2021/22 Quarter 3 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 – Q3 2021/22		Direction of Travel Summary – Q3 2021/22	
	**5** (Q2 = 4)		**10** (Q2 = 9)
	**3** (Q2 = 2)		**8** (Q2 = 9)
	**1** (Q2 = 3)		**2** (Q2 = 2)
	**11** (Q2 = 11)	N/A	**0** (Q2 = 0)

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	Q3 2021/22	1,608,214	1,722,862		 Q3 20/21 1,545,565	Electricity = 900,005 (49 properties/services) Gas = 708,209 (11 properties) The energy consumption for Q3 (three-month period) is lower than the previous two years. However, the year-to-date consumption is higher than this time last year, which is to be expected as the buildings move back into occupation. However, it's worth noting that consumption is down when compared to 2019/20 (pre-Covid). The district council office had solar PV installed towards the end of the third quarter, so this does not account for any reduction in consumption to Q3. A number of factors can impact energy usage across the portfolio, including temperature fluctuations from year to year and building use and occupation.
2	MI P&R 001	Percentage of raised sales invoices due for payment that have been paid	Dec 2021	95.57%	97%		 Dec 20 84.77%	As of 31 December 2021: Total value of invoices raised by NHC - £7,195,349 Total value of invoices raised by NHC that were not due for payment yet - £769,434 Total value of payments received for invoices raised by NHC - £6,141,335 Collection rates are slightly below target; however, we are showing an improving position on this time last year. The Governments moratorium regarding 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	Dec 2021	81.97%	81.5%		 Dec 20 82.13%	£80,546,429/£98,260,736
4	BV 10	Percentage of NNDR collected in year	Dec 2021	76.34%	78.5%		 Dec 20 77.67%	£24,591,191/£32,213,592 Although performance was below the target level at the end of Q3 2021/22, the position improved to above the target level with a positive direction of travel by the end of January 2022.

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
Leader of the Council								
5	BV 12a	Working days lost due to short-term sickness absence per FTE employee	Dec 2021	2.85	2.40		 Dec 20 1.50	889.51 FTE short-term sickness days 311.90 average FTEs **National Benchmarking** Source: LGA Workforce Survey Latest Quarter - Three-Month Period Sample - Participating English district local authorities **Period** / **North Herts** / **Top Quartile** Q2 2021/22 / 0.8 days / 0.0 to 0.6 days North Herts ranked joint 20th out of 52 (3rd Quartile) Prior to the pandemic short term absence levels were low, and levels declined further as the majority of employees were working from home. It is likely that the Covid restrictions and high levels of home working (and the subsequent lower levels of social contact) helped to reduce the number of sickness bugs and infections being passed between individuals. In 2021 absences started to increase again with case of the Covid 19 omicron variant being a significant factor from October onwards. In addition, we have also seen an increase in absences for common infections including colds, almost double the levels in 2020.

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	Dec 2021	2.59	Not Applicable		Dec 20 2.28	806.62 FTE long-term sickness days 311.90 average FTEs **National Benchmarking** Source: LGA Workforce Survey Latest Quarter - Three-Month Period Sample - Participating English district local authorities **Period** / **North Herts** / **Top Quartile** Q2 2021/22 / 1.0 days / 0.0 to 0.8 days North Herts ranked joint 21st out of 52 (2nd Quartile)
Executive Member for Housing and Environmental Health								
7	REG 1	Rate of homelessness prevention	Q3 2021/22	50.00%	Not Applicable		Q3 20/21 67.40%	During Q1-Q3 2021/22, there were 126 cases where a Prevention Duty ended. Of these, 63 ended with a positive outcome, i.e., where homelessness was prevented. The success rate for each quarter was Q1 38% (15/39), Q2 60% (24/40) and Q3 51% (24/47). 43 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 **Period** / **North Herts** / **Hertfordshire** Q2 2021/22 / 65% / 47%
8	REG 2	Rate of homelessness relief	Q3 2021/22	26.59%	Not Applicable		Q3 20/21 34.29%	During Q1-Q3 2021/22, there were 267 cases where a Relief Duty ended. Of these, 71 ended with a positive outcome, i.e., where the Relief Duty ended because households were successfully rehoused. A further 95 cases were subsequently owed a

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								main housing duty, under which the Council must provide suitable long-term accommodation. **Breakdown of the 196 relief cases that ended in a non-accommodation outcome by reason:** 56 days elapsed – 146 households Contact lost – 25 Application withdrawn/applicant deceased (category retired from Q2) – 10 No longer eligible – 1 Local connection referral accepted by other authority – 1 Applicant deceased (new from Q2) – 1 Withdrew application (new from Q2) - 12 **Final outcomes for the 146 cases where the Relief Duty ended because 56 days elapsed:** Main housing duty owed – 95 households Found to be not in priority need – 42 Found to be intentionally homeless – 6 Not homeless – 2 Awaiting decision - 1 **Hertfordshire Benchmarking** Source: HCLIC Percentage of Relief Duty positive outcomes Rolling average for latest four quarters **Period** **North Herts** **Hertfordshire** Q2 2021/22 28% 34%

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	Q3 2021/22	94	Not Applicable		Q3 20/21 120	94 households were in temporary accommodation as of 31 December 2021, of which, 17 were in hotel accommodation. **Hertfordshire Benchmarking** Source: HCLIC Number of households in temporary accommodation at the end of the period **Period** / **North Herts** / **Hertfordshire Average** Q2 2021/22 / 98 / 113
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. We intend to recommence the planned food inspection programme in accordance with guidance from the Food Standards Agency, recommencing inspections during Q1 2022.
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	Q3 2021/22	0	Not Applicable		Q3 20/21 0	Between April and December 2021, 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	Q3 2021/22	0	0		Q3 20/21 0	No fees have been refunded.

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13	LI 032a	Number of allowed planning appeal decisions	Q3 2021/22	9	Not Applicable		Q3 20/21 2	Out of 20 appeal decisions, nine were allowed. The other appeals were dismissed. Of the nine appeals allowed, five related to Member decisions that went against officer recommendations and four related to a decision that was in line with the officer recommendation.
Executive Member for Environment and Leisure								
14	MI LI 015	Number of visits to leisure facilities	Dec 2021	612,373	359,546		Dec 20 181,270	Facility / 2021/22 / 2020/21 North Herts LC 247,783 76,001 Fearnhill 5,854 845 Letchworth OP 32,187 0 Hitchin SC 109,408 28,830 Archers 67,632 24,143 Royston LC 149,509 51,451 **612,373** **181,270**

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
Executive Member for Recycling and Waste Management								
15	NI 191	Kg residual waste per household	Q3 2021/22	270kg	247kg		 Q3 20/21 293kg	The calculation of the Q3 figure includes some estimated tonnages, as we are still waiting for the actual tonnage data to be confirmed. Consumer habits continue to be affected by the pandemic, affecting both residual waste and recycling tonnages, and it is unlikely that the NI191 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 limited predominantly to social media. Working from home is likely to be a significant contributor to additional kg in NI191 reporting. For NI192 (reported below), Q4 performance will depend in part on whether we experience an early or late spring growing period. **National Benchmarking** Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities **Period** / **North Herts** / **Top Quartile** Q2 2021/22 / 90.30kg / 35.13kg to 95.04kg North Herts ranked 5th out of 32 (1st Quartile)

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16	NI 192	Percentage of household waste sent for reuse, recycling, and composting	Q3 2021/22	58.80%	58.5%		 Q3 20/21 56.25%	See commentary above for NI191. **National Benchmarking** Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities **Period** / **North Herts** / **Top Quartile** Q2 2021/22 / 59.29% / 55.16% to 62.28% North Herts ranked 4th out of 34 (1st Quartile) Source: Lets Recycle 2019/20 - North Herts ranked 24th out of 341.
17	FW 1	Overall tonnage of food waste collected	Q3 2021/22	3,410	Not Applicable		 Q3 20/21 2,921	Regarding the direction of travel, it should be noted that in April 2020, there were no food waste collections.
18	GW 1	Overall tonnage of garden waste collected	Q3 2021/22	8,757	Not Applicable		 Q3 20/21 7,714	Regarding the direction of travel, it should be noted that in April 2020, there were no garden waste collections.
19	PLA 01	Number of collections missed per 100,000 collections of domestic household waste	Dec 2021	50	Not Applicable		 Dec 20 79	
20	PLA 02	Number of reported missed domestic waste collections (valid complaints)	Dec 2021	2,916	Not Applicable		 Dec 20 4,068	April 2021 546 May 2021 368 June 2021 427 July 2021 249 August 2021 284 September 2021 258 October 2021 368 November 2021 182 December 2021 234

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
21	PLA 03	Total number of domestic waste collections (figures vary according to the number of collection days in the month)	Dec 2021	5,827,314	Not Applicable		 Dec 20 5,151,109	April 2021 649,943 May 2021 587,001 June 2021 679,299 July 2021 662,595 August 2021 635,362 September 2021 729,145 October 2021 617,761 November 2021 642,433 December 2021 623,775