

North Northamptonshire Council Performance Report - December (Quarter 3) 2023

Key to Performance Status Colours

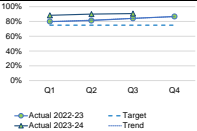
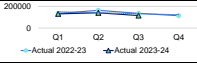
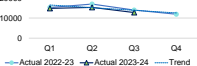

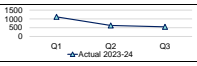
Progress Status Key:
Green - On target or over-performing against target
Amber - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified)
Red - Under-performing against target by more than 5% (or other agreed tolerance as specified)
Dark Grey - Data missing
Grey - Target under review
Turquoise - Tracking Indicator only
Children's Trust Progress Status Key:
Green - At target or better
Amber - Below target - within tolerance
Red - Below target - outside tolerance
Grey - No RAG

Direction of Travel Key	
An acceptable range = within 5% of the last period's performance	
↑G	Performance has improved from the last period – Higher is better
↓G	Performance has improved from the last period – Lower is better
↑	Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Lower is better
→	Performance has stayed the same since the last period
↓	Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Higher is better
↑R	Performance has deteriorated from the last period – Lower is better
↓R	Performance has deteriorated from the last period – Higher is better
↑	Actual increased - neither higher or lower is better
⇌	Actual has stayed the same since the last period - neither higher or lower is better
↓	Actual decreased - neither higher or lower is better
Children's Trust Direction of Travel Key	
↑G	Performance improved since last month
→	Performance the same as last month
↓A	Performance declined since last month

Performance Terminology key

TBC	To be confirmed
TBD	To be determined
n/a	Not applicable
Actual	The actual data (number/percentage) achieved during the reporting period
Benchmark	A comparator used to compare the Council's performance against. The 2020/21 average for Unitary Councils in England has been used where available unless otherwise stated.
Numerator	Number as part of the percentage calculation which shows how many of the parts indicated by the denominator are taken. See example below.
Denominator	The total number which the numerator is divided by in a percentage. See example below.
EXAMPLE Performance Indicator	% Calls answered
Numerator	Number of calls answered
Denominator	Total number of calls received

Place & Economy																	
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes/No)	Benchmark	Year to Date 2023-24	Quarter 1 23-24	Quarter 2 23-24	Quarter 3 23-24	October 2023/24	November 2023/24	December 2023/24	Direction of Travel (since previous period reported)	Polarity	Target	Tolerance	Comments
Assets & Environment																	
Modern Public Services	MPS24	Rate of return on investment portfolio (%)		No	n/a	5.54%	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 for smaller retail units, as is typical of the time of year, but we are working with various enquiries to continue to improve on this KPI
Modern Public Services	MPS25	Total rental income from commercial estate (£)		No	n/a	£13,523,694.00	£13,564,047.00	£13,526,339.00	£13,523,694.00	n/a reported Quarterly	n/a reported Quarterly	£13,523,694.00	⬇	Higher is better	£13,008,918	£12,358,472.1 - £13,008,918 (-5%)	The commercial stock continues to be in demand as a whole, although some of the tenants in smaller units are feeling the impact of economic pressures. However, the mix of portfolio class reduces the Council's exposure to one sector. We have forecast increased rental income over the MTFP.
Greener, Sustainable Environment	GSE09	Volume of pesticides used within NNC grounds services operations		No		118L	28L	66L	24L	n/a reported Quarterly	n/a reported Quarterly	24L	⬇	Lower is better	250L (Annual) 62.5L (Quarterly)	25%	This is the raw chemical usage, 0.25L/10L dilution rate. Minimal spraying is planned for final quarter
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)	80.70%	92.31%	82.35%	74.07%	83.33%	62.50%	71.43%	⬆	Higher is better	90%	85% - 90%	Performance this month has improved on the previous month. The percentage performance is influenced by the work being undertaken to clear applications from the backlog of those in hand. Although this work inevitably impacts upon the performance figure, it is essential work to complete in order to enable the service to operate more efficiently in the longer-term. The relatively small number of major decisions overall also means that percentage performance remains volatile.
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)	78.45%	73.91%	84.54%	76.85%	82.05%	74.29%	73.53%	⬇	Higher is better	85%	80% - 85%	Performance this month has dropped slightly, although a significant number of applications have been determined again this month. The percentage performance is influenced by the work being undertaken to clear applications from the backlog of those in hand which is essential to enable the service to operate more efficiently in the longer-term. 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.
Safe and thriving places	STP17	Percentage of other (including household 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)	82.85%	83.81%	85.83%	79.47%	75.27%	69.72%	94.00%	⬆	Higher is better	88%	83% - 88%	Performance has improved significantly 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 improving longer-term performance.
Safe and thriving places	STP19	Total number of planning applications received - ALL TYPES of applications		No	Not relevant to benchmark.	1425	490	499	436	n/a reported Quarterly	n/a reported Quarterly	436	⬇	No polarity	Tracking	N/A	
Safe and thriving places	STP41	% applications determined which were subject to an extension of time		No		41.84% (497 out of 1188)	37.6% (144 out of 383)	37.5% (138 out of 368)	49.2% (215 out of 437)	n/a reported Quarterly	n/a reported Quarterly	49.2% (215 out of 437)	⬆	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%	100.00%	n/a reported Quarterly	n/a reported Quarterly	n/a reported Quarterly	➔	Higher is better	95%	5%	No applications determined in Q3 within North Northamptonshire
Safe and thriving places		% of Full fibre coverage		(Nationally measured, so able to benchmark)	59.4% (Mean Average CIPFA Near Neighbours - LG Inform Q3 2023/24) 60.1% Q3 2023-24 (England) - Think Broadband	79.4%	69.3%	75.7%	79.4%	n/a reported Quarterly	n/a reported Quarterly	79.4%	⬆	Higher is better	40% of Premises countywide (Dec 2023) 80% of Premises countywide (Dec 2026)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Strong performance countywide when compared to the average full fibre coverage for the same period in England (79.4% across Northamptonshire compared to 60.1% in England). The 40% full fibre countywide coverage target was achieved early (March 2022) and we expect to exceed the 80% countywide target by next quarter. Full fibre coverage in NN exceeded 40% in January 2023 and had reached 67.5% by the end of Q3. Full fibre coverage in NN has seen a strong upward trajectory in the last 12 months, up from 38.5% in December 2022. CityFibre's build in Kettering and Wellingborough supporting this growth. Whilst the trajectory may slow, we expect to see full fibre coverage continuing to rise steadily, with investment from Openreach, VirginMedia and Gigaclear's build in the rural areas as well as CityFibre and some smaller streets. Year to date is latest position.

Place & Economy																	
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	Quarter 3 23-24	October 2023/24	November 2023/24	December 2023/24	Direction of Travel (since previous period reported)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP22	% of gigabit coverage		No (Nationally measured, so able to benchmark)	84.6% (Mean Average CIPFA Near Neighbours - LG Inform Q3 2023/24) 80.7% Q3 2023-24 (England) - Think Broadband	90.7%	88.3%	89.9%	90.7%	n/a reported Quarterly	n/a reported Quarterly	90.7%	↑	Higher is better	75% of premises gigabit capable (Dec 2023) 90% of premises gigabit capable (Dec 2028)		Gigabit capable network coverage continues to steadily increase across Northamptonshire and is performing strongly in comparison to the average for England (90.7% locally compared to 80.7%). The 90% countywide coverage target was passed at the end of Q3. A new target is being considered. 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 players like Swish and Voneus. Coverage in North Northants is also performing well and has reached 89.6%, up from 88.0% last quarter.
Greener, sustainable environment	GSE01	Number of E-Scooter trips		No	n/a	387,600	131,281	140,797	115,522	n/a reported Quarterly	n/a reported Quarterly	115,522	↓	Higher is better	Higher than corresponding point in previous year	10%	E-scooter trips increased from Q2 23-24 to Q3 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	42,764	14,785	15,258	12,721	n/a reported Quarterly	n/a reported Quarterly	12,721	↓	Higher is better	Higher than corresponding point in previous year	10%	E-scooter users decreased from Q2 23-24 to Q3 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 to/from work. Year to date is cumulative position.
Greener, sustainable environment	GSE03	Co2 saving from E-Scooters (tonnes)		No	n/a	69.4	23.4	25.6	20.4	n/a reported Quarterly	n/a reported Quarterly	20.4	↓	Higher is better	Higher than corresponding point in previous year	10%	CO2 savings decreased from Q2 23-24 to Q3 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	202 as at end Dec 2023	No	N/A	202.0	149	169	202.0	n/a reported Quarterly	n/a reported Quarterly	202.0	↑G	Higher is better	Increase in 10% by end of year. (2.5% each quarter)	2%	This figure tracks, based on the national chargepoint register, the number of chargepoints in the area that are available for members of the public to park up and use. Sixty-nine chargepoints have been delivered via the VPA04 project in on-street locations, with others in some council car parks. Chargepoints in supermarkets, filling stations and other charging hubs are also included in the statistic. The figure of 202 in Q3 2023 compares to 94 at end of 2021.
Greener, sustainable environment	GSE05	Number of electric vehicles chargepoints per 100000 population	56.1 as at end Dec 2023	No (Nationally measured, so able to benchmark) 47.2 CIPFA Near	N/A	56.1	41.3	46.9	56.1	n/a reported Quarterly	n/a reported Quarterly	56.1	↑G	Higher is better	Tracking	N/A	This figure tracks the number of chargepoints per 100,000 of population. This gives us a useful way to track numbers over time and compare with the national average and other areas. The figure of 56.1 compares to 26.8 at the end of 2021.
Greener, sustainable environment	GSE08	Co2 saving from Delivery Robots (kg)		No		2,291	1,116	626	549	n/a reported Quarterly	n/a reported Quarterly	549	↓R	Higher is better	Tracking	N/A	CO2 savings from Delivery Robots have decreased slightly compared to Q2 2023/24.
Safe and thriving places	STP24	% Gross affordable housing delivered - Growth Towns, Market Towns (not including Oundle) on sites of 15+ dwellings and Villages and rural areas (including Oundle) on sites of 5+ dwellings	19% gross affordable housing delivered		(Mean Average CIPFA Near Neighbours - LG Inform 2021/22)	19%	n/a Annual frequency	n/a Annual frequency	n/a Annual frequency	n/a Annual frequency	n/a Annual frequency	19%	↑G	Higher is better	20% overall (30% - Growth Towns 30% - Market Towns 40% - Villages/Rural)	n/a	In NN 19% of overall gross homes delivered in the 2022/23 monitoring year were affordable - 382 out of 2,042. This is an increase of 6% compared to the previous year, but still falls just short of the 20% target for the authority set as part of this CPI.
Safe and thriving places	STP25	Maintain 5 year housing land supply	6.68 years		N/A	6.68 years	n/a Annual frequency	n/a Annual frequency	n/a Annual frequency	n/a Annual frequency	n/a Annual frequency	6.68 years	↓	Higher is better	6.0 years	+ 20% to allow for delays in delivery	NN can demonstrate 6.68 years of housing land supply according to the latest assessment looking at the period 2023-28. This is a decrease from 7.48 on the previous year, this can be explained largely by the increase of the Local Housing Need (LHN) set by government from 1,784 to 1,874 and high completion rates for the monitoring which in turn reduces supply. This is in excess of the 5 year national requirement and also exceeds the 6 year target set as part of the CPI, demonstrating that the authority currently has a healthy level of supply.
Safe and thriving places	STP26	Maintain 5 year supply of Gypsy and Traveller sites	7.14 years		N/A	7.14 years	n/a Annual frequency	n/a Annual frequency	n/a Annual frequency	n/a Annual frequency	n/a Annual frequency	7.14 years	→	Higher is better	6.0 years	+ 20% to allow for delays in delivery	There is no change to what was reported last year. NN can demonstrate 7.14 years of gypsy and traveller land supply according to the latest assessment looking at the period 2022-27. This is in excess of the 5 year national requirement and also exceeds the 6 year target set as part of the CPI, demonstrating that the authority currently has a healthy level of supply.
Safe and thriving places	STP27	Net additional homes provided	2023 additional homes provided	948 (2021/22 CIPFA Near Neighbours - LG Inform)	N/A	2,023 new homes provided	n/a Annual frequency	n/a Annual frequency	n/a Annual frequency	n/a Annual frequency	n/a Annual frequency	2,023 new homes provided	↑G	Higher is better	1874	n/a	For the 2022/23 monitoring year (the latest data) 2,023 homes (net) were delivered in NN. This is above the 1,874 local housing need (LHN) target set by government and an increase of 476 homes on the previous year.
Safe and thriving places	STP28	Net increase in jobs	3000 decrease in jobs	4,467 (Difference between Mean for NEW NNC CIPFA near neighbours 2020 & 2021 figures)	N/A	3,000 decrease in jobs	n/a Annual frequency	n/a Annual frequency	n/a Annual frequency	n/a Annual frequency	n/a Annual frequency	3,000 decrease in jobs	↓R	Higher is better	810	n/a	In 2022 (latest data from ONS Business Register and Employment Survey) 3,000 jobs were lost in NN. This falls short of the 810 target for job creation which derives from the residual requirement (as of 2021) set by the Joint Core Strategy. It is currently being investigated where these job losses have occurred.
Safe and thriving places	STP42	Increase in jobs by employment sector	Manufacturing			-3000 (22000 to 19000)	n/a Annual frequency	n/a Annual frequency	n/a Annual frequency			-3000 (22000 to 19000)	N/A	Higher is better	Tracking	n/a	Most jobs in North Northamptonshire sit within the "Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles" sector with 30,000 jobs as per the ONS Business Register and Employment Survey. This equates to 20.3% of all jobs in the authority. This is a decrease of 2,000 jobs on the previous year where the sector made up 21.2% of all jobs. The "Manufacturing" sector comes in second with 15,000 jobs (12.5% of all jobs), compared to 22,000 (14.6%) on the previous year and third is the "Human Health and Social Work Activities" sector with 15,000 jobs (12.2%), which was also 18,000 in the previous year but made up 11.9% of all jobs.
		Increase in jobs by employment sector	Construction			2000 (6000 to 8000)						2000 (6000 to 8000)					Please note that not all sectors are included in this KPI. A few job sectors of interest have been selected for inclusion. The figures use is being developed to understand their true value and the rationale. Of note is the increase in jobs in the construction industry, and professional and administrative activities.
		Increase in jobs by employment sector	Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles			-2000 (32000 to 30000)						-2000 (32000 to 30000)					
		Increase in jobs by employment sector	Transportation and Storage			15000						15000					
		Increase in jobs by employment sector	Professional, Scientific and Technical Activities			1000 (8000 to 9000)						1000 (8000 to 9000)					
		Increase in jobs by employment sector	Administrative and Support Service Activities			1000 (12000 to 13000)						1000 (12000 to 13000)					
		Increase in jobs by employment sector	Education			-1000 (11000 to 10000)						-1000 (11000 to 10000)					
		Increase in jobs by employment sector	Human Health and Social Work Activities			18000						18000					

Place & Economy																	
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	Quarter 3 23-24	October 2023/24	November 2023/24	December 2023/24	Direction of Travel (since previous period reported)	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	2369	4069	1982	2369	1788	1804	2369	↑R	Lower is better	No target - tracking indicator only	N/A	The total number of defects continues to increase each month during the winter, which is to be expected given the damage caused to the road surface by winter weather. The contractor continues to respond well to this increased demand and remains on target with the required repairs, as indicated in STP31.
		P1 (Target response time within 24 hours)				0	0	0	0	0	0	0	→				
		P2 (Target response time within 7 days)				17	0	2	17	15	37	17	↓G				
		P3 (Target response time within 28 days)				701	608	91	701	147	195	701	↑R				
		P4 (Target response time within 26 weeks)				1651	3461	1889	1651	1626	1572	1651	↑				
Safe and thriving places	STP30	Number of Defects Repaired in the network in period, split by category		No - Contractual	n/a	11761	4953	3957	2851	1348	883	620	↓R	Higher is better	No target - tracking indicator only	N/A	The service continues to focus on P1 and P2, with a subsequent increase in the number of repairs in this period. Winter is a challenging time for highways maintenance as the weather and light reduces the working hours available, and extreme weather events require the maintenance crews to attend to other work, such as gritting, flood response and drainage. The number of P4 repairs are lower as Ker got ahead over the summer ready to respond to greater numbers of P1, P2 and P3 due to the freeze thaw cycle on worn surfaces over the winter period.
		P1 (Target response time within 24 hours)				9	6	0	3	0	0	3	↑G				
		P2 (Target response time within 7 days)				703	217	202	284	23	87	174	↑G				
		P3 (Target response time within 28 days)				5214	2863	1410	941	271	409	261	↓R				
		P4 (Target response time within 26 weeks)				5835	1867	2345	1623	1054	387	182	↓R				
Safe and thriving places	STP31	Percentage of defects responded to within the timeframes specified, split by category		No - Contractual	n/a	93.3% (10340 out of 11083)	86.81% (3737 out of 4305)	97.28% (3178 out of 3267)	97.55% (3425 out of 3511)	98.31% (1278 out of 1323)	98.58% (976 out of 990)	97.75% (1171 out of 1198)	↓	Higher is better	P1 and P2 97.5%	No Tolerance	All targets have been met again this month. The number of P1 and P2 repairs has increased which is to be expected over the winter.
		P1 (Target response time within 24 hours)				100% (14 out of 14)	100% (6 out of 6)	100% (0 out of 0)	100% (8 out of 8)	100% (0 out of 0)	100% (0 out of 0)	100% (8 out of 8)	→		97.5%		
		P2 (Target response time within 7 days)				99.72% (707 out of 709)	99.09% (217 out of 219)	100% (209 out of 209)	100% (281 out of 281)	100% (23 out of 23)	100% (79 out of 79)	100% (179 out of 179)	→		97.5%		
		P3 (Target response time within 28 days)				91.06% (4480 out of 4920)	86.72% (2293 out of 2644)	95.53% (1132 out of 1185)	96.7% (1055 out of 1091)	96.8% (333 out of 344)	96.8% (272 out of 281)	95.57% (450 out of 466)	↓		90%		
		P4 (Target response time within 26 weeks)				94.47% (5139 out of 5440)	85.03% (1221 out of 1436)	98.08% (1837 out of 1873)	97.65% (2081 out of 2131)	97.84% (922 out of 956)	99.21% (625 out of 630)	97.98% (534 out of 545)	↓		90%		
Greener, sustainable environment	GSE06	Fly tipping: number of fly tips reported		No	n/a	#VALUE!	886	1060	N/A	n/a reported Quarterly	n/a reported Quarterly	N/A	↑R	Lower is better	No target - tracking indicator only	N/A	
Greener, sustainable environment	GSE07	Percentage of waste diverted from landfill		No (Nationally measured, so able to benchmark)	95.32% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2021/22)	92.61%	91.74% (Q1 23-24 Validated)	93.52% (Unvalidated Q2)	N/A	n/a reported Quarterly	n/a reported Quarterly	N/A	↓ (Q1-Q2 unvalidated)	Higher is better	88%	3% (85.36% - 88%)	Q1 initially indicated 97.48% however that was unvalidated and data has now been checked and validated in Waste Data Flow and the actual Q1 diversion from landfill is 91.74%. Q2 data shows a small improvement to 93.52% this is currently unvalidated. Use of landfill is minimised where possible within our contracts but can fluctuate in year based on planned maintenance and availability of treatment facilities.

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	Quarter 2 23-24	Oct-23	Nov-23	Dec-23	Quarter 3 23-24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments																																							
Information Governance																																																								
Modern Public Services	MPS15	Total number of data breaches <i>A personal data breach is a security incident that has affected the confidentiality, integrity or availability of personal data.</i> There are two types of breaches: • A 'Non-reportable breach' has a low, or no impact on the rights and freedoms of individuals. • A 'Reportable breach' has a significant impact on the rights and freedoms of individuals. These are required to be reported to the Information Commissioner's Office (ICO).	<table border="1"> <caption>Total Number of Data Breaches</caption> <thead> <tr> <th>Month</th> <th>2022-23</th> <th>2023-24</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>12</td><td>12</td></tr> <tr><td>May</td><td>9</td><td>12</td></tr> <tr><td>Jun</td><td>12</td><td>17</td></tr> <tr><td>Jul</td><td>17</td><td>18</td></tr> <tr><td>Aug</td><td>18</td><td>17</td></tr> <tr><td>Sep</td><td>12</td><td>17</td></tr> <tr><td>Oct</td><td>11</td><td>14</td></tr> <tr><td>Nov</td><td>11</td><td>9</td></tr> <tr><td>Dec</td><td>9</td><td>14</td></tr> <tr><td>Jan</td><td>4</td><td>6</td></tr> <tr><td>Feb</td><td>6</td><td>17</td></tr> <tr><td>Mar</td><td>18</td><td>18</td></tr> </tbody> </table>	Month	2022-23	2023-24	Apr	12	12	May	9	12	Jun	12	17	Jul	17	18	Aug	18	17	Sep	12	17	Oct	11	14	Nov	11	9	Dec	9	14	Jan	4	6	Feb	6	17	Mar	18	18	No	n/a	125	33	51	18	14	9	41	↓G	Lower is better	No target - tracking indicator only	NA	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. Whilst the overall direction of travel has decreased, there was one reportable breach, due to a malware attack on a national supplier, which was out of NNC's control. Awaiting the outcome of the ICO's review. The ICO are currently working on a national backlog, which could take up to 6 months for a response.
		Month		2022-23	2023-24																																																			
		Apr		12	12																																																			
May	9	12																																																						
Jun	12	17																																																						
Jul	17	18																																																						
Aug	18	17																																																						
Sep	12	17																																																						
Oct	11	14																																																						
Nov	11	9																																																						
Dec	9	14																																																						
Jan	4	6																																																						
Feb	6	17																																																						
Mar	18	18																																																						
a) Reportable breaches (ICO) <i>(This was MPS23 reported quarterly, now included monthly as part of this performance indicator)</i>	2	1	0	0	0	1	1	↑R																																																
b) Non-reportable breaches	123	32	51	18	14	8	40	↓G																																																
Modern Public Services	MPS16	Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Freedom of Information (FOI) requests following internal review).	<table border="1"> <caption>Complaints to ICO (FOI)</caption> <thead> <tr> <th>Quarter</th> <th>2022-23</th> <th>2023-24</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>3</td><td>3</td></tr> <tr><td>Q2</td><td>3</td><td>3</td></tr> <tr><td>Q3</td><td>2</td><td>2</td></tr> <tr><td>Q4</td><td>3</td><td>3</td></tr> </tbody> </table>	Quarter	2022-23	2023-24	Q1	3	3	Q2	3	3	Q3	2	2	Q4	3	3	No	n/a	4	2	1	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	1	→	Lower is better	Tracking	No tolerance	The ICO has reported a complaint in relation to a request for planning information. Some information has been provided, the requestor is disputing that they have not received all data held. This case is yet to be allocated to an ICO case officer whilst we are working on our investigation and response.																								
Quarter	2022-23	2023-24																																																						
Q1	3	3																																																						
Q2	3	3																																																						
Q3	2	2																																																						
Q4	3	3																																																						
Modern Public Services	MPS17	Number of complaints to Information Commissioners Office (ICO) upheld by ICO (with respect to handling of Freedom of Information (FOI) requests following internal review).	<table border="1"> <caption>Complaints Upheld by ICO (FOI)</caption> <thead> <tr> <th>Quarter</th> <th>2022-23</th> <th>2023-24</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>2</td><td>2</td></tr> <tr><td>Q2</td><td>1</td><td>1</td></tr> <tr><td>Q3</td><td>1</td><td>1</td></tr> <tr><td>Q4</td><td>1</td><td>1</td></tr> </tbody> </table>	Quarter	2022-23	2023-24	Q1	2	2	Q2	1	1	Q3	1	1	Q4	1	1	No	n/a	2	2	0	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	0	→	Lower is better	0 per month	No variation	No decisions have been issued by the ICO during this quarter.																								
Quarter	2022-23	2023-24																																																						
Q1	2	2																																																						
Q2	1	1																																																						
Q3	1	1																																																						
Q4	1	1																																																						
Modern Public Services	MPS18	Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) individual Rights requests).	<table border="1"> <caption>Complaints to ICO (DP)</caption> <thead> <tr> <th>Quarter</th> <th>2022-23</th> <th>2023-24</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>0</td><td>0</td></tr> <tr><td>Q2</td><td>2</td><td>2</td></tr> <tr><td>Q3</td><td>1</td><td>1</td></tr> <tr><td>Q4</td><td>0</td><td>0</td></tr> </tbody> </table>	Quarter	2022-23	2023-24	Q1	0	0	Q2	2	2	Q3	1	1	Q4	0	0	No	n/a	3	0	2	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	1	↓G	Lower is better	Tracking	No variation	The ICO has reported a complaint in relation to the handling of a Subject Access Request and the handling of the data subject's personal data.																								
Quarter	2022-23	2023-24																																																						
Q1	0	0																																																						
Q2	2	2																																																						
Q3	1	1																																																						
Q4	0	0																																																						
Modern Public Services	MPS19	Number of complaints upheld by Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) individual Rights requests)	<table border="1"> <caption>Complaints Upheld by ICO (DP)</caption> <thead> <tr> <th>Quarter</th> <th>2022-23</th> <th>2023-24</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>0</td><td>0</td></tr> <tr><td>Q2</td><td>1</td><td>1</td></tr> <tr><td>Q3</td><td>1</td><td>1</td></tr> <tr><td>Q4</td><td>0</td><td>0</td></tr> </tbody> </table>	Quarter	2022-23	2023-24	Q1	0	0	Q2	1	1	Q3	1	1	Q4	0	0	No	n/a	2	0	1	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	1	→	Lower is better	0 per month	No variation	The ICO has upheld the element of the complaint relating to the late response to a SAR. The remainder of the complaint is not upheld ie. there was no evidence of a reportable breach.																								
Quarter	2022-23	2023-24																																																						
Q1	0	0																																																						
Q2	1	1																																																						
Q3	1	1																																																						
Q4	0	0																																																						
Modern Public Services	MPS20	Number of direct disclosure requests (ADR - Access to a Deceased Person's) received	<table border="1"> <caption>Direct Disclosure Requests</caption> <thead> <tr> <th>Quarter</th> <th>2022-23</th> <th>2023-24</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>1</td><td>1</td></tr> <tr><td>Q2</td><td>2</td><td>2</td></tr> <tr><td>Q3</td><td>1</td><td>1</td></tr> <tr><td>Q4</td><td>5</td><td>5</td></tr> </tbody> </table>	Quarter	2022-23	2023-24	Q1	1	1	Q2	2	2	Q3	1	1	Q4	5	5	No	n/a	1	1	0	n/a (no longer possible to report)	n/a (reported quarterly)	n/a (reported quarterly)	n/a	n/a	N/A	N/A - Tracking	No variation	We will no longer be able to report ADRs as a separate KPI since installing our new software system - it does not identify ADRs as a separate case type and all of these requests will now be logged as SARs.																								
Quarter	2022-23	2023-24																																																						
Q1	1	1																																																						
Q2	2	2																																																						
Q3	1	1																																																						
Q4	5	5																																																						
Modern Public Services	MPS22	Number of external Information Commissioners Office (ICO) complaints relating data management of data/breaches	<table border="1"> <caption>External ICO Complaints</caption> <thead> <tr> <th>Quarter</th> <th>2022-23</th> <th>2023-24</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>2</td><td>2</td></tr> <tr><td>Q2</td><td>1</td><td>1</td></tr> <tr><td>Q3</td><td>1</td><td>1</td></tr> <tr><td>Q4</td><td>1</td><td>1</td></tr> </tbody> </table>	Quarter	2022-23	2023-24	Q1	2	2	Q2	1	1	Q3	1	1	Q4	1	1	No	n/a	0	0	0	n/a (reported quarterly)	n/a (reported quarterly)	n/a (reported quarterly)	0	→	Lower is better	N/A - Tracking	No variation																									
Quarter	2022-23	2023-24																																																						
Q1	2	2																																																						
Q2	1	1																																																						
Q3	1	1																																																						
Q4	1	1																																																						

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	Quarter 2 23-24	Oct-23	Nov-23	Dec-23	Quarter 3 23-24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Customer Services																	
Modern public services.	MPS30	Total number of Stage 1 complaints received by NNC (excluding children's services complaints)		No	n/a	1578	710	485	173	122	88	383	↓G	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	45	18	8	6	9	4	19	↑R	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	1621	728	493	179	131	92	402	↓G	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	62%	74%	62%	47%	43%	45%	45%	↓R	Higher is better	90%	81%-90%	There has been a drop in adherence to SLA time frames during the past quarter, which is disappointing when considering the amount received was less vs. Q2. Directorates are being engaged with weekly on performance and engagement sessions have taken place with case managers, alerting to these published statutory timeframes.
Modern public services.	MPS35	% of complaints upheld		No	TBD	42%	29%	51%	60%	61%	52%	59%	↑R	Lower is better	20%	20% - 22%	There has been an increase in upheld complaints, which goes hand in hand with the reduced adherence to responses within SLA. Early intervention and proactive case handling is key and assists with clearer identification of mitigating circumstances where the council isn't at fault.
Modern public services.	MPS37	Total number of notices received of complaints under investigation by Ombudsman		No	n/a	44	13	16	12	2	1	15	↓G	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	80.36%	76.91%	78.53%	82.97%	90.42%	86.53%	86.47%	↑G	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. Delighted that we met the target 90% in November, with the other two months coming very close. We continue to maximise the resilience opportunities, and will build on this further over the next financial quarters.
Modern public services.	MPS40	% Calls answered within 60 seconds in customer services		No	TBD	66.13%	61.56%	57.58%	63.94%	67.76%	66.75%	66.15%	↑G	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. The last quarter has seen an improvement on this metric, we have a number of services being shared between hubs, which has not only seen a reduction in abandonment, but also the response time.
Modern public services.	MPS41	Number of customers helped by customer services		No	n/a	427701	152373	144469	42640	48035	40184	130859		N/A	No target - tracking indicator	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	260496	94577	95182	26417	25274	19046	70737	↓	N/A	No target - tracking indicator only	N/A	This data is for information only
						260496	94577	95182	26417	25274	19046	70737					
						46826	10665	11457	3866	10511	10327	24704					
						E-Forms	E-Forms	E-Forms	E-Forms	E-Forms	E-Forms	E-Forms					
						22185	7474	7581	2251	2553	2326	7130					
						102034	39657	34089	10106	9697	8485	28288					
						Web Chat	Web Chat	Web Chat	Web Chat	Web Chat	Web Chat	Web Chat					
						N/A	N/A	N/A	N/A	N/A	N/A	N/A					

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	Quarter 3 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	<table border="1"> <caption>Physical visits to libraries</caption> <thead> <tr> <th>Quarter</th> <th>Actual 2022-23</th> <th>Actual 2023-24</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~120,000</td> <td>~130,000</td> </tr> <tr> <td>Q2</td> <td>~140,000</td> <td>~150,000</td> </tr> <tr> <td>Q3</td> <td>~110,000</td> <td>~90,000</td> </tr> <tr> <td>Q4</td> <td>~120,000</td> <td>~130,000</td> </tr> </tbody> </table>	Quarter	Actual 2022-23	Actual 2023-24	Q1	~120,000	~130,000	Q2	~140,000	~150,000	Q3	~110,000	~90,000	Q4	~120,000	~130,000	No	n/a	404,791	131,138	156,541	117,112	↓R	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 9% below target for Qtr3. This is mostly due to Kettering Library being unexpectedly closed for several weeks during the quarter due to a building issue. We are at 81% of year end target and expect to achieve the target.
Quarter	Actual 2022-23	Actual 2023-24																											
Q1	~120,000	~130,000																											
Q2	~140,000	~150,000																											
Q3	~110,000	~90,000																											
Q4	~120,000	~130,000																											
Safe and thriving places	STP01	Number of new business started with support from the BIPC (Business and Intellectual Property Advice) Northamptonshire	<table border="1"> <caption>New business started with support from BIPC</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>~10</td> <td>~5</td> </tr> <tr> <td>Q2 (Jul-Sep)</td> <td>~12</td> <td>~15</td> </tr> <tr> <td>Q3 (Oct-Dec)</td> <td>~8</td> <td>~2</td> </tr> <tr> <td>Q4 (Jan-Mar)</td> <td>~10</td> <td>~9</td> </tr> </tbody> </table>	Quarter	Actual 2022-23	Actual 2023-24	Q1 (Apr-Jun)	~10	~5	Q2 (Jul-Sep)	~12	~15	Q3 (Oct-Dec)	~8	~2	Q4 (Jan-Mar)	~10	~9	No	n/a	26	2	9	15	↑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 continued increase since Qtr1.
Quarter	Actual 2022-23	Actual 2023-24																											
Q1 (Apr-Jun)	~10	~5																											
Q2 (Jul-Sep)	~12	~15																											
Q3 (Oct-Dec)	~8	~2																											
Q4 (Jan-Mar)	~10	~9																											
Safe and thriving places	STP02	Number of satisfactory Anti-Social Behaviour resolutions by North Northamptonshire Council	<table border="1"> <caption>Satisfactory Anti-Social Behaviour resolutions</caption> <thead> <tr> <th>Quarter</th> <th>Actual 2022-23</th> <th>Actual 2023-24</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~90%</td> <td>~90%</td> </tr> <tr> <td>Q2</td> <td>~90%</td> <td>~60%</td> </tr> <tr> <td>Q3</td> <td>~90%</td> <td>~80%</td> </tr> <tr> <td>Q4</td> <td>~90%</td> <td>~90%</td> </tr> </tbody> </table>	Quarter	Actual 2022-23	Actual 2023-24	Q1	~90%	~90%	Q2	~90%	~60%	Q3	~90%	~80%	Q4	~90%	~90%	No	n/a	81.82%	91.66%	57.14%	100.00%	↑G	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. During the last quarter there is only data for October due to reduced capacity to undertake these due to resource issues within the team.
Quarter	Actual 2022-23	Actual 2023-24																											
Q1	~90%	~90%																											
Q2	~90%	~60%																											
Q3	~90%	~80%																											
Q4	~90%	~90%																											
Safe and thriving places	STP03	Number of repeat incidents of reported domestic abuse incidents	<table border="1"> <caption>Repeat incidents of reported domestic abuse</caption> <thead> <tr> <th>Quarter</th> <th>Actual 2022-23</th> <th>Actual 2023-24</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~180</td> <td>~180</td> </tr> <tr> <td>Q2</td> <td>~150</td> <td>~100</td> </tr> <tr> <td>Q3</td> <td>~150</td> <td>~100</td> </tr> <tr> <td>Q4</td> <td>~180</td> <td>~180</td> </tr> </tbody> </table>	Quarter	Actual 2022-23	Actual 2023-24	Q1	~180	~180	Q2	~150	~100	Q3	~150	~100	Q4	~180	~180	No	n/a	283	127	59	97	↑	Lower is better	190	5%	The Police reports are reviewed and updated which has resulted in Qtr1 & Qtr2 totals being adjusted from 115 and 85 respectively. Numbers fluctuate dependant on many factors with an increase over Christmas and the New Year.
Quarter	Actual 2022-23	Actual 2023-24																											
Q1	~180	~180																											
Q2	~150	~100																											
Q3	~150	~100																											
Q4	~180	~180																											

Adults & Housing																	
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	Quarter 3 23-24	October 2023/24	November 2023/24	December 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	2021/22 SALT Report: England: 37%	42%	37%	40%	42%	40%	41%	42%	↑G	Higher is better	35%	5% points	BI comments: There were 47 new requests for people aged 18-64 and 646 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.
						693 out of 1646	229 out of 622	472 out of 1184	693 out of 1646	541 out of 1358	625 out of 1509	693 out of 1646					
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'	3022 (Apr-Nov)	1130	1120	N/A available in January report	392	380	N/A Reporting one month in arrears	↓	No polarity	No target - tracking indicator only	N/A	BI comments: The number of new concerns received has dropped by 12 however it 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	475 (Apr-Nov)	161	200	N/A available in January report	68	46	N/A Reporting one month in arrears	↓	No polarity	No target - tracking indicator only	N/A	BI Comments: There was a considerable fall in the proportion of concerns to be classified as enquiries
Active, fulfilled lives	AFL06	Total number of open Deprivation of Liberty Safeguard (DoLS) cases		Yes (Annually)	n/a	1247	1267	1305	1247	1373	1336	1247	↓G	Lower is better	No target - tracking indicator only	N/A	BI comments: The number of open DoLS cases decreased by 89. This still remains notably lower than the average observed across the previous financial year (388 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	546.17 (Mean Average CIPFA Near Neighbours - LG (fitted)) 2021/22 SALT Report: East Midlands: 562 - England: 539	332.2	135.6	263.7	332.2	300.2	323.1	332.2	↑	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 218, 167 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 37, 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	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.	74.7%	71.40%	73.0%	74.7%	73.5%	74.1%	74.7%	↑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 from previous month but remains lower than expected compared to 2022/23 trends, which typically ranged between 74-77%.
						513 out of 687	152 out of 213	348 out of 477	513 out of 687	416 out of 566	468 out of 632	513 out of 687					

Adults & Housing																	
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	Quarter 3 23-24	October 2023/24	November 2023/24	December 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)	n/a	16	13	11	19	9	11	↑R	Lower is better	9	9 to 12	During the month of December, we have seen a slight increase in the single night (an increase of two). The numbers are staying steady at the moment, and this is due to the continuation of positive work the rough sleeping team are doing with securing accommodation for individuals direct from the streets.
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.	199	75	63	61	32	17	12	↓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.	248	86	82	80	30	21	28	↑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	4325	1468	1404	1453	528	554	371	↓	N/A	Tracking - monitoring levels of demand only	N/A	3,863 households approached the Council as homeless during 2022/22, 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 1017 cases. During December there was a decrease in the number of approaches. It is actually the lowest football seen in 23-24 so far with 371 approaches. This is generally expected, with a higher increase in demand in January.
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)	356	108	130	118	n/a Quarterly reported	n/a Quarterly reported	118	↑	N/A	288 (72 per quarter)	TBD (currently using standard 5%)	This measure indicates the number of households that have been accepted by the Council as homeless due to being unintentionally homeless, eligible for assistance and have a priority need and for which the Council has been unable to achieve a positive housing solution during the prevention and relief stages of the process (AFL13 and AFL14). During 2022/23 there were 294 households accepted as being owed the main housing duty. During 2023/24 there were 294 households accepted as being owed the main housing duty. The number of main duty accepted decisions in December has increased to 48. Although the Housing Options team are still two officers down due to agency staff leaving in November and the current recruitment freeze in place, the Team Leaders have stepped in and supported officers by writing reports and making decisions. October: 41, November: 29, December: 48.
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	n/a	239	248	239	↓G	Lower is better	245	No tolerance	The number of new households entering temporary accommodation remains high, following record high number of new placements in both October and November. A further 19 households have been approved for placement, the team is doing all it can to manage 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 14 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	n/a	4	0	0	→	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.
Active, fulfilled lives	AFL19	Number of rough sleepers rehoused into accommodation		Yes (DLUHC monthly rough sleeping survey, no target set)	n/a	63	23	20	20	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 have helped 3 people into secure accommodation, two direct from the streets and one from our discretionary Temporary accommodation, this number is lower than average but this is due to lack of voids across provisions, we have quite a few cases waiting to move on once rooms become available. Our returning to rough sleeping number has reduced by one, but still remains our main focus on preventing a return to the streets. Our long-term rough sleepers has also reduced by one, this is due to the amazing work carried out by a member of the team and medical provisions in facilitating one of our most entrenched complex cases into St. Marys hospital where he is receiving medical support for his severe mental health needs.

Adults & Housing																	
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	Quarter 3 23-24	October 2023/24	November 2023/24	December 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	n/a	0	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	96.86%	96.37%	97.28%	96.86%	96.77%	96.87%	96.86%	→	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 December. In the Kettering area, the December figures include the rent free week hence higher percentage of collection. The Finance team have also confirmed bank statements from wk 39 have not been included in total paid amount so the actual percentage is higher than reported.
						92181688.55 out of 95169006.90	14564310.81 out of 15112272.58	45456854.22 out of 46729345.20	92181688.55 out of 95169006.90	58946042.43 out of 60913738.56	75281173.82 out of 77713350.80	92181688.55 out of 95169006.90					
Safe and thriving places	STP11	Number of (council housing) lettings completed		Yes (Annual LAHS return to DLUHC, no target set)	n/a	445	137	131	177	58	63	56	↑	No polarity	No target - tracking indicator only	N/A	The number of lets has increased from 131 in quarter 2 to 177 in quarter 3, giving a total lets to date of 445. 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	n/a	3	6	7	↑	Lower is better	10	10 to 15	At the end of December there were 7 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	n/a	63	54	47	↓G	Lower is better	No target - tracking indicator only	N/A	This indicator provides a snapshot at the end of the month of the number of live Housing Revenue Account (HRA) voids. At the end of December there was a slight reduction in the number of voids. The overall NNC snapshot was 107 compared with 111 at the end of November. 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	n/a	59	57	60	↑R	Lower is better	No target - tracking indicator only	N/A	

Adults & Housing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2023-24	Quarter 1 23-24	Quarter 2 23-24	Quarter 3 23-24	October 2023/24	November 2023/24	December 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	53.8 days	60.9 days	57.8 days	53.8 days	55.1 days	54.5 days	53.8 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 December 2023 there were 32 standard void properties let. The total number of void days for these 32 properties was 1494 days, which provides a monthly average turnaround for December of 46.7 days. This has given a cumulative average turnaround time of 53.8 days, which is within the target for the third consecutive month.
Safe and thriving places	STP37b	Average time taken to re-let NNC major void properties		No	n/a	254 days	217 days	248 days	254 days	252 days	254 days	251 days	↓G	Lower is better	No target - tracking indicator only	N/A	In December 2023 there were 13 major void properties let. These 13 properties had a total number of void days of 3080. The cumulative average number of days reduced from 254 days to 251 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.
Safe and thriving places	STP08	% of properties with a valid gas safety certificate		Yes (Regulator of Social Housing - TSM, no target set)	n/a	n/a	99.8%	99.8%	n/a	99.8%	99.8%	99.8%	→	Higher is better	100%	99.5% and above is green, 99% and above is amber	As at the end of December 19 out of total 7,899 properties did not have a valid gas certificate. The 2 outstanding properties in the Kettering area and 11 properties in the Corby area are going through the legal process to gain access. 5 properties in the Corby area have court dates booked for 16/01/2024. 1 property is awaiting Lof Hitch repairs to be undertaken by Responsive Repairs so that gas engineer can return and service appliance. (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 (Regulator of Social Housing - TSM, no target set)	n/a	4185	1259	1331	1595	n/a	n/a	504	↑	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 October (557), November (534) and December (504) has been decreasing month on month, however the overall number completed in Quarter three has increased to 1595, compared with 1331 in quarter two of this year.
Safe and thriving places	STP10	Total number of non-emergency repairs completed		Yes (Regulator of Social Housing - TSM, no target set)	n/a	5191	1442	1886	1863	n/a	n/a	449	↓	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. The number of non-emergency responsive repairs completed in October (647) and November (757) remained high. There has been a decrease in the number of non-emergency repairs completed in December (449). The quarterly figure remains steady from 1886 non-emergency repairs completed in quarter 2, compared with 1863 completed in quarter 3.
Safe and thriving places	STP04	Number of active households on Keyways (as at 1st month)		No	n/a	n/a	5263	5642	5965	5650	5785	5965	↑	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.
Safe and thriving places	STP05	Number of new Keyways applications received		No	n/a	5117	1850	1793	1474	575	492	407	↓	N/A - Tracking	N/A - monitoring levels of demand	N/A	407 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 568 (last year for same period was 493).
Safe and thriving places	STP39	Number of repair jobs awaiting completion		No	n/a	Data unavailable	n/a	n/a	Data unavailable	Data unavailable	Data unavailable	Data unavailable	N/A	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	Data unavailable	n/a	n/a	Data unavailable	Data unavailable	Data unavailable	Data unavailable	N/A	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.

Children's Services																	
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2023-24	Quarter 1 2023-24	Quarter 2 2023-24	Quarter 3 2023-24	October 2023/24	November 2023/24	December 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Children's Trust (This data is for the whole of Northamptonshire)																	
Better, brighter futures	BBF05 (KPI 2)	% of referrals with a previous referral within 12 months		Yes (also contractual) - target is contractual but not statutory	21.9% Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	26.9% (6,864)	25.4% (2,585)	26.6% (2,007)	29.0% (2,272)	29.0% (889)	30.3% (813)	27.0% (570)	↑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. Findings from the front door review and Ofsted focused visit incorporated in a transformation plan which has been developed with the partnership expected to positively impact on re-referral rate going forward. The dedicated education roles in MASH (Multi-Agency Support Unit) are working positively with schools to ensure appropriate referrals, and compliments from schools about their roles are increasing. Steps have been taken to strengthen the Early Help partnerships with Partnership Support Team (Early Help MASH) being placed in the MASH pods and a leaner step down process. It is anticipated that the strengthened model in MASH and developments in CFSS (Child & Family Support Services) / Early Help will continue to support appropriate reduction going forward. Stepdown practice has been reviewed and warm handovers promoted. COVID: and cost of living crisis has an impact on volume and quality of re-referrals (Northamptonshire Children's 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.	94.7% (8,062)	92.9% (2,792)	94.3% (2,695)	96.9% (2,575)	95.7% (830)	97.9% (969)	96.8% (776)	↓A	Higher is better	85%	85% - 95%	Assessment timescales remain consistently above target and national average, decreasing slightly to 96.8% 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. More appropriate staffing levels being achieved and sustained in the DAAT (Duty and Assessment Team) In addition to timeliness, we work on increasing the quality of assessments and more effective use of SoS in our interventions (Northamptonshire Children's 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	12.3% (1,215)	11.1% (1,191)	12.4% (1,165)	12.3% (1,215)	12.0% (1,198)	11.9% (1,209)	12.3% (1,215)	↓A	Lower is better	10%	5% - 15%	Performance has declined to 12.3% this month. Consideration of various options to improve sufficiency is continuing, including exploration of capital investment, additional in house resources, as well as improved engagement with the market. Two new emergency homes have been opened and valuing care project is progressing well. Through improved edge of care arrangements, the close oversight on admissions to care, and the developments within placement sufficiency, we are confident we can reduce the need for child to move home as frequently. Positively, Childrens Home Capital Programme application with the DIE has been successful, and that should also support progress in this area. COVID: Placement sufficiency remains a challenge, sustained performance in this work should also have a positive impact on KPI 7 (Northamptonshire Children's 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	62.5% (714)	62.7% (684)	65.3% (678)	62.5% (714)	65.4% (677)	64.6% (689)	62.5% (714)	↓A	Higher is better	55%	50% - 60%	This month has seen performance decline to 62.5%, still comparing favourably with 58% across England. Focus in this area continues to be driven through arrangements with local colleges, the virtual school and the senior personal advisor (Education and Employment) with further review of contracted arrangements (Prospect) to be undertaken to ensure we have the best approach/ support for young people. Work with councils to ensure EET (Education Employment Opportunities) 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 (Northamptonshire Children's 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)	89.9% (714)	95.5% (684)	96.0% (678)	89.9% (714)	96.6% (677)	94.9% (689)	89.9% (714)	↓A	Higher is better	90%	85% - 95%	Performance for this month declined to 89.9%, just below the target of 90%. There has also been an increase in the number of young people in the care leaver population. 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 (Northamptonshire Children's Trust commentary).
Better, brighter futures	BBF10 (KPI 19)	% of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted		Yes (also contractual) - target is contractual but not statutory	n/a	75.0% (24)	85.7% (7)	83.3% (6)	63.6% (11)	n/a Quarterly reported	n/a Quarterly reported	63.6% (11)	↓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 (Northamptonshire Children's Trust commentary).

Children's Services																	
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2023-24	Quarter 1 2023-24	Quarter 2 2023-24	Quarter 3 2023-24	October 2023/24	November 2023/24	December 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
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	22.6% (852)	36.4% (343)	13.2% (288)	13.1% (221)	21.5% (93)	5.8% (86)	9.5% (42)	↑G	Higher is better	81%	66% - 86%	Performance improved marginally this month, to 9.5%, with 79% ICPC (initial child protection conference) conversion to CP (Child Protection) Plans. The number of children who required their 1st review in Nov/Dec 23 continued to be high, after record numbers of ICPCs in August (130). All ICPCs must fit into already busy diaries, and saturation continues to impact on capacity. Average no. days from strat. to ICPC in December = 30. December performance was negatively impacted by SDAS business support vacancies - recruitment in progress. CP Chair average caseload remains above 100 (well above recommended levels). Additional temporary CP Chairs are being recruited, and will have a positive impact on this measure, but may lead to quality difficulties / partnership attendance problems. Multi-agency safety plans in place for families waiting for a conference. Lower numbers of conferences are late due to delayed convening requests from DAAT and Safeguarding; this is positive and their managers remain vigilant. 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 SW's with additional training on process, recording and requesting strategy discussions and convening conferences. Refreshed duty CP Chair guidance assists referring managers with threshold decision-making (Northamptonshire Children's Trust commentary).
Better, brighter futures	BBF28	Number of children with a Child Protection Plan		Yes	565 Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	659	714	755	659	716	708	659	↓	No polarity	TBD		708 children were subject to a Child Protection Plan (CPP) at the end of November 2023. The cohort has slightly decreased compared with last month; there are now 8 children less with a CPP. Yet, the last six months have produced the highest volumes of children with CPPs (Child Protection Plan) in three years. The latest recording in November 2023 is higher than the same month last year (+39 children more) and two years ago (+74 children more). The cohort has increased by 42 children in twelve months. An average of 700 children were subject to a Child Protection Plan in the last twelve months. This marks an increase from the average of last year (623) and two years ago (684). 87.3% of children on Child Protection Plan had up-to-date CP visits in November 2023, a slight improvement from last month's performance of 85.3%. In the last twelve months, an average of 86.5% of children on CP plans has up-to-date CP visits. This is slightly behind the average during the same period of last year (88.8%) and two years ago (87.1%). In November 2023, 34 children with CPPs were also in the EHC cohort, 3 children were also in EHC cohort and 3 were also in the children absent from education for prolonged periods cohort (Intelligent Client Function commentary, November 2023).
Better, brighter futures	BBF29	Number of children in care		Yes	1,050 Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	1,215	1,191	1,179	1,215	1,198	1,208	1,215	↓	No polarity	TBD		1,208 children were in care at the end of November 2023, 10 children more than last month. November 2023 marks the highest record in six months. The number of children in care saw a month-on-month decrease between April-September 2023. However, the trend has changed negatively in the last two months. Even so, November 2023 compares favourably with same month last year as there now 33 children less in the cohort. September 2023 accounts for the lowest volume of children in care of the last twelve months. An average of 1,206 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 (1,198) and two years ago (1,155). Overall, the cohort has increased by 28 children in twelve months. So far in 2023-24, an average of 1,194 children have been reported to be in care. By comparison, 16 children more were reported during the same period of 2022-23. At the end of November 2023, 138 children in care were also in the EHC cohort, 18 children more than last month. The number of children in care that were also in the EHC cohort has decreased by 16 since May 2023 (Intelligent Client Function commentary, November 2023).
Learning, Skills & Education																	
Better, brighter futures	BBF16b	% 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	70.6% (503 out of 712)	66.7% (96 out of 144)	80.2% (150 out of 187)	51.4% (54 out of 105)	66.7% (22 out of 33)	55.9% (19 out of 34)	34.2% (13 out of 38)	↑R	Higher is better	Target under review	n/a	34.2% of EHC (Educational Health Care) plans were issued within 20 weeks (including exceptions) in December 2023. Performance has drastically declined; this month marks the lowest performance in 16 months. By comparison, 50% of EHC plans were issued on time during the same month of last year. The last six months prior to December 2023, registered between 56%-88% EHC plans issued within 20 weeks. Performance has declined by 50 percentage points since June 2023. Last month, 66.7% of EHC plans were issued on time; the latest recording is 48% lower. The average of last twelve months compared favourably with last year's average, 68.0% of plans were issued on time (including exceptions) in the last 12 months, compared with an average of 47.3% of plans issued on time during the same period of last year (January-December). This marks an increase of 30% in twelve months. This month, 35 EHC plans were open and overdue at month end (including exceptions); 21 EHC plans were up to 5 weeks late, 8 plans were between 5-10 weeks late while 6 plans were over 10 weeks late. This is the highest number of overdue EHC plans in seven months. By comparison, 23 EHC plans were issued late last month (Children's Performance Team commentary).
Better, brighter futures	BBF22	Number of children missing education (previously named 'Number of children without a school place')		No		288	274	313	288	226	242	288	↑R	Lower is better	Target under review	n/a	A total of 288 children were missing education at the end of December 2023, 19% more children missing than last month. 42% of children missing education are in SEN Support/ EHC Services, 41.7% are in School Admissions and 16.3% are in EIP (Education, Inclusion & Partnership) 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 277 children were missing education in the last five months (Children's Performance Team commentary).

Children's Services																	
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2023-24	Quarter 1 2023-24	Quarter 2 2023-24	Quarter 3 2023-24	October 2023/24	November 2023/24	December 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
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 DE.		914	855	837	914	854	899	914	↑	No polarity	N/A - Tracking	n/a	914 children were electively home educated in December 2023, of which 32.1% children home educated for 2+ years, 19.3% home educated between 1-2 years, 20.5% home educated between 6-12 months, 12.1% home educated between 3-6 months and 16.1% home educated between 0-3 months. The children electively home educated cohort has slightly increased by 4% since last month. There are now 38 children more than in December 2023. There were less than 800 electively home educated children twelve months ago. The population of home educated children has increased by 17% (148) 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 837 children were electively home educated in the last twelve months. This is 18.8% higher than the average during the same period of last year (679). In December 2023, 23 home educated children were also in the social care caseload, 15 were in the children in need cohort, 2 were in the child protection cohort, 6 children were in the children in care cohort, 36 were in the children missing education cohort and 59 were in the children with EHCPs cohort. The latest recording in December 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).
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 DE.		132	103	225	132	114	111	132	↑R	Lower is better	N/A - Tracking	n/a	132 children were absent from education for prolonged periods in December 2023. 69.7% of children have been absent between 0-3 months (92), 16.7% of children have been absent between 3-6 months (22), 9.1% of children have been absent between 6-12 months (12), 4.5% of children have been absent between 1-2 years (6). The population of children absent from education has slightly increased. There are now 18 children more compared with last month. So far in Autumn Term 2023, an average of 146 were absent from education for prolonged periods. By comparison, an average of 184 children were absent from education during the same period of the academic year 2022-23. The cohort has decreased by 20% since January 2023. An average of 133 children were absent from education for prolonged periods in the last twelve months. In December 2023, 4 children absent from education were also in the social care caseload, 3 children were in the children in need cohort, 1 child was in the child protection cohort and 3 children were in the electively home educated cohort. The latest recording in November is lower than the East Midlands, England and statistical neighbours' averages in Spring 2023 (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		65.1%	67.0%	57.9%	N/A available in January report	54.7%	66.9%	N/A reported one month in arrears	↑G	Higher is better	N/A - Tracking	n/a	66.7% of annual reviews were completed within 4 weeks of meeting in November 2023. Performance has improved compared with the recent months. Between 55%-77% of annual review were completed within 4 weeks of meeting in the last eight months, with the exception of August when no annual reviews were completed within 4 weeks. Previously, April 2023 and May 2023 reported exceptionally high volumes for the annual reviews completed within 4 weeks of meeting. By comparison, 0.0% and 1.0% of annual reviews were completed on time during April 2022 and May 2022. Overall, the most recent months have produced the best performances in the last two years. An average of 45.7% of annual reviews were completed on time in the last twelve months. By comparison, only 12.0% of annual reviews were completed on time during the same period of last year (Children's Performance Team commentary).
Better, brighter futures	BBF30	Percentage of Early Years PVI Settings (non-domestic) judged as Good or Outstanding by Ofsted/ISI		No		98%	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 (private, voluntary, independent) settings excluding domestic were rated as Good or Outstanding by OFSTED at the end of the December, 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		99%	100.0%	99%	99%	n/a reported Quarterly	n/a reported Quarterly	99%	→	Higher is better	N/A - Tracking	n/a	After four months in which 100% of PVI childminder settings were rated as Good or Outstanding by OFSTED, performance declined fractionally since September 2023, and remained stable in December 2023, 99.4%. Even so, it was the thirteenth 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).

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Requirement (Yes / No)	Benchmark	Quarter 1	Quarter 2	Quarter 3	Year to Date	October	November	December	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
						23-24	23-24	23-24	2023/24	2023/24	2023/24	2023/24					
Finance																	
Modern Public Services	MPS01	% of invoices paid within 30 days		Yes	n/a	98.6%	98.9%	98.6%	98.7%		98.6%		↓	Higher is better	95% subject to change from SLA review	Tolerance TBC	This KPI continues to exceed target and has reported over 98% each month of the quarter.
						8573 out of 8699	9457 out of 9568	9611 out of 9743	27641 out of 28008		9611 out of 9743						
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	99%	0%	0%	48%		0%		↔	N/A	No Target-Tracking Only	No tolerance	In quarter 3, there were three (3) contracts awarded equal to or exceeding £100,000. The awarded contract value was £314,000.00. "NNC - Windows and Doors" - this contract was procured via a direct award from an external framework, and awarded to one (1) non-local supplier. "NNC - The Former Grange Methodist Church Site, Kettering - contract to construct 6 x residential dwellings" - this contract was procured via an open tender, and awarded to one (1) non-local supplier. The awarded contract value was £1,616,148.00. "NNC Gym & Exercise Equipment" - 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 £256,000.00.
						Local spend of £3,512,750.00 from a total spend of £3,645,250.00	Local spend of £0 from a total spend of £4,316,099.10	Local spend of £0 from a total spend of £2,180,148.00	Local spend of £3,512,750.00 from a total spend of £10,141,497.10		Local spend of £0 from a total spend of £2,180,148.00						
Modern Public Services	MPS03	% count of local suppliers (post code starting "NN") awarded a contract following a procurement process being ran equal to and above £100k		No	n/a	59%	0%	0%	25%		0%		↔	N/A	No Target-Tracking Only	No tolerance	In quarter 3, there were three (3) contracts awarded equal to or above £100,000. All three (3) were awarded to different non-local suppliers.
						1 local supplier out of a total of 2 suppliers from 2 contracts	0 local suppliers out of a total of 8 suppliers from 2 contracts	0 local suppliers out of a total of 3 suppliers from 3 contracts	1 local supplier out of a total of 13 suppliers from 12 contracts		0 local suppliers out of a total of 3 suppliers from 3 contracts						
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)	23.39% (YTD) 104.96% achieved of the target (28.00%) £71,233,944.18 (collected in YTD)	56.98% (YTD) 101.75% achieved of the target (56.00%) £97,038,472.65 (collected in Q2)	84.16% (YTD) 100.19% achieved of the target (84.00%) £96,116,311.04 (collected in Q3)	84.16% (YTD) 100.19% achieved of the monthly target (84.00%) £71,020,529.09 (collected in Dec)	66.25% (YTD) 100.38% achieved of the monthly target (66.00%) £22,664,698.75 (collected in Oct)	75.30% (YTD) 100.40% achieved of the monthly target (75.00%) £22,052,112.23 (collected in Nov)	84.16% (YTD) 100.19% achieved of the monthly target (84.00%) £71,020,529.09 (collected in Dec)	↓	Higher is better	98% (Annual target)	No tolerance	Performance is above target but slightly below the same point in time last year. We will continue to monitor closely.
													(Cumulative KPI so direction of travel is based on the % achieved of the target)				
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 2023/23)	28.92% (YTD) 103.25% achieved of the target (28.00%) £671,26,477.48 (collected in YTD)	55.72% (YTD) 99.50% achieved of the target (56.00%) £427,00,807.20 (collected in Q2)	80.88% (YTD) 98.25% achieved of the target (84.00%) £407,80,044.62 (collected in Q3)	80.88% (YTD) 98.25% achieved of the monthly target (84.00%) £17,94,546.63 (collected in Dec)	64.02% (YTD) 97% achieved of the monthly target (66.00%) £13,95,317.14 (collected in Oct)	72.32% (YTD) 94.43% achieved of the monthly target (75.00%) £18,00,180.85 (collected in Nov)	80.88% (YTD) 98.25% achieved of the monthly target (84.00%) £17,94,546.63 (collected in Dec)	↓	Higher is better	99% (Annual target)	No tolerance	Performance is below target, this was anticipated due to the cost of living issues and current economic climate. We will continue to monitor closely.
													(Cumulative KPI so direction of travel is based on the % achieved of the target)				