

Core KPIs to be reported monthly
This document has been sorted by 'key commitment'

Corporate Plan Key Commitment	Corporate Plan Key Commitment Priority	Directorate	Department	Team	Ref	New (not currently reported as KPI) or existing (reported as KPI currently)	Performance Indicator Name	Further detail (description) if necessary	Target for 2024-25	Target for 2025-26 (or explanation if not possible to set target)	Notes on changes from 2024-25 to 2025-26	Rationale for target	Exec Member Portfolio
Active, Fulfilled Lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Housing Options	AFL15	Existing	Total number of homeless approaches		Tracking only	Tracking only		N/A	Housing and Communities
Active, Fulfilled Lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Housing Options	AFL13	Existing	Number of households whose homelessness was prevented		264 (22 per month)	264 (22 per month)		Previous data	Housing and Communities
Active, Fulfilled Lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Housing Options	AFL14	Existing	Number of households whose homelessness was relieved		300 (25 per month)	300 (25 per month)		Previous data	Housing and Communities
Active, Fulfilled Lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Temporary Accommodation	AFL17	Existing	Number of households in TA (Snapshot)		260	250		Service knowledge	Housing and Communities
Active, Fulfilled Lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Rough Sleeping	AFL12	Existing	Rough Sleepers in North Northants - single night snapshot		9	15		Legislative	Housing and Communities
Active, Fulfilled Lives	Greater access to better quality Adult Social Care	Adults, Health Partnerships & Housing	Adult Social Care	Adult Social Care	AFL26	Existing	Proportion of Section 42 where risk is reduced or removed	A S42 enquiry must take place if there is reason to believe that abuse or neglect is taking place	95%	95%		National / regional average	Adults, Health & Wellbeing
Active, Fulfilled Lives	Greater access to better quality Adult Social Care	Adults, Health Partnerships & Housing	Adult Social Care	Adult Social Care	AFL07	Existing	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (elder people)	Population figures are taken from the Office National Statistics (ONS) Long term support is that which is planned to be required in the longer term and doesn't have a planned end date. The SALT, (short and long term) services ASC return is due to end and be replaced by CLD (client level data) return this financial year. These changes will impact the calculation of this metric.	480	480		National / regional average	Adults, Health & Wellbeing
Active, Fulfilled Lives	Greater access to better quality Adult Social Care	Adults, Health Partnerships & Housing	Adult Social Care	Adult Social Care	AFL03	Existing	Percentage of New Requests for Services (all ages) where Route of Access was Discharge from Hospital, with a sequel of ST-MAX	This looks to capture the percentage of people who go on to require statutory Adult Social Care support having been in receipt of ST-MAX (short-term care to maximise independence) after being discharged from hospital. The SALT, (short and long term) services ASC return is due to end and be replaced by CLD (client level data) return this financial year. These changes will impact the calculation of this metric.	40%	40%		National / regional average	Adults, Health & Wellbeing
Active, Fulfilled Lives	Greater access to better quality Adult Social Care	Adults, Health Partnerships & Housing	Adult Social Care	Adult Social Care	AFL08 OFL00	Existing	Short term service provision: Proportion of those that received short-term service during the year where sequel was either no ongoing support or support of a lower level	Reablement North is a Care Quality Commission registered home care service designed with access to multidisciplinary members to provide direct support to people in their home to provide reablement and support the person to maximise levels of independence. The service supports people at the point of discharge from hospital to support recovery from a period of ill health. They also accept direct referrals from ASC and community health partners to reduce need in the community and avoid unnecessary hospital admissions. The service is short term. Hospital adult social care team – Discharge to assess. The hospital ASC supports people discharged either home or to short term home care facilities after an admission to a hospital. This enables the person to access the support of care services, therapy services (internal and external) and other health care professionals where needed, to support the person to stabilise and recover after a period of ill health and then enable Care act assessment of long term needs to be conducted after discharge and recovery and not whilst still in a hospital adult environment. Therapy provision – Short term rehab. We provide a Physiotherapy and Occupational therapy service that supports active rehabilitation. This is based in a small number of community care home settings providing support to people admitted for a short period of reablement, mostly after hospital discharge, but not exclusively so as community admissions can occur for reablement. We also outreach to community settings such as other care homes, and peoples own homes to provide advice on equipment / aids / adaptations and Manual handling to support discharge from the rehab care home. We provide direct professional therapeutic interventions, and link closely with colleagues in ASC, care home providers, home care providers, hospitals and other members of the health and social care Multidisciplinary team. The service is short term to maximise independence. The SALT, (short and long term) services ASC return is due to end and be replaced by CLD (client level data) return this financial year. These changes will impact the calculation of this metric.	80%	80%		National / regional average	Adults, Health & Wellbeing
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Admissions	BBF22	Existing	Number of children missing education		0	200		Change the existing tolerance, which has not been achieved in the last 12 months, to the new target.	Children, Families, Education & Skills
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Inclusion	BBF55	New	Number of home educated children		N/A	1029	New indicator	5% improvement on latest local	Children, Families, Education & Skills
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Inclusion	BBF33	Existing	Number of children who are absent from education for prolonged periods		0	135		10% improvement on latest local	Children, Families, Education & Skills
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Special Educational Needs & Disabilities	BBF18b	Existing	% of EHC (education health care) plans completed in month issued within 20 weeks (including exceptions)		100%	70%		Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Special Educational Needs & Disabilities	BBF36	Existing	% of EHC (education health care) Plan Annual Reviews completed within 4 weeks of meeting		100%	70%		Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Family Hubs	BBF47	Existing	Number of unique visits to Family Hubs digital platforms	Measure not fully embedded. Requires discussion	No target set	No target set		Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Family Hubs	BBF50	Existing	Number of service users attending sessions held by commissioned services at Family Hubs sites	Measure not fully embedded. Requires discussion	No target set	No target set		Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Front Door	BBF05	Existing	% of referrals with a previous referral within 12 months	This indicator shows: out of all referrals received, those that were for children whose previous referral was within 12 months. This is all referrals to Northamptonshire Children's Trust (NCT). A referral is where someone has a concern about the safety and well-being of a child. When NCT initially receive concerns, this is known as a contact. If upon receiving this contact, they decide further investigation is required it becomes a referral. This is a proxy measure for the quality of the work completed by NCT when dealing with a referral. If we see a high number of repeat referrals, it is a potential sign that they are not adequately responding to concerns when they are first raised. This is a national indicator often used to compare performance.	29%	29%	Switch from countywide to North Northamptonshire data.	Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Front Door	BBF06	Existing	% of single assessments authorised within 45 working days	This indicator shows: out of all assessments authorised, those that were authorised within 45 days. Following a referral, if the concerns are serious enough, NCT will undertake an assessment of the needs of the child and/or their family and the nature and level of any risk of harm to the child. The assessment will be used to decide whether the child is in need, not in need or in need and at risk of significant harm. There is a statutory duty to carry out an assessment within 45 days of a referral if an assessment is considered necessary. If this deadline is not met then there is a risk that children are at risk of harm because we have not been able to assess their needs in a timely fashion. This is a national indicator often used to compare performance.	85%	85%	Switch from countywide to North Northamptonshire data.	Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Front Door	BBF27	Existing	% of initial child protection conferences held within 15 days of a strategy discussion being initiated	This indicator shows: out of all child protection conferences held, those that were held within 15 days of a strategy discussion. The indicator shows how quickly the Trust and partners respond to protect children who have been assessed as at the risk of harm.	81%	81%	Switch from countywide to North Northamptonshire data.	Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	In Care & Adoption	BBF07	Existing	% Children in care with three or more placements in the previous 12 months	This indicator shows: out of all children in care for at least 12 months, those that have been in three or more placements in the last 12 months. This includes all possible placements for a child in care i.e. where a child in care is living. This includes a residential home, foster placement, adoption. NNC is the corporate parent for children in care, we therefore want to provide them with a supportive and stable environment. If children regularly move between placements then this is likely to harm their development due to a lack of stable environment. This is a national indicator often used to compare performance.	10%	10%	Switch from countywide to North Northamptonshire data.	Previous data and benchmarks	Children, Families, Education & Skills

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Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Key Cohorts	BBF28	Existing	Number of children with a Child Protection Plan	The number of children who are currently assessed as being at risk of harm at an initial child protection conference.	No target set	No target set	Switch from countywide to North Northamptonshire data.	Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Key Cohorts	BBF29	Existing	Number of children in care	The number of children who are currently in the care of the local authority and have been so for more than 24 hours.	No target set	No target set	Switch from countywide to North Northamptonshire data.	Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Leaving Care	BBF08	Existing	% of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16	This indicator shows: out of all care leavers aged 17-21 now, those that are in employment, education or training. A child looked after is another phrase used to mean a child in care. This cohort of children who were in care are sometimes known as care leavers. NNC is the corporate parent of these children so should be actively supporting these young people to thrive in life by continuing in education or finding employment. Children in care are much more likely to be NEET (not in employment, education or training) and have poor life outcomes. It also is a proxy measure for how well the young person was supported as a child in care. This is a national indicator often used to compare performance.	55%	55%	Switch from countywide to North Northamptonshire data.	Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Support partners and the Children's Trust to provide higher standards of support	Children's Services	Children's Trust	Leaving Care	BBF09	Existing	% of young people now aged 17 - 21 and in suitable accommodation who were looked after when aged 16	This indicator shows: Out of all care leavers aged 17-21 now, those that are in suitable accommodation. A child looked after is another phrase used to mean a child in care. This cohort of children who were in care are sometimes known as care leavers. NNC is the corporate parent of these children so should be actively supporting these young people to thrive in life by having a safe and suitable place to live. Children in care are much more likely to be in unsuitable or insecure accommodation or even homeless. It also is a proxy measure for how well the young person was supported as a child in care. This is a national indicator often used to compare performance.	90%	90%	Switch from countywide to North Northamptonshire data.	Previous data and benchmarks	Children, Families, Education & Skills
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Special Educational Needs & Disabilities	BBF56	New	% of Educational Psychology (EP) advice submitted each month which are by the due date	An Educational Psychology Advice is part of the EHC assessment process.	N/A	70%		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	Finance	BBF57	New	Number of schools in financial difficulty		N/A	3		Previous data and benchmarks	Children, Families, Education & Skills
Modern public services	Provide good quality and efficient services valued by our customers	Finance & Performance	Revenues & Benefits	Revenues & Benefits	MPS04	Existing	% of business rates collected in the year debit raised		98%	98%		To ensure that the council receives sufficient funding to effectively operate and carry out its responsibilities.	Finance & Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Finance & Performance	Revenues & Benefits	Revenues & Benefits	MPS05	Existing	% of council tax collected in the year debit raised		98%	98%		To ensure that the council receives sufficient funding to effectively operate and carry out its responsibilities.	Finance & Transformation
Modern public services	Provide good quality and efficient services valued by our customers	Adults, Health Partnerships & Housing	Housing	Housing (Tenancy)	MPS78	Existing	Rent collected as a percentage of rent owed		98.50%	98.60%	Changed from Quarterly to Monthly. Ref changed from STP38 to align with correct key commitment.	Knowledge of service levels / capacity / requirements	Housing and Communities
Modern public services	Provide good quality and efficient services valued by our customers	Adults, Health Partnerships & Housing	Housing	Property Services	MPS79	Existing	Number of emergency Responsive Repairs completed		Tracking only	Tracking only	Ref changed from STP09, to align with correct key commitment.	N/A	Housing and Communities
Modern public services	Provide good quality and efficient services valued by our customers	Adults, Health Partnerships & Housing	Housing	Property Services	MPS80	Existing	Number of non-emergency responsive repairs completed		Tracking only	Tracking only	Ref changed from STP10, to align with correct key commitment.	N/A	Housing and Communities
Modern public services	Provide good quality and efficient services valued by our customers	Adults, Health Partnerships & Housing	Housing	Property Services	MPS53	Existing	Percentage of non-emergency repair jobs currently out of target		N/A	Tracking only	Changed from Quarterly to Monthly.	N/A	Housing and Communities
Safe and thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	Development Management	STP15	Existing	Percentage of major planning applications determined within 13 weeks (or within agreed extension of time)		88%	88%		Previous data and benchmarks	Growth & Regeneration
Safe and thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	Development Management	STP16/17	Existing	Percentage of non-major planning applications determined within 8 weeks (or within agreed extension of time)	Non-majors are minors plus PS codes 20 and 21 (Change of use and householders).	86%	86%		Previous data and benchmarks	Growth & Regeneration
Safe and thriving places	Maintain our highways infrastructure to keep people moving safely around North Northamptonshire.	Place & Economy	Highways & Waste	Highways	STP44	Existing	Percentage of lights in light during light up period (within the PFI with Balfour Beatty)		99%	99%		Contract	Highways Travel and assets
Safe and thriving places	Maintain our highways infrastructure to keep people moving safely around North Northamptonshire.	Place & Economy	Highways & Waste	Highways	STP29	Existing	Number of Defects Outstanding (at end of period), split by category	This relates to carriageway and footway only.	No Target	No Target		N/A	Highways Travel and assets
Safe and thriving places	Maintain our highways infrastructure to keep people moving safely around North Northamptonshire.	Place & Economy	Highways & Waste	Highways	STP30	Existing	Number of Defects Repaired in period, split by category	This relates to carriageway and footway only.	No Target	No Target		N/A	Highways Travel and assets
Safe and thriving places	Maintain our highways infrastructure to keep people moving safely around North Northamptonshire.	Place & Economy	Highways & Waste	Highways	STP31	Existing	Percentage of defects responded to within the timeframes specified, split by category	This relates to carriageway and footway only. Category definitions: P1 – within 2 hours; P2 – within 7 days; P3 – within 28 days; P4 – within 26 weeks. P4 timescale to potentially change	P1 and P2 97.5% - P3 and P4 90%	P1 and P2 97.5% - P3 and P4 90%		Contract	Highways Travel and assets
Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Adults, Health Partnerships & Housing	Housing	Housing (Tenancy)	STP37	Existing	Average time taken to re-let NNC standard void properties		56 days	49 days	Changed from Quarterly to Monthly.	Previous data	Housing and Communities
Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Adults, Health Partnerships & Housing	Housing	Property Services	STP45	New	% of homes in buildings that have had all the necessary asbestos management surveys or re-inspections	Tenant Satisfaction Measure	100.00%	100.00%		Regulator measure regarding compliance	Housing and Communities
Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Adults, Health Partnerships & Housing	Housing	Property Services	STP46	New	% of homes that have had all the necessary legionella risk assessments	Tenant Satisfaction Measure	100.00%	100.00%		Regulator measure regarding compliance	Housing and Communities
Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Adults, Health Partnerships & Housing	Housing	Property Services	STP47	New	% of emergency responsive repairs completed within the target timescale	Tenant Satisfaction Measure	N/A	100.00%		Regulator measure regarding compliance	Housing and Communities
Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Adults, Health Partnerships & Housing	Housing	Property Services	STP48	New	% of non-emergency responsive repairs completed within the target timescale	Tenant Satisfaction Measure	N/A	100.00%		Regulator measure regarding compliance	Housing and Communities