










## 2021/22 Quarter 2 PI Data








For 2021/22, North Herts Council 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 – Q2 2021/22		Direction of Travel Summary – Q2 2021/22	
	4 (Q1 = 6)		9 (Q1 = 10)
	2 (Q1 = 1)		9 (Q1 = 8)
	3 (Q1 = 2)		2 (Q1 = 2)
	11 (Q1 = 11)	N/A	0 (Q1 = 0)

Reporting for one indicator (REG3) is currently suspended.







Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
<b>Executive Member for Finance and IT</b>								
1	RES 1	Electricity and gas energy consumption (kWh) - 100% of reported energy consumption is from green energy sources	Q2 2021/22	937,839	926,425		 Q2 20/21 784,708	Electricity = 591,880 (49 properties/services) Gas = 345,959 (11 properties) In Q1 2020/21, the DCO accounted for 7.5% of total energy consumption. This increased to 13.1% in Q1 2021/22. Following a national lockdown that commenced in March 2020, the DCO's heating/air conditioning system were set back or switched off, resulting in energy savings in the first quarter of 2020/21. Whereas, for the same period in 2122 the systems were switched on to accommodate staff having to work from the office. In addition, we experienced a cold April.
2	MI P&R 001	Percentage of raised sales invoices due for payment that have been paid	Sept 2021	83.58%	97%		 Sept 20 72.96%	As of 30 September 2021: Total value of invoices raised by NHDC - £4,420,689 Total value of invoices raised by NHDC that were not due for payment yet - £303,771 Total value of payments received for invoices raised by NHDC - £3,440,920 Collection rates are falling below target; however, we are showing an improving position month on month. The Governments moratorium with regard to collection of commercial rents continues to impact on our performance.

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	Sept 2021	55.90%	53.5%		 Sept 20 55.98%	£54,958,963/£98,313,492 Collection rates are slightly down on this time last year due to fewer available court dates for recovery, and payment instalments being pushed into February and March to assist Council taxpayers.
4	BV 10	Percentage of NNDR collected in year	Sept 2021	49.68%	51.5%		 Sept 20 50.98%	£15,972,448/£32,149,091 Collection rates are currently under target due to fewer available court dates for recovery and payment instalments being pushed into Feb and March to assist Businesses.
<b>Leader of the Council</b>								
5	BV 12a	Working days lost due to short-term sickness absence per FTE employee	Sept 2021	1.44	1.58		 Sept 20 1.02	442.48 FTE short-term sickness days 307.58 average FTEs Previously provided LGA Workforce Benchmarking Survey data is currently not available for North Herts Council, as this was not provided in year. This is due to re-commence with Q2 2021/22 data.





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	Sept 2021	1.89	Not Applicable		 Sept 20 1.51	582.52 FTE long-term sickness days 307.58 average FTEs Previously provided LGA Workforce Benchmarking Survey data is currently not available for North Herts Council as this was not provided in year. This is due to re-commence with Q2 2021/22 data.						
<b>Executive Member for Housing and Environmental Health</b>														
7	REG 1	Rate of homelessness prevention	Q2 2021/22	49.37%	Not Applicable		 Q2 20/21 68.47%	During Q1-Q2 2021/22, there were 79 cases where a Prevention Duty ended. Of these, 39 ended with a positive outcome, i.e., where homelessness was prevented. The success rate for Q2 was 60% (24/40) but the cumulative position has been brought down by the low Q1 figure of 38% (15/39). This is partly due to a significantly higher proportion of households threatened with homelessness from the private rented sector (following the ending of the eviction ban) which is typically more challenging to rescue due to high rents and relatively low incomes. 26 cases went on to be owed a Relief Duty. <b>Hertfordshire Benchmarking</b> Source: HCLIC Percentage of Prevention Duty positive outcomes Rolling average for latest four quarters <table border="1"> <thead> <tr> <th>Period</th> <th>North Herts</th> <th>Hertfordshire</th> </tr> </thead> <tbody> <tr> <td>Q4 2020/21</td> <td>71%</td> <td>46%</td> </tr> </tbody> </table>	Period	North Herts	Hertfordshire	Q4 2020/21	71%	46%
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8	REG 2	Rate of homelessness relief	Q2 2021/22	26.60%	Not Applicable		 Q2 20/21 30.33%	During Q1-Q2 2021/22, there were 188 cases where a Relief Duty ended. Of these, 50 ended with a positive outcome, i.e., where the Relief Duty ended because						



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								<p>households were successfully rehoused. A further 63 cases were subsequently owed a main housing duty, under which the Council must provide suitable long-term accommodation.</p> <p><b>Breakdown of the 138 relief cases that ended in a non-accommodation outcome by reason:</b>  56 days elapsed – 101 households  Contact lost – 20  Application withdrawn/applicant deceased (category retired from Q2) – 9  Local connection referral accepted by other authority – 1  Applicant deceased (new from Q2) – 1  Withdrew application (new from Q2) - 6</p> <p><b>Final outcomes for the 101 cases where the Relief Duty ended because 56 days elapsed:</b>  Main housing duty owed – 63 households  Found to be not in priority need – 31  Found to be intentionally homeless – 5  Not homeless – 2</p> <p><b>Hertfordshire Benchmarking</b>  Source: HCLIC  Percentage of Relief Duty positive outcomes  Rolling average for latest four quarters</p> <table border="1"> <thead> <tr> <th><u>Period</u></th> <th><u>North Herts</u></th> <th><u>Hertfordshire</u></th> </tr> </thead> <tbody> <tr> <td>Q4 2020/21</td> <td>30%</td> <td>32%</td> </tr> </tbody> </table>	<u>Period</u>	<u>North Herts</u>	<u>Hertfordshire</u>	Q4 2020/21	30%	32%
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9	LI 035a	Number of households living in temporary accommodation	Q2 2021/22	99	Not Applicable		 Q2 20/21 98	99 households were in temporary accommodation as of 30 September 2021, of which, 21 were in hotel accommodation. <b>Hertfordshire Benchmarking</b> Source: HCLIC Number of households in temporary accommodation at the end of the period <b>Period</b> <b>North Herts</b> <b>Hertfordshire Average</b> Q4 2020/21    135                      118* *Excludes Stevenage as data unavailable.	
10	REG 3	Percentage of Environmental Health programmed inspections completed	Data collection and reporting is currently suspended.						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.
<b>Executive Member for Planning</b>									
11	DC 001a	Number of planning applications taken to appeal due to 'non-determination' within the statutory time period, which were allowed	Q2 2021/22	0	Not Applicable		 Q2 20/21 0	There was one appeal decision relating to non-determination of an application to vary a condition (i.e., not an application for planning permission) and this appeal was dismissed.	
12	DC 002	Number of planning applications where the fee has been refunded due to the application not being determined within 26 weeks	Q2 2021/22	0	0		 Q2 20/21 0	No fees have been refunded.	











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13	LI 032a	Number of allowed planning appeal decisions	Q2 2021/22	6	Not Applicable		 Q2 20/21 1	Out of 12 appeal decisions, six were allowed. The other appeals were dismissed. Of the six appeals allowed, five related to Member decisions that went against officer recommendations and one related to a decision that was in line with the officer recommendation.																								
<b>Executive Member for Environment and Leisure</b>																																
14	MI LI 015	Number of visits to leisure facilities	Sept 2021	411,330	208,075		 Sept 20 84,232	<table border="1"> <thead> <tr> <th>Facility</th> <th><u>2021/22</u></th> <th><u>2020/21</u></th> </tr> </thead> <tbody> <tr> <td>North Herts LC</td> <td>159,426</td> <td>34,292</td> </tr> <tr> <td>Fearnhill</td> <td>4,064</td> <td>158</td> </tr> <tr> <td>Letchworth OP</td> <td>32,187</td> <td>0</td> </tr> <tr> <td>Hitchin SC</td> <td>74,316</td> <td>14,441</td> </tr> <tr> <td>Archers</td> <td>43,221</td> <td>12,149</td> </tr> <tr> <td>Royston LC</td> <td>98,116</td> <td>23,192</td> </tr> <tr> <td></td> <td><b>411,330</b></td> <td><b>84,232</b></td> </tr> </tbody> </table>	Facility	<u>2021/22</u>	<u>2020/21</u>	North Herts LC	159,426	34,292	Fearnhill	4,064	158	Letchworth OP	32,187	0	Hitchin SC	74,316	14,441	Archers	43,221	12,149	Royston LC	98,116	23,192		<b>411,330</b>	<b>84,232</b>
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<b>Executive Member for Recycling and Waste Management</b>														
15	NI 191	Kg residual waste per household	Q2 2021/22	183kg	164kg		 Q2 20/21 200kg	<p>Still awaiting some tonnage data to be confirmed and therefore the reported figure may be subject to 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 most of the residual waste bin. However, communication work is still limited predominantly to social media.</p> <p>Disruption of food waste collections (one round dropped due to driver shortages) is likely to have affected the reported figure. Although residents were advised to keep food waste until the next collection, it is likely that some affected residents put their food waste in refuse bins or have lost confidence in the service.</p> <p><b>National Benchmarking</b>                      Source: LG Inform                      Latest Quarter - Three-Month Period                      Sample - Participating English district local authorities</p> <table border="0"> <tr> <td><b>Period</b></td> <td><b>North Herts</b></td> <td><b>Top Quartile</b></td> </tr> <tr> <td>Q1 2021/22</td> <td>92.93kg</td> <td>10.03kg to 93.35kg</td> </tr> </table> <p>North Herts ranked 8<sup>th</sup> out of 30 (1<sup>st</sup> Quartile)</p>	<b>Period</b>	<b>North Herts</b>	<b>Top Quartile</b>	Q1 2021/22	92.93kg	10.03kg to 93.35kg
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16	NI 192	Percentage of household waste sent for reuse, recycling, and composting	Q2 2021/22	59.80%	60%		 Q2 20/21 55.74%	See commentary for NI191. <b>National Benchmarking</b> Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities <table border="0"> <tr> <td><b>Period</b></td> <td><b>North Herts</b></td> <td><b>Top Quartile</b></td> </tr> <tr> <td>Q1 2021/22</td> <td>59.34%</td> <td>53.55% to 62.49%</td> </tr> </table> North Herts ranked 4 <sup>th</sup> out of 31 (1 <sup>st</sup> Quartile) Source: Lets Recycle 2019/20 - North Herts ranked 24 <sup>th</sup> out of 341.	<b>Period</b>	<b>North Herts</b>	<b>Top Quartile</b>	Q1 2021/22	59.34%	53.55% to 62.49%						
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17	FW 1	Overall tonnage of food waste collected	Q2 2021/22	2,358	Not Applicable		 Q2 20/21 1,737	In April 2020, there were no food waste collections. Therefore, this year is showing an increase as it includes a full 6 months.												
18	GW 1	Overall tonnage of garden waste collected	Q2 2021/22	6,736	Not Applicable		 Q2 20/21 5,462	In April 2020, there were also no garden waste collections. Period of wet and warm weather in Q1 has also led to the higher tonnage.												
19	PLA 01	Number of collections missed per 100,000 collections of domestic household waste	Sept 2021	54	Not Applicable		 Sept 20 85													
20	PLA 02	Number of reported missed domestic waste collections (valid complaints)	Sept 2021	2,132	Not Applicable		 Sept 20 2,772	<table border="0"> <tr> <td>April 2021</td> <td>546</td> </tr> <tr> <td>May 2021</td> <td>368</td> </tr> <tr> <td>June 2021</td> <td>427</td> </tr> <tr> <td>July 2021</td> <td>249</td> </tr> <tr> <td>August 2021</td> <td>284</td> </tr> <tr> <td>September 2021</td> <td>258</td> </tr> </table>	April 2021	546	May 2021	368	June 2021	427	July 2021	249	August 2021	284	September 2021	258
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21	PLA 03	Total number of domestic waste collections (figures vary according to the number of collection days in the month)	Sept 2021	3,943,345	Not Applicable		 Sept 20 3,246,093	April 2021 649,943 May 2021 587,001 June 2021 679,299 July 2021 662,595 August 2021 635,362 September 2021 729,145