



Key Performance Information Booklet

Issue 44

February 2012

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 - December 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.

Focus on: Financial Information

For the latest Financial Information please refer to the Executive Report dated 18th January 2012, entitled 'Budget proposals for 2012/13 and preparing for the medium term'.

Focus on: Performance Information

Report for the period: April 11 - December 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	December 2010/11	December 2011/12	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	37		100	150	150
	NI 157a	Planning major applications processed in 13 weeks	64.52%	89%*	54.55%	53.33%	8/15		75.00%	75.00%
	NI 157b	Planning minor applications processed in 8 weeks	91.35%	87%*	94.33%	84.71%	72/85		90.00%	90.00%
	NI 157c	Planning other applications processed in 8 weeks	97.03%	94%*	97.54%	90.65%	281/310		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	97.40%	98.20%			98.0%	97.5%
	MPI 26	Percentage of calls answered within 15 seconds by switchboard	90.60%	N/A	89.00%	93.20%			92.0%	N/A
	LPI 78a	Average time to process new benefits claims (days)	19.80	21.2	21.20	16.80	64234/3827		16.00	14.00
	LPI 78b	Average time to process change in circumstances (days)	6.90	7	12.90	8.20	153293/18628		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%	99.40%	14079/14169		99%	199%
	NI 179	Value for money - total efficiency gains for the year	£579,000	£6,729,000	£279,000	N/A			£460,000	£460,000
	LPI 9	% Council Tax collected	98.00%	98.5%	86.95%	87.04%		86.70%	98.00%	98.00%
	LPI 10	% NNDR collected	99.06%	99.36%	88.58%	87.88%		86.42%	98.50%	98.50%
	LPI 12	Days staffing lost (per member of staff)	8.9	8.33	6.56	5.49		6	8	8
	LPI 66a	Proportion of rent collected	98.87%	98.63%	97.66%	98.1% (Nov)		97.96%	98.60%	98.70%
	LPI 79b(i)	Overpaid benefit recovered as % of current year overpayments	61.00%	82.4%	57.93%	65.32%		74.00%	76.00%	78.00%
	LPI 79b(ii)	Overpaid benefit recovered as % of total overpayments outstanding	27.91%	36.8%	22.83%	23.49%		33.00%	40.00%	40.00%

Corporate Priority Ref. no.	PI Ref.	Description of PI	10/11 Outturn	Top Quartile	December 2010/11	December 2011/12	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%*	47.98%	48.45%			42.00%	43.00%
3B Cleaner environment										
	NI 195a	% of land / highways that have below acceptable levels of litter	1.6%	3%*	0.5%	5.0%			9.00%	9.00%
	NI 195b	% of land / highways that have below acceptable levels of detritus	2.6%	6%*	1.5%	5.0%			15.00%	15.00%
	NI 195c	% of land / highways that have below acceptable levels of graffiti	0.0%	1%*	0%	0.0%			5.00%	5.00%
	NI 195d	% of land / highways that have below acceptable levels of fly-posting	0.0%	0%*	0%	1.0%			1.00%	1.00%
	LPI 42	The average time taken to remove fly-tips (days)	0.28	N/A	0.29	0.77			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

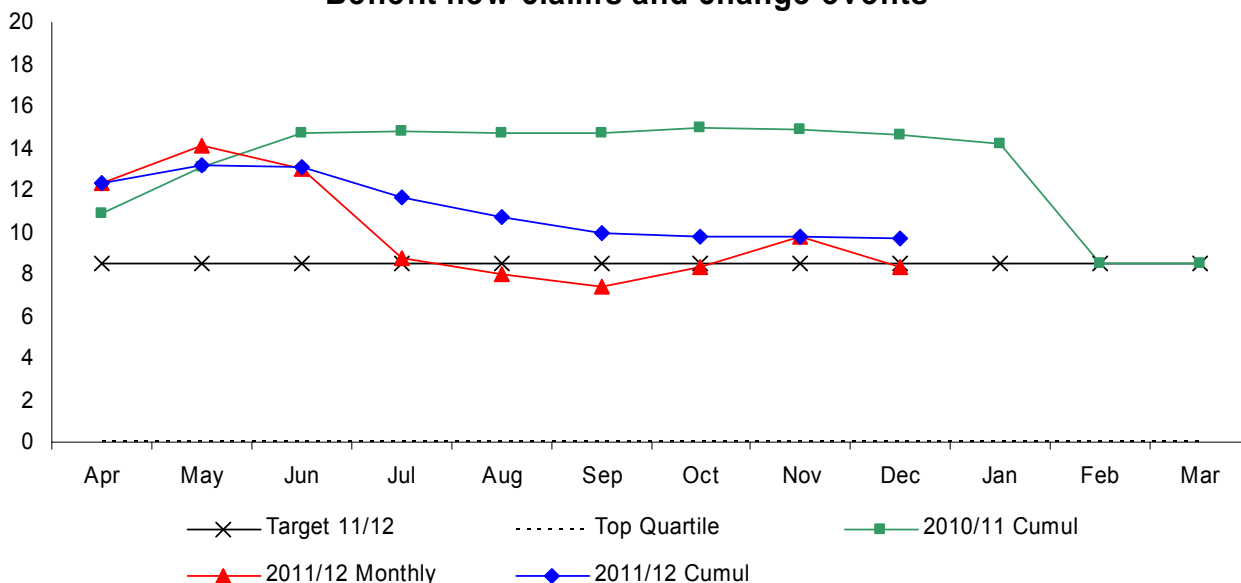
Performance for: December 2011

Clinic date: 24th January

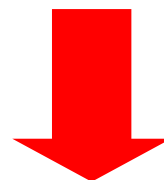
PMS Report – Income & Debt

NI 181

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



TARGET MISSED



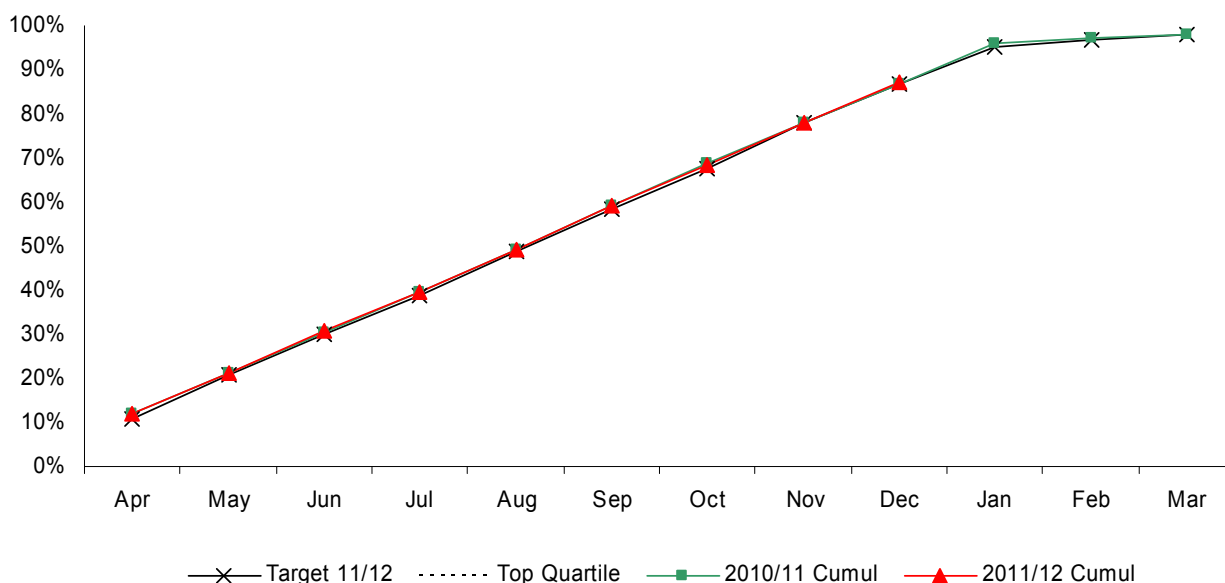
TREND IMPROVED



Low is good

LPI 9

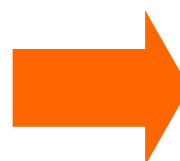
LPI 9 - Council Tax collected



ON/ABOVE TARGET



TREND STEADY



High is good

PMS Report – Income & Debt

NI 181

In month performance has exceeded target and continues to improve

December 2011 - 8.3 days (target 8.5 days)

Incoming post continues to increase

LPI 9

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

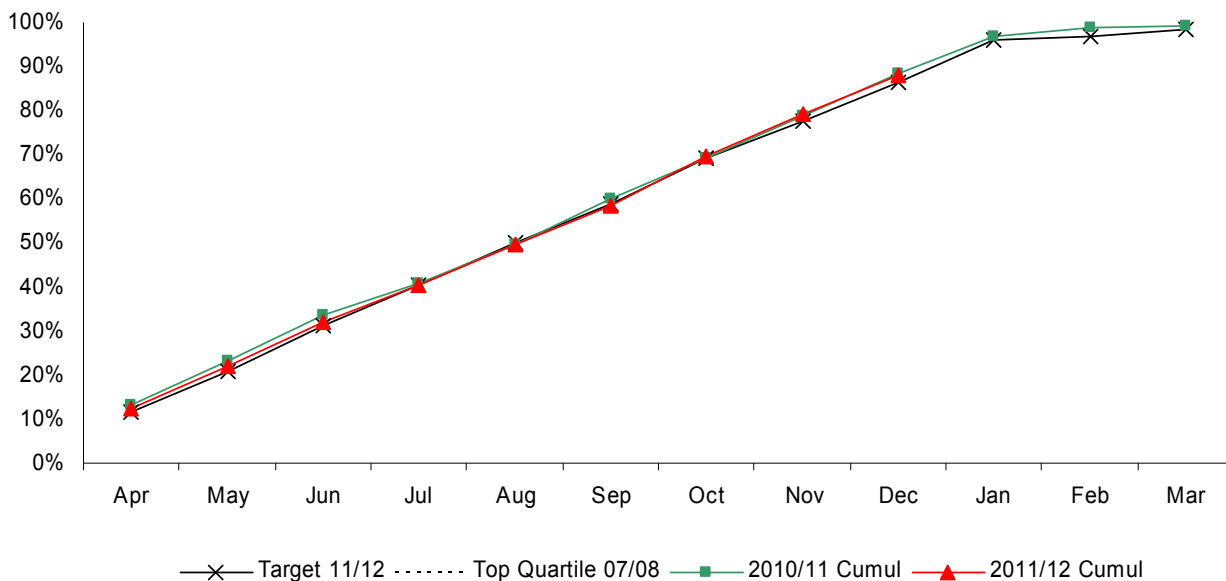
December 2011 collection - 87.04%

December 2011 target - 86.70%

PMS Report – Income & Debt

LPI 10

LPI 10 - NNDR collected



ON/ABOVE TARGET



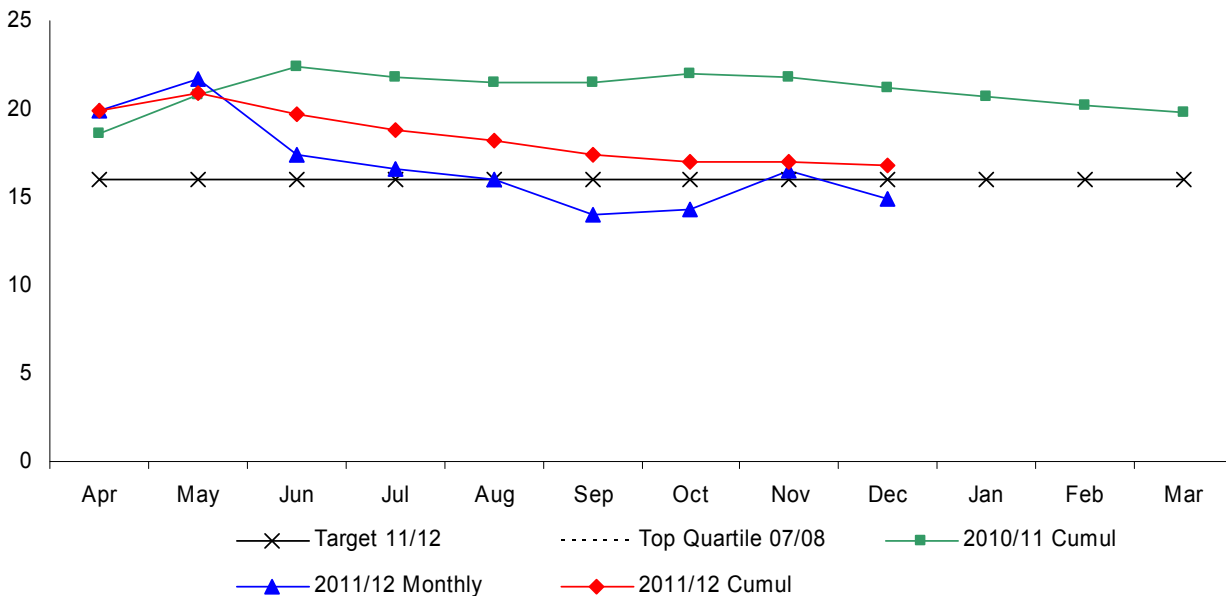
TREND STEADY



High is good

LPI 78a

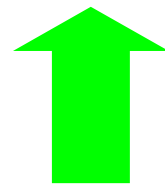
LPI 78a - Avg. time new claims



ON/ABOVE TARGET



TREND IMPROVED



Low is good

PMS Report – Income & Debt

LPI 10

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

December 2011 collection - 87.88%

December 2011 target - 86.42%

LPI 78a

Cumulative performance for December 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.

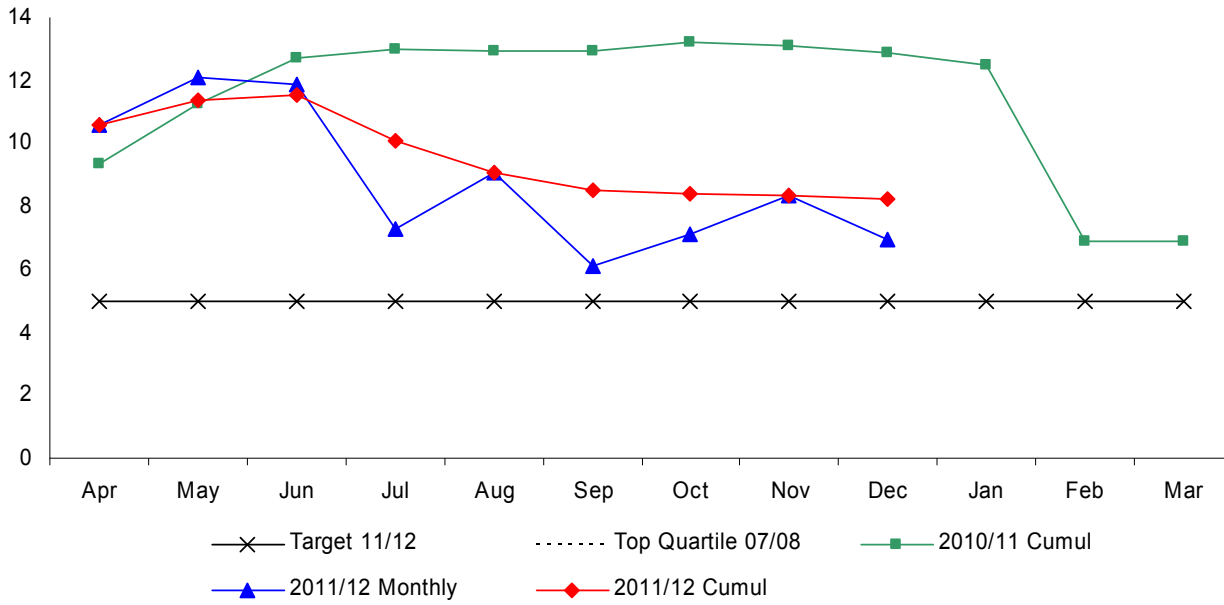
December 2011 - 14.9 days

Cumulative December 2011 - 16.8 days

PMS Report – Income & Debt

LPI 78b

LPI 78b - Avg time change in circumstances



TARGET MISSED



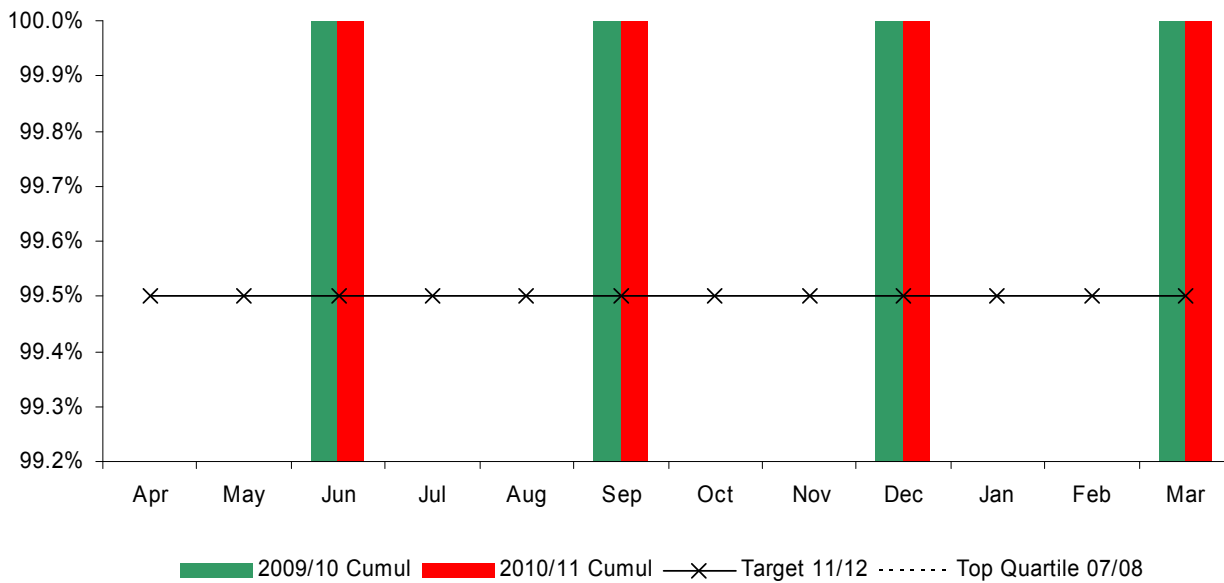
TREND IMPROVED



Low is good

LPI 79a

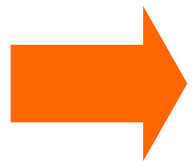
LPI 79a - Case processed correctly



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

December 2011 - 7.00 days

Target - 5 days

Cumulative December 8.2 days

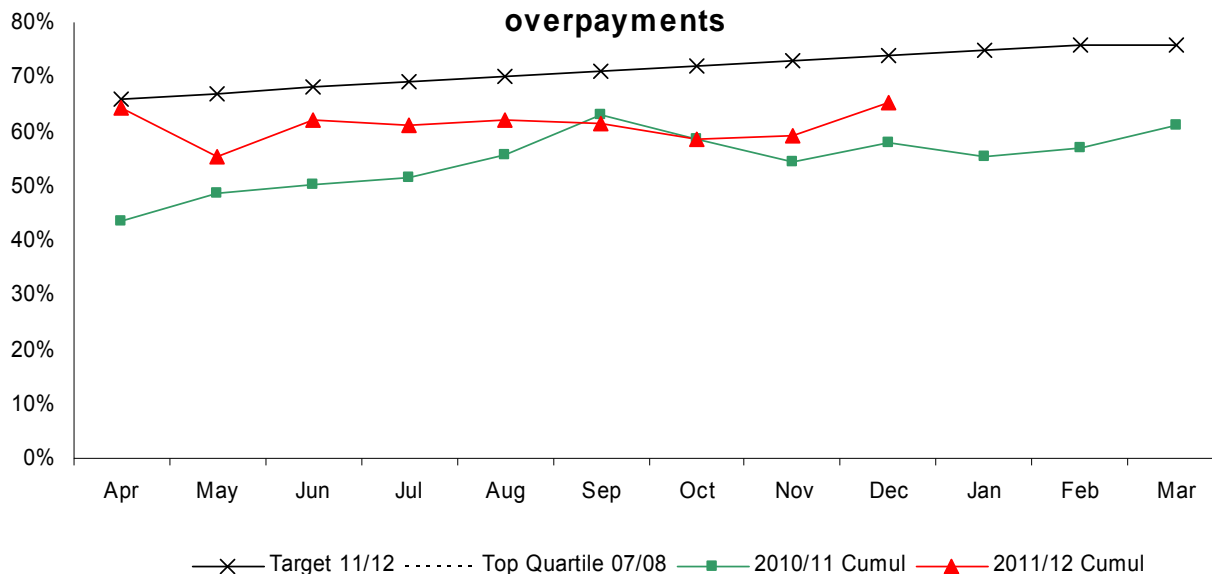
LPI 79a

100% accuracy is being maintained during 2011/12

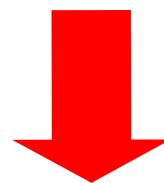
PMS Report – Income & Debt

LPI 79b(i)

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



TARGET MISSED



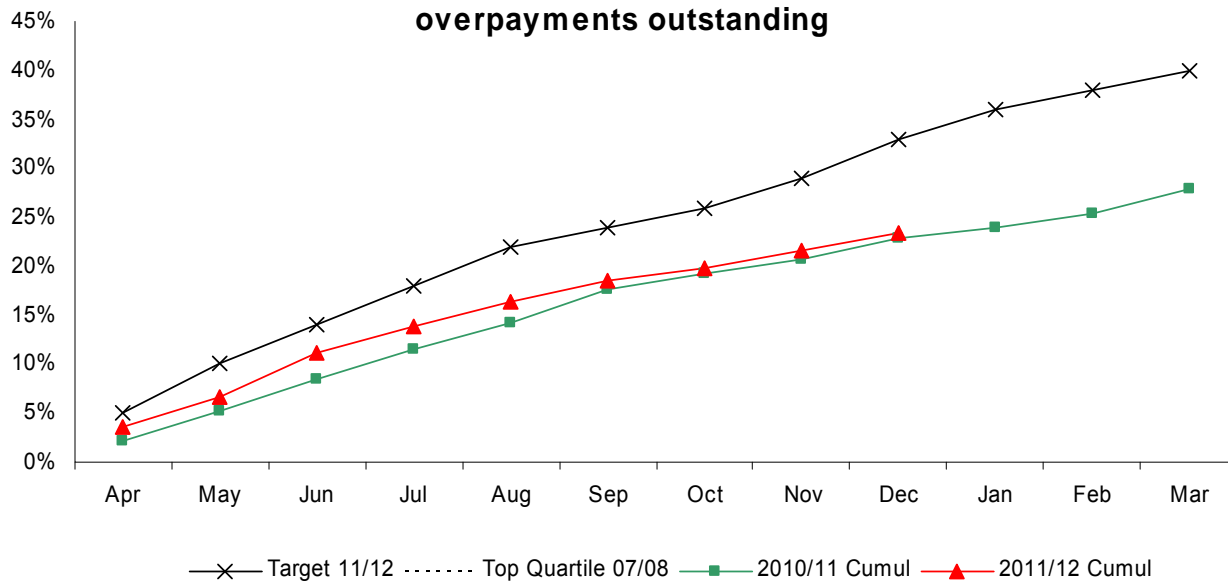
TREND IMPROVED



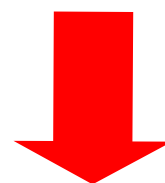
High is good

LPI 79b(ii)

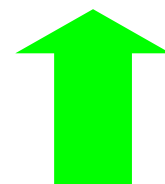
LPI 79b(ii) - Overpaid benefit recovered as % of total overpayments outstanding



TARGET MISSED



TREND IMPROVED



High is good

PMS Report – Income & Debt

LPI 79b(i)

Although targets are not yet being met performance is continually being maintained following improvements in which the way the team works at a time when many customers are in financial hardship

October 2011 - 58.51%

November 2011 - 59.20%

December - 65.32%

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, at a time when financial hardship in the borough increases.

October 2011 - 19.87%

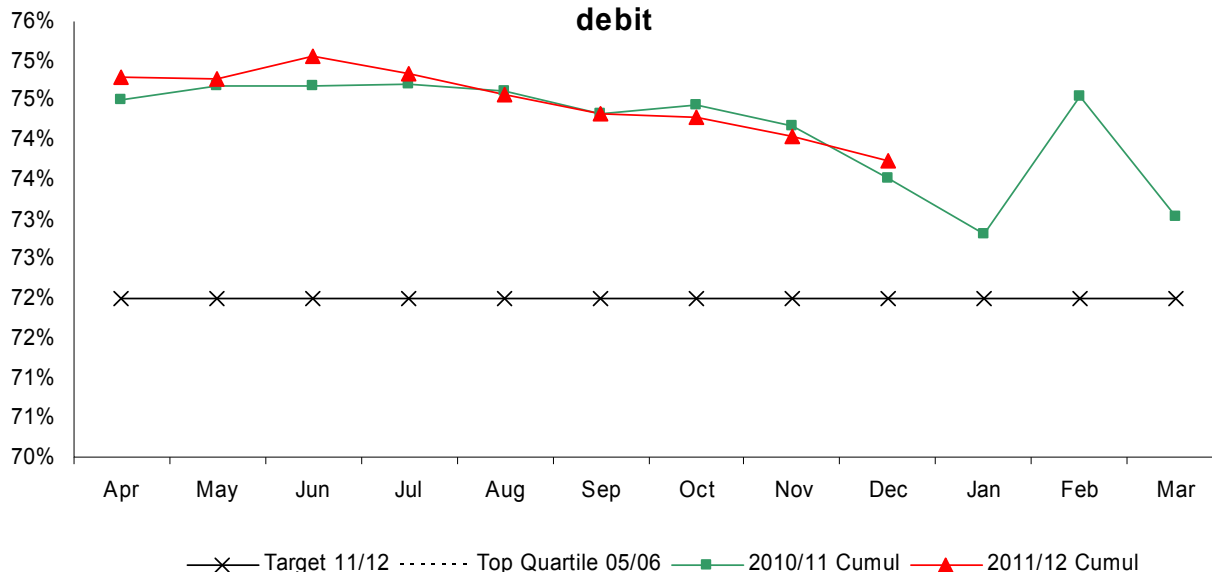
November 2011 - 21.65%

December - 23.49%

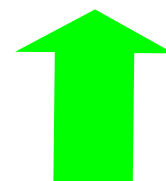
PMS Report – Income & Debt

LPI 71a

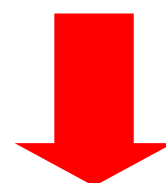
LPI 71a - The proportion of people paying Council tax by direct debit



ON/ABOVE TARGET



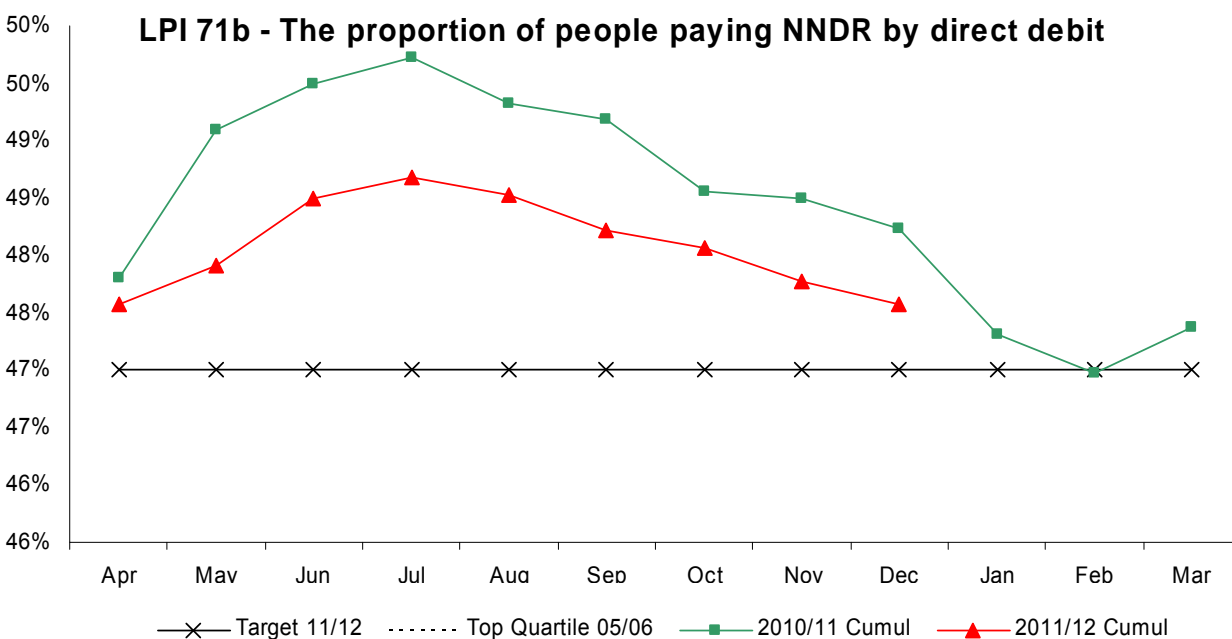
TREND DECLINED



High is good

LPI 71b

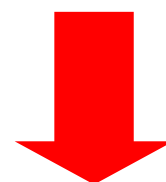
LPI 71b - The proportion of people paying NNDR by direct debit



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%

December 2011 - 73.74%

LPI 71b

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

Target - 47.00

December 2011 - 47.57%

Performance Clinic Development Services

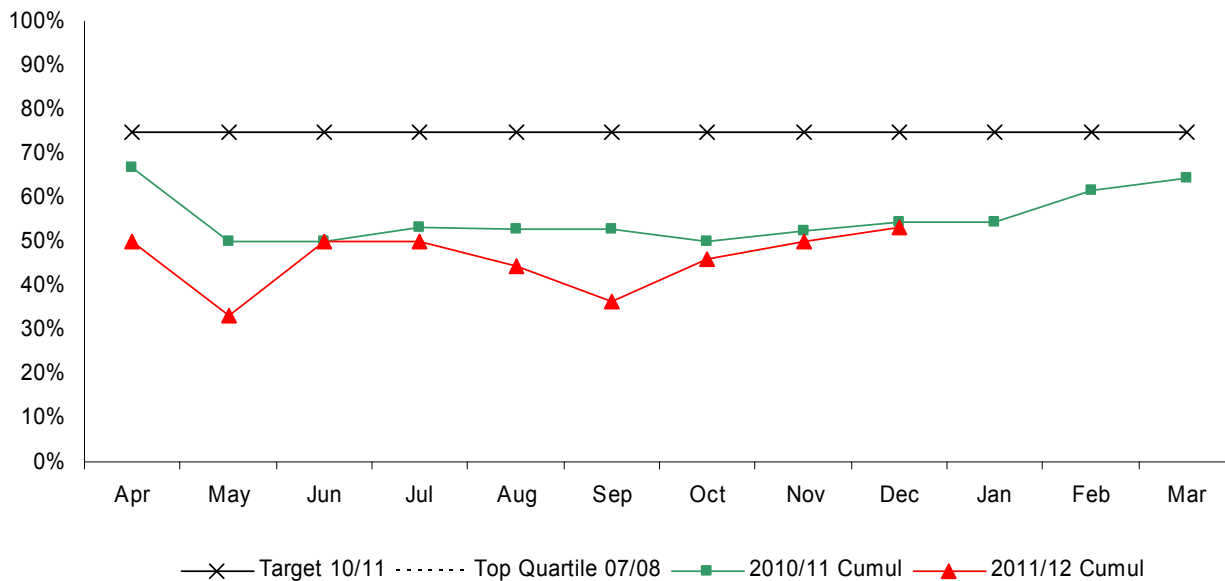
Performance for: December 2011

Clinic date: 24th January

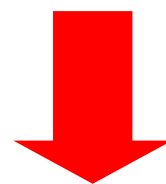
PMS Report – Development Services

NI 157a

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



TARGET
MISSED



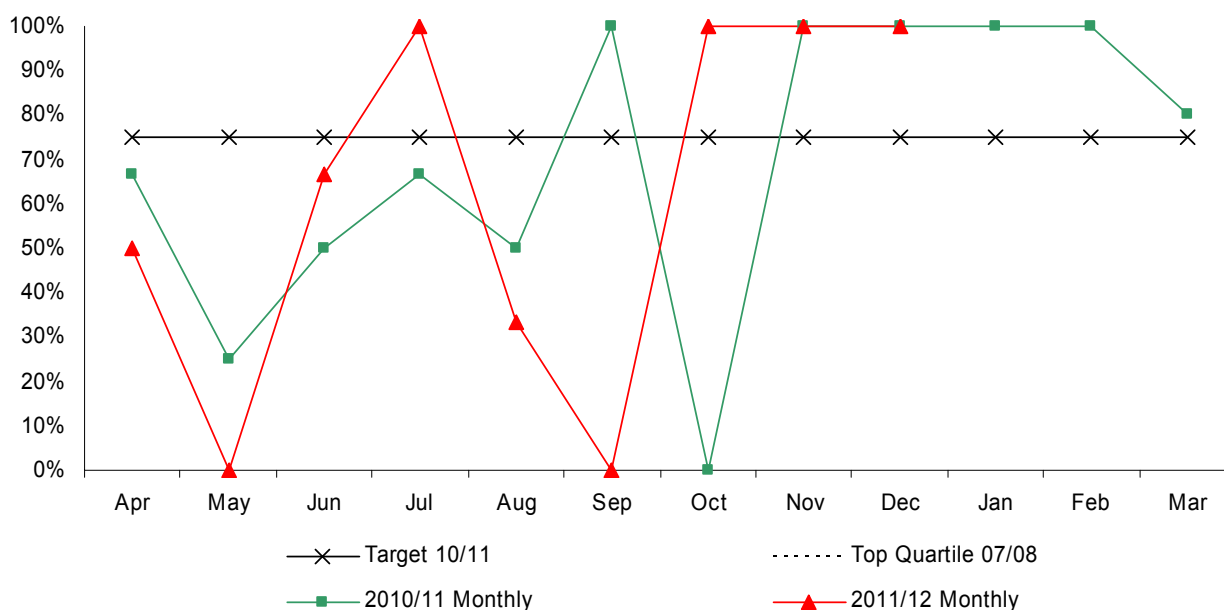
TREND
IMPROVED



High is good

NI 157a

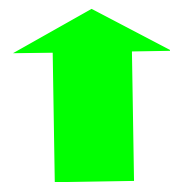
NI157a - Planning major apps in 13 weeks (formerly BV 109a)



ON/ABOVE
TARGET



TREND
IMPROVED



High is good

NI 157a

For the period April 2011 - December 2011, 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 2011 - 50%

May 2011 - 0%

June 2011 - 66.67%

July 2011 - 100%

August 2011 - 33.33%

September 2011 - 0%

October 2011 - 100%

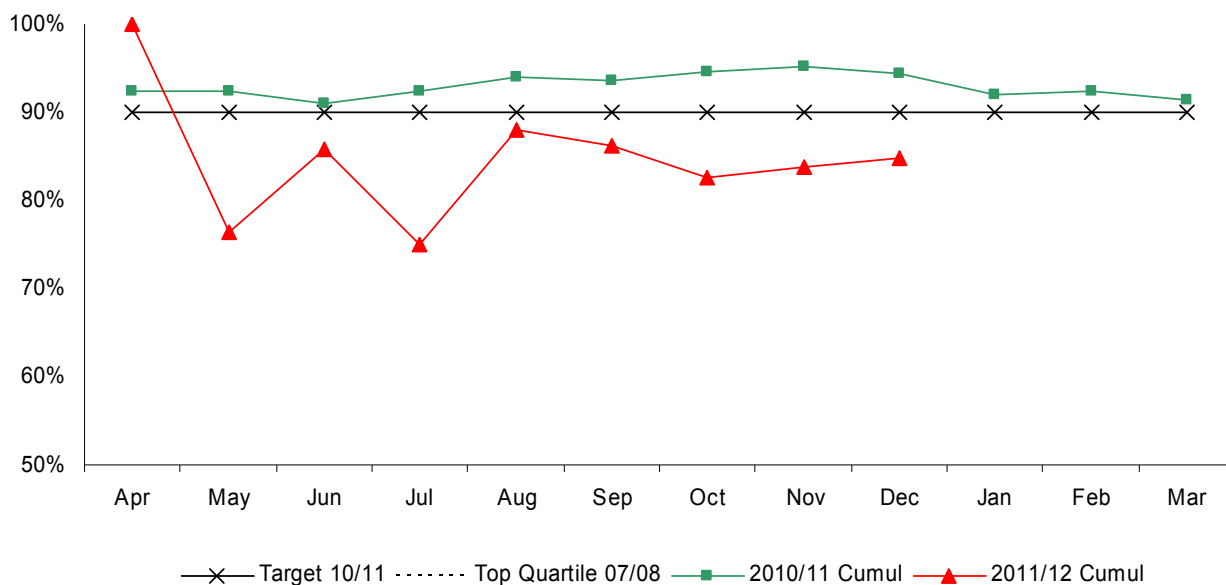
November 2011 - 100%

December 2011 - 100%

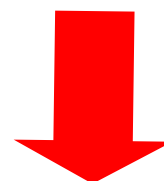
PMS Report – Development Services

NI 157b

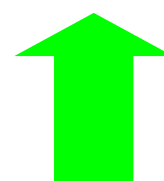
NI 157b - Planning minor apps in 8 weeks (formerly BV 109b)



TARGET
MISSED



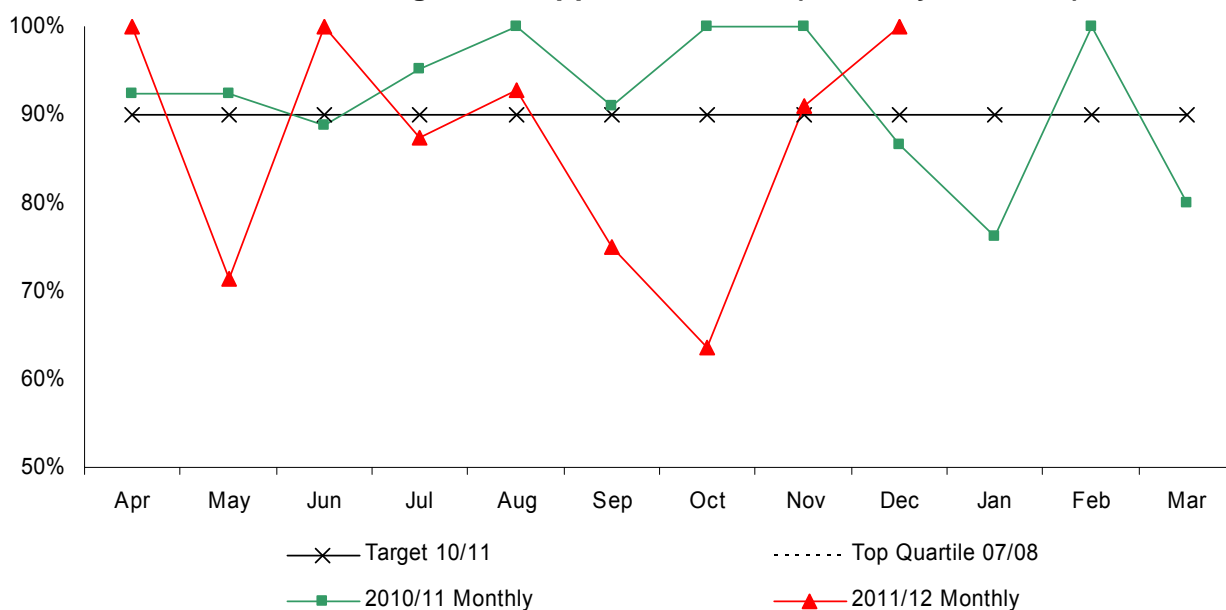
TREND
IMPROVED



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 - December 2011, 85 Minor applications have been determined and a cumulative performance of 84.71% within 8 weeks has been achieved - below our target of 90%.

Monthly figures are:

April 2011 - 100%

May 2011 - 71.43%

June 2011 - 100%

July 2011 - 87.50%

August 2011 - 92.86%

September 2011 - 75%

October 2011 - 63.64%

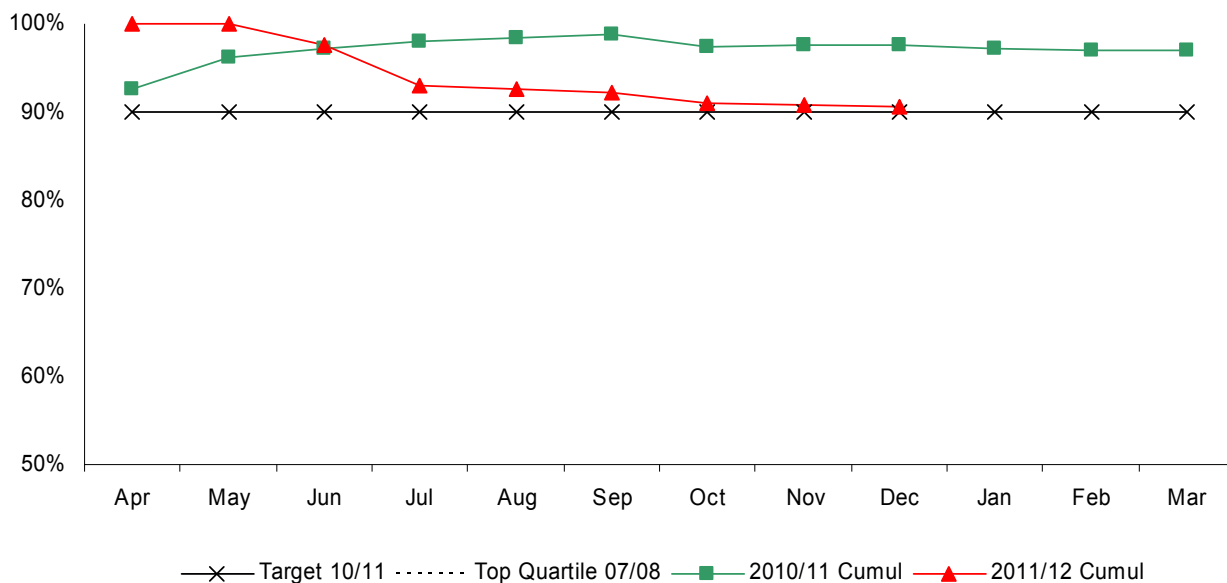
November 2011 - 90.91%

December 2011 - 100%

PMS Report – Development Services

NI 157c

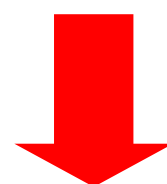
NI 157c - Planning other apps in 8 weeks (formerly BV 109c)



ON / ABOVE TARGET



TREND DECLINED



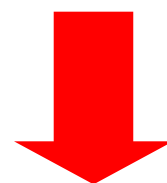
High is good

NI 157c

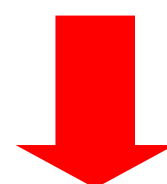
NI 157c - Planning other apps in 8 weeks (formerly BV 109c)



TARGET MISSED



TREND DECLINED



High is good

NI 157c

For the period April 2011 - December 2011, 310 other planning applications have been determined and a cumulative performance of 90.65% within 8 weeks has been achieved. Current performance is above our target of 90%.

Monthly figures are:

April 2011 - 100%

May 2011 - 100%

June 2011 - 93.33%

July 2011 - 83.33%

August 2011 - 91.18%

September 2011 - 90.48%

October 2011 - 82.14%

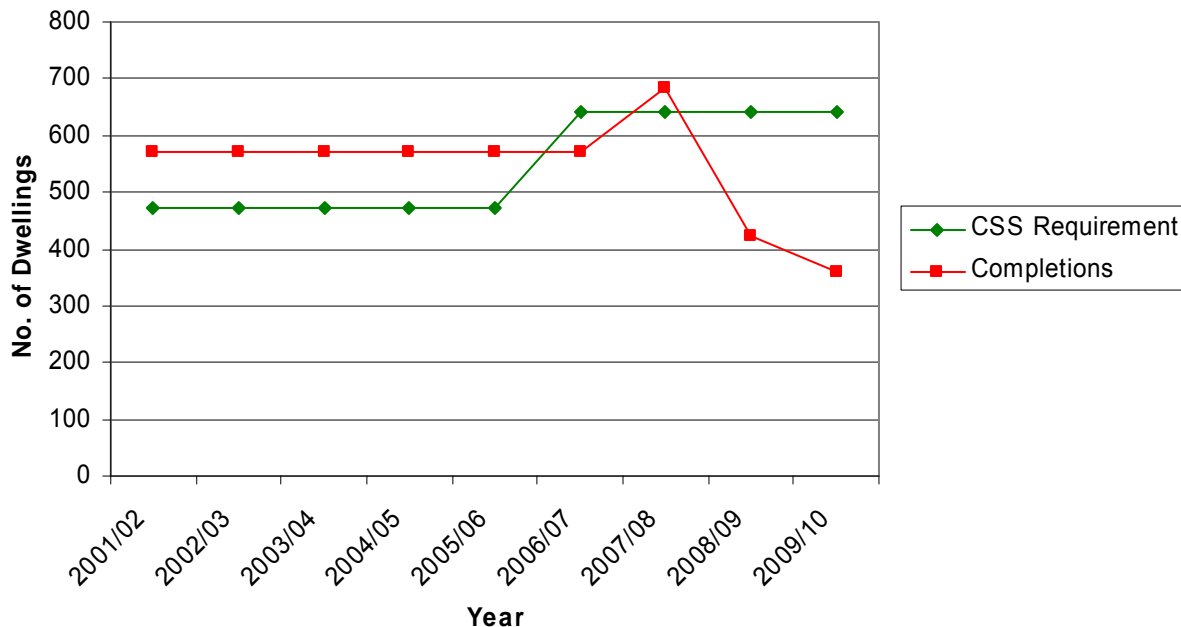
November 2011 - 89.80%

December 2011 - 89.29%

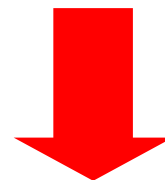
PMS Report – Development Services

NI 154

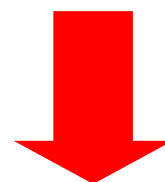
NI 154 - Net Additional Homes Provided



ON / ABOVE TARGET



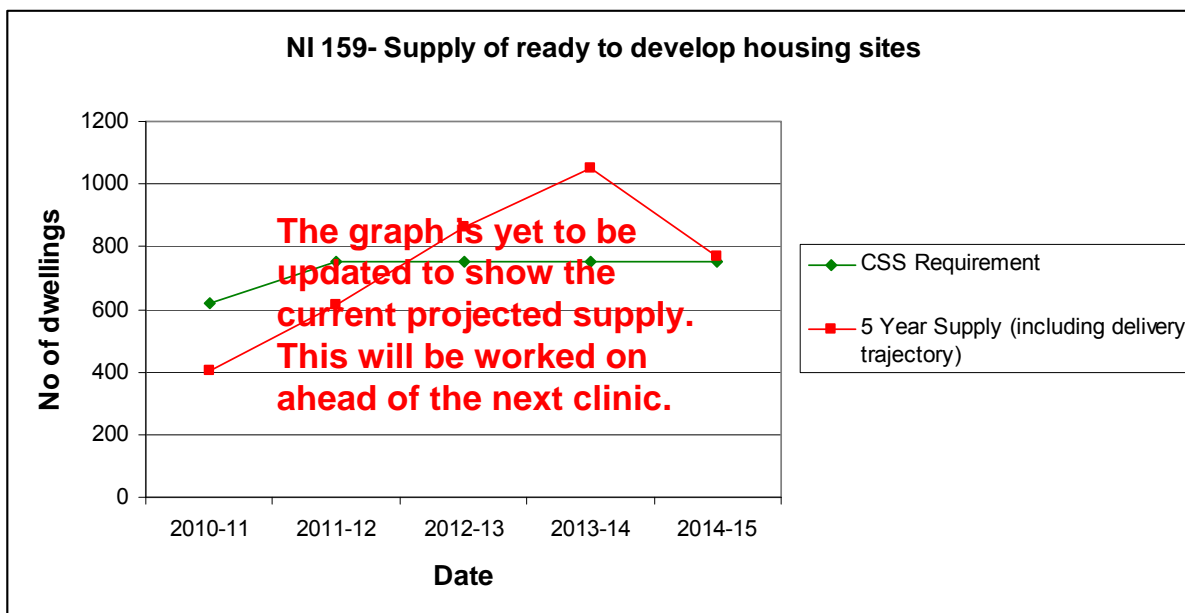
TREND DECLINED



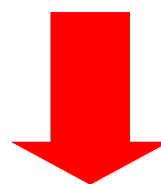
High is good

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	01-02	02-03	03-04	04-05	05-06	06-07	07-08	08-09	09-10	10-11	TOTAL
CSS requirement	471	471	471	471	471	642	642	642	642	642	5,565
Annual completions	572	572	572	572	572	572	685	422	395	473	5,407
Units provided against requirement	101	101	101	101	101	-70	43	-220	-247	-169	-158

NI 159

THE FIVE YEAR HOUSING LAND SUPPLY FIGURE IS UNDER-REVIEW, AWAITING INPUT ON SHLAA SITES AND EAST KETTERING SUE. IT IS LIKELY KETTERING BOROUGH WILL NOT BE ABLE TO DEMONSTRATE A SUPPLY UNTIL THE ADOPTION OF THE JOINT CORE STRATEGY REVIEW

KBC has contested it has between a **4.6** year and **5.69** year housing land supply in 2010/11.

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.

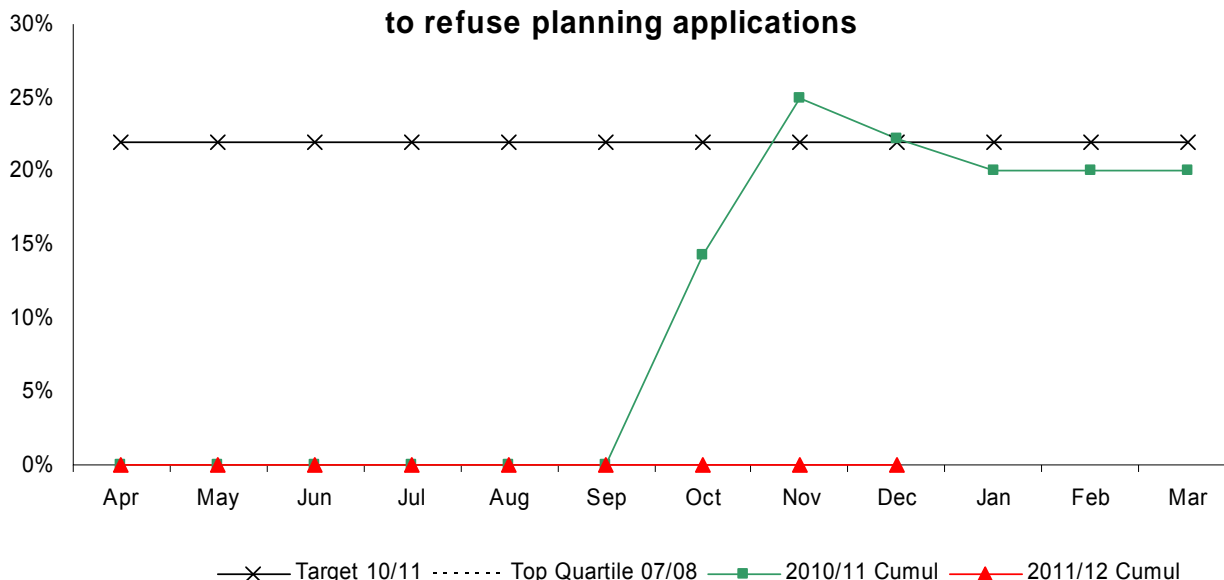
Housing supply forecast at 31/3/10	5 years supply 2011/12 to 2015/16	
Allocated for housing in the Development Plan (East Kettering)	1,150	1,650
Outline Planning Permission	604	604
Full Planning Permission	660	660
Sites with a resolution to grant p/p subject to S106 Agreement	1,028	1,028
Sites under 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)

Figures yet to be reviewed – please disregard!

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 - December 2011, 6 planning appeal decisions have been received and a cumulative performance of 0% of allowed appeals has been achieved - above our target of 22%.

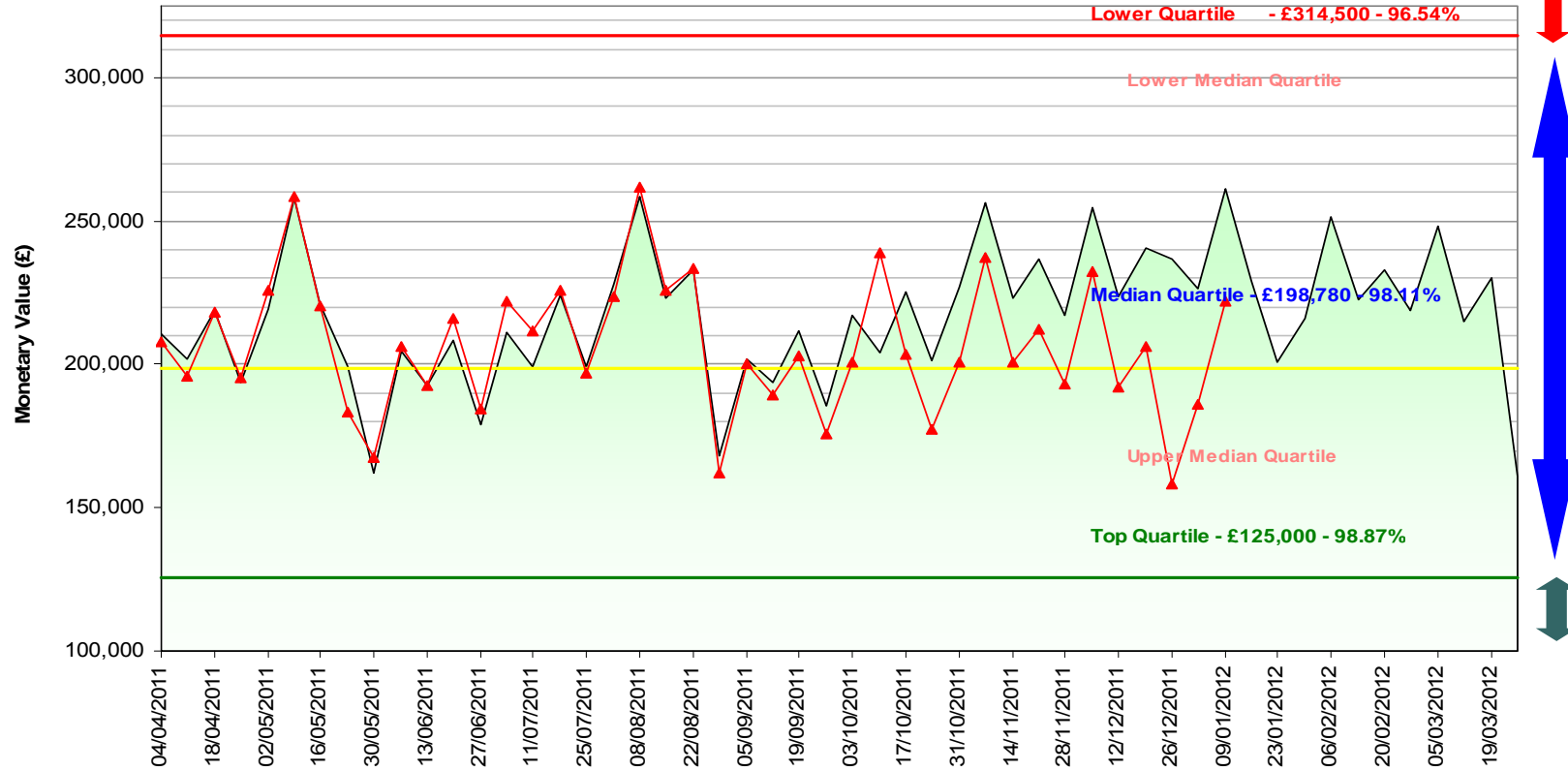
For the period April 2011 - December 2011, 3 enforcement appeal decisions have been received and a cumulative performance of 33.3% of allowed appeals has been achieved.

Monthly Planning figures are:	Monthly Planning Decisions Received	Monthly Enforcement figures are:	Monthly Enforcement Decisions Received
April 2011 - 0%	0	April 2011 - 0%	0
May 2011 - 0%	0	May 2011 - 0%	0
June 2011 - 0%	0	June 2011 - 0%	0
July 2011 - 0%	1	July 2011 - 0%	0
August 2011 - 0%	1	August 2011 - 0%	0
September 2011 - 0%	3	September - 0%	0
October 2011 - 0%	1	October - 0%	1
November 2011 - 0%	0	November - 0%	1
December 2011 - 0%	0	December - 100%	1

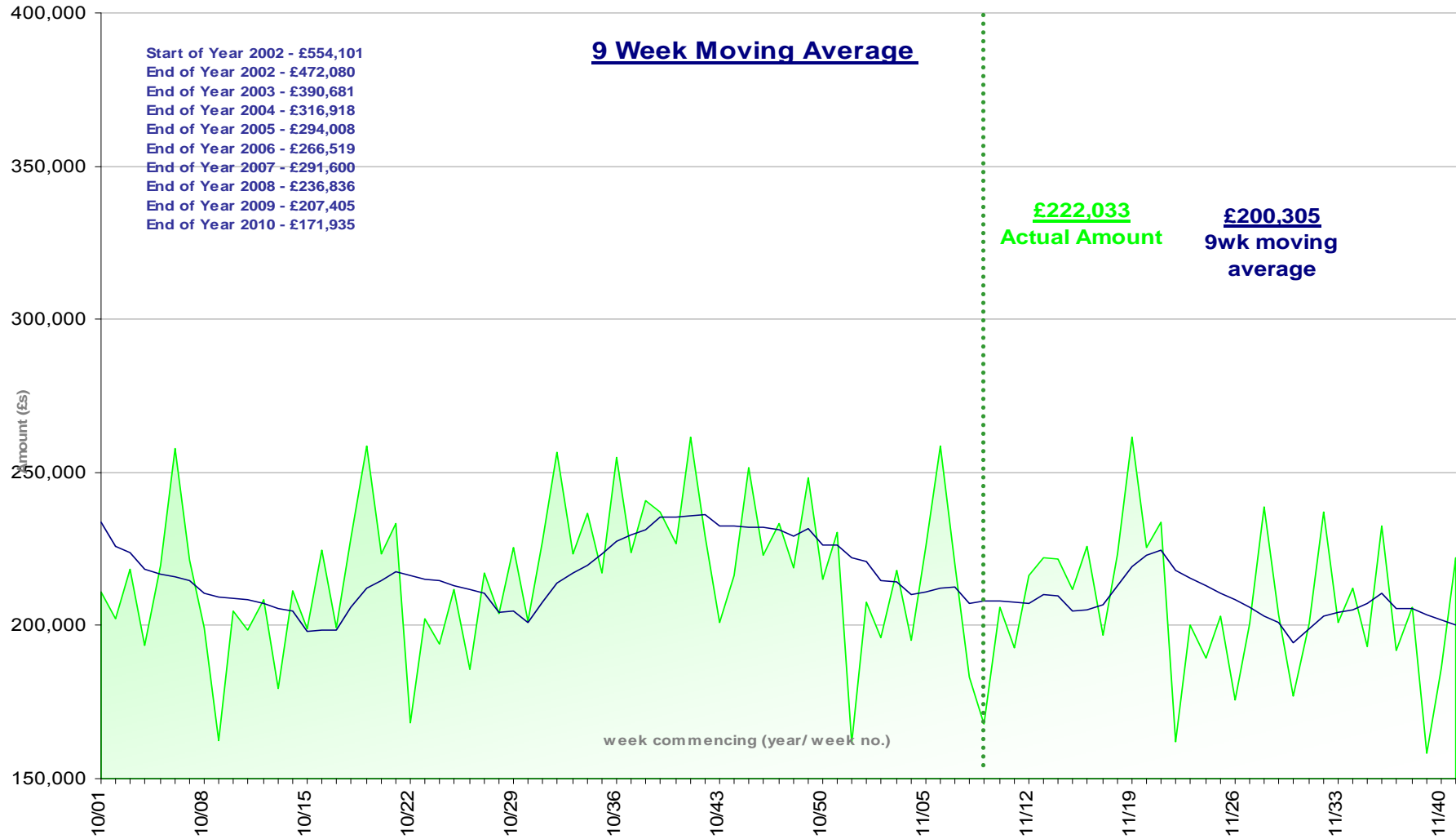
Housing Rent Arrears Graphs

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

Headline Arrears Performance: 2011/12



	28/11/2011	05/12/2011	12/12/2011	19/12/2011	26/12/2011	02/01/2012	09/01/2012
2011-2012	193,025	232,553	191,947	206,071	158,207	185,870	222,033
2010-2011	217,299	254,822	223,808	240,688	236,870	226,769	261,489
2009-2010	235,619	268,995	233,337	209,556	211,394	233,999	220,660
2008-2009	291,800	328,730	281,051	253,007	258,772	284,243	263,818
2007-2008	284,302	300,000	329,158	270,073	244,752	268,132	292,867
2006-2007	371,205	386,864	339,296	347,338	321,612	353,737	377,166
Target 11/12	217,089	254,612	323,380	240,478	236,660	226,559	261,279



Date	28/11/2011	05/12/2011	12/12/2011	19/12/2011	26/12/2011	02/01/2012	09/01/2012
Week no	11/35	11/36	11/37	11/38	11/39	11/40	11/41
9w k moving ave	207,103	210,646	205,444	205,725	208,735	207,093	200,305
Adjusted amount	193,025	232,553	191,947	206,071	158,207	185,870	222,033

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 Avg Apr-Sep	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	22.83	16.19	24.11	18.57	0.41	7.32	9.05	10.36	3.03	2.31				91.35	4.00	5.34
Corporate Development	12.44	4.08	2.00	0.00	1.81	2.00	2.00	0.27	4.00	6.81				22.97	1.85	2.46
Customer & Information Services	36.63	6.04	7.00	17.22	19.72	19.22	33.70	17.61	15.55	3.00				139.05	3.80	5.06
Democratic & Legal Services	16.14	0.00	0.00	14.00	1.00	2.00	5.00	5.00	13.00	2.00				42.00	2.60	3.47
Development Services	44.85	20.00	23.00	31.76	40.60	23.00	39.84	32.65	33.00	10.32				254.17	5.67	7.56
Environmental Care	180.07	108.00	146.00	123.00	124.00	140.00	150.00	110.00	164.00	112.00				1177.00	6.54	8.72
Environmental Health	31.52	3.00	1.00	24.00	20.00	12.00	2.00	15.00	37.00	32.00				146.00	4.63	6.18
Finance	16.81	1.41	2.41	12.86	5.00	0.00	0.60	2.80	1.00	3.30				29.37	1.75	2.33
Housing	58.54	37.51	69.92	38.29	60.43	45.05	52.37	59.08	54.99	34.62				452.27	7.73	10.30
Human Resources	16.84	5.19	7.05	7.00	28.00	3.82	36.26	22.00	4.00	6.61				119.93	7.12	9.50
Income & Debt Management	50.23	10.43	2.00	10.14	16.35	5.00	14.62	13.86	39.03	16.22				127.65	2.54	3.39
SMT Support	4.00	12.00	21.00	25.00	21.00	22.00	11.00	0.00	0.00	0.00				112.00	28.00	37.33
Strategic Management Team	4.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	4.00	0.00				5.00	1.25	1.67
Total working days lost to date:	494.90	223.85	305.49	322.84	338.32	281.41	356.44	288.63	372.60	229.19	0.00	0.00	0.00	2718.77	5.49	
Amount of short term sickness:		91.52	160.19	170.89	224.56	148.81	195.39	176.63	234.96	133.97						

Summary results:

Kettering Borough Council

5.49 Days lost per FTE to date

7.32 Annualised

8.00 Target

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

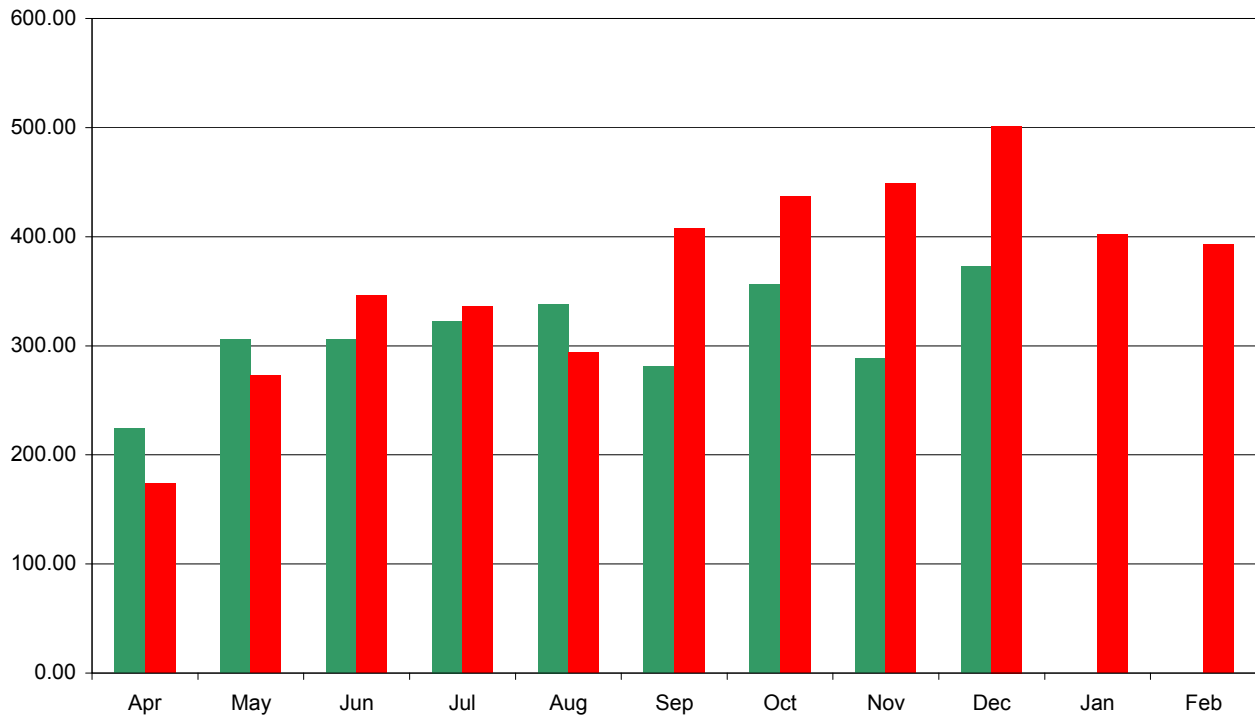
Service Unit	Apr-11			May 11			Jun-11			Jul-11			Aug-11			Sep-11			Cum total	% age Med Cert	% age Self Cert
	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert	total days	% med cert	% self cert			
Community Services	16.19	94.7%	5.3%	24.11	88%	12%	18.57	97%	3%	0.41	100%	0%	7.32	61%	39%	9.05	100%	0%	75.65	20%	1%
Corporate Development	4.08	0.0%	100.0%	2.00	0%	100%	0.00	0%	0%	1.81	100%	0%	2.00	0%	100%	2.00	0%	100%	11.89	0%	34%
Customer & Information Services	6.04	50.3%	49.7%	7.00	43%	57%	17.22	48%	52%	19.72	100%	0%	19.22	68%	32%	33.70	75%	25%	102.89	3%	3%
Democratic & Legal Services	0.00	0.0%	0.0%	0.00	0%	0%	14.00	100%	0%	1.00	100%	0%	2.00	0%	100%	5.00	100%	0%	22.00	0%	0%
Development Services	2.00	0.0%	100.0%	23.00	87%	13%	31.76	69%	31%	40.60	100%	0%	23.00	96%	4%	39.84	73%	27%	160.19	0%	1%
Environmental Care	110.00	73.6%	26.4%	146.00	69%	31%	123.00	72%	28%	124.00	100%	0%	140.00	85%	15%	150.00	87%	13%	793.00	10%	4%
Environmental Health	3.00	0.0%	100.0%	1.00	0%	100%	24.00	46%	54%	20.00	100%	0%	12.00	42%	58%	2.00	0%	100%	62.00	0%	5%
Finance	1.41	0.0%	100.0%	2.41	0%	100%	12.86	86%	14%	5.00	100%	0%	0.00	0%	0%	0.60	0%	100%	22.28	0%	6%
Housing	33.51	82.3%	17.7%	69.92	88%	12%	38.29	79%	21%	60.43	100%	0%	45.05	73%	27%	52.37	84%	16%	299.58	9%	2%
Human Resources	5.19	100.0%	0.0%	7.05	86%	14%	7.00	57%	43%	28.00	100%	0%	3.82	48%	52%	36.26	92%	8%	87.32	6%	0%
Income & Debt Management	10.43	76.7%	23.3%	2.00	0%	100%	10.14	20%	80%	16.35	100%	0%	5.00	0%	100%	14.62	0%	100%	58.54	14%	4%
SMT Support	12.00	100.0%	0.0%	21.00	95%	5%	25.00	88%	12%	21.00	100%	0%	22.00	100%	0%	11.00	100%	0%	112.00	11%	0%
Strategic Management Team	0.00	0.0%	0.0%	0.00	0%	0%	1.00	0%	100%	0.00	0%	0%	0.00	0%	0%	0.00	0%	0%	1.00	0%	0%
Total working days lost to date:	203.84	74.6%	25.4%	305.49	76%	24%	322.84	71%	29%	338.32	100%	0%	281.41	78%	22%	356.44	80%	20%	1808.34	8%	3%

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Service Unit	Oct-11			Nov-11			Dec-11			Jan-12			Feb-12			Mar-12			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	10.36	48%	52%	3.03	0%	100%	2.31	29%	71%										91.35	17%	1%
Corporate Development	0.27	0%	100%	4.00	0%	100%	6.81	0%	100%										22.97	0%	18%
Customer & Information Services	17.61	80%	20%	15.55	32%	68%	3.00	67%	33%										139.05	2%	2%
Democratic & Legal Services	5.00	100%	0%	13.00	69%	31%	2.00	100%	0%										42.00	0%	0%
Development Services	32.65	64%	36%	33.00	58%	42%	10.32	0%	100%										236.17	0%	1%
Environmental Care	110.00	51%	49%	164.00	66%	34%	112.00	66%	34%										1179.00	7%	2%
Environmental Health	15.00	100%	0%	37.00	76%	24%	32.00	53%	47%										146.00	0%	2%
Finance	2.80	0%	100%	1.00	0%	100%	3.30	0%	100%										29.37	0%	5%
Housing	59.08	81%	19%	54.99	82%	18%	34.62	78%	22%										448.27	6%	1%
Human Resources	22.00	91%	9%	4.00	0%	100%	6.61	0%	100%										119.93	4%	0%
Income & Debt Management	13.86	58%	42%	39.03	46%	54%	16.22	100%	0%										127.65	6%	2%
SMT Support	0.00	0%	0%	0.00	0%	0%	0.00	0%	0%										112.00	11%	0%
Strategic Management Team	0.00	0%	0%	4.00	0%	100%	0.00	0%	0%										5.00	0%	0%
Total working days lost to date:	288.63	66%	34%	372.60	62%	38%	229.19	61%	39%	0.00	#DIV/0!	#DIV/0!	0.00						2698.76	6%	2%

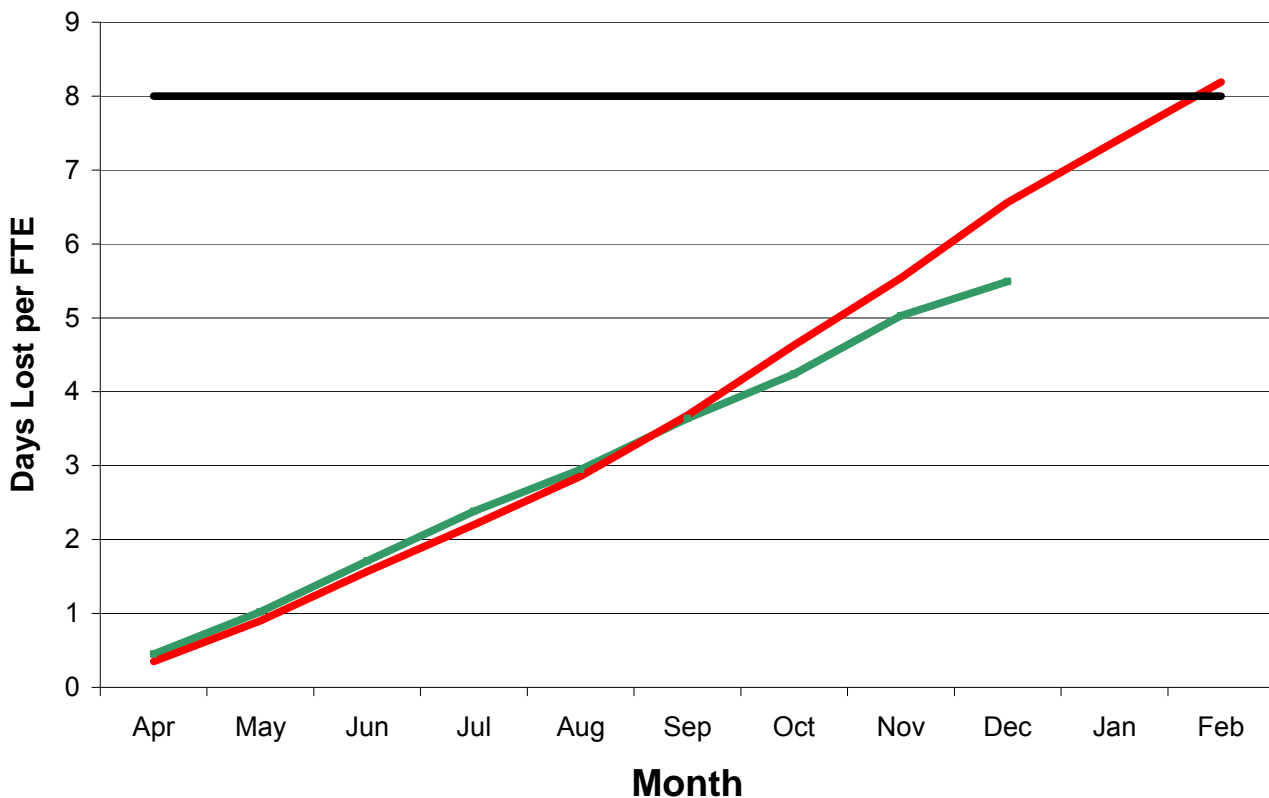
**Comparison of Sickness/Absence
Number of days lost each month - 10/11 & 11/12**

■ 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



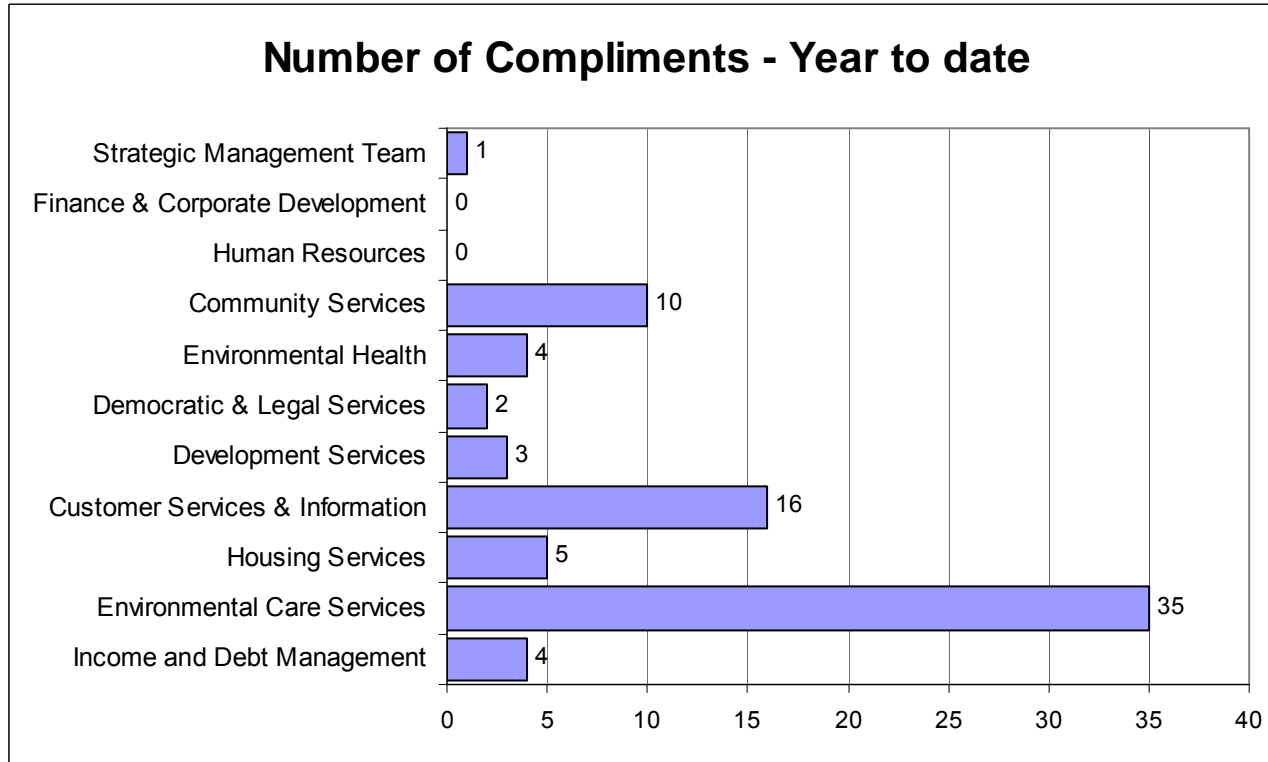
Focus on: Compliments & Complaints

Report for the period: 2011/12 year

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

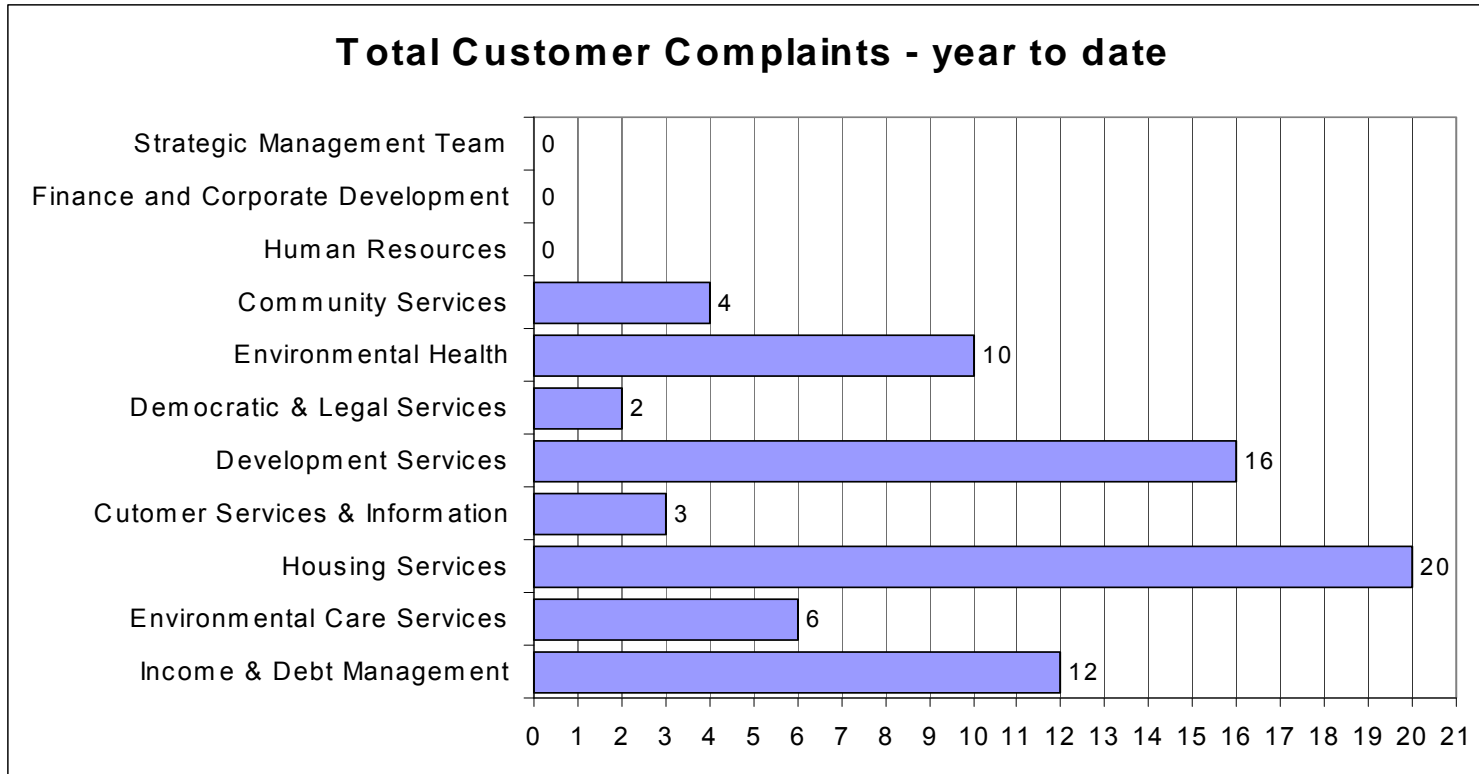
For more information contact Ian Strachan on 01536 534181.

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	18	4	8	1	0	3	8	0	0	1	44
3	2	8	0	5	2	2	1	1	0	0	0	21
4	0	0	0	0	0	0	0	0	0	0	0	0
Total	4	35	5	16	3	2	4	10	0	0	1	80

Table showing quarterly breakdown of customer complaints by service



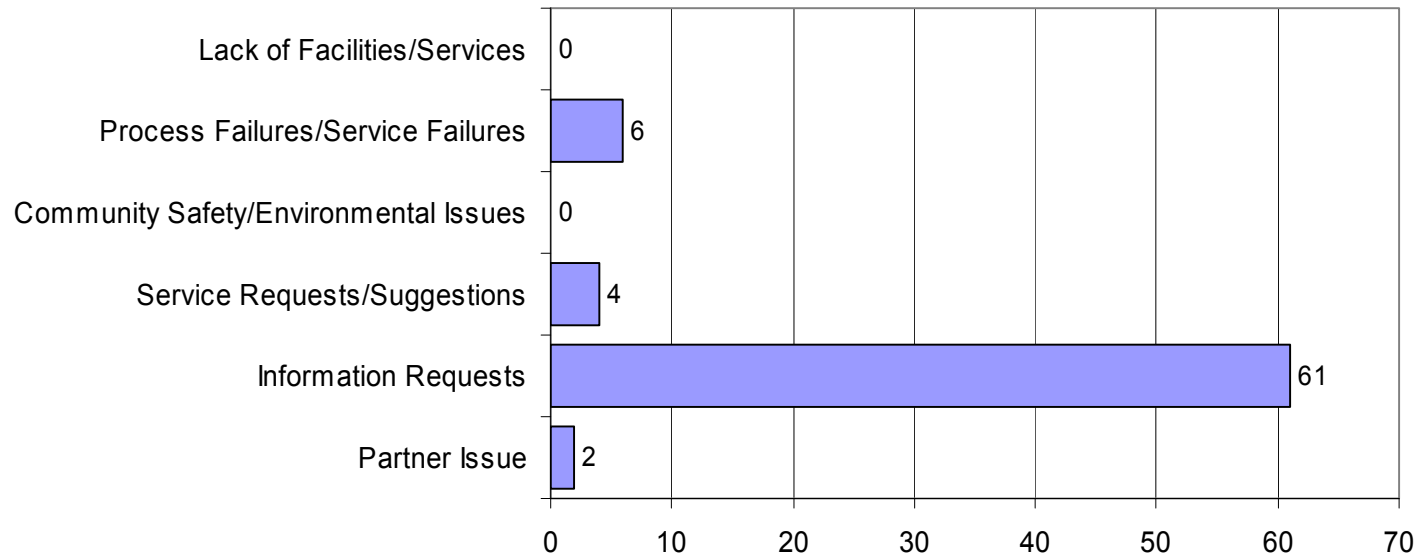
	Income & Debt Management	Environmental Care Services	Housing Services	Customer Services & Information	Development Services	Democratic & Legal Services	Environmental Health	Community Services	Human Resources	Finance and Corporate Development	Strategic Management Team	
Q1	3	4	11	2	8	2	3	3	0	0	0	36
Q2	5	2	8	0	5	0	4	1	0	0	0	25
Q3	4	0	1	1	3	0	2	0	0	0	0	11
Q4	0	0	0	0	0	0	1	0	0	0	0	1
TOTAL	12	6	20	3	16	2	10	4	0	0	0	73

2011/12

Customer Complaints

Year to date
11/12

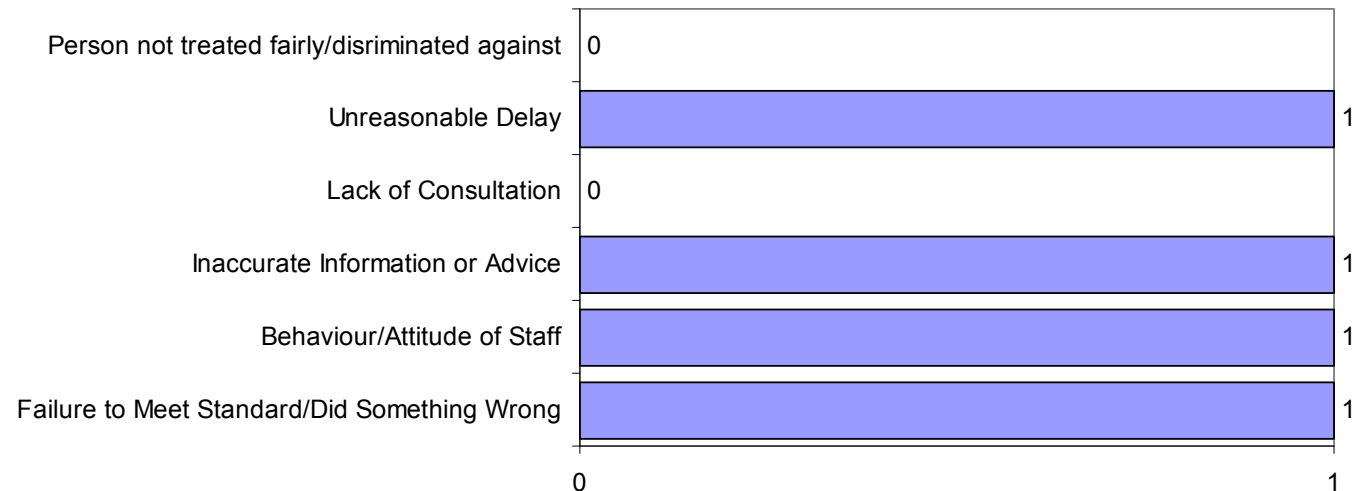
Total Number of Complaints by Category - year to date



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

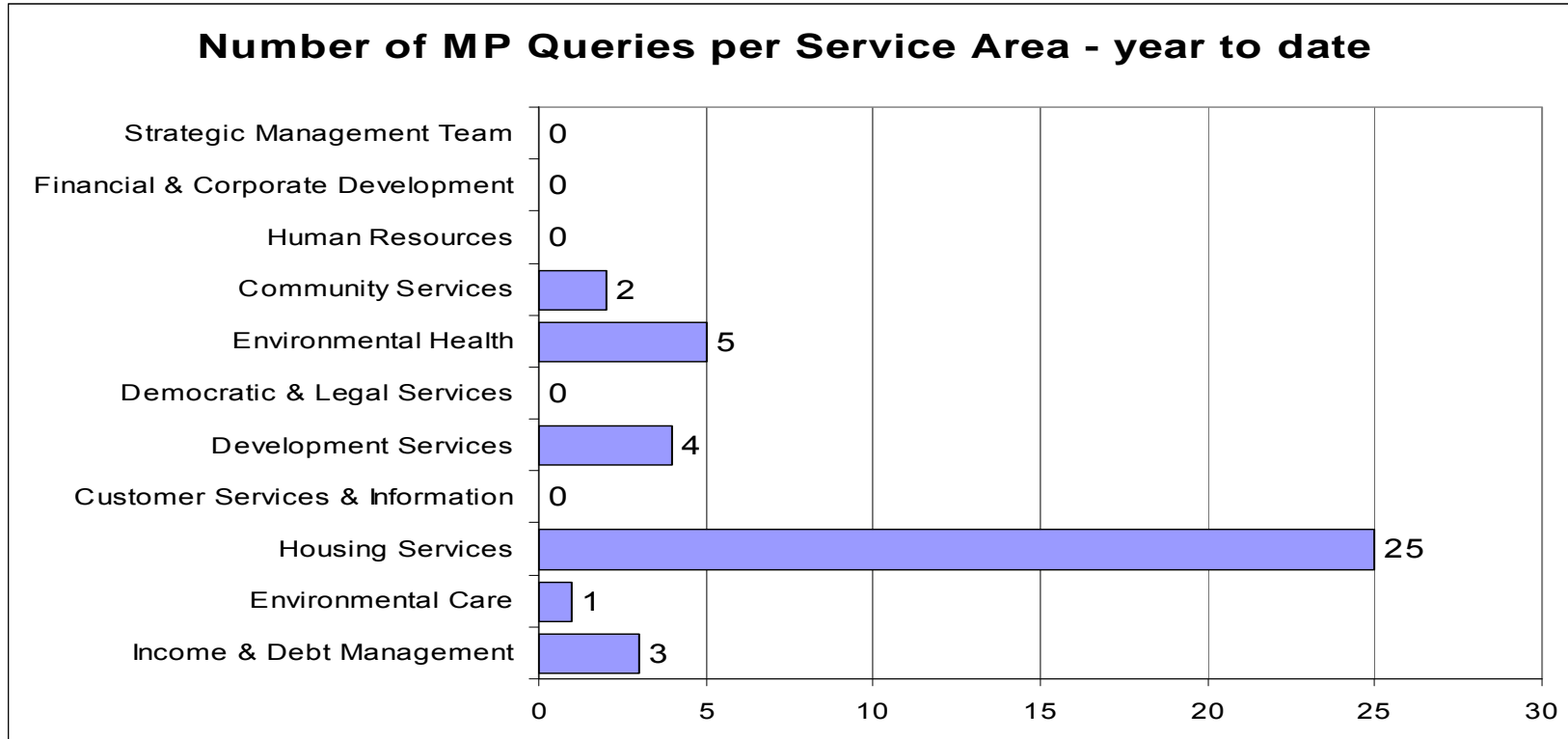
Year to date
11/12

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	1	0	0	1	0	0
Failure to Meet Standard/Did Something Wrong	0	0	1	0	0	0
TOTAL	1	0	3	1	0	0

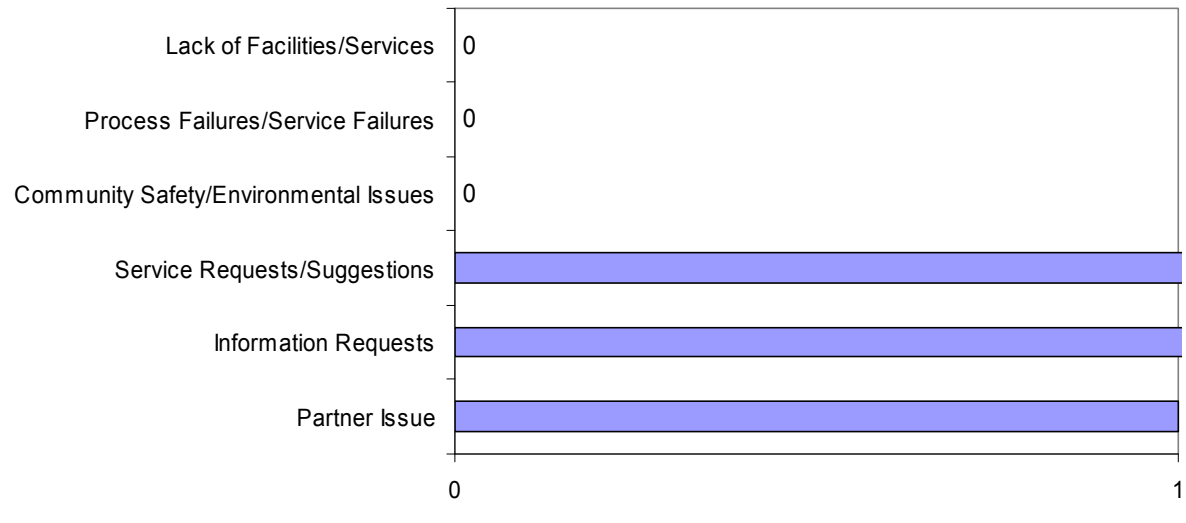
	Environmental Health	Community Services	Human Resources	Financial & Corporate Development	Strategic Management Team	TOTAL
Person not treated fairly/discriminated against	0	0	0	0	0	0
Unreasonable Delay	0	0	0	0	0	1
Lack of Consultation	0	0	0	0	0	0
Inaccurate Information or Advice	0	0	0	0	0	1
Behaviour/Attitude of Staff	0	0	0	0	0	2
Failure to Meet Standard/Did Something Wrong	0	0	0	0	0	1
TOTAL	0	0	0	0	0	5

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	10	0	1	0	1	1	0	0	0	13
Q3	2	0	8	0	1	0	3	1	0	0	0	15
Q4	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	3	1	25	0	4	0	5	2	0	0	0	40

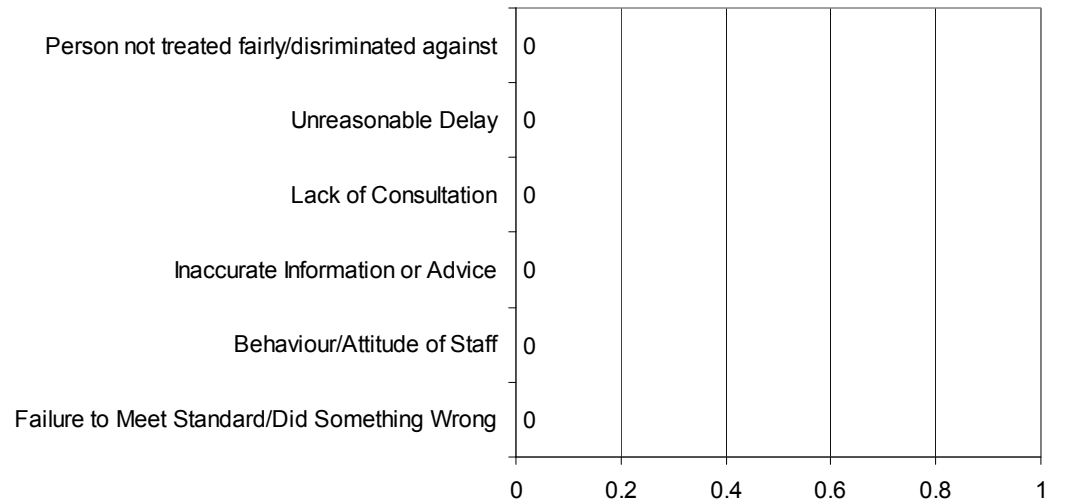
Total Number of Queries By Category - year to date



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.

Overall audit opinion and key control opinions

We have four categories by which we classify our overall audit opinion and our opinion of the individual key control areas. They are defined as follows:

Substantial Assurance	The key controls in the terms of reference are being applied consistently and effectively and are being properly managed. No critical or high recommendations made.
High Assurance	The key controls in the terms of reference exist, but there is some inconsistency in their application.
Limited Assurance	Some key controls in the terms of reference do not exist and/or are not applied consistently or effectively.
Minimal Assurance	A significant number of key controls in the terms of reference do not exist and/or there are major omissions in the application of them. A significant number of risks are not being properly managed.

Recommendation priorities

We have four categories by which we classify our recommendations. They are defined as follows:

CRITICAL	A top priority due to the absence of or non-compliance with fundamental control processes, creating the risk that significant error or malpractice could go undetected.
HIGH	An important issue, which is needed to bring the internal control system up to an adequate standard or eliminate a serious level of non-compliance with an existing control process.
MEDIUM	An issue, which, if addressed, would contribute towards raising the standard of internal control to a level higher than adequate or help to reduce a less serious level of non-compliance with an existing control process.
LOW	An issue that merits attention but is not a significant weakness in internal control. Such issues have been dealt with at the post audit discussion and, therefore, are not detailed in this report.

INTERNAL AUDIT REPORTS

 Summary of Reports Published since **September** Monitoring & Audit Committee

Accounting Services – overall level of assurance HIGH

Audit opinion of individual key control areas					
Key control area	Audit opinion **	Number of recommendations raised			
		Critical**	High**	Medium**	Low**
Clear and formal policies and procedures are in place and are up to date.	High	0 0		1	0
A senior member of the accountancy staff has been "nominated" to ensure the accounting procedures, treasury management functions and records comply with Statutory Requirements.	Substantial	0 0		0	0
Proper processes are in place to create a budget which reflects a true and fair view.	Substantial	0 0		0	0
Budget monitoring is consistent with the requirements of Financial Regulations and deals effectively with significant variances as they arise.	Substantial	0 0		0	0
There is a periodic production and review of journal exception reports or independent preparation, authorisation and input on manual journals.	Substantial	0 0		0	0

Audit opinion of individual key control areas					
Key control area	Audit opinion **	Number of recommendations raised			
		Critical**	High**	Medium**	Low**
There is an authorised policy for virements which is complied with and an independent review of virements above specified limit.	Substantial	0 0		0	0
Suspense and Holding/Control accounts are regularly cleared and subject to periodic independent review.	Substantial	0 0		0	1
There is a timetable in place for the closedown of the accounts which ensures that the date for submission to external audit for approval is achieved.	Substantial	0 0		0	0
A detailed register is held and maintained of all loans and investments.	Substantial	0 0		0	1
All investment and loan (borrowing) transactions are documented and independently authorised. Investments and borrowing is from approved institutions, within predetermined limits and are of types defined within policy	Substantial	0 0		0	0
Repayment of principal and Interest on investments and borrowing are agreed at the outset, verified on receipt or before payment by KBC, received on a timely basis and evidenced.	Substantial	0 0		0	0

Audit opinion of individual key control areas					
Key control area	Audit opinion **	Number of recommendations raised			
		Critical**	High**	Medium**	Low**
There is a regular reconciliation of treasury management investment/borrowing records to the general ledger	Substantial	0 0		0	0
Adequate fidelity insurance cover is provided for officers involved with the Treasury Management function	High	0 0		1	0
The operation of bank accounts is well controlled and there is a formal process for setting up of new bank accounts or closing old ones	Substantial	0 0		0	0
Banking Services are periodically reviewed/ tendered	High	0 0		1	0
Reconciliation of all bank and Giro accounts promptly carried out within agreed timetable, signed, independently reviewed, dated and is agreed to the cashbook balance on the financial ledger and to the C & D Book	Substantial	0 0		0	0
Outstanding cheques identified as part of bank reconciliation, appropriate action taken (e.g. cancelling, notification to relevant departments)	High	0 0		1	0

Audit opinion of individual key control areas					
Key control area	Audit opinion **	Number of recommendations raised			
		Critical**	High**	Medium**	Low**
Access to the system is secure and system access rights are appropriate and subject to regular review	High	0 0		1	1
Adequate measures are in place for regular back up of the system	Substantial	0 0		0	0
Performance is regularly monitored and reported upon.	Substantial	0 0		0	0
Performance information meets the Corporate Data Quality Policy and Standards	Substantial	0 0		0	0
Total recommendations raised		0	0	5	3

Corporate Governance – overall level of assurance HIGH

Audit Opinion of individual key control areas					
Key control area	Audit opinion **	Number of recommendations raised			
		Critical**	High**	Medium**	Low**
Governance framework in place including process for evaluating controls; updating Risk registers; Performance review reporting; and Management/Internal Audit reporting Framework linked to corporate plan/objectives	High	0 0		3	1
Robust committee and reporting structure implemented and monitored	High	0 0		1	1
Approved Code of Governance in place	High	0 0		1	0
Risk Management structure in place Responsibility for monitoring, implementing and reporting on risk clearly defined	Substantial	0 0		0	0
Governance structure in place, outlining responsibilities for self assessment against the code Self assessment linked to corporate plan and completed as per agreed timetable Responsibility for monitoring, implementing and reporting on action plans clearly defined	Substantial	0 0		0	0
Key financial systems reviewed	Substantial	0 0		0	0

Audit Opinion of individual key control areas					
Key control area	Audit opinion **	Number of recommendations raised			
Actions identified in last years Annual Governance Statement, or comments raised by External Audit in connection therewith have been followed up and an up to date position statement on progress has been produced	Substantial	0	0	0	0
Total recommendations raised		0	1	4	1

Housing Benefit – overall level of assurance HIGH

Audit opinion of individual key control areas					
Key control area	Audit opinion **	Number of recommendations raised			
		Critical**	High**	Medium**	Low**
The benefits system is operated in accordance with relevant legislation	Substantial	0	0	0	0
There are clear and formal policies and documented procedures in place for all aspects of benefits, which are up to date	Substantial	0	0	0	1
Staff are required to complete annual declarations of interest and are precluded from dealing with claims in which they may have an interest	Substantial	0	0	0	1

Audit opinion of individual key control areas					
Key control area	Audit opinion **	Number of recommendations raised			
		Critical**	High**	Medium**	Low**
Access to the benefit system is properly managed and controlled	Substantial	0 0		0	0
Adequate measures are in place for regular back up of the system	Substantial	0 0		0	0
Benefit applications are checked as legitimate, with appropriate and documentary obtained to support the application	Substantial	0 0		0	0
Receipt and return of applicants valuables is controlled	Substantial	0 0		0	0
Backdated applications are supported by appropriate documentary evidence, accurately processed and subject to authorisation or other supervisory review	Substantial	0 0		0	1
Discretionary Housing Payments (DHP) are based on applications received, and are reviewed and authorised in accordance with guidelines The DHP budget is adequately monitored and controlled	Substantial	0 0		0	0
Proper authorisation and control procedures exist surrounding the release of benefit payments and returned benefit payments Segregation of duties exists surrounding the release of benefit payments and the returned payments	Substantial	0 0		0	0
Overpayments and arrears are dealt with in accordance with the Council policy	Limited	0 2		1	0

Audit opinion of individual key control areas					
Key control area	Audit opinion **	Number of recommendations raised			
		Critical**	High**	Medium**	Low**
Suppression of recovery action is properly authorised and subject to regular review	Substantial	0	0	0	0
Write Offs are documented, checked as valid, demonstrating that every reasonable attempt has been made to recover the debt prior to authorisation	Substantial	0	0	0	0
System reports generated are promptly reviewed and necessary action taken	High	0	0	1	0
A sample of information provided is quality checked by staff independent of the process The results of quality checks are linked into training requirements	Substantial	0	0	0	0
The benefits system is regularly reconciled to the Council Tax, Creditors, Cash and Housing Rents systems	High	0	0	2	0
The benefits system is reconciled to the general ledger on a monthly basis	Substantial	0	0	0	0
Subsidy reconciliations are undertaken regularly	Substantial	0	0	0	0
Total recommendations raised		0	2	4	3

Focus on: Questions and Amendments

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.

Questions Log

Questions raised at Committee on 27th September 2011:

Planning to adapt to Climate Change

Monitoring and Audit Committee asked for an explanation of the indicator NI 188 on the performance summary tables. In particular, an explanation of what the different levels meant was requested.

NI 188 adapting to climate change was an indicator designed to measure how well local authorities were assessing and addressing the risks and opportunities of a changing climate. It covered managing the risks to service delivery, the public, local communities, local infrastructure, businesses and the natural environment. Although it concentrated on the local authority, it also extended to action by members of the Local Strategic Partnership.

Councils were assessed on the following levels:

Level 1: Public commitment and impacts assessment (evidence base)

Level 2: Comprehensive risk assessment (with prioritised actions)

Level 3: Comprehensive action plan

Level 4: Implementation, monitoring and continuous review

A set of self assessment questions were asked in order to allow Councils to determine which level they were at.

Kettering carried out its survey as part of a partnership with other authorities in the county, lead by Northamptonshire County Council.

Important note:

Following a government review of data returns last year, Councils are no longer required to collect and report NI 188 data. Authorities are however free to continue to monitor it should they wish.

Kettering Borough Council has not been monitoring this indicator during 2011/12 and it is suggested to the Committee that NI 188 is removed from the performance summary table from the Key Performance Information Booklet.

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).

Amendments in: Summary of Internal Audit Reports (February 2012)

Please note that the internal audit service has changed the way the internal audit report summary is set out.

The change has been made with the aim of giving the reader a clearer picture by showing the actual key controls tested rather than in some cases broader control objectives. Changes have also been made to make it easier to see why the individual level of assurance was given by providing the number and priority of recommendations.

Please note that the format will be further amended to include a commentary on what the Council is doing in response to areas where there is 'Limited' and 'Minimal' Assurance. This will be tabled at the committee and integrated into future report.

A description of the new terms used in the summary have been provided on the first page of the report section.

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: _____
