



# New Key Performance Information Booklet

Issue 55

April 2014

**Kettering**  
*Borough Council*

# Need Further Information?

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

## Members of the Monitoring & Audit Committee:

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 Ian White on 01536 534 200 or Anne Ireson on 01536 534 398 no less than 3 working days in advance of the meeting.

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## Contents

	<b>Page No.</b>
<b>Financial Information</b>	1
<b>Performance Information</b>	2
<b>Housing rent arrears</b>	3
<b>Staff sickness summary</b>	5
<b>Complaints and Compliments</b>	7
<b>Fraud Prosecutions and Sanctions</b>	10
<b>Summary of Internal Audit Reports</b>	11
<b>Kettering Borough Training - Performance Update</b>	21
<b>Questions and Amendments</b>	22

# Financial Information

For the latest Financial Information please refer to the Executive Report dated 16th April 2014, entitled 'Maintaining a Durable Budget'.

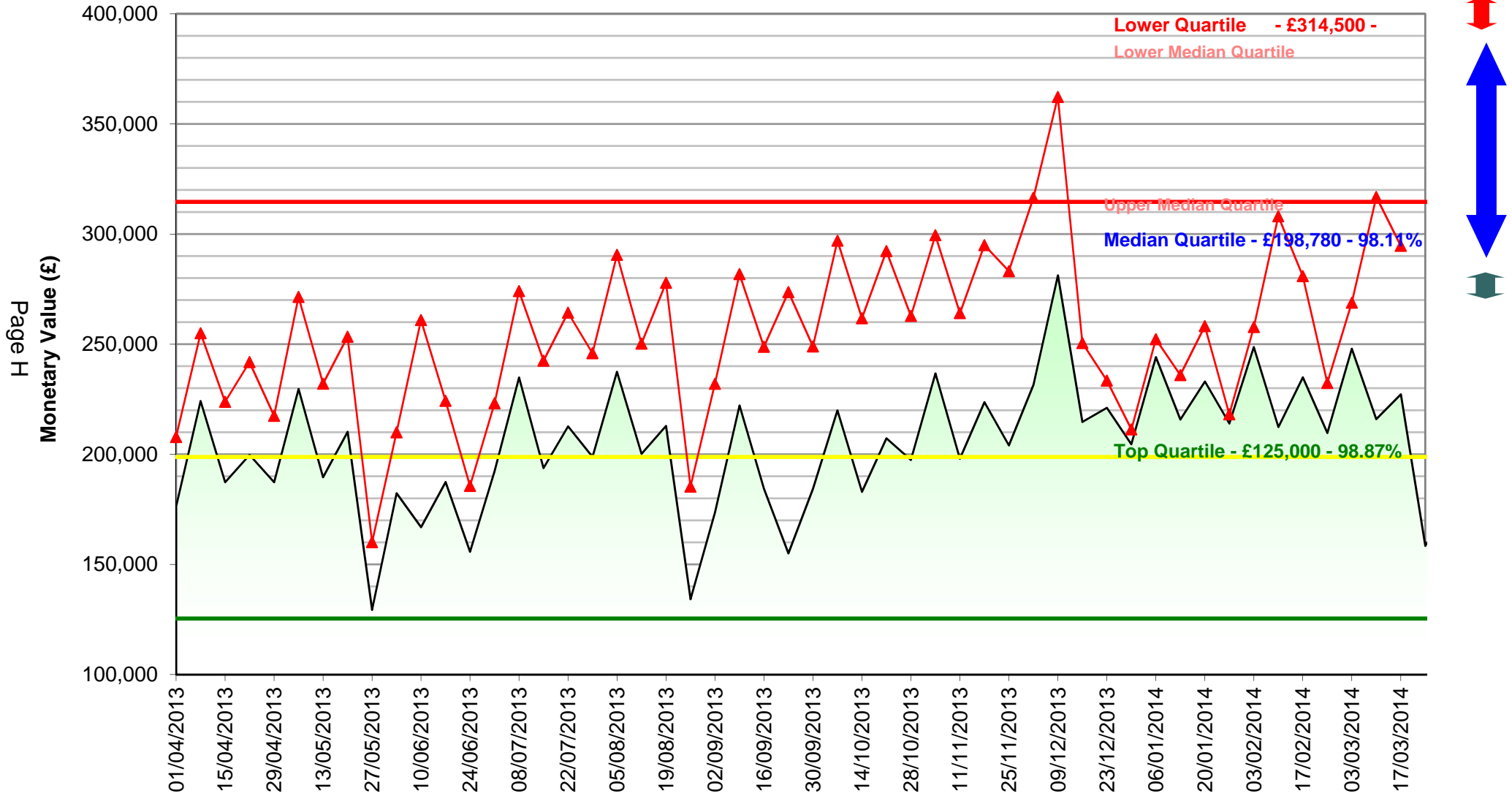
The report can be found online at [www.kettering.gov.uk](http://www.kettering.gov.uk)

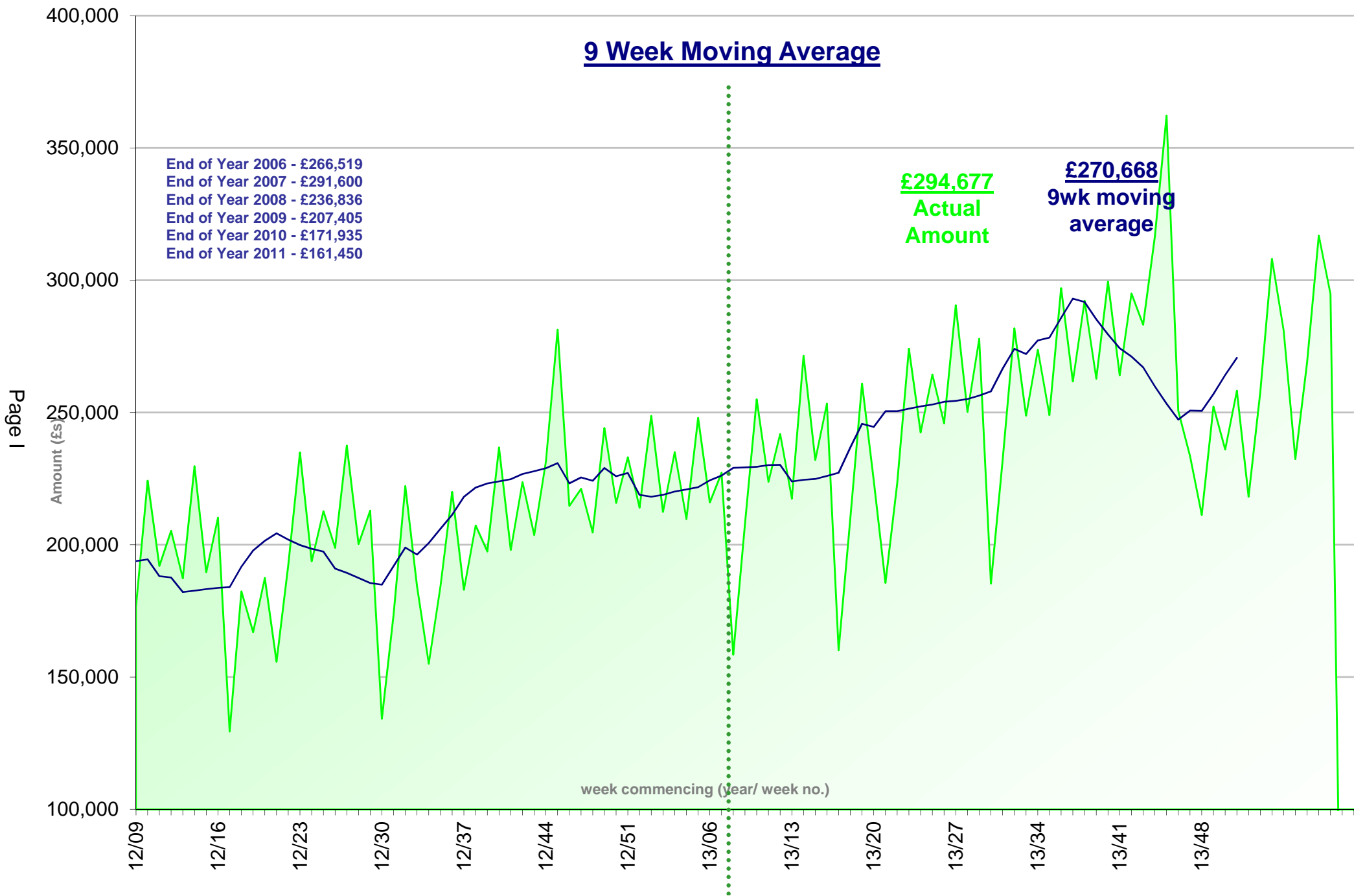
# Performance Update

PI Ref.	Description of PI	12/13 Outturn	Top Quartile	February 2012/13	February 2013/14	Volume	2013/14 Profiled Target	2013/14 Target	2014/15 Target
<b>Managing Growth</b>									
NI 154	Net additional homes provided	313	N/A	N/A	<b>ANNUAL</b>			774	774
NI 155	Number of affordable homes delivered	165	N/A	128 (Dec)	<b>39</b>		150	150	150
NI 157a	Planning major applications processed in 13 w eeks	50.00%	89.00%	52.17%	<b>48.00%</b>	12/25		50.00%	50.00%
NI 157b	Planning minor applications processed in 8 w eeks	65.52%	87.00%	63.70%	<b>80.28%</b>	114/142		75.00%	75.00%
NI 157c	Planning other applications processed in 8 w eeks	80.90%	94.00%	80.59%	<b>88.95%</b>	322/362		75.00%	75.00%
LPI 204	% of appeals against authority's decision to refuse planning applications	61.5%	26.7%	61.5%	<b>35.0%</b>			22%	22%
<b>Efficient and Effective Service Delivery</b>									
MPI 25	Percentage of calls answered by sw itchboard	91.00%	N/A	93%	<b>89%</b>			97.5%	97.5%
MPI 26	Percentage of calls answered w ithin 15 seconds by sw itchboard	85.93%	N/A	86.60%	<b>87.10%</b>			N/A	N/A
LPI 78a	Average time to process new benefits claims (days)	18.81	21.2	19.32	<b>14.52</b>	50238/3449		18.50	18.50
LPI 78b	Average time to process change in circumstances (days)	5.40	7	8.33	<b>8.16</b>	193338/23687		6.50	6.50
<b>Enhanced Local Government</b>									
MPI 8	% Invoices paid on time	98.80%	97.01%	98.8%	<b>98.8%</b>	21088/21340		99%	99%
LPI 9	% Council Tax collected	98.09%	98.5%	97.50%	<b>96.97%</b>		97.31%	98.00%	98.00%
LPI 10	% NNDR collected	98.65%	99.36%	97.83%	<b>98.37%</b>		98.29%	98.50%	98.50%
LPI 12	Days staffing lost (per member of staff)	9.42	8.33	8.21	<b>8.36</b>		7.33	8	8
LPI 66a	Proportion of rent collected	98.98%	98.63%	98.27%	<b>98.38%</b>			98.70%	98.70%
LPI 79b(i)	Overpaid benefit recovered as % of current year overpayments	67.66%	82.4%	67.80%	<b>69.38%</b>		69.85%	78.00%	78.00%
LPI 79b(ii)	Overpaid benefit recovered as % of total overpayments outstanding	39.77%	36.8%	39.07%	<b>30.34%</b>		33.60%	40.00%	40.00%
<b>Greener environment</b>									
NI 192	% of household w aste recycled and composted	46.62%	43.18%	47.20%	<b>47.41%</b>			43.00%	43.00%
<b>Cleaner environment</b>									
NI 195a	% of land / highw ays that have below acceptable levels of litter	0.0%	3.0%	0.5% (Nov)	<b>0% (Nov)</b>			9.00%	9.00%
NI 195b	% of land / highw ays that have below acceptable levels of detritus	0.0%	6.0%	0.5% (Nov)	<b>0% (Nov)</b>			15.00%	15.00%
NI 195c	% of land / highw ays that have below acceptable levels of graffiti	0.0%	1%	0% (Nov)	<b>0% (Nov)</b>			5.00%	5.00%
NI 195d	% of land / highw ays that have below acceptable levels of fly-posting	0.0%	0%	0% (Nov)	<b>0% (Nov)</b>			1.00%	1.00%
LPI 42	The average time taken to remove fly-tips (days)	0.75	N/A	1.30	<b>0.85</b>			1.00	1.00
<b>NOTES</b>									
					<b>KEY</b>		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		
	<b>Please note due to the lead times for committee information the data may not be the latest available</b>								

# Housing Rent Arrears Graphs

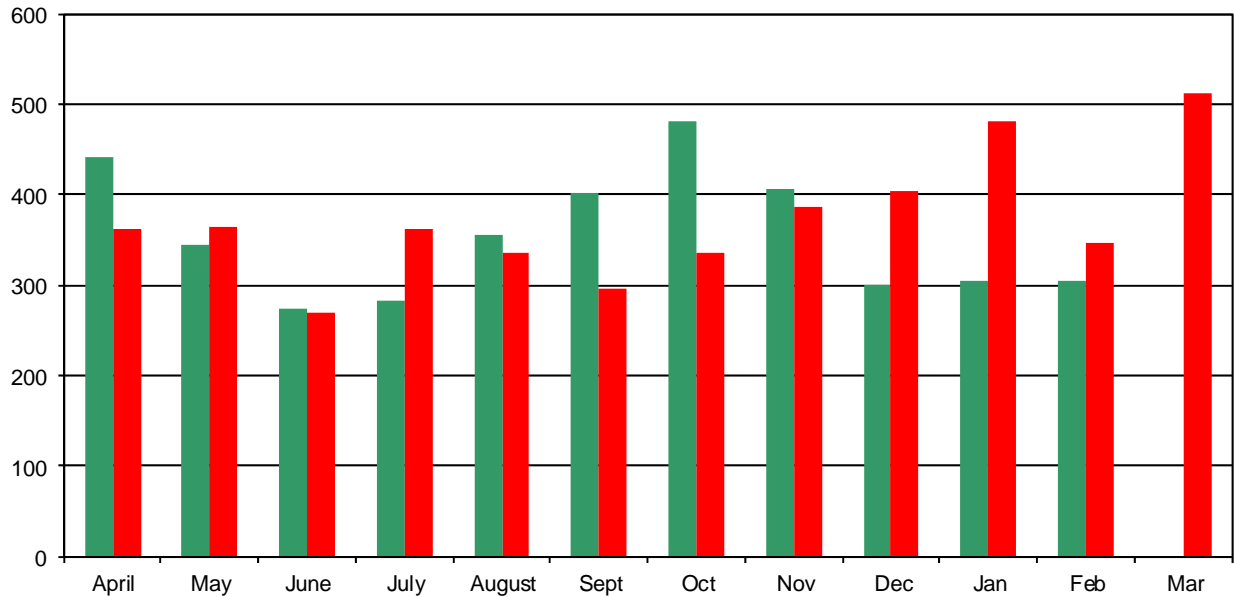
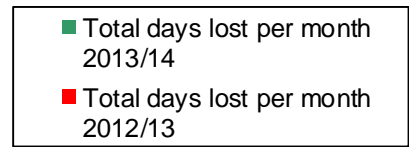
## Headline Arrears Performance: 2013/2014



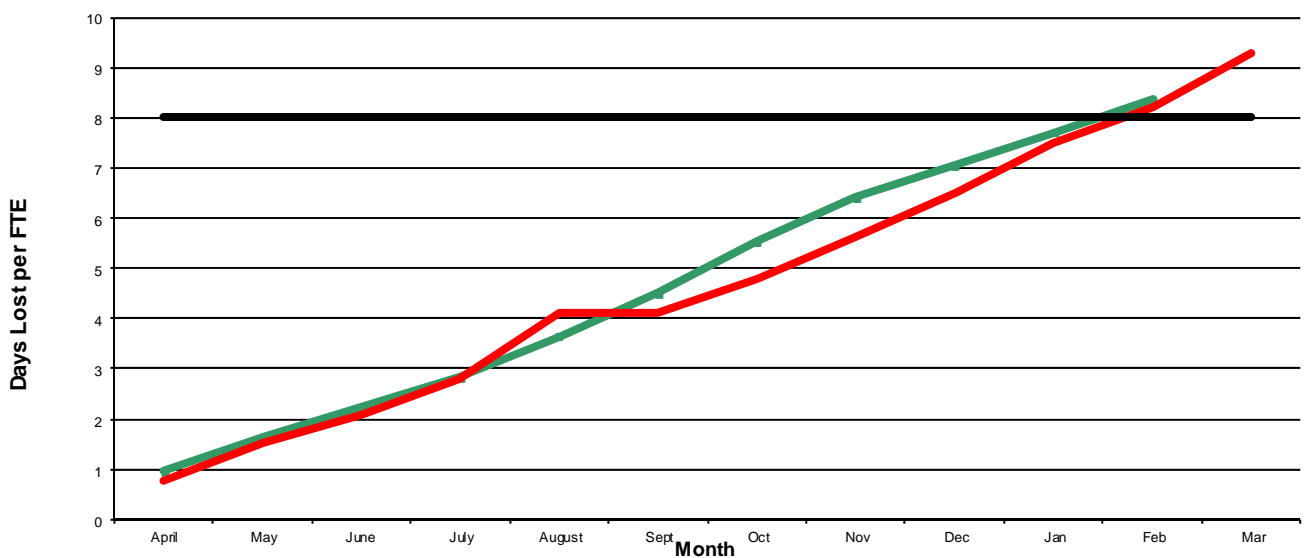
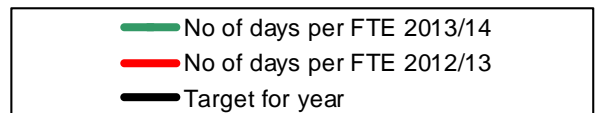


# Staff Sickness Summary

**Comparison of Sickness/Absence**  
**Number of days lost each month - 12/13 & 13/14**



**Comparison of Sickness/Absence**  
**2012/13 & 2013/14**



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

Service Unit	Apr-13			May 13			Jun-13			Jul-13			Aug-13			Sep-13			Cum total	% age Med Cert	% age Self Cert
	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert			
Community Services	14.63	61.2%	38.8%	29.45	97%	3%	10.12	65%	35%	10.11	75%	25%	14.11	79%	21%	11.90	92%	8%	90.33	82%	18%
Corporate Development	4.35	0.0%	100.0%	1.35	0%	100%	4.00	25%	75%	0.00	#DIV/0!	#DIV/0!	3.00	0%	100%	16.00	100%	0%	28.70	59%	41%
Customer Services	4.86	0.0%	100.0%	31.39	91%	9%	24.22	77%	23%	19.65	51%	49%	8.00	63%	38%	18.65	57%	43%	106.77	68%	32%
Democratic & Legal Services	25.00	84.0%	16.0%	22.50	93%	7%	21.05	95%	5%	24.00	96%	4%	21.00	100%	0%	25.00	84%	16%	138.55	92%	8%
Development Services	5.00	0.0%	100.0%	2.00	0%	100%	4.50	0%	100%	5.84	34%	66%	13.00	77%	23%	36.50	58%	42%	66.84	49%	51%
Environmental Care	216.92	82.5%	17.5%	145.72	73%	27%	86.00	66%	34%	134.96	72%	28%	180.03	84%	16%	164.49	60%	40%	928.11	74%	26%
Environmental Health	70.00	87.1%	12.9%	54.00	78%	22%	43.00	93%	7%	50.00	92%	8%	52.00	81%	19%	57.00	70%	30%	326.00	83%	17%
Finance	0.00	#DIV/0!	#DIV/0!	1.00	0%	100%	3.00	0%	100%	0.00	#DIV/0!	#DIV/0!	2.00	0%	100%	0.50	0%	100%	6.50	0%	100%
Housing	47.66	66.7%	33.3%	39.21	81%	19%	45.95	60%	40%	25.54	75%	25%	44.35	62%	38%	65.39	95%	5%	268.10	74%	26%
Human Resources	28.49	84.3%	15.7%	10.00	30%	70%	3.22	0%	100%	0.00	#DIV/0!	#DIV/0!	3.00	0%	100%	0.00	#DIV/0!	#DIV/0!	44.70	60%	40%
Income & Debt Management	20.58	82.6%	17.4%	8.00	38%	63%	22.20	54%	46%	10.61	0%	100%	14.00	50%	50%	4.00	0%	100%	79.39	49%	51%
Information Technology													1.00	0%	100%	0.00	#DIV/0!	#DIV/0!	1.00	0%	100%
SMT Support	4.00	0.0%	100.0%	0.00	#DIV/0!	#DIV/0!	7.00	0%	100%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	2.00	0%	100%	13.00	0%	100%
Strategic Management Team	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	1.60	0%	100%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	1.60	0%	100%
<b>Total working days lost to date:</b>	<b>441.49</b>	<b>77.6%</b>	<b>22.4%</b>	<b>344.62</b>	<b>77%</b>	<b>23%</b>	<b>274.26</b>	<b>67%</b>	<b>33%</b>	<b>282.31</b>	<b>73%</b>	<b>27%</b>	<b>355.49</b>	<b>77%</b>	<b>23%</b>	<b>401.43</b>	<b>70%</b>	<b>30%</b>	<b>2099.59</b>	<b>74%</b>	<b>26%</b>

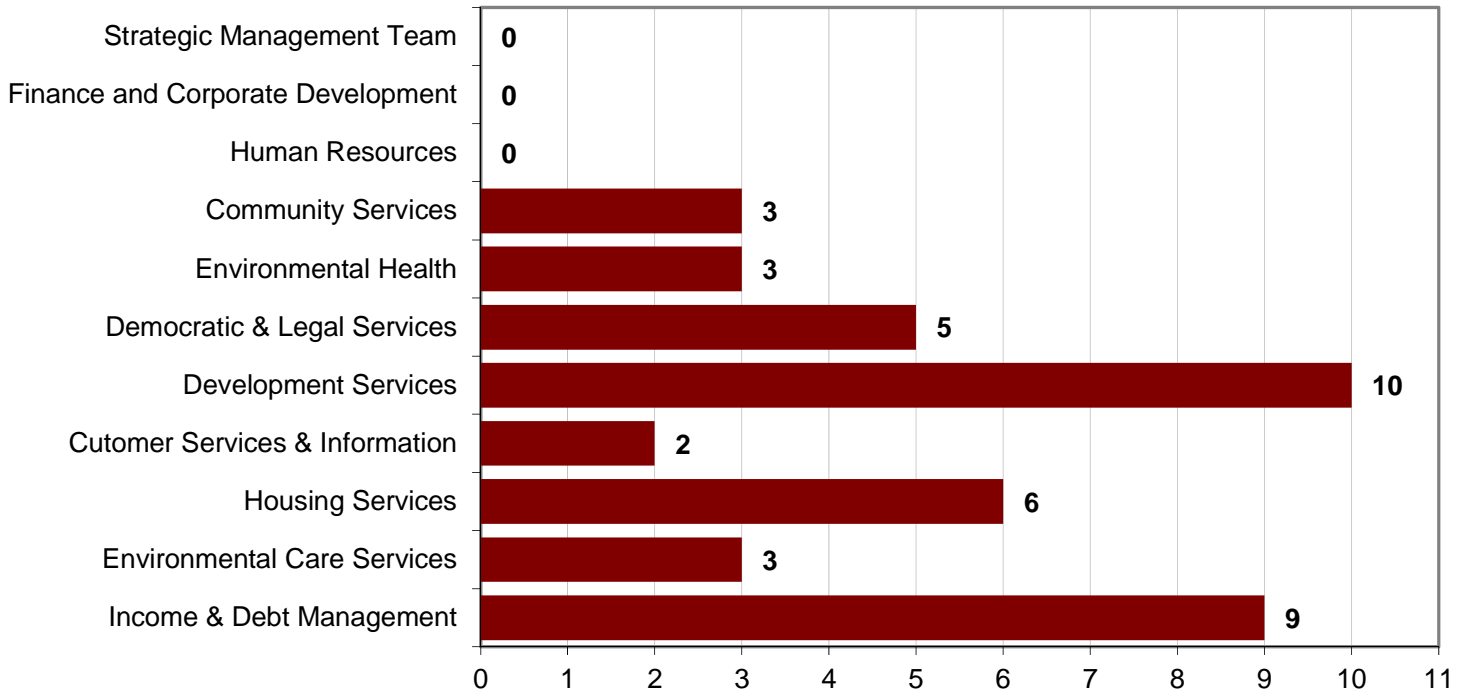
Page 1

Service Unit	Oct-13			Nov-13			Dec-13			Jan-14			Feb-14			Mar-14			Cum total	% age Med Cert	% age Self Cert
	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert			
Community Services	13.13	85%	15%	14.45	55%	45%	1.38	27%	73%	6.99	0%	100%	6.00	0%	100%	0.00	#DIV/0!	#DIV/0!	132.27	70%	30%
Corporate Development	0.27	0%	100%	5.70	47%	53%	11.00	100%	0%	1.35	100%	0%	7.54	0%	100%	0.00	#DIV/0!	#DIV/0!	54.56	59%	41%
Customer Services	12.16	47%	53%	7.54	0%	100%	20.68	58%	42%	17.54	51%	49%	28.36	78%	22%	0.00	#DIV/0!	#DIV/0!	193.05	63%	37%
Democratic & Legal Services	24.40	94%	6%	15.00	100%	0%	6.10	0%	100%	4.00	0%	100%	2.00	0%	100%	0.00	#DIV/0!	#DIV/0!	190.05	87%	13%
Development Services	41.84	81%	19%	25.00	56%	44%	16.50	0%	100%	5.62	0%	100%	3.34	0%	100%	0.00	#DIV/0!	#DIV/0!	159.14	51%	49%
Environmental Care	199.59	81%	19%	200.82	71%	29%	143.59	76%	24%	115.05	71%	29%	131.95	61%	39%	0.00	#DIV/0!	#DIV/0!	1719.11	74%	26%
Environmental Health	73.00	84%	16%	35.87	81%	19%	34.00	91%	9%	44.87	87%	13%	37.00	84%	16%	0.00	#DIV/0!	#DIV/0!	550.74	84%	16%
Finance	4.00	0%	100%	1.36	0%	100%	0.00	#DIV/0!	#DIV/0!	3.00	0%	100%	3.86	0%	100%	0.00	#DIV/0!	#DIV/0!	18.73	0%	100%
Housing	95.73	88%	12%	66.32	61%	39%	30.35	56%	44%	39.24	66%	34%	27.08	62%	38%	0.00	#DIV/0!	#DIV/0!	526.83	73%	27%
Human Resources	4.24	0%	100%	4.00	0%	100%	3.61	0%	100%	1.50	0%	100%	1.61	0%	100%	0.00	#DIV/0!	#DIV/0!	59.65	45%	55%
Income & Debt Management	6.18	0%	100%	7.85	0%	100%	6.09	0%	100%	33.20	54%	46%	31.81	41%	59%	0.00	#DIV/0!	#DIV/0!	164.53	43%	57%
Information Technology	3.00	0%	100%	0.00	#DIV/0!	#DIV/0!	2.00	0%	100%	0.00	#DIV/0!	#DIV/0!	1.00	0%	100%	0.00	#DIV/0!	#DIV/0!	7.00	0%	100%
SMT Support	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	4.00	0%	100%	0.00	#DIV/0!	#DIV/0!	3.00	0%	100%	0.00	#DIV/0!	#DIV/0!	20.00	0%	100%
Strategic Management Team	4.00	0%	100%	22.00	91%	9%	20.00	100%	0%	31.60	100%	0%	20.00	100%	0%	0.00	#DIV/0!	#DIV/0!	99.20	92%	8%
<b>Total working days lost to date:</b>	<b>481.53</b>	<b>79%</b>	<b>21%</b>	<b>405.92</b>	<b>67%</b>	<b>33%</b>	<b>299.30</b>	<b>67%</b>	<b>33%</b>	<b>303.97</b>	<b>68%</b>	<b>32%</b>	<b>304.55</b>	<b>60%</b>	<b>40%</b>	<b>0.00</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>3894.87</b>	<b>72%</b>	<b>28%</b>

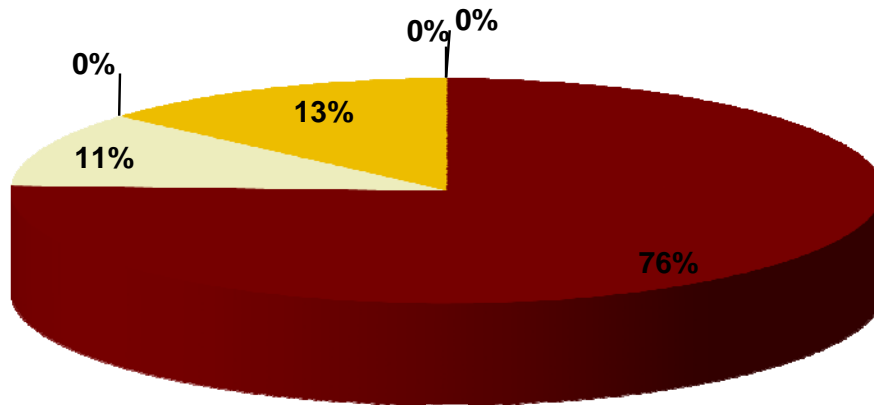


# Compliments and Complaints

**Customer Complaints by Service Area - year to date**

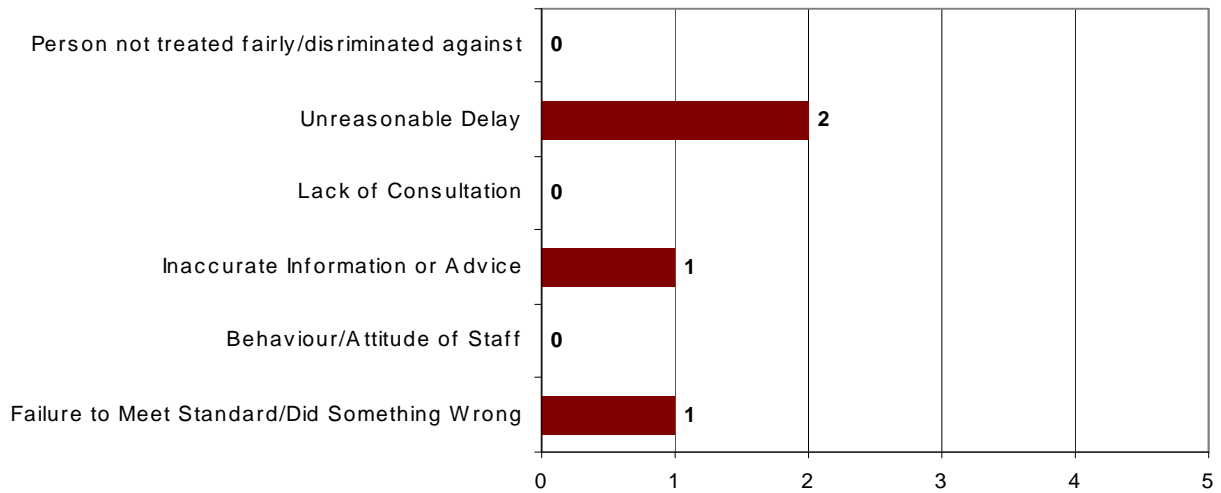


**Customer Complaints by Category - year to date**

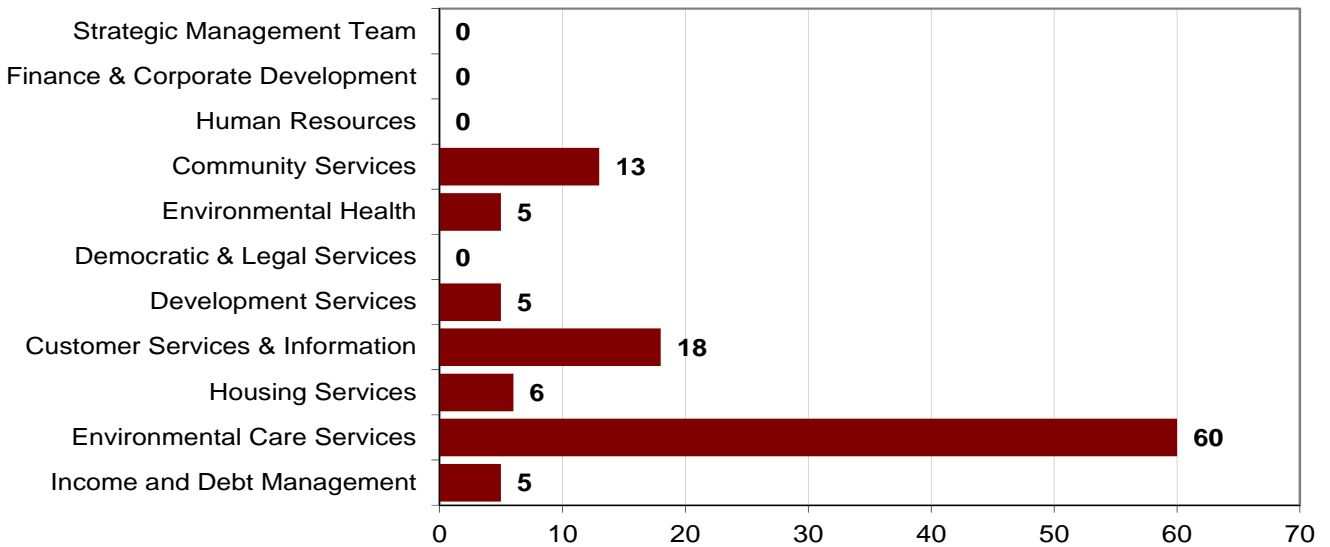


- Partner Issue
- Service Requests/Suggestions
- Process Failures/Service Failures
- Information Requests
- Community Safety/Environmental Issues
- Lack of Facilities/Services

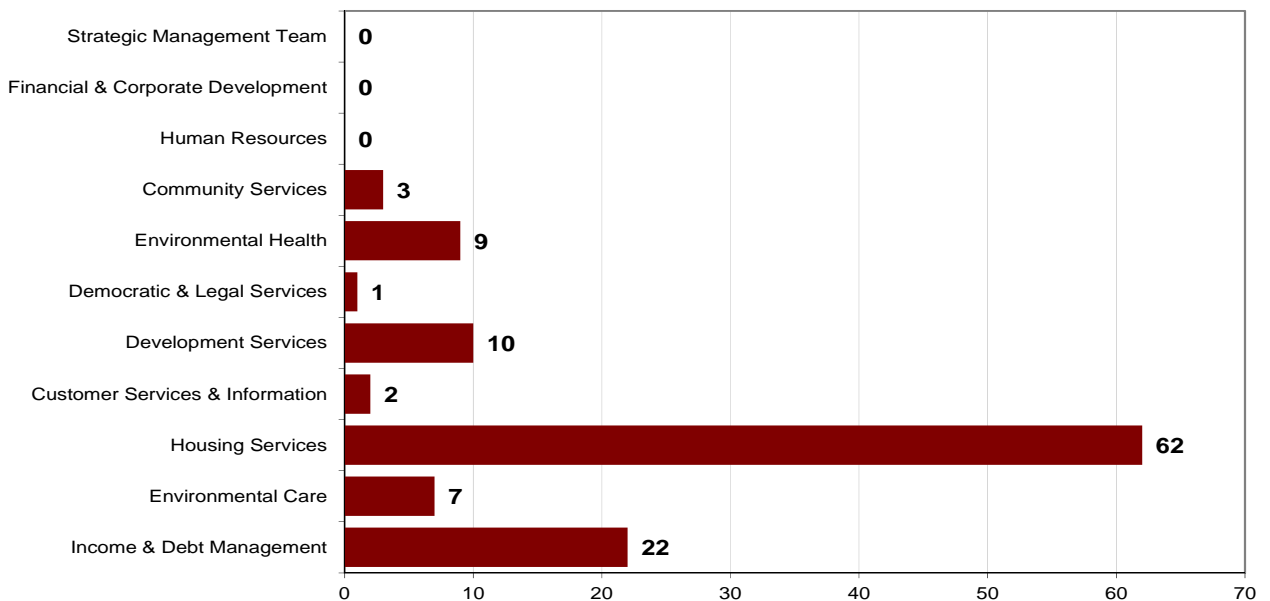
### Reason for Process Failure/Service Failure Complaints - year to date



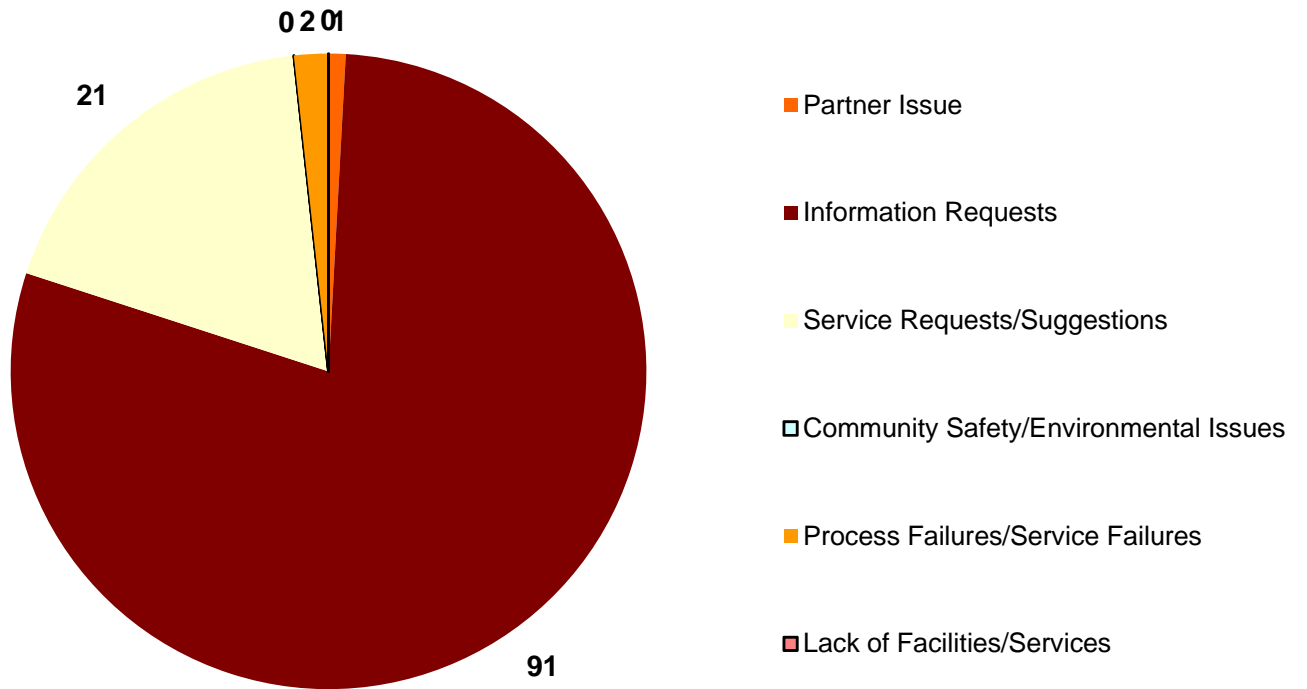
### Number of Compliments - Year to date



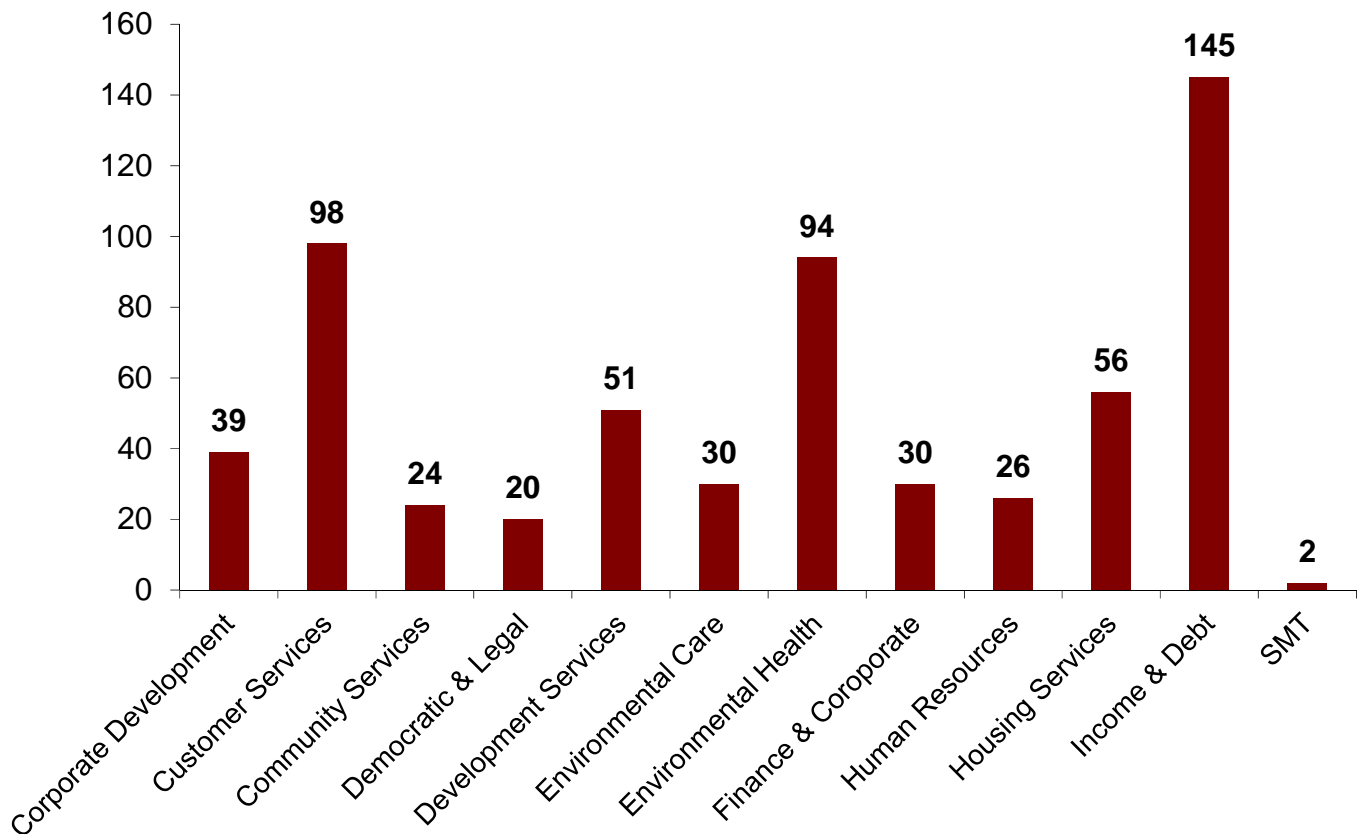
### Number of MP Queries per Service Area - year to date



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



### Total FOI requests received by Service Unit - year to date

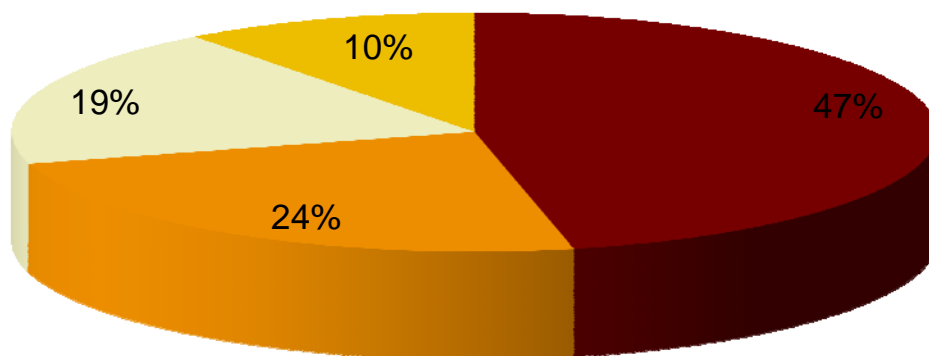


# Fraud Prosecutions and Sanctions

The following sanctions have been recorded for 2013/14:

Quarter	Prosecution by KBC	Prosecution by DWP	Cautions	Ad-Pen	Value
Quarter 1	9	2	5	4	£1,199
Quarter 2	10	5	3	2	£2,500
Quarter 3	4	3	2	0	£0
Quarter 4	4	4	1	0	£0
<b>TOTAL</b>	<b>27</b>	<b>14</b>	<b>11</b>	<b>6</b>	<b>£3,699</b>

## Fraud Prosecutions & Sanctions 2013/14



■ Prosecution by KBC    
 ■ Prosecution by DWP    
 ■ Cautions    
 ■ Ad-Pen

An administrative penalty (Ad-Pen) is a financial penalty which can be offered as an alternative to a prosecution when there has been no previous sanction of any form.

# 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
<b>Full</b>	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.
<b>Significant</b>	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
<b>Moderate</b>	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.
<b>Limited</b>	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.
<b>No</b>	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**

**Financial Management and Budgetary Control  
Overall Level of Assurance - Full**

<b>Audit assurance opinion of individual key control objectives</b>					
<b>Key control objectives</b>	<b>Assurance level</b>	<b>Number of recommendations raised</b>			
		<b>Critical</b>	<b>High</b>	<b>Medium</b>	<b>Low</b>
Budgets are set in a structured, comprehensive and robust manner in accordance with the organisation's plans, objectives and MTFS.	<b>Full</b>	0	0	0	0
Changes to the startpoint budget are appropriately authorised, recorded and reported.	<b>Full</b>	0	0	0	0
Income and expenditure is effectively managed in accordance with budgetary constraints.	<b>Full</b>	0	0	0	0
Budgetary performance is reported at monitored at an appropriate level within the organisation.	<b>Full</b>				
<b>Total recommendations raised</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Main Accounting & Treasury Management  
Overall level of Assurance – Full**

Key control objectives	Assurance level	Number of recommendations raised			
		Critical	High	Medium	Low
All input is properly controlled and verified and processing is complete, accurate and timely.	Full	0	0	0	0
All output is appropriate and enables the production of accurate final accounts.	Full	0	0	0	0
Access to system functions is restricted to authorised personnel and the security and integrity of the system is maintained.	Full	0	0	0	0
Robust cashflow forecasts are prepared and subject to appropriate review on a regular basis.	Full	0	0	0	0
All investments are made in accordance with an approved policy and all interest due is collected promptly and intact.	Full	0	0	0	0
Bank Accounts have been properly established and maintained to provide an accurate record of all financial transactions.	Full	0	0	0	0
<b>Total recommendations raised</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



**Payroll**  
**Overall Level of Assurance - Significant**

<b>Audit assurance opinion of individual key control objectives</b>					
<b>Key control objectives</b>	<b>Assurance level</b>	<b>Number of recommendations raised</b>			
		<b>Critical</b>	<b>High</b>	<b>Medium</b>	<b>Low</b>
The integrity of the payroll system and data is maintained.	<b>Significant</b>	0	0	2	0
Only valid employees of the Council are paid and at the correct and authorised.	<b>Full</b>	0	0	0	0
Calculations of all payments and deductions are accurate and appropriately authorised and are accurately reflected in the accounting records	<b>Significant</b>	0	0	1	0
Relevant and timely management and statutory information is produced.	<b>Full</b>				
<b>Total recommendations raised</b>		<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>

**Council Tax  
Overall Level of Assurance – Significant**

<b>Audit assurance opinion of individual key control objectives</b>					
<b>Key control objectives</b>	<b>Assurance level</b>	<b>Number of recommendations raised</b>			
		<b>Critical</b>	<b>High</b>	<b>Medium</b>	<b>Low</b>
The integrity of the Council Tax system and data is maintained.	<b>Significant</b>	0	0	0	0
All amounts charged are correct and updates or changes to circumstances are promptly and accurately reflected on the Council Tax system.	<b>Full</b>	0	0	0	1
Council tax payments are posted to the correct accounts promptly and any debts are pursued in accordance with legislation and the Council's agreed procedures.	<b>Significant</b>	0	0	0	0
Information relating to performance is reported to management and Committee on a regular basis.	<b>Full</b>	0	0	0	1
<b>Total recommendations raised</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>

**Benefits**  
**Overall level of Assurance - Significant**

<b>Audit assurance opinion of individual key control objectives</b>					
<b>Key control objectives</b>	<b>Assurance level</b>	<b>Number of recommendations raised</b>			
		<b>Critical</b>	<b>High</b>	<b>Medium</b>	<b>Low</b>
Benefit claims are promptly and accurately processed in a timely manner.	<b>Full</b>	0	0	0	0
Changes to the benefits system, as required by government legislation, are applied accurately and consistently in all appropriate cases.	<b>Full</b>	0	0	0	0
Benefits Fraud is identified, recovered and cases are subject to regular review.	<b>Full</b>	0	0	0	0
Management information is relevant, accurate and timely.	<b>Full</b>	0	0	0	0
Integrity of the system is maintained.	<b>Full</b>	0	0	0	0
<b>Total recommendations raised</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**High Level Controls**

An exercise has been completed to review the eight high level controls as defined by KPMG that had not already been covered in other audits undertaken during the course of the year. Our review concluded that these high level controls were generally operating effectively, although recommendations have been made to improve the accuracy of year-end capital programme spend projections and to ensure that there is a formal policy in place to control the implementation of patches and upgrades to the Agresso Finance system.

## Housing Rents

Overall level of Assurance - Significant

Audit assurance opinion of individual key control objectives					
Key control objectives	Assurance level	Number of recommendations raised			
		Critical	High	Medium	Low
Rent is charged correctly on all properties in accordance with policy, and with documented and independently checked calculations of rent for each property type.	Full	0	0	0	0
Robust arrangements are in place for timely and complete collection of rent payments and crediting these to the correct accounts.	Significant	0	0	1	0
Arrangements to deal with arrears comply with policy and ensure efficient recovery of outstanding sums.	Significant	0	0	1	0
Access to system functions is restricted to authorised personnel and the security and integrity of the system is maintained.	Significant	0	0	1	0
Performance against targets in collecting rent and arrears is suitably monitored.	Full	0	0	0	0
<b>Total recommendations raised</b>		<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>

**PROGRESS AGAINST INTERNAL AUDIT PLAN AS AT 31<sup>st</sup> March 2014**

Description of audit	Quarter planned	Days planned	Actual to date	Current Status	Opinion
<b>Finance &amp; Income/Debt Management</b>		<b>79</b>	<b>35</b>		
Financial Management & Budgetary Control	4	✓	✓	Final Report	Full
Main Accounting & Treasury Management	4	✓	✓	Final Report	Full
Payroll & Expenses	3	✓	✓	Final Report	Significant
Risk Management	4	✓	✓	Fieldwork complete	
Council Tax	3	✓	✓	Final Report	Significant
Benefits	3	✓	✓	Final Report	Full
Procurement	4	✓	✓	Fieldwork complete	
High Level Controls	4	✓	✓	Final report	n/a
<b>Environmental Services</b>		<b>38</b>	<b>21</b>		
Business Continuity	4	✓	✓	Draft report	
Crematorium/Burial Fees	1	✓	✓	Final report	Significant
Markets	2	✓	✓	Final report	Significant
<b>Community Services</b>		<b>22</b>	<b>22</b>		
Open Spaces, Pavilions & Outdoor Sports	1	✓	✓	Final report	Significant
Leisure Services – Contract Monitoring	2	✓	✓	Final report	Moderate
<b>Democratic &amp; Legal Services</b>		<b>18</b>	<b>10</b>		
Legal Services – Partnership Arrangements	2/3	✓	✓	Final report	Moderate
Corporate Governance	4	✓	✓	To be delivered in April 2014	
<b>Human Resources</b>		<b>10</b>	<b>10</b>		
Training & Development	2/3	✓	✓	Final report	Moderate

<b>Development Services</b>		<b>10</b>	<b>1</b>		
S106 Income*	4	✓	✓	Draft report	
Planning & Development	4	✓	✓	Draft report	
<b>Housing Services</b>		<b>34</b>	<b>14</b>		
Housing Rents	4	✓	✓	Final report	Significant
Choice Based Lettings	4	✓	✓	Fieldwork complete	
Voids Management	3	✓	✓	Final report	Limited
<b>Computer Audit</b>		<b>10</b>	<b>6</b>		
PSN Compliance	4	✓	✓	Fieldwork complete	
<b>Other</b>		<b>21</b>	<b>13</b>		
Recommendation tracking		✓	✓	Ongoing throughout year	
Follow Up Reviews	1	✓	✓	Final report issued	n/a
National Fraud Initiative	4	✓	✓	Fieldwork complete	
<b>AUDIT MANAGEMENT</b>		<b>16</b>	<b>14</b>	Ongoing throughout year	
<b>TOTAL DAYS</b>		<b>258</b>	<b>249</b>		

\*Replaces Fleet Management, which at the request of management has been delayed until early in 2014/15, following the fleet procurement exercise.

# Kettering Borough Training – Performance Update

**Table 1: Apprenticeship Success Rates at March 2014**

	National Rate 2012-13	KBT 2012-13	KBT current
Overall Success Rate	72%	74%	47%
Timely Success Rate	57%	57%	31%

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

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

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

**Table 2: Foundation Learning Success Rates at December 2013**

	2012-13 (Jul 2013)		Study Programme	
Number of leavers in cohort	102		No leavers	
Number of these who progressed into further training, education or employment	43	42%		
Number achieving key objectives	58	57%		

Foundation Learning: programme offered at KBT to provide learning opportunities for the NEET\* group.

Foundation Learning performance is measured by learners achieving their Learning Plan objectives after they leave.

Figures compare current performance against the end of last contract year and this time last year.

**Table 3: Apprenticeship and Study Programme Starts at March 2014**

		Feb-13	Feb-14
Apprenticeship	16-18	23	32
	19+	62	27
	<b>Total</b>	85	59
Study Programme	16-18	14	29

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

**Table 4: Apprenticeship and Study Programme 'Average in Learning' number at March 2014**

	Feb-13	Feb-14
Apprenticeship	147	145
Study Programme	42	31

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

# Questions Log

## Questions raised at Committee on 10th June 2009:

### **With reference to NI 195, what is the difference between litter and detritus?**

#### **Litter**

There is no statutory definition of litter. The Environmental Protection Act 1990 (s.87) states that litter is 'anything that is dropped, thrown, left or deposited that causes defacement, in a public place'. This accords with the popular interpretation that 'litter is waste in the wrong place'.

However, local authority cleansing officers and their contractors have developed a common understanding of the term and the definition used for NI 195 (and for the LEQSE) is based on this industry norm.

Litter includes mainly synthetic materials, often associated with smoking, eating and drinking, that are *improperly* discarded and left by members of the public; or are spilt during waste management operations.

#### **Detritus**

There is no statutory definition of detritus, however, local authority cleansing officers and their contractors have developed a common understanding of the term and the definition used for the NI 195 (and for the LEQSE) is based on this industry norm.

Detritus comprises dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, and fragments of twigs, glass, plastic and other finely divided materials.

Detritus includes leaf and blossom falls when they have substantially lost their structure and have become mushy or fragmented.

### **For Council tax and NNDR collection can we provide information to show whether we will achieve the year end target?**

For both LPI 9 and LPI 10 a profile target is now included in the performance report to show whether performance is on target each month. This is to help indicate performance for the year. For example if we are achieving the monthly profiled target then the year end target will be achieved.

## Questions raised at Committee on 28th September 2010

### **Why are lower percentages better for NI 195a-d?**

There had been some confusion around NI 195a-d and why lower percentages are better. The indicators highlight the % of land/highways that have levels of litter / detritus / graffiti / flyposting that are unacceptable, meaning that a lower figure represents cleaner streets, which of course is more desirable.



# Questions Log

## Questions raised at Committee on 28th September 2010

### **Can in year figures for annual housing completions be included?**

In year figures have been included in the Development Services Performance Information taken from the most recent Performance Clinic. This allows members to get a more contemporary position of performance.

### **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.

### **Can we provide more contemporary comparative data to provide a better idea as to how the benefits service performance compares with others and also find out the impact the current climate is having on claims?**

Head of Income and Debt will attend the next meeting in November to provide an update on performance.

## 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

# Amendments Log

## 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<sup>2</sup> 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.