



## North Northamptonshire Council Performance Report - April 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

Place & Economy												
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2022-23	March 2022/23	April 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
<b>Growth &amp; Regeneration</b>												
Safe and thriving places	STP15	Percentage of major planning applications determined within 13 weeks (or within agreed extension of time)		88% (Q3 2021/22 All English Authorities - LG Inform)	92.93%	89%	100%	↑G	Higher is better	90%	85% - 90%	Performance this month is 100% and maintains year to date performance above target.
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)	83.04%	82.00%	86.05%	↑G	Higher is better	85%	80% - 85%	Performance this month is above target and the national benchmark. Planning officer capacity remains challenging but recruitment is to take place shortly to try and help alleviate this.
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)	85.67%	83.95%	85.07%	↑G	Higher is better	88%	83% - 88%	Performance has improved this month but remains below target, although marginally above the national benchmark. Planning officer capacity remains challenging but recruitment is to take place shortly to try and alleviate this.
<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	N/A	N/A	5406	N/A	Lower is better	No target - tracking indicator only	N/A	The number of carriageway defects tends to be highest at this time of year following the winter period, this is a national phenomenon. As it outlined in STP30, the service is seeking to improve on this position during the spring months. P3 defects are particularly high owing to customer reports; these will be fixed within 28 days of inspection. (This indicator was not reported during 2022/23 because the data was not available, it will now be provided monthly)
		P1 (Target response time within 24 hours)			N/A	N/A	0	N/A				
		P2 (Target response time within 7 days)			N/A	N/A	30	N/A				
		P3 (Target response time within 28 days)			N/A	N/A	1421	N/A				
		P4 (Target response time within 26 weeks)			N/A	N/A	3955	N/A				
Safe and thriving places	STP30	Number of Defects Repaired in the network in period, split by category		n/a	17376	1234	1317	↑G	Higher is better	No target - tracking indicator only	N/A	The overall number of repairs completed is higher this month than in the previous month. Performance is better with regard to P3 and P1 repairs, but performance has fallen with regard to P2 and P4 repairs. This is owing to the increase in demand, which has been greater than the available resources. The highways team is addressing this situation with the highways contractor.
		P1 (Target response time within 24 hours)			30	2	4	↑G				
		P2 (Target response time within 7 days)			1045	137	79	↓R				
		P3 (Target response time within 28 days)			9100	642	862	↑G				
		P4 (Target response time within 26 weeks)			7201	453	372	↓R				
Safe and thriving places	STP31	Percentage of defects responded to within the timeframes specified, split by category		n/a	95.41% (16579 out of 17377)	96.92% (1197 out of 1235)	76.77% (1011 out of 1317)	↓R	Higher is better	P1 and P2 97.5% P3 and P4 90%	No Tolerance	Despite repairing more defects this period than last month, the service has not been able to complete all P3&P4 repairs within the target response time. The highways team is addressing this situation with the highways contractor.
		P1 (Target response time within 24 hours)			100% (30 out of 30)	100% (2 out of 2)	100% (4 out of 4)	→		97.5%		
		P2 (Target response time within 7 days)			99.62% (1041 out of 1045)	100% (137 out of 137)	98.73% (78 out of 79)	↓		97.5%		
		P3 (Target response time within 28 days)			93.54% (8512 out of 9100)	96.42% (619 out of 642)	74.94% (646 out of 862)	↓R		90%		
		P4 (Target response time within 26 weeks)			97.15% (6996 out of 7201)	96.90% (439 out of 453)	76.07% (283 out of 372)	↓R		90%		

Children's Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	March	April	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Extra detail on PI	Comments
					2022-23	2022/23	2023/24						
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)	29% (8,922)	30% (767)	TBD	TBD	Lower is better	29%	25% - 40%		
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.	94% (9,704)	95% (825)	TBD	TBD	Higher is better	85%	85% - 95%		
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)	11.0% (1,231)	11.0% (1,231)	TBD	TBD	Lower is better	10%	5% - 15%		
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)	63% (694)	63% (694)	TBD	TBD	Higher is better	55%	50% - 60%		
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)	95% (694)	95% (694)	TBD	TBD	Higher is better	90%	85% - 95%		
Better, brighter futures	BBF27	% of initial child protection conferences held within 15 days of a strategy discussion being initiated			New as corporate KPI for 2023-24	New as corporate KPI for 2023-24	TBD	TBD		TBD			
Better, brighter futures	BBF28	Number of children with a Child Protection Plan			New as corporate KPI for 2023-24	New as corporate KPI for 2023-24	TBD	TBD		TBD			
Better, brighter futures	BBF29	Number of children in care			New as corporate KPI for 2023-24	New as corporate KPI for 2023-24	TBD	TBD		TBD			

Children's Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	March	April	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Extra detail on PI	Comments
					2022-23	2022/23	2023/24						
<b>Learning, Skills &amp; Education</b>													
Better, brighter futures	BBF18b	% of EHC (education health care) plans completed in month issued within 20 weeks (including exceptions)	<p>Legend: Actual 2023/24 (light blue), Actual 2022/23 (dark blue), Trend (grey)</p>	57.9% All English Authorities 2021 - LAIT)	51.8%	75.7%	67.9%	↓R	Higher is better	Target under review	n/a	Year to date is the academic year to date (Sept to July) Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases	
Better, brighter futures	BBF20	State Schools Admissions - percentage of young people getting 1st, 2nd or 3rd preference for primary applications	<p>Legend: Actual (dark blue)</p>	Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases	98.50% (3799 out of 3857)	98.63% (3741 out of 3793)	n/a annually reported	↑G	Higher is better	N/A - Tracking	n/a	TBC	Results very similar to the last two years.
Better, brighter futures	BBF21	State Schools Admissions - percentage of young people getting 1st, 2nd or 3rd preference for secondary applications	<p>Legend: Actual (dark blue)</p>	Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases	95.15% (3983 out of 4186)	95.20% (4022 out of 4225)	n/a annually reported	↑G	Higher is better	N/A - Tracking	n/a	TBC	Consistently, over 95% of applicants receive a place at one of their preference schools
Better, brighter futures	BBF22	Number of children without a school place	<p>Legend: Actual 2022-23 (dark blue), Actual 2023-24 (light blue)</p>	TBC	n/a Not reported until Nov 22 - Monthly thereafter	76	100	↑R	Lower is better	Target under review	n/a	TBC	This measure is in the process of being amended to include, a) children without a school place in admissions process for mainstream schools, b) children without a school place in the EIP service and c) children without a school place with SEN. Naturally, this change will mean an increase in volume because the definition of the measure has been widened. It is hoped that this will be in place from May 2023 reporting onwards.
Better, brighter futures	BBF32	Current number of home educated children	855 Elective Home Educated Children		New as corporate KPI for 2023-24	New as corporate KPI for 2023-24	855	N/A	No polarity	N/A - Tracking	n/a		
Better, brighter futures	BBF33	Number of children currently missing from education (Year 1-11)	142 Children currently missing from Education		New as corporate KPI for 2023-24	New as corporate KPI for 2023-24	142	N/A	Lower is better	N/A - Tracking	n/a		

Adults & Housing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2022-23	March 2022/23	April 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
<b>Adult Social Care</b>												
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)		2021/22 SALT Report: - England: 37%	34%	34%	34%	→	Higher is better	35%	5% points	There were 2 new requests for people aged 18-64 and 66 for people aged 65 and over. The proportion change from previous month was less than 1% and is slightly under our 2023/24 target.
					752 out of 2191	752 out of 2191	68 out of 199					
Active, fulfilled lives	AFL06	Total number of open Deprivation of liberty Safeguard cases		n/a	1250	1250	1251	↑	Lower is better	No target - tracking indicator only	N/A	The number of open DoLS cases remained stable compared to last period (+1 case).
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 +)		2021/22 SALT Report: - East Midlands: 562 - England: 539	667.18	667.18	56.39	↓G (compared to April last year)	Lower is better	Year end target: 564 Monthly target: 47	TBD - for now applied standard 5%	There have been 37 admissions. There were 24 admissions following an assessment for new people and 13 as a result of change in setting following a review. The average monthly growth in 2022/23 was 55 per 100k which is slightly less than our current rate however there were fewer admissions compared to the same period previous year (64.1 per 100k). This is a cumulative measure which increases throughout the financial year and resets each financial year. Although the result for April is above the monthly target the performance compared to same period in the previous year has improved. A year-end data review was carried out and found some potential issues with reported admissions. As a result, the actual admissions rate is likely to be lower. The Business Intelligence team will work with Adult Social Care colleagues to review the data recording process, make any necessary changes and/or suggest additional guidance for recording in order to accurately reflect actual admissions.
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.	76.50%	76.50%	60.30%	↓R	Higher is better	80%	5% points	The rate is lower than expected compared to 2022/23 trend which typically ranged between 74-77% however with few people included in the cohort, the impact on rates can be significant. There were 6 additional people in the cohort compared to the same period last year.
					624 out of 816	624 out of 816	41 out of 68					

Adults & Housing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2022-23	March 2022/23	April 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
<b>Housing Services</b>												
Active, fulfilled lives	AFL12	Number of rough sleepers - single night snapshot		12 (All English Authorities 2021 - LG Inform)	n/a	20	18	↑G	Lower is better	9	9 to 12	During the month of April our single night figure was 18 which is a slight decrease from March but higher than for the same period last year. Within our revised Ending Rough Sleeping Plan for this year, DLUHC have agreed a target of 9 for North Northants for 2023/24 which is challenging but reflects our focus to keep reducing rough sleeping numbers locally. Also DLUHC are implementing a new data performance framework from May 23 which includes more prescriptive definitions in order for the data to be more comparable between areas. Prevention will be the main focus going forward and also understanding the cohort complexities to ensure the team are referring into the right provision to reduce failure.
Active, fulfilled lives	AFL13	Number of households whose homelessness was prevented		n/a	255	27	24	↓R	Higher is better	252 (21 per month)	18-21	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 an action plan is being developed in this regard.
Active, fulfilled lives	AFL14	Number of households whose homelessness was relieved		n/a	314	37	22	↓R	Higher is better	300 (25 per month)	22-25	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 an action plan is being developed in this regard.
Active, fulfilled lives	AFL15	Total number of homeless approaches		n/a	4778	581	413	↓	N/A	Tracking - 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. In comparison a total of 4,778 households approached the Council as homeless during 2022/23. This is an increase of just over 900 for the year, with an average of 400 approaches per month reflecting the increased demands on the Housing Options Team. There has been a reduction in the number of approaches in April 23 in comparison to March 23.
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation		n/a	n/a	231	244	↑R	Lower is better	200	No tolerance	As previously reported, the number of households living in temporary accommodation continues to rise because of sustained increased demand and limited options for move on. The housing teams are doing all they can to negotiate with landlords, friends and family etc to prevent or delay the need for temporary accommodation. A meeting was held on 5/5/23 to review the flow through TA and as a wider Housing Strategy and Solution Team to consider what actions will help remove and reduce barriers to TA move on and an action plan is currently being drafted. Please note this figure is for statutory duty placements only and does not include the additional cohort of rough sleepers accommodated using discretionary powers.
Active, fulfilled lives	AFL18	Number of households with family commitments living in bed and breakfast accommodation		n/a	n/a	3	2	↓G	Lower is better	0	No tolerance	The temporary accommodation team continues to work hard to keep under daily review any cases where households with family commitments have been placed in B&B in an emergency, so that more suitable move on accommodation can be offered as quickly as possible. For reference 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	AFL24	Number of Temporary Accommodation placements out of NN area	2 placements outside of North Northants		New for 2023-24	New for 2023-24	2	N/A	Lower is better	0	No tolerance	This is a new indicator, to monitor the number of homeless households placed in temporary accommodation provision outside of the North Northants area as the aim is to accommodate homeless households locally where possible. Both households that are living out of area are in the neighbouring area of West Northamptonshire. The temporary accommodation team is doing all it can to move the households back in area as quickly as possible.

Adults & Housing												
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2022-23	March 2022/23	April 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP38	Percentage of rent collected			92.54%	92.54%	90.55%	↓R	Higher is better	97%	5%	There has been a slight drop in collection rates from last month across NNC but an increase in comparison to the same time period last year for the Corby area. In Kettering please note the April collection rate does not include Universal Credit payments from 28th - 30th which amounts to a further £25k income received as they were processed after the bank holiday. This would increase Kettering's percentage to 91.26% if recorded which is a normal rate of collection based on recent performance.
					141307978.48 out of 152707189.83	141307978.48 out of 152707189.83	2937018.79 out of 3243355.78					
Safe and thriving places	STP12	Number of (council house) dwellings vacant and ready to let at month end		n/a	n/a	5	6	↑R	Lower is better	10	10 to 15	At the end of April there was 3 properties in Corby and 3 in Kettering that were ready to let. The weekly void meetings are helping to ensure that this number is kept to a minimum and even though there has been a slight increase since March the total number of 6 remains within the target set.
Safe and thriving places	STP36	Number of voids - Kettering Area		n/a	n/a	58	71	↑R	Lower is better	No target - tracking indicator only	N/A	This indicator provides a snapshot at the month end of the number of void properties in the process. There has been an increase in number for Kettering area and Corby area remains similar so a total of 158 voids at the end of April 23.
		Number of voids - Corby Area		n/a	n/a	85	87	↑R				
Safe and thriving places	STP37a	Average time taken to re-let NNC standard void properties	62.6 days to re-let standard void		New KPI for 2023-24	New KPI for 2023-24	62.6 days	N/A	Lower is better	56 days	56 to 60 days	For 2023/24 void properties will be reported by standard and major properties for NNC. This will help remove the impact a long term major void has when been empty for a long time and provide a more accurate reflection of void turnaround for standard properties. In April 23 Kettering and Corby areas each let 17 standard properties, so a total of 34 voids now re-occupied of which had been void for a total of 2,129 days. Whilst the team have adopted the new ways of reporting from 1st April, there is still a number of standard voids coming through for reletting that were not being processed in line with the new target times that have been adopted. It will therefore take a few months to get all of these legacy standard voids through to reletting.
Safe and thriving places	STP37b	Average time taken to re-let NNC major void properties	257.2 days to re-let major void		New KPI for 2023-24	New KPI for 2023-24	257.2 days	N/A	Lower is better	No target - tracking indicator only	N/A	Only 2 major void properties let in Kettering in April, totalling 515 days void for 2 properties which explains the extremely high average time taken.
Safe and thriving places	STP08	% of properties with a valid gas safety certificate		TBD	n/a	99.7%	99.7%	→	Higher is better	100%	99.5% and above is green, 99% and above is amber	Only 23 properties out of total 7,911 properties did not have a valid gas certificate as at 30/04/2023. 20 of these properties are in the Corby area and 14 of which are in the legal stages for court dates, 4 properties have warrants which were due to be executed on 02/05/2023, 1 property has had final letter pending application for warrant and 1 property has been inspected but requires a replacement part and re-service. 3 properties in Kettering are awaiting certificates. The team are limited to the number of properties that can be taken to court each fortnight to obtain right of entry warrants, so this impacts compliance rates.
						7893 out of 7917	7888 out of 7911					

Adults & Housing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date 2022-23	March 2022/23	April 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP04	Number of active households on Keyways (as at 1st month)		n/a	n/a	4967	5146	↑	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). New applications still remain higher than the same time last year in comparison in April 23 there was 2,937 active applicants on the register showing the month on month increase during 2022/23. Please note that as applications are made active, previously active applications have the status changed to pending, suspended, closed, and housed. This figure 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	Number of new Keyways applications received		n/a	6675	752	606	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	606 new applications received in April 23 in comparison to 475 for the same time period last year which represents a 28% increase in new Keyways applications. However there has been a decrease from the previous months in which for the last quarter of 2022/23 each months total was over 700 new applications received.
Safe and thriving places	STP39	Number of repair jobs awaiting completion	1210 repair jobs awaiting completion		New KPI for 2023-24	New KPI for 2023-24	1,210	N/A	N/A - Tracking	N/A - monitoring levels of demand	N/A	This is a new measure to help monitor the current repairs jobs awaiting completion outside of the backlog jobs listed at the 1/3/23. A snapshot at the end of April shows there was a total of 1,210 repair jobs across Kettering and Corby that are awaiting completion. Within the Corby area there was a significant number of backlog jobs booked in for the month of April which made a good indent on the total outstanding backlog jobs but has created an increase in the number of current responsive repairs awaiting completion. This was a situation that we expected to happen based on the lag between setting up the backlog project team from commencing in May and the 1st March 2023 date for the ring fencing of jobs for the backlog project. The team will monitor closely from now on whether the responsive repairs team are staffed to be able to manage the level of new jobs received each month or not. Name changed for ease of understanding - it was approved as "Repairs backlog - Number of repair jobs awaiting completion"
Safe and thriving places	STP40	Number of repair jobs awaiting completion which are outside of target timescale	554 repairs awaiting completion which are outside of timescale		New KPI for 2023-24	New KPI for 2023-24	554	N/A	N/A - Tracking	N/A - monitoring levels of demand	N/A	This is also a new measure to help monitor the current repairs jobs that are outside of target times. Again the lag between shifting backlog work off of the regular responsive repairs teams and onto the newly created backlog team is seen as the main reason why there are already a number of jobs post 1st March 2023 that are out of target time. The team will monitor closely from now on whether the responsive repairs team are staffed to be able to manage the level of new jobs received each month or not. Name changed for ease of understanding - it was approved as "Repairs backlog - of which outside of target timescale"



Finance Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	April 2022/23	Year to Date 2022-23	March 2022/23	April 2023/24	Direction of Travel (since previous period)	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)	10.10% (YTD) 112.22% achieved of the monthly target (9.00%)	96.80% (YTD) 98.78% achieved of the monthly target (98.00%)	96.80% (YTD) 98.78% achieved of the monthly target (98.00%)	10.80% (YTD) 120% achieved of the monthly target (9.00%)	↑G	Higher is better	98% (Annual target)	No tolerance	Performance is above target and above last years collection at this stage, which represents a strong start to the year. Close monitoring will continue due to the impact of the cost of living crisis.
					£22,951,095.93 (collected in Apr)	£221,225,298.98 (collected in year)	£3,140,655.48 (collected in Mar)	£26,153,692.42 (collected in Apr)					
Modern Public Services	MPS04	% of business rates collected in the year debit raised		93.74% (All English Authorities 2020/21 - LG Inform)	9.46% (YTD) 105.11% achieved of the monthly target (9.00%)	97.05% (YTD) 99.03% achieved of the monthly target (98.00%)	97.05% (YTD) 99.03% achieved of the monthly target (98.00%)	9.84% (YTD) 109.33% achieved of the monthly target (9.00%)	↑G	Higher is better	98% (Annual target)	No tolerance	Performance is above target and above last years collection at this stage, which represents a strong start to the year. Close monitoring will continue due to the impact of the cost of living crisis.
					£13,849,332.48 (collected in Apr)	£198,696,152.07 (collected in year)	£4,557,575.55 (collected in Mar)	£15,960,529.06 (collected in Apr)					

Customer & Governance

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 (since previous period)	Polarity	Target	Tolerance	Comment
					22-23	22-23	22-23	22-23	2022-23	2022/23	2022/23					
<b>Information Governance</b>																
Modern Public Services	MPS12	% of Freedom of Information (FOI) Requests completed in 20 working days		<p><b>80.08%</b> (Average of 40 Unitary Councils 2021/22 - benchmarking exercise conducted by Brighton and Hove Council)</p>	91.73%	90.18%	82.55%	65.20%	80.97%	64.52%	85.43%	↑G	Higher is better	90%	85% - 90%	<p>This month/reporting period has seen a significant improvement to a level which is nearer to the target figure and within tolerance levels. This is especially pleasing in view of the increased number of requests received for this period. A new case management system went live on 18 April which, once bedded in, will assist in streamlining procedures.</p> <p>This indicator is reported one month in arrears.</p>
					233 out of 254	202 out of 224	175 out of 212	193 out of 296	715 out of 883	60 out of 93	88 out of 103					
Modern Public Services	MPS13	% Environmental Information Regulation (EIR) Requests completed in 20 working days		TBD	97.44%	95.76%	98.25%	92.33%	95.72%	97.87%	100.00%	↑G	Higher is better	90%	Tolerance 85% - 90%	<p>Whilst the team has constantly achieved above target levels in relation to handling EIRs, this reporting period sees a 100% success rate. This again, is especially pleasing owing to a further increase in the number of requests received and handled.</p> <p>This indicator is reported one month in arrears.</p>
					494 out of 507	407 out of 425	281 out of 286	289 out of 313	1343 out of 1403	92 out of 94	128 out of 128					
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%	61.90%	87.13%	0.00%	83.33%	↑G	Higher is better	90%	85% - 90%	<p>This month/reporting period has seen a significant improvement in the handling of SARs, and whilst not within tolerance levels, it is in a positive direction. The team is handling a significant/increased number of requests associated with legal claims for housing disrepair which can involve a substantial amount of data to review and redact and thus timeconsuming.</p> <p>This indicator is reported one month in arrears.</p>
					55 out of 61	53 out of 55	57 out of 62	26 out of 42	176 out of 202	0 out of 6	15 out of 18					