

## North Northamptonshire Council Performance Report - February 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	Year to	December	January	February	Direction of Travel (Jan-Feb) or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23	22-23	Date	2022/23	2022/23	2022/23					
<b>Information Governance</b>																
Modern Public Services	MPS12	% of Freedom of Information Requests completed in 20 working days		80.08% (Average of 40 Unitary Councils 2021/22 - benchmarking exercise conducted by Brighton and Hove Council)	91.73%	90.18%	82.55%	82.91%	75.92%	45.00%	N/A as reported a month in arrears	↓R	Higher is better	90%	85% - 90%	We have seen a significant increase in the number of requests received since the start of the year. Additional resource has been secured and the impact of this will be reflected during the next reporting period.
					233 out of 254	202 out of 224	175 out of 212	655 out of 790	41 out of 54	45 out of 100	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%	95.57%	98.27%	75.82%	N/A as reported a month in arrears	↓R	Higher is better	90%	Tolerance 85% - 90%	Whilst this is below target, performance is expected to return to target levels for the next reporting period. 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	1251 out of 1309	57 out of 58	69 out of 91	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%	89.8%	84.62%	61.11%	N/A as reported a month in arrears	↓R	Higher is better	90%	85% - 90%	Resources in the team (as above) have been limited for this period in a small team. It is expected that performance in this area will return to target over the next reporting period. The team are actively seeking to mitigate this fall and expect the performance levels to recover over the coming period.
					55 out of 61	53 out of 55	57 out of 62	176 out of 196	11 out of 13	11 out of 18	N/A as reported a month in arrears					
Modern Public Services	MPS15	<p><b>Total number of data breaches</b> A personal data breach is a security incident that has affected the confidentiality, integrity or availability of personal data.</p> <p>There are two types of breaches: - A 'Non-reportable breach' has a low or no impact on</p> <p><b>a) Reportable breaches (ICO)</b> (This was MPS23 reported quarterly, now included monthly as part of this performance indicator)</p> <p><b>b) Non-reportable breaches</b></p>		n/a	16	28	27	89	4	6	12	↑R	Lower is better	No target - tracking indicator only	N/A	Whilst there has been an increase in non-reportable breaches (to the ICO) since the last reporting period, the team is in continuing discussions with the responsible teams to support and help review systems and process to prevent recurrence. The Data Protection team continues to monitor levels of data breaches and the causes of them. Appropriate training and / or discussions with the relevant services is undertaken, particularly for those services that are considered to be higher risk. 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	1	0	0	0	→				
					16	27	27	88	4	6	12	↑R				

Customer & Governance

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Quarter 3	Year to	December	January	February	Direction of Travel (Jan-Feb) or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23	22-23	Date	2022/23	2022/23	2022/23					
<b>Registrations</b>																
Connected communities	CNC03	% of Deaths registered within 5 calendar days	<p>Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb ▲ Actual    ● Target    — Trend</p>	(Benchmarking available if needed as all authority performance data can be downloaded)	66.7%	70.6%	75.4%	71.7%	72.9%	71.9%	77.0%	↑G	Higher is better	80%	70% - 80%	On review of the performance statistics, the Service consulted the General Register Office for clarification on which GRO data set they monitor the service for completed Death Registrations within 5 calendar days. The data submitted by the Service previously included deaths reported to the Coroner for a judicial decision, which naturally adds an additional layer resulting in an increased time prior to final Death Registration. The GRO have confirmed with the Service the relevant data set to use for this KPI. Please note the performance attainment figures for the service have increased with using the relevant data set. The performance of the service is now joint 1st in the region year to date.
					364 out of 546	356 out of 504	473 out of 627	1531 out of 2134	156 out of 214	194 out of 270	144 out of 187					
Connected communities	CNC04	% of Births registered within 42 days	<p>Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb ▲ Actual    ● Target    — Trend</p>	(Benchmarking available if needed as all authority performance data can be downloaded)	92.2%	84.0%	97.4%	92.5%	99.1%	93.5%	96.4%	↑G	Higher is better	90%	86.5% - 90%	The service hasn't noticed any delays in birth registrations after increasing death registration capacity by 50% throughout January. Birth registrations are available within the district 7-10 days after 1st contact with the service.
					683 out of 741	795 out of 946	821 out of 843	2816 out of 3043	220 out of 222	244 out of 261	243 out of 252					

**Customer & Governance**

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Quarter 3	Year to	December	January	February	Direction of Travel (Jan-Feb) or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23	22-23	Date	2022/23	2022/23	2022/23					
<b>Customer Services</b>																
Modern public services.	MPS30	Total number of Stage 1 complaints received by NNC (excluding children's services complaints)		n/a	413	436	425	1604	104	187	143	↓G	Lower is better	No target - tracking indicator only	No target - tracking indicator only	Fewer complaints were received in February, however no specific trend identified.
Modern public services.	MPS32	Total number of complaints escalated to stage 2		n/a	22	36	39	136	16	31	8	↓G	Lower is better	No target - tracking indicator only	No target - tracking indicator only	Fewer customers were dis-satisfied with the Council's stage 1 replies than normal last month and asked for their cases to be escalated. However no specific service areas saw the bulk of the change.
Modern public services.	MPS31	Total number of complaints received by NNC		n/a	435	472	464	1740	120	218	151	↓G	Lower is better	No target - tracking indicator only	No target - tracking indicator only	Less complaints were received in February 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%	61%	62%	61%	65%	↑G	Higher is better	90%	81% - 90%	Performance improved in February. Many cases are complex and require longer investigations. This is a perennial issue with services and complaints responses can be delayed for a number of reasons. Common issues include: Children's – most complaints we deal with involve schools not under our control and also issues regarding matters such as Educational learning plans, that take several days to gain further detail on, then to take a view on the way forward. Adults – care plans where we need to liaise with busy social work teams, care homes and relatives in often demanding and emotional settings. Housing – where we need to talk to customers who may be homeless or in temporary accommodation, where investigations can be lengthy and need longer than the 20-day standard. Despite these issues, all efforts are being made to improve response times. We are about to increase resource in complaints to provide a more robust complaints management mechanism, by putting more capacity into chasing complaints in service areas so that they hit complaints standards.
Modern public services.	MPS35	% of complaints upheld		TBD	26%	26%	3%	17%	4%	7%	5%	↓G	Lower is better	20%	20% - 22%	Numbers of complaints upheld remains low. No concerning trends have been identified and services are working hard to prevent recurrences.
Modern public services.	MPS37	Total number of notices received of complaints under investigation by Ombudsman		n/a	10	10	9	36	3	3	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%	84.73%	86.31%	83.77%	87.05%	↑G	Higher is better	90%	81% - 90%	Performance improved in February.
Modern public services.	MPS40	% Calls answered within 60 seconds in customer services		TBD	77.09%	72.41%	79.98%	75.56%	78.19%	72.93%	75.95%	↑G	Higher is better	80%	72% - 80%	Performance improved in February.
Modern public services.	MPS41	Number of customers helped by customer services		n/a	138303	146069	126705	503621	36648	46576	45968	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 January.
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	Telephone 98611 Face to Face 7739 E-Forms 8838	Telephone 84472 Face to Face 7422 E-Forms 6173	Telephone 332400 Face 30458 E-Forms 29550	Telephone 25149 Face to Face 2879 E-Forms 1802	Telephone 30078 Face to Face 3496 E-Forms 1527	Telephone 28410 Face to Face 3225 E-Forms 1786	Telephone 28410 Face to Face 3225 E-Forms 1786	↑	N/A	No target - tracking indicator only	
Modern public services.	MPS43	% of Face-to-Face Customers with an appointment seen within 5 minutes (within customer services team)		TBD	99.8%	99.9%	99.8%	99.8%	99.8%	99.8%	100.0%	↑G	Higher is better	95%	85.5% - 95%	Virtually all of our customer face to face appointments are held within our target time.

**Finance Services**

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date 2022/23	January 2022/23	February 2022/23	Direction of Travel (Jan-Feb or Latest)	Polarity	Target	Tolerance	Comments		
<b>Finance</b>																	
Modern Public Services	MPS01	% of invoices paid within 30 days		n/a	97.87%	97.1%	98.1%	97.80%	98.1%	97.9%	↓	Higher is better	95%	95% subject to change from SLA review (Tolerance TBC)	Whilst there is a minor downward movement, this KPI has maintained a high level of output again this month and over-achieved target again which has continued throughout the year.		
					9,342 out of 9,545	9,477 out of 9,761	9,456 out of 9,635	34,367 out of 35,158	3,157 out of 3,219	2,935 out of 2,998							
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	February 2021/22	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date 2022/23	January 2022/23	February 2022/23	Direction of Travel (Jan-Feb or Latest)	Polarity	Target	Tolerance	Comments	
<b>Revenues &amp; Benefits</b>																	
Modern Public Services	MPS05	% of council tax collected in the year debit raised		95.92% (All English Authorities 2020/21 - LG Inform)	94.94%	29.31% (YTD) 104.60% achieved of the monthly target (28.00%)	57.69% (YTD) 103.22% achieved of the monthly target (56.00%)	84.67% (YTD) 100.80% achieved of the monthly target (84.00%)	95.37% (YTD) 99.3% achieved of the monthly target (96.00%)	93.53% (YTD) 99.5% achieved of the monthly target (94.00%)	95.37% (YTD) 99.34% achieved of the monthly target (96.00%)	↓	Higher is better	96% (to date) 98.5% (Annual target)	No tolerance	The collection rate has dropped slightly below target. Close monitoring will continue to determine if this is a change in payment behaviours due to the cost of living crisis or other changes which are resulting in delays in payments. YTD - The % is the same as the current month reported, as the collection rate is based on the 'estimated net collectable debit' for the whole year. The amount collected is cumulative.	
					£4,017,008.87	£86,714,521.73 (collected in Q1)	£64,645,502.55 (collected in Q2)	£61,925,143.03 (collected in Q3)	£218,084,583.50 (collected YTD)	£20,344,024.41 (collected in Jan)	£4,255,391.78 (collected in Feb)						
Modern Public Services	MPS04	% of business rates collected in the year debit raised		93.74% (All English Authorities 2020/21 - LG Inform)	91.89%	28.87% (YTD) 103.11% achieved of the monthly target (28.00%)	56.80% (YTD) 101.43% achieved of the monthly target (56.00%)	83.12% (YTD) 98.95% achieved of the monthly target (84.00%)	93.83% (YTD) 97.74% achieved of the monthly target (96.00%)	89.36% (YTD) 95.06% achieved of the monthly target (94.00%)	93.83% (YTD) 97.74% achieved of the monthly target (96.00%)	↑G	Higher is better	96% (to date) 98.5% (Annual target)	No tolerance	The collection rate has dropped below target, however there have been some significant changes from the Valuation Office Agency which has led to large Rateable Value reductions and subsequent refunds which impacts the collection rate in the short term, however the direction of travel has improved and movement is back towards target. Monitoring will continue. YTD - The % is the same as the current month reported, as the collection rate is based on the 'estimated net collectable debit' for the whole year. The amount collected is cumulative.	
					£6,489,318.24	£42,054,046.57 (collected in Q1)	£46,434,431.64 (collected in Q2)	£36,816,402.19 (collected in Q3)	£134,378,576.52 (collected YTD)	£6,696,480.66 (collected in Jan)	£6,375,215.46 (collected in Feb)						

Place & Economy															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	January 2022/23	February 2022/23	Direction of Travel (Jan-Feb) or Latest)	Polarity	Target	Tolerance	Comments
<b>Assets &amp; Environment</b>															
Modern Public Services	MPS26	% occupancy of Corby Enterprise Centre			96.23%	96.23%	94.34%	98.11%	96.23%	98.11%	↑G	Higher is better	95%	90% - 95%	We have received notice on 6 units for March but have already let 3 of these units. Two taking occupancy in March and 1 in May – Several viewings completed. Currently advertising on website, social media and Rightmove.
Modern Public Services	MPS27	% occupancy of Corby Innovation Hub			92.45%	88.68%	88.68%	88.68%	88.68%	88.68%	→	Higher is better	95%	90% - 95%	Currently advertising on website and Rightmove. Looking to advertise to a wider scale.
Modern Public Services	MPS28	% occupancy of East Northamptonshire Enterprise Centre		Benchmark/compare to each other	58.54%	60.98%	59.76%	45.12%	62.19%	45.12%	↓R	Higher is better	90%	85%-90%	Roof works now completed, compound being decommissioned. More tenants left in part due to economic climate. Bizspace to provide marketing strategy to increase occupancy.
Modern Public Services	MPS24	Rate of return on commercial stock (%)		n/a	5.45%	5.45%	5.45%	5.55%	5.54%	5.55%	↑G	Higher is better	5.41%	4.91% - 5.57%	Portfolio continues to perform well with a large back rent agreed on the Wellingborough estate at the end of December. February showed a slight further increase due to the letting of 2 units completing on properties that had been void for a number of months.

Place & Economy															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Quarter 3	Year to Date	January 2022/23	February 2022/23	Direction of Travel (Jan-Feb) or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23	22-23								
<b>Growth &amp; Regeneration</b>															
Modern Public Services	MPS29	% occupancy of Chesham House Kettering		Not relevant to benchmark as it's so unique.	61.54%	61.54%	69.23%	69.23%	69.23%	69.23%	➔	Higher is better	70%	65% - 70%	<p>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.</p> <p>During February 2023 there were 2 live enquiries that would increase occupancy to 84% (one an existing tenant expanding and one new tenant enquiry). In addition there is a tentative 3rd 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.</p>
					8 out of 13	8 out of 13	9 out of 13	9 out of 13	9 out of 13	9 out of 13					
Safe and thriving places	STP15	Percentage of major planning applications determined within 13 weeks (or within agreed extension of time)		88% (Q3 021/22 All English Authorities - LG Inform)	85%	100%	97%	93.33%	80%	100%	⬆️G	Higher is better	90%	88% - 90%	<p>Performance in the determination of 'Major' applications has improved this month and remains above target levels. The year to date performance is also above the national benchmark. Staff resourcing remains a significant issue both locally and in the wider national context.</p>
					17 out of 20	23 out of 23	29 out of 30	84 out of 90	8 out of 10	7 out of 7					
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%	83.17%	80%	76.19%	⬇️	Higher is better	85%	83% - 85%	<p>Performance in the determination of 'Minor' applications has fallen again this month. Capacity remains the key issue and the recruitment of permanent staff to address capacity issues is underway to correct this. Year to date performance remains above the national benchmark although slightly below the NNC (North Northamptonshire Council) target.</p>
					89 out of 99	96 out of 109	79 out of 104	336 out of 404	40 out of 50	32 out of 42					
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%	85.79%	81.18%	93.33%	⬆️G	Higher is better	88%	86% - 88%	<p>Performance in the determination of 'Other' application has improved this month. Year to date performance remains above the national benchmark but marginally below the NNC (North Northamptonshire Council) target. Capacity remains an issue for the service but is being addressed through the recruitment of permanent staff which is underway and therefore we anticipate to see improvement in this particular area in the coming months.</p>
					307 out of 349	320 out of 361	262 out of 327	1014 out of 1182	69 out of 85	56 out of 60					
Safe and thriving places	STP19	Total number of planning applications received - ALL TYPES of applications		Not relevant to benchmark.	633	576	519	2026	172	126	⬇️	N/A	No target	N/A	

Place & Economy															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	January 2022/23	February 2022/23	Direction of Travel (Jan-Feb) or Latest)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP21	% of Full fibre coverage		47.3% (England) - Think Broadband	49.2%	55.2%	61.1%	63.8%	62.8%	63.8%	↑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 (63.8% across Northamptonshire compared to 47.3%). The 40% full fibre countywide coverage target by December 2023 was achieved early (March 2022) and coverage in both NNC & WNC areas respectively has now exceeded this target. Full fibre coverage in North Northants remains on an upward trajectory at 41.8% in February 2023 compared to 40.2% last month. With announced Openreach and CityFibre plans in NN, we expect to see improved growth in full fibre coverage in the coming year. Full fibre in rural NN is out-performing rural classifications for England/Wales with coverage at 47.4% compared to 39.9%, aided by Gigaclear full fibre serving rural communities. Year to date is latest position.
Safe and thriving places	STP22	% of gigabit coverage		75.1% (England) - Think Broadband	79.9%	81.2%	84.2%	85.1%	84.7%	85.1%	↑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 (85.1% across Northamptonshire compared to 75.1% in England). The 75% countywide gigabit coverage target by December 2023 was achieved two years early (Dec 2021). We expect the upward trajectory for gigabit coverage to continue but at a much slower rate now going forward as remaining areas are largely rural or other hard to reach. Coverage in NN remains on an upward trajectory, with 83.6% availability in February compared to 83.3% last month. Coverage in urban NN has almost reached 90% (89.5% February 2023). Rural coverage in NN was 75% which strongly out-performs average rural gigabit coverage for England/Wales at only 45.4%. Year to date is latest position.
Greener, sustainable environment	GSE01	Number of E-Scooter trips		n/a	47,178	54,873	36,514	508,832	37,390	37,520	↑G	Higher is better	Track for first year then increase trips year on year.	N/A	Monthly figures increased from January to February. Year-on-year trend shows increased popularity with 2023 figures significantly higher than for February 2022. Year to date is cumulative position.
Greener, sustainable environment	GSE02	Number of E-Scooter users		n/a	5,155	5,494	4,250	53,898	3,833	3,982	↑G	Higher is better	Track for first year then increase users year on year	N/A	Monthly user figures increased from January to February. Year-on-year trend shows increased users than February 2022. Year to date is cumulative position.
Greener, sustainable environment	GSE03	Co2 saving from E-Scooters (tonnes)		n/a	7.8	9.7	6.5	89	6.9	6.8	↓	Higher is better	Track for first year then increase CO2 savings year on year	N/A	CO2 savings have decreased from January to February. Year-on-year trend shows an increase in CO2 savings with figures higher than for February 2022. Year to date is cumulative position.



Place & Economy															
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					22-23	22-23	22-23								
<b>Highways &amp; Waste</b>															
Safe and thriving places	STP29	Number of Defects Outstanding on the network (at end of period), split by category		n/a	829	TBD	TBD	TBD	N/A	N/A	N/A	Lower is better	No target - tracking indicator only	N/A	Unlike indicators STP30 and STP31 below it has not been possible to provide the data for this indicator owing to the change of highway contracts and a review of the monitoring system for outstanding defects on the network which has not yet been completed. This is being developed with the contractor with the intention of providing it in future months.
		P1 (Target response time within 2 hours)		No P1 defects	TBD	TBD	TBD	N/A	N/A	N/A					
		P2 (Target response time within 7 days)		13	TBD	TBD	TBD	N/A	N/A	N/A					
		P3 (Target response time within 28 days)		252	TBD	TBD	TBD	N/A	N/A	N/A					
		P4 (Target response time within 26 weeks)		564	TBD	TBD	TBD	N/A	N/A	N/A					
Safe and thriving places	STP30	Number of Defects Repaired in the network in period, split by category		n/a	5462	4563	3610	16142	1259	1248	↓	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 2 hours)		No P1 defects	No P1 defects	1	28	9	18	↑G					
		P2 (Target response time within 7 days)		423	177	108	908	116	84	↓R					
		P3 (Target response time within 28 days)		3492	2380	1654	8458	395	537	↑G					
		P4 (Target response time within 26 weeks)		1547	2006	1847	6748	739	609	↓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	95.29% 15382 out of 16142	90.95% (1145 out of 1259)	95.99% (1198 out of 1248)	↑G	Higher is better	P1 and P2 97.5% P3 and P4 90%	No Tolerance	The targets have been met across all category of defect this month
		P1 (Target response time within 2 hours)		No P1 defects	No P1 defects	100% (1 out of 1)	100% (28 out of 28)	100% (9 out of 9)	100% (18 out of 18)	→					
		P2 (Target response time within 7 days)		100% 423 out of 423	99.44% 176 out of 177	100% (108 out of 108)	99.56% (904 out of 908)	99.14% (115 out of 116)	97.62% (82 out of 84)	↓					
		P3 (Target response time within 28 days)		98.71% 3447 out of 3492	96.85% 2305 out of 2380	79.75% 1319 out of 1654	93.32% 7893 out of 8458	81.27% (321 out of 395)	93.3% (501 out of 537)	↑G					
		P4 (Target response time within 26 weeks)		98.9% 1530 out of 1547	99% 1986 out of 2006	94.42% 1744 out of 1847	97.17% 6557 out of 6748	94.72% (700 out of 739)	98.03% (597 out of 609)	↑G					

Place & Economy															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Quarter 3	Year to Date	January 2022/23	February 2022/23	Direction of Travel (Jan-Feb) or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23	22-23								
<b>Regulatory Services</b>															
Safe and thriving places	STP32	% of food establishments in the area broadly compliant with food hygiene law		n/a	93.15%	93.93%	94.66%	96.01%	97.39%	96.01%	↓	Higher is better	95%	90%-95%	The rate has slightly reduced, but remains above the target level. This is due to a slight decrease in the number of premises rating 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	2960 out of 3083	2983 out of 3063	2960 out of 3083					
Safe and thriving places	STP33	% of Local Land Charges searches processed within 10 working days		n/a	82.08%	85.31%	94.92%	88.69%	99.15%	100.00%	↑G	Higher is better	95%	85.5% - 95%	Overachieved our target performance in February 2023 with all of our four offices achieving 100% searches returned within 10 working days.
					435 out of 530	424 out of 497	355 out of 374	1474 out of 1662	116 out of 117	144 out of 144					
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%	→	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 TN for exposing for sale food past its use by date. 1 x TN following sale of unsafe sofa 1 x TN following poultry not housed in line with AIPZ requirements. 1 x TN following trader agreeing to carry out work at two properties and obtaining a deposit before failing to carryout agreed work. 1 x TN following advertising illicit cigarettes via Facebook. 1 x TN following seizure of illegal vapes. 2 x TN following seizure of illegal cigarettes. 1 x TN following the street selling of counterfeit goods. 1 x TN following allegation of UAS vapes. 1 x TN following test purchase of vape by person under the age of 18. 1 x TN following aggressive practices both verbal and physical when consumer tries to exercise their civil rights.
					36 out of 36	38 out of 38	24 out of 24	118 out of 118	8 out of 8	12 out of 12					
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	45	16	↓	N/A - Tracking	TBC	N/A	The number of DFG (disabled facilities grant) cases on the waiting list has reduced by half again in the last month and significantly fallen from the beginning of the financial year. This is as a result of the successful recruitment to the two vacant surveyor posts and the implementation of the architectural services contract.
Safe and thriving places	STP14	Number of Private Sector Disabled Facilities Grants completions		n/a	46	38	48	169	21	16	↓	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															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Quarter 3	Year to Date	January	February	Direction of Travel (Jan-Feb) or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23	22-23		2022/23	2022/23					
<b>Children's Trust</b> (This data is for the whole of Northamptonshire)															
Better, brighter futures	BBF05 (KPI 2)	% of referrals with a previous referral within 12 months		22.7% (All English Authorities 2021 - LAIT)	32% (2,228)	30% (2,232)	28% (2,117)	29% (7,990)	26% (647)	26% (621)	➔	Lower is better	29%	25% - 40%	Performance remains the same this month and better than target, whilst still remaining an area of ongoing focus with audit and review for learning.  The dedicated education roles in MASH are working positively with schools to ensure appropriate referrals. Work with all partners continues to ensure appropriate and robust application of thresholds.  Steps have been taken to strengthen the Early Help partnerships with Partnership Support Team (Early Help MASH) being placed in the MASH pods and a leaner step down process. It is anticipated that the strengthened model in MASH and 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% (2,671)	94% (8,884)	91% (745)	93% (718)	⬆️G	Higher is better	85%	85% - 95%	Assessment timescales remain consistently above target and national average, increasing to 93% 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 we had a higher than average number of new starters in January 23.  In addition to timeliness, we work on increasing the quality of assessments and more effective use of SoS 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% (1,232)	11.0% (1,233)	11.0% (1,232)	➔	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 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)	65% (687)	64% (681)	65% (687)	⬆️G	Higher is better	55%	50% - 60%	This month has seen performance increase to 65%, 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)	97% (687)	93% (681)	96% (687)	⬆️G	Higher is better	90%	85% - 95%	Performance for this month increased to 96%, 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, which includes a review of the housing panels and engagement with the housing associations. Helpful discussions with colleagues in the Councils is placing the housing sufficiency needs of care leavers as central to their housing strategies. The Accommodation Transitions Panel is now in operation and ensures all young people have a comprehensive, accommodation-focused, shared, and timely transition plan.

Children's Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Quarter 3	Year to Date	January	February	Direction of Travel (Jan-Feb) or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23	22-23		2022/23	2022/23					
<b>Learning, Skills &amp; Education</b>															
Better, brighter futures	BBF14	Number of schools rated inadequate by Ofsted		n/a	5	5	3	3	3	3	→	Lower is better	n/a - Tracking	n/a	<p>February Comment: One new result received in Feb 2023. School moved from RI (requires improvement) to Good.</p> <p>2 primary schools and 1 secondary school remain inadequate all of which are academies.</p> <p>16 primary academies remain RI (requires improvement) and 4 Secondary Academies.</p> <p>3 LA (Local Authority Maintained) Primary Schools remain RI.</p> <p>With plans developing to share pupil outcome data with each Locality Area (begin in the Spring) and a strategy to be written in co-production which will develop cross school-working on the key areas for improvement, it is hoped that over time, measures can be agreed and achieved which will reduce the number of RI schools as well as raise standards, bringing the North at least in line with national.</p>
TBC	BBF12 (LS3a)	% of primary schools judged as good or outstanding by Ofsted		89%	76.6%	79.3%	80.2%	81.1%	80.2%	81.1%	↑G	Higher is better	Target under review	n/a	<p>February Comment: One new result received in Feb 2023. School moved from RI (requires improvement) to Good taking the percentage of Good and Outstanding up to 81.1%.</p>
TBC	BBF13 (LS4a)	% of secondary schools judged as good or outstanding by Ofsted		79%	75%	75%	75%	75%	75%	75%	→	Higher is better	Target under review	n/a	<p>February Comment: The percentage of secondary schools judged as good or outstanding has remains at 75%, no further inspections have taken place.</p>
Better, brighter futures	BBF15 (LS6a)	Rate of suspensions in primary aged pupils		1% (All English Authorities 2019/20 - LAIT)	n/a	n/a	n/a as YTD is Academic year only	1.08%	0.18%	0.15%	↓G	Lower is better	Target under review	n/a	<p>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 &amp; Partnership) Team are engaging with primary schools particularly where there are higher suspensions or potential suspensions being flagged up to provide support and offer services that may help the school and / or parent. The collaborative work and drive from the EIP Team with schools is having a positive effect.</p>
Better, brighter futures	BBF16 (LS7a)	Rate of suspensions in secondary aged pupils		7.43% (All English Authorities 2019/20 - LAIT)	n/a	n/a	n/a as YTD is Academic year only	8.53%	1.71%	1.30%	↓G	Lower is better	Target under review	n/a	<p>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 &amp; Partnership) Team are working hard with the schools to look at positive ways to lower the figures. This means engaging with schools and getting involved with other agencies to support the schools. Training/ support for schools is now being developed and discussed in the EIP Team as to how they too can increase their own PD Toolbox to support and give advice to schools.</p>

Children's Services															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Quarter 3	Year to Date	January	February	Direction of Travel (Jan-Feb) or Latest)	Polarity	Target	Tolerance	Comments
					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 as YTD is Academic year only	0.080%	0.016%	0.011%	↓G	Lower is better	Target under review	n/a	December Comment: EIPT (Educational Inclusion & Partnership Team) are making schools more accountable for their actions but there is still work to be done with schools where we are supporting and yet challenging them. Specialist Outreach services have been created to support inclusion and train staff to manage behavioural issues.
					n/a	n/a	n/a	45 out of 55967	9 out of 55967	6 out of 55967					
Better, brighter futures	BBF18 (SEN1)	% of EHC (education health care) plans completed in month issued within 20 weeks (excluding exceptions)		59.9% All English Authorities 2021 - LAIT)	63.2%	40.3%	28.0%	50.3%	100.0%	81.6%	↓R	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.
					86 out of 136	93 out of 231	23 out of 82	257 out of 511	24 out of 24	31 out of 38					
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)	56.2%	38.6%	49.7%	49.6%	66.7%	75.6%	↑G	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.
					86 out of 153	95 out of 246	86 out of 173	322 out of 649	24 out of 36	31 out of 41					
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%	→	Higher is better	95%	90% - 95%	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.
					346 out of 355	346 out of 355	346 out of 355	324 out of 332	324 out of 332	324 out of 332					
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	102	128	102	↓G	Lower is better	Target under review	n/a	December 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	Year to Date	January 2022/23	February 2022/23	Direction of Travel (Jan-Feb) or Latest)	Polarity	Target	Tolerance	Comments
<b>Adult Social Care</b>															
Active, fulfilled lives	AFL01	Total number of people allocated to each team		n/a	5007 (June)	5227 (September)	5227 (December)	5586 (February)	5442	5586	↑	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 2.6% compared to previous month snapshot and is 6% higher than YTD average. Increases were seen across 10 teams with the most significant for Community East Northants team (+73 people), Community Kettering team (+37 people), Community Wellingborough team (+22 people) and Community Corby team (+22 people)
Active, fulfilled lives	AFL02	Number of unscheduled review requests		n/a	317	328	238	1097	97	117	↑R	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	BI comments: The number of people requesting an unscheduled review has increased by 21% from previous month and is 17% higher than the YTD average. The most significant increase was for Learning Disability Wellingborough/East Northants team (+22 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%	33%	33%	33%	→	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	BI comments: There were 33 new requests for people aged 18-64 (+7 from previous month) and 641 for people aged 65 and over (+68 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	1046	882	3466	322	276	↓G	Lower is better	No target - tracking indicator only	TBC The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year.	BI comments: There was a notable decrease in the number of new concerns received to the lowest point this year, but this still remains above the previous financial year's monthly average of 245. There still remains an overall year-on-year upwards trend which is also seen nationally in the number of concerns received as reported in the NHS Safeguarding return (SAC). There is a recognised delay from receipt to input, so this figure is almost certain to increase slightly.  ASC comments - Safeguarding Process guidance has been written to implement a system of working to support efficiency.

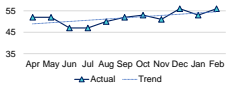
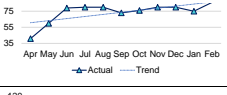
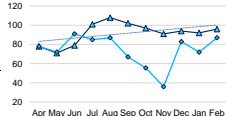
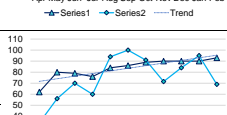
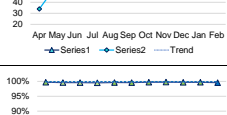
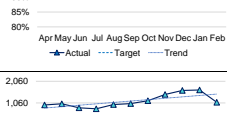
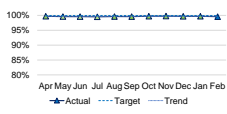
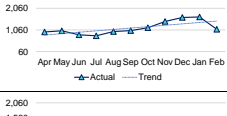
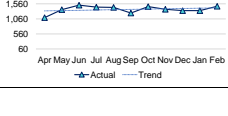
Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1	Quarter 2	Quarter 3	Year to Date	January 2022/23	February 2022/23	Direction of Travel (Jan-Feb) or Latest)	Polarity	Target	Tolerance	Comments
					22-23	22-23	22-23								
Active, fulfilled lives	AFL05	New safeguarding concerns determined to be enquiries (both s42 and other)  *A S42 enquiry must take place if there is reason to believe that abuse or neglect is taking place		n/a	215	254	198	776	72	37	↓	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 significant decrease in the number of new concerns received determined to be enquiries. This is however highly correlated to the number of concerns received which is also reduced this period, and is subject to a slight reporting lag, so is highly likely to increase.
Active, fulfilled lives	AFL06	Total number of open Deprivation of liberty Safeguard cases		n/a	1910	1744	1435	1301	1346	1301	↓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 reduced again this month to its lowest level this financial year. This is 530 fewer cases than the lowest count in the previous financial year and 475 fewer cases than at the start of this financial year.  ASC comments: There continue to be a reduction in the number of open cases as compared to the previous months.
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	606.11	557.25	606.11	↑	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 397 admissions; an increase of 32 from previous month; 29 new admissions following an assessment and 3 as a result of change in setting following a review. Average monthly growth is 55 per 100,000. Population figure of 68,800 gives a rate of 577.03
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%	76.20%	75.60%	76.20%	↑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	557 out of 731	489 out of 647	557 out of 731					

Adults, Communities & Wellbeing															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	January 2022/23	February 2022/23	Direction of Travel (Jan-Feb) or Latest	Polarity	Target	Tolerance	Comments
<b>Public Health</b>															
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	62% (Apr-Dec 2022) 453 out of 795	57.4% (Dec 2022) 70 out of 122	n/a (data lag)	↓R	Higher is better	60%	5%	Lag in data in the preceding 2 months  The service is disappointed not to have met its target for January, however we are thrilled to see we are on track to meet our annual quit rate target. We will endeavour to go beyond this objective and look forward to helping far more North Northamptonshire residents quit smoking in 23/24.
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	96.2% (Apr-Jan 2023) 2830 out of 2942	93.8% (Dec 2022) 285 out of 304	95.3% (Jan 2023) 241 out of 253	↑G	Higher is better	90%	TBC	This indicator represents North Northamptonshire. January 2023 data will be available in February'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 95.3% of the NBV mandated target higher than last months 93.2%, 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	17.8% (Oct-Dec 2022) 4012 out of 22498	43.5% (Apr-Jan 2023) 9799 out of 22511	6.4% (Dec 2022) 1448 out of 22498	5.5% (Jan 2023) 1237 out of 22511	↓R	Higher is better	8.4% (100% annual target)	TBC	Further detail on ALF20 and ALF21:- January saw continued problems with reporting issues. Multiple practices, including the large Lakeside practice in Corby, have seen their data uploads affected by third party reporting software removing the scheduled reporting jobs in practices. In addition, there are a handful of practices not 'coding' invites correctly. Both issues are being worked on. There is a significant amount of invites/checks missing from the totals.  The NHS Health Check programme has suffered through Covid-19. The programme was paused multiple times on a national and local level. The issues visible in the performance data are reflected nationally, and North Northants is not an outlier. Before Covid-19, the England average for the percentage of the population offered an NHS Health Check per quarter was 4.3% (Q3, 19/20). This England average dropped to a low of 0.2% during Covid-19. The England average for percentage of the eligible population that received an NHS Health Check was 1.9% (Q3, 19/20) before Covid-19. The England average dropped to a low of 0.1% during Covid-19.
Active, fulfilled lives	AFL21	% of in-year eligible population who received an NHS Health Check		1.6% (All England Q2 2022/23)	3.3% (Apr-Jun 2022) 752 out of 22515	5.1% (Jul-Sep 2022) 1159 out of 22510	6.0% (Oct-Dec 2022) 1356 out of 22498	17.8% (Apr-Jan 2023) 4013 out of 22511	1.8% (Dec 2022) 409 out of 22498	3% (Jan 2023) 683 out of 22511	↓R	Higher is better	5% (60% annual target)	TBC	North Northants now sits around the England average, which considering the NHS Health Check programme in North Northants has been delivered entirely by primary care (and further still considering the pressures primary care is under), there is a good platform to build on as we continuously work on service improvement, but also look at expanding the programme through community-based options. Primary care has been under a lot of pressure since Covid-19 and this time of year also brings winter pressures as we move through the colder months. For this reason, NHS Health Checks cannot always be a priority.  When comparing with national averages, it is worth keeping in mind that local authorities all have different models for delivering NHS Health Checks, so naturally local authorities with non-primary care providers (e.g., in-house teams, specialist commissioned services, leisure providers, etc.) may not have faced the same challenges that North Northants has in their attempts to both restart the NHS Health Check programme and keep it running consistently.
Better, Brighter Futures	BBF01	Breastfeeding rate at 6-8 weeks		49.3% (All English Authorities - 2021/22 - PHOF)	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	47% (Apr-Jan 2023) 1311 out of 2789	48.1% (Dec 2022) 139 out of 289	50% (Jan 2023) 136 out of 272	↑G	Higher is better	55%	52.25% - 55%	This indicator represents North Northamptonshire. February 2023 data will be available in March's report. Benchmark updated: England 2021/22. This month has seen an increase in the breastfeeding rates from 48.1% to 50%. 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	93.4% (Apr-Jan 2023) 2789 out of 2986	92.3% (Dec 2022) 289 out of 313	92.8% (Jan 2023) 272 out of 293	↑G	Higher is better	90%	TBC	This indicator represents North Northamptonshire. February 2023 data will be available in March'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 92.8% the 6-8 week mandated target. The service has recently recruited a skill mix of staff in the 0-19 service to enable the team to increase their capacity and ability to see every child for their mandated health checks



Adults, Communities & Wellbeing															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Quarter 1 22-23	Quarter 2 22-23	Quarter 3 22-23	Year to Date	January 2022/23	February 2022/23	Direction of Travel (Jan-Feb) or Latest	Polarity	Target	Tolerance	Comments
<b>Housing Services</b>															
Active, fulfilled lives	AFL13	Number of households whose homelessness was prevented		n/a	70	53	67	228	14	24	↑G	Higher is better	240 (20 per month)	TBD	
Active, fulfilled lives	AFL14	Number of households whose homelessness was relieved		n/a	62	80	69	277	27	39	↑G	Higher is better	300 (25 per month)	276 (23 per month)	Performance continues to fluctuate between months due to a variety of factors. This reflects the difficulties the Housing Options Team are having trying to secure accommodation solutions, particularly in the private sector in order to prevent or relieve households homelessness locally. There is a recognised need for the team to move its focus further upstream to maximise homelessness prevention opportunities and action plan is being developed in this regard.
Active, fulfilled lives	AFL12	Number of rough sleepers (single night snapshot figure)		12 (All English Authorities 2021 LG Inform)	n/a	n/a	n/a	n/a	12	20	↑R	Lower is better	9	TBD	Our single night figure has increased during the month of Feb, however 2 out of the 20 have not been seen again, so may have just been passing by NNC, and 4 of the 20 have already been removed from the streets and placed into a long term provision. During the month we saw 39 people rough sleeping, 18 of which were new to the Rough Sleeper team, we are seeing an increase in evictions from Houses of Multiple Occupation (HMO) style properties. The Rough Sleeper Co-ordinator is looking at developing the work with the supported accommodation schemes to work on prevention, to hope to see where we can work with the provisions to prevent someone return to the streets. There is confidence that our single night figure for March will be lower due to the numbers we are seeing each week. SWEP was triggered during the month of Feb for a 2 night period and 11 individuals were placed in emergency accommodation, 5 of which were placed via out of hours.
Safe and thriving places	STP38	Percentage of rent collected			93.13%	92.38%	92.44%	92.26%	92.25%	92.26%	↑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 Kettering, the monthly figure does not include direct debit run for 28th. Performance improvement noted. In Corby, a very slight increase in collections rates for February, an improvement from last month. Still below target despite increased efforts from the Income team.
					12174686.53 out of 13073029.47	40516244.67 out of 43855878.68	83976774.72 out of 90847710.75	120493002.16 out of 130607147.78	101353560.81 out of 109866109.92	120493002.16 out of 130607147.78					
Safe and thriving places	STP11	Number of council housing lets completed		n/a	80	112	134	410	36	48	↑	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 an increase in the number of properties let in February.
Safe and thriving places	STP12	Number of council houses vacant and available to let		n/a	n/a	n/a	n/a	n/a	13	4	↓G	Lower is better	29	TBD (currently using standard 5%)	This is a combined snapshot figure for Corby and Kettering teams of the number of properties ready for tenants at the end of each month but which have not yet been allocated to customers. The aim is to keep this figure low. The figure reduced in February. Weekly meetings continue in order to monitor where properties are in the void and lettings process.

Adults, Communities & Wellbeing																
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Safe and thriving places	STP36	Number of voids - Kettering Area		n/a	n/a	n/a	n/a	n/a	53	56	↑R	Lower is better	No target - tracking indicator only	N/A	This data provides a snapshot of the number of void properties the team are processing at the end of the month. The number of properties void at the end of February both Corby and Kettering increased from the end of January. 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	75	86	↑R	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	92 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. In February the Kettering turnaround time increased by 4 days, there were 4 major voids let during February totalling 1294 which affects the overall turnaround time. The Corby turnaround figure increased by 3 days, there was one property let during February which was void for 1091 days which has caused an increase in the turnaround time. As of April 2023 we will be reporting void turnaround time as one NNC figure which will be broken down into standard and major void to give a more accurate turnaround time for each as a small number of major voids can mask the efficiency with which the majority of voids are turned around in. 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)		n/a	n/a	n/a	n/a	n/a	72 days	87 days	↑R					
		Void turnaround time - Corby Area (Mean Average)		TBD	n/a	n/a	n/a	n/a	n/a	90 days	93 days					↑
		Void turnaround time - Corby Area (Median Average)		n/a	n/a	n/a	n/a	n/a	n/a	95 days	69 days					↓G
Safe and thriving places	STP08	% of properties with a valid gas safety certificate		TBD	n/a	n/a	n/a	n/a	99.7%	99.6%	↓	Higher is better	100%	99.5% and above	As at the end of February there were 33 properties without a valid gas safety certificate, of the two in the Kettering area, 1 property with expired AGSR and the other is awaiting planning. 31 in the Corby area, of which: 2 properties have since been recorded as serviced (beginning of March), 1 property has a booked appointment for 17/03/2023, 1 property is void, service scheduled, 1 property has had gas disconnected by supplier, once confirmed this will be removed from programme. 18 properties have received letter and are in legal stages. 5 properties have a court date booked for 14/03/2023 to obtain warrant. 3 properties having warrants executed on 07/03/2023. Note: we are limited to the number of properties we can take to court each fortnight to obtain right of entry warrants so this is impacting compliance.	
Safe and thriving places	STP09	Total number of emergency repairs completed		n/a	2815	2804	4249	12615	1658	1089	↓	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 January 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	15133	1335	1481	↑	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.	

Adults, Communities & Wellbeing															
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Safe and thriving places	STP04	Total Active applicants on the Keyways Housing Register		n/a	n/a	n/a	n/a	n/a	4642	4859	↑	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	2943	4441	5923	770	712	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	Decrease in February 2023 however only has 28 days. 38% increase in the same period last year (516)  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 to date is now at 538 per month.
Active, fulfilled lives	AFL15	Total number of homeless approaches		n/a	862	1095	1197	4197	551	485	↓	N/A	N/A - monitoring levels of demand only	N/A	3,863 households approached the Council as homeless during 2021/22, which is an average of 320 approaches per month. Currently the Housing Options Team have a live caseload of approx. 1214 cases and during February there was a slight decrease in the no of approaches from 551-485. 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	264	17	26	↑	N/A	288 (24 per month)	TBD (currently using standard 5%)	This measure indicates the number of households that have been accepted by the Council as homeless due to being unintentionally homeless, eligible for assistance and have a priority need and for which the Council has been unable to achieve a positive housing solution during the prevention and relief stages of the process (AFL13 and AFL14). During 2021/22 there were 284 households accepted as being owed the main housing duty. The number of decisions made increased slightly in February, back to more normal levels following leave in December and January.
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation		n/a	n/a	n/a	n/a	n/a	209	221	↑R	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 has risen. The number of households placed outside of North Northamptonshire remains low (one household as at 14.03.2023).  *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	4	1	↓G	Lower is better	0	TBD	As a result of the increased number of households being approved for placement into temporary accommodation, and lack of available self-contained accommodation in North Northamptonshire, some families have preferred to accept an offer of hotel accommodation instead of being placed 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. The one household with family commitments in B&B for February is a pregnant woman.
Active, fulfilled lives	AFL19	Number of rough sleepers rehoused into accommodation		n/a	26	39	20	102	7	10	↑G	Higher is better	60 per year (5 per month)	TBD	We have supported 10 individuals in total into long term housing solutions, whether that be supported accommodation or within the Private Rented Sector. 8 of the 10 were accommodated straight from the streets. The Rough Sleeper Team work proactively to resolve an individual's situation in a fast manner to prevent any prolonged period on the streets, if we are unable to resolve fast we will then consider discretionary temporary accommodation for the interim. Currently we have 25 individuals placed in our discretionary TA, and during the month of March so far we have managed to accommodate one of our most entrenched rough sleeper, who still remains in TA with the intensive support of the Rough Sleeper Team.
Communities and Libraries															
Active, fulfilled lives	AFL09	Number of physical visits to libraries		n/a	106,920	128,997	120,993	438,000	40,414	40,676	↑G	Higher is better	Feb Target: 16,880 Annual Target 246,187	0	January Comment: We are currently at 157% of our target for visits. This is due to the recovery of consumer confidence from Covid rising more rapidly than we expected. Next year we will use this as a baseline with a stretch target of 1% increase on actuals.