

**New Corporate Performance Indicators Proposal - For Reporting in 2022/23**

Directorate	Team	Ref	Performance Indicator Name	Corporate Plan Key Commitment	New (not currently reported to CLT) or Existing (reported to CLT currently)	Provisional Target for 2022-23 (or explanation if not possible to set target)
Adults, Communities & Wellbeing	Adult Social Care	AFL01	Total number of people allocated to each team	Active, fulfilled lives	Existing	2021-22 will be used as a baseline to set benchmarks for 2022-23
Adults, Communities & Wellbeing	Adult Social Care	AFL02	Number of unscheduled review requests	Active, fulfilled lives	Existing	2021-22 will be used as a baseline to set benchmarks for 2022-23
Adults, Communities & Wellbeing	Adult Social Care	AFL03	Percentage of New Requests for Services (all ages) where Route of Access was Discharge from Hospital, that had a sequel of ST-MAX (i.e. reablement)	Active, fulfilled lives	Existing	2021-22 will be used as a baseline to set benchmarks for 2022-23
Adults, Communities & Wellbeing	Adult Social Care	AFL04	Number of new concerns received	Active, fulfilled lives	Existing	2021-22 will be used as a baseline to set benchmarks for 2022-23
Adults, Communities & Wellbeing	Adult Social Care	AFL05	New concerns determined to be enquiries (both s42 and other)	Active, fulfilled lives	Existing	2021-22 will be used as a baseline to set benchmarks for 2022-23
Adults, Communities & Wellbeing	Adult Social Care	AFL06	Open cases (No date restriction)	Active, fulfilled lives	Existing	2021-22 will be used as a baseline to set benchmarks for 2022-23
Adults, Communities & Wellbeing	Adult Social Care	AFL07	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people)	Active, fulfilled lives	Existing	2021-22 will be used as a baseline to set benchmarks for 2022-23
Adults, Communities & Wellbeing	Adult Social Care	AFL08	Delaying and reducing the need for care and support	Active, fulfilled lives	Existing	2021-22 will be used as a baseline to set benchmarks for 2022-23
Adults, Communities & Wellbeing	Housing & Communities - Communities & Libraries	AFL09	Number of physical and virtual visits to libraries	Active, fulfilled lives	New	226,000
Adults, Communities & Wellbeing	Housing & Communities - Communities & Libraries	AFL10	Number of participants in the Summer Reading Challenge	Active, fulfilled lives	New	3,150
Adults, Communities & Wellbeing	Housing & Communities - Communities & Libraries	AFL11	Net promoter score % - Leisure	Active, fulfilled lives	New	To be determined
Adults, Communities & Wellbeing	Housing & Communities - Housing Options	AFL12	Number of people sleeping rough on a single night	Active, fulfilled lives	Existing	9
Adults, Communities & Wellbeing	Housing & Communities - Housing Options	AFL13	Number of households whose homelessness was prevented	Active, fulfilled lives	Existing	320
Adults, Communities & Wellbeing	Housing & Communities - Housing Options	AFL14	Number of households whose homelessness was relieved	Active, fulfilled lives	Existing	310
Adults, Communities & Wellbeing	Housing & Communities - Housing Options	AFL15	Total number of homeless approaches	Active, fulfilled lives	New	N/A - monitoring levels of demand only
Adults, Communities & Wellbeing	Housing & Communities - Housing Options	AFL16	Number of households accepted as owed the main housing duty	Active, fulfilled lives	New	N/A - monitoring levels only
Adults, Communities & Wellbeing	Housing & Communities - Housing Options	AFL17	Total number of households living in temporary accommodation	Active, fulfilled lives	New	200
Adults, Communities & Wellbeing	Housing & Communities - Housing Options	AFL18	Number of households with family commitments* living in bed and breakfast accommodation	Active, fulfilled lives	New	0
Adults, Communities & Wellbeing	Housing & Communities - Housing Options	AFL19	Number of rough sleepers rehoused into accommodation for 6 months or more	Active, fulfilled lives	New	60
Adults, Communities & Wellbeing	Public Health	AFL20	% of in-year eligible population offered an NHS Health Check	Active, fulfilled lives	Existing	100%
Adults, Communities & Wellbeing	Public Health	AFL21	% of in-year eligible population who received an NHS Health Check	Active, fulfilled lives	Existing	60%
Adults, Communities & Wellbeing	Public Health	AFL22	% Smoking quit rate at 4 weeks	Active, fulfilled lives	Existing	to be set up by consultant and service lead
Adults, Communities & Wellbeing	Public Health	AFL23	% substance misuse clients waiting more than 3 weeks for their first intervention	Active, fulfilled lives	Existing	national target will be available in April 2024

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Adults, Communities & Wellbeing	Public Health	BBF01	Breastfeeding rate at 6-8 weeks	Better, brighter futures	Existing	55%
Adults, Communities & Wellbeing	Public Health	BBF02	% of infants due a new birth visit that received a new birth visit within 14 days of birth	Better, brighter futures	Existing	Not yet set. (2021-22 target: 90%)
Adults, Communities & Wellbeing	Public Health	BBF03	% of children who received a 6-8 week review by the time they were 8 weeks	Better, brighter futures	Existing	Not yet set. (2021-22 target: 90%)
Adults, Communities & Wellbeing	Public Health	BBF04	% mothers known to be smokers at the time of delivery	Better, brighter futures	Existing	11%
Children's Services	Children's Services	BBF05	% of referrals with a previous referral within 12 months	Better, brighter futures	Existing	target as 2021-22 (29%) until reviewed as part of the contract review process
Children's Services	Children's Services	BBF06	% of single assessments authorised within 45 working days	Better, brighter futures	Existing	target as 2021-22 (85%) until reviewed as part of the contract review process
Children's Services	Children's Services	BBF07	% Children in care with three or more placements in the previous 12 months	Better, brighter futures	Existing	target as 2021-22 (10%) until reviewed as part of the contract review process
Children's Services	Children's Services	BBF08	% of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16	Better, brighter futures	Existing	target as 2021-22 (55%) until reviewed as part of the contract review process
Children's Services	Children's Services	BBF09	% of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16	Better, brighter futures	Existing	target as 2021-22 (90%) until reviewed as part of the contract review process
Children's Services	Children's Services	BBF10	% of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted	Better, brighter futures	Existing	target as 2021-22 (72%) until reviewed as part of the contract review process
Children's Services	Education	BBF11	Percentage of all Early Years Settings judged as Good or Outstanding by Ofsted	Better, brighter futures	Existing	No target set
Children's Services	Education	BBF12	Percentage of primary schools judged as good or outstanding by Ofsted	Better, brighter futures	Existing	Existing target (2021-22): 88%
Children's Services	Education	BBF13	Percentage of secondary schools judged as good or outstanding by Ofsted	Better, brighter futures	Existing	Existing target (2021-22): 65%
Children's Services	Education	BBF14	Number of schools rated inadequate by Ofsted	Better, brighter futures	Existing	No target set
Children's Services	Education	BBF15	Rate of suspensions in primary aged pupils	Better, brighter futures	Existing	Existing target (2021-22): 0%
Children's Services	Education	BBF16	Rate of suspensions in secondary aged pupils	Better, brighter futures	Existing	Existing target (2021-22): 0%
Children's Services	Education	BBF17	Rate of Permanent exclusions from school - Total	Better, brighter futures	Existing	Existing target (2021-22): 0%
Children's Services	Education	BBF18	% of EHC plans issued within 20 weeks (excluding exceptions)	Better, brighter futures	Existing	Existing target (2021-22): 95%
Children's Services	Education	BBF19	Percentage of school age CiC who had a PEP in the previous academic term.	Better, brighter futures	Existing	Existing target (2021-22): 95%
Children's Services	Education	BBF20	State Schools Admissions - percentage of young people getting 1st, 2nd or 3rd preference for primary applications	Better, brighter futures	Existing	Existing target (2021-22): 97%
Children's Services	Education	BBF21	State Schools Admissions - percentage of young people getting 1st, 2nd or 3rd preference for secondary applications	Better, brighter futures	Existing	Existing target (2021-22): 97%
Children's Services	Education	BBF22	Number of children without a school place	Better, brighter futures	Existing	Existing target (2021-22): 97%
Children's Services	Education	BBF23	Percentage of children achieving a good level of Development in the Early Years Foundation Stage Profile	Better, brighter futures	Existing	Existing target (2021-22): 72%
Children's Services	Education	BBF24	Percentage of children achieving Age Related Expectations or above in reading, writing and maths at Key Stage 2	Better, brighter futures	Existing	Existing target (2021-22): 62%
Children's Services	Education	BBF25	Percentage of children achieving grade 9-4 in English & maths (previously A*-C)	Better, brighter futures	Existing	Existing target (2021-22): 64%
Children's Services	Education	BBF26	Percentage attainment gap for disadvantaged children**	Better, brighter futures	Existing	No target set
Adults, Communities & Wellbeing	Housing & Communities - Communities & Libraries	CNC01	Number of Strategic Grant Agreements targets delivered	Connected communities	New	22-23 is a baseline year to set future targets.
Adults, Communities & Wellbeing	Housing & Communities - Communities & Libraries	CNC02	Total amount of funding released via small discretionary grants into organisations	Connected communities	New	100%
Legal & Democratic	Registrations and Coroners	CNC03	Deaths registered within 5 working days	Connected communities	New	80%
Legal & Democratic	Registrations and Coroners	CNC04	Births registered within 42 days	Connected communities	New	90%

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Place & Economy	Growth & Regeneration - Economic Development	GSE01	Number of E-Scooter trips	Greener, sustainable environment	New	Dependent on outcome of end of trial period in March 2022.
Place & Economy	Growth & Regeneration - Economic Development	GSE02	Number of E-Scooter users	Greener, sustainable environment	New	Dependent on outcome of end of trial period in March 2022.
Place & Economy	Growth & Regeneration - Economic Development	GSE03	Co2 saving from E-Scooters	Greener, sustainable environment	New	Dependent on outcome of end of trial period in March 2022.
Place & Economy	Growth & Regeneration - Economic Development	GSE04	Number of electric vehicle charging points publically available	Greener, sustainable environment	New	Increase in numbers
Place & Economy	Growth & Regeneration - Economic Development	GSE05	Number of electric vehicles per charge point	Greener, sustainable environment	New	Increase in numbers
Place & Economy	Highways & Waste	GSE06	Flytipping: number of fly tips reported	Greener, sustainable environment	Existing	No target - Fly tipping is a criminal offence and not appropriate for a target based approach.
Place & Economy	Highways & Waste	GSE07	Percentage of waste diverted from landfill	Greener, sustainable environment	Existing	87%
Finance Services	Finance Strategy & Accountancy	MPS01	% invoices paid within 30 days	Modern public services	Existing	95% (subject to change following SLA review, but unlikely)
Finance Services	Procurement	MPS02	% of actual spend with local suppliers where economically justifiable.	Modern public services	New	For information only - the procurement team cannot influence which suppliers staff choose to use.
Finance Services	Procurement	MPS03	% count of local suppliers where economically justifiable.	Modern public services	New	For information only - the procurement team cannot influence which suppliers staff choose to use.
Finance Services	Revenues & Benefits	MPS04	% of business rates collected in the year debit raised	Modern public services	Existing	Annual target of 98.5%, monthly breakdowns given
Finance Services	Revenues & Benefits	MPS05	% of council tax collected in the year debit raised	Modern public services	Existing	Annual target of 98.5%, monthly breakdowns given
Legal & Democratic	Human Resources	MPS06	Average number of working days lost per FTE employee (short term)	Modern public services	Existing	3.8 days lost (LG single tier national average)
Legal & Democratic	Human Resources	MPS07	Average number of working days lost per FTE employee (long term)	Modern public services	Existing	5.4 days lost (LG single tier national average)
Legal & Democratic	Human Resources	MPS08	HEADCOUNT AND FTE (total figures split by directorate)	Modern public services	New	N/A
Legal & Democratic	Human Resources	MPS09	VACANCY LEVELS (Total number of vacancies split by directorate)	Modern public services	New	N/A
Legal & Democratic	Human Resources	MPS10	Number of Agency Staff within each directorate	Modern public services	New	No target
Legal & Democratic	Human Resources	MPS11	Amount of Spend on Agency Staff within each directorate	Modern public services	New	No target
Legal & Democratic	Information Governance	MPS12	% FOI requests completed in 20 working days	Modern public services	Existing	95%
Legal & Democratic	Information Governance	MPS13	% EIR requests completed in 20 working days	Modern public services	Existing	95%
Legal & Democratic	Information Governance	MPS14	% Data Subject Rights requests completed within statutory timescale	Modern public services	Existing	90%
Legal & Democratic	Information Governance	MPS15	Total number of breaches (split by service eventually)	Modern public services	New	Track for info
Legal & Democratic	Information Governance	MPS16	Number of complaints to ICO (with respect to handling of FOI requests following internal review).	Modern public services	New	1 per month
Legal & Democratic	Information Governance	MPS17	Number of complaints to ICO upheld by ICO (with respect to handling of FOI requests following internal review).	Modern public services	New	0 per month
Legal & Democratic	Information Governance	MPS18	Number of complaints to ICO (with respect to handling of DP Right to Access requests).	Modern public services	New	1 per month
Legal & Democratic	Information Governance	MPS19	Number of complaints upheld by ICO (with respect to handling of DP Right to Access requests)	Modern public services	New	0 per month
Legal & Democratic	Information Governance	MPS20	Number of direct disclosure requests (ADR) received	Modern public services	New	Track for info
Legal & Democratic	Information Governance	MPS21	% Transparency publications completed on time.	Modern public services	New	100%
Legal & Democratic	Information Governance	MPS22	Number of external ICO complaints relating data management of data/breaches	Modern public services	New	Track for info
Legal & Democratic	Information Governance	MPS23	Number of reportable breaches to ICO (split by service area)	Modern public services	New	1 per month

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Place & Economy	Assets & Environment	MPS24	Rate of return on commercial stock (%)	Modern public services	New	5.41%
Place & Economy	Assets & Environment	MPS25	Total income from commercial estate (£)	Modern public services	New	£12,695,000
Place & Economy	Assets & Environment	MPS26	% occupancy of Corby Enterprise Centre	Modern public services	New	95%
Place & Economy	Assets & Environment	MPS27	% occupancy of Corby Innovation Hub	Modern public services	New	95%
Place & Economy	Assets & Environment	MPS28	% occupancy of East Northamptonshire Enterprise Centre (# units)	Modern public services	New	•Year 1 occupancy target 48% •year 2 occupancy target 76% •Yrs 3-5 target is 90%. So 76% target for Q1 then for the rest of the year 90% target as we enter year 3 in July 2022.
Place & Economy	Assets & Environment	MPS29	% occupancy of Chesham House Kettering (10 units)	Modern public services	New	70%
Transformation	Complaints	MPS30	Total number of Stage 1 complaints received by NNC	Modern public services	Existing	No target as this is for tracking purpose only
Transformation	Complaints	MPS31	Total number complaints received by NNC	Modern public services	New	No target as this is for tracking purpose only
Transformation	Complaints	MPS32	Total number of complaints escalated to stage 2	Modern public services	Existing	No target as this is for tracking purpose only
Transformation	Complaints	MPS33	% of complaints escalated to stage 2	Modern public services	New	20%
Transformation	Complaints	MPS34	% of complaints answered within the Service Level Agreement (20 Wdays or agreed extension)	Modern public services	New	90%
Transformation	Complaints	MPS35	% of complaints upheld	Modern public services	New	20%
Transformation	Complaints	MPS36	% of all complaints investigated by the Ombudsman	Modern public services	New	10%
Transformation	Complaints	MPS37	Total number investigated by Ombudsman	Modern public services	New	No target as this is for tracking purpose only
Transformation	Complaints	MPS38	% of cases where maladministration found by Ombudsman	Modern public services	New	1%
Transformation	Customer Services	MPS39	% of calls answered out of total calls received in customer services	Modern public services	Existing	90%
Transformation	Customer Services	MPS40	% Calls answered within 60 seconds in customer services	Modern public services	New	80%
Transformation	Customer Services	MPS41	Number of customers helped by customer services	Modern public services	New	No target as this is for tracking purpose only
Transformation	Customer Services	MPS42	Number of customer interactions to customer services - split by telephone/face-to-face, email and online form	Modern public services	New	No target as this is for tracking purpose only
Transformation	Customer Services	MPS43	% of Face-to-Face Customers with an appointment seen within 5 minutes (within customer services team)	Modern public services	New	95%
Adults, Communities & Wellbeing	Housing & Communities - Communities & Libraries	STP01	Number of new business started with support from the BIPC Northamptonshire	Safe and thriving places	New	25
Adults, Communities & Wellbeing	Housing & Communities - Communities & Libraries	STP02	Number of satisfactory ASB resolutions by NNC	Safe and thriving places	New	22-23 is a baseline year to set future targets.
Adults, Communities & Wellbeing	Housing & Communities - Communities & Libraries	STP03	Number of repeat incidents of reported domestic abuse incidents	Safe and thriving places	New	22-23 is a baseline year to set future targets.
Adults, Communities & Wellbeing	Housing & Communities - Housing Allocation	STP04	Total Active applicants on the Keyways Housing Register	Safe and thriving places	New	N/A - monitoring levels of demand
Adults, Communities & Wellbeing	Housing & Communities - Housing Allocation	STP05	New Housing Applications Received	Safe and thriving places	New	N/A - monitoring levels of demand
Adults, Communities & Wellbeing	Housing & Communities - NN Housing Strat & Development	STP06	Number of affordable housing completions	Safe and thriving places	Existing	TBC - 2021/22 to be used as baseline data
Adults, Communities & Wellbeing	Housing & Communities - NN Housing Strat & Development	STP07	Number of affordable housing starts	Safe and thriving places	New	TBC - 2021/22 to be used as baseline data
Adults, Communities & Wellbeing	Housing & Communities - NN Property Services	STP08	% of properties with a valid gas safety certificate	Safe and thriving places	New	100%
Adults, Communities & Wellbeing	Housing & Communities - NN Property Services	STP09	Total number of emergency repairs completed	Safe and thriving places	New	N/A - 2021/22 baseline year and target to be confirmed
Adults, Communities & Wellbeing	Housing & Communities - NN Property Services	STP10	Total number of non-emergency repairs completed	Safe and thriving places	New	N/A - 2021/22 baseline year and target to be confirmed
Adults, Communities & Wellbeing	Housing & Communities - NN Tenancy Services	STP11	Number of council housing lets completed	Safe and thriving places	New	N/A - 2021/22 baseline data for NN & target to be set
Adults, Communities & Wellbeing	Housing & Communities - NN Tenancy Services	STP12	Number of council houses vacant and available to let	Safe and thriving places	New	N/A - 2021/22 baseline data for NN & target to be set
Adults, Communities & Wellbeing	Housing & Communities - Private Sector Housing	STP13	Number of Private Sector DFG cases on waiting list	Safe and thriving places	New	N/A - unable to set target and to be reviewed services aligned
Adults, Communities & Wellbeing	Housing & Communities - Private Sector Housing	STP14	Number of Private Sector DFG completions	Safe and thriving places	New	N/A - unable to set target and to be reviewed services aligned

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Place & Economy	Growth & Regeneration - Development Management	STP15	Percentage of major planning applications determined within 13 weeks (or within agreed extension of time)	Safe and thriving places	Existing	90%
Place & Economy	Growth & Regeneration - Development Management	STP16	Percentage of minor planning applications determined within 8 weeks (or within agreed extension of time)	Safe and thriving places	Existing	85%
Place & Economy	Growth & Regeneration - Development Management	STP17	Percentage of other (including householder applications) planning applications determined within 8 weeks (or within agreed extension of time)	Safe and thriving places	Existing	88%
Place & Economy	Growth & Regeneration - Development Management	STP18	% of planning application appeals allowed as a proportion of planning decisions made	Safe and thriving places	New	9%
Place & Economy	Growth & Regeneration - Development Management	STP19	Total number of planning applications received	Safe and thriving places	New	Tracking
Place & Economy	Growth & Regeneration - Economic Development	STP20	Number of companies receiving support	Safe and thriving places	New	No target - support will drop off with the end of ARG E. Need time to establish post ARG provision
Place & Economy	Growth & Regeneration - Economic Development	STP21	% of Full fibre coverage	Safe and thriving places	New	40% of Premises countywide (Dec 2023)
Place & Economy	Growth & Regeneration - Economic Development	STP22	% of gigabit coverage	Safe and thriving places	New	75% of premises gigabit capable (Dec 2023)
Place & Economy	Growth & Regeneration - Minerals & Waste	STP23	NNC County Matter planning decisions made within the required timescale	Safe and thriving places	New	95%
Place & Economy	Growth & Regeneration - Planning Policy	STP24	% Gross affordable housing delivered - Growth Towns, Market Towns (not including Oundle) on sites of 15+ dwellings and Villages and rural areas (including Oundle) on sites of 5+ dwellings	Safe and thriving places	Existing	20% overall (30% - Growth Towns 30% - Market Towns 40% - Villages/Rural)
Place & Economy	Growth & Regeneration - Planning Policy	STP25	Maintain 5 year housing land supply	Safe and thriving places	New	6.0 years
Place & Economy	Growth & Regeneration - Planning Policy	STP26	5 year supply of Gypsy and Traveller sites	Safe and thriving places	New	6.0 years
Place & Economy	Growth & Regeneration - Planning Policy	STP27	Net additional homes provided	Safe and thriving places	New	1784
Place & Economy	Growth & Regeneration - Planning Policy	STP28	Net increase in jobs	Safe and thriving places	New	810
Place & Economy	Highways & Waste	STP29	Number of Defects Outstanding (at end of period), split by category	Safe and thriving places	Existing	No target
Place & Economy	Highways & Waste	STP30	Number of Defects Repaired in period, split by category	Safe and thriving places	Existing	No target
Place & Economy	Highways & Waste	STP31	Percentage of defects responded to within the timeframes specified, split by category	Safe and thriving places	New	P1 and P2 97.5% - 98.5% P3 and P4 97%-100%
Place & Economy	Regulatory Services - Food Safety	STP32	% of food establishments in the area which are broadly compliant with food hygiene law	Safe and thriving places	Existing	95%
Place & Economy	Regulatory Services - Local Land Charges	STP33	Local Land Charges - searches processed within 10 working days	Safe and thriving places	New	95%
Place & Economy	Regulatory Services - NTU	STP34	% of New encampment to be visited within 1 working day of notification; unless operational difficulties prevent this	Safe and thriving places	New	95%
Place & Economy	Regulatory Services - Trading Standards	STP35	Rogue trading activities are tackled, (rogue traders subject to a TS intervention)	Safe and thriving places	New	100%