



North Northamptonshire Council Performance Report - Quarter 2 2024

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

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 achieving target or is 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 achieving target or is within an acceptable range of 5% of the last period – Higher is better
↑R	Performance has deteriorated from the last period and is not achieving target – Lower is better
↓R	Performance has deteriorated from the last period and is not achieving target – 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 Progress Status Key:
Green - At target or better
Amber - Below target - within tolerance
Red - Below target - outside tolerance
Grey - No RAG

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.

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	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
AFL27	Ratio of Closed Cases to Open Cases for DOLS	<p>Closed Open</p>	No		1.07	1.24	0.93	↓R	Higher is better	1.055	1.055-1	<p>The Closed to Open Ratio for DOLS stands at 0.93. This means that we are closing 93 cases for every 100 that are being opened and this will need to be closely monitored</p> <p>The number of DOLS Open cases is 1076 which is 29 higher than the previous month . This is higher than the YTD average which stands at 1061 cases.</p>
AFL20	% of in-year eligible population offered an NHS Health Check		Yes	22.1% (England - 2023/24 - PHOF)	19.80%	24.14%	15.60%	↓R	Higher is better	25% (100% annual target)	5%	<p>Latest commentary: This indicator represents North Northamptonshire July - September 2024. The average rate of NHS Health Checks offered so far in 2024/25 is 19.78%, which is close to the England average (22.1%). The decline in Q2 for this indicator reflects the current process to onboard providers to the new NHS Health Checks Dynamic Purchasing System (DPS). During Q2 there were several unsuccessful tendering submissions from some GP practices which cover key eligible populations for health checks. Efforts are continuing to work with these GP practices to onboard and mobilise them to deliver health checks. In addition, there has been a focus to onboard providers who are not impacted by the primary care pressures. Three of these non-primary care providers have been mobilised recently and are expected to start delivering health checks in Q3.</p>
AFL21	% of in-year eligible population who received an NHS Health Check		Yes	8.8% (England - 2023/24 - PHOF)	8.90%	10.31%	7.55%	↓R	Higher is better	15% (60% annual target)	5%	<p>Latest commentary: This indicator represents North Northamptonshire July - September 2024. The average rate of NHS Health Checks completed so far in 2024/25 is 8.9%, which is above the England average (8.8%). Q2 has seen a slight decline compared with Q1. This indicator is linked to indicator AFL20, and therefore the reasons for the reduced Q2 figure for AFL20 also apply here. This is the impacts due to the challenges in the current ongoing process to onboard providers to the new NHS Health Checks Dynamic Purchasing System (DPS). The same mitigations also apply.</p>
AFL22	% Smoking quit rate at 4 weeks		Yes	53.8% (England - Q4 2023/24 - NHS Digital)	55.20%	59.63%	50.67%	↓R	Higher is better	60%	5%	<p>Latest commentary: This indicator represents North Northamptonshire July - September 2024. The average smoking cessation rate so far in 2024/25 is 55.2%, which is above the England average (53.8%). There is a decrease in the reported quit rate for Q2. During Q2 there is some expected seasonal variation, with quit rates normally decreasing during this period. During Q2 the stop smoking service also experienced an increased waiting time of up to 6-weeks for the service, due to staff capacity. This could have impacted on quit rates. This waiting time at the start of Q3 is now reduced to a 2-week waiting time, with two new stop smoking advisors onboarded which has increased capacity.</p>
AFL23	% substance misuse clients waiting more than 3 weeks for their first intervention		No		N/A	0%	N/A	N/A	Lower is better	No target - tracking indicator only	N/A	<p>Latest commentary: Q2 data is currently unavailable on NDTSM. The most recent data represents North Northamptonshire April - June 2024 data. While the data is current unavailable, there are no waiting times for substance misuse services in Q2. North Northamptonshire's Substance Misuse Programme continues to meet all demands for waiting times for patients starting treatment.</p>
AFL09	Number of physical visits to libraries		No		299,574	146,157	153,417	↓R	Higher is better	571,396 Q1: 132,449 Q2: 158,130 Q3: 135,041 Q4: 145,776	5%	<p>All libraries are holding a range of activities for all ages and linking with a wider ranger of partners, helped by library manager attendance at LAP meetings on a regular basis.</p>

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AFL16	Number of households accepted as owed the main housing duty		Yes	63 Mean for New CIPFA near neighbours Q1 2023	148	91	57	↓	No polarity	Tracking	N/A	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). The number of main duty accepted decisions increased slightly in September from 15 to 20, the number of negative decisions also increased. Note the number of decisions made and approvals has been affected by a number of staffing issues.
AFL18	Number of households with family commitments living in Bed and Breakfast accommodation		Yes	13 Mean for NEW CIPFA near neighbours "Households in temporary accommodation - Bed and breakfast hotels (including shared	1	2	1	↓G	Lower is better	5	No tolerance	Over the last month, the team have worked hard to successfully decrease the number of families living in hotel accommodation. The 1 household has been living in hotel accommodation since 26 September 2024 - the team have identified self contained accommodation to ensure that we do not breach the 6 week rule.
AFL24	Number of Temporary Accommodation placements out of North Northants area		Yes	8 Mean for NEW CIPFA Near Neighbours LG Inform	0	0	0	→	Lower is better	5	No tolerance	Owing to the teams efforts to balance demand and resources, there are no households placed in TA outside of North Northamptonshire.
AFL19	Number of rough sleepers rehoused into accommodation		Yes		41	16	25	↑G	Higher is better	84 (7 per month)	No tolerance	The Rough Sleeping team are positively sourcing accommodation solutions for rough sleepers with 11 helped to secure accommodation and 10 directly from the streets. The launch of the Rough Sleeper 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.
AFL10	Number of participants in the Summer Reading Challenge	<p>3652 participants in the Summer Reading Challenge</p>			3652	N/A - reported annually in Oct	3652	N/A	Higher is better	4136	4%	The figures reflect a national trend and libraries across the country have seen a decrease in take up of the SRC this year. We are awaiting feedback from the Reading Agency but we believe this is down to the theme which did not attract additional customers who do not normally participate in library events. The format, which is out of our control, has also been the same for a number of years and older children do not want to keep taking part. For the North Northants area specifically, our figures were affected by the closure at Oundle library caused by the fire and also by the fact that there were many other exciting free events for families on offer around the county – e.g. in Country Parks.

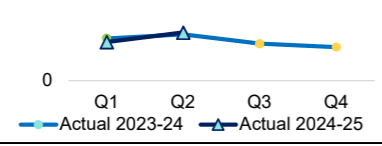
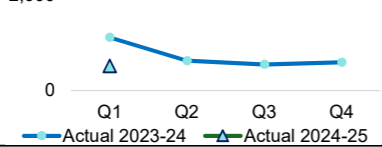
Better, Brighter Futures

Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to date 2024/25	Quarter 1	Quarter 2	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
BBF01	Breastfeeding rate at 6-8 weeks		Yes	49.2% (England - 2022/23 - PHOF)	53.61%	54.81%	51.83%	↓R	Higher is better	55%	52.25% - 55%	Latest commentary: This indicator represents North Northamptonshire July - August 2024 data. The 6-8 weeks breast feeding rate in Q2 (July-August 2024) is above the England average (49.2%) and remains within the tolerance level. Public health and family hubs are working with system partners to strengthen the breast feeding offer for women in North Northants, this will include enhancing the breast feeding peer support service. The infant feeding strategy is in development and an Infant feeding action plan has been produced by the Anna Freud organisation. These steps will contribute to improved breast feeding rates long term.
BBF02	% of infants due a new birth visit that received a new birth visit within 14 days of birth		Yes	79.9% (England - 2022/23 - LG Inform) 71.7% NNC CIPFA near neighbours 2022/23	95.18%	95.30%	95.01%	↓	Higher is better	90%	5%	Latest commentary: This indicator represents North Northamptonshire July - August 2024 data. The new birth visit rate in Q2 (July-August 2024) remains consistent with the previous quarter: 95.0% of new birth visits were completed within 14 days in North Northants, which is above the target (90.0%) and the England average (79.9%). The 0-19 team continues to use skill mix within the service to maximise performance against the mandated checks in the Healthy Child Programme.
BBF03	% of children who received a 6-8 week review by the time they were 8 weeks		Yes	81.7% (England - 2023/24 Q2 - LG Inform) 80.9% (NNC CIPFA near neighbours - 2023/24)	92.50%	94.14%	91.53%	↓	Higher is better	90%	5%	Latest commentary: This indicator represents North Northamptonshire July - August 2024 data. The 6-8 week review rate in Q2 (July-August 2024) was 91.5%, exceeding the target of 90% and the England average of 81.7%. The providers are maximising the skillmix in the workforce of health visiting service to continue to achieve high rates.
BBF04	% mothers known to be smokers at the time of delivery		Yes	7.5% (England - Q2 2023/24 - NHS Digital) 10.7% NNC CIPFA near neighbours 2022/23	7.80%	9.97%	8.31%	↓G	Lower is better	11%	11% - 12%	Latest commentary: The most recent data represents July - September 2024 data. 8.31% of mothers were recorded as smoking at the time of delivery in Q1 which is better than the national average of 11%.
BBF10	% of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted				92.30%	91%	89%	↓A	Higher is better	72%	57%	(Trust commentary) Performance remains better than target but has declined by 2.0% compared to last quarter. Northamptonshire Children's Trust's latest performance is better than the national average. 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. There are currently 7 children living in foster to adopt placements. We have seen a year on year increase in the number of children receiving an agency decision whilst less prospective adopters are coming forward. this is a national issue. COVID: it has taken longer for courts to hold final hearings which could have a longer term impact on this target
					691 out of 1289	422 out of 770	269 out of 519					
					1323 out of 1390	771 out of 809	552 out of 581					
					1290 out of 1386	771 out of 819	519 out of 567					
					341 out of 3745	179 out of 1796	162 out of 1949					
					18 out of 20	10 out of 11	8 out of 9					

Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to date 2024/25	Latest available data as at Q1	Latest available data as at Q2	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
BBF31	% of Early Years PVI Settings Childminders judged as Good or Outstanding by Ofsted				99%	98%	99%	↑G	Higher is better	100%	98%	(Service commentary) 100% of childminders were judged as good or outstanding by Ofsted at the end of September 2024. The Early Education and Childcare (EEC) Advisors were supporting 1 childminder judged as inadequate, but they were inspected recently and moved out of this category. Childminders have also been attending the safeguarding workshop sessions provided by the SiE (Safeguarding in Education) Team during the summer.
BBF12	% of primary schools judged as good or outstanding by Ofsted			89% Mean for NEW NNC CIPFA Near Neighbours 2022/23 88% Mean for NNC Children's Services (LAIT) near neighbours 2022/23	92.73%	92.73%	93%	↑G	Higher is better	100%	90%	(Service commentary) All primary schools in North Northants judged to be good/outstanding has remained the same since June 2024 at 92.7%. This continues to be above the England average for primary schools which currently sits at 91.6%. In July 2023 North Northants was below the England average for primary schools at good/outstanding by 5.3%. In 1-year, (since July 2023), North Northants has increased the percentage of all primary schools judged to be good/outstanding by 8% compared to the England average which has increased by 1.6% since July 2023.
BBF39	% of learners in primary schools judged as good or outstanding by Ofsted				93%	92.97%	93%	↑G	Higher is better	100%	90%	(Service commentary) The data remains the same in July as it was for June 2024 at 93% of learners attending primary schools in North Northants that are good or outstanding. This percentage has been on an upward trajectory since the end of July 2023 when it was at 85.6%. This is a 7.4% increase since the end of July 2023.
BBF13	% of secondary schools judged as good or outstanding by Ofsted			78% Mean for NEW NNC CIPFA Near Neighbours 2022/23 80% Mean for NNC Children's Services (LAIT) near neighbours 2022/23	80.0%	80.0%	80%	→	Higher is better	100%	90%	(Service commentary) All secondary schools in North Northants judged to be good/outstanding has remained the same since June 2024 at 80.0%. This continues to be below the England average for secondary schools which currently sits at 84.3%. In July 2023 North Northants was also below the England average for secondary schools at good/outstanding. Unfortunately, since July 2023, the percentage of secondary schools in North Northants judged to be good/outstanding has remained the same. It briefly rose to 85% during academic year 2023-2024 but went down again when a good secondary school was judged to be inadequate following an inspection in November 2024. In 1 year, since July 2023, North Northants now has 1 outstanding secondary school compared to 2 in July 2023, 15 good secondary schools compared to 14 in July 2023, 2 requires improvement secondary schools compared to 3 previously and finally, 2 inadequate secondary schools compared to 1 in July 2023.

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BBF40	% of learners in secondary schools judged as good or outstanding by Ofsted				86%	85.84%	86%	↑G	Higher is better	100%	90%	(Service commentary) The data remains the same in July as it was for June 2024 at 85.8% of learners attending secondary schools in North Northants that are good or outstanding. This percentage has been on an upward trajectory since the end of July 2023 when it was at 80.2%. This is a 5.6% increase since the end of July 2023.
BBF43	% Personal Education Plans (PEP's) quality assured as Good				87%	84.20%	87%	↑G	Higher is better	100%	90%	(Service commentary) The Virtual School continue to provide training for schools and other education settings on producing quality PEPs. They also provide Head Teachers with a termly report on the quality of PEPs held in their setting for the previous term. The Virtual School work hard to ensure that PEPs are quality assured in a timely way and this is an improving picture. The Virtual School has begun re-calibrating its quality assurance process. The aim is to ensure all plans focus on and prioritise the key activities to support progress in or into education, training, or employment. This change in focus may have an impact on the numbers of PEPs quality assured as good, as we strive to make PEPs as effective as possible.
BBF23	% of children achieving a good level of Development in Early Years Foundation Stage Profile (EYFS)	66.7% children achieving good level of development in EYFS		65.4% Mean for NEW NNC CIPFA Near Neighbours 2021/22 64.9% Mean for NNC Children's Services (LAIT) near neighbours 2021/22	66.7%	N/A	66.7%	N/A	Higher is better	67.8%	66.1%	Children achieving a good level of development in Early Years Foundation Stage Profile is just below the target, and still within target tolerance. 2689 children achieved a 'good level of development' out of 4032.
BBF44	Attainment gap for disadvantaged children achieving a good level of Development in Early Years Foundation Stage Profile (%)	16% attainment gap in EYFS			16%	N/A	16%	N/A	Higher is better	No target	N/A	Gap to Non-Disadvantaged pupils attainment in the LA -15.6%
BBF24	% of children achieving Age Related Expectations or above in reading, writing and maths at Key Stage 2	59% children achieving KS2 age related expectations		59% Mean for NEW NNC CIPFA Near Neighbours 2021/22 58% Mean for NNC Children's Services (LAIT) near neighbours 2021/22	59%	N/A	59%	N/A	Higher is better	59%	56%	Children achieving age related expectations or above in reading, writing and maths at key stage 2 is on target. 2686 children achieved 'age related expectations' out of 4569.
BBF45	Attainment gap for disadvantaged children achieving Age Related Expectations or above in reading, writing and maths at Key Stage 2 (%)	20% attainment gap in KS2			20%	N/A	20%	N/A	Higher is better	No target	N/A	Gap to Non-Disadvantaged pupils attainment in the LA -20.2%

Green, Sustainable Environment

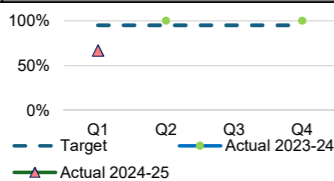
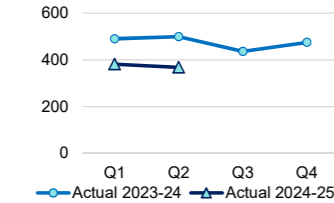
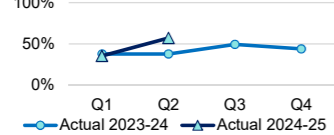
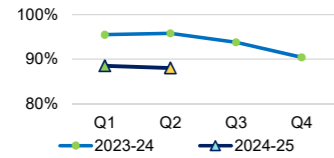
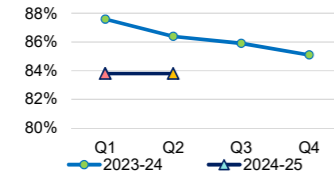
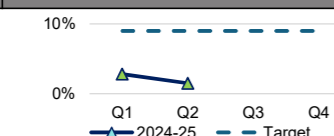
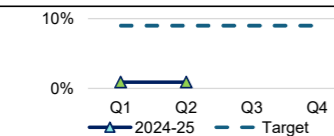
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GSE06	Fly tipping: number of fly tips reported		Yes		2721	1361	1360	↔	No polarity	Tracking	N/A	Quarter 2 result was in line with quarter 1. The council is receiving more reports than last year.
GSE12 OFLOG	NI192 % Household Waste sent for reuse, recycling and composting		Yes		46.48%	46.48%	N/A	N/A	Higher is better	43%	5%	Q1 2024-25 is now verified. This data is provided a quarter in arrears - Data is submitted to Waste Data Flow which generates this figure. Q1 2024/25 will be submitted Sept 2024 - verified in Oct Q2 Submitted Dec 24 - verified Jan Q3 Submitted Mar 25 - verified Apr Q4 Submitted June 25 - verified July
GSE11	EV charging network: Number of towns with public Electric Vehicle Charging Points		No		9	9	9	→	Higher is better	Tracking each quarter and then to have Public EVCPs in all 12 towns by March 2025	5%	Target in the EV Strategy (adopted July 2024) is that public EV charge points will be available in all twelve North Northamptonshire towns by the end of 2025. Only Irthlingborough, Oundle and Rothwell now do not have publicly available EVCPs (note: a EVCP is planned to be installed in Rothwell imminently).
GSE04	Number of electric vehicles charging points publicly available		No		238	229	238	↑G	Higher is better	At least 250 EVCPs available by end of 2025	2%	Data sourced from the electric chargepoint register produced by DFT. Total has increased by 36 since January 2024.
GSE05	Number of electric vehicle charge points per 100000 population		No	54.1 Q1 2024 Mean for NEW NNC CIPFA near neighbour	65.5	63.5	65.5	↑G	Higher is better	Improve against benchmark	N/A	Quarter 2 result is the latest data which is as at July 2024.
GSE01	Number of E-Scooter trips (rides)		No		294,629	129,154	165,475	↑G	Higher is better	Tracking	N/A	E-scooter trips increased from Q1 2024-25 to Q2 2024-25. Year-on-year trend shows increased popularity with 2024 figures higher than for the same period in 2023. Year to date is cumulative position.
GSE02	Number of registered E-Scooter users		No		29,570	13,560	16,010	↑G	Higher is better	Tracking	N/A	E-scooter users increased from Q1 2024-25 to Q2 2024-25. Year-on-year trend shows an increase in popularity with 2024 user figures lower than for the same period in 2023. Peak trips continue to be to/from work. Year to date is cumulative position.
GSE03	Co2 saving from E-Scooters		No		48	21	27	↑G	Higher is better	Tracking	N/A	CO2 savings increased from Q2 2024-25 to Q2 2024-25. Year-on-year trend shows an increase in CO2 savings with figures higher than for the same period in 2023. Year to date is cumulative position.
GSE08	Co2 saving from Delivery Robots		No		512	512	No data	N/A	Higher is better	Tracking	N/A	There was no available data for CO2 savings from Delivery Robots this quarter because the service has been paused in Rushden and Wellingborough.
GSE09	Volume of pesticides used within NNC Grounds Services operations (litres)		No		106	24	82	↑	Lower is better	225L Q1: 50L Q2: 120L Q3: 35L Q4: 20L	25%	Optimum growth conditions with heavy rain and periods of warmth has seen accelerated growth. Application to slabbed areas of highways network has seen an increase in volume used. Weed spraying will continue through to November.
GSE10	Habitat area improved for pollinators (hectares)	6 Hectares improved for pollinators between April and September 2024	No		6 Ha	N/A reported half-yearly	6 Ha	N/A	Higher is better	10 hectares (annual)	5%	Estimated area from a number of sites across Wellingborough, Corby and Kettering. Further creation will be undertaken during tree planting works and winter program.

Modern, Public Services

Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to date 2024/25	Quarter 1 2024/25	Jul-24	Aug-24	Sep-24	Quarter 2 2024/25	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
STP38	Rent collected as a percentage of rent owed		No		96.84%	97.13%	N/A - reported quarterly	N/A - reported quarterly	N/A - reported quarterly	96.75%	↓	Higher is better	98.5%	5%	This figure is the cumulative rent collection figure. There has been a slight decrease in rent collection for the month of September.
MPS54	Percentage of emergency repair jobs currently out of target		No		0%	0%	N/A - reported quarterly	N/A - reported quarterly	N/A - reported quarterly	0%	→	Lower is better	Tracking	N/A	All emergency repair jobs received in quarter 1 have been completed within the 24 hour target timescale, therefore there are no emergency repair jobs currently out of target.
MPS53	Percentage of non-emergency repair jobs currently out of target		No		59%	47%	N/A - reported quarterly	N/A - reported quarterly	N/A - reported quarterly	66%	↑R	Lower is better	Tracking	N/A	This figure is the total number of non-emergency repair jobs awaiting completion that are out of target as at the end of September 2024. Separately a backlog two project commenced in June 2024.
STP04	Number of active households on Keyways (snapshot)		No		6389	6453	N/A - reported quarterly	N/A - reported quarterly	N/A - reported quarterly	6389	↓	No polarity	Tracking	N/A	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.
STP05	Number of new Keyways applications received		No		3345	1739	N/A - reported quarterly	N/A - reported quarterly	N/A - reported quarterly	1606	↓	No polarity	Tracking	N/A	There were 490 applications received in September 2024 compared to 568 in September 2023. Average for the year to date is 557 per month compared to 607 last year.
MPS55	'% of all responsive repairs completed within target time'		No		72%	71%	N/A - reported quarterly	N/A - reported quarterly	N/A - reported quarterly	72%	↑G	Higher is better	Tracking	N/A	This is the cumulative figure for percentage of all responsive repairs (emergency and non-emergency) completed within the target timescales.
MPS42	Number of customers helped by customer services - split by telephone/ face-to-face appointments / face-to-face drop in to reception / email.		No		302164 Telephone 157690 Face to Face 63702 E-Forms 20267 Emails 60505	126405 Telephone 69299 Face to Face 32355 E-Forms 7662 Emails 17089	59540 Telephone 28863 Face to Face 10796 E-Forms 4503 Emails 15378	57020 Telephone 28622 Face to Face 9914 E-Forms 4381 Emails 14103	59199 Telephone 30906 Face to Face 10637 E-Forms 3721 Emails 13935	175759 Telephone 88391 Face to Face 31347 E-Forms 12605 Emails 43416	↑	No polarity	Tracking	N/A	Reported email volumes for Q1 were incorrect, this has been updated alongside the Q2 volumes. All of the contact centres on are one customer relationship management system (CRM) as of 01 October, this will allow for clearer reporting going forward, and inform better decision making on how we handle contact in the future.
MPS39	% of calls answered out of total calls received in customer services		No		75.36%	71.72%	80.65%	78.21%	76.79%	78.48%	↑G	Higher is better	90%	10%	We answered 88,391 out of 112,635 calls in Q2 - this was up on last year's performance of 77,526 out of 100,253 calls at 77.33% in the same time period. The team handled an additional 10,865 calls, with overall demand increasing by 12,382. Waste services continues to drive avoidable contact, in some instances, over double the volumes the team handled for council tax enquiries. For Q2, we had a shortfall of 920 hours vs. actual demand. 26% of available staffing were on paid leave (10% LTS and/ 16% AL). Our toughest month actual vs. demand was July, which saw a shortfall of 485 hours. Unanswered calls are where the customer has chosen to hang up the phone.
MPS71	Adult learning - Learner satisfaction. – Learners respond to the question 'How would you rate your learning experience?' as either 'Good' or 'Outstanding'		No		97.6%	97.9%	N/A - reported termly/quarterly	N/A - reported termly/quarterly	N/A - reported termly/quarterly	97.6%	↓	Higher is better	95%	5%	This KPI has been performing above target throughout this financial year.

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	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
STP11	Number of lettings completed in month		No		286	138	148	↑	No polarity	Tracking	N/A	This lettings figure includes all HRA properties including HRA temp and excludes all other temp, PSL and acquisitions. The number of HRA lets each month for quarter 2 is Jul (52), Aug (51), Sep (45).
STP36	Number of voids (snapshot as at the end of the month)		No		94	97	94	↓G	Lower is better	Tracking	N/A	As at the end of September 2024 there were 94 live HRA voids. This is a reduction on the snapshot at the end of quarter 1. Note: This is the number of HRA voids only and does not include non-HRA temp, acquisitions or Out of Management properties
STP21	% of Full fibre coverage		No	60.64% full fibre coverage in England 2024 (LG Inform) 60.77% NNC CIPFA near neighbours 2024 (LG Inform)	82.60%	78.70%	82.60%	↑G	Higher is better	Track to achieve 95% by 2029 (North Northants)	10%	Figures reported in 2023/24 were countywide (Northamptonshire). Figures reported in 2024/25 are for North Northants only. The 2028 countywide target to achieve 80% full fibre coverage was achieved early, in Q4 of 2023/24. A new target looking ahead to 2029 has been set for North Northants of 95% full fibre (no new countywide target). Coverage remains on a positive trajectory, whilst we expect the increase quarter on quarter to slow as premises become harder to reach. CityFibre delivery for Project Gigabit Lot 12 includes Ecton village (build due in Q3). Openreach has also recently announced additional coverage through its Fibre First programme in Northants. Source of coverage data: ThinkBroadband.com
STP22	% of gigabit coverage		No	79.26% gigabit coverage in England end 2024 (LG Inform) 83.71% NNC CIPFA near neighbours 2024 (LG Inform)	94.50%	93%	95%	↑G	Higher is better	Track to achieve 99% by 2029 (North Northants)	10%	Figures reported in 2023/24 were countywide (Northamptonshire). Figures reported in 2024/25 are for North Northants only. The 2028 countywide target to achieve 90% gigabit capable network coverage was achieved early, in December 2023. A new target looking ahead to 2029 has been set for North Northants of 99% gigabit (no new countywide target). Coverage remains on a positive trajectory, whilst we expect the increase quarter on quarter to slow as premises become harder to reach. Source of coverage data: ThinkBroadband.com
STP33	% of Local Land Charges searches processed within 10 working days		Yes		98.63%	98%	99%	↑G	Higher is better	95%	10%	The target of 95% of paid for searches to be returned within 10 working days has been exceeded for September and quarter 2.
STP13	Total number of Private Sector Housing DFG (Disabled Facilities Grant) cases on waiting list, i.e. completed applications received that have been validated, awaiting survey		No		76	66	76	↑R	Lower is better	Tracking	N/A	This figure has increased by 10 from the previous period but the number on the waiting list remains manageable and will kept under review. We had an external architectural consultant assist us with DFG delivery up until the summer but this arrangement has come to an end and once we commence permanent restructuring we will be able to recruit to a new Senior Surveyor which will be additional resource that can assist.
STP14	Total number of Private Sector Housing DFG (Disabled Facilities Grant) completions		No		113	57	56	↓	Higher is better	168 (14 per month)%	5%	This has matched the quarterly target but is one less completion from quarter 1.
STP02	Percentage of satisfactory ASB resolutions by NNC		No	N/A	72.73%	80%	67%	↓R	Higher is better	85%	5%	Low capacity in the team impacted the completion of tasks within quarter 2.
STP03	Number of repeat victims of reported domestic abuse		No	N/A	149	71	78	↑	Lower is better	450 (annual) 112.5 quarterly	5%	Data is taken from monthly police reports, with previous months being adjusted.
STP35	% of Rogue trading activities tackled (rogue traders subject to a Trading Standards intervention)		No	N/A	100.00%	100%	100%	→	Higher is better	100%	N/A	August- 6 x traders notices issued to various traders during Operation Rogue Trader. September 1 x traders notice issued to a used car Company aggravating circumstances that TS had previously advised, 1 x Withdrawal notice issued as Company failed to produce required documentation in relation to a product safety matter bring the total to 8 for the quarter. Trader notices are issued when there are aggravating circumstances displayed by the trader, for example aggressive practices or ignoring previous advice.
STP01	Number of new business started with support from the BIPC Northamptonshire		No	N/A	40	29	11	↓	Higher is better	6.25 Quarterly 25 Annual	4%	We are exceeding our target due to the extra capacity Build Your Business, our UKSPF programme, is currently providing.
STP32	% of food establishments in the area which are broadly compliant with food hygiene law		No	97.49% Mean for NEW NNC CIPFA near neighbours	93.77%	94.16%	93.77%	↓	Higher is better	95%	5%	Performance has decreased since the last period. This is partly due to a reporting error which has now been resolved. The wider workload has also had an impact although this is expected to be rectified as recruitment progresses.

Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	Year to date 2024/25	Apr-24	May-24	Jun-24	Quarter 1	Jul-24	Aug-24	Sep-24	Quarter 2	Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments
STP23	Percentage of NNC County Matter (minerals and waste) planning decisions made within the required timescale		Yes		66.67%	50.00%	N/A	100%	66.67%	N/A	N/A	N/A		N/A	Higher is better	95%	5%	No minerals and waste planning decisions were required within Q2.
					2 out of 3	1 out of 2	0 out of 0	1 out of 1	2 out of 3	0 out of 0	0 out of 0	0 out of 0	0 out of 0					
STP19	Total number of planning applications received - ALL TYPES of applications		Yes	1,192 mean planning applications received for NNC CIPFA near neighbours 2023/24	749	N/A - reported quarterly			381	N/A - reported quarterly			368	↓	No polarity	Tracking	N/A	The fluctuations in the economy impacts the number planning applications submitted. This economic landscape, cost of living pressures, has impacted on submission of planning applications.
STP41	% planning applications determined which were subject to an extension of time		No		46.51%	N/A - reported quarterly			35.18%	N/A - reported quarterly			57.18%	↑	No polarity	Tracking	N/A	Of those applications determined in Quarter 2 with an Extension of time, approximately 40% had been made valid more than 6 months prior to their decision. The determination of these backlog cases received between 2021 to the first 3 months of 2024, demonstrates a positive clearance of older applications, whilst the EOTs ensure that the Council's performance figures reportable to Govt are not adversely impacted.
					346 out of 744				127 out of 361				219 out of 383					
Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	England median 2022-24	Two years ending June 2022			July 2022 to June 2024			Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments		
STP15a OFLOG	Percentage of major planning applications decided on time			89.4% CIPFA Near Neighbours Mean Average (Q2)	90.20%	N/A - reported bi-annually			88.5%	N/A - reported bi-annually			88.0%	↓	Higher is better	CIPFA Near Neighbours benchmark	5%	Result published by the Ministry of Housing, Communities and Local Government (Table P151), for the two years measurement period July 2022 to June 2024. The Council ranks 207th of the 326 listed Local Planning Authorities when ranked in descending order of the percentage achieved. The Council remains well above the formal designation threshold of 60%. A report and presentation were provided to the Council's Planning Improvement Board (PIB) on the 22 August 2024 to set out more information on planning performance and comparisons with other geographically adjacent LPAs. The PIB will monitor the changes bringing brought forward under the Planning Improvement Plan which should result in future improved performance.
STP16/1 7a OFLOG	Percentage of non-major planning applications decided on time			86.8% CIPFA Near Neighbours Mean Average (Q2)	88.70%	N/A - reported bi-annually			83.8%	N/A - reported bi-annually			83.8%	↑G	Higher is better	CIPFA Near Neighbours benchmark	5%	Result published by the Ministry of Housing, Communities and Local Government (Table P153), for the two years measurement period July 2022 to June 2024. The Council ranks 262th of the 328 listed Local Planning Authorities when ranked in descending order of the percentage achieved. The Council remains above the formal designation threshold of 70%. A report and presentation were provided to the Council's Planning Improvement Board (PIB) on the 22 August 2024 to set out more information on planning performance and comparisons with other geographically adjacent LPAs. The PIB will monitor the changes bringing brought forward under the Planning Improvement Plan which should result in future improved performance.
Ref No.	Description of Performance Indicator	Infographic / Chart	Statutory Reporting Required? (Yes / No)	Benchmark	England median 2021-23	October 2020 to September 2022			July 2021 to June 2023			Direction of Travel (since previous period)	Polarity	Target	Tolerance	Comments		
STP18a OFLOG	Percentage of major planning applications overturned on appeal			1.9% CIPFA Near Neighbours Mean Average	1.9	N/A - reported bi-annually			2.8%	N/A - reported bi-annually			1.5%	↓G	Lower is better	9% and CIPFA Near Neighbours benchmark		Result published by the Ministry of Housing, Communities and Local Government (Table P152) for the two years measurement period July 2021 to June 2023. Council remains well below the formal designation threshold of 10%.
STP18b OFLOG	Percentage of non-major planning applications overturned on appeal			0.8% CIPFA Near Neighbours Mean Average	0.8	N/A - reported bi-annually			0.9%	N/A - reported bi-annually			0.9%	↓G	Lower is better	9% and CIPFA Near Neighbours benchmark		Result published by the Ministry of Housing, Communities and Local Government (Table P154) for the two years measurement period July 2021 to June 2023. Council remains well below the formal designation threshold of 10%.