

## North Northamptonshire Council Performance Report - June 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	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Year to Date 2022-23	Year to Date 2023-24 (Quarter 1)	April 2023/24	May 2023/24	June 2023/24 / Q1	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
<b>Assets &amp; Environment</b>																
Modern Public Services	MPS24	Rate of return on investment portfolio (%)		No	n/a	5.54%	5.54%	5.55%	n/a reported Quarterly	n/a reported Quarterly	5.55%	↑G	Higher is better	5.41%	4.91% - 5.41%	The Commercial stock continues to perform well. Whilst the occupancy rate has slowed in the smaller retail units; the large industrial type units continue to be in demand.
Modern Public Services	MPS25	Total rental income from commercial estate (£)		No	n/a	£13,534,692 Per Annum (Quarter 4)	£13,534,692 Per Annum (Quarter 4)	£13,564,047.00	n/a reported Quarterly	n/a reported Quarterly	£13,564,047.00	↑G	Higher is better	£13,008,918	£12,358,472.1 - £13,008,918 (-5%)	The commercial stock continues to be in demand as a whole although some of the tenants in smaller units are experiencing financial economic pressures. We have a mix of portfolio class which reduces the Council's exposure to one sector. We have forecast increased rental income over the MTFP.
Greener, Sustainable Environment	GSE09	Volume of pesticides used within NNC grounds services operations	28L	No		New for 2023-24	New for 2023-24	28L	n/a reported Quarterly	n/a reported Quarterly	28L	N/A	Lower is better	250L (Annual) 62.5L (Quarterly)	25%	This is the raw chemical usage, 0.25L/10L dilution rate.
<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)		Yes (we have set the target higher than statutory level)	88% (Q4 2022/23 All English Authorities - LG Inform) 23 out of 26	88.46%	92.93%	92.31%	100%	80%	100%	↑G	Higher is better	90%	85% - 90%	Performance this month has returned to 100%. Numbers of major applications at this point in the year are relatively low and highly sensitive to individual case performance.
Safe and thriving places	STP16	Percentage of minor planning applications determined within 8 weeks (or within agreed extension of time)		Yes (we have set the target higher than statutory level)	84% (Q4 2022/23 All English Authorities - LG Inform) 113 out of 142	79.58%	83.04%	73.91%	80.00%	81.48%	65.00%	↓R	Higher is better	85%	80% - 85%	Performance against the target has fallen this month. This is due to an increase in the total number of applications being determined, with these additional cases being from the backlog. Reducing the backlog is vital, but can negatively impact performance against target. Planning officer capacity remains challenging but recruitment is ongoing.
Safe and thriving places	STP17	Percentage of other (including householder applications) planning applications determined within 8 weeks (or within agreed extension of time)		Yes (we have set the target higher than statutory level)	89% (Q4 2022/23 All English Authorities - LG Inform) 193 out of 226	85.40%	85.67%	83.81%	87.06%	83.84%	80.85%	↓	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 ongoing and we are competing with other Councils.
Safe and thriving places	STP19	Total number of planning applications received - ALL TYPES of applications		No	Not relevant to benchmark.	455	2183	490	n/a reported Quarterly	n/a reported Quarterly	490	↑	No polarity	Tracking	N/A	
Safe and thriving places	STP41	% applications determined which were subject to an extension of time	37.6%	No		New for 2023-24	New for 2023-24	37.6% (144 out of 383)	n/a reported Quarterly	n/a reported Quarterly	37.6% (144 out of 383)	N/A	No polarity	Tracking	N/A	
Safe and thriving places	STP23	Percentage of NNC County Matter (minerals and waste) planning decisions made within the required timescale		Yes	Mean for All English Authorities: 33% (Q1 17/18) 1 out of 1	100.00%	100.00%	100.00%	n/a reported Quarterly	n/a reported Quarterly	100.00%	→	Higher is better	95%	5%	No applications were due, or determined, in this period.

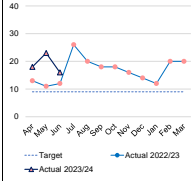
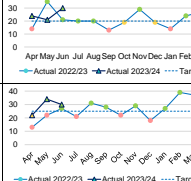
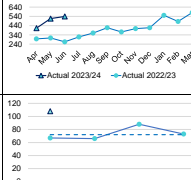
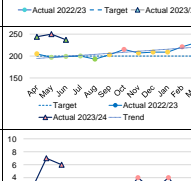
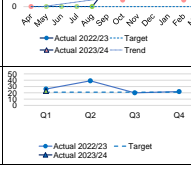


Place & Economy																
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Year to Date 2022-23	Year to Date 2023-24 (Quarter 1)	April 2023/24	May 2023/24	June 2023/24 / Q1	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP21	% of Full fibre coverage		No (Nationally measured, so able to benchmark)	52.2% Q1 2023-24 (England) - Think Broadband	65.9%	65.9%	69.3%	n/a reported Quarterly	n/a reported Quarterly	69.3%	↑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	Full Fibre coverage continues to steadily increase across Northamptonshire and coverage is performing well in comparison to the average for England (69.3% locally compared to 52.2%). In the last quarter coverage has increased from 65.9% to 69.3%. We remain on a good trajectory to achieve our 80% coverage target by 2028. Coverage in North Northants has reached 47.8% up from 43.3% last quarter. We expect to see this continue to rise as CityFibre build out in Kettering and Wellingborough as well as Openreach Fibre First plans. Virgin Media's network full fibre upgrades and Glasfibre coverage in the rural areas comes forward.
Safe and thriving places	STP22	% of gigabit coverage		No (Nationally measured, so able to benchmark)	77.1% Q1 2023-24 (England) - Think Broadband	86.2%	86.2%	88.3%	n/a reported Quarterly	n/a reported Quarterly	88.3%	↑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	Gigabit capable network coverage continues to steadily increase across Northamptonshire and coverage is performing well in comparison to the average for England (88.3% locally compared to 77.1%). In the last quarter coverage has increased from 86.7% to 88.3%. Whilst we expect the growth in gigabit coverage to rise more slowly than the previous trajectory which saw huge gains in 2021 due to the upgrade of Virgin Media cable network, we expect to exceed the 90% coverage target well ahead of 2028. Coverage in North Northants is also performing well and has reached 85.3% up from 84.5% last quarter.
Greener, sustainable environment	GSE01	Number of E-Scooter trips		No	n/a	114,203	548,125	131,281	n/a reported Quarterly	n/a reported Quarterly	131,281	↑	Higher is better	Higher than corresponding point in previous year	10%	E-scooter trips increased from Q4 22-23 to Q1 23-24. Year-on-year trend shows increased popularity with 2023 figures higher than for June 2022. Year to date is cumulative position.
Greener, sustainable environment	GSE02	Number of E-Scooter users		No	n/a	11,872	57,955	14,785	n/a reported Quarterly	n/a reported Quarterly	14,785	↑	Higher is better	Higher than corresponding point in previous year	10%	E-scooter users increased from Q4 22-23 to Q1 23-24. Year-on-year trend shows increased popularity with 2023 user figures higher than for June 2022. Year to date is cumulative position.
Greener, sustainable environment	GSE03	Co2 saving from E-Scooters (tonnes)		No	n/a	20.7	96.2	23.4	n/a reported Quarterly	n/a reported Quarterly	23.4	↑	Higher is better	Higher than corresponding point in previous year	10%	CO2 savings increased from Q4 22-23 to Q1 23-24. Year-on-year trend shows an increase in CO2 savings with figures higher than for June 2022. Year to date is cumulative position.
Greener, sustainable environment	GSE04	Number of electric vehicles charging points publicly available	128 as at end of March	No	N/A	N/A Annual frequency	N/A Annual frequency	128 (Q4 2022-23)	n/a reported Quarterly	n/a reported Quarterly	128 (Q4 2022-23)	↑G	Higher is better	Increase in 10% by end of year. (2.5% by end of Q1)	2%	Source: DfT produced data (at end Q4 2022).
Greener, sustainable environment	GSE05	Number of electric vehicles per charge point per 100000 population (national ranking)	35.5 as at end of March	No (Nationally measured, so able to benchmark)	N/A	New / replaced for 2023-24	New / replaced for 2023-24	35.5 (measured at end Q4 2022-23)	n/a reported Quarterly	n/a reported Quarterly	35.5 (measured at end Q4 2022-23)	↑R	Lower is better	Tracking (aim to decrease in numbers; improve ranking)	N/A	Note: NNC ranked 178 out of 309 LA areas as at the end of 2022, up from 180/309 at end of 2021 for EV/CPs per 100,000 population. Source: DfT produced data (at end Q4 2022).
Greener, sustainable environment	GSE08	Co2 saving from Delivery Robots (kg)	1116 CO2 saved from delivery robots	No	N/A	New for 2023-24	New for 2023-24	1,116	n/a reported Quarterly	n/a reported Quarterly	1,116	N/A	Higher is better	Tracking	N/A	CO2 savings from Delivery Robots have decreased slightly compared to Q3 2022/23.
<b>Highways &amp; Waste</b>																
Safe and thriving places	STP29	Number of Defects Outstanding on the network (at end of period), split by category		No - Contractural	n/a	N/A	N/A	4069	5406	4056	4069	↑	Lower is better	No target - tracking indicator only	N/A	The number of carriageway defects left at the end of the month has fallen slightly. This is to be expected in the summer.
						N/A	N/A	0	0	0	0	→				
						N/A	N/A	0	30	11	0	↓G				
						N/A	N/A	608	1421	670	608	↓G				
						N/A	N/A	3461	3955	3375	3461	↑				
Safe and thriving places	STP30	Number of Defects Repaired in the network in period, split by category		No - Contractural	n/a	3741	17376	4953	1317	1853	1783	↓	Higher is better	No target - tracking indicator only	N/A	The total number of P3 repairs is lower this month. This is to be expected in the summer.
						29	30	6	4	1	1	→				
						337	1045	217	79	66	72	↑G				
						1574	9100	2863	862	1120	881	↓R				
						1801	7201	1867	372	666	829	↑G				
Safe and thriving places	STP31	Percentage of defects responded to within the timeframes specified, split by category		No - Contractural	n/a	96.92% (1197 out of 1235)	95.41% (16579 out of 17377)	86.81% (3737 out of 4305)	76.77% (1011 out of 1317)	88.67% (1644 out of 1854)	95.41% (1082 out of 1134)	↑G	Higher is better	P1 and P2 97.5% P3 and P4 90%	No Tolerance	All targets have been met this month.
						100% (29 out of 29)	100% (30 out of 30)	100% (6 out of 6)	100% (4 out of 4)	100% (1 out of 1)	100% (1 out of 1)	→				
						99.1% (334 out of 337)	99.62% (1041 out of 1045)	99.09% (217 out of 219)	98.73% (78 out of 79)	98.51% (66 out of 67)	100% (73 out of 73)	↑G				
						91.55% (1441 out of 1574)	93.54% (8512 out of 9100)	86.72% (2293 out of 2644)	74.94% (646 out of 862)	90.71% (1016 out of 1120)	95.32% (631 out of 662)	↑G				
						96.39% (1736 out of 1801)	97.15% (6996 out of 7201)	85.03% (1221 out of 1436)	76.07% (283 out of 372)	84.23% (561 out of 666)	95.32% (377 out of 398)	↑G				

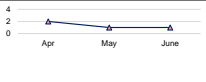
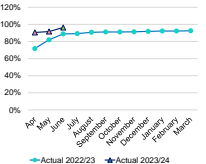
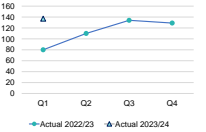
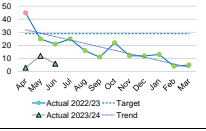
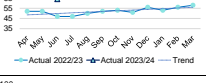



Communities & Public Health

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Year to Date 2022-23	Quarter 1 2023-24 (Year to Date 2023-24)	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
<b>Communities and Libraries</b>													
Active, fulfilled lives	AFL09	Number of physical visits to libraries		No	n/a	136,758	493,668	110,147	↓	Higher is better	499,791 annual target Q1 target 21% (104,618) Q2 target 26% (128,492) Q3 target 26% (128,461) Q4 target 28% (138,220)	5%	Visits are slightly exceeding our target at 103% of target for quarter 1. We are confident that this position will remain on or over target.
Safe and thriving places	STP01	Number of new business started with support from the BIPC (Business and Intellectual Property Advice) Northamptonshire		No	n/a	4	28	2	↓R	Higher is better	25 annual target 6.25 Quarterly	4%	The BIPC is currently between the end of the DCMS (Department for Culture, Media & Sport) funded programme and the start of the UKSPF (UK Shared Prosperity Fund) funded programme so quarter 1 is low as expected. The new programme launches in quarter 2 and we should see high returns in quarter 3/4 to meet the target.
Active, fulfilled lives	AFL11	Net promoter score % - Leisure	51%	No	APSE PI 45 - Above 0 is good, above 20 is favourable and above 50 is excellent	n/a	69% (annual June)	51%	↓R	Higher is better	56	within 10% (>95%)	The target was increased from 45% to 56% for 23-24. Kettering Leisure Village was not included in this data gathering as the planned data collection coincided with the threat of closure. Some leisure sites did not perform as well as expected therefore the service is liaising with leisure operators to address.
Safe and thriving places	STP02	Number of satisfactory Anti-Social Behaviour resolutions by North Northamptonshire Council		No	n/a	75.00%	85.15%	90.00%	↑G	Higher is better	87%	5%	Staff sickness and annual leave has impacted on resources available to undertake these surveys. Also a combination of a lower number of actual complaints coming in with those received being complex and taken more time thus remaining open for longer. Please note this number is only for Corby cases at present as exploring ways to obtain information wider.
Safe and thriving places	STP03	Number of repeat incidents of reported domestic abuse incidents		No	n/a	193	747	124	↓G	Lower is better	190	5%	The Home Office have made significant changes to the way that behavioural crimes such as stalking, controlling and coercive behaviour, and harassment are recorded. They no longer need to be recorded separately, so if an individual victim was reporting several crimes only the most serious now need to be recorded. This would explain the drop in numbers.

Adults & Housing																
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Year to Date 2022-23	Year to Date 2023-24 (Quarter 1)	April 2023/24	May 2023/24	June 2023/24 / Q1	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)		No The source data is from the SALT (Statutory) return. There are no gov targets. This indicator is included in our regional benchmarking.	2021/22 SALT Report: - England: 37%	34%	34%	38%	34%	38%	38%	➔	Higher is better	35%	5% points	Business Intelligence comments: There were 13 new requests for people aged 18-64 and 216 for people aged 65 and over. There is positive growth throughout Q1, with the rate higher than those reported throughout 2022/23 and above year end target.
Active, fulfilled lives	AFL04	Number of new safeguarding concerns received per month		Yes (Annually in the SAC (Safeguarding Adults Collection) return)	n/a - there are differences in what authorities record as a concern	940	3810	704 (Apr & May)	314	390	N/A Reporting one month in arrears	⬆	Lower is better	No target - tracking indicator only	N/A	Business Intelligence comments: There was a notable increase in the number of new concerns received compared to last period (+76). The figure is 43 concerns higher than the same period last financial year. This is the highest number of monthly concerns received over the last financial year and this financial year to date.
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)		Yes (Annually in the SAC (Safeguarding Adults Collection) return)	n/a	165	832	105 (Apr & May)	57	48	N/A Reporting one month in arrears	⬇	No polarity	No target - tracking indicator only	N/A	Business Intelligence comments: There was a notable decrease in the number of concerns determined to be enquiries (-9). The proportion seen (12%) is the lowest seen over the previous financial year and this financial year to date. Clarity in relation to Safeguarding referrals for deceased may be one of the reasons. The percentage does tend to fluctuate in this area. Plus decision making briefing when triaging SG concerns may have resulted in decrease
Active, fulfilled lives	AFL06	Total number of open Deprivation of liberty Safeguard (DoLS) cases		Yes (Annually)	n/a	1250	1250	1267	1251	1273	1267	⬇G	Lower is better	No target - tracking indicator only	N/A	Business Intelligence comments: The number of open DoLS cases decreased slightly this period (-6). This is 368 cases fewer than the average observed across the previous financial year. SM Comments: As stated above, there has been a slight decrease mainly due reduced staffing levels as another BSO left the team in June, 2023. This is a capacity issue in terms of having enough BSO to record/administrate the cases at every stage of the DoLS process. We are on a recruitment drive for more BSOs. The service carried out a data cleansing exercise since last year (June, 2022) and we are at a plateau stage now whereby we can no longer close any further historic cases.
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 +)		No The source data is from the SALT (Statutory) return. There are no gov targets. This indicator is included in ASCOF (Adult Social Care Outcomes Framework) regional benchmarking and BCF (Better Care Fund) returns.	2021/22 SALT Report: - East Midlands: 562 - England: 539	667.18	667.18	170.7	56.39	109.73	170.7	(cumulative)	Lower is better	Year-end target: 564 Monthly target: 47	TBD - for now applied standard 5%	Business Intelligence comments: This is a cumulative measure which increases throughout the financial year; resetting each April. 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. 112 admissions have been recorded to date; 85 admissions following an assessment for new people, 23 as a result of change in setting following a review and 4 following reablement support. The average monthly growth in 2022/23 was 55 per 100k which is slightly lower than our current rate of 57.
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)		No The source data is from the SALT (Statutory) return. There are no gov targets. This indicator is included in ASCOF and regional benchmarking.	84.6% East Midlands Average, we are in the process of identifying more up to date benchmark data for this PL	76.50%	76.50%	71.40%	60.30%	69.70%	71.40%	⬆G	Higher is better	80%	5% points	Business Intelligence comments: The rate shows positive growth throughout Q1 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 77%), 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	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Year to Date 2022-23	Year to Date 2023-24 (Quarter 1)	April 2023/24	May 2023/24	June 2023/24 / Q1	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL12	Number of rough sleepers - single night snapshot		Yes (DLUHC monthly rough sleeping survey, and target agreed with our RSI adviser from DLUHC)	10 (All English Authorities Autumn 2022-LG Inform)	n/a	n/a	n/a	18	23	16	↓G	Lower is better	9	9 to 12	During the month of June, there has been a reduction in rough sleeper numbers (16 for the single night) which is due to the mobilisation of RSAP (Rough Sleeping Accommodation Programme) / NGU properties. During May there was a high number of transient rough sleepers who were not seen again which reflected the higher numbers last month. Based on the DLUHC framework NNC currently have 11 long-term rough sleepers, (this is measured by if the individual is seen 3 or more months of the last 12 months), most of these are complex cases which have refused offers of temporary accommodation. All rough sleepers do have a plan in place to try and help relieve their situation and support their complex needs, along with Adult Risk Managements (ARM) meetings being held, which allows the team to work collaboratively with other services. During the month of June, there have been 6 repeat rough sleepers (this is measured by a person rough sleeping again after no contact for 2 or more quarters (180 days)) and the team's work around prevention is helping to reduce this number.
Active, fulfilled lives	AFL13	Number of households whose homelessness was prevented		Yes (DLUHC - quarterly H-CLIC returns, no target set)	n/a	65	255	75	24	21	30	↑G	Higher is better	252 (21 per month)	18-21	Performance has been sustained above the target for the first quarter of 23/24 with a total of 75 preventions achieved which is higher when compared to the last quarter of 22/23 (65). Despite increasing difficulties to access affordable private rental properties for customers, the Housing Options Team managed to facilitate 16 homeless households into private rental sector accommodation which is just over half of the 30 cases in June and 9 homeless households were supported into social housing tenancies.
Active, fulfilled lives	AFL14	Number of households whose homelessness was relieved		Yes (DLUHC - quarterly H-CLIC returns, no target set)	n/a	103	314	86	22	34	30	↓	Higher is better	300 (25 per month)	22-25	Performance has remained above target in June and for the first quarter of 23/24 a total of 86 households homelessness was relieved in comparison to 62 for the same period in 22/23. Of the 30 cases the main outcomes facilitated by the Housing Options Team are social tenancies (12) and supported housing or hosted placements (12) with only one private rent being secured. This highlights accessing private rental sector at this stage of the homelessness process is more difficult to secure for households and highlights the need for earlier interventions.
Active, fulfilled lives	AFL15	Total number of homeless approaches		Yes (DLUHC - quarterly H-CLIC returns, no target set)	n/a	1617	4778	1468	413	516	539	↑	N/A	Tracking - monitoring levels of demand only	N/A	The number of homeless approaches in June has continued to increase reflecting the upward trend of homelessness due to the current housing climate and cost of living crisis. To help highlight the continued demand and trend for the service analysis has been completed to compare calendar year data. For 2022 there was an average of 351 cases per month compared to 514 cases for the first six months of 2023 which represents a 46% increase.
Active, fulfilled lives	AFL16	Number of households accepted as owed the main housing duty		Yes (DLUHC - quarterly H-CLIC returns, no target set)	n/a	73	294	108	n/a Quarterly reported	n/a Quarterly reported	108	↑	N/A	288 (72 per quarter)	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). Increasing the number of positive preventions and relief cases achieved by the Housing Options Teams results in more households leaving the homelessness process before this stage however with the ever increasing demand on the service and the focus on supporting prevention and relief cases there is still 150 cases waiting on a decision in addition to the 38 achieved in June. This highlights the need for increased resources for this team which is currently being looked at via a restructure and utilising Homeless Prevention Grant funding from Government to increase capacity.
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation		Yes (DLUHC - quarterly H-CLIC returns, no target set)	n/a	n/a	n/a	n/a	244	250	237	↓G	Lower is better	245	No tolerance	As expected the number of households living in temporary accommodation remains high but despite the ongoing increase in demand on the service the team have managed to reduce the number of case by 13 in June compared to the previous month. Work to review flow through temporary accommodation including barriers to move on and what action can be taken to mitigate these, is progressing and will include rolling out training to all staff in August. *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		Yes (DLUHC - quarterly H-CLIC returns, no target set)	n/a	n/a	n/a	n/a	2	7	6	↓G	Lower is better	5	No tolerance	While there are 6 households with family commitments living in B&B, the household with the longest stay was placed on 2 June so had been placed for 29 nights as at 30.06.2023 and has since moved on to more suitable temporary accommodation and therefore the Council despite increasing demand is still managing to ensure the six week rule set out within the HRA legislation is adhered to. The temporary accommodation team keep these cases under daily review to ensure households with family commitments spend as little time in B&B as possible. * Households with family commitments are a) a pregnant woman; (b) with whom a pregnant woman resides or might reasonably be expected to reside; or (c) with whom dependent children reside or might reasonably be expected to reside.
Active, fulfilled lives	AFL19	Number of rough sleepers rehoused into accommodation		Yes (DLUHC monthly rough sleeping survey, no target set)	n/a	22	107	23	n/a Quarterly reported	n/a Quarterly reported	23	↑G	Higher is better	84 per year (7 per month)	No tolerance	The Rough Sleeping Team continue to work hard to secure successful move on for rough sleepers within North Northants. Within the first quarter of 23/24 there has been 23 rough sleepers rehoused into accommodation and 13 of these were supported to find suitable accommodation directly from the streets along with a total of 10 move ons from discretionary rough sleeper accommodation (RSA). 74% of the rough sleepers secured supported accommodation reflecting the high need for this cohort to access this type of accommodation locally.

Adults & Housing																
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Year to Date 2022-23	Year to Date 2023-24 (Quarter 1)	April 2023/24	May 2023/24	June 2023/24 / Q1	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL24	Number of Temporary Accommodation placements out of NN area		Yes (DLUHC - quarterly H-CLIC returns, no target set)		New for 2023-24	New for 2023-24	n/a	2	1	1	→	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). They have recently had a S202 review decision in their favour and have since accepted an offer of temporary accommodation in North Northamptonshire. We are waiting for this to become available for occupation.
Safe and thriving places	STP38	Percentage of rent collected		No		92.54%	92.54%	96.37%	90.55%	91.65%	96.37%	↑G	Higher is better	97%	5%	This is a cumulative rent collected as a percentage of rent owed figure. June has seen a large increase in collection in both localities. In Kettering this is due to realignment of gross debit on the system.
Safe and thriving places	STP11	Number of (council housing) lettings completed in month		Yes (Annual LAHS return to DLUHC, no target set)	n/a	129	453	137	n/a Quarterly reported	n/a Quarterly reported	137	↑	No polarity	No target - tracking indicator only	N/A	There has been a big increase in the number of lets in June compared to the previous two months, from 38 in May to 63 in June. The weekly voids meeting is helping to manage the voids coming through and those that are moving through to the lettings stage.
Safe and thriving places	STP12	Number of (council house) dwellings vacant and ready to let at month end		Yes (Annual LAHS return to DLUHC, no target set)	n/a	n/a	n/a	21	3	12	6	↓G	Lower is better	10	10 to 15	At the end of June there were 6 properties Ready to Let. The weekly void meetings are helping to ensure that this number is kept to a minimum.
Safe and thriving places	STP36	Number of voids - Kettering Area		No	n/a	n/a	n/a	n/a	67	70	64	↓G	Lower is better	No target - tracking indicator only	N/A	This indicator provides a snapshot at the month end of the number of live HRA voids. At the end of June there was a reduction in the number of voids in the Kettering area. The overall NNC snapshot has been reducing each month. Note: The figures in the Kettering area for March 2023 to date have been updated to include HRA temps, therefore the figures now include all HRA voids.
Safe and thriving places	STP36	Number of voids - Corby Area		No	n/a	n/a	n/a	n/a	85	76	79	↑R	Lower is better	No target - tracking indicator only	N/A	

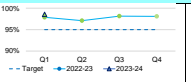
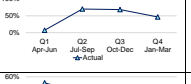
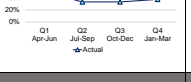
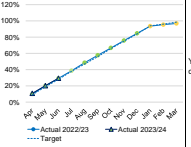



Adults & Housing																
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Year to Date 2022-23	Year to Date 2023-24 (Quarter 1)	April 2023/24	May 2023/24	June 2023/24 / Q1	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP37a	Average time taken to re-let NNC standard void properties		Yes (Annual LAHS return to DLUHC, no target set)		New KPI for 2023-24	New KPI for 2023-24	60.9 days	62.6 days	60.7 days	60.3 days	↑	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 being empty for a long time and provide a more accurate reflection of void turnaround for standard properties. In June 23 there were 52 standard void properties let, this was a big increase on the number of standard void properties let in May (29). The total number of void days for these 52 properties was 3176. 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		No		New KPI for 2023-24	New KPI for 2023-24	217 days	258 days	233 days	217 days	↓G	Lower is better	No target - tracking indicator only	N/A	In June 2023 there were 11 major void properties let. These 11 properties had a total number of void days of 2205. This brought the overall cumulative average void days down to 217 days for major voids.
Safe and thriving places	STP08	% of properties with a valid gas safety certificate		Yes (Regulator of Social Housing - TSM, no target set)	TBD	n/a	n/a	n/a	99.7%	99.7%	99.8%	↑G	Higher is better	100%	99.5% and above is green, 99% and above is amber	At the end of June 2023 there were 19 properties without a valid gas certificate. Of those 19, 4 have now been completed. 7 properties have had legal letters and court dates are being booked. 2 properties have a court date already booked for 04/07/2023. 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.
Safe and thriving places	STP09	Total number of emergency repairs completed		Yes (Regulator of Social Housing - TSM, no target set)	n/a	3897	13765	1259	n/a Quarterly reported	n/a Quarterly reported	1259	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	This indicator measures the number of Emergency Responsive Repairs only which have been completed during the month. The number of emergency responsive repairs completed in April (413), May (413) and June have remained fairly static, with a slight increase (of 20) to 433 for the month of June.
Safe and thriving places	STP10	Total number of non-emergency repairs completed		Yes (Regulator of Social Housing - TSM, no target set)	n/a	4274	16591	1442	n/a Quarterly reported	n/a Quarterly reported	1442	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	This indicator measures the number of Non-Emergency Responsive Repairs only which have been completed during the month. There was a decrease in the number of non-emergency responsive repairs completed in June, from 497 in May to 405 in June.
Safe and thriving places	STP04	Number of active households on Keyways (as at 1st month)		No	n/a	n/a	n/a	N/A	5146	5119	5263	↑	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). Total housing applications active have increased and new applications remain high. 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		No	n/a	2234	6675	1850	606	602	642	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	642 new applications in June 23 in comparison to 428 in June last year (50% increase) with an average for the year to date of 616 new applications. To help highlight the continued demand and trend for the service, analysis has been completed to compare calendar year data. For 2022 there was an average of 515 new applications per month compared to 651 new applications for the first six months of 2023 which represents a 32% increase.
Safe and thriving places	STP39	Number of repair jobs awaiting completion		No		New KPI for 2023-24	New KPI for 2023-24	N/A	1,210	1,453	1,188	↓	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 June shows there was a total of 1,188 repair jobs across Kettering and Corby that are awaiting completion. This is a reduction of 256 jobs awaiting completion compared with the snapshot at the end of May 23. 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.
Safe and thriving places	STP40	Number of repair jobs awaiting completion which are outside of target timescale		No		New KPI for 2023-24	New KPI for 2023-24	N/A	554	670	762	↑	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.

**Children's Services**

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Year to Date 2022-23	Year to Date 2023-24 (Quarter 1)	April 2023/24	May 2023/24	June 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
<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		Yes (also contractual) - target is contractual but not statutory	22.7% (All English Authorities 2021 - LAIT)	30% (2,152)	29% (8,922)	26% (2,467)	28% (703)	23% (924)	25% (840)	↓ A	Lower is better	29%	25% - 40%	Re-referrals have declined this month but remain better than target. It remains an area of ongoing focus with audit and review for learning. The dedicated education roles in MASH are working positively with schools to ensure appropriate referrals and compliments from schools about their roles are increasing. 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 in addition to the external mash review. The high number of cases stepping down is presenting challenges in regards to capacity in Family Support/Early help partnership. COVID: and cost of living crisis has an impact on volume and quality of re-referrals
Better, brighter futures	BBF06 (KPI 3)	% of single assessments authorised within 45 working days		Yes (also contractual) - target is contractual but not statutory	88% We are in the process of identifying more up to date benchmark data for this PL	93% (2,288)	94% (9,704)	95% (2,792)	94% (774)	93% (928)	92% (1090)	↓ A	Higher is better	85%	85% - 95%	Assessment timescales remain consistently above target and national average, remaining the same at 92.7% 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 staff performance issues in DAAT, there is now a positive move towards more appropriate staffing levels being achieved and sustained. 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		Yes (also contractual) - target is contractual but not statutory	10% (All English Authorities 2021/22 - LG Inform)	11.0% (1,231)	11.0% (1,231)	11.1% (1,191)	10.5% (1,212)	10.6% (1,205)	11.1% (1,191)	↓ A	Lower is better	10%	5% - 15%	Performance has declined to 11.1% this month. Consideration of various options to improve sufficiency is continuing, including exploration of capital investment, additional in house resources, as well as improved engagement with the market. Planning permission granted for two new emergency homes 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, Children's Home Capital Programme application with the DIE 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		Yes (also contractual) - target is contractual but not statutory	53% (All English Authorities 2020/21 - LG Inform)	63% (694)	63% (694)	62.7% (684)	64% (687)	63% (686)	62.7% (684)	↓ A	Higher is better	55%	50% - 60%	This month has seen performance decrease slightly to 62.7%, still comparing favourably with 58% across England. Focus in this area continues to be driven through arrangements with local colleges, the virtual school and the senior personal advisor (Education and Employment) with further review of contracted arrangements (Prospects) to be undertaken to ensure we have the best approach support for young people. Work with councils to ensure EET opportunities and support is in place for our care leavers. COVID: has had a significant impact on the mental health and wellbeing of care leavers, targeted work support care leavers to access EET
Better, brighter futures	BBF09 (KPI 10)	% of young people now aged 17-21 and living in suitable accommodation who were looked after when aged 16		Yes (also contractual) - target is contractual but not statutory	89% (All English Authorities 2020/21 - LG Inform)	95% (694)	95% (694)	95.5% (684)	95% (687)	97% (686)	95.5% (684)	↓ A	Higher is better	90%	85% - 95%	Performance for this month decreased to 95.5%, still above the target of 90%. We know that we have some young people in unsuitable accommodation, including a number of young people sentenced to custody, and some who have no accommodation at all. We work hard to address this, tenaciously seeking to engage with young people who may see our attempts at support as interference. The care leavers housing protocol is in place and work is being progressed under the governance of a strategic group; this includes a review of the housing panels and engagement with the housing associations. Helpful discussions with colleagues in the Councils is placing the housing sufficiency needs of care leavers as central to their housing strategies. The Accommodation Transitions Panel is now in operation and ensures all young people have a comprehensive, accommodation-focused, shared, and timely transition plan.
Better, brighter futures	BBF10 (KPI 19)	% of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted		Yes (also contractual) - target is contractual but not statutory	n/a	78% (9)	87% (30)	86% (7)	n/a Quarterly reported	n/a Quarterly reported	86% (7)	↑ G	Higher is better	72%	57% - 77%	Strengthened family finding and matching processes have been implemented which alongside improved permanency tracking arrangements have supported timely decision making process and ability to progress adoption placements. The use of foster to adopt placements have also positively influenced this performance indicator. COVID: it has taken longer for courts to hold final hearings which could have a longer term impact on this target
Better, brighter futures	BBF27 (KPI 5)	% of initial child protection conferences held within 15 days of a strategy discussion being initiated		Yes (also contractual) - target is contractual but not statutory		New as corporate KPI for 2023-24	New as corporate KPI for 2023-24	36% (343)	13% (134)	47% (104)	56% (105)	↑ G	Higher is better	81%	66% - 86%	Performance improved this month, but is below where we need it to be. High volumes of ICPC demand continues (June - 105; 89% conversion to CP Plans - positive). Late convening requests remains main issue. Late requests are spread between Safeguarding and DAAT teams. DAAT business support gaps continue to present challenges Latest data evidences continuing improving trajectory, but not to levels required. High volumes of RCPC's in July following spike of ICPCs in April, plus late convening requests compound performance pressures, as new CPC's need to be convened in already busy diaries. Average days from strategy mtg to ICPC remained at 18 days in June (positive). 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. DAAT managers support SW's with additional training on process, recording and requesting strategy discussions and convening conferences. CP Chair duty system can assist referring managers with threshold decision-making and this is promoted to all teams.
Better, brighter futures	BBF28	Number of children with a Child Protection Plan		Yes		New as corporate KPI for 2023-24	New as corporate KPI for 2023-24	714	680	687	714	↑	No polarity	TBD		The number of children subject to plans increased to 714 children in June 2023, 27 children more than the previous month. So far in the academic year 2022-23, an average of 677 children have been subject to plans. June 2023 marks the highest performance since April 2021. There are 101 more children subject to plans now than one year ago and 54 more than two years ago. The cohort has increased by a net 38 children since September 2022. [Intelligent Client Function commentary]
Better, brighter futures	BBF29	Number of children in care		Yes		New as corporate KPI for 2023-24	New as corporate KPI for 2023-24	1,191	1,212	1,205	1,191	↓	No polarity	TBD		The number of children in care decreased to 1,191 at the end of June 2023, 14 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 50 children. Prior to July 2022, the cohort had never exceeded 1,200. The number of children in care ranged from 1,206 to 1,241 between July 2022-May 2023. June marks the first occasion in eleven months where less than 1,200 children were reported to be in care. So far in 2023-24, an average of 1,203 children have been reported to be in care. [Intelligent Client Function commentary]

Children's Services																
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<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)		Yes (part of SEN 2 return)	57.9% All English Authorities 2021 - LAIT	74.0%	51.8%	65.3%	69.6%	45.7%	81.0%	↑G	Higher is better	Target under review	n/a	81.0% of EHC plans (including exceptions) were issued within 20 weeks in June 2023, the best performance of the measure's history. Performance this month also shows an improvement from last month's low of 45.7% EHC plans issued within 20 weeks. Before this month, the highest performance was recorded between February-March 2022, with 75.6% and 76.8% of EHC plans issued on time respectively. The last six months (January-June) registered an average of 69.0% of plans issued on time per month, compared with an average of 50.1% of plans issued on time during the same period of last year. The overall performance for this measure compares favourably with one year ago. 56.7% of EHC plans were issued on time in the last 12 months whereas 32.9% of EHC plans were issued on time during the corresponding months of last year. (Intelligent Client Function commentary) 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	BBF22	Number of children without a school place		No	TBC	76	n/a Not reported until Nov 22 - Monthly thereafter	274	100	140	274	↑R	Lower is better	Target under review	n/a	There were 274 children without a school place at the end of June, almost double the volume reported in May which is the only other month for which figures are available. The increase was almost entirely attributable to School Admissions, which registered an increase from 6 children in May to 126 children in June. However, the EP and SEN Support & EHC services also reported increases by 9 children and 5 children respectively. The number of children without a place in a mainstream school increased from 120 children in May to 140 children in June. By comparison, there were 154 children without place in a mainstream school this time last year. (Intelligent Client Function commentary)
Better, brighter futures	BBF32	Current number of home educated children		Not yet statutory but reported as part of "Elective Home Education/ Children missing in education" data return to DfE.		New as corporate KPI for 2023-24	New as corporate KPI for 2023-24	855	855	876	855	↓	No polarity	N/A - Tracking	n/a	The electively home educated population decreased from the peak of 876 children at the end of May to 855 children at the end of June. Earlier, May had registered the ninth consecutive month-on-month increase along the way to posting the highest number of electively home educated children so far. This time last year there were 626 electively home educated children, so the cohort is more than a third greater than it was at the end of June 2022. June 2022 had marked a seven-month low, following eight successive month-on-month increases. This year, eleven successive month-on-month increases were recorded through to May, but June itself saw the equal third highest number of children electively educated at home. More than a third of electively home educated children have been educated at home for more than two years (35.3%) and a further 18.6% have been educated at home for 1-2 years. Each of the last three months have seen at least 460 children educated at home for more than two years, the highest volumes recorded. (Intelligent Client Function commentary)
Better, brighter futures	BBF33	Number of children currently missing from education (Year 1-11)		Not yet statutory but reported as part of "Elective Home Education/ Children missing in education" data return to DfE.		New as corporate KPI for 2023-24	New as corporate KPI for 2023-24	103	142	123	103	↓G	Lower is better	N/A - Tracking	n/a	At the end of June there were 103 children missing from education, the least in the 29 months for which figures are available. The missing children population is significantly smaller now it was at this point in the academic years 2020-21 and 2021-22: On this month two years ago there were 43 more children missing from education and on this month last year there were 30 more missing children. For the first time since August 2022, there are no children missing for more than two years. Only 2 children have been missing for one year or more, the least recorded thus far. 82.5% of children missing from education have been missing for three months or less. There are now 59.5% fewer children missing from education than there were at the end of September last year. (Intelligent Client Function commentary).
Better, brighter futures	BBF36	% Education Health Care Plan Annual Reviews completed within 4 weeks of meeting		Statutory Duty but not reported		New as corporate KPI for 2023-24	New as corporate KPI for 2023-24	80.2%	77.0%	82.1%	N/A reported one month in arrears	↑G	Higher is better	N/A - Tracking	n/a	82.1% of annual reviews were completed within 4 weeks of meeting in May 2023, this marks the best performance ever recorded for this measure for North Northamptonshire (since April 2021), and improvement from last month's performance of 77.0%. The last two months have reported exceptionally high volumes for the annual reviews completed within 4 weeks of meeting, scoring the highest performance ever recorded in the history of this measure. By comparison, 0.0% and 1.0% of annual reviews were completed on time during April 2022 and May 2022. The most recent months have produced the best performances in the last two years: An average of 46.3% of annual reviews were completed on time between December-May this year compared with an average of 1.1% of annual reviews completed on time during the same period in 2021-22. In the last 12 months, an average of 34.9% of annual reviews were completed within 4 weeks of meeting. (Intelligent Client Function commentary).
Better, brighter futures	BBF30	Percentage of Early Years PVI Settings (non-domestic) judged as Good or Outstanding by Ofsted/ISI	99% Early Years Settings (non-domestic) good or outstanding	No		New as corporate KPI for 2023-24	New as corporate KPI for 2023-24	99.0%	n/a reported Quarterly	n/a reported Quarterly	99.0%	N/A	Higher is better	N/A - Tracking	n/a	99.0% of Early Years PVI settings excluding domestic have been rated as Good or Outstanding by OFSTED for the last four months. This is a slightly inferior decline in position compared with since the preceding period of December 2022-February 2023, which saw 100% of settings excluding domestic rated as Good or Outstanding. In May 2022, 70.8% of settings excluding domestic were rated as Good or Outstanding. The subsequent seven months produced a period of instability, with performance usually under 95%. So far in the academic year 2022-23, an average of 97.0% non-domestic Early Years PVI settings excluding domestic have been rated as Good or Outstanding by OFSTED.
Better, brighter futures	BBF31	Percentage of Early Years PVI Settings (Childminders) judged as Good or Outstanding by Ofsted	100% Early Years Settings (Childminders) good or outstanding	No		New as corporate KPI for 2023-24	New as corporate KPI for 2023-24	100.0%	n/a reported Quarterly	n/a reported Quarterly	100.0%	N/A	Higher is better	N/A - Tracking	n/a	All PVI childminder settings were rated as Good or Outstanding by OFSTED at the end of June. It was the third successive month in which perfect performance of 100% has been achieved, following four straight months when 99.4% had been reported. In April 2022, 95.7% of childminder settings were rated as Good or Outstanding. The subsequent seven months produced a period of instability, with performance usually under 95%. Since December 2022 at least 99% of Early Years PVI settings excluding domestic have been rated as Good or Outstanding by OFSTED.

Finance Services																	
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4 22-23	Year to Date 2022/23	Year to Date 2023/24 (Quarter 1)	Quarter 1 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments			
<b>Finance</b>																	
Modern Public Services	MPS01	% of invoices paid within 30 days		Yes	n/a	98.1% 9796 out of 9976	97.8% 38061 out of 38917	98.6% 8573 out of 8699	98.6% 8573 out of 8699	↑	Higher is better	95%	Tolerance TBC	This KPI continues to exceed target and has reported over 98% each month of the quarter.			
Modern Public Services	MPS02	Estimated total value of contracts (over the contract term) awarded to local suppliers (post code starting "NN") following a procurement process being ran equal to and above £100k		No	n/a	46% £15,381,987.10 local spend of £33,028,993.10	49% £29,106,209.10 local spend of £59,246,015.10	96% £3,512,750.00 from a total spend of £3,645,250.00	96% Local spend of £3,512,750.00 from a total spend of £3,645,250.00	↑	N/A	No Target-Tracking Only	No tolerance	In quarter 1, there were two (2) contracts awarded equal to or exceeding £100,000. -'NNC- Garden Waste Processing' (this contract was procured via an open tender, and awarded to one (1) non-local supplier. The awarded contract value was £132,500.00 -'NNC Sports Facility Strategy and Playing Pitch Strategies' (this contract was procured via a request for quotation, and awarded to one (1) local supplier. The awarded contract value was £3,512,750.00			
Modern Public Services	MPS03	% count of local suppliers (post code starting "NN") awarded a contract following a procurement process being ran equal to and above £100k		No	n/a	38% 6 local out of 16 total suppliers from 16 contracts	38% 12 local out of 32 total suppliers from 30 contracts	50% 1 local supplier out of a total of 2 suppliers from 2 contracts	50% 1 local supplier out of a total of 2 suppliers from 2 contracts	↑	N/A	No Target-Tracking Only	No tolerance	In quarter 1, there were two (2) contracts awarded equal to or exceeding £100,000. One (1) was awarded to a local supplier and one (1) was awarded to a non-local supplier.			
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	June 2022/23	Quarter 4 22-23	Year to Date 2022/23	Year to Date 2023/24 (Quarter 1)	April 2023/24	May 2023/24	June 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		Yes, reported on a quarterly basis but no target set by government	96.07% (All English Authorities 2021/22 - LG Inform)	29.31% (TTD) £21,003,946.68 (collected in June) achieved of the monthly target (28.00%)	96.80% (TTD) £27,746,071.67 (collected in Oct) achieved of the monthly target (98.00%)	96.80% (TTD) £201,226,226.98 (collected in year) achieved of the monthly target (98.00%)	29.39% (TTD) £71,213,944.19 (collected TTD) achieved of the monthly target (28.00%)	10.80% (TTD) £26,153,852.42 (collected in Apr) achieved of the monthly target (9.00%)	20.19% (TTD) £22,741,994.84 (collected in May) achieved of the monthly target (19.00%)	29.39% (TTD) £22,338,498.92 (collected in June) achieved of the monthly target (28.00%)	↑	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		Yes, reported on a quarterly basis but no target set by government	96.33% (All English Authorities 2021/22 - LG Inform)	28.87% (TTD) £13,183,353.26 (collected in June) achieved of the monthly target (28.00%)	97.85% (TTD) £19,629,271.07 (collected in Oct) achieved of the monthly target (98.00%)	97.85% (TTD) £193,926,162.07 (collected in year) achieved of the monthly target (98.00%)	28.92% (TTD) £67,126,437.49 (collected TTD) achieved of the monthly target (28.00%)	9.84% (TTD) £15,980,020.06 (collected in Apr) achieved of the monthly target (9.00%)	19.92% (TTD) £16,526,473.34 (collected in May) achieved of the monthly target (19.00%)	28.92% (TTD) £14,617,426.18 (collected in June) achieved of the monthly target (28.00%)	↑	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.

Customer & Governance

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4	Year to Date	Year to Date	Apr-23	May-23	Jun-23	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments																																							
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<b>Information Governance</b>																																																							
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 the rights and freedoms of individuals.                      • A 'Reportable breach' has a significant impact on the rights and freedoms of individuals. These are required to be reported to the Information Commissioner's Office (ICO).</p>	<table border="1"> <caption>Total number of data breaches</caption> <thead> <tr> <th>Month</th> <th>2022-23</th> <th>2023-24</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>12</td><td>12</td></tr> <tr><td>May</td><td>10</td><td>10</td></tr> <tr><td>Jun</td><td>12</td><td>12</td></tr> <tr><td>Jul</td><td>12</td><td>12</td></tr> <tr><td>Aug</td><td>12</td><td>12</td></tr> <tr><td>Sep</td><td>12</td><td>12</td></tr> <tr><td>Oct</td><td>12</td><td>12</td></tr> <tr><td>Nov</td><td>12</td><td>12</td></tr> <tr><td>Dec</td><td>12</td><td>12</td></tr> <tr><td>Jan</td><td>12</td><td>12</td></tr> <tr><td>Feb</td><td>12</td><td>12</td></tr> <tr><td>Mar</td><td>12</td><td>12</td></tr> </tbody> </table>	Month	2022-23	2023-24	Apr	12	12	May	10	10	Jun	12	12	Jul	12	12	Aug	12	12	Sep	12	12	Oct	12	12	Nov	12	12	Dec	12	12	Jan	12	12	Feb	12	12	Mar	12	12	No	n/a	36	107	33	12	9	12	↓G	Lower is better	No target - tracking indicator only	N/A	<p>Whilst there has been an overall reduction in breaches in Quarter 1, in June there was a 3rd Party international data incident, potentially affecting 16 million individuals worldwide. A closure report is being provided by the end of July 2023.</p> <p>For reported incidents the Data Protection team continue to ensure that the service area is supported and trained appropriately, in order to manage the existing breaches and to decrease future instances.</p>
		Month		2022-23	2023-24																																																		
		Apr		12	12																																																		
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a) Reportable breaches (ICO) <i>(This was MPS23 reported quarterly, now included monthly as part of this performance indicator)</i>	0	1	1	0	0	1	↑R																																																
b) Non-reportable breaches	36	106	32	12	9	11	↓G																																																
Modern Public Services	MPS16	Number of complaints to Information Commissioners Office (ICO) with respect to handling of Freedom of Information (FOI) requests following internal review.	<table border="1"> <caption>Number of complaints to Information Commissioners Office (ICO) with respect to handling of Freedom of Information (FOI) requests following internal review</caption> <thead> <tr> <th>Quarter</th> <th>2022-23</th> <th>2023-24</th> </tr> </thead> <tbody> <tr><td>Q1 (Apr-Jun)</td><td>1</td><td>1</td></tr> <tr><td>Q2 (Jul-Sep)</td><td>4</td><td>4</td></tr> <tr><td>Q3 (Oct-Dec)</td><td>2</td><td>2</td></tr> <tr><td>Q4 (Jan-Mar)</td><td>2</td><td>2</td></tr> </tbody> </table>	Quarter	2022-23	2023-24	Q1 (Apr-Jun)	1	1	Q2 (Jul-Sep)	4	4	Q3 (Oct-Dec)	2	2	Q4 (Jan-Mar)	2	2	No	n/a	1	4	2	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	↑R	Lower is better	Tracking	No tolerance	<p>Two complaints were received by the ICO related to requests where responses had not complied with the statutory 20 working days timeframe. Whilst the Council will always use best endeavours to comply, on these occasions the services were unfortunately unable to provide the information within the deadlines.</p> <p>The IG team will continue to raise awareness within services and will ensure that they communicate with requestors directly to keep them informed of the situation to alleviate the need to refer to the ICO.</p>																								
Quarter	2022-23	2023-24																																																					
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Modern Public Services	MPS17	Number of complaints to Information Commissioners Office (ICO) upheld by ICO (with respect to handling of Freedom of Information (FOI) requests following internal review).	<table border="1"> <caption>Number of complaints to Information Commissioners Office (ICO) upheld by ICO (with respect to handling of Freedom of Information (FOI) requests following internal review)</caption> <thead> <tr> <th>Quarter</th> <th>2022-23</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 (Apr-Jun)</td><td>0</td><td>0</td></tr> <tr><td>Q2 (Jul-Sep)</td><td>0</td><td>0</td></tr> <tr><td>Q3 (Oct-Dec)</td><td>0</td><td>0</td></tr> <tr><td>Q4 (Jan-Mar)</td><td>0</td><td>0</td></tr> </tbody> </table>	Quarter	2022-23	Target	Q1 (Apr-Jun)	0	0	Q2 (Jul-Sep)	0	0	Q3 (Oct-Dec)	0	0	Q4 (Jan-Mar)	0	0	No	n/a	0	0	2	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	↑R	Lower is better	0 per month	No variation																									
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Modern Public Services	MPS18	Number of complaints to Information Commissioners Office (ICO) with respect to handling of Data Protection (DP) Individual Rights requests.	<table border="1"> <caption>Number of complaints to Information Commissioners Office (ICO) with respect to handling of Data Protection (DP) Individual Rights requests</caption> <thead> <tr> <th>Quarter</th> <th>2022-23</th> <th>2023-24</th> </tr> </thead> <tbody> <tr><td>Q1 (Apr-Jun)</td><td>0</td><td>0</td></tr> <tr><td>Q2 (Jul-Sep)</td><td>3</td><td>3</td></tr> <tr><td>Q3 (Oct-Dec)</td><td>0</td><td>0</td></tr> <tr><td>Q4 (Jan-Mar)</td><td>0</td><td>0</td></tr> </tbody> </table>	Quarter	2022-23	2023-24	Q1 (Apr-Jun)	0	0	Q2 (Jul-Sep)	3	3	Q3 (Oct-Dec)	0	0	Q4 (Jan-Mar)	0	0	No	n/a	0	3	0	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	→	Lower is better	Tracking	No variation																									
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Modern Public Services	MPS19	Number of complaints upheld by Information Commissioners Office (ICO) with respect to handling of Data Protection (DP) Individual Rights requests.	<table border="1"> <caption>Number of complaints upheld by Information Commissioners Office (ICO) with respect to handling of Data Protection (DP) Individual Rights requests</caption> <thead> <tr> <th>Quarter</th> <th>2022-23</th> <th>2023-24</th> </tr> </thead> <tbody> <tr><td>Q1 (Apr-Jun)</td><td>0</td><td>0</td></tr> <tr><td>Q2 (Jul-Sep)</td><td>2</td><td>2</td></tr> <tr><td>Q3 (Oct-Dec)</td><td>0</td><td>0</td></tr> <tr><td>Q4 (Jan-Mar)</td><td>0</td><td>0</td></tr> </tbody> </table>	Quarter	2022-23	2023-24	Q1 (Apr-Jun)	0	0	Q2 (Jul-Sep)	2	2	Q3 (Oct-Dec)	0	0	Q4 (Jan-Mar)	0	0	No	n/a	0	2	0	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	→	Lower is better	0 per month	No variation																									
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Modern Public Services	MPS20	Number of direct disclosure requests (ADR - Access to a Deceased Person's) received	<table border="1"> <caption>Number of direct disclosure requests (ADR - Access to a Deceased Person's) received</caption> <thead> <tr> <th>Quarter</th> <th>2022-23</th> <th>2023-24</th> </tr> </thead> <tbody> <tr><td>Q1 (Apr-Jun)</td><td>6</td><td>6</td></tr> <tr><td>Q2 (Jul-Sep)</td><td>14</td><td>14</td></tr> <tr><td>Q3 (Oct-Dec)</td><td>1</td><td>1</td></tr> <tr><td>Q4 (Jan-Mar)</td><td>1</td><td>1</td></tr> </tbody> </table>	Quarter	2022-23	2023-24	Q1 (Apr-Jun)	6	6	Q2 (Jul-Sep)	14	14	Q3 (Oct-Dec)	1	1	Q4 (Jan-Mar)	1	1	No	n/a	6	14	1 (pre 17.04.23 when new software came into use). Now all ADRs are included within the SARs figures	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	N/A	N/A	N/A - Tracking	No variation	We will no longer be able to report ADRs as a separate KPI since installing our new software system - it does not identify ADRs as a separate case type and all of these requests will now be logged as SARs.																								
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Modern Public Services	MPS22	Number of external Information Commissioners Office (ICO) complaints relating data management of data/breaches	<table border="1"> <caption>Number of external Information Commissioners Office (ICO) complaints relating data management of data/breaches</caption> <thead> <tr> <th>Quarter</th> <th>2022-23</th> <th>2023-24</th> </tr> </thead> <tbody> <tr><td>Q1 (Apr-Jun)</td><td>0</td><td>0</td></tr> <tr><td>Q2 (Jul-Sep)</td><td>2</td><td>2</td></tr> <tr><td>Q3 (Oct-Dec)</td><td>0</td><td>0</td></tr> <tr><td>Q4 (Jan-Mar)</td><td>0</td><td>0</td></tr> </tbody> </table>	Quarter	2022-23	2023-24	Q1 (Apr-Jun)	0	0	Q2 (Jul-Sep)	2	2	Q3 (Oct-Dec)	0	0	Q4 (Jan-Mar)	0	0	No	n/a	0	2	0	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	→	Lower is better	N/A - Tracking	No variation																									
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Customer & Governance

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 4	Year to Date	Year to Date	Apr-23	May-23	Jun-23	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
						22-23	2022-23	2023-24 (Quarter 1)								
<b>Customer Services</b>																
Modern public services.	MPS30	Total number of Stage 1 complaints received by NNC (excluding children's services complaints)		No	n/a	594	1868	651	260	220	171	↑R (Q4-Q1)	Lower is better	No target - tracking indicator only	No target - tracking indicator only	The volume of complaints received remains comparable to previous reporting periods.
Modern public services.	MPS32	Total number of complaints escalated to stage 2		No	n/a	50	147	20	2	9	9	↑R (Q4-Q1)	Lower is better	No target - tracking indicator only	No target - tracking indicator only	There has been a reduction in complaints that customers have escalated to stage 2 in this quarter, compared to both the last quarter and the comparable period last year, indicating that customers generally are satisfied with how the Council has resolved matters raised at stage 1 level.
Modern public services.	MPS31	Total number of complaints received by NNC		No	n/a	644	2015	671	262	229	180	↑R (Q4-Q1)	Lower is better	No target - tracking indicator only	No target - tracking indicator only	There has been a slight increase in complaints received this quarter compared to the last quarter, however the increase is small and there are no notable trends that give rise to this.
Modern public services.	MPS34	% of complaints answered within the Service Level Agreement (20 Working days or agreed extension)		No	TBD	64%	62%	74%	42%	92%	77%	↑G (Q4-Q1)	Higher is better	90%	81%-90%	There has been a significant improvement in the speed of complaint answering in this last quarter, including 92% of complaints being answered within target in May alone. This demonstrates that services are taking complaints more seriously, and the change of the way that resources are used in Customer Services to allocate and chase responses is delivering results. It is therefore expected that further improvements will be made in forthcoming quarters.
Modern public services.	MPS35	% of complaints upheld		No	TBD	13%	18%	23%	5%	32%	26%	↑R (Q4-Q1)	Lower is better	20%	20% - 22%	There has been a slight increase in upheld complaints, however services are learning from mistakes as well as demonstrating that customer satisfaction remains positive.
Modern public services.	MPS37	Total number of notices received of complaints under investigation by Ombudsman		No	n/a	11	40	13	6	5	2	↑R (Q4-Q1)	Lower is better	No target - tracking indicator only	N/A	There has been a slight increase in cases referred to the Ombudsman however the volumes still remain low when taking into account the overall number of complaints received.
Modern public services	MPS39	% of calls answered out of total calls received in customer services		No	n/a	80.67%	83.53%	76.91%	73.83%	80.23%	76.84%	↓R (Q4-Q1)	Higher is better	90%	81% - 90%	Slightly below target however with new telephone system, we will be able to use data to better identify peaks across service better and put things in place to increase performance
Modern public services.	MPS40	% Calls answered within 60 seconds in customer services		No	TBD	70.78%	74.48%	61.82%	61.74%	69.17%	54.54%	↓R (Q4-Q1)	Higher is better	80%	72% - 80%	Slightly below target however with new telephone system, we will be able to better identify peaks across service better and put things in place to increase performance
Modern public services.	MPS41	Number of customers helped by customer services		No	n/a	149974	561051	152373	45232	53738	53403	N/A	N/A	No target - tracking indicator only	N/A	
Modern public services.	MPS42	Number of customer interactions to customer services - split by telephone/face-to-face, email and online form		No	n/a	Telephone 98093, Face to Face 11085, E-Forms 6141, Emails 34311, Web Chat 344	Telephone 372005, Face to Face 34822, E-Forms 31878, Emails 118124, Web Chat 4228	Telephone 94577, Face to Face 10665, E-Forms 7474, Emails 39657	Telephone 29840, Face to face 3952, E-Forms 2605, Emails 8835	Telephone 30691, face to face 3608, E-Forms 2460, Emails 16979	Telephone 34046, face to face 3105, E-forms 2409, Emails 13843	↑ (Q4-Q1)	N/A	No target - tracking indicator only	N/A	This data is for information only