

Appendix C - KPIs to be reported less frequently than monthly

This document has been sorted by 'key commitment'

Service indicators

Corporate Plan Key Commitment	Corporate Plan Key Commitment Priority	Directorate	Department	Team	Ref	Performance Indicator Name	Further detail (description) if necessary	New (not currently reported as KPI) or existing (reported as KPI currently)	Frequency	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	AFL27	Ratio of Closed Cases to Open Cases for DOLS	The ratio will be calculated monthly and then the three month's ratio's will be averaged for the quarter. A case can be open for a year and then must be reviewed. Therefore a large portion of these closed and open cases will be re-referrals. The deprivation of liberty safeguards (DoLS) is a statutory process, as required by the Mental Capacity Act 2005 (MCA) to provide legal protection for individuals (18 years and above) who are, or may become, deprived of their liberty within the meaning of Article 5 of the European Court of Human Rights (ECHR) within a hospital or care home. There are two types of authorisations standard and urgent. Standard: A managing authority must request a standard authorisation when it appears likely that within 28 days, someone will be accommodated in a care home or hospital in circumstances that amount to a deprivation of liberty. Urgent: If the person is already subject to circumstances which amount to a deprivation of liberty, the managing authority must give itself an urgent authorisation which lasts for 7 days.	New	Quarterly	N/A	94.5%	NEW KPI	Previous data	Adults, Health & Wellbeing
Active, fulfilled lives	Greater access to better quality Adult Social Care	Adults, Health Partnerships & Housing	Adult Social Care	OFLOG: Adult Social Care	AFL28 OFLOG	Requests resulting in a service: Number of support requests received from new clients that resulted in a service, per 100,000 population	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.	New	Annual	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric) Similar to KPI AFL07 but for all services rather than just residential and nursing. Important to measure both.	N/A	Adults, Health & Wellbeing
Active, fulfilled lives	Greater access to better quality Adult Social Care	Adults, Health Partnerships & Housing	Adult Social Care	OFLOG: Adult Social Care	AFL29 OFLOG	People in adult social care quality of life: Adjusted Social care-related quality of life impact of Adult Social Care services	The carers survey is carried out every two years, next data expected to be published is June 2024.	New	Biennial (every 2 years)	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Adults, Health & Wellbeing
Active, fulfilled lives	Greater access to better quality Adult Social Care	Adults, Health Partnerships & Housing	Adult Social Care	OFLOG: Adult Social Care	AFL30 OFLOG	Carers of people in adult social care quality of life: Carer-reported quality of life for carers (score out of 12)	The carers survey is carried out every two years, next data expected to be published is June 2024.	New	Biennial (every 2 years)	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Adults, Health & Wellbeing
Active, fulfilled lives	Greater access to better quality Adult Social Care	Adults, Health Partnerships & Housing	Public Health	Public Health	AFL20	% of in-year eligible population offered an NHS Health Check	Eligibility for NHS Health Check: •40-74 •Not had NHS Health Check in last 5 years •None of the pre-existing conditions listed here - https://www.nhs.uk/conditions/nhs-health-check/ •Resident of Northamptonshire 'Offered' is the first invite a patient will be sent to attend their NHS Health Check. The vast majority of NHS Health Checks are completed following an invite being sent to a patient, hence the importance of tracking this indicator. The requirement is for every patient eligible for an NHS Health Check to be invited for their NHS Health Check across a rolling 5 year period, and for 60% of the eligible patient population to have their NHS Health Check.	Existing	Quarterly	100%	100%		National target	Adults, Health & Wellbeing

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Active, fulfilled lives	Greater access to better quality Adult Social Care	Adults, Health Partnerships & Housing	Public Health	Public Health	AFL21	% of in-year eligible population who received an NHS Health Check	<p>Eligibility for NHS Health Check:</p> <ul style="list-style-type: none"> •40-74 •Not had NHS Health Check in last 5 years •None of the pre-existing conditions listed here - https://www.nhs.uk/conditions/nhs-health-check/ •Resident of Northamptonshire <p>'Received' is when an NHS Health Check has been completed.</p> <p>The vast majority of NHS Health Checks are completed following an invite being sent to a patient, hence the importance of tracking this indicator.</p> <p>The requirement is for every patient eligible for an NHS Health Check to be invited for their NHS Health Check across a rolling 5 year period, and for 60% of the eligible patient population to have their NHS Health Check.</p>	Existing	Quarterly	60%	60%		National target	Adults, Health & Wellbeing
Active, fulfilled lives	Greater access to better quality Adult Social Care	Adults, Health Partnerships & Housing	Public Health	Public Health	AFL22	% Smoking quit rate at 4 weeks	<p>Successful quitters are those smokers who successfully quit at the four-week follow-up. A client is counted as a 'self-reported 4-week quitter' when assessed four weeks after the designated quit date, if they declare that they have not smoked, even a single puff on a cigarette, in the past two weeks. This information is collected on NHS Stop Smoking returns in line with requirements from the Department of Health (DH).</p>	Existing	Quarterly	60%	60%		Knowledge of service levels / capacity / requirements	Adults, Health & Wellbeing
Active, fulfilled lives	Greater access to better quality Adult Social Care	Adults, Health Partnerships & Housing	Public Health	Public Health	AFL23	% substance misuse clients waiting more than 3 weeks for their first intervention	Proportion of first drug and/or alcohol treatment interventions where the person waited over 3 weeks to commence treatment	Existing	Quarterly	National target will be available in April 2024	National target will be available in April 2024		National target	Adults, Health & Wellbeing
Active, fulfilled lives	Improve the accessibility and use of leisure, culture, art and sport	Adults, Health Partnerships & Housing	Communities	Leisure	AFL11	Net promoter score % - Leisure	<p>The Net Promoter Score measures customer experience and how likely they are to recommend the service to friends and family. It is measuring the customers perception of the service.</p> <p>Net Promoter Score, or NPS, measures customer experience across business sectors internationally. Customers are asked 'On a scale of 0 - 10 how likely are you to recommend the Leisure Centre to friends and family?' Respondents are grouped as follows:</p> <ul style="list-style-type: none"> -Promoters (score 9-10) are loyal enthusiasts who will keep buying and refer others, enabling growth. -Passives (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings. -Detractors (score 0-6) are unhappy customers who can damage your brand and impede growth through negative word-of-mouth. 	Existing	Annual (Jun)	Above 0 is good Above 20 is favourable Above 50 is excellent	Internal (in-house) 60% External (Leisure contractors): 50%	Target updated.	Previous data	Sport, Leisure, Culture & Tourism
Active, fulfilled lives	Improve the accessibility and use of leisure, culture, art and sport	Adults, Health Partnerships & Housing	Communities	Libraries	AFL10	Number of participants in the Summer Reading Challenge	The Summer Reading challenge is universal and offered to all children between the ages of 5 to 11. The challenge is designed to keep children's reading levels up over the long Summer break and evidence has shown that children taking part are far less likely to suffer from the Summer "dip" and have an improved literacy level when returning to school. The more children taking part, the better position schools are in at the start of the next academic year. Children are challenged to read 6 books over the Summer and are able to collect rewards from libraries each time they complete a book with a medal once all 6 are completed.	Existing	Annual (Oct)	3150	4136	Target updated.	Previous data	Sport, Leisure, Culture & Tourism
Active, fulfilled lives	Improve the accessibility and use of leisure, culture, art and sport	Adults, Health Partnerships & Housing	Communities	Libraries	AFL09	Number of physical visits to libraries	Number of people attending our libraries	Existing	Quarterly (with monthly breakdown)	246187 round the target?	478229 (To be updated to a 1% increase on the actuals achieved at the end of Q4 so cannot provide this yet)	Still reporting quarterly but adding monthly breakdown. Target updated.	Previous data	Sport, Leisure, Culture & Tourism
Active, fulfilled lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Housing	AFL16	Number of households accepted as owed the main housing duty	The number of main duty accepted decisions made during the month	Existing	Quarterly	Tracking 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	AFL18	Number of households with family commitments living in Bed and Breakfast accommodation	Snapshot of the number of households with family commitments living in bed and breakfast accommodation as at the end of the month	Existing	Quarterly	5	5		Legislative	Housing, Communities & Levelling-up
Active, fulfilled lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Housing	AFL24	Number of Temporary Accommodation placements out of North Northants area	The number of households living in temporary accommodation who have been placed out of the North Northants area	Existing	Quarterly	3	5		Knowledge of service levels / capacity / requirements	Housing, Communities & Levelling-up

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Active, fulfilled lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Housing	AFL19	Number of rough sleepers rehoused into accommodation	The number of rough sleepers supported to find suitable accommodation either direct from the streets or from discretionary accommodation	Existing	Quarterly	84 (7 per month)	84 (7 per month)		Previous data	Housing, Communities & Levelling-up
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Admissions	BBF20	State Schools Admissions - % of young people getting 1st, 2nd or 3rd preference for primary applications		Existing	Annual	No target set	No target set		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	Admissions	BBF21	State Schools Admissions - % of young people getting 1st, 2nd or 3rd preference for secondary applications		Existing	Annual	No target set	No target set		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	Early Years	BBF30	% of Early Years PVI Settings (non-domestic) judged as Good or Outstanding by Ofsted/ISI		Existing	Termly	No target set	100%		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	Early Years	BBF31	% of Early Years PVI Settings Childminders judged as Good or Outstanding by Ofsted		Existing	Termly	No target set	100%		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	Early Years	BBF37	% takeup of 2 year old Entitlements	Provisionally added for 2024-25.	NEW	Termly	No target set	72%	Provisionally added for 2024-25.	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	Early Years	BBF38	% takeup of 3&4 year old universal Entitlements	Provisionally added for 2024-25.	NEW	Termly	No target set	80%	Provisionally added for 2024-25.	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	BBF34	% of persistently absent pupils - Primary		Existing	Termly	No target set	0%		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	BBF41	% of severely persistently absent pupils - Primary	Provisionally added for 2024-25.	NEW	Termly	No target set	0.70%	Provisionally added for 2024-25.	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	BBF35	% of persistently absent pupils - Secondary		Existing	Termly	No target set	0%		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	BBF42	% of severely persistently absent pupils - Secondary	Provisionally added for 2024-25.	NEW	Termly	No target set	3.40%	Provisionally added for 2024-25.	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	School Improvement	BBF12	% of primary schools judged as good or outstanding by Ofsted		Existing	Termly	No target set	100%		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	School Improvement	BBF39	% of learners in primary schools judged as good or outstanding by Ofsted	Provisionally added for 2024-25. Is this measure required in addition to BBF12?	NEW	Termly	No target set	100%	Provisionally added for 2024-25. Querying if this measure is required in addition to BBF12?	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	School Improvement	BBF13	% of secondary schools judged as good or outstanding by Ofsted		Existing	Termly	No target set	100%		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	School Improvement	BBF40	% of learners in secondary schools judged as good or outstanding by Ofsted	Provisionally added for 2024-25. Is this measure required in addition to BBF13?	NEW	Termly	No target set	100%	Provisionally added for 2024-25. Querying if this measure is required in addition to BBF13?	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	School Improvement	BBF23	% of children achieving a good level of Development in Early Years Foundation Stage Profile		Existing	Annual	No target set	67.80%		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	School Improvement	BBF44	Attainment gap for disadvantaged children achieving a good level of Development in Early Years Foundation Stage Profile (%)	Provisionally added for 2024-25.	NEW	Annual	No target set	No target set	Provisionally added for 2024-25.	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	School Improvement	BBF24	% of children achieving Age Related Expectations or above in reading, writing and maths at Key Stage 2		Existing	Annual	No target set	59%		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	School Improvement	BBF45	Attainment gap for disadvantaged children achieving Age Related Expectations or above in reading, writing and maths at Key Stage 2 (%)	Provisionally added for 2024-25.	NEW	Annual	No target set	No target set	Provisionally added for 2024-25.	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	School Improvement	BBF25	% of children achieving grade 9-4 in English and Maths (previously A*-C)		Existing	Annual	No target set	64.60%		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	School Improvement	BBF26	Attainment gap for disadvantaged children achieving grade 5 or greater in English & Maths (%)	Provisionally added for 2024-25. Havent reported for 23-24 yet.	Existing	Annual	No target set	No target set	Provisionally added for 2024-25. Have not reported this for 23-24 yet.	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	School Improvement	BBF46	% of students achieving grades AAB or better at A level, at least two facilitating subjects	Provisionally added for 2024-25.	NEW	Annual	No target set	18.10%	Provisionally added for 2024-25.	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	Virtual School	BBF43	% PEPs quality assured as Good	Provisionally added for 2024-25 in replace of BBF19	NEW	Termly	No target set	100%	Provisionally added for 2024-25 in replace of BBF19	Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Promote better training, further education and employment opportunities for young people	Adults, Health Partnerships & Housing	Public Health	Adult Learning (OFLOG: Adult Skills)	BBF51 OFLOG	19+ further education and skills achievements per 100,000 population		New	Annual	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Children, Families, Education & Skills
Better, Brighter Futures	Promote better training, further education and employment opportunities for young people	Adults, Health Partnerships & Housing	Public Health	Adult Learning (OFLOG: Adult Skills)	BBF52 OFLOG	19+ further education and skills achievements per 100,000 population (excluding apprenticeships)		New	Annual	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Children, Families, Education & Skills
Better, Brighter Futures	Promote better training, further education and employment opportunities for young people	Adults, Health Partnerships & Housing	Public Health	Adult Learning (OFLOG: Adult Skills)	BBF53 OFLOG	Adults with a Level 3 or above qualification (age 16-64)		New	Annual	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Children, Families, Education & Skills
Better, brighter futures	Support partners and the Children's Trust to provide higher standards of support	Adults, Health Partnerships & Housing	Public Health	Public Health	BBF01	Breastfeeding rate at 6-8 weeks	This is the percentage of infants that are totally or partially breastfed at age 6-8 weeks. Totally breastfed is defined as infants who are exclusively receiving breast milk at 6-8 weeks of age - that is, they are not receiving formula milk, any other liquids or food. Partially breastfed is defined as infants who are currently receiving breast milk at 6-8 weeks of age and who are also receiving formula milk or any other liquids or food. Not at all breastfed is defined as infants who are not currently receiving any breast milk at 6-8 weeks of age. The numerator is the count of the number of infants recorded as being totally breastfed at 6-8 weeks and the number of infants recorded as being partially breastfed. The denominator is the total number of infants due a 6-8 weeks check.	Existing	Quarterly	55%	55%		National target	Adults, Health & Wellbeing
Better, brighter futures	Support partners and the Children's Trust to provide higher standards of support	Adults, Health Partnerships & Housing	Public Health	Public Health	BBF02	% of infants due a new birth visit that received a new birth visit within 14 days of birth	All infants and their families are eligible to receive a visit led by a health visitor within the first two weeks from birth, which is known as the New Birth Visit (NBV). This metric is designed to measure what proportion of infants receive a timely NBV. This visit forms part of the Healthy Child Programme (HCP), and is important to ensure a continuum of support following on from visits by a midwife, which usually end at day 10. This visit is also important in identifying any development issues with the infant (including early referral to a specialist team where needed), to promote sensitive parenting, to provide safe sleeping advice, to support feeding and to discuss concerns and worries, including maternal mental health.	Existing	Quarterly	90%	90%		National target	Adults, Health & Wellbeing

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Better, brighter futures	Support partners and the Children's Trust to provide higher standards of support	Adults, Health Partnerships & Housing	Public Health	Public Health	BBF03	% of children who received a 6-8 week review by the time they were 8 weeks	The 6 to 8 week review is an opportunity for support with breastfeeding if required, and allows an assessment of the mother's mental health, as well as reinforcing the discussions and messages from the new birth visit. It is an opportunity to ensure the mother has had a six-week postnatal check, and that the infant has received the infant physical examination, as well as a reminder of the importance of the vaccinations that take place in the first few months. Any difficulties the mother has had in receiving benefits she is entitled to can be discussed and support offered.	Existing	Quarterly	90%	90%		National target	Adults, Health & Wellbeing
Better, brighter futures	Support partners and the Children's Trust to provide higher standards of support	Adults, Health Partnerships & Housing	Public Health	Public Health	BBF04	% mothers known to be smokers at the time of delivery	The number of mothers known to be smokers at the time of delivery as a percentage of all maternities with known smoking status. A maternity is defined as a pregnant woman who gives birth to one or more live or stillborn babies of at least 24 weeks gestation, where the baby is delivered by either a midwife or doctor at home or in a NHS hospital	Existing	Quarterly	11%	11%		National target	Adults, Health & Wellbeing
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	BBF10	% of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted	This indicator shows: out of all children adopted, those that were placed for adoption within 12 months of the council receiving permission to place the child for adoption. NNC is the corporate parent for these children whilst they are in care so should support them to have a stable home environment. The shorter the time, children have to wait to be placed means a shorter wait for this stable environment. This is a national indicator often used to compare performance.	Existing	Quarterly	72%	72%		Previous data and benchmarks	Children, Families, Education & Skills
Connected communities	Empower a thriving voluntary and community sector	Adults, Health Partnerships & Housing	Communities	Community Partnerships	CNC01	Number of Strategic Grant Agreements targets delivered	The VCSE provides valuable support to people across Northamptonshire. Some organisations provide very specialised work such as debt casework, counselling and drug treatment and recovery. The range and geographical coverage of organisations in the sector is comprehensive. The current funding arrangements with VCSE organisations involve a mixture of grants, service level agreements and contracts that were created by NNC's predecessor councils. Some of those arrangements have been in place for some considerable time and most have extensions to the original agreement periods to support their transfer into NNC from 1 April 2021. The current arrangements, annual grant payments totalling £1,415,766 per annum. The current funding arrangements with VCSE organisations were created by the sovereign councils were subject to an application process and were awarded accordingly. The Executive Committee agreed to fund these current arrangements for a further two years.	Existing	Annual	22-23 is a baselining year to set future targets.	100%		Previous data	Rural Communities & Localism
Connected communities	Empower a thriving voluntary and community sector	Adults, Health Partnerships & Housing	Communities	Community Partnerships	CNC02	Total amount of funding released via small discretionary grants into organisations	A Community Fund is defined as a financial award the Council makes from its funds to support community activities. These awards can be made to Community and Voluntary Organisations, Town and Parish Councils, Registered Charities and to other bodies or individuals. They need to be spent within 12 months of being awarded; set criteria as to what they can be used for; policy - https://www.northnorthants.gov.uk/community-safety-and-emergencies/community-grants-and-funding	Existing	Half -yearly	100%	100%		Knowledge of service levels / capacity / requirements	Rural Communities & Localism
Greener, sustainable environment	Educate, encourage reuse, harmonise and enforce to keep our environments free from litter	Place & Economy	Highways & Waste	Highways & Waste	GSE07	Percentage of waste diverted from landfill	Based on old national indicator NI193: Percentage of Municipal Waste Sent to Landfill This is calculated as follows: Municipal waste landfilled divided by total municipal waste collected x 100 to give percentage. Calculation= 100-output from NI193. Municipal waste includes both household waste and that from other sources which is similar in nature and composition e.g. businesses Using waste data flow.	Existing	Annual	87%	87%	(YTD Q4 available June, validated July)	Previous data	Climate & Green Environment
Greener, sustainable environment	Educate, encourage reuse, harmonise and enforce to keep our environments free from litter	Place & Economy	Highways & Waste	Highways & Waste	GSE06	Flytipping: number of fly tips reported	This is the number of fly tips recorded across NNC. Fly-tipping is illegal dumping of liquid or solid waste on land or in water.	Existing	Quarterly	No target - Fly tipping is a criminal offence and not appropriate for a target based approach.	Tracking	Was going to use OFLOG measure once agreed but the fly-tipping OFLOG metrics have been put on hold and not implemented yet.	N/A	Climate & Green Environment

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Greener, sustainable environment	Educate, encourage reuse, harmonise and enforce to keep our environments free from litter	Place & Economy	Highways & Waste	OFLOG: Waste	GSE12 OFLOG	NI192 % Household Waste sent for reuse, recycling and composting	From waste data flow	Existing	Quarterly	42%	43%	Changed from MPI to KPI. Target updated.	Previous data	Climate & Green Environment
Greener, sustainable environment	Educate, encourage reuse, harmonise our approaches and enforce to keep our environment free from litter	Place & Economy	Highways & Waste	OFLOG: Waste	GSE13 OFLOG	Residual household waste: Residual household waste per household (kg)		New	Annual	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Climate & Green Environment
Greener, sustainable environment	Embed low carbon technology, improved green infrastructure and sustainable forms of transport	Place & Economy	Growth & Regeneration	Economic Development	GSE11	EV charging network: Number of towns with public Electric Vehicle Charging Points		New	Quarterly	New target for 24/25	Tracking each quarter and then to have Public EVCPs in all 12 towns by March 2025	NEW KPI	Linked to strategy	Climate & Green Environment
Greener, sustainable environment	Embed low carbon technology, improved green infrastructure and sustainable forms of transport	Place & Economy	Growth & Regeneration	Economic Development	GSE04	Number of electric vehicles charging points publicly available	Quarterly data collected by Department for Transport	Existing	Quarterly	No target but aim to increase in numbers	Increase in 10% by end of year. 2.5% by end of Q1 etc...	Target introduced	Linked to strategy	Climate & Green Environment
Greener, sustainable environment	Embed low carbon technology, improved green infrastructure and sustainable forms of transport	Place & Economy	Growth & Regeneration	Economic Development	GSE05	Number of electric vehicle charge points per 100000 population (national ranking)		Existing	Quarterly	New indicator as this data is now available from the Department for Transport and indicates comparative performance of the area	Improve ranking		National / regional average	Climate & Green Environment
Greener, sustainable environment	Promote sustainable, active travel	Place & Economy	Growth & Regeneration	Economic Development	GSE01	Number of E-Scooter trips (rides)	Number of e-scooter trips obtained from monthly data provided by Voi.	Existing	Quarterly		Tracking	Added "(rides)" to the title to match IAA KPI wording	N/A	Climate & Green Environment
Greener, sustainable environment	Promote sustainable, active travel	Place & Economy	Growth & Regeneration	Economic Development	GSE02	Number of registered E-Scooter users	Number of e-scooter users obtained from monthly data provided by Voi.	Existing	Quarterly		Tracking	Added "registered" to the title to match IAA KPI wording	N/A	Climate & Green Environment
Greener, sustainable environment	Promote sustainable, active travel	Place & Economy	Growth & Regeneration	Economic Development	GSE03	Co2 saving from E-Scooters	Co2 savings from e-scooter use obtained from monthly data provided by Voi. Trail ending May 2024.	Existing	Quarterly		Tracking		N/A	Climate & Green Environment
Greener, sustainable environment	Promote sustainable, active travel	Place & Economy	Growth & Regeneration	Economic Development	GSE08	Co2 saving from Delivery Robots	Co2 savings from delivery robot use obtained from quarterly data provided by Starship	Existing	Quarterly	New indicator	Tracking		N/A	Climate & Green Environment
Greener, sustainable environment	Protect the countryside and open spaces, and enhance the natural environment and ecology	Place & Economy	Assets & Environment	Assets & Environment	GSE10	Habitat area improved for pollinators (hectares)	As identified in pollinator strategy - this is the area of NNC owned land that that is managed to benefit Pollinator species - this will primarily entail allowing current short mown amenity grassland to flower	Existing	Half -yearly		10 hectares (annual)	Frequency changed from annual to half-yearly. Target updated	Knowledge of service levels / capacity / requirements	Climate & Green Environment
Greener, sustainable environment	Protect the countryside and open spaces, and enhance the natural environment and ecology	Place & Economy	Assets & Environment	Assets & Environment	GSE09	Volume of pesticides used within NNC Grounds Services operations	This indicator currently only includes Grounds Service use of pesticides which whilst this includes some highway areas, it will not cover the entirety of Highways usage.	Existing	Quarterly	Contractor usage in 2022 for Wellingborough is not available	225L Q1: 50L Q2: 120L Q3: 35L Q4: 20L	Target updated	Previous data	Climate & Green Environment
Greener, sustainable environment	Protect the countryside and open spaces, and enhance the natural environment and ecology	Place & Economy	Highways & Waste	OFLOG: Waste	GSE14 OFLOG	Recycling contamination rate: Proportion of household waste contaminated/rejected		New	Annual	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Climate & Green Environment

Corporate Plan Key Commitment	Corporate Plan Key Commitment Priority	Directorate	Department	Team	Ref	Performance Indicator Name	Further detail (description) if necessary	New (not currently reported as KPI) or existing (reported as KPI currently)	Frequency	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
Modern public services	Ensure very robust financial and performance management	Adults, Health Partnerships & Housing	Housing	Housing	STP38	Rent collected as a percentage of rent owed	The total amount of rent collected against the amount that is owed	Existing	Quarterly	97%	99%		Linked to strategy	Housing, Communities & Levelling-up
Modern public services	Provide good quality and efficient services valued by our customers	Adults, Health Partnerships & Housing	Adult Social Care	OFLOG: Adult Social Care	MPS60 OFLOG	People who use services who found it easy to find information: Proportion of people who use care services who find it easy to find information about services	The carers survey is carried out every two years, next data expected to be published is June 2024.	New	Biennial (every 2 years)	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Adults, Health Partnerships & Housing	Adult Social Care	OFLOG: Adult Social Care	MPS61 OFLOG	Carers who found it easy to find information about services: The proportion of carers who find it easy to find information about support	The carers survey is carried out every two years, next data expected to be published is June 2024.	New	Biennial (every 2 years)	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Adults, Health Partnerships & Housing	Housing	Housing	MPS54	Percentage of emergency repair jobs currently out of target	The number of emergency responsive repairs awaiting completion which are out of target (based on those jobs which have been accumulating since 1st March 2023), out of the number of emergency jobs awaiting repair. Actual numbers will be reported as part of this KPI.	New	Quarterly	Tracking only	Tracking	NEW KPI This replaces 'STP40 Number of repair jobs awaiting completion which are outside of target timescale', but is just focussing on 'emergency' and is calculated as a percentage of those awaiting repair.	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	MPS53	Percentage of non-emergency repair jobs currently out of target	The number of non-emergency responsive repairs awaiting completion which are out of target (based on those jobs which have been accumulating since 1st March 2023), out of the number of non-emergency jobs awaiting repair. Actual numbers will be reported as part of this KPI.	New	Quarterly	Tracking only	Tracking	NEW KPI This replaces 'STP40 Number of repair jobs awaiting completion which are outside of target timescale', but is just focussing on 'non-emergency' and is calculated as a percentage of those awaiting repair.	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	STP04	Number of active households on Keyways (snapshot)	A snapshot of the total number of applicants active on the North Northamptonshire Keyways Housing Register as at 1st of each month	Existing	Quarterly	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	STP05	Number of new Keyways applications received	The number of new online applications submitted within the previous month. This includes those applications auto closed due to having no housing need i.e., total number of approaches	Existing	Quarterly	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	STP08	Rent collected as a percentage of rent owed	Snapshot of the percentage of properties with a valid gas safety certificate	Existing	Quarterly	100%	100%		Knowledge of service levels / capacity / requirements	Housing, Communities & Levelling-up
Modern public services	Provide good quality and efficient services valued by our customers	Adults, Health Partnerships & Housing	Housing	Housing	MPS55	'% of all responsive repairs completed within target time'	This will be worked out as a combined KPI for both emergency and non-emergency repairs (different target time will feed into the calculation depending on if it's 'emergency' repair or not; emergency timescale is 24 hours and non-emergency is 28 days). Actual numbers will also be included.	New	Quarterly	N/A	Tracking	NEW KPI	N/A	Housing, Communities & Levelling-up
Modern Public Services	Provide good quality and efficient services valued by our customers	Adults, Health Partnerships & Housing	Public Health	Adult Learning	MPS71	Learner satisfaction. – Learners respond to the question 'How would you rate your learning experience?' as either 'Good' or 'Outstanding'	The satisfaction rate is based on the learners filling in an end of course review form when their course ends and the satisfaction rate is if a learner has answered 'Good' or 'Excellent' to the question 'How would you rate your learning experience'. We had a satisfaction rate of around 97% last academic year.	New	Termly	N/A	95%	NEW KPI - added from IAA KPI set	Previous data and benchmarks	Children, Families, Education & Skills
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Customer Services	Customer Services	MPS42	Number of customers helped by customer services - split by telephone/ face-to-face appointments / face-to-face drop in to reception / email.	Number of customers helped by customer services - split by telephone/face-to-face appointments, face-to-face drop in's at reception; email and online form. Considering to start collecting this from August using Customer Relationship Management systems.	Existing	Quarterly (with monthly breakdown)	No target as this is for tracking purpose only	No target as this is for tracking purpose only	Amending this KPI - removing online form, and splitting up face-to-face interactions into appointments/drop-ins	N/A	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Customer Services	Customer Services	MPS39	% of calls answered out of total calls received in customer services	% of calls answered out of total calls received in customer services. This is the number of calls answered divided by the total number of calls received x 100 to give a percentage. Important in order to manage volumes and ensure we are managing to meet customers needs.	Existing	Quarterly (with monthly breakdown)	90%	90%		Knowledge of service levels / capacity / requirements	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	STP06	Total number of NNC affordable housing completions	This KPI has been amended to only include the number of North Northants Council affordable housing completions	Existing	Annual	Tracking only	Tracking		N/A	Housing, Communities & Levelling-up

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Safe and Thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Adults, Health Partnerships & Housing	Housing	Housing	STP07	Number of NNC affordable housing starts	This KPI has been amended to only include the number of North Northants Council affordable housing starts	Existing	Annual	Tracking only	Tracking		N/A	Housing, Communities & Levelling-up
Safe and Thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Adults, Health Partnerships & Housing	Housing	Housing	STP11	Number of lettings completed in month	The total number of HRA lettings completed within the month	Existing	Quarterly	Tracking only	Tracking		N/A	Housing, Communities & Levelling-up
Safe and Thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Adults, Health Partnerships & Housing	Housing	Housing	STP36	Number of voids (snapshot as at the end of the month)	Snapshot of the number of HRA voids as at the end of the month. Note this does not include non-HRA temp or out of management properties	Existing	Quarterly	Tracking only	Tracking		N/A	Housing, Communities & Levelling-up
Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Place & Economy	Growth & Regeneration	Econ Development	STP21	% of Full fibre coverage	This is the percentage of premises within the county with access to a Fibre to the Premises (FTTP) broadband service. Data is sourced from Think Broadband. They are recognised independent industry experts that collate data from all the major network operators.	Existing	Quarterly	40% of Premises countywide (Dec 2023)	40% (countywide) Track to achieve 95% by 2029 (North Northants)		National / regional average	Growth & Regeneration
Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Place & Economy	Growth & Regeneration	Econ Development	STP22	% of gigabit coverage	This is the percentage of premises within the county with access to a gigabit capable service. Data is sourced from Think Broadband. They are recognised independent industry experts that collate data from all the major network operators.	Existing	Quarterly	75% of premises gigabit capable (Dec 2023)	75% (countywide) Track to achieve 99% by 2029 (North Northants)		National / regional average	Growth & Regeneration
Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Place & Economy	Growth & Regeneration	Planning Policy	STP27	Net additional homes provided	This is the number of new homes built minus demolitions.	Existing	Annual (Dec)	1874 (updated from 1875)	1874 (due to be updated via Government input in March)	Target updated	Government target	Growth & Regeneration
Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Place & Economy	Growth & Regeneration	Planning Policy	STP25	Maintain 5 year housing land supply	This indicator is worked out as follows: The identified housing supply divided by the housing requirement X 5. (no longer need a buffer) The aim is to maintain a rolling 5 year supply of specific deliverable housing sites relative to local housing need (LHN) which superseded housing requirements set out in Policy 28 of the JCS in July 2021.	Existing	Annual (Dec)	6.0 years	6.0 years		Linked to policy	Growth & Regeneration
Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Place & Economy	Growth & Regeneration	Planning Policy	STP26	Maintain 5 year supply of Gypsy and Traveller sites	This indicator is worked out as follows: The identified supply divided by the requirement + shortfall X 5. (No longer need a buffer) The aim is to maintain a rolling 5 year supply of specific deliverable gypsy and traveller sites/pitches relative to their respective minimum requirement set out in the latest GTAA (Gypsy and Traveller Accommodation Assessment)	Existing	Annual (Dec)	6.0 years	6.0 years		Linked to policy	Growth & Regeneration
Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Place & Economy	Growth & Regeneration	Planning Policy	STP24	% Gross affordable housing delivered - Growth Towns, Market Towns (not including Oundle) on sites of 15+ dwellings and Villages and rural areas (including Oundle) on sites of 5+ dwellings	Affordable housing includes social rented, affordable rented and intermediate housing, provided to specified eligible households whose needs are not met by the open market. It can be a new-build property or a private sector property that has been purchased for use as an affordable home. This indicator is worked out as follows: The number of new affordable homes built on sites divided by the total new homes built on sites x 100 to give a percentage. This KPI will be reported as an overall percentage as well as separate figures for growth towns / market towns / villages rural.	Existing	Annual (Dec)	20% overall (30% - Growth Towns 30% - Market Towns 40% - Villages/Rural)	20% overall (30% - Growth Towns 30% - Market Towns 40% - Villages/Rural)		Linked to policy	Growth & Regeneration

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Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Place & Economy	Regulatory Services	Local Land Charges	STP33	% of Local Land Charges searches processed within 10 working days	The 10 working days we are measuring against reflects the government's target turnaround time. A local land charges search gives information held by the council about a property. This indicator is in relation to paid-for local searches which are full searches (with either reference LLC1 or Con29).	Existing	Quarterly	95%	95%		Knowledge of service levels / capacity / requirements	Growth & Regeneration
Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Place & Economy	Regulatory Services	Private Sector Housing	STP13	Total number of Private Sector Housing DFG (Disabled Facilities Grant) cases on waiting list, i.e. completed applications received that have been validated, awaiting survey	These are means tested grants for private sector households to apply for who have a disability and need to make a change to their home. Examples include funding for: •widening doors and installing ramps and handrails •improving access to rooms and facilities - e.g. stairlifts or a downstairs bathroom / level access shower The only legal requirement for NNC, is that we approve a completed/validated application within 6 months of receipt, which we always do.	Existing	Quarterly	N/A - unable to set target and to be reviewed once services aligned	Tracking	Unable to set target and to be reviewed once services aligned	N/A	Adults, Health & Wellbeing
Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Place & Economy	Regulatory Services	Private Sector Housing	STP14	Total number of Private Sector Housing DFG (Disabled Facilities Grant) completions	These are means tested grants for private sector households to apply for who have a disability and need to make a change to their home. Examples include funding for: •widening doors and installing ramps and handrails •improving access to rooms and facilities - e.g. stairlifts or a downstairs bathroom / level access shower	Existing	Quarterly	168 (14 per month)	168 (14 per month)		Previous data	Adults, Health & Wellbeing
Safe and Thriving places	Maintain our highways infrastructure to keep people moving safely around North Northamptonshire	Place & Economy	Highways & Waste	OFLOG: Roads	STP46 OFLOG	Percentage of local authority motorways and A roads that should be considered for maintenance		New	Biennial (every 2 years)	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric) It appears figures for NNC are not yet available on this. NNC did not provide the data to the source.	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	OFLOG: Roads	STP47 OFLOG	Percentage of local authority B and C roads that should be considered for maintenance		New	Biennial (every 2 years)	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric) It appears figures for NNC are not yet available on this. NNC did not provide the data to the source.	N/A	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)	STP19	Total number of planning applications received - ALL TYPES of applications	This is the total number of planning applications received by the Council each month	Existing	Quarterly	Tracking	Tracking		N/A	Growth & Regeneration
Safe and thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	Dev Management (Planning)	STP41	% planning applications determined which were subject to an extension of time	An extension of time agreement needs: To be agreed between the council and the applicant or agent acting on the applicant's behalf; To be recorded in writing; To set out an end date by which time the planning application will be completed determined and a decision letter issued – including the completion of a s106 agreement; To encapsulate a realistic timetable assuming that both parties are working with goodwill to complete satisfy issues and determine the application in the shortest time given the resources available. An extension of time agreement can be completed at any point between registration and determination, so long as the applicant has not registered an appeal against non-determination. For it to count in the statistical performance returns, the extension of time agreement needs to be registered in the authority's planning data records prior to determination.	Existing	Quarterly	N/A	Tracking		N/A	Growth & Regeneration
Safe and thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	Minerals & Waste Planning	STP23	Percentage of NNC County Matter (minerals and waste) planning decisions made within the required timescale	The statutory time limits for applications for planning permission are 13 weeks for applications for major development such as all minerals and waste development, 16 weeks if the application is subject to an Environmental Impact Assessment or an extension to timescales has been agreed with an applicant and it is these times that are measured from the date of the validation of the application.	Existing	Quarterly (with monthly breakdown)	95%	95%		Knowledge of service levels / capacity / requirements	Growth & Regeneration
Safe and Thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	OFLOG: Planning	STP15a OFLOG	Percentage of major planning applications decided on time	2 year rolling	New	Quarterly / Annual - TBC	N/A	CIPFA Near Neighbours benchmark Local target 88%	New proposed KPI (oflog metric), this is a 2 year rolling version of STP15.	National regional average	Growth & Regeneration

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Safe and Thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	OFLOG: Planning	STP16/17 a OFLOG	Percentage of non-major planning applications decided on time	2 year rolling	New	Quarterly / Annual - TBC	N/A	CIPFA Near Neighbours benchmark Local target 86%	New proposed KPI (oflog metric), this is a 2 year rolling version of STP16/17 which we are now combining to bring in line with this.	National regional average	Growth & Regeneration
Safe and Thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	OFLOG: Planning	STP18a OFLOG	Percentage of major planning applications overturned on appeal	2 year rolling	New	Quarterly / Annual - TBC	N/A	9% and CIPFA Near Neighbours benchmark	New proposed KPI (oflog metric) Removing STP18	National regional average	Growth & Regeneration
Safe and Thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	OFLOG: Planning	STP18b OFLOG	Percentage of non-major planning applications overturned on appeal	2 year rolling	New	Quarterly / Annual - TBC	N/A	9% and CIPFA Near Neighbours benchmark	New proposed KPI (oflog metric) Removing STP18	National regional average	Growth & Regeneration
Safe and Thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	OFLOG: Planning	STP45 OFLOG	*Local plan adoption date		New	N/A	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric), although this would not usually constitute a 'KPI'. Data not currently available for NNC as new authority.	N/A	Growth & Regeneration
Safe and thriving places	Tackle the causes of difficult issues leading to nuisance, crime and anti-social behaviour	Adults, Health Partnerships & Housing	Communities	Community Safety	STP02	Number of satisfactory ASB resolutions by NNC	Resolving ASB complaints generally takes a 3 step process. Firstly, it's whether self-help can resolve the problem, i.e. encouraging dialogue between the complainant/perpetrator. Then it may be that as an agency we have to intervene when the first stage hasn't been successful. This will involve us reviewing a case and giving advice, completing diary sheets etc. Our interventions may involve offers of mediation, resolutions/remedy. A stage 3 would be formal legal action and enforcement using our ASB Act powers. We close cases at any of the above stages on the basis of: no further reports or information; complainant confirms the situation has improved; or no longer wants to pursue action.	Existing	Quarterly	22-23 is a baselining year to set future targets.	85%	Target updated.	Previous data	Adults, Health & Wellbeing
Safe and thriving places	Tackle the causes of difficult issues leading to nuisance, crime and anti-social behaviour	Adults, Health Partnerships & Housing	Communities	Community Safety	STP03	Number of repeat victims of reported domestic abuse	Domestic abuse and violence is widely recognised as being repetitious. We want to encourage victims of domestic abuse to seek help and support by reporting their situation to relevant agencies including NNC. However, an issue that agencies often see is victims reporting things have calmed down and the violence stopping, only for them to experience it starting up again sometime later.	Existing	Quarterly	22-23 is a baselining year to set future targets.	450 (annual)	Target updated.	Previous data	Adults, Health & Wellbeing
Safe and thriving places	Tackle the causes of difficult issues leading to nuisance, crime and anti-social behaviour	Place & Economy	Regulatory Services	Northants Travellers Unit	STP34	% of New encampments visited within 1 working day of notification; unless operational difficulties prevent this	This indicator is worked out as follows: The number of new encampments visited within 1 working day of notification unless operational difficulties prevent this divided by the total number of New encampments to be visited x 100 to give a percentage. Examples of Operational difficulties that may arise include; a large influx of unauthorised encampments beyond the scope of what the team of 2.5 FTE's are able to respond to across the whole of Northamptonshire (NNC and WNC) within the 1 working day KPI or due to enforced sickness absence or 1 or more of the 2.5 team members etc. (These instances if they occurred would be excluded from the calculation)	Existing	Half -yearly	95%	95%		Previous data	Rural Communities & Localism
Safe and thriving places	Tackle the causes of difficult issues leading to nuisance, crime and anti-social behaviour	Place & Economy	Regulatory Services	Trading Standards	STP35	% of Rogue trading activities tackled (rogue traders subject to a Trading Standards intervention)	Rogue traders are traders which either intentionally or repeatedly behave in such a manner that they potentially commit criminal offences. The classic rogue trader is someone who turns up on a doorstep, or approaches a consumer, particularly a vulnerable consumer, via an email or telephone call and coerces via pressure, unsubstantiated claims or distraction into losing money, however small an amount. This impacts on confidence and removes the feeling of safety in their own homes and thus the costs are much wider than the simple figure. These range from cold calling by knocking on a front door to sell dusters, cleaning products (Nottingham Knockers), to a calculated series of visits targeted at people the "trader" knows to have previously fallen victim to a scam. The action trading standards can take depends upon the evidence which can be gathered. However, the 1st step, is to write to the trader and give notice that we have received a complaint alleging a practice which is potentially a criminal offence. The number of these "trader notices" and any other actions we take above this level are counted as Interventions and recorded on a monthly basis. The complaints are reported mainly via the Citizens Advice Consumer helpline, but may also come as referrals from partner agencies including Action Fraud and Age UK. We aim to respond to them all.	Existing	Quarterly	100%	100%		Knowledge of service levels / capacity / requirements	Rural Communities & Localism

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Safe and thriving places	Working with local businesses and partners to support the creation of high-quality, better-skilled jobs	Adults, Health Partnerships & Housing	Communities	Libraries	STP01	Number of new business started with support from the BIPC Northamptonshire	Business and Intellectual Property (patents, copyright, trademarks etc) Centre Northamptonshire – Service run by Northamptonshire Libraries supporting start-up businesses and the self-employed. We track the number of new businesses that have launched in North Northants following some intervention/support from the BIPC.	Existing	Quarterly	6.25 Quarterly 25 Annual	6.25 Quarterly 25 Annual		Set by British Library	Growth & Regeneration
Safe and thriving places	Working with local businesses and partners to support the creation of high-quality, better-skilled jobs	Place & Economy	Growth & Regeneration	Planning Policy	STP28	Net increase in jobs	This measures the Joint Core Strategy aims which identifies 31,100 net increase in jobs between 2011-2031.	Existing	Annual (Dec)	810	810		Linked to policy	Growth & Regeneration
Safe and thriving places	Working with local businesses and partners to support the creation of high-quality, better-skilled jobs	Place & Economy	Growth & Regeneration	Planning Policy	STP42	Increase in jobs by employment sector	Used as a basis for gaining a greater understanding of the range of additional job growth in North Northamptonshire.	Existing	Annual (Dec)	N/A	Tracking		Benchmark	Growth & Regeneration
Safe and thriving places	Working with local businesses and partners to support the creation of high-quality, better-skilled jobs	Place & Economy	Regulatory Services	Food Safety	STP32	% of food establishments in the area which are broadly compliant with food hygiene law	Broadly Compliant Premises are Premises for which compliance levels have been assessed as equivalent to an FHRS rating of 3, 4 or 5 at their most recent food hygiene inspection. Percentage of broadly compliant calculated as a % of the total number of food premises through existing database systems (not as a percentage of those inspected)	Existing	Quarterly	95%	95%		Knowledge of service levels / capacity / requirements	Adults, Health & Wellbeing

Organisational Health Indicators

Corporate Plan Key Commitment	Corporate Plan Key Commitment Priority	Directorate	Department	Team	Ref	Performance Indicator Name	Further detail (description) if necessary	New (not currently reported as KPI) or existing (reported as KPI currently)	Frequency	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
Connected communities	Respect and engage our local and diverse communities and town and parish councils	Finance & Performance	Procurement	Organisational data	MPS02	Estimated total value of contracts (over the contract term) awarded to local suppliers following a procurement process being ran equal to and above £100k.	Local suppliers will be those in North Northamptonshire. Calculating using a quarterly updated list of postcodes within North Northamptonshire.	Existing	Quarterly	Tracking	Tracking		N/A	Rural Communities & Localism
Connected communities	Respect and engage our local and diverse communities and town and parish councils	Finance & Performance	Procurement	Organisational data	MPS03	% count of local suppliers awarded a contract following a procurement process being ran equal to and above £100k	Local suppliers will be those in North Northamptonshire. Calculating using a quarterly updated list of postcodes within North Northamptonshire.	Existing	Quarterly	Tracking	Tracking		N/A	Rural Communities & Localism
Modern public services	Ensure very robust financial and performance management	Customer & Governance	Customer Services	OFLOG: Corporate & Finance	MPS70 OFLOG	Number of upheld complaints: Number of upheld Ombudsman complaints per 10000 people		New	Annual	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Finance and Transformation
Modern public services	Ensure very robust financial and performance management	Finance & Performance	Finance Accountancy	OFLOG: Corporate & Finance	MPS64 OFLOG	Total core spending power per dwelling		New	Annual	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Finance and Transformation
Modern public services	Ensure very robust financial and performance management	Finance & Performance	Finance Accountancy	OFLOG: Corporate & Finance	MPS67 OFLOG	Social care spend as percentage of core spending power		New	Annual	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Finance and Transformation
Modern public services	Ensure very robust financial and performance management	Finance & Performance	Finance Accountancy	OFLOG: Corporate & Finance	MPS68 OFLOG	Debt servicing as percentage of core spending power		New	Annual	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Finance and Transformation
Modern public services	Ensure very robust financial and performance management	Finance & Performance	Finance Accountancy	OFLOG: Corporate & Finance	MPS690 FLOG	Total debt as percentage of core spending power		New	Annual	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Finance and Transformation
Modern public services	Ensure very robust financial and performance management	Finance & Performance	Finance Accountancy	Organisational Data	MPS01	% invoices paid within 30 days	This is based on invoices which are due in the reporting month	Existing	Quarterly	95% (subject to change following SLA review)	95% (subject to change following SLA review)		Linked to Service Level Agreement	Finance and Transformation
Modern public services	Ensure very robust financial and performance management	Finance & Performance	Finance and Strategy	OFLOG: Corporate & Finance	MPS62 OFLOG	Non-ringfenced reserves as percentage of net revenue expenditure		New		N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Finance and Transformation
Modern public services	Ensure very robust financial and performance management	Finance & Performance	Finance and Strategy	OFLOG: Corporate & Finance	MPS63 OFLOG	Non-ringfenced reserves as percentage of service spend		New		N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Finance and Transformation
Modern public services	Ensure very robust financial and performance management	Finance & Performance	Revenues and Benefits	OFLOG: Corporate & Finance	MPS65 OFLOG	Average Level of band D council tax rates		New	Half -yearly	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Finance and Transformation
Modern public services	Ensure very robust financial and performance management	Finance & Performance	Revenues and Benefits	OFLOG: Corporate & Finance	MPS66 OFLOG	Council tax revenue per dwelling: Council tax, average charge per chargeable dwelling		New	Half -yearly	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Finance and Transformation
Modern public services	Ensure very robust financial and performance management	Place & Economy	Assets & Environment	Assets & Environment	MPS24	Rate of return on income generating portfolio	Return on capital funds invested based on capital asset book valuations	Existing	Quarterly	5%	6%	Target updated	Previous data	Finance and Transformation
Modern public services	Ensure very robust financial and performance management	Place & Economy	Assets & Environment	Assets & Environment	MPS25	Total rental income from investment estate (£)	This income is forecast as being received for the financial year. It is based upon agreed leases and rent reviews. There will be transactional activity during the year the outcome of which is not pre determined, and therefore not included in this forecast.	Existing	Quarterly	£12,695,000	£ 13,541,829	Target updated	Previous data	Finance and Transformation

Corporate Plan Key Commitment	Corporate Plan Key Commitment Priority	Directorate	Department	Team	Ref	Performance Indicator Name	Further detail (description) if necessary	New (not currently reported as KPI) or existing (reported as KPI currently)	Frequency	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
Modern public services	Invest in and value our staff to become an employer of choice	Adults, Health Partnerships & Housing	Adult Social Care	OFLOG: Adult Social Care	MPS59 OFLOG	Workforce turnover rate: Staff turnover rate for adult social care (ASC), all sectors, all services		New	Annual	N/A	No target - compare to CIPFA median benchmark	New proposed KPI (oflog metric)	N/A	Finance and Transformation
Modern public services	Invest in and value our staff to become an employer of choice	Customer & Governance	Human Resources	Organisational Data	MPS46	Turnover % split by voluntary and involuntary	Using Employee headcount and leavers numbers from other metrics. Voluntary leaver reasons are same as above, including resignation, retirement. Involuntary includes redundancy, dismissal.	Existing	Quarterly	13%	13%	Following last year's KPI set approval we opted to use Xpert HR benchmark of 12.7% instead of the LG Inform 12.9%. This is because Xpert HRs based their calculations on voluntary leavers which is in line with our methodology. Introduce split by voluntary/involuntary	N/A	Finance and Transformation
Modern public services	Invest in and value our staff to become an employer of choice	Customer & Governance	Human Resources	Organisational Data	MPS56	Leavers (Number of employees who have left a post in the period) split by voluntary and involuntary	Just those leaving the organisation. Report to enable inclusion of voluntary / involuntary split for internal movers is being worked on.	New	Quarterly	N/A	Tracking	NEW KPI.		Finance and Transformation
Modern public services	Invest in and value our staff to become an employer of choice	Customer & Governance	Human Resources	Organisational Data	MPS48	Starters (Number of employees who have started in a post in the period) split by internal and external	External Includes agency workers and casual workers moving into the organisation, about the type of contract they have	Existing	Quarterly	No target	Tracking	Introduce the split by internal / external?	N/A	Finance and Transformation
Modern public services	Invest in and value our staff to become an employer of choice	Customer & Governance	Human Resources	Organisational Data	MPS09	Vacancies	Number of advertised posts on e-recruitment. This currently has to be provided as a snapshot at a point in time.	Existing	Quarterly	No target	Tracking	This used to be calculated by the empty posts on ERP, however a better reflection will be to monitor what is being recruited to.	N/A	Finance and Transformation
Modern public services	Invest in and value our staff to become an employer of choice	Customer & Governance	Human Resources	Organisational Data	MPS06	Average number of working days lost per Full time Equivalent (FTE) employee (short term)	Days lost to sickness per FTE Employee	Existing	Quarterly	3.3 days lost	3.3 days lost		Benchmark	Finance and Transformation
Modern public services	Invest in and value our staff to become an employer of choice	Customer & Governance	Human Resources	Organisational Data	MPS07	Average number of working days lost per Full time Equivalent (FTE) employee (long term)	Days lost to sickness per FTE Employee	Existing	Quarterly	6.5 days lost	6.5 days lost		Benchmark	Finance and Transformation
Modern public services	Invest in and value our staff to become an employer of choice	Customer & Governance	Human Resources	Organisational Data	MPS08a	Employee Headcount broken down as follows: -Employee - Someone with an employment contract with contracted hours in the period -Agency - someone who is an 'invoice resource'. Consultants will be counted on here if they are on ERP (but they shouldn't be?) <i>All agency workers will have to have a post on ERP, so we will not have category of 'supernumerary' anymore. Agency workers should have expected hours entered onto ERP also.</i> -Relief - casual worker or zero hours contract -Office Staff - Members (these will be excluded from the headcount report)	All people with a resource number who worked within the date range specified	Existing	Quarterly	No target	Tracking	Split MPS08 into two as headcount and fte are separate metrics. Re-defined categories. To agree frequency?	N/A	Finance and Transformation
Modern public services	Invest in and value our staff to become an employer of choice	Customer & Governance	Human Resources	Organisational Data	MPS08b	Full time Equivalent (FTE)	The total number of weekly contracted hours divided by 37 (i.e. one full time post) = number of full time equivalent workers May be divisible by employee / agency / (relief don't have contracted hours) but won't be done routinely	Existing	Quarterly	No target	Tracking	Split MPS08 into two as headcount and fte are separate metrics. Re-defined categories. To agree frequency?	N/A	Finance and Transformation

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Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Customer Services	Organisational Data	MPS34a	% stage 1 complaints answered within SLA (10 Wdays or agreed extension)	% of complaints answered within the Service Level Agreement (The service level agreement is 20 Working days or an agreed extension). Complaints in relation to children's services are excluded and dealt with by a different process and are not included in these performance indicators. Important in order to manage complaint levels and identify where improvements are needed in certain areas.	Amended (split into stage 1 and stage 2)	Quarterly (with monthly breakdown)	90%	90%	MPS34 is being split into two KPIs to measure Stage 1 and Stage 2 separately	Knowledge of service levels / capacity / requirements	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Customer Services	Organisational Data	MPS34b	% stage 2 of complaints answered within SLA (20 Wdays or agreed extension)	% of complaints answered within the Service Level Agreement (The service level agreement is 20 Working days or an agreed extension). Complaints in relation to children's services are excluded and dealt with by a different process and are not included in these performance indicators. Important in order to manage complaint levels and identify where improvements are needed in certain areas.	Amended (split into stage 1 and stage 2)	Quarterly (with monthly breakdown)	90%	90%	MPS34 is being split into two KPIs to measure Stage 1 and Stage 2 separately	Knowledge of service levels / capacity / requirements	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Customer Services	Organisational Data	MPS35a	% of stage 1 complaints upheld	The number of stage 1 complaints which are upheld out of all stage 1 complaints of which a decision was made in the period.	Amended (split into stage 1 and stage 2)	Quarterly (with monthly breakdown)	N/A	20%	MPS35 is being split into two KPIs to measure Stage 1 and Stage 2 separately	Knowledge of service levels / capacity / requirements	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Customer Services	Organisational Data	MPS35b	% of stage 2 complaints upheld	The number of stage 2 complaints which are upheld out of all stage 2 complaints of which a decision was made in the period.	Amended (split into stage 1 and stage 2)	Quarterly (with monthly breakdown)	N/A	20%	MPS35 is being split into two KPIs to measure Stage 1 and Stage 2 separately	Knowledge of service levels / capacity / requirements	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Customer Services	Organisational Data	MPS30	Total number of Stage 1 complaints received by NNC (excluding children's services complaints)	Total number of Stage 1 complaints received by NNC. Stage 1 complaints are the first stage of the complaints process, where the customer wishes to make an initial formal complaint. Complaints in relation to children's services are excluded and dealt with by a different process and are not included in these performance indicators. Important in order to manage complaint levels and identify where improvements are needed in certain areas.	Existing	Quarterly (with monthly breakdown)	No target as this is for tracking purpose only	No target as this is for tracking purpose only		N/A	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Customer Services	Organisational Data	MPS32	Total number of complaints escalated to stage 2	Total number of complaints escalated to stage 2. Stage 2 complaints are made if the customer is not happy with the Stage 1 complaint response. Complaints in relation to children's services are excluded and dealt with by a different process and are not included in these performance indicators. Important in order to manage complaint levels and identify where improvements are needed in certain areas.	Existing	Quarterly (with monthly breakdown)	No target as this is for tracking purpose only	No target as this is for tracking purpose only		N/A	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Customer Services	Organisational Data	MPS37	Total number of notices received of complaints under investigation by Ombudsman	Total number investigated by Ombudsman. This is the total number of complaints investigated by the ombudsmen. Complaints are investigated by the Ombudsmen if the complainant is not happy with the stage 1 or stage 2 response. Complaints in relation to children's services are excluded and dealt with by a different process and are not included in these performance indicators. Important in order to manage complaint levels and identify where improvements are needed in certain areas.	Existing	Quarterly (with monthly breakdown)	No target as this is for tracking purpose only	No target as this is for tracking purpose only		N/A	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Customer Services	Organisational Data	MPS72	% stage 1 complaints where service improvement needs identified from the complaint	To be taken from learning logs as number of stage 1 complaints where service improvement needs identified / all stage 1 complaints received	New	Quarterly (with monthly breakdown)	N/A	80%		Knowledge of service levels / capacity / requirements	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Customer Services	Organisational Data	MPS73	% stage 2 complaints where service improvement needs identified from the complaint	To be taken from learning logs as number of stage 2 complaints where service improvement needs identified / all stage 2 complaints received	New	Quarterly (with monthly breakdown)	N/A	80%		Knowledge of service levels / capacity / requirements	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Governance	Information Governance	MPS16/18	Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Freedom of Information (FOI) requests and data protection (DP) Individual Rights Requests		Existing	Quarterly	2 per month - 6 per quarter	Tracking	This changed to 'tracking; mid-year	N/A	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Governance	Information Governance	MPS17/19	Number of complaints to Information Commissioners Office (ICO) upheld by ICO (with respect to handling of Freedom of Information (FOI) requests, Data Protection (DP) Individual Rights requests)		Existing	Quarterly	0 per month	Tracking	Target removed, changing to 'tracking', and combining together FOI & IRR requests.	N/A	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Governance	Information Governance	MPS20	Number of direct disclosure requests (ADR - Access to a Deceased Person's) received		Existing	Quarterly	No target - track for info	Tracking		N/A	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Governance	Information Governance	MPS22	Number of external Information Commissioners Office (ICO) complaints relating data management of data/breaches		Existing	Quarterly	1 per month - 3 per quarter	Tracking		N/A	Finance and Transformation

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Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Governance	Organisational Data	MPS15	Total number of data breaches (split by service)		Existing	Quarterly	No target - track for info	Tracking		N/A	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Governance	Organisational Data	MPS15a	Breaches split into:- a) Reportable Breaches		Existing	Quarterly	No target - track for info	Tracking		N/A	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Governance	Organisational Data	MPS15b	b) Non-Reportable Breaches		Existing	Quarterly	No target - track for info	Tracking		N/A	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Governance	Organisational Data	MPS12	% Freedom of Information (FOI) requests completed in 20 working days		Existing	Quarterly (with monthly breakdown) - one month in arrears	90%	90%		Knowledge of service levels / capacity / requirements	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Governance	Organisational Data	MPS13	% Environmental Information Regulations (EIR) requests completed in 20 working days		Existing	Quarterly (with monthly breakdown) - one month in arrears	90%	90%		Knowledge of service levels / capacity / requirements	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Governance	Organisational Data	MPS14	% Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)		Existing	Quarterly (with monthly breakdown) - one month in arrears	90%	90%		Knowledge of service levels / capacity / requirements	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Governance	Organisational Data	MPS21	% Transparency publications completed on time.		Existing	Quarterly, one month in arrears	100%	100%		Knowledge of service levels / capacity / requirements	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Governance	Organisational Data	MPS52	Number of external ICO complaints upheld by ICO relating data management of data/breaches		New	Quarterly		Tracking	NEW KPI - when reviewing the set of KPIs relating to the ICO, this appeared to be missing (the number actually upheld by the ICO relating to breaches)	N/A	Finance and Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Customer & Governance	Governance	Organisational Data	MPS22	Number of external Information Commissioners Office (ICO) complaints relating data management of data/breaches		Existing	Quarterly	1 per month - 3 per quarter	Tracking		N/A	Finance and Transformation
Modern public services	Use our assets, skills, knowledge and technology most effectively	Chief Executive's Department	IT	Organisational Data	MPS57	Number of e-forms completed by customers	This is expected to increase massively when new forms are implemented. This is 'firmstep' forms. It is hoped that all will be moved across to the 'firmstep' platform by April.	Existing MPI	Quarterly		Tracking - to increase monthly	Changed from MPI to KPI	N/A	Finance and Transformation
Modern public services	Use our assets, skills, knowledge and technology most effectively	Chief Executive's Department	IT	Organisational Data	MPS58	No of sessions on North website	Changed wording from 'visits' to 'sessions'	Existing MPI	Quarterly	% increase from previous month / comparison to 12 months ago.	5% increase from same month in previous year	Changed from MPI to KPI	Previous data	Finance and Transformation