NORTH HERTFORDSHIRE
DISTRICT COUNCIL

2017/18 Year-End PI Data

In 2017/18, NHDC reported 27 corporate performance indicators. This report presents the **red and amber** performance indicators, as well as the **Homelessness indicators**, and displays the latest month or quarter that officers have updated and activated on Pentana – formerly known as Covalent. The full report can be found on the intranet at the following location.
http://intranet.north-herts.gov.uk/home/doing-business/performance-and-risk-management/performance-management

2017/18 data for one performance indicator, CP LI045 (Percentage of house building on brown field sites), will not be available until later in 2018. Therefore, the report excludes this indicator. Officers will report 2017/18 data for CP LI045 to the Overview and Scrutiny Committee at the earliest opportunity. Performance indicator data is cumulative and represents performance between 1 April 2017 and 31 March 2018. The report will indicate if any performance indicator data relates to a different reporting period.

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

Status Summary		Direction of Travel Summary	
✅	8	⬆	10
🔺	3	⬇	14
🔴	2	➖	2
📈	13		

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
Leader of the Council								
5	BV 12	Working days lost due to sickness absence per FTE employee	March 2018	6.15	Not Applicable		Mar 17 5.65	1,730.34 FTE sickness days 281.41 average FTEs **LG Inform Benchmarking Data:** Latest Quarter - Three-Month Period Sample - Participating English district local authorities **Period** **NHDC** **Top Quartile** Q3 2017/18 2.0 days 0.7 to 1.9 days NHDC ranked joint 18th out of 60 (Second Quartile)
6	BV 12a	Working days lost due to short-term sickness absence per FTE employee	March 2018	3.92	3.50		Mar 17 3.61	1103.66 FTE short-term sickness days 281.41 average FTEs 3.5 days proved to be a challenging year-end target for short-term absence. Short-term absence rose due to the harsh winter and an increase in severe cold and flu related absences.
7	BV 12b	Working days lost due to long-term sickness absence per FTE employee	March 2018	2.23	Not Applicable		Mar 17 2.03	626.68 FTE long-term sickness days 281.41 average FTEs

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
Executive Member for Housing and Environmental Health								
9	LI 035	Number of households accepted by the Council as homeless	Q4 2017/18	61	Not Applicable		Q4 16/17 76	Q1 2017/18 – 14 Q2 2017/18 – 13 Q3 2017/18 – 19 Q4 2017/18 - 15 Main reason for loss of last settled home: - Parents, other relatives or friends no longer willing or able to accommodate – **21** - Non-violent breakdown of relationship with partner – **5** - Violent breakdown of relationship involving partner – **12** - Violent breakdown of relationship involving associated persons – **1** - Other forms of violence - **1** - Rent arrears on private sector dwellings - **2** - Loss of rented or tied accommodation due to termination of assured shorthold tenancy – **17** - Loss of rented or tied accommodation due to other reasons – **2**
10	LI 035a	Number of households living in temporary accommodation	Q4 2017/18	67	Not Applicable		Q4 16/17 73	67 as at the end of March 2018, which included no placements in bed and breakfast accommodation. This was the total number of households accommodated under the relevant legislation by the Council, although placement was with a third party.
11	LI 036	Number of households who had potential homelessness prevented	Q4 2017/18	124	Not Applicable		Q4 16/17 161	124, of which five moved in to social housing. This is the number of households who felt they were threatened with homelessness who did not become homeless through intervention by the Council.

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
12	LI 037	Percentage of customers satisfied with the services provided by the Housing & Public Protection Service	2017/18	89.6%	90%	🔴	⬇️ 2016/17 92.6%	69 out of 77 The target was missed by just less than 0.4%. Nonetheless, the outcome still shows an overwhelmingly high satisfaction level with services provided by the Housing & Public Protection Service.

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
Executive Member for Planning and Enterprise								
4	NI 157e	Percentage of all planning applications determined within the relevant statutory or agreed time periods	Q4 2017/18	79.69%	83%	🔴	Q4 16/17 87.12%	Majors 43 out of 48 Minors 184 out of 251 Others 800 out of 967 Applications not included in the categories above 782 out of 1,004 overall figure of 79.69% (1,809 out of 2,270) Development Management performance has been affected this year by technical and staffing issues. In the autumn of 2017, a new IT system was introduced for the Development Management service, migrating from Acolaid to Uniform. During the transition phase (approximately two weeks), no new applications could be registered. This led to a considerable backlog of new applications being registered, impacting on performance, as did the implementation phase of the new system.. The number and complexity of applications has increased significantly and there have been 2 vacancies and 1 maternity leave in Development Management over the last few months. The vacancies have been through a recruitment process and offers made to two new permanent full time career grade planning officers.The new IT system has bedded in, reducing the backlog of applications. Overall performance should now improve.

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
Executive Member for Waste Management, Recycling and Environment								
25	NI 191	Kg residual waste per household	March 2018	371kg	360kg	⚠	⬇ Mar 17 355kg	**LG Inform Benchmarking Data:** Latest Quarter - Three-Month Period Sample - Participating English district local authorities **Period** **NHDC** **Top Quartile** Q3 2017/18 95.62kg 62.90kg to 98.39kg NHDC ranked 9th out of 42 (Top Quartile)
26	NI 192	Percentage of household waste sent for reuse, recycling and composting	March 2018	57.09%	60%	⚠	⬇ Mar 17 59.03%	**LG Inform Benchmarking Data:** Latest Quarter - Three-Month Period Sample - Participating English district local authorities **Period** **NHDC** **Top Quartile** Q3 2017/18 55.50% 52.78% to 60.37% NHDC ranked 7th out of 51 (Top Quartile)