





## PI Data Table April to September 2013




### Performance Indicators with a Monthly or Quarterly Reporting Frequency

For 2013/14, NHDC's basket of monthly and quarterly corporate performance measures contains 19 indicators.

This appendix presents the 19 performance indicators and displays the latest month or quarter that officers have updated and activated.

#### Key for the Report

Status	
	Data value has met or exceeded the target figure
	Data value has not achieved the target figure but it is within the agreed tolerance range
	Data value has not achieved the target figure and it is outside the agreed tolerance range
	Data value is for information only and a traffic light status is not applicable

Direction of Travel	
	Data value has improved compared with the same time last year
	Data value has deteriorated compared with the same time last year
	Data value has not changed compared with the same time last year

















## PI Data Table April to September 2013







Generated on: 28 October 2013







Status Summary		Direction of Travel Summary	
	11		5
	0		9
	1		1
	5	No Direction of Travel	4
No Status	2		

PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
BV8	Percentage of invoices paid on time	September 2013	99.71%	99.5%		 Sep 12 99.95%	2049 invoices out of a total of 2055 were paid within 32 days of the invoice date
BV9	Percentage of council tax collected in year	September 2013	57.75%	56.1%		 Sep 12 57.79%	£40,454,844.90 / £70,049,794.03
BV10	Percentage of NNDR collected in year	September 2013	59.86%	54.8%		 Sep 12 58.01%	£23,425,195.41 / £39,136,368.35

PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
BV12	Working days lost due to sickness absence	September 2013	2.16	4.39		 Sep 12 2.83	Short-term sickness 1.53 days Long-term sickness 0.63 days NHDC has had a higher rate of long-term absence in the September period but is now seeing cases closing so should see a reduction in long-term sickness in October/November. Overall, NHDC is still over half a day per person down on the same time last year.
BV174	Racial incidents recorded per 100,000 population	Q2 2013/14	0.78	Not Applicable		Not Applicable	One incident reported in this quarter. No incidents reported in quarter one. This equates to 0.78 per 100,000 population. The current population estimate is 127,500.
BV175	Racial incidents resulting in further action	Q2 2013/14	100%	Not Applicable		 Q2 12/13 100%	The North Hertfordshire Ethnic Forum (NHEF) reported one incident in Quarter 2. A Letchworth resident reported that he was treated differently because of his race by NHDC. The action taken towards the individual taken by NHDC was to revoke his mobile food licence. When NHEF contacted NHDC, it was reported that the individual was in breach of conduct and this had led to his licence being revoked - race was not an issue in this circumstance.

PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
LI032	Number of allowed planning appeal decisions, as a percentage of all 'refused' planning application decisions issued	Q2 2013/14	8.33%	Not Applicable		 Q2 12/13 2.13%	Four appeals allowed in the period April to September 2013. 48 decisions to refuse applications in the same period. In addition, three applications to refuse consent for works to trees protected by a tree preservation order and an agricultural determination were refused (these decisions can be appealed against but do not appear in NI157a-c). Approval rate of 92.44% for NI157a-c. 676 decisions were made, of which 41 were certificates of lawful use (to be deducted from total). 587 were granted. The four referred to above have been excluded from the refusal rate.
LI034	Percentage of Housing & Public Protection Service programmed inspections completed (cumulative performance)	Q2 2013/14	96.7%	92%		Not Applicable	318 inspections completed out of 329 due. Comparative data for 2012/13 is not available, as the method of reporting performance in year has changed for 2013/14.
LI034a	Percentage of Housing & Public Protection Service programmed inspections completed (quarter-by-quarter performance)	Q2 2013/14	94.9%	Not Applicable		Not Applicable	187 inspections completed out of 197 due. Comparative data for 2012/13 is not available, as the method of reporting performance in year has changed for 2013/14.
LI035	Number of households accepted by the Council as homeless (quarter-by-quarter data)	Q2 2013/14	19 (July to September)	Not Applicable		 Q2 12/13 10 (36)	April to June – 27 Year to date – 46 The year to date figure is ten more than in the corresponding period in 2012/13.
LI036	Number of households who had potential homelessness prevented	Q2 2013/14	131	125		New for 2013/14	There were 66 cases of homelessness prevention in the first quarter and 65 cases of homelessness prevention in the second quarter.
MI LI015	Number of swims and other visits	September 2013	674,258	639,000		 Sep 12 655,937	

PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
NI157a	Percentage of major planning applications determined within 13 weeks	September 2013	61.54%	58%		 Sep 12 77.78%	In the first half of 2013/14, 13 major applications were determined, of which 11 were granted planning permission. The five applications determined beyond the statutory period of 13 weeks were all residential developments. The reasons for the delays included negotiations, section 106 agreements, viability assessments and the committee cycle. All of the developments were subsequently granted permission.
NI157b	Percentage of minor planning applications determined within 8 weeks	September 2013	53.64%	65%		 Sep 12 70.87%	59 applications out of 110 were determined within 8 weeks. The principal delays remain negotiations and submission of an acceptable section 106 or unilateral undertaking. As related at the previous quarter, the National Planning Policy Framework advocates a proactive approach and it is extremely difficult to determine some minor applications, which have a similar complexity to a major application, within 8 weeks. This is particularly true, if the applicant has not taken advantage of pre-application advice that would have identified many of the aspects that contribute to a delay.
NI157c	Percentage of other planning applications determined within 8 weeks	September 2013	84.09%	80%		 Sep 12 91.94%	465 out of 553 applications were determined within the statutory 8-week period. From the monitoring of the performance, those determined outside of the statutory period again principally related to negotiations to improve the quality of the schemes, call-ins to committee or with regard to the applications for lawful development certificates, the complexity of the case and the extensive research required. 5.6% of the applications have been refused (92.44% approval rate overall).

PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
NI157d	Percentage of planning applications not recorded under NI157a, b and c determined within the relevant statutory time period	September 2013	85.15%	No target set – baseline extended to a second year	No target set – baseline extended to a second year	 Sep 12 85.59%	For those applications not recorded under NI157a-c, 344 out of 404 were determined within the relevant statutory period.
NI157e	Percentage of all planning applications determined within the relevant statutory time period	September 2013	81.11%	No target set – baseline extended to a second year	No target set – baseline extended to a second year	 Sep 12 86.67%	The total number of decisions on those applications relating to planning legislation that were made within the statutory period was 876 out of 1,080.
NI191	Kg residual waste per household	September 2013	191kg	236kg		 Sep 12 225kg	
NI192	Percentage of household waste sent for reuse, recycling and composting	September 2013	57.23%	51%		 Sep 12 52.59%	