



2020/21 Quarter 4 PI Data

For 2020/21, NHDC will report 18 corporate performance indicators. This report presents these indicators and displays data for the latest period that officers have updated and activated on Pentana Risk. A further three management indicators are also presented to provide additional complementary information for Waste.

Performance indicator data is cumulative and represents performance between 1 April 2020 and the latest reporting period. Where available, the commentary for an indicator will include national benchmarking data. When annual targets were set, any relevant national minimum requirements were 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 data for the performance indicator commenced in 2020/21







Summaries

Status Summary – Q4 2020/21		Direction of Travel Summary – Q4 2020/21	
	5 (Q3 – 4)		4 (Q3 – 4)
	2 (Q3 – 2)		11 (Q3 – 11)
	2 (Q3 – 3)		3 (Q3 – 3)
	9 (Q3 – 9)	N/A	0 (Q3 – 0)





Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
Executive Member for Finance and IT								
1	RES 1	Electricity and gas energy consumption (kWh) - 100% of reported energy consumption is from green energy sources	Q4 2020/21	2,329,393	2,589,000		 Q4 19/20 2,541,435	Electricity = 1,055,595 Gas = 1,273,798 There are currently 10 outstanding electricity bills for 2020/21 and therefore the reported figure of 2,329,393 will be subject to change once the bills have been processed. Whilst it is positive that the energy consumption figures for the year-to-date is better than the target, it must be noted that this target significantly relates to energy usage in the District Council Offices. The building has only been in partial use over the period due to Covid-19 and the associated increase in the number of staff permanently homeworking.
2	MI P&R 001	Percentage of raised sales invoices due for payment that have been paid	March 2021	92.50%	97%		 Mar 20 97.33%	As at 31 March 2021: Total value of invoices raised by NHDC - £12,499,244 Total value of invoices raised by NHDC that were not due for payment yet - £965,801 Total value of payments received for invoices raised by NHDC - £10,668,617 Although at the end of 2020/21 the PI had a red traffic light status, it is worth noting that subsequent receipts during April 2021 (as at 15 April 2021) had pushed the collection rate up to over 97%. The debt continues to be monitored and progressed by the Corporate Debt Management Group.







2020/21 Quarter 4 PI Data



Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
3	BV 9	Percentage of council tax collected in year	March 2021	97.37%	97%		 Mar 20 98.14%	£89,985,118.90 / £92,411,858.02
4	BV 10	Percentage of NNDR collected in year	March 2021	94.75%	97%		 Mar 20 97.98%	£19,620,177.00 / £20,706,991.38 The Covid-19 pandemic, as expected, has had a serious effect on Business Rate collection. The suspension of all recovery processes during 2020 coupled with trading uncertainty has kept the collection rate below expected levels. The indications are that some businesses continue to struggle and there is increasing evidence of further business failures, which will have an ongoing negative affect on collection rates in 2021/22. In 2020/21, the Expanded Retail Rate Relief Scheme saw a significant drop in the collectable debit with a predicted £20.668M coming to the Council direct from the Government, in the form of a Section 31 Grant. Ultimately, the Council has only collected 94.75% of the remaining collectable debit of £20.707M (figure as at 31 March 2021).
Leader of the Council								
5	BV 12a	Working days lost due to short-term sickness absence per FTE employee	March 2021	2.13	3.50		 Mar 20 3.56	641.62 FTE short-term sickness days 301.18 average FTEs The LGA Workforce Survey data that has previously been provided for benchmarking purposes has been suspended.









Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
6	BV 12b	Working days lost due to long-term sickness absence per FTE employee	March 2021	3.08	Not Applicable		 Mar 20 0.68	926.69 FTE long-term sickness days 301.18 average FTEs The LGA Workforce Survey data that has previously been provided for benchmarking purposes has been suspended.						
Executive Member for Housing and Environmental Health														
7	REG 1	Rate of homelessness prevention	Q4 2020/21	70.61%	Not Applicable		 Q4 19/20 62.08%	During 2020/21, there were 262 cases where a Prevention Duty ended. Of these, 185 ended with a positive outcome, i.e. where homelessness was prevented. 39 cases went on to be owed a Relief Duty. Hertfordshire Benchmarking Source: HCLIC Percentage of Prevention Duty positive outcomes Rolling average for latest four quarters <table><thead><tr><th>Period</th><th>NHDC</th><th>Hertfordshire</th></tr></thead><tbody><tr><td>Q3 2020/21</td><td>69%</td><td>44%</td></tr></tbody></table> Note that the above figures are partly pre-Covid-19 and therefore this needs to be considered when assessing Q4 2020/21 performance levels.	Period	NHDC	Hertfordshire	Q3 2020/21	69%	44%
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Q3 2020/21	69%	44%												
8	REG 2	Rate of homelessness relief	Q4 2020/21	30.59%	Not Applicable		 Q4 19/20 24.51%	During 2020/21, there were 425 cases where a Relief Duty ended. Of these, 130 ended with a positive outcome, i.e. where the Relief Duty ended because households were successfully rehoused. A further 89 cases were subsequently owed a main housing duty, under which the Council must provide suitable long-term accommodation. (In the current Covid-19 situation, also many others are currently still in hotels and being						




Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
								<p>supported by the Council in line with the 'Everyone In' instruction.)</p> <p>Breakdown of the 295 relief cases that ended in a non-accommodation outcome by reason:</p> <p>56 days elapsed – 210 households</p> <p>Contact lost – 37</p> <p>Application withdrawn – 41</p> <p>Intentionally homeless from accommodation provided - 3</p> <p>No longer eligible – 2</p> <p>Local connection referral accepted by other authority - 2</p> <p>Final outcomes for the 210 cases where the Relief Duty ended because 56 days elapsed:</p> <p>Main housing duty owed – 89 households</p> <p>Found to be not in priority need – 103</p> <p>Found to be intentionally homeless – 11</p> <p>Not homeless – 1</p> <p>Duty owed but referred to another LA - 1</p> <p>Refused to cooperate (s193c(4) duty owed) - 1</p> <p>Lost contact prior to assessment - 2</p> <p>Application withdrawn – 1</p> <p>Awaiting decision - 1</p> <p>Hertfordshire Benchmarking</p> <p>Source: HCLIC</p> <p>Percentage of Relief Duty positive outcomes</p> <p>Rolling average for latest four quarters</p> <table><tr><th><u>Period</u></th><th><u>NHDC</u></th><th><u>Hertfordshire</u></th></tr><tr><td>Q3 2020/21</td><td>33%</td><td>31%</td></tr></table> <p>Note that the above figures are partly pre-Covid-19 and therefore this needs to be considered when assessing Q4 2020/21 performance levels.</p>	<u>Period</u>	<u>NHDC</u>	<u>Hertfordshire</u>	Q3 2020/21	33%	31%
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Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
9	LI 035a	Number of households living in temporary accommodation	Q4 2020/21	136	Not Applicable		 Q4 19/20 93	<p>136 households were in temporary accommodation as at 31 March 2021, of which, 58 were in hotel accommodation.</p> <p>Hertfordshire Benchmarking Source: HCLIC Number of households in temporary accommodation at the end of the period</p> <table><thead><tr><th><u>Period</u></th><th><u>NHDC</u></th><th><u>Hertfordshire Average</u></th></tr></thead><tbody><tr><td>Q3 2020/21</td><td>115</td><td>105*</td></tr></tbody></table> <p>*Excludes Broxbourne as figures unavailable.</p>	<u>Period</u>	<u>NHDC</u>	<u>Hertfordshire Average</u>	Q3 2020/21	115	105*
<u>Period</u>	<u>NHDC</u>	<u>Hertfordshire Average</u>												
Q3 2020/21	115	105*												
10	REG 3	Percentage of Environmental Health programmed inspections completed	Q4 2020/21	13.6% (Q3 2020/21 figure)	Not Applicable		 Q4 19/20 100%	<p>Given the current resource commitment to the Covid-19 pandemic and future commitments to the EU transition, on 26 January 2021, Cabinet agreed that performance should be reported as information only for the remainder of 2020/21.</p> <p>Due to the ongoing extremely high demand to address the workload generated in delivering NHDC's Covid response, full programmed inspections were not carried out. Under the second half of the year guidance and advice issued by the Food Standards Agency (FSA), such inspections were not to be carried out, but Local Food Authorities (including NHDC) should aim to develop and introduce a programme to recommence programmed food inspections once the FSA has given the appropriate guidance as to how to achieve this. To date, the FSA has still to provide this guidance.</p>						

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								All complaints have continued to be responded to and investigated during this period. (Q3 2020/21 - 61 inspections completed out of 450 inspections due in 2020/21.)
Executive Member for Planning and Transport								
11	DC 001a	Number of planning applications taken to appeal due to 'non-determination' within the statutory time period, which were allowed	Q4 2020/21	0	Not Applicable		 Q4 19/20 0	No applications were taken to appeal due to 'non-determination'.
12	DC 002	Number of planning applications where the fee has been refunded due to the application not being determined within 26 weeks	Q4 2020/21	0	0		 Q4 19/20 0	No fees have been refunded.
13	LI 032a	Number of allowed planning appeal decisions	Q4 2020/21	3	Not Applicable		 Q4 19/20 3	Out of 18 appeal decisions made, three were allowed. All the other appeals were dismissed.

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary																								
Executive Member for Environment and Leisure																																
14	MI LI 015	Number of visits to leisure facilities	March 2021	181,270	162,950		 Mar 20 1,447,868	<table><tr><th>Facility</th><th>2020/21</th><th>2019/20</th></tr><tr><td>North Herts LC</td><td>76,001</td><td>562,790</td></tr><tr><td>Fearnhill</td><td>845</td><td>14,011</td></tr><tr><td>Letchworth OP</td><td>0</td><td>33,263</td></tr><tr><td>Hitchin SC</td><td>28,830</td><td>305,621</td></tr><tr><td>Archers</td><td>24,143</td><td>139,777</td></tr><tr><td>Royston LC</td><td>51,451</td><td>392,406</td></tr><tr><td></td><td>181,270</td><td>1,447,868</td></tr></table> <p>On 26 January 2021, Cabinet agreed to reduce the original 2020/21 target of 1,530,000. In line with this decision and in view of the fact that the facilities were not open in January to March 2021, the target has been revised to 162,950. This revision reflects the usage figures specified in the agreed recovery plan.</p>	Facility	2020/21	2019/20	North Herts LC	76,001	562,790	Fearnhill	845	14,011	Letchworth OP	0	33,263	Hitchin SC	28,830	305,621	Archers	24,143	139,777	Royston LC	51,451	392,406		181,270	1,447,868
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Executive Member for Recycling and Waste Management								
15	NI 191	Kg residual waste per household	Q4 2020/21	387kg	335kg		 Q4 19/20 342kg	<p>Reported figure includes some estimated tonnages and therefore may be subject to change.</p> <p>The overall impact of elevated tonnages during lockdown, both residual and recycling (with more residents at home and an increase in online purchasing and associated packaging), has led to a drop in the NI192 recycling rate. We are likely to see ongoing impacts into the next reporting year. A recent waste compositional analysis indicated that food waste still makes up 23% of the weight of our purple bins despite separate weekly collections. Our primary communication focus is therefore reducing food waste and increasing food waste capture for recycling. National benchmarking data is currently suspended due to Covid-19.</p>
16	NI 192	Percentage of household waste sent for reuse, recycling and composting	Q4 2020/21	55.62%	57.5%		 Q4 19/20 57.63%	<p>See commentary for NI191. National benchmarking data is currently suspended due to Covid-19.</p>
17	FW 1	Overall tonnage of food waste collected	Q4 2020/21	4,254	Not Applicable		 Q4 19/20 4,866	<p>The 6-week service suspensions due to Covid-19 earlier in the year will have affected the food waste and garden waste tonnages.</p>
18	GW 1	Overall tonnage of garden waste collected	Q4 2020/21	9,095	Not Applicable		 Q4 19/20 9,240	

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Additional Complementary Management Information for Waste								
19	PLA 01	Number of collections missed per 100,000 collections of domestic household waste	March 2021	81	Not Applicable		N/A Pentana data collection commenced April 2020	Still awaiting confirmation of final figure, as awaiting final PLA03 figures.
20	PLA 02	Number of missed domestic waste collections (valid complaints)	March 2021	5,697	Not Applicable		N/A Pentana data collection commenced April 2020	April 2020304 May 2020428 June 2020488 July 2020647 August 2020400 September 2020505 October 2020509 November 2020454 December 2020333 January 2021508 February 2021467 March 2021654
21	PLA 03	Total number of domestic waste collections (figures vary according to the number of collection days in the month)	March 2021	7,052,965	Not Applicable		N/A Pentana data collection commenced April 2020	April 2020352,833 (suspensions) May 2020464,258 (suspensions) June 2020647,552 July 2020668,396 August 2020421,546 September 2020691,508 October 2020623,028 November 2020614,038 December 2020667,950 January 2021650,188 February 2021581,303 March 2021670,365 Still awaiting confirmation of final figures.