

Appendix D - Changes to Key Performance Indicators for 2024-25

This document has been sorted by 'type of change'

Directorate	Department/Team	Ref	Performance Indicator Name	Type of change (KPI removed / New KPI or another change)	Notes Details of anything that's changed since 2023-24 If being removed: Reason for removal	CURRENT (2023-24) Frequency
Communities & Public Health	Adult Skills	BBF51 OFLOG	19+ further education and skills achievements per 100,000 population	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Communities & Public Health	Adult Skills	BBF52 OFLOG	19+ further education and skills achievements per 100,000 population (excluding apprenticeships)	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Communities & Public Health	Adult Skills	BBF53 OFLOG	Adults with a Level 3 or above qualification (age 16-64)	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Adults, Health Partnerships & Housing	Adult Social Care	AFL26	Proportion of Section 42 where risk is reduced or removed	New	NEW KPI	N/A New for 2024-25
Adults, Health Partnerships & Housing	Adult Social Care	AFL27	Ratio of Closed Cases to Open Cases for DOLS	New	NEW KPI	N/A New for 2024-25
Adults, Health Partnerships & Housing	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	New	New proposed KPI (oflog metric) Similar to KPI AFL07 but for all services rather than just residential and nursing.	N/A New for 2024-25
Adults, Health Partnerships & Housing	Adult Social Care	MPS59 OFLOG	Workforce turnover rate: Staff turnover rate for adult social care (ASC), all sectors, all services	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Adults, Health Partnerships & Housing	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	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Adults, Health Partnerships & Housing	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)	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Adults, Health Partnerships & Housing	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	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Adults, Health Partnerships & Housing	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	New	New proposed KPI (oflog metric)	N/A New for 2024-25

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Customer & Governance	Customer Services; Corporate & Finance	MPS70 OFLOG	Number of upheld complaints: Number of upheld Ombudsman complaints per 10000 people	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Customer & Governance	Customer Services & Complaints - Organisational Data	MPS71	% stage 1 complaints where service improvement needs identified from the complaint	New	NEW KPI	N/A New for 2024-25
Customer & Governance	Customer Services & Complaints - Organisational Data	MPS72	% stage 2 complaints where service improvement needs identified from the complaint	New	NEW KPI	N/A New for 2024-25
Children's Services	Education	BBF37	% takeup of 2 year old Entitlements	New	NEW KPI	N/A New for 2024-25
Children's Services	Education	BBF38	% takeup of 3&4 year old universal Entitlements	New	NEW KPI	N/A New for 2024-25
Children's Services	Education	BBF39	% of learners in primary schools judged as good or outstanding by Ofsted	New	NEW KPI	N/A New for 2024-25
Children's Services	Education	BBF40	% of learners in secondary schools judged as good or outstanding by Ofsted	New	NEW KPI	N/A New for 2024-25
Children's Services	Education	BBF41	% of severely persistently absent pupils - Primary	New	NEW KPI	N/A New for 2024-25
Children's Services	Education	BBF42	% of severely persistently absent pupils - Secondary	New	NEW KPI	N/A New for 2024-25
Children's Services	Education	BBF43	% PEPs quality assured as Good	New	NEW KPI	N/A New for 2024-25
Children's Services	Education	BBF44	Attainment gap for disadvantaged children achieving a good level of Development in Early Years Foundation Stage Profile (%)	New	NEW KPI	N/A New for 2024-25
Children's Services	Education	BBF45	Attainment gap for disadvantaged children achieving Age Related Expectations or above in reading, writing and maths at Key Stage 2 (%)	New	NEW KPI	N/A New for 2024-25
Children's Services	Education	BBF26	Attainment gap for disadvantaged children achieving grade 5 or greater in English & Maths (%)	New	NEW KPI. This was originally added to the 2023-24 KPI set but was then removed as unreportable, so this has not been reported for 23-24 yet.	N/A New for 2024-25
Children's Services	Education	BBF46	% of students achieving grades AAB or better at A level, at least two facilitating subjects	New	NEW KPI	N/A New for 2024-25

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Finance & Performance	Finance; Corporate & Finance	MPS62 OFLOG	Non-ringfenced reserves as percentage of net revenue expenditure	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Finance & Performance	Finance; Corporate & Finance	MPS63 OFLOG	Non-ringfenced reserves as percentage of service spend	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Finance & Performance	Finance; Corporate & Finance	MPS64 OFLOG	Total core spending power per dwelling	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Finance & Performance	Finance; Corporate & Finance	MPS65 OFLOG	Average Level of band D council tax rates	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Finance & Performance	Finance; Corporate & Finance	MPS67 OFLOG	Social care spend as percentage of core spending power	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Finance & Performance	Finance; Corporate & Finance	MPS68 OFLOG	Debt servicing as percentage of core spending power	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Finance & Performance	Finance; Corporate & Finance	MPS69 OFLOG	Total debt as percentage of core spending power	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Place & Economy	Growth & Regeneration	GSE11	EV charging network: Number of towns with public Electric Vehicle Charging Points	New	NEW KPI	N/A New for 2024-25
Place & Economy	Highways & Waste	STP44	Percentage of lights in light during light up period (within the PFI with Balfour Beatty)	New	Changed from MPI to KPI	N/A New for 2024-25
Place & Economy	Highways & Waste	GSE12	NI192 % Household Waste sent for reuse, recycling or composting	New	Changed from MPI to KPI. Target updated.	N/A New for 2024-25
Place & Economy	Highways & Waste; Roads	STP46 OFLOG	Percentage of local authority motorways and A roads that should be considered for maintenance	New	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 New for 2024-25
Place & Economy	Highways & Waste; Roads	STP47 OFLOG	Percentage of local authority B and C roads that should be considered for maintenance	New	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 New for 2024-25
Place & Economy	Highways & Waste; Waste	GSE13 OFLOG	Residual household waste: Residual household waste per household (kg)	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Place & Economy	Highways & Waste; Waste	GSE14 OFLOG	Recycling contamination rate: Proportion of household waste contaminated/rejected	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Adults, Health Partnerships & Housing	Housing	MPS53	Percentage of non-emergency repair jobs currently out of target	New	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 New for 2024-25

Directorate	Department/Team	Ref	Performance Indicator Name	Type of change (KPI removed / New KPI or another change)	Notes Details of anything that's changed since 2023-24 If being removed: Reason for removal	CURRENT (2023-24) Frequency
Adults, Health Partnerships & Housing	Housing	MPS54	Percentage of emergency repair jobs currently out of target	New	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 New for 2024-25
Adults, Health Partnerships & Housing	Housing	MPS55	'% of all responsive repairs completed within target time'	New	NEW KPI	N/A New for 2024-25
Customer & Governance	Human Resources	MPS56	Leavers (Number of employees who have left a post in the period) split by voluntary and involuntary	New	NEW KPI.	N/A New for 2024-25
Customer & Governance	Information Governance - organisational data	MPS52	Number of external ICO complaints upheld by ICO relating data management of data/breaches	New	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 New for 2024-25
Cheif Executive's Department	IT - organisational data	MPS57	Number of e-forms completed by customers	New	Changed from MPI to KPI	N/A New for 2024-25
Cheif Executive's Department	IT - organisational data	MPS58	No of sessions on North website	New	Changed from MPI to KPI	N/A New for 2024-25
Place & Economy	Planning	STP15a OFLOG	Percentage of major planning applications decided on time	New	New proposed KPI (oflog metric), this is a 2 year rolling version of STP15.	N/A New for 2024-25
Place & Economy	Planning	STP16/17 a OFLOG	Percentage of non-major planning applications decided on time	New	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.	N/A New for 2024-25
Place & Economy	Planning	STP18a OFLOG	Percentage of major planning applications overturned on appeal	New	New proposed KPI (oflog metric) Replacing STP18 Percentage of planning application appeals allowed as a proportion of planning decisions made. This Oflog metric is a 2 year rolling total and broken down to major / non-major.	N/A New for 2024-25
Place & Economy	Planning	STP18b OFLOG	Percentage of non-major planning applications overturned on appeal	New	New proposed KPI (oflog metric) Replacing STP18 Percentage of planning application appeals allowed as a proportion of planning decisions made. This Oflog metric is a 2 year rolling total and broken down to major / non-major.	N/A New for 2024-25
Place & Economy	Planning	STP45 OFLOG	*Local plan adoption date	New	New proposed KPI (oflog metric), although this would not usually constitute a 'KPI'. Data not currently available for NNC as new authority.	N/A New for 2024-25

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Communities & Public Health	Public Health	AFL28	Learner satisfaction. – Learners respond to the question 'How would you rate your learning experience?' as either 'Good' or 'Outstanding'	New	NEW KPI - added from IAA KPI set	N/A New for 2024-25
Finance & Performance	Revenues & Benefits; Corporate & Finance	MPS66 OFLOG	Council tax revenue per dwelling: Council tax, average charge per chargeable dwelling	New	New proposed KPI (oflog metric)	N/A New for 2024-25
Place & Economy	Assets & Environment	GSE10	Habitat area improved for pollinators (hectares)	Other change	Frequency changed from annual to half-yearly. Target updated	Annual
Place & Economy	Growth & Regeneration	STP16	Percentage of minor planning applications decided on time	Other change	Combining STP16 and STP17 to report as 'non-major' to align with how central government and oflog report these metrics.	Monthly
Place & Economy	Growth & Regeneration	STP17	Percentage of other (including householder applications) planning applications decided on time	Other change	Combining STP16 and STP17 to report as 'non-major' to align with how central government and oflog report these metrics.	Monthly
Communities & Public Health	Communities & Leisure	AFL09	Number of physical visits to libraries	Other change	Still reporting quarterly but adding monthly breakdown. Target updated.	Quarterly
Customer & Governance	Customer Services & Complaints	MPS42	Number of customers helped by customer services - split by telephone/ face-to-face appointments / face-to-face drop in to reception / email.	Other change	Amending this KPI - removing online form, and splitting up face-to-face interactions into appointments/drop-ins	Quarterly
Customer & Governance	Customer Services & Complaints - organisational data	MPS34a	% stage 1 complaints answered within SLA (10 Wdays or agreed extension)	Other change	MPS34 is being split into two KPIs to measure Stage 1 and Stage 2 separately	Quarterly
Customer & Governance	Customer Services & Complaints - organisational data	MPS34b	% stage 2 of complaints answered within SLA (20 Wdays or agreed extension)	Other change	MPS34 is being split into two KPIs to measure Stage 1 and Stage 2 separately	Quarterly
Customer & Governance	Customer Services & Complaints - organisational data	MPS35a	% of stage 1 complaints upheld	Other change	MPS35 is being split into two KPIs to measure Stage 1 and Stage 2 separately	Quarterly
Customer & Governance	Customer Services & Complaints - organisational data	MPS35b	% of stage 2 complaints upheld	Other change	MPS35 is being split into two KPIs to measure Stage 1 and Stage 2 separately	Quarterly
Place & Economy	Growth & Regeneration	GSE04	Number of electric vehicles charging points publicly available	Other change	Target introduced	Quarterly

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Customer & Governance	Human Resources - Organisational data	MPS09	Vacancies (number of advertised posts on erecruitment)	Other change	Report this by using the e-recruitment system.	Quarterly
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	Other change	Introduce the split by internal / external?	Quarterly
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)	Other change	Split MPS08 into two as headcount and fte are separate metrics. Re-defined categories. To agree frequency?	Quarterly
Customer & Governance	Human Resources - Organisational data	MPS08b	Full time Equivalent (FTE)	Other change	Split MPS08 into two as headcount and fte are separate metrics. Re-defined categories. To agree frequency?	Quarterly
Customer & Governance	Information Governance	MPS16/18	Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Freedom of Information (FOI) and Data Protection (DP) Individual Rights requests).	Other change	Combining together MPS16 and MPS18 (FOI & IRR requests).	Quarterly
Customer & 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)	Other change	Target removed, changing to 'tracking', and combining together MPS17 and MPS19 (FOI & IRR requests).	Quarterly
Finance & Performance	Procurement	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.	Other change	For 2024-25 this will be calculated based on postcodes in North Northamptonshire rather than postcodes starting "NN".	Quarterly
Finance & Performance	Procurement	MPS03	% count of local suppliers awarded a contract following a procurement process being ran equal to and above £100k	Other change	For 2024-25 this will be calculated based on postcodes in North Northamptonshire rather than postcodes starting "NN".	Quarterly

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Place & Economy	Growth & Regeneration - Development Management	STP18	Percentage of planning application appeals allowed as a proportion of planning decisions made	Removed	This is being replaced by two oflog metrics STP18a/b, which are 2 year rolling figures of this same indicator, broken down to major / non-major	Annual
Place & Economy	Growth & Regeneration - Planning Policy	STP43	% affordable homes delivered against policy target	Removed	Same as STP24. Ensuring that STP24 reporting the overall percentage as well as the separate figures for growth towns / market towns / villages rural.	Annual
Adults, Health Partnerships & Housing	Adult Social Care	AFL04	Number of new safeguarding concerns received per month	Removed	Replaced with a more measurable PI on DOLS cases: "Ratio of Closed Cases to Open Cases for DOLS"	Monthly
Adults, Health Partnerships & Housing	Adult Social Care	AFL05	New safeguarding concerns determined to be enquiries (both s42 and other) *(A S42 enquiry must take place if there is reason to believe that abuse or neglect is taking place)	Removed	Replaced with a more measurable PI on S42 enquiries: "Proportion of Section 42 where risk is reduced or removed"	Monthly
Adults, Health Partnerships & Housing	Adult Social Care	AFL06	Total number of open Deprivation of liberty Safeguard (DoLS) cases	Removed	Replaced with a more measurable PI on DOLS cases: "Ratio of Closed Cases to Open Cases for DOLS"	Monthly
Adults, Health Partnerships & Housing	Housing	STP12	Number of dwellings vacant and ready to let at month end	Removed	This no longer needs to be monitored at KPI level, performance is good and through the weekly void meetings properties are being let quicker, improved performance in 23/24	Monthly
Adults, Health Partnerships & Housing	Housing	STP37b	Average time taken to re-let NNC major void properties	Removed	Using turnaround days for major voids at the present time is not the best indicator as there is no set approach to how major voids are resourced has been agreed. It was agreed in year that this would be removed on review of the KPIs.	Monthly
Adults, Health Partnerships & Housing	Housing	STP39	Repairs backlog - Number of jobs awaiting completion	Removed	This has been re-worded to 'Total number of non-emergency repair jobs awaiting completion' - NO NOW REMOVED? MPS55 is being introduced to monitor % of all responsive repairs completed within target time?	Monthly
Adults, Health Partnerships & Housing	Housing	STP40	Repairs backlog - of which outside of target timescale	Removed	This has been replaced by 'Total number of non-emergency repair jobs currently out of target'	Monthly

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Customer & Governance	Customer Services	MPS31	Total number of complaints received by NNC	Removed	Already broken down into stage 1 and stage 2 instead (MPS30 and MPS32)	Quarterly
Customer & Governance	Customer Services	MPS34	% of complaints answered within SLA (20 Wdays or agreed extension)	Removed	Broken down into stage 1 and stage 2 instead	Quarterly
Customer & Governance	Customer Services	MPS35	% of complaints upheld	Removed	Broken down into stage 1 and stage 2 instead	Quarterly
Customer & Governance	Customer Services	MPS40	% Calls answered within 60 seconds in customer services	Removed	Measure resolution of a query instead	Quarterly
Customer & Governance	Customer Services	MPS41	Number of customers helped by customer services	Removed	Same as MPS42 just not broken down	Quarterly
Adults, Health Partnerships & Housing	Housing	AFL25	Number of Temporary Accommodation rent accounts in arrears over £500 which is not due to benefit delays	Removed	This wasn't a KPI, it was an MPI only	Quarterly
Customer & Governance	Human Resources - Organisational data	MPS10	Number of Agency Staff within each Directorate	Removed	The total number of agency staff will be included in new headcount figure	Quarterly
Customer & Governance	Human Resources - Organisational data	MPS11	Amount of Spend on Agency Staff within each Directorate	Removed	Monitored through Workforce board and new dashboards. CLT to receive "% staff who are agency workers" in health check report	Quarterly
Customer & Governance	Human Resources - Organisational data	MPS45	Number of super-numerate Agency Posts (Split to Directorate Level)	Removed	CLT to receive "% staff who are agency workers" in health check report. Super-numerate will no longer exist as all agency staff will be on ERP.	Quarterly
Customer & Governance	Human Resources - Organisational data	MPS49	% of workforce to have sickness (split by Directorate Level)	Removed	Monitored through Workforce board and new dashboards	Quarterly
Customer & Governance	Human Resources - Organisational data	MPS50	No' of employees to hit trigger (split by Directorate Level)	Removed	Monitored through Workforce board and new dashboards	Quarterly
Customer & Governance	Human Resources - Organisational data	MPS51	Projected Sickness - Latest projection - NNC Level (days lost per Full Time Equivalent (FTE)	Removed	Monitored through Workforce board and new dashboards	Quarterly
Customer & Governance	Human Resources - Organisational data	MPS44	Number of Posts broken down to posts with a person in and posts without a person in ('empty post')	Removed	Changed to MPI. Monitored through Workforce board and new dashboards.	Quarterly
Customer & Governance	Human Resources - Organisational data	MPS06	Average number of working days lost per Full time Equivalent (FTE) employee (short term)	Removed	Changed to MPI. Monitored through Workforce board and new dashboards. KPI combined with below. 12 month rolling.	Quarterly
Customer & Governance	Human Resources - Organisational data	MPS07	Average number of working days lost per Full time Equivalent (FTE) employee (long term)	Removed	Changed to MPI. Monitored through Workforce board and new dashboards.	Quarterly
Children's Services	Education	BBF19	% of school age Child/Children in Care (CiC) who had a PEP (personal education plan) in the previous academic term	Removed	Provisionally removed for 2024-25. To be replaced by new KPI '% PEPs quality assured as Good'	Termly