



2018/19 Quarter 4 PI Data

For 2018/19, NHDC reported 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. When targets are set, any national minimum requirements are 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	
	8 (Q3 – 7)		8 (Q3 – 3)
	2 (Q3 – 3)		7 (Q3 – 12)
	2 (Q3 – 2)		2 (Q3 – 2)
	9 (Q3 – 9)	Not Applicable	4 (Q3 – 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 sickness absence per FTE employee (both short-term and long-term)	March 2019	6.52	Not Applicable		 Mar 18 6.15	1867.72 FTE sickness days 286.54 average FTEs National Benchmarking Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities Period NHDC Top Quartile Q3 2018/19 1.4 days 0.8 to 1.8 days NHDC ranked 4th out of 50 (Top Quartile)
6	BV 12a	Working days lost due to short-term sickness absence per FTE employee	March 2019	4.10	3.50		 Mar 18 3.92	1175.96 FTE short-term sickness days 286.54 average FTEs The year-end figure of 4.10 is 0.6 days per FTE over target and it has increased by 0.18 days per FTE compared with last year, although less absence occurred over the winter months. The target for 2019/20 remains at 3.50 days per FTE.
7	BV 12b	Working days lost due to long-term sickness absence per FTE employee	March 2019	2.41	Not Applicable		 Mar 18 2.23	691.76 FTE long-term sickness days 286.54 average FTEs
Executive Member for Housing and Environmental Health								

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Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
9	REG 1	Rate of homelessness prevention	Q4 2018/19	53.11%	Not Applicable		Not Applicable	REG1 and REG2 are new performance indicators for 2018/19. REG1 - 177 cases where a Prevention Duty ended during Q1 to Q4 2018/19 – 94 cases ended with a positive outcome. REG2 – 238 cases where a Relief Duty ended during Q1 to Q4 2018/19 – 90 cases ended with a positive outcome. At the end of Q4 2018/19, 94 out of 177 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 90 households out of 238 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 85 households.
10	REG 2	Rate of homelessness relief	Q4 2018/19	37.82%	Not Applicable		Not Applicable	National Benchmarking – Analysis of new H-CLIC homelessness data will be available later in the year. Currently, awaiting publication of the Q2 2018/19 statistics.

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
11	LI 035a	Number of households living in temporary accommodation	Q4 2018/19	85	Not Applicable		 Q4 17/18 67	<p>85 households in temporary accommodation as at 31 March 2019, of which, four 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.</p> <p>National Benchmarking – Analysis of new H-CLIC homelessness data will be available later in the year. Currently, awaiting publication of the Q2 2018/19 statistics.</p>
Executive Member for Planning, Enterprise and Transport								
13	NI 157e	Percentage of all planning applications determined within the relevant statutory or agreed time periods	Q4 2018/19	80.24%	83%		 Q4 17/18 79.69%	<p><u>Majors</u> 29 out of 35</p> <p><u>Minors</u> 207 out of 275</p> <p><u>Others</u> 908 out of 1,041</p> <p><u>Applications not included in the categories above</u> 748 out of 1,007</p> <p>This gives an overall figure of 80.24% (1,892 out of 2,358)</p> <p>Not all applicants will agree to an extension of time beyond the statutory period to enable negotiation with the officer, statutory consultee or with regard legal agreements to be undertaken. Reference should be made to the following two indicators (DC001a and DC002), where the impact of non-determination is measured. As can be seen, there were no fees refunded or appeals lodged.</p>

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Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
14	DC 001a	Number of planning applications taken to appeal due to 'non-determination' within the statutory time period, which were allowed	Q4 2018/19	0	Not Applicable		 Q4 17/18 0	During April 2018 to March 2019, no appeal decisions (allowed or dismissed) related to appeals that were submitted due to non-determination within the statutory or extended 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	Q4 2018/19	0	0		 Q4 17/18 0	No fees have been refunded.						
16	LI 032a	Number of allowed planning appeal decisions	Q4 2018/19	5	Not Applicable		 Q4 17/18 7	5 of 25 appeals allowed (20%)						
Executive Member for Waste, Recycling and Environment														
18	NI 191	Kg residual waste per household	March 2019	364kg	360kg		 Mar 18 366kg	March 2019 data is currently provisional. 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>Q3 2018/19</td> <td>88.08kg</td> <td>70.00kg to 96.19kg</td> </tr> </table> NHDC ranked 4th out of 39 (Top Quartile)	Period	NHDC	Top Quartile	Q3 2018/19	88.08kg	70.00kg to 96.19kg
Period	NHDC	Top Quartile												
Q3 2018/19	88.08kg	70.00kg to 96.19kg												
19	NI 192	Percentage of household waste sent for reuse, recycling and composting	March 2019	52.37%	55%		 Mar 18 57.47%	March 2019 data is currently provisional. National Benchmarking Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities						

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Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
								Period Q3 2018/19 NHDC 44.89% Top Quartile 53.49% to 63.07% NHDC ranked 24th out of 41 (Third Quartile)
20	FW 1	Overall tonnage of food waste collected	March 2019	4,381	Not Applicable		Not Applicable	March 2019 data is currently provisional. No targets were set for 2018/19, as the first year of the new performance indicators and contract were used to establish baseline data.
21	GW 1	Overall tonnage of garden waste collected	March 2019	9,586	Not Applicable		Not Applicable	The combined food and garden waste tonnage reported for April 2017 to March 2018 was 15,942 tonnes.

NI157e

“Others” = Advertisement Consents, Certificates of Lawful Development, Householder Planning Applications, Changes of Use, Listed Building Consents

“Applications not included in the categories above” = Agricultural Determinations, Adjacent Authorities Consultations, County Matters Applications, Discharge of Conditions, Electronic Communications, Hazardous Substances, Neighbour Consultation Scheme, Non Material Amendments, Prior Approvals, Prior Notifications, Trees in Conservation Areas, Telecommunications, Tree Preservation Orders

Waste

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.