







2013/14 Year-End Corporate PI Data




Performance Indicators with a Monthly, Quarterly or Annual Reporting Frequency








In 2013/14, NHDC reported 27 corporate performance indicators.



This appendix presents the 27 performance indicators and displays the latest month, quarter or year that officers have updated and activated on Covalent.








Key for the Report


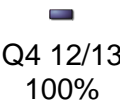










Status	
	Data value has met or exceeded the target figure
	Data value has not achieved the target figure but it is within the agreed tolerance range
	Data value has not achieved the target figure and it is outside the agreed tolerance range
	Data value is for information only and a traffic light status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











Status Summary		Direction of Travel Summary	
	9		8
	2		14
	3		2
	10	No Direction of Travel	3
No Status	3		





PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
BV8	Percentage of invoices paid on time	March 2014	99.39%	99.5%		 Mar 13 99.83%	<p>From 01 April 2013 to 31 March 2014, 4247 invoices out of 4273 were paid within 32 days of the invoice date.</p> <p>Whilst it is extremely disappointing to miss the target in the last month of the year, it should be noted that only 26 invoices in the whole year were paid outside the target parameters. Overall, the target was missed by only five invoices.</p> <p>NHDC paid 12 invoices late between 01/01/14 and 31/03/14, out of 1,064 invoices paid. NHDC paid the 12 invoices between a range of 33 days (one day late) and 301 days. The invoices ranged between £6.53 and £3,600.</p> <p>The following services were responsible for the invoices:</p> <ul style="list-style-type: none"> Development & Building Control x 4 – £719.93 (60 days), £1,050.43 (53), £1,174.77 (46) and £3,000 (301) Housing Needs x 2 - £25.50 (38) and £560 (33) Leisure & Environmental Services x 1 - £609.10 (42) Property Services x 1 - £960 (51) Waste Management x 4 - £6.53 (50), £3,120 (35), £3,600 (38) and £3,600 (42) <p>The majority of the late payments were due to either officers misplacing/not processing the invoices or awaiting relevant officers to return from annual leave to authorise payment. The continued use of purchase cards will reduce the volume of incoming invoices and in addition will mitigate the risk of late payments being made to suppliers.</p>







PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
BV9	Percentage of council tax collected in year	March 2014	97.81%	98%		 Mar 13 98.18%	The final in-year collection rate is slightly below target. The target was reduced from 99% as it was expected that there would be some implications on the collection rate due to the welfare reforms that took place in 2013/14, most notably the introduction of the Council Tax Reduction Scheme, the Social Sector Size Criteria and the Benefit Cap. It is still not clear, and will not be for some time, whether the overall final collection rate will be effected. There is every chance that with a slight reduction in the in-year collection rate that the overall final collection rate will hold up.
BV10	Percentage of NNDR collected in year	March 2014	97.39%	97%		 Mar 13 97.06%	
BV12	Working days lost due to sickness absence	March 2014	4.88	7.00		 Mar 13 4.51	Short-term sickness 3.39 days Long-term sickness 1.49 days
BV174	Racial incidents recorded per 100,000 population	Q4 2013/14	2.34	Not Applicable		Not Applicable	No incidents recorded in the first quarter One incident recorded in the second quarter No incidents recorded in the third quarter Two incidents recorded in the fourth quarter Three incidents in the year equates to 2.34 per 100,000 population, based on a current population estimate of 128,400

PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
BV175	Racial incidents resulting in further action	Q4 2013/14	100%	Not Applicable		 Q4 12/13 100%	Two new incidents were reported in the fourth quarter. The first incident was resolved without the need for further action. The second incident took place between two residents in the CSC. One of the residents reported this to the Police, independent to the CSC completing an incident form. As the police were already involved, NHDC took no further action. One incident was reported in the second quarter. The North Hertfordshire Ethnic Forum (NHEF) reported this incident. A Letchworth resident reported that NHDC treated him differently because of his race. The action NHDC took towards the individual 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 NHDC revoking his licence.
CP LI042	Cost of domestic waste collection per household	2012/13	£57.90	£60.55			2013/14 data will be available in July/August 2014
CP LI045	Percentage of building on brown field sites	2012/13	86%	75%			2013/14 data will be available in August 2014
LI033	Area of designated Green Belt land in North Hertfordshire (hectares)	2012/13	14,250	Not Applicable			2013/14 data will be available in March 2015
LI034	Percentage of Housing & Public Protection Service programmed inspections completed (cumulative performance)	Q4 2013/14	96.9%	92%		 Q4 12/13 96.1%	656 inspections completed out of 677 due
LI034a	Percentage of Housing & Public Protection Service programmed inspections completed (quarter-by-quarter performance)	Q4 2013/14	89.3%	Not Applicable		 Q4 12/13 74.4%	133 inspections completed out of 149 due

PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
LI035	Number of households accepted by the Council as homeless (quarter-by-quarter data)	Q4 2013/14	23 (January to March)	Not Applicable		 Q4 12/13 13 (65)	<p>April to June – 27 July to September – 19 October to December - 24 January to March - 23 Total for 2013/14 - 93 The 2013/14 figure is 28 more than the 2012/13 figure. Reasons why households were accepted as homeless between January and March 2014:</p> <ul style="list-style-type: none"> - Parents, other relatives or friends no longer willing or able to accommodate – 10 - Non-violent breakdown of relationship with partner – 5 - Loss of rented or tied accommodation due to termination of assured shorthold tenancy – 4 - Loss of rented or tied accommodation due to other reasons – 2 - Other reason for loss of last settled home (e.g. homeless in emergency, sleeping rough or in hostel, returned from abroad) - 2
LI036	Number of households who had potential homelessness prevented	Q4 2013/14	257	250		New for 2013/14	<p>April to June – 74 July to September – 68 October to December - 59 January to March - 56 Total for 2013/14 - 257</p>
LI037	Percentage of customers satisfied with the services provided by the Housing & Public Protection Service	2013/14	93.3%	No target set – baseline year	No target set – baseline year	New for 2013/14	166 customers answered 'satisfactory', 'good' or 'very good' to the relevant question out of 178 customers who responded to the question.
MI LI015	Number of swims and other visits	March 2014	1,259,029	1,200,000		 Mar 13 1,232,987	
MI TC001	Percentage of vacant units in Hitchin	2013/14	10%	Not Applicable		 2012/13 8.9%	49 vacant units out of 488

PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
MI TC002	Percentage of vacant units in Letchworth Garden City	2013/14	19.9%	Not Applicable		 2012/13 14.9%	59 vacant units out of 297
MI TC003	Percentage of vacant units in Baldock	2013/14	8.8%	Not Applicable		 2012/13 10%	12 vacant units out of 136
CP LI037	Percentage of vacant units in Royston	2013/14	9.3%	Not Applicable		 2012/13 10.7%	21 vacant units out of 225
LI032	Number of allowed planning appeal decisions, as a percentage of all 'refused' planning application decisions issued	Q4 2013/14	10.34%	Not Applicable		 Q4 12/13 8.97%	9 allowed planning appeal decisions 87 'refused' planning application decisions issued
NI157a	Percentage of major planning applications determined within 13 weeks	March 2014	62.86%	78%		 Mar 13 66.67%	35 major applications determined, of which 22 were decided within the 13-week statutory period. The reasons for delay include negotiations, committee cycle and the finalising of section 106 agreements where the delay, as reported before, is not usually with the Council. Only five major applications have been refused during the year. These relate to the North Hertfordshire College site in Hitchin (x2), which were contrary to officer's recommendation and the outcome of the appeals are awaited, an approval of details for a residential scheme in Baldock (no appeal), and recent decisions for the replacement school at Highfield and a residential development in Reed.

PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
NI157b	Percentage of minor planning applications determined within 8 weeks	March 2014	63.51%	77%		 Mar 13 66.52%	<p>134 applications out of 211 were determined in 8 weeks.</p> <p>As reported in previous quarters, the principal delay is negotiations culminating in amended plans, some re-notification and delayed completion of section 106 agreements. This continues to be seen in a positive light, as it enables improvements in the development and the granting of permission. Only 30 applications have been refused during the year.</p> <p>The proactive approach advocated by government leads to delays and it is difficult to determine some of the minor developments within the 8-week statutory period. Delays can also occur where the applicants have not taken advantage of pre-application advice, which does assist in most cases to a speedier decision.</p> <p>It should be noted that a further 38 applications were determined by 13 weeks, which would have increased the percentage to 81.5%.</p>
NI157c	Percentage of other planning applications determined within 8 weeks	March 2014	84.46%	89.5%		 Mar 13 90.21%	<p>837 out of 991 applications were determined within the 8-week statutory period.</p> <p>From the continuing detailed analysis of the performance, the delays, which are seen as positive, include negotiations with amended plans, additional information and clarification. A limited number have related to workload issues, which can be attributed to the long-term absence of an officer.</p> <p>Refusals over the year account for only 5.2% of all 'other' decisions.</p>

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	March 2014	83.89%	No target set – baseline extended to a second year	No target set – baseline extended to a second year	 Mar 13 85.09%	651 out of 776 decisions were determined within the relevant statutory period.
NI157e	Percentage of all planning applications determined within the relevant statutory time period	March 2014	81.67%	No target set – baseline extended to a second year	No target set – baseline extended to a second year	 Mar 13 84.69%	1644 out of 2013
NI191	Kg residual waste per household	March 2014	366kg	450kg		 Mar 13 458kg	This is a very significant reduction of 92 Kg per household
NI192	Percentage of household waste sent for reuse, recycling and composting	March 2014	57.29%	51%		 Mar 13 47.30%	An improvement of nearly 10% above the 12/13 figure that was obtained in less than a 10 month period. Both NI 191 and 192 demonstrate the success of the new kerbside collection service introduced in 13/14.