










2018/19 Quarter 3 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		Direction of Travel	
	Data value has met or exceeded the target figure		Data value has improved compared with the same time last year
	Data value has not achieved the target figure but it is within the agreed tolerance range		Data value has deteriorated compared with the same time last year
	Data value has not achieved the target figure and it is outside the agreed tolerance range		Data value has not changed compared with the same time last year
	Data value is for information only and a traffic light status is not applicable		



Summaries



Status Summary		Direction of Travel Summary	
	7 (Q2 – 8)		3 (Q2 – 3)
	3 (Q2 – 0)		12 (Q2 – 11)
	2 (Q2 – 4)		2 (Q2 – 3)
	9 (Q2 – 9)	Not Applicable	4 (Q2 – 4)



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 overall sickness absence per FTE employee (both short-term and long-term)	December 2018	4.98	Not Applicable		 Dec 17 3.81	1410.61 FTE sickness days 283.13 average FTEs National Benchmarking Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities Period NHDC Top Quartile Q2 2018/19 1.9 days 0.4 to 1.4 days NHDC ranked joint 25th out of 57 (Second Quartile)
6	BV 12a	Working days lost due to short-term sickness absence per FTE employee	December 2018	2.65	2.40		 Dec 17 2.48	750.03 FTE short-term sickness days 283.13 average FTEs Since October 2018, following the Senior Manager changes, we have absence data by Service Director areas. The highest short-term absence rates are in the Place and Customers SD areas. Service Directors will be advised to have a look into what might be the reasons for this. However, November and December short-term absence rates were very low for the winter months at 0.29 and 0.20 respectively. The highest number of days lost in a single month was July. Over the last two months, long-term absence had also dropped to 0.08 and 0.09, which helps the BV12 overall absence figure of 4.98. 2.43 absence days were lost in January to March 2018, so we can forecast a BV12 year-end figure of 7.41 days per FTE. On short-term absence, 1.5 days were lost in the same

								months and so the year-end forecast rate for BV12a is 4.15 days lost per FTE.
7	BV 12b	Working days lost due to long-term sickness absence per FTE employee	December 2018	2.33	Not Applicable		 Dec 17 1.33	660.58 FTE long-term sickness days 283.13 average FTEs
Executive Member for Housing and Environmental Health								
8	LI 034	Percentage of Environmental Health programmed inspections completed	Q3 2018/19	93.6%	95%		 Q3 17/18 93.8%	Officers completed 480 out of the 513 planned inspections. Inspections not completed: - 2 Food Safety inspections - 7 Caravan Sites inspections - 5 House in Multiple Occupation (HMO) inspections Inspection performance has continued to improve during the third quarter and is now only slightly short of the 95% target. It is anticipated that the annual target will be met by the year-end.

9	REG 1	Rate of homelessness prevention	Q3 2018/19	53.91%	Not Applicable		Not Applicable	REG1 and REG2 are new performance indicators for 2018/19.
10	REG 2	Rate of homelessness relief	Q3 2018/19	37.36%	Not Applicable		Not Applicable	REG1 - 115 cases where a Prevention Duty ended during Q1 to Q3 2018/19 - 62 cases ended with a positive outcome. REG2 - 174 cases where a Relief Duty ended during Q1 to Q3 2018/19 - 65 cases ended with a positive outcome. At the end of Q3 2018/19, 62 out of 115 households had potential homelessness <i>prevented</i> . Where homelessness was not prevented, a <i>relief</i> duty would have been triggered. This occurs when a household has become homeless and 65 households out of 174 were successfully rehoused. Of the remaining households, if an accommodation duty was triggered under the homelessness legislation, they would have been placed in a temporary hostel and would be included in the quarter-end figure of 79 households. National Benchmarking – analysis of new H-CLIC homelessness data will be available later in the year
11	LI 035a	Number of households living in temporary accommodation	Q3 2018/19	79	Not Applicable		 Q3 17/18 67	79 households in temporary accommodation as at 31 December 2018, of which, two were 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. National Benchmarking – analysis of new H-CLIC homelessness data will be available later in the year
Executive Member for Planning, Enterprise and Transport								
12	NI	Percentage of major	Q3	77.78%	80%			21 out of 27 major applications were

	157ai	planning applications determined within the relevant statutory or agreed time periods	2018/19					Q3 17/18 92.11%	<p>determined within the relevant statutory or agreed time periods.</p> <p>For major planning applications, as the volume of applications is so low, if a small number are determined out of time it has a big impact on the percentage performance figure. For this quarter (October to December 2018), only one major application was determined out of time (out of five determined).</p> <p>This PI should be cross-referenced with DC001a and DC002 as applicants do not always agree to an extension of time, for example to meet Committee dates. As can be seen, no applicants appealed to the Inspectorate with regard non-determination and no fees were returned.</p> <p>National Benchmarking Source: LG Inform Latest Year – Full Year Sample – All English district local authorities</p> <table border="1"> <thead> <tr> <th><u>Period</u></th> <th><u>NHDC</u></th> <th><u>Top Quartile</u></th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>85%</td> <td>96% to 100%</td> </tr> </tbody> </table> <p>NHDC ranked joint 126th out of 201 (Third Quartile)</p>	<u>Period</u>	<u>NHDC</u>	<u>Top Quartile</u>	2017/18	85%	96% to 100%
<u>Period</u>	<u>NHDC</u>	<u>Top Quartile</u>													
2017/18	85%	96% to 100%													
13	NI 157e	Percentage of all planning applications determined within the relevant statutory or agreed time periods	Q3 2018/19	79.72%	82.50%		<p>Q3 17/18 85.54%</p> <p></p>	<p><u>Majors</u> 21 out of 27</p> <p><u>Minors</u> 148 out of 200</p> <p><u>Others</u> 717 out of 829</p> <p><u>Applications not included in the categories above</u> 584 out of 788</p> <p>This gives an overall figure of 79.72% (1,470 out of 1,844)</p>							

								For minor planning applications, the volume is greater than for majors and the range of applications and complexity is wide. Newer staff are less experienced and on occasions struggle to keep on top of a large caseload of minor applications. The team is gaining experience and this trend should be reversed over the coming months. There has been a slight improvement in performance from Q2 2018/19 (79.56%).It should be noted that officers continue to negotiate positive outcomes with our applicants, reflected by the low rate of appeals and successful appeal decisions when appeals are lodged.
Executive Member for Waste, Recycling and Environment								
19	NI 192	Percentage of household waste sent for reuse, recycling and composting	December 2018	54.72%	57%		 Dec 17 59.01%	December 2018 data is currently provisional. Kerbside paper has fallen by 11% (250 tonnes) compared with last year. This is a national trend caused by the movement to digital media and officers expect the fall in kerbside paper to continue. However, the amount of co-mingled material has increased by 4% (275 tonnes) compared with last year. The amount of waste sent for composting is the main reason for the drop in performance. As expected, with the introduction of charged garden waste, the volume of material collected has decreased and food waste collections have not wholly replaced this. Combined composted material has reduced by 15% (2,078 tonnes) compared with last year. Officers still currently expect year-end performance to be close to the annual target figure of 55%. National Benchmarking

								Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities <table border="0"> <tr> <td>Period</td> <td>NHDC</td> <td>Top Quartile</td> </tr> <tr> <td>Q2 2018/19</td> <td>53.60%</td> <td>53.90% to 64.39%</td> </tr> </table> NHDC ranked joint 13th out of 46 (Second Quartile)	Period	NHDC	Top Quartile	Q2 2018/19	53.60%	53.90% to 64.39%
Period	NHDC	Top Quartile												
Q2 2018/19	53.60%	53.90% to 64.39%												
20	FW 1	Overall tonnage of food waste collected	December 2018	3,100	Not Applicable		Not Applicable	December 2018 data is currently provisional. 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 reported for April to December 2017 was 13,494 tonnes.						
21	GW 1	Overall tonnage of garden waste collected	December 2018	8,317	Not Applicable		Not Applicable							

Waste

Figures are provisional, as we are still awaiting some data from HCC, although we do not expect these updates to make a significant difference to the currently reported PI returns.

The 2018/19 recycling target was reduced for this year, from 60% to 55%, in view of anticipated issues with the commencement of the new waste contract. However, the target for residual waste remained the same compared with the previous year.