



North Northamptonshire Council Performance Report - February 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
↓R	Performance has deteriorated from the last period – Higher is better
↑	Actual increased - neither higher or lower is better
⇔	Actual has stayed the same since the last period - neither higher or lower is better
↓	Actual decreased - neither higher or lower is better

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

Performance Terminology key

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

Place & Economy																
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to Date 2023-24	Quarter 1 23-24	Quarter 2 23-24	Quarter 3 23-24	January 2023/24	February 2023/24	Direction of Travel (since previous period reported)	Polarity	Target	Tolerance	Comments
Growth & Regeneration																
Safe and thriving places	STP15	Percentage of major planning applications determined within 13 weeks (or within agreed extension of time)		Yes (we have set the target higher than statutory level)	94% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2022/23)	80.60%	92.31%	82.35%	74.07%	71.43%	100.00%	↑G	Higher is better	90%	85% - 90%	Performance this month has improved on the previous month. The percentage performance is influenced by the work being undertaken to clear backlog applications. We continue to deal with the backlog and improve the performance figure. The relatively small number of major decisions overall means that percentage performance remains volatile. In March we saw a rise in applications submitted and have continued recruitment & retention challenges.
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)	75.91%	73.91%	84.54%	76.85%	78.13%	46.43%	↓R	Higher is better	85%	80% - 85%	Performance this month has dropped, although a significant number of applications have been determined again this month. The percentage performance is influenced by the work being undertaken to clear backlog applications, which is essential to enable the service to operate more efficiently in the longer-term. Recruitment & retention challenges have impacted on capacity and skills. We will continue with the recruitment campaign to increase the number of permanent planning staff which will support the improvement of longer-term performance.
Safe and thriving places	STP17	Percentage of other (including householder applications) planning applications determined within 8 weeks (or within agreed extension of time)		Yes (we have set the target higher than statutory level)	88% (Mean Average CIPFA Near Neighbours - LG Inform Q4 2022/23)	83.24%	83.81%	85.83%	79.47%	82.18%	86.61%	↑G	Higher is better	88%	83% - 88%	Performance has improved this month. Planning officer capacity remains challenging, with one role recruited to successfully. We will continue with the recruitment campaign to increase the number of permanent planning staff which will support the improvement of longer-term performance.

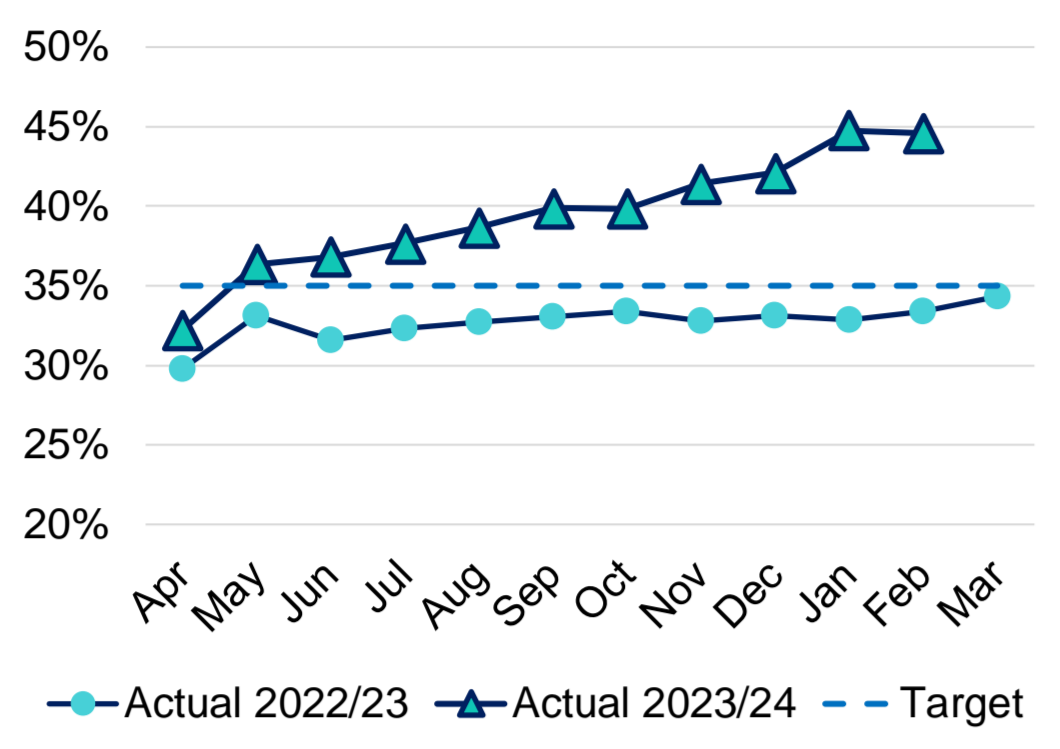
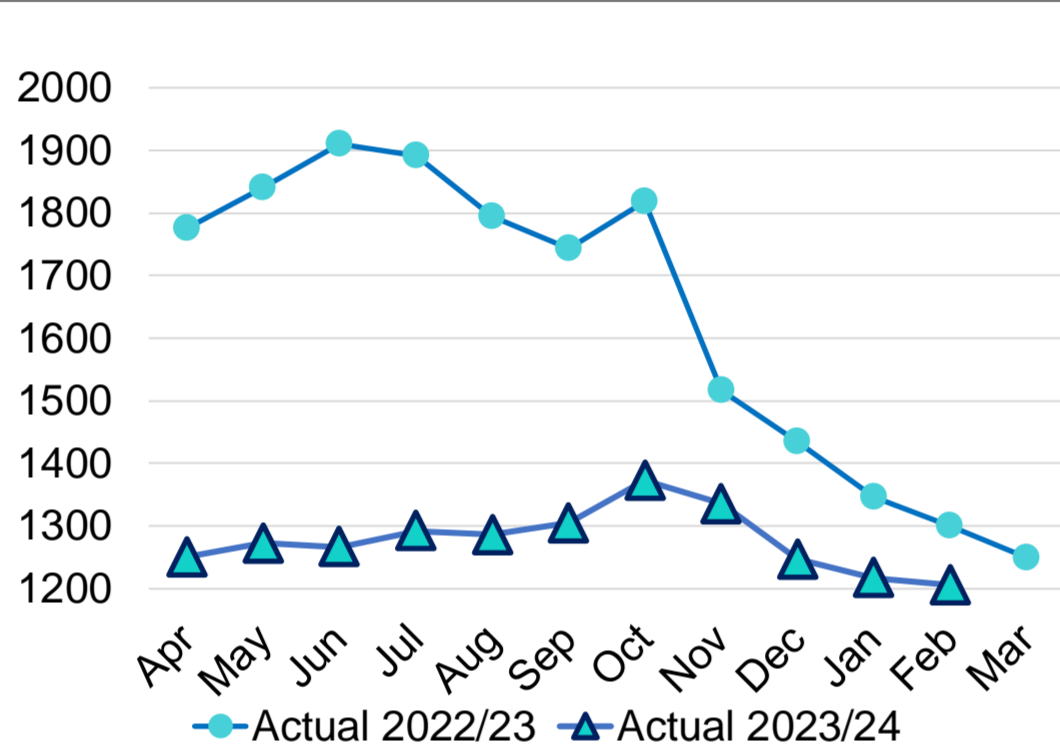
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Highways & Waste																	
Safe and thriving places	STP29	Number of Defects Outstanding on the network (at end of period), split by category		No - Contractual	n/a	3735	4069	1982	2369	3181	3735	↑R	Lower is better	No target - tracking indicator 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. April and May can also see an increase in defects due to wet weather periods. However, coming into the late Spring/Summer period, defect numbers are predicted to decrease allowing the contractor to move from reactive to planned work therefore reducing the number of defects.	
		P1 (Target response time within 24 hours)				0	0	0	0	0	0	→					
		P2 (Target response time within 7 days)				25	0	2	17	14	25	↑R					
		P3 (Target response time within 28 days)				993	608	91	701	874	993	↑R					
		P4 (Target response time within 26 weeks)				2717	3461	1889	1651	2293	2717	↑R					
Safe and thriving places	STP30	Number of Defects Repaired in the network in period, split by category		No - Contractual	n/a	14147	4953	3957	2851	983	1403	↑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	1	0	↓R					
		P2 (Target response time within 7 days)				984	217	202	284	164	117	↓R					
		P3 (Target response time within 28 days)				6947	2863	1410	941	711	1022	↑G					
		P4 (Target response time within 26 weeks)				6206	1867	2345	1623	107	264	↑G					
Safe and thriving places	STP31	Percentage of defects responded to within the timeframes specified, split by category		No - Contractual	n/a	93.4% (12938 out of 13852)	86.81% (3737 out of 4305)	97.28% (3178 out of 3267)	97.55% (3425 out of 3511)	96.08% (1202 out of 1251)	91.96% (1396 out of 1518)	↓	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. P4 reduction is to keep on top of P3	
		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% (1 out of 1)	N/A (0 out of 0)	→					97.5%
		P2 (Target response time within 7 days)				99.79% 963 out of 965)	99.09% (217 out of 219)	100% (209 out of 209)	100% (281 out of 281)	100% (158 out of 158)	100% (98 out of 98)	→					97.5%
		P3 (Target response time within 28 days)				91.29% 6078 out of 6658)	86.72% (2293 out of 2644)	95.53% (1132 out of 1185)	96.7% (1055 out of 1091)	92.94% (619 out of 666)	91.32% (979 out of 1072)	↓					90%
		P4 (Target response time within 26 weeks)				94.68% (5882 out of 6214)	85.03% (1221 out of 1436)	98.08% (1837 out of 1873)	97.65% (2081 out of 2131)	99.53% (424 out of 426)	91.67% (319 out of 348)	↓R					90%

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
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Public Health

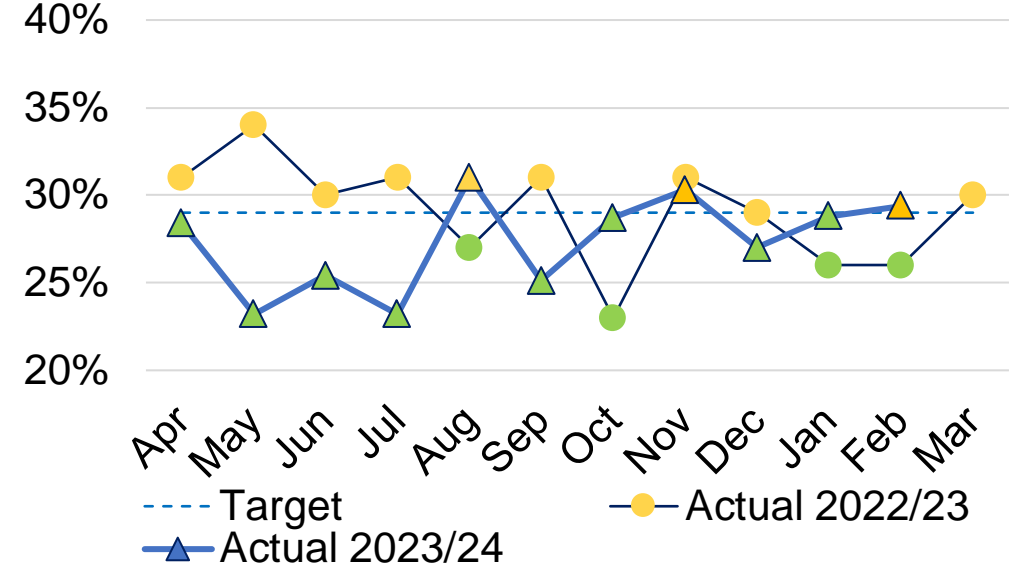
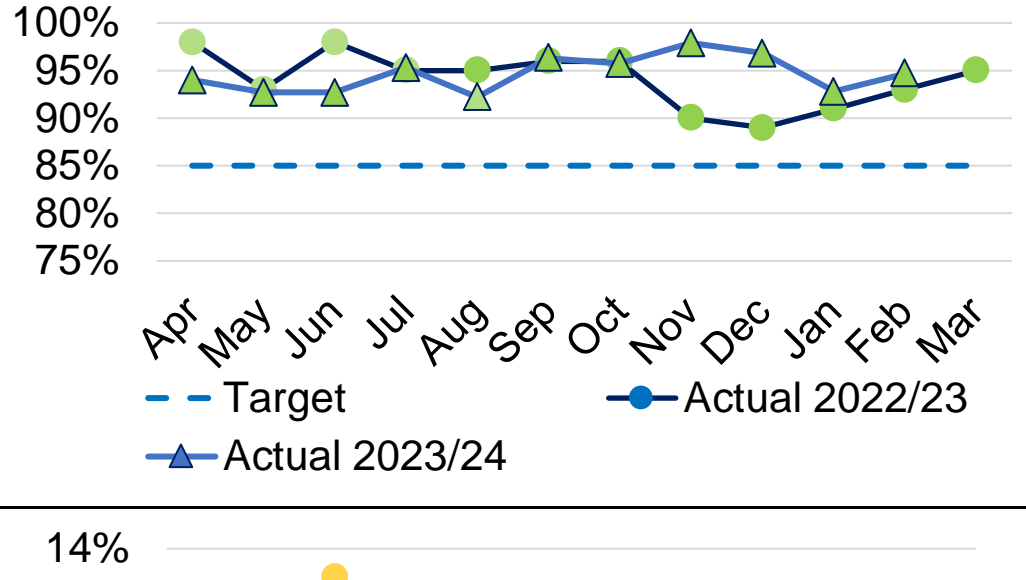
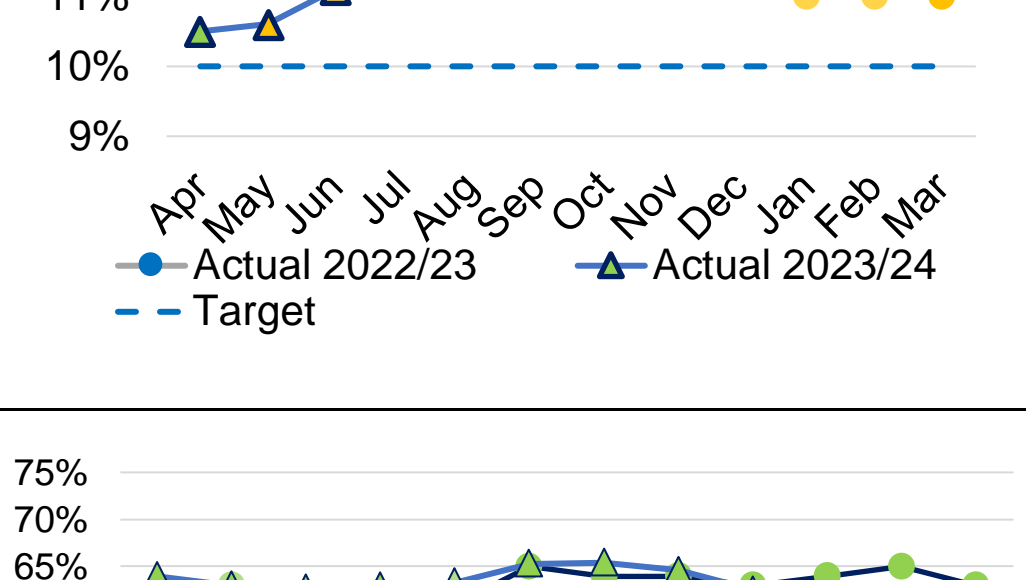
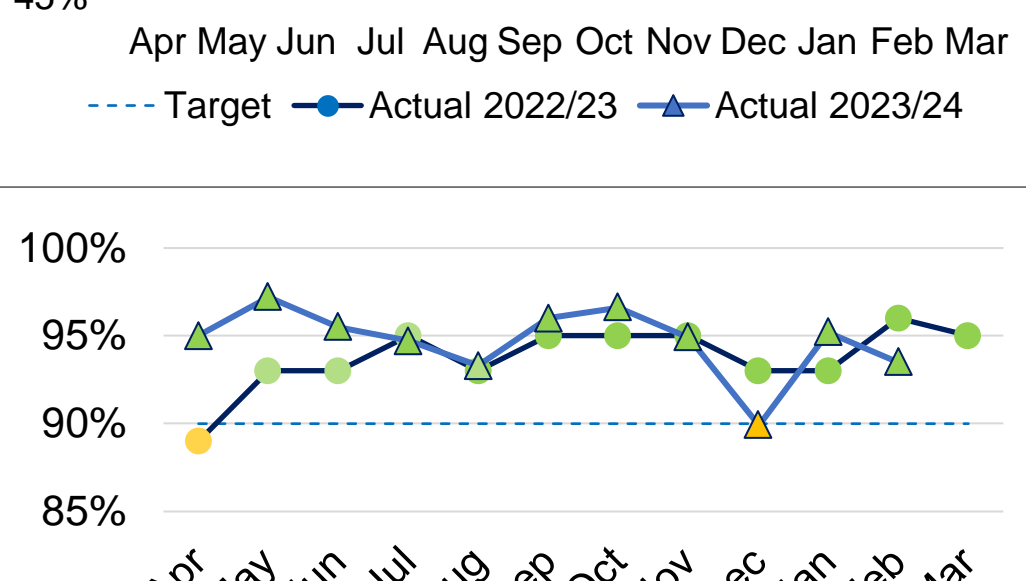
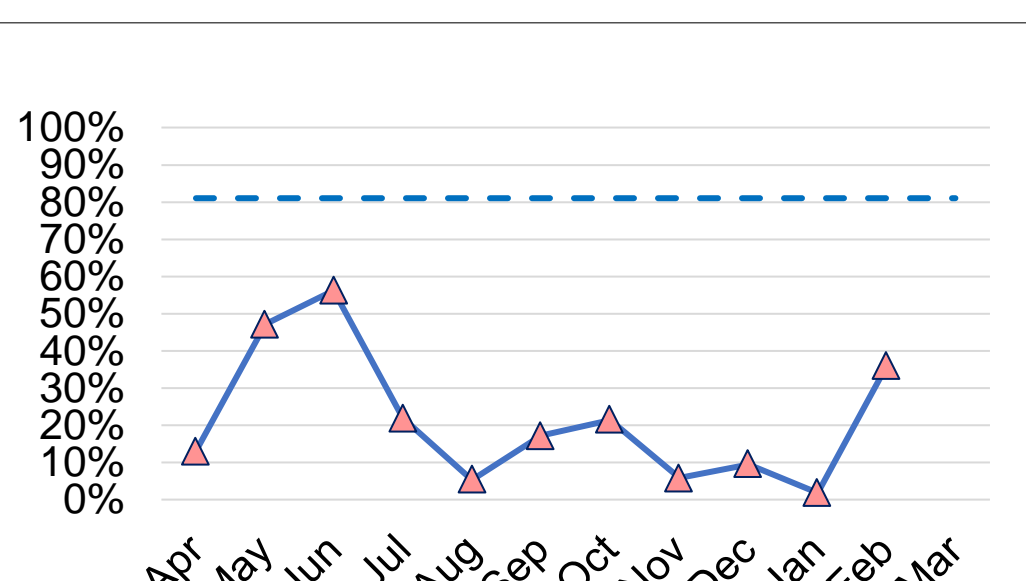
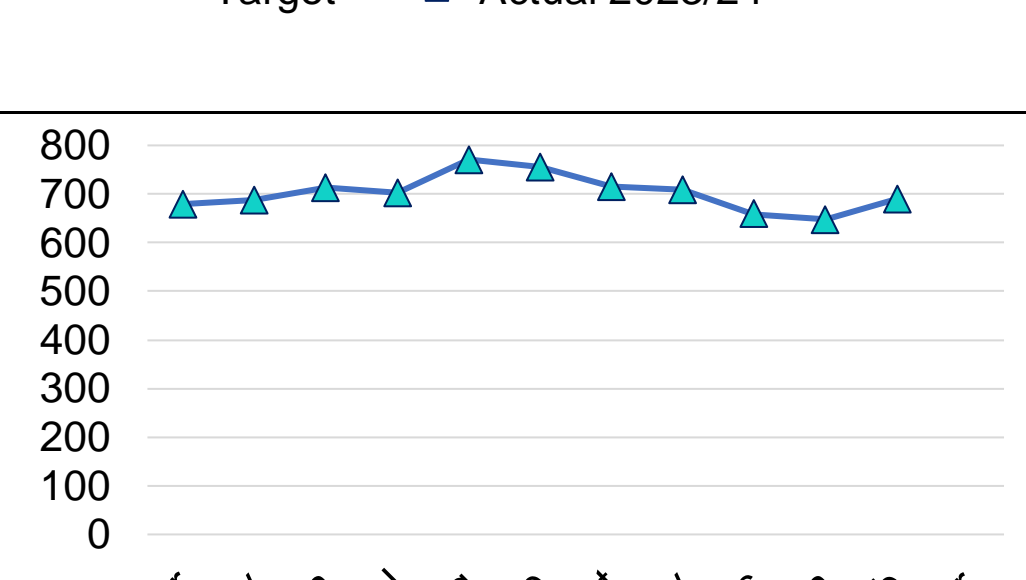
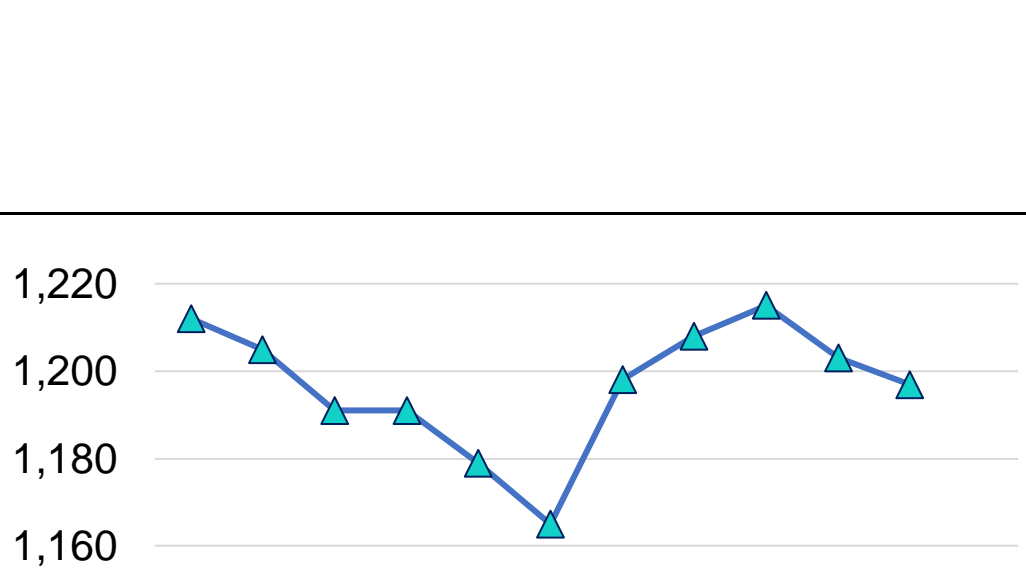
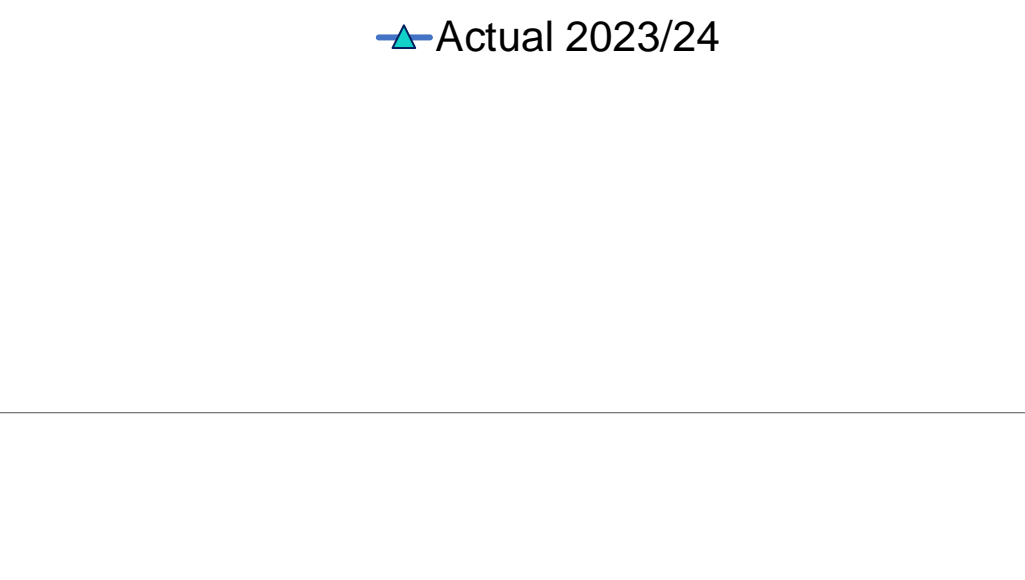
Better, Brighter Futures	AFL23	% substance misuse clients waiting more than 3 weeks for their first intervention	<p>The chart displays two data series: 2022-23 (light blue line) and 2023-24 (dark blue line). The y-axis represents the percentage, ranging from 0% to 5%. The x-axis shows quarters Q1, Q2, Q3, and Q4. The 2022-23 series is constant at 9.3%. The 2023-24 series is constant at 0%.</p>		9.3% (England Q2 2022/23 - NDTMS)	0% (Q1-3 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.
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Adults & Housing																	
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Adult Social Care																	
Active, fulfilled lives	AFL03	Percentage of New Requests for Services (all ages) where Route of Access was Discharge from Hospital, that had a sequel of short term services to maximise independence (ST-MAX i.e. reablement)		No	The source data is from the SALT (Statutory) return. There are no gov targets. This indicator is included in our regional benchmarking.	45%	37%	40%	42%	44%	45%	↑G	Higher is better	35%	5% points	There were 58 new requests for people aged 18-64 and 877 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. Denominator 2098, Numerator 935	
Active, fulfilled lives	AFL04	Number of new safeguarding concerns received per month		Yes	(Annually in the SAC (Safeguarding Adults Collection) return)	3681 (Apr - Jan)	1130	1120	1077	355	N/A Reporting one month in arrears	↑	No polarity	No target - tracking indicator only	N/A	The number of new concerns received has increased significantly and are now above 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)	569 (Apr - Jan)	161	200	153	55	N/A Reporting one month in arrears	↑	No polarity	No target - tracking indicator only	N/A	There was an 17 increase in the New Concerns determined to be enquiries which could be related to the fact that more appropriate concerns are now being raised	
Active, fulfilled lives	AFL06	Total number of open Deprivation of Liberty Safeguard (DoLS) cases		Yes	(Annually)	1206	1267	1305	1247	1217	1206	↓G	Lower is better	No target - tracking indicator only	N/A	The number of open DoLS cases decreased by 9. This will have a positive impact on our new KPI DOLS metric (Closed to Received Cases)	
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.	408.4	135.6	263.7	332.2	374.9	408.4	↓G (monthly increase)	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 268; 204 following an assessment for new people, 10 following an episode of reablement for new people, 3 following an episode of reablement for existing people, and 51 as a result of change in setting following a review. Average monthly growth remained consistent this month; now at 37.2. This is a positive position, with year-end admission rate expected to be lower than target.	
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.	74.1%	71.40%	73.0%	74.7%	74.5%	74.1%	↓	Higher is better	80%	5% points	The rate shows positive growth April - August with a slight reduction in September and October. The rate has been consistent over the past 4 months at around 74%. This remains lower than expected compared to 2022/23 trends, which typically ranged between 74-77%.	

Adults & Housing																	
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Housing Services																	
Active, fulfilled lives	AFL12	Number of rough sleepers - single night snapshot		Yes (DLUHC monthly rough sleeping survey, and target agreed with our RSI adviser from DLUHC)	7 (Mean Average CIPFA Near Neighbours - LG Inform)	16	16	13	11	15	16	↑R	Lower is better	9	9 to 12	<p>During the month of February 2024, we have seen another slight increase in the single night figure (16), although one new person was identified on that single night. Out of the 16 people seen on the single night snapshot, 6 have not been seen again, 1 has been relocated and accommodated to another area due to risks, 3 have been placed into accommodation, and remaining are working with team.</p> <p>The team continue with their positive work securing accommodation for individuals direct from the streets. The team have helped 9 people into secured accommodation, five direct from the streets and four from our discretionary Temporary accommodation, this is an amazing achievement, especially for our Corby team. Our returning to rough sleepers remains our focus on preventing a return to the streets, this number is fairly steady, but it is evident that more work is required within 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 coming on stream.</p> <p>Year to date is latest result.</p>	
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.	229	75	63	61	19	11	↓R	Higher is better	252 (21 per month)	18-21	<p>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.</p>	
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.	304	86	82	80	25	32	↑G	Higher is better	300 (25 per month)	22-25	<p>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.</p>	
Active, fulfilled lives	AFL15	Total number of homeless approaches		Yes (DLUHC - quarterly H-CLIC returns, no target set)	n/a	5466	1468	1404	1453	643	498	↕	N/A	Tracking - monitoring levels of demand only	N/A	<p>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 5466 homelessness approaches. Currently the Housing Options Team have a live caseload of 1160 cases. During February there has been a drop in the number of approaches compared with January, but is on par for the rest of the year.</p>	
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)	253	n/a	n/a	n/a	253	253	→	Lower is better	245	No tolerance	<p>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.</p> <p>Please note that this figure includes 21 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.</p> <p>*This figure is for statutory duty placements only and does not include the additional cohort of rough sleepers accommodated using discretionary powers*</p> <p>Year to date is latest result.</p>	
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)	8	n/a	n/a	n/a	5	8	↑R	Lower is better	5	No tolerance	<p>With so many households being approved for placement in February, 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 29 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.</p> <p>* 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.</p> <p>Year to date is latest result.</p>	
Active, fulfilled lives	AFL24	Number of Temporary Accommodation placements out of NN area		Yes (DLUHC - quarterly H-CLIC returns, no target set)	TBD	0	n/a	n/a	n/a	0	0	→	Lower is better	3	No tolerance	<p>As a result of the team's efforts, there are no households placed out of area as at the end of February 2024.</p> <p>Year to date is latest result.</p>	

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Safe and thriving places	STP38	Percentage of rent collected		No	n/a	96.43%	96.37%	97.28%	96.86%	96.51%	96.43%	↓	Higher is better	97%	5%	This is a cumulative rent collected as a percentage of rent owed figure. February was a five week reporting month, therefore there was an increase in the total collectable and total paid. Enforcement action is pending on 8 properties with large arrears in the Corby area. Year to date is latest result.
						132487583.04 out of 137395604.79	14564310.81 out of 15112272.58	45456854.22 out of 46729345.20	92181688.55 out of 95169006.90	110785845.69 out of 114789310.02	132487583.04 out of 137395604.79					
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	7	n/a	n/a	n/a	3	7	↑	Lower is better	10	10 to 15	At the end of February 2024 there were 7 properties Ready to Let. The weekly void meetings are helping to ensure that this number is kept to a minimum. Year to date is latest result.
Safe and thriving places	STP36	Number of voids - Kettering Area		No	n/a	54	n/a	n/a	n/a	51	54	↑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 February 2024 there was a reduction of two in the number of voids compared with the previous month. The overall NNC snapshot was 104 compared with 106 at the end of January. Note: This is the number of HRA voids only and does not include non-HRA temp, acquisitions or Out of Management properties. Year to date is latest result.
		Number of voids - Corby Area		No	n/a	50	n/a	n/a	n/a	55	50	↓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	n/a	60.9 days	57.8 days	53.8 days	53.8 days	53.4 days	↓G	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. In February 2024 there were 33 standard void properties let. The total number of void days for these 33 properties was 1609 days, which provides a monthly average turnaround for January of 48.8 days. This has given a cumulative average turnaround time of 53.4 days, which is less than the target of 56 days for the 5th consecutive month.
Safe and thriving places	STP37b	Average time taken to re-let NNC major void properties		No	n/a	n/a	217 days	248 days	254 days	251 days	249 days	↓G	Lower is better	No target - tracking indicator only	N/A	In February 2024 there were 8 major void properties let. These 8 properties had a total number of void days of 1775. The cumulative average number of days remained at 249 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.

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Safe and thriving places	STP08	% of properties with a valid gas safety certificate		Yes (Regulator of Social Housing - TSM, no target set)	n/a	99.8%	99.8%	99.8%	n/a	99.8%	99.8%	➔	Higher is better	100%	99.5% and above is green, 99% and above is amber	As at the end of February 2024, 20 out of total 7,892 properties did not have a valid gas certificate. Of the 18 properties outstanding in the Corby area, 1 property will have a right of entry warrant executed on 05/03/24, 5 properties have court dates booked for 12/03/24, 10 properties are in the legal stages, 1 property was services on 01/03/24, 1 property is awaiting Loft hatch repairs to be undertaken before a gas engineer can return and service 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). Year to date is latest result.
Safe and thriving places	STP04	Number of active households on Keyways (as at 1st month)		No	n/a	6082	5263	5642	5965	5997	6082	⬆	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). There has been a slight increase in the number active on the register from January to February. New applications being received remains high. Please note that as applications are made active, previously active applications have the status changed to pending, suspended, closed, and housed. This figure therefore is not how many applications are being assessed in total. Annual renewals are currently suspended due to staff resources. Once in place this will reduce the active total due to applicants non-contact and change of circumstances. Year to date is latest result.
Safe and thriving places	STP05	Number of new Keyways applications received		No	n/a	6486	1850	1793	1474	700	669	⬇	N/A - Tracking	N/A - monitoring levels of demand	N/A	There were 669 new applications in February, which was a slight reduction on the previous month. The number of new applications each month remains high. Average for the year to date 589 (last year for same period was 538).
Safe and thriving places	STP39	Number of repair jobs awaiting completion		No	n/a	Data unavailable	n/a	n/a	Data unavailable	Data unavailable	Data unavailable	Data unavailable	N/A - 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 92.08% (10747) for year to date (Apr-Feb).
Safe and thriving places	STP40	Number of repair jobs awaiting completion which are outside of target timescale		No	n/a	Data unavailable	n/a	n/a	Data unavailable	Data unavailable	Data unavailable	Data unavailable	N/A - 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 92.08% (10747) for year to date (Apr-Feb).

Children's Services																	
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Children's Trust (This data is for the whole of Northamptonshire)																	
Better, brighter futures	BBF05 (KPI 2)	% of referrals with a previous referral within 12 months		Yes (also contractual) - target is contractual but not statutory	21.9% Mean for Northamptonshire Children's Services LAIT near neighbours 2021/22	27.3% (8,263)	25.4% (2,585)	26.5% (2,006)	28.9% (2,279)	28.8% (675)	29.4% (694)	↓ A	Lower is better	29%	25% - 40%	Re-referrals have increased this month but remain within tolerance. It remains an area of ongoing focus with audit and review for learning. Findings from the front door review and Ofsted focused visit incorporated in a transformation plan which has been developed with the partnership expected to positively impact on re-referral rate going forward. The dedicated education roles in MASH (Multi-agency support hub) 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. 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% (9,626)	92.9% (2,792)	94.3% (2,695)	96.9% (2,575)	92.8% (806)	94.7% (758)	↑ G	Higher is better	85%	85% - 95%	Assessment timescales remain consistently above target and national average, increasing to 94.7% this month. All managers monitor this very closely via daily reports. A narrative is provided for cases that go beyond 45 days and this remains a very small minority. More appropriate staffing levels being achieved and sustained in the DAAT (Duty and Assessment team). Improvements are also progressing in safeguarding teams. In addition to timeliness, we work on increasing the quality of assessments and more effective use of SoS (Signs of Safety) 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	12.2% (1,197)	11.1% (1,191)	12.4% (1,165)	12.3% (1,215)	12.3% (1,203)	12.2% (1,197)	↑ G	Lower is better	10%	5% - 15%	Performance has improved slightly to 12.2% 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 DfE (Department for Education) 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	60.1% (725)	62.7% (684)	65.3% (678)	62.5% (714)	61.5% (724)	60.1% (725)	↓ 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 EET (Education and Employment team) 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)	93.5% (725)	95.5% (684)	96.0% (678)	89.9% (714)	95.2% (724)	93.5% (725)	↓ A	Higher is better	90%	85% - 95%	Performance for this month declined slightly to 93.5% and compares favourably with the national average of 89%. We know that we have some young people in unsuitable accommodation, including a number of young people sentenced to custody, and some who have no accommodation at all. We work hard to address this, tenaciously seeking to engage with young people who may see our attempts at support as interference. The care leavers housing protocol is in place and work is being progressed under the governance of a strategic group; this includes a review of the housing panels and engagement with the housing associations. Helpful discussions with colleagues in the Councils is placing the housing sufficiency needs of care leavers as central to their housing strategies. The Accommodation Transitions Panel is now in operation and ensures all young people have a comprehensive, accommodation-focused, shared, and timely transition plan (Northamptonshire Children's Trust commentary).	
Better, brighter futures	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	21.7% (1,091)	36.4% (343)	13.2% (288)	13.0% (221)	1.8% (111)	35.9% (128)	↑ G	Higher is better	81%	66% - 86%	February performance improved to 35.9% (early March week >70%). 128 children were presented at ICPC (Initial Child Protection Conferences) in February (high). Numbers of children who needed their 1st review in February continued to be high, after record numbers of ICPC's in late 2023. All ICPC's must fit into already busy diaries, & saturation impacts on capacity. Permanent & additional CP (Child Protection) Chair / business support recruitment has happened & most are now in post; this will impact positively on performance, but may lead to quoracy issues (partnership attendance). Strategic Partner Leads live to the possibility. Average CP Chair caseload is now more manageable- this will have a positive impact on this KPI. As additional CP Chair capacity impacts, all already out-of-time ICPC's will work through (by 22.03.24) and the KPI will then need maintenance (assuming no more 'spikes' in ICPC numbers). Multi-agency safety plans are in place for families waiting for a conference. Average no. days from strat. to ICPC in February = 27. Early RCPC's (Review Child Protection Conferences) 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. DAAT managers support SW's with additional training on process, recording and requesting strategy discussions and convening conferences.	
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	689	714	755	659	648	689	↑	No polarity	TBD		After five successive decreases, the number of children subject to Child Protection Plans (CPP) rose by 41 to 689 children at the end of February. The caseload had steadily decreased from the three-year peak of 771 children in August 2023 to the eleven-month low of 648 children at the end of January. Overall, the cohort is a net 10.6% smaller than the average for the corresponding months of last year (681 children) but higher than the same three months of the year before (601 children). An average of 665 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 (681 children) but higher than the same three months of the year before (601 children). CP visits on time performance improved to 91.0% in February, the equal best result in the last 17 months. February also marked the first occasion since October that a higher proportion of visits were on time than in the corresponding month of one year ago. This month, 30 of the children in the cohort have EHC (Education Health Care) Plans, 4 are electively home educated and 3 have been absent from education for prolonged periods (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	1,197	1,191	1,179	1,215	1,203	1,197	↓	No polarity	TBD		The number of Children in Need decreased for the second month and comprised 1,954 children at 29 February, 122 children less than at the three-year peak of December. Between the three-year low of 1,487 children in August 2022 and the peak of 2,076 children in December 2023, the cohort had grown by 28.4%. The cohort is 19.0% larger than in the two previous months of January. An average of 2,005 children have been in need in the last five months. This is significantly higher than the average during the same period of last year (1,601 children) and the corresponding period of two years ago (1,623 children). CIN (Children in Need) visits on time performance recovered further from the traditional dip in December to 84.1% in February, a four-month high. All but one of the last five months have produced better performance than the corresponding period in both of the last two years. This month, 275 of the children in the cohort have EHC (Education Health Care) Plans, 14 are electively home educated and 3 have been absent from education for prolonged periods (Intelligent Client Function commentary).	

Children's Services																
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Learning, Skills & Education																
Better, brighter futures	BBF18b	% of EHC (education health care) plans completed in month issued within 20 weeks (including exceptions)		Yes (part of SEN 2 return)	37.8% Mean for NNC Children's Services LAIT near neighbours 2021/22	59.9%	66.7%	80.2%	51.4%	16.3%	10.0%	↓R	Higher is better	Target under review	n/a	The proportion of EHC (Education Health Care) Plans issued on time decreased for the sixth successive month to 10.0% in February, its lowest level since October 2021. Performance for January was revised up to 16.3% but is still the second worst result for more than two years. The four months prior to October had seen at least 72% of EHC Plans issued on time including an all time best performance of 87.8% reported in August. While June-October 2023 represents the best run of performance so far, with results often +20 percentage points better than the corresponding period in the two preceding years, performance for January-February 2024 is well below that of the same months in the two preceding years. 1,025 EHC assessments were open at the end of February. The volume has increased for at least 11 consecutive months and has more than doubled since July of last year (511 assessments). The last three months have seen the volume increase by 374 assessments. At the end of February 2023 there were 534 assessments open. 65 EHC assessments were open and overdue at the end of February, an increase by 23 assessments since January. In the seven months prior to January, an average of 29 assessments were open and overdue. At the end of February 2023 there were 27 assessments open and overdue. The share of open assessments which are overdue increased to 6.3% in February, from 4.0%-5.1% between August and January (Children's Performance Team commentary).
Better, brighter futures	BBF22	Number of children missing education (previously named 'Number of children without a school place')		No		290	274	313	288	312	290	↓G	Lower is better	Target under review	n/a	A total of 290 children were missing education at the end of February 2024, 1% less children missing than last month. 40% of children missing education are in SEN (Special Educational Needs) Support/ EHC (Education Health Care) Services, 38.3% are in School Admissions and 21.7% are in EIP (Education, Inclusion and Partnership) 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 271 children were missing education in the last five months (Children's Performance Team commentary).
Better, brighter futures	BBF32	Current number of home educated children		Not yet statutory but reported as part of "Elective Home Education/ Children missing in education" data return to DfE.		1,012	855	837	914	976	1,012	↑	No polarity	N/A - Tracking	n/a	There were 1,012 electively home educated children at the end of February, marking the first occasion that more than one thousand children are home educated. 30.6% (310 children) of the cohort have been home educated for 2+ years and 21.2% (215 children) have been home educated for 1-2 years. Conversely, 16.4% (166 children) of the cohort have been home educated for 0-3 months. The number of electively home educated children increased for the ninth successive month and comprises 214 more children than this time last year. There are now 222 more children in the cohort than there were at the end of August 2023, an increase of 28.1%. By comparison, the cohort grew by 160 children, or 25.1%, between August and February last year. In Autumn Term 2023, an average of 870 children were home educated. By comparison, an average of 690 were home educated in Autumn Term 2022. The latest comparator information from the Summer Term 2023 reveals that North Northamptonshire has a much lower average number of electively home educated children than the statistical neighbours average, while the England average is comfortably lower (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.		142	103	225	132	144	142	↓G	Lower is better	N/A - Tracking	n/a	142 children had been absent from education for prolonged periods at the end of February. 75.4% (101 children) of the cohort had been absent for 0-3 months, 14.8% (21 children) had been absent for 3-6 months and 9.9% (14 children) had been absent for 6-12 months. For the first time in at least a year, none of the children had been absent for more than 12 months. The cohort has reduced by 2 children since January. However, there are 7 more children in the cohort now than there were 12 months ago and 16 more children now than two years ago. 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 increased by a net 9 children since August 2023. By comparison, the cohort decreased by a net 2 children between August and February last year. Excluding September, there has been an average of 137 children absent from education for prolonged periods in the last year. The latest comparator information from the Summer Term 2023 reveals that North Northamptonshire has a much lower average number of children absent from education for prolonged periods than the statistical neighbours average, while the England average is slightly lower (Children's Performance Team commentary).
Better, brighter futures	BBF36	% Education Health Care Plan Annual Reviews completed within 4 weeks of meeting		Statutory Duty but not reported		58.2%	67.9%	58.1%	52.2%	48.4%	N/A reported one month in arrears	↑G	Higher is better	N/A - Tracking	n/a	48.4% of annual reviews were completed within 4 weeks of the review meeting in February. With the exception of the anomalous school holiday month of August, each of the last ten months have registered better performance than the corresponding period in the two preceding years. Even so, three of the last five months have seen less than half of annual reviews completed on time, while as recently as April-July 2023 at least 55% of reviews were completed on time. An average of 59.1% of annual reviews have been completed on time in the last six months, compared with an average of 32.3% of reviews completed on time in the corresponding period of 2022-23 and an average of only 3.1% in the same months of 2021-22. An average of 161 annual reviews have been completed on time in the last ten school months. Of these, an average of 121 annual reviews per month were completed on time (Children's Performance Team commentary).
						1116 out of 1919	462 out of 680	176 out of 303	343 out of 657	135 out of 279						

Finance Services																
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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)	29.39% (YTD) 104.96% achieved of the monthly target (28.00%) £71,233,944.18 (collected in Q1)	92.96% (YTD) 98.89% achieved of the monthly target (94.00%) £21,389,732.31 (collected in Jan)	94.70% (YTD) 98.65% achieved of the monthly target (96.00%) £4,145,125.06 (collected in Feb)	↓ (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 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)	28.92% (YTD) 103.29% achieved of the monthly target (28.00%) £47,126,437.48 (collected in Q1)	88.51% (YTD) 94.16% achieved of the monthly target (94.00%) £12,038,490.62 (collected in Jan)	92.04% (YTD) 95.88% achieved of the monthly target (96.00%) £6,070,918.63 (collected in Feb)	↑G (Cumulative KPI so direction of travel is based on the % achieved of the target)	Higher is better	98% (Annual target)	No tolerance	Performance is 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.