

Appendix 2 – Monthly Performance Report

September 2020

Includes:
Programme Measures
Key Performance Measures (KPIs)

Key to symbols

Colour	Symbol	Meaning
Red		Significantly behind schedule / worse than target
Amber		Slightly behind schedule / target
Green		Delivering to plan / on or ahead of target

SNC KPIs - Protected, Green and Clean

Measure	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
SNC1.2.1 % Waste recycled and composted	CLlr D Bambridge	Eloise Attwood Trevor Pugh	64.14%	59.52%	★	The tonnage of waste collected in the blue bins, black bins and silver caddies has risen again in September compared to the average for September for the past three years. The garden waste collected in September this year was much higher than average and this was due to the hot and sunny weather which is not typical for this time of year.	64.67%	61.20%	★

SNC KPIs - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
SNC2.2.1 Number of households living in temporary accommodation	Cllr K Cooper	Jane Carr Jo Barrett	17	15	▲	As of 30 September 2020, there were 17 households in temporary accommodation, five households are currently under offer for permanent social housing, and one household will be moving into the private rented sector. Due to delays in void turnaround caused by the COVID pandemic people are having to spend longer in temporary accommodation whilst they wait for their properties to be ready.	93	90	●
SNC2.2.2 Average time taken to process Housing Benefit new claims	Cllr P Rawlinson	Belinda Green Martin Henry	7.00	15.00	★	The average time taken to assess new claims for benefit during September was excellent at 7 days against our local target of 15 days and a national average of 20 days.	11.20	15.00	★
SNC2.2.3 Average time taken to process Housing Benefit change events	Cllr P Rawlinson	Belinda Green Martin Henry	4.40	8.00	★	The average time taken to assess change events during September was good at 4.4 days against a target of 8 days. This helps to ensure that residents are receiving the correct level of support.	3.49	8.00	★
SNC2.2.4 % of Council Tax collected	Cllr P Rawlinson	Belinda Green Martin Henry	9.33%	10.00%	●	We have achieved a cumulative collection rate of 57.14% against a target of 58.75%. The shortfall equates to approx. £1.1m, however in month collection has increased by just over £200k this month. We are due to commence our first recovery run of 2020/21 by issuing reminders during October, we will be issuing smaller batches of reminders in accordance with guidance from the Magistrates Court and whilst the numbers issued are vastly reduced the reminders should result in an increase in Octobers in month collection. We will continue to signpost customers to relevant organisations should they have been adversely affected by the pandemic.	57.14%	58.75%	●
SNC2.2.5 % of Business Rates collected	Cllr P Rawlinson	Belinda Green Martin Henry	9.39%	9.00%	★	We have achieved a collection rate of 52.78% as at end of September against a target of 57%. Whilst the collection rates are still short of our cumulative target, the shortfall reduced from just under £839k last month to just over £698k this month. We issued summonses during September which has meant that the amount of income received increased by £200k in September from the previous month. We will continue to monitor accounts with large overdue balances and will proactively chase debtors via email and telephone calls as well as issuing formal reminder notices, final notices and summonses to prompt payment.	52.78%	57.00%	●

SNC KPIs - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
SNC2.2.6 Number of housing applications processed within 20 working days	ClIr K Cooper	Jane Carr Jo Barrett	52%	95%	▲	During Q2 115 housing applications were received. 60 applications were processed, which determined eligibility and qualification for the housing register. Of the 60 applications processed, 39 were processed within 20 working days, this equates to 65% of applications processed.	46%	95%	▲
SNC2.2.7 The number of mandatory and discretionary disabled facilities grants completed	ClIr K Cooper	Jane Carr Jo Barrett	14	10	★	Second quarter has seen an increase in enquiries and completions to almost what would be expected at this time of year. This reflects that clients and contractors are, on the whole, reengaging following shielding and Covid-19 restrictions and council officers are undertaking essential visits. The discretionary DDFG policy was varied in Q1 to permit low level adaptations to continue during covid 19 and this has been extended to January 2021 as it has proved to be a useful tool. DFG enquiries cannot move from enquiry to application stage until an occupational therapist recommendation is received, this can take 16 to 20+ weeks - to reduce the waiting time the SNC pilot project commenced 21st September enhancing the County council's resource to carry out assessments.	16	15	★

SNC KPIs - District of Opportunity & Growth

Measure	Portfolio Holder	Director/Lead Officer	Result	Target	Status	Commentary	YTD Result	YTD Target	YTD
SNC3.2.1 % Major Planning Applications processed within 13 weeks	Cllr P Bignell	Jane Carr Jim Newton	100%	60%	★	Two Major Planning Applications were determined during September and two were determined within target period. As such, 100% of Major Applications were determined within time against a target of 60%.	93%	60%	★
SNC3.2.2 % of Non-major Planning appeals allowed	Cllr P Bignell	Jane Carr Jim Newton	1%	10%	★	68 Non-Major applications were determined during September and One Non-Major Appeals were allowed by the Planning Inspectorate. Therefore, we are achieving our target of less than 10 % of Non-Major Planning Appeals allowed.	0%	10%	★
SNC3.2.3 % Planning Enforcement appeal decisions allowed	Cllr P Bignell	Jane Carr Jim Newton	0%	10%	★	One Enforcement Notices was served, and zero Planning Enforcement Appeals were determined during September.	0%	10%	★
SNC3.2.4 % of Non-major applications processed within 8 weeks	Cllr P Bignell	Jane Carr Jim Newton	76%	70%	★	68 Non-Major planning applications were determined during September and of those 52 were determined within the target or agreed time frame. As such, 76% of Non-Major Applications were determined within time against a target of 70%.	85%	70%	★
SNC3.2.5 Maintain 5 Year Land Supply	Cllr P Bignell	Jane Carr Jim Newton	5	5	★	The 2020 South Northamptonshire Housing Land Availability Study confirms a 5 year housing land supply. The report was adopted at the Planning Policy and Regeneration Strategy Committee on 15 July.	5	5	★
SNC3.2.6 Major Planning appeal decisions allowed	Cllr P Bignell	Jane Carr Jim Newton	0%	10%	★	Two Major applications were determined during September and zero Major Appeals were allowed by the Planning Inspectorate. Therefore, we are achieving our target of less than 10 % of Non-Major Planning Appeals allowed.	0%	10%	★

SNC Programme Measures - Protected, Green and Clean

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
SNC1.1.1 Protect our natural environment	Cllr D Bambridge	Jane Carr Jo Barrett	SNC Watermeadows Project Group updating Activity Plan which forms part of the larger application. This is to include consultation with user groups and key stakeholders (End of September to mid-October.)	Consultation to be sent to groups and key stakeholders to capture feedback on proposed activity plan. Survey will close mid-October. Survey results to be collated and embedded within application for evidence base. Larger application to be submitted December 2020. Communication Plan for Watermeadows activity plan to be drafted to evidence promotion of activities.	★	Multi partner funding has been applied for through: Rural Development Programme for England (RDPE), Water Environment Grant (WEG), National Lottery Heritage Funding (NLHF) and Section 106 contributions for a development project of the Watermeadows, a community green space and wildlife habitat which celebrates the rich heritage and ecology and provides the community of Towcester with opportunities for informal recreation and education. In addition, the team continue to work with SNC Climate Change Officer, and Public Health in developing Active Travel provision across the district.	★
SNC1.1.2 Promote environmental sustainability	Cllr D Bambridge	Jane Carr Trevor Pugh	Climate Change Action Plan agreed by Council in May 2020	Climate Change Action plan in progress. Climate Change Working Group reviewing actions and liaising with the other West Northants authorities.	●	A report is being prepared for October Scrutiny Committee highlighting progress on delivering the Climate Change Action Plan and the barriers experienced in doing this e.g. through Covid restrictions. Mitigations will be proposed.	★
SNC1.1.3 Support community safety	Cllr K Cooper	Jane Carr Jo Barrett	support was given to public and businesses regarding their compliance with Covid 19. All ASB issues continued to be dealt with within the district.	As Regulations change for Covid 19 we will continue to support our partner agencies with enforcement and ensure both the public and businesses are fully aware of their new responsibilities.	★	In an ever-changing environment and entering the winter months we will continue to provide a quality service to the residents of South Northamptonshire.	★
SNC1.1.4 Protect the built heritage	Cllr P Bignell	Jane Carr Jim Newton	Reports relating to the Slapton and Quinton conservation area assessments were presented to the Council's Planning Policy Committee in September.	Public consultation on the Slapton Conservation Area Appraisal and Management Plan is due to commence in October.	★	The Team continue to work on Development Management proposals relating to the historic environment and emerging West Northamptonshire Strategic Plan. Input into the HS2 Heritage programme is ongoing.	★

SNC Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
SNC2.1.01 Improve health, wellbeing and quality of life for residents	Clr K Cooper	Jane Carr Jo Barrett	Team have met with Northamptonshire Sport and Social Prescribing Link Workers to develop service offer across Health and Wellbeing. Virtual Class for SNC Employees has been launched. Task and Finish Group has been formed for Communication of Health and Wellbeing Services and messages.	Team to meet with key partner agencies including South Northants Youth Engagement Team, South Northants Volunteer Bureau and Community Transport Providers to further develop projects and programmes addressing wider health and wellbeing issues. Communication planner to be drafted to promote key health and wellbeing messages to both staff and residents of South Northants. Team continue to look at ways of offering service innovatively during the pandemic. Team to liaise with Northamptonshire Sport in promoting sports clubs and activities through their activity search engine on Northamptonshire Sport webpage.	★	Team continue to work with Northamptonshire Sport, and National Governing Bodies to ensure we continue to promote key health and wellbeing messages. To continue communication with Town and Parish Councils with the publication of Monthly newsletter.	★

SNC Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
SNC2.1.02 Develop high quality and sustainable leisure and community facilities	Cllr K Cooper	Jane Carr Jo Barrett	Towcester Centre for Leisure refurbishment continues - the wet changing area has been emptied of lockers and old cubicles and walls removed. The dryside areas - the extension of the gym area is in a construction phase with ceilings, walls and air conditioning being installed. The all weather pitch at Towcestrians is now completed and hockey matches are being played. Meeting was held with Rugby National Governing Body.	South Northants Council will re-engage with schools, clubs and National Governing Bodies. An online club workshop will be held in conjunction with Nsport and Towcestrians themed on the sustainability of clubs.	★	Covid 19 Government restrictions continue to have an impact on indoor sports and all swimming, fitness sessions at the leisure centres need pre-booking. The leisure centres continue with their hygiene covid 19 cleaning regimes.	★
SNC2.1.03 Build stronger communities and support the community & voluntary sector	Cllr K Cooper	Jane Carr Jo Barrett	The Healthy Communities team continues to lead the Community Resilience Hub, in collaboration with Community and Voluntary Organisations, focusing on embedding volunteers to help build local infrastructure moving forwards. Team to be part of the Oversight Panel for DEFRA Funding for West Northants for projects that help and support people struggling to afford food and other essentials due to COVID-19.	Team to be an integral part of the DEFRA Funding Oversight Board. Team to continue to develop and build relationships with Community and Voluntary Organisations, developing and enhancing our work moving forwards, particularly the Sport and Leisure Strategy and the emerging Stronger Communities Strategies. Team to meet with other SNC departments to take forwards health and wellbeing services in a collaborative approach.	★	Small charities and food banks in Northamptonshire can now apply for funds from the "Local Authority Emergency Assistance Grant for Food and Essential Supplies" funded through the Department for Environment, Food & Rural Affairs (DEFRA). The team will form part of the oversight board. This grant is for eligible projects that help and support people struggling to afford food and other essentials due to COVID-19 in Northamptonshire. Team to look into forming a forum for Food Inequality.	★

SNC Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
SNC2.1.04 Support & safeguard vulnerable people	Cllr K Cooper	Jane Carr Jo Barrett	New Safeguarding Officer has commenced employment with SNC. Appointment to this role will enable the council to continue to put safeguarding at the forefront of everything we do, and to look for opportunities to expand safeguarding into the wider community.	Safeguarding Officer to undertake a comprehensive training programme on Mental health first aid.	★	Having started at SNC, the new Safeguarding Officer is reviewing our policies and procedures, updating them where appropriate regarding Covid regulations.	★
SNC2.1.05 Homelessness prevention	Cllr K Cooper	Jane Carr Jo Barrett	The vacant post of Housing Options Officer has been filled with a new officer starting on the 14 September.	We have a new Housing Options Team Leader starting on 12 October. We are entering into a key time for the team, with the potential of increased approaches to the service due to the impact that the pandemic has had, alongside the challenges that the winter period can present to us.	★	During September there were 59 approaches to the service. The case load is averaging around 25 cases per officer. The ban on evictions has now been lifted and we have already had an approach from a customer who has received a "Reactivation Notice". All landlords are now required to provide tenants with six months' notice (previously three months - unless the case involves serious issues such as anti-social behaviour or domestic abuse) this will give tenants greater protection from eviction over the winter, we will continue to be proactive and work with anyone provided with notice to prevent their homelessness.	★
SNC2.1.06 Improve and make best use of our housing stock	Cllr K Cooper	Jane Carr Jo Barrett	Limited enforcement owing to Covid-19. Two houses in multiple occupation licences issued.	The level and type of non-urgent activities that can be completed by the Private Sector Housing Team will depend on Covid-19 visit restrictions.	★	Only essential visits are being undertaken following Covid-19 restrictions. Enquiries are triaged for risk to occupant safety, with tenants requested to provide photographic evidence and reports to substantiate disrepair; disrepair predominately dealt with by advice with only serious cases visited. Licensing as normal.	★

SNC Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
<p>SNC2.1.07 Deliver a range of affordable homes</p>	<p>Cllr K Cooper</p>	<p>Jane Carr Jo Barrett</p>	<p>Officers from the Strategic Housing Team attended the Parish Council Forum on 10 July to deliver a short presentation on affordable housing. This included definitions of new affordable housing and explaining how the council enables the delivery of new homes. Also the team have been responding to two recent government publications around changes to the planning system. On the 30 September, the team in collaboration with Planning Policy and Development Man... did a presentation to members to outline the key aspects/issues contained within the Planning White Paper. In addition a response was produced in relation to the consultation published on 'Changes to the current planning system'.</p>	<p>On the 14 October, the team will attend Scrutiny committee to provide an update and progress of the Housing Strategy Action Plan.</p>	<p>●</p>	<p>During Q2, there were 36 new affordable housing dwellings delivered. This included 31 for rent and 5 for shared ownership. The developments where this new delivery took place, include: Brackley, Radstone Fields - 7 affordable homes. Harpole, Larkhall Lane - 3 affordable homes. Towcester, Burcote Road - 6 affordable homes. Towcester South - 9 affordable homes. Wootton Field - 11 affordable homes.</p>	<p>●</p>
<p>SNC2.1.08 Respond to the impact of Universal Credit on residents and Council</p>	<p>Cllr K Cooper Cllr P Rawlinson</p>	<p>Belinda Green Martin Henry</p>	<p>We continue to work with partners in the DWP UC team to ensure that residents are supported. Our Debt and Money Advice team have helped residents with their online applications during September 20.</p>	<p>A meeting has been arranged with our Universal Credit partnership Manager during October to look at any emerging changes and how to support residents.</p>	<p>★</p>	<p>We continue to respond well to the Universal Credit changes and the impact on customers.</p>	<p>★</p>

SNC Programme Measures - Thriving Communities & Wellbeing

Measure	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
SNC2.1.09 Enable residents to lead active lives	Cllr K Cooper	Jane Carr Jo Barrett	SNC Staff Wellbeing Survey extended to enable staff to complete. Team continue to attend meetings with key partners and organisations to enable key messages to be shared in how residents can be active during these challenging times.	Team to look in virtual offer for forthcoming events including South Northants Arts Trail and participating in the National Big Green Draw, taking a focus on climate change. Team to liaise with Activity on Referral Co-ordinators to build into phased return of activities. Team to continue working with Northamptonshire Sport to provide innovative ways of offering physical activity to residents.	★	The team continue to develop ways to ensure residents and workforce of South Northants can access a range of resources and activities to enable them to lead active lives. Walking Football, Wild Cats and Home Educated Sessions have resumed at both community and leisure centre venues. The team to continue to build upon offer subject to Government Guidance and guidelines in returning to activity safely.	★
SNC2.1.10 Support our residents to live independent and settled lives	Cllr K Cooper	Jane Carr Jo Barrett	During Q2, we were able to assist 72 households into social housing via our nominations to registered providers.	Although at the beginning of the pandemic, nominations from Registered Provider did reduce considerably, the situation has now changed. The number of nominations now being received has increased, which means we now have more capacity to nominate households from our housing register into social housing.	★	We have recently began a 6 month pilot with NCC adult social care, to embed an occupational therapist within the housing team, predominantly to work with the private sector housing team on disabled facilities grant, however this additional resource will also work with the allocation team to assess and help determine medical assessments.	★

SNC Programme Measures - District of Opportunity & Growth

	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
SNC3.1.1 Promote tourism	Clr S Clarke	Jane Carr Jim Newton	The Economic Growth Team have been promoting the District as a place to visit and explore. We were involved in the national Get Outside Day campaign on 27 September 2020 and promoted the SMC award winning walking guides.	Working on a Shop Local Buy Local campaign to promote South Northamptonshire local businesses and the District as a place to visit and explore.	★	The Economic Growth Team have been promoting the businesses that extended the Eat Out to Help Out scheme within the District and kept the dedicated page on the SNC website updated with information on which businesses in South Northamptonshire had continued the campaign.	★
SNC3.1.2 Develop an economic growth Strategy	Clr S Clarke	Jane Carr Jim Newton	The Economic Growth team have been involved in the preparation of a Northamptonshire Economic Recovery Plan on the impact of Covid-19 on local economy.	The Economic Growth team will be finalising the South Northamptonshire Covid-19 economic impact report.	★	The Economic Growth team have been working on developing an additional evidence base for the new South Northamptonshire Economic Growth Strategy to reflect the impact of Covid-19 on the economy of South Northamptonshire.	★
SNC3.1.3 Promote inward investment & business growth	Clr S Clarke	Jane Carr Jim Newton	Keeping local businesses informed of the latest Covid-19 support and advice, ensuring the SNC website is kept updated and actively using the Economic Growth Team's social media accounts to provide the latest information and advice.	Continuing to provide support to businesses during Covid-19 and ensuring the dedicated page on the SNC website is kept updated with the latest information.	★	The Economic Growth team continue to support South Northamptonshire businesses during Covid-19, ensuring the dedicated Covid-19 page on the SNC Website is kept updated with the latest information, guidance, support and free webinars available through SEMLEP's Growth Hub and the University of Northampton.	★
SNC3.1.4 Increase employment at strategic sites	Clr S Clarke	Jane Carr Jim Newton	The Economic Growth team have been working with Job Club partners, Futures For You and the University of Northampton to run free employment support and starting your own business webinars for South Northamptonshire residents.	The Economic Growth team are hosting a virtual SNC Job Club Partner meeting to discuss the latest support and initiatives available to people being made redundant or looking for work and how the SNC Job Club can provide advice and guidance to help people find a job or set up their own business.	★	The Economic Growth team continue to update the Virtual SNC Job Club with latest vacancies, advice and support from the SNC Job Club partners, as the weekly Job Club session has been postponed due to Covid-19.	★

SNC Programme Measures - District of Opportunity & Growth

	Portfolio Holder	Director/Lead Officer	Last Milestone	Next Milestone	Status	Commentary	YTD
SNC3.1.5 Deliver the Local Plan	Cllr P Bignell	Jane Carr Jim Newton	The West Northamptonshire Strategic Plan's Statement of Community Involvement was approved for consultation at the Council's Planning Policy and Regeneration Strategy Committee in September. The Team led a stakeholder event surrounding the landscape evidence base for the plan.	Consultation on both the Statement of Community Involvement and landscape evidence for the Strategic Plan will take place during October.	★	The Team continue to ensure we are working with partners to procure consultants to work on the West Northants Strategic Plan's evidence base. In addition to working with the Examiner and Neighbourhood Planning Group to ensure the progression of the Ashton Neighbourhood.	★