



2016/17 Year-End PI Data





In 2016/17, NHDC reported **27** corporate performance indicators.




This report presents the **red and amber** performance indicators only and displays the latest month or quarter that officers have updated and activated on Covalent. The full report can be found on the intranet at the following location.








<http://intranet.north-herts.gov.uk/home/finance-and-procurement/performance-and-risk-management/performance-management>





Generally, performance indicator data is cumulative and represents performance between 1 April 2016 and 31 March 2017. 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	
	10		15
	3		10
	0		1
	13		

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
<u>Executive Member for Finance and IT</u>								
1	BV 8	Percentage of invoices paid on time	March 2017	99.4%	99.6%		 March 16 99.94%	<p>From 1 April 2016 to 31 March 2017, 5343 invoices out of 5379 were paid on time. This performance indicator is affected by a small number of invoices. The indicator has been close to the target value across the year. Even where payment is not within agreed payment terms, it is generally only a few days late. Targeted messages will continue to be used to remind staff of the importance of having processes in place for invoice approval, particularly during holiday periods. The forthcoming upgrade to the accounting system will allow electronic invoice approval, which will enable better tracking of any blockages.</p>
<u>Leader of the Council</u>								
6	BV 12a	Working days lost due to short-term sickness absence per FTE employee	March 2017	3.61	3.50		 March 16 3.17	<p>1,003.10 FTE short-term sickness days 277.75 average FTEs</p> <p>There are robust procedures in place for the management of short-term absence, with monthly monitoring of absence levels. Managers have received training in how to manage absence and Business Partners provide support in cases where absence is above acceptable levels. The annual data is slightly above target, but this is largely due to one month, October 2016, when absence was higher than expected. The overall annual figure for short-term absence is still significantly below the levels seen some years ago.</p>

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
Executive Member for Waste Management, Recycling and Environment														
15	NI 192	Percentage of household waste sent for reuse, recycling and composting	March 2017	59.02%	60%		 March 16 57.83%	LG Inform Benchmarking Data: 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>Q3 2016/17</td> <td>57.16%</td> <td>53.78% to 60.82%</td> </tr> </table> NHDC ranked 6th out of 51	Period	NHDC	Top Quartile	Q3 2016/17	57.16%	53.78% to 60.82%
Period	NHDC	Top Quartile												
Q3 2016/17	57.16%	53.78% to 60.82%												