

North Northamptonshire Council Performance Report - May 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 2023-24	April 2023/24	May 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments	
Growth & Regeneration													
Safe and thriving places	STP15	Percentage of major planning applications determined within 13 weeks (or within agreed extension of time)		88% (Q4 2022/23 All English Authorities - LG Inform)	85.71%	100%	80%	↓R	Higher is better	90%	85% - 90%	Performance this month has dropped. Numbers of major applications at this point in the year are relatively low and so although as a percentage the performance drop looks significant, it is only one application that was outside the statutory time period when determined.	
					6 out of 7	2 out of 2	4 out of 5						
Safe and thriving places	STP16	Percentage of minor planning applications determined within 8 weeks (or within agreed extension of time)		84% (Q4 2022/23 All English Authorities - LG Inform)	86.21%	86.05%	86.36%	↑G	Higher is better	85%	80% - 85%	Performance this month has improved slightly and 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.	
					75 out of 87	37 out of 43	38 out of 44						
Safe and thriving places	STP17	Percentage of other (including householder applications) planning applications determined within 8 weeks (or within agreed extension of time)		89% (Q4 2022/23 All English Authorities - LG Inform)	83.22%	85.07%	81.71%	↓	Higher is better	88%	83% - 88%	Performance has dropped this month and is currently below target and national benchmark. This will be closely monitored by Planning Managers. Planning officer capacity remains challenging but recruitment is to take place shortly to try and alleviate this.	
					124 out of 149	57 out of 67	67 out of 82						
Highways & Waste													
Safe and thriving places	STP29	Number of Defects Outstanding on the network (at end of period), split by category		n/a	4056	5406	4056	↓G	Lower is better	No target - tracking indicator only	N/A	The number of carriageway defects tends to be highest following the winter period, this is a national phenomenon. As explained last month, the service is seeking to improve on the position during the spring months and the figure show a fall in the number of defects outstanding at the end of the month. (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)			0	0	0	→					
		P2 (Target response time within 7 days)			11	30	11	↓G					
		P3 (Target response time within 28 days)			670	1421	670	↓G					
		P4 (Target response time within 26 weeks)			3375	3955	3375	↓G					
Safe and thriving places	STP30	Number of Defects Repaired in the network in period, split by category		n/a	3170	1317	1853	↑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. Overall performance is better with although performance has fallen with regard to 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)			5	4	1	↓R					
		P2 (Target response time within 7 days)			145	79	66	↓R					
		P3 (Target response time within 28 days)			1982	862	1120	↑G					
		P4 (Target response time within 26 weeks)			1038	372	666	↑G					
Safe and thriving places	STP31	Percentage of defects responded to within the timeframes specified, split by category		n/a	83.73% (2655 out of 3171)	76.77% (1011 out of 1317)	88.67% (1644 out of 1854)	↑G	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 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% (5 out of 5)	100% (4 out of 4)	100% (1 out of 1)	→		97.5%			
		P2 (Target response time within 7 days)			98.63% (144 out of 146)	98.73% (78 out of 79)	98.51% (66 out of 67)	↓		97.5%			
		P3 (Target response time within 28 days)			83.85% (1662 out of 1982)	74.94% (646 out of 862)	90.71% (1016 out of 1120)	↑G		90%			
		P4 (Target response time within 26 weeks)			81.31% (844 out of 1038)	76.07% (283 out of 372)	84.23% (561 out of 666)	↑G		90%			

Children's Services

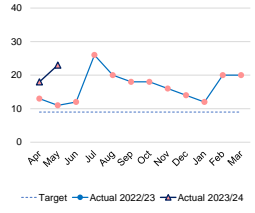
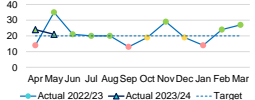
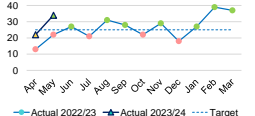
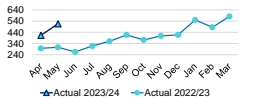
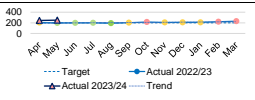
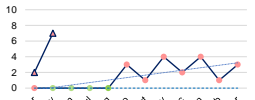

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	March 2022/23	Year to Date 2023-24	April 2023/24	May 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Extra detail on PI	Comments
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Children's 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 - LATT)	30% (821)	26%	28% (698)	24% (838)	↑G	Lower is better	29%	25% - 40%		<p>Re-referrals have improved this month better than target, this remains an area of ongoing focus with audit and review for learning.</p> <p>The dedicated education roles in MASH (Multi-Agency Safeguarding Hub) are working positively with schools to ensure appropriate referrals and compliments from schools about their roles are increasing. Work with all partners continues to ensure appropriate and robust application of thresholds.</p> <p>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 learner step down process. It is anticipated that the strengthened model in MASH and developments in CFSS (Children and Family Support Services) Early Help will continue to support appropriate reduction going forward in addition to the external front door review. The high number of cases stepping down is presenting challenges in regards to capacity in Family Support/Early help partnership.</p> <p>COVID: and cost of living crisis has an impact on volume and quality of re-referrals.</p>
Better, brighter futures	BBF06 (KPI 3)	% of single assessments authorised within 45 working days		86% We are in the process of identifying more up to date benchmark data for this PI.	95% (825)	93%	94% (774)	93% (928)	↓A	Higher is better	85%	85% - 95%		<p>Assessment timescales remain consistently above target and national average, decreasing to 93% this month.</p> <p>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 (Duty and Assessment Team), there is now positive move towards more appropriate staffing levels being achieved and sustained.</p> <p>In addition to timeliness, we work on increasing the quality of assessments and more effective use of SoS (Signs of Safety) in our interventions.</p>
Better, brighter futures	BBF07 (KPI 8)	% Children in care with three or more placements in the previous 12 months		10% (All English Authorities 2021/22 - LG Inform)	11.0% (1,231)	10.6%	10.5% (1,212)	10.6% (1,205)	↓A	Lower is better	10%	5% - 15%		<p>Performance has increased to 11% 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. Two new emergency homes now operational and valuing care project has commenced.</p> <p>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 (Department for Education) has been successful, and that should also support progress in this area.</p>
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%	64% (687)	63% (686)	↓A	Higher is better	55%	50% - 60%		<p>This month has seen performance decrease slightly to 63%, still comparing favourably with 58% across England. Focus in this area continues to be driven through arrangements with local colleges, the virtual school and the senior personal advisor (Education and Employment) with further review of contracted arrangements (Prospects) to be undertaken to ensure we have the best approach/ support for young people. Work with councils to ensure EET (Education, Employment and Training) opportunities and support is in place for our care leavers.</p> <p>COVID: has had a significant impact on the mental health and wellbeing of care leavers, targeted work support care leavers to access EET</p>
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)	97%	95% (687)	97% (686)	↑G	Higher is better	90%	85% - 95%		<p>Performance for this month increased to 97%, 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.</p> <p>The care leavers housing protocol is in place and work is being progressed under the governance of a strategic group; this includes a review of the housing panels and engagement with the housing associations. Helpful discussions with colleagues in the Councils is placing the housing sufficiency needs of care leavers as central to their housing strategies. The Accommodation Transitions Panel is now in operation and ensures all young people have a comprehensive, accommodation-focused, shared, and timely transition plan.</p>
Better, brighter futures	BBF27 (KPI 5)	% of initial child protection conferences held within 15 days of a strategy discussion being initiated		New as corporate KPI for 2023-24	28.00%		13% (134)	47.0% (104)	↑G	Higher is better	81%	66% - 86%		<p>Performance has improved this month, but is still below where we need it to be. High volumes of ICPC (Initial Child Protection Conferences) demand continues (104; 79% conversion to CP (child protection) Plans). SOAS (Safeguarding and Quality Assurance Service) capacity issues have been addressed. DAAT (Duty and Assessment Team) business support gaps continue to present a challenge.</p> <p>Latest rolling 4-week data shows a continued improving picture, ranging from 47% to 67% (mean = 60.5%). Conferences are out of time due to late convening requests. Data reflects 1 purposeful/delayed ICPC (consolidate with siblings) RCPC (Review Child Protection Conferences). Late convening requests compound performance pressures as new CPC's are requested on top of out-of-time CPC's.</p> <p>Average days from strategy meeting to ICPC decreased (26 to 18 days in May) – this is positive.</p> <p>All ICPC's are tracked and referring managers are challenged to identify causes of delay and ensure individual, team or whole-service learning is addressed. Staff changes continue to impact on performance as new staff become familiar with local procedures / systems.</p> <p>DAAT managers support SW's (Social Workers) with additional training on process, recording and requesting strategy discussions and convening conferences. CP (child protection) Chair duty system can assist referring managers with threshold decision-making and this is promoted to all teams.</p>
Better, brighter futures	BBF28	Number of children with a Child Protection Plan		New as corporate KPI for 2023-24	687	680	680	687	↑		TBD			<p>The number of children subject to plans at the end of May was 687, 7 CPPs (Child Protection Plans) more than the previous month. So far in 2023-24, an average of 684 children have been subject to plans. There are 84 more children subject to plans now than one year ago.</p> <p>May marks the second-best performance in the last 12 months; best performance of 698 was reported in January. [Intelligent Client Function commentary]</p>
Better, brighter futures	BBF29	Number of children in care		New as corporate KPI for 2023-24	1205	1212	1212	1205	↓		TBD			<p>The number of children in care at the end of May was 1,205, 7 children less than the previous month. An average of 1,221 children have been reported to be in care in the last 12 months. Since the all-time peak of 1,241 children in care in November 2022, the size of the cohort has decreased by 36 children. The numbers reported in the between November-March represent the five highest figures ever reported. The latest recording in May 2023 is the lowest since June 2022. Prior to July 2022 the cohort had never exceeded 1,200 children, a threshold that has been met every month since. The largest chunk of the recent increases occurred in July itself, which saw a steep rise by 29 to 1,217 children. [Intelligent Client Function commentary]</p>

Adults & Housing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	March 2022/23	Year to Date 2023-24	April 2023/24	May 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Adult Social Care													
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%	38%	34%	38%	↑G	Higher is better	35%	5% points	BI Comments: There were 7 new requests for people aged 18-64 and 145 for people aged 65 and over. There is a positive change from previous month, with the rate higher than those reported throughout 2022/23 and above year-end target. Service Comments: Volumes of support from Adult Social Care on all pathways continued to rise across 2022/23 and is continuing into 2023.
					752 out of 2191	152 out of 404	68 out of 199	152 out of 404					
Active, fulfilled lives	AFL04	Number of new safeguarding concerns received per month		n/a	325	306 (April)	306	N/A Reporting one month in arrears	↓G	Lower is better	No target - tracking indicator only	N/A	BI Comments: There was a slight decrease in the number of concerns received this period (-19), but is broadly in line with the average number of concerns received over the previous financial year (318).
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	49	57 (April)	57	N/A Reporting one month in arrears	↑	No polarity	No target - tracking indicator only	N/A	BI comments: There was a slight increase in the number of concerns determined to be enquiries (+8), but the proportion (19%) remains within the range seen in the previous financial year (15-25%).
Active, fulfilled lives	AFL06	Total number of open Deprivation of liberty Safeguard (DoLS) cases		n/a	1250	1273	1251	1273	↑	Lower is better	No target - tracking indicator only	N/A	BI comments: The number of open DoLS cases remained relatively stable compared to last period, increasing slightly (+22). Service Comments: There has been a slight increase in open referrals due to 2 Business Support Officers leaving their post, increase throughout of referrals from customer service centre and data cleansing exercise now completed so less closures of open referrals.
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	109.73	56.39	109.73	↓G (cumulative)	Lower is better	Year-end target: 564 Monthly target: 47	TBD - for now applied standard 5%	BI comments: The rate has increased considerably from previous month but remains lower than expected compared to 2022/23 trends which typically ranged between 74-77%. This is a cumulative measure which increases throughout the financial year and resets each financial year. A year-end data review was carried out and identified coding errors for reported admissions. As a result, the actual admissions rate is likely to be lower once validated and corrected. 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%	69.70%	60.30%	69.70%	↑G	Higher is better	80%	5% points	BI comments: The rate has increased considerably from previous month but remains lower than expected compared to 2022/23 trends which typically ranged between 74-77%. There is a higher proportion of people accessing reablement support as a result of hospital discharge when compared to the same period previous year (82% versus 75%), along with higher proportions of these requiring long term support following their reablement episode, contributing to lower than expected performance.

Adults & Housing													
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	March 2022/23	Year to Date 2023-24	April 2023/24	May 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Housing Services													
Active, fulfilled lives	AFL12	Number of rough sleepers - single night snapshot		10 (All English Authorities Autumn 2022 LG Inform)	20	N/A	18	23	↑R	Lower is better	9	9 to 12	There has been an increase in the number of rough sleepers and this will be mainly due to the temperatures being warmer. However, the flow of new rough sleepers is at 5. Since carrying out the single night figure 4 individuals have moved into accommodation. Out of the month rough sleepers numbers the new rough sleepers indicators have shown us that we have a 15 long term rough sleepers, which is a rough sleeper who has been seen 3 months out of the 12. This truly reflects the types of rough sleepers we are working with. We have some entrenched rough sleepers who we are hoping to accommodate within the NGU properties which will be led on the Housing First principles. The repeat number based on the new indicators for May was 13, which shows us that work needs to be carried out around prevention, which the rough sleepers team are working on with supported accommodation providers.
Active, fulfilled lives	AFL13	Number of households whose homelessness was prevented		n/a	27	45	24	21	↓	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 action plan is being developed in this regard.
Active, fulfilled lives	AFL14	Number of households whose homelessness was relieved		n/a	37	56	22	34	↑G	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 action plan is being developed in this regard.
Active, fulfilled lives	AFL15	Total number of homeless approaches		n/a	581	929	413	516	↑	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. 4,778 households approached the Council as homeless during 2022/23. This is an increase of just over 900, and an average of 400 approaches per month. Currently the Housing Options Team have a live caseload of 1174 cases. During May there was an increase in the number of approaches from 413 to 516.
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation		n/a	231	N/A	244	250	↑R	Lower is better	245	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. Housing teams have started to review flow through temporary accommodation including barriers to move on and what action can be taken to mitigate these. Managers are in the process of producing guidance and training materials to roll out training to housing staff next month. Given sustained pressures this target has been reviewed and increased to 245. *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	3	N/A	2	7	↑R	Lower is better	5	No tolerance	While there are 7 households with family commitments living in Bed & Breakfast (B&B), the household with the longest stay was placed on 19 May (so had been placed for 12 nights as at 31.05.2023). The temporary accommodation team have already identified move on plans for all households, unfortunately some void slippage times has meant that 4 households who were due to move on have been delayed causing the number to rise sharply. 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. Although the Council has not broken the '6 week rule' given sustained pressures this target has been reviewed and increased to 5. * 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			New for 2023-24	N/A	2	1	↓G	Lower is better	0	No tolerance	The household that is living out of area in the neighbouring area of West Northamptonshire was placed there in November 2021 (prior to the temporary accommodation service review and while teams were working on a locality basis). The household has an offer of in area temporary accommodation and will move into it once it is ready to let. North Northamptonshire is a large geographical area within which the team can manage any risks/safeguarding issues to out of area placements are rare and for this reason the team will continue to work towards the existing target.

Adults & Housing														
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Safe and thriving places	STP38	Percentage of rent collected			92.54%	91.65%	90.55%	91.65%	↑G	Higher is better	97%	5%	There has been a slight increase in collection rates from April to May. In Kettering, the May collection rate does not include payments from 29th, 30th and 31st which includes Direct Debit run for 28th which was £105,784.44.	
					141307978.48 out of 152707189.83	7577992.40 out of 8268599.77	2937018.79 out of 3243355.78	7577992.40 out of 8268599.77						
Safe and thriving places	STP12	Number of (council house) dwellings vacant and ready to let at month end		n/a	5	N/A	6	12	↑R	Lower is better	10	10 to 15	At the end of May there was 10 properties in Corby and 2 in Kettering that were ready to let. Of the 10 in Corby, 4 were awaiting nominations and 1 HRA temporary accommodation and 4 were received on 30/05/23. The weekly void meetings are helping to ensure that this number is kept to a minimum and even though there has been an increase since April, the total number of 12 remains within the tolerance set.	
Safe and thriving places	STP36	Number of voids - Kettering Area		n/a	58	N/A	71	62	↓G	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 of 3 in number for the Corby area and the Kettering area has decreased the overall number of voids at the end of May has decreased by 6 from April 2023.	
		Number of voids - Corby Area		n/a	85	N/A	87	90	↑					
Safe and thriving places	STP37a	Average time taken to re-let NNC standard void properties		New KPI for 2023-24	60.7 days	60.7 days	62.6 days	60.7 days	↓G	Lower is better	56 days	56 to 60 days	For 2023/24 void properties will be reported by standard and major properties for NNC. The figure reported is the cumulative average turnaround time for those properties let in the month. 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 May 23 Kettering area let 15 standard void properties and Corby let 14 standard properties, so a total of 29 voids now re-occupied of which had been void for a total of 1,693 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		New KPI for 2023-24	244 days	257.5 days	257.5 days	244 days	↓G	Lower is better	No target - tracking indicator only	N/A	In May 23 Kettering area let 2 major void properties and Corby area let 3 major void properties, totalling 1193 days void, this has meant a decrease in the turnaround time from April 23.	
Safe and thriving places	STP08	% of properties with a valid gas safety certificate		TBD	99.7%	N/A	99.7%	99.7%	→	Higher is better	100%	99.5% and above is green, 99% and above is amber	At the end of May 2023 there were 23 properties without a valid gas certificate. In Kettering, 14 properties were out of date as at 31/05/2023. 4 properties have had legal letters. 7 properties have a court date booked for 06/06/2023. 2 properties have a court date booked for 20/06/2023, 1 property was serviced on 23/05/2023 but the certificate needed to be re-issued. This was received on 06/06/2023. 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.	
					7893 out of 7917	N/A	7886 out of 7911	7886 out of 7909						

Adults & Housing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	March 2022/23	Year to Date 2023-24	April 2023/24	May 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	4967	N/A	5146	5119	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	<p>This provides a snapshot of the number of applicants active on the Council's housing Register (Keyways).</p> <p>New applications still remain higher that same time last year, however, the total number of active applications decreased last month due to a large number being moved from active to housed following confirmation from the Keyways landlords that their new tenancies had started.</p> <p>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.</p>
Safe and thriving places	STP05	Number of new Keyways applications received		n/a	752	1208	606	602	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	<p>The number of applications received remained stable at 602 in May 23, a decrease of 4 from April.</p>
Safe and thriving places	STP39	Number of repair jobs awaiting completion		New KPI for 2023-24	N/A	N/A	1,210	1,453	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	<p>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 May shows there was a total of 1,453 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.</p> <p>Name changed for ease of understanding - it was approved as "Repairs backlog - Number of repair jobs awaiting completion"</p>
Safe and thriving places	STP40	Number of repair jobs awaiting completion which are outside of target timescale		New KPI for 2023-24	N/A	N/A	554	670	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	<p>This is also a new measure to help monitor the current repairs jobs that are outside of target timescale. 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.</p> <p>Name changed for ease of understanding - it was approved as "Repairs backlog - of which outside of target timescale"</p>

Finance Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	May 2022/23	Year to Date 2023/24	April 2023/24	May 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Revenues & Benefits													
Modern Public Services	MPS05	% of council tax collected in the year debit raised		96.07% (All English Authorities 2021/22 - LG Inform)	20.10% (YTD) 105.79% achieved of the monthly target (19.00%) £22,759,479.12 (collected in May)	20.19% (YTD) 106.26% achieved of the monthly target (19.00%) £48,895,447.26 (collected in YTD)	10.80% (YTD) 120% achieved of the monthly target (9.00%) £26,153,852.42 (collected in Apr)	20.19% (YTD) 106.26% achieved of the monthly target (19.00%) £22,741,594.84 (collected in May)	↓	Higher is better	98% (Annual target)	No tolerance	Performance is above target and above last year's 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.
Modern Public Services	MPS04	% of business rates collected in the year debit raised		96.33% (All English Authorities 2021/22 - LG Inform)	19.77% (YTD) 104.05% achieved of the monthly target (19.00%) £15,011,366.83 (collected in May)	19.92% (YTD) 104.84% achieved of the monthly target (19.00%) £32,505,002.30 (collected in YTD)	9.84% (YTD) 109.33% achieved of the monthly target (9.00%) £15,890,529.06 (collected in Apr)	19.92% (YTD) 104.84% achieved of the monthly target (19.00%) £16,526,473.24 (collected in May)	↓	Higher is better	98% (Annual target)	No tolerance	Performance is above target and above last year's 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.