



New Key Performance Information Booklet

Issue 72

August 2017

Kettering
Borough Council

Need Further Information?

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 David Pope on 01536 535 661 or Anne Ireson on 01536 534 398 no less than 3 working days in advance of the meeting.

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Financial Information

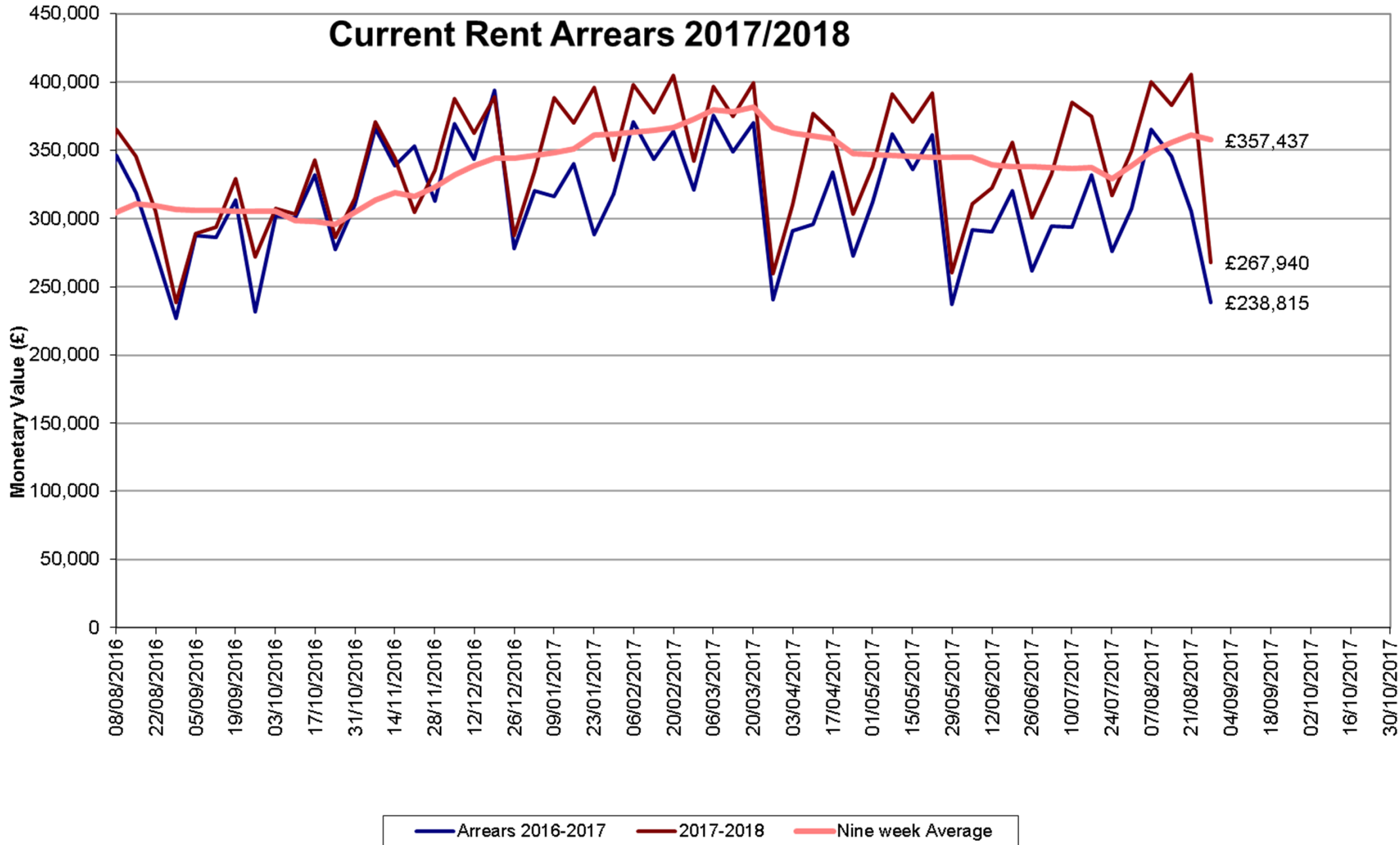
For the latest Financial Information please refer to the Executive Report dated 26th July 2017, entitled 'Maintaining a Durable Budget'.

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

Performance Update

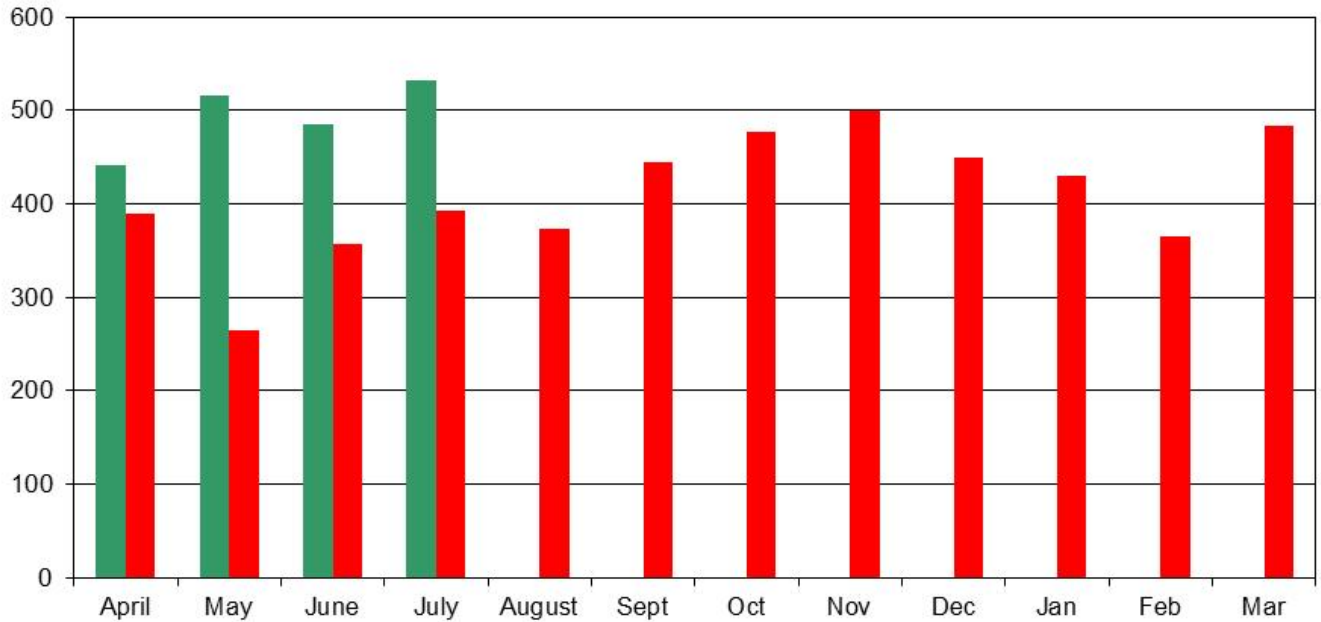
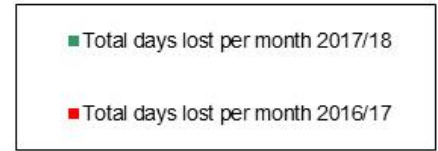
PI Ref.	Description of PI	16/17 Outturn	Top Quartile	July 2016/17	July 2017/18	Volume	2017/18 Profiled Target	2017/18 Target	2018/19 Target
Managing Growth									
NI 154	Net additional homes provided	706	N/A	ANNUAL	ANNUAL			634	634
NI 155	Number of affordable homes delivered	200	N/A	26	72			130	130
NI 157a	Planning major applications processed in 13 weeks	100.00%	89.00%	100.00%	100.00%	11/11		90%	90%
NI 157b	Planning minor applications processed in 8 weeks	93.96%	87.00%	97.06%	87.50%	49/52		95%	95%
NI 157c	Planning other applications processed in 8 weeks	97.10%	94.00%	98.06%	96.88%	161/166		95%	95%
LPI 204	% of appeals against authority's decision to refuse planning applications	55.6%	26.7%	28.6%	40.0%	2/5		30%	30%
Efficient and Effective Service Delivery									
MPI 25	Percentage of calls answered by switchboard	94.74%	N/A	93.35%	82.27%			90.0%	90.0%
MPI 26	Percentage of calls answered within 15 seconds by switchboard	91.26%	N/A	91.50%	82.23%			90.0%	90.0%
LPI 78a	Average time to process new benefits claims (days)	19.01	21.2	19.46	26.03	3577/220		21.00	21.00
LPI 78b	Average time to process change in circumstances (days)	5.57	7	8.77	9.70	11381/1570		12.00	12.00
Enhanced Local Government									
MPI 8	% Invoices paid on time	98.60%	97.01%	99.0%	98.9%	6592/6663		99%	99%
LPI 9	% Council Tax collected	97.79%	98.5%	39.44%	39.67%		39.61%	97.50%	97.50%
LPI 10	% NNDR collected	99.29%	99.36%	39.23%	37.81%		48.01%	99%	99%
LPI 12	Days staffing lost (per member of staff)	10.74	8.33	2.99	4.24		2.66	8	8
LPI 66a	Proportion of rent collected	98.67%	98.63%	98.02%	97.19%			98.88%	98.88%
LPI 79b(i)	Overpaid benefit recovered as % of current year overpayments	76.27%	82.4%	76.49%	91.06%		67.55%	70%	70%
LPI 79b(ii)	Overpaid benefit recovered as % of total overpayments outstanding	31.31%	36.8%	13.66%	12.51%		16.40%	35%	35%
Greener environment									
NI 192	% of household waste recycled and composted	51.14%	43.18%	54.47%	53.82%			52%	52%
Cleaner environment									
NI 195a	% of land / highways that have below acceptable levels of litter	0% (Jul) **	3.0%	0.0%	0% (Jul) **			3%	3%
NI 195b	% of land / highways that have below acceptable levels of detritus	0% (Jul) **	6.0%	0.0%	0% (Jul) **			3%	3%
NI 195c	% of land / highways that have below acceptable levels of graffiti	0% (Jul) **	1%	0%	0% (Jul) **			3%	3%
NI 195d	% of land / highways that have below acceptable levels of fly-posting	0% (Jul) **	0%	0%	0% (Jul) **			3%	3%
NOTES					KEY				
These indicators do not have profiled targets or volume information provided					Target met or bettered				
Descriptions of the figures listed in the 'Volume' column have been added to the Questions and Amendment log					Target missed				
Please note due to the lead times for committee information the data may not be the latest available					Close to target or cannot compare to target				
* Estimate based on current requirements and increased commencements at sites									
** The cleaner environment PIs will change from the current Keep Britain Tidy indicators to new APSE for the next KPIB. This is the latest data we currently have available.									

Housing Rent Arrears Graphs

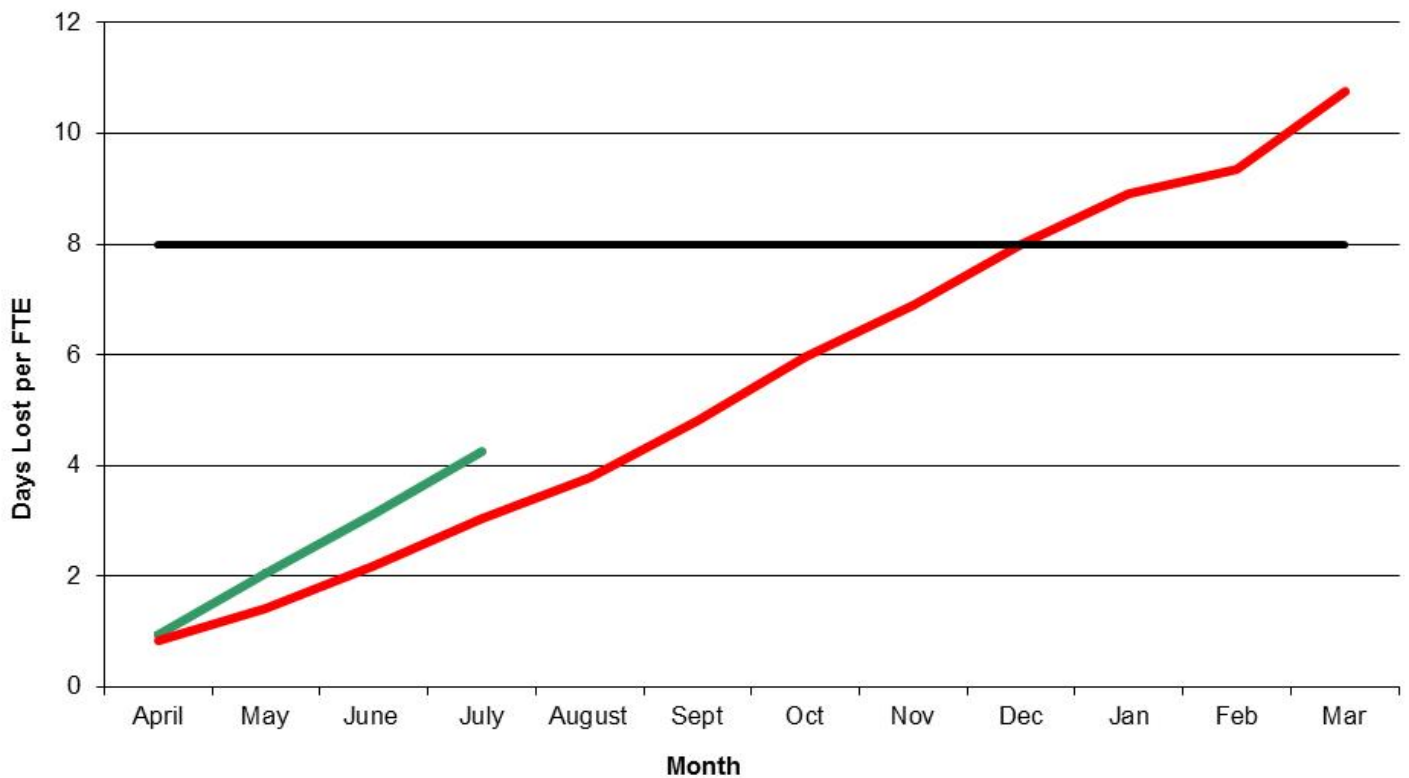


Staff Sickness Summary

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



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



LPI 12 | FTE Days Lost Due to Sickness Absence

FTE Days Lost To Date 2017 TO 2018

Current month:	4
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Service Unit	F.T.E May-17	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	11.53	18.92	23.00	2.00	5.62									49.54	4.30	12.89
Corporate & Cultural Services	24.57	25.29	25.00	27.91	10.12									88.32	3.59	10.78
Customer Services	65.07	29.05	54.00	82.86	98.50									264.42	4.06	12.19
Democratic & Legal Services	16.22	0.00	7.50	2.00	1.60									11.10	0.68	2.05
Development Services	41.84	7.00	7.92	4.00	13.00									31.92	0.76	2.29
Environmental Care	170.49	238.76	307.00	275.00	279.58									1100.34	6.45	19.36
Housing	61.82	53.73	32.70	48.21	72.19									206.82	3.35	10.04
Public Services	46.94	31.60	32.00	41.40	51.00									156.00	3.32	9.97
Resources	19.57	17.32	19.03	2.59	1.00									39.95	2.04	6.12
SMT Support	4.81	18.00	7.43	0.00	0.00									25.43	5.29	15.86
Strategic Management Team	3.00	1.00	0.00	0.00	0.00									1.00	0.33	1.00
Total WDL to date:	465.86	440.67	515.57	485.97	532.61	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1974.83		
Self-certified sickness:		82.40	118.16	123.85	86.28									410.70		
Medically-certified sickness:		358.27	397.41	362.12	446.33									1564.14		

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Summary results:	
Kettering Borough Council	
4.24	Days lost per FTE to date
12.72	Total Annualised
of which 2.64 (21%)	days are Self Certificated
and 10.07 (79%)	days are Certified
8.00	TARGET

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

Service Unit	Apr-17			May-17			Jun-17			Jul-17			Aug-17			Sep-17			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			
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!	0.00	#DIV/0!	#DIV/0!	49.54	85%	15%
Corporate & Cultural Services	25.29	87.0%	13.0%	25.00	88%	12%	27.91	84%	16%	10.12	30%	70%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	88.32	80%	20%
Customer Services	29.05	62.0%	38.0%	54.00	85%	15%	82.86	78%	22%	98.50	88%	12%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	264.42	82%	18%
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!	0.00	#DIV/0!	#DIV/0!	11.10	50%	50%
Development Services	7.00	71.4%	28.6%	7.92	0%	100%	4.00	0%	100%	13.00	38%	62%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	31.92	31%	69%
Environmental Care	238.76	86.6%	13.4%	307.00	77%	23%	275.00	77%	23%	279.58	87%	13%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	1100.34	82%	18%
Housing	53.73	66.5%	33.5%	32.70	67%	33%	48.21	50%	50%	72.19	85%	15%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	206.82	69%	31%
Public Services	31.60	57.0%	43.0%	32.00	69%	31%	41.40	77%	23%	51.00	92%	8%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	156.00	76%	24%
Resources	17.32	96.9%	3.1%	19.03	100%	0%	2.59	100%	0%	1.00	0%	100%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	39.95	96%	4%
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!	0.00	#DIV/0!	#DIV/0!	25.43	83%	17%
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%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	1974.83	79%	21%

Service Unit	Oct-16			Nov-16			Dec-16			Jan-17			Feb-17			Mar-17			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			
Commercial Development	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!	0.00	#DIV/0!	#DIV/0!	49.54	85%	15%
Corporate & Cultural Services	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!	0.00	#DIV/0!	#DIV/0!	88.32	80%	20%
Customer Services	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!	0.00	#DIV/0!	#DIV/0!	264.42	82%	18%
Democratic & Legal Services	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!	0.00	#DIV/0!	#DIV/0!	11.10	50%	50%
Development Services	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!	0.00	#DIV/0!	#DIV/0!	31.92	31%	69%
Environmental Care	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!	0.00	#DIV/0!	#DIV/0!	1100.34	82%	18%
Housing	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!	0.00	#DIV/0!	#DIV/0!	206.82	69%	31%
Public Services	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!	0.00	#DIV/0!	#DIV/0!	156.00	76%	24%
Resources	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!	0.00	#DIV/0!	#DIV/0!	39.95	96%	4%
SMT Support	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!	0.00	#DIV/0!	#DIV/0!	25.43	83%	17%
Strategic Management Team	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!	0.00	#DIV/0!	#DIV/0!	1.00	0%	100%
Total working days lost to date:	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!	0.00	#DIV/0!	#DIV/0!	1974.83	79%	21%

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

Street Cleansing

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
Street cleaning is undertaken in accordance with the Environmental Protection Act 1990 and the Code of Practice.	Full	0	0	0	0
Street cleaning is well managed in accordance with clearly defined programmes of work.	Significant	0	0	0	1
Complaints on standards of cleanliness are properly recorded and dealt with in a timely manner.	Significant	0	0	2	0
Street cleaning performance is subject to regular management review.	Full	0	0	0	0
Total recommendations raised		0	0	2	1

Car Park Income
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
All parking and excess fee income due to the council is properly collected and banked in a timely manner.	Moderate	0	0	3	0
There is a valid and comprehensive contract in place for car park income collection/banking and performance against contract requirements is effectively monitored.	Moderate	0	1	2	0
Car parks are subject to regular inspection by wardens to ensure valid tickets are displayed by all car park users.	Full	0	0	0	0
Pay and Display machines are maintained in good condition and malfunctions are reported and dealt with promptly.	Moderate	0	0	1	0
Total recommendations raised		0	1	6	0

Residents Parking
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
All residents' parking income due to the council is properly collected and banked in a timely manner.	Full	0	0	0	0
Permits and scratch cards are only issued to residents and evidence is obtained to confirm their status.	Significant	0	0	1	0
Total recommendations raised		0	0	1	0

PROGRESS AGAINST INTERNAL AUDIT PLAN AS AT 31st August 2017

Description of audit	Quarter planned	Days planned	Actual to date	Current Status	Opinion
Resources		88			
Finance Systems – High Level controls	3	✓			
Finance Systems – Rolling Audit Programme	4	✓			
Risk Management	3	✓			
Property Management	4	✓			
Procurement & Contract Management	3/4	✓			
Human Resources	3	✓			
Data Protection & FOI	4	✓			
Information Governance	4	✓			
Customer Services		28			
Income & Payment Systems – High Level Controls	3	✓			
Income & Payment Systems – Rolling Audit Programme	3	✓			
Anti-Fraud & Corruption	2	✓			
Environmental Care		37	15		
Emergency Planning	2	✓	✓	Fieldwork ongoing	
Fleet Management	4				
Street Cleansing	1	✓	✓	Final report	Significant
Corporate Health & Safety	3				
Public Services		35	31		
Car Park Income	1	✓	✓	Final report	Moderate
Licensing	1	✓	✓	Draft report	
Pest Control	2	✓	✓	Fieldwork ongoing	
Residents Parking	1	✓	✓	Final report	Significant
Commercial Development		12	1		
Kettering Borough Trainers	4	✓	✓	Scope agreed	

Housing Services		24	22		
Private Sector Housing Enforcement	2	✓	✓	Draft report	
Leasehold Services	2	✓	✓	Draft report	
Disabled Facilities Grant	1	✓	✓	Grant sign off provided	
Other		18	5		
Follow Up & Recommendation Tracking		✓	✓	Ongoing throughout year	
Audit Management		16	5		
TOTAL DAYS		258	79		

Kettering Borough Training – Performance Update

Table 1: Apprenticeship Success Rates at Jul 2017

	National Rate 2015-16	KBT 2015-16	KBT 2016-17
Overall Success Rate	67%	80%	84%
Timely Success Rate	59%	71%	78%

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: Study Programme Success Rates Jul 2017

		Jul-15	Jul-16	Jul-17
Study Programme	Starts	159	58	78
	Achievers	90	30	57
	Success Rate	57%	52%	73%
	Completers	124	47	64
	Retention	78%	81%	82%
	Achievement	73%	64%	89%

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 Jul 2017

		Jul-16	Jul-17
Apprenticeship	16-18	28	32
	19+	67	63
	Total	95	95
Study Programme	16-18	27	28

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

Table 4: Apprenticeship and Study Programme 'In Learning' number at Jul 2017

	Jul-16	Jul-17
Apprenticeship	98	98
Study Programme	22	12

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-Aug) £000	2017/18 Expenditure Full Year £000	Details
Corporate & Cultural Services	170	80	190	Agency staff used to fill Cleaner, Graphic Designer IT help desk support functions.
Customer Services	143	47	126	Agency staff covering Reception. Also being used to cover Benefit Assesor posts while universal credit is being implimented.
Democratic Services	41	29	43	Procurement advice and Litigation Solicitor.
Commercial Development	74	26	50	Agency used to cover Head of Service post.
Public Services	54	-	-	
Resources	113	53	125	Agency being used while decisions are made about the future structure of the Commercial Property is decided.
Development Services	34	5	5	
Environmental Care	294	143	196	Cover for Health and Resilience staffing and to cover for Refuse collectors.
Housing	136	68	160	Housing Options & Private Sector Housing support.
HRA - Admin	273	110	229	Cover for vacant posts.
HRA - Property	385	154	310	Cover for vacant posts & responsive works.
	1,717	715	1,434	

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 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.

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 CO² 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.

Amendments Log

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.