

KPI ID	Key Performance Indicator	Frequency	Strategic Objective	Rationale	Ambition	Responsible	Accountable	Portfolio Holders	Format
HEc1	Levels of investment – target £350 million – 2022 – 27	Annual	Connectivity and Infrastructure	Attracting additional investment will provide opportunities to develop business growth, infrastructure and facilities to enhance the lives of residents, visitors and business.	Achieve	Andy Wilde	James Walton	Rob Wilson	£
HEc10	Increase the proportion of people that are employed within high skilled occupations	Annual	Skills and Employment	Developing and attracting high skilled employment roles to the county will help retain talent and improve levels of workplace pay	Increase	Andy Wilde	James Walton	Rob Wilson	%
HEc11	Paid employment for people with Learning Disabilities	Quarterly	Tackle Inequalities	Supporting people with learning disabilities to achieve paid employment can increase self-confidence and independence whilst reducing reliance on others. Measure within the ASCOF framework	Maintain	Natalie McFall	Tanya Miles	Andy Hall	%
HEc12	Number of apprenticeship achievements in the county	Annual	Skills and Employment	To develop the Shropshire talent pool and retain skilled workers within the county	Increase	Andy Wilde	James Walton	Rob Wilson	Number
HEc13	Young people (16 - 17) Not in Employment Education or Training	Annual	Skills and Employment	Young people not in employment, education or training can lead to poorer life opportunities with potential long-term reliance on public services, poor economic, social and health outcomes	Maintain	Sonya Millier	James Walton	Andy Hall	%
HEc14	Out of work claimant rates to remain lower than the Region and England	Quarterly	Skills and Employment	Claimant rates data are updated monthly and provide a regular and earlier insight to the local economy than many time lagged economic data sets.	Achieve	Andy Wilde	James Walton	Rob Wilson	Number
HEc15	Maintaining 5-year housing land supply	Annual	Connectivity and Infrastructure	Authorities are currently required to identify a suitable supply of development land to meet planned housing requirements. The Levelling Up and Regeneration Bill is currently at committee stage in the House of Lords. If this bill is enacted the need for a 5 year supply may be removed.	Achieve	Tim Collard	Tanya Miles	David Walker	Number
HEc16	Developing new homes	Annual	Housing	The supply of appropriate housing is required to support people throughout their lives. Enabling families to grow and develop, people with specific needs to remain independent within their communities and key workers to settle in the county. Providing employment and training opportunities in the sector.	Achieve	Tim Collard	Tanya Miles	James Owen	Number
HEc17	Delivery of affordable homes	Quarterly	Housing	The supply of decent affordable housing to buy or rent supports the local economy and is proven to deliver improved labour opportunities, educational outcomes for children, health benefits and reductions in crime.	Achieve	Paula Mawson	Rachel Robinson	James Owen	Number
HEc18	Reduction of households in B&B accommodation	Quarterly	Housing	Temporary emergency accommodation should be a short-term solution for households with children. Reducing the number of children in temporary accommodation will improve health and educational outcomes	Reduce	Paula Mawson	Rachel Robinson	James Owen	Number
HEc19	Key stage 2 results in Reading, Writing and Maths to be inline or better than national average	Annual	Tackle Inequalities	Helping our children to get a good start in their academic career. Falling behind in education standards at an early age will hinder progression to further education and employment opportunities	Achieve	David Shaw	CEO	Andy Hall	%
HEc2	Reduce the workplace pay gap with the national average by 50% by 2027	Annual	Skills and Employment	Pay rates in the Shropshire workplace are lower than the national average. This in part reflects the reliance on lower paid sectors including care, retail, tourism and leisure. Reduction of the pay gap will help retain the talent pool within the county and indicate positive outcomes for the economic growth strategy including the availability of more high paid employment opportunities	Achieve	Andy Wilde	James Walton	Rob Wilson	%
HEc20	Attainment 8 inline or better than national average	Annual	Skills and Employment	Attainment 8 achievements are an indicator of the quality of education received and a culmination of primary and secondary school education.	Achieve	David Shaw	CEO	Andy Hall	Number
HEc21	Reduce the % of workforce with no or low level qualifications	Annual	Skills and Employment	A qualified workforce helps to raise the standards for businesses within the county and offers superior life opportunities for the population. A better qualified workforce should also help attract better wages and support the aspirations to close the workplace pay gap.	Reduce	Andy Wilde	James Walton	Rob Wilson	%
HEc22	Percentage of food establishments that are ‘broadly compliant’	Quarterly	Strong safe and vibrant destination	To promote and improve the standard of food hygiene compliance within Shropshire. To support and develop a vibrant food, tourism and leisure sector. The ratings of this indicator are for those premises with a food hygiene rating of 3 or above.	Maintain	Paula Mawson	Rachel Robinson	David Walker	%
HEc23	Planning Applications - major	Quarterly	Connectivity and Infrastructure	Planning permission is the legal process of determining whether proposed developments should be permitted. Planning permission is the approval needed before various forms of construction, expansion or sometimes demolition can begin. Shropshire Council aims to assess applications efficiently and effectively ensuring local and national planning policies are adhered to.	Achieve	Tim Collard	Tanya Miles	David Walker	%

HEc24	Planning Applications - minor	Quarterly	Connectivity and Infrastructure	Planning permission is the legal process of determining whether proposed developments should be permitted. Planning permission is the approval needed before various forms of construction, expansion or sometimes demolition can begin. Shropshire Council aims to assess applications efficiently and effectively ensuring local and national planning policies are adhered to.	Achieve	Tim Collard	Tanya Miles	David Walker	%
HEc25	Planning Applications - other	Quarterly	Connectivity and Infrastructure	Planning permission is the legal process of determining whether proposed developments should be permitted. Planning permission is the approval needed before various forms of construction, expansion or sometimes demolition can begin. Shropshire Council aims to assess applications efficiently and effectively ensuring local and national planning policies are adhered to.	Achieve	Tim Collard	Tanya Miles	David Walker	%
HEc3	Resident Pay to remain within 5% of the national average	Annual	Skills and Employment	Above average resident pay is a good indicator of a skilled workforce who can command a higher wage and are attracted to live in the county, albeit by sometimes working for employers outside of the area	Achieve	Andy Wilde	James Walton	Rob Wilson	£
HEc4	Households in receipt of Universal Credit - to be lower than English and regional rates	Quarterly	Tackle Inequalities	Useful indicator of the local economic climate and difficulties households may be facing. Regular updates available and therefore provides more timely data than many economic datasets.	Achieve	Paula Mawson	Rachel Robinson	Rob Wilson	%
HEc5	B01b - Children in absolute low income families (under 16s)	Annual	Tackle Inequalities	Improving household income will help reduce the % of children classed as living in poverty. Living in poverty can lead to long-term health conditions which require on-going support	Reduce	Paula Mawson	Rachel Robinson	Rob Wilson	%
HEc6	% of households in fuel poverty	Annual	Tackle Inequalities	A cross cutting indicator where improvements to household disposable income will improve affordability of fuels. The rural challenges of off grid results in higher costs for oil and other fuels. Renewable technologies provide an opportunity to develop new lower cost solutions.	Maintain	Paula Mawson	Rachel Robinson	James Owen	%
HEc7	Improving productivity by reducing the gap in Gross Value Added (GVA) per hour worked with the national average by 50% by 2027	Annual	Skills and Employment	GVA is a key economic indicator and measures the productivity of locations, sectors, businesses and employees. Rural areas typically have lower levels of productivity. Increased GVA benefits the local economy and its residents.	Reduce	Andy Wilde	James Walton	Rob Wilson	%
HEc8	Maintaining the supply of employment land	Annual	Connectivity and Infrastructure	The supply of suitable employment land is required to respond to existing local business needs and to encourage business start-ups and inward investment opportunities. To provide opportunities to develop centres of employment across the county.	Achieve	Tim Collard	Tanya Miles	Rob Wilson	Number
HEc9	Net increase in the number of jobs – baseline 135500 target 140,500 by Mar 2027	Annual	Skills and Employment	Key indicator within the economic growth strategy. Jobs growth is required to support population growth and to minimise the need to out-commute.	Increase	Andy Wilde	James Walton	Rob Wilson	Number
HEn1	Visitors to outdoor recreation sites	Quarterly	Natural Environment	Access to outdoor space provides physical and mental health benefits. It can improve self-esteem and improve the quality of life. The outdoor recreation sites of Shropshire Council showcase the natural environment and attract visitors to the county	Increase	Paula Mawson	Rachel Robinson	Alex Wagner	Number
HEn10	Improve energy efficiency of Council buildings – Energy consumption per SqM	Annual	Climate Change Strategy and Actions	Energy efficient buildings used by the Council will reduce heat loss, improve energy efficiency and reduce excessive energy use and associated costs	Increase	Sam Williams	Tanya Miles	David Vasmer	Letter
HEn11	% of streetlights converted to LED	Annual	Climate Change Strategy and Actions	Energy efficient street lighting will reduce improve energy efficiency and reduce excessive energy use and associated costs	Increase	Andy Wilde	James Walton	David Vasmer	%
HEn13	Number of volunteer hours supporting community, leisure and tourism services	Quarterly	Partnerships	Volunteers who support the Culture, Leisure and Tourism service provide value added services. For the individual it provides social and physical benefits whilst for some it is an opportunity to gain valuable work experience	Increase	Paula Mawson	Rachel Robinson	Alex Wagner	Number
HEn14	Number of public electric vehicle charging points installed	Quarterly	Climate Change Strategy and Actions	The sale of new petrol and diesel vehicles is due to end in 2030. The increase in electric vehicles will require investment to develop suitable charging facilities across all communities. As a rural county the ownership of cars and vans is higher than the national average and access to charging points will be required	Increase	Sam Williams	Tanya Miles	David Vasmer	Number
HEn15	Number of Environmental Permit inspections completed against statutory target (100%)	Annual	Natural Environment	Reduce pollution from industrial and commercial operations to protect the environment. Carry out statutory Inspections of permitted industrial and commercial sites that emit pollutants in accordance with a risk-based inspection programme as set out in the statutory guidance.	Increase	Paula Mawson	Rachel Robinson	Bernie Bentick	%
HEn16	Increase the proportion of Premises with access to superfast broadband (>30Mbps)	Quarterly	Connectivity and Infrastructure	Shropshire residents, visitors and SMEs are increasingly reliant on digital platforms to work, learn, communicate and do business. Good broadband infrastructure is vital to support digital inclusion.	Increase	Andy Wilde	James Walton	Alex Wagner	%
HEn17	Increase the proportion of Premises with access to gigabit broadband (>1,000Mbps)	Quarterly	Connectivity and Infrastructure	Gigabit-capable broadband enables residents and businesses to do more online and at much quicker speeds, improving productivity and encouraging economic growth.	Increase	Andy Wilde	James Walton	Alex Wagner	%

HEn2	Public Rights of Way TBC					Andy Wilde	James Walton		
HEn3	% of principal roads that should be considered for maintenance	Every 2 years	Connectivity and Infrastructure	Whilst primarily an infrastructure objective the highways network the impact of potholes and poor road surfaces exacerbates pollution and emissions from vehicles.	Reduce	Andy Wilde	James Walton	David Vasmer	%
HEn4	% of non-principal roads that should be considered for maintenance	Every 2 years	Connectivity and Infrastructure	Whilst primarily an infrastructure objective the highways network the impact of potholes and poor road surfaces exacerbates pollution and emissions from vehicles.	Reduce	Andy Wilde	James Walton	David Vasmer	%
HEn5a	% of street scene inspections meeting the required standards of cleanliness (Litter and Detritus)	Quarterly	Safe Communities	Unclean streets and surrounds not only look unpleasant they can increase anti-social behaviour and place people and animals at risk of harm. Overgrown verges can reduce visibility to pedestrians and drivers. Maintaining good standards of cleanliness contributes to making Shropshire attractive for residents, businesses and visitors	Increase	Andy Wilde	James Walton	David Vasmer	%
HEn5b	% of street scene inspections meeting the required standards of cleanliness (Weeds)	Quarterly	Safe Communities	Unclean streets and surrounds not only look unpleasant they can increase anti-social behaviour and place people and animals at risk of harm. Overgrown verges can reduce visibility to pedestrians and drivers. Maintaining good standards of cleanliness contributes to making Shropshire attractive for residents, businesses and visitors	Increase	Andy Wilde	James Walton	David Vasmer	%
HEn6	% of household waste sent for re-use, recycling and composting	Quarterly	Natural Environment	Increasing recycling helps preserve precious natural resources for future generations. It reduces pollution and helps conserve energy	Increase	Laura Tyler	James Walton	David Vasmer	%
HEn7	Tonnage of household waste recycled	Quarterly	Natural Environment	Increasing recycling helps preserve precious natural resources for future generations. It reduces pollution and helps conserve energy	Increase	Laura Tyler	James Walton	David Vasmer	Number
HEn8	Net carbon emissions – tonnes of co2 per person	Annual	Climate Change Strategy and Actions	Key to the corporate climate change strategy. Reducing CO2 emissions will improve air quality and help mitigate the impact of global warming. Emissions per head of population in Shropshire	Reduce	Sam Williams	Tanya Miles	David Vasmer	Number
HEn9a	Increasing the generation of renewable energy by Shropshire Council (Solar)	Quarterly	Climate Change Strategy and Actions	Generation of renewable energy by different means will improve energy security and reduce the need for fossil fuels. Increased generation will reduce CO2 and may provide additional income or reduce energy costs within Council buildings.	Increase	Sam Williams	Tanya Miles	David Vasmer	Number
HEn9b	Increasing the generation of renewable energy by Shropshire Council (Wind)	Quarterly	Climate Change Strategy and Actions	Generation of renewable energy by different means will improve energy security and reduce the need for fossil fuels. Increased generation will reduce CO2 and may provide additional income or reduce energy costs within Council buildings.	Increase	Sam Williams	Tanya Miles	David Vasmer	Number
HEn9c	Increasing the generation of renewable energy by Shropshire Council (Hydro)	Quarterly	Climate Change Strategy and Actions	Generation of renewable energy by different means will improve energy security and reduce the need for fossil fuels. Increased generation will reduce CO2 and may provide additional income or reduce energy costs within Council buildings.	Increase	Sam Williams	Tanya Miles	David Vasmer	Number
HEn9d	Increasing the generation of renewable energy by Shropshire Council (Bioenergy)	Quarterly	Climate Change Strategy and Actions	Generation of renewable energy by different means will improve energy security and reduce the need for fossil fuels. Increased generation will reduce CO2 and may provide additional income or reduce energy costs within Council buildings.	Increase	Sam Williams	Tanya Miles	David Vasmer	Number
HO1	Number of compliments	Quarterly	Communicate Well	Positive feedback from residents and customers are an indication of quality in the delivery of services	Increase	Tim Collard	James Walton	Alex Wagner	Number
HO10	Reducing bad debt by 10% per year	Annual	Align our resources	Reduction of bad debt is part of sound financial management to protect the delivery of vital services to our communities. Good financial practices and decision making indicates a well-trained workforce	Reduce	Sam Williams	Tanya Miles	Roger Evans	tbc
HO11	Staff turnover rates	Quarterly	Best Workforce	High turnover of staff may be an indication of unhappiness in the workforce including; workload, stress, poor terms and conditions. High turnover then places additional strain on remaining staff and budgets. Calculation - number of voluntary leavers in the period expressed as a percentage of the total workforce this is then expresed as an annualised percentage with the percentage for each quarter multiplied by 4	Increase	Sam Williams	Tanya Miles	Roger Evans	%
HO12	Agency staff as a % of the workforce	Quarterly	Align our resources	The use of interim and agency staff for short-term cover, although often essential, can result in additional costs. It can also result in a lack of consistency for vulnerable customers and difficulties in managing or developing the team	Reduce	Sam Williams	Tanya Miles	Roger Evans	%

HO13	Average number of days lost to sickness absence per year	Quarterly	Best Workforce	High sickness rates are a potential indicator of deep-seated issues which may result in the increase of sickness and stress related issues. This in turn causes additional pressure on other staff and budgets. Calculation - Average number of days lost per fte expressed as an annualised figure, average lost days per fte for the quarter multiplied by 4	Reduce	Sam Williams	Tanya Miles	Roger Evans	tbc
HO14	Number of employees enrolled on the apprenticeship programme	Quarterly	Best Workforce	Developing the talent pool within the Council encourages long-term career development. Investment in staff can increase staff morale and retention rates.	Increase	Sam Williams	Tanya Miles	Roger Evans	Number
HO15	% of staff who have completed their Personal Development Plans	Quarterly	Best Workforce	Shropshire Council is committed to developing its staff and has invested in the Getting Leadership Right programme. All staff should receive an annual personal development plan to identify required outputs, training and development needs. Effective use should cascade the ambitions of the Shropshire Plan to all staff	Increase	Sam Williams	Tanya Miles	Roger Evans	%
HO16	% of staff who rate Shropshire Council as a good employer		Best Workforce	A high-level indicator to demonstrate that staff consider their employer to be good and would recommend employment to others. A low score indicates dissatisfaction could result in high turnover, high sickness rates and a lack of commitment to achieving good outcomes.	Increase	Sam Williams	Tanya Miles	Roger Evans	%
HO17	Responding to Freedom of information Requests within statutory timescales (20 working days)	Quarterly	Communicate Well	There are legislative timescales for responding to requests made under the Freedom of Information Act 2000 and Environmental Information Regulations 2004. Failure to respond within 20 working days will result in enforcement action by the regulating body, Information Commissioners Office (ICO).	Reduce	Tim Collard	James Walton	Alex Wagner	%
HO18	% of staff and members who have completed the cyber security training (on time)	Quarterly	Absorb, adapt, anticipate	Risks from cyber-attack are a daily occurrence and could put the Council and its customers at risk. Mandatory training is required on an annual basis to help protect the Council and its data assets	Increase	Sam Williams	Tanya Miles	Alex Wagner	%
HO19	Number of data breaches reported to the Information Commissioner	Quarterly	Best Workforce	A data breach could adversely affect individuals' rights and freedoms, for example identity theft for employees and customers of the Council. Data breaches could result in financial penalties including compensation paid to the data subject and other legal implications.	Reduce	Tim Collard	James Walton	Alex Wagner	Number
HO2	Number of complaint investigations	Quarterly	Communicate Well	A high number of complaints may indicate dissatisfaction with Council services.	Reduce	Tim Collard	James Walton	Alex Wagner	Number
HO20a	Reducing paper storage through digitisation – number of incoming mail pages converted	Quarterly	Climate Change Strategy and Actions	Increased use of digitisation will reduce the amount of paper that needs to be manufactured, distributed, purchased and stored. This has both environmental and financial benefits for the council.	Increase	Sam Williams	Tanya Miles	Alex Wagner	Number
HO20b	Reducing paper storage through digitisation – number of document pages converted	Quarterly	Climate Change Strategy and Actions	Increased use of digitisation will reduce the amount of paper that needs to be manufactured, distributed, purchased and stored. This has both environmental and financial benefits for the council.	Increase	Sam Williams	Tanya Miles	Alex Wagner	Number
HO21	Member attendance at full council	Quarterly	Strong Councillors	Illustrates all party participation	Increase	Tim Collard	Tanya Miles	Roger Evans	tbc
HO3	% of complaints upheld by the ombudsman	Annual	Communicate Well	This indicator provides assurance about the quality of Council services and policies. High levels of complaints upheld by the ombudsman may indicate failings with the authority.	Reduce	Tim Collard	James Walton	Alex Wagner	%
HO4	Overall satisfaction of people who use services with their care and support (ASC)	Annual	Best Workforce	Overall indicator of satisfaction from Adult Social Care customers. ASCOF 3a is a key performance indicator in the national framework and indicates satisfaction with staff and delivery partners.	Increase	Natalie McFall	Tanya Miles	Ruth Houghton	%
HO5	Resident satisfaction with Highways and Transport services	Annual	Connectivity and Infrastructure	Overall indicator of satisfaction with Highways and Transport across the county. Improved satisfaction is a reflection of good work and communications Acting on feedback is an indication of good communication	Increase	Andy Wilde	James Walton	David Vasmer	%
HO6	Budget outturn vs budget	Quarterly	Align our resources	Delivering a well-managed budget is essential for the financial stability of the Council in delivering services to the communities of Shropshire	Achieve	Sam Williams	Tanya Miles	Roger Evans	£
HO7	% of Council tax collected	Quarterly	Align our resources	Reductions in central government funding places a greater importance on the need to collect Council Tax. High rates of collection will protect the delivery of essential services .	Maintain	Sam Williams	Tanya Miles	Roger Evans	%
HO8	Average number of days to process new housing benefit claims	Quarterly	Tackle Inequalities	Efficient processing of claims shows good working practices. A speedy turn-around time supports vulnerable households in need and supports the local economy	Reduce	Sam Williams	Tanya Miles	Roger Evans	Number
HO9	Committed CIL funding to support priority ‘A+B’ projects within the Place Plans	Quarterly	Connectivity and Infrastructure	Developer contributions offer the opportunity to access funding to enhance facilities and infrastructure for a wide range of local and strategic schemes.	Achieve	Tim Collard	Tanya Miles	Roger Evans	%

HP1	Average happiness score (ONS - well-being estimates)	Annual	Self-Responsibility	People with higher well being have lower rates of illness, recover more quickly and for longer, and generally have better physical and mental health.	Increase	Paula Mawson	Rachel Robinson	Bernie Bentick	%
HP10	C21 Admission episodes for alcohol related conditions	Annual	Tackle Inequalities	Alcohol-related hospital admissions are used as a way of understanding the impact of alcohol on the health of a population.	Decrease	Paula Mawson	Rachel Robinson	Bernie Bentick	Number
HP11	C16 The percentage of adults who are overweight or obese	Annual	Self-Responsibility	Obesity is associated with reduced life expectancy and is a risk factor for a range of chronic diseases, including cardiovascular disease, type 2 diabetes, at least 12 kinds of cancer, liver, and respiratory disease, and can also impact on mental health. The risk and severity of these diseases increases with a higher body mass index (BMI).	Decrease	Paula Mawson	Rachel Robinson	Bernie Bentick	%
HP13	Proportion of service users reporting an improvement in wellbeing scores following a social prescribing intervention	Quarterly	Self-Responsibility	Social prescribing is part of the NHS Long Term Plan. The NHS has committed that at least 900,000 people will benefit from social prescribing by 2024.Social prescribing is a non-medical programme designed to help people with a wide range of social, emotional or practical needs.	Increase	Paula Mawson	Rachel Robinson	Bernie Bentick	%
HP14	Rate of deaths by suicide (per 100,000 population) - PHE E10	Annual	Self-Responsibility	Suicide is a significant cause of death in young adults, and is seen as an indicator of underlying rates of mental ill-health. Suicide is a major issue for society and a leading cause of years of life lost	Decrease	Paula Mawson	Rachel Robinson	Bernie Bentick	Number
HP15	Excess under 75 mortality rate in adults with Severe Mental Illness (SMI) (per 100,000 population) - PHE E09b	Annual	Self-Responsibility	People with a long-standing mental health problem are twice as likely to smoke, with the highest rates among people with psychosis or bipolar disorder. Compared with the general patient population, patients with SMI are at substantially higher risk of obesity, asthma, diabetes, chronic obstructive pulmonary disease (COPD) and cardiovascular disease.	Decrease	Paula Mawson	Rachel Robinson	Bernie Bentick	Number
HP16	Cost of Living Vulnerability Index ranking (CCP cost of living index)	Annual	Tackle Inequalities	The cost of living crisis poses a significant and immediate threat to worsening living standards in the poorest places and further place-based inequalities.	Decrease	Paula Mawson	Rachel Robinson	Bernie Bentick	Number
HP17	Proportion of Shropshire's population living in decile 1 and 2 in a rural setting (Rural index of deprivation for health)	Every 4 Years	Tackle Inequalities	Shropshire is the second largest inland county in the country and is well known for its rolling hills and beautiful rural landscape.Overall, health outcomes are better in rural areas than in urban areas, however indicators can mask small pockets of significant deprivation and poor health outcomes. Rural living has challenges in terms of: employment (lower wages and opportunities, especially for young people); fuel poverty; housing quality, availability and cost; public transport; access to health and other services and digital access. It is well-documented that the budget required by rural households for a minimum acceptable standard of living is considerably higher than elsewhere in the UK. Funding is also an issue; Rural areas received less funding per resident under NHS allocations to Clinical Commissioning Groups prior to the introduction of integrated care boards, and receive less Public Health funding per head of population compared to our urban Local Authorities	Decrease	Paula Mawson	Rachel Robinson	Bernie Bentick	%
HP18	% Assessment timeliness: within 45 working days	Quarterly	Early Intervention	It is important that assessments occur in a timely manner. This ensures appropriate actions are put in place.	Increase	Sonya Millier	James Walton	Andy Hall	%
HP19	Stability of placements of looked after children: length of placement	Quarterly	Tackle Inequalities	To ensure children who are required to be looked after, enjoy a stable and settled homelife to support them to achieve the best possible outcomes.	Increase	Sonya Millier	James Walton	Andy Hall	%
HP20	Targeted Early Interventions - All outcomes achieved	Quarterly	Early Intervention	Support of the Early Help Team and timely delivery of targeted interventions can prevent escalation of needs and future crisis. A key element of supporting children and their families to stem future needs	Increase	Sonya Millier	James Walton	Andy Hall	%
HP21	Looked After Children by placement location: % Placed within 20 miles of the child's home	Quarterly	Tackle Inequalities	Ensuring Shropshire is able to provide a range of appropriate support enabling children to remain in or near their home county.	Reduce	Sonya Millier	James Walton	Andy Hall	%
HP22	% of care leavers the service remains in touch with	Quarterly	Tackle Inequalities	Remaining in touch with care leavers assists with providing ongoing support and guidance. The service is also able to track key outcome measures for care leavers living in suitable accommodation and being in Employment, Education or Training (EET)	Maintain	Sonya Millier	James Walton	Andy Hall	%
HP23	% of schools rated good or outstanding	Termly	Partnerships	This indicator provides a high-level indication of the quality of state schools that our pupils are attending. The % of outstanding or good schools should be inline or better than the national average . (State schools receive funding through their local authority or directly from the government. The main types are community Schools also called local authority maintained schools, foundation, voluntary, academies and free schools)	Achieve	David Shaw	CEO	Andy Hall	%

HP24a	% of children accessing free early education at 2yrs	Quarterly	Early Intervention	High take up of early education helps to support the child’s educational and social development skills for better long-term outcomes. Secondly, it may facilitate earlier identification of children at potential risk of harm.	Achieve	David Shaw	CEO	Andy Hall	%
HP24b	% of children accessing free early education at 3yrs	Quarterly	Early Intervention	High take up of early education helps to support the child’s educational and social development skills for better long-term outcomes. Secondly, it may facilitate earlier identification of children at potential risk of harm.	Achieve	David Shaw	CEO	Andy Hall	%
HP25	% of pupils receiving first choice of schools - primary	Annual	Tackle Inequalities	A high percentage of first choice schools is an indication of appropriate school place planning to ensure local preferences are met. A low % may result in a high level of appeals.	Achieve	David Shaw	CEO	Andy Hall	%
HP26	% of pupils receiving first choice of schools - secondary	Annual	Tackle Inequalities	A high percentage of first choice schools is an indication of appropriate school place planning to ensure local preferences are met. A low % may result in a high level of appeals.	Achieve	David Shaw	CEO	Andy Hall	%
HP27	School attendance rates – secondary school	Termly	Self-Responsibility	High attendance rates support academic outcomes and provides a safe environment. Reduced attendance may place a child at harm and increase their risks of anti-social behaviour or harm. One of the key performance indicators of learning and Skills	Increase	David Shaw	CEO	Andy Hall	%
HP28	Children who are Looked After - Overall school attendance	Termly	Self-Responsibility	Disadvantaged pupils are more likely to achieve lower attainment levels at school. Provision of the right support to keep children engaged with school can increase the chances of positive outcomes . Joint CSC and L&S measure	Increase	David Shaw	CEO	Andy Hall	%
HP29	Suspension rates from schools	Termly	Self-Responsibility	Suspension from school risks a child falling behind in their education and not achieving their potential in further or higher education. There is also an increased risk of anti-social behaviour, harm and youth offending. One of the key performance indicators of learning and Skills	Reduce	David Shaw	CEO	Andy Hall	Number
HP2a	Inequality in life expectancy at birth (male) - PHE A02a	Annual	Tackle Inequalities	To measure inequalities within Shropshire, enabling a focus on the deprivation that exists everywhere at small area level. By highlighting area based inequalities, it sets the context within which Shropshire can assess the other indicators within the framework and set priorities, identifying the drivers of life expectancy, especially in areas where life expectancy is low. To be in line or better than England	Maintain	Paula Mawson	Rachel Robinson	Bernie Bentick	Number
HP2b	Inequality in life expectancy at birth (female) - PHE A02b	Annual	Tackle Inequalities	To measure inequalities within Shropshire, enabling a focus on the deprivation that exists everywhere at small area level. By highlighting area based inequalities, it sets the context within which Shropshire can assess the other indicators within the framework and set priorities, identifying the drivers of life expectancy, especially in areas where life expectancy is low. To be in line or better than England	Maintain	Paula Mawson	Rachel Robinson	Bernie Bentick	Number
HP3	Percentage of high-risk businesses, subject to a planned inspection, which were inspected to ensure compliance	Annual	Early Intervention	Carrying out statutory inspections of high/medium-risk food businesses that are subject to planned inspections will ensure compliance with food hygiene and safety. Improved standard of Food Hygiene compliance within Shropshire will lead to a stronger economy due to increase customer attraction and satisfaction.	Increase	Tim Collard	Tanya Miles	Bernie Bentick	%
HP30	Permanent Exclusion rates from school	Termly	Self-Responsibility	Permanent exclusion from school risks a child falling behind in their education and not achieving their potential in further or higher education. There is also an increased risk of anti-social behaviour, harm and youth offending.	Reduce	David Shaw	CEO	Andy Hall	Number
HP31	% of Educational Health Care Plans (EHCP) issued within 20 weeks (exc exceptions)	Quarterly	Early Intervention	To improve the % of Educational Health Care Plans issued within the national 20 week target. Delays to issuing plans can impact outcomes for children and families. Note: this indicator is reported cumulatively from Jan to Dec	Increase	David Shaw	CEO	Andy Hall	%
HP32	HP32 - The proportion of long-term adult social care users in receipt of community-based services	Quarterly	Self-Responsibility	Living in familiar surroundings can improve the quality of life and reduce anxiety. Our aim is to support people to live their best life and remain connected with their communities	Increase	Natalie McFall	Tanya Miles	Bernie Bentick	%
HP33a	Top quartile performer for the rate of admissions to residential and nursing care (18-64)	Quarterly	Partnerships	Key measure within the Adult Social Care Outcomes Framework . Aligns with the priority to support people in the community. Rates per 100,000	Maintain	Natalie McFall	Tanya Miles	Bernie Bentick	Number
HP33b	Top quartile performer for the rate of admissions to residential and nursing care (65+)	Quarterly	Partnerships	Key measure within the Adult Social Care Outcomes Framework . Aligns with the priority to support people in the community. Rates per 100,000	Reduce	Natalie McFall	Tanya Miles	Bernie Bentick	Number
HP34	The number of people in long term care with digital included in their plan	Quarterly	Early Intervention	Increased use of digital technologies to support people to remain independent and safe in their own homes	Increase	Natalie McFall	Tanya Miles	Bernie Bentick	Number
HP35	HP35 - Rate of people with Learning Disabilities that live in their own home or with family	Quarterly	Self-Responsibility	Supporting people with learning disabilities to live on their own or with family enables people to stay in their communities. It increases self-confidence and independence whilst reducing reliance on others. Measure within the ASCOF framework	Maintain	Natalie McFall	Tanya Miles	Bernie Bentick	%

HP36	Rate of people Killed or Seriously Injured (KSI) on our roads (rolling 3-year average)	Quarterly	Strong safe and vibrant destination	Rural counties see higher rates of KSI than the national average. KSI Accidents can have personal long-term impacts on health and employment for the individual and families. This may result in substantial ongoing support from the public sector.	Reduce	Andy Wilde	James Walton	David Vasmer	Number
HP4	Measles, Mumps Rubella for two doses (5 year old) - PHE DC04c	Annual	Partnerships	Vaccination provides children and adults against diseases which can lead to disability. The WHO has a target of 95% uptake of immunisation in order to maintain 'herd' immunity.	Increase	Paula Mawson	Rachel Robinson	Bernie Bentick	%
HP5	Uptake of breast cancer screening - PHE C24a	Annual	Partnerships	Breast cancer screening detects cancers early. Early detection of cancer improves the chances of successful treatment. The historical rates of uptake in Shropshire has been around 80%, acheivement of this rate has been set as an objective in the ICS Health Protection Strategy.	Increase	Paula Mawson	Rachel Robinson	Bernie Bentick	%
HP6	C09a- Reception: Prevalence of overweight (including obesity)	Annual	Early Intervention	The health consequences of childhood obesity include: increased blood lipids, glucose intolerance, Type 2 diabetes, hypertension, increases in liver enzymes associated with fatty liver, exacerbation of conditions such as asthma and psychological problems such as social isolation, low self-esteem, teasing and bullying.	Decrease	Paula Mawson	Rachel Robinson	Bernie Bentick	%
HP7	C09b- Year 6: Prevalence of overweight (including obesity)	Annual	Early Intervention	Studies tracking child obesity into adulthood have found that the probability of children who are overweight or living with obesity becoming overweight or obese adults increases with age	Decrease	Paula Mawson	Rachel Robinson	Bernie Bentick	%
HP8a	School readiness: percentage of children achieving a good level of development at the end of Reception	Annual	Tackle Inequalities		Increase	Rachel Robinson	CEO	Bernie Bentick	%
HP8b	B02a - School Readiness: percentage of children with free school meal status achieving a good level of development at the end of Reception	Annual	Tackle Inequalities	Key measure of early years development across a wide range of developmental areas. Children from poorer backgrounds are more at risk of poorer development and the evidence shows that differences by social background emerge early in life.	Increase	Paula Mawson	Rachel Robinson	Bernie Bentick	%
HP9	C19d - Deaths from drug misuse (per 100,000 population)	Annual	Tackle Inequalities	Drug misuse is a significant cause of premature mortality in the UK	Decrease	Paula Mawson	Rachel Robinson	Bernie Bentick	Number