










2021/22 Quarter 1 PI Data

For 2021/22, NHDC will report 21 corporate performance indicators. This report presents these indicators and displays data for the latest period that officers have updated and activated on Pentana.








Performance indicator data is cumulative and represents performance between 1 April 2021 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 2021/22









Summaries


Status Summary – Q1 2021/22		Direction of Travel Summary – Q1 2021/22	
	6		10
	1		8
	2		2
	11	N/A	0







Data collection and reporting for one indicator (REG3) is currently suspended.









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	Q1 2021/22	490,941	542,060		 Q1 20/21 417,619	Electricity = 251,143 Gas = 239,798 The target relates to energy usage in the District Council Offices but also covers our entire portfolio of Buildings. The DCO continues to be in partial use due to Covid-19 and the associated increase in the number of staff permanently homeworking, however staff are beginning to return to the office. Air conditioning is running, and ventilation levels have been increased in the Museum. Increased use of the Splashparks and the particularly cold weather in April also contributed to increased usage. Further analysis of energy usage by building is also being undertaken.
2	MI P&R 001	Percentage of raised sales invoices due for payment that have been paid	June 2021	91.46%	97%		 June 20 43.00%	As of 30 June 2021: Total value of invoices raised by NHDC - £1,762,495 Total value of invoices raised by NHDC that were not due for payment yet - £216,867 Total value of payments received for invoices raised by NHDC - £1,413,672 Collection levels continue to be affected by Covid; however, we are showing an improving position from 80.38% in April to 91.46% in June 2021.
3	BV 9	Percentage of council tax collected in year	June 2021	29.1%	25.5%		 June 20 28.72%	£28,574,436.81/£98,191,109.45

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4	BV 10	Percentage of NNDR collected in year	June 2021	26.01%	25.5%		 June 20 26.29%	£7,978,632.00/£30,669,900.70
Leader of the Council								
5	BV 12a	Working days lost due to short-term sickness absence per FTE employee	June 2021	0.65	0.78		 June 20 0.40	200.05 FTE short-term sickness days 306.13 average FTEs The LGA Workforce Survey data that has previously been provided for benchmarking purposes has been suspended.
6	BV 12b	Working days lost due to long-term sickness absence per FTE employee	June 2021	0.91	Not Applicable		 June 20 0.54	277.35 FTE long-term sickness days 306.13 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	Q1 2021/22	38.46%	Not Applicable		 Q1 20/21 81.25%	Q1 data shows a significant drop in the rate of prevention compared to this time last year. There are a number of variables/influencing factors and it is challenging to identify (with any certainty) the reasons for the lower number of outcomes (i.e., the number of prevention duty's that ended in the quarter). Further analysis is being undertaken throughout Q2 with the advantage of more data to identify if there is some sort of readjustment and/or to identify any underlying reasons. During Q1 2021/22, there were 39 cases where a Prevention Duty ended. Of these, 15 ended with a positive outcome, i.e., where homelessness was prevented. 12 cases went on to be owed a Relief Duty. Hertfordshire Benchmarking Source: HCLIC

								<p>Percentage of Prevention Duty positive outcomes</p> <p>Rolling average for latest four quarters</p> <table border="1"> <thead> <tr> <th><u>Period</u></th> <th><u>NHDC</u></th> <th><u>Hertfordshire</u></th> </tr> </thead> <tbody> <tr> <td>Q3 2020/21</td> <td>69%</td> <td>44%</td> </tr> </tbody> </table> <p>Note that the above figures are partly pre-Covid-19 and therefore this needs to be considered when assessing Q1 2021/22 performance levels.</p>	<u>Period</u>	<u>NHDC</u>	<u>Hertfordshire</u>	Q3 2020/21	69%	44%
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8	REG 2	Rate of homelessness relief	Q1 2021/22	29.89%	Not Applicable		<p>↑ Q1 20/21 26.13%</p>	<p>During Q1 2021/22, there were 87 cases where a Relief Duty ended. Of these, 26 ended with a positive outcome, i.e., where the Relief Duty ended because households were successfully rehoused. A further 24 cases were subsequently owed a main housing duty, under which the Council must provide suitable long-term accommodation.</p> <p>Breakdown of the 61 relief cases that ended in a non-accommodation outcome by reason:</p> <p>56 days elapsed – 46 households Contact lost – 7 Application withdrawn – 8</p> <p>Final outcomes for the 46 cases where the Relief Duty ended because 56 days elapsed:</p> <p>Main housing duty owed – 24 households Found to be not in priority need – 20 Found to be intentionally homeless – 1 Not homeless – 1</p> <p>Hertfordshire Benchmarking Source: HCLIC</p> <p>Percentage of Relief Duty positive outcomes</p> <p>Rolling average for latest four quarters</p> <table border="1"> <thead> <tr> <th><u>Period</u></th> <th><u>NHDC</u></th> <th><u>Hertfordshire</u></th> </tr> </thead> <tbody> <tr> <td>Q3 2020/21</td> <td>33%</td> <td>31%</td> </tr> </tbody> </table> <p>Note that the above figures are partly pre-Covid-19 and therefore this needs to be</p>	<u>Period</u>	<u>NHDC</u>	<u>Hertfordshire</u>	Q3 2020/21	33%	31%
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9	LI 035a	Number of households living in temporary accommodation	Q1 2021/22	98	Not Applicable		 Q1 20/21 93	98 households were in temporary accommodation as of 30 June 2021, of which, 28 were in hotel accommodation. Hertfordshire Benchmarking Source: HCLIC Number of households in temporary accommodation at the end of the period <table border="1"> <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> *Excludes Broxbourne as figures unavailable.	<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>												
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10	REG 3	Percentage of Environmental Health programmed inspections completed	Data collection and reporting is currently suspended.						Collection and reporting of REG3 data is currently suspended due to resources being diverted to Covid related work and covering long-term sickness absence. Reporting will recommence when resourcing has returned to a "business-as-usual" position.					
Executive Member for Planning														
11	DC 001a	Number of planning applications taken to appeal due to 'non-determination' within the statutory time period, which were allowed	Q1 2021/22	0	Not Applicable		 Q1 20/21 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	Q1 2021/22	0	0		 Q1 20/21 0	No fees have been refunded.						

13	LI 032a	Number of allowed planning appeal decisions	Q1 2021/22	2	Not Applicable		 Q1 20/21 0	Out of three appeal decisions made, two were allowed. The other appeal was dismissed.																								
Executive Member for Environment and Leisure																																
14	MI LI 015	Number of visits to leisure facilities	June 2021	171,823	80,355		 June 20 0	<table border="1"> <thead> <tr> <th>Facility</th> <th>2021/22</th> <th>2020/21</th> </tr> </thead> <tbody> <tr> <td>North Herts LC</td> <td>66,835</td> <td>0</td> </tr> <tr> <td>Fearnhill</td> <td>1,729</td> <td>0</td> </tr> <tr> <td>Letchworth OP</td> <td>9,147</td> <td>0</td> </tr> <tr> <td>Hitchin SC</td> <td>29,632</td> <td>0</td> </tr> <tr> <td>Archers</td> <td>19,759</td> <td>0</td> </tr> <tr> <td>Royston LC</td> <td>44,721</td> <td>0</td> </tr> <tr> <td></td> <td>171,823</td> <td>0</td> </tr> </tbody> </table>	Facility	2021/22	2020/21	North Herts LC	66,835	0	Fearnhill	1,729	0	Letchworth OP	9,147	0	Hitchin SC	29,632	0	Archers	19,759	0	Royston LC	44,721	0		171,823	0
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Executive Member for Recycling and Waste Management																																
15	NI 191	Kg residual waste per household	Q1 2021/22	93kg	84kg		 Q1 20/21 106kg	<p>Still awaiting some tonnage data from HCC and therefore the reported figure may be subject to minor change.</p> <p>Consumer habits continue to be affected by the pandemic, affecting both residual waste and recycling tonnages, and it is unlikely that this target will be met for the foreseeable future. Our communications work will focus on food waste which still makes up the majority of the residual waste bin. However, communication work is still limited to social media.</p> <p>National benchmarking data was suspended due to Covid-19 but is due to re-commence with Q1 2021/22 data.</p>																								
16	NI 192	Percentage of household waste sent for reuse, recycling, and composting	Q1 2021/22	59.34%	60%		 Q1 20/21 51.82%	<p>See commentary for NI191</p> <p>National benchmarking data was suspended due to Covid-19 but is due to re-commence with Q1 2021/22 data.</p>																								

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17	FW 1	Overall tonnage of food waste collected	Q1 2021/22	1,225	Not Applicable		 Q1 20/21 556	
18	GW 1	Overall tonnage of garden waste collected	Q1 2021/22	3,268	Not Applicable		 Q1 20/21 2,285	
19	PLA 01	Number of collections missed per 100,000 collections of domestic household waste	June 2021	69	Not Applicable		 June 20 83	
20	PLA 02	Number of missed domestic waste collections (valid complaints)	June 2021	1,314	Not Applicable		 June 20 1,220	April 2021 519 May 2021 368 June 2021 427
21	PLA 03	Total number of domestic waste collections (figures vary according to the number of collection days in the month)	June 2021	1,916,243	Not Applicable		 June 20 1,464,643	April 2021 649,943 May 2021 587,001 June 2021 679,299