

North Northamptonshire Council Performance Report - November 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

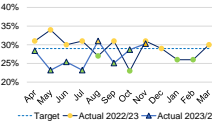
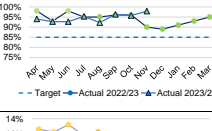
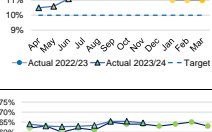
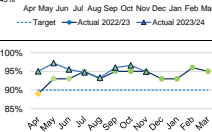
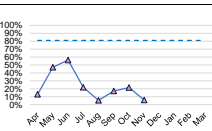
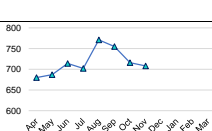
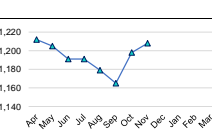

Performance Terminology key

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	October 2023/24	November 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%	82.35%	82.00%	83.33%	62.50%	↓	Higher is better	90%	85% - 90%	Performance this month has dropped. The percentage performance is influenced by the higher number of decisions issued within the last two months as officers work to clear applications from the backlog of those in hand. The relatively small number of major decisions overall also means that percentage performance remains volatile.
						12 out of 13	14 out of 17	41 out of 50	10 out of 12	5 out of 8					
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%	84.54%	79.09%	82.05%	74.29%	↓	Higher is better	85%	80% - 85%	Performance this month has dropped, although a significant number of applications have been determined again this month. Planning officer capacity remains challenging, but a recruitment campaign is in progress to increase the number of permanent planning staff which it is hoped will assist in improvements with longer-term performance.
						68 out of 92	82 out of 97	208 out of 263	32 out of 39	26 out of 35					
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%	81.34%	75.27%	69.72%	↓	Higher is better	88%	83% - 88%	Performance has dropped this month but a significant number of applications have been determined during the period, as officers work to clear the backlog of applications in hand. Planning officer capacity remains challenging, but a recruitment campaign is in progress to increase the number of permanent planning staff which it is hoped will assist in improving longer-term performance.
						233 out of 278	218 out of 254	597 out of 734	70 out of 93	76 out of 109					

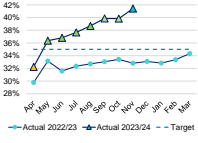
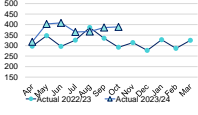
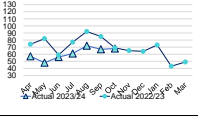
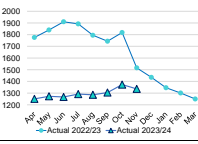
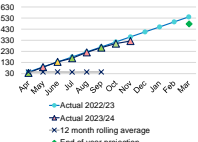
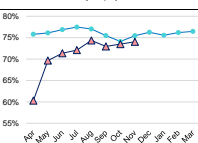
Place & Economy															
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 1 23-24	Quarter 2 23-24	Year to Date 2023-24	October 2023/24	November 2023/24	Direction of Travel (since previous period)	Polarity	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	1982	1804	1788	1804	↑	Lower is better	No target - tracking indicator or only	N/A	The total number of defects increased a little in November, which is to be expected over the winter. There was an increase in P2 from 15 to 37 and an increase in P3 from 147 to 195. This reflects the defect mix rather than contractor performance as STP31 shows that the contractor is meeting target performance for repair timescales.
		0				0	0	0	0	→					
		0				2	37	15	37	↑R					
		608				91	195	147	195	↑R					
		3461				1889	1572	1626	1572	↓G					
Safe and thriving places	STP30	Number of Defects Repaired in the network in period, split by category		No - Contractual	n/a	4953	3957	11141	1348	883	↓R	Higher is better	No target - tracking indicator or only	N/A	The number of P2 and P3 repairs completed this period has increased compared to the previous month, this is in response to the increase in the number of P2 and P3 defects on the network, as reported in STP29 above. Given the winter weather, this increase was anticipated, and the service has been able to respond to this demand because they completed considerably more P4 repairs in October in order to have sufficient capacity to focus on P2 and P3 defects in November. Generally, fewer repairs are made during the winter months as resources are required to be redirected to respond to weather events including flooding and winter gritting.
		6				0	6	0	0	→					
		217				202	442	23	87	↑G					
		2863				1410	4544	271	409	↑G					
		1867				2345	5266	1054	387	↓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)	96.39% (9169 out of 9685)	98.31% (1278 out of 1323)	98.58% (976 out of 990)	↑G	Higher is better	P1 and P2 97.5% and P3 and 97.5%	No Tolerance	All targets have been met again this month. P2's have increased which is to be expected over the winter.
		100% (6 out of 6)				100% (0 out of 0)	100% (6 out of 6)	100% (0 out of 0)	100% (0 out of 0)	→					
		99.09% (217 out of 219)				100% (209 out of 209)	99.66% (528 out of 530)	100% (23 out of 23)	100% (79 out of 79)	→					
		86.72% (2293 out of 2644)				95.53% (1132 out of 1185)	92.68% (4030 out of 4454)	96.8% (333 out of 344)	96.8% (272 out of 281)	→					
		85.03% (1221 out of 1436)				98.08% (1837 out of 1873)	93.23% (4605 out of 4895)	97.94% (822 out of 956)	99.21% (625 out of 630)	↑G					

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	November 2022/23	Quarter 1 23-24	Quarter 2 23-24	Year to Date 2023/24	October 2023/24	November 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)	77.02% (YTD) 102.69% achieved of the monthly target (75.00%) £20,814,651.72 (collected in Nov)	28.30% (YTD) 104.96% achieved of the target (28.00%) £71,233,944.18 (collected YTD)	56.36% (YTD) 101.75% achieved of the target (56.00%) £57,038,947.66 (collected in Q2)	75.30% (YTD) 100.40% achieved of the monthly target (75.00%) £192,865,573.32 (collected YTD)	66.25% (YTD) 100.38% achieved of the monthly target (66.00%) £22,584,968.75 (collected in Oct)	75.30% (YTD) 100.40% achieved of the monthly target (75.00%) £22,006,213.23 (collected in Nov)	↑G (Cumulative KPI so direction of travel is based on the % achieved of the target)	Higher is better	98% (Annual target)	No tolerance	Performance is above target but below the same point in time last year. We will continue to monitor closely. Data for the Corby area was taken early (27th November) as the system was closed down due to the conversion of the system taking place. The monies collected for the period 27 - 30 November will be reflected in December figures.
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)	75.44% (YTD) 100.59% achieved of the monthly target (75.00%) £12,980,314.14 (collected in Nov)	28.92% (YTD) 103.29% achieved of the target (28.00%) £47,156,437.48 (collected YTD)	55.72% (YTD) 99.50% achieved of the target (56.00%) £42,709,697.20 (collected in Q2)	72.32% (YTD) 96.43% achieved of the monthly target (75.00%) £116,022,542.7 (collected YTD)	64.02% (YTD) 97% achieved of the monthly target (66.00%) £13,366,317.14 (collected in Oct)	72.32% (YTD) 96.43% achieved of the monthly target (75.00%) £13,620,180.85 (collected in Nov)	↓ (Cumulative KPI so direction of travel is based on the % achieved of the target)	Higher is better	98% (Annual target)	No tolerance	Performance has dropped slightly below target, this was anticipated due to the the cost of living issues and current economic climate. We will monitor this closely. Data from Corby was taken early (27th November) as the system was closed down due to the conversion of the system taking place. The monies collected for the period 27 - 30 November will be reflected in December figures.

Children's Services															
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Children's Trust (This data is for the whole of Northamptonshire)															
Better, brighter futures	BBF05 (KPI 2)	% of referrals with a previous referral within 12 months		Yes (also contractual) - target is contractual but not statutory	21.9% Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	25.4% (2,585)	26.2% (1,986)	26.9% (6,269)	28.7% (882)	30.3% (792)	↓ A	Lower is better	29%	25% - 40%	Re-referrals have increased this month above target but within tolerance. It remains an area of ongoing focus with audit and review for learning. The dedicated education roles in MASH (Multi-Agency Support Hub) are working positively with schools to ensure appropriate referrals and compliments from schools about their roles are increasing. Work with all partners continues to ensure appropriate and robust application of thresholds, and right support at right time for families. 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. Stepdown practice has been reviewed and warm handovers promoted. Transformation activity in response to the peer review and findings from Ofsted focused visit expected to enable reduction in re-referral rates and further improvements. COVID-19 and cost of living crisis has an impact on volume and quality of re-referrals (Trust commentary, November 2023).
Better, brighter futures	BBF06 (KPI 3)	% of single assessments authorised within 45 working days		Yes (also contractual) - target is contractual but not statutory	85% We are in the process of identifying more up to date benchmark data for this PI.	92.9% (2,792)	94.3% (2,695)	94.4% (7,286)	95.7% (830)	97.9% (969)	↑ G	Higher is better	85%	85% - 95%	Assessment timescales remain consistently above target and national average, increasing to 97.9% this month. All managers monitor this very closely via daily reports. A narrative is provided for cases that go beyond 45 days and this remains a very small minority. Whilst staffing has presented challenges due to vacancies and staff performance issues in DAAT (Duty and Assessment Team), 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 SoSf in our interventions (Trust commentary, November 2023).
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)	11.9% (1,209)	12.0% (1,198)	11.9% (1,209)	↑ G	Lower is better	10%	5% - 15%	Performance has improved to 11.9% this month after an increase in children in care since last 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 progressing successfully. Through improved edge of care arrangements, the close oversight on admissions to care, and the developments within placement sufficiency, we are confident we can reduce the need for child to move home as frequently. Positively, Children's Home Capital Programme application with the DIE has been successful, and that should also support progress in this area. COVID-19 Placement sufficiency remains a challenge, sustained performance in this work should also have a positive impact on KPI 7 (Trust commentary, November 2023).
Better, brighter futures	BBF08 (KPI 9)	% of young people now aged 17 - 21 and living in suitable 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)	64.6% (689)	65.4% (677)	64.6% (689)	↓ A	Higher is better	55%	50% - 60%	This month has seen performance decline slightly to 64.6%, 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/s support for young people. Work with councils to ensure EET (Education, Employment & Training) opportunities and support in place for our care leavers. West Northants Council have signed up for care leaver's covenant offer. COVID-19 has had a significant impact on the mental health and wellbeing of care leavers, targeted work support care leavers to access EET (Trust commentary, November 2023).
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)	94.9% (689)	96.6% (677)	94.9% (689)	↓ A	Higher is better	90%	85% - 95%	Performance for this month declined to 94.6%, 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, November 2023).
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)	13.2% (288)	23.2% (810)	21.5% (93)	5.8% (86)	↓ A	Higher is better	81%	66% - 86%	For November, performance is negatively impacted by chair capacity to manage initial and review conferences and business support vacancies in SQAS (Safeguarding & Quality Assurance Service), Child Protection (CP) Chair average caseload remains above 100 (well above recommended levels); additional temporary CP Chair resource has been recruited and expected to have positive impact in the next couple months. Recruitment is in progress for business support in SQAS. Average no. days from strat. to Initial Child Protection Conference (ICPC) in November = 32. Multi-agency safety plans in place for families waiting for a conference. There are now lower numbers of conferences late due to delayed convening requests from DAAT (Duty and Assessment Team) and Safeguarding, which is positive. All ICPCs are tracked and referring managers are challenged to identify causes of delay and ensure individual, team or whole-service learning is addressed. DAAT managers support SWs 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. Additional work has been completed with the CP Chair to ensure consistency of the discussion with managers (Trust commentary, November 2023).
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	755	708	716	708	↓	No polarity	TBD		October comment: 716 children were subject to a Child Protection Plan in October 2023. The cohort has decreased by 39 children since last month. Yet, there were 47 children less in the cohort twelve months ago. Prior to June 2023, there were less than 700 children were in the cohort. June-October 2023 have produced the highest number of Child Protection Plans of the last three financial years. An average of 732 children had a Child Protection Plan in the last five months. By comparison, an average of 643 children were subject to Child Protection Plan during the same period of last year. There are now 44 children more in the cohort than in October 2022, and 98 children more than in October 2021. An average of 670 children were subject to a Child Protection Plan in the last twelve months. This marks an increase from last year when an average of 620 children had a Child Protection Plan. 85.3% of children on Child Protection Plan had up-to-date CP visits in October 2023, a slight decline from last month's performance of 88.5%. In the last twelve months, an average of 86.6% of children on CP plans has up-to-date CP visits. This is slightly behind the average during the same period of last year (88.6%) and two years ago (87.7%) (Intelligent Client Function commentary, October 2023).
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	1,208	1,198	1,208	↑	No polarity	TBD		October comment: 1,198 children were in care in October 2023, 33 children more than last month. Following a short period of decrease between March and September 2023, the population of children in care grew again this month. October 2023 marks the highest record in five months. Even so, there are now 23 children less in the cohort than a year ago. Prior to July 2022, the cohort had never exceeded 1,200. October 2023 marks the fifth consecutive month where less than 1,200 children have been recorded in this cohort. So far in 2023-24, an average of 1,191 children have been reported to be in care. September 2023 accounts for the lowest volume of children in care of the last twelve months. An average of 1,209 children have been reported to be in care in the last 12 months. This is slightly higher than the average during the same period of last year (1,192) and two years ago (1,153). At the end of October 2023, 120 children in care were also identified in the EHC cohort. The number of children in care who were also in the EHC cohort has decreased by 2 since June 2023 (Intelligent Client Function commentary, October 2023).


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 LAIT near neighbours 2021/22	66.7%	74.2%	70.6%	66.7%	55.9%	↓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 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 (referral for Statutory assessment) 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 EP (Educational Psychology) service and health to try to improve this (Service commentary, November 2023).
Better, brighter futures	BBF22	Number of children missing education (previously named Number of children without a school place)		No		274	313	242	226	242	↑R	Lower is better	Target under review	n/a	A total of 242 children were missing education at the end of November 2023, 7% more children missing than last month. 46.7% of children missing education are in SEN (Special Educational Needs) Support/ EHC (Education Health Care) Services, 33.9% are in School Admissions and 19.4% are in EIP Services. So far, August 2023 accounts for the highest proportion of children missing education. While the lowest proportion of children missing education was recorded in May 2023. An average of 278 children were missing education in the last five months (Children's Performance Team commentary, November 2023).
Better, brighter futures	T49 BBF23	% Children achieving a good level of development in Early Years Foundation Stage Profile (EYFSP)	66.1%		64.9% Mean for NNC Children's Services LAIT near neighbours 2021/22	n/a annually reported in Dec	n/a annually reported in Dec	66.1%	n/a annually reported in Dec	66.1%	↑G	Higher is better	N/A - Tracking	n/a	EYFSP good level of development has increased by 4.0% from 62.1% in 2021/22 to 66.1% in 2022/23. This is equivalent to approximately 163 more pupils achieving a good level of development in 2022/23 compared to 2021/22.
Better, brighter futures	T50 BBF24	% Children achieving Age Related Expectations or above in reading, writing and maths at Key Stage 2	55.6%		58% Mean for NNC Children's Services LAIT near neighbours 2021/22	n/a annually reported in Dec	n/a annually reported in Dec	55.6%	n/a annually reported in Dec	55.6%	↓	Higher is better	N/A - Tracking	n/a	Expected standard percentage in Reading, Writing & Maths has decreased by 0.3% from 55.8% in 2021/22 to 55.5% in 2022/23. This is equivalent to approximately 14 fewer pupils achieving the expected standard in 2022/23 compared to 2021/22.
Better, brighter futures	T51 BBF25	Percentage of children achieving grade 9-4 in English and Maths (previously A*-C)	61.0%		68.6% Mean for NNC Children's Services LAIT near neighbours 2021/22	n/a annually reported in Dec	n/a annually reported in Dec	61.0%	n/a annually reported in Dec	61.0%	↓R	Higher is better	N/A - Tracking	n/a	English & Maths 4+ percentage has decreased by 3.3% from 64.3% in 2021/22 to 61.0% in 2022/23. This is equivalent to approximately 129 fewer pupils achieving a grade of 4 or more in 2022/23 compared to 2021/22.
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	837	899	854	899	↑	No polarity	N/A - Tracking	n/a	899 children were electively home educated in November 2023, of which 32.5% children home educated for 2+ years, 18.6% home educated between 1-2 years, 19.8% home educated between 3-12 months, 9.0% home educated between 3-6 months and 21.1% home educated between 0-3 months. The children electively home educated cohort has increased by 5% since last month. There are now 22 children more than in October 2023. There were less than 750 electively home educated children twelve months ago. The population of home educated children has increased by 25% (177) in twelve months. So far in Autumn Term 2023, an average of 863 children were home educated. By comparison, an average 680 children were home educated during the same period of last year. An average of 822 children were electively home educated in the last twelve months. This is 18.1% higher than the average during the same period of last year (671). In November 2023, 21 home educated children were also in the social care caseload, 18 were in the children in need cohort, 3 were in the child protection cohort, 6 were in the children missing education cohort and 62 were in the children with EHCPs (Education Health Care Plan) cohort. The latest recording in November is higher than the East Midlands and England's average in Spring 2023, but lower than the statistical neighbours' average (Children's Performance Team commentary, November 2023).
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 DfE.		103	225	111	114	111	↓G	Lower is better	N/A - Tracking	n/a	111 children were absent from education for prolonged periods in November 2023. 73.9% of children have been absent between 0-3 months (82), 13.5% of children have been absent between 3-6 months (15), 7.2% of children have been absent between 6-12 months (8), 5.4% of children have been absent between 1-2 years (6). The population of children absent from education has slightly decreased. There are now 2 children less in the cohort than last month. So far in Autumn Term 2023, an average of 150 were absent from education for prolonged periods. By comparison, an average of 199 children were absent from education during the same period of the academic year 2022-23. The cohort has decreased by 18% since December 2022. An average of 139 children were absent from education for prolonged periods in the last twelve months. In November 2023, 4 children absent from education were also in the social care caseload, 1 child was in the children in need cohort, 3 children were in the child protection cohort, 6 children were in the electively home educated cohort and 2 children were in the children with EHCPs (Education Health Care Plan) cohort. The latest recording in November is lower than the East Midlands and England's average in Spring 2023 (Children's Performance Team commentary, November 2023).
Better, brighter futures	BBF36	% Education Health Care Plan Annual Reviews completed within 4 weeks of meeting		Statutory Duty but not reported		66.7%	58.3%	63.0%	55.2%		↑G	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 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 EHC (Education Health Care) 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 Annual Review's due date for 2023-24 academic year and highlighted if previous Annual Review'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 the team to challenge and ensure that Annual Review's are taking place consistently in all settings. A small percentage of this is also due to a decrease in the number of staff employed and staff absence in the annual review team. There is also an impact seen of not being able to access the EHC plans due to the difficulties in moving them from Sharepoint. The team were unable to update plans following the review as they were unable to access the plans. The plans have now been moved and there are only a small number of plans (less than 30) that we are trying to locate. The restructuring of the EHC Team and the work of the annual review team and Provision and Placement team have really supported this improvement in timeliness. The team have developed clear monitoring processes which are also working well (Service commentary, November 2023).

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	September 2023/24	October 2023/24	November 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments	
Adult Social Care																	
Active, fulfilled lives	AFL03	Percentage of New Requests for Services (all ages) where Route of Access was Discharge from Hospital, that had a sequel of short term services to maximise independence (ST-MAX i.e. reablement)		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%	37%	40%	39%	40%	40%	41%	↑G	Higher is better	35%	5% points	BI comments: There were 41 new requests for people aged 18-64 and 584 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 622	472 out of 1184	2785 out of 7128	472 out of 1184	541 out of 1358	625 out of 1509						
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'	1129	1098	3002	386	389	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 s42 and other) *A s42 enquiry must take place if there is reason to believe that abuse or neglect is taking place		Yes	(Annually in the SAC (Safeguarding Adults Collection) return)	n/a	161	195	502	67	68	N/A Reporting one month in arrears	↑	No polarity	No target - tracking indicator only	N/A	BI comments: There was only a slight increase in the proportion of concerns determined to be enquiries (+1). It is still higher than the YTD average of 61
Active, fulfilled lives	AFL06	Total number of open Deprivation of Liberty Safeguard (DoLS) cases		Yes	(Annually)	n/a	1267	1305	1336	1305	1373	1336	↓G	Lower is better	No target - tracking indicator only	N/A	BI comments: The number of open DoLS cases decreased by 37. This still remains notably lower than the average observed across the previous financial year (299 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. This indicator is included in ASCOF (Adult Social Care Outcomes Framework) regional benchmarking and BCF (Better Care Fund) returns.	546.17 (Mean Average CIPFA Neighbourhoods - LG Inform) 2021/22 SALT Report: - East Midlands: 562 - England: 539	135.6	263.7	323.1	263.7	300.2	323.1	↓G (Oct-Nov compared to Sep-Oct)	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 in April. Admissions year to date total 212; 161 following an assessment for new people, 5 following an episode of reablement for new people, 2 following an episode of reablement for existing people, and 44 as a result of change in setting following a review. Average monthly growth has reduced again this month; now at 40.9 which is positive and suggests the year end rate will be lower than planned.
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%	73.0%	74.1%	73.0%	73.5%	74.1%	↑G	Higher is better	80%	5% points	BI comments: The rate shows positive growth April - August with a slight reduction in September and October. The rate has improved this month but remains lower than expected compared to 2022/23 trends, which typically ranged between 74-77%.
						152 out of 213	348 out of 477	468 out of 632	348 out of 477	416 out of 566	468 out of 632						

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	September 2023/24	October 2023/24	November 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Housing Services																
Active, fulfilled lives	AFL12	Number of rough sleepers - single night snapshot		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	19	9	↓G	Lower is better	9	9 to 12	During the month of November, we have seen a reduction in numbers (9 single night). The reason for the reduction in numbers is due to the continuation of positive work the rough sleeping team are doing with securing accommodation for individuals direct from the streets, a total of 8 people were helped to leave the streets and placed direct into a suitable provision. The team also helped to accommodate 7 people into discretionary temporary accommodation to ensure their time on the streets is brief whilst we continue our support work. The team have also secured moves on accommodation from our discretionary rough sleeper accommodation for 3 people and have already in the month of December have positive move on's planned for the other individuals being supported.
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	167	22	32	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	82	219	36	30	21	↓R	Higher is better	300 (25 per month)	22-25	Performance continues to fluctuate between months due to a variety of factors. This reflects the difficulties the Housing Options Team are having trying to secure accommodation solutions, particularly in the private sector in order to prevent or relieve households homelessness locally. There is a recognised need for the team to move its focus further upstream to maximise homelessness prevention opportunities and action plan is being developed in this regard.
Active, fulfilled lives	AFL15	Total number of homeless approaches		Yes (DLUHC - quarterly H-CLIC returns, no target set)	n/a	1468	1404	3954	430	528	554	↑	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 1056 cases. During November there was a further increase in the number of approaches from 528 to 554. Please note the figure for October has now been updated to include 31/10/23.
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	239	239	248	↑	Lower is better	245	No tolerance	The number of new households entering temporary accommodation remains high, with the highest number of new placements recorded this month (as was the case for last month). The team is doing all it can to meet the demand, and increase supply options, as well as support housing options colleagues to ensure that households can be moved on from temporary accommodation as quickly as possible. Please note that this figure includes 9 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 future rise in the number of households living in temporary accommodation should be expected (LAHF Round 1 and 2 will deliver 41 units altogether). *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	1	4	0	↓G	Lower is better	5	No tolerance	As a result of the team's efforts, there are no households with family commitments placed in B&B. * Households with family commitments are a) a pregnant woman; (b) with whom a pregnant woman resides or might reasonably be expected to reside; or, (c) with whom dependent children reside or might reasonably be expected to reside.

Adults & Housing																
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Quarter 1 23-24	Quarter 2 23-24	Year to Date 2023-24	September 2023/24	October 2023/24	November 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Active, fulfilled lives	AFL24	Number of Temporary Accommodation placements out of NN area		Yes (DLUHC - quarterly H-CLIC returns, no target set)	TBD	n/a	n/a	n/a	1	0	0	→	Lower is better	3	No tolerance	As a result of the team's efforts, there are no households placed out of area as at the end of November 2023.
Safe and thriving places	STP38	Percentage of rent collected		No	n/a	96.37	97.28%	96.87%	97.28%	96.77%	96.87%	↑G	Higher is better	97%	5%	This is a cumulative rent collected as a percentage of rent owed figure. There has been a higher collection rate in November due to 5 week reporting month.
						14564310.81 out of 15112272.58	45456854.22 out of 46729345.20	75281173.82 out of 77713350.80	45456854.22 out of 46729345.20	58946042.43 out of 60913738.56	75281173.82 out of 77713350.80					
Safe and thriving places	STP12	Number of (council house) dwellings vacant and ready to let at month end		Yes (Annual LAMS return to DLUHC, no target set)	n/a	n/a	n/a	n/a	8	3	6	↑	Lower is better	10	10 to 15	At the end of November there were 6 properties Ready to Let. The weekly void meetings are helping to ensure that this number is kept to a minimum.
Safe and thriving places	STP36	Number of voids - Kettering Area		No	n/a	n/a	n/a	n/a	69	63	54	↓G	Lower is better	No target - tracking indicator only	N/A	This indicator provides a snapshot at the month end of the number of live Housing Revenue Account (HRA) voids. At the end of November there was a reduction in the number of voids. The overall NNC snapshot was 111 compared with 122 at the end of October. 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	57	59	57	↓G				

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	September 2023/24	October 2023/24	November 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 LMS return to DLHC)	8 weeks (56 days) House Mark	60.9 days	57.8 days	54.5 days	57.8 days	55.1 days	54.5 days	↓G	Lower is better	56 days	56 to 60 days	From April 2023 onwards, void turnaround time is reported by standard and major properties for NNC. The figure reported is the cumulative average turnaround time for those properties let in the month. This will help remove the impact 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 November 2023 there were 44 standard void properties let. The total number of void days for these 44 properties was 2234 days, which provides a monthly average turnaround for November of 50.8 days. This has given a cumulative average turnaround time of 54.5 days, which is within the target for the second consecutive month.
Safe and thriving places	STP37b	Average time taken to re-let NNC major void properties		No	n/a	217 days	248 days	254 days	248 days	252 days	254 days	↑	Lower is better	No target - tracking indicator only	N/A	In November 2023 there were 7 major void properties let. These 7 properties had a total number of void days of 1927. The number of void days for these properties meant there was a slight increase in the overall cumulative average void days to 254 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%	n/a	99.8%	99.7%	99.7%	→	Higher is better	100%	99.5% and above is green, 99% and above is amber	As at the end of November, 17 out of total 7,900 properties did not have a valid gas certificate. Of the 17 properties outstanding, the 8 outstanding properties in the Kettering area are going through the legal process to gain access. In the Corby area, 1 property has since been serviced. 4 properties have court dates booked for 05/12/23 and 4 properties have court dates booked for 19/12/23.
Safe and thriving places	STP04	Number of active households on Keyways (as at 1st month)		No	n/a	5263	5642	5785	5642	5650	5785	↑	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). New applications being received remains high (see KW2). 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	1793	4710	568	575	492	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	492 new applications last month which was a decrease on the previous month. Remains high figure of new applications each month. Average for the year to date 588 (last year for same period was 503).
Safe and thriving places	STP39	Number of repair jobs awaiting completion		No	n/a	n/a	n/a	n/a	Data unavailable	Data unavailable	Data unavailable		N/A - Tracking	N/A - monitoring levels of demand	N/A	On review of the data, an error in the figures has been picked up. The 2023-24 data is currently being reviewed by the team and we will begin reporting in April 2024.
Safe and thriving places	STP40	Number of repair jobs awaiting completion which are outside of target timescale		No	n/a	n/a	n/a	n/a	Data unavailable	Data unavailable	Data unavailable		N/A - Tracking	N/A - monitoring levels of demand	N/A	On review of the data, an error in the figures has been picked up. The 2023-24 data is currently being reviewed by the team and we will begin reporting in April 2024.