North Northamptonshire Council

Appendix A

North Northamptonshire Council Performance Report - December 2023 & January 2024

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

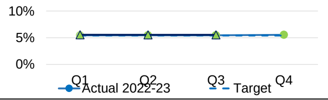
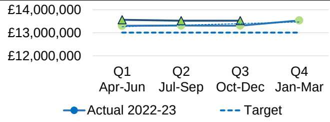
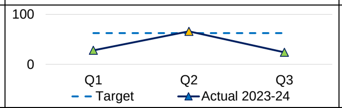
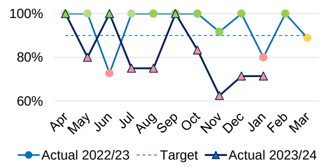
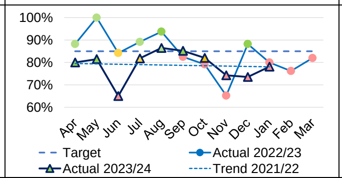
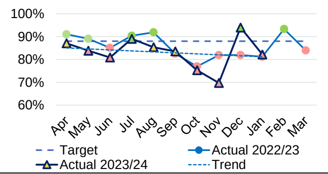
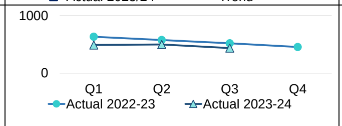
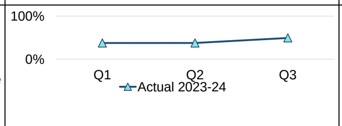
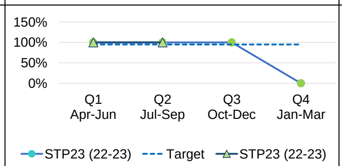
Direction of Travel Key An acceptable range = within 5% of the last period's performance	
↑G	Performance has improved from the last period – Higher is better
↓G	Performance has improved from the last period – Lower is better
↑	Performance has deteriorated but is still on or above target or within an 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
	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

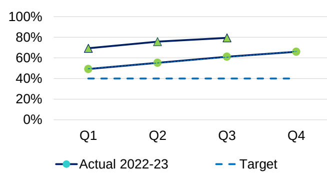
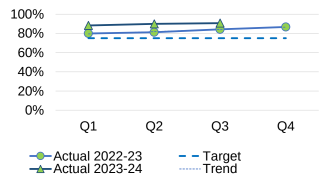
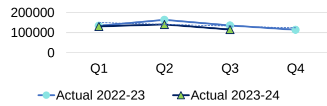
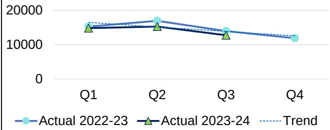
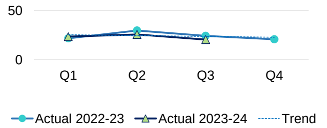
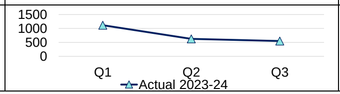
Children's Trust Direction of Travel Key	
↑G	Performance improved since last month
→	Performance the same as last month
↓A	Performance declined since last month

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

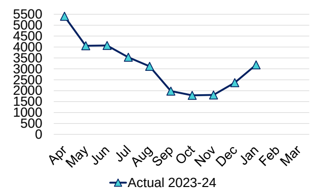
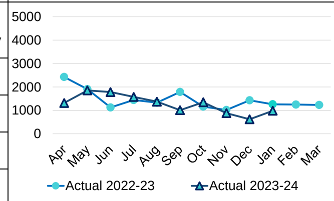
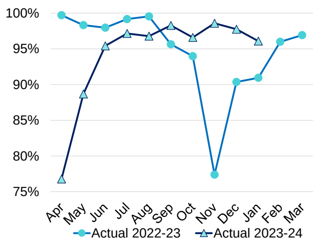
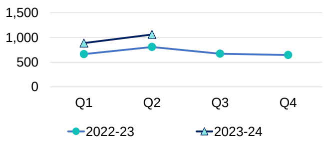
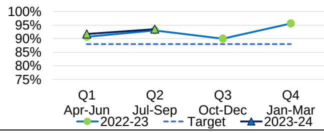
Place & Economy

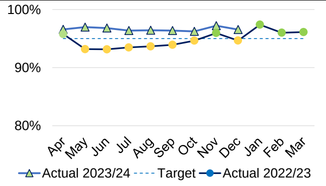
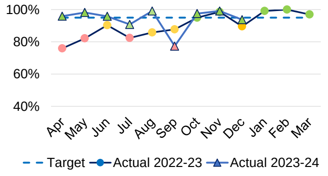
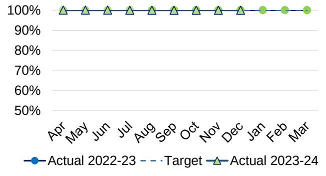
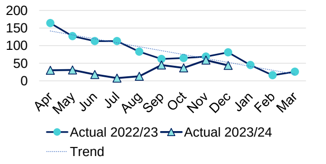
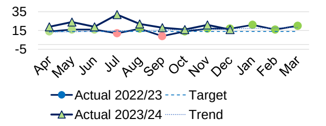
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2023-24	Quarter 1 23-24	Quarter 2 23-24	Quarter 3 23-24	December 2023/24	January 2023/24	Direction of Travel (since previous period reported)	Polarity	Target	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%**	**5.54%**	**N/A reported quarterly**	➔	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	£13,523,694.00	**N/A reported quarterly**	↓	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	24L	**N/A reported quarterly**	↓G	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)	**79.69%** 51 out of 64	**92.31%** 12 out of 13	**82.35%** 14 out of 17	**74.07%** 20 out of 27	**71.43%** 5 out of 7	**71.43%** 5 out of 7	➔	Higher is better	**90%**	85% - 90%	December comment: 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)	**78.42%** 258 out of 329	**73.91%** 68 out of 92	**84.54%** 82 out of 97	**76.85%** 83 out of 108	**73.53%** 25 out of 34	**78.13%** 25 out of 32	↑G	Higher is better	**85%**	80% - 85%	December comment: 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 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)	**82.78%** 774 out of 935	**83.81%** 233 out of 278	**85.83%** 218 out of 254	**79.47%** 240 out of 302	**94.00%** 94 out of 100	**82.18%** 83 out of 101	↓R	Higher is better	**88%**	83% - 88%	December comment: 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.	**1606**	**490**	**499**	**436**	**148**	**181**	⇩	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)**	**49.2% (215 out of 437)**	**N/A reported quarterly**	⇧	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%** **8 out of 8**	**100.00%** **0 out of 0**	**100.00%** **1 out of 1**	**100.00%** **0 out of 0**	**n/a reported Quarterly** **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

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**	**December 2023/24**	**January 2023/24**	**Direction of Travel** (since previous period reported)	**Polarity**	**Target**	**Tolerance**	**Comments**
Safe and thriving places		**% of Full fibre coverage**		No (Nationally measured, so able to benchmark)	59.4% (Mean Average CIPFA Near Neighbours - LG Inform Q3 2023/24) ThinkBroadband 60.1% Q3 2023-24 (England) - Think Broadband	**79.4%**	**69.3%**	**75.7%**	**79.4%**	**79.4%**	**N/A reported quarterly**	↑	Higher is better	**40% of Premises countywide (Dec 2023)** **80% of Premises countywide (Dec 2028)**	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 altnets. Year to date is latest position.
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) Thinkbroadband 80.7% Q3 2023-24 (England) - Think Broadband	**90.7%**	**88.3%**	**89.9%**	**90.7%**	**90.7%**	**N/A reported quarterly**	↑	Higher is better	**75% of premises gigabit capable (Dec 2023)** **90% of premises gigabit capable (Dec 2028)**	Dec 2023: <5% Green 5%-10% Amber >10% Red	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 alnets 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**	**115,522**	**N/A reported quarterly**	↓	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**	**12,721**	**N/A reported quarterly**	↓	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**	**20.4**	**N/A reported quarterly**	↓	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**	**169 as at end Nov 2023**	No	N/A	**169 (Nov 23)**	**128 (Q4 2022-23)**	**139 as at end Q1 2023**	**169 (Nov 23)**	**169 (Nov 23)**	**N/A reported quarterly**	↑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 VPACH 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 per charge point per 100000 population (national ranking)**	**46.9 as at end Nov 2023**	No (Nationally measured, so able to benchmark)	42 (Mean Average CIPFA Near Neighbours - LG Inform Q2 2023)	**46.9 (Nov 23)**	**35.5 (Q4 2022-23)**	**38.6 (Q1 2023-24)**	**46.9 (Nov 23)**	**46.9 (Nov 23)**	**N/A reported quarterly**	↑R	Lower is better	Tracking (aim to decrease in numbers; improve ranking)	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**	**549**	**N/A reported quarterly**	↓R	Higher is better	Tracking	N/A	CO_2 savings from Delivery Robots have decreased slightly compared to Q2 2023/24.

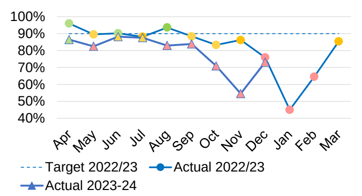
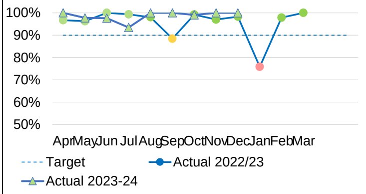
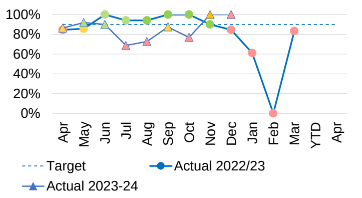
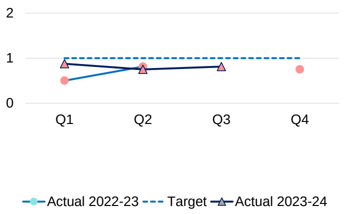
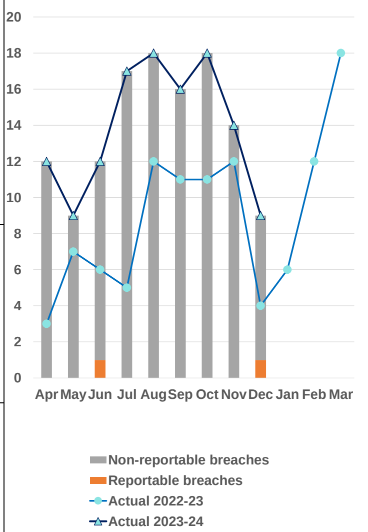
Place & Economy																
Key Commitment	**Ref No.**	**Description of Performance Indicator**	**Infographic / Chart**	**Statutory Reporting Required? (Yes / No)**	**Benchmark**	**Year to Date 2023-24**	**Quarter 1 23-24**	**Quarter 2 23-24**	**Quarter 3 23-24**	**December 2023/24**	**January 2023/24**	**Direction of Travel** (since previous period reported)	**Polarity**	**Target**	**Tolerance**	**Comments**
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**		25% (Mean Average CIPFA Near Neighbours - LG Inform 2021/22)	**19%**	**N/A reported annually**	**N/A reported annually**	**N/A reported annually**	**19%**	**N/A reported annually**	↑ **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 reported annually**	**N/A reported annually**	**N/A reported annually**	**6.68 years**	**N/A reported annually**	↓	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 7.46 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 reported annually**	**N/A reported annually**	**N/A reported annually**	**7.14 years**	**N/A reported annually**	→	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 reported annually**	**N/A reported annually**	**N/A reported annually**	**2,023 new homes provided**	**N/A reported annually**	↑ **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 reported annually**	**N/A reported annually**	**N/A reported annually**	**3,000 decrease in jobs**	**N/A reported annually**	↓ **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**	**N/A reported annually**	**N/A reported annually**	**N/A reported annually**	**-3000 (22000 to 19000)**	**N/A reported annually**	**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 19,000 jobs (12.8% 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 18,000 jobs (12.2%), which was also 18,000 in the previous year but made up 11.9% of all jobs. 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	**Construction**			**2000**				**2000 (6000 to 8000)**						
		Increase in jobs by employment sector	**Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles**			**-2000**				**-2000 (32000 to 30000)**						
		Increase in jobs by employment sector	**Transportation and Storage**			**0**				**0 (15000 to 15000)**						
		Increase in jobs by employment sector	**Professional, Scientific and Technical Activities**			**1000**				**1000 (8000 to 9000)**						
		Increase in jobs by employment sector	**Administrative and Support Service Activities**			**1000**				**1000 (12000 to 13000)**						
		Increase in jobs by employment sector	**Education**			**-1000**				**-1000 (11000 to 10000)**						
		Increase in jobs by employment sector	**Human Health and Social Work Activities**			**0**				**0 (18000 to 18000)**						

Place & Economy

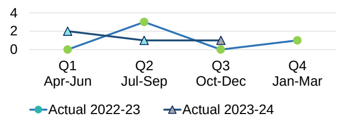
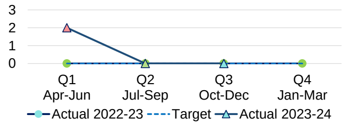
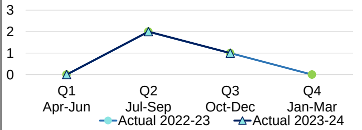
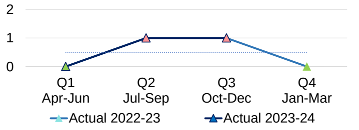
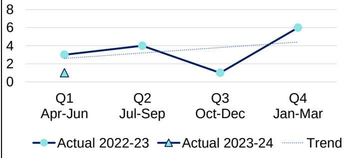
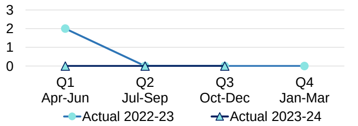
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2023-24	Quarter 1 23-24	Quarter 2 23-24	Quarter 3 23-24	December 2023/24	January 2023/24	Direction of Travel (since previous period reported)	Polarity	Target	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	**3181**	**4069**	**1982**	**2369**	**2369**	**3181**	↑ R	Lower is better	**No target - tracking indicator only**	N/A	The total number of defects continues to increase each month during the winter period as a result of the freeze/thaw cycle causing damage to weak road surfaces. Despite the increase in required repairs the contractor continues to respond and remains within the KPI targets as indicated in STP31.
		P1 (Target response time within 24 hours)				**0**	**0**	**0**	**0**	**0**	**0**	→				
		P2 (Target response time within 7 days)				**14**	**0**	**2**	**17**	**17**	**14**	↓ G				
		P3 (Target response time within 28 days)				**874**	**608**	**91**	**701**	**701**	**874**	↑ R				
		P4 (Target response time within 26 weeks)				**2293**	**3461**	**1889**	**1651**	**1651**	**2293**	↑ R				
Safe and thriving places	STP30	**Number of Defects Repaired in the network in period, split by category**		No - Contractual	n/a	**12744**	**4953**	**3957**	**2851**	**620**	**983**	↑ G	Higher is better	**No target - tracking indicator only**	N/A	The contractor continues to focus on P1 and P2 category repairs, as they pose the highest risk to road users. Timely responses to P3 repairs is also important to prevent them worsening and becoming P1 or P2 defects. 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 contractor got ahead over the summer on P4 repairs ready to respond to greater numbers of P1, P2 and P3 in the winter period.
		P1 (Target response time within 24 hours)				10	6	0	3	3	1	↓ R				
		P2 (Target response time within 7 days)				867	217	202	284	174	164	↓ R				
		P3 (Target response time within 28 days)				5925	2863	1410	941	261	711	↑ G				
		P4 (Target response time within 26 weeks)				5942	1867	2345	1623	182	107	↓ R				
Safe and thriving places	STP31	**Percentage of defects responded to within the timeframes specified, split by category**		No - Contractual	n/a	**93.58%** (11542 out of 12334)	**86.81%** (3737 out of 4305)	**97.28% (3178 out of 3267)**	**97.55% (3425 out of 3511)**	**97.75% (1171 out of 1198)**	**96.08% (1202 out of 1251)**	↓	Higher is better	**P1 and P2 97.5% P3 and P4 90%**	No Tolerance	All targets have been met this month. The overall number of required repairs continues to increase which is to be expected over the winter.
		P1 (Target response time within 24 hours)				**100%** (15 out of 15)	**100%** (6 out of 6)	100% (0 out of 0)	100% (8 out of 8)	**100% (8 out of 8)**	**100% (1 out of 1)**	→		**97.5%**		
		P2 (Target response time within 7 days)				**99.78%** (865 out of 867)	**99.09%** (217 out of 219)	100% (209 out of 209)	100% (281 out of 281)	**100% (179 out of 179)**	**100% (158 out of 158)**	→		**97.5%**		
		P3 (Target response time within 28 days)				**91.28%** (5099 out of 5586)	**86.72%** (2293 out of 2644)	95.53% (1132 out of 1185)	96.7% (1055 out of 1091)	**96.57% (450 out of 466)**	**92.94% (619 out of 666)**	↓		**90%**		
		P4 (Target response time within 26 weeks)				**94.83%** (5563 out of 5866)	**85.03%** (1221 out of 1436)	98.08% (1837 out of 1873)	97.65% (2081 out of 2131)	**97.98% (534 out of 545)**	**99.53% (424 out of 426)**	↑ G		**90%**		
Greener, sustainable environment	GSE06	**Fly tipping: number of fly tips reported**		No	n/a	**1946**	**886**	**1060**	**N/A**	**N/A**	**N/A**	**N/A**	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)	**N/A**	**91.74% (Q1 23-24 Validated)**	**93.52% (Unvalidated Q2)**	**N/A**	**N/A**	**N/A**	**N/A**	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.

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**	**December 2023/24**	**January 2023/24**	**Direction of Travel** (since previous period reported)	**Polarity**	**Target**	**Tolerance**	**Comments**
Regulatory Services																
Safe and thriving places	STP32	**% of food establishments in the area broadly compliant with food hygiene law**		No (Nationally measured, so able to benchmark)	97.49% (CIPFA Near Neighbours - LG Inform)	**97.00%** 3017 out of 3125	**97.00%** 2971 out of 3069	**96.00%** 2981 out of 3093	**97.00%** 3017 out of 3125	**96.54%** 3017 out of 3125	**N/A reported quarterly** **N/A reported quarterly**	➔	Higher is better	**95%**	90%-95%	Performance remains consistent and above target
Safe and thriving places	STP33	**% of Local Land Charges searches processed within 10 working days**		No reporting required but a Statutory duty	n/a	**93.62%** 1013 out of 1082	**96.55%** 364 out of 377	**88.01%** **345 out of 392**	**97.12%** 304 out of 313	**94.50%** 75 out of 80	**N/A reported quarterly** **N/A reported quarterly**	↑G	Higher is better	**95%**	85.5% - 95%	Performance in December fell slightly below target turnaround time and remained within tolerance. This was due to staff absence over the festive period. Performance is expected to return to target levels in January return. Q3 figures showed turnaround time performance has exceeded target for Q3.
Safe and thriving places	STP35	**% of Rogue trading activities tackled (rogue traders subject to a Trading Standards intervention)**		No	Trading standards institute is the national body - look for benchmarks there	**100%** 22	**100%** 19	**100%** 18	**100%** 4	**100%** 0	**N/A reported quarterly** **N/A reported quarterly**	↓	Higher is better	**100%**	N/A	There were no notices issued during December where there were aggravating circumstances which elevated 1st level compliance guidance to a rogue trader level.
Safe and thriving places	STP13	**Number of Private Sector Disabled Facilities Grants (DFG) cases on waiting list**		No	n/a	**44**	**18**	**45**	**44**	**44**	**N/A reported quarterly**	↓G	Lower is better	**TBC**	N/A	The number of DFGs on the waiting list has increased in the last three - four months for two reasons a) The DFG Manager is on long term sick, so all activity has slowed down a little as the surveyors are waiting longer for decisions and sign offs and b) we continue to see an increase of new OT recommendations coming in each month.
Safe and thriving places	STP14	**Number of Private Sector Disabled Facilities Grants completions**		No	n/a	**187**	**62**	**72**	**53**	**16**	**N/A reported quarterly**	↓	Higher is better	**168 (14 per month)**	TBD	Monthly target continues to be exceeded.

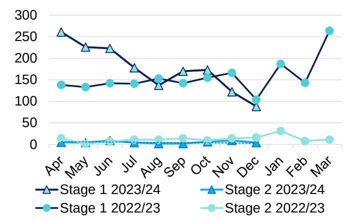
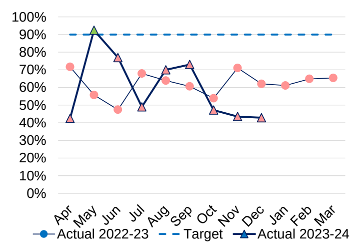
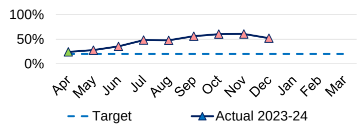
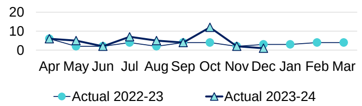
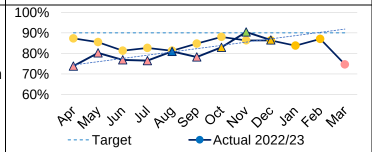
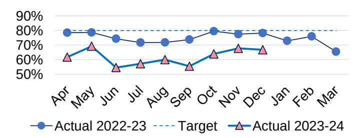
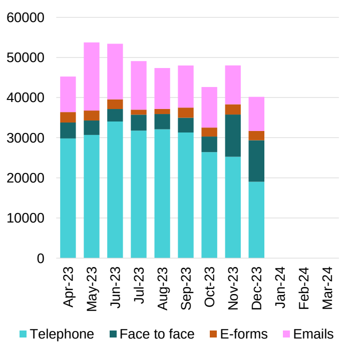
Customer & Governance

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2023-24	Quarter 1 23-24	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	MPS12	**% of Freedom of Information (FOI) Requests completed in 20 working days**		Statutory duty	**80.08%** (Average of 40 Unitary Councils 2021/22 - benchmarking exercise conducted by Brighton and Hove Council)	**79.76%** **666 out of 835**	**86.73%** **242 out of 279**	**85.00%** **255 out of 300**	**70.90%** **61 out of 86**	**54.55%** **48 out of 88**	**73.17%** **60 out of 82**	**66.01%** **169 out of 256**	↓R	Higher is better	**90%**	85% - 90%	The year-to-date figures, though below target and tolerance levels are slightly below benchmarking levels. The team have integrated a new Case Management System and there has been an impact of bedding it in and the team receiving training. going forward the system will enhance processing efficiency and fluctuation is expected with any new system, The Information Governance team recent restructure and recruitment process when implemented will improve processing methods.
Modern Public Services	MPS13	**% Environmental Information Regulation (EIR) Requests completed in 20 working days**		Statutory duty	TBD	**98.53%** **1008 out of 1023**	**98.35%** **359 out of 365**	**97.63%** **329 out of 337**	**99.10%** **105 out of 106**	**100.00%** **116 out of 116**	**100.00%** **99 out of 99**	**99.69%** **320 out of 321**	↑G	Higher is better	**90%**	Tolerance 85% - 90%	Volumes of requests remain high and only took a small decline in December during the Christmas period. Response rates remain well above target.
Modern Public Services	MPS14	**% Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)**		Statutory duty	TBD	**83.20%** **109 out of 131**	**89.55%** **60 out of 67**	**74.29%** **26 out of 35**	**76.92%** **10 out of 13**	**77.80%** **7 out of 9**	**85.71%** **6 out of 7**	**79.31%** **23 out of 29**	↑G	Higher is better	**90%**	85% - 90%	The overall quarterly figure is below target and tolerance levels however, measures have been put in place to avoid a single point of failure across the team. This has resulted in an improvement in performance throughout quarter 3. It is anticipated that the figures will stabilised as a result of efficiencies created by the Information Governance team case management system.
Modern Public Services	MPS21	**% Transparency publications completed on time.**		Statutory duty	n/a	**81.25%** 13 out of 16	**87.50%** 14 out of 16	**87.50%** 14 out of 16	**N/A Reported quarterly**	**N/A Reported quarterly**	**N/A Reported quarterly**	**81.25%** 13 out of 16	↓R	Higher is better	**100%**	No variation	The over £500 expenditure for the quarter ended 31.12.23 has not yet been published but is in progress and will be available on our website by the end of February . There have been technical issues with obtaining and accessing the data provided by Cambridgeshire. Procurement Card spend for the quarter ended 31.12.23 should be published by the end of January 2023, however the card statements are not available to our Finance colleagues until this time to enable publication. This information will be on our website by then end of February. The Social Housing Asset values figures available are for the year ending April 30, 2022. The figures for April 2023, are not yet accessible to our Finance colleagues.
Modern Public Services	MPS15	**Total number of data breaches** *A personal data breach is a security incident that has affected the confidentiality, integrity or availability of personal data.* **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).**		No	n/a	**125**	**33**	**51**	**18**	**14**	**9**	**41**	↓G	Lower is better	**No target - tracking indicator only**	N/A	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 the are currently working on a national backlog, which could take up to 6 months for a response.
		a) Reportable breaches (ICO) *(This was MPS23 reported quarterly, now included monthly as part of this performance indicator)*				**2**	**1**	**0**	**0**	**0**	**1**	**1**	↑R				
		b) Non-reportable breaches				**123**	**32**	**51**	**18**	**14**	**8**	**40**	↓G				

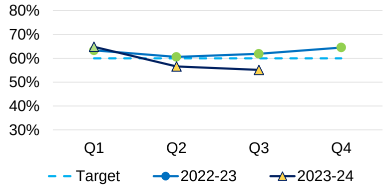
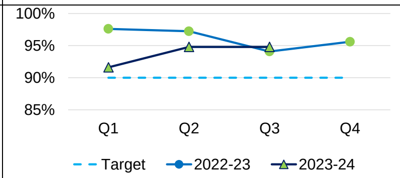
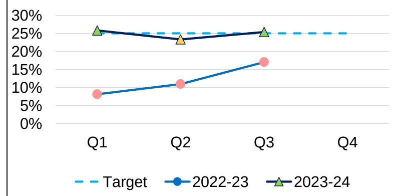
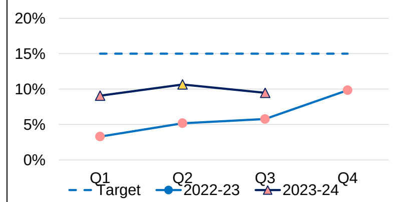
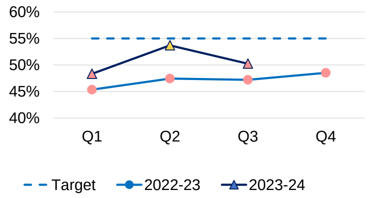
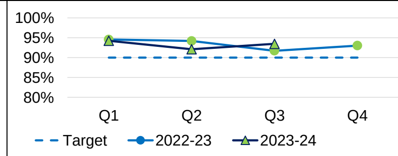
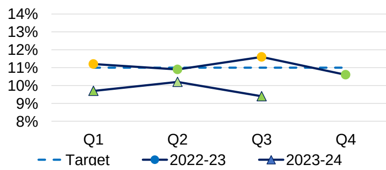
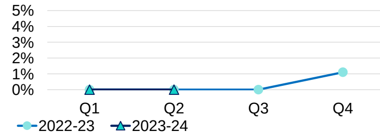
Customer & Governance

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
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).**		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.
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).**		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.
Modern Public Services	MPS18	**Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests).**		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.
Modern Public Services	MPS19	**Number of complaints upheld by Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests)**		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.
Modern Public Services	MPS20	**Number of direct disclosure requests (ADR - Access to a Deceased Person's) received**		No	n/a	**1**	**1** (pre 17.04.23 when new software came into use). Now all ADRs are included within the SARs figures	n/a (no longer possible to report)	n/a (reported quarterly)	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.
Modern Public Services	MPS22	**Number of external Information Commissioners Office (ICO) complaints relating data management of data/breaches**		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	

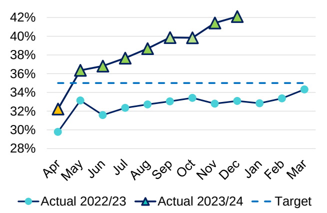
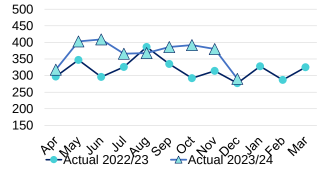
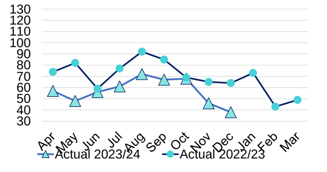
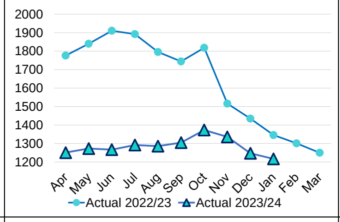
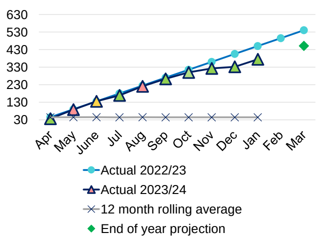
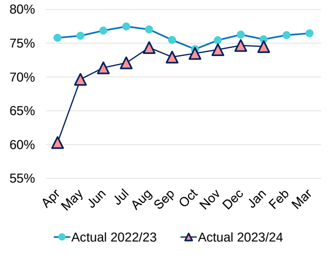
Customer & Governance

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**				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**				**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%** 888 out of 1441	**74%** 402 out of 545	**62%** 304 out of 494	**47%** 84 out of 179	**43%** 56 out of 131	**45%** 41 out of 92	**45%** 181 out of 402	↓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%** 647 out of 1525	**29%** 205 out of 709	**51%** 242 out of 476	**60%** 99 out of 164	**61%** 65 out of 107	**52%** 36 out of 69	**59%** 200 out of 340	↑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%** 231446 out of 288009	**76.91%** 94577 out of 122974	**78.53%** 95182 out of 121204	**82.97%** 26417 out of 38141	**90.42%** 25274 out of 27951	**86.53%** 19046 out of 22010	**86.47%** 70737 out of 81802	↑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%** 153050 out of 231446	**61.56%** 58222 out of 94577	**57.58%** 54808 out of 95182	**63.94%** 16890 out of 26417	**67.76%** 17126 out of 25274	**66.75%** 12713 out of 19046	**66.15%** 46792 out of 70737	↑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	This data is for information only
Modern public services.	MPS42	**Number of customer interactions to customer services - split by telephone/face-to-face, email and online form**		No		Telephone 260496 Face to Face 46826 E-Forms 22185 Emails 102034 Web Chat N/A	Telephone 94577 Face to Face 10665 E-Forms 7474 Emails 39657 Web Chat N/A	Telephone 95182 Face to Face 11457 E-Forms 7581 Emails 34089 Web Chat N/A	Telephone 26417 Face to Face 3866 E-Forms 2251 Emails 10106 Web Chat N/A	Telephone 25274 Face to Face 10511 E-Forms 2553 Emails 9697 Web Chat N/A	Telephone 19046 Face to Face 10327 E-Forms 2326 Emails 8485 Web Chat N/A	Telephone 70737 Face to Face 24704 E-Forms 7130 Emails 28288 Web Chat N/A	⇩	N/A	**No target - tracking indicator only**	N/A	

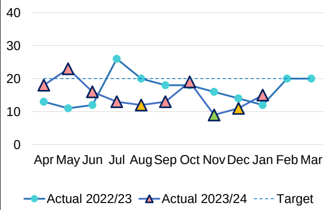
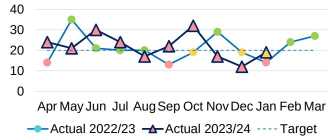
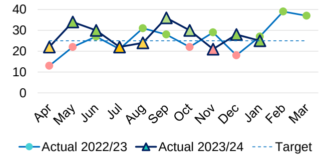
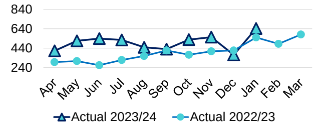
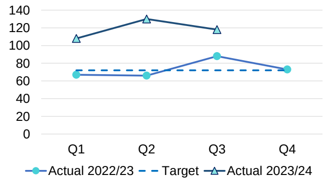
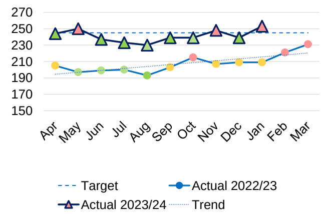
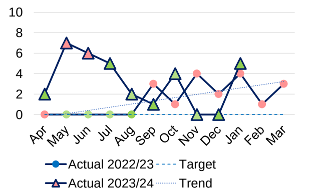
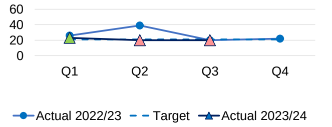
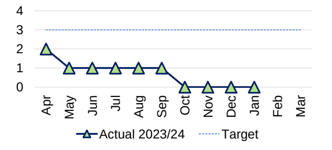
Communities & Public Health

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
Public Health														
Active, fulfilled lives	AFL22	**Smoking quit rate at 4 weeks**		2,225 per 100,000 (Mean average CIPFA near neighbours 2019/20)	53.2% (England - Q2 2023/24 - NHS Digital)	**61.0%** (Apr-Dec 2023) 647 out of 1061	**64.8%** (Apr-Jun 2023) 221 out of 341	**56.6%** (Jul-Sep 2023) 249 out of 440	**55.2%** (Oct-Dec 2023) 155 out of 281	↓	Higher is better	**60%**	5%	This indicator represents North Northamptonshire. October - December 2023 data. North Northamptonshire's smoking quit rate continues to decline from Quarter 2 as fewer individuals set and achieve set quit dates. This indicator is particularly impacted by seasonal interest as individuals are likely to delay setting smoking cessation goals until the New Year. North Northamptonshire continues to outperform England smoking cessation performance and remains within tolerance for national targets.
Better, Brighter Futures	BBF02	**% of infants due a new birth visit that received a new birth visit within 14 days of birth**		75.7% (Mean average CIPFA near neighbours 2020/21)	88.2% (England 2020/21 - LG Inform)	**93.8%** (Apr-Dec 2023) 2392 out of 2551	**91.6%** (Apr-Jun 2023) 754 out of 823	**94.8%** (Jul-Sep 2023) 801 out of 845	**94.8%** (Oct-Dec 2023) 837 out of 883	→	Higher is better	**90%**	5%	This indicator represents North Northamptonshire. October - December 2023 data. The Health Visiting Service has achieved a rate of 94.8% of the NBV mandated target, a sustained with an overall increase in the number of children seen. Within the last quarter, the service has seen 99.1% of the remaining children by 28 days. North Northamptonshire continues to outperform both England and regional health visiting performance and national targets.
Active, fulfilled lives	AFL20	**% of in-year eligible population offered an NHS Health Check**		4.9% (Mean average CIPFA near neighbours Q4 2022/23)	27.3% (England - Q1 2023/24 - PHOF)	**75.9%** (Apr-Dec 2023) 17821 out of 23476	**27.3%** (Apr-Jun 2023) 6400 out of 23465	**23.3%** (Jul-Sep 2023) 5469 out of 23465	**25.3%** (Oct-Dec 2023) 5952 out of 23476	↑G	Higher is better	**25% (100% annual target)**	5%	Further detail on ALF20 and ALF21:- The main issues providers have encountered in Q3 continue to be capacity and vaccination pressures. Recruitment in particular has been a huge issue, with healthcare assistant and nursing teams continually being understaffed across North Northamptonshire, and NHS Health Checks being de-prioritised as a result. Some practices have cited issues around the recruitment processes, with applicants not showing up or being suitable, causing significant delays to filling posts. GP practices have also needed to direct capacity to vaccination services, a pressure that will continue and grow as we continue through winter and flu vaccination picks up. North Northants now sits just below the England average for both population offered and those who receive an NHS Health Check. Considering the NHS Health Check programme in North Northants has been delivered entirely by primary care (and further still considering the pressures primary care is under), there is a good platform to build on as we continuously work on service improvement, but also look at expanding the programme through community-based options. Primary care has been under a lot of pressure since Covid-19 and this time of year also brings winter pressures as we move through the colder months. For this reason, NHS Health Checks cannot always be a priority.
Active, fulfilled lives	AFL21	**% of in-year eligible population who received an NHS Health Check**		2.2% (Mean average CIPFA near neighbours Q4 2022/23)	10% (England - Q1 2023/24 - PHOF)	**29.8%** (Apr-Dec 2023) 6994 out of 23476	**9.7%** (Apr-Jun 2023) 2272 out of 23465	**10.6%** (Jul-Sep 2023) 2498 out of 23465	**9.47%** (Oct-Dec 2023) 2224 out of 23476	↓	Higher is better	**15% (60% annual target)**	5%	
Better, Brighter Futures	BBF01	**Breastfeeding rate at 6-8 weeks**		49% (Mean average CIPFA near neighbours 2021/22)	49.3% (England - 2021/22 - PHOF)	**50.7%** (Apr-Dec 2023) 1195 out of 2355	**48.3%** (Apr-Jun 2023) 379 out of 784	**53.7%** (Jul-Sep 2023) 413 out of 769	**50.2%** (Oct-Dec 2023) 403 out of 802	↓	Higher is better	**55%**	52.25% - 55%	This indicator represents North Northamptonshire. October - December 2023 data. Work through the Northamptonshire Infant Feeding Alliance is focused on improving access to support for mothers and an increased focus on awareness raising and communication for the workforce. Family hubs are developing a range of test and learn services that aim to support breast feeding. The breastfeeding peer support service continues to support this work across the county and the Emergency Infant Feeding Pathway is underway. North Northamptonshire is outperforming both national and regional health visiting performance despite failing to meet the targets set.
Better, Brighter Futures	BBF03	**% of children who received a 6-8 week view by the time they were 8 weeks**			81.2% (England - Q2 2021/22)	**93.3%** (Apr-Dec 2023) 2358 out of 2528	**94.2%** (Apr-Jun 2023) 786 out of 834	**92.1%** (Jul-Sep 2023) 770 out of 836	**93.5%** (Oct-Dec 2023) 802 out of 858	↑G	Higher is better	**90%**	5%	This indicator represents North Northamptonshire. October-December 2023 data. The Health Visiting Service has achieved a rate of 93.5% of the 6-8 week mandated target, an improvement in performance from Quarter 2 with an overall increase in the number of children seen. North Northamptonshire continues to outperform England health visiting performance and national targets.
Better, Brighter Futures	BBF04	**% mothers known to be smokers at the time of delivery**		10.8% (Mean average CIPFA near neighbours 2021/22)	9.1% (England 2021/22 - PHOF)	**9.8%** (Q1-3 2023) 552 out of 5638	**9.7%** (Q1 2023) 175 out of 1803	**10.2%** (Q2 2023) 201 out of 1968	**9.4%** (Q3 2023) 176 out of 1867	↓G	Lower is better	**11%**	11% - 12%	This indicator represents North Northamptonshire. Tobacco dependency maternity advisors have been identified through the recruitment process. The Smoking Cessation Service are also looking to work with the LMNS and Midwifery to review the local model of LTP tobacco dependency service in maternity based on the evidence-based practice in Manchester which has achieved significant reductions in their SATOD rates. North Northamptonshire continues to exceed national targets and outperforms regional SATOD performance.
Better, Brighter Futures	AFL23	**% substance misuse clients waiting more than 3 weeks for their first intervention**			9.3% (England Q2 2022/23 - NDTMS)	**0%** (Q1-2 2023)	**0%** (Q1 2023)	**0%** (Q2 2023)	**0%** (Q3 2023)	→	Lower is better	**No target - tracking indicator only**	National target will be available in April 2024	North Northamptonshire's Substance Misuse Programme throughout 2023-24 has continued to meet all demands for waiting times for patients starting treatment and is significantly lower than the England average.

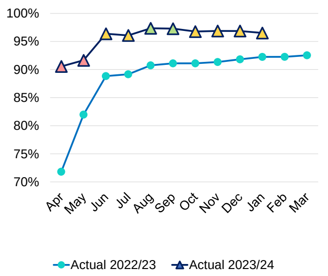
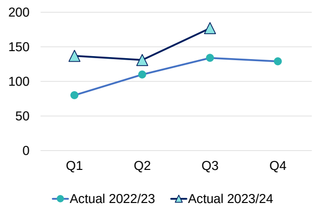
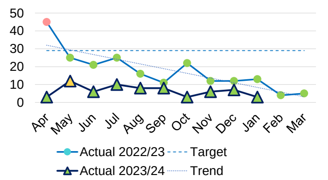
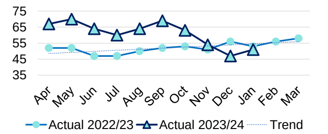
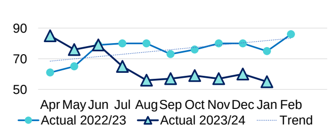
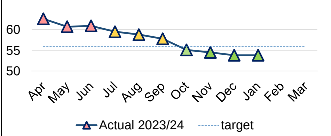
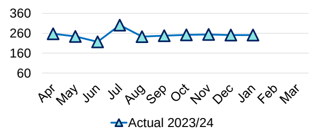
Adults & Housing

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	December 2023/24	January 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%	**44%** 855 out of 1911	**37%** 229 out of 622	**40%** 472 out of 1184	**42%** 693 out of 1646	**42%** 693 out of 1646	**44%** 855 out of 1911	↑G	Higher is better	**35%**	5% points	There were 52 new requests for people aged 18-64 and 785 for people aged 65 and over. There is positive growth year to date, with the rate higher than those reported throughout 2022/23 and above year end target.
Active, fulfilled lives	AFL04	**Number of new safeguarding concerns received per month**		Yes (Annually in the SAC (Safeguarding Adults Collection) return)	n/a - there are differences in what authorities record as a 'concern'	**3326 (Apr-Dec)**	**1130**	**1120**	**N/A available in January report**	**290**	**N/A Reporting one month in arrears**	⇩	No polarity	**No target - tracking indicator only**	N/A	The number of new concerns received has dropped significantly and are now below the previous Financial Year average (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	**514 (Apr-Dec)**	**161**	**200**	**N/A available in January report**	**38**	**N/A Reporting one month in arrears**	⇩	No polarity	**No target - tracking indicator only**	N/A	There was a considerable fall in the proportion of concerns to be classified as enquiries. This could be a seasonal effect or the effect of the new framework that has been developed.
Active, fulfilled lives	AFL06	**Total number of open Deprivation of liberty Safeguard (DoLS) cases**		Yes (Annually)	n/a	**1217**	**1267**	**1305**	**1247**	**1247**	**1217**	↓G	Lower is better	**No target - tracking indicator only**	N/A	The number of open DoLS cases decreased by 30. This still remains notably lower than the average observed across the previous financial year (418 fewer).
Active, fulfilled lives	AFL07	**Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people 65 years +)**		No The source data is from the SALT (Statutory) return. There are no gov targets. This indicator is included in ASCOF, (Adult Social Care Outcomes Framework) regional benchmarking and BCF (Better Care Fund) returns.	546.17 (Mean Average CIPFA Near Neighbours - LG Inform) 2021/22 SALT Report: - East Midlands: 562 - England: 539	**374.9**	**135.6**	**263.7**	**332.2**	**332.2**	**374.9**	↑	Lower is better	**Year-end target: 564** **Monthly target: 47**	TBD - for now applied standard 5%	This is a cumulative measure which increases throughout the financial year; resetting in April. Admissions year to date total 246; 188 following an assessment for new people, 7 following an episode of reablement for new people, 2 following an episode of reablement for existing people, and 49 as a result of change in setting following a review.
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	**74.5%** 605 out of 812	**71.40%** 152 out of 213	**73.0%** 348 out of 477	**74.7%** 513 out of 687	**74.7%** 513 out of 687	**74.5%** 605 out of 812	↓	Higher is better	**80%**	5% points	The rate shows positive growth April - August with a slight reduction in September and October. The rate has shown improvement in the past three months and consistent at around 74%. This remains lower than expected compared to 2022/23 trends, which typically ranged between 74-77%.

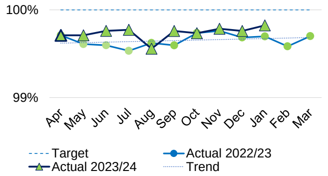
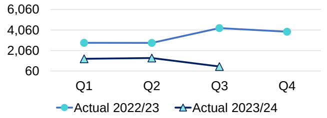
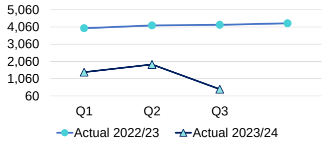
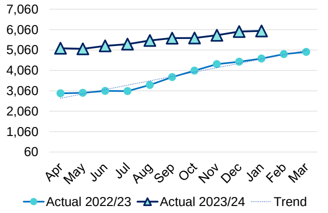
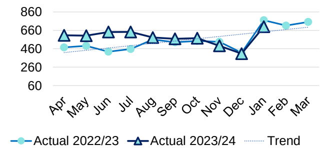
Adults & Housing

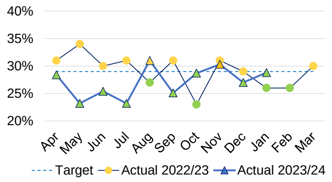
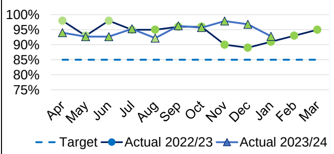
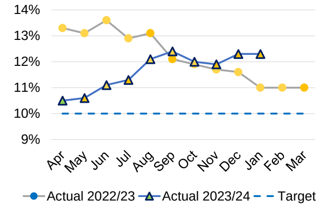
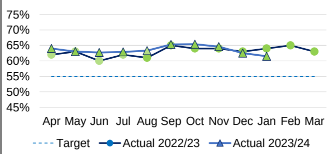
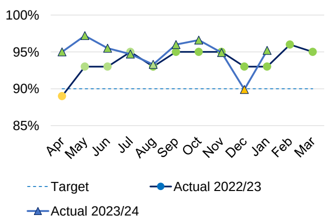
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2023-24	Quarter 1 23-24	Quarter 2 23-24	Quarter 3 23-24	December 2023/24	January 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	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**	**11**	**15**	↑R	Lower is better	**9**	9 to 12	During the month of January 2024, we have seen an increase in the single night figure, which is due to the cold weather and triggering of SWEP. The team are finding a lot of new claims of rough sleeping when SWEP is triggered, and even though some are found bedded down, when SWEP ceases they return to sofa surfing and not seen again. The team continue with their positive work securing accommodation for individuals direct from the streets. The team have helped 4 people into secured accommodation in January 24, two direct from the streets and two from our discretionary temporary accommodation, this number is lower than average but this is due to lack of voids across provisions, and there are quite a few cases waiting to move on once rooms become available. The returning to rough sleepers number remains our main focus on preventing a return to the streets, this number is fairly steady, but it is evident that more work is required with accommodation providers around preventing evictions. Our long-term rough sleepers number remains stable, this is too due to the availability of our RSAP- Never Give Up project, due to the last property of 10 now on stream.
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.	**218**	**75**	**63**	**61**	**12**	**19**	↑G	Higher is better	**252 (21 per month)**	18-21	Performance continues to fluctuate between months due to a variety of factors. This reflects the difficulties the Housing Options Team are having trying to secure accommodation solutions, particularly in the private sector in order to prevent or relieve households homelessness locally. There is a recognised need for the team to move its focus further upstream to maximise homelessness prevention opportunities and action plan is being developed in this regard.
Active, fulfilled lives	AFL14	**Number of households whose homelessness was relieved**		Yes (DLUHC - quarterly H-CLIC returns, no target set)	75 (Mean Average CIPFA Near Neighbours - LG Inform) Demand in some areas must be much higher.	**273**	**86**	**82**	**80**	**28**	**25**	↓	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	**4968**	**1468**	**1404**	**1453**	**371**	**643**	⇧	N/A	**Tracking - monitoring levels of demand only**	N/A	3,863 households approached the Council as homeless during 2021/22, which is an average of 320 approaches per month. 4778 households approached the Council as homeless during 2022/23. This is an increase of just over 900, and an average of 400 approaches per month. In 2023-24 to date there has been 4968 homelessness approaches. Currently the Housing Options Team have a live caseload of 1122 cases. During January there was a significant increase in the number of approaches compared with December.
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**	**118**	**N/A reported quarterly**	⇩	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 2021/22 there were 284 households accepted as being owed the main housing duty. During 2022/23 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**	**253**	↑R	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, and then again in January with 60 new households entering temporary accommodation during the month. 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 18 Local Authority Housing Fund (LAHF) for homeless Afghan and Ukrainian families. The LAHF properties are held in the general fund which means we can only let them on a non secure basis under homelessness legislation and hence they must be retained on the temporary accommodation numbers. The number of households living in temporary accommodation will therefore be inflated by the 30 LAHF units that will be delivered under Round 1. *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**	**0**	**5**	↑	Lower is better	**5**	No tolerance	With so many households being approved for placement in January, many with less than 24 hours notice of needing emergency accommodation, a high number of families have entered temporary accommodation via initial hotel placements. The longest hotel stay is 7 nights to date, the temporary accommodation team will keep these cases under daily review and move the families on to more suitable accommodation as quickly as possible. * Households with family commitments are a) a pregnant woman; (b) with whom a pregnant woman resides or might reasonably be expected to reside; or,(c) with whom dependent children reside or might reasonably be expected to reside.
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**	**20**	**N/A reported quarterly**	→	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 form our discretionary Temporary accommodation, this number is lower than average but this 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 to 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.
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**	→	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.

Adults & Housing

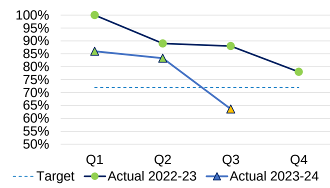
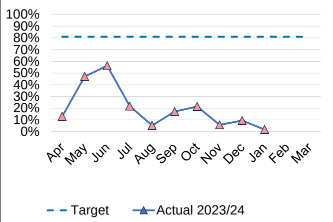
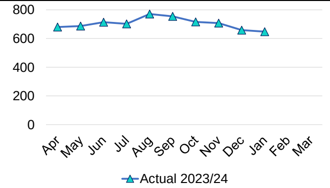
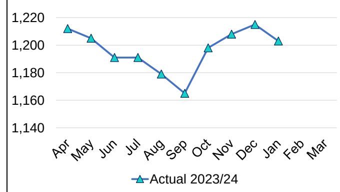
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2023-24	Quarter 1 23-24	Quarter 2 23-24	Quarter 3 23-24	December 2023/24	January 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
Safe and thriving places	STP38	**Percentage of rent collected**		No	n/a	**96.51%** 110785845.69 out of 114789310.02	**96.37%** 14564310.81 out of 15112272.58	**97.28%** 45456854.22 out of 46729345.20	**96.86%** 92181688.55 out of 95169006.90	**96.86%** 92181688.55 out of 95169006.90	**96.51%** 110785845.69 out of 114789310.02	⬇	Higher is better	**97%**	5%	This is a cumulative rent collected as a percentage of rent owed figure. The January 2024 data has been taken from week commencing 29th January therefore payments across several dates not included in reporting set for the month. The new introduction of Income Management system also saw delay in payments added to rent reporting system in both Kettering and Corby.
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**	**56**	**N/A reported quarterly**	⇧	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**	**7**	**3**	⬇G	Lower is better	**10**	10 to 15	At the end of January 2024 there were 3 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**	**47**	**51**	⬆R	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 January 2024 there was a reduction of one in the number of voids compared with the previous month. The overall NNC snapshot was 106 compared with 107 at the end of December. 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**	**60**	**55**	⬇G				
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**	**53.8 days**	**53.8 days**	➔	Lower is better	**56 days**	56 to 60 days	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 January 2024 there were 40 standard void properties let. The total number of void days for these 40 properties was 2143 days, which provides a monthly average turnaround for January of 53.6 days. This has given a cumulative average turnaround time of 53.8 days, which is less than the target of 56 days for the 4th consecutive month.
Safe and thriving places	STP37b	**Average time taken to re-let NNC major void properties**		No	n/a	**251 days**	**217 days**	**248 days**	**254 days**	**251 days**	**251 days**	➔	Lower is better	**No target - tracking indicator only**	**N/A**	In January 2024 there were 11 major void properties let. These 11 properties had a total number of void days of 2748. The cumulative average number of days remained at 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.

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	December 2023/24	January 2023/24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
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** **n/a**	**99.8%** 7884 out of 7903	**99.8%** 7879 out of 7898	**n/a** **n/a**	**99.8%** 7880 out of 7899	**99.8%** 7879 out of 7893	➔	Higher is better	**100%**	99.5% and above is green, 99% and above is amber	As at the end of January 2024, 14 out of total 7,893 properties did not have a valid gas certificate. Of the 12 properties outstanding in the Corby area, 4 have court dates booked for 13/02/24 to obtain right of entry warrants. 5 properties are in the legal stages in order to apply for right of entry warrants. 2 properties have received letters advising them of the legal process. 1 property is awaiting repairs so that a gas engineer can return and service their appliance. In the Kettering area, the 2 outstanding properties are going through the legal process to gain access. (We are limited in the number of properties we can take to court each fortnight to obtain right of entry warrants, so this can impact compliance).
Safe and thriving places	STP09	**Total number of emergency repairs completed**		Yes (Regulator of Social Housing - TSM, no target set)	n/a	**4185**	**1259**	**1331**	**1595**	**504**	**N/A reported quarterly**	⇧	N/A - Tracking	**N/A - monitoring levels of demand**	N/A	This indicator measures the number of Emergency Responsive Repairs only which h**ave 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**			n/a	**5191**	**1442**	**1886**	**1863**	**449**	**N/A reported quarterly**	⇩	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 (767) 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**	**5965**	**5997**	⇧	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	**5817**	**1850**	**1793**	**1474**	**407**	**700**	⇧	N/A - Tracking	**N/A - monitoring levels of demand**	N/A	700 new applications last month which was a significant increase on the previous month. Remains high figure of new applications each month. Average for the year to date 581 (last year for same period was 521).
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**	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. In the interim, data on % of all responsive repairs completed within timescale can be provided. This is performing at 92.3% (9775) for year to date (Apr-Jan).
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**	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. In the interim, data on % of all responsive repairs completed within timescale can be provided. This is performing at 92.3% (9775) for year to date (Apr-Jan).

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**	**December 2023/24**	**January 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	**27.0%** **(7,491)**	**25.4%** **(2,585)**	**26.5%** **(2,006)**	**28.9%** **(2,279)**	**26.6%** **(578)**	**28.8%** **(621)**	**A**	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 Multi Agency Safteguarding Hub (MASH) 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 (Children and Families 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.	**94.5%** **(8,868)**	**92.9%** **(2,792)**	**94.3%** **(2,695)**	**96.9%** **(2,575)**	**96.8%** **(776)**	**92.8%** **(806)**	**A**	Higher is better	**85%**	85% - 95%	Assessment timescales remain consistently above target and national average, decreasing slightly to 92.8% 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 Duty and Assessment Team (DAAT). Improvements are also progressing in safeguarding teams. In addition to timeliness, we work on increasing the quality of assessments and more effective use of Signs of Safety (SofS) 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%** **(1,203)**	**11.1%** **(1,191)**	**12.4%** **(1,165)**	**12.3%** **(1,215)**	**12.3%** **(1,215)**	**12.3%** **(1,203)**	➔	Lower is better	**10%**	5% - 15%	Performance has remained at 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 Department for Education (DfE) has been successful, and that should also support progress in this area. COVID: Placement sufficiency remains a challenge, sustained performance in this work should also have a positive impact on KPI 7 (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	**61.5%** **(724)**	**62.7%** **(684)**	**65.3%** **(678)**	**62.5%** **(714)**	**62.5%** **(714)**	**61.5%** **(724)**	**A**	Higher is better	**55%**	50% - 60%	This month has seen performance decline to 61.5%, 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 (Prospects) to be undertaken to ensure we have the best approach/ support for young people. Work with councils to ensure Education, Employment and Training (EET) opportunities and support is in place for our care leavers. COVID: has had a significant impact on the mental health and wellbeing of care leavers, targeted work support care leavers to access EET (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)	**95.2%** **(724)**	**95.5%** **(684)**	**96.0%** **(678)**	**89.9%** **(714)**	**89.9%** **(714)**	**95.2%** **(724)**	**G**	Higher is better	**90%**	85% - 95%	Performance for this month improved to 95.2% and compares favourably with the national average of 89%. 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).

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	December 2023/24	January 2023-24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
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%** **(24)**	**85.7%** **(7)**	**83.3%** **(6)**	**63.6%** **(11)**	**63.6%** **(11)**	**n/a quarterly reported**	↓R	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).
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	**20.1%** **(963)**	**36.4%** **(343)**	**13.2%** **(288)**	**13.0%** **(221)**	**9.5%** **(42)**	**1.8%** **(111)**	↓A	Higher is better	**81%**	66% - 86%	Performance declined this month, to 1.8%. 111 children were taken to an Initial Child Protection Conference (ICPC) in January. The number of children who required their 1st review in Nov/Dec 23 continued to be high, after record numbers of ICPC's in August (130). All ICPC's must fit into already busy diaries, and saturation impacts on capacity. Permanent & additional Child protection (CP) Chair & business support recruitment is happening (some already in post) and will have a positive impact on this KPI, but may lead to quoracy difficulties / partnership attendance problems. This has been discussed with partners at Safeguarding Partnership Board. CP Chair average caseload has reduced recently from above 100 (above recommended levels) - this will also have a positive impact on this KPI. Multi-agency safety plans are in place for families waiting for a conference, but average no. days from strat. to ICPC in January = 39 (too long). As additional CP Chair capacity impacts, the bulk of already out-of-time ICPC's will work through. Early Review Child Protection Conferences (RCPC's) are being pushed back (within timescales) to create additional ICPC slots. Lower numbers of conferences are late due to delayed convening requests from DAAT / Safeguarding; this is positive and managers remain vigilant. All ICPC's are tracked and referring managers are challenged to identify causes of delay and ensure individual, team or whole-service learning is addressed.
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	**648**	**714**	**755**	**659**	**659**	**648**	⇩	No polarity	**TBD**		The number of children subject to Child Protection Plans (CPP) decreased for the fifth successive month to 648 children at the end of January. The caseload has steadily decreased from the three-year peak of 771 children in August 2023 to its current size, which is the second lowest volume in the last 17 months. The latest caseload is also lower than three of the four previous months of January, with January 2022 being the exception. Overall, the cohort has decreased by a net 16.0% since the peak of August 2023. Other recent years registered smaller decreases or an increase during the corresponding months. An average of 672 children have been subject to Child Protection Plans in the last three months. This is slightly lower than the average for the corresponding months of last year (678 children) but higher than the same months two years ago (610) (Intelligent Client Function commentary).
Better, brighter futures	BBF29	**Number of children in care**		Yes	1,050 Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	**1,203**	**1,191**	**1,179**	**1,215**	**1,215**	**1,203**	⇩	No polarity	**TBD**		There were 1,203 children in care at the end of January 2024, 12 children fewer than were reported at the ten-month peak of 1,215 children in December. Leaving aside the particularly low volume reported in September (1,165 children), there has been an average of 1,200 children in care during 2023-24 so far. By comparison, an average of 1,214 children were in care during the corresponding months of 2022-23, a period which includes the all time peak of 1,241 children in November 2022. The latest caseload is, therefore, 38 children lighter than the record volume of 14 months ago. An average of 1,206 children have been in care in the last 4 months. This is lower than the average for the corresponding period last year (1,231) and, indeed, the same period in each of the preceding three years. Each of the last seven months have seen fewer children in care than the corresponding month in 2022-23, with the caseload for this year lighter by typically 30 children (Intelligent Client Function commentary).

Children's Services																
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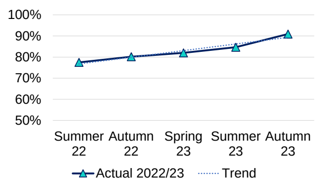
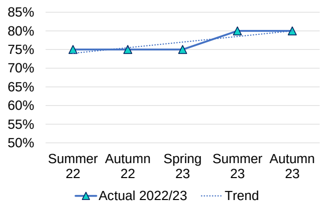
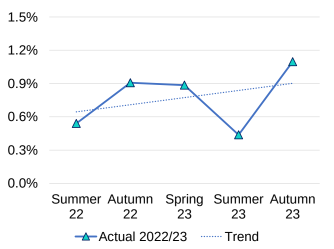
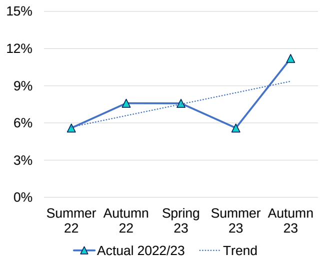
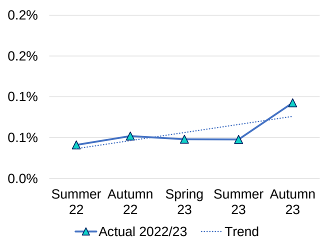
Learning, Skills & Education																
Better, brighter futures	BBF12 (LS3a)	**% of primary schools judged as good or outstanding by Ofsted**			87% Mean for NNC Children's Services LAIT near neighbours 2021/22	**90.9%** 100 out of 110	**82.0%** 91 out of 111	**n/a Termly reported**	**90.9%** 100 out of 110	**n/a Termly reported**	**90.9%** 100 out of 110	↑ **G**	Higher is better	**Target under review**	n/a	The data for January 2024 indicates a continued positive trend in the percentage of primary schools were judged as Good or Outstanding by Ofsted, the percentage stands at 90.9%, sustaining the high performance observed in preceding months. Over the last twelve months, an average of 85% of primary schools were rated as good or outstanding by Ofsted. The January 2024 figure of 90.9% surpasses this average, indicating an exceptionally positive evaluation for this month. In October 2021, 73.6% of primary schools were judged as good or outstanding, and this figure has steadily increased over the subsequent months, reaching 90.9% in January 2024. (Children's Performance Team commentary)
Better, brighter futures	BBF13 (LS4a)	**% of secondary schools judged as good or outstanding by Ofsted**			80% Mean for NNC Children's Services LAIT near neighbours 2021/22	**80.0%** 16 out of 20	**80.0%** 16 out of 20	**n/a Termly reported**	**80.0%** 16 out of 20	**n/a Termly reported**	**80.0%** 16 out of 20	→	Higher is better	**Target under review**	n/a	In January 2024, 80.0% of secondary schools were judged as good or outstanding by Ofsted. This marks a slight decrease from the previous month's 85.0%, but still maintains a positive trend observed since September 2023. Significant increases are observed since June 2023, suggesting a positive trend and potential improvements in the quality of secondary schools during the academic year. The last eight months consistently surpass 80.0%, marking an improvement compared to the period between November 2022 and May 2023 when performance fluctuated at 75.0%. In the last twelve months, an average of 80% secondary schools were judged as good or outstanding by OFSTED. (Children's Performance Team commentary)
Better, brighter futures	BBF15 (LS6a)	**Rate of suspensions in primary aged pupils**			1.69% Mean for NNC Children's Services LAIT near neighbours 2021/22	**1.55%** 485 out of 31370	**0.32%** 102 out of 31862	**0.34%** 111 out of 32252	**0.87%** 272 out of 31370	**1.10%** 344 out of 31370	**n/a Termly reported**	**n/a cumulative**	Lower is better	**Target under review**	n/a	77 suspensions were issued in January 2024, the same volume reported in December 2023. A total of 348 (1.1%) suspensions were issued in Autumn Term 2023. The rate of suspension in Autumn Term 2023 is higher than Autumn Term 2022 (0.9%). Previously, 125 (0.4%) suspensions were issued in Summer Term 2023. This is outcome was better than the suspensions issued in Summer Term 2022 and Summer Term 2021. 174 suspensions are known to have been issued in the Summer Term 2022, 32% more than were issued in the Summer Term 2021. 226 suspensions were issued in Spring Term 2023, 3 suspensions less than in Spring Term 2022. By comparison, almost double the volume was issued in the covid-affected Spring Term 2021. The rate of suspension in primary aged pupils appeared to have decreased to 0.4% in Summer Term 2023. However, it has increased to 1.4% in Autumn Term 2023. (Children's Performance Team commentary)
Better, brighter futures	BBF16 (LS7a)	**Rate of suspensions in secondary aged pupils**			13.22% Mean for NNC Children's Services LAIT near neighbours 2021/22	**16.71%** 4147 out of 24819	**4.55%** 1114 out of 24494	**3.60%** 880 out of 24434	**8.67%** 2153 out of 24819	**11.20%** 2780 out of 24819	**n/a Termly reported**	**n/a cumulative**	Lower is better	**Target under review**	n/a	681 suspensions were issued in January 2024. This marks an increase of 15% since December 2023. A total 2,780 (11.2%) suspensions were issued for secondary aged pupils in Autumn Term 2023. By comparison, 29% less suspensions were issued in Autumn Term 2022 (1,848). This also marks a significant increase from the 5.5% suspensions reported in Summer Term 2023 and 5.9% reported in Spring Term 2023. A total of 1848 suspensions were issued in Autumn Term 2022, 44% more than were issued during in Autumn Term 2021. A total of 1,179 suspension were issued in Summer Term 2023. Previously, 1337 suspensions were issued in the Summer Term 2022, 51% less than were issued in the Summer Term 2021. 1455 suspensions were known to have been issued in Spring Term 2023, a slightly worst performance compared to Spring Term 2022 for which 1211 suspension were reported. The lowest volume of suspensions in secondary aged pupils occurred in covid-affected Spring Term 2021, with only 319 issued suspensions. (Children's Performance Team commentary)
Better, brighter futures	BBF17 (NI 114a)	**Rate of Permanent exclusions from school - Total**			0.09% Mean for NNC Children's Services LAIT near neighbours 2021/22	**0.141%** 79 out of 56189	**0.035%** 20 out of 56356	**0.026%** 15 out of 56686	**0.078%** 44 out of 56189	**0.093%** 52 out of 56189	**n/a Termly reported**	**n/a cumulative**	Lower is better	**Target under review**	n/a	16 permanent exclusions were issued at the end of January 2024. This marks a decreased compared with last month. Previously, 11 permanent exclusions were issued in December 2023. November 2023 accounted highest number of permanent exclusions reported in twelve months. A total of 52 permanent exclusions were issued in Autumn Term 2023. This is higher than in Autumn Term 2022, when 30 permanent exclusions were issued in total. A total of 24 permanent exclusions were issued in Summer Term 2023. A similar outcome was achieved in Summer Term 2022 (23 permanent exclusions). 33 permanent exclusions were known to have been issued in Spring Term 2023, a higher proportion compared to the same period last year. A total of 14 permanent exclusions were issued in Spring Term 2022, 14% less than were issued during covid-affected Spring Term 2021. 0.09% of permanent exclusions were issued in Autumn 2023, the highest rate reported so far. The current rate of permanent exclusion is considerably higher than in Autumn Term 2022 (0.05%) and Autumn Term 2021 (0.04%).(Children's Performance Team commentary)

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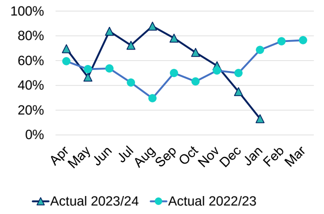
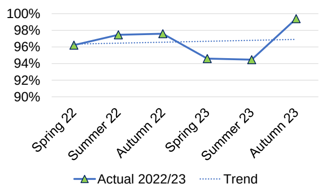
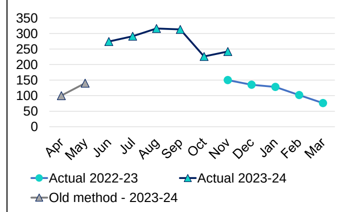
Better, brighter futures	BBF18b	**% of EHC (education health care) plans completed in month issued within 20 weeks (including exceptions)**		Yes (part of SEN 2 return)	37.8% Mean for NNC Children's Services LAIT near neighbours 2021/22	**64.3%** 306 out of 476	**66.7%** 96 out of 144	**80.2%** 150 out of 187	**51.4%** 55 out of 107	**35.0%** 14 out of 40	**13.2%** 5 out of 38	**R**	Higher is better	**Target under review**	n/a	13.2% of EHC plans were issued within 20 weeks (including exceptions) in January 2024. Performance has declined by 63% compared with last month. Additionally, this month marks the lowest performance in 14 months. By comparison, 100% of EHC plans were issued on time in January 2023. The 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. Even so, the average of last twelve months compared favourably with last year's average: 65.1% of plans were issued on time (including exceptions) in the last 12 months, compared with an average of 49.7% of plans issued on time during the same period of last year (February-January). This marks an increase of 24% in twelve months. This month, 42 EHC plans were open and overdue at month end (including exceptions): 18 EHC plans were up to 5 weeks late, 14 plans were between 5-10 weeks late while 10 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 in November 2023. (Children's Performance Team commentary).
Better, brighter futures	BBF19 (E1)	**Percentage of school age Child/Children in Care (CiC) who had a PEP (personal education plan) in the previous academic term.**			n/a	**94%** **336 out of 338**	**n/a Termly reported**	**n/a Termly reported**	**n/a Termly reported**	**n/a Termly reported**	**99%** **336 out of 338**	**G**	Higher is better	**95%**	90% - 95%	
Better, brighter futures	BBF34	**Percentage of persistently absent pupils - Primary**	**14.9%** **2022/23 Full Academic Year**		17.4% Mean for NNC Children's Services LAIT near neighbours 2021/22	**14.9%**	**n/a Termly reported**	**n/a Termly reported**	**n/a Termly reported**	**n/a Termly reported**	**14.9%**	**n/a cumulative**	Lower is better	Tracking	N/A	January 2024 = Full Academic Year Persistent Absence - 2022/23
Better, brighter futures	BBF35	**Percentage of persistently absent pupils - Secondary**	**26.3%** **2022/23 Full Academic Year**		29.1% Mean for NNC Children's Services LAIT near neighbours 2021/22	**26.3%**	**n/a Termly reported**	**n/a Termly reported**	**n/a Termly reported**	**n/a Termly reported**	**26.3%**	**n/a cumulative**	Lower is better	Tracking	N/A	January 2024 = Full Academic Year Persistent Absence - 2022/23
Better, brighter futures	BBF22	**Number of children missing education** (previously named 'Number of children without a school place')		No		**312**	**274**	**313**	**288**	**288**	**312**	**R**	Lower is better	**Target under review**	n/a	A total of 312 children were missing education at the end of January 2024, 8% more children missing than last month. 36.2% of children missing education are in SEN Support/ EHC Services, 48.1% are in School Admissions and 15.7% are in EIP Services. So far, August 2023 accounts for the highest proportion of children missing education (316). While the lowest proportion of children missing education was recorded in May 2023(198). An average of 277 children were missing education in the last five months. (Children's Performance Team commentary)
Better, brighter futures	BBF26	**Attainment gap for disadvantaged children achieving grade 4 or greater in English & Maths (%) Key Stage 4**	**-26.2%** **2022/23 Full Academic Year - Gap to Non-Disadvantaged Cohort in North Northants**		National Average 2021/22 - 37.8%	**-26.2%**	**n/a annually reported**	**n/a annually reported**	**n/a annually reported**	**-26.2%**	**n/a annually reported**	**n/a**	Lower is better	N/A - Tracking	n/a	40.2% of the Disadvantaged pupil cohort achieved a grade of 4 or greater in English & Maths, 328 pupils out of 816. This is 31.9% lower than the national Non-Disadvantaged cohort at 72.1%. The gap to Non-Disadvantaged pupils nationally has improved by 5.5% from -37.4% in 2021/22, to -31.9% in 2022/23. The Disadvantaged cohort's English & Maths 4+ percentage has increased by 1.5% from 38.7% in 2021/22, to 40.2% in 2022/23. The Disadvantaged pupil cohort in North Northants are in percentile 62 for English & Maths 4+ when compared to other LAs.

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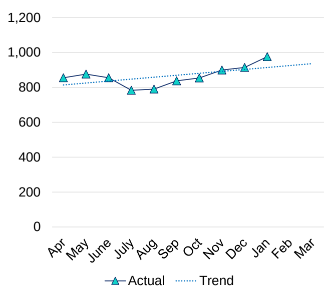
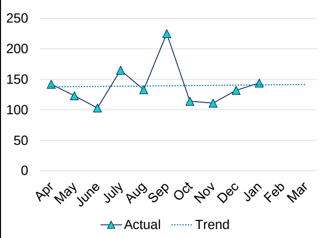
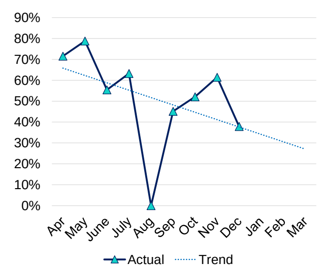
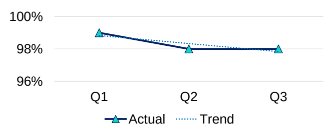
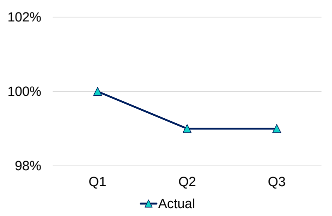
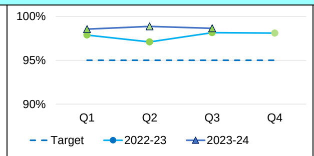
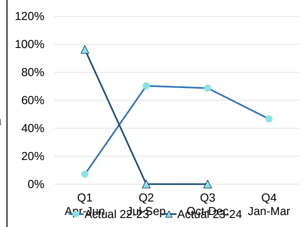
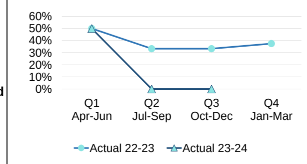
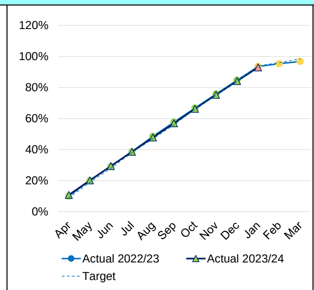
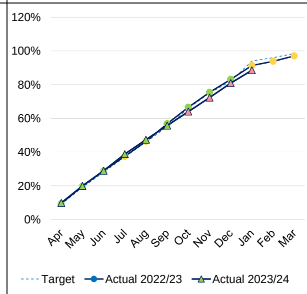
Better, brighter futures	BBF32	**Current number of home educated children**		Not yet statutory but reported as part of "Elective Home Education/ Children missing in education" data return to DfE.		**976**	**855**	**837**	**914**	**914**	**976**	⇧	No polarity	N/A - Tracking	n/a	The cohort of electively home educated comprised of 976 children in January 2024, of which 31.4% (306) children home educated for 2+ years, 20.6% (201) home educated between 1-2 years, 15.8% (154) home educated between 6-12 months, 14.5% (142) home educated between 3-6 months and 17.7% (173) home educated between 0-3 months. The children electively home educated cohort has increased by 6.4% compared with the previous month. There are now 62 children more than in December 2023. This marks a significant month-on-month increase. While the number of home educated children between 6-12 months decreased by 33 children, the population of home educated children between 0-3 months, 3-6 months, 1-2 years and +2years increased by 26, 31, 25 and 13 children respectively. Less than 800 children were electively home educated twelve months ago. The population of home educated children has increased by 18% (178) in twelve months. In Autumn Term 2023, an average of 870 children were home educated. By comparison, 21% less children were home educated in Autumn Term 2022. An average of 856 children were electively home educated in the last twelve months. This is 19.7% higher than the average during the same period of last year (687). (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 DfE.		**144**	**103**	**225**	**132**	**132**	**144**	↑R	Lower is better	N/A - Tracking	n/a	144 children were absent from education for prolonged periods in January 2024. 69.4% (100) of children have been absent between 0-3 months, 16.7% (24) of children have been absent between 3-6 months, 9.7% (14) of children have been absent between 6-12 months, 4.2% (6) of children have been absent between 1-2 years. No children were absent for +2 years. The volume of children absent from education has slightly increased compared with the previous month. There are now 8 children more than in December 2023: while the number of children absent for +2 years and between 1-2 years remained the same, the number of children absent between 0-3 months, 3-6 months and 6-12 months increased by 8, 2 and 2 children respectively. An average of 146 were absent from education for prolonged periods in Autumn Term 2023. By comparison, an average of 184 children were absent from education in Autumn Term 2022. The cohort has decreased by 6.3% since February 2023 (twelve months ago) and by 36% since the first month of the academic year 2023-24.
Better, brighter futures	BBF36	**% Education Health Care Plan Annual Reviews completed within 4 weeks of meeting**		Statutory Duty but not reported		**59.5%** 987 out of 1659	**67.0%** 479 out of 715	**57.6%** 178 out of 309	**52.0%** 330 out of 635	**37.9%** 72 out of 190	N/A reported one month in arrears	↓R	Higher is better	N/A - Tracking	n/a	37.9% of annual reviews were completed within 4 weeks of meeting in December 2023. Performance has declined compared with the previous month. Between 38%-61% of annual review were completed within 4 weeks of meeting in the last four months. 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 44.9 of annual reviews were completed on time in the last twelve months. By comparison, 15.1% 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%**	**98%**	**n/a quarterly reported**	→	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%**	**99%**	**n/a quarterly reported**	→	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).

Finance Services																
Key Commitment	**Ref No.**	**Description of Performance Indicator**	**Infographic / Chart**	**Statutory Reporting Required? (Yes / No)**	**Benchmark**	**Quarter 1 23-24**	**Quarter 2 23-24**	**Quarter 3 23-24**	**Year to Date 2023/24**	**December 2023/24**	**January 2023/24**	**Direction of Travel** (since previous period)	**Polarity**	**Target**	**Tolerance**	**Comments**
Finance																
Modern Public Services	MPS01	**% of invoices paid within 30 days**		Yes	n/a	**98.6%** 8573 out of 8699	**98.9%** 9457 out of 9566	**98.6%** 9611 out of 9743	**98.7%** 27641 out of 28008	**98.6%** 9611 out of 9743	**N/A reported quarterly** **N/A reported quarterly**	↓	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.
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	**96%** Local spend of £3,512,750.00 from a total spend of £3,645,250.00	**0%** Local spend of £0 from a total spend of £4,316,099.10	**0%** Local spend of £0 from a total spend of £2,180,148.00	**48%** **Local spend of £3,512,750.00 from a total spend of £10,141,497.10**	**0%** Local spend of £0 from a total spend of £2,180,148.00	**N/A reported quarterly** **N/A reported quarterly**	⇨	N/A	**No Target - Tracking Only**	No tolerance	In quarter 3, there were three (3) contracts awarded equal to or exceeding £100,000. "NNC - Windows and Doors" - 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 £314,000.00. "NNC - The Former Grange Methodist Church Site, Kettering - contract to construct 8 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 £250,000.00.
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	**50%** 1 local supplier out of a total of 2 suppliers from 2 contracts	**0%** 0 local suppliers out of a total of 8 suppliers from 7 contracts	**0%** 0 local suppliers out of a total of 3 suppliers from 3 contracts	**25%** **1 local supplier out of a total of 13 suppliers from 12 contracts**	**0%** 0 local suppliers out of a total of 3 suppliers from 3 contracts	**N/A reported quarterly** **N/A reported quarterly**	⇨	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.
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)	**29.39% (YTD)** 104.96% achieved of the target (28.00%) £71,233,944.18 (collected YTD)	**56.98% (YTD)** 101.75% achieved of the target (56.00%) £67,038,847.66 (collected in Q2)	**84.16% (YTD)** 100.19% achieved of the target (84.00%) £66,116,311.04 (collected in Q3)	**92.96% (YTD)** 98.89% achieved of the monthly target (94.00%) £21,389,732.31 (collected in Jan)	**84.16% (YTD)** 100.19% achieved of the monthly target (84.00%) £21,526,529.06 (collected in Dec)	**92.96% (YTD)** 98.89% achieved of the monthly target (94.00%) £21,389,732.31 (collected in Jan)	↓ (Cumulative KPI so direction of travel is based on the % achieved of the target)	Higher is better	**98% (Annual target)**	No tolerance	Performance has dipped below target but was expected following system conversion at Corby and the impact of the new income management system implementation.
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)	**28.92% (YTD)** 103.29% achieved of the target (28.00%) £47,126,437.48 (collected YTD)	**55.72% (YTD)** 99.50% achieved of the target (56.00%) £42,700,607.20 (collected in Q2)	**80.88% (YTD)** 96.29% achieved of the target (84.00%) £40,780,044.62 (collected in Q3)	**88.51% (YTD)** 94.16% achieved of the monthly target (94.00%) £12,038,490.62 (collected in Jan)	**80.88% (YTD)** 96.29% achieved of the monthly target (84.00%) £13,784,546.63 (collected in Dec)	**88.51% (YTD)** 94.16% achieved of the monthly target (94.00%) £12,038,490.62 (collected in Jan)	↓R (Cumulative KPI so direction of travel is based on the % achieved of the target)	Higher is better	**98% (Annual target)**	No tolerance	Performance is below target, this was anticipated due to the cost of living issues and current economic climate, plus the impact of the Corby system conversion and the new income management system implementation.