



New Key Performance Information Booklet

Issue 74

February 2018

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

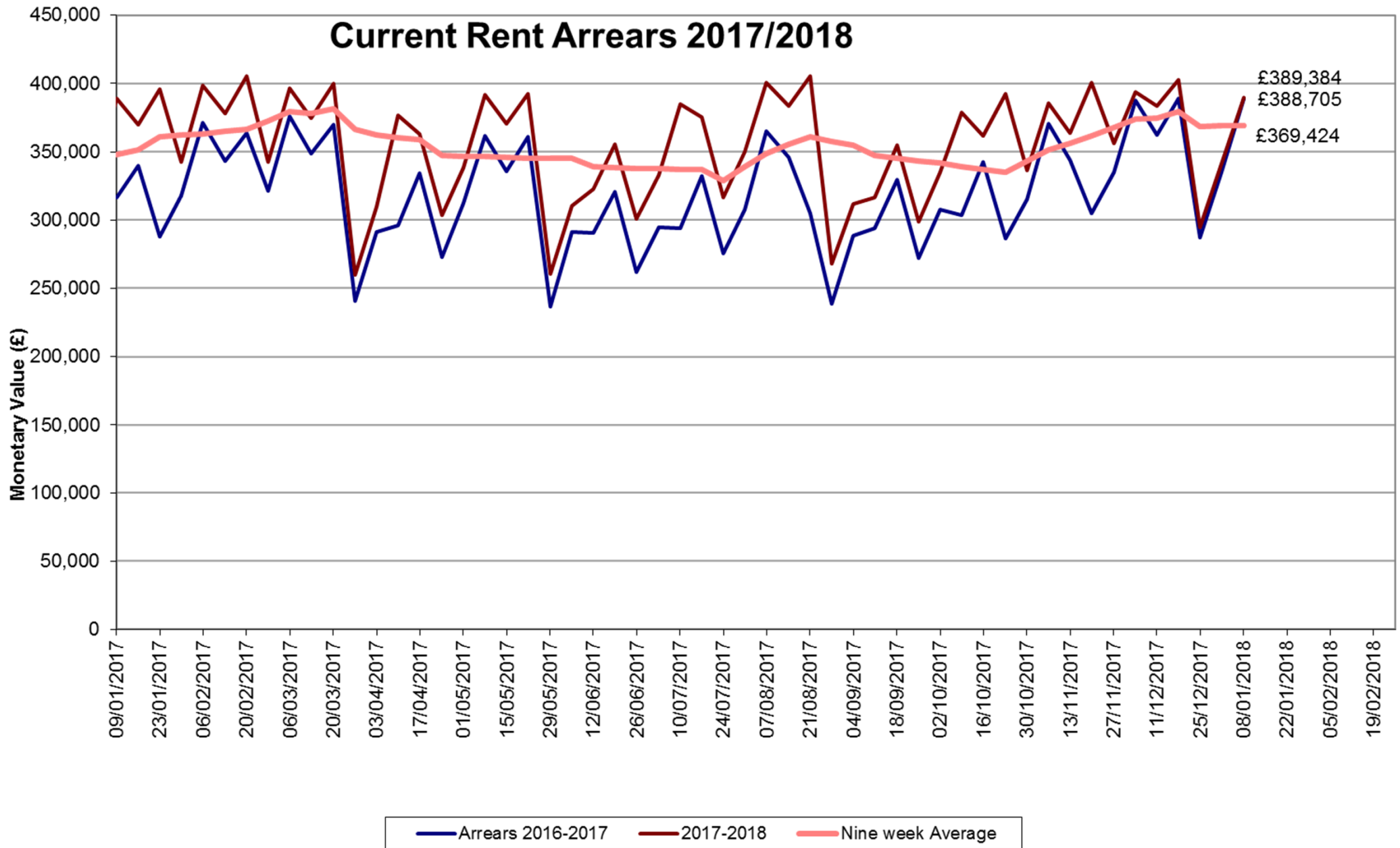
For the latest Financial Information please refer to the Executive Report dated 17th January 2018, entitled 'Maintaining a Durable Budget'.

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

Performance Update

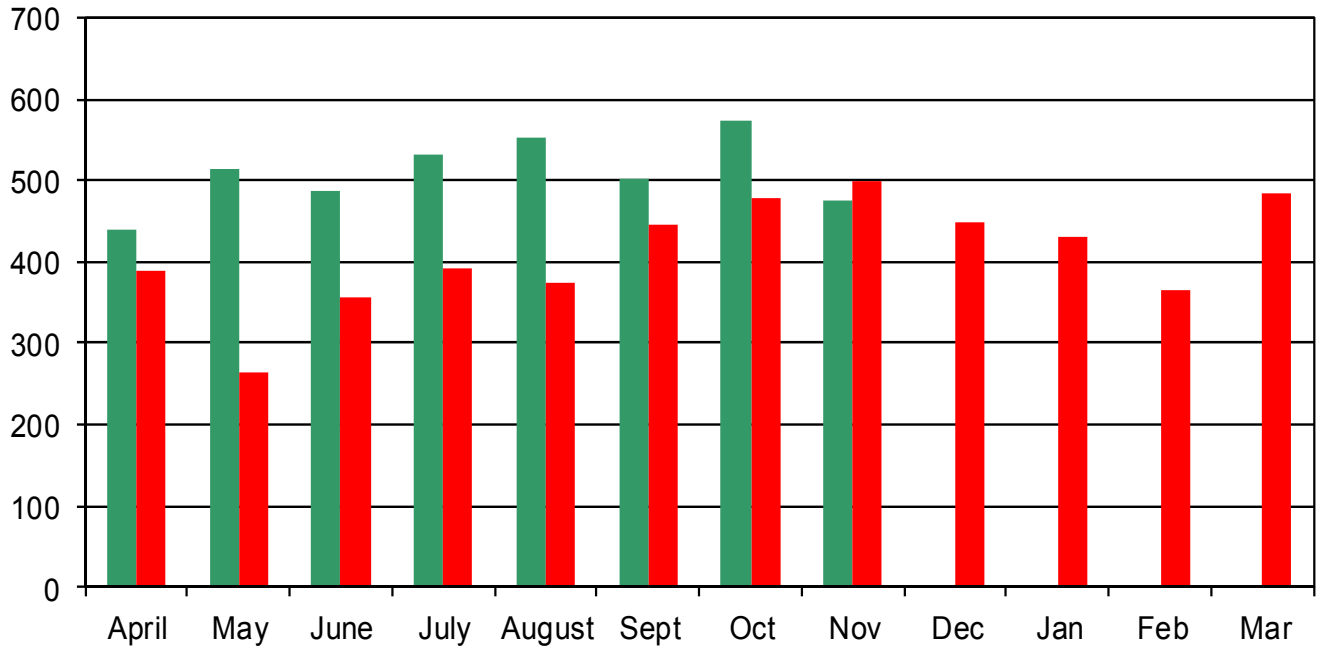
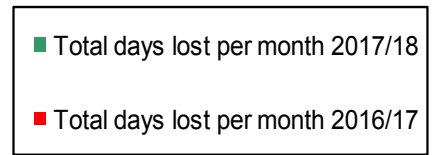
PI Ref.	Description of PI	16/17 Outturn	Top Quartile	November 2016/17	November 2017/18	Volume	2017/18 Profiled Target	2017/18 Target	2018/19 Target	
Managing Growth										
NI 154	Net additional homes provided	706	N/A	ANNUAL	ANNUAL			634	634	
NI 155	Number of affordable homes delivered	200	N/A	122	135			130	130	
NI 157a	Planning major applications processed in 13 weeks	100.00%	89.00%	100.00%	100.00%	15/15		90%	90%	
NI 157b	Planning minor applications processed in 8 weeks	93.96%	87.00%	94.29%	96.33%	105/109		95%	95%	
NI 157c	Planning other applications processed in 8 weeks	97.10%	94.00%	96.71%	98.06%	303/309		95%	95%	
LPI 204	% of appeals against authority's decision to refuse planning applications	55.6%	26.7%	41.7%	25.0%	2/8		30%	30%	
Efficient and Effective Service Delivery										
MPI 25	Percentage of calls answered by switchboard	94.74%	N/A	93.53%	87.44%			90.0%	90.0%	
MPI 26	Percentage of calls answered within 15 seconds by switchboard	91.26%	N/A	92.49%	86.15%			90.0%	90.0%	
LPI 78a	Average time to process new benefits claims (days)	19.01	21.2	18.24	25.65	38701/1509		21.00	21.00	
LPI 78b	Average time to process change in circumstances (days)	5.57	7	8.42	9.84	119325/12125		12.00	12.00	
Enhanced Local Government										
MPI 8	% Invoices paid on time	98.60%	97.01%	99.3%	98.6%	13656/13854		99%	99%	
LPI 9	% Council Tax collected	97.79%	98.5%	77.14%	77.34%		77.05%	97.50%	97.50%	
LPI 10	% NNDR collected	99.29%	99.36%	74.80%	74.86%		74.61%	99%	99%	
LPI 12	Days staffing lost (per member of staff)	10.74	8.33	7.03	8.92		5.33	8	8	
LPI 66a	Proportion of rent collected	98.67%	98.63%	98.06%	96.96%			98.88%	98.88%	
LPI 79b(i)	Overpaid benefit recovered as % of current year overpayments	76.27%	82.4%	69.47%	67.63%		68.95%	70%	70%	
LPI 79b(ii)	Overpaid benefit recovered as % of total overpayments outstanding	31.31%	36.8%	23.88%	21.70%		27.80%	35%	35%	
Greener environment										
NI 192	% of household waste recycled and composted	51.14%	43.18%	48.88%	53.49% (Oct)			52%	52%	
Cleaner environment										
PI L02	Percentage of sites classed as acceptable (combined litter and detritus)	N/A**	N/A**	N/A**	97.36%			N/A**	N/A**	
PI L04	Percentage of sites classed as acceptable (litter)	N/A**	N/A**	N/A**	99.59%			N/A**	N/A**	
PI L05	Percentage of sites classed as grade A (fly-tipping)	N/A**	N/A**	N/A**	99.59%			N/A**	N/A**	
PI L02	Percentage of sites classed as acceptable (grounds maintenance)	N/A**	N/A**	N/A**	97.45%			N/A**	N/A**	
NOTES					KEY					
These indicators do not have profiled targets or volume information provided						Target met or bettered				
						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										

Housing Rent Arrears Graphs

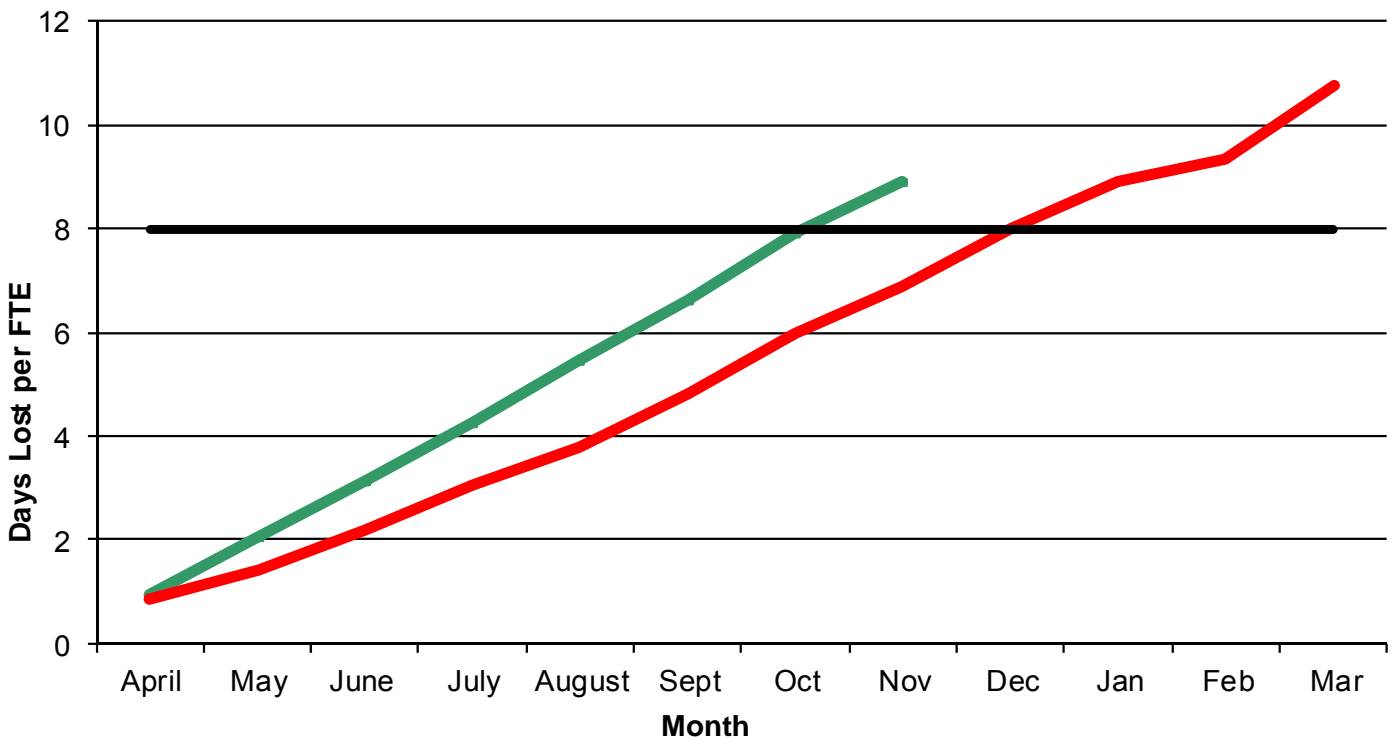
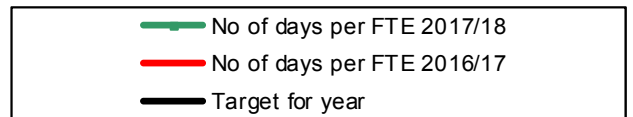


Staff Sickness Summary

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:	8
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Service Unit	F.T.E - Nov 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	0.00	10.11	1.00	0.41					61.05	5.30	7.94
Corporate & Cultural Services	25.19	25.29	25.00	27.91	10.12	16.24	3.50	3.27	18.26					129.58	5.14	7.72
Customer Services	67.83	29.05	54.00	82.86	98.50	103.27	68.62	67.99	56.93					561.24	8.27	12.41
Democratic & Legal Services	14.76	0.00	7.50	2.00	1.60	0.00	4.00	11.00	11.74					37.84	2.56	3.85
Development Services	42.24	7.00	7.92	4.00	13.00	12.00	9.00	15.60	18.00					86.52	2.05	3.07
Environmental Care	118.35	238.76	307.00	275.00	279.58	313.78	312.80	393.58	153.81					2274.31	19.22	28.83
Housing	110.33	53.73	32.70	48.21	72.19	74.04	52.01	29.59	183.09					545.56	4.94	7.42
Public Services	41.27	31.60	32.00	41.40	51.00	31.00	28.00	43.80	26.93					285.73	6.92	10.39
Resources	18.61	17.32	19.03	2.59	1.00	0.54	11.50	6.99	5.22					64.19	3.45	5.17
SMT Support	4.00	18.00	7.43	0.00	0.00	0.00	2.00	0.00	2.00					29.43	7.36	11.04
Strategic Management Team	3.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					1.00	0.33	0.50
Total WDL to date:	457.11	440.67	515.57	485.97	532.61	550.87	501.54	572.82	476.39	0.00	0.00	0.00	0.00	4076.46		
Self-certified sickness:		82.40	118.16	123.85	86.28	89.02	110.57	127.57	148.57					886.43		
Medically-certified sickness:		358.27	397.41	362.12	446.33	461.85	390.97	445.25	327.82					3190.03		

Summary results:	
Kettering Borough Council	
8.92	Days lost per FTE to date
13.38	Total Annualised
of which 2.91 (22%)	days are Self Certified
and 10.47 (78%)	days are Certified
8.00	TARGET

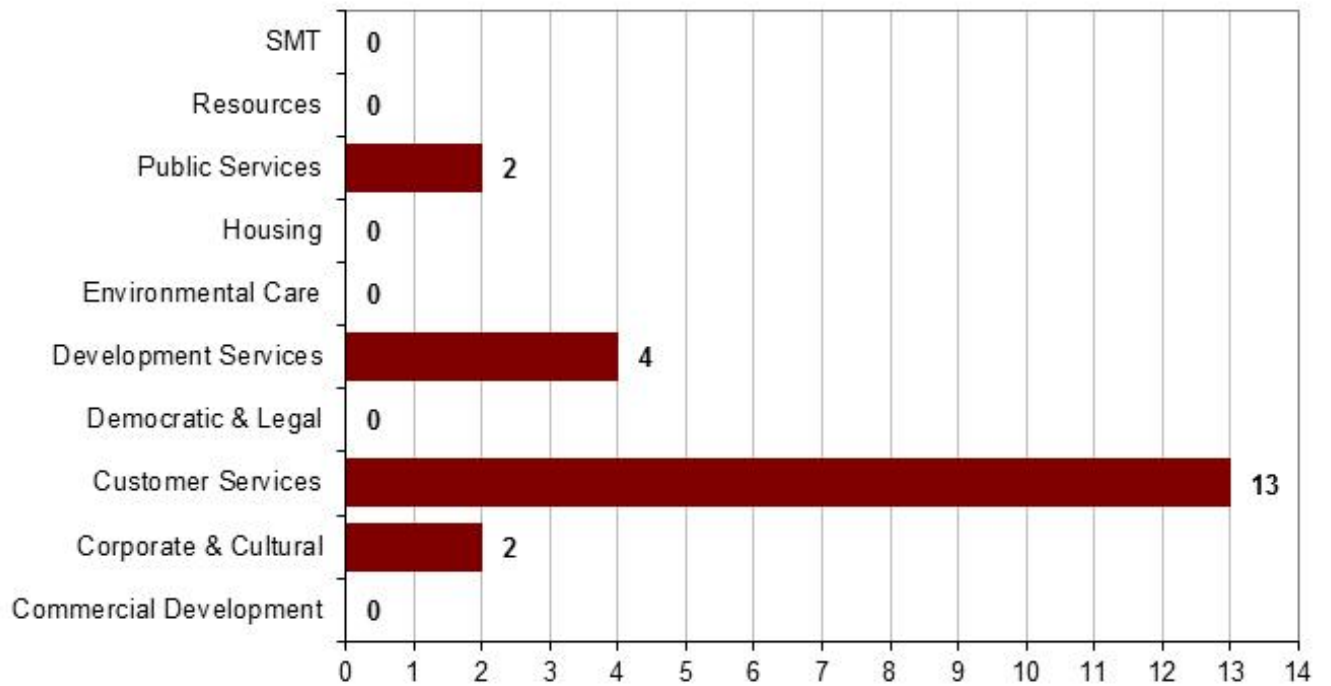
FTE Days Lost Due to Sickness Absence - % age split between medically certificated & self certificated

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!	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%

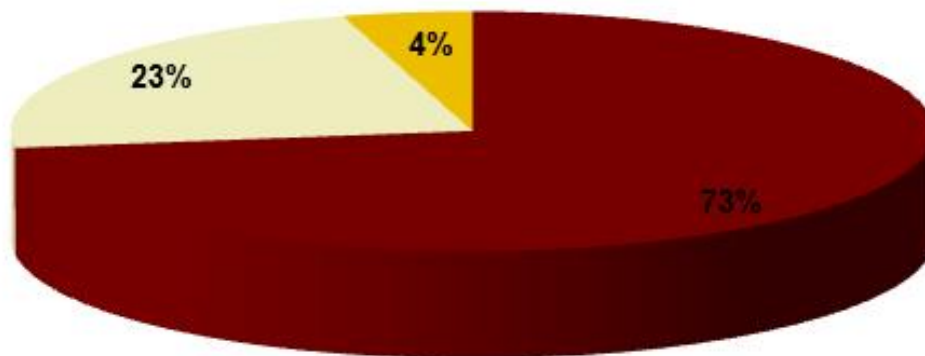
Service Unit	Oct-16			Nov-16			Dec-16			Jan-17			Feb-17			Mar-17			Cum total	% age Med Cert	% age Self Cert
	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert			
Commercial Development	1.00	0%	100%	0.41	0%	100%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	61.05	85%	15%
Corporate & Cultural Services	3.27	0%	100%	18.26	60%	40%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	129.58	70%	30%
Customer Services	67.99	71%	29%	56.93	64%	36%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	561.24	79%	21%
Democratic & Legal Services	11.00	100%	0%	11.74	72%	28%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	37.84	66%	34%
Development Services	15.60	0%	100%	18.00	39%	61%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	86.52	25%	75%
Environmental Care	393.58	86%	14%	153.81	85%	15%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	2274.31	84%	16%
Housing	29.59	48%	52%	183.09	62%	38%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	545.56	67%	33%
Public Services	43.80	80%	20%	26.93	82%	18%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	285.73	77%	23%
Resources	6.99	0%	100%	5.22	0%	100%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	64.19	77%	23%
SMT Support	0.00	#DIV/0!	#DIV/0!	2.00	0%	100%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	29.43	71%	29%
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:	572.82	78%	22%	476.39	69%	31%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	4076.46	78%	22%

Compliments and Complaints

Customer Complaints by Service Area - year to date

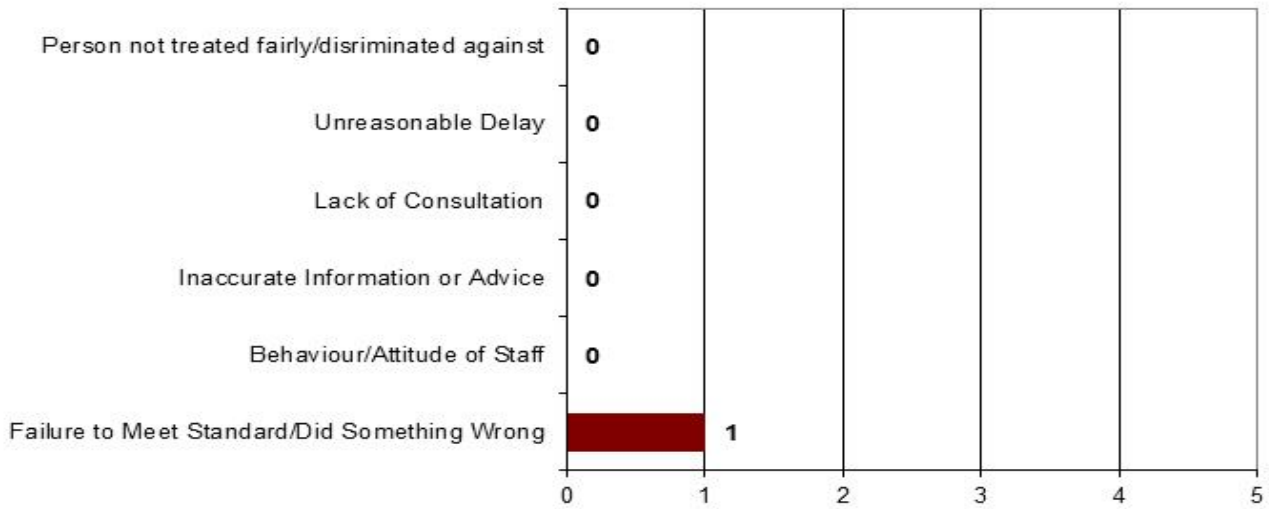


Customer Complaints by Category - year to date

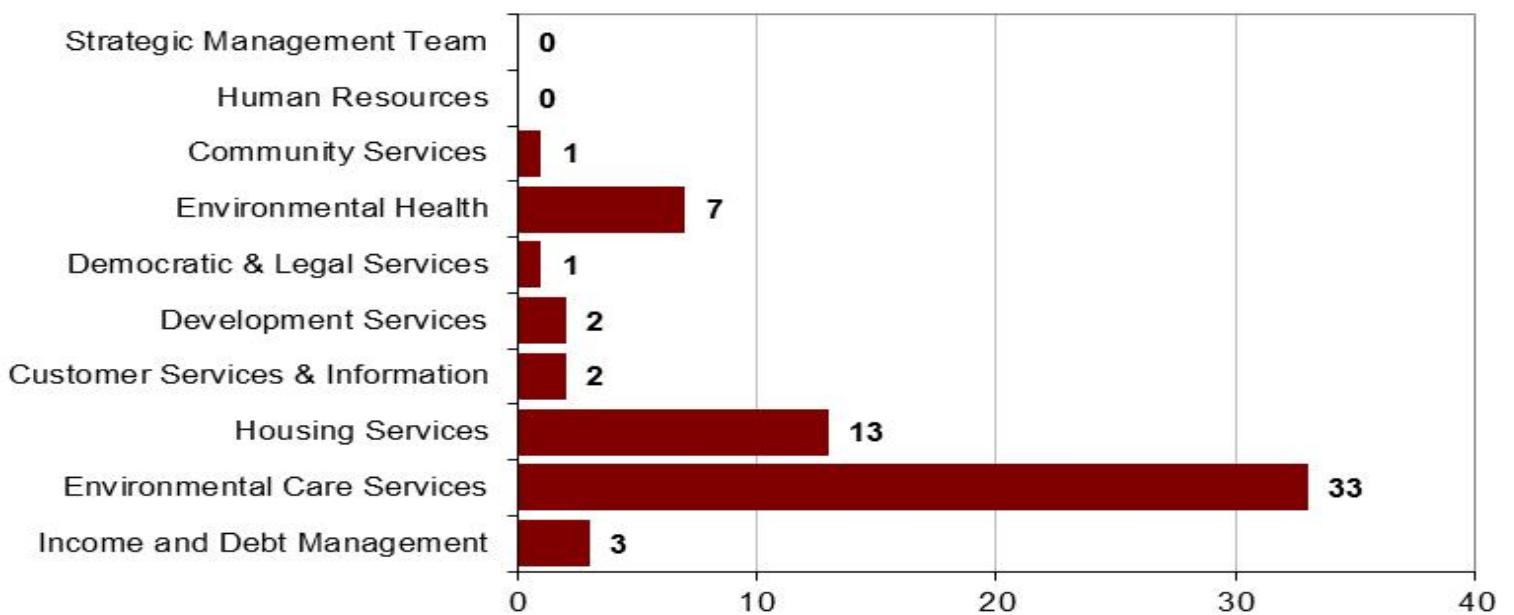


■ Information Requests ■ Service Requests/Suggestions ■ Process Failures/Service Failures

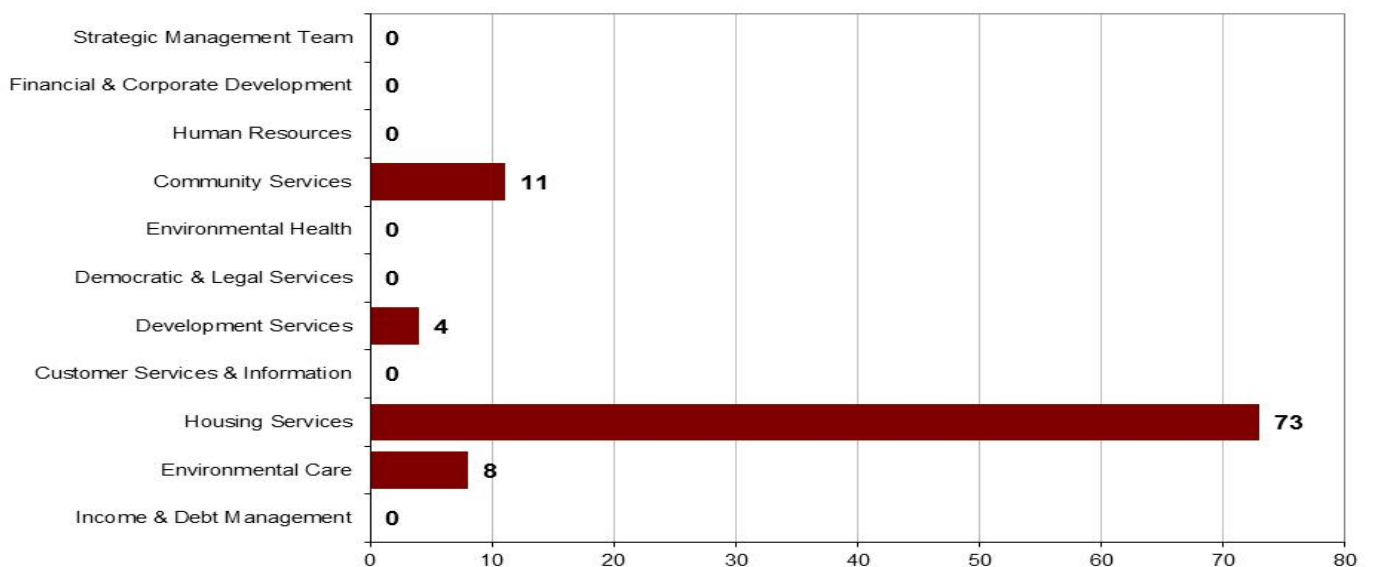
Reason for Process Failure/Service Failure Complaints - year to date



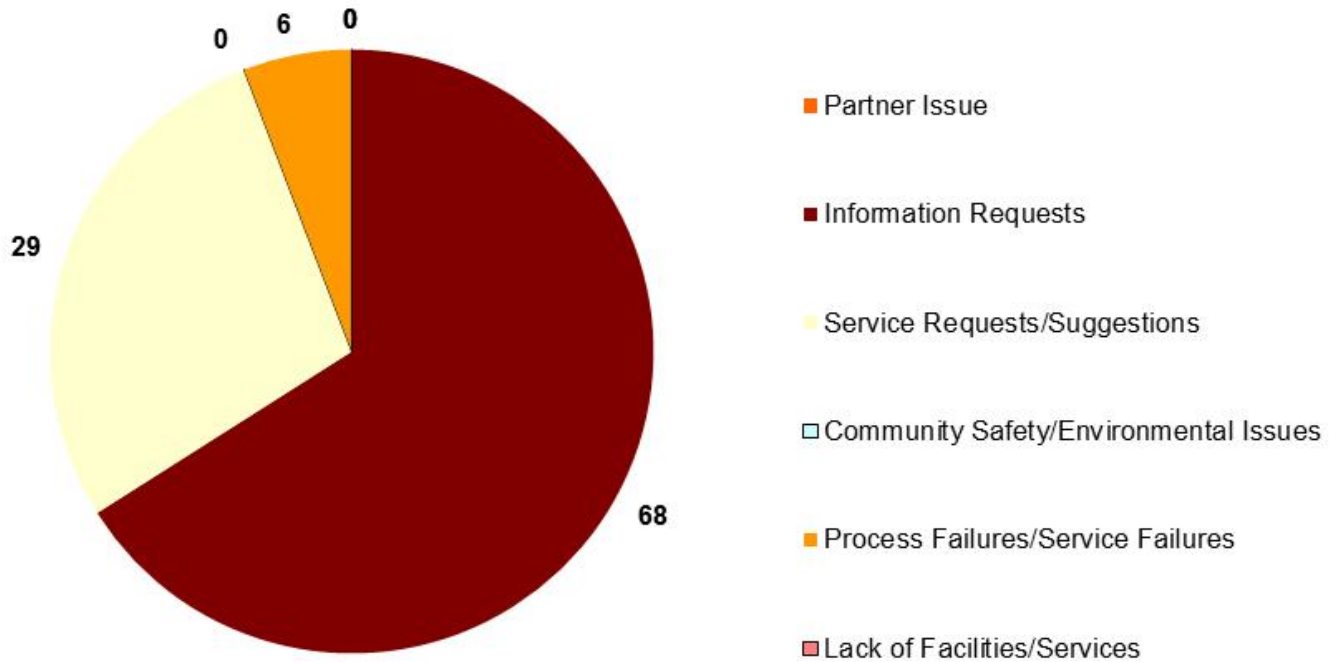
Number of Compliments - Year to date



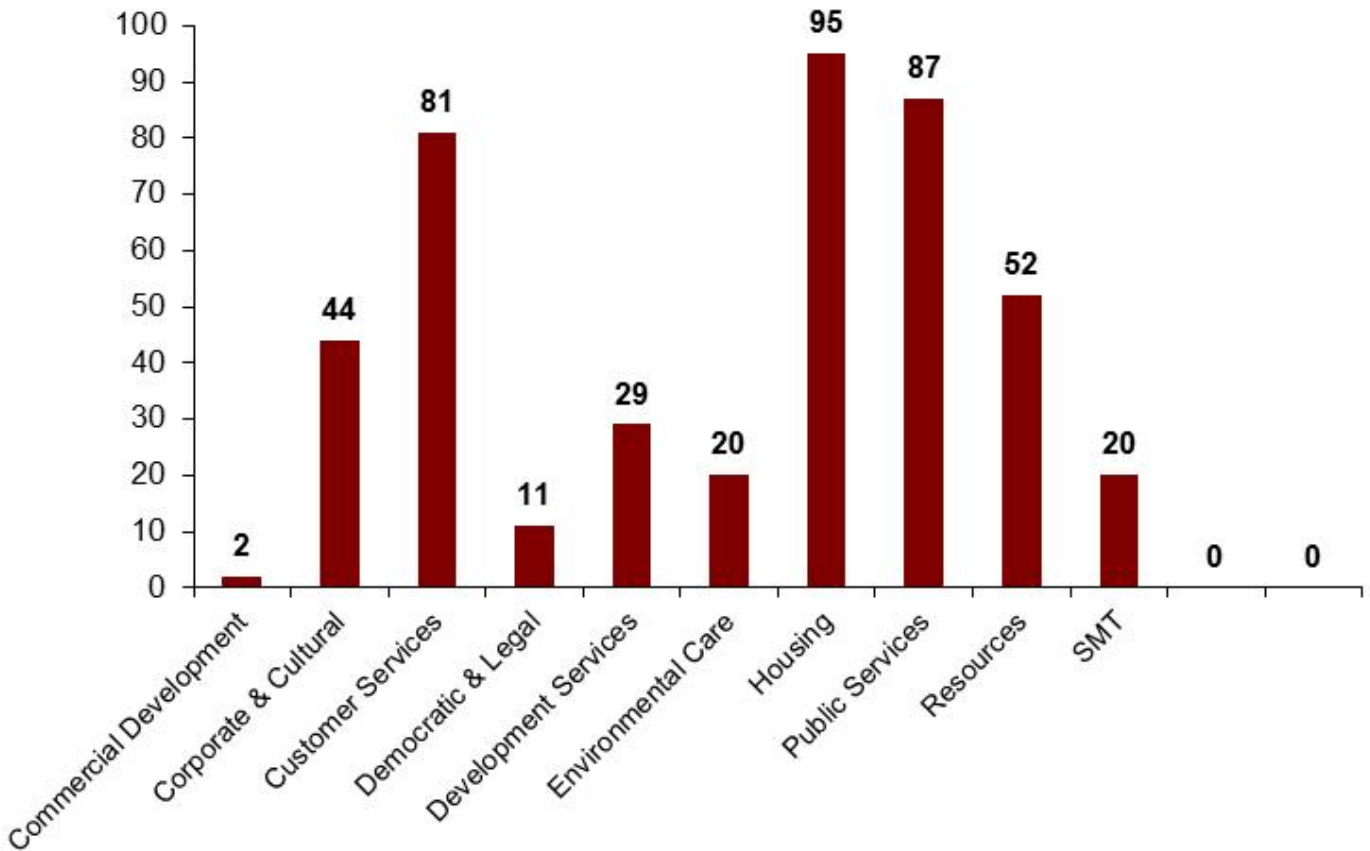
Number of MP Queries per Service Area - year to date



Total Number of MP Queries By Category - year to date



Total FOI requests received by Service Unit - year to date



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

Financial Systems – High Level Controls

Audit assurance opinion - individual finance systems					
Key control objectives	Assurance level	Number of recommendations raised			
		Critical	High	Medium	Low
Financial Management & Reporting	Full	0	0	0	1
IT Access & Security	Full	0	0	0	0
Creditors	Moderate	0	1	1	0
Payroll	Full	0	0	0	0
Capital Accounting	Full	0	0	0	0
Total recommendations raised		0	1	1	1

GDPR Preparedness
Overall Level of Assurance – N/A

As this was an advisory piece of work to establish the Council's state of preparedness for implementing the General Data Protection Regulation by the May 2018 mandatory deadline, an overall audit opinion that contributes towards our year end opinion was not felt to be applicable.

The audit has confirmed that an action plan is in place that contains the key workstreams necessary to implement GDPR by May 2018, but given the amount of work left to deliver, it is not possible to at this stage to confirm that the action plan will be fully achieved by that date. The auditor is however of the opinion that sufficient work will have been completed by May 2018 to demonstrate to the Information Commissioner's Officer (ICO), should the need arise, that the Council has responded appropriately to the requirements of GDPR.

PROGRESS AGAINST INTERNAL AUDIT PLAN AS AT 31st JANUARY 2018

Description of audit	Quarter planned	Days planned	Actual to date	Current Status	Opinion
Resources		88	60		
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	✓	✓	Fieldwork ongoing	
Property Management	4	✓	✓	Fieldwork ongoing	
Procurement & Contract Management	3/4	✓			
Human Resources	4	✓			
GDPR Preparedness	3	✓	✓	Final report	N/A
Information Governance	4	✓	✓	Scope agreed	
Customer Services		28	25		
Income & Payment Systems – High Level Controls	3	✓	✓	Draft report	
Anti-Fraud & Corruption	2/3	✓	✓	Draft report	
Environmental Care		37	33		
Emergency Planning	2	✓	✓	Final report	Significant
Fleet Management	4	✓	✓	Fieldwork ongoing	
Street Cleansing	1	✓	✓	Final report	Significant
Corporate Health & Safety	3				
Public Services		35	35		
Car Park Income	1	✓	✓	Final report	Moderate
Licensing	1	✓	✓	Final report	Moderate
Pest Control	2	✓	✓	Final report	Significant

Residents Parking	1	✓	✓	Final report	Significant
Commercial Development		12	7		
Kettering Borough Trainers	4	✓	✓	Fieldwork ongoing	
Housing Services		24	24		
Private Sector Housing Enforcement	2	✓	✓	Final report	Significant
Leasehold Services	2	✓	✓	Final report	Significant
Disabled Facilities Grant	1	✓	✓	Grant sign off provided	
Other		18	13		
Follow Up & Recommendation Tracking		✓	✓	Ongoing throughout year	
Audit Management		16	11		
TOTAL DAYS		258	208		

Kettering Borough Training – Performance Update

Table 1: Apprenticeship Success Rates at Dec 2017

	National Rate 2015-16	KBT 2016-17	KBT 2017-18
Overall Success Rate	67%	84%	89%
Timely Success Rate	59%	78%	79%

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 Dec 2017

		Jul-16	Jul-17	Oct-17
Study Programme	Starts	58	78	no leavers / completers to date
	Achievers	30	57	
	Success Rate	52%	73%	
	Completers	47	64	
	Retention	81%	82%	
	Achievement	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 Dec 2017

		Dec-16	Dec-17
Apprenticeship	16-18	18	7
	19+	39	12
	Total	57	19
Study Programme	16-18	11	3

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 Dec 2017

	Dec-16	Dec-17
Apprenticeship	120	87
Study Programme	11	10

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-Dec) £000	2017/18 Expenditure Full Year £000
Corporate & Cultural Services	170	150	196
Customer Services	143	98	128
Democratic Services	41	61	85
Commercial Development	74	52	53
Public Services	54	-	-
Resources	113	90	129
Development Services	34	5	5
Environmental Care	294	271	309
Housing	136	158	213
HRA - Admin	273	187	233
HRA - Property	385	314	405
	1,717	1,385	1,756

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 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.

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)