# New Key Performance Information Booklet

**Kettering**
*Borough Council*

# Need Further Information?

For further information on the contents of this performance booklet please contact Guy Holloway on 01536 534 243.

<u>Members of the Monitoring & Audit Committee:</u>

If you want to go into further detail on any of the areas contained within the performance booklet at the Monitoring and Audit Committee, please contact either David Pope on 01536 535 661 or Anne Ireson on 01536 534 398 no less than 3 working days in advance of the meeting.

# Contents

# Financial Information

For the latest Financial Information please refer to the Executive Report dated 14th March 2018, entitled 'Maintaining a Durable Budget'.

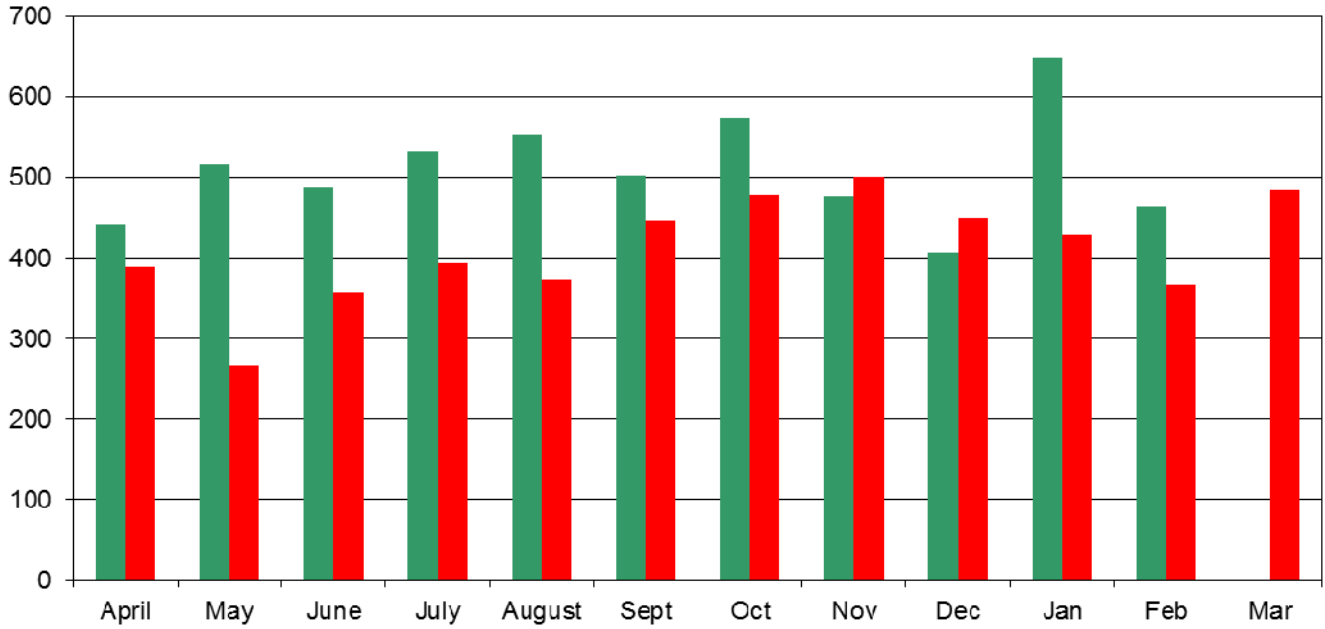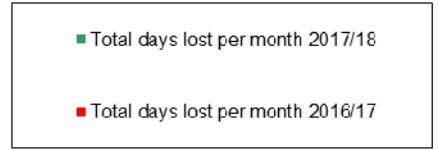The report can be found online at www.kettering.gov.uk

# Performance Update

| PI Ref. | Description of PI | 16/17 Outturn | Top Quartile | February 2016/17 | February 2017/18 | Volume | 2017/18 Profiled Target | 2017/18 Target | 2018/19 Target |
|---|---|---|---|---|---|---|---|---|---|
| **Managing Growth** | | | | | | | | | |
| NI 154 | Net additional homes provided | 706 | N/A | ANNUAL | **ANNUAL** | | | 634 | 634 |
| NI 155 | Number of affordable homes delivered | 200 | N/A | 150 (Jan) | **208** | | | 130 | 130 |
| NI 157a | Planning major applications processed in 13 weeks | 100.00% | 89.00% | 100.00% | **95.00%** | 19/20 | | 90% | 90% |
| NI 157b | Planning minor applications processed in 8 weeks | 93.96% | 87.00% | 94.20% | **96.35%** | 132/137 | | 95% | 95% |
| NI 157c | Planning other applications processed in 8 weeks | 97.10% | 94.00% | 96.88% | **97.84%** | 408/417 | | 95% | 95% |
| LPI 204 | % of appeals against authority's decision to refuse planning applications | 55.6% | 26.7% | 46.7% | **43.8%** | 7/16 | | 30% | 30% |
| **Efficient and Effective Service Delivery** | | | | | | | | | |
| MPI 25 | Percentage of calls answered by switchboard | 94.74% | N/A | 93.78% | **89.36%** | | | 90.0% | 90.0% |
| MPI 26 | Percentage of calls answered within 15 seconds by switchboard | 91.26% | N/A | 92.88% | **87.45%** | | | 90.0% | 90.0% |
| LPI 78a | Average time to process new benefits claims (days) | 19.01 | 21.2 | 18.96 | **24.76** | 51998/2100 | | 21.00 | 21.00 |
| LPI 78b | Average time to process change in circumstances (days) | 5.57 | 7 | 8.83 | **10.20** | 157567/15444 | | 12.00 | 12.00 |
| **Enhanced Local Government** | | | | | | | | | |
| MPI 8 | % Invoices paid on time | 98.60% | 97.01% | 98.5% | **95.0%** | 18409/19381 | | 99% | 99% |
| LPI 9 | % Council Tax collected | 97.79% | 98.5% | 96.81% | **96.88%** | | 96.79% | 97.50% | 97.50% |
| LPI 10 | % NNDR collected | 99.29% | 99.36% | 96.11% | **95.97%** | | 96.18% | 99% | 99% |
| LPI 12 | Days staffing lost (per member of staff) | 10.74 | 8.33 | 9.71 | **12.22** | | 7.33 | 8 | 8 |
| LPI 66a | Proportion of rent collected | 98.67% | 98.63% | 97.39% | **98.22% (Dec)** | | | 98.88% | 98.88% |
| LPI 79b(i) | Overpaid benefit recovered as % of current year overpayments | 76.27% | 82.4% | 73.32% | **72.69%** | | 69.85% | 70% | 70% |
| LPI 79b(ii) | Overpaid benefit recovered as % of total overpayments outstanding | 31.31% | 36.8% | 29.30% | **27.23%** | | 33.60% | 35% | 35% |
| **Greener environment** | | | | | | | | | |
| NI 192 | % of household waste recycled and composted | 51.14% | 43.18% | 51.89% | **49.91% (Dec)** | | | 52% | 52% |
| **Cleaner environment** | | | | | | | | | |
| PI L02 | Percentage of sites classed as acceptable (combined litter and detritus) | N/A** | N/A** | N/A** | **97.20% (Dec)** | | | N/A** | N/A** |
| PI L04 | Percentage of sites classed as acceptable (litter) | N/A** | N/A** | N/A** | **99.68% (Dec)** | | | N/A** | N/A** |
| PI L05 | Percentage of sites classed as grade A (fly-tipping) | N/A** | N/A** | N/A** | **98.72% (Dec)** | | | N/A** | N/A** |
| PI L02 | Percentage of sites classed as acceptable (grounds maintenance) | N/A** | N/A** | N/A** | **98.04% (Dec)** | | | N/A** | N/A** |

| **NOTES** | | **KEY** | | Target met or bettered |
|---|---|---|---|---|
| | These indicators do not have profiled targets or volume information provided | | | Target missed |
| | Descriptions of the figures listed in the 'Volume' column have been added to the Questions and Amendment log | | | Close to target or cannot compare to target |
| | **Please note due to the lead times for committee information the data may not be the latest available** | | | |
| | * Estimate based on current requirements and increased commencements at sites | | | |
| | ** The cleaner environment PIs have changed from the previous Keep Britain Tidy indicators to new APSE for 2017, which means there is no available historical data | | | |

Current Rent Arrears 2017/2018
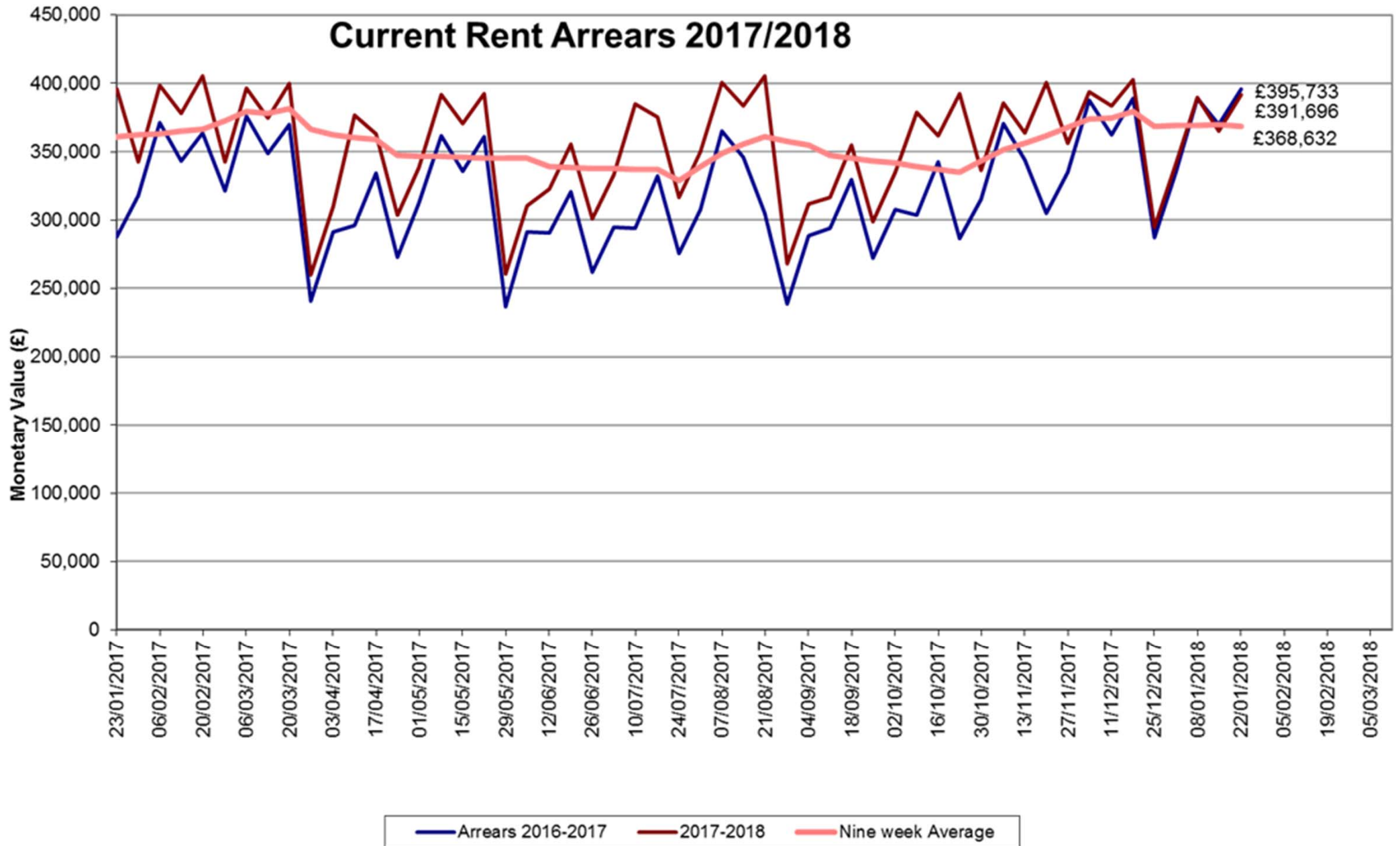
# Staff Sickness Summary

## Comparison of Sickness/Absence
### Number of days lost each month - 16/17 & 17/18

- Total days lost per month 2017/18
- Total days lost per month 2016/17



## Comparison of Sickness/Absence
### 2016/17 & 2017/18

- No of days per FTE 2017/18
- No of days per FTE 2016/17
- Target for year



Month

# LPI 12 | FTE Days Lost Due to Sickness Absence

**Kettering**
*Borough Council*
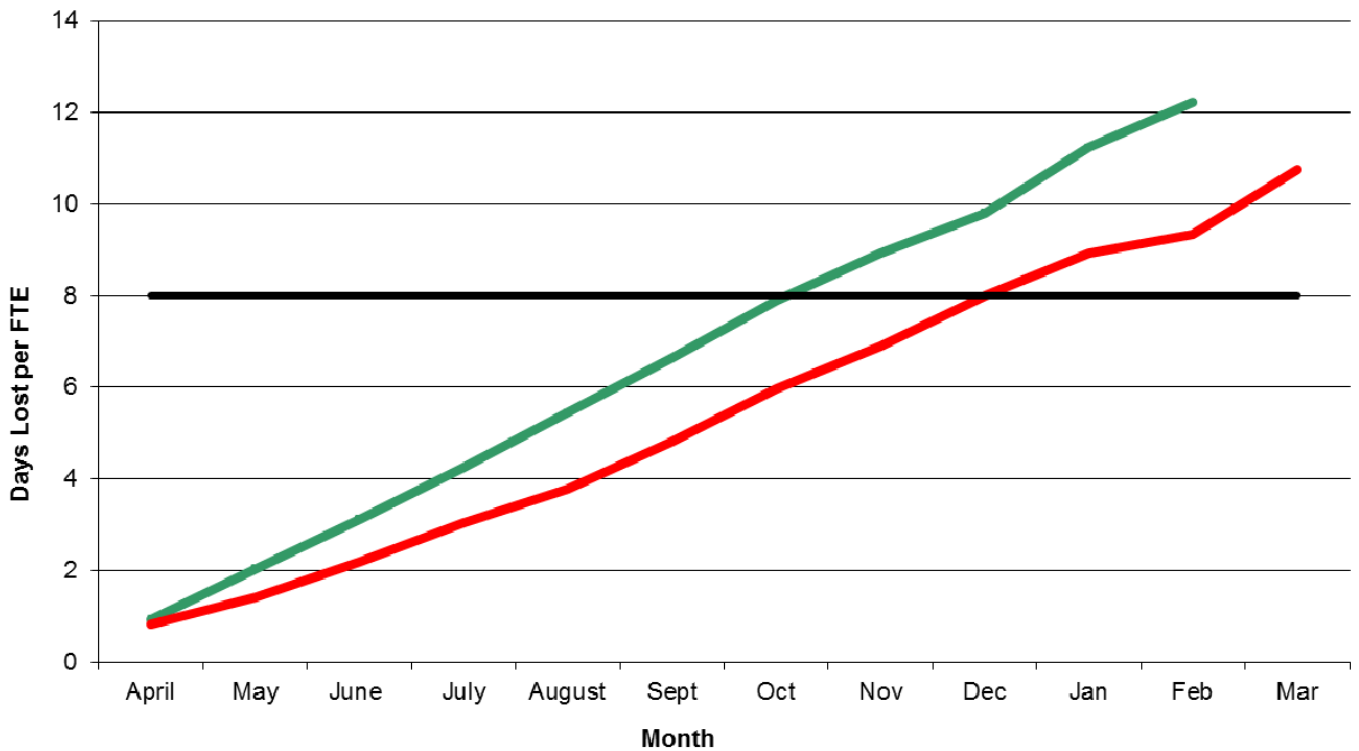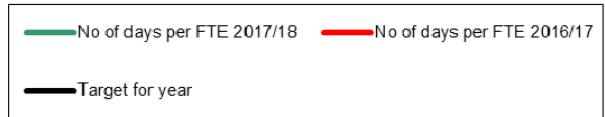
**FTE Days Lost To Date 2017 TO 2018**

| Current month: | 11 |
|---|---|

| Service Unit | F.T.E - Jan-18 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Totals YTD | WDL per F.T.E | Annualised |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Commercial Development | 9.88 | 18.92 | 23.00 | 2.00 | 5.62 | 0.00 | 10.11 | 1.00 | 0.41 | 19.92 | 21.43 | 0.00 | | 102.41 | 10.36 | 11.31 |
| Corporate & Cultural Services | 25.19 | 25.29 | 25.00 | 27.91 | 10.12 | 16.24 | 3.50 | 3.27 | 18.26 | 25.11 | 45.46 | 22.38 | | 222.53 | 8.83 | 9.64 |
| Customer Services | 66.91 | 29.05 | 54.00 | 82.86 | 98.50 | 103.27 | 68.62 | 67.99 | 56.93 | 57.16 | 78.84 | 115.11 | | 812.35 | 12.14 | 13.24 |
| Democratic & Legal Services | 13.95 | 0.00 | 7.50 | 2.00 | 1.60 | 0.00 | 4.00 | 11.00 | 11.74 | 12.00 | 6.80 | 9.19 | | 65.83 | 4.72 | 5.15 |
| Development Services | 45.15 | 7.00 | 7.92 | 4.00 | 13.00 | 12.00 | 9.00 | 15.60 | 18.00 | 25.14 | 43.00 | 21.00 | | 175.65 | 3.89 | 4.24 |
| Environmental Care | 114.35 | 238.76 | 307.00 | 275.00 | 279.58 | 313.78 | 312.80 | 393.58 | 153.81 | 130.00 | 220.43 | 121.00 | | 2745.74 | 24.01 | 26.19 |
| Housing | 114.87 | 53.73 | 32.70 | 48.21 | 72.19 | 74.04 | 52.01 | 29.59 | 183.09 | 128.51 | 195.88 | 130.29 | | 1000.23 | 7.73 | 8.43 |
| Public Services | 41.07 | 31.60 | 32.00 | 41.40 | 51.00 | 31.00 | 28.00 | 43.80 | 26.93 | 5.50 | 14.40 | 31.00 | | 336.63 | 8.20 | 8.94 |
| Resources | 18.61 | 17.32 | 19.03 | 2.59 | 1.00 | 0.54 | 11.50 | 6.99 | 5.22 | 1.95 | 15.03 | 12.22 | | 93.38 | 5.02 | 5.47 |
| SMT Support | 5.00 | 18.00 | 7.43 | 0.00 | 0.00 | 0.00 | 2.00 | 0.00 | 2.00 | 0.00 | 4.00 | 2.00 | | 35.43 | 7.09 | 7.73 |
| Strategic Management Team | 3.00 | 1.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 1.00 | 3.00 | 0.00 | | 5.00 | 1.67 | 1.82 |
| **Total WDL to date:** | 457.98 | 440.67 | 515.57 | 485.97 | 532.61 | 550.87 | 501.54 | 572.82 | 476.39 | 406.28 | 648.27 | 464.18 | 0.00 | 5595.19 | | |
| **Self-certified sickness:** | | 82.40 | 118.16 | 123.85 | 86.28 | 89.02 | 110.57 | 127.57 | 148.57 | 90.99 | 229.65 | 165.40 | | 1372.46 | | |
| **Medically-certified sickness:** | | 358.27 | 397.41 | 362.12 | 446.33 | 461.85 | 390.97 | 445.25 | 327.82 | 315.30 | 418.62 | 298.78 | | 4222.73 | | |

**Summary results:**
Kettering Borough Council

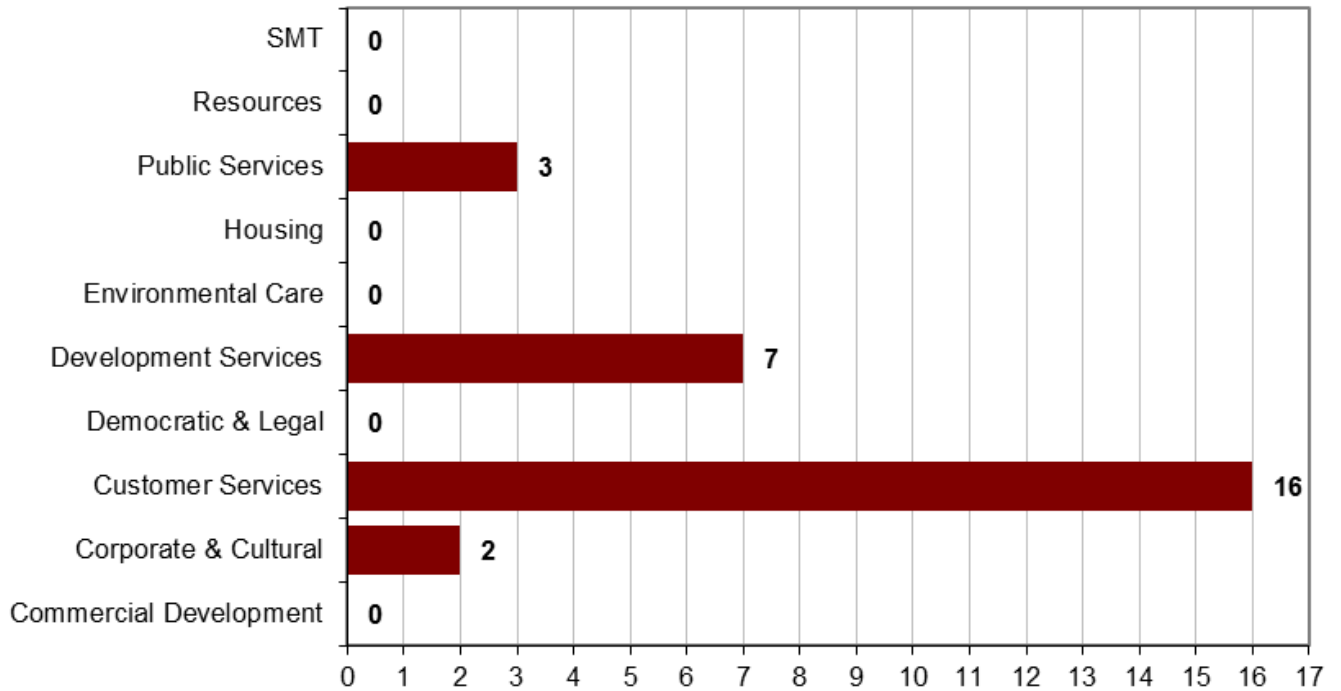| | | |
|---|---|---|
| | 12.22 | **Days lost per FTE to date** |
| | 13.33 | **Total Annualised** |
| of which | 3.27 (25%) | days are Self Certificated |
| and | 10.06 (75%) | days are Certified |
| | 8.00 | **TARGET** |

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**FTE Days Lost Due to Sickness Absence - % age split between medically certificated & self certificated**

| Service Unit | Apr-17 total days | % med cert | % self cert | May-17 total days | % med cert | % self cert | Jun-17 total days | % med cert | % self cert | Jul-17 total days | % med cert | % self cert | Aug-17 total days | % med cert | % self cert | Sep-17 total days | % med cert | % self cert | Cum total | % age Med Cert | % age Self Cert |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Commercial Development | 18.92 | 95.1% | 4.9% | 23.00 | 96% | 4% | 2.00 | 100% | 0% | 5.62 | 0% | 100% | 0.00 | #DIV/0! | #DIV/0! | 10.11 | 100% | 0% | 59.65 | 87% | 13% |
| Corporate & Cultural Services | 25.29 | 87.0% | 13.0% | 25.00 | 88% | 12% | 27.91 | 84% | 16% | 10.12 | 30% | 70% | 16.24 | 55% | 45% | 3.50 | 0% | 100% | 108.06 | 73% | 27% |
| Customer Services | 29.05 | 62.0% | 38.0% | 54.00 | 85% | 15% | 82.86 | 78% | 22% | 98.50 | 88% | 12% | 103.27 | 91% | 9% | 68.62 | 74% | 26% | 436.31 | 83% | 17% |
| Democratic & Legal Services | 0.00 | #DIV/0! | #DIV/0! | 7.50 | 73% | 27% | 2.00 | 0% | 100% | 1.60 | 0% | 100% | 0.00 | #DIV/0! | #DIV/0! | 4.00 | 0% | 100% | 15.10 | 36% | 64% |
| Development Services | 7.00 | 71.4% | 28.6% | 7.92 | 0% | 100% | 4.00 | 0% | 100% | 13.00 | 38% | 62% | 12.00 | 42% | 58% | 9.00 | 0% | 100% | 52.92 | 28% | 72% |
| Environmental Care | 238.76 | 86.6% | 13.4% | 307.00 | 77% | 23% | 275.00 | 77% | 23% | 279.58 | 87% | 13% | 313.78 | 86% | 14% | 312.80 | 84% | 16% | 1726.92 | 83% | 17% |
| Housing | 53.73 | 66.5% | 33.5% | 32.70 | 67% | 33% | 48.21 | 50% | 50% | 72.19 | 85% | 15% | 74.04 | 83% | 17% | 52.01 | 66% | 34% | 332.87 | 72% | 28% |
| Public Services | 31.60 | 57.0% | 43.0% | 32.00 | 69% | 31% | 41.40 | 77% | 23% | 51.00 | 92% | 8% | 31.00 | 71% | 29% | 28.00 | 75% | 25% | 215.00 | 75% | 25% |
| Resources | 17.32 | 96.9% | 3.1% | 19.03 | 100% | 0% | 2.59 | 100% | 0% | 1.00 | 0% | 100% | 0.54 | 0% | 100% | 11.50 | 96% | 4% | 51.99 | 95% | 5% |
| SMT Support | 18.00 | 100.0% | 0.0% | 7.43 | 40% | 60% | 0.00 | #DIV/0! | #DIV/0! | 0.00 | #DIV/0! | #DIV/0! | 0.00 | #DIV/0! | #DIV/0! | 2.00 | 0% | 100% | 27.43 | 77% | 23% |
| Strategic Management Team | 1.00 | 0.0% | 100.0% | 0.00 | #DIV/0! | #DIV/0! | 0.00 | #DIV/0! | #DIV/0! | 0.00 | #DIV/0! | #DIV/0! | 0.00 | #DIV/0! | #DIV/0! | 0.00 | #DIV/0! | #DIV/0! | 1.00 | 0% | 100% |
| **Total working days lost to date:** | **440.67** | **81.3%** | **18.7%** | **515.57** | **77%** | **23%** | **485.97** | **75%** | **25%** | **532.61** | **84%** | **16%** | **550.87** | **84%** | **16%** | **501.54** | **78%** | **22%** | **3027.25** | **80%** | **20%** |

| Service Unit | Oct-16 total days | % med cert | % self cert | Nov-16 total days | % med cert | % self cert | Dec-16 total days | % med cert | % self cert | Jan-17 total days | % med cert | % self cert | Feb-17 total days | % med cert | % self cert | Mar-17 total days | % med cert | % self cert | Cum total | % age Med Cert | % age Self Cert |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Commercial Development | 1.00 | 0% | 100% | 0.41 | 0% | 100% | 19.92 | 100% | 0% | 21.43 | 81% | 19% | 0.00 | #DIV/0! | #DIV/0! | 0.00 | #DIV/0! | #DIV/0! | 102.41 | 87% | 13% |
| Corporate & Cultural Services | 3.27 | 0% | 100% | 18.26 | 60% | 40% | 25.11 | 76% | 24% | 45.46 | 55% | 45% | 22.38 | 61% | 39% | 0.00 | #DIV/0! | #DIV/0! | 222.53 | 67% | 33% |
| Customer Services | 67.99 | 71% | 29% | 56.93 | 64% | 36% | 57.16 | 62% | 38% | 78.84 | 77% | 23% | 115.11 | 60% | 40% | 0.00 | #DIV/0! | #DIV/0! | 812.35 | 75% | 25% |
| Democratic & Legal Services | 11.00 | 100% | 0% | 11.74 | 72% | 28% | 12.00 | 100% | 0% | 6.80 | 59% | 41% | 9.19 | 100% | 0% | 0.00 | #DIV/0! | #DIV/0! | 65.83 | 76% | 24% |
| Development Services | 15.60 | 0% | 100% | 18.00 | 39% | 61% | 25.14 | 90% | 10% | 43.00 | 42% | 58% | 21.00 | 0% | 100% | 0.00 | #DIV/0! | #DIV/0! | 175.65 | 36% | 64% |
| Environmental Care | 393.58 | 86% | 14% | 153.81 | 85% | 15% | 130.00 | 81% | 19% | 220.43 | 75% | 25% | 121.00 | 72% | 28% | 0.00 | #DIV/0! | #DIV/0! | 2745.74 | 82% | 18% |
| Housing | 29.59 | 48% | 52% | 183.09 | 62% | 38% | 128.51 | 80% | 20% | 195.88 | 62% | 38% | 130.29 | 72% | 28% | 0.00 | #DIV/0! | #DIV/0! | 1000.23 | 68% | 32% |
| Public Services | 43.80 | 80% | 20% | 26.93 | 82% | 18% | 5.50 | 0% | 100% | 14.40 | 0% | 100% | 31.00 | 65% | 35% | 0.00 | #DIV/0! | #DIV/0! | 336.63 | 71% | 29% |
| Resources | 6.99 | 0% | 100% | 5.22 | 0% | 100% | 1.95 | 0% | 100% | 15.03 | 52% | 48% | 12.22 | 49% | 51% | 0.00 | #DIV/0! | #DIV/0! | 93.38 | 68% | 32% |
| SMT Support | 0.00 | #DIV/0! | #DIV/0! | 2.00 | 0% | 100% | 0.00 | #DIV/0! | #DIV/0! | 4.00 | 0% | 100% | 2.00 | 0% | 100% | 0.00 | #DIV/0! | #DIV/0! | 35.43 | 59% | 41% |
| Strategic Management Team | 0.00 | #DIV/0! | #DIV/0! | 0.00 | #DIV/0! | #DIV/0! | 1.00 | 0% | 100% | 3.00 | 0% | 100% | 0.00 | 0% | 0% | 0.00 | #DIV/0! | #DIV/0! | 5.00 | 0% | 100% |
| **Total working days lost to date:** | **572.82** | **78%** | **22%** | **476.39** | **69%** | **31%** | **406.28** | **78%** | **22%** | **648.27** | **65%** | **35%** | **464.18** | **64%** | **36%** | **0.00** | **#DIV/0!** | **#DIV/0!** | **5595.19** | **75%** | **25%** |

# Compliments and Complaints

## Customer Complaints by Service Area - year to date

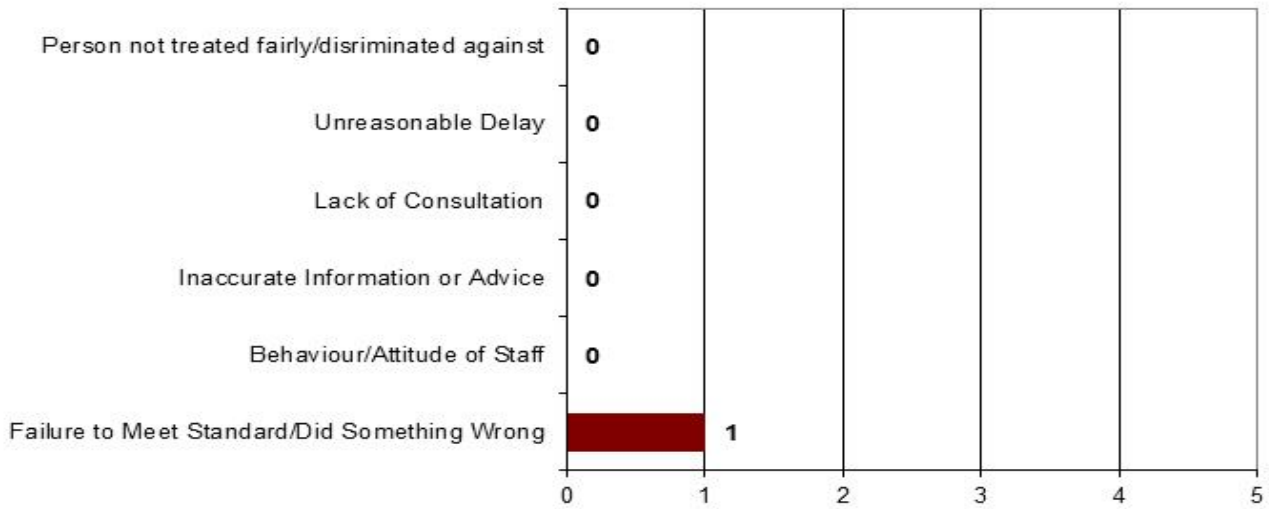| Service Area | Complaints |
|---|---|
| SMT | 0 |
| Resources | 0 |
| Public Services | 3 |
| Housing | 0 |
| Environmental Care | 0 |
| Development Services | 7 |
| Democratic & Legal | 0 |
| Customer Services | 16 |
| Corporate & Cultural | 2 |
| Commercial Development | 0 |

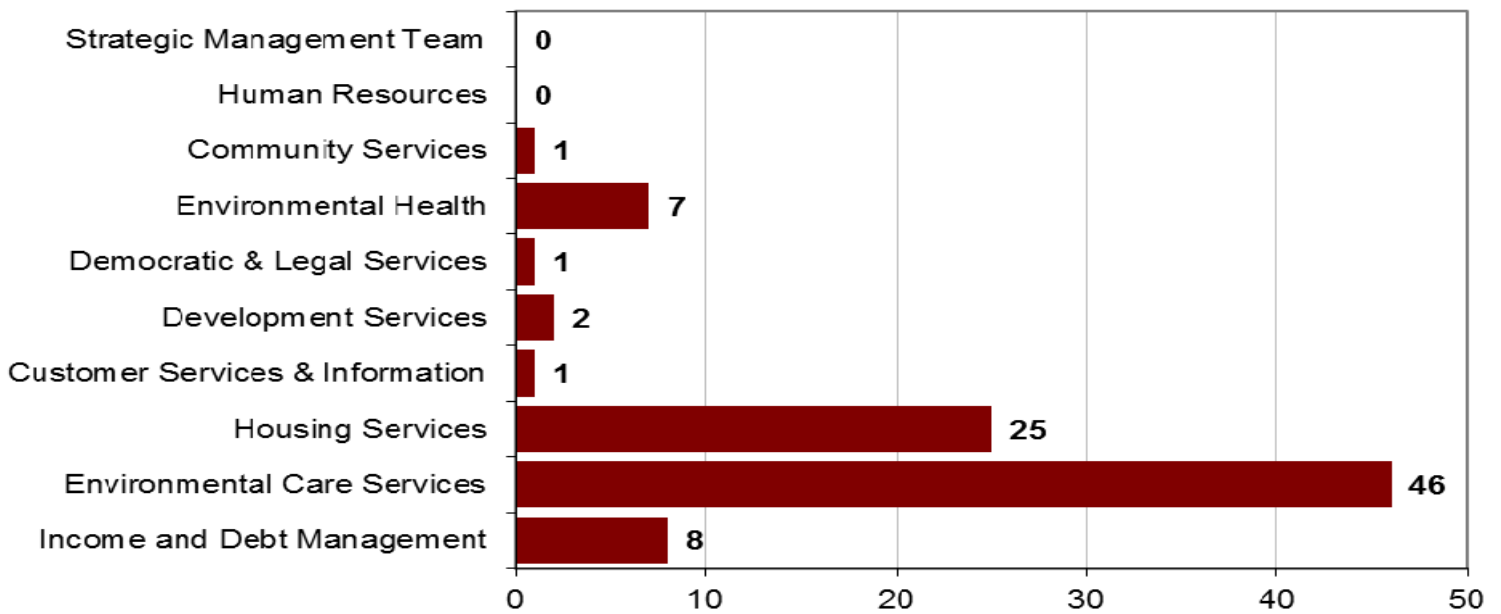## Customer Complaints by Category - year to date

- Information Requests: 78%
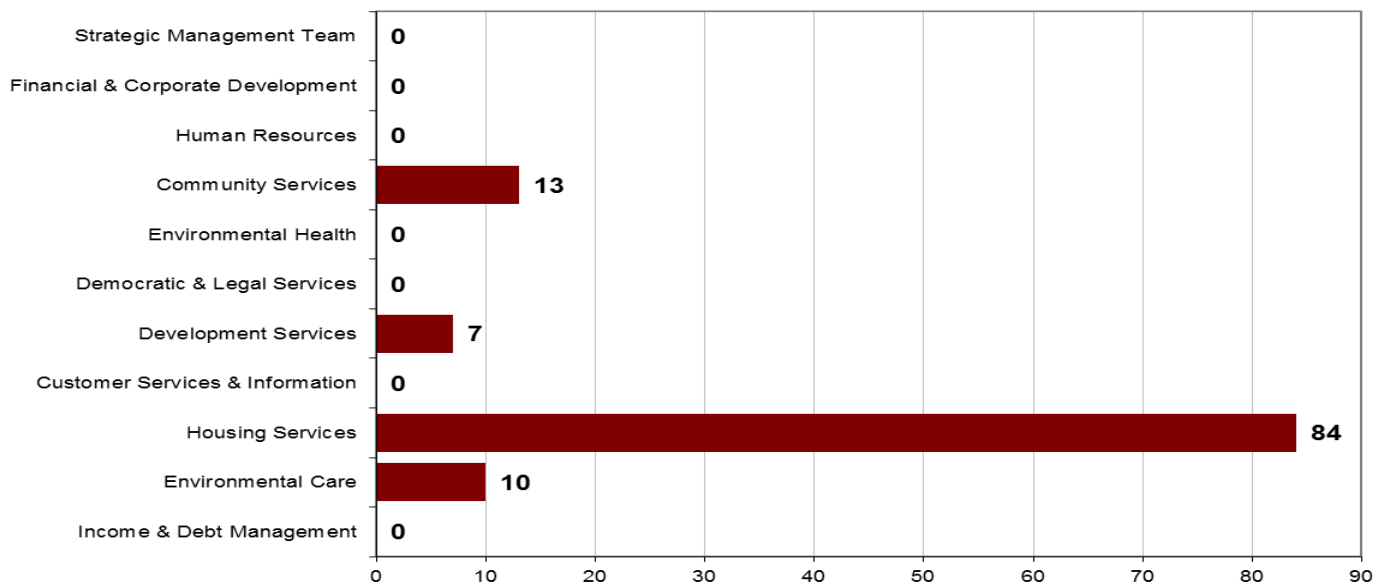- Service Requests/Suggestions: 18%
- Process Failures/Service Failures: 4%

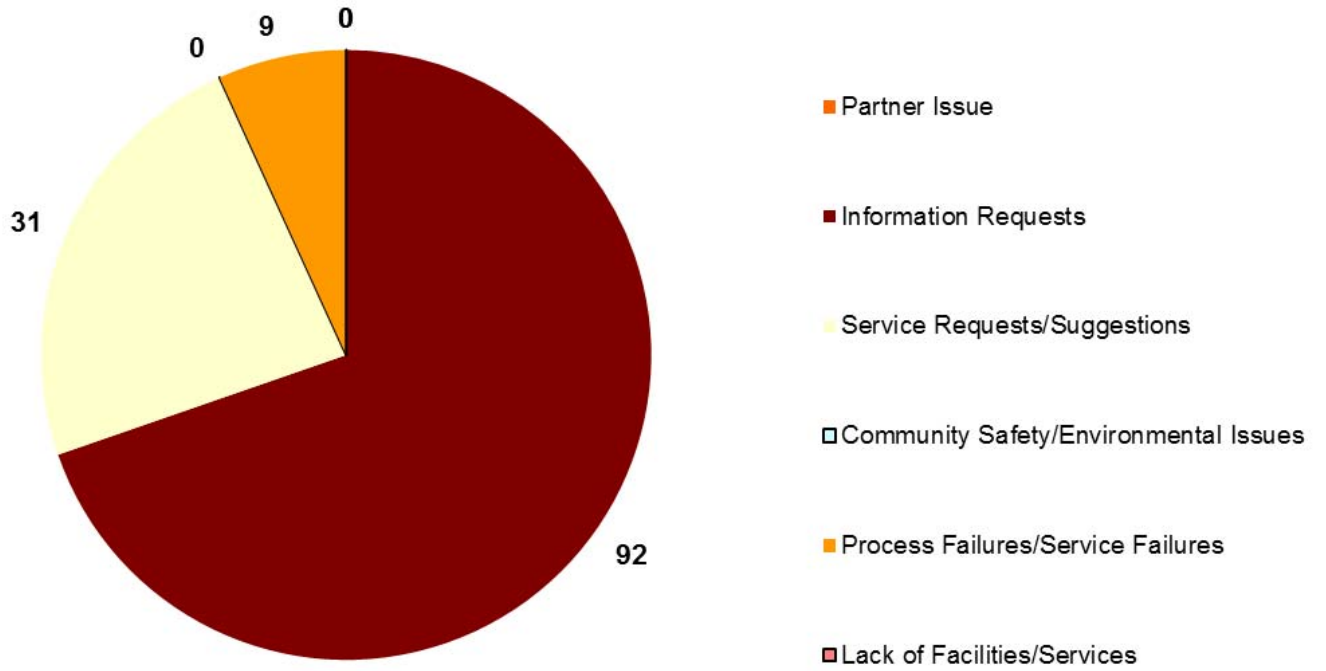## Reason for Process Failure/Service Failure Complaints - year to date

| Reason | Count |
|---|---|
| Person not treated fairly/disriminated against | 0 |
| Unreasonable Delay | 0 |
| Lack of Consultation | 0 |
| Inaccurate Information or Advice | 0 |
| Behaviour/Attitude of Staff | 0 |
| Failure to Meet Standard/Did Something Wrong | 1 |

## Number of Compliments - Year to date

| Service Area | Count |
|---|---|
| Strategic Management Team | 0 |
| Human Resources | 0 |
| Community Services | 1 |
| Environmental Health | 7 |
| Democratic & Legal Services | 1 |
| Development Services | 2 |
| Customer Services & Information | 1 |
| Housing Services | 25 |
| Environmental Care Services | 46 |
| Income and Debt Management | 8 |

## Number of MP Queries per Service Area - year to date

| Service Area | Count |
|---|---|
| Strategic Management Team | 0 |
| Financial & Corporate Development | 0 |
| Human Resources | 0 |
| Community Services | 13 |
| Environmental Health | 0 |
| Democratic & Legal Services | 0 |
| Development Services | 7 |
| Customer Services & Information | 0 |
| Housing Services | 84 |
| Environmental Care | 10 |
| Income & Debt Management | 0 |

## Total Number of MP Queries By Category - year to date



- **Partner Issue**
- **Information Requests**
- **Service Requests/Suggestions**
- **Community Safety/Environmental Issues**
- **Process Failures/Service Failures**
- **Lack of Facilities/Services**

## Total FOI requests received by Service Unit - year to date
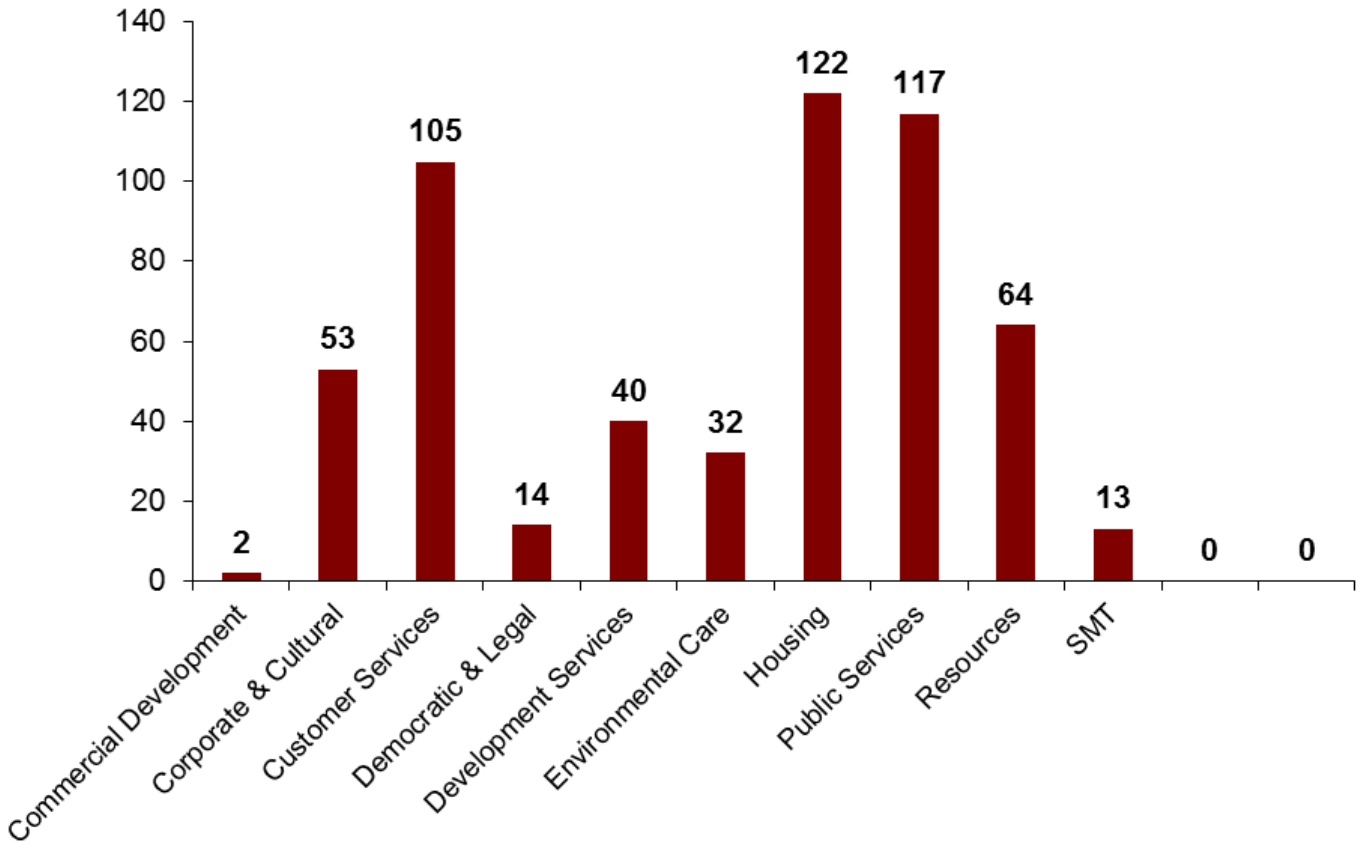
# Summary of Internal Audit Reports Published

## Risk rankings definition

**There are four categories by which we classify our recommendations. They are defined as follows:**

| Risk ranking | Assessment rationale |
|---|---|
| **1** | The system has been subject to high levels of risk that have, or could, prevent the system from meeting its objectives, and which may also impact on the delivery of one or more of the organisation's strategic objectives. |
| **2** | The system has been subject to high levels of risk that have, or could, prevent the system from meeting its objectives, but which are unlikely to impact on any of the organisation's strategic objectives. |
| **3** | The system has been subject to medium levels of risk that have, or could, impair the system from meeting its objectives. |
| **4** | The system has been subject to low levels of risk that have, or could, reduce its operational effectiveness. |

## Assurance Levels

**There are five categories by which we classify our overall assurance levels. They are defined as follows:**

| Assurance Level | Assessment rationale |
| --- | --- |
| **Full** | The audit did not highlight any weaknesses that would impact on the achievement of the system's key objectives. It has therefore been concluded that key controls have been adequately designed and are operating effectively to deliver the key objectives of the system. |
| **Significant** | The audit did not highlight any weaknesses that would materially impact on the achievement of the system's key objectives. The audit did find some low impact control weaknesses which, if addressed, would improve the overall performance of the system |
| **Moderate** | The audit did not highlight any weaknesses that would in overall terms impact on the achievement of the system's key objectives. However, the audit did identify some control weaknesses that have impacted on the delivery of certain system objectives. Action is required to improve controls for these specific system objectives to a level that will enable management to fully rely on all elements of the system. |
| **Limited** | The audit highlighted some weaknesses in the design or operation of controls that have had a significant impact on the delivery of key system objectives, but which are unlikely to seriously impact on the delivery of the organisation's strategic objectives. Action is required to improve controls so that management can rely on the system to deliver its key objectives. |
| **No** | The audit highlighted weaknesses in the design or operation of controls that have not only had a significant impact on the delivery of key system objectives, but which could also impact on the delivery of the organisation's strategic objectives. Urgent action is required to ensure that the system meets its objectives and that the organisation's strategic objectives are protected from failure to achieve. |

**INTERNAL AUDIT REPORTS**
**Summary of reports published since previous Monitoring & Audit Committee meeting**

**Income & Payment Systems – High Level Controls**

| Audit assurance opinion | | | | | |
|---|---|---|---|---|---|
| **System** | **Assurance level** | **Number of recommendations raised** | | | |
| | | **Critical** | **High** | **Medium** | **Low** |
| IT Access & Security | **Full** | 0 | 0 | 0 | 0 |
| Sundry Income & Debtors | **Full** | 0 | 0 | 0 | 0 |
| Council Tax | **Full** | 0 | 0 | 0 | 0 |
| Business Rates | **Full** | 0 | 0 | 0 | 0 |
| Benefits | **Full** | 0 | 0 | 0 | 0 |
| **Total recommendations raised** | | **0** | **0** | **0** | **0** |

**Counter Fraud & Corruption**
**Overall Level of Assurance – Moderate**

| Audit  assurance opinion of individual key control objectives | | | | | |
|---|---|---|---|---|---|
| **Key control objectives** | **Assurance level** | **Number of recommendations raised** | | | |
| | | **Critical** | **High** | **Medium** | **Low** |
| The Authority acknowledges and understands fraud risks and commits support and resource to tackling fraud in order to maintain a robust anti-fraud response. | **Moderate** | 0 | 0 | 3 | 0 |
| The Authority prevents and detects more fraud by making better use of information and technology, enhancing fraud controls and processes and developing a more effective anti-fraud culture. | **Moderate** | 0 | 0 | 3 | 1 |
| The Authority punishes fraudsters and recovers losses by prioritising the use of civil sanctions, developing capability and capacity to investigate fraudsters and developing a collaborative and supportive law enforcement response. | **Moderate** | 0 | 0 | 2 | 0 |
| There are effective governance and reporting arrangements to regulate the Authority's approach to anti-fraud and corruption arrangements. | **Significant** | 0 | 0 | 1 | 0 |
| **Total recommendations raised** | | **0** | **0** | **9** | **1** |

**PROGRESS AGAINST INTERNAL AUDIT PLAN AS AT 16th MARCH 2018**

| Description of audit | Quarter planned | Days planned | Actual to date | Current Status | Opinion |
|---|---|---|---|---|---|
| **Resources** | | **88** | **78** | | |
| Finance Systems HLC – Financial Management & Reporting | 3 | ✓ | ✓ | Final report | Full |
| Finance Systems HLC – IT Access & Security | 3 | ✓ | ✓ | Final report | Full |
| Finance Systems HLC – Creditors | 3 | ✓ | ✓ | Final report | Moderate |
| Finance Systems HLC – Payroll | 3 | ✓ | ✓ | Final report | Full |
| Finance Systems HLC – Capital Accounting | 3 | ✓ | ✓ | Final report | Full |
| Risk Management | 3 | ✓ | ✓ | Draft report | |
| Property Management | 4 | ✓ | ✓ | Fieldwork ongoing | |
| Procurement & Contract Management | 4 | ✓ | ✓ | Fieldwork ongoing | |
| Human Resources | 4 | ✓ | ✓ | Fieldwork complete | |
| GDPR Preparedness | 3 | ✓ | ✓ | Final report | N/A |
| Information Governance | 4 | ✓ | ✓ | Fieldwork ongoing | |
| **Customer Services** | | **24** | **24** | | |
| Income & Payment Systems – IT Access & Security | 3 | ✓ | ✓ | Final report | Full |
| Income & Payment Systems – Sundry Income & Debtors | 3 | ✓ | ✓ | Final report | Full |
| Income & Payment Systems – Council Tax | 3 | ✓ | ✓ | Final report | Full |
| Income & Payment Systems – Business Rates | 3 | ✓ | ✓ | Final report | Full |
| Income & Payment Systems – Benefits | 3 | ✓ | ✓ | Final report | Full |
| Anti-Fraud & Corruption | 2/3 | ✓ | ✓ | Final report | Moderate |
| **Environmental Care** | | **37** | **27** | | |
| Emergency Planning | 2 | ✓ | ✓ | Final report | Significant |
| Fleet Management | 4 | ✓ | ✓ | Fieldwork complete | |
| Street Cleansing | 1 | ✓ | ✓ | Final report | Significant |
| Corporate Health & Safety | 4 | ✓ | | Delivery in 18/19 | |

| | | | | | |
|---|---|---|---|---|---|
| **Public Services** | | 35 | 35 | | |
| Car Park Income | 1 | ✓ | ✓ | Final report | <span style="background-color:yellow">Moderate</span> |
| Licensing | 1 | ✓ | ✓ | Final report | <span style="background-color:yellow">Moderate</span> |
| Pest Control | 2 | ✓ | ✓ | Final report | <span style="background-color:lime">Significant</span> |
| Residents Parking | 1 | ✓ | ✓ | Final report | <span style="background-color:lime">Significant</span> |
| **Commercial Development** | | 12 | 12 | | |
| Kettering Training Services | 4 | ✓ | ✓ | Draft report | |
| **Housing Services** | | 28 | 24 | | |
| Housing Rents High Level controls | 4 | ✓ | ✓ | Fieldwork ongoing | |
| Private Sector Housing Enforcement | 2 | ✓ | ✓ | Final report | <span style="background-color:lime">Significant</span> |
| Leasehold Services | 2 | ✓ | ✓ | Final report | <span style="background-color:lime">Significant</span> |
| Disabled Facilities Grant | 1 | ✓ | ✓ | Grant sign off | |
| **Other** | | 18 | 18 | | |
| Follow Up & Recommendation Tracking | | ✓ | ✓ | Ongoing throughout year | |
| **Audit Management** | | 16 | 16 | | |
| | | | | | |
| **TOTAL DAYS** | | 258 | 234 | | |

# Kettering Training Services – Performance Update

**Table 1: Apprenticeship Success Rates at Mar 2018**

| | National Rate 2015-16 | KTS 2016-17 | KTS 2017-18 |
|---|---|---|---|
| **Overall Success Rate** | 67% | 84% | 86% |
| **Timely Success Rate** | 59% | 78% | 71% |

KTS Apprenticeship performance is benchmarked against national performance data release at the end of the contract year.

Overall success: % of all KTS Apprenticeship leavers who successfully completed their Apprenticeship.

Timely Success: % of all KTS Apprenticeship leavers who completed their Apprenticeship within the designated time.

**Table 2: Study Programme Success Rates Mar 2018**

| | | Jul-16 | Jul-17 | Mar-18 |
|---|---|---|---|---|
| **Study Programme** | Starts | 58 | 78 | 18 |
| | Achievers | 30 | 57 | 18 |
| | Success Rate | 52% | 73% | 100% |
| | Completers | 47 | 64 | 18 |
| | Retention | 81% | 82% | 100% |
| | Achievement | 64% | 89% | 100% |

NB numbers relate to qualification/learning aims not numbers of learners.

There are three success rates: the Success Rate (achievers vs all starts), the Retention Rate (completers vs all starts) and the Achievement Rate (achievers vs completers).

**Table 3: Apprenticeship and Study Programme Starts at Mar 2018**

| | | Mar-17 | Mar-18 |
|---|---|---|---|
| **Apprenticeship** | *16-18* | 29 | 11 |
| | *19+* | 55 | 18 |
| | *Total* | 84 | 29 |
| **Study Programme** | *16-18* | 18 | 13 |

Number of learners who have started either an Apprenticeship or Foundation Learning programme through KTS this contract year.

**Table 4: Apprenticeship and Study Programme 'In Learning' number at Mar 2018**

| | Mar-17 | Mar-18 |
|---|---|---|
| **Apprenticeship** | 176 | 122 |
| **Study Programme** | 21 | 21 |

Average in Learning: Average number of learners we have in funding at any one time throughout the contract year.

Contract years run August - July

*16-18 year olds Not in Education, Employment or Training*

# Agency Staffing Summary by Service Area

| Service Area | 2016/17 Expenditure Full Year £000 | 2017/18 Expenditure (Apr-Feb) £000 | 2017/18 Expenditure Full Year £000 |
|---|---|---|---|
| Corporate & Cultural Services | 170 | 180 | 194 |
| Customer Services | 143 | 120 | 129 |
| Democratic Services | 41 | 84 | 113 |
| Commercial Development | 74 | 54 | 54 |
| Public Services | 54 | - | - |
| Resources | 113 | 114 | 133 |
| Development Services | 34 | 5 | 5 |
| Environmental Care | 294 | 335 | 350 |
| Housing | 136 | 192 | 217 |
| HRA - Admin | 273 | 226 | 258 |
| HRA - Property | 385 | 395 | 458 |
| | | | |
| | 1,717 | 1,704 | 1,911 |

At Monitoring & Audit Committee Meeting on 23/07/15, members requested additional information on agency expenditure following the Annual Internal Audit Report for 2014/15. The use of agency staff has been accommodated within existing employee budgets.

## Questions raised at Committee on 28th September 2010

## Can a year end estimate for the number of affordable homes be included?

Year end estimates for the number of affordable homes expected in the year have also been included.

## Questions raised at Committee on 25th September 2012

## What do the volume figures mean in the Performance Update?

In response to a member query, volume figures were added to relevant performance indicators in 2011 to give context to the data. Here is the breakdown for what the figures represent for each of the indicators:

NI 157a      Number of major planning applications processed in 13 weeks / Total number of major planning applications received

NI 157b      Number of minor planning applications processed in 8 weeks /  Total number of minor planning applications received

NI 157c      Number of other planning applications processed in 8 weeks /  Total number of other planning applications received

LPI 78a      Number of days to process new claims / Number of new claims received

LPI 78b      Number of days to process change in circumstances / Number of change of circumstances received

MPI 8      Number of invoices paid on time / Number of invoices received

LPI 204      Number of appeals against authority's decision to refuse planning applications / Total number of rejected planning applications

## Questions raised at Committee on 3rd November 2015

## How is the target for NI 154 calculated?

NI154 is actually an annual figure which is calculated by a physical count of all new houses on each site at year end (March 2016) so there isn't any in year figures to provide for 2015/16.

The council are required to deliver 10,400 homes over a 20 year period between 2011 – 2031, which equates to approximately 520 dwellings per year.

Any shortfall is then required to be built in the next 5 year period, so for 2015/16 in addition to the 520 required there will also be 70 extra homes required to achieve the shortfall.

The 2015/16 data will therefore be available early in 2016/17.

## Performance Update

The following indicators have been removed from the performance report as they are no longer collected:

LPI 79a - % Benefits cases processed correctly
LPI 71a - The proportion of people paying Council tax by direct debit
LPI 71b - The proportion of people paying NNDR by direct debit
LPI 2a - Equality Standard for Local Government
NI 179 - Value for money - total efficiency gains for the year
NI 185 - % year on year reduction of $CO_2$ from Local Authority operations
NI 188 - Adapting to climate change

## Staff Sickness Summary: Issue 46 - June 2012

Following a request at the previous Monitoring & Audit Committee the 'LPI 12 - FTE Days Lost Due to Sickness Absence' and the 'FTE Days Lost Due to Sickness Absence - %age split between medically & self certificated' graphs have been removed.'

## Fraud Prosecutions and Sanctions: Issue 50 - April 2013

Fraud Prosecutions and Sanctions has been added to this and future booklets, for member information.

## Kettering Borough Training - Performance update: Issue 51 - June 2013

A regular report on the performance of Kettering Borough Training will be included in each edition of the Key Performance Information Booklet.

## Kettering Borough Training - Performance update: Issue 55 - April 2014

In this month's performance update, the following information should be considered:

Table 3     -     Study Programme replaced Foundation Learning from 1st August 2013.
             -     New academic year started 1st August 2013 there have been 34 starts so far and no leavers.

Table 4     -     Starts and Average-in-learning comparisons are between Foundation Learning and Study Programme.

## Staff Sickness Summary: Issue 55 - April 2014

As of August 2013, the sickness figures for Customer Services and Information Technology have been split to create a separate row for Information Technology. Data from April - July for Customer Services shows combined figures for Customer Services and IT, however separate backdated data for the service areas is unavailable so there are no figures displayed in Information Technology's sickness row. This does not effect the overall Council figures.

## Housing Rent Arrears Graphs: Issue 58 - November 2014

The Headline Arrears Performance and the 9 Week Moving Average graphs have now been consolidated into one graph showing all of the data at once.

## Fraud Prosecutions and Sanctions: Issue 58 - November 2014

Civil Penalties have been added to the sanctions shown relating to fraud. The values of these are included in the tally for the Value column.

## Staff Sickness Summary: Issue 59 - January 2015

Following a request at the previous Monitoring & Audit Committee the 'LPI 12 - FTE Days Lost Due to Sickness Absence' table has been reinstated.

## Fraud Prosecutions and Sanctions: Issue 61 - June 2015

The data that was presented in the Fraud Prosecutions and Sanctions section is no longer a function of the Council, and so has been removed. It has been transferred to DWP and therefore is no longer monitored or reported by Kettering Borough Council.

## Agency Staffing Summary by Service Area: Issue 62 - September 2015

At Monitoring & Audit Committee Meeting on 23/07/15, members requested additional information on agency expenditure following the Annual Internal Audit Report for 2014/15.

## Performance Update: Issue 64 - January 2015

The data for 'LPI 204 - % of appeals against authority's decision to refuse planning applications' has been updated to include the breakdown of the volume.

## Performance Update: Issue 73 - November 2017

The cleaner environment PIs have changed from the previous Keep Britain Tidy indicators to new APSE indicators for 2017. The following indicators have been removed from the performance report as they are no longer collected:
NI 195a    % of land / highways that have below acceptable levels of litter
NI 195b    % of land / highways that have below acceptable levels of detritus
NI 195c    % of land / highways that have below acceptable levels of graffiti
NI 195d    % of land / highways that have below acceptable levels of fly-posting

They have been replaced by the following APSE indicators:
PI L02    Percentage of sites classed as acceptable (combined litter and detritus)
PI L04    Percentage of sites classed as acceptable (litter)
PI L05    Percentage of sites classed as grade A (fly-tipping)
PI L02    Percentage of sites classed as acceptable (grounds maintenance)