

Detailed indicator definition alongside justification of their importance

Ref	Performance Indicator Name	Further detail if needed	Justification for CPI status
AFL01	Total number of people allocated to each team	Total number of people with open cases across all Adult Social Care services.	To understand demand and any resource and/or financial considerations/implications.
AFL02	Number of unscheduled review requests	This applies to people who have had a care act assessment and as a result are in receipt of an North Northamptonshire Council funded adult social care service, who require/request an earlier review than the one they had scheduled.	Helps manage risk & reduce safeguarding concerns.
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)	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 after being discharged from hospital.	This helps better understand Adult Social Care access routes and how effective ST MAX services are.
AFL04	Number of new safeguarding concerns received per month	This refers to all safeguarding referrals made during per month	This helps better understand how many safeguarding concerns are being raised across pathways/ the reach of the safeguarding services
AFL05	New safeguarding concerns determined to be enquiries (both s42 and other)	The following links show determination criteria: Care and support statutory guidance (https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance) Care Act 2014 (https://www.legislation.gov.uk/ukpga/2014/23/section/42)	This highlights demand on service capacity and the number of potential risks being investigated
AFL06	Total number of open Deprivation of liberty Safeguard cases	Mental Capacity Act 2005 (https://www.legislation.gov.uk/ukpga/2005/9/contents) Mental Capacity Act Code of Practice (https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice)	To understand demand and any resource and/or financial considerations/implications.
AFL07	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people 65 years +)	Population figures are taken from the Office National Statistics (ONS) in mid-2020. Long term support is that which is planned to be required in the longer term and doesn't have a planned end date	Monitor financial implication. National indicator. Limited supply of this provision.

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AFL08	Number of people who were prevented from requiring statutory care, or whose need was reduced (Delaying and reducing the need for care and support having received short term services to maximise independence (ST-MAX) services)	<p>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.</p> <p>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 alien environment</p> <p>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 people's 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.</p>	Gives an indication of how effective ST MAX services (short term services to maximise independence) are.
AFL09	Number of Physical visits to libraries	Number of people attending our libraries	Visits are the single most important indicator of success for the library service. They are an indicator that the service is offering the facilities and activities that citizens want/need. Naturally there has been a large decrease in visitors over the past 2 years due to the pandemic lockdowns but we are now starting to see recovery to almost pre-pandemic levels and will look to build on this. We estimated conservatively last year due to this and actually achieved 270,082 visits and would aim for a 1% increase this year so target should be raised to 272,782
AFL10	Number of participants in the Summer Reading Challenge	The Summer Reading challenge is universal and offered to all children between the ages of 5 to 11. The challenge is designed to keep children's reading levels up over the long Summer break and evidence has shown that children taking part are far less likely to suffer from the Summer "dip" and have an improved literacy level when returning to school. The more children taking part, the better position schools are in at the start of the next academic year. Children are challenged to read 6 books over the Summer and are able to collect rewards from libraries each time they complete a book with a medal once all 6 are completed.	This is the biggest children's activity run by libraries each year and is a National Scheme supported by the Reading Agency. Each library promotes the scheme to the local community by visiting school assemblies and running lots of themed events across the summer. Due to the pandemic the challenge ran virtually in 2020 and in 2021 we were still operating under Covid restrictions and this affected the take up. We achieved 2140 which was 57% of what was achieved in 2019. This year we would expect to see an increase again. The target of 3150 looks achievable.
AFL11	Net promoter score % - Leisure	The Net Promoter Score measures customer experience and how likely they are to recommend the service to friends and family. It is measuring the customer's perception of the service.	It is important to measure this so that it can be seen at a Corporate or Strategic level if the service being provided is at an acceptable level, it will highlight areas of high achievement and raise awareness of areas where there may be issues that need to be addressed at a strategic level

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AFL12	Number of people sleeping rough on a single night	<p>The definition for Rough Sleepers is as follows:</p> <p>People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the street, in tents, doorways, parks, bus shelters or encampments).</p> <p>People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or "bashes" which are makeshift shelters often comprised of cardboard boxes).</p> <p>Each month we provide a snapshot figure to DLUHC of the number of rough sleepers bedded down on a single night in line with the definition above which is captured by the outreach sessions conducted by the Rough Sleeping Team across NN.</p>	To help monitor the levels of rough sleeping locally to support our aim to end rough sleeping in line with Government's national targets and to provide access to the information that is provided to DLUHC on a monthly basis.
AFL13	Number of households whose homelessness was prevented	Prevention stage - This is when a household is threatened with homelessness and the Housing Options Team have enabled them to sustain their accommodation or find alternative accommodation before they become homeless.	The aim is to ensure a higher percentage of households are prevented from becoming homeless so this is good indicator to monitor prevention levels being achieved by the Housing Options Service.
AFL14	Number of households whose homelessness was relieved	Relief stage - This is when the household is already homeless (may be in temporary accommodation if priority need) and the Housing Options Team manage to secure alternative accommodation to end their homelessness.	To monitor levels being achieved of resolving household's homelessness crisis.
AFL15	Total number of homeless approaches	The number of approaches is not the same as the number of full housing applications (FHA) completed. For example, a household may approach the council to say they are homeless but then not provide the relevant documentation in order to complete a FHA or due to their circumstances they would not require a FHA to be completed.	This monitors the number of households approaching the council for help with their homelessness and is a good indicator of the level of demand for the service.
AFL16	Number of households accepted as owed the main housing duty	<p>This is when households have been through the 56 days of relief stage and the Housing Options Team are unable to secure alternative accommodation.</p> <p>A decision is then made at the end of this period to determine if the household is:</p> <ol style="list-style-type: none"> 1) eligible 2) homeless 3) priority need 4) not intentionally homeless 5) have a local connection 	To help monitor the levels of households accepted as homeless by the Council.

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AFL17	Total number of households living in temporary accommodation	<p>Temporary accommodation is provided during a 56-day 'Relief Duty' period whilst the Council tries to support the applicant to relieve their homelessness by finding somewhere more settled for the applicant to live for a period of no less than six months.</p> <p>Types of temporary accommodation currently used are: NNC council properties, NNC General Fund acquisition properties, Private Sector Leased (PSL), Registered Providers, 3rd party self-contained nightly paid, B&B / hotel accommodation and supported shared accommodation managed by NCC</p>	To help monitor the demand for and levels of temporary accommodation in NN as this is a significant expenditure for the Council.
AFL18	Number of households with family commitments* living in bed and breakfast accommodation	* Households with Family Commitments are a) who is pregnant; (b) with whom a pregnant woman resides or might reasonably be expected to reside; or (c) with whom dependent children reside or might reasonably be expected to reside.	Ensuring families are not placed in hotels / B&Bs where possible (particularly not for longer than 6 weeks) is a priority for the Council to ensure they are meeting legislation requirements.
AFL19	Number of rough sleepers rehoused into accommodation for 6 months or more	This is a new indicator to be collected in 2022/23 to help show the number of rough sleepers enabled to move on to a longer-term solution. This does not include number in discretionary rough sleeper accommodation.	This monitors the number of rough sleepers supported to move on and secure accommodation.
AFL20	% of in-year eligible population offered an NHS Health Check	<p>Eligibility for NHS Health Check:</p> <ul style="list-style-type: none"> •40-74 •Not had NHS Health Check in last 5 years •None of the pre-existing conditions listed here - https://www.nhs.uk/conditions/nhs-health-check/ •Resident of Northamptonshire <p>'Offered' is the first invite a patient will be sent to attend their NHS Health Check.</p> <p>'Received' is when an NHS Health Check has been completed.</p> <p>The vast majority of NHS Health Checks are completed following an invite being sent to a patient, hence the importance of tracking this indicator.</p> <p>The requirement is for every patient eligible for an NHS Health Check to be invited for their NHS Health Check across a rolling 5 year period, and for 60% of the eligible patient population to have their NHS Health Check.</p>	These are statutory requirements which the service is obligated to deliver.

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Ref	Performance Indicator Name	Further detail if needed	Justification for CPI status
AFL21	% of in-year eligible population who received an NHS Health Check	<p>Eligibility for NHS Health Check:</p> <ul style="list-style-type: none"> •40-74 •Not had NHS Health Check in last 5 years •None of the pre-existing conditions listed here - https://www.nhs.uk/conditions/nhs-health-check/ •Resident of Northamptonshire <p>'Offered' is the first invite a patient will be sent to attend their NHS Health Check.</p> <p>'Received' is when an NHS Health Check has been completed.</p> <p>The vast majority of NHS Health Checks are completed following an invite being sent to a patient, hence the importance of tracking this indicator.</p> <p>The requirement is for every patient eligible for an NHS Health Check to be invited for their NHS Health Check across a rolling 5 year period, and for 60% of the eligible patient population to have their NHS Health Check.</p>	These are statutory requirements which the service is obligated to deliver.
AFL22	% Smoking quit rate at 4 weeks	<p>Monitoring stop-smoking services by commissioners and managers: Set targets for stop-smoking services, including the number of people using the service and the proportion who successfully stop smoking.</p> <p>Performance targets should include:</p> <ul style="list-style-type: none"> • treating at least 5% of the estimated local population who smoke each year • achieving a stop-smoking rate of at least 35% at 4 weeks, based on everyone who starts treatment and defining success as not having smoked in the fourth week after the quit date. <p>A 4 week quit is the standard performance measure for all stop smoking services. I believe there are a number of reasons why 4 weeks is especially important - likelihood of long term abstinence increases around the 4 week mark, withdrawal can last as long as 4-5 weeks.</p>	These are statutory requirements which the service is obligated to deliver.
AFL23	% substance misuse clients waiting more than 3 weeks for their first intervention	A waiting time is the period from the date a person is referred for a specific treatment intervention and the date of the first appointment offered. Referral for a specific treatment intervention typically occurs within the treatment provider at, or following, assessment.	This is measured to ensure that clients are being offered treatment in a timely fashion and to ensure that there is sufficient access to treatment. Long waiting times may indicate a lack of capacity in the treatment system. Any waits over 3 weeks are reported in performance reports. Source: PHE, 2019.

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BBF01	Breastfeeding rate at 6-8 weeks	This is an important indicator in the Public Health Outcomes Framework for the best start in life. This monitors compliance with the regulations for the mandated universal health visitor reviews and delivery of services funded via the public health grant.	These are statutory requirements which the service is obligated to deliver.
BBF02	% of infants due a new birth visit that received a new birth visit within 14 days of birth	This is an important indicator in the Public Health Outcomes Framework for the best start in life. This monitors compliance with the regulations for the mandated universal health visitor reviews and delivery of services funded via the public health grant.	These are statutory requirements which the service is obligated to deliver.
BBF03	% of children who received a 6-8 week review by the time they were 8 weeks	This is an important indicator in the Public Health Outcomes Framework for the best start in life. This monitors compliance with the regulations for the mandated universal health visitor reviews and delivery of services funded via the public health grant.	These are statutory requirements which the service is obligated to deliver.
BBF04	% mothers known to be smokers at the time of delivery	<p>Smoking in pregnancy has well known detrimental effects for the growth and development of the baby and health of the mother. On average, smokers have more complications during pregnancy and labour, including bleeding during pregnancy, placental abruption and premature rupture of membranes.</p> <p>Encouraging pregnant women to stop smoking during pregnancy may also help them kick the habit for good, and thus provide health benefits for the mother and reduce exposure to second hand smoke by the infant.</p> <p>Smoking during pregnancy can cause serious pregnancy-related health problems. These include complications during labour and an increased risk of miscarriage, premature birth, stillbirth, low birth-weight and sudden unexpected death in infancy.</p> <p>The Tobacco Control Plan contains a national ambition to reduce the rate of smoking throughout pregnancy to 6% or less by the end of 2022 (measured at time of giving birth). The inclusion of this indicator will ensure that the local tobacco control activity is appropriately focused on pregnant women, in order to try to achieve this national ambition.</p> <p>Inclusion of this indicator will also encourage the continued prioritisation of action to reduce smoking at delivery. Decreases in smoking during pregnancy will result in health benefits for the infant and mother, as well as cost savings to the NHS.</p>	These are statutory requirements which the service is obligated to deliver.

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BBF05	% of referrals with a previous referral within 12 months	<p>This indicator shows: out of all referrals received, those that were for children whose previous referral was within 12 months.</p> <p>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.</p>	<p>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.</p> <p>This is a national indicator often used to compare performance.</p>
BBF06	% of single assessments authorised within 45 working days	<p>This indicator shows: out of all assessments authorised, those that were authorised within 45 days.</p> <p>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.</p>	<p>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.</p> <p>This is a national indicator often used to compare performance</p>
BBF07	% Children in care with three or more placements in the previous 12 months	<p>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.</p> <p>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.</p>	<p>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.</p> <p>This is a national indicator often used to compare performance.</p>
BBF08	% of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16	<p>This indicator shows: out of all care leavers aged 17-21 now, those that are in employment, education or training.</p> <p>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.</p>	<p>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.</p> <p>This is a national indicator often used to compare performance.</p>
BBF09	% of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16	<p>This indicator shows: Out of all care leavers aged 17-21 now, those that are in suitable accommodation.</p> <p>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.</p>	<p>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.</p> <p>This is a national indicator often used to compare performance.</p>

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BBF10	% of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted	This indicator shows: out of all children adopted, those that were placed for adoption within 12 months of the council receiving permission to place the child for adoption.	<p>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.</p> <p>This is a national indicator often used to compare performance.</p>
BBF11	Percentage of all Early Years Settings judged as Good or Outstanding by Ofsted	<p>There are a number of different types of Early Years settings, but essentially they cover care and education in years before starting primary school (for most this is aged 4 or 5).</p> <p>Ofsted is the Office for standards in Education, Children's Services and Skills. They inspect services providing education and skills for learners of all ages. They also inspect and regulate services that care for children and young people.</p>	It measures the corporate plan priority to "ensure every child has equal access to a high standard of education"
BBF12	Percentage of primary schools judged as good or outstanding by Ofsted	Total number of Primary schools rated good or outstanding in latest inspection divided by total number of Primary schools in same area, as a percentage. Source: https://www.gov.uk/government/statistical-data-sets/monthly-management-information-ofsteds-school-inspections-outcomes	It measures the corporate plan priority to "ensure every child has equal access to a high standard of education"
BBF13	Percentage of secondary schools judged as good or outstanding by Ofsted	Total number of Secondary schools rated good or outstanding in latest inspection divided by total number of Secondary schools in same area, as a percentage. Source: https://www.gov.uk/government/statistical-data-sets/monthly-management-information-ofsteds-school-inspections-outcomes	It measures the corporate plan priority to "ensure every child has equal access to a high standard of education"
BBF14	Number of schools rated inadequate by Ofsted	<p>The Inadequate rating is defined by Ofsted and is included in the School inspection handbook - GOV.UK (www.gov.uk)</p> <p>Total number of schools rated inadequate in latest inspection. Source: https://www.gov.uk/government/statistical-data-sets/monthly-management-information-ofsteds-school-inspections-outcomes</p>	It measures the corporate plan priority to "ensure every child has equal access to a high standard of education"
BBF15	Rate of suspensions in primary aged pupils	Number of suspensions recorded for primary age children in school area (Reception to year 6) divided by total number of primary aged children in school area, as a percentage. Source: Number of suspensions are taken from Capita ONE until school census data is published. Total number of primary aged children in school is taken from the most recent school census at time of reporting.	It measures the corporate plan priority to "ensure every child has equal access to a high standard of education." If there are more children suspended, then there are less children accessing education.

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BBF16	Rate of suspensions in secondary aged pupils	Number of suspensions recorded for secondary age children in school area (Year 7 to year 11) divided by total number of secondary aged children in school area, as a percentage. Source: Number of suspensions are taken from Capita ONE until school census data is published. Total number of secondary aged children in school is taken from the most recent school census at time of reporting	It measures the corporate plan priority to "ensure every child has equal access to a high standard of education." If there are more children suspended, then there are less children accessing education.
BBF17	Rate of Permanent exclusions from school - Total	Number of permanent exclusions recorded for all pupils in school area divided by total number of pupils in school area as a percentage. Source: Number of exclusions are taken from Capita ONE until school census data is published. Total number of children in school is taken from the most recent school census at time of reporting.	It measures the corporate plan priority to "ensure every child has equal access to a high standard of education." If there are more children permanently excluded, then there are less children accessing education.
BBF18	% of EHC plans issued within 20 weeks (excluding exceptions)	EHC is shorted from EHCP i.e. Education Health Care Plan Children with special educational needs and disabilities (SEND): Extra help - GOV.UK (www.gov.uk) Of the EHCP's issued, this measures how many were issued within 20 weeks as a percent. Source Capita ONE.	The local authority has a statutory duty to complete an EHCP within 20 weeks, this is a key national indicator for SEND. The 20 weeks deadline is in place to ensure children with SEND have their needs met in a timely manner.
BBF19	Percentage of school age CiC who had a PEP in the previous academic term.	CiC – Children in Care (i.e. those in care of the local authority), also referred to as Looked After Children (LAC) PEP – Personal Education Plan, forms part of the care plan for CiC. Detail here - Promoting the education of looked-after children and previously looked-after children (publishing.service.gov.uk)	The LA has a statutory duty for children in care to have an up to date care plan including a PEP. An up to date PEP can help ensure they have the suitable support they need to meet their needs.
BBF20	State Schools Admissions - percentage of young people getting 1st, 2nd or 3rd preference for primary applications	The indicator is exactly what this measures – for primary school place applications what % of young people get either their 1st, 2nd or 3rd place preference	The LA is responsible for processing admissions in the local area. This measures our ability to provide a school place that parents feel will meet their child's needs. This a national measure.
BBF21	State Schools Admissions - percentage of young people getting 1st, 2nd or 3rd preference for secondary applications	The indicator is exactly what this measures – for secondary school place applications what % of young people get either their 1st, 2nd or 3rd place preference	The LA is responsible for processing admissions in the local area. This measures our ability to provide a school place that parents feel will meet their child's needs. This a national measure.
BBF22	Number of children without a school place	Number of children recorded with a Base of 'Without a school place' in Capita ONE.	The LA has a statutory duty to ensure children have a school place. If children do not have a place at school, this will impact on their development.
BBF23	Percentage of children achieving a good level of Development in the Early Years Foundation Stage Profile	Number of children achieving an outcome of good level of development for the early years foundation stage profile in their reception year at school divided by the total number of children being assessed as a percent. Source: data is submitted by the schools to the North district County Council (BI)	It measures the corporate plan priority to "ensure every child has equal access to a high standard of education" by assessing attainment in the Early Years. It also helps understand how young children are developing when they first attend school.
BBF24	Percentage of children achieving Age Related Expectations or above in reading, writing and maths at Key Stage 2	Number of children achieving a result that is as expected or above expectation for their age while being educated in year 6, divided by the total number of children being assessed at this time as a percent. Source: the schools submit their data to the DfE who will later share this with the North district County Council (BI)	It measures the corporate plan priority to "ensure every child has equal access to a high standard of education" by assessing attainment at Key Stage 2

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BBF25	Percentage of children achieving grade 9-4 in English & maths (previously A*-C)		It measures the corporate plan priority to "ensure every child has equal access to a high standard of education" by assessing attainment at GCSE level/Key Stage 4.
BBF26	Percentage attainment gap for disadvantaged children**	This is at 'GCSE' level (i.e. KS4) and is the gap between 'disadvantaged' pupils and their peers (i.e. the entire pupil cohort). e.g. (not real data) NNC all pupils – 65% achieved NNC disadvantaged pupils – 45% achieved The gap would therefore be 20% between disadvantaged pupils and their peers.	It measures the corporate plan priority to "ensure every child has equal access to a high standard of education" by assessing the gap between disadvantaged children and all children.
CNC01	Number of Strategic Grant Agreements targets delivered	The VCSE provides valuable support to people across Northamptonshire. Some organisations provide very specialised work such as debt casework, counselling and drug treatment and recovery. The range and geographical coverage of organisations in the sector is comprehensive. The current funding arrangements with VCSE organisations involve a mixture of grants, service level agreements and contracts that were created by NNC's predecessor councils. Some of those arrangements have been in place for some considerable time and most have extensions to the original agreement periods to support their transfer into NNC from 1 April 2021. The current arrangements, annual grant payments totalling £1,415,766 per annum. The current funding arrangements with VCSE organisations were created by the sovereign councils were subject to an application process and were awarded accordingly. The Executive Committee agreed to fund these current arrangements for a further two years.	Given the significant investment, c.£1.4M, there is a need to monitor the organisation's performance against the targets and outcomes associated with the service being provided, includes, debt & housing advice, activities for young people, independent living, discrimination.
CNC02	Total amount of funding released via small discretionary grants into organisations	A Community Fund is defined as a financial award the Council makes from its funds to support community activities. These awards can be made to Community and Voluntary Organisations, Town and Parish Councils, Registered Charities and to other bodies or individuals. They need to be spent within 12 months of being awarded; set criteria as to what they can be used for; policy - https://www.northnorthants.gov.uk/community-safety-and-emergencies/community-grants-and-funding	To monitor the level of investment into the local community, for 22/23 there is a budget of c.£150K.
CNC03	% of Deaths registered within 5 working days	Number of deaths registered within 5 days / total number of deaths registered x 100	This is a statutory obligation which we need to deliver. Performance has struggled in this area due to staffing issues and changes in process because of Covid, therefore it is important to keep an eye on this going forward. This is reported to the General Register Office on a monthly basis and reported publicly on the General Register Office website.

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CNC04	% of Births registered within 42 days	Number of births registered within 42 days / total number of births registered x 100	This is a statutory obligation which we need to deliver. Performance has struggled in this area due to staffing issues and changes in process because of Covid, therefore it is important to keep an eye on this going forward. This is reported to the General Register Office on a monthly basis and reported publicly on the General Register Office website.
GSE01	Number of E-Scooter trips	Number of e-scooter trips obtained from monthly data provided by Voi.	Contributes to net zero and climate change agenda
GSE02	Number of E-Scooter users	Number of e-scooter users obtained from monthly data provided by Voi.	Contributes to net zero and climate change agenda
GSE03	Co2 saving from E-Scooters	Co2 savings from e-scooter use obtained from monthly data provided by Voi.	Contributes to net zero and climate change agenda
GSE04	Number of electric vehicle charging points publicly available	Annual data collected by Department for Transport	This is a very high priority for the council as it is for all authorities across the country.
GSE05	Number of electric vehicles per charge point	Annual data collected by Department for Transport	This measures the usage of what electric charging facilities the council already has and will help to show the demand.
GSE06	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.	Statutory: data submitted to Waste Data Flow (Defra) This is a key indicator relating to protecting the natural environment and countryside.
GSE07	Percentage of waste diverted from landfill	Based on old national indicator NI193: Percentage of Municipal Waste Sent to Landfill This is calculated as follows: Municipal waste landfilled divided by total municipal waste collected x 100 to give percentage. Calculation= 100-output from NI193. Municipal waste includes both household waste and that from other sources which is similar in nature and composition e.g. businesses	This is a key indicator relating to protecting the natural environment and countryside. This indicator particularly reflects residents' interest in keeping their local area clean and attractive.
MPS01	% invoices paid within 30 days	This calculation is based on the invoices paid within the month (rather than invoices received in the month).	This indicator is to ensure that the Council is promptly paying suppliers. As part of the Public Contract Regulations 2015 local authorities are required to publish information to show achievement of making payments within 30 days where invoices are valid and undisputed. In addition, local authorities are required to annually publish detail of any interest paid to suppliers, or values of where interest would have been liable to be paid to suppliers due to late payment as part of the transparency code.

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MPS02	% of actual spend with local suppliers where economically justifiable.	<p>As stated within the Contract Procedure Rules, when undertaking procurement at certain thresholds, staff are required to obtain at least one (1) quotation from a local supplier and to obtain value for money.</p> <p>Sourcing a supplier who is local and who offers value for money would be seen as being economically justifiable. However, this is not possible in all instances of procurement.</p> <p>In addition, it is not possible to identify whether the spend was economically justifiable from looking at the raw spend data without further drilldown e.g. communication with budget holders etc.</p> <p>For the purpose of the calculation, a local supplier is defined as one with a Northamptonshire post code (prefix of "NN").</p>	Confirms to the public as to the total spend within a period and how much was spent with local suppliers. This indicator links in with the desire to spend more locally and help support local business.
MPS03	% count of local suppliers where economically justifiable.	<p>As stated within the Contract Procedure Rules, when undertaking procurement at certain thresholds, staff are required to obtain at least one (1) quotation from a local supplier and to obtain value for money.</p> <p>Sourcing a supplier who is local and who offers value for money would be seen as being economically justifiable. However, this is not possible in all instances of procurement.</p> <p>In addition, it is not possible to identify whether the use of the supplier was economically justifiable from looking at the raw spend data without further drilldown e.g. communication with budget holders etc.</p> <p>For the purpose of the calculation, a local supplier is defined as one with a Northamptonshire post code (prefix of "NN").</p>	Confirms to the public as to the total number of suppliers used within a period and how many were local. This indicator links in with the desire to spend more locally and help support local business.
MPS04	% of business rates collected in the year debit raised	Cumulative percentage of business rates collected each month throughout the financial year.	Business rates are a vital source of income to support the running of the council
MPS05	% of council tax collected in the year debit raised	Cumulative percentage of council tax collected each month throughout the financial year.	Council Tax is a vital source of income to support the running of the council
MPS06	Average number of working days lost per Full time Equivalent (FTE) employee (short term)	Number of days lost to short term sickness per Full Time Equivalent member of staff . Short Term = less than 21 days.	This CPI is of interest to CLT and Committee and has been requested recently by Members. It helps to highlight any issues within the workforce which could be a cause for concern and ultimately impact on the performance of other Performance Indicators. Having this on a monthly basis helps to keep track of current staffing issues and where this impacts performance.
MPS07	Average number of working days lost per Full time Equivalent (FTE) employee (long term)	Number of days lost to long term sickness per Full Time Equivalent member of staff. Long Term = more than 21 days	This CPI is of interest to CLT and Committee and has been requested recently by Members. It helps to highlight any issues within the workforce which could be a cause for concern and ultimately impact on the performance of other Performance Indicators. Having this on a monthly basis helps to keep track of current staffing issues and where this impacts performance.

Detailed indicator definition alongside justification of their importance

Ref	Performance Indicator Name	Further detail if needed	Justification for CPI status
MPS08	Employee Headcount and Full time Equivalent (FTE) - total figures (Split to Assistant Directorate Level)	Total number of Employees and the FTE (Full Time Equivalent) Value of the Employees	This CPI is of interest to CLT and Committee and has been requested recently by Members. It helps to highlight any issues within the workforce which could be a cause for concern and ultimately impact on the performance of other Performance Indicators. Having this on a monthly basis helps to keep track of current staffing issues and where this impacts performance.
MPS09	Vacancy Levels – Number of vacant posts and Full time Equivalent (FTE) vacancies (Total numbers split to Assistant Directorate Level)	Number and budgeted FTE (Full Time Equivalent) of vacant posts	This CPI is of interest to CLT and Committee and has been requested recently by Members. It helps to highlight any issues within the workforce which could be a cause for concern and ultimately impact on the performance of other Performance Indicators. Having this on a monthly basis helps to keep track of current staffing issues and where this impacts performance.
MPS10	Number of Agency Staff within each Directorate	Number of Agency Staff within each Directorate	This CPI is of interest to CLT and Committee and has been requested recently by Members. It helps to highlight any issues within the workforce which could be a cause for concern and ultimately impact on the performance of other Performance Indicators. Having this on a monthly basis helps to keep track of current staffing issues and where this impacts performance.
MPS11	Amount of Spend on Agency Staff within each Directorate	Total spend on Agency staff (£)	This CPI is of interest to CLT and Committee and has been requested recently by Members. It helps to highlight any issues within the workforce which could be a cause for concern and ultimately impact on the performance of other Performance Indicators. Having this on a monthly basis helps to keep track of current staffing issues and where this impacts performance.
MPS12	% Freedom of Information (FOI) requests completed in 20 working days	The Freedom of Information Act 2000 (FOIA) provides access to recorded information held by local authorities. Local authorities are obliged to publish certain information about their activities and members of the public are entitled to request information from them. Where a request for information is made, the FOIA stipulates that public authorities should respond to these within 20 working days.	These request responses are statutory obligations from the ICO which we have to deliver against and so it is imperative that we keep track of these. Response timeframes to these enquiries are set in legislation. In addition the Information Commissioner's Office is able to carry out enforcement action which can potentially cause reputational harm.
MPS13	% Environmental Information Regulations (EIR) requests completed in 20 working days	The Environmental Information Regulations 2004 (EIR) provide public access to environmental information held by local authorities. Local authorities must make environmental information available proactively and members of the public are entitled to request information from them. Where a request for environmental information is made, the EIR stipulates that public authorities should respond to these within 20 working days.	These request responses are statutory obligations from the ICO which we have to deliver against and so it is imperative that we keep track of these. Response timeframes to these enquiries are set in legislation. In addition the Information Commissioner's Office is able to carry out enforcement action which can potentially cause reputational harm.
MPS14	% Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)	This was previously known as a subject access request. This now includes all individual rights request including rights of access, right to rectification, erasure, objection, restrict processing and data portability.	These request responses are statutory obligations from the ICO which we have to deliver against and so it is imperative that we keep track of these. Response timeframes to these enquiries are set in legislation. In addition the Information Commissioner's Office is able to carry out enforcement action which can potentially cause reputational harm.

Detailed indicator definition alongside justification of their importance

Ref	Performance Indicator Name	Further detail if needed	Justification for CPI status
MPS15	Total number of data breaches (split by service eventually)	A personal data breach is a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data.	This helps us to keep track of workload and issues that could affect performance of the statutory requests obligations. The Information Commissioner monitors complaints it receives regarding the authority and carries out any necessary enforcement action (which can include financial penalties). Monitoring of performance in these areas will allow us to target and address issues proactively to avoid unnecessary intervention from the ICO and manage reputational issues.
MPS16	Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Freedom of Information (FOI) requests following internal review).	The information Commissioner's Office (ICO) is the UK's independent body set up to uphold information rights. The ICO has a general duty to investigate complaints from members of the public who believe that an authority has failed to respond correctly to a request for information.	This helps us to keep track of workload and issues that could affect performance of the statutory requests obligations. The Information Commissioner monitors complaints it receives regarding the authority and carries out any necessary enforcement action (which can include financial penalties). Monitoring of performance in these areas will allow us to target and address issues proactively to avoid unnecessary intervention from the ICO and manage reputational issues.
MPS17	Number of complaints to Information Commissioners Office (ICO) upheld by ICO (with respect to handling of Freedom of Information (FOI) requests following internal review).	Upheld complaints are those in which the ICO has found in favour of the individual making the complaint. The ICO will make findings about delays and other aspects of the request handling. This is an opportunity for the authority to learn and improve, and perhaps avoid future complaints.	This helps us to keep track of workload and issues that could affect performance of the statutory requests obligations. The Information Commissioner monitors complaints it receives regarding the authority and carries out any necessary enforcement action (which can include financial penalties). Monitoring of performance in these areas will allow us to target and address issues proactively to avoid unnecessary intervention from the ICO and manage reputational issues.
MPS18	Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests).	The ICO is the UK's independent body set up to uphold information rights. The ICO has a general duty to investigate complaints from members of the public who believe that an authority has failed to respond correctly to a request for information.	This helps us to keep track of workload and issues that could affect performance of the statutory requests obligations. The Information Commissioner monitors complaints it receives regarding the authority and carries out any necessary enforcement action (which can include financial penalties). Monitoring of performance in these areas will allow us to target and address issues proactively to avoid unnecessary intervention from the ICO and manage reputational issues.
MPS19	Number of complaints upheld by Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests)	Upheld complaints are those in which the ICO has found in favour of the individual making the complaint. The ICO will make findings about delays and other aspects of the request handling. This is an opportunity for the authority to learn and improve, and perhaps avoid future complaints.	This helps us to keep track of workload and issues that could affect performance of the statutory requests obligations. The Information Commissioner monitors complaints it receives regarding the authority and carries out any necessary enforcement action (which can include financial penalties). Monitoring of performance in these areas will allow us to target and address issues proactively to avoid unnecessary intervention from the ICO and manage reputational issues.
MPS20	Number of direct disclosure requests (ADR - Access to a Deceased Person's records) received	This is access to a deceased's persons records. This could be in relation to adult social care records or information required for probate etc. Requests can come from the deceased individuals relatives, legal representatives, or those individuals who have power of attorney (or equivalent).	This helps us to keep track of workload and issues that could affect performance of the statutory requests obligations. The Information Commissioner monitors complaints it receives regarding the authority and carries out any necessary enforcement action (which can include financial penalties). Monitoring of performance in these areas will allow us to target and address issues proactively to avoid unnecessary intervention from the ICO and manage reputational issues.

Detailed indicator definition alongside justification of their importance

Ref	Performance Indicator Name	Further detail if needed	Justification for CPI status
MPS21	% Transparency publications completed on time.	The Local Government Transparency Code sets out the minimum requirements for local authorities to publish open data for re-use and in a timely way. This includes information relating to local authority land (building and asset register); council spend, contracts and procurement; parking charges and enforcement; grants to voluntary, community and social enterprise organisations; trade union facility time; senior salaries; pay multiple; fraud; organisation structure; and the Constitution.	This is a statutory requirement for all Local Authorities to publish Transparency Information on a quarterly and annual basis and we need to track that we are adhering to this. This places more power in residents hands, to increase democratic accountability, contribute to the local decision making process and help shape public services.
MPS22	Number of external Information Commissioners Office (ICO) complaints relating to data management of data/breaches	Number of complaints made to the ICO about data breaches from external individuals.	This helps us to keep track of workload and issues that could affect performance of the statutory requests obligations. The Information Commissioner monitors complaints it receives regarding the authority and carries out any necessary enforcement action (which can include financial penalties). Monitoring of performance in these areas will allow us to target and address issues proactively to avoid unnecessary intervention from the ICO and manage reputational issues.
MPS23	Number of reportable data breaches to Information Commissioners Office (ICO) (split by service area)	Local authorities have a duty under UK GDPR to report certain personal data breaches to the ICO within 72 hours of becoming aware of the breach, where feasible. Reportable breaches are those that have or are likely to result in a high risk to individuals' rights and freedoms.	These help us to keep track of workload and issues that could affect performance of the statutory requests obligations. The Information Commissioner monitors complaints it receives regarding the authority and carries out any necessary enforcement action (which can include financial penalties). Monitoring of performance in these areas will allow us to target and address issues proactively to avoid unnecessary intervention from the ICO and manage reputational issues.
MPS24	Rate of return on commercial stock (%)	Based on all asset valuations, the percentage return on all stock.	The portfolio is owned by the public, their money is invested in the portfolio so that the council can earn income to support service delivery. It is strategically important to measure this, if for instance the yields reduce then there may be an argument to sell capital and put the money in something else that may produce a better return and or a return with less risk.
MPS25	Total rental income from commercial estate (£)		This relates to the above, it shows what gross income we receive the money is used to support service delivery. This income is confirmed in the MTFP. Any reduction may impact the current levels of delivery and monitoring this allows strategic questions to be asked.
MPS26	% occupancy of Corby Enterprise Centre	This is calculated as follows: Number of units occupied divided by total units available x 100 to give a percentage Corby Enterprise Centre provides office/light industrial space and business support to both start up and established businesses.	Occupancy targets link to income as part of the commercial estate.
MPS27	% occupancy of Corby Innovation Hub	This is calculated as follows: Number of units occupied divided by total units available x 100 to give a percentage Corby Innovation Hub provides office/ industrial space and business support to both start up and established businesses.	Occupancy targets link to income as part of the commercial estate.

Detailed indicator definition alongside justification of their importance

Ref	Performance Indicator Name	Further detail if needed	Justification for CPI status
MPS28	% occupancy of East Northamptonshire Enterprise Centre (# units)	This is calculated as follows: Number of units occupied divided by total units available x 100 to give a percentage Enterprise Centre East Northants provides office/light industrial space and business support to both start up and established businesses.	Occupancy targets relate to commercial stock income and targets should be monitored in relation to funding criteria.
MPS29	% occupancy of Chesham House Kettering (10 units)	This is calculated as follows: Number of units occupied divided by total units available x 100 to give a percentage Chesham House provides office space and business support to both start up and established businesses.	Occupancy targets link to commercial stock income.
MPS30	Total number of Stage 1 complaints received by NNC	This is the total number of stage 1 complaints received by NNC into the corporate complaints team. Stage 1 complaints are the first stage of the complaints process, where the customer wishes to make an initial formal complaint. Complaints received in relation to Children's Services are excluded as the process for managing these is slightly different. Complaints relating to Children's Services are therefore measured separately.	Helps to manage complaint levels and identify where improvements may be needed.
MPS31	Total number complaints received by NNC	This is the total number of both stage 1 and stage 2 complaints received by NNC in each month. Complaints in relation to Children's Services are excluded and dealt with by a different process and are therefore not included within this performance indicator.	Helps to manage complaint levels and identify where improvements may be needed.
MPS32	Total number of complaints escalated to stage 2	Total number of complaints escalated to stage 2. Stage 2 complaints are made if the customer is not happy with the Stage 1 complaint response. Complaints in relation to Children's Services are excluded and dealt with by a different process and are not included in these performance indicators.	Important in order to manage complaint levels and identify where improvements are needed in certain areas.
MPS33	% of complaints escalated to stage 2	This is calculated as follows: number of stage 2 complaints divided by the number of stage 1 complaints x 100 to give the percentage of complaints which have gone on to the second stage. Complaints in relation to Children's Services are excluded and dealt with by a different process and are not included in these performance indicators.	Important in order to manage complaint levels and identify where improvements are needed in certain areas.
MPS34	% of complaints answered within the Service Level Agreement (20 working days or agreed extension)	The service level agreement for answering complaints is 20 working days or an agreed extension. Complaints in relation to Children's Services are excluded and dealt with by a different process and are not included in these performance indicators.	Important in order to manage complaint levels and identify where improvements are needed in certain areas.
MPS35	% of complaints upheld	This is the number of complaints where the council is found to be at fault, divided by the total number of complaints received x 100 to give a percentage. (This will be calculated individually for stage 1 and stage 2 complaints). Complaints in relation to children's services are excluded and dealt with by a different process and are not included in this performance indicator.	Helps to manage complaint levels and identify where improvements may be needed.

Detailed indicator definition alongside justification of their importance

Ref	Performance Indicator Name	Further detail if needed	Justification for CPI status
MPS36	% of all complaints investigated by the Ombudsman	Customers must exhaust both stages of the council's complaints process before complaining to the Ombudsman. This is therefore calculated as the number of complaints investigated by the Ombudsman divided by the total number of stage 2 complaints received x 100 to give a percentage. Complaints in relation to Children's Services are excluded and dealt with by a different process and are not included in these performance indicators.	Important in order to manage complaint levels and identify where improvements are needed in certain areas.
MPS37	Total number investigated by Ombudsman	Complaints are investigated by the Ombudsman if the complainant is not happy with the stage 2 response. Complaints in relation to Children's Services are excluded and dealt with by a different process and are not included in these performance indicators.	Important in order to manage complaint levels and identify where improvements are needed in certain areas.
MPS38	% of cases where maladministration found by Ombudsman	This is calculated as the number of cases where the Ombudsman found that the council has mismanaged the complaint (maladministration or inefficient or dishonest administration), divided by the number of cases investigated by the Ombudsman x 100 to give a percentage. Complaints in relation to Children's Services are excluded and dealt with by a different process and are not included in these performance indicators.	Helps to manage complaint levels and identify where improvements may be needed.
MPS39	% of calls answered out of total calls received in customer services	This is the number of calls answered divided by the total number of calls received x 100 to give a percentage.	Important in order to manage volumes and ensure we are managing to meet customers needs.
MPS40	% Calls answered within 60 seconds in customer services	This is the number of calls answered within 60 seconds, divided by the total number of calls answered x 100 to give a percentage.	Important in order to manage volumes and ensure we are not keeping customers waiting too long.
MPS41	Number of customers helped by customer services	Number of customers helped by customer services. It is being considered to start collecting this from August using Customer Relationship Management systems, process is still to be confirmed.	Helps to understand and manage the volume of work
MPS42	Number of customer interactions to customer services - split by telephone/face-to-face, email and online form	Number of customers helped by customer services - split by telephone/face-to-face, email and online form. It is being considered to start collecting this from August using Customer Relationship Management systems, process is still to be confirmed.	Helps to understand and manage the volume of work
MPS43	% of Face-to-Face Customers with an appointment seen within 5 minutes (within customer services team)	This is calculated as follows: The number of face-to-face Customers with an appointment who are seen within 5 minutes within customer services team, divided by the number of face-to-face Customers who have an appointment x 100 to give a percentage.	Helps to understand and manage volumes and ensure we are not keeping customers waiting too long.
MPS44	Number of Posts and Full time Equivalent (FTE) Posts (Split to Assistant Directorate Level)	Total number and budgeted FTE (Full Time Equivalent) Posts	This CPI is of interest to CLT and Committee and has been requested recently by Members. It helps to highlight any issues within the workforce which could be a cause for concern and ultimately impact on the performance of other Performance Indicators. Having this on a monthly basis helps to keep track of current staffing issues and where this impacts performance.

Detailed indicator definition alongside justification of their importance

Ref	Performance Indicator Name	Further detail if needed	Justification for CPI status
MPS45	Number of super-numerate Agency Posts (Split to Assistant Directorate Level)	Agency workers in addition to those covering vacant posts	This CPI is of interest to CLT and Committee and has been requested recently by Members. It helps to highlight any issues within the workforce which could be a cause for concern and ultimately impact on the performance of other Performance Indicators. Having this on a monthly basis helps to keep track of current staffing issues and where this impacts performance.
MPS46	Turnover % (split by Assistant Directorate Level). Monthly leavers figures. (This will be voluntary turnover)	This is the voluntary resignations and turnover (employees)	This CPI is of interest to CLT and Committee and has been requested recently by Members. It helps to highlight any issues within the workforce which could be a cause for concern and ultimately impact on the performance of other Performance Indicators. Having this on a monthly basis helps to keep track of current staffing issues and where this impacts performance.
MPS47	Top 3 reasons for sickness absence	This is the top 3 reasons for sickness absence for across NNC employees	This CPI is of interest to CLT and Committee and has been requested recently by Members. It helps to highlight any issues within the workforce which could be a cause for concern and ultimately impact on the performance of other Performance Indicators. Having this on a monthly basis helps to keep track of current staffing issues and where this impacts performance.
MPS48	Number of new starters (Split to Assistant Directorate Level)	New starters to the organisation (employees)	This CPI is of interest to CLT and Committee and has been requested recently by Members. It helps to highlight any issues within the workforce which could be a cause for concern and ultimately impact on the performance of other Performance Indicators. Having this on a monthly basis helps to keep track of current staffing issues and where this impacts performance.
STP01	Number of new business started with support from the BIPC Northamptonshire	Business and Intellectual Property (patents, copyright, trademarks etc) Centre Northamptonshire – Service run by Northamptonshire Libraries supporting start-up businesses and the self-employed. We track the number of new businesses that have launched in North Northants following some intervention/support from the BIPC.	This is the council's key support stream for start-up businesses and the self-employed. It is one of the KPIs on the Inter authority agreement, 31 businesses were launched this year and we would anticipate around the same number this year (though market trends can affect this). Would suggest a target of 28 for this year.
STP02	Number of satisfactory Anti-Social Behaviour resolutions by North Northamptonshire Council	Resolving ASB complaints generally takes a 3 step process. Firstly, it's whether self-help can resolve the problem, i.e. encouraging dialogue between the complainant/perpetrator. Then it may be that as an agency we have to intervene when the first stage hasn't been successful. This will involve us reviewing a case and giving advice, completing diary sheets etc. Our interventions may involve offers of mediation, resolutions/remedy. A stage 3 would be formal legal action and enforcement using our ASB Act powers. We close cases at any of the above stages on the basis of: no further reports or information; complainant confirms the situation has improved; or no longer wants to pursue action.	Tackling the root causes of ASB is a corporate plan objective. ASB blights people's lives and can end up with victims taking dramatic action to end the torment. Close monitoring of our ASB case management is critical.
STP03	Number of repeat incidents of reported domestic abuse incidents	Domestic abuse and violence is widely recognised as being repetitious. We want to encourage victims of domestic abuse to seek help and support by reporting their situation to relevant agencies including NNC. However, an issue that agencies often see is victims reporting things have calmed down and the violence stopping, only for them to experience it starting up again sometime later.	NNC is a responsible partner in the North Northants Community Safety Partnership (CSP). Much of the work to tackle DA and support victims is partnership based. As a community safety agency, we are a port of call for victims of domestic violence and although we refer victims to specialist agencies, it's important that we monitor the levels of complaints especially repeat victims.

Detailed indicator definition alongside justification of their importance

Ref	Performance Indicator Name	Further detail if needed	Justification for CPI status
STP04	Total Active applicants on the Keyways Housing Register	This provides a snapshot of the total number of applicants active on the North Northamptonshire Keyways Housing Register as of 1st of each month.	This monitors the level of demand for social housing in the area. The housing register consists of people who have been assessed and qualify to bid for social housing in NN.
STP05	New Housing Applications Received	The number of new online applications submitted within the previous month.	This monitors the number of applications being received and required to be processed.
STP06	Number of affordable housing completions	This was previously NI155 and is a count of new additional affordable housing stock that has been completed / delivered across the area.	This is to monitor the increase in affordable housing supply across NN which is a priority for the Council to increase the amount of affordable housing options locally to help with the increasing homelessness demands.
STP07	Number of affordable housing starts (now under construction)	This measures the number of affordable housing properties that will be coming through. It is useful to monitor this alongside completions to give a true picture of affordable housing supply in the area.	To help monitor pipeline information for new affordable housing supply to highlight the number of affordable housing properties that will become available in the area once complete.
STP08	% of properties with a valid gas safety certificate	This is for NNC stock only and all properties are required to have a valid gas safety certificate undertaken on an annual basis.	To help monitor gas compliance of NNC Housing stock.
STP09	Total number of emergency repairs completed	Emergency repairs are repairs that are necessary to prevent serious damage to the building, danger to the health, risk to safety or risk of serious loss or damage to the occupier's property. Emergency repairs are to be completed within 24 hours within both Corby and Kettering teams. (Examples include: Total loss of power, Unsafe electrical sockets or switches, A major leak or drain blockage, Total loss of heating during winter months, Insecure doors or ground floor windows, Temporary boarding of broken windows.	This is a measure that is reported to HouseMark (national housing benchmarking membership) monthly and during 2022/23 comparison information will become available for this. The number of emergency repairs completed will show the level of demand for the service.
STP10	Total number of non-emergency repairs completed	This is all other repairs that are not classed as an emergency. At present Kettering and Corby have different target timescales to complete these and work is being undertaken to align these timescales across NNC.	This is a measure that is reported to HouseMark (national housing benchmarking membership) on a monthly basis and during 2022/23 comparison information will become available for this. The number of non-emergency repairs completed will show the level of demand for the service.
STP11	Number of council housing lets completed	This measures the number of tenancies that have commenced across NNC (so when the tenant has the keys to the property).	This monitors the level of new tenancies commencing and turnover of council housing stock.
STP12	Number of council houses vacant and available to let	This helps to monitor the number of properties that are available for tenants but have not yet been allocated.	The aim is to keep this number as low as possible, so if a property is ready, it is let in a timely manner to help reduce the amount of rent loss accrued.

Detailed indicator definition alongside justification of their importance

Ref	Performance Indicator Name	Further detail if needed	Justification for CPI status
STP13	Number of Private Sector Disabled Facilities Grants cases on waiting list	<p>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.</p> <p>Examples include funding for:</p> <ul style="list-style-type: none"> •widening doors and installing ramps and handrails •improving access to rooms and facilities - e.g. stairlifts or a downstairs bathroom / level access shower 	To monitor the level of demand for this service.
STP14	Number of Private Sector Disabled Facilities Grants completions	<p>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.</p> <p>Examples include funding for:</p> <ul style="list-style-type: none"> •widening doors and installing ramps and handrails •improving access to rooms and facilities - e.g. stairlifts or a downstairs bathroom / level access shower 	To monitor the delivery of this service.
STP15	Percentage of major planning applications determined within 13 weeks (or within agreed extension of time)	<p>Local Planning Authorities (LPAs) are required to supply Central Government with quarterly returns relating to the speed of determining planning and allied applications together with their outcomes. This is divided into Major, Minor and Other applications.</p> <p>Major developments for the purposes of this statistic are as defined in Article 2 of the Town and Country Planning (Development Management Procedure) (England) Order 2015 (https://www.legislation.gov.uk/uksi/2015/595/article/2/made) and include applications relating to:</p> <ul style="list-style-type: none"> •Minerals and waste; •New development providing 10 or more dwellings; •Provision of 1000sqm or more of non-residential floor space; •Developments with a site area of 0.5 hectares or more for unspecified numbers of dwellings; or •Developments with a site area of 1 hectare or more for non-residential 	<p>Government assesses performance in terms of “speed of decision making” by adding together the statistics provided quarterly into a 2 year rolling figure. In turn this figure is used to assess whether LPAs are performing satisfactorily or need to be placed in special measures.</p> <p>As a means to assess the direction of travel of the Development Management Service, performance figures based on the Government criteria are provided monthly so that any adverse changes in performance can be identified at an early stage and action taken to improve.</p> <p>All Major applications are included within the ambit of “Major development” for the purposes of the 2 year rolling figure computation.</p>

Detailed indicator definition alongside justification of their importance

Ref	Performance Indicator Name	Further detail if needed	Justification for CPI status
STP16	Percentage of minor planning applications determined within 8 weeks (or within agreed extension of time)	<p>Local Planning Authorities (LPAs) are required to supply Central Government with quarterly returns relating to the speed of determining planning and allied applications together with their outcomes. This is divided into Major, Minor and Other applications.</p> <p>Minor applications are for developments at a smaller scale than the criteria for Major developments.</p>	<p>Government assesses performance in terms of "speed of decision making" by adding together the statistics provided quarterly into a 2 year rolling figure. In turn this figure is used to assess whether LPAs are performing satisfactorily or need to be placed in special measures.</p> <p>As a means to assess the direction of travel of the Development Management Service, performance figures based on the Government criteria are provided monthly so that any adverse changes in performance can be identified at an early stage and action taken to improve.</p> <p>All Minor applications are included within the ambit of "Non-Major development" for the purposes of the 2 year rolling figure computation.</p>
STP17	Percentage of other (including householder applications) planning applications determined within 8 weeks (or within agreed extension of time)	<p>Local Planning Authorities (LPAs) are re-quired to supply Government with quarterly returns relating to the speed of determining planning and allied applications together with their outcomes. This is divided into Major, Minor and Other applications</p> <p>Other applications include those relating to:</p> <ul style="list-style-type: none"> •Change of Use developments •Householder developments •Developments involving relevant demolition in a conservation area •Advertisement consent •Listed building consent 	<p>Government assesses performance in terms of "speed of decision making" by adding together the statistics provided quarterly into a 2 year rolling figure. In turn this figure is used to assess whether LPAs are performing satisfactorily or need to be placed in special measures.</p> <p>As a means to assess the direction of travel of the Development Management Service, performance figures based on the Government criteria are provided monthly so that any adverse changes in performance can be identified at an early stage and action taken to improve.</p> <p>Only those applications involving "development" are included within the ambit of "Non Major development" for the purposes of the 2 year rolling figure computation.</p>
STP18	Percentage of planning application appeals allowed as a proportion of planning decisions made	<p>The Local Planning Authority's (LPAs) decision on a planning application can be appealed through the Planning Inspectorate (PINS), either in respect of refusals or the imposition of conditions.</p> <p>When we talk about appeals being "allowed" this is where PINS agrees with the appellant's case and overturns the LPAs decision.</p> <p>In most cases the applicant has six months from the LPAs decision date to lodge an appeal and the appeal itself can take sometimes a year or so to be decided. For the purposes of this statistic, the selection criteria relates to LPA decisions made within the period of 21-9 months earlier than the CPI date.</p>	<p>The "quality of decision making" aspect of performance is assessed on the basis of the percentage of the total number of decisions subsequently overturned at appeal.</p> <p>PINS decides the outcome of appeals. They provide the appeals data, which is turned into a 2 year rolling figure for each LPA.</p> <p>As a means to reflect the direction of travel of the Development Management Service, it is only possible to give an indication of the current performance. This figure is reported annually.</p>
STP19	Total number of planning applications received	This is the total number of planning applications received by the Council each month	To track volume of work for resource and management purposes
STP20	Number of companies receiving support	This will include different measures reflecting a range of initiatives.	To measure support by NNC to boost business growth.

Detailed indicator definition alongside justification of their importance

Ref	Performance Indicator Name	Further detail if needed	Justification for CPI status
STP21	% of Full fibre coverage	This is the percentage of premises within the county with access to a Fibre to the Premises (FTTP) broadband service. Data is sourced from Think Broadband. They are recognised independent industry experts that collate data from all the major network operators.	Approved by NCC Cabinet in Feb 2020, we had an ambitious target based on known telecoms plans, progress at that time (full fibre coverage 8.8% in Feb 2020), and market interventions at that time. Full fibre is the best technology available, supporting which supports the fastest and reliable broadband services, and is expected to be a key enabler of economic growth.
STP22	% of gigabit coverage	This is the percentage of premises within the county with access to a gigabit capable service. Data is sourced from Think Broadband. They are recognised independent industry experts that collate data from all the major network operators.	Approved by NCC Cabinet in Feb 2020, we had an ambitious target based on known telecoms plans, progress at that time (gigabit capable coverage 8.8% in Feb 2020), and market interventions at that time. Gigabit connectivity Full fibre which supports fast and reliable broadband services is expected to be a key enabler of economic growth and includes different technologies.
STP23	Percentage of NNC County Matter (minerals and waste) planning decisions made within the required timescale	The statutory time limits for applications for planning permission are 13 weeks for applications for major development such as all minerals and waste development, 16 weeks if the application is subject to an Environmental Impact Assessment or an extension to timescales has been agreed with an applicant and it is these times that are measured from the date of the validation of the application.	This is a statutory requirement. 95% of 'county matter' (i.e. minerals and waste) 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)
STP24	% Gross affordable housing delivered - Growth Towns, Market Towns (not including Oundle) on sites of 15+ dwellings and Villages and rural areas (including Oundle) on sites of 5+ dwellings	Affordable housing includes social rented, affordable rented and intermediate housing, provided to specified eligible households whose needs are not met by the open market. It can be a new-build property or a private sector property that has been purchased for use as an affordable home. This indicator is worked out as follows: The number of new affordable homes built on sites divided by the total new homes built on sites x 100 to give a percentage.	This forms a part of the monitoring measures in relation to the effectiveness of the North Northamptonshire Joint Core Strategy. http://www.nnjpu.org.uk/publications/adopted-north-northamptonshire-joint-core-strategy-2011-2031/
STP25	Maintain 5 year housing land supply	This indicator is worked out as follows: The identified housing supply divided by the housing requirement (+ buffer) X 5 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.	This is a statutory duty, and a monitoring measure in relation to the effectiveness of policies contained within the Joint Core Strategy. It is also needed to support decision making on planning applications and at appeal.
STP26	Maintain 5 year supply of Gypsy and Traveller sites	This indicator is worked out as follows: The identified supply divided by the requirement + shortfall (+ buffer) X 5 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)	This is a monitoring measure in relation to the effectiveness of policies contained within the Joint Core Strategy. It is also needed to support decision making on planning applications and at appeal.
STP27	Net additional homes provided	This is the number of new homes built minus demolitions.	This is a monitoring measure in relation to the effectiveness of policies contained within the Joint Core Strategy. It is also needed to support decision making on planning applications and at appeal.

Detailed indicator definition alongside justification of their importance

Ref	Performance Indicator Name	Further detail if needed	Justification for CPI status
STP28	Net increase in jobs	This measures the Joint Core Strategy aims which identifies 31,100 net increase in jobs between 2011-2031.	This is a monitoring measure in relation to the effectiveness of policies contained within the Joint Core Strategy. It is also potentially needed to support decision making on planning applications and at appeal.
STP29	Number of Defects Outstanding (at end of period), 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	Not statutory but an important measure of workload and productivity impacted by the related financial and safety aspects
STP30	Number of Defects Repaired in period, 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	Not statutory but an important measure of workload and productivity impacted by the related financial and safety aspects
STP31	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	Not statutory but an important measure of workload and productivity impacted by the related financial and safety aspects
STP32	% of food establishments in the area which are broadly compliant with food hygiene law	Broadly Compliant Premises are Premises for which compliance levels have been assessed as equivalent to an FHRs rating of 3, 4 or 5 at their most recent food hygiene inspection. Percentage of broadly compliant calculated as a % of the total number of food premises through existing database systems (not as a percentage of those inspected)	This is an important measure of the safety of the food served in the area, impacting all members of society.
STP33	% of Local Land Charges searches processed within 10 working days	The 10 working days we are measuring against reflects the government's target turnaround time. A local land charges search gives information held by the council about a property. This indicator is in relation to paid-for local searches which are full searches (with either reference LLC1 or Con29).	This is a statutory duty with a government target turnaround time.
STP34	% of New encampments visited within 1 working day of notification; unless operational difficulties prevent this	This indicator is worked out as follows: The number of new encampments visited within 1 working day of notification unless operational difficulties prevent this divided by the total number of New encampments to be visited x 100 to give a percentage. Examples of Operational difficulties that may arise include; a large influx of unauthorised encampments beyond the scope of what the team of 2.5 FTE's are able to respond to across the whole of Northamptonshire (NNC and WNC) within the 1 working day KPI or due to enforced sickness absence or 1 or more of the 2.5 team members etc. (These instances if they occurred would be excluded from the calculation)	This indicator measures how well the team are reaching the 1 working day target set out in the standard working arrangement. There is a possibility that in the future the service may be considered to become a 24 hour / out of hours service. This indicator may be of use during such considerations and then may change in the future if the service arrangement changes.

Detailed indicator definition alongside justification of their importance

Ref	Performance Indicator Name	Further detail if needed	Justification for CPI status
STP35	% of Rogue trading activities tackled (rogue traders subject to a Trading Standards intervention)	<p>Rogue traders are traders which either intentionally or repeatedly behave in such a manner that they potentially commit criminal offences. The classic rogue trader is someone who turns up on a doorstep, or approaches a consumer, particularly a vulnerable consumer, via an email or telephone call and coerces via pressure, unsubstantiated claims or distraction into losing money, however small an amount. This impacts on confidence and removes the feeling of safety in their own homes and thus the costs are much wider than the simple figure. These range from cold calling by knocking on a front door to sell dusters, cleaning products (Nottingham Knockers), to a calculated series of visits targeted at people the "trader" knows to have previously fallen victim to a scam.</p> <p>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.</p> <p>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.</p>	<p>The main aim of the Trading Standards Service is, as far as possible within the allocated resources, to ensure a safe and fair-trading environment in North Northamptonshire. Tackling rogue trading is the Trading Standards overall priority because it can be committed in any trade sector and because in one way or another it affects every single resident and business in North Northamptonshire. Issues tackled include: Scams on vulnerable customers, Doorstep Crime cold calling, Home improvement work and used cars complaints, Illicit tobacco, Counterfeiting.</p>