

North Northamptonshire Council Performance Report - September / Q2 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	Quarter 2 23-24	Year to Date 2023-24	July 2023/24	August 2023/24	September 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Assets & Environment																
Modern Public Services	MPS24	Rate of return on investment portfolio (%)		No	n/a	5.55%	5.54%	5.54%	n/a reported Quarterly	n/a reported Quarterly	5.54%	↓	Higher is better	5.41%	4.91% - 5.41%	The Commercial stock continues to perform well. Occupancy rate has slowed in the smaller retail units but we are now starting to see some progress to the demand so should have a positive effect on this KPI
Modern Public Services	MPS25	Total rental income from commercial estate (£)		No	n/a	£13,564,047.00	£13,526,339.00	£13,526,339.00	n/a reported Quarterly	n/a reported Quarterly	£13,526,339.00	↓	Higher is better	£13,000,918	£12,358,472.1 - £13,000,918 (-5%)	The commercial stock continues to be in demand as a whole although some of the tenants in smaller units are feeling the financial economic pressures. We have a mix of portfolio class which reduces the Council's exposure to one sector. We have forecast increased rental income over the MTFP and are looking to improve this further in the coming months with some potentially significant Rent Reviews currently being worked on.
Greener, Sustainable Environment	GSE09	Volume of pesticides used within NNC grounds services operations		No		28L	66L	94L	n/a reported Quarterly	n/a reported Quarterly	66L	↑R	Lower is better	250L (Annual) 62.5L (Quarterly)	25%	This is the raw chemical usage, 0.25L/10L dilution rate.
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%	82.35%	86.67%	75%	75%	100%	↑G	Higher is better	90%	85% - 90%	Performance this month has improved, but relatively low case numbers for major applications mean that performance remains volatile. Year-to-date performance is slightly below target but within 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)	97% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2022/23)	73.91%	84.54%	79.37%	81.82%	86.49%	85.19%	↓	Higher is better	85%	80% - 85%	Performance this month is above target. Planning officer capacity remains challenging, but a forthcoming recruitment campaign is hoped to assist and result in improved longer-term performance.
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%	85.83%	84.77%	89.02%	85.33%	83.51%	↓	Higher is better	88%	83% - 88%	Performance has dropped this month, and is slightly below target, but within tolerance. Planning officer capacity remains challenging, with incoming officers focusing on minor applications.
Safe and thriving places	STP19	Total number of planning applications received - ALL TYPES of applications		No	Not relevant to benchmark.	490	499	989	n/a reported Quarterly	n/a reported Quarterly	499	↑	No polarity	Tracking	N/A	
Safe and thriving places	STP41	% applications determined which were subject to an extension of time		No		37.6% (144 out of 383)	37.5% (138 out of 368)	37.55% (282 out of 751)	n/a reported Quarterly	n/a reported Quarterly	37.5% (138 out of 368)	↓	No polarity	Tracking	N/A	
Safe and thriving places	STP23	Percentage of NNC County Matter (minerals and waste) planning decisions made within the required timescale		Yes	47% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2022/23)	100.00%	100.00%	100.00%	n/a reported Quarterly	n/a reported Quarterly	100.00%	→	Higher is better	95%	5%	One application was due and was determined within timescale in this period.

Place & Economy																
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 1 23-24	Quarter 2 23-24	Year to Date 2023-24	July 2023/24	August 2023/24	September 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Safe and thriving places		% of Full fibre coverage		No (Nationally measured, so able to benchmark)	55.3% (Mean Average CIPFA Near Neighbours - LG Inform Q2 2023/24) 56.2% Q2 2023-24 (England) - Think Broadband	69.3%	75.7%	75.7%	n/a reported Quarterly	n/a reported Quarterly	75.7%	↑G	Higher is better	40% of Premises countywide (Dec 2023) 80% of Premises countywide (Dec 2023)		Strong performance countywide when compared to the average full fibre coverage for the same period in England (75.7% across Northamptonshire compared to 56.2% in England). The 40% full fibre countywide coverage target by December 2023 was achieved early (March 2023). Full fibre coverage in NN exceeded 40% in January 2023, ahead of target. Sights are now set on the countywide 80% target. Full fibre coverage in NN has seen a strong upward trajectory in the last quarter reaching 59.8% compared to 47.8% last quarter. With announced Openreach and CityFibre plans in NN and planned VirginMedia full fibre upgrades, as well as Gigaclear's build in the rural areas, we expect to see improved growth in full fibre coverage in the coming year. Year to date is latest position.
Safe and thriving places	STP22	% of gigabit coverage		No (Nationally measured, so able to benchmark)	82.9% (Mean Average CIPFA Near Neighbours - LG Inform Q2 2023/24) 79.0% Q2 2023-24 (England) - Think Broadband	88.3%	89.9%	89.9%	n/a reported Quarterly	n/a reported Quarterly	89.9%	↑G	Higher is better	75% of premises gigabit capable (Dec 2023) 90% of premises gigabit capable (Dec 2023)		Gigabit capable network coverage continues to steadily increase across Northamptonshire and is performing strongly in comparison to the average for England (89.9% locally compared to 79.0%). In the last quarter coverage has increased from 88.3% to 89.9%, a fraction away from our 90% target. Following the huge gains in gigabit coverage in 2021 when Virgin Media upgraded its network and we saw a leap from 24% to 72% gigabit coverage in a single month, progress has been a steady upward trajectory. Industry focus on full fibre is also driving the gigabit coverage figures as Openreach, Virgin Media, CityFibre and Gigaclear continue to deploy as well as smaller altnets like Swish and Voneus. Coverage in North Northants is also performing well and has reached 88.0% up from 85.3% last quarter.
Greener, sustainable environment	GSE01	Number of E-Scooter trips		No	n/a	131,281	140,797	272,078	n/a reported Quarterly	n/a reported Quarterly	140,797	↑G	Higher is better	Higher than corresponding point in previous year	10%	E-scooter trips increased from Q1 23-24 to Q2 23-24. Year-on-year trend shows slightly decreased popularity with 2023 figures lower than for the same period in 2022. Year to date is cumulative position.
Greener, sustainable environment	GSE02	Number of E-Scooter users		No	n/a	14,785	15,258	30,043	n/a reported Quarterly	n/a reported Quarterly	15,258	↑G	Higher is better	Higher than corresponding point in previous year	10%	E-scooter users increased from Q1 23-24 to Q2 23-24. Year-on-year trend shows a slight decrease in popularity with 2023 user figures lower than for the same period in 2022. This may be due to costs of living and other external factors impacting on discretionary travel and spend. Peak trips continue to be below work. Year to date is cumulative position.
Greener, sustainable environment	GSE03	Co2 saving from E-Scooters (tonnes)		No	n/a	23.4	25.6	49.0	n/a reported Quarterly	n/a reported Quarterly	25.6	↑G	Higher is better	Higher than corresponding point in previous year	10%	CO2 savings increased from Q1 23-24 to Q2 23-24. Year-on-year trend shows a decrease in CO2 savings with figures lower than for the same period in 2022. Year to date is cumulative position.
Greener, sustainable environment	GSE04	Number of electric vehicles charging points publicly available	139 as at end of June	No	N/A	128 (Q4 2022-23)	139 as at end Q1 2023	139 as at end Q1 2023	n/a reported Quarterly	n/a reported Quarterly	139 as at end Q1 2023	↑G	Higher is better	Increase in 10% by end of year. (2.5% by end of Q1)	2%	Source: DT produced data (at end Q1 2023).
Greener, sustainable environment	GSE05	Number of electric vehicles per charge point per 100000 population (national ranking)	38.6 as at end of June	No (Nationally measured, so able to benchmark)	42 (Mean Average CIPFA Near Neighbours - LG Inform Q2 2023)	35.5 (Q4 2022-23)	38.6 (Q1 2023-24)	38.6 (Q1 2023-24)	n/a reported Quarterly	n/a reported Quarterly	38.6 (Q1 2023-24)	↑G	Lower is better	Tracking (aim to decrease in numbers; improve ranking)	N/A	Ranking = 173 out of 309 local authorities (England). Source: DT produced data (at end Q1 2023).
Greener, sustainable environment	GSE08	Co2 saving from Delivery Robots (kg)		No	n/a	1,116	626	1,742	n/a reported Quarterly	n/a reported Quarterly	626	↓	Higher is better	Tracking	N/A	CO2 savings from Delivery Robots have decreased slightly compared to Q1 2023/24. This is due to a change in the process for calculation.
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	1982	1982	3533	3114	1982	↓G	Lower is better	No target - tracking indicator only	N/A	The number of carriageway defects at the end of the month decreased significantly in September. The roads do not deteriorate as quickly during the summer which has allowed Kier to implement P4 repairs earlier.
		P1 (Target response time within 24 hours)	0			0	0	0	0	0	→					
		P2 (Target response time within 7 days)	0			2	2	13	4	2	↓G					
		P3 (Target response time within 28 days)	608			91	91	398	281	91	↓G					
Safe and thriving places	STP30	Number of Defects Repaired in the network in period, split by category		No - Contractual	n/a	4953	3957	8910	1575	1372	1010	↓R	Higher is better	No target - tracking indicator only	N/A	The total number of carriageway defects repaired has decreased again this month. The number of P3 and P4 defects requiring repair has continued to fall. This reduction is expected 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 this winter.
		P1 (Target response time within 7 days)	6			0	6	0	0	0	→					
		P2 (Target response time within 7 days)	217			202	419	54	127	21	↓R					
		P3 (Target response time within 28 days)	2863			1410	4273	530	518	362	↓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)	97.28% (3178 out of 3267)	91.32% (6915 out of 7572)	97.15% (1090 out of 1122)	96.78% (1291 out of 1334)	98.27% (797 out of 811)	↑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% (6 out of 6)			100% (0 out of 0)	100% (6 out of 6)	N/A (0 out of 0)	N/A (0 out of 0)	100% (0 out of 0)	→	97.5%				
		P2 (Target response time within 7 days)	99.09% (217 out of 219)			100% (209 out of 209)	99.53% (426 out of 428)	100% (57 out of 57)	100% (128 out of 128)	100% (24 out of 24)	→	97.5%				
		P3 (Target response time within 28 days)	86.72% (2293 out of 2644)			95.53% (1132 out of 1185)	89.45% (3425 out of 3829)	95.91% (445 out of 464)	94.68% (427 out of 451)	96.3% (260 out of 270)	↑G	90%				
P4 (Target response time within 26 weeks)	85.03% (1221 out of 1436)	98.08% (1837 out of 1873)	92.41% (3058 out of 3309)	97.84% (588 out of 601)	97.48% (736 out of 755)	99.23% (513 out of 517)	↑G	90%								

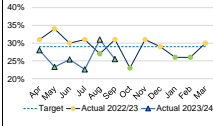
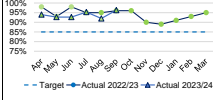
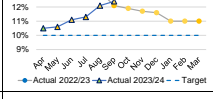

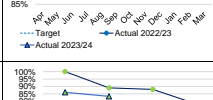
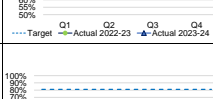

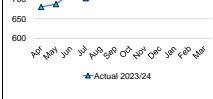
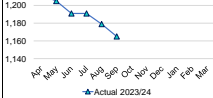
Place & Economy																
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 1 23-24	Quarter 2 23-24	Year to Date 2023-24	July 2023/24	August 2023/24	September 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Regulatory Services																
Safe and thriving places	STP34	% of New encampments visited within 1 working day of notification; unless operational difficulties prevent this		No	N/A	N/A Half-Yearly frequency	100%	100%	N/A Half-Yearly frequency	N/A Half-Yearly frequency	100%	→	Higher is better	95%	85% to 94.9%	All encampments were visited within 1 working day either directly by NTU staff or by a partner (e.g. Police)
Safe and thriving places	STP32	% of food establishments in the area broadly compliant with food hygiene law		No (Nationally measured, so able to benchmark)	97.49% (CIPFA Near Neighbours - LG Inform)	97.00%	96.00%	96.00%	96.39%	96.42%	96.00%	↓	Higher is better	95%	90%-95%	The number of broadly compliant businesses has increased slightly since Quarter 1, however there has been an increase in the total number of food businesses which has resulted in a 0.5% decrease in the broadly compliant premises overall. This is reflected as 1% due to rounding. Performance therefore remains relatively consistent and above target.
Safe and thriving places	STP33	% of Local Land Charges searches processed within 10 working days		No reporting required but a Statutory duty	n/a	96.55%	88.01%	92.20%	90.77%	99.11%	77.33%	↓R	Higher is better	95%	85.5% - 95%	Performance in September dropped below the target performance for Local Land Charges. This is due to recent staff changes within our Kettering office and annual leave taken in September.
Safe and thriving places	STP35	% of Rogue trading activities tackled (rogue traders subject to a Trading Standards intervention)		No	Trading standards institute is the national body - look for benchmarks there	100%	100%	100%	100%	100%	100%	→	Higher is better	100%	N/A	1 x previously advised re lack of cancellation rights and intimidating behaviour, 1 x formal undertaking due to lack of consumer rights and misdescription of vehicle, 1 x previous history re Under age sales (UAS) of vapes, 1 x previous history re advice and complaints, 1 x non compliant vape and UAS Test Purchase (TP), 3 x UAS TP, 1 x alleged UAS and non compliant vapes seized, 1 x national company not providing allergen information, 1 x Cold calling- Previously advised, 1 x Welfare of animals in market- previously advised, 1 x Underage sales alcohol and vapes- previously advised, 1 x Underage sales of vapes- previously advised, 3 x Seizure of illegal vapes- previously advised, 1 x Food labelling and possession of illegal vapes- previously advised
Safe and thriving places	STP13	Number of Private Sector Disabled Facilities Grants (DFG) cases on waiting list		No	n/a	18	45	63	8	13	45	↑R	Lower is better	TBC	N/A	The number of DFGs on the waiting list has increased in the last two months due to summer annual leave and some disaggregation of staff, plus we have seen an increase of new DT recommendations coming in. This figure fluctuates as previously explained and the current number waiting is manageable
Safe and thriving places	STP14	Number of Private Sector Disabled Facilities Grants completions		No	n/a	62	72	134	32	22	18	↓R	Higher is better	168 (14 per month)	TBD	Monthly target continues to be exceeded.

Customer & Governance																																																																																	
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2023-24	Quarter 1 23-24	Jul-23	Aug-23	Sep-23	Quarter 2 23-24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments																																																																	
Information Governance																																																																																	
Modern Public Services	MPS15	<p>Total number of data breaches A personal data breach is a security incident that has affected the confidentiality, integrity or availability of personal data.</p> <p>There are two types of breaches:</p> <ul style="list-style-type: none"> - A 'Non-reportable breach' has a low, or no impact on the rights and freedoms of individuals. - A 'Reportable breach' has a significant impact on the rights and freedoms of individuals. These are required to be reported to the Information Commissioner's Office (ICO). 	<table border="1"> <caption>Total number of data breaches</caption> <thead> <tr> <th>Month</th> <th>Non-reportable breaches</th> <th>Reportable breaches</th> <th>Actual 2022-23</th> <th>Actual 2023-24</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>12</td><td>0</td><td>12</td><td>84</td></tr> <tr><td>May</td><td>10</td><td>0</td><td>10</td><td>33</td></tr> <tr><td>Jun</td><td>12</td><td>0</td><td>12</td><td>17</td></tr> <tr><td>Jul</td><td>18</td><td>0</td><td>18</td><td>18</td></tr> <tr><td>Aug</td><td>17</td><td>0</td><td>17</td><td>16</td></tr> <tr><td>Sep</td><td>12</td><td>0</td><td>12</td><td>51</td></tr> <tr><td>Oct</td><td>11</td><td>0</td><td>11</td><td>1</td></tr> <tr><td>Nov</td><td>12</td><td>0</td><td>12</td><td>1</td></tr> <tr><td>Dec</td><td>4</td><td>0</td><td>4</td><td>0</td></tr> <tr><td>Jan</td><td>6</td><td>0</td><td>6</td><td>0</td></tr> <tr><td>Feb</td><td>18</td><td>0</td><td>18</td><td>0</td></tr> <tr><td>Mar</td><td>18</td><td>0</td><td>18</td><td>0</td></tr> </tbody> </table>	Month	Non-reportable breaches	Reportable breaches	Actual 2022-23	Actual 2023-24	Apr	12	0	12	84	May	10	0	10	33	Jun	12	0	12	17	Jul	18	0	18	18	Aug	17	0	17	16	Sep	12	0	12	51	Oct	11	0	11	1	Nov	12	0	12	1	Dec	4	0	4	0	Jan	6	0	6	0	Feb	18	0	18	0	Mar	18	0	18	0	No	n/a	84	33	17	18	16	51	↑R	Lower is better	No target - tracking indicator only	N/A	<p>The Data Protection Team continues to ensure that the service area is supported and trained appropriately, in order to manage the existing breaches and to decrease future instances.</p> <p>Whilst there has been an increase in the number of incidents reported to the Data Protection Team, there appears to be no specific reason for the increase, and these have been reported across a variety of service areas. Of those incidents, there have been no reportable breaches to the Information Commissioner's Office this quarter.</p>
		Month		Non-reportable breaches	Reportable breaches	Actual 2022-23	Actual 2023-24																																																																										
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a) Reportable breaches (ICO) (This was MPS23 reported quarterly, now included monthly as part of this performance indicator)	1	1	0	0	0	0	↓G																																																																										
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Modern Public Services	MPS16	<p>Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Freedom of Information (FOI) requests following internal review).</p>	<table border="1"> <caption>Number of complaints to Information Commissioners Office (ICO)</caption> <thead> <tr> <th>Quarter</th> <th>Actual 2022-23</th> <th>Actual 2023-24</th> </tr> </thead> <tbody> <tr><td>Q1 (Apr-Jun)</td><td>3</td><td>2</td></tr> <tr><td>Q2 (Jul-Sep)</td><td>2</td><td>n/a</td></tr> <tr><td>Q3 (Oct-Dec)</td><td>2</td><td>n/a</td></tr> <tr><td>Q4 (Jan-Mar)</td><td>1</td><td>1</td></tr> </tbody> </table>	Quarter	Actual 2022-23	Actual 2023-24	Q1 (Apr-Jun)	3	2	Q2 (Jul-Sep)	2	n/a	Q3 (Oct-Dec)	2	n/a	Q4 (Jan-Mar)	1	1	No	n/a	3	2	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	1	↓G	Lower is better	Tracking	No tolerance	The ICO reported a complaint they have received regarding a request for information which we deemed to be outside of the appropriate fees limit. On 26/10/23 the ICO advised that No Further Action was being taken by them and the complaint was closed.																																																		
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Modern Public Services	MPS17	<p>Number of complaints to Information Commissioners Office (ICO) upheld by ICO (with respect to handling of Freedom of Information (FOI) requests following internal review).</p>	<table border="1"> <caption>Number of complaints to Information Commissioners Office (ICO) upheld by ICO</caption> <thead> <tr> <th>Quarter</th> <th>Actual 2022-23</th> <th>Target</th> <th>Actual 2023-24</th> </tr> </thead> <tbody> <tr><td>Q1 (Apr-Jun)</td><td>2</td><td>2</td><td>2</td></tr> <tr><td>Q2 (Jul-Sep)</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q3 (Oct-Dec)</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q4 (Jan-Mar)</td><td>0</td><td>0</td><td>0</td></tr> </tbody> </table>	Quarter	Actual 2022-23	Target	Actual 2023-24	Q1 (Apr-Jun)	2	2	2	Q2 (Jul-Sep)	0	0	0	Q3 (Oct-Dec)	0	0	0	Q4 (Jan-Mar)	0	0	0	No	n/a	2	2	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	0	↓G	Lower is better	0 per month	No variation																																														
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Customer & Governance																
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Customer Services																
Modern public services.	MPS30	Total number of Stage 1 complaints received by NNC (excluding children's services complaints)		No	n/a	1136	651	178	138	169	484	↓	Lower is better	No target - tracking indicator only	No target - tracking indicator only	The volume of complaints received has reduced in the last quarter, however there is no clear reason for this as the spread of complaints by service remains consistent with previous quarters.
Modern public services.	MPS32	Total number of complaints escalated to stage 2		No	n/a	43	20	9	4	10	23	↑	Lower is better	No target - tracking indicator only	No target - tracking indicator only	There has been a very small increase in complaints that customers have escalated to stage 2 in this quarter, compared to both the last quarter and the comparable period last year, indicating that customers generally are satisfied with how the Council has resolved matters raised at stage 1 level.
Modern public services.	MPS31	Total number of complaints received by NNC		No	n/a	1179	671	187	142	179	507	↓	Lower is better	No target - tracking indicator only	No target - tracking indicator only	The volume of complaints received has reduced in the last quarter, however there is no clear reason for this as the spread of complaints by service remains consistent with previous quarters.
Modern public services.	MPS34	% of complaints answered within the Service Level Agreement (20 Working days or agreed extension)		No	TBD	68%	74%	49%	70%	73%	62%	↓	Higher is better	90%	81%-90%	Despite a dip in the speed of complaint answering in July, the response rate was significantly better in August and September, and staff are working to ensure that the response rate improves further.
Modern public services.	MPS35	% of complaints upheld		No	TBD	33%	23%	43%	41%	59%	45%	↑	Lower is better	20%	20% - 22%	There has been an increase in upheld complaints, however services are learning from mistakes as well as demonstrating that customer satisfaction remains positive.
Modern public services.	MPS37	Total number of notices received of complaints under investigation by Ombudsman		No	n/a	29	13	7	5	4	16	↑	Lower is better	No target - tracking indicator only	N/A	Volumes still remain low when taking into account the overall number of complaints received.
Modern public services	MPS39	% of calls answered out of total calls received in customer services		No	n/a	77.71%	76.91%	76.48%	80.95%	78.25%	78.53%	↑	Higher is better	90%	81% - 90%	Slightly below target however with new telephone system, we will be able to use data to better identify peaks across service better and put things in place to increase performance
Modern public services.	MPS40	% Calls answered within 60 seconds in customer services		No	TBD	59.57%	61.56%	57.18%	60.02%	55.49%	57.58%	↓	Higher is better	80%	72% - 80%	Slightly below target however with new telephone system, we will be able to better identify peaks across service better and put things in place to increase performance
Modern public services.	MPS41	Number of customers helped by customer services		No	n/a	296842	152373	49100	47362	48007	144469	↓	N/A	No target - tracking indicator only	N/A	
Modern public services.	MPS42	Number of customer interactions to customer services - split by telephone/face-to-face, email and online form		No	n/a	189759	94577	31770	32114	31298	95182	↓	N/A	No target - tracking indicator only	N/A	This data is for information only

Communities & Public Health													
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2023-24	Quarter 1 23-24	Quarter 2 23-24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Communities and Libraries													
Active, fulfilled lives	AFL09	Number of physical visits to libraries		No	n/a	287,275	110,147	131,138	↑G	Higher is better	499,791 annual target Q1 target 21% (104,618) Q2 target 26% (128,492) Q3 target 26% (128,461) Q4 target 28% (138,220)	5%	Visits are exceeding target by 21.5% for quarter 2. We are confident that this position will remain on or over the target.
Safe and thriving places	STP01	Number of new business started with support from the BIPC (Business and Intellectual Property Advice) Northamptonshire		No	n/a	11	2	9	↑G	Higher is better	25 annual target 6.25 Quarterly	4%	The new programme, the UKSPF (UK Shared Prosperity Fund) funded programme, launched in quarter 2 and numbers have seen a significant increase on quarter 1. We anticipate higher returns in quarters 3/4 to meet the target.
Active, fulfilled lives	AFL10	Number of participants in the Summer Reading Challenge	4096 participants in summer reading challenge 2023		n/a	4,096	n/a (reported annually October)	4,096	↑G	Higher is better	3,417	4%	These figures represent the current status, and we are currently awaiting final confirmation that all the data is available. However early indications point to a successful summer.
Safe and thriving places	STP02	Number of satisfactory Anti-Social Behaviour resolutions by North Northamptonshire Council		No	n/a	78.94%	91.66%	57.14%	↓R	Higher is better	87%	5%	Please note this number is only for Corby cases at present. The team is exploring ways to obtain information wider. Cases closed the previous month will be contacted the following month which affects the data for the quarter.
Safe and thriving places	STP03	Number of repeat incidents of reported domestic abuse incidents		No	n/a	200	115	85	↓G	Lower is better	190	5%	The reduction in numbers could be the result of Home Office changes to the way that behavioural crimes such as stalking, controlling and coercive behaviour, and harassment are recorded. They no longer need to be recorded separately, so if an individual victim was reporting several crimes only the most serious now need to be recorded. The Police reports are reviewed and updated which has resulted in Qrt1 total being adjusted.
Connected communities	CNC02	Total amount of funding released via small discretionary grants into organisations	93% of funding released via small discretionary grants into organisations		n/a	0	n/a Half Yearly frequency	0 (% N/A)	→	Higher is better	100%	2%	

Finance Services																		
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 2 22-23	Quarter 1	Year to Date 2023/24	Quarter 2 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments				
Finance																		
Modern Public Services	MPS01	% of invoices paid within 30 days		Yes	n/a	97.1%	98.6%	98.7%	98.9%	↑G	Higher is better	95%	Tolerance: TBC	This KPI continues to exceed target and has reported over 98% each month of the quarter.				
						9477 out of 9761	8573 out of 8699	18030 out of 18265	9457 out of 9566									
Modern Public Services	MPS02	Estimated total value of contracts (over the contract term) awarded to local suppliers (post code starting "NN") following a procurement process being ran equal to and above £100k		No	n/a	70%	96%	48%	0%	↓	N/A	No Target - Tracking Only	No tolerance	In quarter 2, there were seven (7) contracts awarded equal to or exceeding £100,000. -"NCC - Geographic Information System (GIS)" - this contract was procured via a direct award from an external framework, and awarded to one (1) non-local supplier. The awarded contract value was £153,564.50. -"NCC - New Air Conditioning Systems, Nene Valley Crematorium" - this contract was procured via a request for quotation, and awarded to one (1) non-local supplier. The awarded contract value was £116,372.00. -"NCC - Security Information and Event Management (SIEM) Software Solution" - this contract was procured via a direct award from an external framework, and awarded to one (1) non-local supplier. The awarded contract value was £135,000.00. -"NCC - External Legal Advice for Procurement of Treatment & Disposal of Residual Waste and Household Waste Recycling Centres" - this contract was procured via a mini-competition from an external framework, and awarded to one (1) non-local supplier. The awarded contract value was £105,162.50. -"Call Off Under The Older Persons Residential And Nursing Homes Services Dynamic Purchasing System For The Provision Of A Discharge To Assess (DTA), Interim Care Home Service" - this contract was procured via a mini-competition from an internal framework and awarded to two (2) non-local suppliers. The awarded contract value was £152,000.00. -"Provision of Independent Advocacy Services in North Northamptonshire" - this contract was procured via an open tender, and awarded to one (1) non-local supplier. The awarded contract value was £354,000.00. -"Fuel Banking for Fleet Services" - this contract was procured via a direct award from an external framework, and awarded to one (1) non-local supplier. The awarded contract value was £3,330,000.00.				
						£3,036,000 local spend of £4,318,227	Local spend of £3,512,750.00 from a total spend of £3,645,250.00	Local spend of £3,512,750.00 from a total spend of £7,961,348.10	Local spend of £0 from a total spend of £4,316,099.10									
Modern Public Services	MPS03	% count of local suppliers (post code starting "NN") awarded a contract following a procurement process being ran equal to and above £100k		No	n/a	33%	50%	25%	0%	↓	N/A	No Target - Tracking Only	No tolerance	In quarter 2, there were seven (7) contracts awarded equal to or above £100,000. One contract was awarded to multiple suppliers (2) and all eight (8) suppliers were non-local.				
						2 local out of 6 total suppliers from 6 contracts	1 local supplier out of a total of 2 suppliers from 2 contracts	1 local supplier out of a total of 10 suppliers from 9 contracts	0 local suppliers out of a total of 8 suppliers from 7 contracts									
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	September 2022/23	Quarter 2 22-23	Quarter 1 23-24	Quarter 2 23-24	Year to Date 2023/24	July 2023/24	August 2023/24	September 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		Yes, reported on a quarterly basis but no target set by government	95.97% (Mean Average CIPFA Near Neighbours - LG Inform 2022/23)	57.69% (YTD) 103.52% achieved of the monthly target (56.00%)	57.69% (YTD) 103.52% achieved of the monthly target (56.00%)	29.39% (YTD) 104.96% achieved of the target (28.00%)	56.98% (YTD) 101.75% achieved of the target (56.00%)	56.98% (YTD) 101.75% achieved of the target (56.00%)	38.60% (YTD) 101.50% achieved of the monthly target (38.00%)	47.82% (YTD) 101.74% achieved of the monthly target (47.00%)	56.98% (YTD) 101.75% achieved of the monthly target (56.00%)	↑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.
						£20,877,879.80 (collected in Sep)	£64,845,002.55 (collected in Q2)	£71,233,944.18 (collected YTD)	£77,038,877.66 (collected in Q2)	£139,272,791.84 (collected YTD)	£22,340,254.84 (collected in July)	£22,433,954.51 (collected in Aug)	£22,264,698.31 (collected in Sep)					
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)	56.80% (YTD) 101.43% achieved of the monthly target (56.00%)	56.80% (YTD) 101.43% achieved of the monthly target (56.00%)	28.92% (YTD) 103.29% achieved of the target (28.00%)	55.72% (YTD) 99.50% achieved of the target (56.00%)	55.72% (YTD) 99.50% achieved of the target (56.00%)	38.79% (YTD) 102.09% achieved of the monthly target (38.00%)	47.38% (YTD) 100.80% achieved of the monthly target (47.00%)	55.72% (YTD) 99.50% achieved of the monthly target (56.00%)	↓	Higher is better	98% (Annual target)	No tolerance	Performance has dropped slightly below target, in the light of the cost of living issues and current economic climate. We will monitor this closely.
						£14,121,077.36 (collected in Sep)	£40,434,451.64 (collected in Q2)	£71,367,457.48 (collected YTD)	£47,700,607.20 (collected in Q2)	£99,697,044.68 (collected YTD)	£17,203,547.42 (collected in July)	£18,601,058.19 (collected in Aug)	£13,191,470.69 (collected in Sep)					

Children's Services																
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 1 2023-24	Quarter 2 2023-24	Year to Date 2023-24	July 2023/24	August 2023/24	September 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	25.4% (2,583)	26.4% (1,964)	25.8% (4,547)	23.2% (724)	31.0% (616)	25.5% (624)	↑G	Lower is better	29%	25% - 40%	Re-referrals have improved this month better than target. 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 will 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 compliance from schools about their roles and responsibilities. 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 recommendations from external MASH review. 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	92.9% (2,792)	94.3% (2,695)	93.6% (5,487)	95.3% (1,032)	92.2% (1,033)	96.3% (630)	↑G	Higher is better	85%	85% - 95%	Assessment timescales remain consistently above target and national average, increasing to 96.3% 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 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)	12.4% (1,165)	12.4% (1,165)	11.3% (1,191)	12.1% (1,179)	12.4% (1,165)	↓A	Lower is better	10%	5% - 15%	Performance has declined to 12.4% this month. Consideration of various options to improve sufficiency is continuing, including exploration of capital investment, additional in house resources, as well as improved engagement with the market. Two new emergency homes now operational and valuing care project has started having a positive impact on practice and outcomes for children. 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 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)	65.3% (678)	65.3% (678)	62.9% (685)	63.3% (689)	65.3% (678)	↑G	Higher is better	55%	50% - 60%	This month has seen performance increase to 65.3%, comparing favourably with 58% across England. Focus in this area continues to be driven through arrangements with local colleges, the virtual school and the senior personal advisor (Education and Employment) with further review of contracted arrangements (Prospects) to be undertaken to ensure we have the best approach/ support for young people. Work with councils to ensure 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)	96.0% (678)	96.0% (678)	94.7% (684)	93.3% (689)	96.0% (678)	↑G	Higher is better	90%	85% - 95%	Performance for this month increased to 96.0%, 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, iteratively 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	BBF19 (KPI 11)	% of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted		Yes (also contractual) - target is contractual but not statutory	n/a	85.7% (7)	83.3% (6)	84.6% (13)	n/a Quarterly reported	n/a Quarterly reported	83.3% (6)	↓A	Higher is better	72%	57% - 77%	Strengthened family finding and matching processes have been implemented which alongside improved permanency tracking arrangements have supported timely decision-making process and ability to progress adoption placements. The use of foster to adopt placements have also positively influenced this performance indicator. COVID: it has taken longer for courts to hold final hearings which could have a longer term impact on this target (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	36.4% (343)	12.2% (287)	25.4% (630)	21.8% (87)	5.4% (130)	12.9% (70)	↑G	Higher is better	81%	66% - 86%	Performance improved slightly this month, but is well below expectations. 83% Initial Child Protection Conferences (ICPC) conversion to Child Protection (CP) Plans is positive. Summer data was negatively impacted by high numbers of 1st reviews scheduled after high numbers of ICPCs in April; this impacted on CP Chair availability. In-month, for ICPCs, all new Child Protection Conferences (CPC) had to fit in already busy diaries. CP Chair average caseload remains above 100 (well above recommended levels). Additional temporary CP Chair resource has been recruited, and this will have a positive impact (October). Average no. days from strategy discussion to ICPC in September = 28. There was another high number of ICPCs in August, but this reduced in September. 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 combined with high levels of ICPC and reviews. DAAT managers support Social Worker's with additional training on process, recording and requesting strategy discussions and convening conferences. A refreshed duty CP Chair flowchart is in place to assist referring managers with threshold decision-making and this has been shared with all teams (Trust commentary).
Better, brighter futures	BBF28	Number of children with a Child Protection Plan		Yes	665 Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	714	755	755	702	771	755	↓	No polarity	TBD		At the end of September 2023, 755 children were subject to a Child Protection Plan (CPP), 16 children less than the previous month. Yet, 676 children had a Child Protection Plan in September 2022. Prior to May 2023, there were less than 700 children were in the cohort between. However, an average of 736 children had a Child Protection Plan in the last four months. There are 79 children more in the CPPs cohort than one year ago and 119 more children than two years ago. An average of 693 children were subject to a Child Protection Plan in the last twelve months. By comparison, an average of 615 children had a Child Protection Plan during the same period of last year. 88.5% of children on Child Protection Plan had up to date CP visits in September 2023, an improvement (+6.8 percentage points) compared with the previous month. The proportion of children on plan with up-to-date CP visits is prone to fluctuations; the last twelve months, an average of 86.5% of children on CP plans has up-to-date CP visits. A similar outcome was achieved during the same period of last year (88.4%) and two years ago (88.6%) (Intelligent Client Function commentary).
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	1,165	1,191	1,179	1,165	↓	No polarity	TBD		1,165 children were in care at the end of September 2023, 14 children less than last month. The number of children in care has decreased in the last six months. In the last twelve months, the lowest number of children in care was reported between June 2023-September 2023. September 2023 marks the fourth 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. So far in 2023-24, an average of 1,191 children have been reported to be in care. An average of 1,211 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 (1,188) and two years ago (1,151). At the end of September 2023, 120 children in care were also identified in the Education Health Care (EHC) cohort. The number of children in care who were also identified in the EHC cohort has decreased by 2 since May 2023 (Intelligent Client Function commentary).

Children's Services																
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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 LAT near neighbours 2021/22	66.7%	80.6%	74.5%	74.1%	87.7%	78.2%	↓R	Higher is better	Target under review	n/a	The summer has allowed the team to focus on writing and finalising plans. Again, this is the impact of the new assessment team which has been piloted as part of the new Educational Health Care (EHC) Team reorganisation. Whilst the team have written and finalised plans, many are finalised on type due to late lead professional advice not allowing the EHC Team time to consult. RSA decisions are being made by week 6 (no decisions have been made after 6 weeks), advice is requested but often not returned until Week 16-17 of the process leaving the EHC team a few days to write the plan and 15 days for the draft to be commented on by the parent. To meet the statutory 20 week timescales, there is no time to send consults for pupils and staff have to amend plans naming a school once they are finalised. The EHC Team are working collaboratively with the Educational Psychology (EP) service and health to try to improve this (Service commentary).
						96 out of 144	150 out of 186	246 out of 330	43 out of 58	64 out of 73	43 out of 55					
Better, brighter futures	BBF22	Number of children missing education (previously named 'Number of children without a school place')		No		274	313	313	291	316	313	↓G	Lower is better	Target under review	n/a	This includes those children missing from education across School Admissions, Special Educational Needs Support/Education Health Care Services and EIP Services. 313 children were missing education at the end of September 2023. 3 children less than last month. This month marks the second highest volume reported in the five months for which figures are available. 45.7% of children missing education are in School Admissions, 37.1% are in Special Educational Needs (SEN) Support/ Education Health Care (EHC) Services and 17.3% are in Educational, Inclusion & Partnership (EIP) Services. The proportion of the total children missing education has risen by 37% in the last five months. August 2023 accounts for the highest proportion of children missing education. While the lowest proportion of children missing education was recorded in May 2023. In the last five months, an average of 278 children were missing education (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 DIE.		855	837	837	783	790	837	↑	No polarity	N/A - Tracking	n/a	837 children were electively home education in September 2023. Following a short period of decrease in Summer Term 2023, the number of electively home educated children has increased over 800. There now 47 children more than last month. There were 664 electively home educated children in September 2022, so the cohort is 20% greater than it was one year ago. The highest number of electively home educated children in the last twelve months was registered in May 2023, when 876 children were home educated. 33% of electively home educated children have been educated at home for more than two years (280 children), 18% for 1-2 years (148 children), 22% for 6-12 months (188 children), 11% for 3-6 months (95 children) and 15% for 0-3 months (126 children) (Children's Performance Team commentary).
Better, brighter futures	BBF33	Number of children who are absent from education for prolonged periods (Previously named '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 DIE.		103	225	225	165	133	225	↑R	Lower is better	N/A - Tracking	n/a	225 children were absent from education for prolonged periods. Following the summer holidays, the population of children absent from education has significantly increased. A similar trend was observed at the beginning of the academic year 2022-23 when 254 children were absent from education for prolonged periods. 81.8% of children have been absent between 0-3 months (184), 12.4% of children have been absent between 3-6 months (28), 2.2% of children have been absent between 6-12 months (5), 3.6% of children have been absent between 1-2 years (8). There are now 11% fewer children absent from education than there were at the beginning of the academic year 2022-23. An average of 150 children were absent from education for prolonged periods in the last twelve months (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		67.2%	N/A reported one month in arrears	66.2%	64.2%	0.0%	N/A reported one month in arrears	↓R	Higher is better	N/A - Tracking	n/a	A new Annual Review (AR) template has been designed and training organised for all settings (Early Years (EY), primary, secondary, college, Out of Authority (OOA), independent, special) for the 28th 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 EHC team much more streamlined. 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 learn to challenge and ensure that AR's are taking place consistently in all settings (Service commentary). The 0% result for August is due to the fact that Education Health Care Plan reviews are not carried out during August when schools are closed.
Better, brighter futures	BBF30	Percentage of Early Years PVI Settings (non-domestic) judged as Good or Outstanding by Ofsted/ISI		No		99.0%	98%	98%	n/a reported Quarterly	n/a reported Quarterly	98%	↓	Higher is better	N/A - Tracking	n/a	98.0% of Early Years PVI settings excluding domestic were rated as Good or Outstanding by OFSTED at the end of the September, actually the lowest proportion since November 2022 (91.6%). Perfect performance of 100% was achieved between December 2022 and February 2023. Prior to December 2022, performance was less stable. May 2022 saw 70.8% of settings excluding domestic were rated as Good or Outstanding. The subsequent seven months produced a period of instability but with performance usually under 95%. Since then performance of at least 98% has been achieved (Children's Performance Team commentary).
Better, brighter futures	BBF31	Percentage of Early Years PVI Settings Childminders judged as Good or Outstanding by Ofsted		No		100.0%	99%	99%	n/a reported Quarterly	n/a reported Quarterly	99%	↓	Higher is better	N/A - Tracking	n/a	After five months in which 100% of PVI childminder settings were rated as Good or Outstanding by OFSTED, performance declined fractionally to 99.4% at the end of September. Even so it was the tenth successive month with at least 99% of PVI childminder settings holding either of the top two OFSTED ratings. Prior to December 2022, performance was less impressive. Only once in seven months were more than 86% of PVI childminder settings rated as Good or Outstanding by OFSTED, with a low of 70.4% reported in May 2022 (Children's Performance Team commentary).

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%	40%	40%	38%	39%	40%	↑G	Higher is better	35%	5% points	BI comments: There were 31 new requests for people aged 18-64 and 438 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. Service Mgr Comments: Demand on all pathways is exceeding Capacity modelling for Better Care Fund (BCF).
						229 out of 602	469 out of 1163	469 out of 1163	310 out of 811	388 out of 986	469 out of 1163						
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	N/A Reporting one month in arrears	1852 (Apr-Aug)	365	361	N/A Reporting one month in arrears	↓	No polarity	No target - tracking indicator only	N/A	BI comments: The number of new concerns received remained stable from the previous period and remains notably higher than the average seen over the previous financial year (318).
Active, fulfilled lives	AFL05	New safeguarding concerns determined to be enquiries (both 442 and other) (A 542 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	162	N/A Reporting one month in arrears	293 (Apr-Aug)	61	70	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 proportion of concerns determined to be enquiries (+9). The proportion seen (19%) still remains slightly below 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	1305	1305	1292	1286	1305	↑	Lower is better	No target - tracking indicator only	N/A	BI comments: The number of open Deprivation of liberty Safeguard (DoLS) cases increased slightly (+19). This still remains notably lower than the average observed across the previous financial year (330 fewer).
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)	135.6	263.7	263.7	169.2	221	263.7	↓G	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. The Business Intelligence team have supported Adult Social Care teams to correct admission data and have implemented change to sourcing data to more accurately reflect actual admissions. The year to date admissions are 173; 131 admissions following an assessment for new people, 4 following an episode of reablement for new people, 2 following an episode of reablement for existing people, and 36 as a result of change in setting following a review. Average monthly growth is 46.1
Active, fulfilled lives	AFL08	Number of people who were prevented from requiring statutory care, or whose need was reduced		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%	73.0%	73.0%	72.1%	74.4%	73.0%	↓	Higher is better	80%	5% points	BI comments: The rate shows positive growth from April to August but saw a slight reduction in September. The rate 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	348 out of 477	348 out of 477	217 out of 301	287 out of 386	348 out of 477						

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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	13	n/a	13	12	13	↑R	Lower is better	9	9 to 12	During the month of September, there has been a steady flow of rough sleepers (13 single night), with a high proportion of new Rough Sleepers. The single night data was taken from the last outreach session in September so the team are working with this new cohort to establish the cause and support needs. The team are focusing on prevention work as much as possible, linking in with our cohort that have been placed and liaising with the providers if there are concerns around failure. Our long-term rough sleepers, (which is measured if seen 3 or more months of last 12 months) remains fairly high at 9 for the month which although is a reduction from last month as we have placed some within our Rough Sleeper accommodation Programme (RSAP) units. The RSAP project is aimed at our 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 CIPFA Near Neighbours - LG Inform) Demand in some areas must be much higher.	75	63	138	24	17	22	↑G	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	82	168	22	24	36	↑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	1404	2872	525	449	430	↓	N/A	Tracking - monitoring levels of demand only	N/A	3,863 households approached the Council as homeless during 2021/22, which is an average of 320 approaches per month. 4,778 households approached the Council as homeless during 2022/23. This is an increase of just over 900, and an average of 400 approaches per month. Currently the Housing Options Team have a live caseload of 1,141 cases. During September there was a slightly further decrease in the number of approaches from 449 to 430, this still remains high compared with the previous year.
Active, fulfilled lives	AFL16	Number of households accepted as owed the main housing duty		Yes (DLUHC - quarterly H-CLIC returns, no target set)	63 every month? (Mean Average CIPFA Near Neighbours - LG Inform)	108	130	238	n/a	n/a	130	↑	N/A	286 (72 per quarter)	TBD (currently using standard 5%)	This measure indicates the number of households that have been accepted by the Council as homeless due to being unintentionally homeless, eligible for assistance and have a priority need and for which the Council has been unable to achieve a positive housing solution during the prevention and relief stages of the process (AFL 13 and AFL 14). While an increase in positive prevention and relief cases by Housing Options Teams leads to more households leaving the homeless process before this stage, the ever increasing demand for service and focus on supporting prevention and relief cases have contributed to an increase in main duty acceptances in Q2 compared to the Q1.
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	n/a	233	230	239	↑	Lower is better	245	No tolerance	The number of households living in temporary accommodation remains fairly 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 casebooks because of tenancy/letting issues, a future rise in the number of households living in temporary accommodation should be expected (LAHF round 1 should deliver 30 homes by November 2023, and a further 11 homes under LAHF round 2 will follow in 2024). This figure includes 4 LAHF units. Note: This figure is for statutory duty placements only and does not include the additional cohort of rough sleepers accommodated using discretionary powers.
Active, fulfilled lives	AFL18	Number of households with family commitments living in bed and breakfast accommodation		Yes (DLUHC - quarterly H-CLIC returns, no target set)	11 (Mean Average CIPFA Near Neighbours - LG Inform)	n/a	n/a	n/a	5	2	1	↓G	Lower is better	5	No tolerance	As at 30/09/2023 there was one household with family commitments living in B&B; a woman with a child placed on 22/09/2023. This family is due to sign for self contained accommodation imminently (02/10/2023) leaving us with zero households with family commitments living in B&B. Note: Households with family commitments are a) a pregnant woman; (b) with whom a pregnant woman resides or might reasonably be expected to reside; or, (c) with whom dependent children reside or might reasonably be expected to reside.
Active, fulfilled lives	AFL19	Number of rough sleepers rehoused into accommodation		Yes (DLUHC monthly rough sleeping survey, no target set)	n/a	23	20	43	n/a Quarterly reported	n/a Quarterly reported	20	↓R	Higher is better	84 per year (7 per month/ 21 per quarter)	No tolerance	The Rough Sleeping Team continue to work hard to secure successful move on for rough sleepers within North Northants. Within the first two quarters of 23/24 there has been 43 rough sleepers rehoused into accommodation. During September the team helped to secure accommodation for 4 rough sleepers.

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	n/a	1	1	1	→	Lower is better	3	No tolerance	The household that was recorded as living out of area on 30/09/2023 has since moved out of Temporary Accommodation. As at 02/10/2023 there are no households living in TA outside of North Northamptonshire.
Safe and thriving places	STP38	Percentage of rent collected		No	n/a	96.37	97.28%	97.28%	96.08%	97.34%	97.28%	↓	Higher is better	97%	5%	This is a cumulative rent collected as a percentage of rent owed figure. The amount of rent collected as a percentage of rent owed has remained above target in September 2023. In the Kettering area the September period does not include Universal Credit direct arrears recovery received on 28.09.23 as not processed by finance till October. Enforcement action still on 3 month wait from courts. Intensive work on rent collection will continue over the forthcoming winter months.
Safe and thriving places	STP11	Number of (council housing) lettings completed		Yes (Annual LAHS return to DLUHC, no target set)	n/a	137	131	268	48	42	41	↓	No polarity	No target - tracking indicator only	N/A	The number of lets in July (48), August (42) and September (41) remained steady. The weekly voids meeting has proven effective in managing voids as they arise and progress into the letting stage.
Safe and thriving places	STP12	Number of (council house) dwellings vacant and ready to let at month end		Yes (Annual LAHS return to DLUHC, no target set)	n/a	n/a	n/a	n/a	10	8	8	→	Lower is better	10	10 to 15	At the end of September 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	n/a	60	64	69	↑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 September there was a slight increase in the number of voids. The overall NNC snapshot was at 126 compared with 120 as at the end of 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	n/a	65	56	57	↑	Lower is better	No target - tracking indicator only	N/A	

Adults & Housing																
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 1 23-24	Quarter 2 23-24	Year to Date 2023-24	July 2023/24	August 2023/24	September 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)	8 weeks (56 days) House Mark	60.9 days	57.8 days	57.8 days	59.5 days	58.8 days	57.8 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 of a long-term major void when it has been empty for a long time and provide a more accurate reflection of void turnaround for standard properties. In September 23, there were 29 standard void properties let. The total number of void days for these 29 properties was 1489 days, which provides a monthly average turnaround for September of 51.3 days. This has brought the cumulative average turnaround time down to 57.8 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	248 days	248 days	301 days	243 days	248 days	↑	Lower is better	No target - tracking indicator only	N/A	In September 2023 there were 9 major void properties let. These 9 properties had a total number of void days of 2448. The number of void days for these properties meant there was a slight increase in the overall cumulative average void days to 248 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%	99.8%	99.8%	99.8%	99.6%	99.8%	↑G	Higher is better	100%	99.5% and above is green, 99% and above is amber	As at the end of September, 19 out of total 7,898 properties did not have a valid gas certificate. Of the 19 properties outstanding, six are in the Corby area, with one was serviced on 29/09/2023 and awaiting Landlord Gas Safety Record (LGSR). One property was serviced on 02/10/2023, one property we are executing right to entry warrant on 03/10/2023 and three properties have a court date booked for 24/10/2023 to obtain right of entry warrants. In the Kettering area, one property is now void, and the remaining outstanding properties are going through the legal process to gain warrants for access. (We are limited in the number of properties we can take to court each fortnight to obtain right of entry warrants, so this can impact compliance).
Safe and thriving places	STP09	Total number of emergency repairs completed		Yes	n/a	1259	1331	2590	405	424	502	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	This indicator measures the number of Emergency Responsive Repairs only which have been completed during the month. The number of emergency responsive repairs completed in July (405), August (424) and September (502) have been increasing month on month.
Safe and thriving places	STP10	Total number of non-emergency repairs completed		(Regulator of Social Housing - TSM, no target set)	n/a	1442	1886	3328	557	730	599	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	This indicator measures the number of Non-Emergency Responsive Repairs only which have been completed during the month. There was a spike in the number of non-emergency responsive repairs completed in August (730) from (557 in July), this has reduced again to 599 in September.
Safe and thriving places	STP04	Number of active households on Keyways (as at 1st month)		No	n/a	5263	5642	n/a	5349	5527	5642	↑	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 only slightly increased this month due to a number of applications being set to 'housed' following some administration work, however new applications being received remains high. It is important to 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 who have had no-contact with the council or have experienced a change of circumstances.
Safe and thriving places	STP05	Number of new Keyways applications received		No	n/a	1850	1793	3643	643	582	568	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	Last month saw 568 new applications which was a small decrease on the previous month, however, still higher than the same month last year which was 530. The year-to-date average stands at 607, in contrast to last year's average of 490 for the same period.
Safe and thriving places	STP39	Number of repair jobs awaiting completion		No	n/a	1,188	1,326	n/a	1,266	1,223	TBD	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	September figures are to be determined.
Safe and thriving places	STP40	Number of repair jobs awaiting completion which are outside of target timescale		No	n/a	762	1015	n/a	844	671	TBD	↑	N/A - Tracking	N/A - monitoring levels of demand	N/A	September figures are to be determined.