







## 2018/19 Quarter 1 PI Data




For 2018/19, NHDC will report 21 corporate performance indicators. This report presents the **red and amber** performance indicators, as well as other indicators to note, 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>








Performance indicator data is cumulative and represents performance between 1 April 2018 and the end of the latest reporting period. The report will indicate if any performance indicator data relates to a different reporting period. Where available, National Benchmarking data is included in the Commentary for indicators, and when targets are set, National minimum requirements will be taken into account.







### 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





### Summaries







Status Summary		Direction of Travel Summary	
	8		4
	2		11
	2		2
	9	Not Applicable	4

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
<b>Leader of the Council</b>								
5	BV 12	Working days lost due to overall sickness absence per FTE employee (both short term and long term)	June 2018	1.71	Not Applicable		 June 17 0.74	482.89 FTE sickness days 282.23 average FTEs <b>National Benchmarking</b> Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities <b>Period</b> <b>NHDC</b> <b>Top Quartile</b> Q4 2017/18    2.4 days            0.6 to 2.1 days NHDC ranked joint 26th out of 55 (Second Quartile)
6	BV 12a	Working days lost due to short-term sickness absence per FTE employee	June 2018	0.83	0.78		 June 17 0.51	234.98 FTE short-term sickness days 282.23 average FTEs  The June 2018 figure is the highest rate of short-term sickness absence in five years. Sickness monitoring reports are being compiled by service area in order to identify any patterns/ recurrences and inform decision making. These breakdowns will be available from the end of August.
7	BV 12b	Working days lost due to long-term sickness absence per FTE employee	June 2018	0.88	Not Applicable		 June 17 0.23	247.91 FTE long-term sickness days 282.23 average FTEs

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
<b>Executive Member for Housing and Environmental Health</b>								
8	LI 034	Percentage of Environmental Health and Licensing programmed inspections completed	Q1 2018/19	66.0%	95%		 Q1 17/18 98.9%	<p>Officers completed 93 out of the 141 planned inspections.</p> <p>Inspections not completed:</p> <ul style="list-style-type: none"> <li>- 2 Food Safety inspections</li> <li>- 1 Caravan Sites inspection</li> <li>- 2 House in Multiple Occupation (HMO) inspections</li> <li>- 41 Licensing Act 2003 inspections</li> <li>- 2 Taxi Licensing inspections</li> </ul> <p>There has been a significant shortfall on licensing inspections in Q 1, primarily due to unforeseen work demands associated with licence hearings and festivals. In order to reduce the likelihood of this happening in future, the service area is putting together a work programme to ensure adequate resources are available when required.</p>
9	LI 035a	Number of households living in temporary accommodation	Q1 2018/19	83	Not Applicable		 Q1 17/18 80	<p>83 as at the end of June 2018, including four 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.</p> <p><b>National Benchmarking – Currently not available</b></p>

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
10	REG 1	Rate of homelessness prevention	Q1 2018/19	50%	Not Applicable		Not Applicable	REG1 is a new performance indicator for 2018/19. Prevention Duty ended for 24 cases in Q1 2018/19. Of these, 12 cases ended with a positive outcome. 11 of the 12 other cases went on to be owed a Relief Duty, of which six had outcomes in Q1 2018/19 and have also been included in the return for REG2 (Rate of homelessness relief). <b>National Benchmarking – Currently not available.</b>
11	REG 2	Rate of homelessness relief	Q1 2018/19	56%	Not Applicable		Not Applicable	REG2 is a new performance indicator for 2018/19. Relief Duty ended for 25 cases in Q1 2018/19. Of these, 14 cases ended with a positive outcome. <b>National Benchmarking – Currently not available.</b>

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
<b>Executive Member for Planning, Enterprise and Transport</b>								
13	NI 157e	Percentage of all planning applications determined within the relevant statutory or agreed time periods	Q1 2018/19	75.49%	81.5%		 Q1 17/18 86.58%	<p><u>Majors</u> 13 out of 16</p> <p><u>Minors</u> 47 out of 69</p> <p><u>Others</u> 236 out of 274</p> <p><u>Applications not included in the categories above</u> 129 out of 204</p> <p>This gives an overall figure of 75.49% (425 out of 563)</p> <p>We have transitioned from staff shortages to a full team. New members of the team have picked up some very old cases and determined these outside of the relevant periods. Performance should now improve as the backlog is reduced and new staff gain a larger workload.</p> <p>DC001a and DC002 PI's show that although cases have been determined outside the statutory period, zero appeals or refunds to customers have been made as a consequence.</p>
14	DC 001a	Number of planning applications taken to appeal due to 'non-determination' within the statutory time period, which were allowed	Q1 2018/19	0	Not Applicable		 Q1 17/18 0	<p>During April 2018 to June 2018, no appeal decisions (allowed or dismissed) related to appeals that were submitted due to non-determination within the statutory time period.</p>

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
15	DC 002	Number of planning applications where the fee has been refunded due to the application not being determined within 26 weeks	Q1 2018/19	0	0		 Q1 17/18 0							
<b><u>Executive Member for Waste, Recycling and Environment</u></b>														
18	NI 191	Kg residual waste per household	June 2018	96kg	90kg		 June 17 92kg	<b>National Benchmarking</b> Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities <table border="0"> <tr> <td><b><u>Period</u></b></td> <td><b><u>NHDC</u></b></td> <td><b><u>Top Quartile</u></b></td> </tr> <tr> <td>Q4 2017/18</td> <td>97.45kg</td> <td>66.58kg to 97.38kg</td> </tr> </table> NHDC ranked 11th out of 39 (Second Quartile)	<b><u>Period</u></b>	<b><u>NHDC</u></b>	<b><u>Top Quartile</u></b>	Q4 2017/18	97.45kg	66.58kg to 97.38kg
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Q4 2017/18	97.45kg	66.58kg to 97.38kg												
20	FW 1	Overall tonnage of food waste collected	June 2018	688	Not Applicable		Not Applicable							
21	GW 1	Overall tonnage of garden waste collected	June 2018	4,220	Not Applicable		Not Applicable							