



# Key Performance Information Booklet

Issue 38

September 2010

**Kettering**  
*Borough Council*

# Need Further Information?

---

For further Information on the contents of this performance booklet please contact:

Financial Information:	<u>Paul Sutton</u> - 01536 534339
Performance Information:	<u>Guy Holloway</u> - 01536 534243
Housing Rent Arrears:	<u>John Conway</u> - 01536 534288
Staff Sickness:	<u>Rachel Webb</u> - 01536 534214
Complaints and Compliments:	<u>Ian Strachan</u> - 01536 534181
Development Services:	<u>Cath Harvey</u> - 01536 534216

## 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 534200 or Martin Hammond on 01536 534210 no less than 3 working days in advance of the meeting.

---

# Contents

	<b>Page No.</b>
<b>Focus on: Financial Information</b>	1
<b>Summary</b>	
General Fund	2
Exception report	3
<b>Key Indicators</b>	
Revenue variance analysis	4
Right to buy sales	5
Search fee income	6
Car park income	6
Planning fee income	7
Crematorium income	8
Building control income	9
Concessionary fares	10
Housing revenue account	12
Capital programme	11
Capital budget monitoring	13
<b>Focus on: Performance Information</b>	14
Key performance indicators	15
Benefits performance indicator graphs	17
Development services performance clinic	28
Housing rent arrears	38
Staff sickness summary	41
<b>Focus on: Complaints and Compliments</b>	45
<b>Focus on: Summary of Internal Audit Reports</b>	51
<b>Focus on: Questions and Amendments</b>	61



# Focus on: Financial Information

**Report for the period: April 10 - July 10**

This section of the Performance Information Booklet provides key information on Council income and expenditure.

For more information contact Paul Sutton on 01536 534330.



**KETTERING BOROUGH COUNCIL  
GENERAL FUND BUDGET MONITORING**

Statement of projected outturn 2010/2011  
at July 2010 (4 Month)

Line No.		Working Estimate £000	Estimated Variation £000	Projected Outturn £000
<b>A</b>	<b>Service Exp. "Base Budget"</b>	<b>13,493</b>	<b>313</b>	<b>13,806</b>
<b>B</b>	Interest on Investments	(107)	0	(107)
	Effect If payward confirmed at 0%	0	(110)	(110)
<b>C</b>	Invest to Save	50	0	50
<b>D</b>	General Contingency	50	0	50
<b>E</b>	Contributions to / (from) reserves	164	(135)	29
<b>F</b>	<b>Net General Fund Spending</b>	<b>13,650</b>	<b>68</b>	<b>13,719</b>
<b>G</b>	Less: Revenue Support Grant	(7,279)	0	(7,279)
<b>H</b>	Collection Fund Surplus	(5)	0	(5)
<b>I</b>	<b>Use of Working Balance</b>	<b>48</b>	<b>68</b>	<b>117</b>
<b>J</b>	<b>Amount raised by Council Tax</b>	<b>(6,318)</b>	<b>0</b>	<b>(6,318)</b>
<b>K</b>	Council Tax Base	30,764		30,764
<b>L</b>	<b>Band D Council Tax</b>	<b>£205.39</b>		<b>£205.39</b>
<b>M</b>	<b>Average Council Tax (Band B)</b>	<b>£159.75</b>		<b>£159.75</b>
<b>Working Balance Position:</b>				
<b>N</b>	<b>Opening Balance</b>	<b>(1,333)</b>	<b>0</b>	<b>(1,333)</b>
<b>O</b>	In year contribution - (to) / from GF	48	68	117
<b>P</b>	<b>Est. Closing Balance</b>	<b>(1,285)</b>	<b>68</b>	<b>(1,216)</b>

**NOTES:**

# KETTERING BOROUGH COUNCIL - GENERAL FUND BUDGET MONITORING

April 2010 - July 2010 (4 Month)

## SUMMARY EXCEPTION REPORT - MAJOR VARIATIONS AT MONTH 4

<b>Line No.</b>		<b>Latest Estimate £000</b>	<b>Projected Variance £000</b>
<b>1</b>	<b>Service Expenditure - "Base Budget"</b>	<b>13,493</b>	<b>13,493</b>
<b>2</b>	<b>Extra Cost / Lower Income:</b>		
<b>a</b>	Development Services      HPDG has been abolished as part of government cuts.	711	711
<b>b</b>	Development Services      Planning fees lower than expected.	38	35
<b>c</b>	Development Services      Search Fees lower than expected.	15	45
<b>d</b>	Human Resources              Kettering Borough Training income lower than budget. This will be offset by using earmarked reserves.	8	135
	<b>Sub Total</b>	<b>772</b>	<b>926</b>
<b>3</b>	<b>Lower Cost / Higher Income:</b>		
<b>a</b>	All                                  Unpaid Leave.	(11)	(34)
<b>b</b>	Community Services          Additional Grant from DFT for Concessionary Travel.	(93)	(370)
<b>c</b>	Customer Services              Savings due to vacant posts and changes in hours.	(14)	(23)
<b>d</b>	Customer Services              Efficiencies through undertaking IT activities in-house.	0	(20)
<b>e</b>	Development Services          JPU budget set lower than estimate.	0	(49)
<b>f</b>	Development Services          Building Control Fees greater than expected.	0	(15)
<b>g</b>	Corporate Development          Additional Income from work undertaken on Elections.	(10)	(10)
<b>h</b>	Corporate Development          Savings on postages due to reviewing current processes.	(8)	(8)
<b>i</b>	Human Resources                  Savings due to vacant post and savings on training budget.	(13)	(27)
<b>j</b>	Finance                              Savings due to Vacant Posts. This will be offset partly by the service area going through Next Steps.	(26)	0
<b>k</b>	Environmental Health              Savings due to Vacant Posts.	(19)	(22)
<b>l</b>	Sum of other variations	(40)	(24)
	<b>Sub Total</b>	<b>(234)</b>	<b>(602)</b>
	<b>Total Variations</b>	<b>538</b>	<b>324</b>
	To be recharged to HRA.	0	10
	To be recharged to Capital.	0	1
	<b>Revised Total Variations</b>	<b>538</b>	<b>313</b>
	<b>Service Expenditure Base Budget - Latest Estimate</b>	<b>14,031</b>	<b>13,806</b>



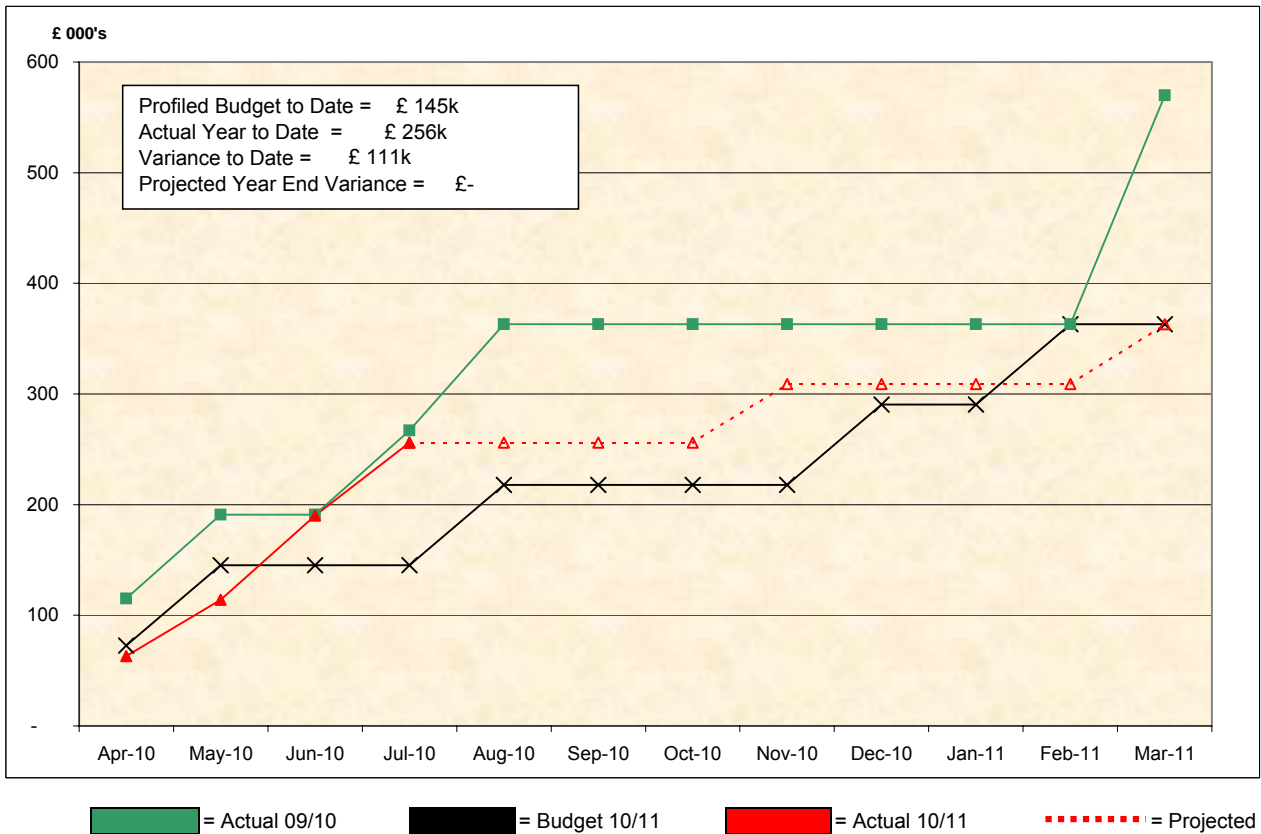
**Revenue Variance Analysis by Service Area**  
**April 2010 - July 2010 (4 Month)**

	Actual vs Profile				Projected vs Budget		
	Budget YTD	Actual YTD	Variance (Under)/Over	Concern Key	Working Budget	Projected Outturn	Variance (Under)/Over
Community Services	750,956	645,964	(104,992)	☹	2,941,229	2,569,229	(372,000)
Environmental Care	1,815,645	1,836,483	20,838	☺	5,036,540	5,039,540	3,000
Environmental Health	(185,539)	(214,523)	(28,984)	☹	(712,070)	(737,070)	(25,000)
Development Services	(225,514)	519,825	745,339	☹	718,630	1,413,630	695,000
Human Resources	130,160	125,119	(5,041)	☹	268,720	376,720	108,000
Customer Services & Info.	578,231	559,720	(18,511)	☹	1,874,360	1,824,360	(50,000)
Legal & Democratic	537,646	530,737	(6,909)	☺	793,170	793,170	0
General Fund Housing	(57,132)	(62,658)	(5,526)	☹	291,720	291,720	0
Finance	591,221	553,308	(37,913)	☹	2,255,860	2,248,860	(7,000)
Corporate Development	347,989	329,614	(18,375)	☹	1,045,740	1,021,740	(24,000)
Income & Debt	176,527	175,007	(1,520)	☺	604,180	600,180	(4,000)
<b>Total</b>	<b>4,460,190</b>	<b>4,998,596</b>	<b>538,406</b>	<b>☹</b>	<b>15,118,079</b>	<b>15,442,079</b>	<b>324,000</b>
To be recharged to HRA					1,577,980	1,588,180	10,200
To be recharged to Capital					46,790	47,390	600
<b>Net General Fund</b>					<b>13,493,309</b>	<b>13,806,509</b>	<b>313,200</b>

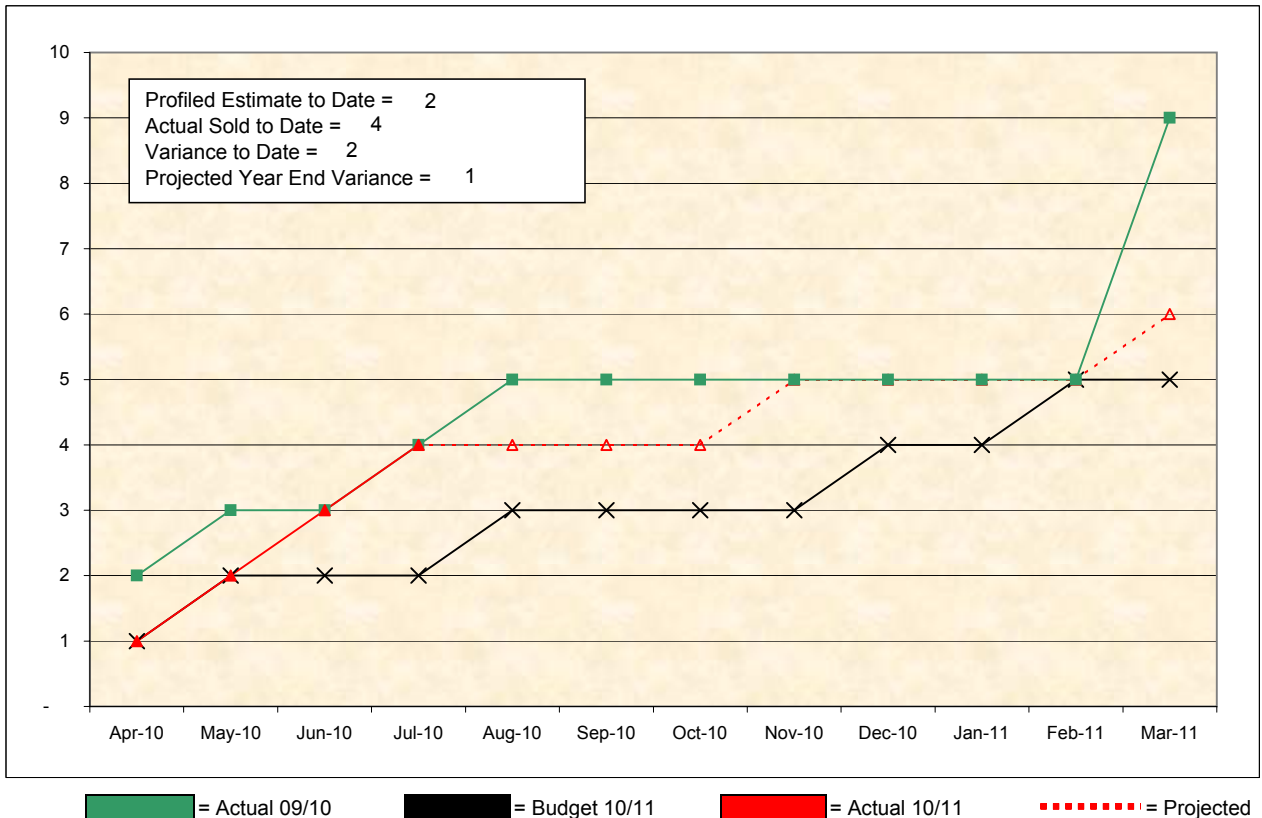
Concern Key (based on YTD budget)

Overspent more than 2.5% of budget	☹
Underspent more than 2.5% of budget	☹
Overspent between 1.5% and 2.5% of budget	☹
Anything else	☺

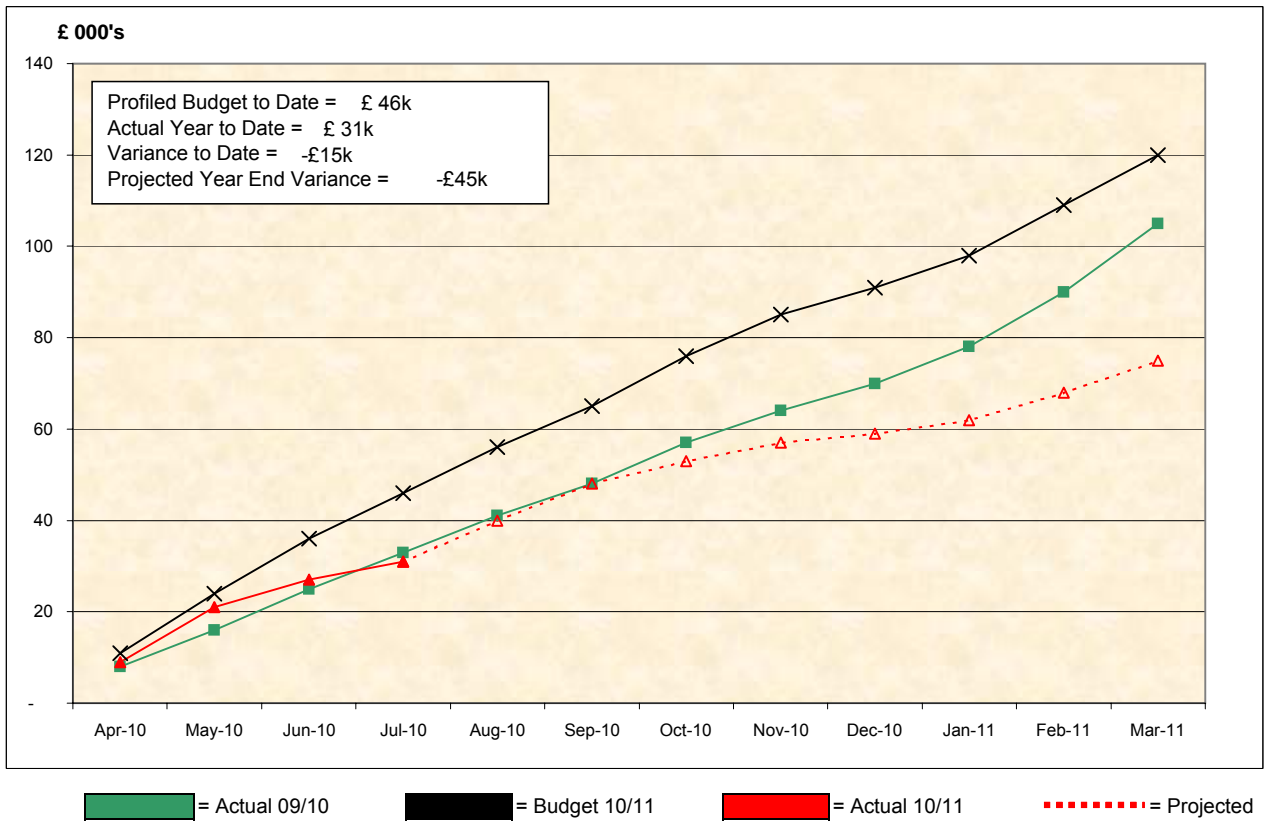
## Right to Buy Sales - Capital Receipts Cumulative



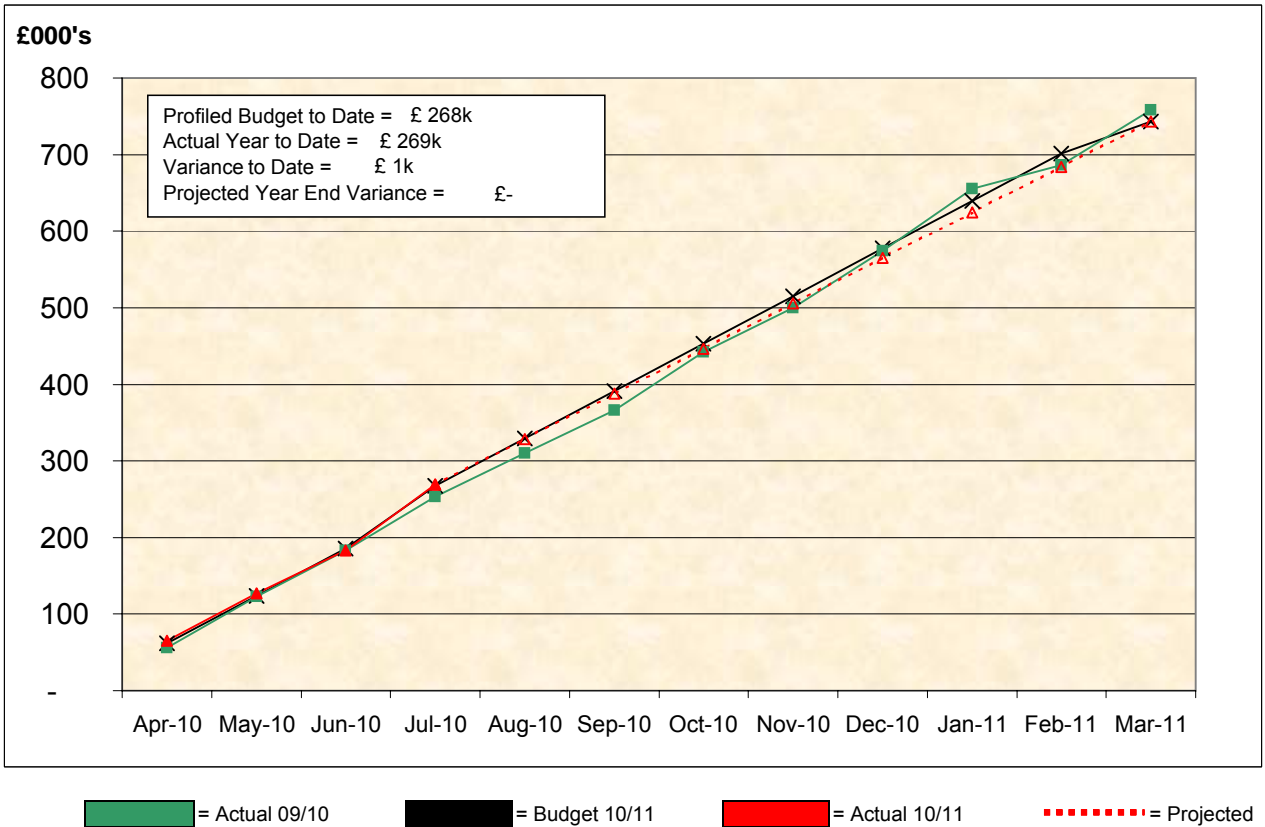
## Right to Buy Sales – Number



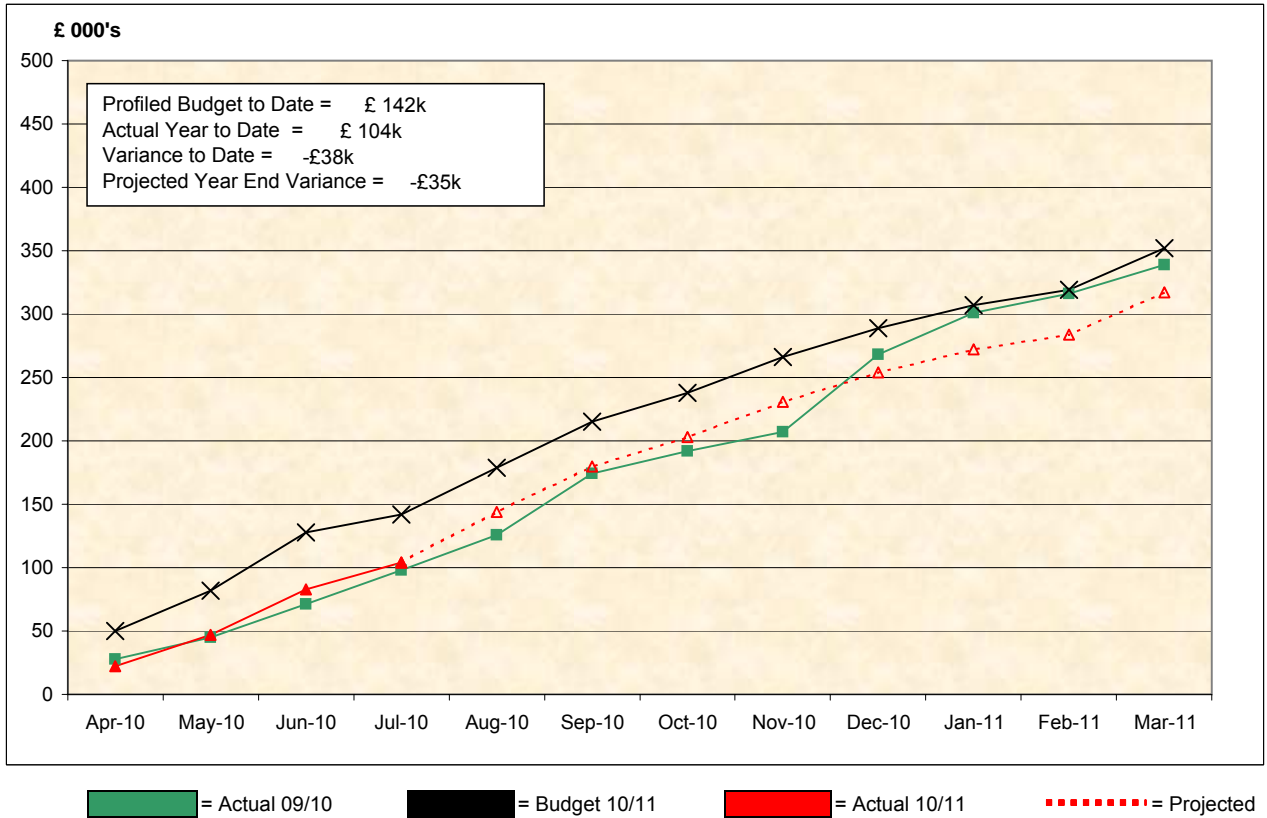
## Search Fee Income Cumulative



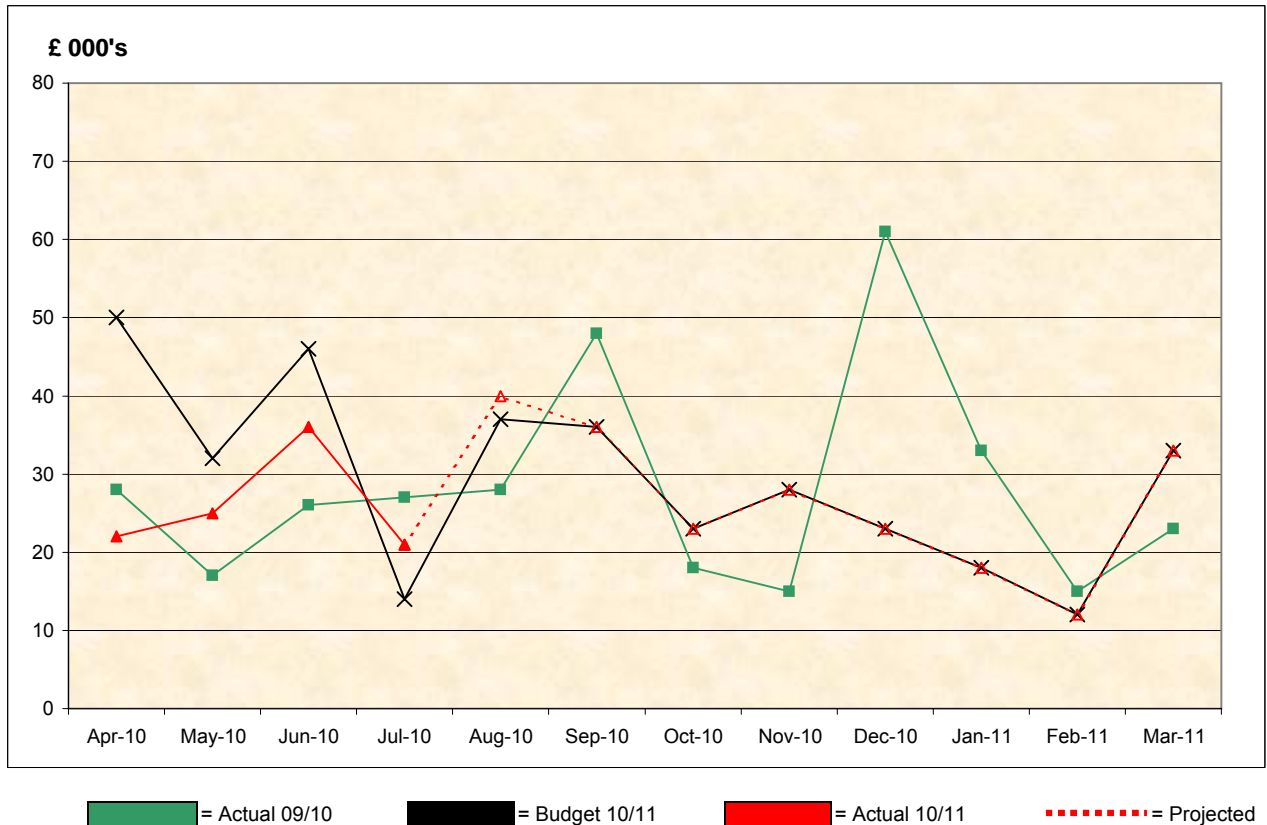
## Car Park Income Cumulative



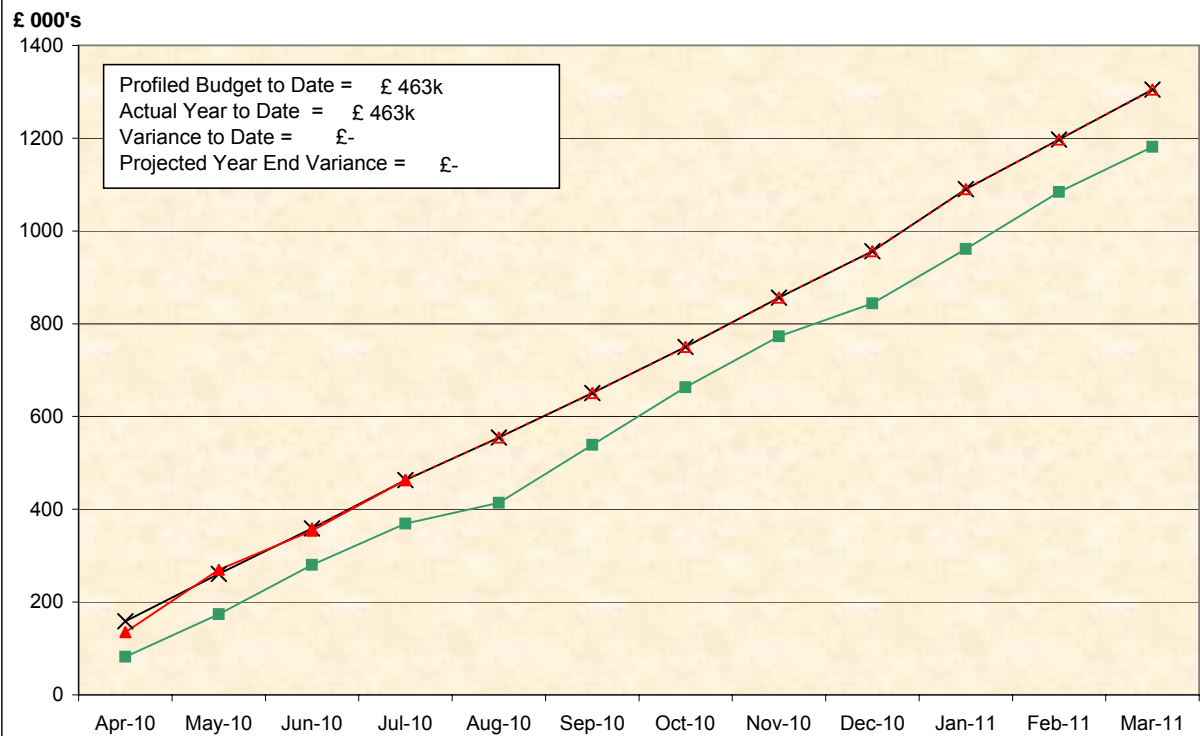
## Planning Fee Income Cumulative



## Monthly Planning Fee Income

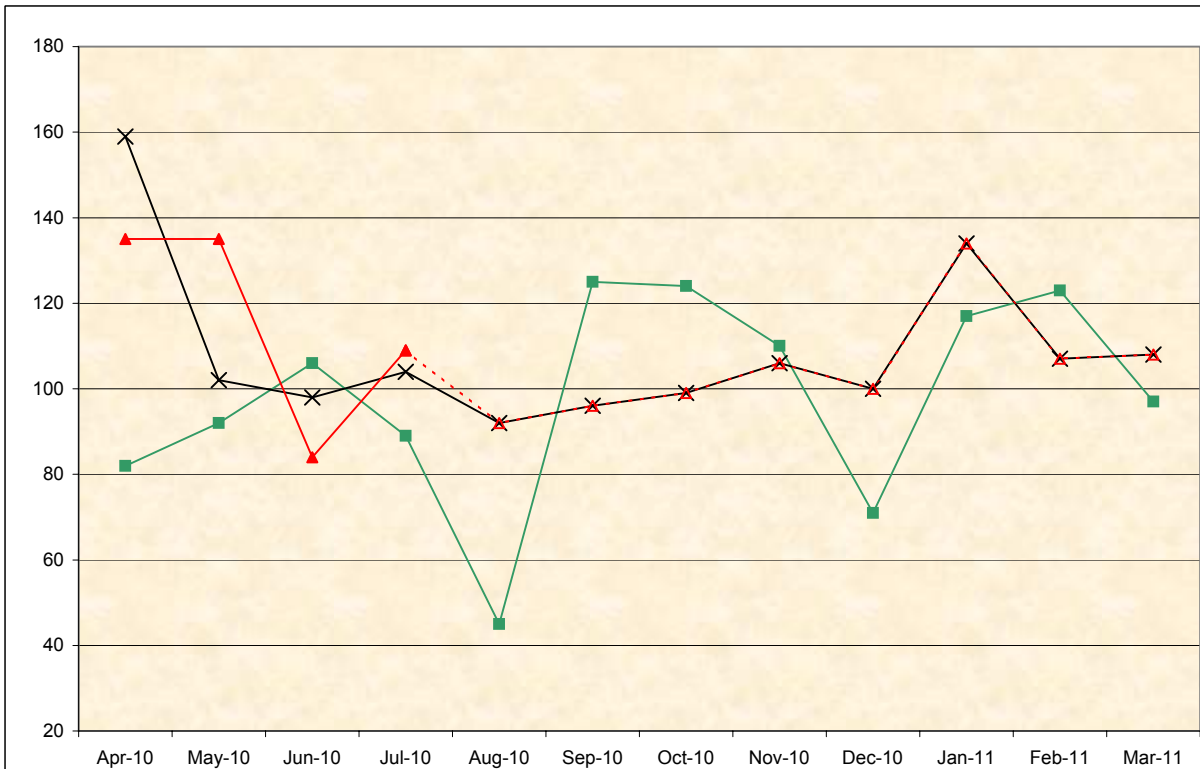


## Crematorium Income Cumulative



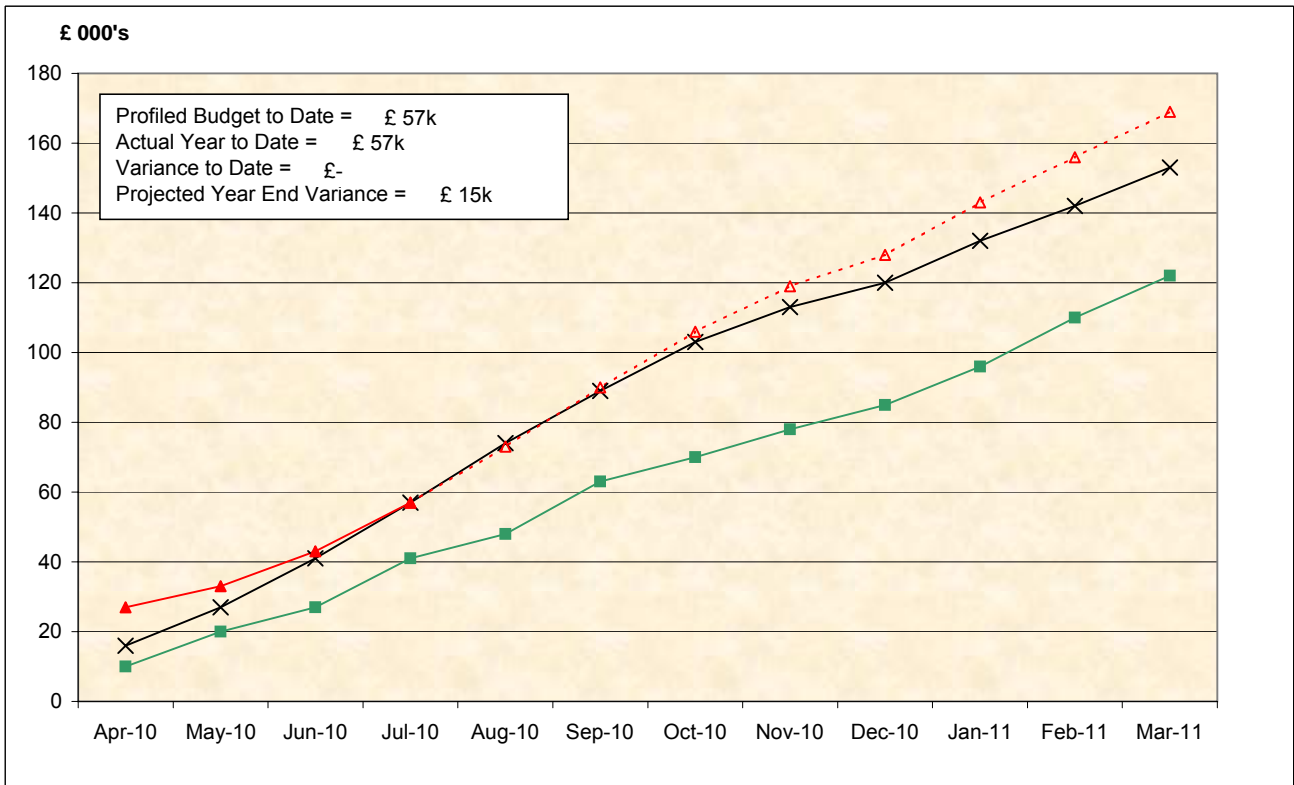
= Actual 09/10    
  = Budget 10/11    
  = Actual 10/11    
  = Projected

## Crematorium Income



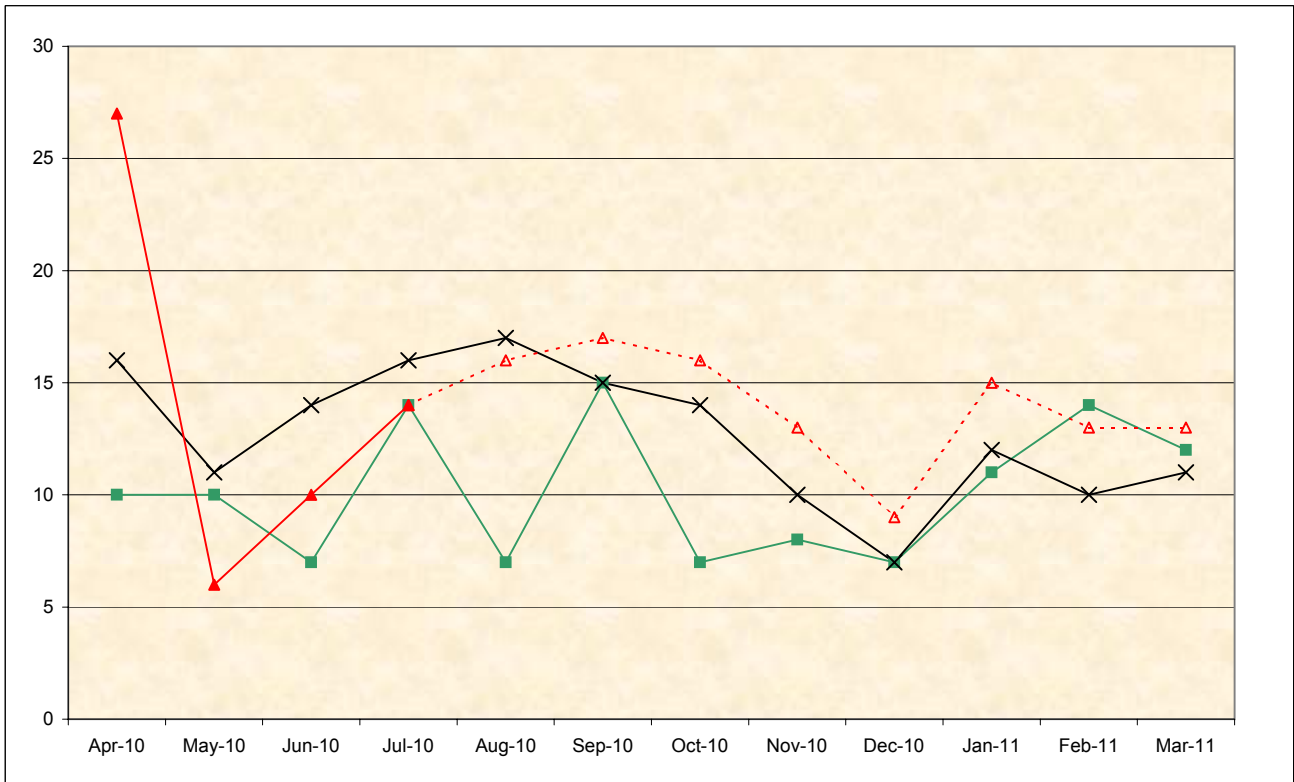
= Actual 09/10    
  = Budget 10/11    
  = Actual 10/11    
  = Projected

# Building Control Income Cumulative



■ = Actual 09/10    
 ■ = Budget 10/11    
 ■ = Actual 10/11    
 ..... = Projected

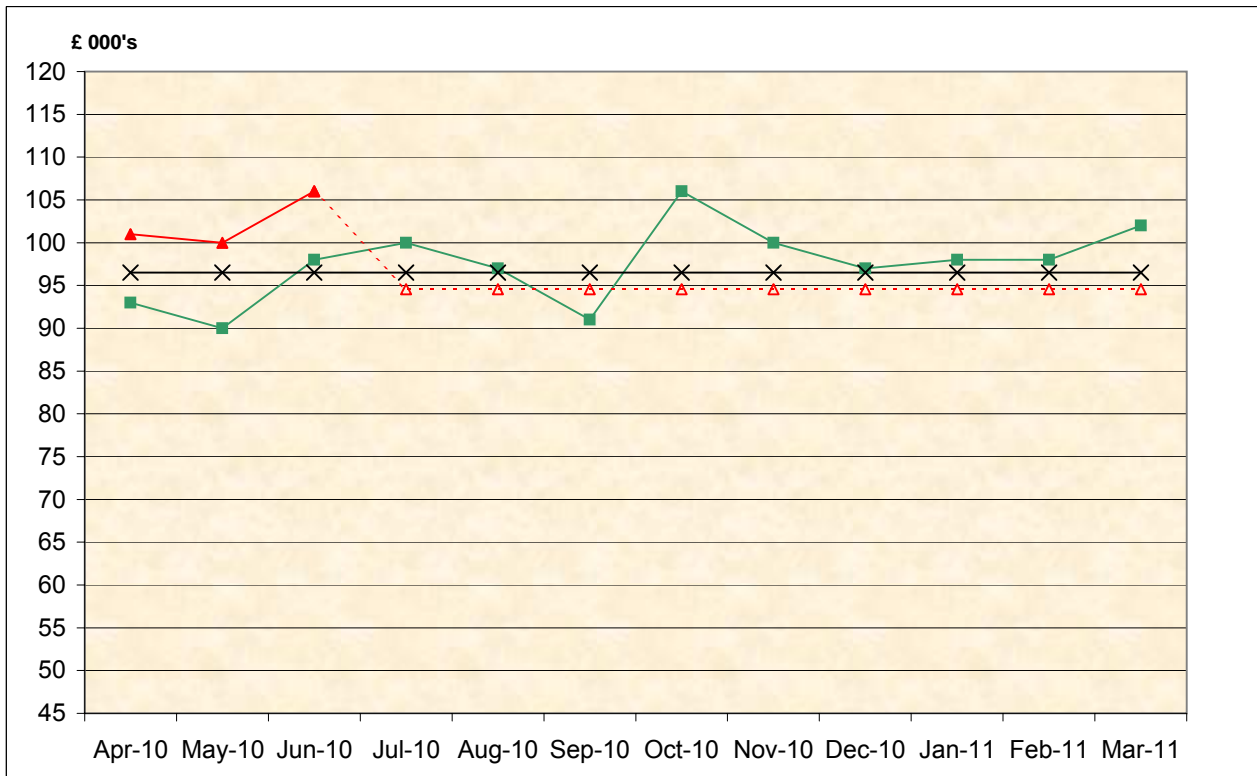
# Building Control Income



■ = Actual 09/10    
 ■ = Budget 10/11    
 ■ = Actual 10/11    
 ..... = Projected

## Concessionary Fares Reimbursements to Bus Operators (Monthly)

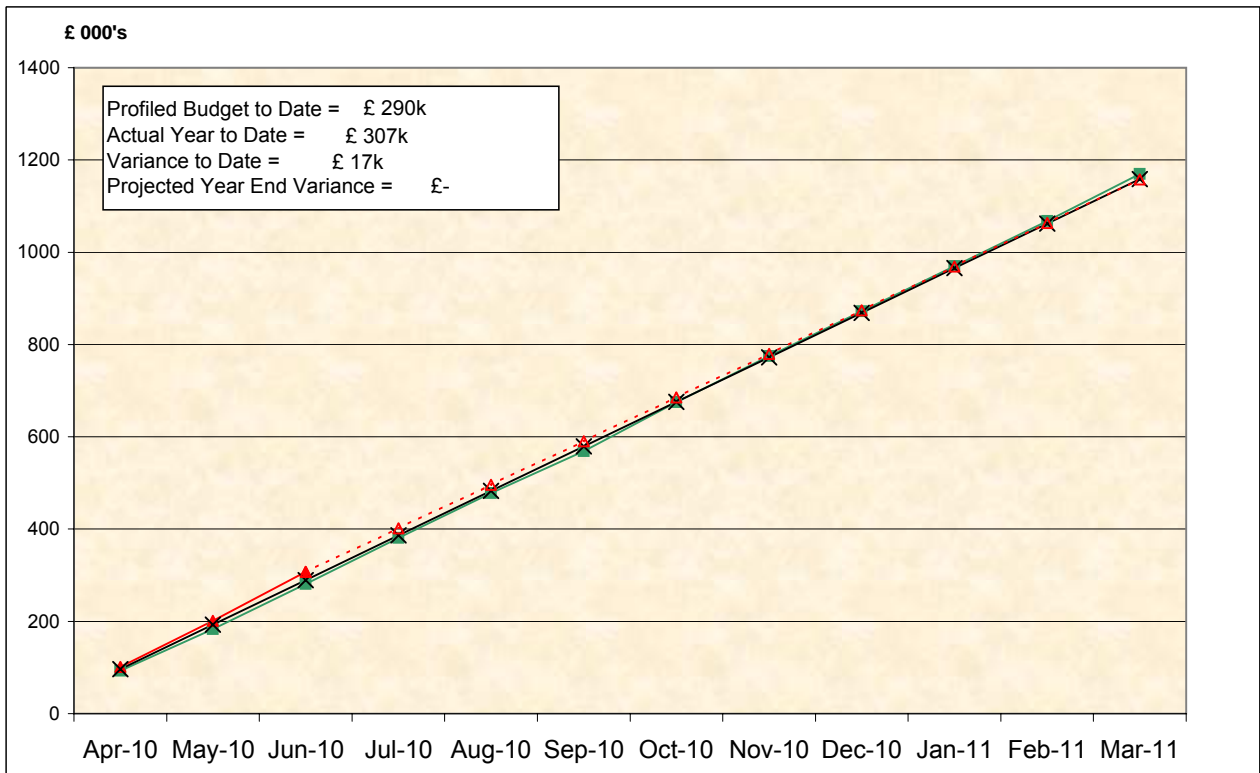
Actual 09/10 is based on monthly updates from NCC and not an invoice, therefore actual ytd and budget ytd are not comparable to finance figures in the clinic.



■ = Actual 09/10    
 ■ = Budget 10/11    
 ■ = Actual 10/11    
 ..... = Projected

## Concessionary Fares Reimbursements to Bus Operators (Cumulative)

Actual 09/10 is based on monthly updates from NCC and not an invoice, therefore actual ytd and budget ytd are not comparable to finance figures in the clinic.



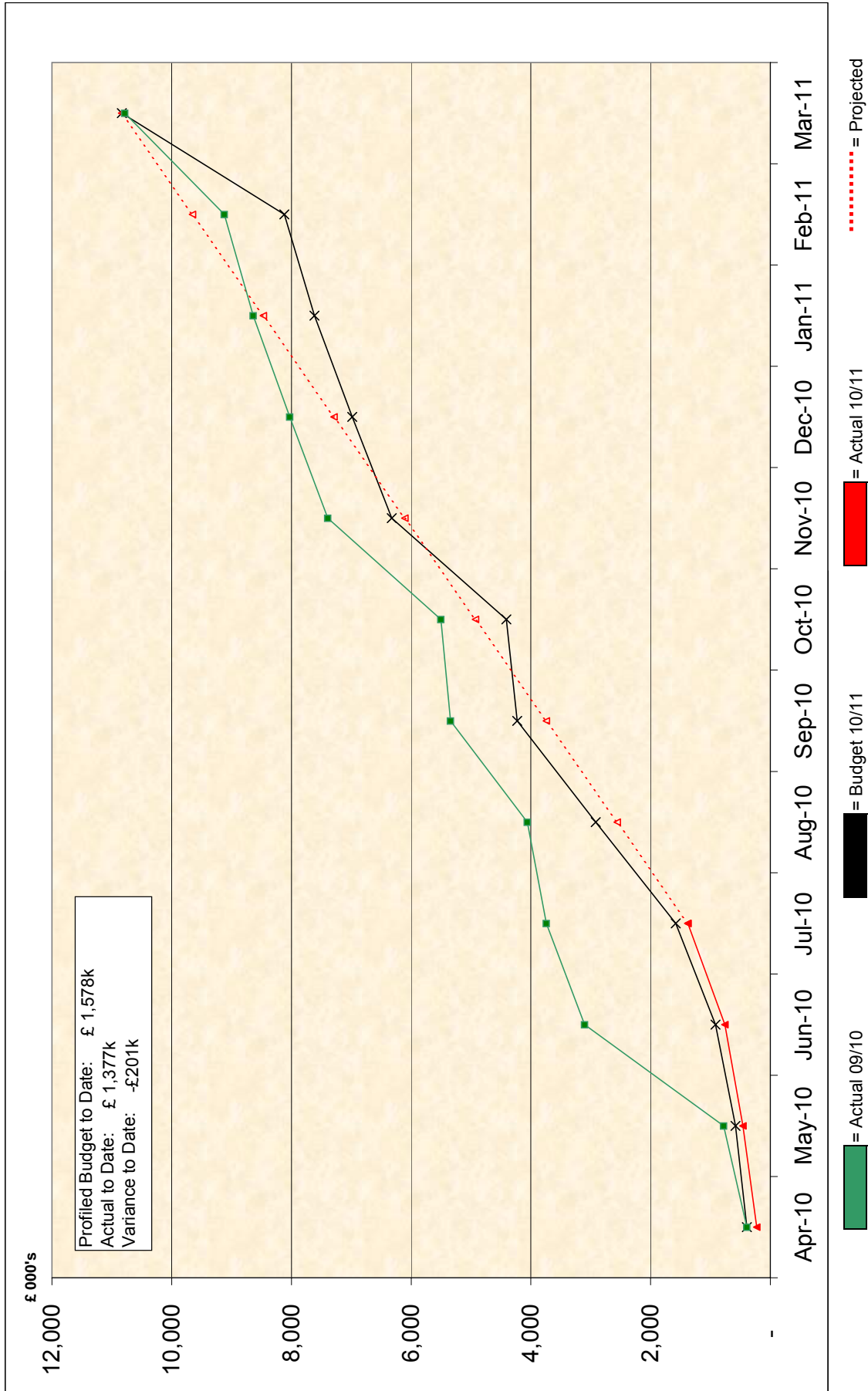
■ = Actual 09/10    
 ■ = Budget 10/11    
 ■ = Actual 10/11    
 ..... = Projected

**Housing Revenue Account Estimates  
July 2010 (Month 04)**

	Actual v Profile			Projected v Budget			Major?
	Budget YTD	Actual YTD	Variance (Under) / Over	Projected	Variance (Under) / Over		
<b>INCOME</b>							
Rent - Dwellings Only	4,052,667	4,053,578	(911)	12,158,000	0		
Service Charges	80,333	85,083	(4,750)	255,000	(14,000)		
Supporting People Charges	66,667	66,175	491	199,000	1,000		
<b>Total Income</b>	<b>4,199,667</b>	<b>4,204,836</b>	<b>(5,170)</b>	<b>12,612,000</b>	<b>(13,000)</b>		
<b>EXPENDITURE</b>							
Repairs and Maintenance	1,020,223	1,038,620	18,398	3,308,320	0		
General Management	409,321	405,813	(3,508)	2,027,010	0		
Special Services	210,657	218,495	7,838	905,460	0		
Rents, Rates, Taxes & Other Charges	14,000	14,175	175	26,000	0		
Increase in Bad Debt Provision	0	0	0	64,000	0		
Housing Revenue Account Subsidy	0	0	0	3,628,000	0		
Depreciation	0	0	0	2,175,100	0		
<b>Total Expenditure</b>	<b>1,654,200</b>	<b>1,677,103</b>	<b>22,903</b>	<b>12,133,890</b>	<b>0</b>		
<b>Net Cost of Services</b>	<b>5,853,867</b>	<b>(2,527,733)</b>	<b>17,733</b>	<b>(478,110)</b>	<b>(13,000)</b>		
Amortised Premiums & Discounts/Borrowing	0	0	0	212,700	0		
HRA Investment Income	0	0	0	(9,800)	7,000		
Transfer To/From Major Repairs Reserve	0	0	0	268,900	0		
<b>Net Operating Expenditure</b>	<b>5,853,867</b>	<b>(2,527,733)</b>	<b>17,733</b>	<b>(310)</b>	<b>(6,000)</b>		
Revenue Contributions to Capital	0	0	0	0	0		
<b>Net Change in Balances</b>	<b>5,853,867</b>	<b>(2,527,733)</b>	<b>17,733</b>	<b>(310)</b>	<b>(6,000)</b>		
<b>Balance Carried Forward</b>							
Service Charges							Service Charge income continues to be higher than estimated and there has been an improvement in Supporting People income from last month as is it now estimated to be more in line with the original budget figure.
Repairs and Maintenance							A slight increase of £5k in the YTD Employee costs associated with Agency and Gas Servicing/Repairs, together with unbudgeted Advertising costs of £4k have been slightly reduced by favourable variances linked with Tenants Requests and Void Repairs due to vacancies that are now being filled. Costs on repairs are also higher than profiled for the end of July by £18k, mainly relating to those associated with Gas Servicing and Voids repairs/cleaning. Transport costs and supplies and services associated with Repairs and Maintenance are showing a slight underspend of £4k as at the end of July, which is offsetting some of the increases mentioned above. A re-prioritisation of repairs and maintenance budgets is planned for August to re-align resources to be more in line with areas of increased activity and need. Spend in the main continues to be in line with the budget, however some additional unbudgeted income from ABG to undertake PI work has been received that accounts for the £3.5k favourable variance as at the end of July. Some additional costs associated with travel expenditure has occurred during the first four months of the year. Also gas charges have been slightly higher than anticipated, together with additional cleaning material costs.
General Management							Base rates continue to be low and as such a prudent approach to the anticipated investment income is needed. It is estimated that a slight reduction of £7k is incorporated into the projections for the year.
Special Services							
HRA Investment Income							



# Capital Programme Expenditure



# CAPITAL PROGRAMME BUDGET MONITORING - JULY 2010

EXPENDITURE SUMMARY	2010/11	Original Budget	Virement / Slippage	Spend to Date	(Under) / Over	Projected Outturn	Projected Variance
	£000	£000	£000	£000	£000	£000	£000
Housing - HRA	2,444	83	2,527	303	(2,224)	2,527	0
Housing - GF	1,575	75	1,650	176	(1,474)	1,650	0
Community Services	133	121	254	77	(177)	254	0
Environmental Care	169	40	209	39	(170)	209	0
Environmental Health	70	(4)	66	9	(57)	66	0
Development Services	5,427	35	5,462	671	(4,791)	5,462	0
Finance & Corporate Development	150	90	240	0	(240)	240	0
Income & Debt	0	0	0	0	0	0	0
Customer Services & Information	300	124	424	102	(322)	424	0
Invest To Save	0	0	0	0	0	0	0
	10,268	564	10,832	1,377	(9,455)	10,832	0
FINANCING ANALYSIS	Original Budget	Adjustments	Spend to Date	(Under) / Over	Projected Outturn	Projected Variance	
	£000	£000	£000	£000	£000	£000	
Major Repairs Allowance	2,444	0	2,444	303	(2,141)	2,444	0
Capital Receipts	1,343	0	1,343	256	(1,087)	1,343	0
External Borrowing	1,637	382	2,019	818	(1,201)	2,019	0
External Contributions / Grants	4,844	182	5,026	0	(5,026)	5,026	0
	10,268	564	10,832	1,377	(9,455)	10,832	0
FUNDING BALANCES STATEMENT	MRA	Capital Receipts	CONTRIBUTIONS	Original Budget	C/Fwd / Addtl'	Current Budget	
	£000	£000		£000	£000	£000	
Balance 01 April 10	0	0	Pastures Caravan Site	600	15	615	
Additional resources	2,444	256	Suite 16	3,547	30	3,577	
Use of resources	(303)	(256)	Choice Based Lettings	50	(50)	0	
Current Balance	2,141	0	Grants (Disabled Facilities - Private)	193	38	193	
			Housing related grants	454	7	492	
			SCW - Barton Seagrave footpaths		14	7	
			Energy Efficient Grant		14	14	
			Mill Road		50	50	
			Grants and Contributions - Depot Work		15	15	
			Links to Schools		50	50	
			Burglary Reduction - NCC		13	13	
				4,844	182	5,026	

# Focus on: Performance Information

Report for the period: April - July 10

This section provides information on the performance of key Council services.

Included within this section:

- Corporate priority performance indicators
- Summary of key performance indicators
- Benefits performance graphs

For more information contact Guy Holloway on 01536 534243.

**SUMMARY OF KEY PERFORMANCE INDICATORS - MEASURING CORPORATE PRIORITIES**

**M & A Committee Summary**

Corporate Priority Ref. no.	PI Ref.	Description of PI	09/10 Outturn	Top Quartile	July 2009/10	July 2010/11	2010/11 Profiled Target	2010/11 Target	2011/12 Target
<b>1D Managing Growth</b>									
	NI 155	Number of affordable homes delivered	160	N/A	117	0	50	150	150
	NI 157a	Planning major applications processed in 13 weeks	78.57%	89%*	75.00%	53.33%		75.00%	75.00%
	NI 157b	Planning minor applications processed in 8 weeks	90.91%	87%*	92.86%	92.31%		90.00%	90.00%
	NI 157c	Planning other applications processed in 8 weeks	94.80%	94%*	93.59%	98.05%		90.00%	90.00%
	LPI 204	Percentage of appeals against the authority's decision to refuse planning applications	15.40%	26.7%	22.20%	0.0%		22%	22%
<b>2B Efficient and Effective Service Delivery</b>									
	MPI 25	Percentage of calls answered by switchboard	96.7%	N/A	97.2%	95.2%		97.5%	98.0%
	MPI 26	Percentage of calls answered within 15 seconds by switchboard	90.6%	N/A	90.4%	84.3%		91.0%	92.0%
	LPI 78a	Average time to process new benefits claims (days)	18.75	21.2	22.00	21.90		18.00	16.00
	LPI 78b	Average time to process change in circumstances (days)	5.31	7	11.30	13.00		6.00	5.00
	LPI 79a	% Benefits cases processed correctly	100.00%	99.20%	100%	100%		99.50%	99.50%
<b>2D Enhanced Local Government</b>									
	LPI 2a	Equality Standard for Local Government Level	Level 2	N/A	2	2		Level 3	Level 3
	MPI 8	% Invoices paid on time	99.50%	97.01%	99.20%	99.90%		98.5%	99%
	NI 179	Value for money - total efficiency gains for the year	£1,150,000	£6,729,000	£260,000	£180,000		£460,000	£460,000
	LPI 9	% Council Tax collected	98.23%	98.5%	39.97%	39.72%	39.50%	97.50%	98.00%
	LPI 10	% NNDR collected	99.00%	99.36%	42.94%	40.74%	40.45%	98.00%	98.50%
	LPI 12	Days staffing lost (per member of staff)	8.39	8.33	2.05	2.18	2.67	8	8
	LPI 66a	Proportion of rent collected	98.61%	98.63%	97.26%	98.16%	97.25%	98.50%	98.60%
	LPI 79b(i)	Overpaid benefit recovered as % of current year overpayments	63.09%	82.4%	67.32%	51.47%	67.55%	73.00%	76.00%
	LPI 79b(ii)	Overpaid benefit recovered as % of total overpayments outstanding	28.18%	36.8%	13.80%	11.60%	16.40%	37.50%	40.00%

**SUMMARY OF KEY PERFORMANCE INDICATORS - MEASURING CORPORATE PRIORITIES**

**M & A Committee Summary**

Corporate Priority Ref. no.	PI Ref.	Description of PI	09/10 Outturn	Top Quartile	July 2009/10	July 2010/11	2010/11 Profiled Target	2010/11 Target	2011/12 Target
<b>3A Greener environment</b>									
	NI 185	% Year on year reduction of CO2 from Local Authority operations	Baseline	N/A	Annual	Annual		TBC	TBC
	NI 188	Adapting to climate change	Level 2	N/A	Level 1	Level 1		Level 3	Level 3
	NI 192	% of household waste recycled and composted	44.77%	43.18%*	48.58%	48.67%		47.00%	47.00%
<b>3B Cleaner environment</b>									
	NI 195a	% of land / highways that have below acceptable levels of litter	7.3%	3%*	8%	1.0%		11.00%	9.00%
	NI 195b	% of land / highways that have below acceptable levels of detritus	7%	6%*	9%	3.0%		8.00%	7.00%
	NI 195c	% of land / highways that have below acceptable levels of graffiti	1%	1%*	1%	0.0%		4.00%	3.00%
	NI 195d	% of land / highways that have below acceptable levels of fly-posting	0%	0%*	0%	0.0%		0.00%	0.00%
	LPI 80	Average length of time in working days that it takes to remove abandoned cars	0.34	N/A	0.2	0.7 (May)		1.00	1.00
	LPI 42	The average time taken to remove fly-tips (days)	0.20	N/A	0.4	0.66		2.00	2.00


Page 16

<b>KEY</b>	Green		=	Target met or bettered
	Red		=	Target missed
	Yellow		=	Close to target or cannot compare to target

**Notes:**

\* Latest quartile data for the NIs

N/A - These indicators do not have quartile data available for comparison

 These indicators do not have a profiled target

Please note due to the lead times for committee information the data may not be the latest available

**Kettering**  
Borough Council



# Performance Clinic

## Income and Debt Management

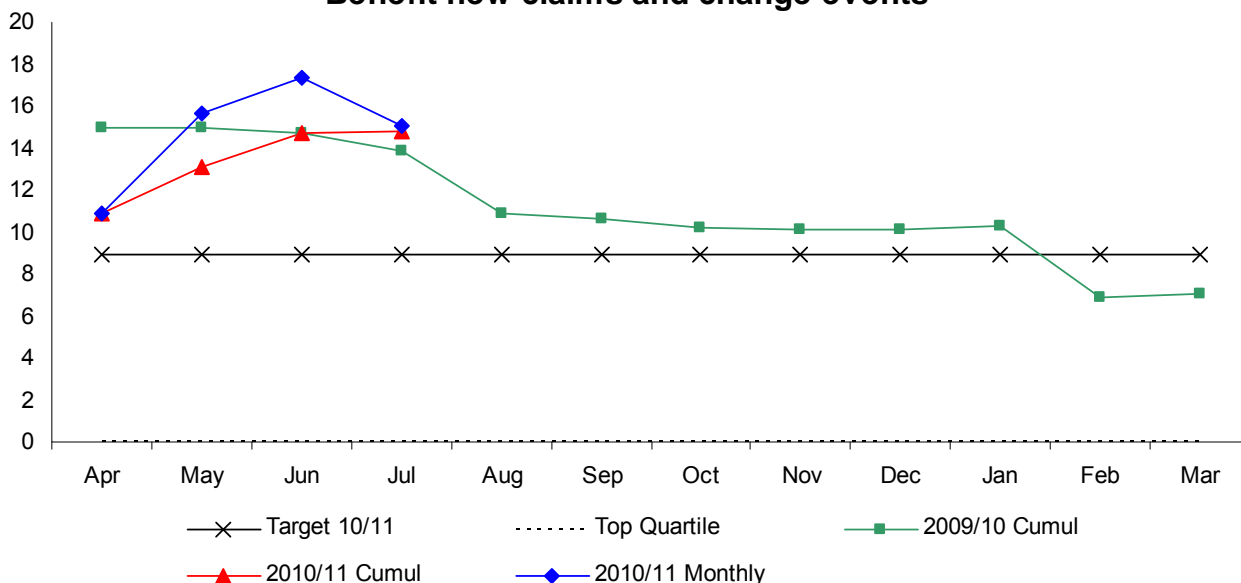
Performance for: July 2010

Clinic date: 24th August

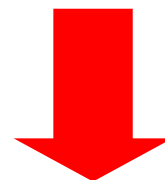
# PMS Report – Income & Debt

## NI 181

**NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events**



TARGET MISSED



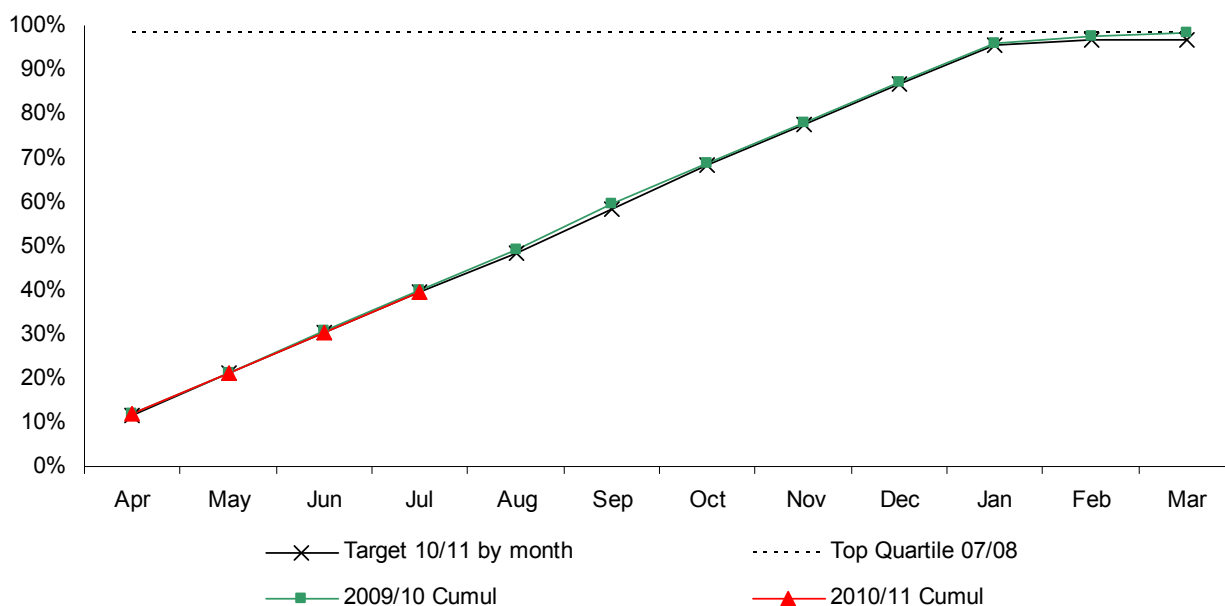
TREND IMPROVED



Low is good

## LPI 9

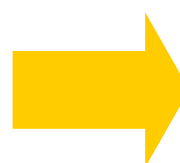
**LPI 9 - Council Tax collected**



ON/ABOVE TARGET



TREND STEADY



High is good



# PMS Report – Income & Debt

## NI 181

In month performance has improved by 2 days in July at a time when incoming post and caseload continues to increase. 15.1 days

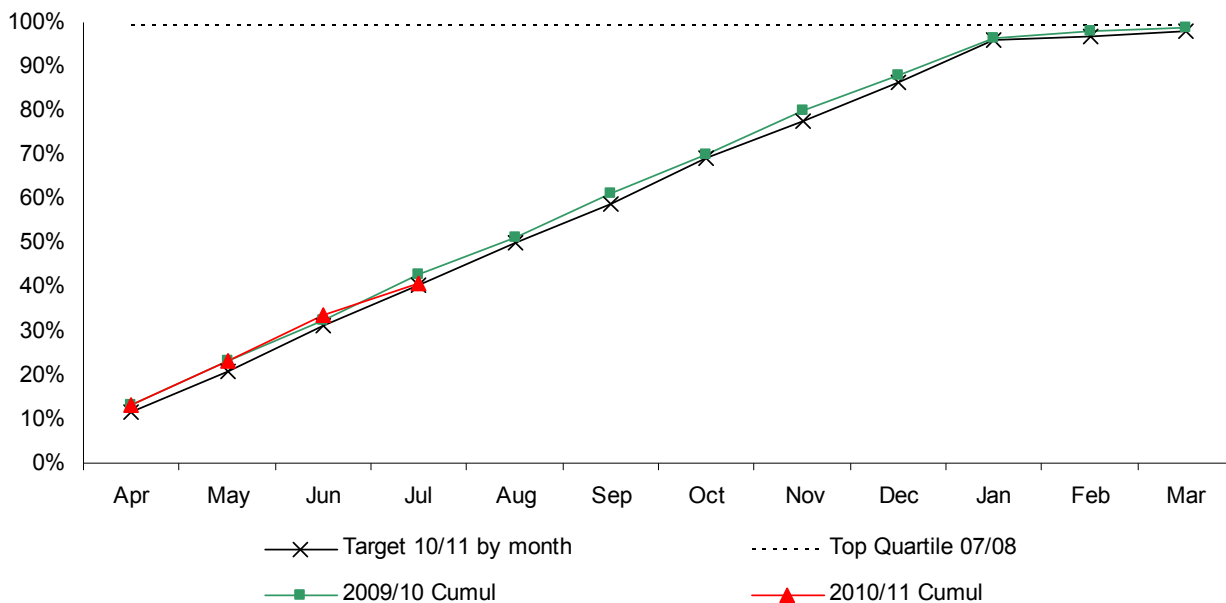
## LPI 9

Collection of Council Tax remains above target in July.

# PMS Report – Income & Debt

## LPI 10

LPI 10 - NNDR collected



ON/ABOVE TARGET



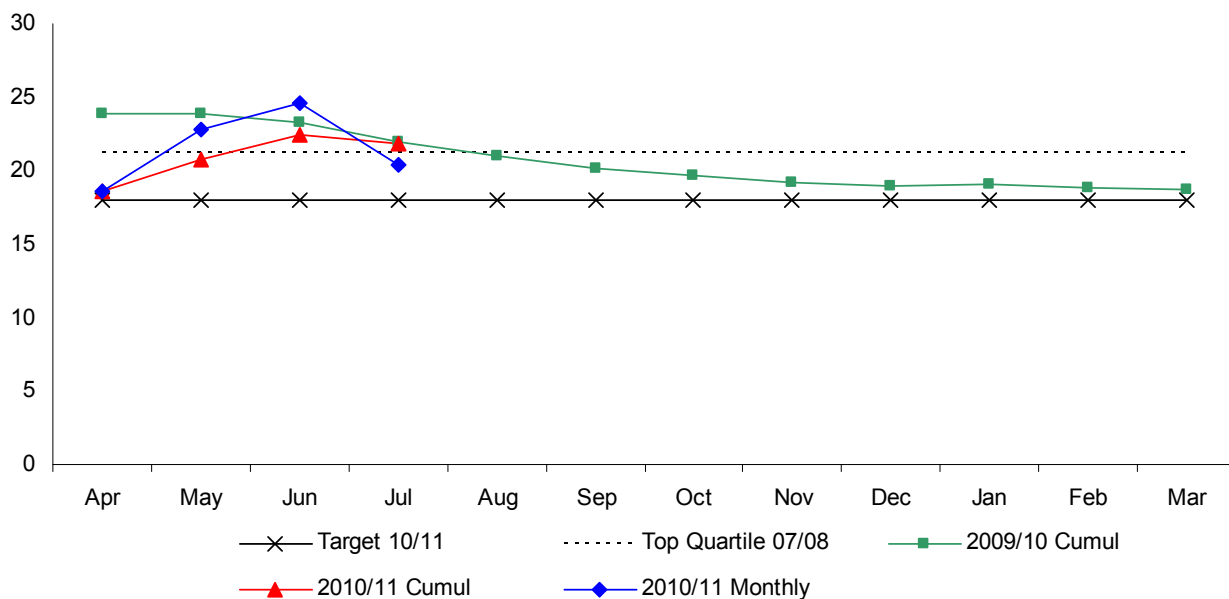
TREND STEADY



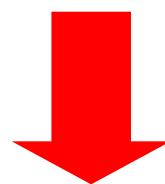
High is good

## LPI 78a

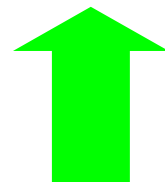
LPI 78a - Avg. time new claims



TARGET MISSED



TREND IMPROVED



Low is good

# PMS Report – Income & Debt

## LPI 10

Collection is currently above target for July.

## LPI 78a

Performance is below target however in month improvements are nearly 4 days at a time when work loads are continuing to increase.

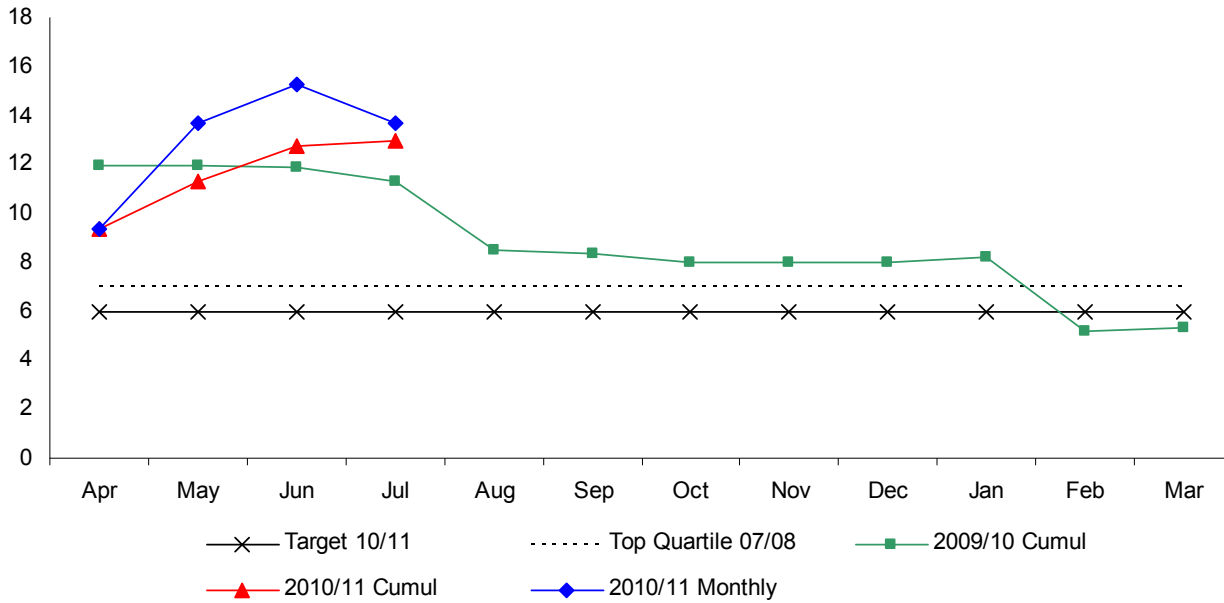
Target - 18.00 days

Jul - 20.4 days

# PMS Report – Income & Debt

## LPI 78b

LPI 78b - Avg time change in circumstances



TARGET MISSED



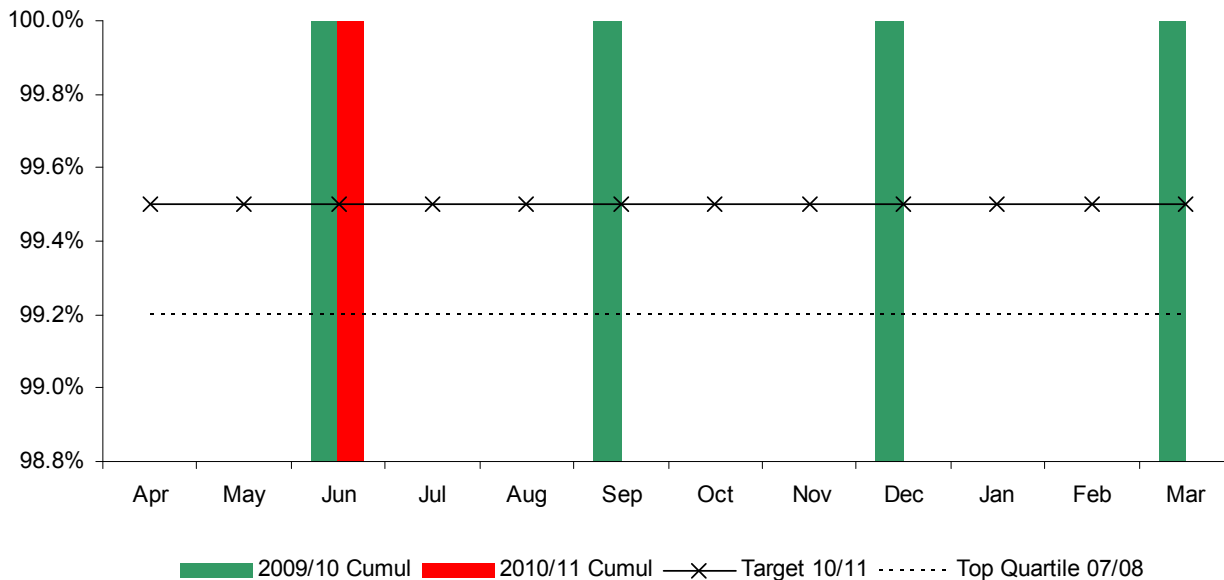
TREND IMPROVED



Low is good

## LPI 79a

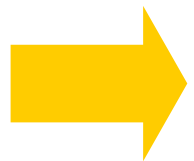
LPI 79a - Case processed correctly



ON/ABOVE TARGET



TREND STEADY



High is good

# PMS Report – Income & Debt

## LPI 78b

Performance is below target due to increased workloads however during July performance has improved by 1.5 days.

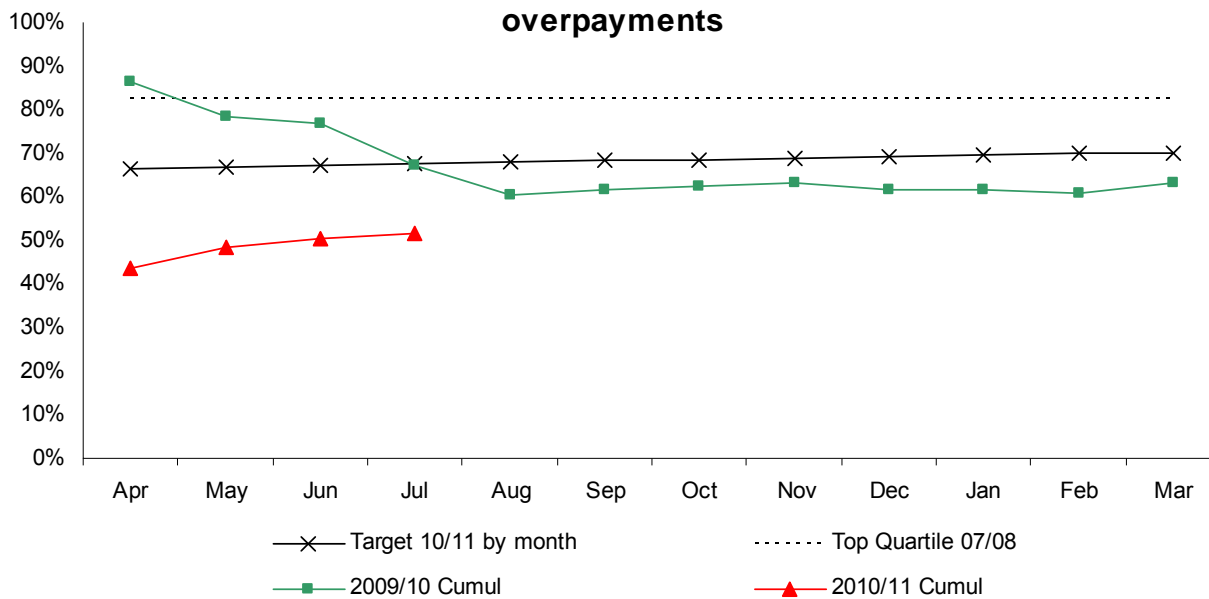
## LPI 79a

100% accuracy continues for the first quarter of 2010/11

# PMS Report – Income & Debt

## LPI 79b(i)

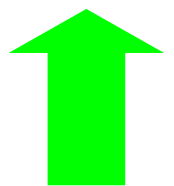
**LPI 79b(i) - Overpaid benefit recovered as % of current year overpayments**



TARGET MISSED



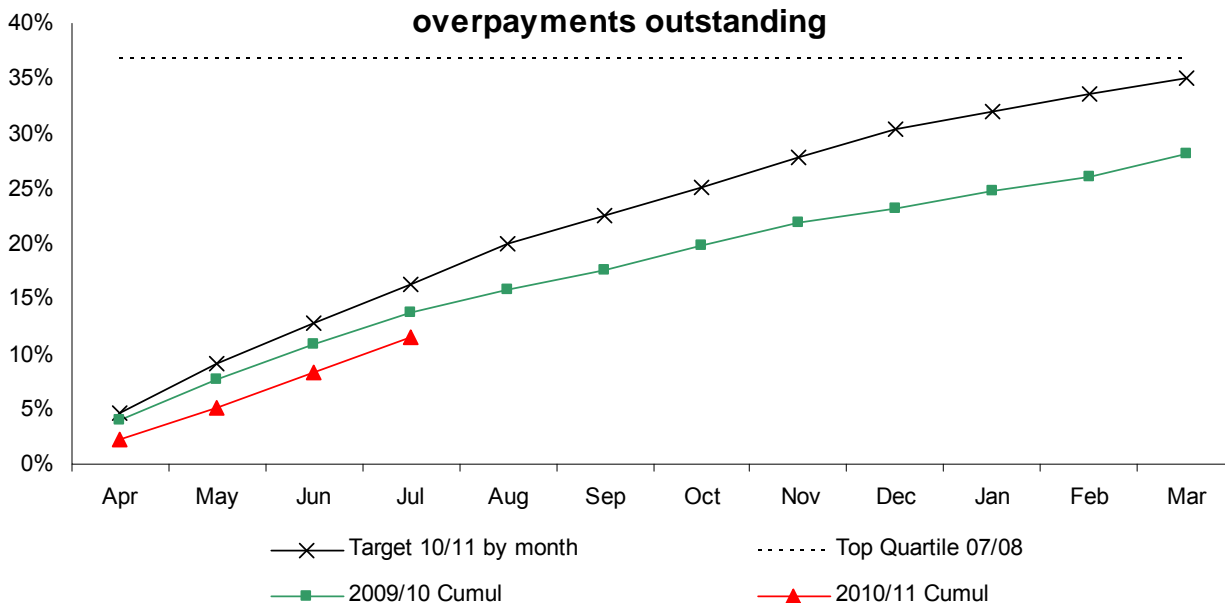
TREND IMPROVED



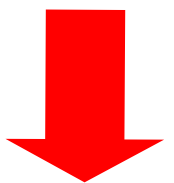
High is good

## LPI 79b(ii)

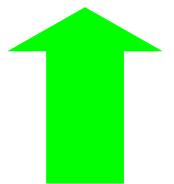
**LPI 79b(ii) - Overpaid benefit recovered as % of total overpayments outstanding**



TARGET MISSED



TREND IMPROVED



High is good

# PMS Report – Income & Debt

## LPI 79b(i)

Although targets have been missed collection is going in the right direction and improvements are being made.

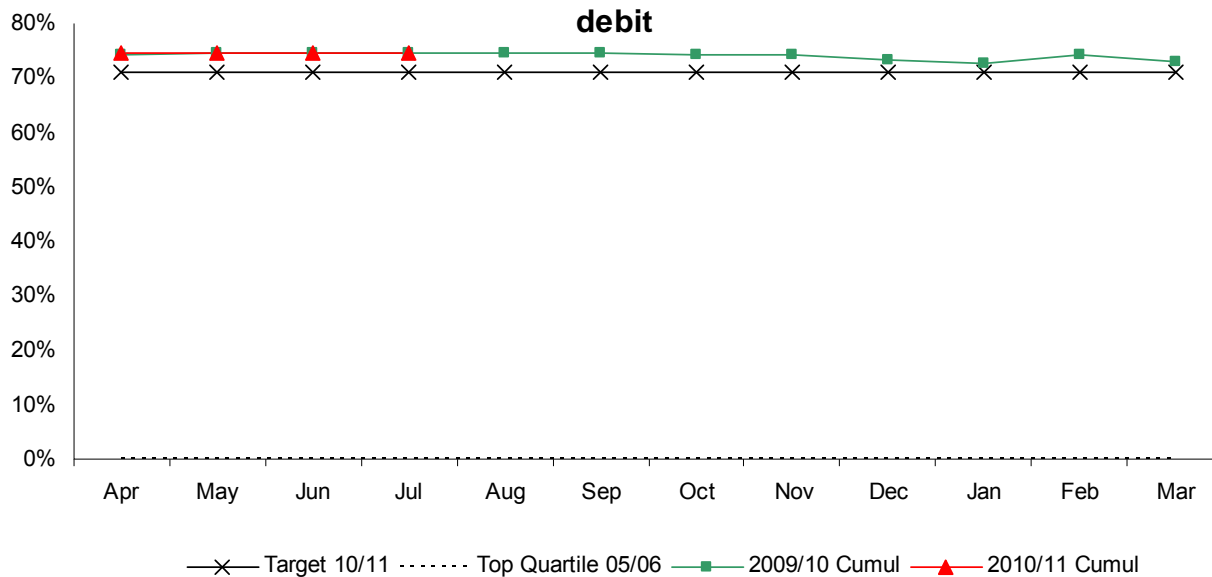
## LPI 79b(ii)

Although targets are not currently being met work has been done in this area and improvements in collection is being to show.

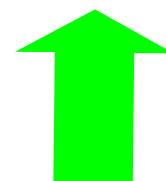
# PMS Report – Income & Debt

## LPI 71a

**LPI 71a - The proportion of people paying Council tax by direct debit**



ON/ABOVE TARGET



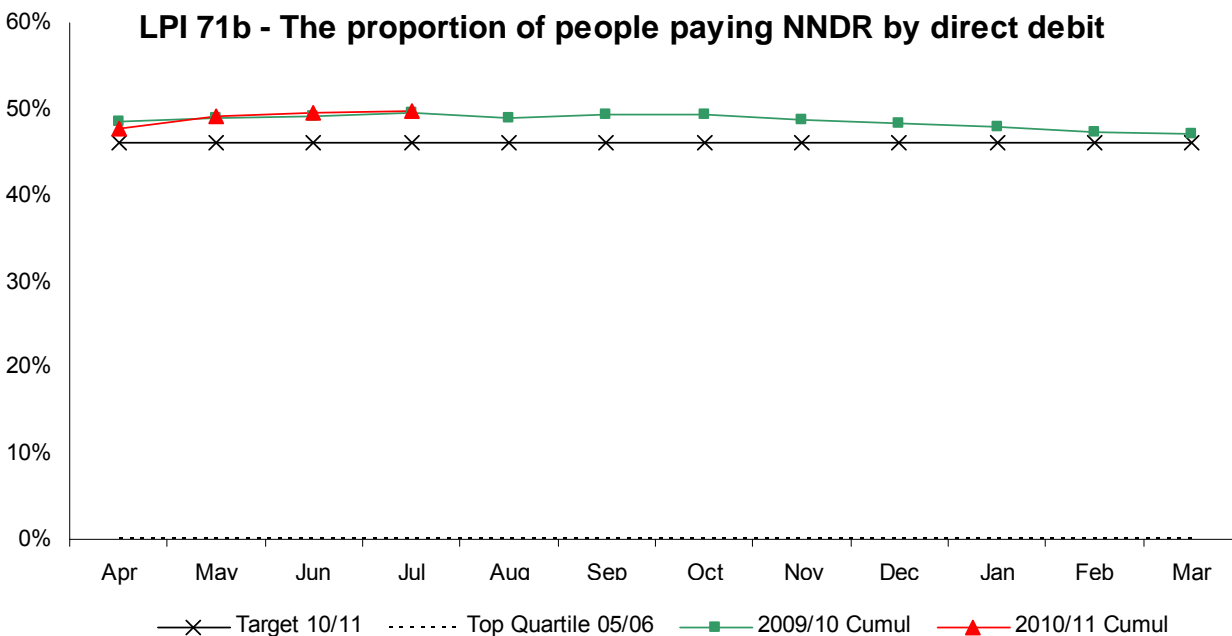
TREND IMPROVED



High is good

## LPI 71b

**LPI 71b - The proportion of people paying NNDR by direct debit**



ON/ABOVE TARGET



TREND IMPROVED



High is good



# PMS Report – Income & Debt

## LPI 71a

Direct Debit take up is above target

## LPI 71b

Direct Debit Take Up is above target and work continues to try and increase take up further.



# Performance Clinic Development Services

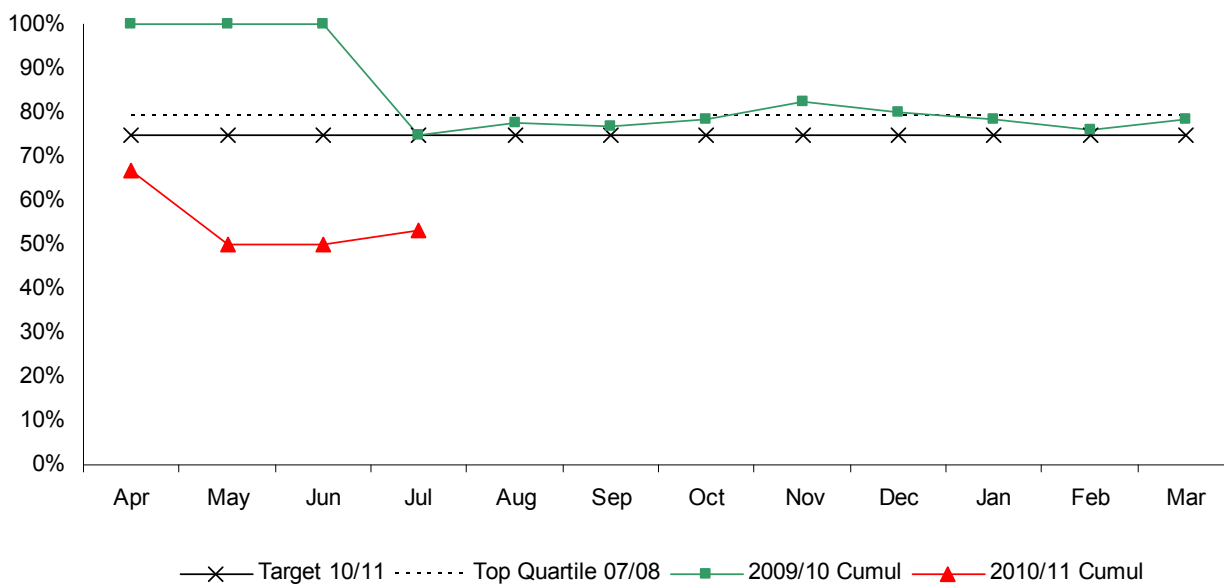
Performance for: July 2010

Clinic date: 24th August

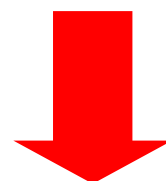
# PMS Report – Development Services

## NI 157a

NI157a - Planning major apps in 13 weeks (formerly BV 109a)



TARGET MISSED



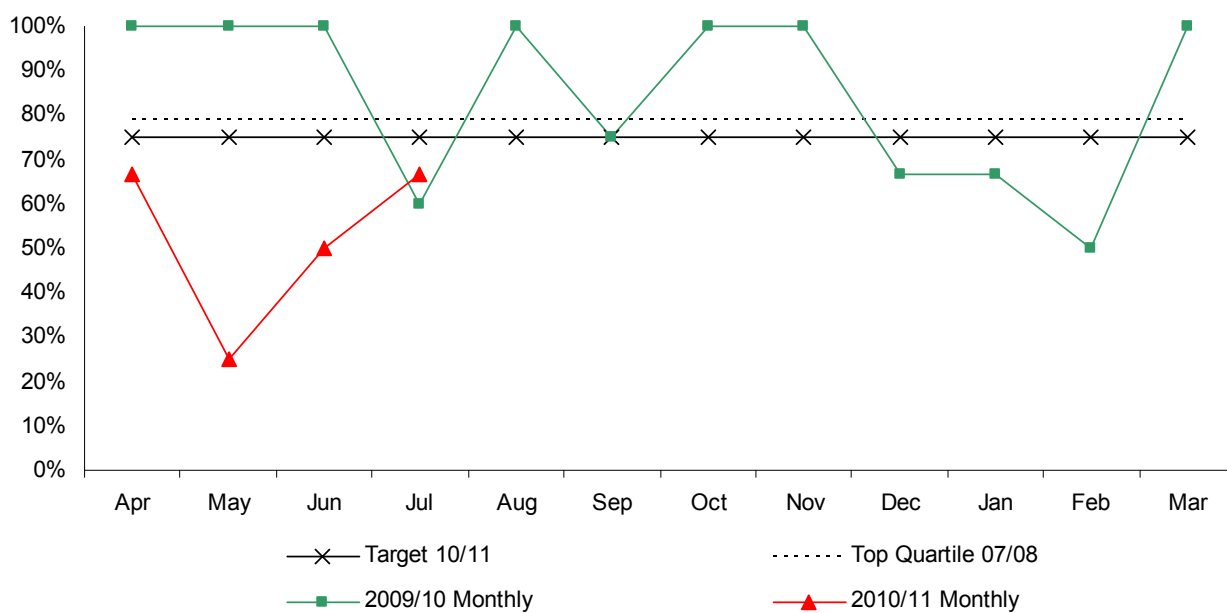
TREND IMPROVED



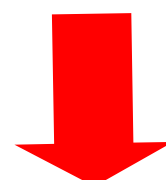
High is good

## NI 157a

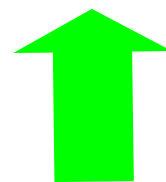
NI157a - Planning major apps in 13 weeks (formerly BV 109a)



TARGET MISSED



TREND IMPROVED



High is good

## NI 157a

For the period April 2009 - March 2010 28 Major applications have been determined and a cumulative performance of 78.57% within 13 weeks has been achieved, this is above our target of 75%

For the period April 2010 - July 2010, 15 Major applications have been determined and a cumulative performance of 53.33% within 13 weeks has been achieved, this is below our target of 75%

Monthly figures are:

April 2010 - 66.67% (3 largescale major and 3 smallscale major applications determined)

May 2010 - 25% (0 largescale major and 4 smallscale major applications determined)

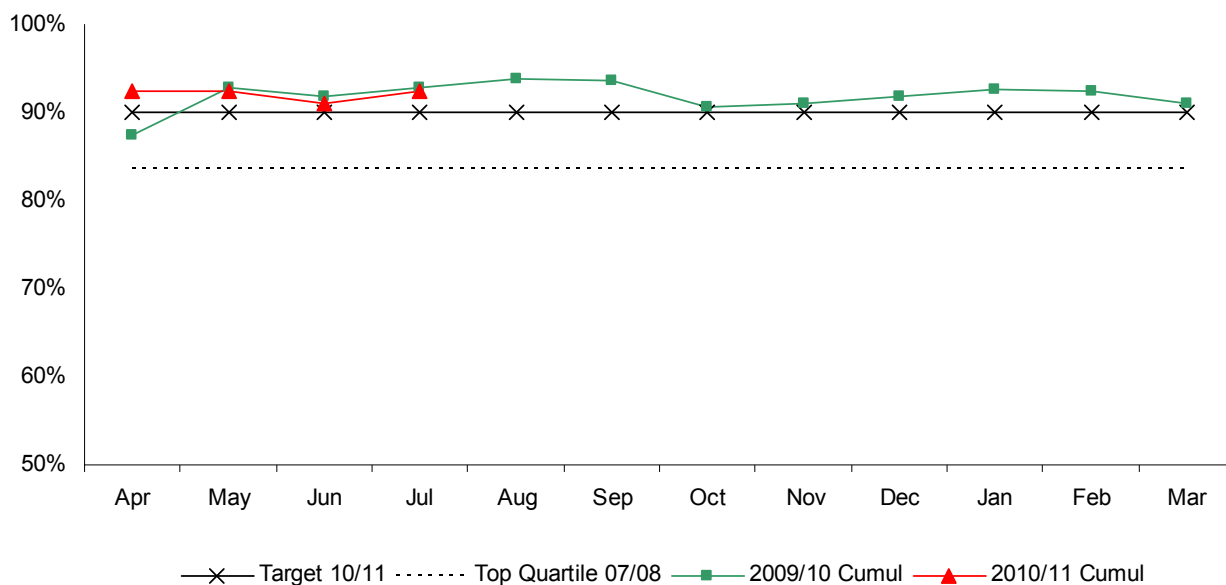
June 2010 - 50% (1 largescale major and 1 smallscale major application determined)

July 2010 - 66.67% (0 largescale major and 3 smallscale major application determined)

# PMS Report – Development Services

## NI 157b

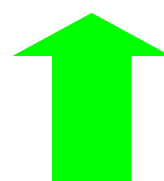
NI 157b - Planning minor apps in 8 weeks (formerly BV 109b)



ON / ABOVE TARGET



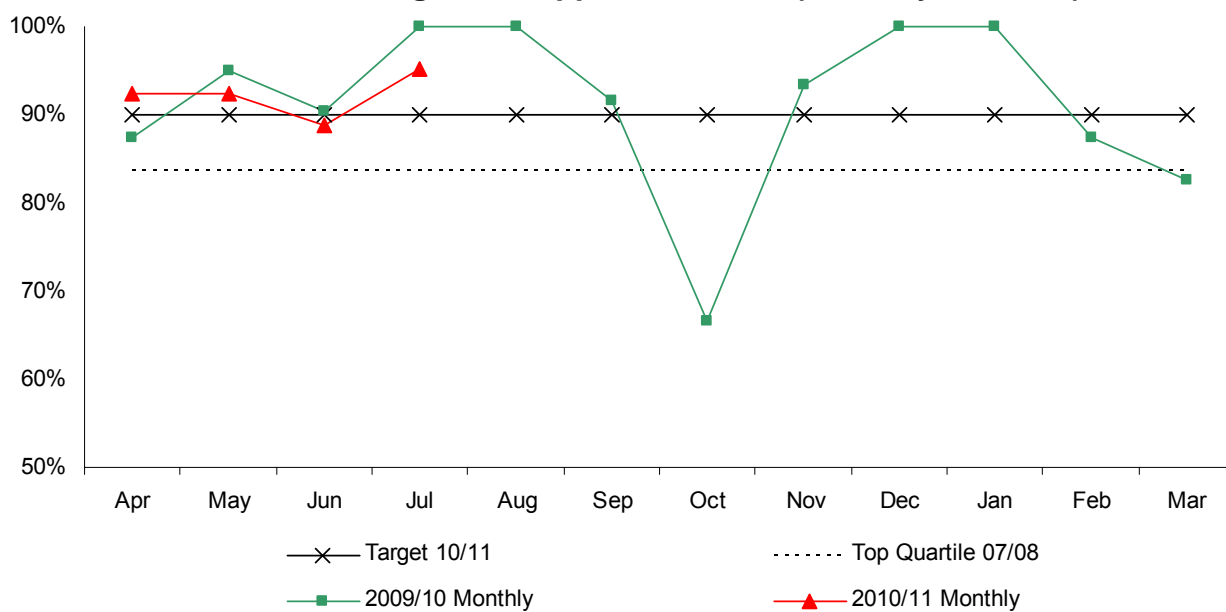
TREND IMPROVED



High is good

## NI 157b

NI 157b - Planning minor apps in 8 weeks (formerly BV 109b)



ON / ABOVE TARGET



TREND IMPROVED



High is good

## NI 157b

For the period April 2009 - March 2010, 154 Minor applications have been determined and a cumulative performance of 90.91% within 8 weeks has been achieved - above our target of 90%.

For the period April 2010 - July 2010, 65 Minor applications have been determined and a cumulative performance of 92.31% within 8 weeks has been achieved - above our target of 90%.

Monthly figures are:

April 2010 - 92.31%

May 2010 - 92.31%

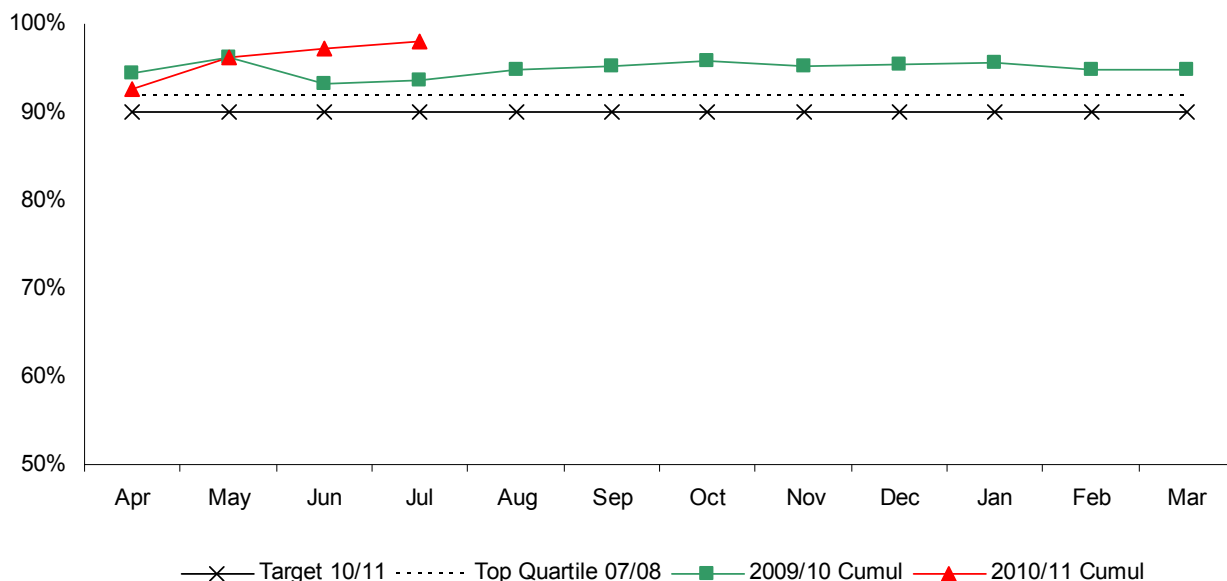
June 2010 - 88.89%

July 2010 - 95.24%

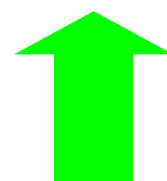
# PMS Report – Development Services

## NI 157c

NI 157c - Planning other apps in 8 weeks (formerly BV 109c)



ON / ABOVE TARGET



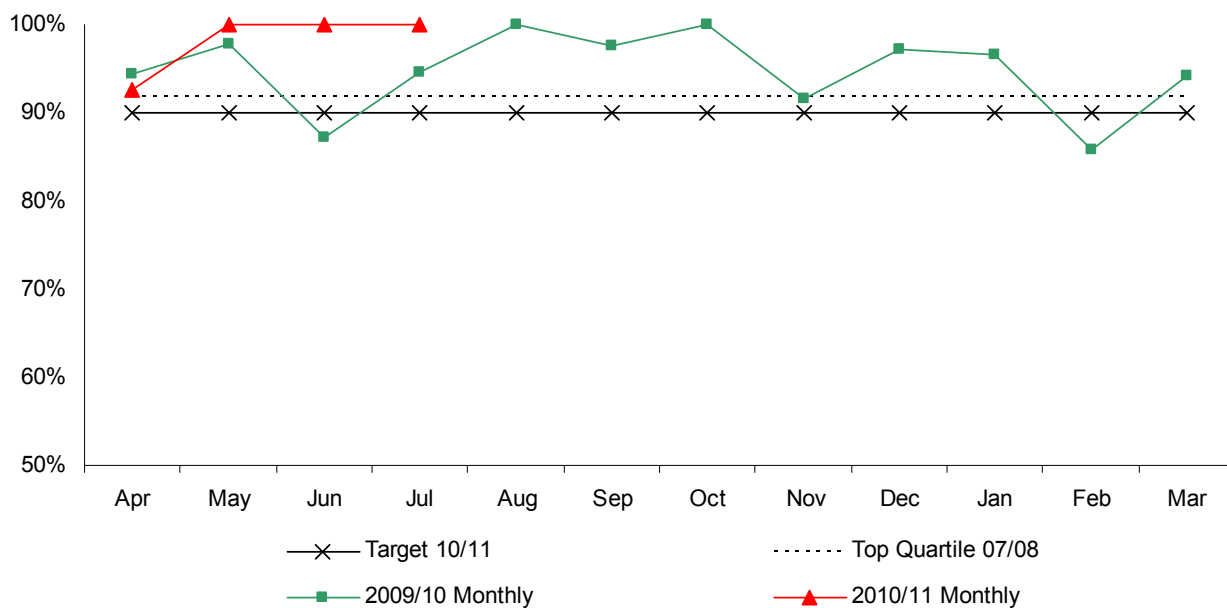
TREND IMPROVED



High is good

## NI 157c

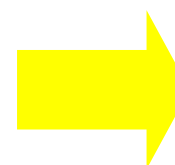
NI 157c - Planning other apps in 8 weeks (formerly BV 109c)



ON / ABOVE TARGET



TREND STEADY



High is good



## NI 157c

For the period April 2009 - March 2010 423 other planning applications have been determined and a cumulative performance of 94.80% within 8 weeks has been achieved. Current performance is above our target of 94%.

For the period April 2010 - July 2010, 154 other planning applications have been determined and a cumulative performance of 98.05% within 8 weeks has been achieved. Current performance is above our target of 90%.

Monthly figures are:

April 2010 - 92.68%

May 2010 - 100%

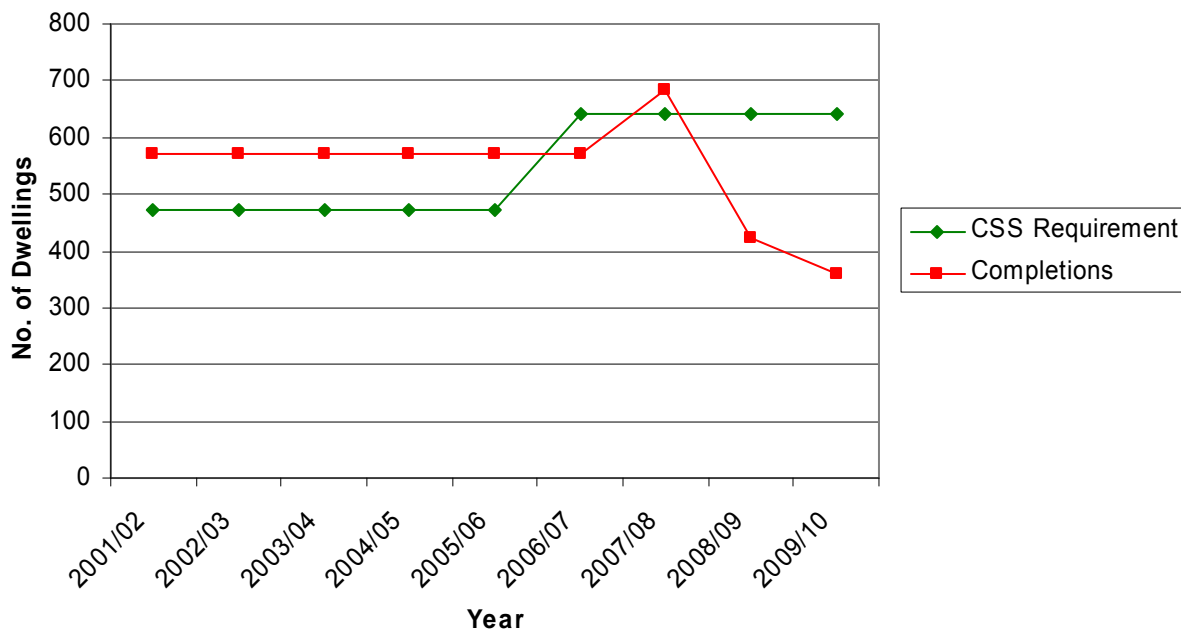
June 2010 - 100%

July 2010 - 100%

# PMS Report – Development Services

## NI 154

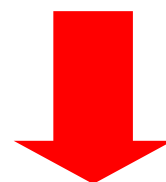
NI 154 - Net Additional Homes Provided



ON / ABOVE TARGET



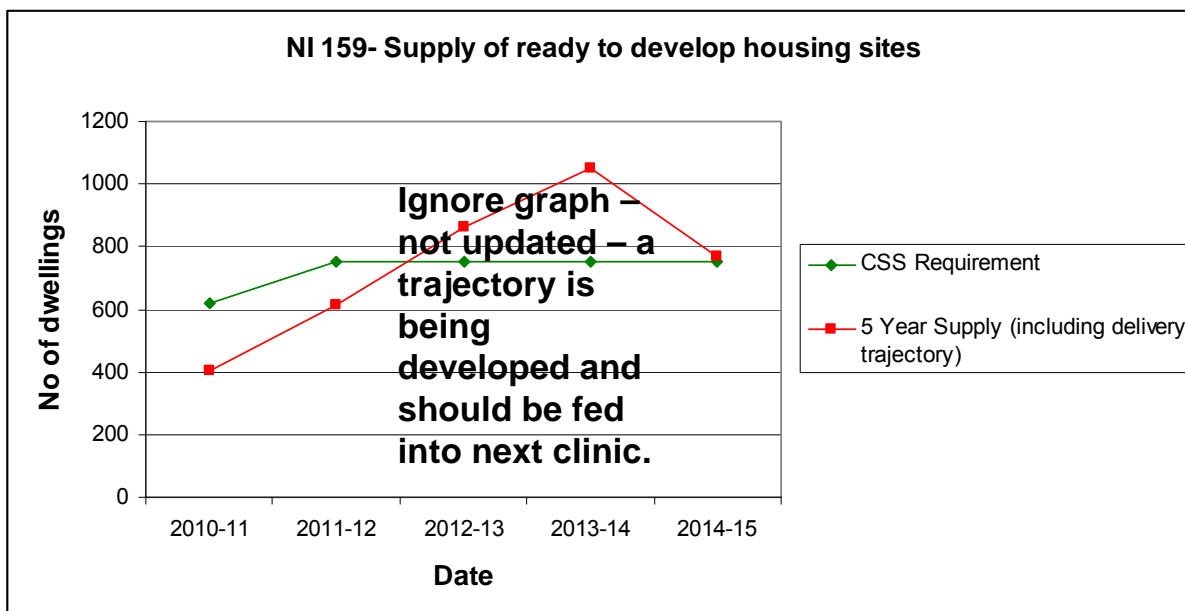
TREND DECLINED



High is good

## NI 159

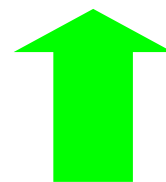
NI 159- Supply of ready to develop housing sites



ON / ABOVE TARGET



TREND DECLINED



High is good

# PMS Report – Development Services

## NI 154

There has been a significant decline in the numbers of completions for the monitoring period 2008-2009, which was repeated in 2009-2010. This shortfall is a reflection of the present market conditions, and is mirrored by nationally. Even though completion levels are down, Kettering Borough's performance is still strong relative to neighbouring authorities. Due to the scale of completions in previous years, the current position is that in the 9 year period since 2001, there are still 11 additional homes completed in excess of the Borough's Core Spatial Strategy (CSS) requirement. Kettering Borough is the only North Northamptonshire authority to have successfully delivered against its CSS housing targets. It was estimated mid 2009/2010 that the number of completions for the year were likely to be 185 dwellings, building activity picked up significantly in the latter half of the year.

YEAR	2001 -	2002 -	2003 -	2004 -	2005 -	2006 -	2007 -	2008 -	2009 -	TOTAL
	2002	2003	2004	2005	2006	2007	2008	2009	2010	
<b>CSS Requirement</b>	471	471	471	471	471	642	642	642	642	<b>4,923</b>
<b>Annual Completions</b>	572	572	572	572	572	572	685	422	395	<b>4,934</b>
<b>Additional Units Provided</b>	101	101	101	101	101	-70	43	-220	-247	<b>+11</b>

## NI 159

Kettering Borough Council currently has a 5 year housing land supply.

**Requirement** - The current CSS housing requirement for the 5 year period from 2011/12- 2015/16 is 4,004; this requirement has been reduced to marginally to take into account the over-provision in the earlier years of the plan (11 dwellings).

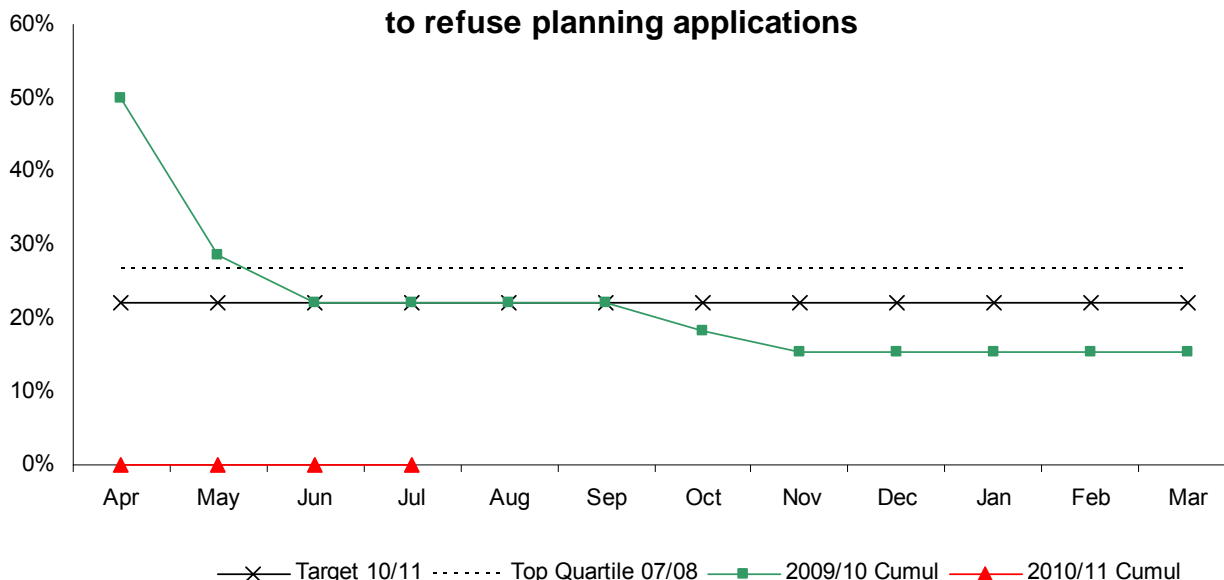
**Supply** – The Council is currently defending a 5.69 years housing land supply. The supply will be tested at appeal (Hawthorn Road, Burton Latimer) starting 26<sup>th</sup> May.

Housing supply forecast at 31/3/10	5 years supply 2011/12 to 2015/16
Allocated for housing in the Development Plan	1,650
Outline Planning Permission	604
Full Planning Permission	660
Sites with a resolution to grant p/p subject to S106 Agreement	1,028
Sites under construction	278
Specific, unallocated brownfield sites	702
<b>Total</b>	<b>4923 – 367 (anticipated completions 2010/11) = 4,556 (5.69 years)</b>

# PMS Report – Development Services

## LPI 204

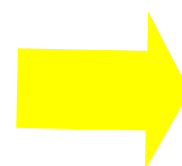
**LPI 204 - Percentage of appeals against the authority's decision to refuse planning applications**



ON / ABOVE TARGET



TREND STEADY



Low is good

## LPI 204

For the period April 2009 - March 2010, 13 planning appeal decisions have been received and a cumulative performance of 15.4% of allowed appeals has been achieved.

For the period April 2009 - March 2010, 11 enforcement appeal decisions have been received and a cumulative performance of 27.3% of allowed appeals has been achieved - above our target of 25%.

For the period April 2010 - July 2010, 3 planning appeal decision have been received and a cumulative performance of 0% of allowed appeals has been achieved - above our target of 22%.

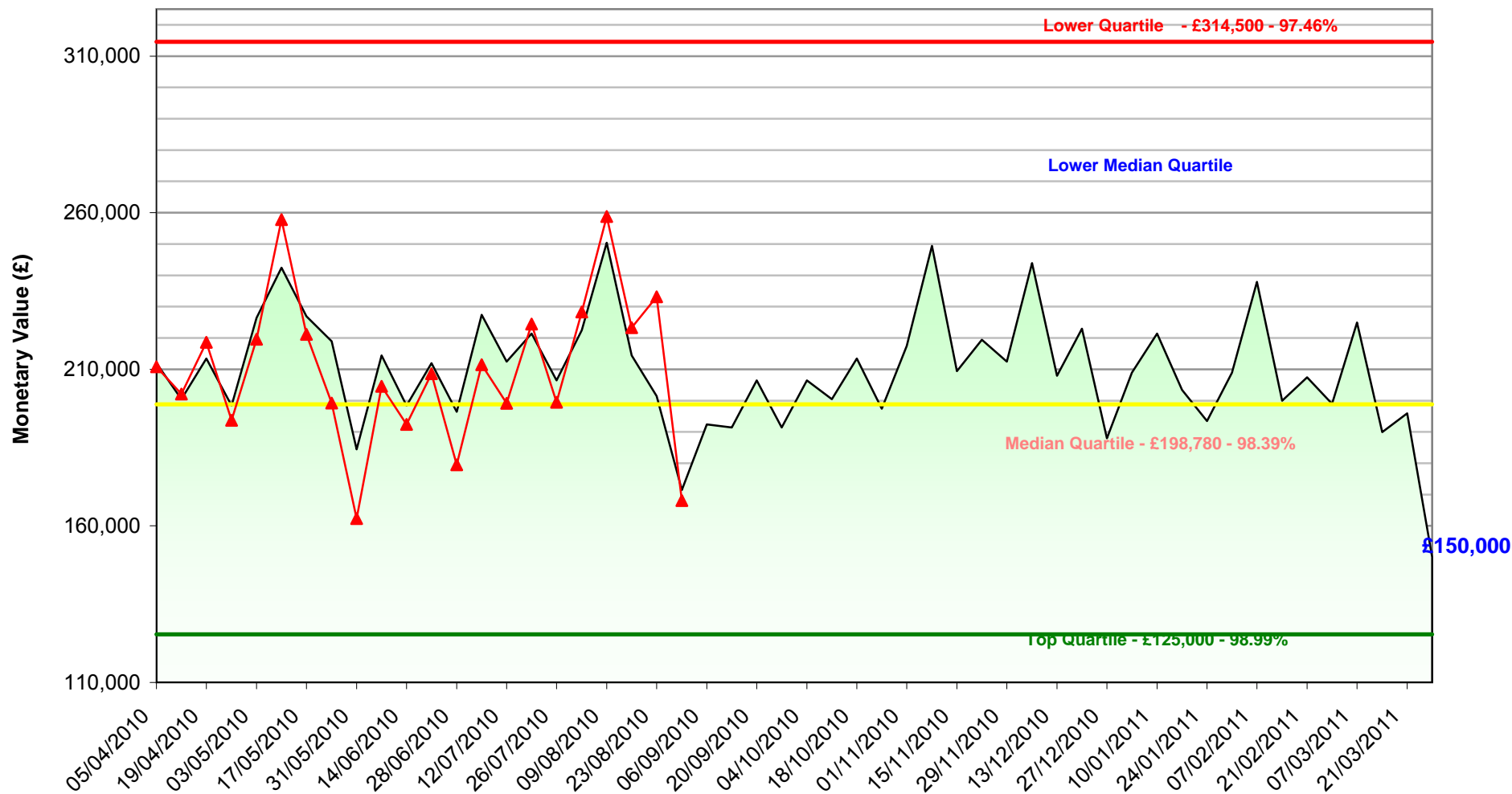
For the period April 2010 - July 2010, 2 enforcement appeal decision have been received and a cumulative performance of 0% of allowed appeals has been achieved.

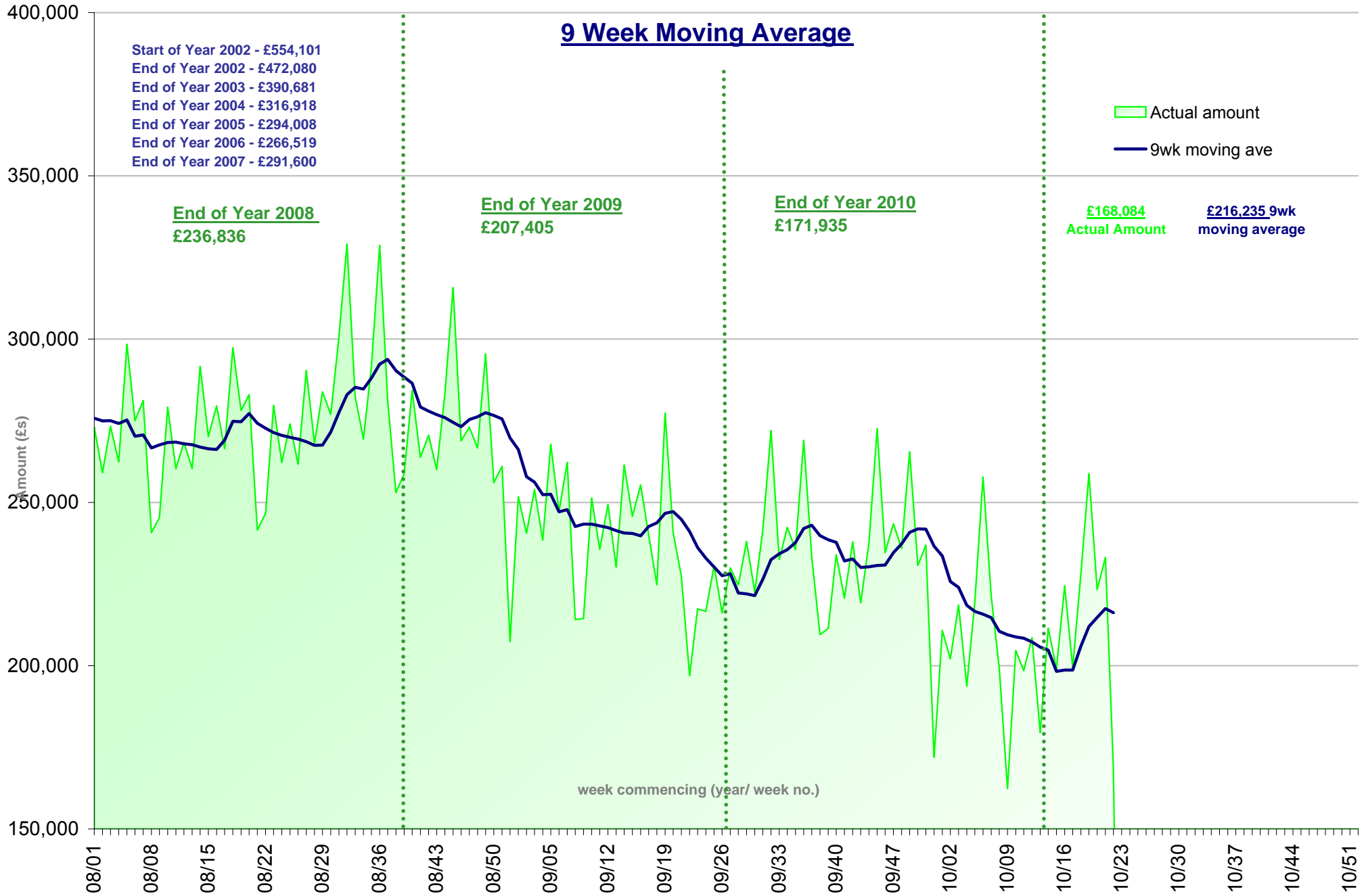
Monthly Planning figures are:	Monthly Planning Decisions Received	Monthly Enforcement figures are:	Monthly Enforcement Decisions Received
April 2010 - 0%	1	April 2010 - 0%	1
May 2010 - 0%	0	May 2010 - 0%	0
June 2010 - 0%	0	June 2010 - 0%	1
July 2010 - 0%	2	July 2010 - 0%	0

# Housing Rent Arrears Graphs

For more information on housing rent arrears contact John Conway on 01536 534288.

# Headline Arrears Performance: 2010/11









# Staff Sickness

For more information on staff sickness contact Sarah Rodmell on 01536 534329.

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

Service Unit	Apr-10			May 10			Jun-10			Jul-10			Aug-10			Sep-10			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	5.76	52.9%	47.1%	23.73	67%	33%	33.82	98%	2%	38.62	85%	15%	0.00			0.00			101.93		
Corporate Development	1.35	0.0%	100.0%	0.00	0%	0%	4.00	0%	100%	0.54	0%	100%	0.00			0.00			5.89		
Customer & Information Services	28.80	94.8%	5.2%	23.43	47%	53%	24.72	51%	49%	33.31	45%	55%	0.00			0.00			110.26		
Democratic & Legal Services	0.00	0.0%	0.0%	2.00	0%	100%	8.00	0%	100%	7.00	71%	29%	0.00			0.00			17.00		
Development Services	2.80	35.7%	64.3%	12.00	0%	100%	4.00	0%	100%	16.59	42%	58%	0.00			0.00			35.39		
Environmental Care	57.41	54.0%	46.0%	116.00	66%	34%	161.35	86%	14%	120.70	60%	40%	0.00			0.00			455.46		
Environmental Health	40.00	67.5%	32.5%	26.00	73%	27%	19.00	74%	26%	33.73	80%	20%	0.00			0.00			118.73		
Finance	0.86	0.0%	100.0%	5.00	0%	100%	1.81	0%	100%	1.00	0%	100%	0.00			0.00			8.68		
Housing	26.66	22.5%	77.5%	17.04	23%	77%	10.51	0%	100%	32.25	76%	24%	0.00			0.00			86.46		
Human Resources	5.05	80.2%	19.8%	10.00	90%	10%	1.00	0%	100%	10.00	100%	0%	0.00			0.00			26.05		
Income & Debt Management	5.00	100.0%	0.0%	27.41	95%	5%	53.00	83%	17%	32.32	84%	16%	0.00			0.00			117.73		
SMT Support	0.00	0.0%	0.0%	0.00	0%	0%	3.00	0%	100%	0.00	0%	0%	0.00			0.00			3.00		
Strategic Management Team	0.00	0.0%	0.0%	0.00	0%	0%	0.00	0%	0%	0.00	0%	0%	0.00			0.00			0.00		
<b>Total working days lost to date:</b>	<b>173.69</b>	<b>60.1%</b>	<b>39.9%</b>	<b>262.61</b>	<b>62%</b>	<b>38%</b>	<b>324.21</b>	<b>75%</b>	<b>25%</b>	<b>326.08</b>	<b>68%</b>	<b>32%</b>	<b>0.00</b>			<b>0.00</b>			<b>1086.59</b>		

Page 42

Service Unit	Oct-10			Nov-10			Dec-10			Jan-11			Feb-11			Mar-11			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	0.00			0.00			0.00			0.00			0.00			0.00			101.93		
Corporate Development	0.00			0.00			0.00			0.00			0.00			0.00			5.89		
Customer & Information Services	0.00			0.00			0.00			0.00			0.00			0.00			110.26		
Democratic & Legal Services	0.00			0.00			0.00			0.00			0.00			0.00			17.00		
Development Services	0.00			0.00			0.00			0.00			0.00			0.00			35.39		
Environmental Care	0.00			0.00			0.00			0.00			0.00			0.00			455.46		
Environmental Health	0.00			0.00			0.00			0.00			0.00			0.00			118.73		
Finance	0.00			0.00			0.00			0.00			0.00			0.00			8.68		
Housing	0.00			0.00			0.00			0.00			0.00			0.00			86.46		
Human Resources	0.00			0.00			0.00			0.00			0.00			0.00			26.05		
Income & Debt Management	0.00			0.00			0.00			0.00			0.00			0.00			117.73		
SMT Support	0.00			0.00			0.00			0.00			0.00			0.00			3.00		
Strategic Management Team	0.00			0.00			0.00			0.00			0.00			0.00			0.00		
<b>Total working days lost to date:</b>	<b>0.00</b>			<b>0.00</b>			<b>0.00</b>			<b>0.00</b>			<b>0.00</b>			<b>0.00</b>			<b>1086.59</b>		

# LPI -12 FTE Days Lost Due to Sickness Absence

## FTE Days Lost To Date 2010 TO 2011

Service Unit	F.T.E Apr-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Totals YTD	WDL per F.T.E
Community Services	28.50	5.76	23.73	33.82	38.62									101.93	3.58
Corporate Development	12.35	1.35	0.00	4.00	0.54									5.89	0.48
Customer & Information Services	39.89	28.80	23.43	24.72	33.31									110.26	2.76
Democratic & Legal Services	16.64	0.00	2.00	8.00	7.00									17.00	1.02
Development Services	47.64	2.80	12.00	4.00	16.59									35.39	0.74
Environmental Care	180.95	57.41	116.00	161.35	120.70									455.46	2.52
Environmental Health	28.61	40.00	26.00	19.00	33.73									118.73	4.15
Finance	15.81	0.86	5.00	1.81	1.00									8.68	0.55
Housing	54.26	26.66	17.04	10.51	32.25									86.46	1.59
Human Resources	17.88	5.05	10.00	1.00	10.00									26.05	1.46
Income & Debt Management	46.83	5.00	27.41	53.00	32.32									117.73	2.51
SMT Support	4.00	0.00	0.00	3.00	0.00									3.00	0.75
Strategic Management Team	4.00	0.00	0.00	0.00	0.00									0.00	0.00
<b>Total working days lost to date:</b>	<b>497.35</b>	<b>173.69</b>	<b>262.61</b>	<b>324.21</b>	<b>326.08</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1086.59</b>	
<b>Amount of short term sickness:</b>		<b>124.64</b>	<b>32.25</b>	<b>159.51</b>	<b>227.38</b>										

Page 43

### Summary results:

Kettering Borough Council

**2.18 Days lost per FTE to date**  
**6.55 Annualised**  
**8.00 Target**

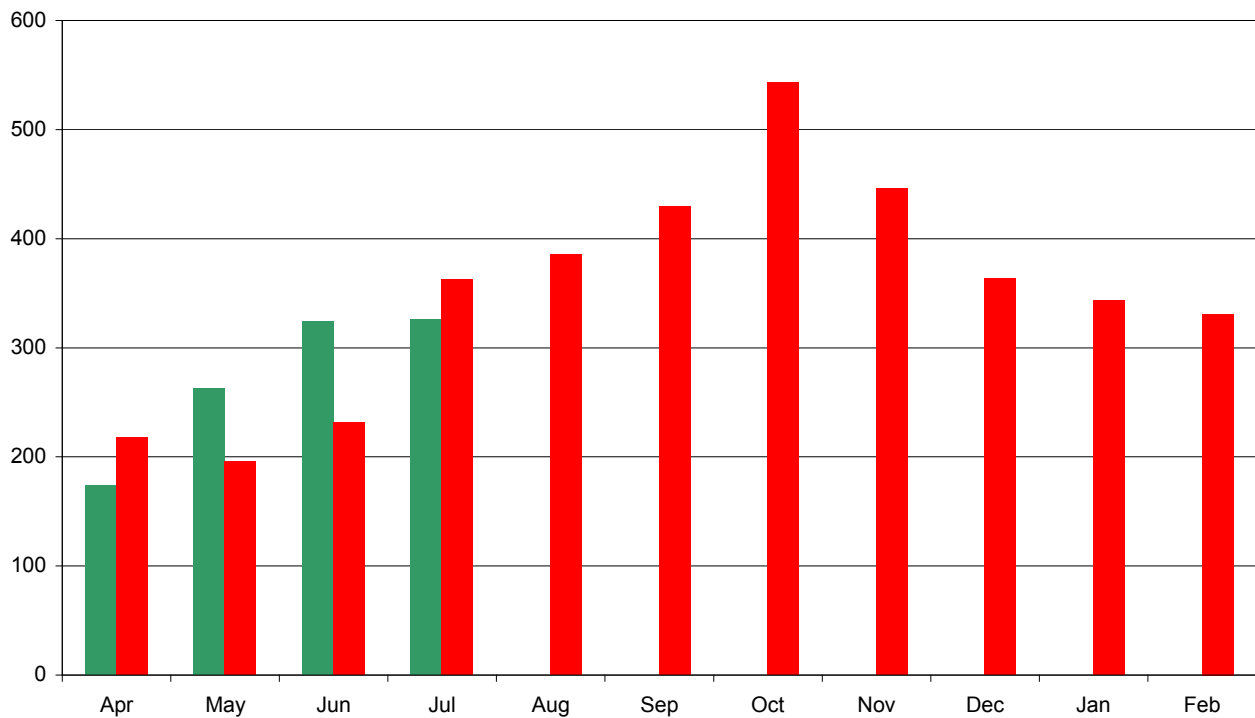
	2009/10 Cumulative total		
	Days Med Certificated	Days Self Cert	% Self Cert
Community Services	126.95	58.87	32%
Corporate Development	4.05	23.14	85%
Customer & Information Services	104.28	97.20	48%
Democratic & Legal Services	11.00	50.20	82%
Development Services	168.11	120.52	42%
Environmental Care	963.00	512.50	35%
Environmental Health	235.02	83.00	26%
Finance	39.00	58.08	60%
Housing	353.38	202.16	36%
Human Resources	53.26	34.03	39%
Income & Debt Management	614.05	105.62	15%
SMT Support	0.00	14.00	100%
Strategic Management Team	113.00	0.00	0%
<b>Total</b>	<b>2785.09</b>	<b>1359.31</b>	<b>33%</b>

	2010/11 Cumulative total		
	Days Med Certificated	Days Self Cert	% Self Cert
Community Services	84.95	16.98	17%
Corporate Development	0.00	5.89	100%
Customer & Information Services	66.12	44.14	40%
Democratic & Legal Services	5.00	12.00	0%
Development Services	8.00	27.39	77%
Environmental Care	318.00	137.46	30%
Environmental Health	87.00	31.73	27%
Finance	0.00	8.67	100%
Housing	34.39	52.08	60%
Human Resources	23.05	3.00	12%
Income & Debt Management	102.05	15.68	13%
SMT Support	0.00	3.00	0%
Strategic Management Team	0.00	0.00	0%
<b>Total</b>	<b>728.57</b>	<b>358.02</b>	<b>33%</b>

	Days Lost Per FTE	Annual Days Lost Per FTE
Strategic Management Team	0.00	0.00
Corporate Development	0.48	1.43
Finance	0.55	1.65
Development Services	0.74	2.23
SMT Support	0.75	2.25
Democratic & Legal Services	1.02	3.06
Human Resources	1.46	4.37
Housing	1.59	4.77
Income & Debt Management	2.51	7.54
Environmental Care	2.52	7.55
Customer & Information Services	2.76	8.29
Community Services	3.58	10.73
Environmental Health	4.15	12.45
<b>Total KBC</b>	<b>2.18</b>	<b>6.55</b>

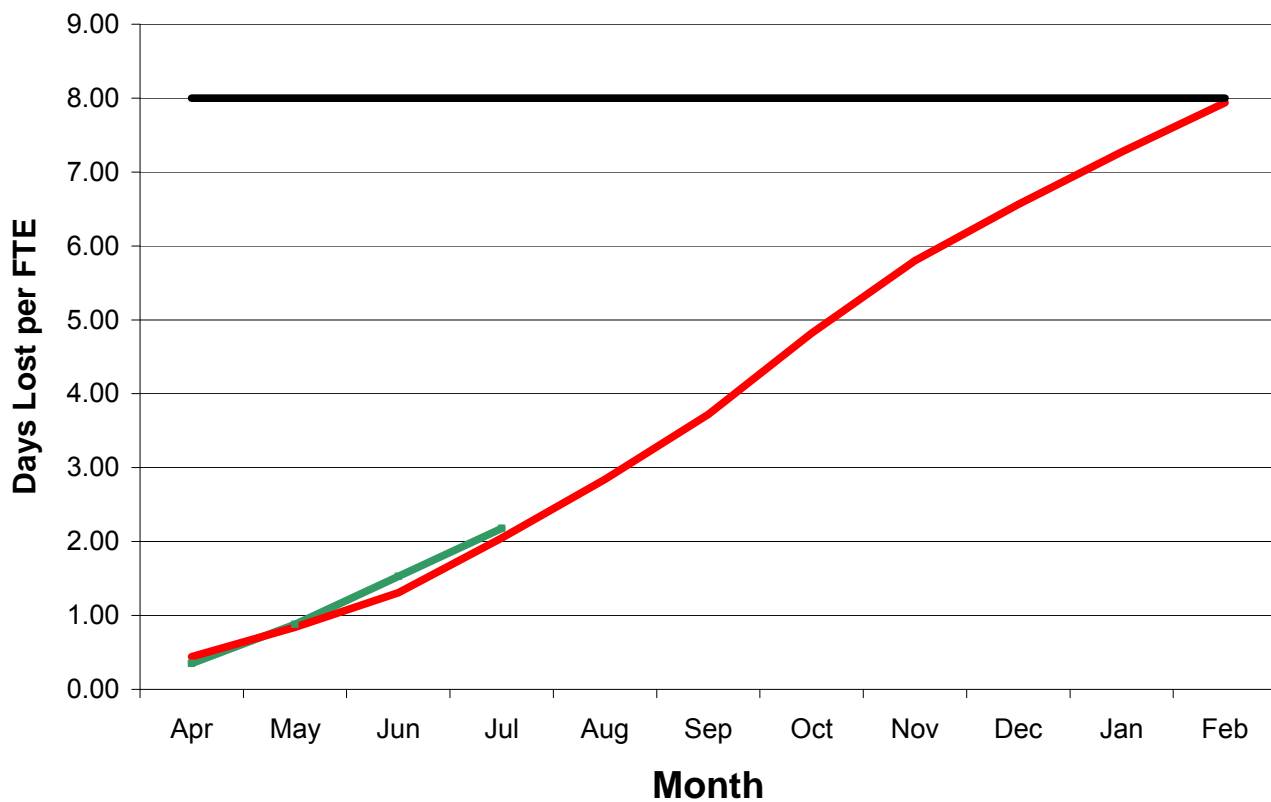
**Comparison of Sickness/Absence  
Number of days lost each month - 08/09 & 09/10**

■ Total days lost per month 2010/11  
■ Total days lost per month 2009/10



**Comparison of Sickness/Absence  
2008/09 & 2009/10**

— No of days per FTE 2010/11  
— No of days per FTE 2009/10  
— Target for year



# Focus on: Compliments & Complaints

**Report for the period: 2010/11 year to date**

This section of the Performance Information Booklet provides information on compliments and complaints received by the Council.

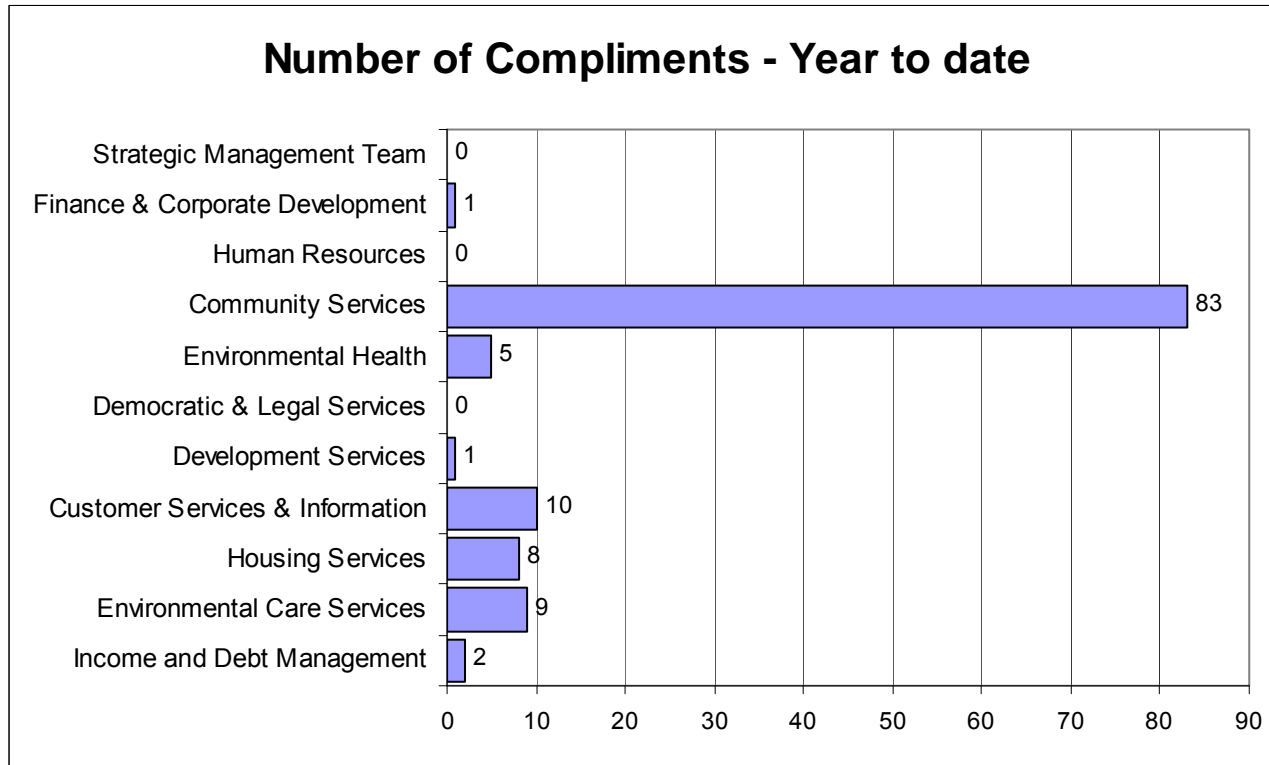
For more information contact Ian Strachan on 01536 534181.

# 2010/11

## Customer Compliments

Year to date  
10/11

Table showing quarterly breakdown of customer compliments by service



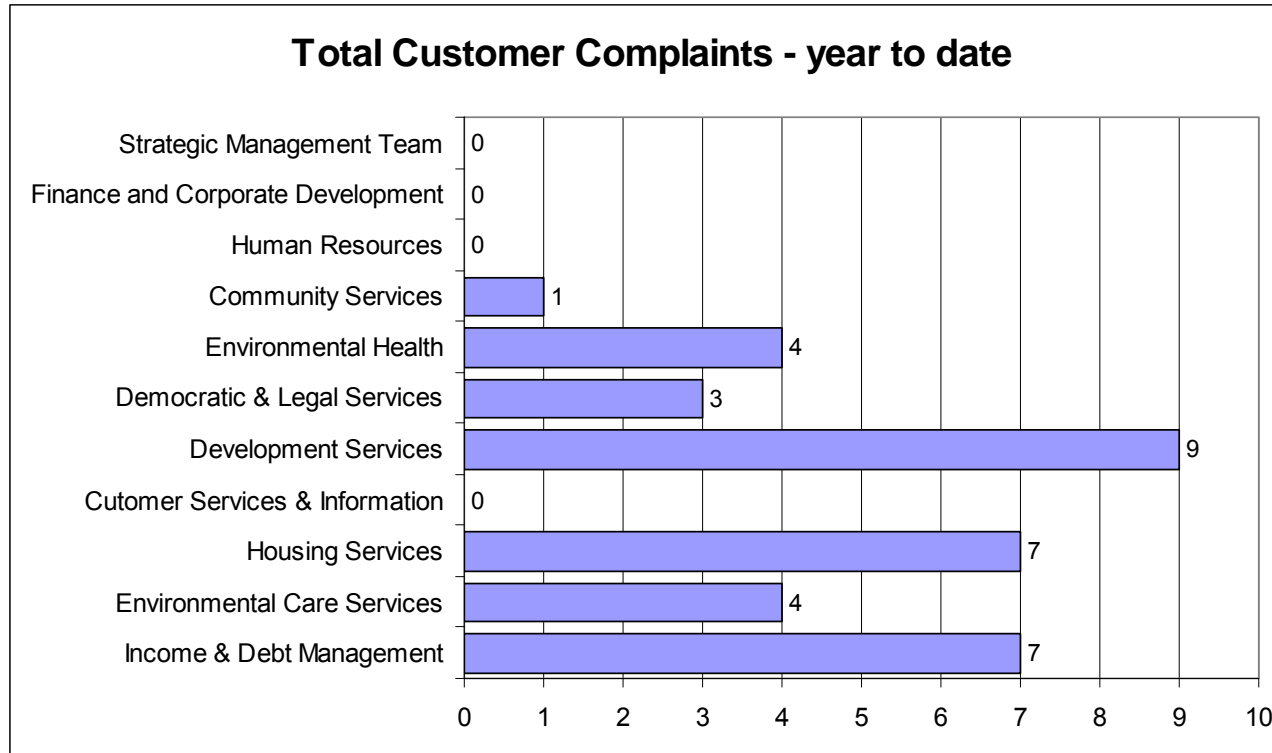
Quarter	Income & Debt Management	Environmental Care Services	Housing Services	Customer Services & Information	Development Services	Democratic & Legal Services	Environmental Health	Community Services	Human Resources	Finance & Corporate Development	Strategic Management Team	TOTAL
1	1	4	5	5	1	0	4	68	0	1	0	89
2	1	5	3	5	0	0	1	15	0	0	0	30
3	0	0	0	0	0	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>83</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>119</b>

# 2010/11

## Customer Complaints

Year to date  
10/11

Table showing quarterly breakdown of customer complaints by service



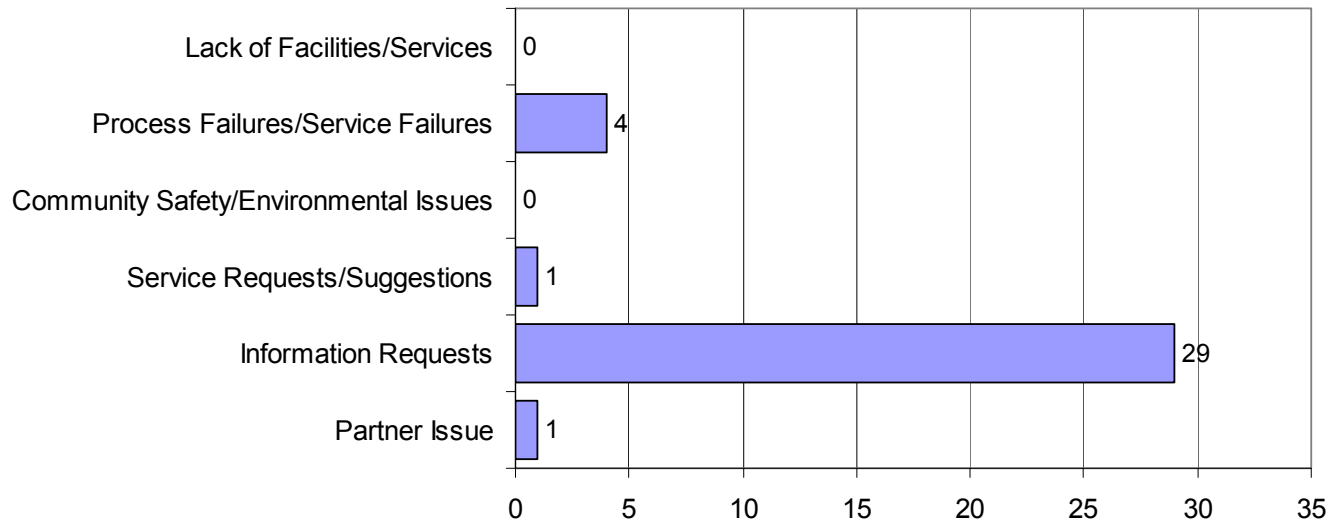
	Income & Debt Management	Environmental Care Services	Housing Services	Customer Services & Information	Development Services	Democratic & Legal Services	Environmental Health	Community Services	Human Resources	Finance and Corporate Development	Strategic Management Team	
Q1	3	3	4	0	4	2	1	1	0	0	0	18
Q2	4	1	3	0	5	1	3	0	0	0	0	17
Q3	0	0	0	0	0	0	0	0	0	0	0	0
Q4	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	7	4	7	0	9	3	4	1	0	0	0	35

# 2010/11

## Customer Complaints

Year to date  
10/11

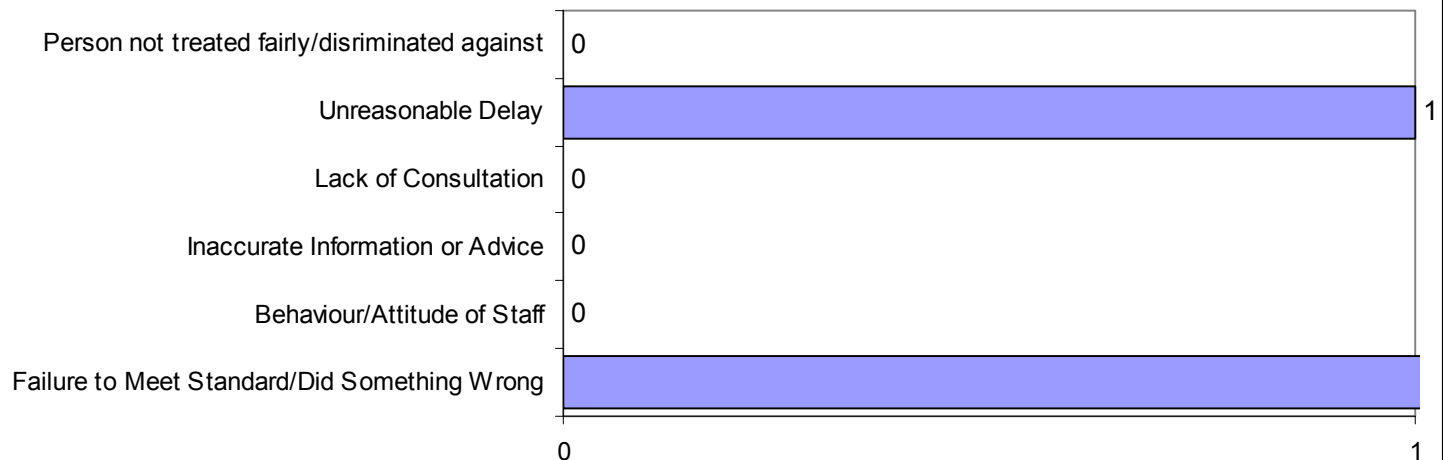
### Total Number of Complaints by Category - year to date



Breakdown of  
customer  
complaints into  
categories

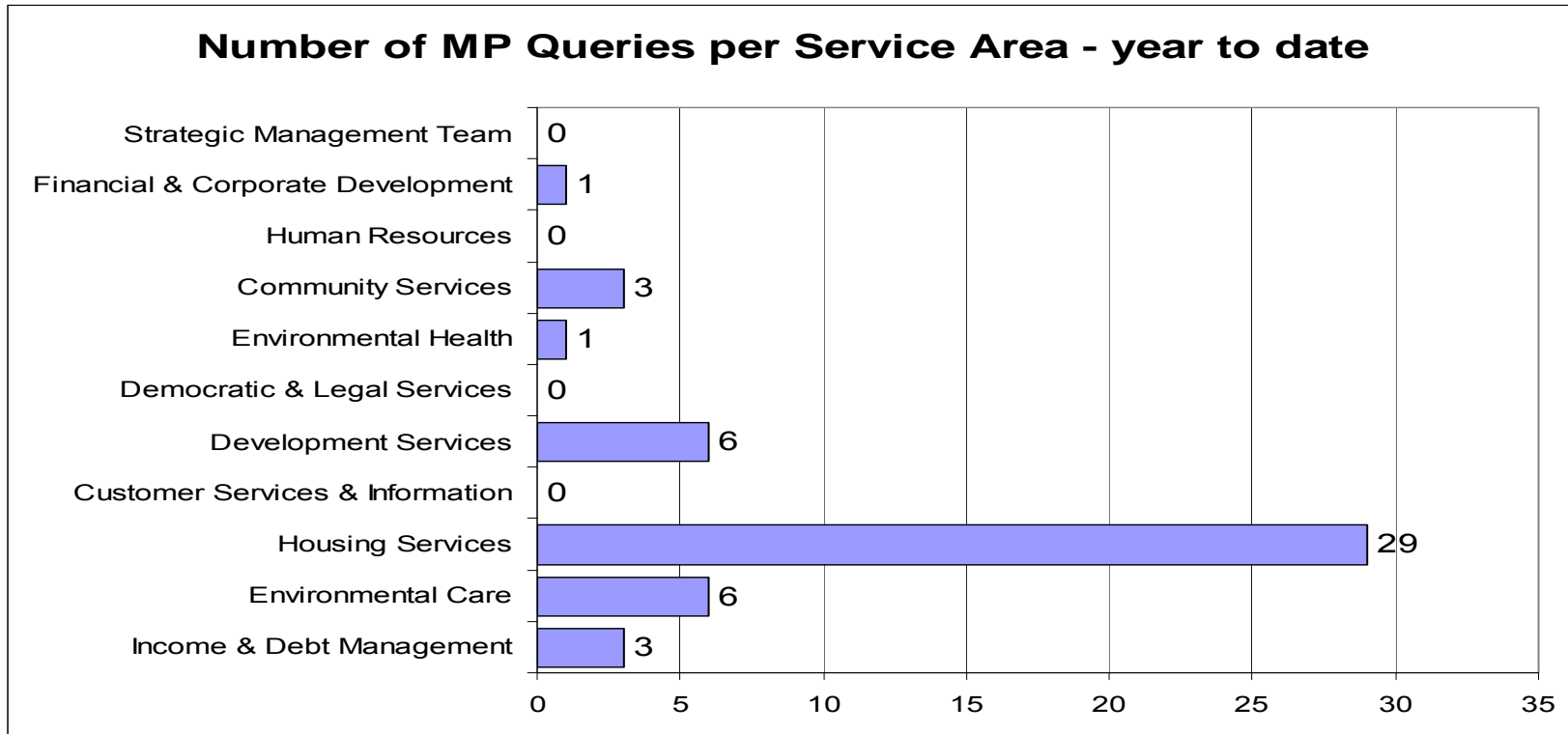
Breakdown of the  
process  
failure/service  
failure complaints  
into further  
categories

### Breakdown of Process Failure/Service Failure Complaints - year to date



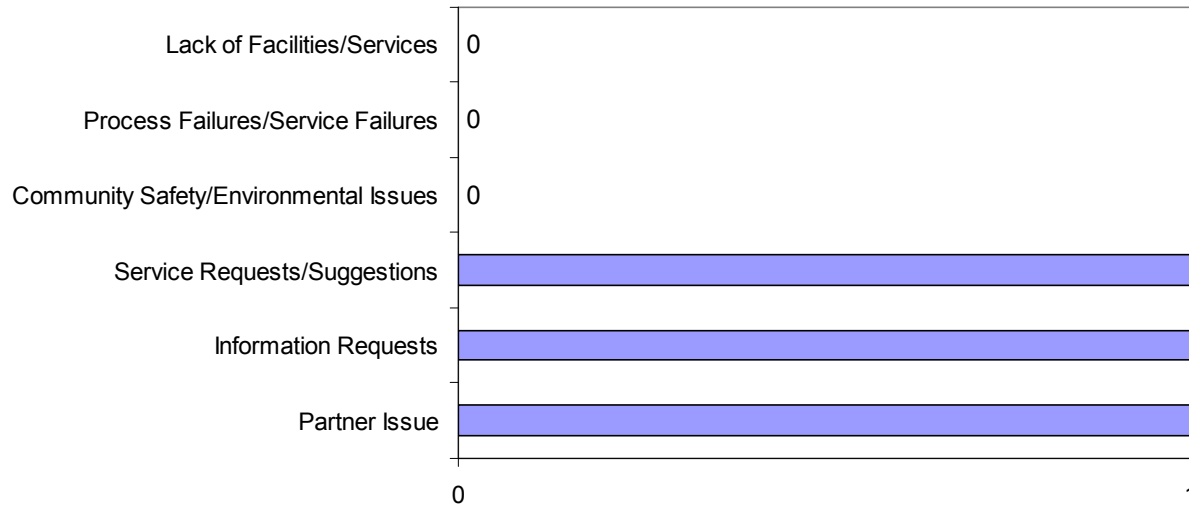


**Table showing quarterly breakdown of MP queries by service**



QUARTER	Income & Debt Management	Environmental Care Services	Housing Services	Customer Services & Information	Development Services	Democratic & Legal Services	Environmental Health	Community Services	Human Resources	Finance and Corporate Development	Strategic Management Team	TOTAL
Q1	1	1	12	0	3	0	1	1	0	1	0	20
Q2	2	5	17	0	3	0	0	2	0	0	0	29
Q3	0	0	0	0	0	0	0	0	0	0	0	0
Q4	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>3</b>	<b>6</b>	<b>29</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>49</b>

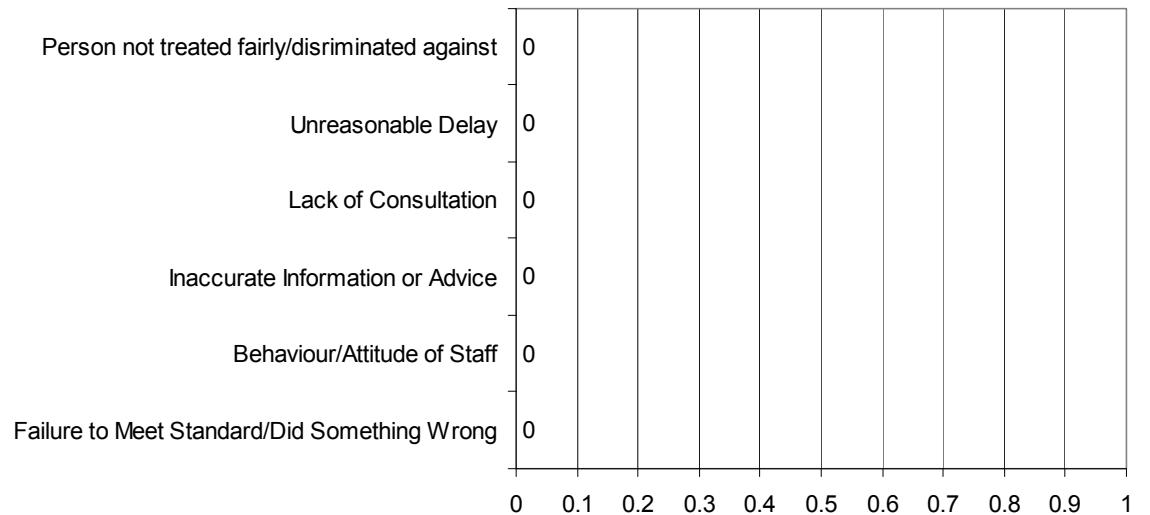
### Total Number of Queries By Category - year to date



## Breakdown of MP queries into categories

## Breakdown of the process failure/service failure queries into further categories

### Breakdown of the Process Failures/Service Failures Queries - year to date



# Focus on: Summary of Internal Audit Reports Published

This section of the Performance Information Booklet provides a summary of Audit reports published since the last Monitoring & Audit Committee.

For more information contact Graham Soulsby on 01536 534181.

Full Assurance – the system under review contains all of the controls required to mitigate the identified risks and they have operated consistently

Substantial – the system under review contains the majority of the controls required to mitigate the identified risks and they have operated consistently

Acceptable – the system under review contains most of the expected controls required to mitigate the identified risks but they have not been operating consistently

Limited – the system under review contains few of the controls required to mitigate the identified risks and/or the controls have not been operating consistently

None - the majority of expected controls have either not been appropriately designed or have not operated consistently

INTERNAL AUDIT REPORTS  
Summary of Reports Published since **June** Monitoring & Audit Committee

**Creditors** Overall level of assurance – Acceptable

Ref	System Control Objective	Full	Substantial	Acceptable	Limited	None
1	The integrity of the creditors system and data is maintained			✓		
2	Financial regulations/Procurement rules are being complied with				✓	
3	Creditors data is reconciled with the accounting system			✓*		
4	Management information is produced for all relevant users (including Members) and is accurate and timely.	✓*				

\* These individual levels of assurance are those that were given during the 0809 audit. As no high level controls are included within these objectives testing has not been carried out in 0910.

<b>Recommendations</b>	<b>Made</b>	<b>Agreed</b>
High Priority	1	1
Medium Priority	4	4
Low Priority	2	2

**Risk Management** Overall level of assurance – Acceptable

Ref	System Control Objective	Full	Substantial	Acceptable	Limited	None
1	A strategy is in place for managing risk		✓			
2	Key risks to the council, their likelihood and potential impact,			✓		

Ref	System Control Objective	Full	Substantial	Acceptable	Limited	None
	have been identified and recorded					
3	An appropriate framework is in place for the monitoring and reporting of actual or emerging risks to senior management				✓	
4	Risk management is an integral part of the management of the council at all levels			✓		

<u>Recommendations</u>	<u>Made</u>	<u>Agreed</u>
High Priority	0	0
Medium Priority	8	8
Low Priority	3	3

**Business Continuity** Overall level of assurance – Limited

Ref	System Control Objective	Full	Substantial	Acceptable	Limited	None
1	Strategy is in place for managing Business Continuity			✓		
2	Business Continuity Plans are in place, up to date, and are periodically tested (including Emergency Response Plan)				✓	
3	An appropriate framework is in place for the monitoring and reporting of changes required ensuring plans are fully maintained				✓	

<b>Recommendations</b>	<b>Made</b>	<b>Agreed</b>
High Priority	1	1
Medium Priority	2	2
Low Priority	0	0

**Annual Governance Statement** Overall level of assurance - Substantial

<b>Ref</b>	<b>System Control Objective</b>	<b>Full</b>	<b>Substantial</b>	<b>Acceptable</b>	<b>Limited</b>	<b>None</b>
1	Considered extent to which the authority complies with the principles and requirements of good governance set out within the framework	√				
2	Identify systems, processes and documentation that provide evidence of compliance		√			
3	Identify the individuals and committees responsible for monitoring and reviewing the systems, processes and documentation identified		√			
4	Identify the issues that have not been addressed adequately in the authority and consider how they should be addressed				√	
5	Identify the individuals who would be responsible for undertaking the actions required and plan accordingly				√	

<b>Recommendations</b>	<b>Made</b>	<b>Agreed</b>
High Priority	0	0
Medium Priority	2	2
Low Priority	1	1

**Planning & Development Control** Overall level of assurance – Substantial

Ref	System Control Objective	Full	Substantial	Acceptable	Limited	None
1	The integrity of the system and data is maintained		✓			
2	Applications are promptly processed and fees received	✓				
3	Applications are reviewed and approved	✓				
4	An approved Appeals Policy is in place		✓			
5	Management information is accurate, relevant and timely	✓				

<b>Recommendations</b>	<b>Made</b>	<b>Agreed</b>
High Priority	0	0
Medium Priority	2	2
Low Priority	1	1

**Fixed Assets** Overall level of assurance – Substantial

Ref	System Control Objective	Full	Substantial	Acceptable	Limited	None
1	Integrity of system and data is maintained.		✓			
2	Acquisitions and disposals are		✓			



Ref	System Control Objective	Full	Substantial	Acceptable	Limited	None
	valid, authorised, fully and accurately recorded.					
3	All assets are periodically physically verified.			✓		
4	Valuations, Capital Charges and Depreciation are appropriate and are fully and accurately recorded.	✓				
5	Reconciliations are carried out, monitored and reviewed.	✓				

<b>Recommendations</b>	<b>Made</b>	<b>Agreed</b>
High Priority	1	1
Medium Priority	1	1
Low Priority	1	1

Crematorium Overall level of assurance – Substantial

Ref	System Control Objective	Full	Substantial	Acceptable	Limited	None
1	Invoices are promptly and accurately raised, income fully and promptly banked.		✓			
2	Non payments are promptly identified and recovered.			✓		
3	Management information is relevant and timely.				✓	

Ref	System Control Objective	Full	Substantial	Acceptable	Limited	None
4	Information is completely and promptly posted to the general ledger.	✓				

<u>Recommendations</u>	<u>Made</u>	<u>Agreed</u>
High Priority	0	0
Medium Priority	2	2
Low Priority	1	1

Connect Law Overall level of assurance – Limited

Ref	System Control Objective	Full	Substantial	Acceptable	Limited	None
1	To ensure the contract in place includes sufficient financial and performance measures for Wellingborough to determine value of service			✓		
2	To ensure contract requirements are being adhered to				✓	

<u>Recommendations</u>	<u>Made</u>	<u>Agreed</u>
High Priority	4	4
Medium Priority	3	3
Low Priority	2	2

PI Data Integrity Overall level of assurance – Full

Ref	System Control Objective	Full	Substantial	Acceptable	Limited	None
1	Compliance with legislation and external audit requirements	✓				
2	The framework for the collection and verification of NI data is operating efficiently and effectively.	✓				

Ref	System Control Objective	Full	Substantial	Acceptable	Limited	None
3	NI returns are accurately calculated and have appropriate supporting evidence.	✓				

<u>Recommendations</u>	<u>Made</u>	<u>Agreed</u>
High Priority	0	0
Medium Priority	0	0
Low Priority	0	0

**Follow Ups completed:**

IT Reviews (various)

<u>Recommendations</u>	<u>Agreed</u>	<u>Implementation</u>		
		<u>Full</u>	<u>Part</u>	<u>None</u>
High Priority	6	2	3	1
Medium Priority	29	15	11	3
Low Priority	8	4	3	1

DDA

<u>Recommendations</u>	<u>Agreed</u>	<u>Implementation</u>		
		<u>Full</u>	<u>Part</u>	<u>None</u>
High Priority	0			
Medium Priority	1		1	
Low Priority	1	1		

Health & Safety

<u>Recommendations</u>	<u>Agreed</u>	<u>Implementation</u>		
		<u>Full</u>	<u>Part</u>	<u>None</u>
High Priority	2	1		1
Medium Priority	5	1		3 1*
Low Priority	0			

\* No longer applicable

PI Checks

<u>Recommendations</u>	<u>Agreed</u>	<u>Implementation</u>		
		<u>Full</u>	<u>Part</u>	<u>None</u>
High Priority	0			
Medium Priority	2	2		
Low Priority	2	2		

Sundry Debtors

<u>Recommendations</u>	<u>Agreed</u>	<u>Implementation</u>		
		<u>Full</u>	<u>Part</u>	<u>None</u>
High Priority	0			
Medium Priority	2	1		1
Low Priority	2	2		

Treasury Management

<u>Recommendations</u>	<u>Agreed</u>	<u>Implementation</u>		
		<u>Full</u>	<u>Part</u>	<u>None</u>
High Priority	0			
Medium Priority	1		1	
Low Priority	1			1

Accounting Systems

<u>Recommendations</u>	<u>Agreed</u>	<u>Implementation</u>		
		<u>Full</u>	<u>Part</u>	<u>None</u>
High Priority	0			
Medium Priority	2		1	1
Low Priority	1	1		

CIS

<u>Recommendations</u>	<u>Agreed</u>	<u>Implementation</u>		
		<u>Full</u>	<u>Part</u>	<u>None</u>
High Priority	2		1	1
Medium Priority	0			
Low Priority	2	2		

# Focus on: Questions and Amendments

# 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.

### **Are the crime indicators rolling figures?**

Yes, LPI 92, 93, 94, 95, 96, 97, 98 are all rolling 12 month figures and therefore will be the total number of recorded crimes for a 12 month period i.e. April 2008 to April 2009. The data for these indicators is provided by the Compass Unit which supports the Police in analysis and statistics.

The CDRP have set 5% reduction targets for each of the crime indicators which are to be achieved by 2010/2011. To help monitor performance of these indicators monthly profiled targets have been provided in the report to help show whether performance is on track.

# Questions Log

## **Questions raised at Committee on 17th November 2009:**

### **What is the difference between the indicators that have been introduced to monitor climate change?**

#### **NI 185 - CO<sub>2</sub> reduction from local authority operations**

This indicator was introduced to record all emissions created from Kettering Borough Council operations in order to reduce the amount created year on year.

This is measured by business mileage for both members and staff and all of the fleet vehicles. Along with the levels of electricity and gas used in all council buildings that are delivering a local authority service even if they are contracted out.

The first year of collection was in 2008/2009 and therefore at the end of 2009/2010 total emissions can be compared and the outturn for this indicator will be the percentage change from the previous year.

#### **NI 186 - Per capita reduction in CO<sub>2</sub> emissions in the LA area**

This indicator was introduced to measure per head the level of CO<sub>2</sub> emissions created in the local area from the business and public sector, domestic housing and road transport. These statistics are produced centrally by Defra who publish these for each authority.

The first year of reporting was in 2008/2009 and good performance is demonstrated by an increasing year on year percentage reduction in CO<sub>2</sub> emissions per capita. Please note the latest data available for this is per capita emissions in 2005, 2006 and 2007.

Although Kettering Borough Council does not have control over this indicator, the aim is for the council to take actions to help reduce the level of emissions created. Examples include communicating key messages on energy saving, by putting in place green initiatives and working with local people, schools and businesses to help reduce the impact on climate change.

#### **NI 188 – Planning to adapt to climate change**

This indicator measures the progress of local authorities in managing climate risks and opportunities and putting in place appropriate actions where required.

This indicator is a process based measure by which assessments are made annually against the level of preparedness on a scale of level 0 (baseline) to level 4.

For each level there is a different set of criteria to meet, for example at level 0 this involves starting to assess potential threats and opportunities and agreed next steps through to level 5 which involves the authority having in place and delivering an adaptation action plan.

Each year Kettering Borough Council are required to submit a self assessment jointly with all other authorities in the County to indicate which level has been achieved.

# Questions Log

## **Questions raised at Committee on 17th November 2009:**

### **When will national comparable data be available for the national indicators collected in 2008/2009?**

The Audit Commission have now published a spreadsheet on their website which includes some of the national indicator quartile data for 2008/2009. Where this is available we have included it within the performance information section.

### **Is there any comparable data available for the local crime performance indicators?**

There is no comparable data for these particular indicators, only comparison information is available for crimes per 1,000 residents. These indicators are received from the Compass Unit and are also reported to the CDRP on a regular basis.



# Amendments Log

## **Amendments in: Focus on Performance Information (June 2009)**

- ◆ A profiled target column is now included to help indicate whether performance is on track to achieve the year end targets for a selection of the indicators.
- ◆ The results from the Police survey interaction cards available in our Customer Service Centres are now provided as additional information within the performance section. This information highlights what customers feel our priority issues are each month.
- ◆ The Equality Standard for Local Government has now been replaced by the Equality Framework for Local Government. LPI 2 used to be monitored by performance levels from 1 to 5 but this is now changed to only 3 levels which are Developing, Achieving and Excellent.

To help with reporting these changes the following key will apply in future performance reports:

Level	2 = Developing
Level	3 = Achieving
Level	4 = Excellent

## **Amendments in: Focus on Financial Information (November 2009)**

Members asked if the 5% adverse variance rule that colour codes a budget figure 'red' could be removed for income that exceeds budget. The sentiment being that we should see additional income as a positive rather than negative situation.

Officers have considered this proposal but for have continued to apply the variance indicator for the time being. The main reason for this is that although income in excess of budget is positive, the fact that the budget did not predict the right level of income needs to be at least examined to understand whether it was a budget error or unforeseeable event. The 'red' adverse indicator should therefore be viewed as a can opener for further examination, rather than a judgement as to whether something is good or bad.

## **Amendments in: Focus on Performance Information (February 2010)**

NI 186 (per capita reduction in CO<sub>2</sub> emissions in the local area) has been added to the two page summary under the greener environment section.

## **Amendments in: Value for Money Analysis (April 2010)**

Value For Money Analysis added to report for members' information.

## **Amendments in: Focus on Performance Information (April 2010)**

NI 179 (Value For Money) has been added to the two page summary under the Enhanced Local Government section.

## **Amendments in: Focus on Performance Information (June 2010)**

All performance data has been changed to reflect the indicators to be collected for 2010/11

# Feedback Form

We would like to hear your views and suggestions. If you have any comments, please complete the response section below, detach it and send it to:

Guy Holloway  
Kettering Borough Council  
Municipal Offices  
Bowling Green Rd  
Kettering  
NN15 7QX

Alternatively, e-mail:  
guyholloway@kettering.gov.uk  
Or leave a message on our website  
www.kettering.gov.uk

### Comments

---

---

---

---

---

---

---

---

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Organisation/group (if applicable): \_\_\_\_\_

Other contact details: \_\_\_\_\_

---

---

---