










2019/20 Quarter 4 PI Data

For 2019/20, NHDC reported 19 corporate performance indicators. This report presents these indicators and displays the year-end performance achieved, which officers updated and activated on Pentana Risk.








Performance indicator data is cumulative and represents performance between 1 April 2019 and 31 March 2020. Where available, the commentary for an indicator will include national benchmarking data. When annual targets are set, any relevant national minimum requirements are considered.

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
N/A	A direction of travel is not applicable, as the performance indicator was introduced in 2019/20



Summaries


Status Summary – Q4 2019/20		Direction of Travel Summary – Q4 2019/20	
	8 (Q3 – 6)		9 (Q3 – 10)
	4 (Q3 – 6)		7 (Q3 – 5)
	0 (Q3 – 0)		2 (Q3 – 3)
	7 (Q3 – 7)	N/A	1 (Q3 – 1)








2019/20 Quarter 4 PI Data



Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
Executive Member for Finance and IT								
1	BV 8	Percentage of invoices paid on time	March 2020	99.90%	99.6%		 March 19 99.73%	From 1 April 2019 to 31 March 2020, 5,258 invoices out of 5,263 were paid on time.
2	MI P&R 001	Percentage of raised sales invoices due for payment that have been paid	March 2020	97.33%	93%		 March 19 99.27%	As at 31 March 2020: Total value of invoices raised by NHDC - £10,776,788 Total value of invoices raised by NHDC that were not due for payment yet - £636,471 Total value of payments received for invoices raised by NHDC - £9.869,762
3	BV 9	Percentage of council tax collected in year	March 2020	98.14%	98%		 March 19 98.38%	£88,025,673.71/£89,698,509.06
4	BV 10	Percentage of NNDR collected in year	March 2020	97.98%	97%		 March 19 98.31%	£38,821,016.44/£39,622,571.76
Leader of the Council								
5	BV 12	Working days lost due to sickness absence per FTE employee (both short-term and long-term)	March 2020	4.23	Not Applicable		 March 19 6.52	1,238.77 FTE sickness days 292.65 average FTEs National Benchmarking Source: LGA Workforce Survey Latest Quarter - Three-Month Period Sample - Participating English district local authorities Period NHDC Top Quartile Q2 2019/20 0.9 days 0.5 to 1.5 days NHDC ranked 3rd out of 47 (Top Quartile)







Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
6	BV 12a	Working days lost due to short-term sickness absence per FTE employee	March 2020	3.56	3.50		 March 19 4.10	<p>1,041.17 FTE short-term sickness days 292.65 average FTEs After adjusting figures from the last SAP data to the new iTrent data, we have ended just 0.06 over the 3.5 days target. At the time of entering this data, no Covid-19 sickness absence has been reported. The mild spring and extensive homeworking may have also helped reduce time lost to normal cold and flu viruses.</p> <p>National Benchmarking Source: LGA Workforce Survey Latest Quarter - Three-Month Period Sample - Participating English district local authorities</p> <table border="0"> <tr> <td>Period</td> <td>NHDC</td> <td>Top Quartile</td> </tr> <tr> <td>Q2 2019/20</td> <td>0.8 days</td> <td>0.2 to 0.6 days</td> </tr> </table> <p>NHDC ranked joint 21st out of 45 (2nd Quartile)</p>	Period	NHDC	Top Quartile	Q2 2019/20	0.8 days	0.2 to 0.6 days
Period	NHDC	Top Quartile												
Q2 2019/20	0.8 days	0.2 to 0.6 days												
7	BV 12b	Working days lost due to long-term sickness absence per FTE employee	March 2020	0.68	Not Applicable		 March 19 2.41	<p>197.60 FTE long-term sickness days 292.65 average FTEs</p> <p>National Benchmarking Source: LGA Workforce Survey Latest Quarter - Three-Month Period Sample - Participating English district local authorities</p> <table border="0"> <tr> <td>Period</td> <td>NHDC</td> <td>Top Quartile</td> </tr> <tr> <td>Q2 2019/20</td> <td>0.1 days</td> <td>0 to 0.8 days</td> </tr> </table> <p>NHDC ranked 2nd out of 45 (Top Quartile)</p>	Period	NHDC	Top Quartile	Q2 2019/20	0.1 days	0 to 0.8 days
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Executive Member for Housing and Environmental Health								
8	REG 1	Rate of homelessness prevention	Q4 2019/20	62.08%	Not Applicable		 Q4 18/19 53.11%	During 2019/20, there were 269 cases where a Prevention Duty ended (74 in Q1, 71 in Q2, 52 in Q3 and 72 in Q4). Of these, 167 ended with a positive outcome (34 in Q1, 50 in Q2, 33 in Q3 and 50 in Q4), i.e. where homelessness was prevented. Where homelessness was not prevented, a Relief Duty would have been triggered in most cases.



Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
9	REG 2	Rate of homelessness relief	Q4 2019/20	24.51%	Not Applicable		<p>↓</p> <p>Q4 18/19 37.82%</p>	<p>During 2019/20, there were 253 cases where a Relief Duty ended (67 in Q1, 62 in Q2, 56 in Q3 and 68 in Q4). Of these, 62 ended with a positive outcome (15 in Q1, 14 in Q2, 12 in Q3 and 21 in Q4), i.e. where the Relief Duty ended because households were successfully rehoused. A further 62 cases were subsequently owed a main housing duty, under which the Council must provide suitable long-term accommodation.</p> <p>Full breakdown of the 191 relief cases that ended in a non-accommodation outcome by reason:</p> <p>56 days elapsed – 142 households Contact lost – 24 Application withdrawn – 13 Intentionally homeless from accommodation provided - 2 Refused final accommodation or final part six offer – 2 No longer eligible – 5 Local connection referral accepted by other authority - 3</p> <p>Final outcomes for the 142 cases where the relief duty ended because the 56 days elapsed:</p> <p>Main housing duty owed (under which the Council must provide suitable long-term accommodation) – 62 households Found to be not in priority need – 61 Found to be intentionally homeless – 13 Not homeless – 3 Lost contact prior to assessment – 3</p>

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
10	LI 035a	Number of households living in temporary accommodation	Q4 2019/20	93	Not Applicable		 Q4 18/19 85	93 households were in temporary accommodation as at 31 March 2020, of which 19 were in Bed and Breakfast accommodation. The majority of Bed and Breakfast placements were due to a Government directive regarding how to respond to the COVID-19 pandemic.
11	REG 3	Percentage of Environmental Health programmed inspections completed	Q4 2019/20	100%	95%		Not Applicable	409 out of 409 inspections completed. The numerical target for the service at the start of 2019/20 was 413 inspections and regulatory activities. During 2019/20, the planned number of inspections had been reduced from 413 to 409. This was due to four private water supplies no longer requiring sampling or opting out of the sampling regime, as permitted by legislation.
Executive Member for Planning and Transport								
12	DC 001a	Number of planning applications taken to appeal due to 'non-determination' within the statutory time period, which were allowed	Q4 2019/20	0	Not Applicable		 Q4 18/19 0	There were two appeals against 'non-determination' recorded during the year; one was withdrawn, and one was part allowed, part dismissed.
13	DC 002	Number of planning applications where the fee has been refunded due to the application not being determined within 26 weeks	Q4 2019/20	0	0		 Q4 18/19 0	No fees have been refunded.

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary																								
14	LI 032a	Number of allowed planning appeal decisions	Q4 2019/20	3	Not Applicable		Q4 18/19 5	Out of 31 appeals recorded during the year: 3 were allowed; 22 were dismissed; 3 were part allowed, part dismissed; 1 was withdrawn and; 2 related to appeals against the imposition of conditions, which are excluded from the reported PI figures.																								
Executive Member for Environment and Leisure																																
15	MI LI 015	Number of visits to leisure facilities	March 2020	1,447,868	1,488,000		March 19 1,493,054	<table border="1"> <thead> <tr> <th>Facility</th> <th>2019/20</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>North Herts LC</td> <td>562,790</td> <td>574,481</td> </tr> <tr> <td>Fearnhill</td> <td>14,011</td> <td>14,215</td> </tr> <tr> <td>Letchworth OP</td> <td>33,263</td> <td>48,165</td> </tr> <tr> <td>Hitchin SC</td> <td>305,621</td> <td>306,634</td> </tr> <tr> <td>Archers</td> <td>139,777</td> <td>140,942</td> </tr> <tr> <td>Royston LC</td> <td>392,406</td> <td>408,617</td> </tr> <tr> <td></td> <td>1,447,868</td> <td>1,493,054</td> </tr> </tbody> </table> <p>The decrease in usage at Letchworth Outdoor Pool was due to the poor weather experienced over the outdoor pool season. The decreased usage at all other facilities was caused directly by the COVID-19 restrictions. The ice rink at Letchworth Outdoor Pool received 15,636 visits over the six-week season, although this usage has not been included in the reported figures, as provision of the rink was in addition to formal contract requirements and it is not guaranteed for future years.</p>	Facility	2019/20	2018/19	North Herts LC	562,790	574,481	Fearnhill	14,011	14,215	Letchworth OP	33,263	48,165	Hitchin SC	305,621	306,634	Archers	139,777	140,942	Royston LC	392,406	408,617		1,447,868	1,493,054
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Executive Member for Recycling and Waste Management														
16	NI 191	Kg residual waste per household	Q4 2019/20	342kg	355kg		 Q4 18/19 353kg	<p>The reported figure is based on the latest available data.</p> <p>National Benchmarking Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities</p> <table border="0"> <tr> <td>Period</td> <td>NHDC</td> <td>Top Quartile</td> </tr> <tr> <td>Q3 2019/20</td> <td>88.00kg</td> <td>77.80kg to 98.76kg</td> </tr> </table> <p>NHDC ranked 4th out of 36 (Top Quartile)</p>	Period	NHDC	Top Quartile	Q3 2019/20	88.00kg	77.80kg to 98.76kg
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Q3 2019/20	88.00kg	77.80kg to 98.76kg												
17	NI 192	Percentage of household waste sent for reuse, recycling and composting (Government target is 50% by 2020)	Q4 2019/20	57.34%	56.5%		 Q4 18/19 56.57%	<p>The reported figure is based on the latest available data.</p> <p>National Benchmarking Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities</p> <table border="0"> <tr> <td>Period</td> <td>NHDC</td> <td>Top Quartile</td> </tr> <tr> <td>Q3 2019/20</td> <td>55.02%</td> <td>53.14% to 59.90%</td> </tr> </table> <p>NHDC ranked 7th out of 39 (Top Quartile)</p>	Period	NHDC	Top Quartile	Q3 2019/20	55.02%	53.14% to 59.90%
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Q3 2019/20	55.02%	53.14% to 59.90%												
18	FW 1	Overall tonnage of food waste collected	March 2020	4,866	5,000		 March 19 4,381	<p>We will continue to use baseline tonnage data and the results of the anticipated waste compositional analysis (WCA) to monitor food waste capture. Our overall capture of food waste will have been affected by the six-week suspension of services during the government instigated lockdown for Covid-19. Our primary aim will continue to be to reduce the production of food waste. During 2020/21, our campaigns will focus on</p>						

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								reducing food waste, as well as encouraging participation in our food waste recycling scheme, with further communication work undertaken once the WCA has taken place.
19	GW 1	Overall tonnage of garden waste collected	March 2020	9,240	10,000		 March 19 9,586	Garden waste tonnages are both seasonal and dependent on weather patterns and therefore, annual fluctuations are to be expected and are difficult to predict accurately (from April 2020, this indicator will be reported as data only). It is however anticipated that for 2020/21, we will see a decrease in garden waste tonnages due to the six-week suspension of services during the government instigated lockdown for Covid-19 mitigation.