North Northamptonshire Council Performance Report - April 2022

Key to Performance Status Colours

DIRECTION OF TRAVEL is not needed in this April report of NEW PIs as there is no historic comparator

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

↑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 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

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**
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

					Governance & HR					
Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	April 2022/23	Polarity	Target	Tolerance	Comments
Modern Public Services	MPS15	**Total number of data breaches (split by service eventually)**	3 data breaches	N/A	**3**	Lower is better	**N/A - Tracking**	N/A	The Data Protection team monitors levels of data breaches and the causes of them. Appropriate training and/or discussions with the relevant services is undertaken, particularly for repeat offenders.
Connected communities	CNC03	**% of Deaths registered within 5 working days**	**55.7% of deaths registered within 5 days**	(Benchmarking available if needed as all authority performance data can be downloaded)	**55.7%** 142 out of 255	Higher is better	**80%**	70% - 80%	Registration District is ranked second in the region for April Performance. National performance has been affected by the change in legislation as when the Covid Emergency Bill expired on 25/03/22, telephone death registrations were no longer permitted under primary legislation, all deaths must now be registered face-to-face in a designated office.
Connected communities	CNC04	**% of Births registered within 42 days**	**92.1% of births registered within 42 days**	(Benchmarking available if needed as all authority performance data can be downloaded)	**92.1%** 211 out of 229	Higher is better	**90%**	86.5% - 90%	Registration District is ranked first in the region for April Performance

Changes to existing CPI names - please note these PIs are included in the Existing Corporate Performance Report and are proposed to continue to be reported on for 2022/23 but with a slightly different name. They have not changed in definition or calculation, the name has just been altered to provide improved clairty.

OLD	NEW
T13 % Individual Rights Requests completed in 1 calendar month	MPS14 % Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)
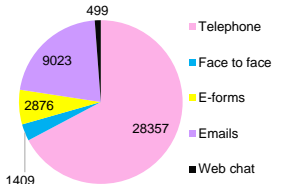
Finance Services									
Key Commitment	**Ref No.**	**Description of Performance Indicator**	**Infographic / Chart**	**Benchmark**	**April 2022/23**	**Polarity**	**Target**	**Tolerance**	**Comments**

No new monthly corporate performance indicators

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OLD	NEW
T15 % of Council Tax collected	MPS05 % of council tax collected in the year debit raised
T16 % National Non Domestic Rates collected	MPS04 % of business rates collected in the year debit raised

Transformation									
Key Commitment	**Ref No.**	**Description of Performance Indicator**	**Infographic / Chart**	**Benchmark**	**April 2022/23**	**Polarity**	**Target**	**Tolerance**	**Comments**
Modern public services.	MPS31	**Total number of complaints received by NNC**	**152 complaints were received in April**		**152**	Lower is better	No target as this is for tracking purpose only	N/A	Volumes received in April were consistent with previous months.
Modern public services.	MPS34	**% of complaints answered within the Service Level Agreement (20 Wdays or agreed extension)**	**72% of complaints were answered within the Service Level Agreement**		**72%** 81 out of 113	Higher is better	**90%**	81% - 90%	The majority of complaints were answered on time. A small number required longer as they were more complex cases.
Modern public services.	MPS35	**% of complaints upheld**	**16% of NNC complaints were upheld**		**16%** 18 out of 113	Lower is better	**20%**	20% - 22%	A low percentage of complaints are upheld, reflecting high levels of customer care across Council services and where often the complaint response was able to explain why the Council provides services in the way it does.
Modern public services.	MPS39	**% Calls answered within 60 seconds in customer services**	**78.50% calls answered within 60 seconds**		**78.50%** 22261 out of 28357	Higher is better	**80%**	72% - 80%	Performance improved from 71.4% in March. Recruitment is in progress to fill vacant posts which will help performance improve once new staff have started and training taken place.
Modern public services.	MPS41	**Number of customers helped by customer services**	499, 9023, 2876, 28357, 1409 — Telephone, Face to face, E-forms, Emails, Web chat		**42164**	N/A	No target as this is for tracking purposes only	N/A	Includes phone calls, emails, e-forms, Face to Face and Webchat
Modern public services.	MPS42	**Number of customer interactions to customer services - split by telephone/face-to-face, email and online form**			Telephone **28357** Face to Face **1409** E-forms **2876** Emails **9023** Web chat **499**	N/A	No target as this is for tracking purposes only	N/A	
Modern public services.	MPS43	**% of Face-to-Face Customers with an appointment seen within 5 minutes (within customer services team)**	**99.8% customers seen within 5 minutes**		**99.80%** 1406 out of 1409	Higher is better	**95%**	85.5% - 95%	Target achieved for face to face appointments across all customer service sites

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OLD	NEW
T22 Stage 1 complaints received	MPS30 Total number of Stage 1 complaints received by NNC (excluding children's services complaints)
T23 Stage 2 complaints received	MPS32 Total number of complaints escalated to stage 2
T21a % calls answered	MPS39 % of calls answered out of total calls received in customer services

Place & Economy

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	April 2022/23	Polarity	Target	Tolerance	Comments
Assets & Environment									
Modern Public Services	MPS26	**% occupancy of Corby Enterprise Centre**		Benchmark/compare to each other	**92.45%** / 49 out of 53	Higher is better	**95%**	90% - 95%	
Modern Public Services	MPS27	**% occupancy of Corby Innovation Hub**			**98.11%** / 52 out of 53	Higher is better	**95%**	90% - 95%	
Modern Public Services	MPS28	**% occupancy of East Northamptonshire Enterprise Centre**			**62%** / 51 out of 82	Higher is better	•Year 1 occupancy target 48% •year 2 occupancy target 76%	57% - 62%	5.11% occupied by NNC staff
Modern Public Services	MPS29	**% occupancy of Chesham House Kettering**		Not relevant to benchmark as it's so unique.	**61.54%** / 8 out of 13	Higher is better	**70%**	65% - 70%	
Modern Public Services	MPS24	**Rate of return on commercial stock (%)**	5.57% return	N/A	**5.57%**	Higher is better	**5.41%**	4.91% - 5.57%	
Growth & Regeneration									
Safe and thriving places	STP21	**% of Full fibre coverage**	Fibre 44.2%	33.8% (England)	**44.2%**	Higher is better	40% of Premises countywide (Dec 2023)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Achieved 21 Months early. Second target 80% by end 2028. Raw figures not available as percenatge comes directly from ThinkBroadband.
Safe and thriving places	STP22	**% of gigabit coverage**	Gigabit 78.1%	68.7% (England)	**78.1%**	Higher is better	75% of premises gigabit capable (Dec 2023)	Dec 2023: <5% Green 5%-10% Amber >10% Red	Achieved 2 years early. Second target 90% by end 2028. Raw figures not available as percenatge comes directly from ThinkBroadband.
Greener, sustainable environment	GSE01	**Number of E-Scooter trips**	40745 trips	N/A	**40,745**	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	
Greener, sustainable environment	GSE02	**Number of E-Scooter users**	5069 users	N/A	**5,069**	Higher is better	Dependent on outcome of end of trial period in November 2022. Track for first year.	N/A	This figure is the number of unique users.
Greener, sustainable environment	GSE03	**Co2 saving from E-Scooters**	Co2 saving 99.6	N/A	**99.6**	Higher is better	Dependent on outcome of end of trial period in March 2022. Track for first year.	N/A	This figure is from the start of the trial to date.
Safe and thriving places	STP19	**Total number of planning applications received - ALL TYPES of applications**	193 planning applications	Not relevant to benchmark.	**193**	N/A	No target	N/A	
Highways & Waste									
Safe and thriving places	STP31	**Percentage of defects responded to within the timeframes specified, split by category**		Not relevant to benchmark, maybe to WNC.	**99.71%**	Higher is better	P1 and P2 97.5% P3 98.5% P4 97% - 100%		Levels of Priority P1 = target response time within 2 hours P2 = target response time within 7 days P3 = Target response time 28 days P4 = 26 weeks

Place & Economy									
Key Commitment	**Ref No.**	**Description of Performance Indicator**	**Infographic / Chart**	**Benchmark**	**April 2022/23**	**Polarity**	**Target**	**Tolerance**	**Comments**
Regulatory Services									
Safe and thriving places	STP33	% of Local Land Charges searches processed within 10 working days	76% Local Land Charges searches processed within 10 working days	N/A	76% 139 out of 183	Higher is better	95%	10%	Kettering LLC team are the only team falling short of their target turnaround time - currently at 16 working days. This is due to recent staff changes/new starters & training need & recent staff sickness absence which reduces the team's capacity by 50%. Management are exploring ways to reduce turnaround time using existing staff resource.
Safe and thriving places	STP35	% of Rogue trading activities tackled (rogue traders subject to a Trading Standards intervention)	100% Rogue trading activities tackled	Trading standards insitute is the national body - look for benchmarks there	100% 13 out of 13	Higher is better	100%	N/A	13 letters were sent to traders, outlining potential offences and advising them on their legal responsibilities

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OLD	NEW
T1 % major planning applications processed in 13 weeks	STP15 Percentage of major planning applications determined within 13 weeks (or within agreed extension of time)
T2 % minor planning applications processed in 8 weeks	STP16 Percentage of minor planning applications determined within 8 weeks (or within agreed extension of time)
T3 % other planning applications processed in 8 weeks	STP17 Percentage of other (including householder applications) planning applications determined within 8 weeks (or within agreed extension of time)
T55 Number of defects outstanding on the network	STP29 Number of Defects Outstanding on the network (at end of period), split by category
T54 Number of defects repaired in the network	STP30 Number of Defects Repaired in the network in period, split by category

						Children's Services				

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	Year to Date	April 2022/23	Polarity	Target	Tolerance	Extra detail on PI	Commentary
Children's Trust											
No new CPI's proposed											
Learning, Skills & Education											
Better, brighter futures	BBF15 (LS6a)	**Rate of suspensions in primary aged pupils**	**0.08% primary aged pupils suspensions rate**	1.39%	**1.57%** / 500 out of 31844	**0.08%** / 26 out of 31844	Lower is better	**Target under review**	5 percentage points	Year to date is the academic year to date (Sept to July) Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases	April has seen a reduction in the numbers and rate of suspensions from March (0.23%) and also when comparing to the same period last year (0.13%). This reduction is partly to do with the Easter School holidays of which schools were closed for 11 days of April this year, compared to 7 days last year.
Better, brighter futures	BBF16 (LS7a)	**Rate of suspensions in secondary aged pupils**	**0.53% primary aged pupils suspensions rate**	9.53%	**8.69%** / 2084 out of 23979	**0.53%** / 128 out of 23979	Lower is better	**Target under review**	5 percentage points	Year to date is the academic year to date (Sept to July) Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases	April has seen a reduction in the numbers and rate of suspensions from March (1.66%) and also when comparing to the same period last year (0.80%). This reduction is partly to do with the Easter School holidays of which schools were closed for 11 days of April this year, compared to 7 days last year.
Better, brighter futures	BBF17 (NI 114a)	**Rate of Permanent exclusions from school - Total**	**0.002% permanent exclusion rate**	0.10%	**0.08%** / 42 out of 55823	**0.00%** / 1 out of 55823	Lower is better	**Target under review**	5 percentage points	Year to date is the academic year to date (Sept to July) Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases	Exclusions are impacted by a range of factors within schools and the local authority, as well has seasonal trends which result in higher levels of exclusions at certain times of the year. April has seen 1 permanent exclusion resulting in a rate of less than 0.00%, the ytd performance is 42 exclusions, or 0.08% against the school population.
Better, brighter futures	BBF18	**% of EHC (education health care) plans issued within 20 weeks (excluding exceptions)**	**63.2% plans issued in 20 weeks**	57.90%	**33.9%** / 102 out of 301	**63.2%** / 48 out of 76	Higher is better	**95%**	5 percentage points	Year to date is the academic year to date (Sept to July) Benchmark data is available from DfE, either via the Local Authority Interactive Tool or via other official DfE releases	The performance of this indicator has been improving steadily with improvements in each of the past 6 months upto 63.2% in April 2022. This also compares favourably when looking at the performance in the same period 12 months ago, with 26.7% recoreded in April 2021.

Adults, Communities & Wellbeing

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	April 2022/23	Polarity	Target	Tolerance	Comments
Adult Social Care									
No new CPI's proposed at this stage									
Public Health									
No new CPI's proposed at this stage									
Housing Services									
Safe and thriving places	STP11	Number of council housing lets completed	25 council housing lets		25	N/A	N/A - 2021/22 baseline data for NN &target to be set	N/A	This is a combined figure for Corby and Kettering teams to monitor the number of council properties being let on a monthly basis. April has seen a lower number of tenancies being started during the month in comparison to previous months figures.
Safe and thriving places	STP12	Number of council houses vacant and available to let	45 houses available to let		45	N/A	N/A - 2021/22 baseline data for NN & target to be set	N/A	This is a combined snapshot figure for Corby and Kettering teams of the number of properties ready for tenants at the end of each month but which have not yet been allocated to customers. This figure tends to fluctuate month on month but the aim is to keep this number as low as possible. To help monitor numbers regular meetings are already taking place in Kettering and being implemented in Corby to help monitor where each property is within the voids and lettings process and to determine what actions are needed.
Safe and thriving places	STP36	Number of voids - Kettering Area	52 Kettering voids		52	Lower is better	N/A	N/A	This data shows a snapshot of the number of council properties currently in the voids process at the end of each month. Please note this number does not include properties used for temporary accommodation or acquisition voids.
		Number of voids - Corby Area	41 Corby voids		41				
Safe and thriving places	STP37	Void turnaround time - Kettering Area	78 days void turnaround (Kettering)		78 days	Lower is better	N/A	N/A	Work is ongoing to align the voids service between Kettering and Corby to ensure a like for like service is being provided and data is collated in the same way. In the meantime we are continuing to monitor the time taken to turnaround a void property separately for Corby and Kettering areas. Both areas are seeing an improvement in the number of days taken to turnaround void properties.
		Void turnaround time - Corby Area	64 days void turnaround (Corby)		64 days				
Safe and thriving places	STP08	% of properties with a valid gas safety certificate	99.7% with gas safety certificate		99.70% / 7909 out of 7932	Higher is better	100%	99% - 100%	There are currently 23 properties outstanding that require a valid gas safety certificate. These are all due to being within a legal process in order to gain right of entry warrants to be able to make the property compliant.
Safe and thriving places	STP09	Total number of emergency repairs completed	965 Emergency repairs		965	N/A - Tracking	N/A - 2021/22 baseline year and target to be confirmed	N/A	Emergency repairs are to be completed within 24 hours and this measure helps to monitor the level of demand for the service. This is also reported to HouseMark (national Housing benchmarking organisation) to help monitor trends across the sector.
Safe and thriving places	STP10	Total number of non-emergency repairs completed	1102 Non-Emergency repairs		1102	N/A - Tracking	N/A - 2021/22 baseline year and target to be confirmed	N/A	This monitors all other repairs that are not classed as an emergency and at present Kettering and Corby have different targets for these repairs so work is being undertaken to align these.
Safe and thriving places	STP04	Total Active applicants on the Keyways Housing Register	2937 on Keyways Housing Register		2937	N/A - Tracking	N/A - monitoring levels of demand	N/A	The number of applicants active on the Council's housing Register (Keyways) continues to increase month on month. Recent increase in staff resources along with restructuring of the team will hopefully start to make an impact over the coming months on the processing of applications and to help reduce the backlog against the incoming demand.
Safe and thriving places	STP05	New Housing Applications Received	475 Applications Received		475	N/A - Tracking	N/A - monitoring levels of demand	N/A	The level of housing applications being received remains high in April and during 21/22 the Council received on average 158 applications each week. Introducing more capacity into the team along with restructuring roles and responsibilities will hopefully help to meet this continued increasing level of demand.
Safe and thriving places	STP13	Number of Private Sector Disabled Facilities Grants cases on waiting list	164 on DFG waiting list		164	N/A - Tracking	N/A - unable to set target and to be reviewed services aligned	N/A	The numbers on the DFG waiting list is high due to lack of resources within the team and being able to successfully recruit to the surveyors post to support these cases. Recruitment currently being undertaken.
Safe and thriving places	STP14	Number of Private Sector Disabled Facilities Grants completions	164 DFG completions		14	N/A - Tracking	N/A - unable to set target and to be reviewed services aligned	N/A	The numbers on the DFG waiting list is high due to lack of resources within the team and being able to successfully recruit to the surveyors post to support these cases. Recruitment currently being undertaken.
Active, fulfilled lives	AFL15	Total number of homeless approaches	294 Homeless Approaches		294	N/A - Tracking	N/A - monitoring levels of demand only	N/A	3,863 households approached the Council as homeless during 2021/22, which is an average of 320 approaches per month. During April although slightly less this still remains a high incoming demand for the team to process.
Active, fulfilled lives	AFL16	Number of households accepted as owed the main housing duty	28 households accepted as owed the main housing duty		28	Lower is better	N/A - monitoring levels only	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. During 2021/22 the were 284 accepted as being owed the main housing duty.
Active, fulfilled lives	AFL17	Total number of households living in temporary accommodation	205 households in Temporary Accomodation		205	Lower is better	200	5% corp Tolerance as no tolerance suggested	The number of households living in temporary accommodation is beginning to fall, with the April figure five over the target of 200. The team are working hard to ensure this number decreases further.
Active, fulfilled lives	AFL18	Number of households with family commitments* living in bed and breakfast accommodation	0 households with family commitments* living in bed and breakfast accommodation		0	Lower is better	0	5% corp Tolerance as no tolerance suggested	The Homelessness legislation specifies that B&B accommodation is not regarded suitable for households with family commitments and therefore should only be used as a last resort and for a maximum of 6 weeks. During April there were no households with family commitments living in B&B.
Active, fulfilled lives	AFL19	Number of rough sleepers rehoused into accommodation	4 Rough sleepers rehoused into accomodation		4	Higher is better	60 per year (5 per month)	5% corp Tolerance as no tolerance suggested	This measure has been introduced from April 2022 to help monitor the number of rough sleepers successfully supported to find accommodation. 4 rough sleepers in April were assisted to secure supported accommodation placements.
Communities and Libraries									
No new monthly CPI's proposed									

Adults, Communities & Wellbeing

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OLD	NEW
T9 Gross number of affordable homes delivered	STP06 Number of affordable housing completions
Number of new concerns received	Number of new safeguarding concerns received per month
New concerns determined to be enquiries (both s42 and other)	New safeguarding concerns determined to be enquiries (both s42 and other)
Open cases (No date restriction)	Total number of open Deprivation of liberty Safeguard cases
Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people)	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people 65 years +)
Delaying and reducing the need for care and support	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) |

Human Resources

Key Commitment	Ref No.	Description of Performance Indicator	Infographic / Chart	Benchmark	April 2022/23	Polarity	Target	Tolerance	Comments
Modern Public Services	MPS11	**Amount of Spend on Agency Staff within each Directorate**		N/A	**£482,540**	Lower is better	**No target as this is for tracking purposes only**	N/A	The agency spend only includes Opus, it doesn't include any off-contract spend

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OLD	NEW
T19 Number of working days lost to sickness per employee (Short Term)	MPS06 Average number of working days lost per Full time Equivalent (FTE) employee (short term)
T20 Number of working days lost to sickness per employee (Long Term)	MPS07 Average number of working days lost per Full time Equivalent (FTE) employee (long term)