



Key Performance Information Booklet

Issue 42

September 2011

Kettering
Borough Council

Need Further Information?

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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.

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Focus on: Financial Information

Report for the period: April 11 - August 11

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 2011/2012
at July 2011 (4 Month)

Line No.		Working Estimate £000	Estimated Variation £000	Projected Outturn £000
A	Service Exp. "Base Budget"	11,761	(245)	11,515
B	Interest on Investments	(46)	0	(46)
C	Invest to Save	50	0	50
D	General Contingency	50	0	50
E	Contributions to / (from) reserves	50	0	50
F	Revenue Contribution to Capital	0	0	0
G	Net General Fund Spending	11,864	(245)	11,619
H	Less: Revenue Support Grant	(5,464)	0	(5,464)
I	Collection Fund Surplus	(25)	0	(25)
J	Use of Working Balance	(14)	(245)	(259)
K	Amount raised by Council Tax	(6,389)	0	(6,389)
L	Council Tax Base	31,105		31,105
M	Band D Council Tax	£205.39		£205.39
N	Average Council Tax (Band B)	£159.75		£159.75
Working Balance Position:				
O	Opening Balance	(1,415)	0	(1,415)
P	In year contribution - (to) / from GF	(14)	(245)	(259)
Q	Est. Closing Balance	(1,429)	(245)	(1,674)

NOTES:

KETTERING BOROUGH COUNCIL - GENERAL FUND BUDGET MONITORING
April 2011 - July 2011 (4 Month)
SUMMARY EXCEPTION REPORT - MAJOR VARIATIONS AT MONTH 4

Line No.		Projected Variance £000
1	Service Expenditure - "Base Budget"	11,761
2	Extra Cost / Lower Income:	
a	Overspend relates to a reduction in income from NCC Highways Contract.	44
		44
3	Lower Cost / Higher Income:	
a	Employee purchase of additional annual leave. (as per flexible working initiative)	(51)
b	Additional income relates to an increase in Recycling Credits and better unit rates for recyclets.	(50)
c	Parking is due to increased enforcement. (Following the improved generic warden arrangements)	(40)
d	Crematorium income greater than budget.	(26)
e	Income generated from industrial and commercial properties is expected to be higher than budget.	(35)
f	Variance due to additional grant for New Homes Bonus.	(22)
g	Savings on postage due to changes in activity and processes.	(15)
h	Savings from flexible working / establishment management.	(60)
		(299)
		(255)
	To be recharged to HRA.	(10)
	To be recharged to Capital.	(0)
		(245)
	Service Expenditure Base Budget - Latest Estimate	11,515

Focus on: Performance Information

Report for the period: April 11 - July 11

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.

Corporate Priority Ref. no.	PI Ref.	Description of PI	10/11 Outturn	Top Quartile	July 2010/11	July 2011/12	Year End Volume	2011/12 Profiled Target	2011/12 Target	2012/13 Target
1D Managing Growth										
	NI 155	Number of affordable homes delivered	220	N/A	0	2		0	150	150
	NI 157a	Planning major applications processed in 13 weeks	64.52%	89%*	53.33%	50.00%	4 / 9		75.00%	75.00%
	NI 157b	Planning minor applications processed in 8 weeks	91.35%	87%*	90.91%	75.00%	44 / 50		90.00%	90.00%
	NI 157c	Planning other applications processed in 8 weeks	97.03%	94%*	94.80%	93.02%	151 / 163		90.00%	90.00%
	LPI 204	% of appeals against the authority's decision to refuse planning applications	20.0%	26.7%	0.00%	0.0%			22%	22%
2B Efficient and Effective Service Delivery										
	MPI 25	Percentage of calls answered by switchboard	97.30%	N/A	95.20%	96.70%			98.0%	97.5%
	MPI 26	Percentage of calls answered within 15 seconds by switchboard	90.60%	N/A	84.30%	88.40%			92.0%	N/A
	LPI 78a	Average time to process new benefits claims (days)	19.80	21.2	21.90	18.80	463 / 7411		16.00	14.00
	LPI 78b	Average time to process change in circumstances (days)	6.90	7	13.00	10.10	29003 / 19393		5.00	5.00
	LPI 79a	% Benefits cases processed correctly	100%	99.20%	100%	100%			99.50%	99.50%
2D Enhanced Local Government										
	LPI 2a	Equality Standard for Local Government Level	Level 2	N/A	Level 2	Level 2			Level 3	Level 4
	MPI 8	% Invoices paid on time	100.00%	97.01%	100.00%	99.80%	5887 / 5896		99%	199%
	NI 179	Value for money - total efficiency gains for the year	£579,000	£6,729,000	£180,000	N/A			£460,000	£460,000
	LPI 9	% Council Tax collected	98.00%	98.5%	39.72%	39.71%		38.90%	98.00%	98.00%
	LPI 10	% NNDR collected	99.06%	99.36%	40.74%	40.35%		40.45%	98.50%	98.50%
	LPI 12	Days staffing lost (per member of staff)	8.9	8.33	2.18	2.38		2.67	8	8
	LPI 66a	Proportion of rent collected	98.87%	98.63%	98.16%	96.88%		97.25%	98.60%	98.70%
	LPI 79b(i)	Overpaid benefit recovered as % of current year overpayments	61.00%	82.4%	51.47%	61.05%		69.00%	76.00%	78.00%
	LPI 79b(ii)	Overpaid benefit recovered as % of total overpayments outstanding	27.91%	36.8%	11.60%	13.79%		18.00%	40.00%	40.00%

Corporate Priority Ref. no.	PI Ref.	Description of PI	10/11 Outturn	Top Quartile	July 2010/11	July 2011/12	Year End Volume	2011/12 Profiled Target	2011/12 Target	2012/13 Target
3A Greener environment										
	NI 185	% Year on year reduction of CO2 from Local Authority operations	Annual	N/A	Annual	Annual			TBC	
	NI 188	Adapting to climate change	Level 1	N/A	Level 1	Level 1			Level 3	
	NI 192	% of household waste recycled and composted	46.85%	43.18%*	48.67%	50.76%			42.00%	43.00%
3B Cleaner environment										
	NI 195a	% of land / highways that have below acceptable levels of litter	1.6%	3%*	1.0%	0.0%			9.00%	9.00%
	NI 195b	% of land / highways that have below acceptable levels of detritus	2.6%	6%*	3.0%	3.0%			15.00%	15.00%
	NI 195c	% of land / highways that have below acceptable levels of graffiti	0.0%	1%*	0%	1.0%			5.00%	5.00%
	NI 195d	% of land / highways that have below acceptable levels of fly-posting	0.0%	0%*	0%	0.0%			1.00%	1.00%
	LPI 42	The average time taken to remove fly-tips (days)	0.28	N/A	0.66	0.24			1.00	1.00

KEY	Color	Meaning
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

Performance Clinic Income and Debt Management

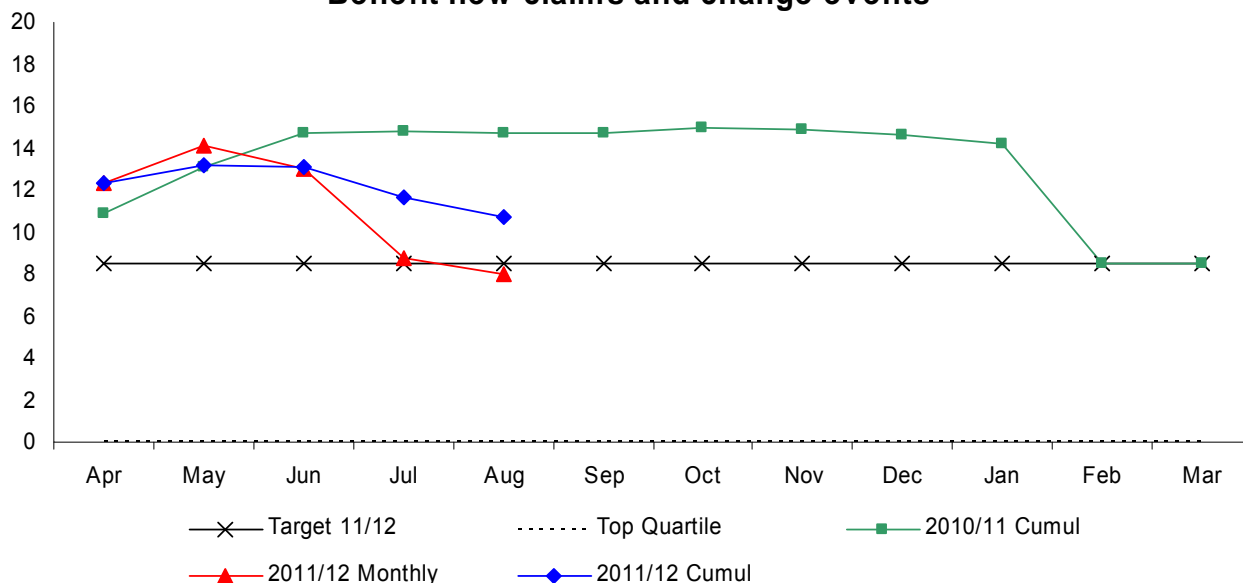
Performance for: 01/01/2011 - 31/03/2011

Clinic date: 26th March 2011

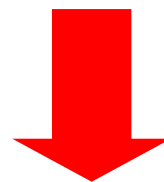
PMS Report – Income & Debt

NI 181

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



TARGET
MISSED



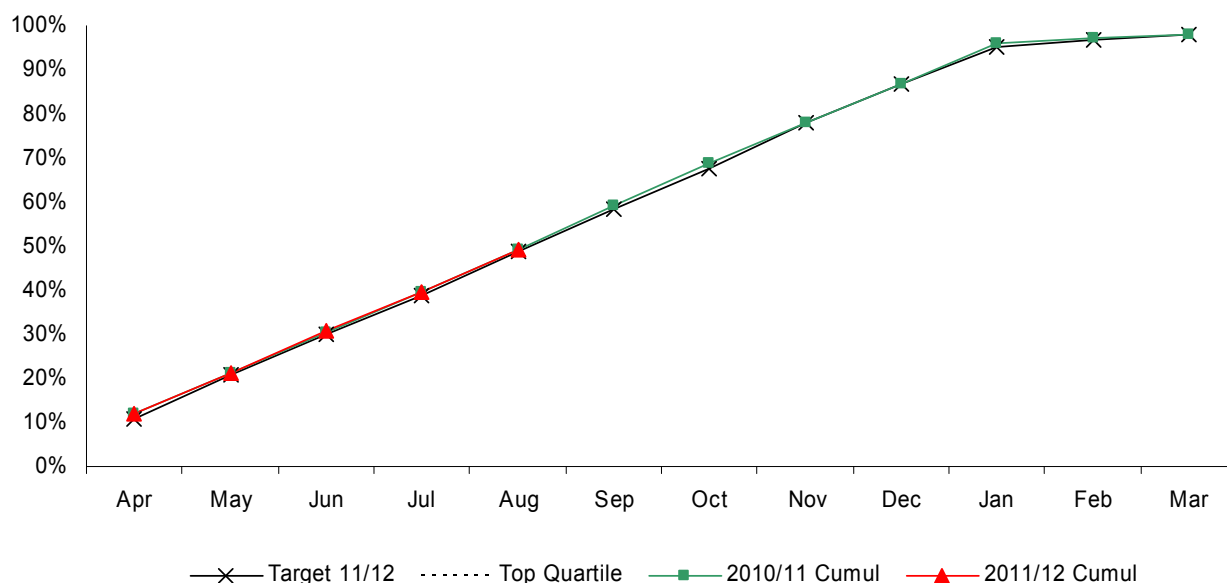
TREND
IMPROVED



Low is good

LPI 9

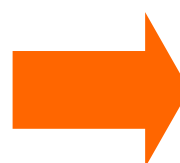
LPI 9 - Council Tax collected



ON/ABOVE
TARGET



TREND
STEADY



High is good

PMS Report – Income & Debt

NI 181

In month performance has exceeded target and continues to improve

June 2011 - 13.0 days

July 2011 - 8.8 days

August 2011 - 8.0 days

Cumulative Target 2011 - 8.5 days

Incoming post continues to increase during 2011/12

LPI 9

Collection of Council Tax is currently exceeding target at a time when unemployment and benefit applications are rising.

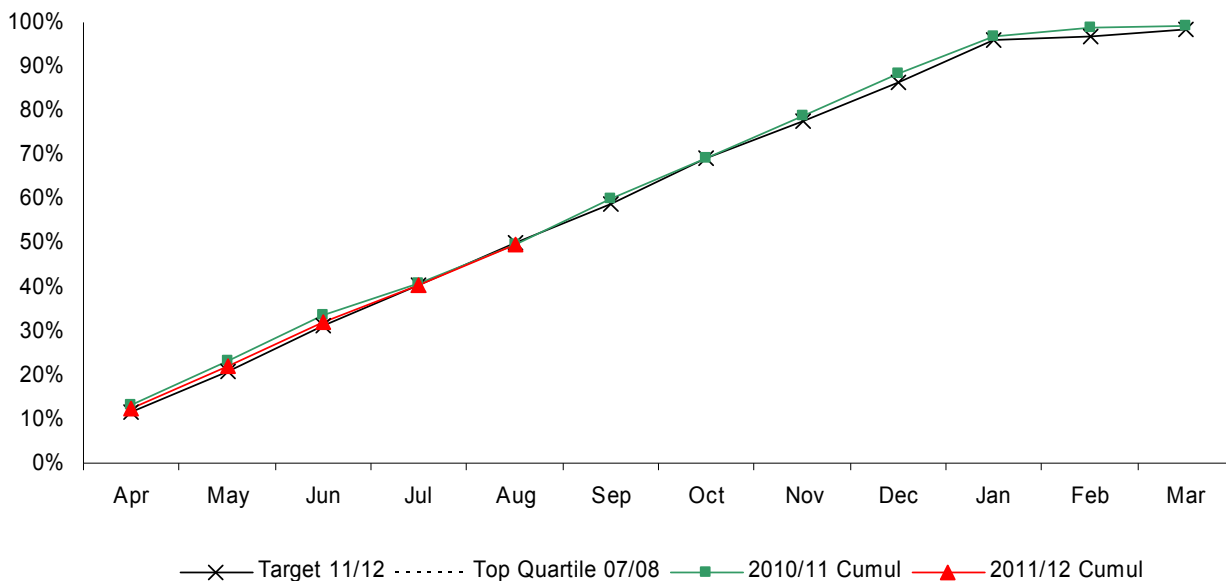
August 2011 collection - 49.22%

August 2011 target - 48.90%

PMS Report – Income & Debt

LPI 10

LPI 10 - NNDR collected



ON/ABOVE TARGET



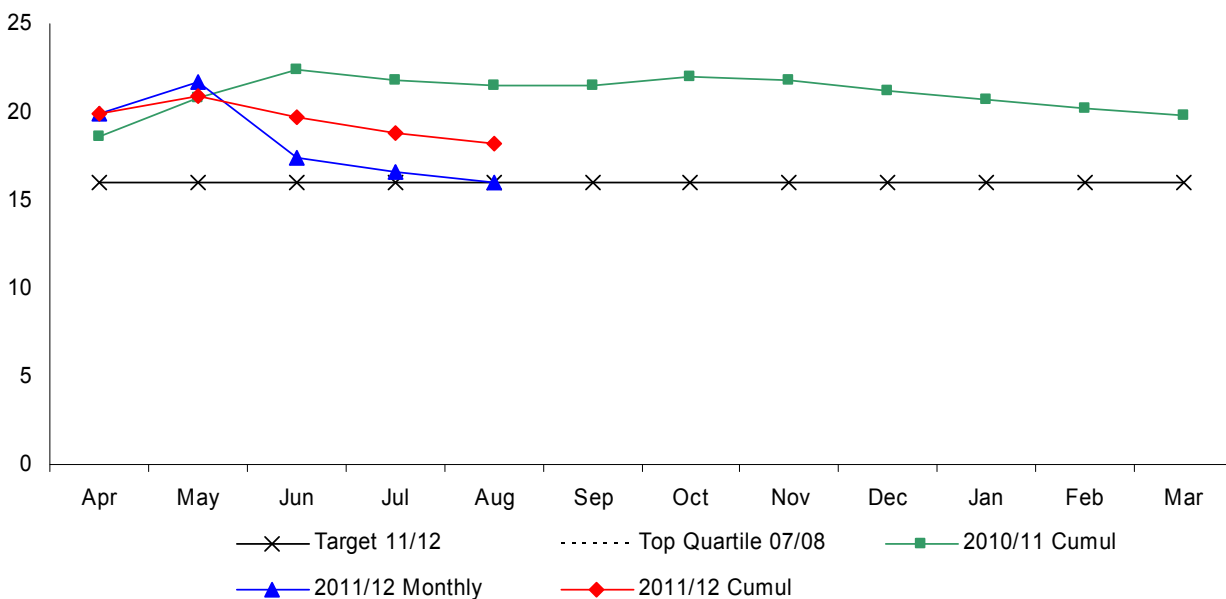
TREND STEADY



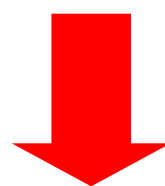
High is good

LPI 78a

LPI 78a - Avg. time new claims



TARGET MISSED



TREND IMPROVED



Low is good

PMS Report – Income & Debt

LPI 10

Business rates collection is slightly down on target for 2011/12

August 2011 collection - 49.52%

August 2011 target - 49.85%

LPI 78a

Cumulative performance for August has shown improvement but remains below target (16 days) although in top quartile (under 21 days) at a time when work loads continue to increase.

June 2011 - 17.4 days

July 2011 - 16.6 days

August 2011 - 16.0 days

Cumulative June 2011 - 19.7 days

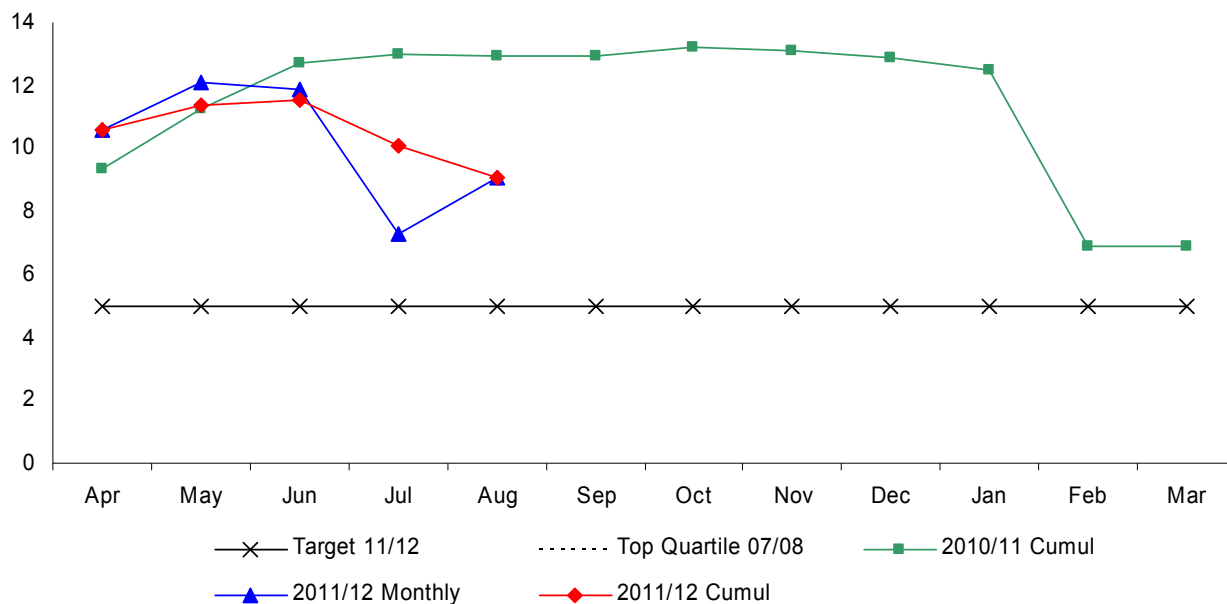
Cumulative July 2011 - 18.8 days

Cumulative August 2011 - 18.2 days

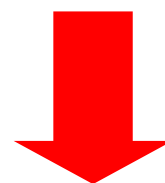
PMS Report – Income & Debt

LPI 78b

LPI 78b - Avg time change in circumstances



TARGET
MISSED



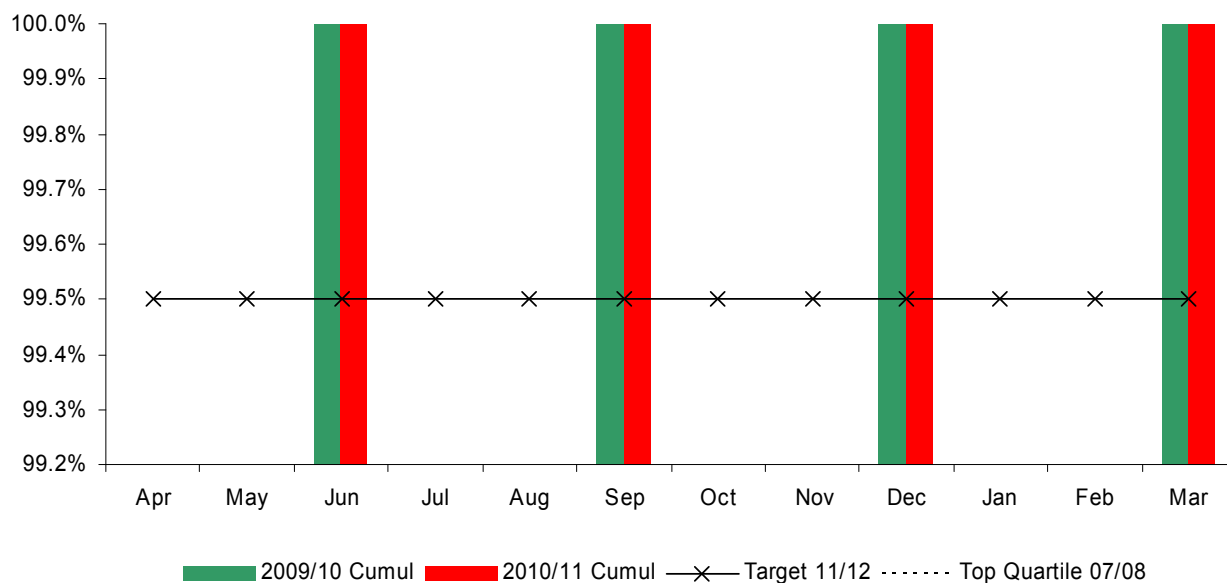
TREND
IMPROVED



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 cumulatively is improving month on month and is not far off the cumulative target

June 2011 - 11.9 days

July 2011 - 7.3 days

August 2011 - 9.1 days

Cumulative June 2011 - 11.05 days

Cumulative July 2011 - 10.1 days

Cumulative August 2011 - 9.1 days

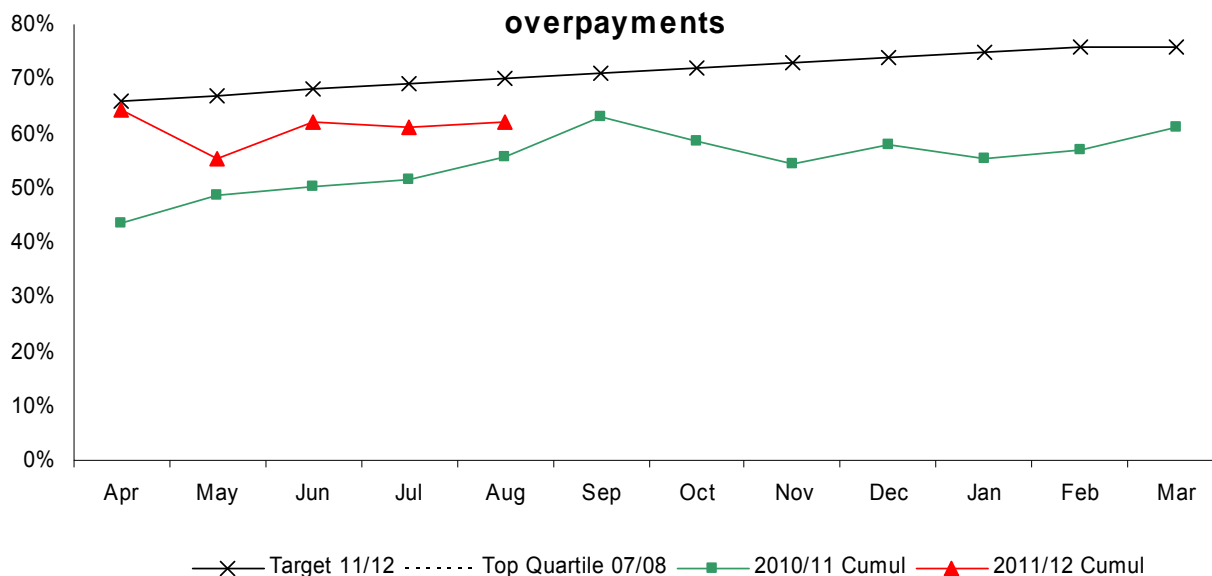
LPI 79a

100% accuracy is being maintained during 2011/12

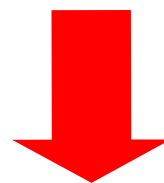
PMS Report – Income & Debt

LPI 79b(i)

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



TARGET MISSED



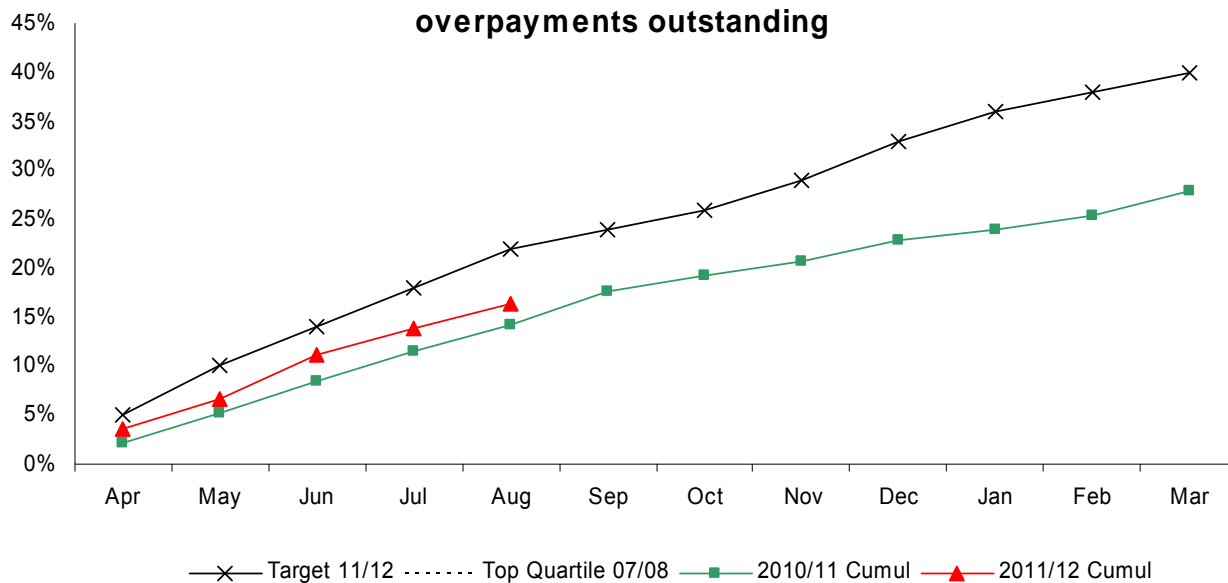
TREND IMPROVED



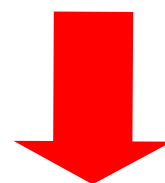
High is good

LPI 79b(ii)

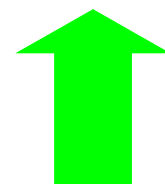
LPI 79b(ii) - Overpaid benefit recovered as % of total overpayments outstanding



TARGET MISSED



TREND IMPROVED



High is good

PMS Report – Income & Debt

LPI 79b(i)

Although targets are not yet being met performance is continually improving following improvements in which the way the team works

July 2011 - 61.05%

August 2011 - 61.99%

LPI 79b(ii)

Although targets are not currently being met collection is continuing to improve and further changes being made to processes should see further improvements.

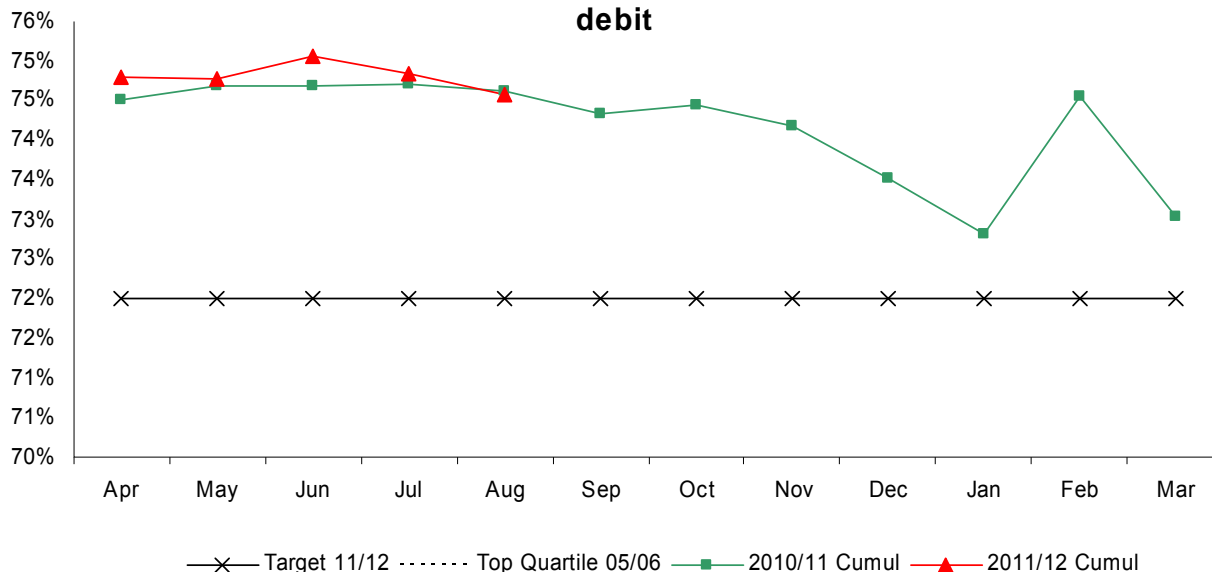
July 2011 - 13.79%

August 2011 - 16.43%

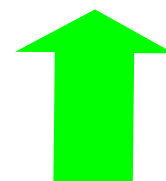
PMS Report – Income & Debt

LPI 71a

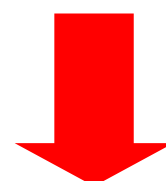
LPI 71a - The proportion of people paying Council tax by direct debit



ON/ABOVE TARGET



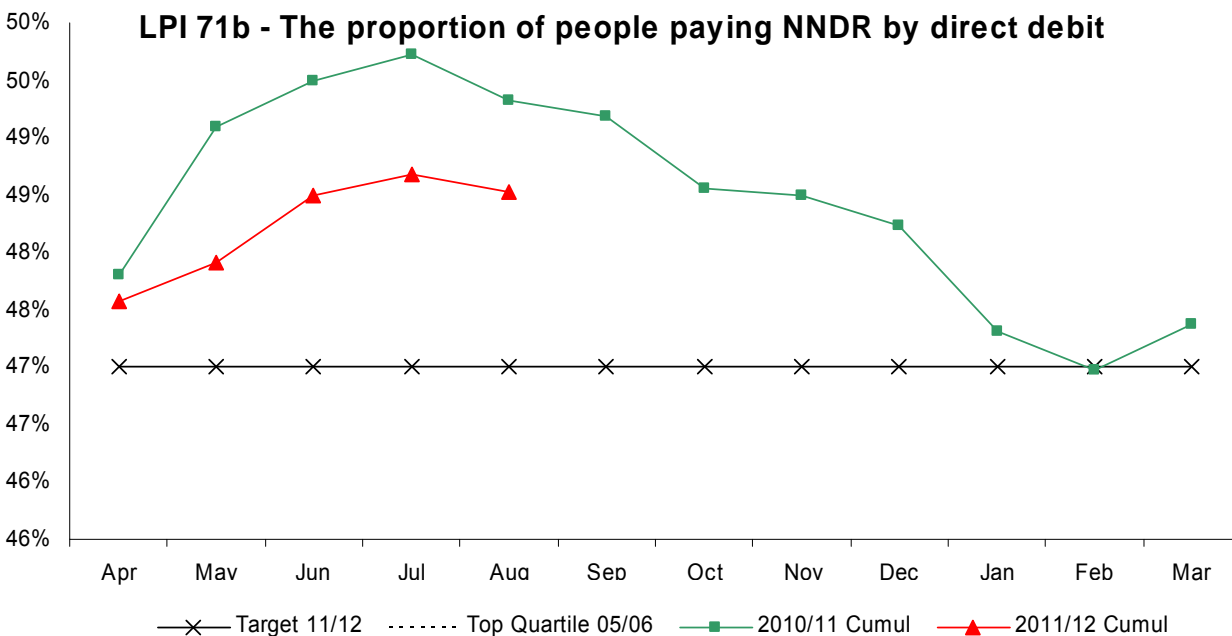
TREND DECLINED



High is good

LPI 71b

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



ON/ABOVE TARGET



TREND DECLINED



High is good

PMS Report – Income & Debt

LPI 71a

Council tax payments made by direct debit continues to be well over target

Target - 72%

August 2011 - 74.57%

LPI 71b

payments for non domestic rates by direct debit continues to be above target

Target - 47.00

August 2011 - 48.52

Performance Clinic Development Services

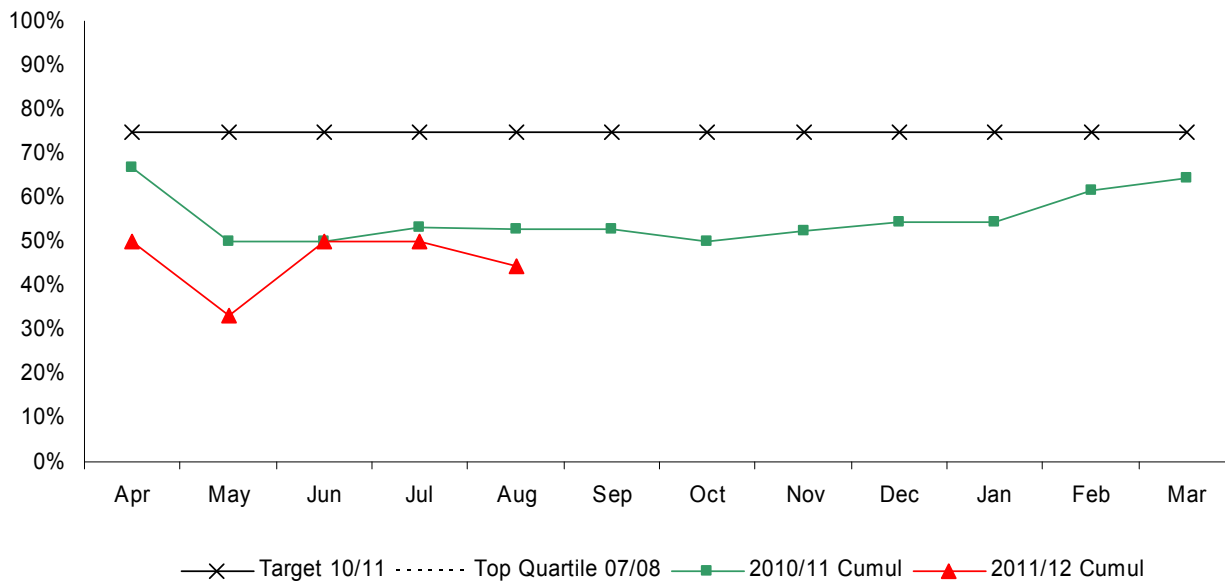
Performance for: 2010/11 • c2011

Clinic date: 26th June 2011

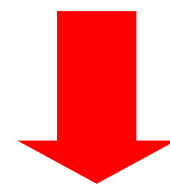
PMS Report – Development Services

NI 157a

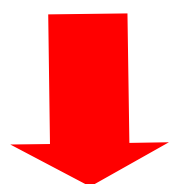
NI157a - Planning major apps in 13 weeks (formerly BV 109a)



TARGET MISSED



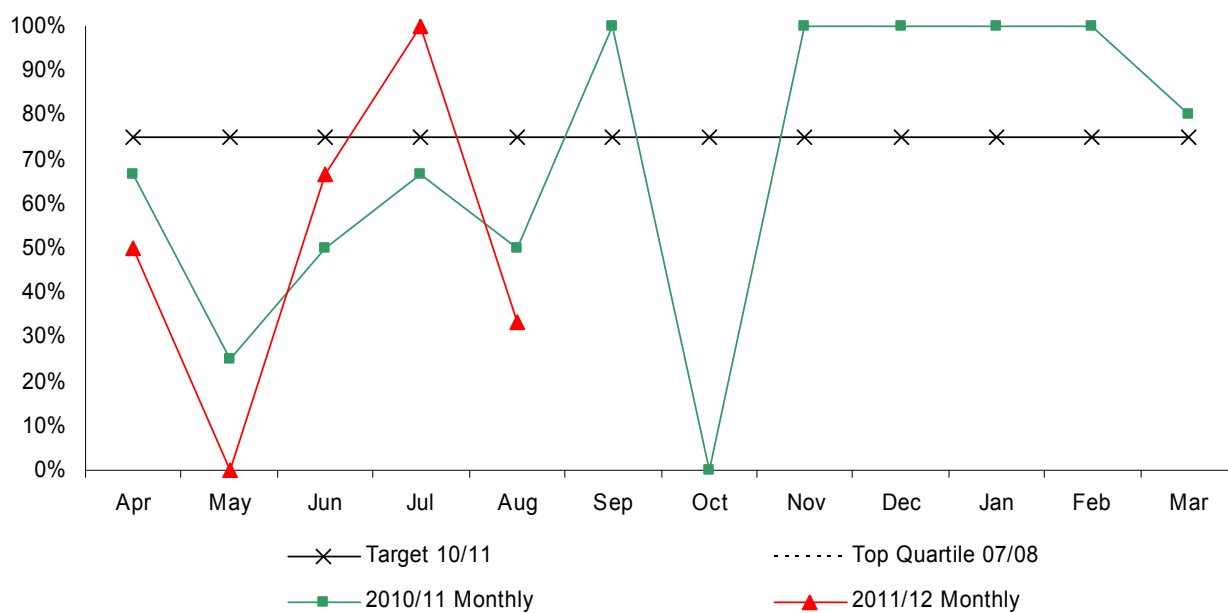
TREND DECLINED



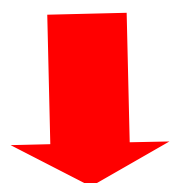
High is good

NI 157a

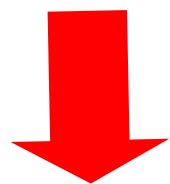
NI157a - Planning major apps in 13 weeks (formerly BV 109a)



TARGET MISSED



TREND DECLINED



High is good

NI 157a

For the period April 2011 - August 2011, 9 Major applications have been determined and a cumulative performance of 44.44% within 13 weeks has been achieved, this is below our target of 75%

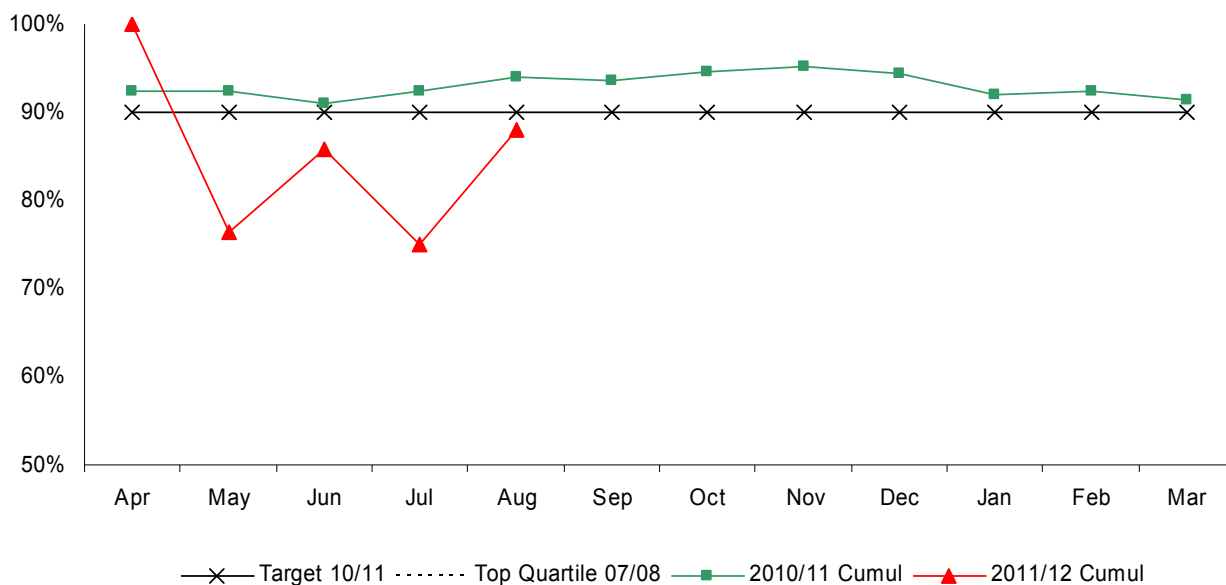
Monthly figures are:

April 2011 - 50% (1 largescale major and 1 smallscale major applications determined)

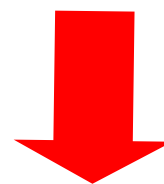
PMS Report – Development Services

NI 157b

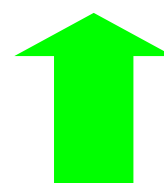
NI 157b - Planning minor apps in 8 weeks (formerly BV 109b)



TARGET
MISSED



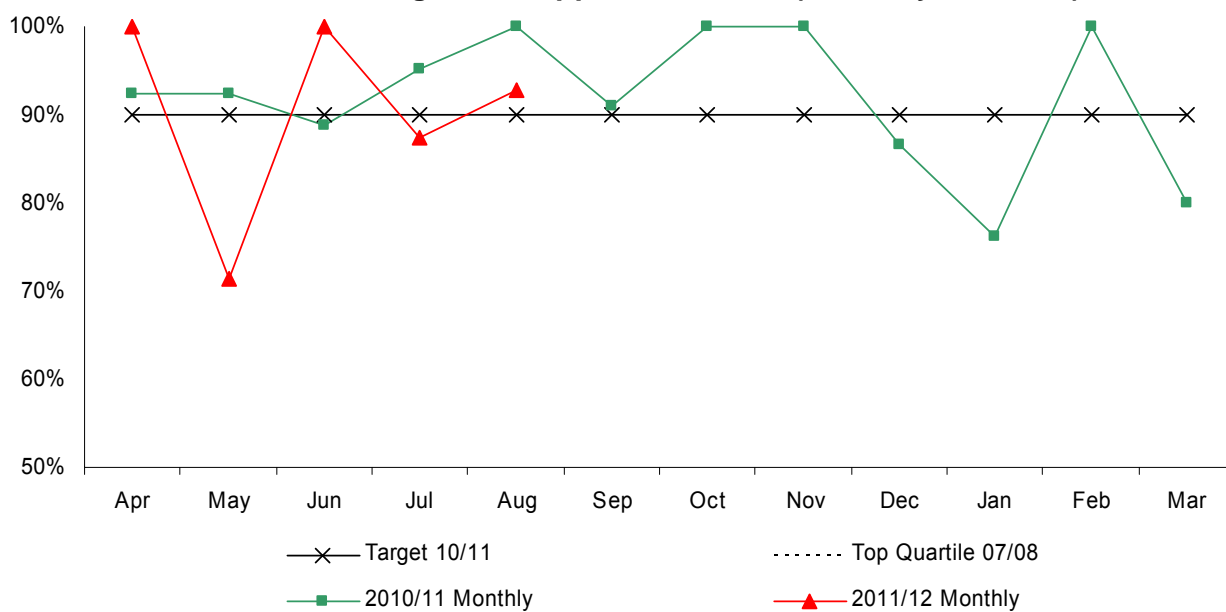
TREND
IMPROVED



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 2011 - August 2011, 50 Minor applications have been determined and a cumulative performance of 88% within 8 weeks has been achieved - below our target of 90%.

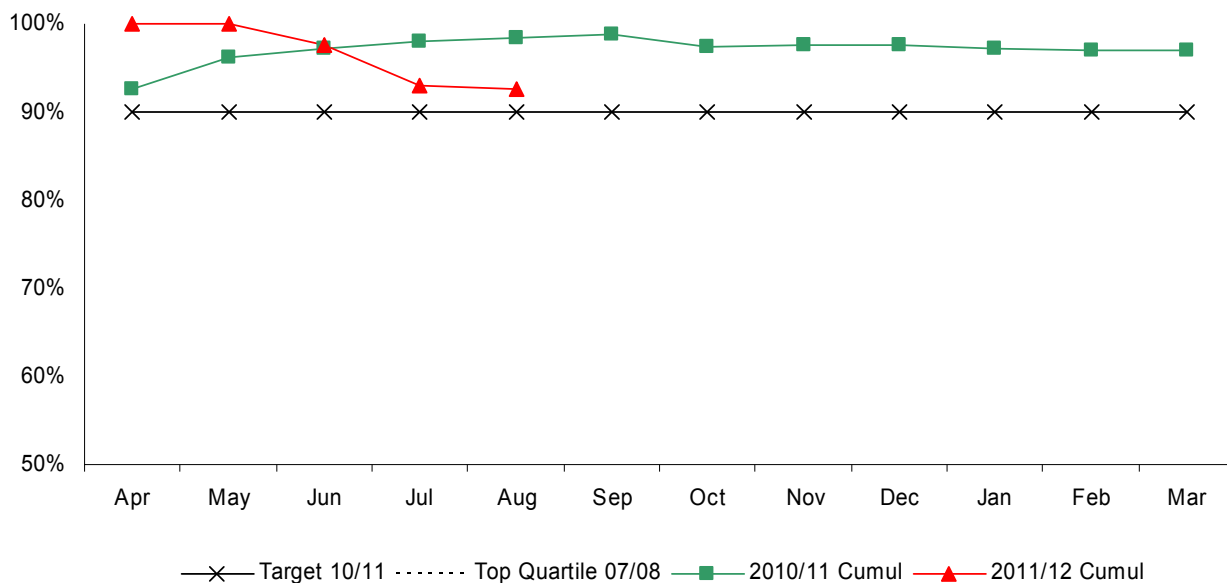
Monthly figures are:

April 2011 - 100%

PMS Report – Development Services

NI 157c

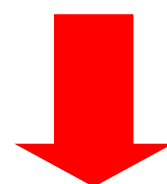
NI 157c - Planning other apps in 8 weeks (formerly BV 109c)



ON / ABOVE TARGET



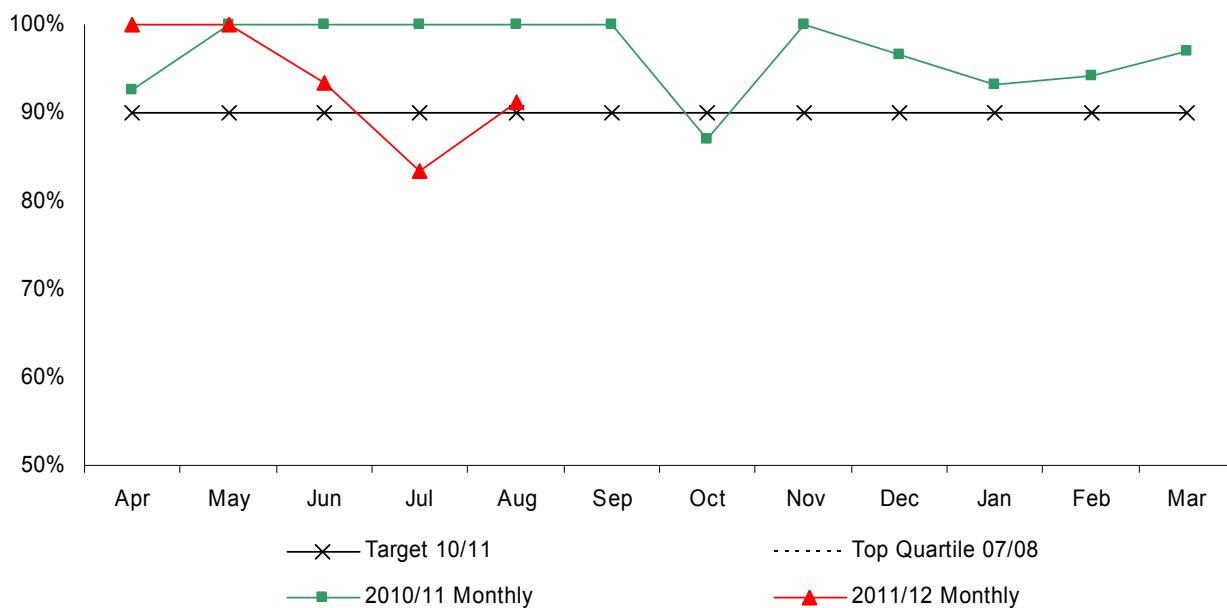
TREND DECLINED



High is good

NI 157c

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



ON / ABOVE TARGET



TREND IMPROVED



High is good

NI 157c

For the period April 2011 - August 2011, 163 other planning applications have been determined and a cumulative performance of 92.64% within 8 weeks has been achieved. Current performance is above our target of 90%.

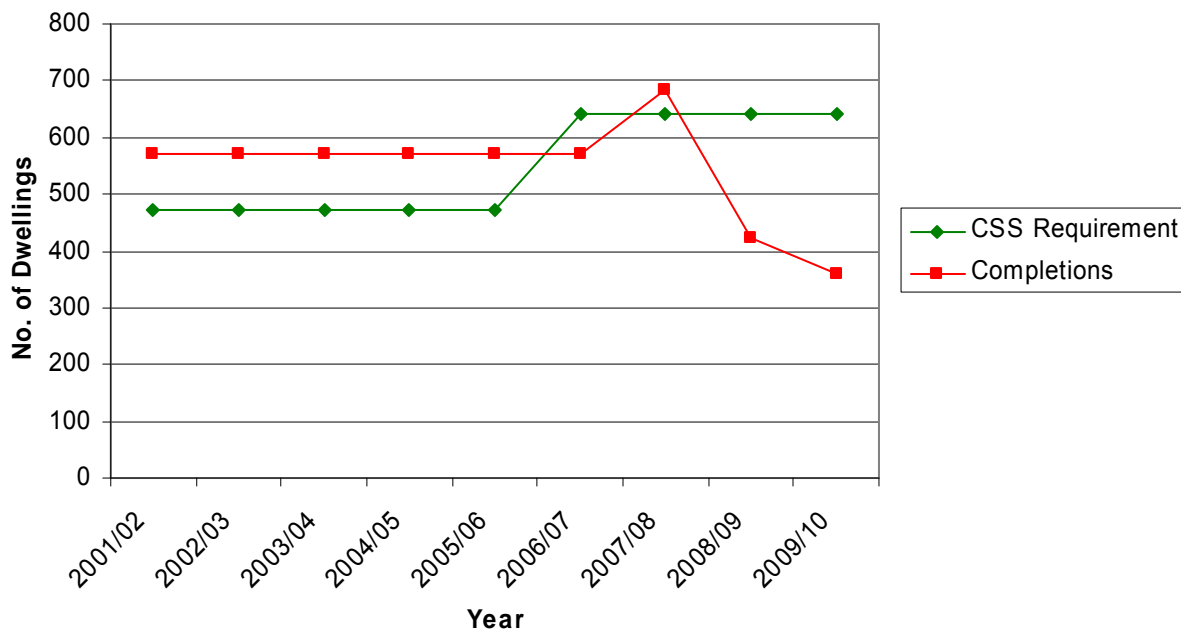
Monthly figures are:

April 2011 - 100%

PMS Report – Development Services

NI 154

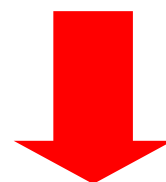
NI 154 - Net Additional Homes Provided



ON / ABOVE
TARGET



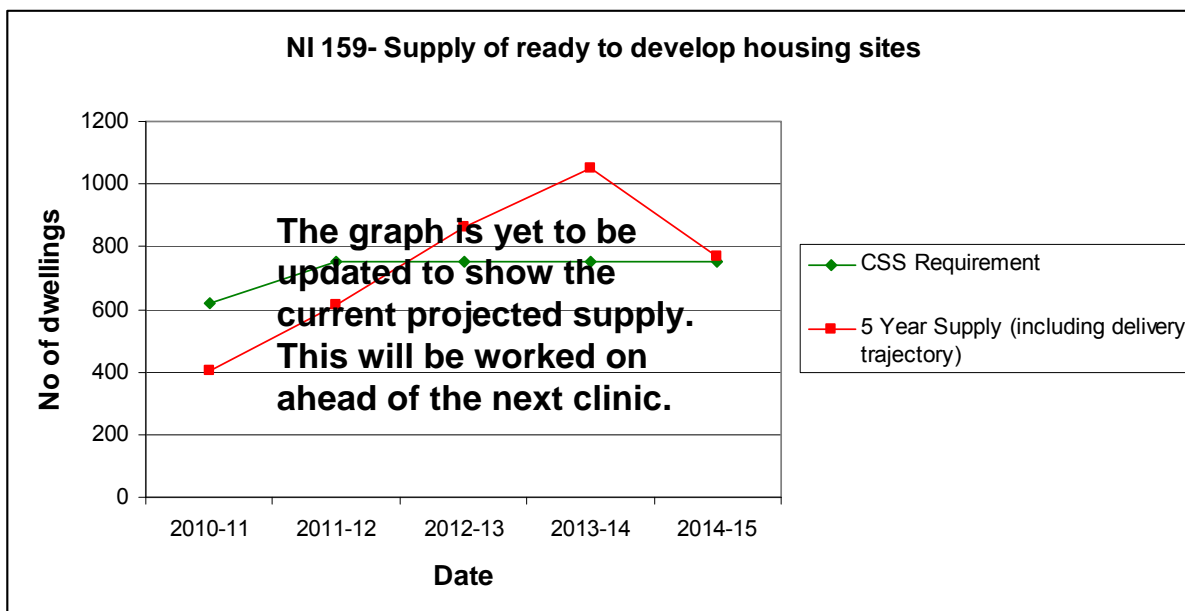
TREND
DECLINED



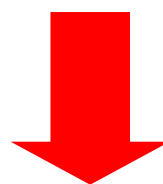
High is good

NI 159

NI 159- Supply of ready to develop housing sites



TARGET
MISSED



TREND
IMPROVED
OVERALL



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 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, Kettering Borough is 11 homes ahead 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. For 2010/2011, it is estimated 367 dwellings will be complete, this will leave us 264 dwellings behind our CSS target.

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

NI 159

Kettering Borough Council is contesting it has between a **4.6** year and **5.69** 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 marginally to take into account the over-provision in the earlier years of the plan (11 dwellings).

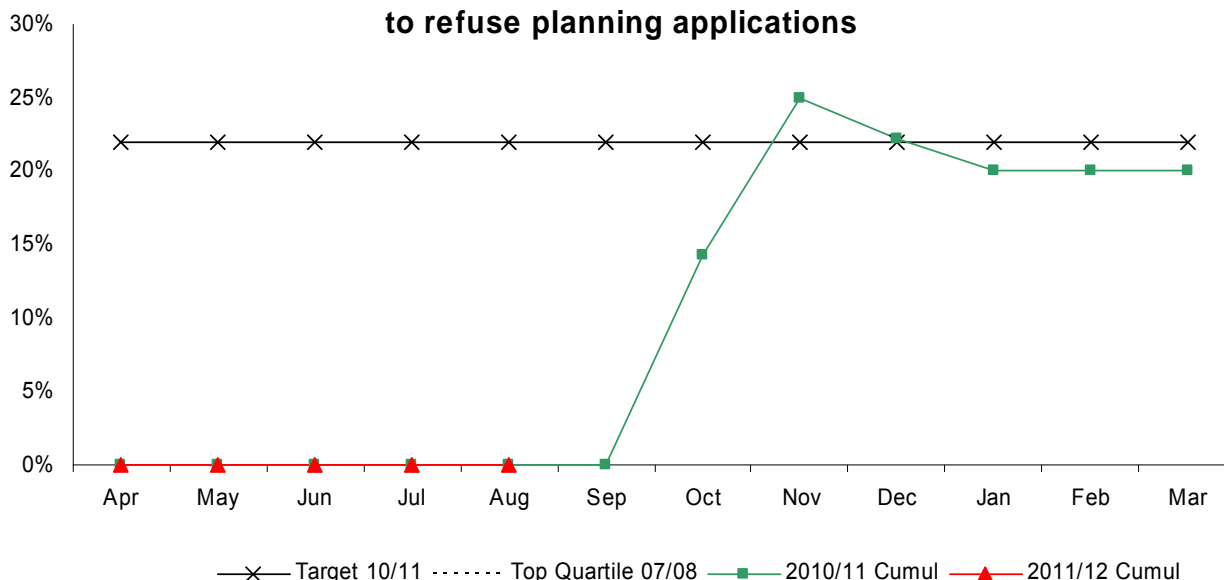
Supply – The Council has defended a 5.69 years housing land supply at appeal. The Inspector was not convinced about delivery at East Kettering and the Kettering town centre AAP (SHLAA) sites, but agreed a 4.6 year supply. Further work is underway to try to improve the picture, this work relates to progressing the East Kettering legal agreement and discharge of conditions, progress with AAPs demonstrating delivery of SHLAA sites, and exploring bringing forward Council owned land.

Housing supply forecast at 31/3/10	5 years supply 2011/12 to 2015/16	
Allocated for housing in the Development Plan (East Kettering)	1,150	1,650
Outline Planning Permission	604	604
Full Planning Permission	660	660
Sites with a resolution to grant p/p subject to S106 Agreement	1,028	1,028
Sites under construction	279	278
Specific, unallocated brownfield sites	369	702
	4,080 – 367 (anticipated completions 2010/11) = 4080 (4.6 years)	4,923 – 367 (anticipated completions 2010/11) = 4,556 (5.69 years)

PMS Report – Development Services

LPI 204

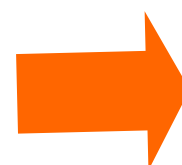
LPI 204 - Percentage of appeals against the authority's decision to refuse planning applications



ON / ABOVE TARGET



TREND STEADY



Low is good

LPI 204

For the period April 2011 - August 2011, 2 planning appeal decisions have been received and a cumulative performance of 0% of allowed appeals has been achieved - above our target of 22%.

For the period April 2011 - August 2011, 0 enforcement appeal decisions 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 2011 - 0%

0

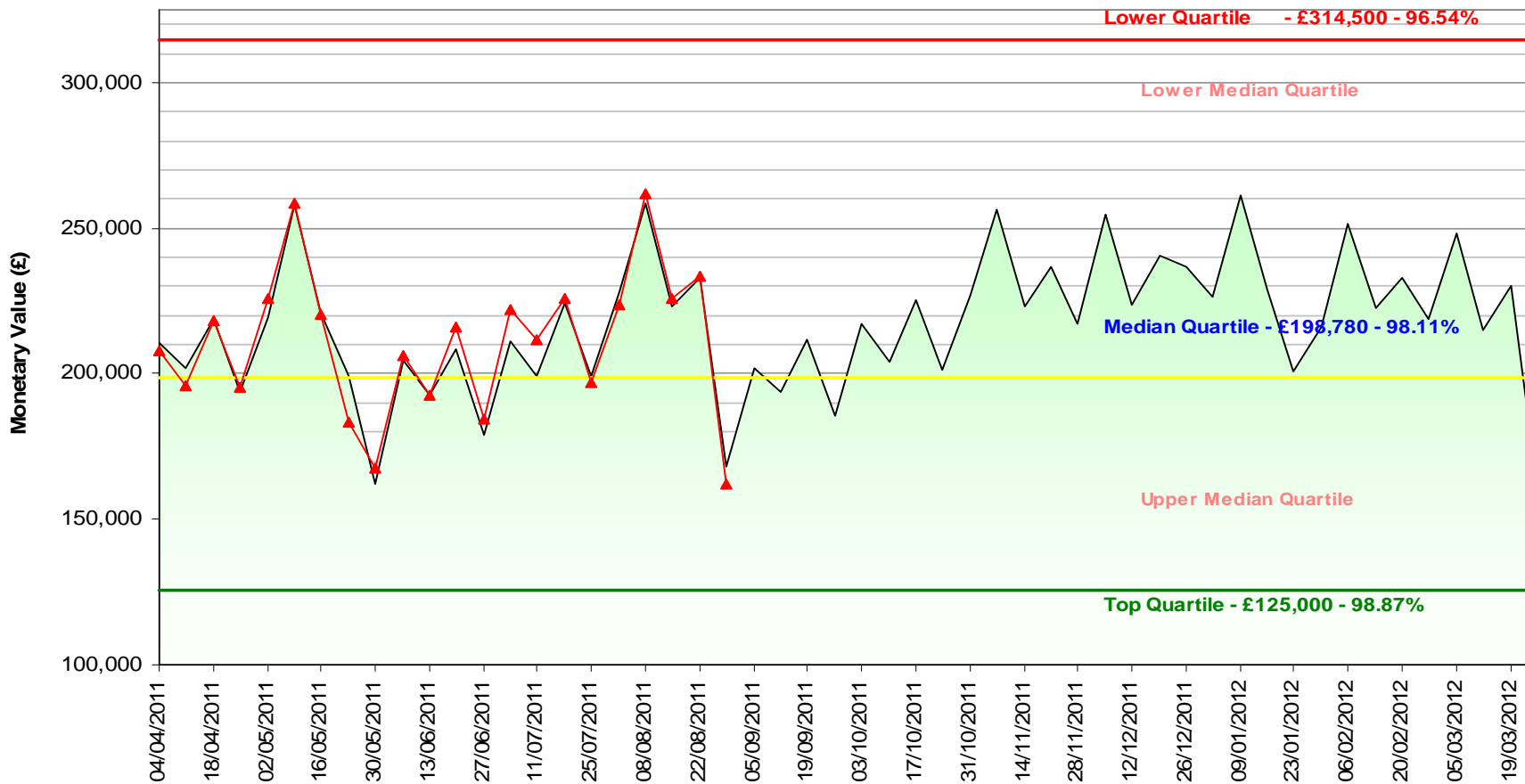
April 2011 - 0%

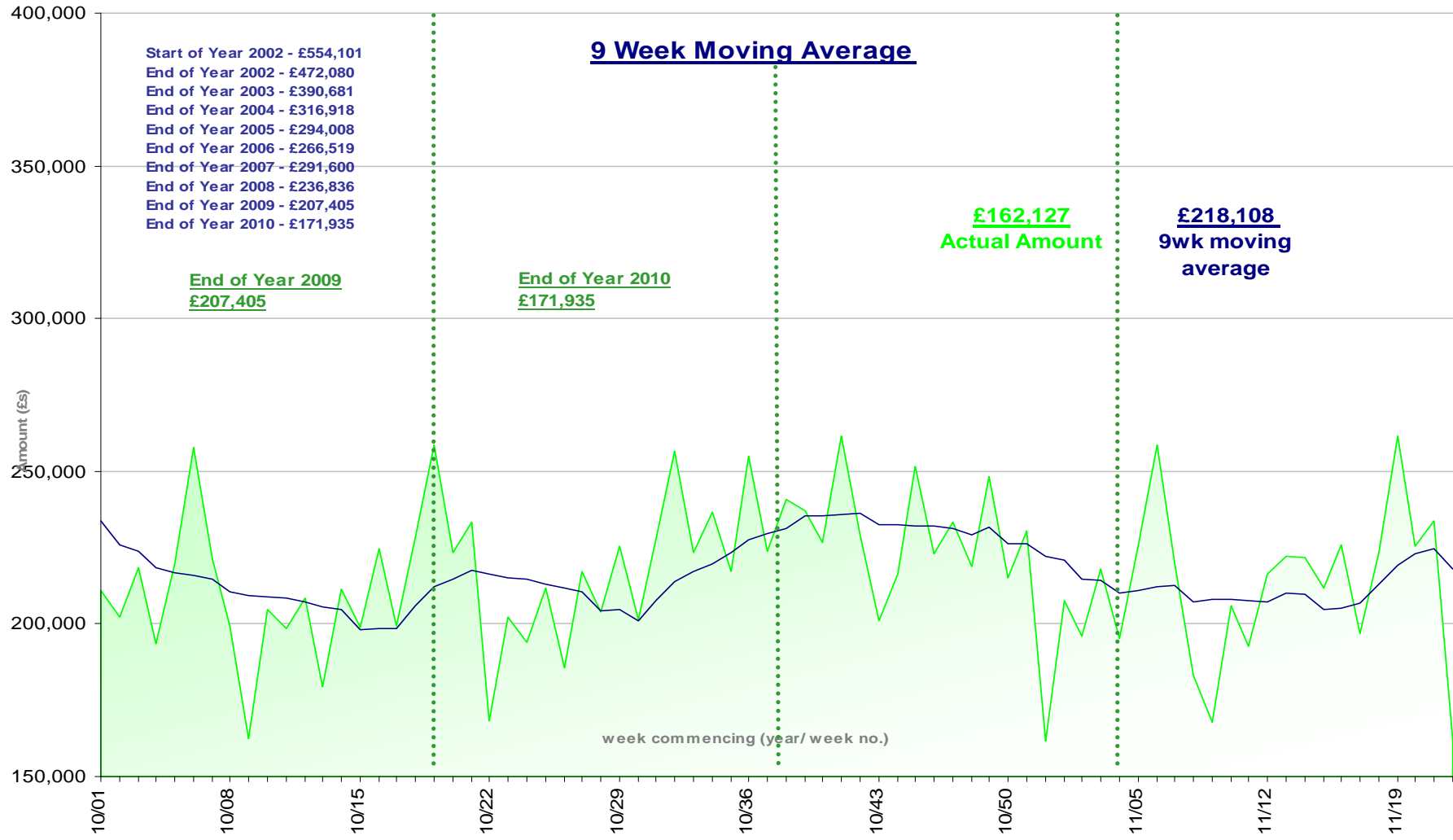
0

Housing Rent Arrears Graphs

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

Headline Arrears Performance: 2011/12





Staff Sickness

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

LPI -12 FTE Days Lost Due to Sickness Absence

FTE Days Lost To Date 2011 TO 2012

Service Unit	F.T.E Apr-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Totals YTD	WDL per F.T.E	Annualised
Community Services	23.15	16.19	24.11	18.57	0.41									59.28	2.56	7.68
Corporate Development	12.71	4.08	2.00	0.00	1.81									7.89	0.62	1.86
Customer & Information Services	37.84	6.04	7.00	17.22	19.72									49.97	1.32	3.96
Democratic & Legal Services	16.64	0.00	0.00	14.00	1.00									15.00	0.90	2.70
Development Services	44.85	20.00	23.00	31.76	40.60									115.36	2.57	7.72
Environmental Care	182.57	108.00	146.00	123.00	124.00									501.00	2.74	8.23
Environmental Health	30.96	3.00	1.00	24.00	20.00									48.00	1.55	4.65
Finance	18.81	1.41	2.41	12.86	5.00									21.68	1.15	3.46
Housing	55.80	37.51	69.92	38.29	60.43									206.15	3.69	11.08
Human Resources	18.61	5.19	7.05	7.00	28.00									47.24	2.54	7.62
Income & Debt Management	49.32	10.43	2.00	10.14	16.35									38.92	0.79	2.37
SMT Support	4.00	12.00	21.00	25.00	21.00									79.00	19.75	59.25
Strategic Management Team	4.00	0.00	0.00	1.00	0.00									1.00	0.25	0.75
Total working days lost to date:	499.26	223.85	305.49	322.84	338.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1190.49	2.38	
Amount of short term sickness:		91.52	160.19	170.89	224.56											

Summary results:

Kettering Borough Council

2.38 Days lost per FTE to date

7.15 Annualised

8.00 Target

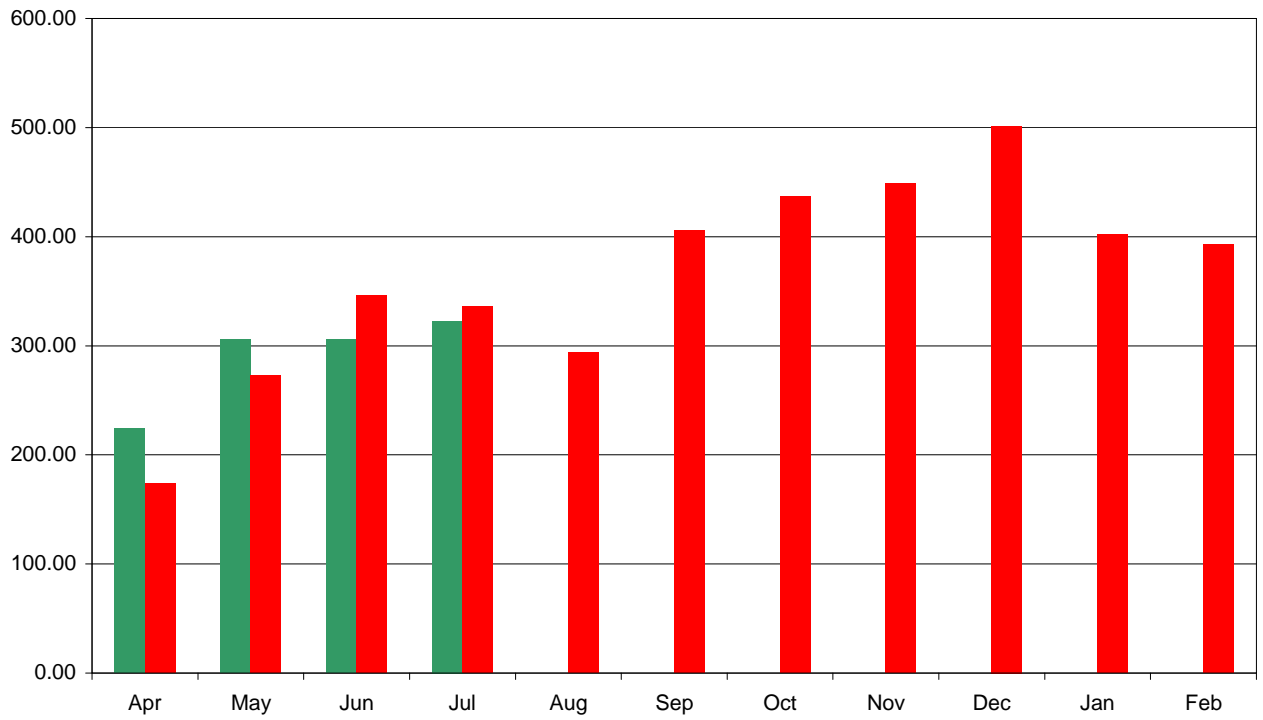
Split between long term and short term sickness

	April				May				June				July				August				September				
	Long term sick		Long term sick		Long term sick		Long term sick		Long term sick		Long term sick		Long term sick		Long term sick		Long term sick		Long term sick		Long term sick				
	Total	Long term sick	no of	% Long	Total	Long term sick	no of	% Long	Total	Long term sick	no of	% Long	Total	Long term sick	no of	% Long	Total	Long term sick	no of	% Long	Total	Long term sick	no of	% Long	
	days lost	days lost	people	term sick	days lost	days lost	people	term sick	days lost	days lost	people	term sick	days lost	days lost	people	term sick	days lost	days lost	people	term sick	days lost	days lost	people	term sick	
Community Services	16.19	15.32	2.00	94.7%	24.11	5.11	2.00	21%	18.57	18.00	1.00	97%	0.41	0.00	0.00	0%	0.00								0.00
Corporate Development	4.08	0.00	0.00	0.0%	2.00	0.00	0.00	0%	0.00	0.00	0.00	0%	1.81	0.00	0.00	0%	0.00								0.00
Customer & Information Services	6.04	0.00	0.00	0.0%	7.00	0.00	0.00	0%	17.22	0.00	0.00	0%	19.72	3.08	1.00	16%	0.00								0.00
Democratic & Legal Services	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0%	14.00	0.00	0.00	0%	1.00	0.00	0.00	0%	0.00								0.00
Development Services	20.00	18.00	1.00	0.0%	23.00	20.00	1.00	87%	31.76	22.00	1.00	69%	40.60	21.00	1.00	52%	0.00								0.00
Environmental Care	108.00	81.00	7.00	73.6%	146.00	69.00	4.00	47%	123.00	62.00	4.00	50%	124.00	42.00	2.00	34%	0.00								0.00
Environmental Health	3.00	0.00	0.00	0.0%	1.00	0.00	0.00	0%	24.00	0.00	0.00	0%	20.00	0.00	0.00	0%	0.00								0.00
Finance	1.41	0.00	0.00	0.0%	2.41	0.00	0.00	0%	12.86	0.00	0.00	0%	5.00	0.00	0.00	0%	0.00								0.00
Housing	37.51	18.00	1.00	48.0%	69.92	25.14	2.00	36%	38.29	27.95	2.00	73%	60.43	26.68	2.00	44%	0.00								0.00
Human Resources	5.19	0.00	0.00	0.0%	7.05	6.05	1.00	86%	7.00	0.00	0.00	0%	28.00	0.00	0.00	0%	0.00								0.00
Income & Debt Management	10.43	0.00	0.00	0.0%	2.00	0.00	0.00	0%	10.14	0.00	0.00	0%	16.35	0.00	0.00	0%	0.00								0.00
SMT Support	12.00	0.00	0.00	0.0%	21.00	20.00	1.00	95%	25.00	22.00	1.00	88%	21.00	21.00	1.00	100%	0.00								0.00
Strategic Management Team	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0%	1.00	0.00	0.00	0%	0.00	0.00	0.00	0%	0.00								0.00
Total	223.85	132.32	11.00	59.1%	305.49	145.30	11.00	48%	322.84	151.95	9.00	47%	338.32	113.76	7.00	34%	294.04								0.00

	October				November				December				January				February				March				
	Long term sick		Long term sick		Long term sick		Long term sick		Long term sick		Long term sick		Long term sick		Long term sick		Long term sick		Long term sick		Long term sick				
	Total	Long term sick	no of	% Long	Total	Long term sick	no of	% Long	Total	Long term sick	no of	% Long	Total	Long term sick	no of	% Long	Total	Long term sick	no of	% Long	Total	Long term sick	no of	% Long	
	days lost	days lost	people	term sick	days lost	days lost	people	term sick	days lost	days lost	people	term sick	days lost	days lost	people	term sick	days lost	days lost	people	term sick	days lost	days lost	people	term sick	
Community Services	0.00				0.00				0.00				0.00				0.00								0.00
Corporate Development	0.00				0.00				0.00				0.00				0.00								0.00
Customer & Information Services	0.00				0.00				0.00				0.00				0.00								0.00
Democratic & Legal Services	0.00				0.00				0.00				0.00				0.00								0.00
Development Services	0.00				0.00				0.00				0.00				0.00								0.00
Environmental Care	0.00				0.00				0.00				0.00				0.00								0.00
Environmental Health	0.00				0.00				0.00				0.00				0.00								0.00
Finance	0.00				0.00				0.00				0.00				0.00								0.00
Housing	0.00				0.00				0.00				0.00				0.00								0.00
Human Resources	0.00				0.00				0.00				0.00				0.00								0.00
Income & Debt Management	0.00				0.00				0.00				0.00				0.00								0.00
SMT Support	0.00				0.00				0.00				0.00				0.00								0.00
Strategic Management Team	0.00				0.00				0.00				0.00				0.00								0.00
Total	0.00				0.00				0.00				0.00		0.00		0.00	0.00	0.00	0.00	#DIV/0!	0.00	0.00	0.00	#DIV/0!

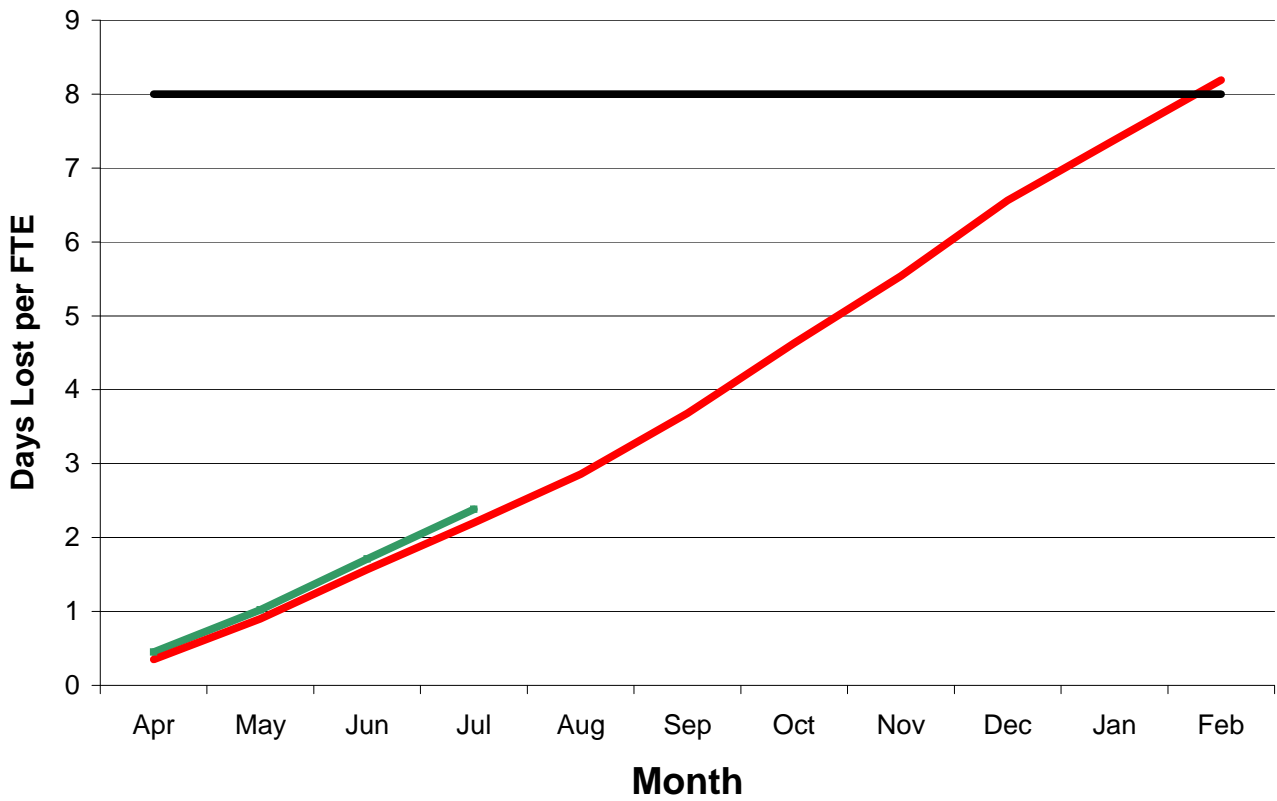
**Comparison of Sickness/Absence
Number of days lost each month - 10/11 & 11/12**

■ Total days lost per month 2011/12
■ Total days lost per month 2010/11



**Comparison of Sickness/Absence
2010/11 & 2011/12**

— No of days per FTE 2011/12
— No of days per FTE 2010/11
— Target for year



Focus on: Compliments & Complaints

Report for the period: 2011/12 year

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

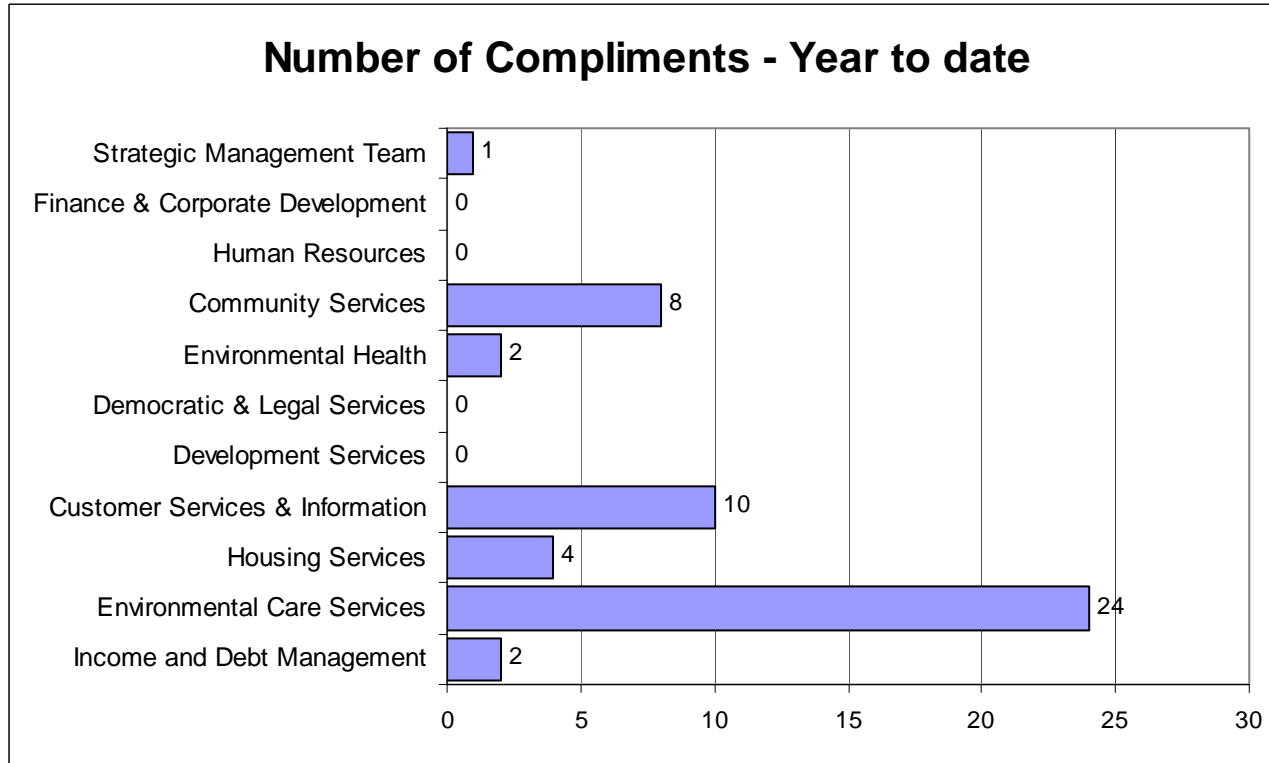
For more information contact Ian Strachan on 01536 534181.

2011/12

Customer Compliments

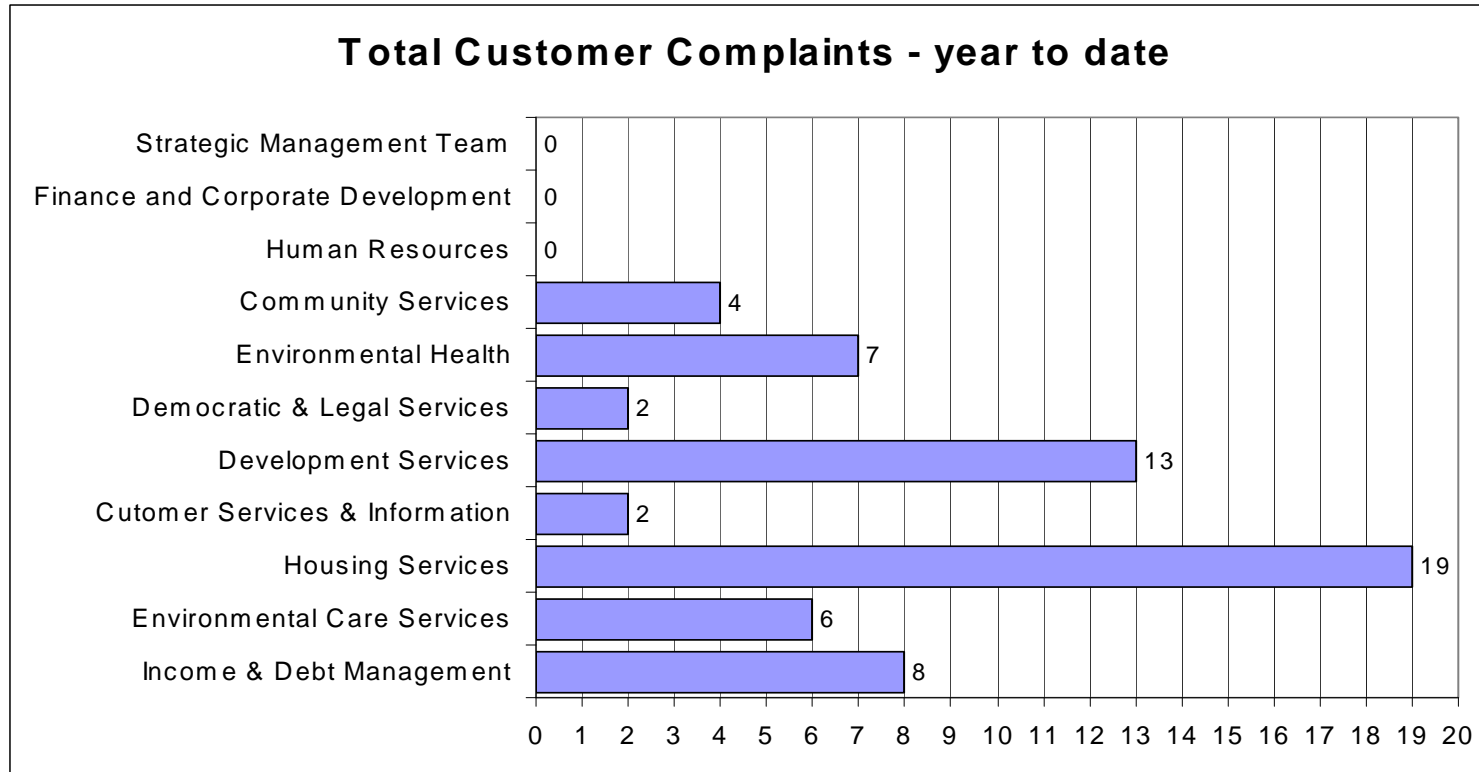
Year to date
11/12

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	9	1	3	0	0	0	1	0	0	0	15
2	1	15	3	7	0	0	2	7	0	0	1	36
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
Total	2	24	4	10	0	0	2	8	0	0	1	51

Table showing quarterly breakdown of customer complaints by service



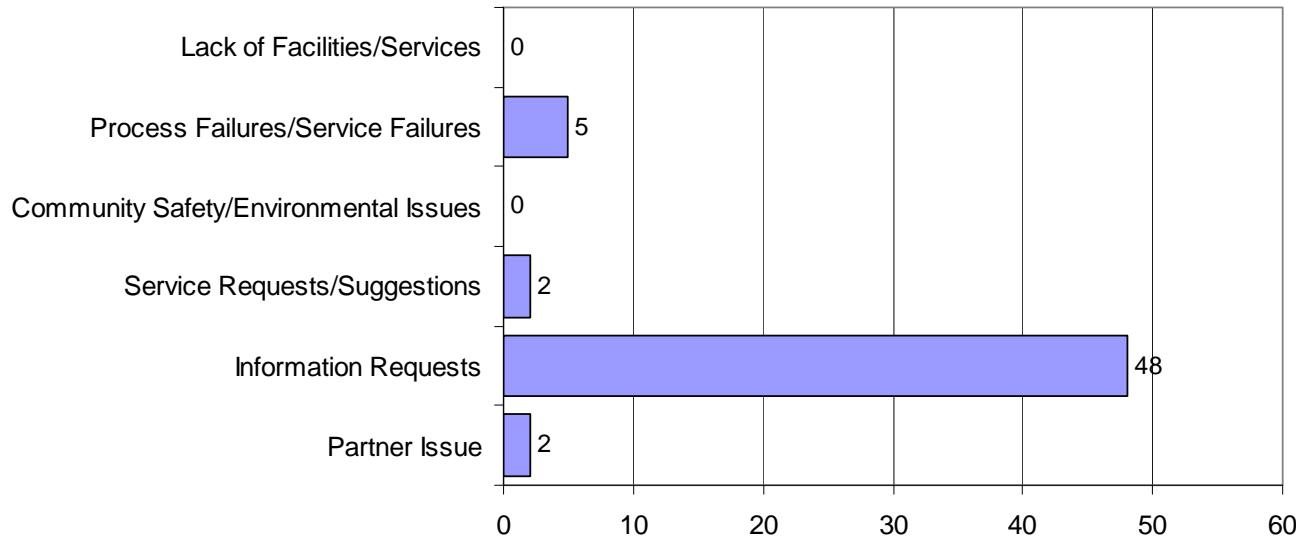
	Income & Debt Management	Environmental Care Services	Housing Services	Customer Services & Information	Development Services	Democratic & Legal Services	Environmental Health	Community Services	Human Resources	Finance and Corporate Development	Strategic Management Team	
Q1	3	4	11	2	8	2	3	3	0	0	0	36
Q2	5	2	8	0	5	0	4	1	0	0	0	25
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
TOTAL	8	6	19	2	13	2	7	4	0	0	0	61

2011/12

Customer Complaints

Year to date
11/12

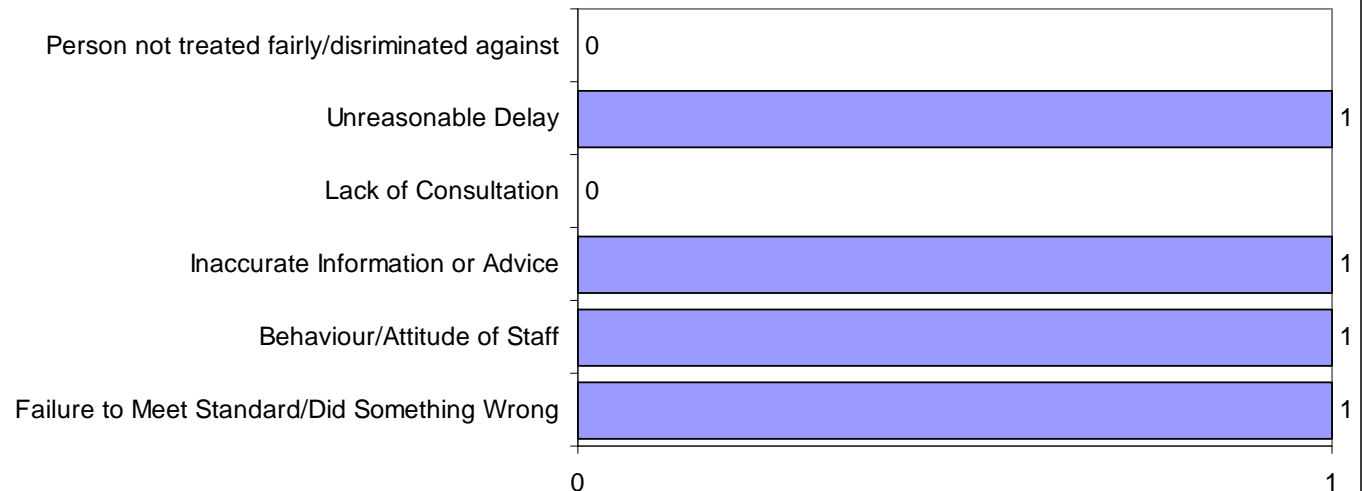
Total Number of Complaints by Category - year to date



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



2011/12

Customer Complaints

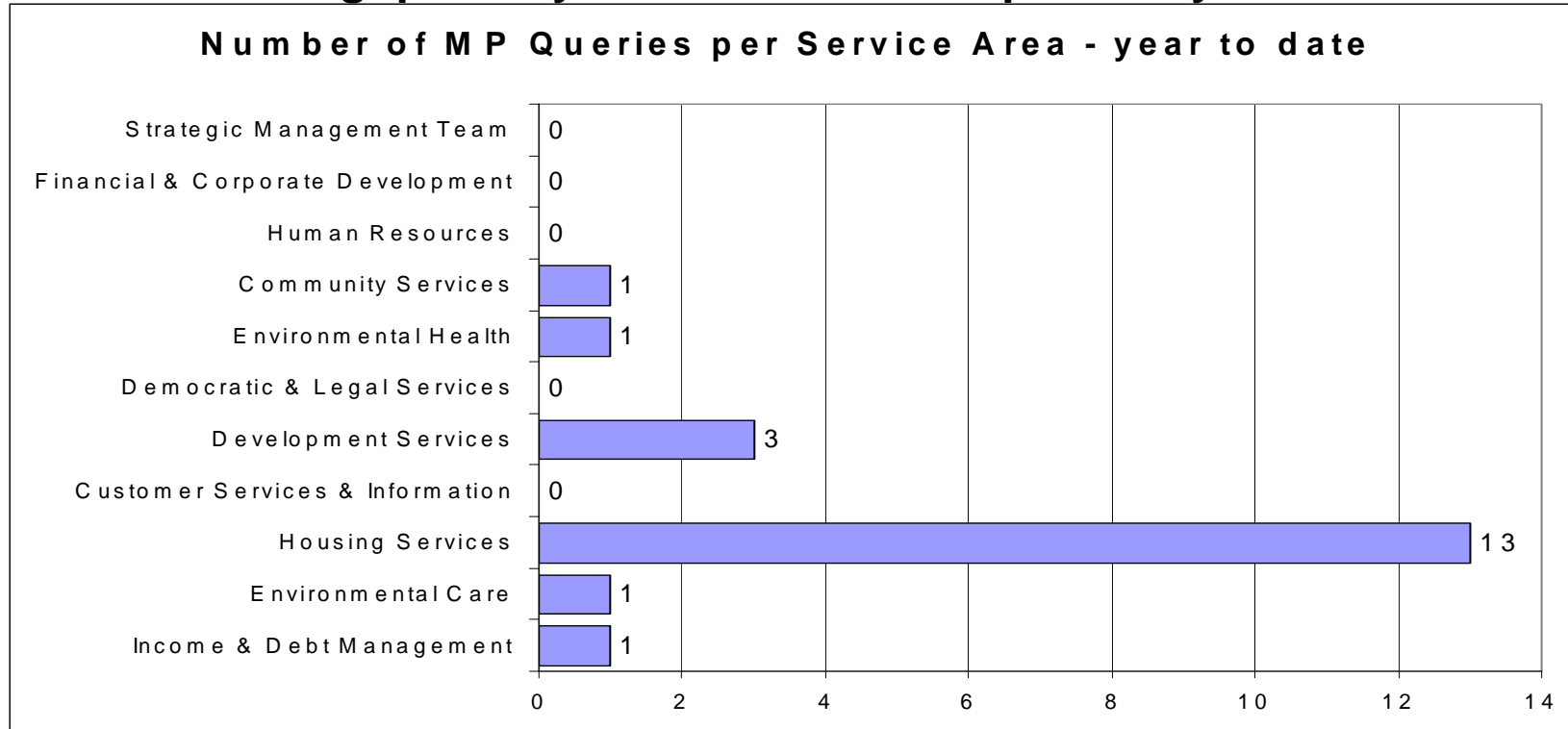
Year to date
11/12

Detailed breakdown of where process failure/service failure complaints happened

	Income & Debt Management	Environmental Care	Housing Services	Customer Services & Information	Development Services	Democratic & Legal Services
Person not treated fairly/discriminated against	0	0	0	0	0	0
Unreasonable Delay	0	0	1	0	0	0
Lack of Consultation	0	0	0	0	0	0
Inaccurate Information or Advice	0	0	1	0	0	0
Behaviour/Attitude of Staff	0	0	0	1	0	0
Failure to Meet Standard/Did Something Wrong	0	0	1	0	0	0
TOTAL	0	0	3	1	0	0

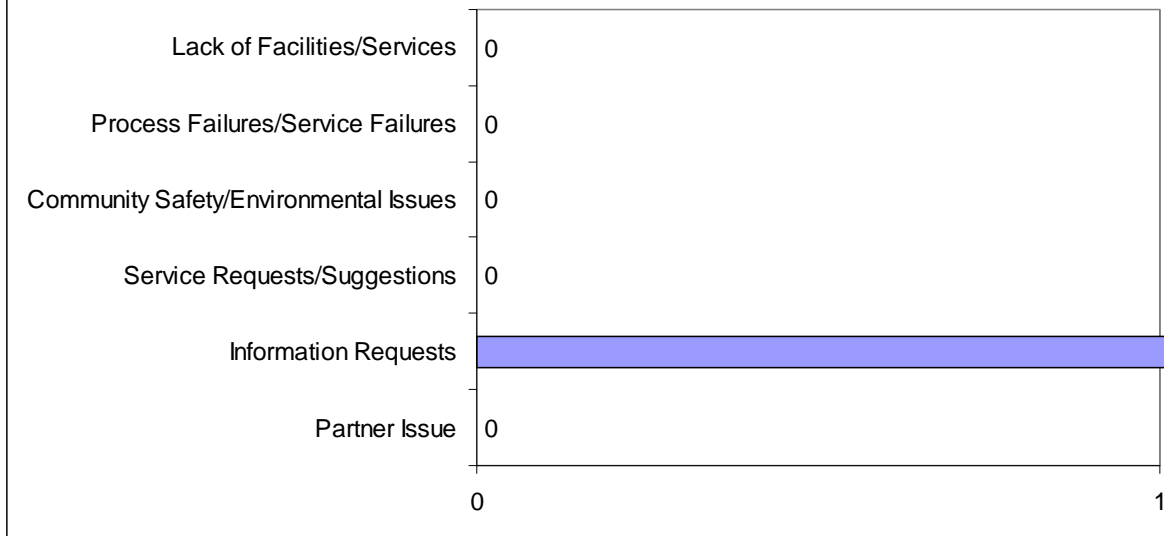
	Environmental Health	Community Services	Human Resources	Financial & Corporate Development	Strategic Management Team	TOTAL
Person not treated fairly/discriminated against	0	0	0	0	0	0
Unreasonable Delay	0	0	0	0	0	1
Lack of Consultation	0	0	0	0	0	0
Inaccurate Information or Advice	0	0	0	0	0	1
Behaviour/Attitude of Staff	0	0	0	0	0	1
Failure to Meet Standard/Did Something Wrong	0	0	0	0	0	1
TOTAL	0	0	0	0	0	4

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	7	0	2	0	1	0	0	0	0	12
Q2	0	0	6	0	1	0	0	1	0	0	0	8
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
TOTAL	1	1	13	0	3	0	1	1	0	0	0	20

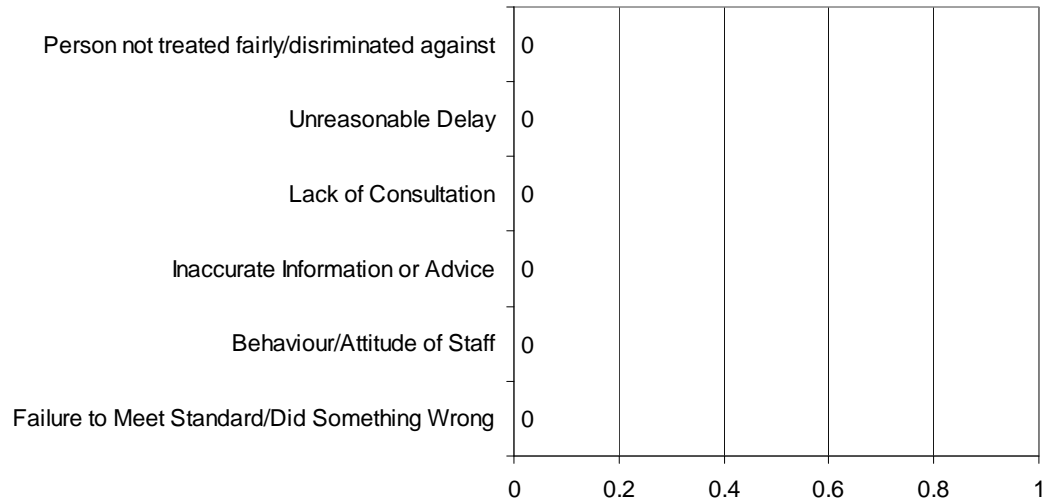
Total Number of Queries By Category - year to date



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 **February** Monitoring & Audit Committee

Payroll Overall level of assurance – Acceptable (reduced scope review)

Ref	System Control Objective and High Level Control(s)	Acceptable	Limited	None
1	An independent review of exception reports is undertaken <ul style="list-style-type: none"> • Permanent changes (starters, leavers, bank account changes, salary increase, new allowances, deduction changes, address change etc) • Temporary changes (SSP/Maternity Pay, tax refunds, overtime, mileage, allowances, expenses, one off deductions, payments to casual employees etc) • Investigation reports - Gross/Net Pay exceeding specified amount • Reconciliation reports - Gross pay, net pay 	✓		
2	Payroll records are reconciled to personnel record <ul style="list-style-type: none"> • Changes, pay increases are evidenced as reconciled regularly. 	✓		
3	Establishment lists are regularly circulated to Chief Officers for verification <ul style="list-style-type: none"> • Establishment lists and returns are maintained as evidence. 	✓		
4	Employees working within / dealing with Payroll declare interests they have with any payroll accounts <ul style="list-style-type: none"> • Interests have been adequately reviewed. 	✓		
5	Amendments to pay rates, incremental spinal point, annual inflation increase are: <ul style="list-style-type: none"> • Authorised • processed accurately and 	✓		

Ref	System Control Objective and High Level Control(s)	Acceptable	Limited	None
	promptly <ul style="list-style-type: none"> independently reviewed 			
6	Statutory and non-statutory deductions are documented. <ul style="list-style-type: none"> authorised (e.g. Sick Pay, Tax/NINO, court orders) and correct 	✓		

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

Sundry Debtors Overall level of assurance – Acceptable (reduced scope review)

Ref	System Control Objective and High Level Control(s)	Acceptable	Limited	None
1	All income generating activities are identified and accurately invoiced. <ul style="list-style-type: none"> All income streams identified 	✓		
2	All invoices are paid; the income correctly identified, accounted for and reflected in the accounts. <ul style="list-style-type: none"> New accounts set up correctly Accounts raised for correct amount, to correct debtor and on timely basis, are dispatched promptly and correctly posted to the ledger System reconciled to all feeder systems 	✓		

Ref	System Control Objective and High Level Control(s)	Acceptable	Limited	None
3	<p>The extent of debt is minimised and provides for the prompt follow up of overdue accounts.</p> <ul style="list-style-type: none"> Arrears reports showing arrears by type, age and location are reviewed by management for action taken Periodic review of accounts with outstanding balances sorted into debtor order to determine payment history and enable decision on whether services continued to be provided. This information communicated to budget managers. 	✓		

<u>Recommendations</u>	<u>Made</u>	<u>Agreed</u>
High Priority	0	0
Medium Priority	4	4
Low Priority	1	1

Treasury Management Overall level of assurance – Acceptable (reduced scope review)

Ref	System Control Objective and High Level Control(s)	Acceptable	Limited	None
1	<p>The integrity of the Treasury Management system and data is maintained</p> <ul style="list-style-type: none"> Access to On Line Banking / CHAPS system controlled. Adequate segregation of duties in place 	✓		
2	<p>All loan transactions are controlled, recorded and properly authorised</p> <ul style="list-style-type: none"> All transactions are documented and authorised, from approved institutions, within predetermined limits and are of types defined within policy 	✓		
3	<p>All investment transactions are controlled, recorded and properly authorised</p> <ul style="list-style-type: none"> All transactions are 	✓		

Ref	System Control Objective and High Level Control(s)	Acceptable	Limited	None
	documented and authorised, with approved institutions, within predetermined limits and are of types defined within policy.			

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

Housing Rents Overall level of assurance – Acceptable (reduced scope review)

Ref	System Control Objective and High Level Control(s)	Acceptable	Limited	None
1	The integrity of the rents system and data is maintained: <ul style="list-style-type: none"> Staff declare any interests in housing property 	✓		
2	Gross Income is accurately calculated, applied and notified: <ul style="list-style-type: none"> Independent reconciliation of the information held on the housing rents system to other records (e.g. Asset register/Land Registry) 	✓		
3	All rent income is paid, accounted for and reflected in the accounts: <ul style="list-style-type: none"> Reconciliation of rent system to feeder systems 	✓		
4	The extent of debt is minimised and provides for the prompt follow up of overdue accounts (this will include review for consistency in application of recovery procedures): <ul style="list-style-type: none"> Non payers, missed payments reports are produced and promptly actioned in compliance with approved procedures and recovery suppressions are independently reviewed 	✓		

<u>Recommendations</u>	<u>Made</u>	<u>Agreed</u>
High Priority	0	0
Medium Priority	5	5
Low Priority	1	1

Cash and Bank Overall level of assurance – Acceptable (reduced scope review)

Ref	System Control Objective and High Level Control(s)	Acceptable	Limited	None
1	<p>All bank and post office accounts are regularly reconciled, evidenced and accurately reflected in the main accounting system</p> <ul style="list-style-type: none"> • Reconciliation of all bank and giro accounts promptly carried out within agreed timetable, signed, reviewed and dated • Reconciled bank balance (per the completed bank reconciliation) is agreed to the cashbook balance on the financial ledger and to the C & D Book. • Outstanding cheques identified as part of bank reconciliation, appropriate action taken (e.g. cancelling, notification to HB) 	✓		
2	<p>Monies held in safes are secure, recorded and held for official purposes only</p> <ul style="list-style-type: none"> • location of safe is detailed by insurance officer who keeps records of contents insurance as well. 		✓	

<u>Recommendations</u>	<u>Made</u>	<u>Agreed</u>
High Priority	0	0
Medium Priority	1	1
Low Priority	4	4

Accounting Systems Overall level of assurance – Acceptable (reduced scope review)

Ref	System Control Objective and High Level Control(s)	Acceptable	Limited	None
1	<p><i>The integrity of the system and data is maintained.</i></p> <ul style="list-style-type: none"> • IFRS implications known and being complied with. 	✓		
2	<p><i>Accounting records and statements are correctly maintained and prepared in accordance with prevailing accounting standards and good practice.</i></p> <ul style="list-style-type: none"> • Opening balances correctly brought forward. • Journals properly completed. • Suspense and Holding (Ctrl) accounts are regularly cleared and subject to periodic independent review. • All feeder systems regularly reconciled to ledger. • Trial balances periodically undertaken. 	✓ ✓ ✓ ✓	✓	
3	<p><i>A reliable budgeting system is established to ensure that agreed financial and business objectives are achieved.</i></p> <ul style="list-style-type: none"> • There are approved policy and process for the setting of the Budget. • Budgetary control is maintained which includes regular monitoring. • Policy for maintaining balances and reserves. • Balances and reserves are monitored. 	✓ ✓ ✓ ✓		
4	<p><i>Management (and others) are provided with accurate and timely financial information to</i></p>	✓		

Ref	System Control Objective and High Level Control(s)	Acceptable	Limited	None
	<i>support their decision making and activities.</i>			

<u>Recommendations</u>	<u>Made</u>	<u>Agreed</u>
High Priority	0	
Medium Priority	3	2
Low Priority	3	2

Creditors Overall level of assurance – Limited

Ref	System Control Objective and High Level Control(s)	Acceptable	Limited	None
1	The integrity of the creditors system and data is maintained <ul style="list-style-type: none"> <i>Additions/changes to creditor master file</i> <i>Declaration of Interests</i> 	✓ ✓		
2	All goods received/work done are covered by an official order, unless specifically exempted, and comply with procurement rules <ul style="list-style-type: none"> <i>Official orders raised for all good/services</i> <i>Compliance with procurement rules</i> <i>Review of open orders</i> 		✓ ✓ ✓	
3	Only correctly authorised invoices are accepted for payment and only processed once <ul style="list-style-type: none"> <i>Review of outstanding credit notes</i> <i>Authorisation of cheque and BACS payment runs</i> 	✓ ✓		

<u>Recommendations</u>	<u>Made</u>	<u>Agreed</u>
High Priority	5	5
Medium Priority	4	4
Low Priority	0	

Anti Fraud & Corruption Arrangements Overall level of assurance –
Acceptable

Ref	System Control Objective	Full	Substantial	Acceptable	Limited	None
1	Policies & procedures are in place, formally approved, up to date & in line with best practice			✓		
2	Fraud arrangements are embedded in the Councils Constitution, risk register and Corporate Governance Group and policies are publicised. Adequate records are kept.			✓		
3	There is a Standards Committee in place and Members sign up to the Code of Conduct. Members receive training.			✓		
4	Employees sign up to the Code of Conduct and receive training			✓		
5	Proactive fraud work is undertaken and the Council has professional indemnity and fidelity guarantee insurance in place		✓			

Recommendations	Made	Agreed
High Priority	0	
Medium Priority	5	4
Low Priority	0	

Building Security Overall level of assurance – Limited

Ref	System Control Objective	Full	Substantial	Acceptable	Limited	None
1	Security Policy in place					√
2	Clear up to date procedures to follow in the event of an emergency, accessible to all relevant staff				√	
3	All persons nominated to assist directly with security have been appropriately trained				√	
4	Documented procedures in place Break ins, thefts, fires etc recorded and reported to insurance officer			√		
5	Buildings protected by suitable alarm systems		√			
6	All exits clearly marked		√			
7	Changes in insurance requirements affecting security promptly notified Procedures reviewed/amended accordingly			√		
8	Nominated officers responsible for arranging and managing fire drills			√		

Recommendations	Made	Agreed
High Priority	1	1
Medium Priority	2	2
Low Priority	2	2

Partnerships Overall level of assurance – Limited

Ref	System Control Objective	Full	Substantial	Acceptable	Limited	None
1	Approved Partnership policy in place				✓	
2	Partnerships assessment and approval process in place				✓	
3	Partnerships governance arrangements in place				✓	
4	Partnerships monitoring arrangements in place				✓	

Recommendations	Made	Agreed
High Priority	4	4
Medium Priority	4	4
Low Priority	1	1

CFS IT Controls Overall level of assurance – Acceptable

Ref	System Control Objective and High Level Control(s)	Acceptable	Limited	None
1	<p><i>The access control mechanism ensures that access is restricted to that approved by authorised managers.</i></p> <p>The organisation has as comprehensive IT security policy.</p> <p>Organisation restricts physical access to the site.</p> <p>Adequate password-based access restrictions for each IT platform in place.</p> <p>Super user/administrator access</p>	<p>✓</p> <p>✓</p> <p>✓</p>		

Ref	System Control Objective and High Level Control(s)	Acceptable	Limited	None
	appropriately managed/monitored.		✓	
2	<p><i>Changes to system parameters/applications/software are appropriately managed.</i></p> <p>Changes to software applications, system configuration and parameter changes are appropriately authorised, documented and tested.</p>	✓		
3	<p><i>System access and usage is appropriately logged and monitored.</i></p> <p>All transactions recorded in an audit file.</p>	✓		
4	<p><i>Processes exist for the backup of systems and data; plus the continuation of key business activities in the event of any disruption.</i></p> <p>Back ups undertaken as specified.</p>	✓		
5	<p><i>New financial systems are subject to a post implementation review.</i></p> <p>Any new financial systems have been subject to a post implementation review.</p>			

Not tested as no new systems installed in the last year.
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Recommendations	Made	Agreed
High Priority	0	0
Medium Priority	4	4
Low Priority	3	3

Follow Ups completed:

Use of Agency Staff

<u>Recommendations</u>	<u>Agreed</u>	<u>Implementation</u>		
		<u>Full</u>	<u>Part</u>	<u>None</u>
High Priority	2			2
Medium Priority	8			8
Low Priority	1			1

Connect Law

<u>Recommendations</u>	<u>Agreed</u>	<u>Implementation</u>		
		<u>Full</u>	<u>Part</u>	<u>None</u>
High Priority	4	2	2	
Medium Priority	3	2	1	
Low Priority	2	1		1

Museum & Art Gallery

<u>Recommendations</u>	<u>Agreed</u>	<u>Implementation</u>		
		<u>Full</u>	<u>Part</u>	<u>None</u>
High Priority	4	2	2	
Medium Priority	4	4		
Low Priority	0			

Risk Management & Business Continuity

<u>Recommendations</u>	<u>Agreed</u>	<u>Implementation</u>		
		<u>Full</u>	<u>Part</u>	<u>None</u>
High Priority	1		1	
Medium Priority	10	1	3	6
Low Priority	3	1		2*

* No longer applicable

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 - CO₂ 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 CO₂ emissions in the LA area

This indicator was introduced to measure per head the level of CO₂ 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 CO₂ 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.

Questions raised at Committee on 28th September 2010

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

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

Can in year figures for annual housing completions be included?

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

Can a year end estimate for the number of affordable homes be included?

Year end estimates for the number of affordable homes expected in the year have also been included.

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

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

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 CO₂ 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 as a 'one off' item.

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 Log

Amendments in: Focus on Performance Information (June 2010)

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

Amendments in: Focus on Performance Information (June 2011)

In response to a member query, volume figures have been added to relevant performance indicators to give context to the data e.g. the volume figures for LPI 78a (5146 / 101,972) shows Number of new claims (5146) / Number of days to process new claims (101972).

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: _____
