



## 2017/18 Quarter 2 PI Data





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




In 2017/18, NHDC will report 19 corporate performance indicators with a monthly or quarterly reporting frequency. This report presents the **red and amber** performance indicators only and displays the latest month or quarter that officers have updated and activated on Covalent. The full report can be found on the intranet at the following location.








<http://intranet.north-herts.gov.uk/home/finance-and-procurement/performance-and-risk-management/performance-management>



Generally, performance indicator data is cumulative and represents performance between 1 April 2017 and 30 September 2017. The report will indicate if any performance indicator data relates to a different reporting period.





#### 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	
	8 (Q1 – 10)		11 (Q1 – 9)
	3 (Q1 – 2)		6 (Q1 – 7)
	1 (Q1 – 0)		2 (Q1 – 3)
	7 (Q1 – 7)		

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
8	LI 034	Percentage of Housing & Public Protection Service (H&PPS) programmed inspections completed	Q2 2017/18	87.2%	95.0%		 Q2 16/17 87.1%	<p>The Housing &amp; Public Protection Service completed 245 of the 281 inspections scheduled.</p> <p>Inspections not completed:</p> <ul style="list-style-type: none"> <li>- 2 Food Safety inspections</li> <li>- 5 House in Multiple Occupation (HMO) inspections</li> <li>- 1 Industrial Installations inspection</li> <li>- 2 Animal Establishments inspections</li> <li>- 1 Gambling Act 2005 inspection</li> <li>- 22 Licensing Act 2003 inspections</li> <li>- 3 Taxi Licensing inspections</li> </ul> <p>The H&amp;PPS's inspection programme is slightly behind schedule. There are a number of reasons for this but the main issue has been that the Licensing Team has been focussing on the review of and consultation on a number of key policies that need to be presented to Members over the next six months. However, the Service remains confident that the inspection target will be met at year end.</p>

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
13	NI 157e	Percentage of all planning applications determined within the relevant statutory or agreed time periods	Q2 2017/18	80.16%	82.00%		 Q2 16/17 86.14%	<u>Majors</u> 26 out of 26 <u>Minors</u> 105 out of 122 <u>Others</u> 380 out of 498 <u>Applications not included in the categories above</u> 418 out of 513 This gives an overall figure of 80.16% (929 out of 1,159) Increased workload and staff turnover affected performance, especially over the summer months. Officers will seek to get performance back to the target level (83%) by the end of 2017/18, as two new full time members of staff are now in post. Although we have since received a resignation, notice of a maternity leave and a resignation.						
18	NI 191	Kg residual waste per household	September 2017	180kg	179kg		 Sept 16 173kg	<b>LG Inform Benchmarking Data:</b> Latest Quarter - Three-Month Period Sample - Participating English district local authorities <table border="0"> <tr> <td><b>Period</b></td> <td><b>NHDC</b></td> <td><b>Top Quartile</b></td> </tr> <tr> <td>Q1 2017/18</td> <td>92.29kg</td> <td>49.00kg to 96.09kg</td> </tr> </table> NHDC ranked 8 <sup>th</sup> out of 49, placing us in the Top Quartile. The Top Quartile consists of 13 District Councils.	<b>Period</b>	<b>NHDC</b>	<b>Top Quartile</b>	Q1 2017/18	92.29kg	49.00kg to 96.09kg
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Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
19	NI 192	Percentage of household waste sent for reuse, recycling and composting	September 2017	60.65%	62.00%		 Sept 16 62.62%	<b>LG Inform Benchmarking Data:</b> Latest Quarter - Three-Month Period Sample - Participating English district local authorities <table border="0"> <tr> <td><b>Period</b></td> <td><b>NHDC</b></td> <td><b>Top Quartile</b></td> </tr> <tr> <td>Q1 2017/18</td> <td>60.66%</td> <td>58.19% to 65.90%</td> </tr> </table> NHDC ranked 9 <sup>th</sup> out of 52, placing us in the Top Quartile. The Top Quartile consists of 13 District Councils.	<b>Period</b>	<b>NHDC</b>	<b>Top Quartile</b>	Q1 2017/18	60.66%	58.19% to 65.90%
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#### **Waste PIs – NI191 and NI192**

Performance in North Hertfordshire remains strong although it has not achieved the challenging profiled targets for the first half of the year. For NI192, a higher profiled target than the year-end target of 60% is required in the first half of the year, as performance historically dips over the last six months. Many councils, including NHDC, are experiencing small drops in recycling rates this year due to a drop nationally in paper consumption and increased consumerism in the current economic climate. In addition, the amount councils collect for composting will vary year on year dependent on weather conditions. At this time, officers do not expect performance to achieve the locally set year-end targets, although when compared with other district local authorities, NHDC continues to perform within the top quartile.

#### **Update on 2016/17 Year-End Data**

Performance indicator CP LI045 (Percentage of house building on brown field sites) did not have 2016/17 data available for the year-end performance report, which was presented to the Overview & Scrutiny Committee on 6 June 2017. Initial calculations show that the percentage of house building on brown field sites will have reduced compared with the 2015/16 figure of 63%. However, officers have yet to finalise and report the 2016/17 data due to the ongoing preparations for the Local Plan Examination in Public.