












### Key

-  Exceptional or over performance
-  On or exceeding target
-  Within agreed tolerances
-  Outside agreed target tolerance
-  Good to be low: Better
-  Good to be low: Worse
-  Good to be High: Better
-  Good to be High: Worse
-  No change
-  No target available
-  No data available

## Corporate Performance - All Measures Report

The report details the full list of performance measures monitoring the Council's Corporate Plan by corporate priority and is published quarterly.

The measures contained within this report are monitored on a monthly, quarterly, half yearly or four monthly basis.

Performance is reported against the latest report period and then by overall performance year to date (YTD). Overall YTD performance is monitored against the current profiled target and helps us to keep track of the progress towards meeting the annual target.




Performance comparison against the same time last year is highlighted where comparative data is available.

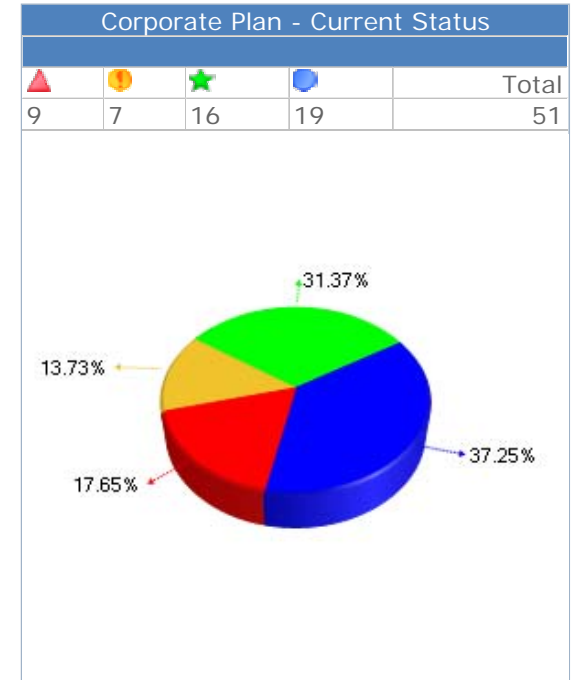


# NBC Corporate Plan

The table below has been included for informational purposes, and shows the current year to date performance of each element of the Corporate Plan. The Alerts are generated from the PIs which each Service Area aligned to the 8 priorities during the service planning process.

The score shown against the Corporate Plan corresponds to the performance tracker definition. (<65% = Red, 65% to 85% Green, >85% Blue)

Corporate Plan	
	Score YTD
Putting Northampton back on track	82 % 
Theme	
	YTD
Your Town - A town to be proud of	
You - How your Council will support and empower you and your community	



# Your Town



Your Town															
Polarity	Measure ID & Name	Sep 12	Period	Oct 12	Period	Nov 12	Period	Dec 12	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Bigger is Better	T: AST13 Appropriate disposals agreed at Corporate Asset Board progressed effectively	112.50	★	112.50	★	112.50	★	112.50	★	112.50	★	100.00	-	➡	112.50
One of the already approved land sales was completed in December. Terms were agreed in month for two significant disposals already approved in principle by Cabinet (Booth Rise and Albion Place). A further disposal report has been scheduled for Cabinet in January 2013.															
Bigger is Better	AST05a External rental income demanded against budgeted income (M)	97.51 %	🟡	97.69 %	🟡	97.72 %	🟡	97.73 %	🟡	97.73 %	🟡	100.00 %	100.00 %	🔴	113.10 %
We are currently below the rental target due to vacant properties. These properties are currently being marketed for rent and should any completions take place over the coming weeks, the percentage will improve.															
Smaller is Better	AST05b % commercial rent demanded within the last 12 months (more than 2 months in arrears) (M)	3.75 %	★	3.43 %	★	3.84 %	★	4.14 %	★	4.14 %	★	5.00 %	5.00 %	🟢	18.55 %
Any invoices older than 28 October 2012 are classed as being in rent arrears.															
The percentage of arrears has grown due to ongoing rental problems with several properties. All issues have been referred to a higher level in an attempt to resolve as sensitive issues surrounding the arrears prevent us from taking the necessary actions.															
Bigger is Better	AST12 % achieved where return on (sub group) investment properties meets agreed target rate (M)	91.25 %	🟡	91.25 %	🟡	91.25 %	🟡	91.25 %	🟡	91.25 %	🟡	86.00 %	86.00 %	🔴	95.00 %
The percentage of properties meeting the agreed target return for December 2012 is 91.3%.															
The 86% target has been exceeded for the 9th month since April 2012 through active management of the investment portfolio and the completion of sales of assets approved for disposal by cabinet or by the cabinet member responsible for Regeneration, Enterprise and Planning.															
Please note that the difficult economic conditions in 2012/13 affect the occupation of NBC's investment property. This situation is likely to result in a higher turnover of tenants in some locations and a fall in the numbers of property meeting the agreed target return. Under performing assets are reviewed and may be considered for re-investment or disposal, additional disposals are identified and property reviews are on-going through 2012/13.															
Smaller is Better	BV012_12r Ave. no. of days/shifts lost to sickness for rolling 12 month period (M)	11.93	🔴	12.07	🔴	11.74	🔴	11.55	🔴	11.55	🔴	10.00	10.00	🟢	11.64
The BV012 Rolling Performance Indicator for the 12 month period from 1 November 2011 to 31 December 2012 is 11.55 FTE days against a target of 10 FTE days.															
The year to date cumulative BV012 Days Lost per FTE year to date result is within tolerance (amber) at 8.13 FTE days.															

Your Town

Polarity	Measure ID & Name	Sep 12	Period	Oct 12	Period	Nov 12	Period	Dec 12	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
This indicates that the final months of 2011/12 are having a negative influence on the rolling BV12 result for 2012/13.															
Smaller is Better	ESC01 No. of missed Bins/Boxes as a % of those collected (M)	0.03 %		0.02 %		0.01 %		0.01 %		0.03 %		0.02 %	0.02 %		0.07 %
The definition of a missed bin is now agreed as per that which is within the contract documents. The December figure reflects performance against this definition. The number of reported missed collections rose by 108% with only those above considered as justified.															
Bigger is Better	ESC02 % missed bins corrected within 24hrs of notification (M)	100.00 %		100.00 %		97.50 %		82.96 %		80.76 %		100.00 %	100.00 %		?
17% of missed bins were collected outside of the SLA.															
Bigger is Better	ESC04 % household waste recycled and composted (NI192) (M)	41.49 %		44.30 %		38.70 %		31.96 %		45.52 %		47.00 %	47.00 %		43.24 %
Recycling and Composting figures fell 758 tonnes from November to December. December traditionally produced lower residual waste, aligned to the public's behaviour leading up to the festive period. For which the impact upon recycling is observed within January. Green waste reduced November to December by 515 tonnes, derived from seasonality and the suspension of the green waste service for two weeks.															
Bigger is Better	ESC09 % of Fly Tipping incidents removed within 2 working days of notification (SO2) (M)	100.00 %		100.00 %		100.00 %		100.00 %		100.00 %		100.00 %	100.00 %		98.78 %
Smaller is Better	HI 01 Average time taken to re-let local authority homes (days) (M)	17.59		13.89		15.57		13.14		15.38		20.00	20.00		22.13
Weekly monitoring of "Work in Progress" voids to maintain target dates, and scrutiny of all new voids to identify potential delays in receiving keys, enables performance levels to be maintained.															
Bigger is Better	HI 12 Rent collected as a proportion of rent owed on HRA dwellings % exc. arrears brought forward (M)	96.75 %		100.75 %		95.90 %		117.11 %		99.66 %		100.26 %	100.10 %		99.69 %
During the month of December £2,986,880 was due in rent with £3,497,986 being paid. This represents a collection rate of 117%. This is a very good result for the month even given the two rent free weeks during December and reflects the work undertaken as part of the Christmas payment campaign. Further targeted initiatives will continue through to the year end to maximise rent collection.															
Smaller is Better	HI 13 Rent arrears as a percentage of the annual debit (M)	3.45 %		3.40 %		3.61 %		2.90 %		2.90 %		2.70 %	2.65 %		2.96 %
Total current tenants rent arrears at the end of December were £1,392,103. The total projected rent debit for the year is £47,974,496 therefore arrears as a percentage of the debit are 2.90%. This figure represents a significant improvement on last month and is improved when compared to the end December last year where the figure was 2.96%.															
Bigger is Better	NI157: Percentage of all planning applications	100.00 %		92.94 %		97.92 %		88.73 %		95.58 %		74.00 %	74.00 %		94.85 %

Your Town

Polarity	Measure ID & Name	Sep 12	Period	Oct 12	Period	Nov 12	Period	Dec 12	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Better	determined within 13 weeks (M)														
In December 2012 we determined a total of 71 planning applications, 63 of which were within 8 weeks of receipt.															
Bigger is Better	NI157a LM Percentage of 'large scale' major planning apps determined within 13 weeks (M)	100.00 %		100.00 %				50.00 %		81.82 %		60.00 %	60.00 %		0.00 %
December - Only two applications in this category were determined during December, one of which was within the required timeframe. The application that was determined outside the 13 week period was for a large scale development (650 houses, local centre, primary school etc) proposed at Pineham that required lengthy negotiation and viability appraisal as well as a complex S106 legal agreement. It should be noted that both `majors' categories are prone to significant fluctuation given the low volumes of applications.															
Quarter 3 - Only three applications in this category were determined during the quarter, two of which were within the required timeframe. Overall performance for the year to the end of December remains well above target.															
Bigger is Better	NI157a SM Percentage of 'small scale' major planning apps determined within 13 weeks (M)	100.00 %		88.89 %		0.00 %		66.67 %		77.78 %		60.00 %	60.00 %		60.00 %
December - Only three applications were determined during December in this category, two of which were determined within the required timeframe. The one that went over this timeframe (residential development at Millway) took longer to determine due to the complex negotiations, particularly concerning the delivery of affordable housing.															
Quarter 3 - Thirteen applications were determined during the quarter in this category of which ten were determined within the required timeframe. Overall performance for the year to end of November, however, remains well above target at 76% (28/37). It should be noted that both `majors' categories are prone to significant fluctuation given the comparatively low volumes of applications.															
Bigger is Better	NI157b Percentage of 'minor' planning apps determined within 8 weeks (M)	88.24 %		68.42 %		90.00 %		78.95 %		86.24 %		86.00 %	86.00 %		87.82 %
December - Performance in this category is below target, but remained well above the national target. Of the 19 applications determined, 3 went over the required 8 week timeframe due principally to resolving problems with the development that might otherwise have caused the applications to be refused. The additional time and effort taken allowed all 4 to be approved.															
Quarter 3 - The quarter's performance in this category is below target, but remained well above the national target. Of the 58 applications determined, 46 went over the required 8 week timeframe due principally to resolving problems with the development that might otherwise have caused the applications to be refused. The overall performance for the year to the end of December remains above target at 88.3%.															
Bigger is Better	NI157c Percentage of 'other' planning apps determined within 8 weeks (M)	93.42 %		96.43 %		97.30 %		95.74 %		92.60 %		90.00 %	90.00 %		89.45 %
December - Performance for December was well above target.															
Quarter 3 - Performance for the quarter was also well above target.															
Smaller is Better	PPO6 % change in serious acquisitive crime from the baseline (M)	5.85 %		6.85 %		7.45 %		11.24 %		11.24 %		-3.75 %	-5.00 %		3.00 %
Serious acquisitive crime (SAC) has increased by 11.2% YTD, this is in line with a countywide trend. The increase is still due to increased vehicle crime (+14.9%), albeit domestic burglary is now also increasing (+10.8%). The central and south west sectors of Northampton have had increases, whereas the east sector has actually had a reduction in SAC offences. The partnership are focussing on an area which has been identified as having long term/short term issues with SAC, disrupting known offenders in partnership with housing and police, and conducting victim focussed work, securing homes and raising awareness of risk. A further target hardening scheme is due to commence in January. Furthermore, a partnership action plan is ongoing in a hotspot area to address serious problems relating to drug misuse, prostitution and vulnerable young people, addressing the underlying causes of SAC.															

Your Town

Polarity	Measure ID & Name	Sep 12	Period	Oct 12	Period	Nov 12	Period	Dec 12	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Smaller is Better	PP09 Overall crime figure for the period (M)	1,633.00		1,747.00		1,728.00		1,732.00		15,300.00		15,585.00	20,518.00		15,585.00
<p>Overall crime has decreased by 1.4% against the baseline so far this year. Overall crime has reduced in all four sectors of Northampton, excluding the Central sector. The reduction is primarily due to strong performance in reducing violent crime, albeit this reduction would be greater yet high levels of SAC in the past two months have marred overall crime reduction. The partnership are progressing actively based upon the 2012/13 action plan addressing key issues around crime and disorder in Northampton. The partnership strategic assessment has been completed and priorities for the coming year have been agreed by the board, action planning will take place in the coming months, having regard for the PCC's police and crime plan.</p>															
Smaller is Better	PP14 % change in Violence Offences (M)	-4.57 %		-5.59 %		-6.01 %		-6.94 %		-6.94 %		-2.63 %	-3.50 %		
<p>A 6.9% reduction has been made against the 2011/12 baseline figure. This exceeds the annual target of 3.5%. A number of targeted police operations under Op Challenge have been underway since April 2012 (e.g. disrupting key offenders, pro-actively dispersing drunks from the town centre in the early evening, and engagement with schools). Diversionary sports activities, funded by the CSP and led by Northampton Leisure Trust, have now begun in parks/ open-spaces which have particular risks with violent crime. Festive period operations in the town centre are now underway to tackle alcohol-related violence, and a further 3 projects aimed at reducing harm associated with domestic abuse are underway, including a perpetrator focussed programme led by Northampton Womens Aid and Free to Talk.</p>															
Smaller is Better	RB07 Total % of debt outstanding, not in recovery and overdue (M)	4.68 %		3.91 %		3.30 %		3.47 %		3.47 %		8.40 %	8.00 %		4.60 %
<p>Performance continues to exceed target, both for December, and the year to date.</p>															

Your Town - (non monthly measures)

Polarity	Measure ID & Name	3 reporting Periods Ago	Period	2 Reporting Periods Ago	Period	Previous Reporting Period	Period	Latest Reporting Period	Period	Overall perf. to Date	YTD	Current Profiled Target	Annual Target	Perf. vs. same time last year	YTD value same time last year
Smaller is Better	ESC05 % of Land and Highways assessed falling below an acceptable level - Litter (NI195a) (4M)	3.67 %		5.33 %		2.83 %		2.17 %		2.50 %		4.00 %	4.00 %		3.83 %
this months performance represents an achievement of 2.17%.															
Smaller is Better	ESC06 % of Land and Highways assessed falling below acceptable level - Detritus (NI195b) (4M)	3.83 %		8.00 %		6.00 %		4.67 %		5.33 %		6.00 %	6.00 %		5.67 %
4.6% achieved. This is not reflecting public perception of the service and at this point it would be expected that a better result is achieved following extensive leaf fall															
Smaller is Better	ESC07 % of Land and Highways assessed falling below acceptable level - Graffiti (NI195c) (4M)	2.00 %		2.33 %		1.33 %		1.17 %		1.25 %		0.33 %	0.33 %		2.25 %
1.17% which is classed as failure of the overall KPI - this KPI is under review															
Smaller is Better	ESC08 % of Land and Highways assessed falling below acceptable level - FlyPosting (NI195d) (4M)	1.00 %		0.50 %		0.33 %		0.17 %		0.25 %		0.33 %	0.33 %		0.67 %
No comment provided by Service Area															
Smaller is Better	ESC10 Level of quality against an agreed standard - Open Spaces & Parks - Litter (%) (Q)	2.38 %		0.00 %		1.67 %		0.00 %		0.54 %		4.00 %	4.00 %		0.98 %
No comment provided by service area.															
Smaller is Better	ESC11 Level of quality against an agreed standard - Open Spaces & Parks - Detritus (%) (Q)	5.95 %		3.23 %		5.00 %		3.23 %		3.80 %		6.00 %	6.00 %		3.92 %
Reflects achievement of 3% against target 5%															
Smaller is Better	ESC12 Level of quality against an agreed std - Open Spaces & Parks - Graffiti & Fly Posting (%) (Q)	5.95 %		0.00 %		0.00 %		3.23 %		1.09 %		3.33 %	3.33 %		6.37 %
Measure of 0% reported graffiti is under review and awaits consideration at the partnership board															
	ESC15 No. of														

Your Town - (non monthly measures)															
Polarity	Measure ID & Name	3 reporting Periods Ago	Period	2 Reporting Periods Ago	Period	Previous Reporting Period	Period	Latest Reporting Period	Period	Overall perf. to Date	YTD	Current Profiled Target	Annual Target	Perf. vs. same time last year	YTD value same time last year
Bigger is Better	Green Flag awards (A)		»		»		»	0	★	0	★	0	2	»	
This is a new annual measure introduced in April 2012.															
We are aiming to achieve 2 awards by March 2013.															
Smaller is Better	NI154 Net additional homes provided (A)		»		»	323.00	●	423.00	●	423.00	●	867.00	641.00	▲	323.00
The economic recession has resulted in the pace of development across the Borough slowing significantly. The number of houses built has improved on last year's total, but is still one of the worst within Northampton since its designation as a New Town. New starts on Greenfield sites requiring significant infrastructure have been non-existent. Sites that had started development previously have been finished off, with only a couple of significant new ones replacing them. There is the capacity available on sites with planning permission to deliver a lot more housing than has been delivered, however the housing industry has decided to not take up the capacity that exists. Assumptions last year about the ability of the market to pick up from what appeared to be an all time low were misplaced. The housing market has not significantly improved on last year. Nationally Government through the Homes and Communities Agency has allocated a lot of money towards ensuring that some houses are built. This money was not so prevalent in the last financial year, and is reduced for this year and the next two years. There has been some increase in the private new build sales market. However, mortgage finance particularly for first time buyers remains scarce or on unattractive terms. In the short term there is nothing that the Council can do to increase the cumulative figure, due to the long lead in times for development. The housing land supply and valid permissions are considered sufficient to meet the target net dwellings. It is unclear how the austerity measures and availability of finance will develop over the next year or so. The estimates for delivery next year are based on assumptions about the market being slightly more positive. Although this is consistent with national predictions, this optimism may well be misplaced as the potential threat of a double dip recession does not appear to have diminished. Estimated targets for delivery of houses for the next few years have been dramatically reduced. LAA targets are substantially below those required to meet Regional Spatial Strategy delivery targets.															
Bigger is Better	NI159 Supply of ready to develop housing sites (A)		»		»	47.06	▲	46.45	▲	46.45	▲	100.00	100.00	▲	47.06
It would appear that there has been a small decline in the supply of housing land assessed against CLG advice for demonstrating a 5 year supply of deliverable sites. Deliverability is assessed against three criteria; is it available? is it suitable? and is it achievable? In considering the latter local authorities must demonstrate that there is a reasonable prospect that housing will be delivered on the site within 5 years. Although there are plenty of suitable sites available, the current stagnation in the housing is limiting the number of new homes being built when set against the ambitious housing targets for housing delivery in the Regional Spatial Strategy. This is based on housing delivery, which at 423 net additional dwellings built, against a target of 1775 and recent levels of delivery (up to 1824 dwellings in 07/08) falls far below the regional target. At current build rates the amount of suitable housing land identified is well in excess of demand. At the highest rate of build, there is approximately capacity for ten year's supply. Although Government has taken some action to stimulate the housing market, current built rates fall well below the regional target, despite there the housing land supply being available. The Localism Act will remove the regional plan targets. A new target for West Northamptonshire will have to be set through the development plan process. This will be done through the West Northamptonshire Joint Core Strategy scheduled for adoption in Autumn 2013. The targets for delivery will be reduced significantly, although still challenging to meet given the current low level of activity in the housing market and the need to provide some substantial pieces of infrastructure to open up sites for development.															
Smaller is Better	NI170 Previously developed land that has been vacant or derelict for more than 5 years (A)		»		»	0.52 %	●	0.49 %	●	0.49 %	●	0.78 %	1.00 %	▲	0.52 %
Performance is better than the target set - this has largely been down to the development of some older industrial land. It is assumed that due to the recession that the pace of development on previously developed land will slow down for at least the next couple of years. Taking this into account, some sites that have been vacant for less than five years may remain undeveloped in this period and therefore fall into the category of having been vacant or derelict for more than 5 years. In particular this will affect former school sites vacated by NCC which have planning consent for housing and the former Princess Marina hospital. This might be off set by some of those that have been vacant for more than 5 years being developed in part. However, it is expected overall that there will be an increase in the amount of land / buildings vacant for more than 5 years. The Council will be seeking to work with West Northamptonshire Development Corporation and the Homes and Communities Agency to channel more public investment into derelict and vacant land to assist in regenerating areas of decline, particularly near to the town centre in the Enterprise Zone and also ensuring that delivery to meet housing needs occurs.															
Bigger is Better	PP07 % change in anti social behaviour victimisation (A)		»		»		»	8.50 %	●	8.50 %	●	5.00 %	10.00 %	»	
This is an annual measure, all results shown relate to March 2012.															
Police recorded ASB incidents have dropped by 16.6% in 2011/12. This is an improvement on the previous year, which saw a 8.5% reduction.															
The partnership have retained ASB as a priority for 2012/13 due to the volume of incidents, concerns from the public and the impact of repeat incidents on victims/ witnesses. A number of funding bids have been put forward to deliver further reductions in ASB, including costs for civil ASBO court cases and funding for diversionary activities for young people in hotspot locations. The partnership will also continue focussed work on alcohol related anti-social behaviour, particularly around street drinking and vagrancy issues and town centre night time economy issues in conjunction with tackling violence.															







You															
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Bigger is Better	BV008 Percentage of invoices for commercial goods & serv. paid within 30 days (M)	98.93 %	★	99.25 %	★	99.70 %	★	99.66 %	★	99.39 %	★	98.50 %	98.50 %	🔴	97.56 %
30 days - this area is above target no action required															
10 days - this area has deteriorated on last month this is usual in December due to the large number of bank holidays. However the decrease is lower this year than previous years.															
Bigger is Better	CS05 Percentage satisfied with the overall service provided by the Customer Service Officer (M)	95.77 %	🟡	93.02 %	★	88.12 %	🟡	93.81 %	★	94.08 %	★	90.00 %	90.00 %	🟢	91.74 %
Overall 94 % of customers were satisfied with the service received during the month of December. There were only 2 comments left by customers that were dissatisfied. One was that we didnt provide an adequate answer to a waste and recycling email enquiry and the other was due to a claim being suspended after the customer was advised by customer services that it wouldnt be															
Bigger is Better	CS13 Percentage of ALL calls into the Contact Centre answered (M)	92.83 %	★	80.35 %	🔴	84.21 %	🔴	91.47 %	🟡	87.25 %	🟡	89.78 %	89.67 %	🟢	88.18 %
Overall performance increased in December over November by 7.3% to a final figure of 91.5%, 0.5% short of Decembers target of 92%.															
General Enqs & Env Services as a group increased performance by 10.7% in December over November.															
By individual service only Tenancy Mgmt (88.2%) and Council Tax (85.6%) failed to hit target, however, both services improved over November by 9.3% and 5.9% respectively.															
Rent Income was the best performing service recording 96.6% calls answered despite having a slight increase of 5 calls over the daily average.															
The best improving services were Regulatory Services (up 17.4% to 95.2%) and Streetscene (up 15.5% to 93%). Streetscenes improvement was inspite of a daily average increase of 38 calls.															
Volumes in December decreased by 7328 calls over November in line with the seasonal slowdown. However, as December had fewer working days the daily average decrease was 58 calls.															
Most services recorded drops in the daily average call rate with the exception of a slight increase in Benefit (1 call per day), Rent Income (5 calls per day) and Streetscene (39 calls per day).															
Wait times in December improved over November by 01min and 05 seconds.															
Streetscene call increases and overall service performance was affected by the Xmas collection leafletting issue that resulted in 590 calls being received on Streetscene alone on 31 December. Novembers daily average for Streetscene was 97 calls per day.															
Bigger is Better	CS14 One-Stop shop: Percentage of all cust. waiting less than 15 mins (excl. licensing) (M)	84.20 %	🟡	87.57 %	🟡	89.76 %	🟡	90.71 %	★	87.76 %	🟡	90.00 %	90.00 %	🟢	82.60 %
Continued success in amalgamating the drop-in service with the appointments service has improved the waiting times. Reduced footfall over the holiday period has enabled us to manage staff alignment more successfully.															
Smaller	HI 07 Number of households living in B&B	43	🟡	41	🟡	19	🟡	19	🟡	19	🟡	50	50	🟢	Page 10 of 13

Polarity	Measure ID & Name	Sep 12	Period	Oct 12	Period	Nov 12	Period	Dec 12	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
is Better	accommodation (M)														
The number of applicants in bed and breakfast type accommodation remained the same as last month, however we had an increase in the numbers of applicants in Council Stock. This rose from 18 last month to 21 this month.															
The number of applicants requiring temporary accommodation is likely to increase in the coming months due to the impact of welfare reform															
Bigger is Better	HI 09 Homeless households for whom casework advice resolved their situation (M)	107		141		117		156		1,102		1,500	2,000		1,600
There has been an increase in the number of successful homelessness prevention cases this month. The team have been negotiating with family, friends and landlords in order to keep people in their current homes.															
Bigger is Better	LT01 Total Visits to Leisure Centres (M)	71,424		73,687		67,596		54,569		659,190		644,342	875,190		644,644
A good December performance on swimming and gym visits means we are back on target															
Bigger is Better	LT02 Total No. of people enrolled in swimming program (M)	2,349		2,349		2,349		2,452		2,452		2,130	2,165		1,948
Enrolments on Swimming Lessons continue to grow at all sites - increased marketing of the Junior DD offer.															
Smaller is Better	RB01 Time taken to process Housing Benefit/CTB new claims and change events - days (M)	11.1		12.6		12.7		12.1		11.3		11.6	10.9		10.2
We have implemented a plan that has significantly reduced work volumes although the age of the work is yet to come down. The ICT solution to the ATLAS problems [significantly increased workload owing to automatic notifications] has been purchased but with the new Council Tax Reduction Scheme and end of year procedures may delay implementation															

You - (non monthly measures)

Polarity	Measure ID & Name	3 reporting Periods Ago	Period	2 Reporting Periods Ago	Period	Previous Reporting Period	Period	Latest Reporting Period	Period	Overall perf. to Date	YTD	Current Profiled Target	Annual Target	Perf. vs. same time last year	YTD value same time last year
Smaller is Better	CEX01 Total number of Local Government Ombudsman First Enquiries (cases completed) (Q)	15		8		11		12		12		15	20		10
This is for information only, performance and commentary are held against CEX02.															
Smaller is Better	CEX02 Av no. of days taken to deal with LG Ombudsman First Enquiries (cases completed) (Q)	20.67		20.25		20.36		21.17		21.17		28.00	28.00		21.10
Performance so far this year is very strong with each case taking on average 21.17 days vs target of 28 days.															
Smaller is Better	HI 10 Total number of people sleeping rough on the streets (A)			4		15		5		5		5	5		15
The rough sleepers count was completed on 22nd November and the figure submitted to Homeless Link was 5. This is an improved figure on last years count and this is because of the alternative options presented to the clients by the outreach team. Additionally NBC has entered into a partnership to work together on a No Second Night Out Project. This scheme aims to assist those new to rough sleeping and to re-connect people who have arrived in Northampton from another area. Two previously entrenched rough sleepers are now using the facilities provided by this project.															
Smaller is Better	HI 33 Percentage of non-decent council homes (NI 158)(A)					50.70 %		48.90 %		48.90 %		46.00 %	41.00 %		50.70 %
Bigger is Better	HI 36 Number of affordable homes delivered (NI 155)(Q)	87		36		46		78		160		110	150		14
The target has been substantially exceeded in this quarter due to a number of units coming through ahead of projected schedule. The years target of affordable housing has now been reached with further delivery anticipated for the final period.															
Smaller is Better	HR32 Stonewall Equality Index rating (A)							210		210		200	200		
This is the first time the authority has taken part in the Stonewall Workplace Equality Index 2012 and has been ranked 210 out of 363. A follow-up meeting has taken place between NBC and Stonewall to establish what actions we need to take to improve the experience of our lesbian, gay and bi-sexual staff. These actions are being incorporated into our Equality Action Plan to improve our ranking in coming years.															

