










2021/22 Quarter 4 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 – Q4 2021/22		Direction of Travel Summary – Q4 2021/22	
	7 (Q3 = 5)		13 (Q3 = 10)
	1 (Q3 = 3)		5 (Q3 = 8)
	1 (Q3 = 1)		2 (Q3 = 2)
	11 (Q3 = 11)	N/A	0 (Q3 = 0)


Reporting for one indicator (REG3) is currently suspended.





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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 2021/22	2,348,820	2,459,550		 Q4 20/21 2,368,593	Electricity = 1,202,491 Gas = 1,146,329
2	MI P&R 001	Percentage of raised sales invoices due for payment that have been paid	Mar 2022	97.02%	97%		 Mar 21 92.50%	As of 31 March 2022: Total value of invoices raised by NHC - £9,958,803 Total value of invoices raised by NHC that were not due for payment yet - £554,540 Total value of payments received for invoices raised by NHC - £9,123,974
3	BV 9	Percentage of council tax collected in year	Mar 2022	97.43%	95%		 Mar 21 97.37%	£95,639,384/£98,157,952
4	BV 10	Percentage of NNDR collected in year	Mar 2022	96.98%	93%		 Mar 21 94.75%	£31,293,949/£32,267,576





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	Mar 2022	4.22	3.50		 Mar 21 2.13	1,311.49 FTE short-term sickness days 310.79 average FTEs National Benchmarking Source: LGA Workforce Survey Latest Quarter - Three-Month Period Sample - Participating English district local authorities <table border="0"> <tr> <td>Period</td> <td>North Herts</td> <td>Top Quartile</td> </tr> <tr> <td>Q2 2021/22</td> <td>0.8 days</td> <td>0.0 to 0.6 days</td> </tr> </table> North Herts ranked joint 20 th out of 52 (3 rd Quartile) 2021/22 has seen an increase in short-term sickness absence and the levels have reached a higher rate than in recent years. Prior to the pandemic, short-term absence levels were low, with further decline as we moved into the period of restrictions and homeworking. 2021/22 saw a reduction in Covid-19 restrictions and with this, short-term absence increased. Covid-19 and common infections have been a significant factor in this increase which is likely to relate to the increased social interaction in the latter part of the year and very high numbers of Covid-19 cases in the community.	Period	North Herts	Top Quartile	Q2 2021/22	0.8 days	0.0 to 0.6 days
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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	Mar 2022	3.42	Not Applicable		 Mar 21 3.08	1,062.09 FTE long-term sickness days 310.79 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 21 st out of 52 (2 nd Quartile)
Executive Member for Housing and Environmental Health								
7	REG 1	Rate of homelessness prevention	Q4 2021/22	56.99%	Not Applicable		 Q4 20/21 70.61%	During 2021/22, there were 186 cases where a Prevention Duty ended. Of these, 106 ended with a positive outcome i.e., where homelessness was prevented. 53 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 Q3 2021/22 61% 47%
8	REG 2	Rate of homelessness relief	Q4 2021/22	25.57%	Not Applicable		 Q4 20/21 30.59%	During 2021/22, there were 348 cases where a Relief Duty ended. Of these, 89 ended with a positive outcome i.e., where the Relief Duty ended because households were successfully rehoused. A further 127 cases were subsequently owed a main housing duty, under which the Council must provide suitable long-term accommodation.

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
								<p>Breakdown of the 259 relief cases that ended in a non-accommodation outcome by reason: 56 days elapsed – 195 households Contact lost – 33 Application withdrawn/applicant deceased (category retired from Q2) – 10 No longer eligible – 1 Local connection referral accepted by other authority – 2 Applicant deceased (new from Q2) – 1 Withdrew application (new from Q2) - 17</p> <p>Final outcomes for the 195 cases where the Relief Duty ended because 56 days elapsed: Main housing duty owed – 127 households Found to be not in priority need – 58 Found to be intentionally homeless – 6 Not homeless – 2 Lost contact prior to assessment – 1 Awaiting decision - 1</p> <p>Hertfordshire Benchmarking 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>Q3 2021/22</td> <td>25%</td> <td>34%</td> </tr> </tbody> </table>	<u>Period</u>	<u>North Herts</u>	<u>Hertfordshire</u>	Q3 2021/22	25%	34%
<u>Period</u>	<u>North Herts</u>	<u>Hertfordshire</u>												
Q3 2021/22	25%	34%												
9	LI 035a	Number of households living in temporary accommodation	Q4 2021/22	104	Not Applicable		<p>↑ Q4 20/21 136</p>	<p>104 households were in temporary accommodation as at 31 March 2022, of which, 15 were in hotel accommodation.</p> <p>Hertfordshire Benchmarking Source: HCLIC Number of households in temporary accommodation at the end of the period</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>Q3 2021/22</td> <td>85</td> <td><u>Average</u> 107</td> </tr> </tbody> </table>	<u>Period</u>	<u>North Herts</u>	<u>Hertfordshire</u>	Q3 2021/22	85	<u>Average</u> 107
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10	REG 3	Percentage of Environmental Health programmed inspections completed						Reporting of REG3 data is still suspended due to resources being diverted to Covid related work and covering long-term sickness absence. In addition, we are currently recruiting to vacant posts. We recommenced the planned food inspection programme during Q1 2022, in accordance with guidance from the Food Standards Agency. From 2022/23, REG3 will no longer be reported as a corporate indicator and so should reporting recommence when resourcing has returned to a "business-as-usual" position, this will be at a service-level only.
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	Q4 2021/22	0	Not Applicable		 Q4 20/21 0	Between April 2021 and March 2022, 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	Q4 2021/22	0	0		 Q4 20/21 0	No fees have been refunded.

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13	LI 032a	Number of allowed planning appeal decisions	Q4 2021/22	11	Not Applicable		 Q4 20/21 3	Out of 27 appeal decisions, 11 were allowed. The other appeals were dismissed. Of the 11 appeals allowed, 7 related to Member decisions that went against officer recommendations and 4 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	Mar 2022	858,655	585,334		 Mar 21 181,270	<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>347,327</td> <td>76,001</td> </tr> <tr> <td>Fearnhill</td> <td>8,213</td> <td>845</td> </tr> <tr> <td>Letchworth OP</td> <td>32,187</td> <td>0</td> </tr> <tr> <td>Hitchin SC</td> <td>157,664</td> <td>28,830</td> </tr> <tr> <td>Archers</td> <td>98,942</td> <td>24,143</td> </tr> <tr> <td>Royston LC</td> <td>214,322</td> <td>51,451</td> </tr> <tr> <td></td> <td>858,655</td> <td>181,270</td> </tr> </tbody> </table>	Facility	<u>2021/22</u>	<u>2020/21</u>	North Herts LC	347,327	76,001	Fearnhill	8,213	845	Letchworth OP	32,187	0	Hitchin SC	157,664	28,830	Archers	98,942	24,143	Royston LC	214,322	51,451		858,655	181,270
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Executive Member for Recycling and Waste Management														
15	NI 191	Kg residual waste per household	Q4 2021/22	356kg	335kg		 Q4 20/21 386kg	(20,982.36 tonnes / 58,941) * 1,000 The kg per household has dropped significantly this year. However, consumer habits continue to be affected post pandemic, affecting both residual waste and recycling tonnages. It is likely that going forward, achievement of NI191 targets will remain challenging, with additional packaging waste from home deliveries continuing. 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. National Benchmarking Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities <table border="0"> <thead> <tr> <th><u>Period</u></th> <th><u>North Herts</u></th> <th><u>Top Quartile</u></th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>87.13kg</td> <td>40.00kg to 93.45kg</td> </tr> </tbody> </table> North Herts ranked 5 th out of 35 (1 st Quartile)	<u>Period</u>	<u>North Herts</u>	<u>Top Quartile</u>	Q3 2021/22	87.13kg	40.00kg to 93.45kg
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16	NI 192	Percentage of household waste sent for reuse, recycling, and composting	Q4 2021/22	57.75%	57.5%		 Q4 20/21 55.66%	(28,683.19 tonnes / 49,665.54 tonnes) * 100 We are still waiting for some year-end tonnage data to be confirmed, and the reported figure currently includes some estimates. When the actual tonnage is received, it will only change the currently reported figure marginally. National Benchmarking Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities <table border="0"> <tr> <td>Period</td> <td>North Herts</td> <td>Top Quartile</td> </tr> <tr> <td>Q3 2021/22</td> <td>55.61%</td> <td>50.73% to 59.03%</td> </tr> </table> North Herts ranked 3 rd out of 38 (1 st Quartile)	Period	North Herts	Top Quartile	Q3 2021/22	55.61%	50.73% to 59.03%
Period	North Herts	Top Quartile												
Q3 2021/22	55.61%	50.73% to 59.03%												
17	FW 1	Overall tonnage of food waste collected	Q4 2021/22	4,662	Not Applicable		 Q4 20/21 4,254	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	Q4 2021/22	10,223	Not Applicable		 Q4 20/21 9,095	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	Mar 2022	45	Not Applicable		 Mar 21 81							

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20	PLA 02	Number of reported missed domestic waste collections (valid complaints)	Mar 2022	3,466	Not Applicable		 Mar 21 5,697	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 January 2022 163 February 2022 162 March 2022 225
21	PLA 03	Total number of domestic waste collections (figures vary according to the number of collection days in the month)	Mar 2022	7,751,382	Not Applicable		 Mar 21 7,052,965	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 January 2022 682,338 February 2022 593,007 March 2022 648,723