	49	45	↓	No polarity	No target - tracking indicator only	N/A	This is a combined figure for Corby and Kettering teams to help monitor the number of council properties being let on a monthly basis. There was a slight decrease in the number of lets in March.
Safe and thriving places	STP12	Number of council houses vacant and available to let		n/a	n/a	n/a	n/a	n/a	n/a	4	5	↑R	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. The end of March figure remained low. Weekly meetings continue in order to monitor where properties are in the void and lettings process.

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	Quarter 4 22-23	Year to Date	February 2022/23	March 2022/23	Direction of Travel (Feb-Mar) or Latest	Polarity	Target	Tolerance	Comments	
Safe and thriving places	STP36	Number of voids - Kettering Area		n/a	n/a	n/a	n/a	n/a	n/a	56	58	↑	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 as at the end of March remained steady. 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	n/a	n/a	86	85	↓G	Lower is better	No target - tracking indicator only	N/A		
Safe and thriving places	STP37	Void turnaround time - Kettering Area (Mean Average)		TBD	n/a	n/a	n/a	n/a	n/a	96 days	96 days	→	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. The cumulative mean average turnaround time remained steady between February and March. We have also been asked to report the median void days for each month. This figure will fluctuate month on month as it is based on the middle number of void days for the properties let in the month.	
		Void turnaround time - Kettering Area (Median Average)		TBD	n/a	n/a	n/a	n/a	n/a	87 days	57 days	↓G	Lower is better	No target - tracking indicator only	N/A		
		Void turnaround time - Corby Area (Mean Average)		TBD	n/a	n/a	n/a	n/a	n/a	n/a	93 days	94 days	↑	Lower is better	No target - tracking indicator only		N/A
		Void turnaround time - Corby Area (Median Average)		TBD	n/a	n/a	n/a	n/a	n/a	n/a	69 days	104.5 days	↑R	Lower is better	No target - tracking indicator only		N/A
Safe and thriving places	STP08	% of properties with a valid gas safety certificate		TBD	n/a	n/a	n/a	n/a	n/a	99.6%	99.7%	↑G	Higher is better	100%	99.5% and above	As at the end of March 2023 there were 24 properties without a valid gas safety certificate. The majority of these properties (17) are in various stages of the legal process - 3 properties having warrants, due to be executed on 04/04/2023, 5 properties have a court date booked for 11/04/2023, 8 properties have received legal letters with court dates to be booked if services are not completed in the meantime. The remaining properties were in planning to be scheduled.	
Safe and thriving places	STP09	Total number of emergency repairs completed		n/a	2815	2804	4249	3897	13765	1089	1150	↑	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 March there was a slight increase in the number of emergency repairs. At present this data includes gas, electric and responsive repairs, however from April 2023 onwards these figures will reflect responsive repairs only. Management data will also report gas and electric repairs separately.	
Safe and thriving places	STP10	Total number of non-emergency repairs completed		n/a	3987	4147	4183	4274	16591	1481	1458	↓	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. At present this data includes gas, electric and responsive repairs, however from April 2023 onwards these figures will reflect responsive repairs only. Management data will also report gas and electric repairs separately.	
Safe and thriving places	STP04	Total Active applicants on the Keyways Housing Register		n/a	n/a	n/a	n/a	n/a	n/a	4859	4967	↑	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	1395	1548	1498	2234	6675	712	752	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	Increase in March 23, however February only has 28 days. 31% increase in the same period last year (573). There is an expected trend at the start of each year, however, the figures still show an increase from last year. Average for the year 556 per month. Last year average was 684, however this is not comparable due to the registration of all application at the start of April 21 for NNC.	

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	Quarter 4 22-23	Year to Date	February 2022/23	March 2022/23	Direction of Travel (Feb-Mar) or Latest	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL15	Total number of homeless approaches		n/a	862	1095	1197	1617	4778	485	581	↑	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. 4778 households approached the Council as homeless during 2022/23. This is an increase of just over 900, and an average of 400 approaches per month. Currently the Housing Options Team have a live caseload of 1178 cases. During February there was a rise in the number of approaches from 485-581. 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	73	294	26	30	↑	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. During 2022/23 there were 294 households accepted as being owed the main housing duty. The number of decisions made in March remained stable compared to February.
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation		n/a	n/a	n/a	n/a	n/a	n/a	221	231	↑	Lower is better	200	TBD	As expected, because of a consistent high number of new households being approved for placement into temporary accommodation each week, and limited move on options, the number of households living in temporary accommodation continues to rise. The number of households placed outside of North Northamptonshire remains low (one household as at 17.04.2023). *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	n/a	n/a	1	3	↑R	Lower is better	0	TBD	As a result of the increased number of households being approved for placement into temporary accommodation, and lack of available self-contained accommodation in North Northamptonshire, some families have preferred to accept an offer of hotel accommodation instead of being placed in self-contained accommodation outside of North Northamptonshire. 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). * Households with family commitments are a) a pregnant woman, b) with whom a pregnant woman resides or might reasonably be expected to reside, or c) with whom dependent children reside or might reasonably be expected to reside.
Active, fulfilled lives	AFL19	Number of rough sleepers rehoused into accommodation		n/a	26	39	20	22	107	10	5	↓	Higher is better	60 per year (5 per month)	TBD	March - During the month of March the team supported 5 individuals into long term accommodation solutions, which has reduced the discretionary placements to 22 in total. There will be further move on's into the Rough Sleeper Accommodation Programme during the month of April, a total of 4 RS will be accommodated within these properties which will be lead on the housing first model.
Communities and Libraries																
Active, fulfilled lives	AFL09	Number of physical visits to libraries		n/a	106,920	128,997	120,993	136,758	493,668	44,908	49,269	↑G	Higher is better	March Target: 19,122 Annual Target 246,187	0	We have doubled the anticipated target due to the recovery of consumer confidence from Covid returning more rapidly than we expected. Next year we will use these actuals as a baseline with a stretch target of 1% increase on actuals.
Safe and thriving places	STP01	Number of new business started with support from the BIPC Northamptonshire		n/a	7	11	6	4	28	n/a (reported quarterly)	4	↓R	Higher is better	6.25 Quarterly 25 Annual	0	Quarter 2 comment: On track to exceed target. Expecting similar returns for Qs 3 and 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%	75.00%	85.15%	n/a (reported quarterly)	75.00%	↓R	Higher is better	No target - tracking indicator only	N/A	Quarter 3 comment: 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.
Safe and thriving places	STP03	Number of repeat incidents of reported domestic abuse incidents		n/a	184	172	198	193	747	n/a (reported quarterly)	193	↓	Lower is better	22-23 is a baseline year to set future targets.	0	Jan: 69, Feb: 67, Mar 57. The data is taken from Northants Police 'Box' data reports, which provide outturn data on a wide range of crime areas and incidents reported. We will utilise the data collected over this performance year and set targets for future years based on that profile. The data will also inform our responses to domestic violence and our partnership strategies through the Community Safety Partnership.
Connected communities	CNC01	Number of Strategic Grant Agreements targets delivered	N/A	n/a (reported Annually)	n/a (reported Annually)	n/a (reported Annually)	n/a (reported Annually)	Not yet available	n/a (reported Annually)	Not yet available	N/A	Higher is better	22-23 is a baseline year to set future targets.	within 10% (>95%)	End of year monitoring has not yet been fully collected or analysed	
Connected communities	CNC02	Total amount of funding released via small discretionary grants into organisations	93% of funding released via small discretionary grants into organisations	n/a	n/a Half Yearly frequency	n/a Half Yearly frequency	n/a Half Yearly frequency	n/a Half Yearly frequency	93%	n/a Half Yearly frequency	93%	↑G	Higher is better	Track for the first 6 months 100% target to be reached at the end of the financial year	2%	Figures refer to the amount of grant funding agreed from the 2022-23 budget. We are awaiting receipt of signed grant agreements before remaining funding is released.