Appendix B - KPIs to be reported monthly
This document has been sorted by 'key commitment'

Corporate Plan Key Commitment	Corporate Plan Key Commitment Priority	Directorate	Department	Team	Ref	New (not currently reported as KPI) or existing (reported as KPI currently)	Performance Indicator Name	Further detail (description) if necessary	Target for 2023-24	Target for 2024-25 (or explanation if not possible to set target)	Notes on changes from 2023-24 to 2024-25	Rationale for target	Exec Member Portfolio
Active, fulfilled lives	Greater access to better quality Adult Social Care	Adults, Health Partnerships & Housing	Adult Social Care	Adult Social Care	AFL26	New	Proportion of Section 42 where risk is reduced or removed	A S42 enquiry must take place if there is reason to believe that abuse or neglect is taking place	N/A	95%	NEW KPI	National / regional average	Adults, Health & Wellbeing
Active, fulfilled lives	Greater access to better quality Adult Social Care	Adults, Health Partnerships & Housing	Adult Social Care	Adult Social Care	AFL07	Existing	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people)	Population figures are taken from the Office National Statistics (ONS) Long term support is that which is planned to be required in the longer term and doesn't have a planned end date. The SALT, (short and long term) services ASC return is due to end and be replaced by CLD (client level data) return this financial year. These changes will impact the calculation of this metric.	564	480	Target updated.	National / regional average	Adults, Health & Wellbeing
Active, fulfilled lives	Greater access to better quality Adult Social Care	Adults, Health Partnerships & Housing	Adult Social Care	Adult Social Care	AFL03	Existing	Percentage of New Requests for Services (all ages) where Route of Access was Discharge from Hospital, with a sequel of ST-MAX	This looks to capture the percentage of people who go on to require statutory Adult Social Care support having been in receipt of ST MAX (short-term care to maximise independence) after being discharged from hospital. The SALT, (short and long term) services ASC return is due to end and be replaced by CLD (client level data) return this financial year. These changes will impact the calculation of this metric.	35%	40%	Target updated.	National / regional average	Adults, Health & Wellbeing
Active, fulfilled lives	Greater access to better quality Adult Social Care	Adults, Health Partnerships & Housing	Adult Social Care	Adult Social Care	AFL08 OFLOG	Existing	Short term service provision: Proportion of those that received short-term service during the year where sequel was either no ongoing support or support of a lower level	Reablment North is a Care Quality Commission registered home care service designed with access to multidisciplinary members to provide direct support to people in there home to provide reablement and support the person to maximise levels of independence. The service supports people at the point of discharge form hospital to support recovery from a period of ill health. They also accept direct referrals from ASC and community health partners to reduce need in the community and avoid unnecessary hospital admissions. The service is short term. Hospital adult social care team – Discharge to assess. The hospital ASC supports people discharged either home or to short term home care facilities after an admission to a hospital. This enables the person to access the support of care services , therapy services (internal and external) and other health care professionals where needed, to support the person to stabilise and recover after a period of ill health and then enable Care act assessment of long term needs to be conducted after discharge and recovery and not whilst still in a hospital alien environment Therapy provision – Short term rehab. We provide a Physiotherapy and Occupational therapy service that supports active rehabilitation. This is based in a small number of community care home settings providing support to people admitted for a short period of reablement, mostly after hospital discharge, but not exclusively so as community admissions can occur for reablement. We also outreach to community settings such as other care homes, and peoples own homes to provide advice on equipment / aids / adaptions and Manual handling to support discharge from the rehab care home We provide direct professional therapeutic interventions, and link closely with colleagues in ASC, care home providers, Home care providers, hospitals and other members of the health and social care Multidisciplinary team. The service is short term to maximise independence." The SALT, (short and long term) services ASC return is due to end and be replaced by CLD (client level data) return this financial year. These changes will impact the calculation of this metric.	80%	80%	Changed to match OFLOG name. Previous name: Number of people who were prevented from requiring statutory care, or whose need was reduced (Delaying and reducing the need for care and support)	National / regional average	Adults, Health & Wellbeing
Active, fulfilled lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Housing	AFL15	Existing	Total number of homeless approaches	The total number of homeless approaches to NNC during the month	Monitoring level of demand only	Tracking		N/A	Housing, Communities & Levelling-up
Active, fulfilled lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Housing	AFL13	Existing	Number of households whose homelessness was prevented	The number of positive homelessness preventions within the month	252 (21 per month)	264 (22 per month)		Previous data	Housing, Communities & Levelling-up
Active, fulfilled lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Housing	AFL14	Existing	Number of households whose homelessness was relieved	The number of positive homelessness reliefs within the month	300 (25 per month)	300 (25 per month)		Previous data	Housing, Communities & Levelling-up
Active, fulfilled lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Housing	AFL17	Existing	Number of households in Temporary Accommodation	Snapshot of the number of households living in temporary accommodation as at the end of the month	245	260		Service knowledge	Housing, Communities & Levelling-up
Active, fulfilled lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Housing	AFL12	Existing	Rough Sleepers in North Northants - single night snapshot	A snapshot figure on a single night of the number of people seen sleeping rough by the Rough Sleeping Team	9	9		Legislative	Housing, Communities & Levelling-up
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Admissions	BBF22	Existing	Number of children missing education		No target set	0	(previously named 'Number of children without a school place')	Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Inclusion	BBF33	Existing	Number of children who are absent from education for prolonged periods		No target set	0	(Previously named 'Number of children currently missing from education (Year 1-11)')	Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Special Educational Needs & Disabilities	BBF18b	Existing	% of EHC (education health care) plans completed in month issued within 20 weeks (including exceptions)		No target set	100%		Previous data and benchmarks	Children, Families, Education & Skills

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Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Special Educational Needs & Disabilities	BBF36	Existing	% of EHC Plan Annual Reviews completed within 4 weeks of meeting		No target set	100%		Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Family Hubs	BBF47	New	Number of unique visits to Family Hubs digital platforms		No target set	No target set		Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Family Hubs	BBF48	New	Number of families accessing Family Hubs services through digital platforms		No target set	No target set		Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Family Hubs	BBF50	New	Number of service users attending sessions held by commissioned services at Family Hubs sites		No target set	No target set		Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Front Door	BBF05	Existing	% of referrals with a previous referral within 12 months	This indicator shows: out of all referrals received, those that were for children whose previous referral was within 12 months. This is all referrals to Northamptonshire Children's Trust (NCT). A referral is where someone has a concern about the safety and well-being of a child. When NCT initially receive concerns, this is known as a contact. If upon receiving this contact, they decide further investigation is required it becomes a referral. This is a proxy measure for the quality of the work completed by NCT when dealing with a referral. If we see a high number of repeat referrals, it is a potential sign that they are not adequately responding to concerns when they are first raised. This is a national indicator often used to compare performance.	29%	29%		Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Front Door	BBF06	Existing	% of single assessments authorised within 45 working days	This indicator shows: out of all assessments authorised, those that were authorised within 45 days. Following a referral, if the concerns are serious enough, NCT will undertake an assessment of the needs of the child and/or their family and the nature and level of any risk of harm to the child. The assessment will be used to decide whether the child is in need, not in need or in need and at risk of significant harm. There is a statutory duty to carry out an assessment within 45 days of a referral if an assessment is considered necessary. If this deadline is not met then there is a risk that children are at risk of harm because we have not been able to assess their needs in a timely fashion. This is a national indicator often used to compare performance	85%	85%		Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Front Door	BBF27	Existing	% of initial child protection conferences held within 15 days of a strategy discussion being initiated	This indicator shows: out of all child protection conferences held, those that were held within 15 days of a strategy discussion. The indicator shows how quickly the Trust and partners respond to protect children who have been assessed as at the risk of harm.	81%	81%		Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	In Care & Adoption	BBF07	Existing	% Children in care with three or more placements in the previous 12 months	This indicator shows: out of all children in care for at least 12 months, those that have been in three or more placements in the last 12 months. This includes all possible placements for a child in care i.e. where a child in care is living. This includes a residential home, foster placement, adoption. NNC is the corporate parent for children in care, we therefore want to provide them with a supportive and stable environment. If children regularly move between placements then this is likely to harm their development due to a lack of stable environment. This is a national indicator often used to compare performance.	10%	10%		Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Key Cohorts	BBF28	Existing	Number of children with a Child Protection Plan	The number of children who are currently assessed as being at risk of harm at an initial child protection conference.	No target set	No target set		Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Key Cohorts	BBF29	Existing	Number of children in care	The number of children who are currently in the care of the local authority and have been so for more than 24 hours.	No target set	No target set		Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Leaving Care	BBF08	Existing	% of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16	This indicator shows: out of all care leavers aged 17-21 now, those that are in employment, education or training. A child looked after is another phrase used to mean a child in care. This cohort of children who were in care are sometimes known as care leavers. NNC is the corporate parent of these children so should be actively supporting these young people to thrive in life by continuing in education or finding employment. Children in care are much more likely to be NEET (not in employment, education or training) and have poor life outcomes. It also is a proxy measure for how well the young person was supported as a child in care. This is a national indicator often used to compare performance.	55%	55%		Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Leaving Care	BBF09	Existing	% of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16	This indicator shows: Out of all care leavers aged 17-21 now, those that are in suitable accommodation. A child looked after is another phrase used to mean a child in care. This cohort of children who were in care are sometimes known as care leavers. NNC is the corporate parent of these children so should be actively supporting these young people to thrive in life by having a safe and suitable place to live. Children in care are much more likely to be in unsuitable or insecure accommodation or even homeless. It also is a proxy measure for how well the young person was supported as a child in care. This is a national indicator often used to compare performance.	90%	90%		Previous data and benchmarks	Children, Families, Education & Skills

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Modern public services	Provide good quality and efficient services valued by our customers	Adults, Health Partnerships & Housing	Housing	Housing	STP09	Existing	Number of emergency Responsive Repairs completed	The number of emergency responsive repairs completed within the month (target timescale for completing emergency repairs is 24 hours)	Tracking only	Tracking		N/A	Housing, Communities & Levelling-up
Modern public services	Provide good quality and efficient services valued by our customers	Adults, Health Partnerships & Housing	Housing	Housing	STP10	Existing	Number of non-emergency responsive repairs completed	The number of non-emergency responsive repairs completed within the month (target timescale for completing non-emergency repairs is 28 days)	Tracking only	Tracking		N/A	Housing, Communities & Levelling-up
Modern public services	Provide good quality and efficient services valued by our customers	Finance & Performance	Revenues & Benefits	Revenues & Benefits	MPS04 OFLOG	Existing	Non-domestic rates collection rates (in year)	Cumulative percentage of business rates collected each month throughout the financial year.	Annual target of 98%, monthly breakdowns given	Annual target of 98%, monthly breakdowns given	Changed to match OFLOG name. Previous name: % of business rates collected in the year debit raised	Previous data	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Finance & Performance	Revenues & Benefits	Revenues & Benefits	MPS05 OFLOG	Existing	Council tax collection rates (in year)	Cumulative percentage of council tax collected each month throughout the financial year.	Annual target of 98%, monthly breakdowns given	Annual target of 98%, monthly breakdowns given	Changed to match OFLOG name. Previous name: % of council tax collected in the year debit raised	Previous data	Finance and Transformation
Safe and Thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Adults, Health Partnerships & Housing	Housing	Housing	STP37	Existing	Average time taken to re-let NNC standard void properties	The time taken from keys received and the property becoming void to keys out when the property is re-let to a new tenant	56 days	56 days		Previous data	Housing, Communities & Levelling-up
Safe and thriving places	Maintain our highways infrastructure to keep people moving safely around North Northamptonshire	Place & Economy	Highways & Waste	Highways & Waste	STP44	Existing	Percentage of lights in light during light up period (within the PFI with Balfour Beatty)		>99	>99	Changed from MPI to KPI	Linked to service level agreement	Highways, Travel and Assets
Safe and thriving places	Maintain our highways infrastructure to keep people moving safely around North Northamptonshire	Place & Economy	Highways & Waste	Highways & Waste	STP29	Existing	Number of Defects Outstanding (at end of period), split by category	This relates to carriageway and footway only. Category definitions: P1 – within 2 hours; P2 – within 7 days; P3 – within 28 days; P4 – within 26 weeks	No target	Tracking		N/A	Highways, Travel and Assets
Safe and thriving places	Maintain our highways infrastructure to keep people moving safely around North Northamptonshire	Place & Economy	Highways & Waste	Highways & Waste	STP30	Existing	Number of Defects Repaired in period, split by category	This relates to carriageway and footway only. Category definitions: P1 – within 2 hours; P2 – within 7 days; P3 – within 28 days; P4 – within 26 weeks	No target	Tracking		N/A	Highways, Travel and Assets
Safe and thriving places	Maintain our highways infrastructure to keep people moving safely around North Northamptonshire	Place & Economy	Highways & Waste	Highways & Waste	STP31	Existing	Percentage of defects responded to within the timeframes specified, split by category. P1: 2 hours, P2: 7 days, P3: 28 days, P4: 26 weeks.	This relates to carriageway and footway only. Category definitions: P1 – within 2 hours; P2 – within 7 days; P3 – within 28 days; P4 – within 26 weeks. Present as 4 categories tracking but only RAG P1 and P2 together and P3 and P4 together.	P1 and P2 97.5% - P3 and P4 90%	P1 and P2 97.5% - P3 and P4 90%		Linked to service level agreement	Highways, Travel and Assets
Safe and thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	Dev Management (Planning)	STP15	Existing	Percentage of major planning applications decided on time	Major applications are to be determined within 13 weeks (or within agreed extension of time). Local Planning Authorities (LPAs) are required to supply Central Government with quarterly returns relating to the speed of determining planning and allied applications together with their outcomes. Major applications are: for housing, development where 10 or more homes will be provided, or the site has an area of 0.5 hectares or more; the provision of a building or buildings where the floor space to be created by the development is 1,000 square metres or more; or development carried out on a site having an area of 1 hectare or more. (County matter / minerals and waste applciations are monitored separately)	90%	88%	Targets have been updated to reflect aiming for just above the national levels. It is important to note that we are performing above other newly formed unitary authorities. Name has been aligned to match the Oflog wording.	National / regional average	Growth & Regeneration
Safe and thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	Dev Management (Planning)	STP16/17	Existing	Percentage of non-major planning applications decided on time	Non-major applications are to be determined within 8 weeks (or within agreed extension of time) Local Planning Authorities (LPAs) are required to supply Central Government with quarterly returns relating to the speed of determining planning and allied applications together with their outcomes. Non-major applications are anything that doesn't fit into the 'major' criteria. (County matter / minerals and waste applciations are monitored separately)	85%	86%	Targets have been updated to reflect aiming for just above the national levels. It is important to note that we are performing above other newly formed unitary authorities. Name has been aligned to match the Oflog wording.	National / regional average	Growth & Regeneration