



**North Northamptonshire Council Performance Report - September 2024**

<b>Progress Status Key:</b>
<b>Green - On target or over-performing against target</b>
<b>Amber - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified)</b>
<b>Red - Under-performing against target by more than 5% (or other agreed tolerance as specified)</b>
<b>Dark Grey - Data missing</b>
<b>Grey - Target under review</b>
<b>Turquoise - Tracking Indicator only</b>

<b>Children's Trust Progress Status Key:</b>
<b>Green - At target or better</b>
<b>Amber - Below target - within tolerance</b>
<b>Red - Below target - outside tolerance</b>
<b>Grey - No RAG</b>

<b>Direction of Travel Key</b>	
An acceptable range = within 5% of the last period's performance	
<b>↑G</b>	Performance has improved from the last period – Higher is better
<b>↓G</b>	Performance has improved from the last period – Lower is better
<b>↑</b>	Performance has deteriorated but is still achieving target or is within an acceptable range of 5% of the last period – Lower is better
<b>→</b>	Performance has stayed the same since the last period
<b>↓</b>	Performance has deteriorated but is still achieving target or is within an acceptable range of 5% of the last period – Higher is better
<b>↑R</b>	Performance has deteriorated from the last period and is not achieving target – Lower is better
<b>↓R</b>	Performance has deteriorated from the last period and is not achieving target – Higher is better
<b>↑</b>	Actual increased - neither higher or lower is better
<b>⇒</b>	Actual has stayed the same since the last period - neither higher or lower is better
<b>↓</b>	Actual decreased - neither higher or lower is better

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

**Performance Terminology key**

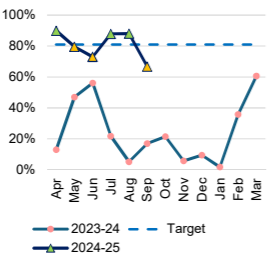
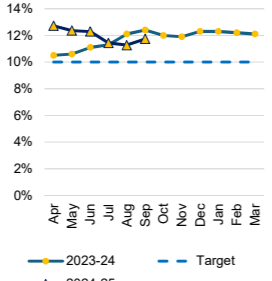
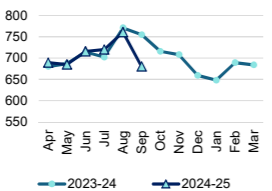
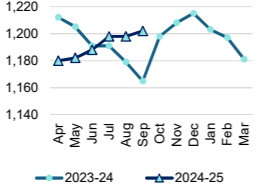
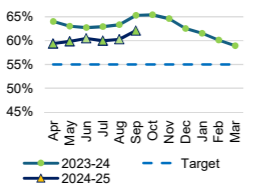
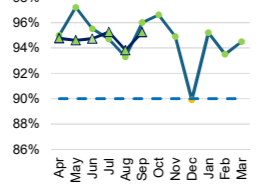
<b>TBC</b>	To be confirmed
<b>TBD</b>	To be determined
<b>n/a</b>	Not applicable
<b>Actual</b>	The actual data (number/percentage) achieved during the reporting period
<b>Benchmark</b>	A comparator used to compare the Council's performance against. The 2020/21 average for Unitary Councils in England has been used where available unless otherwise stated.

# Active, Fulfilled Lives

Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to date 2024-25	Quarter 1	Quarter 2	Jul-24	Aug-24	Sep-24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
AFL26	Proportion of Section 42 enquiries where risk is reduced or removed		Yes		87.9%	85.6%	91.0%	90.5%	86.4%	95.8%	↑G	Higher is better	95%	90.25%	The Proportion of Section 42 Enquiries where the risk is reduced or removed is at 96%. This is 10% higher than the previous month and higher than the target of 95% in accordance with our KPI. There were 24 Section 42 Enquiries reported within July. Risk removed accounted for 9, 14 accounted for risk reduced and 1 accounted for risk remained
AFL07	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people)		Yes	525.8 Mean for NEW CIPFA near neighbours 2022/23	261.3	147.1	N/A (Reported one month in arrears)	220.7	261.3	N/A (Reported one month in arrears)	↓G	Lower is better	200 (40 each month) (cumulative) (480 annual)	5%	This is an existing ASCOF metric; renamed 2C from former 2A Part 2. The sourcing and methodology has changed, due to the changes made to statutory return requirements this year. The denominator has changed from previous financial year, now using ONS population figures from 2022 mid-year estimates. As this metric is calculated using Service Events, there can be a delay between services commencing and the service event being recorded on system. This delay will impact the values reported and we can expect to see retrospective updates. For this reason this KPI is reported a month in arrears.
AFL03	Percentage of New Requests for Services (all ages) where Route of Access was Discharge from Hospital, with a sequel of ST-MAX	Data not available currently - see comments column	Yes	40.64% Mean for NEW CIPFA near neighbours 2021/22	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Higher is better	40%	35%	The sourcing and methodology has changed due to the changes made to statutory return requirements this year. This is still in development due to the changes and so this KPI will be retrospectively updated where possible for the financial period.
AFL08 OFLOG	Short term service provision: Proportion of those that received short-term service during the year where sequel was either no ongoing support or support of a lower level	Data not available currently - see comments column	Yes	72.7% Mean for NEW CIPFA near neighbours 2022/23	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Higher is better	80%	75%	The sourcing and methodology has changed due to the changes made to statutory return requirements this year. This is still in development due to the changes and so this KPI will be retrospectively updated where possible for the financial period.
AFL15	Total number of homeless approaches				2756	1350	1406	493	411	502	↑	No polarity	Tracking		September approaches increased, which although does not match last years trend, approaches generally increase in the autumn following the end of the school holidays. Approaches into the service are down slightly from this time last year by 116.  Currently the Housing Options Team have a live caseload of 1087 cases.
AFL13	Number of households whose homelessness was prevented		Yes	101 Mean for New CIPFA near neighbours Q1 2023	98	50	48	8	30	10	↓R	Higher is better	22	19	Critically low staffing levels in the housing options team is creating a range of pressures, this includes challenges around case management and securing positive prevention outcomes. It is important to note that the peak in August relates to some activity to review and close a number of cases. A four phase action plan was agreed end September which sets out the steps that will be taken to stabilise the service area and enable the team to work more efficiently and improve outcomes. This involves recruiting additional agency staff to bring staffing levels up to the required standard while recent new recruits are being trained and setting up a triage team who will respond to all enquiries coming into the service area with the aim of providing upfront effective advice and interventions. Other than additional reviews of cases and closing these where appropriate, levels of positive prevention activity are not expected to rise until the additional agency staff have been recruited and the triage team and associated subsequent process changes have had the opportunity to take effect.
AFL14	Number of households whose homelessness was relieved		Yes	75 Mean for New CIPFA near neighbours	175	81	94	33	37	24	↓R	Higher is better	25	22	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 has been a significant decrease in the number of positive preventions which is reflective of initial duties accepted; so far this year 32% of cases have gone into Prevention, and 68% into Relief. 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.
AFL17	Number of households in Temporary Accommodation		Yes	242 Mean for NEW CIPFA near neighbours Q3 2023/24	217	241	218	218	219	217	↓G	Lower is better	260	No tolerance	The number of households living in Temporary accommodation (TA) has remained stable. Although the number of hotel placements increased following the withdrawal from an 18 bed shared facilities premises in August, placements are already reducing owing to the teams approach of daily case reviews. The team are continuing to progress the delivery of an in house House of Multiple Occupation (HMO) model for temporary accommodation which will further decrease the number of hotel placements. It is important that the backlog of unassessed homelessness applications is addressed by housing options as quickly as possible to prevent a silting up effect which will cause the number of households in TA to rise.
AFL12	Rough Sleepers in North Northants - single night snapshot		Yes	13 Mean for New CIPFA near neighbours Autumn 2023	11	17	11	11	18	11	↓G	Lower is better	9	12	Rough Sleeping numbers this month have decreased to 11 seen on the single night. The monthly number is also lower at 32 seen over the course of the month with 8 being new to the team. Wellingborough still remaining the highest area, however there has been a reduction in numbers seen in the Rushden area due to more team presence and successful engagement and housing solutions identified. The team are still positively sourcing accommodation solutions for rough sleepers direct from the streets, and 10 have been helped to secure accommodation. The launch of the RS treatment team went live within June, and we have seen huge successes. We have been able to assist people into treatment direct on the streets and support on to relevant medication to help with substance misuse and their mental health.

# Better, Brighter Futures

Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to date 2024-25	Quarter 1	Quarter 2	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
BBF22	Number of children missing education		No		368	315	368	319	378	315	467	570	368	↓G	Lower is better	0	200	(ICF commentary) At the end of September 2024, there were 368 children missing from education, which marks a significant decline from the 570 recorded in August. This decrease by 202 children suggests that some progress has been made in addressing the spike seen during the summer months. However, the total remains higher than the 315 children recorded in June, indicating ongoing challenges.
BBF33	Number of children who are absent from education for prolonged periods		Not yet statutory but reported in data return to DfE		178	131	178	174	146	131	171	167	178	↑R	Lower is better	0	125	(ICF commentary) The number of children absent from education for prolonged periods increased to 178 children in September 2024, following a slight decrease to 167 in August and 171 in July. Despite this increase, the number remains lower than the peak of 225 children at the start of the academic year in September 2023. 80.8% (144 children) of the cohort had been absent for 0-3 months, 8.4% (15 children) had been absent for 3-6 months, and 7.8% (14 children) had been absent for 6-12 months. A further 3% (5 children) had been absent for 1-2 years. The cohort comprises 28 more children than it did one year ago, reflecting an increase in the number of children who have been absent for prolonged periods.
BBF18b	% of EHC (education health care) plans completed in month issued within 20 weeks (including exceptions)		Yes	51.5% Mean for NEW NNC CIPFA Near Neighbours 2023	13%	16%	9%	19%	12%	19%	13%	3%	11%	↑G	Higher is better	100%	70%	(ICF commentary) Less than 20% of EHC Plans have been issued on time in each of the last nine months. September saw 11% of plans issued on time, which is an improvement from the extremely low 3% in August, but still far below the target. February, March, and May recorded the three lowest proportions of plans issued on time in the last three financial years, and July continued this trend with only 13% of plans issued on time. By comparison, at least two-thirds of plans were issued on time in five of the first six months of the previous year. The current year reflects a significant decline in performance compared to the previous year, with only 19% of plans issued on time in June, followed by 13% in July, and the further drop to 3% in August before slightly rising to 11% in September.
BBF36	% of EHC Plan Annual Reviews completed within 4 weeks of meeting		Statutory duty but not reported		42%	45%	N/A (reported one month in arrears)	54%	51%	37%	31%	48%	N/A (reported one month in arrears)	↑G	Higher is better	100%	70%	(ICF commentary) Performance Overview: Performance declined sharply from 48% in August to 24% in September, with the limited number of qualifying reviews (12) likely contributing to this drop. This is part of a broader downward trend in performance since April 2024, which saw a peak of 54%. The overall decrease highlights potential operational challenges that need further investigation. Comparison with Previous Year: While April and May 2024 showed strong performance, outperforming the same months in the previous fiscal year, June through September 2024 have fallen below last year's performance. The first half of FY 2024-25 has been inconsistent compared to 2023-24, with significant drops in recent months despite relatively strong earlier results. Long-Term Performance: Despite the sharp decline in the last two months, the average on-time completion rate for the past six months still stands at 40.7%, compared with 42.3% for the same period last year. This suggests that while performance has weakened recently, it remains relatively stable overall when viewed over a longer term. Compared to two years ago, the improvement remains significant, with the same six months in FY 2022-23 averaging just 4.6% on-time completions.
BBF47	Number of unique visits to Family Hubs digital platforms		No		9883	4306	5577	1520	1496	1290	1456	1315	2806	N/A	Higher is better	No target set	N/A	(ICF commentary) Significant Growth in Unique Visits: The number of unique visits to Family Hubs digital platforms shows a substantial increase in September 2024, rising by 113.3% from August 2024 (1,315 visits) to September 2024 (2,806 visits). This is the highest recorded value over the 7-month period observed. Stable Trend Followed by a Spike: Prior to September, there was a fairly stable trend in unique visits from May to August 2024, with values fluctuating between 1,290 and 1,496. The sharp spike in September indicates a significant change in platform engagement, potentially correlated with other metrics.
BBF48	Number of families accessing Family Hubs services through digital platforms	New KPI for 2024-25 - Data not yet available - see comments column	No		0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Higher is better	No target set	N/A	New for 2024-25. The reports in the supporting software are not ready yet. This should be available within the next month.
BBF50	Number of service users attending sessions held by commissioned services at Family Hubs sites		No		86	86	0	32	38	16	N/A	N/A	N/A	N/A	Higher is better	No target set	N/A	(ICF commentary) Supportive Steps (Commissioned Services): The number of service users attending "Supportive Steps" sessions showed notable variability. After peaking at 14 users in March, attendance decreased sharply to 7 in April and May. From July to September, no users were recorded for these sessions. This trend might be influenced by the increasing popularity of drop-in groups, as seen in the contextual data. Specifically, the number of parents attending drop-in groups steadily rose, peaking at 55 in June, which may have drawn participants away from the commissioned sessions during this period. Milk & You (Commissioned Services): The "Milk & You" program demonstrated relatively stable attendance, with a high of 39 users in January. Following that, attendance remained in the 20s and low 30s, with a notable dip to 9 users in June. This decline coincides with an increase in repeat users attending antenatal drop-in groups, particularly in June, suggesting that repeat participants may have favoured drop-in groups during this time. New users were consistently absent from the drop-in groups, potentially indicating a need for targeted outreach.
BBF05	% of referrals with a previous referral within 12 months		Yes (also contractual) - target is contractual but not statutory	21.5% Mean for NEW NNC CIPFA Near Neighbours 2022/23	28%	29%	27%	28%	33%	27%	30%	22%	27%	↓A	Lower is better	29%	40%	(Trust commentary) Performance is at target but has declined by 4.9% compared to last month. NCT's latest performance is above the national average. 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. It is anticipated that the strengthened model in MASH and developments in Children and Families Support Services CFSS/Early Help will continue to support appropriate reduction going forward. Stepdown practice has been reviewed and warm handovers promoted and positive impact in practice and data has started to be seen. COVID: and cost of living crisis has an impact on volume and quality of re-referrals
BBF06	% of single assessments authorised within 45 working days		Yes (also contractual) - target is contractual but not statutory		97%	96%	97%	97%	96%	96%	97%	95%	99%	↑G	Higher is better	85%	80%	(Trust commentary) Performance remains at target and has improved by 3.3% compared to last month. NCT's latest performance is better than the national average. Assessment timescales remain consistently above target and national average. 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 Teams). Improvements are also progressing in safeguarding teams. In addition to timeliness, we work on increasing the quality of assessments and more effective use of strengths based relational practice approach in our interventions.

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BBF27	% of initial child protection conferences held within 15 days of a strategy discussion being initiated		Yes (also contractual) - target is contractual but not statutory	82.2% Mean for NEW NNC CIPFA Near Neighbours 2021/22	82%	80%	83%	90%	79%	73%	88%	88%	67%	↓A	Higher is better	81%	66%	(Trust commentary) Performance is in tolerance and has declined by 21.3% compared to last month. NCT's latest performance is below the national average. Following a prolonged period of significant under-performance, we had several months of above-target performance. In month performance in September has fallen below target to 66.7%. This monthly figure, although within tolerance, is below the national average (78%). Year to date performance (81.6%) remains on target and above the national average. Individual causes for every out-of-time ICPC (Initial Child Protection Conferences) are investigated and actions taken. * 1 conference (1 child) booked in deadline but rescheduled out of time at family's request to support their attendance * 8 conferences (19 children) were due to incomplete and/or late convening requests from the case responsible social work team. Operational Service Managers continue to review exceptions to support timely submission of ICPC requests following the strategy discussion. SQAS (Safeguarding quality assurance service) has worked closely with referring teams to address exceptions and to support successful completion and submission of the convening requests (including provision of 'how to' guidance and delivery of online briefing to minimise back and forth of convening forms).
BBF07	% 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 NEW NNC CIPFA Near Neighbours 2021/22	12%	12%	12%	13%	12%	12%	11%	11%	12%	↓A	Lower is better	10%	15%	(Trust commentary) Performance remains in tolerance and has declined by 0.4% compared to last month. NCT's latest performance is above the national average. Biggest influencing factor for this is lack of sufficiency and children being placed in several emergency homes before the home in which they can remain is identified. 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. We work with the councils to identify properties suitable for children homes and on the development of a strategic partnership. Valuing care project is progressing well and some children have been able to move to placements that better meet their needs. New matching form is being rolled out which ensures early targeted support in place where there are identified gaps between the knowledge and skills of the carer/provider and needs of the child. Through improved edge of care arrangements, the close oversight on admissions to care, and the developments within placement sufficiency, we are confident we can reduce the need for child to move home as frequently. Positively, Children's Home Capital Programme application with the DfE (Department for Education) has been successful, and should also support progress in this area. New opportunity for a DfE bid may come up and an application for each council will be considered. Exploration of development of a 'No Wrong Door' Hub is continuing. COVID: Pandemic has significantly impacted on availability of placements. Sustained performance in this work
BBF28	Number of children with a Child Protection Plan		Yes	269 *Number of children who were subject of a CPP at 31 March* Mean for NEW NNC CIPFA Near Neighbours 2022/23	680	716	680	689	685	716	720	761	680	↔	No polarity	No target set		(ICF commentary) The number of children subject to Child Protection Plans decreased by 81 to 680 children in September 2024, down from 761 in August. The caseload had decreased from the three-year peak of 771 children in August 2023 to a 13-month low of 648 children in January 2024, but showed fluctuation throughout the year. The current cohort is now 11.8% lower than the peak in August 2023. An average of 711 children have been subject to plans over the last six months, slightly higher than the average of 669 children during the same period last year, and significantly higher than the average of 603 children two years ago.
BBF29	Number of children in care		Yes	423 Mean for NEW NNC CIPFA Near Neighbours 2021/22	1202	1188	1202	1180	1182	1188	1198	1198	1202	↑	No polarity	No target set		(ICF commentary) In September 2024, the number of children in care increased slightly to 1,202, up from 1,198 in August. This marginal increase continues the stability observed in recent months, suggesting the caseload has remained at a consistent level. However, the cohort size is still lower than the peak of 1,241 children recorded in January 2023. The six-month average for children in care is 1,194, down from the 1,229 average during the same period last year. This reflects a gradual reduction in the number of children in care over the past year. Overall, the cohort reduction is significant, with 39 fewer children in care compared to the high of 16 months ago. For the last nine months, the caseload has consistently been lower than the corresponding months in 2022-23, averaging about 35 fewer children per month.
BBF08	% 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 near neighbours 2021/22	62%	60%	62%	59%	60%	60%	60%	60%	62%	↑G	Higher is better	55%	50%	(Trust commentary) Performance remains at target and has improved by 1.8% compared to last month. NCT's latest performance is better than the national average. 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 Training) opportunities and support is in place for our care leavers. Stronger links have been established with SEND (Special Educational Needs and Disabilities) colleagues as significant number of care leavers who are NEET (New to Education and Employment and Training) have an EHCP (Education Health Care Plan) COVID: has had a significant impact on the mental health and wellbeing of care leavers, targeted work support care leavers to access EET.
BBF09	% 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		95%	95%	95%	95%	95%	95%	95%	94%	95%	↑G	Higher is better	90%	85%	(Trust commentary) Performance remains at target and has improved by 1.4% compared to last month. NCT's latest performance is better than the national average. 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. Collaborative work with Housing Services is seeing dedicated care leaver housing officer posts being identified and recruited to with co-location within the Leaving Care Service planned. This means that the needs of this group will be better understood, with timely consideration of appropriate housing and associated support to avoid risk of homelessness for our care experienced young adults.



# Safe and Thriving Places

Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to date 2024-25	Quarter 1	Quarter 2	Jul-24	Aug-24	Sep-24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
STP37	Average time taken to re-let NNC standard void properties (days)		Yes	(Annual LAHS return to DLUHC, no target set)	41	41.2	41	40.6	39.4	41	↑	Lower is better	56	56-60	In September 2024 there were 39 standard void properties let. The total void days for these 39 properties was 1923. This gives a cumulative average days to let standard void properties in September of 41 days which is an increase on the previous month but remains under the 56 day target. The teams continue to hold weekly void meetings to track progress of all voids.
STP44	Percentage of lights in light during light up period (within the PFI with Balfour Beatty)		No - contractual	N/A	99.73%	99.77%	99.69%	99.69%	99.69%	99.68%	↓	Higher is better	99%	No tolerance	The contract continues to perform well against the performance target.
STP29	Number of Defects Outstanding (at end of period), split by category P1 (Target response time within 24 hours) P2 (Target response time within 7 days) P3 (Target response time within 28 days) P4 (Target response time within 26 weeks)		No - contractual	N/A defect specification is different in different areas	22193	12288	9905	3451	3393	3061	↕	No polarity	Tracking	N/A	P1-P3 defects remain significantly lower than figures prior to May. The majority of defects remain in the P4 category however P4 defect numbers have also declined by 10.1%. An overall decrease of 9.8% in outstanding P1-P4 orders in comparison to August's figures.  The service continues to complete more defects each month than what is being raised in month.
STP30	Number of Defects Repaired in period, split by category P1 (Target response time within 24 hours) P2 (Target response time within 7 days) P3 (Target response time within 28 days) P4 (Target response time within 26 weeks)		No - contractual	N/A defect specification is different in different areas	9277	4800	4477	1953	1171	1353	↑	No polarity	Tracking	N/A	P2 repairs have decreased slightly during September. Carriageway and footway P3 and P4 repairs have increased as focus starts to shift away from seasonal works such as vegetation clearance back towards carriageway repairs.
STP31	Percentage of defects responded to within the timeframes P1: 2 hours P2: 7 days P3: 28 days P4: 26 weeks		No - contractual	N/A defect specification is different in different areas	95.42%	91.96%	99.09%	98.61%	99.66%	99.21%	↓	Higher is better	Tracking	No tolerance	Defects that were due in September but may have been completed beforehand i.e. P4 defects.
					8263 out of 8660 <b>88.89%</b> 8 out of 9 <b>99.79%</b> 473 out of 474 <b>92.63%</b> 4148 out of 4478 <b>98.24%</b> 3634 out of 3699	4107 out of 4466 <b>100.00%</b> 7 out of 7 <b>99.67%</b> 304 out of 305 <b>88.89%</b> 2521 out of 2836 <b>96.74%</b> 1275 out of 1318	4156 out of 4194 <b>50.00%</b> 1 out of 2 <b>100.00%</b> 169 out of 169 <b>99.09%</b> 1627 out of 1642 <b>99.08%</b> 2359 out of 2381	1707 out of 1731 <b>0.00%</b> 0 out of 1 <b>100.00%</b> 52 out of 52 <b>100.00%</b> 791 out of 800 <b>98.41%</b> 864 out of 878	1187 out of 1191 <b>100.00%</b> 1 out of 1 <b>100.00%</b> 50 out of 50 <b>100.00%</b> 445 out of 445 <b>99.42%</b> 691 out of 695	1262 out of 1272 <b>N/A</b> 0 out of 0 <b>100.00%</b> 67 out of 67 <b>98.49%</b> 391 out of 397 <b>99.50%</b> 804 out of 808	N/A	Higher is better	97.5%	No tolerance	Further decrease in P3 carriageway and footway defects completed and increase noted in P4 defects completed - these works orders were raised in April 2024 (post-winter period).  This has provided further opportunity to get ahead on P3/P4 defects that are due in future months (see STP30) and reduce the overall number of defects outstanding (STP29).
STP15	Percentage of major planning applications decided on time		Yes (we have set the target higher than statutory level)	90% Q4 2023/24 Mean for NEW NNC CIPFA near neighbours	77%	77%	77%	67%	80%	100%	↑G	Higher is better	88%	83%	The service performed well in September with all major applications determined within timeframes.
					20 out of 26	10 out of 13	10 out of 13	4 out of 6	4 out of 5	2 out of 2					
STP16/17	Percentage of non-major planning applications decided on time		Yes (we have set the target higher than statutory level)	91% Q4 2023/24 Mean for NEW NNC CIPFA near neighbours	81%	80%	83%	78%	85%	89%	↑G	Higher is better	86%	81%	The service achieved the target this month, with ten applications not determined in time. This resulted in a higher performance than in previous months. Management processes continue to monitor applications so that they can be determined within agreed timeframes as much as possible.
					474 out of 582	235 out of 293	239 out of 289	101 out of 130	61 out of 72	77 out of 87					

# Modern, Public Services

Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Sep-23	Year to date 2024-25	Quarter 1	Quarter 2	Jul-24	Aug-24	Sep-24	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
STP09	Number of emergency Responsive Repairs completed		No		1331	2735	1306	1429	493	434	502	↑	No polarity	Tracking	N/A	The number of emergency responsive repairs received and completed increased in September. 100% of these emergency repairs were completed within the target timescale of 24 hours.
STP10	Number of non-emergency responsive repairs completed		No		1886	4940	2610	2330	799	838	693	↓	No polarity	Tracking	N/A	The number of non-emergency repairs completed in September 2024 increased slightly from the previous month. The cumulative number of non-emergency repairs completed in 2024/25 to date is significantly higher (4940) than for the same period in 2023/24 (3328).
MPS04 OFLOG	Non-domestic rates collection rates (in year)		Yes, reported on a quarterly basis but no target set by government	97.13% Mean for NEW NNC CIPFA near neighbours 2022/23	55.72%	52.78%	26.63%	52.78%	34.96%	43.34%	52.78%	↑G	Higher is better	Annual target of 98%, monthly breakdowns given	No tolerance	Performance remains below target, however business rates recovery at NNC (Corby) is now back on schedule so this should improve performance. System Start Date and re-referencing for the single system project have also delayed processing across the North.
MPS05 OFLOG	Council tax collection rates (in year)		Yes, reported on a quarterly basis but no target set by government	95.90% Mean for NEW NNC CIPFA near neighbours 2023/24	56.98%	56.36%	28.96%	56.36%	38.15%	47.16%	56.36%	↑G	Higher is better	Annual target of 98%, monthly breakdowns given	No tolerance	Performance remains on target, however will continue to be closely monitored.