NORTH HERTFORDSHIRE
DISTRICT COUNCIL

2019/20 Quarter 1 PI Data

For 2019/20, NHDC will report 19 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 Risk.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 2019 and the end of the latest reporting period. The report will indicate if any data relates to a different reporting period. Where available, the commentary for an indicator will include national benchmarking data. When targets are set, any national minimum requirements are 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
N/A	A direction of travel is not applicable, as the performance indicator was introduced in 2019/20

Summaries

Status Summary		Direction of Travel Summary	
	7		8
	3		8
	2		2
	7	N/A	1

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
Executive Member for Finance and IT								
2	MI P&R 001	Percentage of raised sales invoices due for payment that have been paid	June 2019	79.43%	93%		June 18 98.13%	As at 30 June 2019: Total value of invoices raised by NHDC - £2,409,119 Total value of invoices raised by NHDC that were not due for payment yet - £398,420 Total value of payments received for invoices raised by NHDC - £1,597,069 Due to the low levels of outstanding debt, a small number of outstanding larger value invoices can have a big impact on the collection rate. Outstanding Invoices have been reviewed and collection levels are back on track for July
Executive Member for Housing and Environmental Health								

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
8	REG 1	Rate of homelessness prevention	Q1 2019/20	45.95%	Not Applicable		Q1 18/19 50%	**REG1** - During Q1 2019/20, 34 out of 74 households had homelessness prevented. Where homelessness was not prevented, a *relief* duty would have been triggered. **REG2** – During Q1 2019/20, there were 67 cases where a Relief Duty ended. This occurs when a household has become homeless and 15 households out of 67 were successfully rehoused. **National Benchmarking** – Awaiting publication and analysis of the full first year of H-CLIC homelessness data. **Officers plan to provide an overview of homelessness services and available benchmarking data at the December 2019 meeting.**
9	REG 2	Rate of homelessness relief	Q1 2019/20	22.39%	Not Applicable		Q1 18/19 56%	

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
10	LI 035a	Number of households living in temporary accommodation	Q1 2019/20	88	Not Applicable		Q1 18/19 83	88 households in temporary accommodation as at 30 June 2019, of which, eight 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** – Awaiting publication and analysis of the full first year of H-CLIC homelessness data. **Officers plan to provide an overview of homelessness services and available benchmarking data at the December 2019 meeting.**
11	REG 3	Percentage of Environmental Health programmed inspections completed	Q1 2019/20	23.5%	24%		Not Applicable	97 inspections were completed in Q1 2019/20 out of a total of 103 inspections scheduled to be completed. Scheduled inspections not completed in Q1 2019/20: 6 Industrial Installations The inspection outcome is very slightly below the profiled target. This is due to staffing issues within the Environmental Health Service. Officers expect the Service to meet the annual target of 95% at the year-end.

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
Executive Member for Environment and Leisure								
15	MI LI 015	Number of visits to leisure facilities	June 2019	374,664	380,600		June 18 380,647	Facility / 2019/20 / 2018/19 North Herts LC 135,894 140,117 Fearnhill 4,005 4,011 Letchworth OP 10,502 14,375 Hitchin SC 85,057 87,018 Archers 35,854 35,106 Royston LC 103,352 100,020 **374,664** **380,647** The decrease in usage mainly relates to the poor weather we experienced in June compared with last year. In addition, a new gym opened in Hitchin town centre, which also had an impact on usage figures at Hitchin Swim Centre.
Executive Member for Recycling and Waste Management								
18	FW 1	Overall tonnage of food waste collected	June 2019	1,117	1,245		June 18 698	Food Waste collection is on the increase, however the target we have set is challenging. A waste composition analysis audit is planned for later in the year where we will be looking at participation levels, including food waste.
19	GW 1	Overall tonnage of garden waste collected	June 2019	3,003	3,300		June 18 4,051	An amnesty at the commencement of the contract in 18/19 meant that garden waste levels remained high at this time last year. Garden waste sign up currently at 47% compared to 51.3 % this time last year. Sign up period still continues following the 3 month extension given to residents.