



North Northamptonshire Council Performance Report - August 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 1 23-24	Year to Date 2023-24	July 2023/24	August 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Growth & Regeneration														
Safe and thriving places	STP15	Percentage of major planning applications determined within 13 weeks (or within agreed extension of time)		Yes (we have set the target higher than statutory level)	94% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2022/23)	92.31%	84.00%	75%	75%	→	Higher is better	90%	85% - 90%	Performance this month has remained steady, but because case numbers for major applications are relatively low, this is the result of two applications being determined outside of the statutory time frame. Year-to-date performance is slightly below target and tolerance. Since the number of applications is relatively low at this stage, individual case performance significantly impacts the overall results.
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)	73.91%	78.40%	81.82%	86.49%	↑G	Higher is better	85%	80% - 85%	Performance against the target has improved this month, and is above the target. Planning officer capacity remains challenging, but recruitment is ongoing. Unfortunately, the capacity has also been impacted in the last couple of months by sickness.
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)	83.81%	85.06%	89.02%	85.33%	↓	Higher is better	88%	83% - 88%	Performance has dropped this month, and is slightly below target, but within tolerance. Planning officer capacity remains challenging, but recruitment is ongoing. Unfortunately, capacity has been impacted in the last couple of months by sickness.

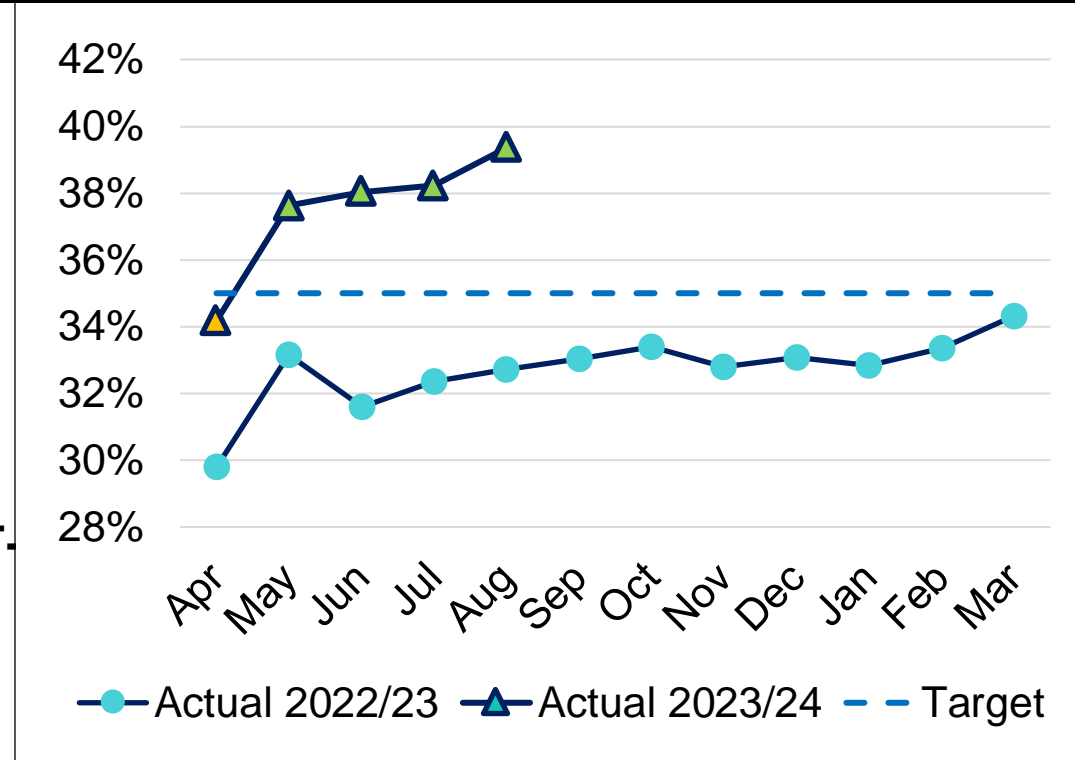
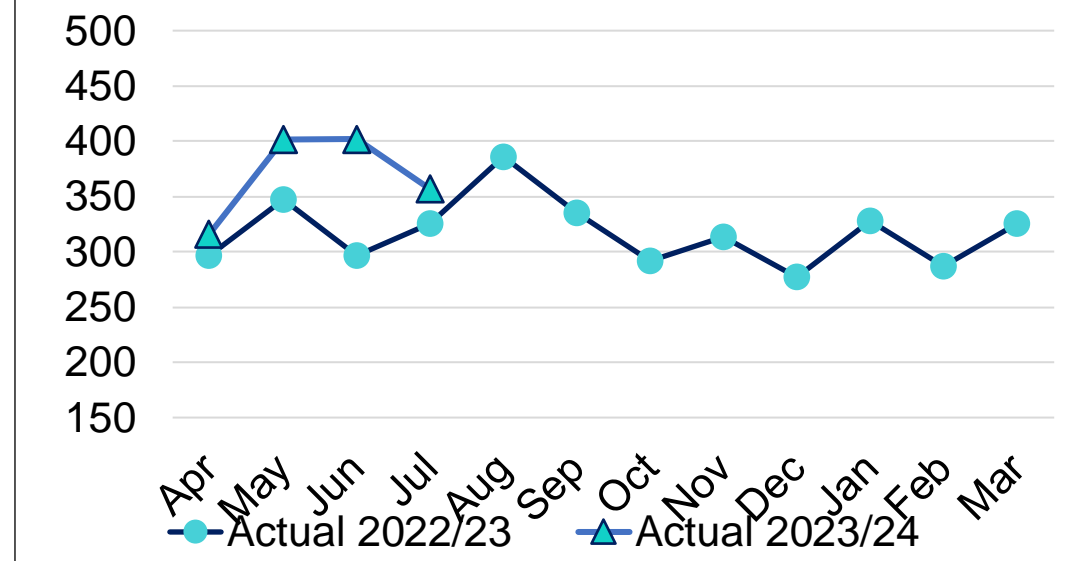
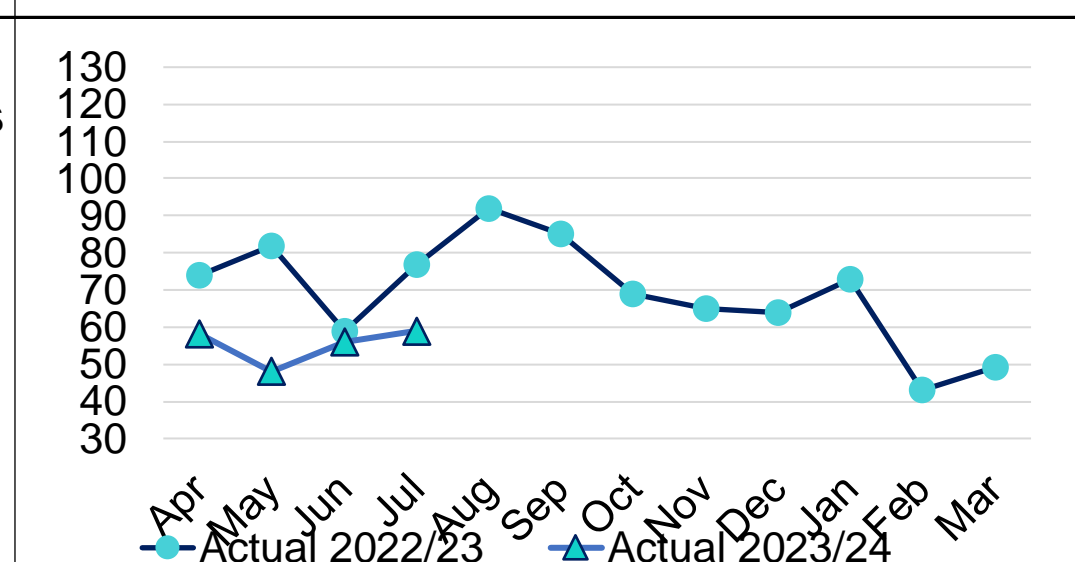
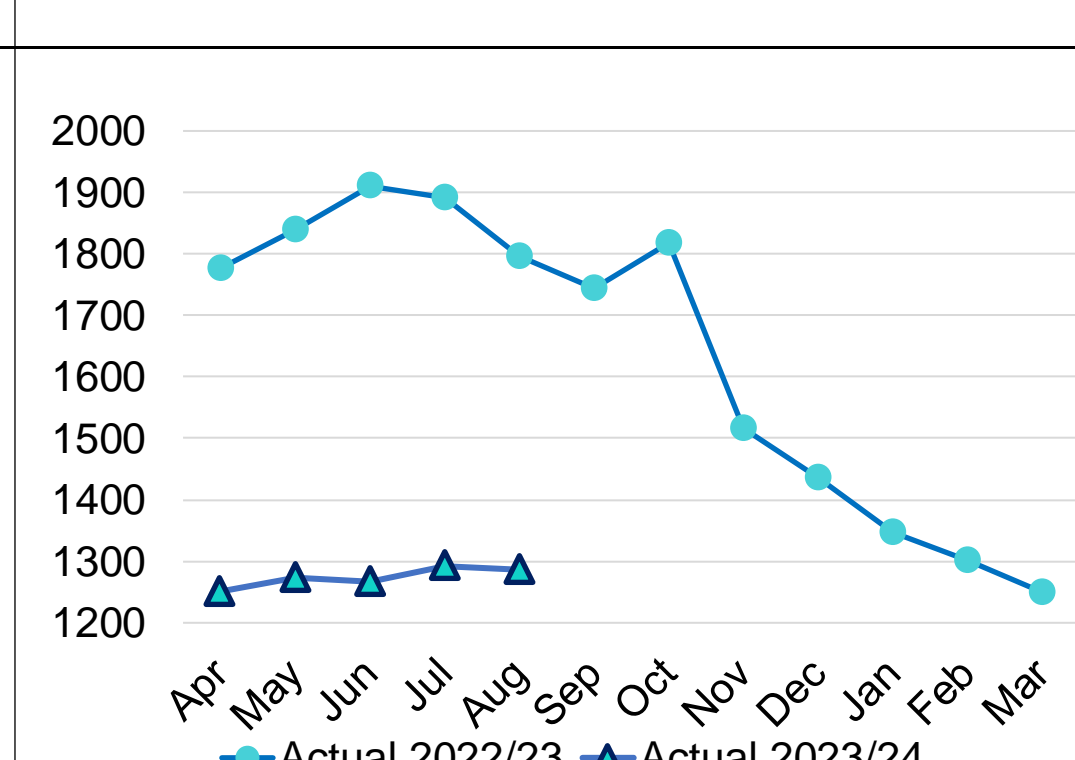
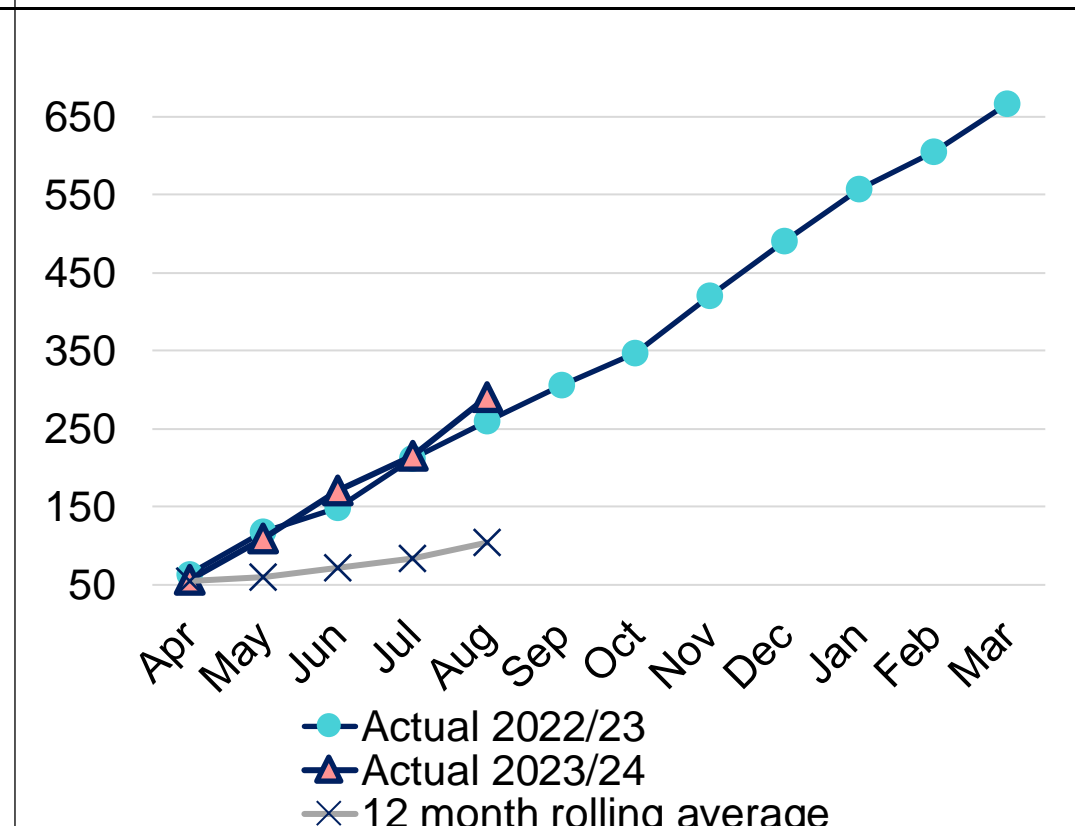
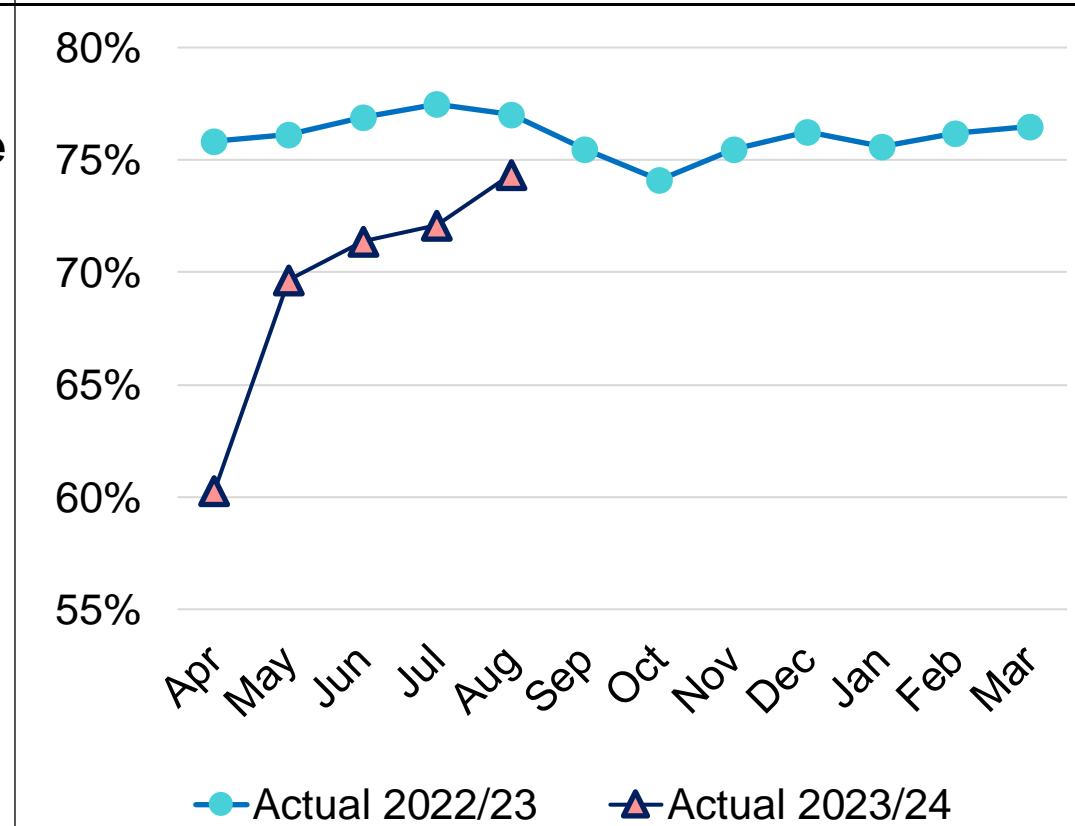
Place & Economy														
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 1 23-24	Year to Date 2023-24	July 2023/24	August 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Highways & Waste														
Safe and thriving places	STP29	Number of Defects Outstanding on the network (at end of period), split by category		No - Contractual	n/a	4069	20178	3533	3114	↓G	Lower is better	No target - tracking indicator only	N/A	The carriageway defects decreased slightly in the August, which is typical during summer. Existing backlog slights with the expected levels for each category based on monthly reports and completion schedules.
		P1 (Target response time within 24 hours)				0	0	0	0	→				
		P2 (Target response time within 7 days)				0	58	13	4	↓G				
		P3 (Target response time within 28 days)				608	3378	398	281	↓G				
		P4 (Target response time within 26 weeks)				3461	16742	3122	2829	↓G				
Safe and thriving places	STP30	Number of Defects Repaired in the network in period, split by category		No - Contractual	n/a	4953	7900	1575	1372	↓R	Higher is better	No target - tracking indicator only	N/A	The total carriageway defects decreased this month. The number of P3 and P4 defects requiring repair has slightly decreased compared to July. This reduction is anticipated due to fewer overall defects, enabling the contractor to speed up P4 repairs. 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)				6	6	0	0	→				
		P2 (Target response time within 7 days)				217	398	54	127	↑G				
		P3 (Target response time within 28 days)				2863	3911	530	518	↓				
		P4 (Target response time within 26 weeks)				1867	3585	991	727	↓R				
Safe and thriving places	STP31	Percentage of defects responded to within the timeframes specified, split by category		No - Contractual	n/a	86.81% (3737 out of 4305)	91.95% (9658 out of 10503)	97.15% (1090 out of 1122)	96.78% (1291 out of 1334)	↓	Higher is better	P1 and P2 97.5%	No Tolerance	All targets have been met again this month.
		P1 (Target response time within 24 hours)				100% (6 out of 6)	100% (6 out of 6)	N/A (0 out of 0)	N/A (0 out of 0)	→		97.5%		
		P2 (Target response time within 7 days)				99.09% (217 out of 219)	99.5% (402 out of 404)	100% (57 out of 57)	100% (128 out of 128)	→		97.5%		
		P3 (Target response time within 28 days)				86.72% (2293 out of 2644)	94.68% (427 out of 451)	95.91% (445 out of 464)	94.68% (427 out of 451)	↓		90%		
		P4 (Target response time within 26 weeks)				85.03% (1221 out of 1436)	97.48% (736 out of 755)	97.84% (588 out of 601)	97.48% (736 out of 755)	↓		90%		

Finance Services															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	August 2022/23	Quarter 1	Year to Date 2023/24	July 2023/24	August 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Revenues & Benefits															
Modern Public Services	MPS05	% of council tax collected in the year debit raised	<p>Line chart showing % of council tax collected in the year debit raised from April to March for 2022/23 and 2023/24. The chart shows a steady increase from approximately 10% in April to 100% in March. The 2023/24 data is consistently higher than the 2022/23 data.</p>	Yes, reported on a quarterly basis but no target set by government	95.97% (Mean Average CIPFA Near Neighbours - LG Inform 2022/23)	48.55% (YTD) 103.30% achieved of the monthly target (47.00%)	29.39% (YTD) 104.96% achieved of the target (28.00%)	47.82% (YTD) 101.74% achieved of the target (47.00%)	38.60% (YTD) 101.58% achieved of the monthly target (38.00%)	47.82% (YTD) 101.74% achieved of the monthly target (47.00%)	↑G	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.
						£22,518,235.17 (collected in Aug)	£71,233,944.18 (collected YTD)	£116,007,803.53 (collected YTD)	£22,340,264.84 (collected in July)	£22,433,594.51 (collected in Aug)					
Modern Public Services	MPS04	% of business rates collected in the year debit raised	<p>Line chart showing % of business rates collected in the year debit raised from April to March for 2022/23 and 2023/24. The chart shows a steady increase from approximately 10% in April to 100% in March. The 2023/24 data is consistently higher than the 2022/23 data.</p>	Yes, reported on a quarterly basis but no target set by government	97.13% (Mean Average CIPFA Near Neighbours - LG Inform 2022/23)	46.36% (YTD) 98.64% achieved of the monthly target (47.00%)	28.92% (YTD) 103.29% achieved of the target (28.00%)	47.38% (YTD) 100.80% achieved of the target (47.00%)	38.79% (YTD) 102.08% achieved of the monthly target (38.00%)	47.38% (YTD) 100.80% achieved of the monthly target (47.00%)	↓	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.
						£12,774,678.67 (collected in Aug)	£47,126,437.48 (collected YTD)	£76,508,574.09 (collected YTD)	£15,720,547.42 (collected in July)	£13,661,589.19 (collected in Aug)					

Children's Services																		
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 1 2023-24	Year to Date 2023-24	April 2023/24	May 2023/24	June 2023/24	July 2023/24	August 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments	
Children's Trust (This data is for the whole of Northamptonshire)																		
Better, brighter futures	BBF05 (KPI 2)	% of referrals with a previous referral within 12 months		Yes (also contractual) - target is contractual but not statutory	21.9% Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	26% (2,467)	25.8% (3,747)	28% (703)	23.3% (924)	25.4% (840)	22.6% (690)	31.0% (590)	↓ A	Lower is better	29%	25% - 40%	Re-referrals have declined this month but within tolerance. It remains an area of ongoing focus with audit and review for learning. The front door review and subsequent action plan which will be developed with the partnership in October is expected to reduce re-referrals going forward. The dedicated education roles in MASH (Multi-Agency Safeguarding Hub) are working positively with schools to ensure appropriate referrals, and positive feedback from schools about their roles is 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 Child & Family Support Services (CFSS)/Early Help will continue to support appropriate reduction going forward in addition to the external front door review. The high number of cases stepping down is presenting challenges in regards to capacity in Family Support/Early help partnership. COVID: and cost of living crisis has an impact on volume and quality of re-referrals (Trust commentary).	
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.	95% (2,792)	93.3% (4,857)	94% (774)	92.7% (928)	92.7% (1,090)	95.3% (1,032)	92.2% (1,033)	↓ A	Higher is better	85%	85% - 95%	Assessment timescales remain consistently above target and national average, decreasing to 92.2% 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 Duty & Assessment Team (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 Signs of Safety (SoS) in our interventions (Trust commentary).	
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% Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	11.1% (1,191)	12.1% (1,179)	10.5% (1,212)	10.6% (1,205)	11.1% (1,191)	11.3% (1,191)	12.1% (1,179)	↓ A	Lower is better	10%	5% - 15%	Performance has declined to 12.1% 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 (Circle2Success) demonstrating positive impact. 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 Department for Education (DfE) has been successful, and that should also support progress in this area. COVID: Placement sufficiency remains a challenge, sustained performance in this work should also have a positive impact on KPI 7 (Trust commentary).	
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	62.7% (684)	63.3% (689)	64% (687)	63% (686)	62.7% (684)	62.9% (685)	63.3% (689)	↑ G	Higher is better	55%	50% - 60%	This month has seen performance increase slightly to 63.3%, still comparing favorably 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 Education, Employment & Training (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 (Trust commentary).	
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)	95.5% (684)	93.3% (689)	95% (687)	97.2% (686)	95.5% (684)	94.7% (684)	93.3% (689)	↓ A	Higher is better	90%	85% - 95%	Performance for this month decreased to 93.3%, 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	36% (343)	27.0% (560)	13% (134)	47.1% (104)	56.2% (105)	21.8% (87)	5.4% (130)	↓ A	Higher is better	81%	66% - 86%	Performance declined this month, and is well below where we need it to be. High volumes of initial child protection conferences (ICPC) demand continues (August - 130). It is positive to have 83% ICPC conversion to Child Protection (CP) Plans. June / July data is negatively impacted by high numbers of 1st review Review Child Protection Conferences (RCPC's) required after record high number of ICPCs in April; this impacted on CP Chair availability for ICPC's in-month. All new Child Protection Conferences (CPC)'s need to be planned into already busy diaries - CP Chair average caseload remains above 100 (well above recommended levels). Average no. days from strategy discussion initiated to ICPC in August = 28. Performance is negatively impacted by 3 business support vacancies in CP business support, making SQAS capacity the main reason for late ICPC's in August. Recruitment is in progress. Late convening requests continue to contribute to this, 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. 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 Social Workers with additional training on process, recording and requesting strategy discussions and convening conferences. A refreshed duty CP Chair system is in place to assist referring managers with threshold decision-making and this is promoted to all teams (Trust commentary).	

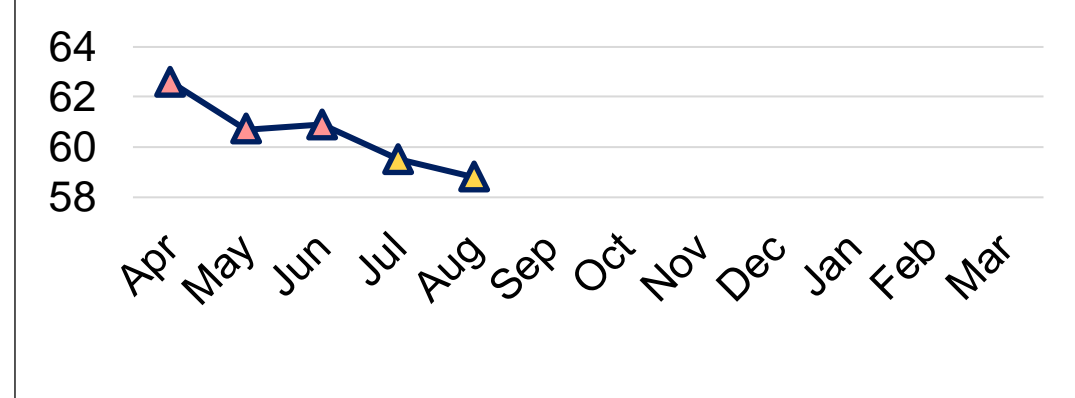
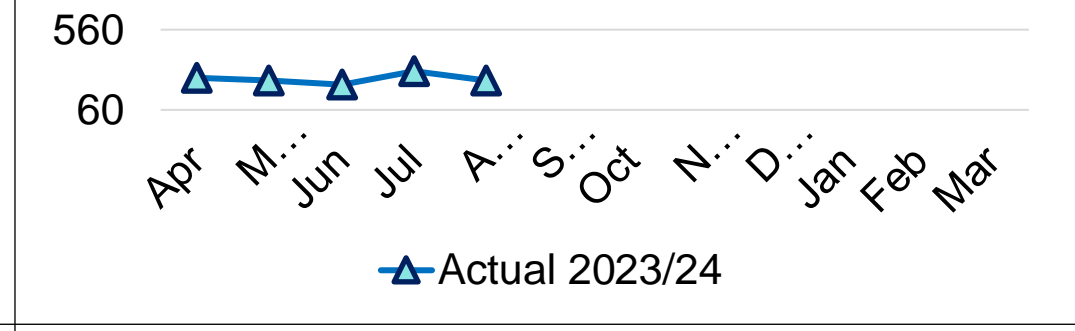
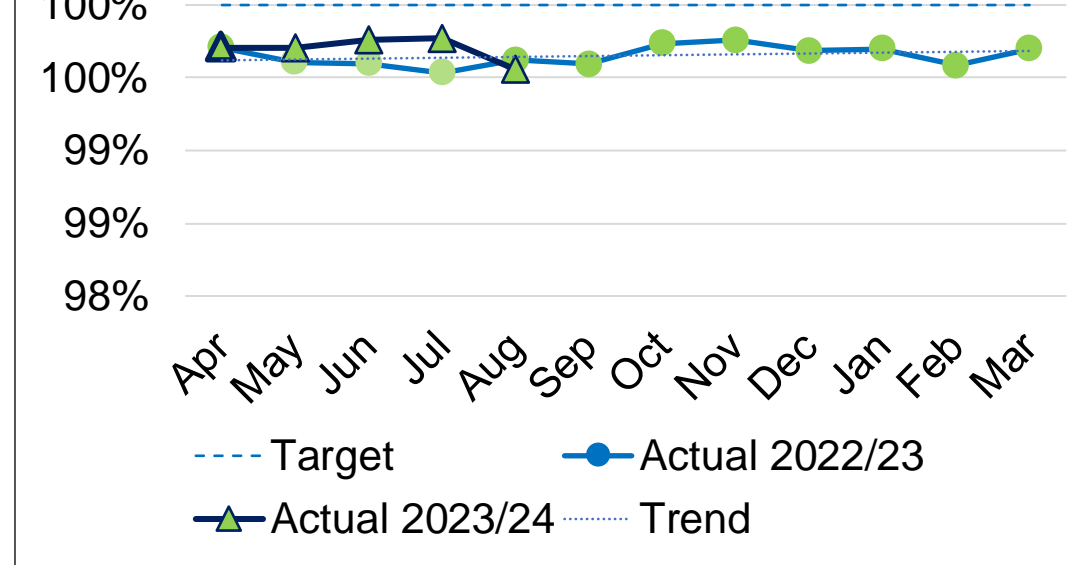
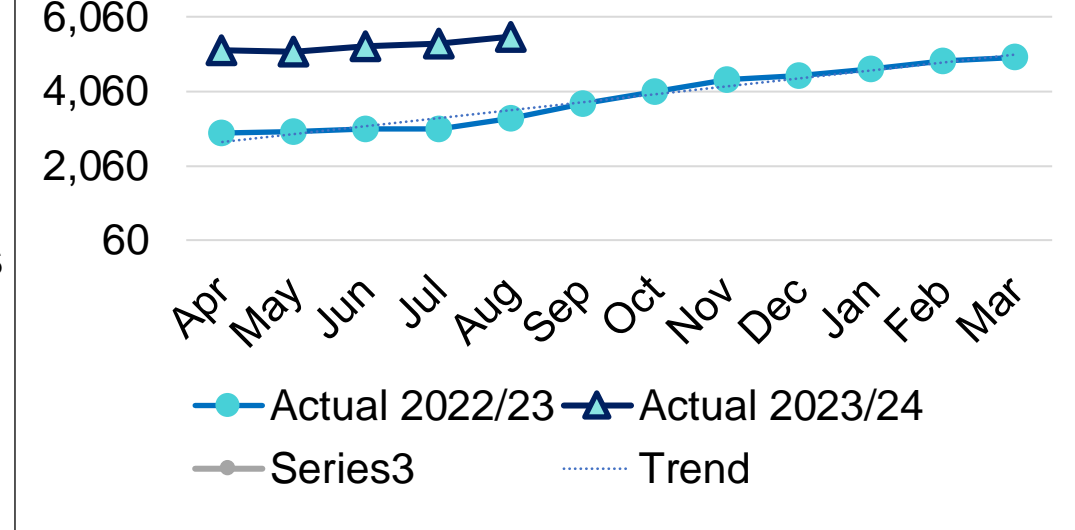
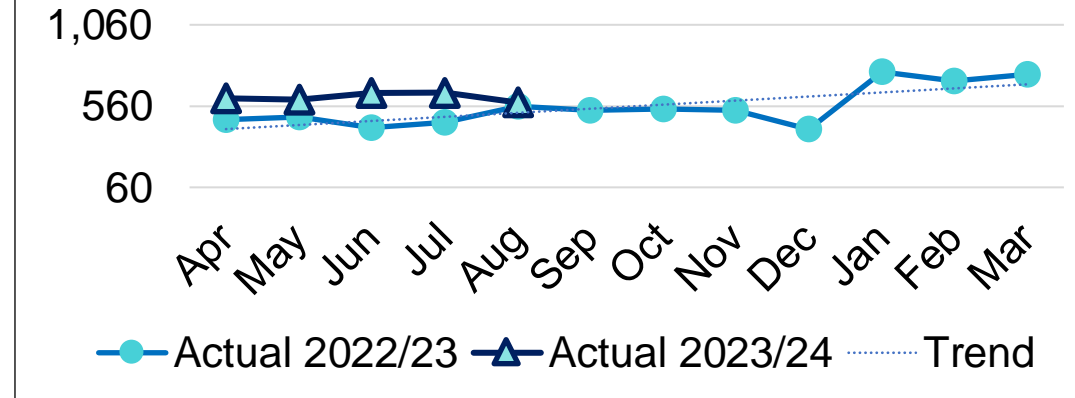
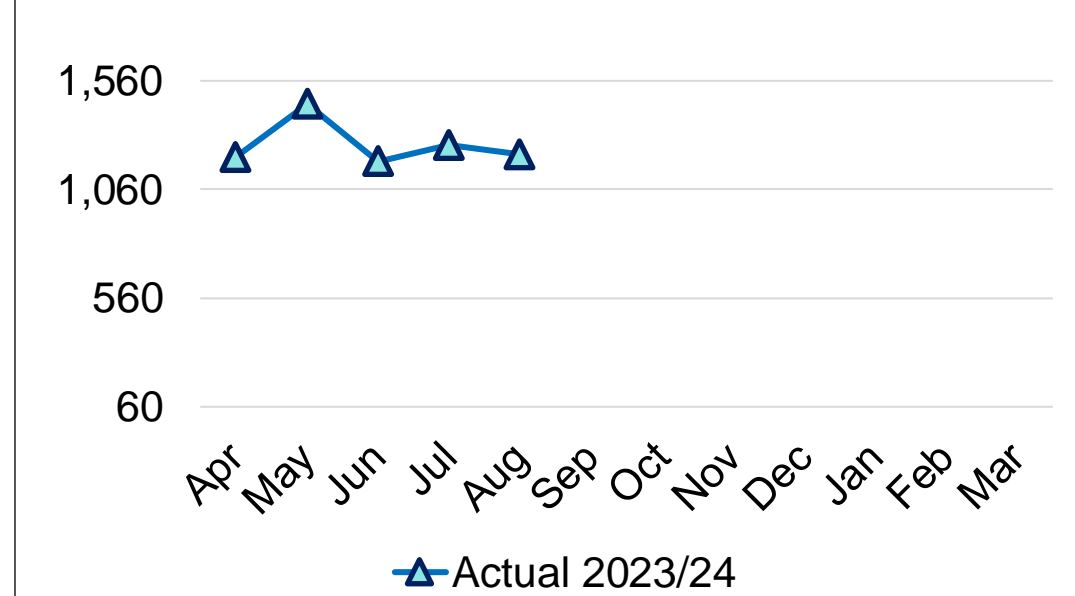
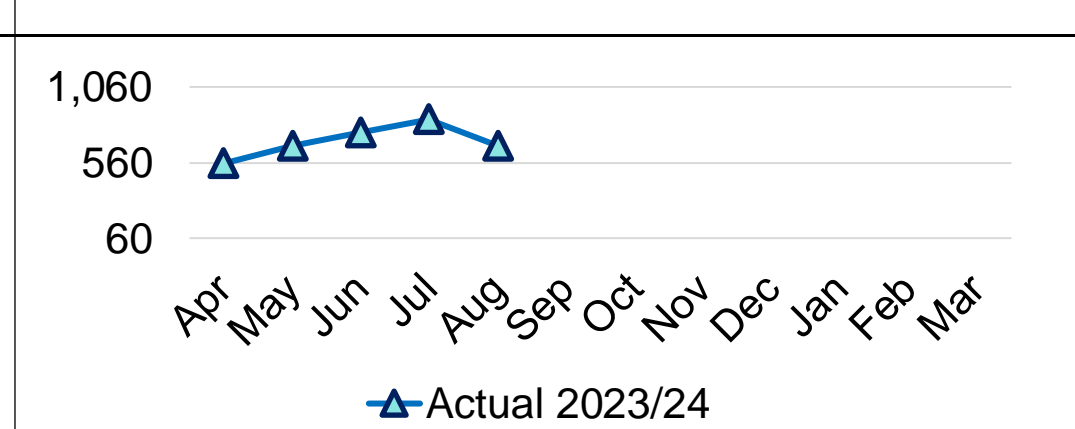
Children's Services																		
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Better, brighter futures	BBF28	Number of children with a Child Protection Plan		Yes	565 Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	714	711	680	687	714	702	711	↑	No polarity	TBD			<p>771 children were subject to a Child Protection Plan (CPP) in August 2023. This marks an increase in CPPs compared with last month (+69 children). Prior to May 2023, there were less than 700 children were in the cohort between. However, the last three months have registered between 702-771 children with CPPs.</p> <p>There are 131 children more in the CPPs cohort than one year ago and 125 more children than two years ago. The cohort has increased by a net 95 children since the beginning of the academic year 2022-23. By comparison, the corresponding period in the last two years saw decreases instead.</p> <p>81.7% of Child Protection (CP) visits were on time in August 2023. This marks a decline since last month (91.0% in July 2023). In the last twelve months, an average of 86.9% of children on CP plans has an up-to-date CP visits. An average of 86.8% of visits have been on time in the last six months, slightly below the averages of the corresponding periods of last year (90.2%) and two years ago (87.5%).</p>
Better, brighter futures	BBF29	Number of children in care		Yes	1,050 Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	1,191	1,179	1,212	1,205	1,191	1,191	1,179	↓	No polarity	TBD			<p>The number of children in care was 1,179 at the end of August 2023. There are now 47 children less in care than a year ago. August 2023 marks the third consecutive month where less than 1,200 children have been recorded in this cohort. 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. August 2023 marks the third consecutive month where less than 1,200 children have been recorded in this cohort. So far in 2023-24, an average of 1,195 children have been reported to be in care. An average of 1,216 children have been reported to be in care in the last 12 months, a slightly higher outturn compared with the average during the same period of last year (1,184) and two years ago (1,150).</p> <p>120 children in care were also identified in the Education Health Care (EHC) cohort this month (ICF commentary).</p>
Learning, Skills & Education																		
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	66.7%	73.8%	69.6%	46.7%	83.7%	74.1%	87.7%	↑G	Higher is better	Target under review	n/a		<p>The summer has allowed the team to focus on writing and finalising plans.</p> <p>The team have worked hard over the past three months to develop a data dashboard and a weekly leadership team meeting to monitor key areas of team performance and highlight any issues that may prevent the team from achieving. This strategy alongside the piloting a new organisation of the team which was started in July 2023 has hugely benefitted the team and its ability to write plans and achieve the 88.9%. This figure does not reflect the number of plans finalised by naming a specific school. The team have systems and processes in place to complete the 20-week process including naming however the team are unable to achieve this at this time due to the impact of late advices. The team are working collaboratively with the Educational Psychology (EP) services and health to try to improve the timeliness of returned advices (Service commentary).</p>
						96 out of 144	203 out of 275	39 out of 56	21 out of 45	36 out of 43	43 out of 58	64 out of 73						
Better, brighter futures	BBF19 (E1)	Percentage of school age Child/Children in Care (CIC) who had a PEP (personal education plan) in the previous academic term.			n/a	n/a Termly reported	95%	95%	n/a Termly reported	n/a Termly reported	n/a Termly reported	94%	↓	Higher is better	95%	90% - 95%		<p>PEP (personal education plan) compliance at statutory school age has dipped below the 95% target. The downward trend mirrors an upward trend in the number of children and young people in care. The number of PEPs completed has actually increased since last term. We will work with, and support our partners (Northamptonshire Children's Trust and education settings across the country) to meet the challenges presented by the increase in numbers.</p> <p>PEP completion rates for the early years subgroup can see big % swings due to small cohort numbers. PEP completion rates also reflect the case-by-case decisions made by the corporate parent as to whether a child should attend nursery provision. To support this subgroup further, for this academic year the Virtual School (VS) has filled a previously vacant achievement officer post, which will focus exclusively on the early years cohort.</p> <p>PEP performance at Post 16 has been sustained and PEP quality improved despite an increase in the cohort size. Challenges remain in increasing compliance to statutory school age levels. Stability in the VS Post 16 work force should assist in this aim, however if recent increases in the cohort size are sustained improving compliance further could prove challenging.</p> <p>The Virtual School provide an effective system and process that ensures that PEPs are completed consistently. This includes: commissioning and maintaining an online PEP system, ensuring those who require it have access to the system, providing training and guides on using the system, providing regular communication and prompts to partners to book and hold the meeting, and providing regular reporting to Northamptonshire Children's Trust on the progress of meetings held (Service commentary).</p>
						342 out of 362	333 out of 352					342 out of 362						

Children's Services																		
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 1 2023-24	Year to Date 2023-24	April 2023/24	May 2023/24	June 2023/24	July 2023/24	August 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments	
Better, brighter futures	BBF22	Number of children without a school place		No		274	316	100	140	274	291	316	↑R	Lower is better	Target under review	n/a	<p>The number of children without a school place rose by 25 to 316 children at the end of August 2023, the highest volume reported in the four months for which figures are available.</p> <p>During the last four months, the proportion of the total children without a school place who are in School Admissions processes has risen from 33.8% in May to 57.0% in August. During the same period of time, the number of children without a school place who are in School Admissions processes has more than doubled. By comparison, the number of children without a school place in Special Educational Needs (SEN) Support/ Educational Health Care (EHC) Services has increased by a net 8 children and the number of children without places in Educational Inclusion & Partnership (EIP) Services has decreased by a net 3 children (Children's Performance Team commentary).</p>	
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.		855	790	855	876	855	783	790	↑	No polarity	N/A - Tracking	n/a	<p>790 children were electively home education at the end of August 2023. Over 800 children were home educated between March 2023-June 2023. This marks the second consecutive occasion in six months that volume of home educated children was below 800.</p> <p>A peak of 876 was registered in May 2023, the highest number of electively home educated children so far. This time last year there were 638 electively home educated children, so the cohort is 19% greater than it was at the end of August 2022.</p> <p>35% of electively home educated children have been educated at home for more than two years (274) and a further 18% have been educated at home for 1-2 years (144).</p> <p>Out of the 790 home educated children in August, 25 children were also in the social care caseload, 24 children were in the Children in need (CIN) cohort, 1 child was in the Child Protection (CP) cohort, 2 children were in the Children missing in education (CME) cohort and 59 children were in the Education, Health & Care (EHC) cohort (Children's Performance Team commentary).</p>	
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.		103	133	142	123	103	165	133	↓G	Lower is better	N/A - Tracking	n/a	<p>At the end of August there were 133 children missing from education, an improvement from last month's performance of 165 children missing from education. In the last twelve months, the lowest number of CMEs was recorded in 2023. There were 7 children less in the cohort during the same month last year and 12 children less during the same month two years ago. August marks the third consecutive month that no children missing for +2 years were reported.</p> <p>74.4% of children have been missing between 0-3 months, 15.8% of children have been missing between 3-6 months, 6.6% of children have been missing between 6-12 months, 3.8% of children have been missing between 1-2 years.</p> <p>There are now 51.1% fewer children missing from education than there were at the beginning of the academic year 2022-23. An average of 150 children were missing from education each month in the academic year 2022-23.</p> <p>Out of the 133 children missing from education in August, 4 children were also in the social care caseload, 4 children were also in the Children in need (CIN) cohort, 1 child was in the Child Protection (CP) cohort and 1 child was in Electively Home Education (EHE) cohort (Children's Performance Team commentary).</p>	
Better, brighter futures	BBF36	% Education Health Care Plan Annual Reviews completed within 4 weeks of meeting		Statutory Duty but not reported		63.9%	59.4%	72.3%	79.6%	46.7%	44.8%	N/A reported one month in arrears	↓	Higher is better	N/A - Tracking	n/a	<p>A new Annual Review (AR) template has been designed and training organised for all settings (Early Years, primary, secondary, college, out of authority (OOA), independent, special) for the 26th September. The team feel that updated training is needed to all settings to improve the standard of annual reviews being returned to the team. Clear expectations and a consistent approach will be shared – this should make the amendments completed by the Education Health Care (EHC) team much more streamlined.</p> <p>The weekly data dashboard illustrates the returned annual reviews and we can see the types of settings where annual reviews are not being completed – again with the new team organisation, we will be able to contact settings and challenge this. The caseworkers have been allocated a group of settings and have issued a spreadsheet of the AR's due date for 2023-24 academic year and highlighted if previous AR's are out of time. The annual review team manager has developed a system for monitoring these moving forward. The annual review team leader will complete the weekly data dashboard and capture any issues arising – these will be discussed at the weekly leadership team meeting. This system will enable the team to give a % for each setting of the return AR data which again will enable to team to challenge and ensure that AR's are taking place consistently in all settings (Service commentary).</p>	
						480 out of 751	584 out of 983	115 out of 159	214 out of 269	151 out of 323	104 out of 232							

Adults & Housing															
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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%	38%	38%	38%	39%	↑G	Higher is better	35%	5% points	There were 26 new requests from individuals aged 18-64 and 362 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.
							229 out of 602	1147 out of 3002	310 out of 811	388 out of 986					
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'	1119	1476 (Apr - Jul)	357	N/A Reporting one month in arrears	↓G	Lower is better	No target - tracking indicator only	N/A	There was a notable decrease in the number of new concerns received (-45). Despite this decline, the figure remains considerably higher than the average observed over the previous financial year (318).
Active, fulfilled lives	AFL05	New safeguarding concerns determined to be enquiries (both s42 and other) <i>*(A S42 enquiry must take place if there is reason to believe that abuse or neglect is taking place)</i>		Yes	(Annually in the SAC (Safeguarding Adults Collection) return)	n/a	162	221 (Apr - Jul)	59	N/A Reporting one month in arrears	↑	No polarity	No target - tracking indicator only	N/A	There was a minor increase in the number of concerns determined to be enquiries (+3). The proportion seen (17%) 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	1267	1286	1292	1286	↓G	Lower is better	No target - tracking indicator only	N/A	BI comments: The number of open DoLS cases decreased slightly this period (-6). This remains notably lower than the average observed across the previous financial year (349 fewer). SM Comments: This slight decrease is mainly due to lower allocations to BIAs due to the summer holidays and higher new referrals.
Active, fulfilled lives	AFL07	Long-term support needs met by admission to residential care 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	170.7	291.1	214.9	291.1	↑R	Lower is better	Year-end target: 564 Monthly target: 47	TBD - for now applied standard 5%	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. 191 admissions have been recorded to date; 136 admissions following an assessment for new people, 9 following an episode of reablement for new people, 4 following an episode of reablement for existing people, and 42 as a result of change in setting following a review. 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 PI. This is an 'Office for Local Government' OFLOG Metric	71.40%	74.4%	72.1%	74.4%	↑G	Higher is better	80%	5% points	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.
							152 out of 213	287 out of 386	217 out of 301	287 out of 386					

Adults & Housing														
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Housing Services														
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 CIPFA Near Neighbours - LG Inform)	16	n/a	13	12	↓G	Lower is better	9	9 to 12	During the month of August, there has been a further reduction in numbers (12 single night). The team are now at full capacity and numbers are beginning to reduce month on month. Long-term rough sleepers, (which is measured if seen 3 or more months of last 12 months) is 11 for the month, most of these are our most complex cases which have refused offers of temporary accommodation. The Rough Sleeper Accommodation Programme (RSAP) project is now in place and is aimed at the Multiple exclusion homelessness cohort working with the Housing First principles. The aim is to move people into these RSAP units as soon as possible.
Active, fulfilled lives	AFL13	Number of households whose homelessness was prevented		Yes (DLUHC - quarterly H-CLIC returns, no target set)	101 (Mean Average CIPFA Near Neighbours - LG Inform) Demand in some areas must be much higher.	75	116	24	17	↓R	Higher is better	252 (21 per month)	18-21	Performance continues to fluctuate between months due to a variety of factors. This reflects the difficulties the Housing Options Team are having trying to secure accommodation solutions, particularly in the private sector in order to prevent or relieve households homelessness locally. There is a recognised need for the team to move its focus further upstream to maximise homelessness prevention opportunities and 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 CIPFA Near Neighbours - LG Inform) Demand in some areas must be much higher.	86	132	22	24	↑G	Higher is better	300 (25 per month)	22-25	Performance continues to fluctuate between months due to a variety of factors. This reflects the difficulties the Housing Options Team are having trying to secure accommodation solutions, particularly in the private sector in order to prevent or relieve households homelessness locally. There is a recognised need for the team to move its focus further upstream to maximise homelessness prevention opportunities and action plan is being developed in this regard.
Active, fulfilled lives	AFL15	Total number of homeless approaches		Yes (DLUHC - quarterly H-CLIC returns, no target set)	n/a	1468	2442	525	449	↓	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 1141 cases. During Aug there was a substantial decrease in the number of approaches from 525 to 449, likely to have been caused by the school holidays.
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation		Yes (DLUHC - quarterly H-CLIC returns, no target set)	202 (Mean Average CIPFA Near Neighbours - LG Inform)	n/a	n/a	233	230	↓	Lower is better	245	No tolerance	The number of households living in temporary accommodation remains stable. 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 under LAHF round 2 will follow in 2024). As at today 3 LAHF units are included in this figure. *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 CIPFA Near Neighbours - LG Inform)	n/a	n/a	5	2	↓	Lower is better	5	No tolerance	While there are 2 households with family commitments living in B&B, the household with the longest stay is a single woman with 3 children who were placed on 23 August (8 nights as at 31.08.2023). The family have already been offered self-contained accommodation within the Council's own stock, but the applicant has refused the offer because the property doesn't have its own garden. 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														
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Active, fulfilled lives	AFL24	Number of Temporary Accommodation placements out of NN area		Yes (DLUHC - quarterly H-CLIC returns, no target set)	TBD	n/a	n/a	1	1	→	Lower is better	0	3	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 within the Council's own stock; unfortunately the void time has continued to slip which continues to delay their move in (the temporary accommodation team haven't had another 2 bed to offer as an alternative). A tolerance of 3 has been added to this KPI as a target of 0 is unrealistic, for example in circumstances where people may also have local connections or for safety such as domestic violence situations.
Safe and thriving places	STP38	Percentage of rent collected		No	n/a	96.37 14564310.81 out of 15112272.58	97.34 33453194.01 out of 34366033.11	96.08% 22891510.01 out of 23825936.00	97.34% 33453194.01 out of 34366033.11	↑G	Higher is better	97%	5%	This is a cumulative rent collected as a percentage of rent owed figure. There has been an increase in August due to the rent free week.
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	25	n/a	10	8	↓G	Lower is better	10	10 to 15	At the end of August there were 8 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	60	64	↑R	Lower is better	No target - tracking indicator only	N/A	This indicator provides a snapshot at the month end of the number of live Housing Revenue Account (HRA) voids. At the end of August there was a reduction in the number of voids in the Corby area and a slight increase in the Kettering area. The overall NNC snapshot has been reducing each month and has reduced from 125 to 120 from July to August. Note: This is the number of HRA voids only and does not include non-HRA temp, acquisitions or Out of Management properties
		Number of voids - Corby Area		No	n/a	n/a	n/a	65	56	↓G				

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Safe and thriving places	STP37a	Average time taken to re-let NNC standard void properties		Yes (Annual LAHS return to DLUHC)	8 weeks (56 days) House Mark	60.9 days	58.8 days	59.5 days	58.8 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 August 23 there were 34 standard void properties let. The total number of void days for these 34 properties was 1881 days which provides a monthly average turnaround for August of 55.3 days. This has brought the cumulative average turnaround time down to 58.8 days which is within the target tolerance.
Safe and thriving places	STP37b	Average time taken to re-let NNC major void properties		No	n/a	217 days	243 days	301 days	243 days	↓G	Lower is better	No target - tracking indicator only	N/A	In August 2023 there were 13 major void properties let. These 13 properties had a total number of void days of 3094. The number of void days for these properties meant there was a decrease in the overall cumulative average void days to 238 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	99.8% 7884 out of 7903	n/a	99.8% 7883 out of 7901	99.6% 7861 out of 7896	↓	Higher is better	100%	99.5% and above is green, 99% and above is amber	As at the end of August, 35 out of total 7,896 properties did not have a valid gas certificate.. Of the 35 properties outstanding, in the Corby area, 6 properties have a court date booked for 12/09/2023. 5 properties are in the legal stages awaiting next available court date. 1 property has been visited but a repair was found to be needed so appliance to be re-serviced once repair has been undertaken. In the Kettering area, one property has now been completed, 6 properties have appointments booked and three remain outstanding. 12 addresses have been put into 'bulk planning' these include acquisition properties. (There is a limit to the number of properties that can be taken to court each fortnight to obtain right of entry warrants, so this can impact compliance).
Safe and thriving places	STP04	Number of active households on Keyways (as at 1st month)		No	n/a	5263	n/a	5349	5527	↑	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	1850	3075	643	582	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	582 new applications last month which was a 9.5% decrease on the previous month, however, more consistent with the same month last year which was 561. Average for the year to date 615.
Safe and thriving places	STP39	Number of repair jobs awaiting completion		No	n/a	1,188	n/a	1,266	1,223	↓	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 August shows there was a total of 1,223 repair jobs across Kettering and Corby that are awaiting completion. This is a reduction of 43 jobs awaiting completion compared with the snapshot at the end of July 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	762	n/a	844	671	↓	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 timescale. Again the lag between shifting backlog work off of the regular responsive repairs teams and onto the newly created backlog team is seen as the main reason why there are already a number of jobs post 1st March 2023 that are out of target time. The team will monitor closely from now on whether the responsive repairs team are staffed to be able to manage the level of new jobs received each month or not. The number of jobs outstanding which are out of timescale reduced from 844 at the end of July to 671 at the end of August, this is a reduction of 173 jobs.