

## North Northamptonshire Council Performance Report - July 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	Year to Date 2022-23	Quarter 1 23-24	Year to Date 2023-24	June 2023/24	July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
<b>Growth &amp; Regeneration</b>															
Safe and thriving places	STP15	Percentage of major planning applications determined within 13 weeks (or within agreed extension of time)		Yes (we have set the target higher than statutory level)	94% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2022/23)	92.93%	92.31%	88.24%	100%	75%	↓ R	Higher is better	90%	85% - 90%	Performance this month has dropped, but because case numbers for major applications is relatively low, this is the result of a single application being determined outside of the timeframe. Year to date performance is slightly below target but within tolerance. At this point in the year as the applications numbers are relatively low they remain 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)	87% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2022/23)	83.04%	73.91%	76.00%	65.00%	81.82%	↑ G	Higher is better	85%	80% - 85%	Performance against the target has improved this month and although slightly below target, is within tolerance. 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)	88% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2022/23)	85.67%	83.81%	85.00%	80.85%	89.02%	↑ G	Higher is better	88%	83% - 88%	Performance has improved this month and is above target. Planning officer capacity remains challenging but recruitment is ongoing.

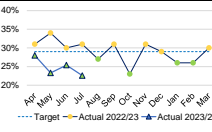
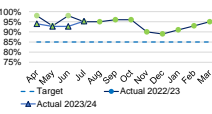
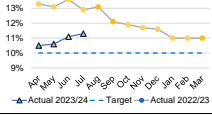
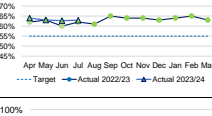
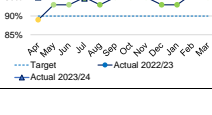
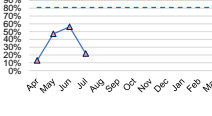
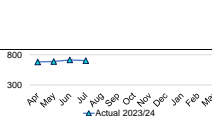
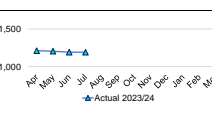
Place & Economy															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2022-23	Quarter 1 23-24	Year to Date 2023-24	June 2023/24	July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
<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 - Contractual	n/a	N/A	4069	17064	4069	3533	↓G	Lower is better	No target - tracking indicator only	N/A	The total number of carriageway defects left at the end of the month has fallen slightly again in July. This is to be expected in the summer.
		P1 (Target response time within 24 hours)				N/A	0	0	0	0	→				
		P2 (Target response time within 7 days)				N/A	0	54	0	13	↑R				
		P3 (Target response time within 28 days)				N/A	608	3097	608	398	↓G				
		P4 (Target response time within 26 weeks)				N/A	3461	13913	3461	3122	↓G				
Safe and thriving places	STP30	Number of Defects Repaired in the network in period, split by category		No - Contractual	n/a	17376	4953	6528	1783	1575	↓R	Higher is better	No target - tracking indicator only	N/A	The overall number of carriageway defects, needing to be repaired by category, has fallen slightly in three out of four cases when compared to the June figures. This is to be expected in the summer and has allowed the contractor to accelerate P4 repairs. This means more of the works identified as requiring a 26 week repair will have been completed before pothole numbers increase again next winter
		P1 (Target response time within 24 hours)				30	6	6	1	0	↓R				
		P2 (Target response time within 7 days)				1045	217	271	72	54	↓R				
		P3 (Target response time within 28 days)				9100	2863	3393	881	530	↓R				
		P4 (Target response time within 26 weeks)				7201	1867	2858	829	991	↑G				
Safe and thriving places	STP31	Percentage of defects responded to within the time/frames specified, split by category		No - Contractual	n/a	95.41% (16579 out of 17377)	86.81% (3737 out of 4305)	91.25% (8367 out of 9169)	95.41% (1082 out of 1134)	97.15% (1090 out of 1122)	↑G	Higher is better	P1 and P2 97.5% P3 and P4 90%	No Tolerance	All targets have been met again this month.
		P1 (Target response time within 24 hours)				100% (30 out of 30)	100% (6 out of 6)	100% (6 out of 6)	100% (1 out of 1)	N/A (0 out of 0)	→				
		P2 (Target response time within 7 days)				99.62% (1041 out of 1045)	99.09% (217 out of 219)	99.28% (274 out of 276)	100% (73 out of 73)	100% (57 out of 57)	→				
		P3 (Target response time within 28 days)				93.54% (8512 out of 9100)	86.72% (2293 out of 2644)	88.1% (2738 out of 3108)	95.32% (631 out of 662)	95.91% (445 out of 464)	↑G				
		P4 (Target response time within 26 weeks)				97.15% (6996 out of 7201)	85.03% (1221 out of 1436)	76.07% (1809 out of 2037)	95.32% (377 out of 398)	97.84% (588 out of 601)	↑G				
Greener, sustainable environment	GSE06	Fly tipping: number of fly tips reported		No	n/a	2784	886	886	358	n/a reported Quarterly	↑R	Lower is better	No target - tracking indicator only	N/A	Reported quarterly - monthly breakdown is available. Q1 2023-24 is currently unvalidated.
Greener, sustainable environment	GSE07	Percentage of waste diverted from landfill		No (Nationally measured, so able to benchmark)	95.32% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2021/22)	92.22%	97.48% (Q1 23-24)	97.48% (Q1 23-24)	97.48% (Q1 23-24)	n/a reported Quarterly	↑G	Higher is better	88%	3% (85.36% - 88%)	Q1 2023-24 is currently unvalidated - it will be submitted to Waste Data Flow by 31st Sept 2023, and validated in October.

Finance Services

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	July 2022/23	Year to Date 2022/23	Quarter 1	Year to Date 2023/24	June 2023/24	July 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	95.97% (Mean Average CIPFA Near Neighbours - LG Inform 2022/23)	38.70% (YTD) 101.84% achieved of the monthly target (38.00%)	96.80% (YTD) 96.78% achieved of the monthly target (96.00%)	29.39% (YTD) 104.80% achieved of the target (28.00%)	38.60% (YTD) 101.58% achieved of the target (38.00%)	29.39% (YTD) 104.96% achieved of the monthly target (28.00%)	38.60% (YTD) 101.58% achieved of the monthly target (38.00%)	↓	Higher is better	98% (Annual target)	No tolerance	Performance is above target, however it is slightly below compared to the same point in time last year. This is likely to be due to the cost of living crisis and we will continue to monitor the situation closely.
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	97.13% (Mean Average CIPFA Near Neighbours - LG Inform 2022/23)	37.44% (YTD) 96.53% achieved of the monthly target (38.00%)	97.05% (YTD) 99.03% achieved of the monthly target (96.00%)	28.92% (YTD) 103.29% achieved of the target (28.00%)	38.79% (YTD) 102.08% achieved of the target (38.00%)	28.92% (YTD) 103.29% achieved of the monthly target (28.00%)	38.79% (YTD) 102.08% achieved of the monthly target (38.00%)	↓	Higher is better	98% (Annual target)	No tolerance	Performance is above target and above last year's collection at the same point in time, which represents a strong start to the year. Close monitoring will continue due to the impact of the cost of living crisis.

**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 23-24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL22	Smoking quit rate at 4 weeks		2,225 per 100,000 (Mean average CIPFA near neighbours 2019/20)	n/a	64.5% (Jan-Mar 2023) 300 out of 465	62.86% (Apr 2022-Mar 2023) 792 out of 1260	64.8% (Apr-Jun 2023) 223 out of 344	↑G	Higher is better	60%	5%	This indicator represents North Northamptonshire. The service is very pleased to see that we are consistently achieving our 60% target. We had a vacant Stop Smoking Advisor position for the majority of quarter one which explains why the volume of people setting quit rates was less than Q4. Thankfully, after a difficult few months, this position has been filled, and we expect to increase the number of service users engaging with the team.
Better, Brighter Futures	BBF02	% of infants due a new birth visit that received a new birth visit within 14 days of birth		75.7% (Mean average CIPFA near neighbours 2020/21)	88.2% (England 2020/21 - LG Inform)	95.6% (Jan-Mar 2023) 759 out of 794	96.2% (Apr 2022-Mar 2023) 3348 out of 3483	91.6% (Apr-Jun 2023) 754 out of 823	↓	Higher is better	90%	5%	This indicator represents North Northamptonshire. Benchmark updated: England 2020/21. The Health Visiting Service is working hard to achieve their targets. Activity continues to improve. This quarter they have achieved a rate of 91.6% of the NBV mandated target, whilst than last quarter's 96.2% they are above the English average of 88.2%. The service is seeing the most of the remaining children by 28 days. The service has recently recruited a skill mix of staff in the 0-19 service to enable the team to increase their capacity and ability to see every child for their mandated health checks
Active, fulfilled lives	AFL20	% of in-year eligible population offered an NHS Health Check		4.9% (Mean average CIPFA near neighbours Q4 2022/23)	n/a	24.4% (Jan-Mar 2023) 5690 out of 23347	61.9% (Apr 2022-Mar 2023) 14442 out of 23347	25.8% (Apr-Jun 2023) 6020 out of 23338	↑G	Higher is better	25% (100% annual target)	5%	Further detail on ALF20 and ALF21:- The NHS Health Check programme has now recovered to - and exceeded - pre-Covid-19 performance. North Northants is seeing much better engagement from 35 Sixy Care Partnership (federation of 25 GP practices, and from Lakeside Healthcare (3 GP Practices including large Corby site). The NHS Health Check programme is about to be re-commissioned and is on the agenda for Executive Committee 17th August 2023, for the new contract to go live 1st April 2024. The next few months will see a robust engagement process followed by a mobilisation period inclusive of training and information sessions to 'relaunch' the programme and address some remaining quality issues, e.g. making sure second and third invites are sent to non-responders, that invites are accessible and engaging and that health checks delivered are compliant with the specification. This will all help ensure a more consistent and better performing NHS Health Check programme.
Active, fulfilled lives	AFL21	% of in-year eligible population who received an NHS Health Check		2.2% (Mean average CIPFA near neighbours Q4 2022/23)	n/a	9.8% (Jan-Mar 2023) 2298 out of 23347	25.2% (Apr 2022-Mar 2023) 5880 out of 23347	9.1% (Apr-Jun 2023) 2115 out of 23338	↓R	Higher is better	15% (60% annual target)	5%	The NHS Health Check programme is about to be re-commissioned and is on the agenda for Executive Committee 17th August 2023, for the new contract to go live 1st April 2024. The next few months will see a robust engagement process followed by a mobilisation period inclusive of training and information sessions to 'relaunch' the programme and address some remaining quality issues, e.g. making sure second and third invites are sent to non-responders, that invites are accessible and engaging and that health checks delivered are compliant with the specification. This will all help ensure a more consistent and better performing NHS Health Check programme.
Better, Brighter Futures	BBF01	Breastfeeding rate at 6-8 weeks		49% (Mean average CIPFA near neighbours 2021/22)	49.3% (England - PHOF) 2021/22	48.5% (Jan-Mar 2023) 362 out of 746	47.1% (Apr 2022-Mar 2023) 1537 out of 3263	48.3% (Apr-Jun 2023) 379 out of 784	↑G	Higher is better	55%	52.25% - 55%	This indicator represents North Northamptonshire. Benchmark updated: England 2021/22. This quarter has seen an increase in the breastfeeding rates from 47.1% to 48.3%. The breastfeeding peer support service continues to support this work across the county. Public Health are developing an emergency Infant feeding pathway to support parents in poverty unable to afford Infant formula & provide essential nutrition to their babies under one. Local insight is indicating that poverty is contributing to an increase in breastfeeding.
Better, Brighter Futures	BBF03	% of children who received a 6-8 week view by the time they were 8 weeks		81.2% (England - Q2 2021/22)	81.2% (England - Q2 2021/22)	93.0% (Jan-Mar 2023) 746 out of 802	93.4% (Apr 2022-Mar 2023) 3263 out of 3459	94.2% (Apr-Jun 2023) 786 out of 834	↑G	Higher is better	90%	5%	This indicator represents North Northamptonshire. Benchmark updated: Q2 England 2021/22. The Health Visiting Service continues to work through this challenging period, the service remains above the England average achieving 94.3% of the 6-8 week mandated target. The service has recently recruited a skill mix of staff in the 0-19 service to enable the team to increase their capacity and ability to see every child for their mandated health checks
Better, Brighter Futures	BBF04	% mothers known to be smokers at the time of delivery		10.8% (Mean average CIPFA near neighbours 2021/22)	9.1% (England 2021/22 - PHOF)	10.6% (Q4 2022/23)	11.1% (Q1-4 2022/23)	9.7% (Q1 2023/24)	↓G	Lower is better	11%	11% - 12%	This indicator represents North Northamptonshire. It is very good to see that that SATOD rates are dropping, however it is clear that they are not dropping quickly enough. We are hopeful that the rollout of the NHS maternity tobacco dependency offer will help speed up the decline.
Better, Brighter Futures	AFL23	% substance misuse clients waiting more than 3 weeks for their first intervention		9.3% (England Q2 2022/23 - NDTMS)	9.3% (England Q2 2022/23 - NDTMS)	1.1% (Q4 2023) 2 out of 184	0.3% (Q1-4 2023) 2 out of 613	0% (April & May)	N/A (data for Q1 is only April and May at this stage)	Lower is better	No target - tracking indicator only	National target will be available in April 2024	June data is not yet available so the result for April & May has so far been included for 'Q1'. This will be updated within the next performance update. North Northamptonshire's Substance Misuse Programme continues to meet all demands for waiting times for patients starting treatment.

Children's Services															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2022-23	Quarter 1 2023-24	Year to Date 2023-24	June 2023/24	July 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	21.9% Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	29% (8,922)	26% (2,467)	24.80%	25.4% (840)	22.6% (690)	↑G	Lower is better	29%	25% - 40%	Re-referrals have improved this month and 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 learner 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.
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 PI.	94% (9,704)	95% (2,792)	93.60%	92.7% (1090)	95.3% (1032)	↑G	Higher is better	85%	85% - 95%	Assessment timescales remain consistently above target and national average, improving to 95.3% 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 SoPs in our interventions. (Trust commentary)
Better, brighter futures	BBF07 (KPI 6)	% Children in care with three or more placements in the previous 12 months		Yes (also contractual) - target is contractual but not statutory	10% Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	11.0% (1,231)	11.1% (1,191)	11.3%	11.1% (1,191)	11.3% (1,191)	↓A	Lower is better	10%	5% - 15%	Performance has declined to 11.3% this month. Consideration of various options to improve sufficiency is continuing, including exploration of capital investment, additional in house resources, as well as improved engagement with the market. Planning permission granted for two new emergency homes and valuing care project has commenced.  Through improved edge of care arrangements, the close oversight on admissions to care, and the developments within placement sufficiency, we are confident we can reduce the need for child to move home as frequently. Positively, Childrens Home Capital Programme application with the 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	56.95% Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	63% (694)	62.7% (684)	62.9%	62.7% (684)	62.9% (685)	↑G	Higher is better	55%	50% - 60%	This month has seen performance increase slightly to 62.9%, continuing to compare 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)	95.5% (684)	94.7%	95.5% (684)	94.7% (684)	↓A	Higher is better	90%	85% - 95%	Performance for this month decreased to 94.7%, 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. (Trust commentary)
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	84.3% Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	New as corporate KPI for 2023-24 (343)	36%	33.50%	56.2% (105)	21.8% (87)	↓A	Higher is better	81%	66% - 86%	Performance declined this month, well below where we need it to be. High volumes of ICPC demand continues (July - 87; 85% conversion to CP Plans - positive). June and July impacted by high number of review conferences following record high number of ICPCs in April, impacting on CP Chairs availability for ICPCs in month. CP Chairs average caseload now above 100. Average no. days from strat. to ICPC = 22.  Performance has also been negatively impacted this month by 3 business support vacancies in CP Conferencing Service. Recruitment is in progress. Late convening requests continue to be an issue mainly due to staff turnover and are spread between Safeguarding and DAAT teams. DAAT business support gaps continue to present challenges and an additional post will be in place from the end of the month.  High volumes of RCPCs in July following spike of ICPCs in April, plus late convening requests and business support vacancies, compound performance pressures, as new CPC's need to be convened in already busy diaries.  ICPCs 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. (Trust commentary)
Better, brighter futures	BBF28	Number of children with a Child Protection Plan		Yes	565 Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	New as corporate KPI for 2023-24 (714)	714	702	714	702	↓	No polarity	TBD	TBD	702 children were subject to a Child Protection Plan in July 2023. Following the peak of 714 children with a CPP in June 2023, the population of children with CPPs has decreased by 12 children. Less than 700 children were registered in the cohort between April 2021 - May 2023. However, the last two months have registered at least 702 children with CPPs.  There are 90 more children subject to plans now than one year ago and 58 more children than two years ago. The cohort has increased by a net 26 children since the beginning of the academic year 2022-23. By comparison, the corresponding period in the last two years saw decreases instead.
Better, brighter futures	BBF29	Number of children in care		Yes	1,050 Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	New as corporate KPI for 2023-24 (1,191)	1,191	1,191	1,191	1,191	⇔	No polarity	TBD	TBD	The number of children in care was 1,191 at the end of July 2023. An average of 1,219 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. There are now 26 children less in care than a year ago, in July 2022. Yet, the number of children in care was 1123 in July 2021. This indicates that the population of children in care has increased by a net of 68 children in two years.  Prior to July 2022, the cohort had never exceeded 1,200. However, between July 2022 and May 2023, the number of children in care ranged from 1,205 to 1,241. July 2023 marks the second consecutive month where less than 1,200 children were reported to be in care. So far in 2023-24, an average of 1200 children have been reported to be in care.

**Children's Services**

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2022-23	Quarter 1 2023-24	Year to Date 2023-24	June 2023/24	July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
<b>Learning, Skills &amp; Education</b>															
TBC	BBF12 (LS3a)	% of primary schools judged as good or outstanding by Ofsted			87% Mean for NNC Children's Services LAIT near neighbours 2021/22	82.0%	82.0%	84.7%	n/a Termly reported	84.7%	↑G	Higher is better	Target under review	n/a	The number of primary schools in North Northamptonshire judged by OFSTED to be Good or Outstanding continues to increase. However, the total remains below the national average of 89%. It is anticipated further progress will be made as more schools are inspected in the coming term
						91 out of 111	91 out of 111	94 out of 111		94 out of 111					
TBC	BBF13 (LS4a)	% of secondary schools judged as good or outstanding by Ofsted			80% Mean for NNC Children's Services LAIT near neighbours 2021/22	75%	80.0%	80.0%	n/a Termly reported	80.0%	↑G	Higher is better	Target under review	n/a	The number of secondary schools in North Northamptonshire judged by OFSTED to be Good or Outstanding continues to increase. This is now in line with the national average of 80%. It is anticipated further progress will be made as more schools are inspected in the coming term
						15 out of 20	16 out of 20	16 out of 20		16 out of 20					
Better, brighter futures	BBF15 (LS6a)	Rate of suspensions in primary aged pupils			1.69% Mean for NNC Children's Services LAIT near neighbours 2021/22	1.53%	0.33%	0.45%	n/a Termly reported	0.45%	↓G	Lower is better	Target under review	n/a	42 suspensions were issued at the end of July 2023. So far in Summer Term 2023, 130 suspensions were known to have been issued, 34 less suspensions were issued during the same period of Summer Term 2022. In Spring Term 2023, 226 suspensions were known to have been issued. 282 suspensions were issued in Autumn Term 2022, 5% more than were issued during in Autumn Term 2021. 174 suspensions are known to have been issued in the Summer Term 2022, 32% more than were issued in the Summer Term 2021. 229 suspensions were issued in the Spring Term 2022, almost double the volume that were issued in the covid-affected Spring Term 2021. The rate of suspension in primary aged pupils has decreased from 0.7% in Spring Term 2023 to 0.4% in Summer Term
						487 out of 31862	104 out of 31862	146 out of 32252		146 out of 32252					
Better, brighter futures	BBF16 (LS7a)	Rate of suspensions in secondary aged pupils			13.22% Mean for NNC Children's Services LAIT near neighbours 2021/22	12.37%	4.55%	5.57%	n/a Termly reported	5.57%	↑R	Lower is better	Target under review	n/a	247 suspensions were issued for secondary aged pupils at the end of July 2023. So far in Summer Term 2023, a total of 1173 suspension have been issued. This is a better outcome than the volume reported during the same period of Summer Term 2022 (1337). 1455 suspensions were known to have been issued in Spring Term 2023, a slightly worst performance compared to Spring Term 2022 for which 1211 suspension were reported. The lowest volume of suspensions in secondary aged pupils occurred in covid-affected Spring Term 2021, with only 319 issued suspensions. 1878 suspensions were issued in Autumn Term 2022, 44% less than were issued during in Autumn Term 2021. 1337 suspensions are known to have been issued in the Summer Term 2022, 51% less than were issued in the Summer Term 2021. (Children's Performance Team commentary)
						3030 out of 24494	1114 out of 24494	1361 out of 24434		1361 out of 24434					
Better, brighter futures	BBF17 (NI 114a)	Rate of Permanent exclusions from school - Total			0.09% Mean for NNC Children's Services LAIT near neighbours 2021/22	0.103%	0.035%	0.048%	n/a Termly reported	0.048%	↓G	Lower is better	Target under review	n/a	7 permanent exclusions were issued at the end of July 2023, 4 exclusions more than last month. So far in Summer Term 2023, a total of 24 permanent exclusions have been issued. A similar outcome was achieved in Summer Term 2022 (23 permanent exclusions) 33 permanent exclusions were known to have been issued in Spring Term 2023, a higher proportion compared to the same period last year. Only 14 suspensions were issued in January-March 2022 combined, 58% more than have been issued so far in Spring Term 2023. A total of 14 permanent exclusions were issued in Spring Term 2022, 14% less than were issued during covid-affected Spring Term 2021. 30 permanent exclusions were known to be issued during Autumn Term 2022, 27% less than were issued in Autumn Term 2021
						58 out of 56356	20 out of 56356	27 out of 56686		27 out of 56686					
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)	37.8% Mean for NNC Children's Services LAIT near neighbours 2021/22	51.8%	66.7%	68.8%	83.7%	74.1%	↓R	Higher is better	Target under review	n/a	74.1% of EHC plans (including exceptions) were issued within 20 weeks in July 2023. This marks a slight decline from last month performance of 83.7%. The highest performance was recorded between January-April 2023, with an average of 71.9% EHC plans issued on time during that period. The last seven months (January-July) registered an average of 70.3% of plans issued on time per month, compared with an average of 48.9% of plans issued on time during the same period of last year. The overall performance for this measure compares favourably with one year ago. 59.7% of EHC plans were issued on time in the last 12 months whereas 35.3% of EHC plans were issued on time during the corresponding months of last year. (Children's Performance Team commentary)
						369 out of 712	96 out of 144	139 out of 202	36 out of 43	43 out of 58					

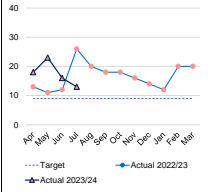
Children's Services															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2022-23	Quarter 1 2023-24	Year to Date 2023-24	June 2023/24	July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Better, brighter futures	BBF19 (E1)	Percentage of school age Child/Children in Care (CIC) who had a PEP in the previous academic term.			n/a	98%	n/a Termly reported	n/a Termly reported	n/a Termly reported	n/a Termly reported	↓	Higher is better	95%	90% - 95%	95% of children in care had a PEP in the Spring Term 2023. Performance for this measure has declined since the previous school term when 98% of children in care had a PEP. The latest record in Spring Term 2023 is the lowest performance recorded so far.  Spring Term 2022 produced a slightly higher result compared (96% of children with an up-to-date PEP). Performance gradually increased to 97% during the subsequent school term and to 98% in Autumn 2022.  At the end of April 2023, 76% of Early Years CIC had an up to date PEP and 84% of post-16 children in care had an up to date PEP. While the volume of post-16 children with an up to date PEP remained the same as January 2023 (84%), the volume of Early Years CIC with an up to date PEP decline since the previous record in January 2023 (84%). (Children's Performance Team commentary)
Better, brighter futures	BBF34	Percentage of persistently absent pupils - Primary	17%		17.4% Mean for NNC Children's Services LAIT near neighbours 2021/22	324 out of 332	n/a Termly reported	n/a Termly reported	n/a Termly reported	17%	↓G	Lower is better	Tracking	N/A	20.7% of primary aged pupils qualified as persistently absence during Autumn Term 2022, 0.9 percentage points higher than Autumn Term 2021.  17.3% of primary aged pupils qualified as persistently absent in the Summer Term 2022. The rate for the Summer Term 2022 is slightly lower than both previous post-covid school terms. Even so, the rate of absences in primary schools is almost double of Summer Term 2021 (9%).  Best performance of 9% was recorded in Spring Term 2021 and Summer Term 2021.  Overall, local rates have been slightly lower than the East Midlands and England averages in each of the last seven school terms.
Better, brighter futures	BBF35	Percentage of persistently absent pupils - Secondary	26%		29.1% Mean for NNC Children's Services LAIT near neighbours 2021/22		n/a Termly reported	n/a Termly reported	n/a Termly reported	26%	↓G	Lower is better	Tracking	N/A	28.1% of secondary aged pupils qualified as persistently absent in Autumn Term 2022, 8.1% less than the recording in Autumn Term 2021 and 3.5% less than the recording in Summer Term 2022.  31.6% of secondary aged pupils qualified as persistently absent in the Summer Term 2022. The rate for the Summer Term 2022 is slightly lower than both previous school terms (32.0% in Spring 2022 and 36.2% in Autumn 2021). Albeit the rate of absences in primary schools is almost double of Summer Term 2021 (16.3%).  Best performance of 9% was recorded in Spring Term 2021 and Summer Term 2021. However, the last term of the year saw a steep in performance as the rate of absences increased by eleven percentage points.  Overall, local rates have been slightly higher than the East Midlands and England averages in each of the last seven school terms. The margin to the East Midlands and England averages is 0.4 percentage points and 0.1 percentage points respectively in the Autumn Term 2022. (Children's Performance Team commentary, May 2023)
Better, brighter futures	BBF22	Number of children without a school place		No	n/a Not reported until Nov 22 - Monthly thereafter		274	274	274	291	↓R	Lower is better	Target under review	n/a	291 children were reported to be without a school place at the end of July 2023, a higher volume than last month. School Admissions registered the highest number of children without a school place and accounted for 53% of children without a school place. The EIP registered 21% of children without school place while the SEN Support & EHC services reported 26% of children without a school place.  Previously, there were 274 children without a school place in June and 198 children without school place in May, the only other months for which figure are available. SEN Support/EHC services registered the highest number of children without a school place during both months. (Children's Performance Team 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	855	783	855	783	↓	No polarity	N/A - Tracking	n/a	The electively home educated population decreased to 783 children at the end of July 2023. Over 800 children were home educated between March 2023-June 2023. July 2023 marks the first occasion in five months that volume of home educated children in below 800.  Earlier, May 2023 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 636 electively home educated children, so the cohort is 19% greater than it was at the end of July 2022.  34% of electively home educated children have been educated at home for more than two years (264) and a further 18% have been educated at home for 1-2 years (138). (Children's Performance Team 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	103	165	103	165	↑R	Lower is better	N/A - Tracking	n/a	165 children were missing from education at the end of July 2023, 62 children less were recorded in June 2023. By comparison, last five months (February-June) produced lower volumes of CMEs, with an average of 122 children missing from education. There were 9 children less in the cohort during the same month last year and 27 children less during the same month two years ago. Even so, July marks the second consecutive month that no children missing for +2 years were reported. 63% of CMEs in July 2023 have been missing between 0-3 months.  There are now 53.9% fewer children missing from education than there were at the beginning of the academic year 2022-23. So far in academic year 2022-23 (September 2022-July 2023), an average of 152 children were missing from education each month. (Children's Performance Team 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	62.8%	62.8%	45.7%	N/A reported one month in arrears	↓R	Higher is better	N/A - Tracking	n/a	45.7% of annual reviews were completed within 4 weeks of meeting in June 2023, a slight decline from last month's performance of 77.6% which was marked the highest volume of Annual Reviews completed within 4 weeks of meeting. Nevertheless, performance in June 2023 is ahead of the same month last year (2.6%).  April 2023 and May 2023 reported exceptionally high volumes for the annual reviews completed within 4 weeks of meeting. 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 42.5% of annual reviews were completed on time between September 2022-June 2023 compared with an average of 2.3% of annual reviews completed on time during the same period in 2021-22 (under the old method). In the last 12 months, an average of 37.4% of annual reviews were completed within 4 weeks of meeting. (Children's Performance Team commentary)



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>Information Governance</b>																
Modern Public Services	MPS21	% Transparency publications completed on time.	<p>Actual 2022-23 Target Actual 2023-24</p>	Statutory duty	n/a	75.00%	N/A	87.5%	(Reported quarterly)	(Reported quarterly)	(Reported quarterly)	↑G	Higher is better	100%	No variation	The outstanding publications required under the Local Government Transparency code are: The Social Housing Assets for the y/e 31.03.23 (which is in progress and is due to be published by the end of September), and the Parking Account (for the y/e 31.03.23), which has recently been finalised and is in the process of being uploaded to our website.
						12 out of 16		14 out of 16								

Adults & Housing															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2022-23	Quarter 1 23-24	Year to Date 2023-24	June 2023/24	July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
<b>Adult Social Care</b>															
Active, fulfilled lives	AFL03	Percentage of New Requests for Services (all ages) where Route of Access was Discharge from Hospital, that had a sequel of short term services to maximise independence (ST-MAX i.e. reablement)		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%	38%	38%	38%	38%	➔	Higher is better	35%	5% points	BI comments: There were 18 new requests for people aged 18-64 and 292 for people aged 65 and over. There is positive growth year to date, 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'	3810	N/A Reporting one month in arrears	1103	392	N/A Reporting one month in arrears	⬇️	Lower is better	No target-tracking indicator only	N/A	BI comments: There was a slight decrease in the number of new concerns received (-4). This is 96 more than was received in the same period last financial year. This is second highest number of concerns recorded over the previous and current 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	832	N/A Reporting one month in arrears	162	57	N/A Reporting one month in arrears	⬇️	No polarity	No target-tracking indicator only	N/A	BI comments: There was a notable increase in the number of concerns determined to be enquiries (+9). The proportion seen (15%) remains lower than the average seen over the previous financial year (22%).
Active, fulfilled lives	AFL06	Total number of open Deprivation of liberty Safeguard (DoLS) cases		Yes (Annually)	n/a	1250	1267	1292	1267	1292	⬆️	Lower is better	No target-tracking indicator only	N/A	BI comments: The number of open DoLS cases increased slightly this period (+25). This remains notably lower than the average observed across the previous financial year (343 lower). SM Comments: As stated above by the BI, there has been a slight increase in the number of open cases. This has been mainly due to reduced staffing levels and annual leave. A SSSO started with the service on 07/08/23 and there is continuous recruitment drive for another SSSO. As stated in the previous report, 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 in order to decrease the number of open cases. It is however anticipated that the service will begin to see an improvement in this trajectory once staffing capacity improves.
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.	546.17 (Mean Average CIPFA Near Neighbours - LG Inform) 2021/22 SALT Report: - East Midlands: 562 - England: 539	667.18	170.7	214.9	170.7	214.9	⬇️	Lower is better	Year-end target: 564 Monthly target: 47	TBD - for now applied standard 5%	BI 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.  The average monthly growth in 2022/23 was 55 per 100k which is slightly higher than our current rate of 53.  NVC Manager comments: The increase rate is cumulative. We also had care home closure in the last two months which resulted in a change in residential and nursing settings.
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 PI. This is an 'Office for Local Government' OFLOG Metric	76.50%	71.40%	70.29%	71.4%	72.1%	⬆️	Higher is better	80%	5% points	BI comments: The rate shows positive growth year to date 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, 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	Year to Date 2022-23	Quarter 1 23-24	Year to Date 2023-24	June 2023/24	July 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
<b>Housing Services</b>															
Active, fulfilled lives	AFL12	Number of rough sleepers - single night snapshot		Yes (DLUHC monthly rough sleeping survey, and target agreed with our RSI adviser from DLUHC)	7 (Mean Average CPFA Near Neighbours - LG Inform)	n/a	16	n/a	16	13	↓G	Lower is better	9	9 to 12	During the month of July, there has been a further reduction in numbers (13 single night), this is due to the team securing accommodation for Rough Sleepers direct from the streets that supports their needs. The monthly figure has increased but due to the teams proactiveness they are resolving their situations quickly. The long-term rough sleepers, (which is measured if seen 3 or more months of last 12 months) is 13 for the month, most of these are our most complex cases which have refused offers of temporary accommodation. However, once the RSAP units are on board the hope is that this will reduce, as this project is aimed at the Multiple exclusion homelessness cohort working with the Housing First principles.
Active, fulfilled lives	AFL13	Number of households whose homelessness was prevented		Yes (DLUHC - quarterly H-CLIC returns, no target set)	101 (Mean Average CPFA Near Neighbours - LG Inform) Demand in some areas must be much higher.	255	75	99	30	24	↓	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		Yes (DLUHC - quarterly H-CLIC returns, no target set)	75 (Mean Average CPFA Near Neighbours - LG Inform) Demand in some areas must be much higher.	314	86	108	30	22	↓R	Higher is better	300 (25 per month)	22-25	Performance continues to fluctuate between months due to a variety of factors. This reflects the difficulties the Housing Options Team are having trying to secure accommodation solutions, particularly in the private sector in order to prevent or relieve households homelessness locally. There is a recognised need for the team to move its focus further upstream to maximise homelessness prevention opportunities and action plan is being developed in this regard.
Active, fulfilled lives	AFL15	Total number of homeless approaches		Yes (DLUHC - quarterly H-CLIC returns, no target set)	n/a	4778	1468	1993	539	525	↓	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. 4778 households approached the Council as homeless during 2022/23. This is an increase of just over 900, and an average of 400 approaches per month. Currently the Housing Options Team have a live caseload of 1128 cases. During June there was a slight decrease in the number of approaches from 539 to 525.
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation		Yes (DLUHC - quarterly H-CLIC returns, no target set)	202 (Mean Average CPFA Near Neighbours - LG Inform)	n/a	237	n/a	237	233	↓G	Lower is better	245	No tolerance	The number of households living in temporary accommodation has reduced slightly since peaking in May. We are starting to see the delivery of units through the Local Authority Housing Fund (LAHF) programme for homeless Afghan and Ukrainian families. As these placements will need to be retained on homelessness and temporary accommodation caseloads because of tenancy/letting issues a rise in the number of households living in temporary accommodation should be expected (LAHF round 1 should deliver 26 homes by November 2023, and a further 11 homes will follow). *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)	11 (Mean Average CPFA Near Neighbours - LG Inform)	n/a	6	n/a	6	5	↓G	Lower is better	5	No tolerance	While there are 5 households with family commitments living in B&B, the household with the longest stay is a couple with a pregnant woman who were placed on 18 July (14 nights as at 31.07.2023). A move on plan for this household is already in place. 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.

Adults & Housing															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2022-23	Quarter 1 23-24	Year to Date 2023-24	June 2023/24	July 2023/24	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)	TBD	New for 2023-24	n/a	n/a	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; it is hoped that this will be ready for occupation week commencing 7 August 2023.
Safe and thriving places	STP38	Percentage of rent collected		No	n/a	92.54%	96.37	95.09%	96.37%	96.08%	⬇	Higher is better	97%	5%	This is a cumulative rent collected as a percentage of rent owed figure. In the Kettering area the July collection rate shows slight decrease due to lack of payments from bands over £1,000. Enforcement action is pending on several accounts but bailiffs executing warrants is a 3 month wait period. In the Corby area there is also a decrease, the Monthly direct debits have not been included which may have contributed to this decrease. Despite this the Corby area are showing an increase in collection rates for the same time last year.
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	21	n/a	6	10	⬆	Lower is better	10	10 to 15	At the end of July there were 10 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	64	60	⬇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 July there was a reduction in the number of voids in both the Kettering and Corby area. The overall NNC snapshot has been reducing each month and has reduced from 143 to 125 from June to July. 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.
		Number of voids - Corby Area		No	n/a	n/a	n/a	n/a	79	65	⬇G				

Adults & Housing															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2022-23	Quarter 1 23-24	Year to Date 2023-24	June 2023/24	July 2023/24	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)	8 weeks (56 days) HouseMark	New KPI for 2023-24	60.9 days	59.5 days	60.9 days	59.5 days	↓G	Lower is better	56 days	56 to 60 days	From April 2023 onwards void turnaround time is 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 July 23 there were 45 standard void properties let. The total number of void days for these 45 properties was 2527 which provides a monthly average turnaround for July of 56.15 days. This has brought the cumulative average turnaround time down to 59.5 days which is within the target tolerance. 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	n/a	New KPI for 2023-24	217 days	301 days	217 days	301 days	↑R	Lower is better	No target - tracking indicator only	N/A	In July 2023 there were 11 major void properties let. These 11 properties had a total number of void days of 3313. The number of void days for these properties meant there was an increase in the overall cumulative average void days to 301 days. Using turnaround days for major voids at the present time is not the best indicator as there is no set approach to how major voids are resourced has been agreed. Number of major voids may be a more appropriate indicator to monitor.
Safe and thriving places	STP08	% of properties with a valid gas safety certificate		Yes (Regulator of Social Housing - TSM, no target set)	n/a	n/a	99.8%	n/a	99.8%	99.8%	→	Higher is better	100%	99.5% and above is green, 99% and above is amber	Only 18 properties out of total 7,901 properties did not have a valid gas certificate as at 31/07/2023. Of the 10 properties within the Kettering figures, eight are acquisition properties. The remaining properties have now been completed. Of the 8 properties in the Corby area figures, 4 have had legal letters and court dates are being booked, 1 property (a mutual exchange) is booked, and one property is a void and has been scheduled. There is a limit in 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	STP04	Number of active households on Keyways (as at 1st month)		No	n/a	n/a	5263	n/a	5263	5349	↑	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	6675	1850	2493	642	643	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	643 new applications in July 23 in comparison to 457 in July 2022, with an average for the year to date of 623.25 new applications.
Safe and thriving places	STP39	Number of repair jobs awaiting completion		No	n/a	New KPI for 2023-24	1,188	n/a	1,188	1,266	↑	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 July shows there was a total of 1,266 repair jobs across Kettering and Corby that are awaiting completion. This is an increase of 78 jobs awaiting completion compared with the snapshot at the end of June 23. The team continue to monitor closely whether the responsive repairs team are staffed to be able to manage the level of new jobs received each month.
Safe and thriving places	STP40	Number of repair jobs awaiting completion which are outside of target timescale		No	n/a	New KPI for 2023-24	762	n/a	762	844	↑	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.