

**Service KPIs - reported less frequent than 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	Frequency
Active, fulfilled lives	Improve the accessibility and use of leisure, culture, art and sport	Adults, Health Partnerships & Housing	Communities	Libraries	AFL09	Existing	Number of physical visits to libraries	Number of people attending our libraries	478229 (To be updated to a 1% increase on the actuals achieved at the end of Oct so cannot provide this yet)	Yr End Target: 571,366 Qtr1: 132,449 Qtr2: 158,130 Qtr3: 135,041 Qtr4: 145,776	Still reporting quarterly but adding monthly breakdown.	Previous data	Sport, Leisure, Culture & Tourism	Quarterly (with monthly breakdown)
Active, fulfilled lives	Improve the accessibility and use of leisure, culture, art and sport	Adults, Health Partnerships & Housing	Communities	Leisure	AFL11a	Existing	Net promoter score % - Leisure (in-house)	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.  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: -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.	60%	60%	Previous data	Sport, Leisure, Culture & Tourism	Annual (Jun)	
Active, fulfilled lives	Improve the accessibility and use of leisure, culture, art and sport	Adults, Health Partnerships & Housing	Communities	Leisure	AFL11b	Existing	Net promoter score % - Leisure (external)	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.  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: -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.	50%	50%	Previous data	Sport, Leisure, Culture & Tourism	Annual (Jun)	
Active, fulfilled lives	Improve the accessibility and use of leisure, culture, art and sport	Communities & Public Health	Communities	Archaeological Resource Centre	AFL2b	New	Number of Educational and Learning Resource visits to Chester House Estate		3500	6000 (annual) (40% of visits between may - July)	Changed from MPI to KPI	Previous data	Sport, Leisure, Culture & Tourism	Quarterly
Active, fulfilled lives	Tackle the causes of complex problems such as poverty and homelessness	Communities & Public Health	Communities	Communities	AFL31	New	Number children eligible for free school meals		N/A	No target	N/A	N/A	Children, Families, Education & Skills	Annual (Sept)
Active, fulfilled lives	Tackle the causes of complex problems such as poverty and homelessness	Communities & Public Health	Communities	Communities	AFL32	New	% children eligible for free school meals where voucher was redeemed		N/A	No target	N/A	N/A	Children, Families, Education & Skills	Termly
Active, fulfilled lives	Tackle the causes of complex problems such as poverty and homelessness	Communities & Public Health	Communities	Communities	AFL33	New	% vulnerable households supported		N/A	No target	N/A	N/A	Children, Families, Education & Skills	Half-yearly (Q2 & Q4)
Active, fulfilled lives	Improve the accessibility and use of leisure, culture, art and sport	Communities & Public Health	Communities	Adult Learning	AFL30	New	Leamer satisfaction - Learners respond to the question 'How would you rate your learning experience?' as either 'Good' or 'Outstanding'		95%	95%	Knowledge of service levels / capacity / requirements	Sport, Leisure, Culture & Tourism	Annual	
Active, fulfilled lives	Improve the accessibility and use of leisure, culture, art and sport	Communities & Public Health	Communities	Adult Learning	AFL29	New	Total learner enrolment inline with annualised curriculum plan		N/A	90-95%	Knowledge of service levels / capacity / requirements	Sport, Leisure, Culture & Tourism	Annual (Jul/Aug)	
Active, Fulfilled Lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Housing Options	AFL16	Existing	Number of households accepted as owed the main housing duty		Tracking only	Tracking only	N/A	N/A	Housing and Communities	Quarterly
Active, Fulfilled Lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Temporary Accommodation	AFL18	Existing	Number of households with family commitments living in B&B accommodation		5	5	Knowledge of service levels / capacity / requirements	Housing and Communities	Quarterly	
Active, Fulfilled Lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Temporary Accommodation	AFL24	Existing	Number of TA placements out of NN area		5	3	Knowledge of service levels / capacity / requirements	Housing and Communities	Quarterly	
Active, Fulfilled Lives	Tackle the causes of complex problems such as poverty and homelessness	Adults, Health Partnerships & Housing	Housing	Rough Sleeping	AFL19	Existing	Number of rough sleepers rehoused into accommodation		84 (7 per month)	84	Knowledge of service levels / capacity / requirements	Housing and Communities	Quarterly	
Active, fulfilled lives	Greater access to better quality Adult Social Care	Communities & Public Health	Public Health	Public Health	AFL20	Existing	% of in-year eligible population offered an NHS Health Check	Eligibility for NHS Health Check: -Aged 74 -Not had NHS Health Check in last 5 years -None of the pre-existing conditions listed here - <a href="https://www.nhs.uk/conditions/nhs-health-check/">https://www.nhs.uk/conditions/nhs-health-check/</a> -Resident of Northamptonshire  'Offered' is the first invite a patient will be sent to attend their NHS Health Check.  'Received' is when an NHS Health Check has been completed.  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.	100%	100%	National target	Adults, Health & Wellbeing	Quarterly	
Active, fulfilled lives	Greater access to better quality Adult Social Care	Communities & Public Health	Public Health	Public Health	AFL21	Existing	% of in-year eligible population who received an NHS Health Check		60%	60%	National target	Adults, Health & Wellbeing	Quarterly	
Active, fulfilled lives	Greater access to better quality Adult Social Care	Communities & Public Health	Public Health	Public Health	AFL22	Existing	% Smoking quit rate at 4 weeks	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).	60%	60%	Methodology changed from: numerator: number of clients who quit at 4 weeks in the last month; denominator: number of clients who set a quit date in the last month To this: numerator: number of clients successful quit smoking at 4-week follow-up; denominator: number of clients who have set a quit date and reached 4-week follow-up	Knowledge of service levels / capacity / requirements	Adults, Health & Wellbeing	Quarterly
Active, fulfilled lives	Greater access to better quality Adult Social Care	Communities & Public Health	Public Health	Public Health	AFL23	Existing	% 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	National target will be available in April 2024	National target will be available in April 2024	National target	Adults, Health & Wellbeing	Quarterly	

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Active, fulfilled lives	Greater access to better quality Adult Social Care	Adults, Health Partnerships & Housing	Adult Social Care	Adult Social Care	AFL27	Existing	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.	94.5%	94.5%		Previous data	Adults, Health & Wellbeing	Quarterly
Better, brighter futures	Support partners and the Children's Trust to provide better early support to families and better standards of care	Communities & Public Health	Public Health	Public Health	BBF01	Existing	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 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.	55%	55%		National target	Children, Families, Education & Skills	Quarterly
Better, brighter futures	Support partners and the Children's Trust to provide better early support to families and better standards of care	Communities & Public Health	Public Health	Public Health	BBF54	New	% of children that received a developmental review by the age of 2.5 years	The Department of Health is developing an outcome measure of child development at age 2 to 2½ years. The measure will help monitor child development across England in order to observe changes in population health from year to year, and potentially also use the data to track children's outcomes as they grow up. It is very important that the indicator of child development at age 2 to 2½ is included in the PNOF. The indicator will help to build a picture of child development at age 2 to 2½ at national and local level. It will support local areas in assessing the effectiveness and impact of services for 0 to 2 year olds and support future planning. Data for the measure will be collected during the Healthy Child Programme (HCP) two year review or integrated review, where in place. The Ages and Stages Questionnaire-3 (ASQ-3) covers five domains of child development: communication, gross motor skills, fine motor skills, problem solving and personal-social development. Health visiting teams should have been using ASQ-3 as part of HCP two year reviews from April 2015. This indicator shows the proportion of 2 to 2½ reviews which use the ASQ-3. Understanding and publishing coverage statistics will inform the decision to publish the outcomes indicators that can be derived from the ASQ-3.	80%	80%			Children, Families, Education & Skills	Quarterly
Better, brighter futures	Support partners and the Children's Trust to provide better early support to families and better standards of care	Communities & Public Health	Public Health	Public Health	BBF02	Existing	% 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.	90%	90%		National target	Children, Families, Education & Skills	Quarterly
Better, brighter futures	Support partners and the Children's Trust to provide better early support to families and better standards of care	Communities & Public Health	Public Health	Public Health	BBF03	Existing	% 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.	90%	90%		National target	Children, Families, Education & Skills	Quarterly
Better, brighter futures	Support partners and the Children's Trust to provide better early support to families and better standards of care	Communities & Public Health	Public Health	Public Health	BBF04	Existing	% 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	11%	11%	Methodology changed from: numerator: number of mothers known to be smokers at the time of delivery; denominator: number of all maternities in a quarter. To this: numerator: number of mothers known to be smokers at the time of delivery; denominator: number of all maternities with known smoking status	National target	Children, Families, Education & Skills	Quarterly
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Admissions	BBF20	Existing	State Schools Admissions - % of young people getting 1st, 2nd or 3rd preference for primary applications		No target set	95%		Previous data and benchmarks	Children, Families, Education & Skills	Annual
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Admissions	BBF21	Existing	State Schools Admissions - % of young people getting 1st, 2nd or 3rd preference for secondary applications		No target set	95%		Previous data and benchmarks	Children, Families, Education & Skills	Annual
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Early Years	BBF37	Existing	% takeup of 2 year old Entitlements		72%	70%	Provisionally added for 2024-25.	Previous data and benchmarks	Children, Families, Education & Skills	Termly
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Early Years	BBF38	Existing	% takeup of 3&4 year old universal Entitlements		80%	95%	Provisionally added for 2024-25.	Previous data and benchmarks	Children, Families, Education & Skills	Termly
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Inclusion	BBF34	Existing	% of persistently absent pupils - Primary		0%	14.50%		Previous data and benchmarks	Children, Families, Education & Skills	Termly
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Inclusion	BBF35	Existing	% of persistently absent pupils - Secondary		0%	25.50%		Previous data and benchmarks	Children, Families, Education & Skills	Termly
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	School Improvement	BBF23	Existing	% of children achieving a good level of Development in Early Years Foundation Stage Profile		67.80%	69.40%		Previous data and benchmarks	Children, Families, Education & Skills	Annual
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	School Improvement	BBF24	Existing	% of children achieving Age Related Expectations or above in reading, writing and maths at Key Stage 2		59%	59%		Previous data and benchmarks	Children, Families, Education & Skills	Annual
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	School Improvement	BBF25	Existing	% of children achieving grade 9-4 in English and Maths (previously A-C)		64.60%	64.30%		Previous data and benchmarks	Children, Families, Education & Skills	Annual
Better, Brighter Futures	Ensure every child has equal access to a high standard of education	Children's Services	Education	Virtual School	BBF43	Existing	% PEPs quality assured as Good		100%	90%		Previous data and benchmarks	Children, Families, Education & Skills	Termly
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	Existing	% 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.	72%	72%	Switch from countywide to North Northamptonshire data.	Previous data and benchmarks	Children, Families, Education & Skills	Quarterly
Connected communities	Empower a thriving voluntary and community sector	Adults, Health Partnerships & Housing	Communities	Community Partnerships	CNC02	Existing	Organisations supported through NNC Community Grant funding	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 - <a href="https://www.northnotts.gov.uk/community-safety-and-emergencies/community-grants-and-funding">https://www.northnotts.gov.uk/community-safety-and-emergencies/community-grants-and-funding</a>	100%	No target	Wording changed from "Total amount of funding released via small discretionary grants into organisations". Target removed.	Knowledge of service levels / capacity / requirements	Rural Communities & Localities	Half-yearly
Greener, sustainable environment	Promote sustainable, active travel	Place & Economy	Growth & Regeneration	Economic Development	GSE01	Existing	Number of E-Scooter trips (rides)	Number of e-scooter trips obtained from monthly data provided by Voi.	Tracking - no target	Tracking - no target		N/A	Climate & Green Environment	Quarterly
Greener, sustainable environment	Promote sustainable, active travel	Place & Economy	Growth & Regeneration	Economic Development	GSE02	Existing	Number of registered E-Scooter users	Number of e-scooter users obtained from monthly data provided by Voi.	Tracking - no target	Tracking - no target		N/A	Climate & Green Environment	Quarterly
Greener, sustainable environment	Promote sustainable, active travel	Place & Economy	Growth & Regeneration	Economic Development	GSE03	Existing	Co2 saving from E-Scooters	Co2 savings from e-scooter use obtained from monthly data provided by Voi. Trail ending May 2024.	Tracking - no target	Tracking - no target		N/A	Climate & Green Environment	Quarterly
Greener, sustainable environment	Promote sustainable, active travel	Place & Economy	Growth & Regeneration	Economic Development	GSE08	Existing	Co2 saving from Delivery Robots	Co2 savings from delivery robot use obtained from quarterly data provided by Starship.	Tracking - no target	Tracking - no target		N/A	Climate & Green Environment	Quarterly
Greener, sustainable environment	Embed low carbon technology, improved green infrastructure and sustainable forms of transport	Place & Economy	Growth & Regeneration	Economic Development	GSE04	Existing	Number of electric vehicles charging points publicly available	Quarterly data collected by Department for Transport	Increase in 10% by end of year. 2.5% by end of Q1 etc...	250 charging points by Dec 2025		Strategy	Climate & Green Environment	Quarterly
Greener, sustainable environment	Embed low carbon technology, improved green infrastructure and sustainable forms of transport	Place & Economy	Growth & Regeneration	Economic Development	GSE05	Existing	Number of electric vehicle charge points per 100,000 population		Improve ranking	250 charging points by Dec 2025		Strategy	Climate & Green Environment	Quarterly
Greener, sustainable environment	Embed low carbon technology, improved green infrastructure and sustainable forms of transport	Place & Economy	Growth & Regeneration	Economic Development	GSE11	Existing	EV charging network Number of towns with public Electric Vehicle Charging Points		Tracking each quarter and then to have Public EVCPs in all 12 towns by December 2025	Tracking each quarter and then to have Public EVCPs in all 12 towns by December 2025		Strategy	Climate & Green Environment	Quarterly

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Greener, sustainable environment	Protect the countryside and open spaces, and enhance the natural environment and ecology	Place & Economy	Assets & Environment	Assets & Environment	GSE09	Existing	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.	225L Q1: 50L Q2: 120L Q3: 35L Q4: 20L	225L Q1: 50L Q2: 120L Q3: 35L Q4: 20L		Based on current levels of usage and likely trend	Climate & Green Environment	Quarterly
Greener, sustainable environment	Protect the countryside and open spaces, and enhance the natural environment and ecology	Place & Economy	Assets & Environment	Assets & Environment	GSE10	Existing	Habitat area improved for pollinators (hectares)	As identified in pollinator strategy - this is the area of NNC owned land that is managed to benefit Pollinator species - this will primarily entail allowing current short mown amenity grassland to flower. 20 sites identified.	20 sites - Total of 10 hectares for 2024/25.	Track and then target for 5 hectares by end of year.		Knowledge of service levels / capacity / requirements	Climate & Green Environment	Half-yearly (Q2 & Q4)
Greener, sustainable environment	Educate, encourage reuse, harmonise and enforce to keep our environments free from litter	Place & Economy	Highways & Waste	Waste	GSE06	Existing	Fly-tipping: 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.	No target	No target		N/A	Highways Travel and assets	Quarterly
Greener, sustainable environment	Educate, encourage reuse, harmonise and enforce to keep our environments free from litter	Place & Economy	Highways & Waste	Waste	GSE07	Existing	Percentage of waste diverted from landfill	Based on old national indicator N193: Percentage of Municipal Waste Sent to Landfill	87%	95%		Previous data	Highways Travel and assets	Annual (Jun)
Greener, sustainable environment	Educate, encourage reuse, harmonise and enforce to keep our environments free from litter	Place & Economy	Highways & Waste	Waste	GSE12	Existing	NI92 % Household Waste sent for reuse, recycling or composting	Municipal waste includes both household waste and that from other sources which is similar in nature and composition e.g. businesses	42.50%	47.00%		Previous data	Highways Travel and assets	Quarterly (a quarter in arrears)
Greener, sustainable environment	Educate, encourage reuse, harmonise and enforce to keep our environments free from litter	Place & Economy	Highways & Waste	Waste	GSE13	Existing	Residual household waste: Residual household waste per household (kg)		CIPFA Near Neighbours benchmark	TBC		N/A	Climate & Green Environment	Annual
Greener, sustainable environment	Educate, encourage reuse, harmonise and enforce to keep our environments free from litter	Place & Economy	Highways & Waste	Waste	GSE14	Existing	Recycling contamination rate: % Proportion of dry recycling contaminated/ Rejected		CIPFA Near Neighbours benchmark	10%	Renamed from "Recycling contamination rate: Proportion of household waste contaminated/rejected"	Previous data and benchmarks	Climate & Green Environment	Annual
Modern public services	Provide good quality and efficient services valued by our customers	Strategy & Change	Customer Services	Customer Services	MPS39	Existing	% 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 meeting to most customers needs.	90%	90%		Knowledge of service levels / capacity / requirements	Finance and Transformation	Quarterly (with monthly breakdown)
Modern public services	Provide good quality and efficient services valued by our customers	Strategy & Change	Customer Services	Customer Services	MPS42	Existing	Number of customers helped by customer services - split by telephone/ face-to-face appointments / face-to-face drop in to reception / email and online form	Number of customers helped by customer services - split by telephone/face-to-face appointments, face-to-face drop ins at reception, email and online form. Considering to start collecting this from August using Customer Relationship Management systems.	No target	No target	Adding online form	N/A	Finance and Transformation	Quarterly (with monthly breakdown)
Modern public services	Provide good quality and efficient services valued by our customers	Adults, Health Partnerships & Housing	Housing	Keyways	MPS81	Existing	Number of active households on Keyways (snapshot at 1st month)		Tracking only	Tracking only		N/A	Housing and Communities	Quarterly
Safe and thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	Development Management	STP18a	Existing	Percentage of major planning applications overturned on appeal (2 year rolling)		CIPFA Near Neighbours benchmark	3%		Based on national benchmarks	Growth & Regeneration	Quarterly
Safe and thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	Development Management	STP18b	Existing	Percentage of non-major planning applications overturned on appeal (2 year rolling)		CIPFA Near Neighbours benchmark	3%		Based on national benchmarks	Growth & Regeneration	Quarterly
Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Place & Economy	Growth & Regeneration	Economic Development	STP21	Existing	% 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.	40% (countywide) Track to achieve 55% by 2029 (North Northants)	Tracking		N/A	Growth & Regeneration	Quarterly
Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Place & Economy	Growth & Regeneration	Economic Development	STP22	Existing	% 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.	75% (countywide) Track to achieve 99% by 2029 (North Northants)	Tracking	(National Target is 99% by 2030)	Strategy	Growth & Regeneration	Quarterly
Safe and thriving places	Working with local businesses and partners to support the creation of high-quality, better-skilled jobs	Place & Economy	Growth & Regeneration	Economic Development	STP52	Existing	Number of local businesses benefiting from support through UKSPF	New fund Initiative in 2022/23	No target	Tracking	Changed from MPI to KPI	N/A	Growth & Regeneration	Quarterly
Safe and thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	Minerals & Waste Planning	STP23	Existing	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 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.	95%	95%		95% of planning applications determined during the measurement period must have been determined in line with central government requirements (13 weeks or 16 weeks if EIA development or a longer timescale has been agreed with the applicant.	Growth & Regeneration	Quarterly (with monthly breakdown)

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Safe and thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	Development Management	STP15a	Existing	Percentage of major planning applications determined within 13 weeks (or within agreed extension of time) (12 month rolling)		88%	88%	Changed from 2 year rolling to 12 month rolling	Previous data and benchmarks	Growth & Regeneration	Annual
Safe and thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	Development Management	STP16/17a	Existing	Percentage of non-major planning applications determined within 8 weeks (or within agreed extension of time) (12 month rolling)	Non-majors are minors plus PS codes 20 and 21 (Change of use and householders).	86%	86%	Changed from 2 year rolling to 12 month rolling	Previous data and benchmarks	Growth & Regeneration	Annual
Safe and thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	Development Management	STP18a	Existing	Percentage of major planning applications overturned on appeal (2 year rolling)		9%	3%		Previous data and benchmarks	Growth & Regeneration	Annual
Safe and thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	Development Management	STP18b	Existing	Percentage of non-major planning applications overturned on appeal (2 year rolling)		9%	3%		Previous data and benchmarks	Growth & Regeneration	Annual
Safe and thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	Development Management	STP19	Existing	Total number of planning applications received - ALL TYPES of applications	This is the total number of planning applications received by the Council each month	No target	No target		N/A	Growth & Regeneration	Quarterly
Safe and thriving places	Strengthen the cultural identity of towns, villages and rural communities	Place & Economy	Growth & Regeneration	Development Management	STP41	Existing	% applications determined which were subject to an extension of time		No target	No target		N/A	Growth & Regeneration	Quarterly
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	Existing	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.	6.0 years	6.0 years		NN to identify sites sufficient to annually maintain a rolling 5 year supply of specific deliverable housing sites relative to their respective minimum plan requirement set out in Policy 28 of JCS OR LHN. Data collection is delayed until the September following the financial year end. 6.0 years supply allows for a 10% allowance should delays occur in delivery on some sites.	Growth & Regeneration	Annual (Dec)
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	Existing	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)	6.0 years	6.0 years		NN to identify sites sufficient to annually 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. Still to be formally agreed that this can be a combined NN 5 year supply and consequently whether allocations can be used across old district and borough borders if availability is over a longer distance than before. Figures are delayed until the September following the financial year end. 6.0 years supply allows for a small allowance should delays occur in delivery on some sites.	Growth & Regeneration	Annual (Dec)
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	Existing	Net additional homes provided	This is the number of new homes built minus demolitions.	1874	1978		1,750 homes p/a (JCS) or 1,784 homes p/a (LHN) - given the JCS is now 5 years old, we should revert to the LHN figure. This is reviewed annually, and published in the Autumn, so difficult to predict year on year.	Growth & Regeneration	Annual (Dec)
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	Existing	% 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.	20% overall (30% - Growth Towns 30% - Market Towns 40% - Villages/Rural)	20% overall (30% - Growth Towns 30% - Market Towns 40% - Villages/Rural)		20% is roughly the average numbers of affordable housing completions against total completions. There may also be 3 separate sub measures on this one? 30% of total dwellings on developments at Growth Towns. 30% of total dwellings on developments at Market Towns (excluding Oundle). 40% of total dwellings on developments at villages (including Oundle) and rural areas. 20% of total dwellings of phases at SUEs until 2026. (See JCS for more detail)	Growth & Regeneration	Annual (Dec)
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	Existing	Net increase in jobs	This measures the Joint Core Strategy aims which identifies 31,100 net increase in jobs between 2011-2031.	810	810		JCS identifies 31,100 net increase in jobs between 2011-2031. The 2019/20 AMR shows that there is a residual of 8,100 jobs to be found in NN over the next 10 years to the end of the plan period, therefore the target is 810 jobs p.a. The target will be reviewed every five years based upon monitoring performance against target within the previous 5 year period. Data on which these targets are based is published by NOMIS and accessed annually.	Growth & Regeneration	Annual (Dec)
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	Existing	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.	No target	No target		Sourced using the NOMIS data again, access gained annually.	Growth & Regeneration	Annual (Dec)

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	Frequency
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	Existing	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.	N/A - unable to set target and to be reviewed once services aligned	No target		N/A	Adults, Health & Wellbeing	Quarterly
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	Existing	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	168 (14 per month)	168 (14 per month)		Previous data	Adults, Health & Wellbeing	Quarterly
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	Existing	% 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 FHRIS 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)	95%	95%		Knowledge of service levels / capacity / requirements	Adults, Health & Wellbeing	Quarterly
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	Existing	% 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 LL1 or C02B).	95%	95%		Knowledge of service levels / capacity / requirements	Growth & Regeneration	Quarterly
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	Existing	% 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 services, 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.	100%	100%		Knowledge of service levels / capacity / requirements	Rural Communities & Localism	Quarterly
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	Existing	% 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).	95%	95%		Previous data	Rural Communities & Localism	Half yearly
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	Existing	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.	6.25 Quarterly 25 Annual	25 (without UKSPF) and 50 (with UKSPF)		Set by British Library	Growth & Regeneration	Quarterly
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	Existing	Number of satisfactory ASB resolutions by NNC (Non NNC housing)	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/separator. 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, resolution/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.	85%	85%	No longer including housing ASB	Previous data	Adults, Health & Wellbeing	Quarterly
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	Existing	Number of repeat victims of reported domestic abuse	Domestic abuse and violence is widely recognised as being repetitive. 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.	450 (annual)	635 (annual)		Previous data	Adults, Health & Wellbeing	Quarterly
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)	STP11	Existing	Number of lettings completed		Tracking only	Tracking only		N/A	Housing and Communities	Quarterly
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)	STP36	Existing	Number of voids (snapshot as at the end of the month)		N/A	N/A		N/A	Housing and Communities	Quarterly
Safe and thriving places	Improve the standard of new and existing homes and ensure housing supply meets demand	Place & Economy	Planning Policy	Property Services	STP06	Existing	Total number of affordable housing completions		Tracking only	Tracking only	Moved from housing to Planning Policy	N/A	Housing and Communities	Annual
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	STP49	New	% of properties that do not meet the Decent Homes Standard	Tenant Satisfaction Measure	Tracking only	TBC		N/A	Housing and Communities	Quarterly
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	STP50	New	% of homes in buildings where the communal passenger lifts have had all the necessary safety checks	Tenant Satisfaction Measure	100.00%	100.00%		Regulator measure regarding compliance	Housing and Communities	Quarterly
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	STP08	Existing	% of properties with a valid gas certificate	Tenant Satisfaction Measure	100.00%	100.00%		Aim is for all gas certificates to be completed. Tolerance is to allow for incidents where unable to access properties and requiring a warrant to carry out service.	Housing and Communities	Quarterly
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	STP51	New	% of homes in buildings that have had all the necessary fire risk assessments	Tenant Satisfaction Measure	100.00%	100.00%		Regulator measure regarding compliance	Housing and Communities	Quarterly