







## 2018/19 Quarter 2 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 period that officers have updated and activated on Pentana Performance. 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 (Q1 – 8)		3 (Q1 – 4)
	0 (Q1 – 2)		11 (Q1 – 11)
	4 (Q1 – 2)		3 (Q1 – 2)
	9 (Q1 – 9)	Not Applicable	4 (Q1 – 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 <b>overall</b> sickness absence per FTE employee (both short-term and long-term)	September 2018	3.60	Not Applicable		↓ Sept 17 1.86	1008.96 FTE sickness days 280.21 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> Q1 2018/19    1.7 days            0.5 to 1.5 days NHDC ranked joint 19th out of 51 (Second Quartile)
6	BV 12a	Working days lost due to short-term sickness absence per FTE employee	September 2018	1.82	1.58		↓ Sept 17 1.35	510.46 FTE short-term sickness days 280.21 average FTEs There has been a good take up of the annual Flu vaccinations.
7	BV 12b	Working days lost due to long-term sickness absence per FTE employee	September 2018	1.78	Not Applicable		↓ Sept 17 0.51	498.50 FTE long-term sickness days 280.21 average FTEs There has been a higher caseload of long-term absence, with more serious illnesses of our staff and members of their family. Regrettably, this has resulted in some sad losses.









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	Q2 2018/19	84.5%	95%		 Q2 17/18 87.2%	Officers completed 262 out of the 310 planned inspections. Inspections not completed: - 15 Food Safety inspections - 3 Caravan Sites inspections - 6 House in Multiple Occupation (HMO) inspections - 4 Industrial Installations inspections - 5 Animal Establishments inspections - 4 Gambling Act 2005 inspections - 2 Scrap Metal inspections - 9 Taxi Licensing inspections Overall, the inspection performance has improved significantly from Q1 (66%), albeit that it is still below target. The licensing inspection performance, in particular, has recovered well from the Q1 outcome and now stands at 84.6%. This might have been higher but for work pressures preparing for the new animal licensing regime that came into effect from 1 October. As part of the post restructure measures, the SDL&C/Licensing Manager will be reviewing the PI with the Executive Member, so that it records all inspections undertaken and better reflects priority ones. In the meantime, licensing shall re-focus on inspections for Q3 (subject to any influx of applications). The inspection performance by the environmental health service was below target in Q2 due to other work demands but remedial steps have been taken to address this. It is expected that the overall performance will meet the target by the year-end.





2018/19 Quarter 2 PI Data

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
9	REG 1	Rate of homelessness prevention	Q2 2018/19	56.25%	Not Applicable		Not Applicable	REG1 is a new performance indicator for 2018/19. 64 cases where a Prevention Duty ended during Q1 and Q2 2018/19 - 36 cases (56.25%) ended with a positive outcome. Of the remaining cases, 22 went on to be owed a Relief Duty, of which nine had outcomes in Q1 and Q2 2018/19. These have also been included in the return for REG2 (Rate of homelessness relief). <b>National Benchmarking</b> – awaiting first release of new H-CLIC homelessness data
10	REG 2	Rate of homelessness relief	Q2 2018/19	35.11%	Not Applicable		Not Applicable	REG2 is a new performance indicator for 2018/19. 94 cases where a Relief Duty ended during Q1 and Q2 2018/19 - of these, 33 cases (35.11%) ended with a positive outcome. <b>National Benchmarking</b> – awaiting first release of new H-CLIC homelessness data
11	LI 035a	Number of households living in temporary accommodation	Q2 2018/19	76	Not Applicable		 Q2 17/18 76	76 as at the end of September 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. <b>National Benchmarking</b> – awaiting first release of new H-CLIC homelessness data



Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
<b>Executive Member for Planning, Enterprise and Transport</b>														
12	NI 157ai	Percentage of major planning applications determined within the relevant statutory or agreed time periods	Q2 2018/19	77.27%	80%		 Q2 17/18 100%	<p>17 out of 22 major applications were determined within the relevant statutory or agreed time periods.</p> <p>Whilst officers always seek to agree extended time scales with the applicant this is not always possible, as this is sometimes seen incorrectly as agreeing to delaying the application. This PI should be cross referenced with DC001a and DC002. As can be seen no applicants appealed to the Inspectorate with regard non-determination and no fees were returned.</p> <p><b>National Benchmarking</b>                      Source: LG Inform                      Latest Year – Full Year                      Sample – All English district local authorities</p> <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>2017/18</td> <td>85%</td> <td>96% to 100%</td> </tr> </table> <p>NHDC ranked joint 126th out of 201 (Third Quartile)</p>	<b><u>Period</u></b>	<b><u>NHDC</u></b>	<b><u>Top Quartile</u></b>	2017/18	85%	96% to 100%
<b><u>Period</u></b>	<b><u>NHDC</u></b>	<b><u>Top Quartile</u></b>												
2017/18	85%	96% to 100%												

2018/19 Quarter 2 PI Data

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
13	NI 157e	Percentage of all planning applications determined within the relevant statutory or agreed time periods	Q2 2018/19	78.92%	82%		 Q2 17/18 80.16%	<p><u>Majors</u> 17 out of 22</p> <p><u>Minors</u> 91 out of 132</p> <p><u>Others</u> 505 out of 583</p> <p><u>Applications not included in the categories above</u> 364 out of 501</p> <p>This gives an overall figure of 78.92% (977 out of 1,238)</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 the new staff gain a larger workload. This has been shown by the improvement from Q1 (75.49%)</p>
14	DC 001a	Number of planning applications taken to appeal due to 'non-determination' within the statutory time period, which were allowed	Q2 2018/19	0	Not Applicable		 Q2 17/18 0	During April 2018 to September 2018, no appeal decisions (allowed or dismissed) related to appeals that were submitted due to non-determination within the statutory time period.
15	DC 002	Number of planning applications where the fee has been refunded due to the application not being determined within 26 weeks	Q2 2018/19	0	0		 Q2 17/18 0	No fees have been refunded.
16	LI 032a	Number of allowed planning appeal decisions	Q2 2018/19	1	Not Applicable		 Q2 17/18 3	1 of 8 appeals allowed (12.5%), there are no policy implications to this decision.

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
<b>Executive Member for Waste, Recycling and Environment</b>														
18	NI 191	Kg residual waste per household	September 2018	175kg	179kg		 Sept 17 180kg	<p>Q2 2018/19 return is currently a provisional figure, as full Q2 data is unavailable for a number of waste streams.</p> <p><b>National Benchmarking</b> Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities</p> <table border="1"> <thead> <tr> <th>Period</th> <th>NHDC</th> <th>Top Quartile</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>95.33kg*</td> <td>68.07kg to 96.53kg</td> </tr> </tbody> </table> <p>NHDC ranked 7th out of 36 (Top Quartile)</p>	Period	NHDC	Top Quartile	Q1 2018/19	95.33kg*	68.07kg to 96.53kg
Period	NHDC	Top Quartile												
Q1 2018/19	95.33kg*	68.07kg to 96.53kg												
19	NI 192	Percentage of household waste sent for reuse, recycling and composting	September 2018	58.35%	58%		 Sept 17 60.65%	<p>Q2 2018/19 return is currently a provisional figure, as full Q2 data is unavailable for a number of waste streams.</p> <p><b>National Benchmarking</b> Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities</p> <table border="1"> <thead> <tr> <th>Period</th> <th>NHDC</th> <th>Top Quartile</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>58.99%*</td> <td>57.43% to 66.28%</td> </tr> </tbody> </table> <p>NHDC ranked 7th out of 38 (Top Quartile)</p>	Period	NHDC	Top Quartile	Q1 2018/19	58.99%*	57.43% to 66.28%
Period	NHDC	Top Quartile												
Q1 2018/19	58.99%*	57.43% to 66.28%												

2018/19 Quarter 2 PI Data

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
20	FW 1	Overall tonnage of food waste collected	September 2018	2,369	Not Applicable		Not Applicable	No targets were set for 2018/19, as the first year of the new performance indicators and contract will be used to establish baseline data. The combined food and garden waste tonnage for April to September 2017 was 9,587 tonnes.
21	GW 1	Overall tonnage of garden waste collected	September 2018	5,647	Not Applicable		Not Applicable	

Waste – only provisional figures – some information currently being queried with HCC.

Recycling targets were reduced for this year (from 60% to 55%) to pick up the anticipated teething problems with the waste contract, maybe more achievable now.

NI 191 – no change in target – still 360kg

NI192 – reduced from 60% to 55%