



# New Key Performance Information Booklet

Issue 84

February 2020

**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 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 15th January 2020, entitled 'Maintaining a Durable Budget'.

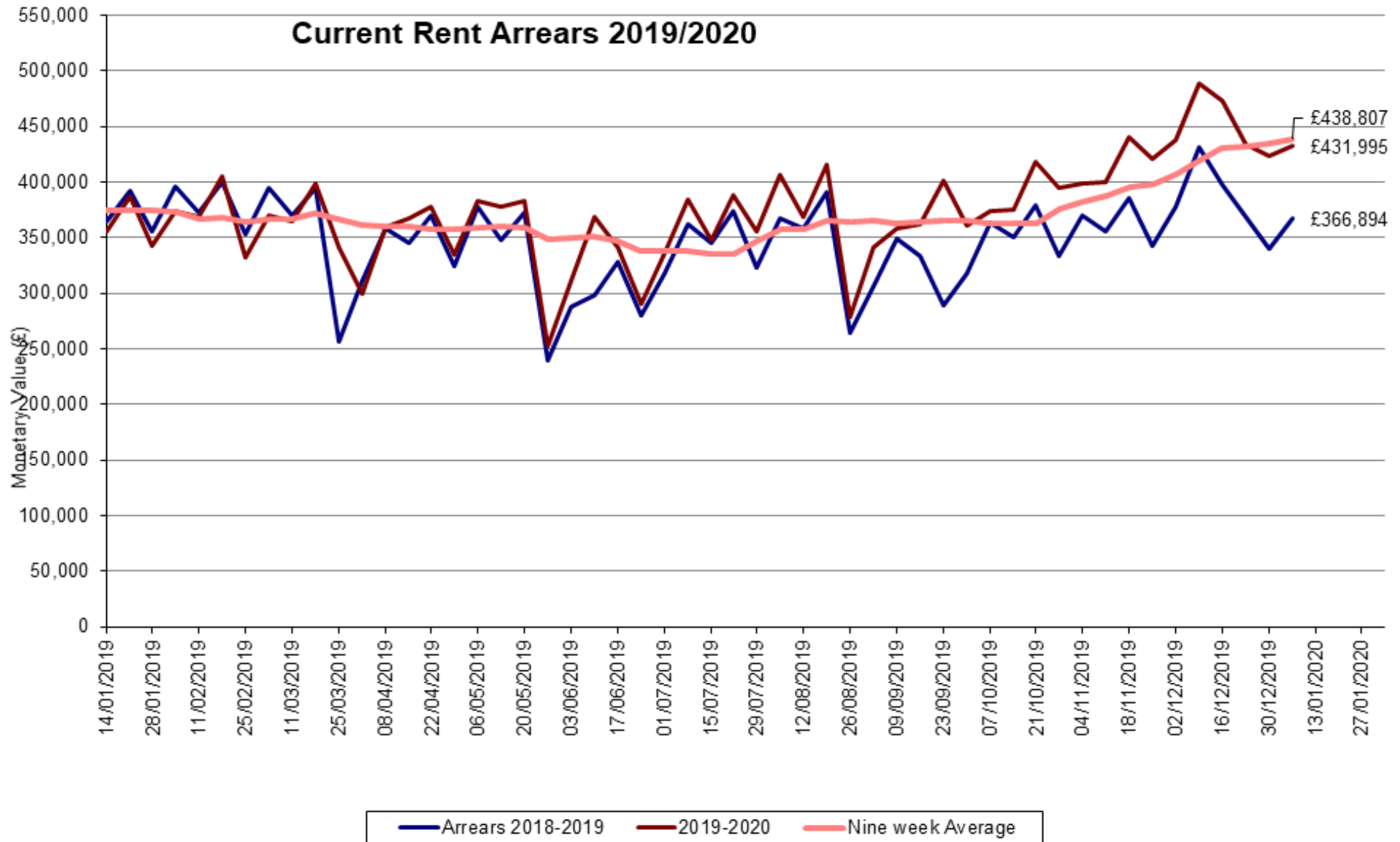
The report can be found online at [www.kettering.gov.uk](http://www.kettering.gov.uk)



# Performance Update

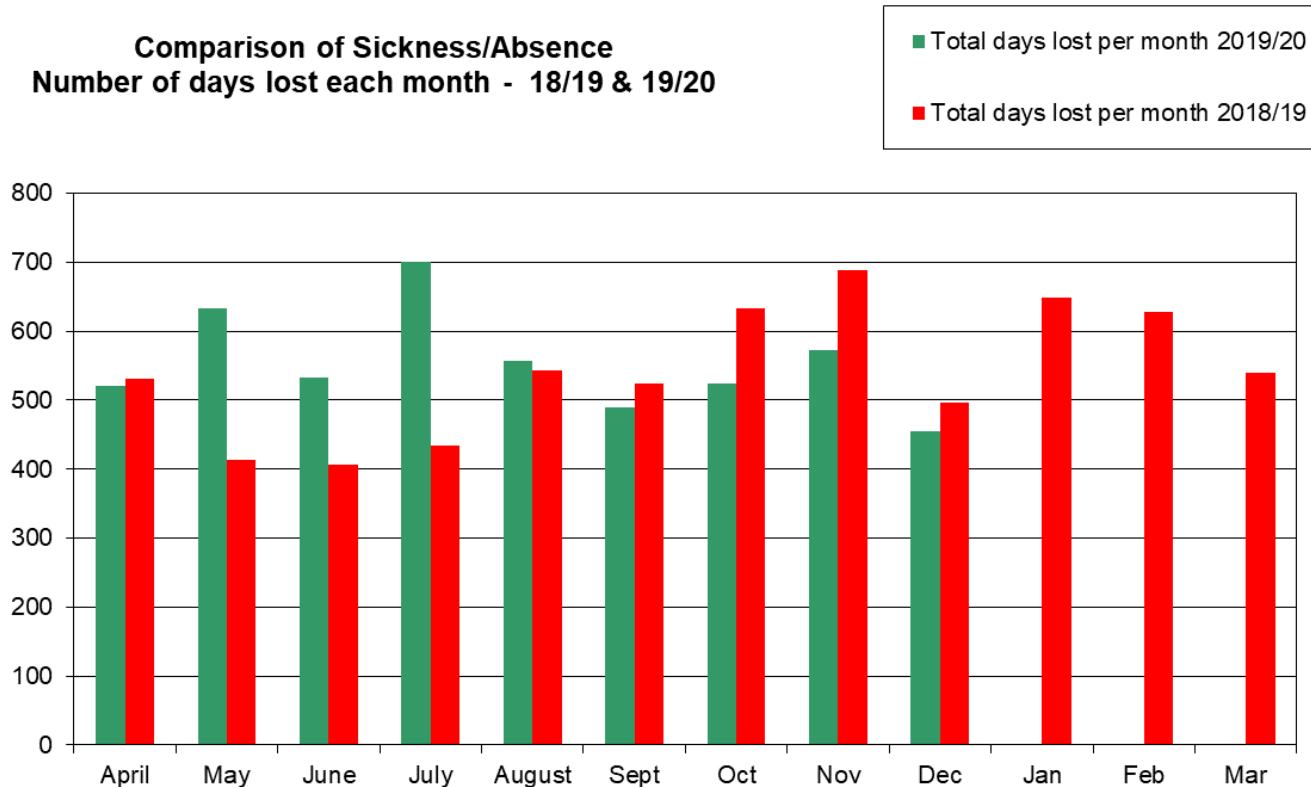
PI Ref.	Description of PI	18/19 Outturn	Top Quartile	December 2018/19	December 2019/20	Volume	2018/19 Profiled Target	2018/19 Target	2019/20 Target
<b>Managing Growth</b>									
NI 154	Net additional homes provided	644	N/A	ANNUAL	ANNUAL			634	634
NI 155	Number of affordable homes delivered	135	N/A	110	108			228	228
NI 157a	Planning major applications processed in 13 weeks	91.67%	89.00%	88.89%	80.95%	17/21		90%	90%
NI 157b	Planning minor applications processed in 8 weeks	95.54%	87.00%	95.00%	90.91%	90/99		95%	95%
NI 157c	Planning other applications processed in 8 weeks	98.35%	94.00%	98.50%	97.10%	301/310		95%	95%
LPI 204	% of appeals against authority's decision to refuse planning applications	17.6%	26.7%	17.6%	50.0%	12/24		30%	30%
<b>Efficient and Effective Service Delivery</b>									
MPI 25	Percentage of calls answered by switchboard	98.35%	N/A	98.16%	98.83%			90.0%	90.0%
MPI 26	Percentage of calls answered within 15 seconds by switchboard	85.45%	N/A	84.28%	87.40%			90.0%	90.0%
LPI 78a	Average time to process new benefits claims (days)	25.89	21.2	25.30	21.58	25482/1181		26.00	26.00
LPI 78b	Average time to process change in circumstances (days)	5.87	7	10.37	8.62	85892/9964		12.00	12.00
<b>Enhanced Local Government</b>									
MPI 8	% Invoices paid on time	95.1%	97.01%	96.4%				99%	99%
LPI 9	% Council Tax collected	97.86%	98.5%	86.35%	86.29%		86.35%	97.50%	97.50%
LPI 10	% NNDR collected	99.36%	99.36%	85.37%	83.06%		85.37%	99%	99%
LPI 12	Days staffing lost (per member of staff)	13.49	8.33	10.38	9.29		6.00	8	8
LPI 66a	Proportion of rent collected	98.65%	98.63%	97.49%	96.68%			98.50%	98.50%
LPI 79b(i)	Overpaid benefit recovered as % of current year overpayments	89.12%	82.4%	94.16%	89.58%		69.30%	70%	70%
LPI 79b(ii)	Overpaid benefit recovered as % of total overpayments outstanding	27.23%	36.8%	22.96%	20.71%		30.40%	35%	35%
<b>Greener environment</b>									
NI 192	% of household waste recycled and composted**	50.98% (Jan)	43.18%	53.86% (Aug)	51.08% (Aug)			52%	52%
<b>Cleaner environment</b>									
PI L02	Percentage of sites classed as acceptable (combined litter and detritus)	98.32% (Dec)	N/A***	98.32%	97.95%			N/A**	N/A**
PI L04	Percentage of sites classed as acceptable (litter)	100% (Dec)	N/A***	100.00%	99.12%			N/A**	N/A**
PI L05	Percentage of sites classed as grade A (fly-tipping)	99.29% (Dec)	N/A***	99.29%	91.22%			N/A**	N/A**
PI L02	Percentage of sites classed as acceptable (grounds maintenance)	99.43% (Dec)	N/A***	99.43%	87.87%			N/A**	N/A**
<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>								
	* Estimate based on current requirements and increased commencements at sites								
	** Recycling data from 2019/20 onwards covers the environmental care shared service between Kettering and Corby Borough Councils								
	*** 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

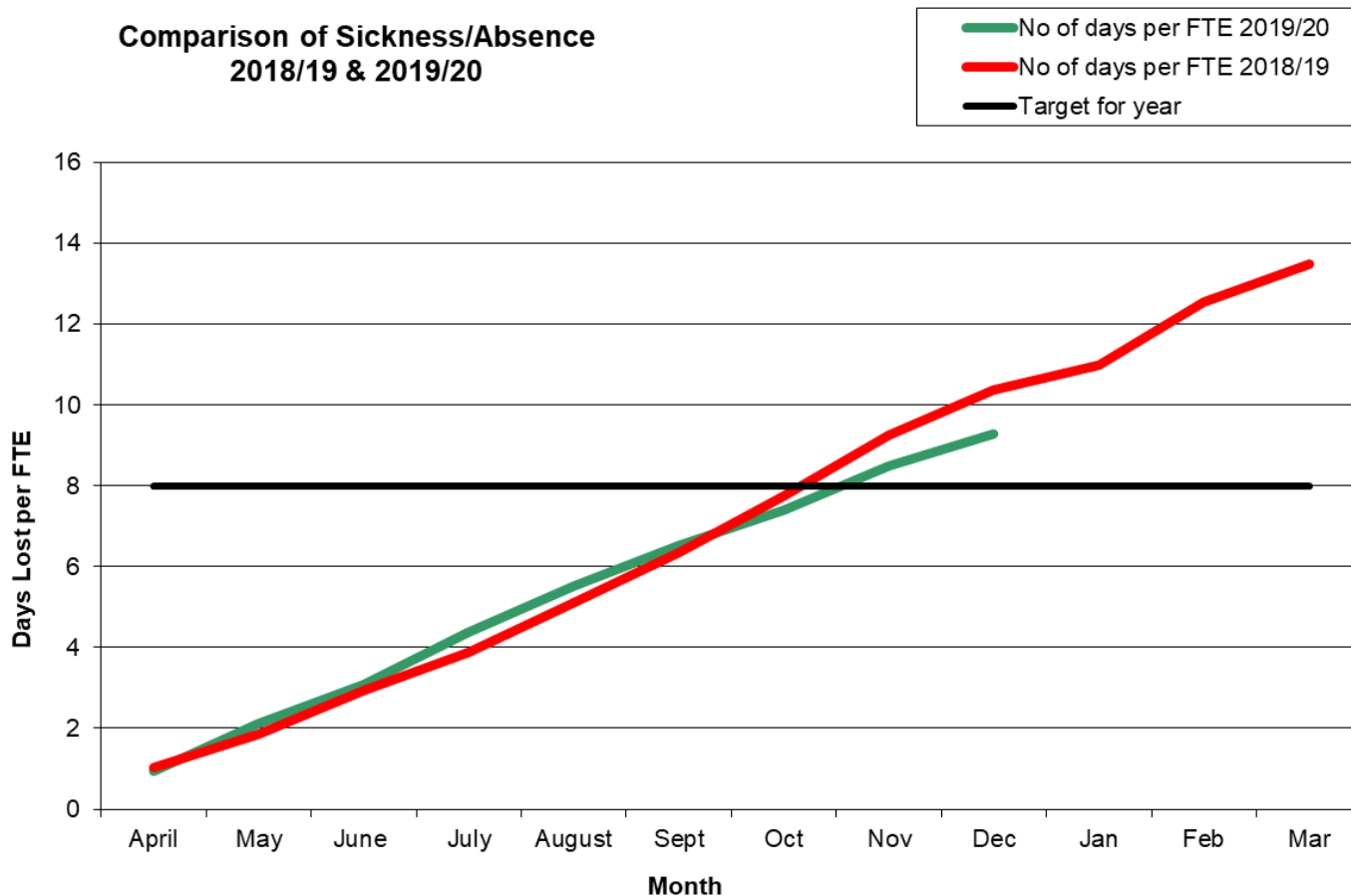


# Staff Sickness Summary

**Comparison of Sickness/Absence**  
**Number of days lost each month - 18/19 & 19/20**



**Comparison of Sickness/Absence**  
**2018/19 & 2019/20**



# LPI 12 | FTE Days Lost Due to Sickness Absence



FTE Days Lost To Date 2019 TO 2020

Current month:	9
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Service Unit	FTE	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Totals YTD	WDL per F.T.E	Annualised
Commercial Development	4.78	0.00	3.50	2.00	1.00	0.00	0.00	0.00	6.42	2.50				15.42	3.23	4.30
Corporate & Cultural Services	26.36	3.76	1.08	2.22	11.65	5.41	13.36	13.47	4.08	2.81				57.84	2.19	2.93
Customer Services	74.07	22.74	85.22	55.72	76.49	69.62	78.78	67.69	79.51	38.89				574.66	7.76	10.34
Democratic & Legal Services	14.76	3.00	1.00	1.00	1.00	2.00	0.81	0.00	10.00	10.00				28.81	1.95	2.60
Development Services	40.12	21.00	6.00	23.00	17.00	2.00	12.92	9.86	17.00	21.00				129.78	3.23	4.31
Environmental Care	189.43	237.85	321.00	296.50	348.73	296.14	239.00	231.50	252.22	228.95				2451.88	12.94	17.26
Housing	117.44	208.12	200.20	142.69	232.70	179.16	126.44	162.91	161.73	116.34				1530.29	13.03	17.37
Public Services	43.28	22.00	7.50	4.50	10.31	0.00	12.40	22.04	30.00	28.12				136.87	3.16	4.22
Resources	22.84	1.86	4.00	1.00	1.50	1.95	5.00	10.61	6.36	1.00				33.28	1.46	1.94
SMT Support	8.00	1.00	4.00	5.00	0.00	0.00	0.00	6.00	5.00	5.00				26.00	3.25	4.33
<b>Total WDL to date:</b>	<b>536.30</b>	<b>521.33</b>	<b>633.50</b>	<b>533.62</b>	<b>700.38</b>	<b>556.28</b>	<b>488.71</b>	<b>524.09</b>	<b>572.33</b>	<b>454.61</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>4984.85</b>		
<b>Self-certified sickness:</b>		<b>121.04</b>	<b>111.20</b>	<b>92.38</b>	<b>136.92</b>	<b>84.80</b>	<b>98.32</b>	<b>144.19</b>	<b>166.03</b>	<b>110.20</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1065.08</b>		
<b>Medically-certified sickness:</b>		<b>400.29</b>	<b>522.30</b>	<b>441.24</b>	<b>563.46</b>	<b>471.48</b>	<b>390.39</b>	<b>379.90</b>	<b>406.30</b>	<b>344.41</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>3919.77</b>		

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Summary results:	
Kettering Borough Council	
<b>9.29</b>	<b>Days lost per FTE to date</b>
<b>12.39</b>	<b>Total Annualised</b>
of which 2.65 (21%)	days are Self Certified
and 9.75 (79%)	days are Certified
<b>8.00</b>	<b>TARGET</b>

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

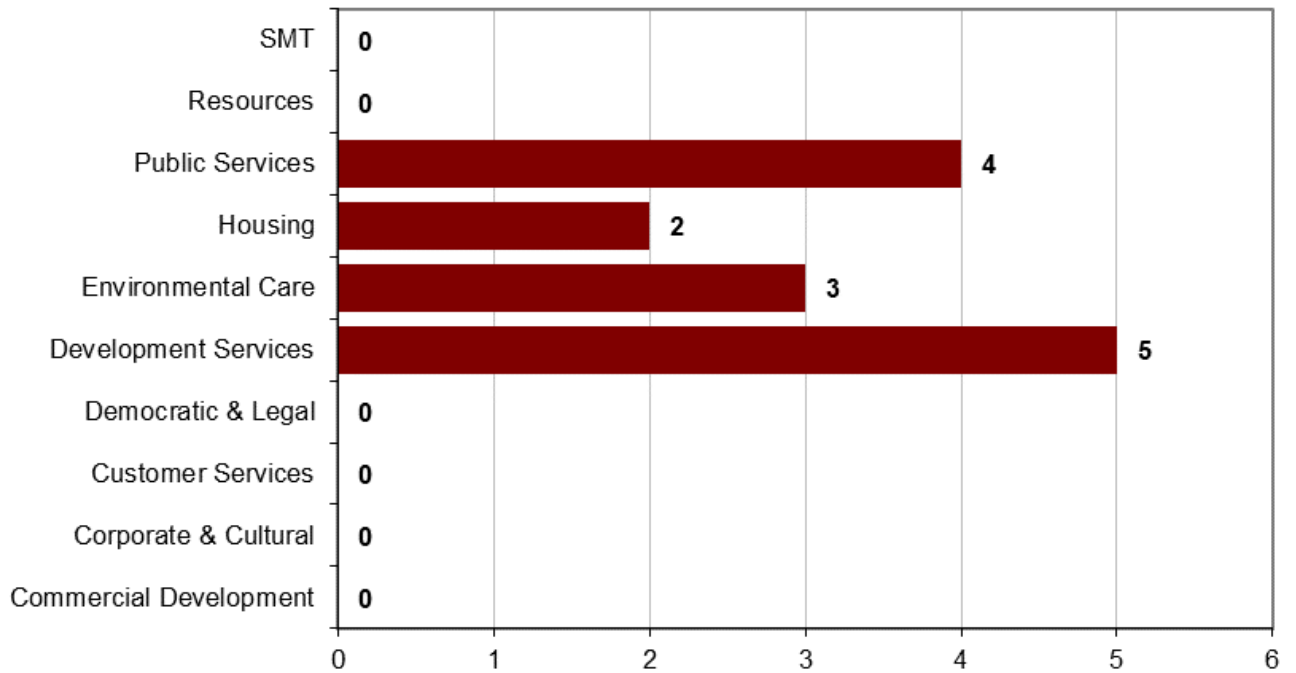
Service Unit	Apr-19			May-19			Jun-19			Jul-19			Aug-19			Sep-19			Cum total	% age Med Cert	% age Self Cert
	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert			
Commercial Development	0.00	#DIV/0!	#DIV/0!	3.50	0%	100%	2.00	0%	100%	1.00	0%	100%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	6.50	0%	100%
Corporate & Cultural Services	3.76	0.0%	100.0%	1.08	0%	100%	2.22	0%	100%	11.65	0%	100%	5.41	74%	26%	13.36	75%	25%	37.48	37%	63%
Customer Services	22.74	0.0%	100.0%	85.22	88%	12%	55.72	85%	15%	76.49	70%	30%	69.62	74%	26%	78.78	71%	29%	388.57	73%	27%
Democratic & Legal Services	3.00	0.0%	100.0%	1.00	0%	100%	1.00	0%	100%	1.00	0%	100%	2.00	0%	100%	0.81	0%	100%	8.81	0%	100%
Development Services	21.00	38.1%	61.9%	6.00	0%	100%	23.00	48%	52%	17.00	59%	41%	2.00	0%	100%	12.92	0%	100%	81.92	35%	65%
Environmental Care	237.85	81.0%	19.0%	321.00	88%	12%	296.50	88%	12%	348.73	93%	7%	296.14	91%	9%	239.00	87%	13%	1739.22	88%	12%
Housing	208.12	85.9%	14.1%	200.20	83%	17%	142.69	86%	14%	232.70	75%	25%	179.16	82%	18%	126.44	88%	12%	1089.31	83%	17%
Public Services	22.00	95.5%	4.5%	7.50	0%	100%	4.50	0%	100%	10.31	0%	100%	0.00	#DIV/0!	#DIV/0!	12.40	48%	52%	56.71	48%	52%
Resources	1.86	0.0%	100.0%	4.00	0%	100%	1.00	0%	100%	1.50	0%	100%	1.95	0%	100%	5.00	0%	100%	15.31	0%	100%
SMT Support	1.00	0.0%	100.0%	4.00	0%	100%	5.00	0%	100%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	10.00	0%	100%
<b>Total working days lost to date:</b>	<b>521.33</b>	<b>76.8%</b>	<b>23.2%</b>	<b>633.50</b>	<b>82%</b>	<b>18%</b>	<b>533.62</b>	<b>83%</b>	<b>17%</b>	<b>700.38</b>	<b>80%</b>	<b>20%</b>	<b>556.28</b>	<b>85%</b>	<b>15%</b>	<b>488.71</b>	<b>80%</b>	<b>20%</b>	<b>3427.32</b>	<b>81%</b>	<b>19%</b>

Service Unit	Oct-19			Nov-19			Dec-19			Jan-20			Feb-20			Mar-20			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!	6.42	0%	100%	2.50	0%	100%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	15.42	0%	100%
Corporate & Cultural Services	13.47	0%	100%	4.08	0%	100%	2.81	0%	100%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	57.84	24%	76%
Customer Services	67.69	91%	9%	79.51	57%	43%	38.89	69%	31%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	574.66	73%	27%
Democratic & Legal Services	0.00	#DIV/0!	#DIV/0!	10.00	100%	0%	10.00	100%	0%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	28.81	69%	31%
Development Services	9.86	0%	100%	17.00	18%	82%	21.00	71%	29%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	129.78	36%	64%
Environmental Care	231.50	78%	22%	252.22	80%	20%	228.95	88%	12%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	2451.88	86%	14%
Housing	162.91	76%	24%	161.73	82%	18%	116.34	74%	26%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	1530.29	81%	19%
Public Services	22.04	64%	36%	30.00	43%	57%	28.12	0%	100%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	136.87	39%	61%
Resources	10.61	0%	100%	6.36	0%	100%	1.00	0%	100%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	33.28	0%	100%
SMT Support	6.00	0%	100%	5.00	0%	100%	5.00	100%	0%	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	26.00	19%	81%
<b>Total working days lost to date:</b>	<b>524.09</b>	<b>72%</b>	<b>28%</b>	<b>572.33</b>	<b>71%</b>	<b>29%</b>	<b>454.61</b>	<b>76%</b>	<b>24%</b>	<b>0.00</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>0.00</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>0.00</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>4978.35</b>	<b>79%</b>	<b>21%</b>

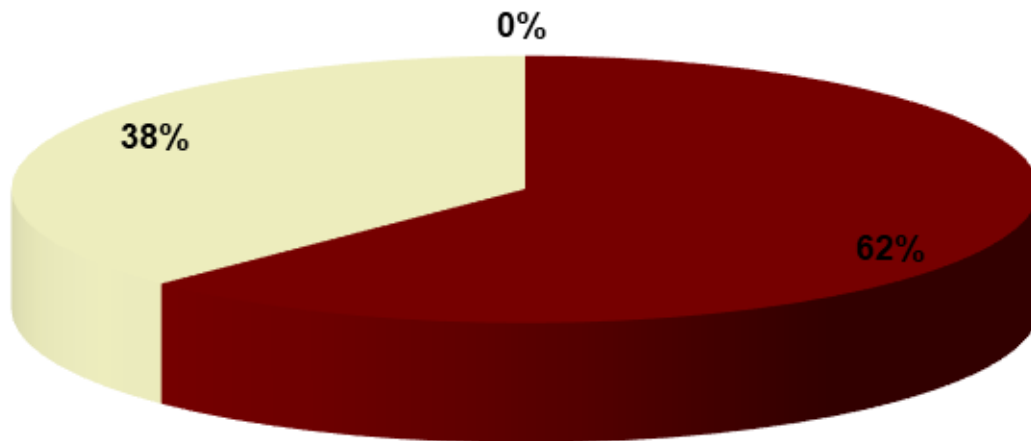


# Compliments and Complaints

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



### Customer Complaints by Category - year to date

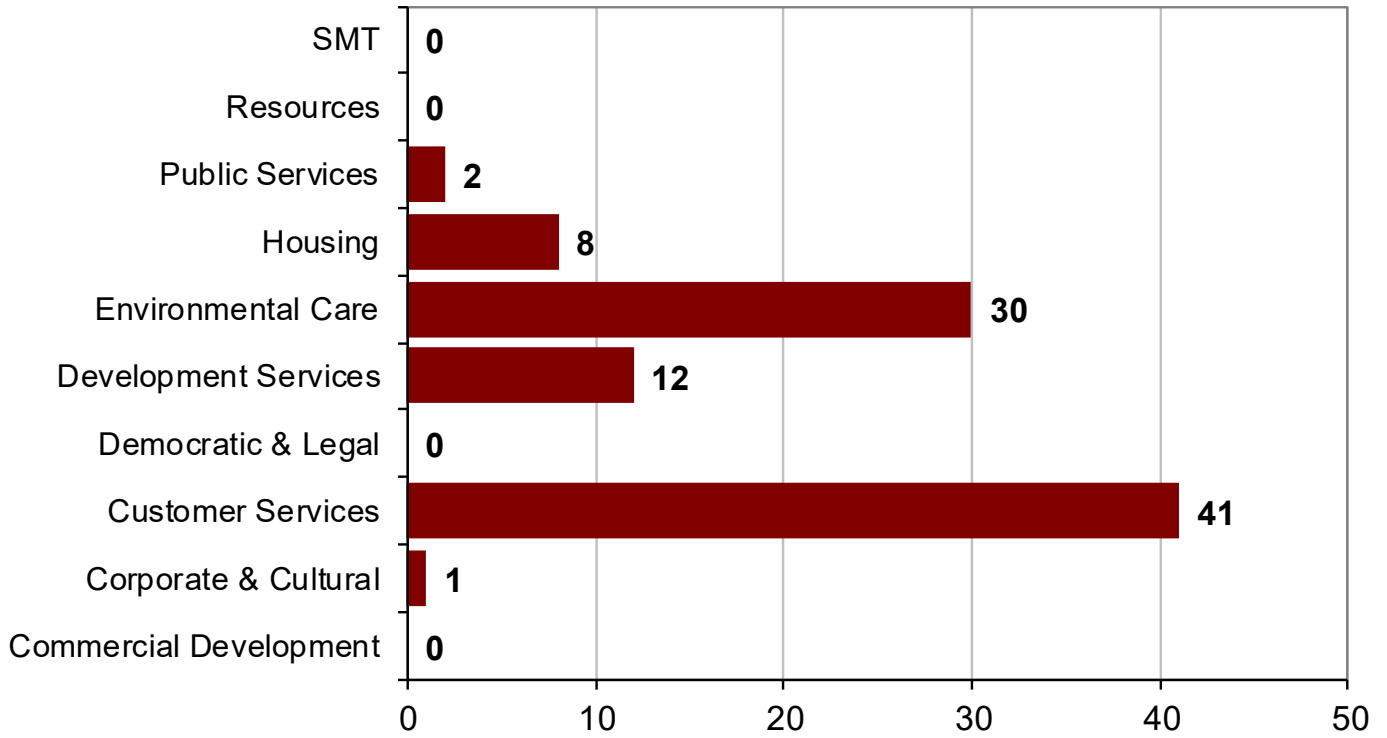


■ Information Requests

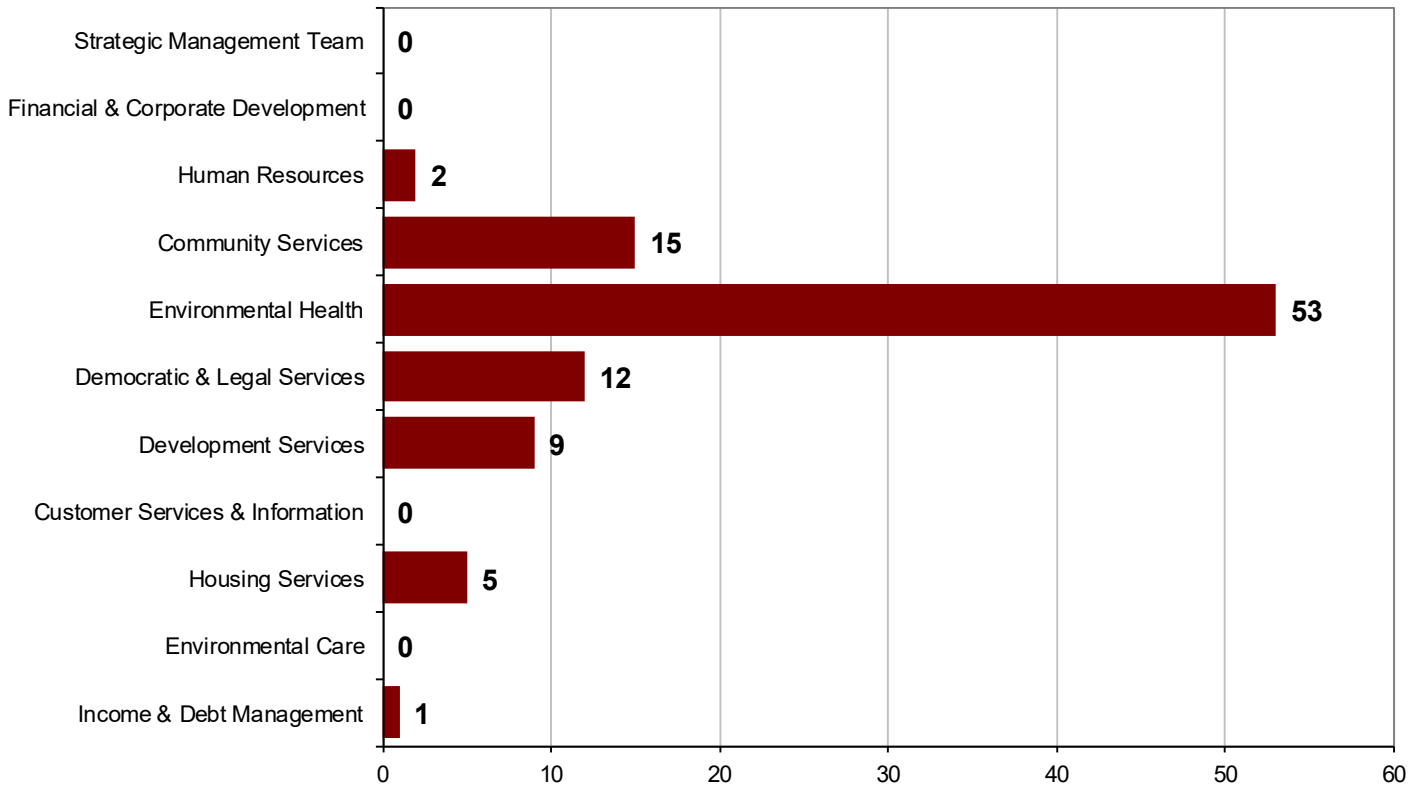
■ Service Requests/Suggestions

■ Process Failures/Service Failures

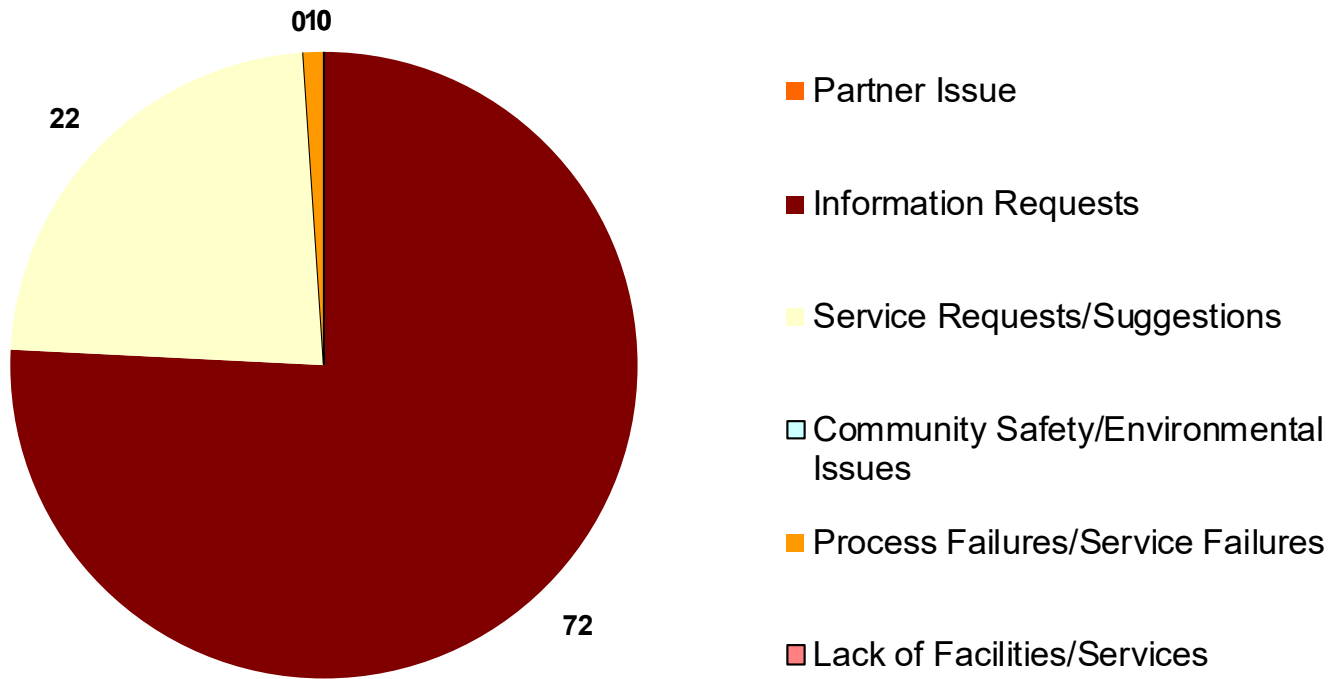
### Number of Compliments - Year to date



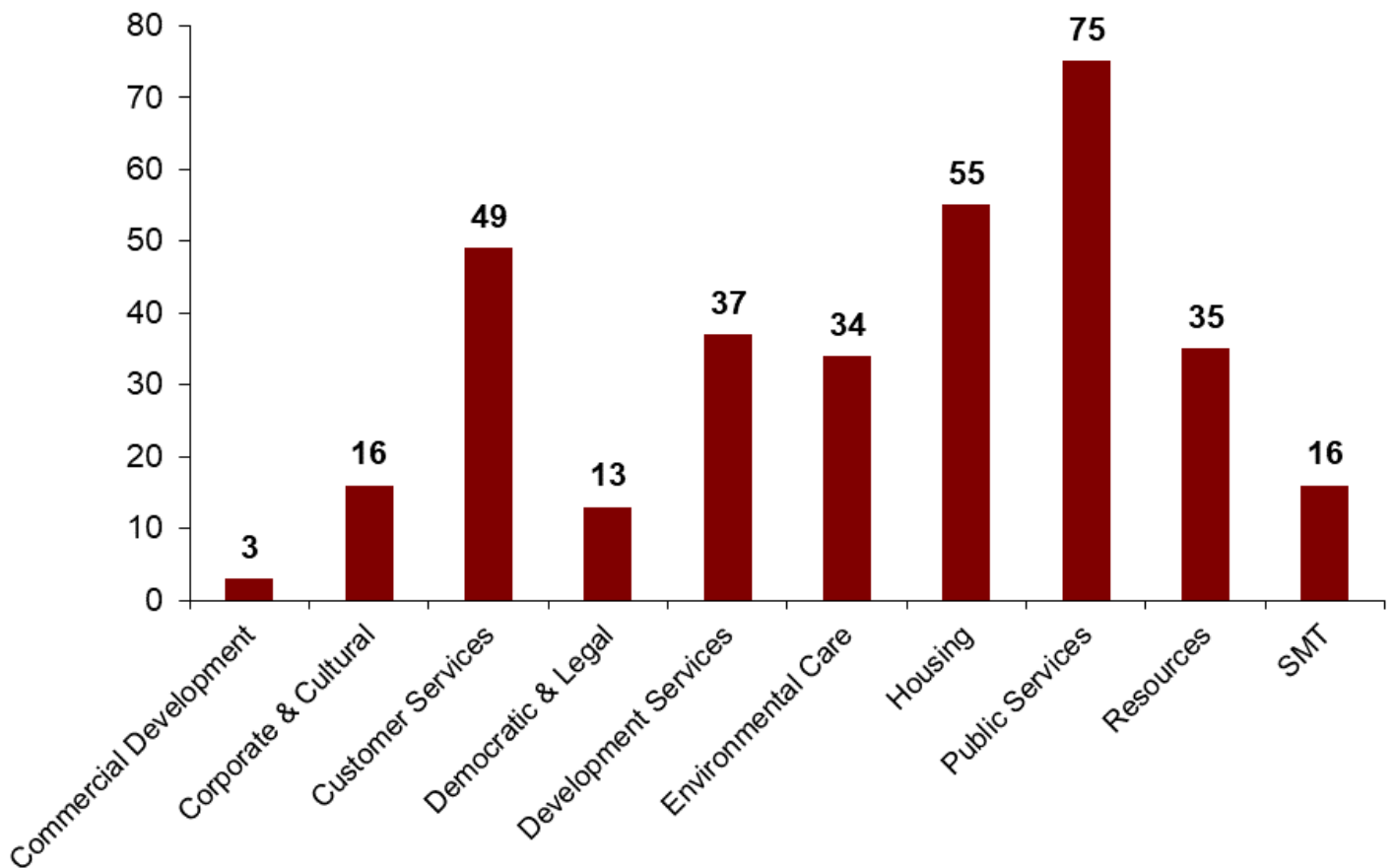
### Number of MP Queries per Service Area - year to date



## 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
<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 meeting**

**Financial Management & Reporting**

**Overall Level of Assurance – Full**

<b>Audit assurance opinion</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>
Bank reconciliations: periodic reconciliation of the main bank accounts to the general ledger.	<b>Full</b>	0	0	0	0
Budget setting and approval.	<b>Full</b>	0	0	0	0
Budget variance monitoring and corrective action.	<b>Full</b>	0	0	0	0
Budget performance reporting.	<b>Full</b>	0	0	0	0
Identification and delivery of savings/efficiencies to deliver balanced budget/MTFS.	<b>Full</b>	0	0	0	0
Journal entry & authorisation.	<b>Full</b>	0	0	0	0
Review and clearance of suspense and control accounts.	<b>Full</b>	0	0	0	0
<b>Total recommendations raised</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Finance Systems - IT Access & Security**  
**Overall Level of Assurance – Full**

<b>Audit assurance opinion</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>
Maintaining and publicising a comprehensive IT security policy.	<b>Full</b>	0	0	0	0
Adequate password-based access restrictions to the network.	<b>Full</b>	0	0	0	0
Adequate password-based access restrictions to all finance systems.	<b>Full</b>	0	0	0	0
Regular evidenced, independent review of user access rights to finance systems, including user roles to ensure segregation of duties as set out in financial procedures.	<b>Full</b>	0	0	0	0
Regular evidenced, independent review of the appropriateness of access rights of 'super users'.	<b>Full</b>	0	0	0	0
Authorisation and documentation/review of changes to systems configuration and report parameters.	<b>Full</b>	0	0	0	0
<b>Total recommendations raised</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Creditor Payments**  
**Overall Level of Assurance – Significant**

<b>Audit assurance opinion</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>
Orders raised for goods and services.	<b>Significant</b>	0	0	1	0
Goods receipting and invoice certification controls.	<b>Full</b>	0	0	0	0
Amendments to the supplier file are validated and checked.	<b>Full</b>	0	0	0	0
All payment runs are authorised prior to release.	<b>Full</b>	0	0	0	0
Interface/reconciliation with other key systems.	<b>Full</b>	0	0	0	0
Periodic production and independent review of exception reports.	<b>Significant</b>	0	0	0	1
Performance is reported to Committee.	<b>Full</b>	0	0	0	0
<b>Total recommendations raised</b>		<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

**Payroll**  
**Overall Level of Assurance – Full**

<b>Audit assurance opinion</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>
Accurate and timely processing of starters, leavers and changes to the payroll system.	<b>Full</b>	0	0	0	0
Deductions within the payroll system have been set correctly.	<b>Full</b>	0	0	0	0
Members' expenses are paid in line with policy.	<b>Full</b>	0	0	0	0
Interface/reconciliation with other key systems.	<b>Full</b>	0	0	0	0
Periodic circulation of establishment lists to service heads.	<b>Full</b>	0	0	0	0
Periodic production and independent review of exception reports.	<b>Full</b>	0	0	0	0
<b>Total recommendations raised</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Capital Accounting\***  
**Overall Level of Assurance – Significant**

<b>Audit assurance opinion</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>
Identification and treatment of capital additions.	<b>Full</b>	0	0	0	0
Identification and treatment of capital disposals.	<b>Full</b>	0	0	0	0
Delivery of the capital programme.	<b>Significant</b>	0	0	1	0
Periodic reconciliation of fixed asset register to the general ledger.	<b>Full</b>	0	0	0	0
Periodic reconciliation of corporate property and the fixed asset register.	<b>Full</b>	0	0	0	0
Periodic verification of fixed assets.	<b>Full</b>	0	0	0	0
<b>Total recommendations raised</b>		<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>

\*Some of the transactions in relation to capital accounting take place at year-end and as such are reviewed by external audit rather than internal audit.



**Risk Management**  
**Overall Level of Assurance – Significant**

<b>Audit assurance opinion</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>
Risk Management roles and responsibilities have been clearly defined.	<b>Full</b>	0	0	0	0
There is a robust Risk Management Strategy and Policy that have been effectively communicated and applied.	<b>Significant</b>	0	0	1	1
Risk Management is embedded throughout the organisation.	<b>Significant</b>	0	0	1	0
<b>Total recommendations raised</b>		<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>

**Commercial Property Management  
Overall Level of Assurance – Significant**

<b>Audit assurance opinion</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>
Adequate records are maintained of commercial property owned by the Council.	<b>Full</b>	0	0	0	0
There are signed lease agreements in place for all current leases and a program to ensure that lease renewals, amendments to leases and rent reviews are undertaken in a timely manner and that tenants comply with the terms of the lease agreement.	<b>Full</b>	0	0	0	1
Properties are maintained to a good state of repair and in accordance with relevant health and safety standards.	<b>Moderate</b>	0	1	2	0
The potential for income from rental properties is maximised, invoices are raised in a timely manner and arrears are pursued in accordance with policy.	<b>Significant</b>	0	0	2	0
The property management service is delivered in accordance with the terms of the agreement and is subject to regular monitoring through the production, submission and review of appropriate management information.	<b>Significant</b>	0	0	1	0
<b>Total recommendations raised</b>		<b>0</b>	<b>1</b>	<b>5</b>	<b>1</b>

**IT Disaster Recovery**  
**Overall Level of Assurance – Moderate**

<b>Audit assurance opinion</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>
A documented and tested IT Disaster Recovery plan is in place that aligns with business objectives / priorities and the Council's Business Continuity Plan.	<b>Limited</b>	0	1	0	0
The IT service has resilient processes and arrangements to prevent loss of service.	<b>Full</b>	0	0	0	0
The IT Service learns from previous issues.	<b>Significant</b>	0	0	1	1
Network and systems configurations are clearly documented.	<b>Full</b>	0	0	0	0
Data backups are available to support the recovery process.	<b>Full</b>	0	0	0	0
A programme to test application restoration is in place.	<b>Moderate</b>	0	0	1	0
<b>Total recommendations raised</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>

## PROGRESS AGAINST INTERNAL AUDIT PLAN AS AT JANUARY 2020

Description of Audit	Qtr planned	Planned days	Actual to date	Current Status	Opinion
<b>Resources</b>		<b>105</b>	<b>103</b>		
Financial Management & Reporting	3/4	✓	✓	Final report	Full
Finance Systems – IT Security & Access	3/4	✓	✓	Final report	Full
Creditors	3/4	✓	✓	Final report	Significant
Payroll	3/4	✓	✓	Final report	Full
Capital Accounting	3/4	✓	✓	Final report	Significant
Risk Management	3	✓	✓	Final report	Significant
Contract Register	3	✓	✓	Final report	Full
Agency Staff	2/3	✓	✓	Fieldwork complete	
HR Recruitment	1	✓	✓	Final report	Significant
Commercial Property Management	2/3	✓	✓	Final report	Significant
Anti-Fraud & Corruption	1	✓	✓	Final report	Moderate
IT Disaster Recovery	3	✓	✓	Final report	Moderate
<b>Customer Services</b>		<b>30</b>	<b>20</b>		
Income & Debtors	3/4	✓	✓	Fieldwork ongoing	
Council Tax	3/4	✓	✓	Fieldwork ongoing	
Business Rates	3/4	✓	✓	Fieldwork ongoing	
Benefits	3/4	✓	✓	Fieldwork ongoing	
IT Security & Access – Income & Payment Systems	3/4	✓	✓	Fieldwork ongoing	
<b>Commercial Development</b>		<b>5</b>	<b>4</b>		
Kettering Training Services	3	✓	✓	Fieldwork complete	
<b>Democratic and Legal Services</b>		<b>10</b>	<b>10</b>		
Electoral Services	2/3	✓	✓	Final report	Full

Description of Audit	Qtr planned	Planned days	Actual to date	Current Status	Opinion
<b>Environmental Care</b>		<b>25</b>	<b>23</b>		
Health & Safety	2/3	✓	✓	Final report	Significant
Partnerships – Street Scene Shared Service	4	✓	✓	Fieldwork ongoing	
<b>Housing</b>		<b>37</b>	<b>25</b>		
Housing Rents	1/2	✓	✓	Final report	Significant
Housing Repairs, Maintenance & Refurbishment	4	✓	✓	Fieldwork ongoing	
Homelessness & Housing Options	4	✓	✓	Fieldwork ongoing	
Disabled Facilities Grant	1	✓	✓	Certification complete	n/a
<b>Follow-Up</b>		<b>30</b>	<b>20</b>		
Recommendation Tracking	All	✓	✓	On-going	
Targeted Follow-Up	3/4	✓	✓	Fieldwork ongoing	
<b>Management &amp; Advice</b>	<b>All</b>	<b>16</b>	<b>12</b>		
		<b>258</b>	<b>217</b>		



# Kettering Training Services – Performance Update

**Table 1: Apprenticeship Success Rates at Dec 2019**

	National Rate 2017-18	KTS 2018-19	KTS 2019-20
Overall Success Rate	67%	85%	65%
Timely Success Rate	59%	83%	58%

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 at Dec 2019**

		Jul-18	Jul-19	At Dec-19
Study Programme	Cohort	63	78	26
	Achievers	49	64	19
	Success Rate	78%	82%	73%
	Completers	60	70	20
	Retention	95%	90%	77%
	Achievement	82%	91%	95%

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 2019**

		Dec-18	Dec-19
Apprenticeship	16-18	3	4
	19+	9	18
	<b>Total</b>	<b>12</b>	<b>22</b>
<b>Study Programme</b>			
	16-18	11	18

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 Dec 2019**

	Jul-18	Jul-19	At Dec-19
Apprenticeship	140	87	62
<hr/>			
Study Programme	32	29	25

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	Agency Staff This Month	Agency Staff This Year	2018/19 Expenditure Full Year £000	2019/20 Expenditure (Apr-Dec) £000	2019/20 Expenditure Full Year £000	%
Corporate & Cultural Services	7	13	181	144	187	7.9%
Customer Services	4	9	178	97	132	5.6%
Democratic Services	3.5	9.5	474	231	292	12.4%
Public Services	2	5	36	42	49	2.1%
Resources	1.5	1.5	97	32	52	2.2%
Development Services	6	6	102	213	328	14.0%
Environmental Care	39	109	490	572	673	28.6%
<i>Grounds Maintenance</i>	6	17	88	107	113	4.8%
<i>Waste &amp; Recycling</i>	21	60	232	254	329	14.0%
<i>Street Cleaning</i>	10	27	81	106	120	5.1%
<i>Other</i>	2	6	89	105	111	4.7%
Housing	3	4	69	54	76	3.2%
HRA - Admin	3	4	126	96	130	5.5%
HRA - Property	17	26	702	339	433	18.4%
	<b>86</b>	<b>185</b>	<b>2,455</b>	<b>1,820</b>	<b>2,352</b>	

# Voluntary Sector SLAs Performance Update

Organisation	Specification targets	2019/2020 Target	2019/2020 Quarter 1	2019/2020 Quarter 2	2019/2020 Quarter 3	2019/2020 Quarter 4	2019/2020 Total to Date	Q1, Q2 & Q3 2018/2019	Direction of Travel	2018/2019 Total	COMMENT
<b>Activities for Young People</b> Groundwork	Number of hours of activity sessions	300	78	117	122		317	200	↑	300	
	Number of young people benefitting from the services provided	300	54	77	69		200	549	↓	819	Performance is monitored and remains on track to meet the target.
<b>Activities for Young People</b> Youth Works CIC	Number of hours of activity sessions	300	48	172	87		307	246	↑	342	
	Number of young people benefitting from the services provided	300	117	178	109		404	554	↓	656	
<b>Community Watch</b> Neighbourhood Watch	Number of current schemes at the end of each quarter (total schemes including new schemes)	350	557	343	346		346	554	↓	552	Following the closure of dog watch at the end of Q1, the number of community watch schemes has increased over this past quarter and is on track to meet the target.
<b>Debt and Money Advice</b> CASCK	Number of clients seen	2,500	743	585	446		1,774	2,870	↓	4,040	CASCK are on track to meet these targets, however, due to the nature of the cases being presented to them which are more complex and difficult, however the debt being repaid to the Council has increased.
	Number of clients with multi-debts who are advised	350	46	33	29		108	324	↓	505	
	Amount of debt repaid to the Council	£ 65,000	£ 51,165	£ 8,837	£ 11,742		£ 71,744	£ 53,905	↑	£ 67,203	
<b>Discrimination Casework</b> NREC	Number of case enquiries	20	4	3	4		11	14	↓	20	
	Number of individuals who have access to public legal education	100	20	60	35		115	110	↑	125	Performance is monitored and remains on track to meet the target.
	Number of events to raise awareness	4	1	2	3		6	4	↔	5	
<b>Healthy Living</b> Groundwork	Number of Health Walks organised and led	50	48	48	48		144	240	↓	288	Performance is monitored and remains on track to meet the target.
	Number of volunteers trained	5	5	5	7		7	5	↑	5	With the introduction of the Walk & Talk sessions, two new volunteers have been trained in delivering health walks.
<b>Housing Options</b> CASCK	Number of potentially homeless households successfully prevented from becoming homeless or homeless households successfully relieved from being homeless.	60	5	13	10		28	42	↓	49	This figure is for the number of successful cases closed during this period. The introduction of the Homelessness Reduction Act in April 2018 brought new statutory duties for KBC to accept Prevention / Relief duties and devise a PHP (Personalised Housing Plan) for every person that is homeless or threatened with homelessness. This means that KBC essentially must take ownership of every homeless case and the associated actions / outcomes, often referring to CASCK to access support and assistance with individual aspects of the PHP. There are a number of cases where homelessness has been successfully prevented or relieved, and where CASCK intervention has contributed to the successful outcome, but which are not counted in this figure due to the 'main' preventative activity being completed by KBC.
	Number of customer contacts received by the housing advisor.	700	225	222	201		648	644	↔	1,040	
<b>Independent Living</b> Age UK Northamptonshire	Different types of services	10	20	20	20		20	20	↔	20	
	Number of people visited in their own homes and given advice	500	496	677	538		1,711	1,069	↑	1,460	
<b>Independent Living</b> Vine Community Trust	Different types of services	10	9	9	9		9	6	↑	9	
	Number of contacts delivered each year	500	4,200	4,025	4,033		12,258	12,652	↔	18,307	
<b>Shop Mobility</b> Hearing, Health & Mobility	Number of trips made	2,000	358	371	346		1,075	1,254	↓	1,640	It is recognised this is slightly below the target and is similar to the numbers seen in previous years. The effect of the changes to the town shopping has impacted the number of hiring's.
	90% User satisfaction rate (based on a survey carried out twice a year)	90%						-	↔	1	As they have a large pool of regular hirers, the decision was made to gain feedback from any new hirer at day 1 and at the six month point. So ongoing feedback sort customer satisfaction continues to be maintained above 90%.
<b>Upcycling</b> KCU	Number of households helped with affordable furniture and essential household items	5,000	1,177	1,323	1,032		3,532	4,609	↓	5,840	Performance is monitored and remains on track to meet the target.
	Number of skills training sessions delivered during the 3 courses provided annually for upcycling of furniture	18	6	6	3		12	15	↔	21	
	Affordable furniture and essential household items kept out of waste stream (donated and collected)	600	177	57	152		386	444	↓	639	Performance is monitored and remains on track to meet the target.
<b>Voluntary Sector Local Infrastructure</b> Groundwork	Number of Voluntary Sector Forum meetings are held per annum (including 1 celebration event)	4	2	1	2		5	4	↑	5	
	Number of new volunteers recruited over a period of a year	120	50	51	39		140	97	↑	182	
	Number of health checks with community and voluntary organisations ensuring relevant policy and procedures are in place	6	3	3	3		9	4	↑	9	
		<b>Targets for Current Year:</b>				<b>Direction of Travel Key for corresponding position to previous year:</b>					
		On target				↑ Performance improved in comparison to the same period last year (cumulative where applicable)					
		Close to target				↔ Performance remained the same in comparison to the same period last year (cumulative where applicable)					
		Target not achieved yet				↓ Performance reduced in comparison to the same period last year (cumulative where applicable)					